

GE HealthCare

Application Overview Document

Field Force Automation – AMS

Document Revision History

Version	Date	Author	Change Description
1	13/09/2023	Kashif Khan Vijaykumar Ambaliya Sahil Gaur Shubham Mohanty Deepak Raghuvanshi Yamini Sakiri	Created

Table 1: Document Revision

Point of Contacts

Role	Contact Name	Email ID	Ph. No
Business Owner			
SME	Vijayarao	vijayarao.killada@ge.com	
Service Owner	Avi Sasson	avi.sasson@ge.com	
Application Owner	Avi Sasson	avi.sasson@ge.com	
Escalation Contacts			

Table 2: Point of Contacts

Table of Contents

Glossary	5
A. Functional Overview.....	6
1. Purpose of the Application	6
2. Overview of Functionality and Brief Descriptions of “Client name” Process.....	7
2.1 Application Interfaces	8
2.2 Third Party Components/Modules.....	8
2.3 Components/Modules.....	8
2.4 Access requirements	8
3. Business Process Flow Diagrams	8
3.1Sub module details / “Client name” Business Transactions	9
4. Application User Information	9
5. Application Usage Pattern & Busy Season and Special Processes	9
6. Support and Coverage Requirements	9
7. Online – Screen Inventory (for custom built).....	10
8. Security requirements	10
8.1 Authentication/Authorization mechanism	10
8.1 Access	10
8.2 Network Ports and Protocols to Access	14
8.3 Data Security	14
9. Computations.....	15
10. Application Dependencies.....	15
11. History and Future changes planned	15
12. Languages supported (If Multilingual).....	15
B. Technical Overview	16
13. Technology Stack	16
13.1 Mobility.....	16
14. License Requirements.....	16
15. Technology Variances.....	17
16. System architecture diagram	18
17. Database Architecture.....	21
17.1 Physical data model & Logical data model	21
17.2 List the “Client name” tables and their mapping to the transactions	22
18. Backup, Recovery & Archival.....	22
19. Infrastructure Architecture Diagram for all Environments.....	22
20. Number of Instances	23

Application Overview Document

21. Performance requirements, if any.....	23
22. Setup and Rollback Procedures.....	Error! Bookmark not defined.
23. Critical Jobs / Integration Needs / Schedules.....	24
23.1 Job Scheduling	24
24. Periodic activities	24
24.1 Daily.....	24
24.2 Weekly	24
25. Data Replication.....	24
26. Client/Mobile Installation	24
27. Technical data sheets.....	24
28. Detail the Do's & Don'ts and specific test scenarios	24
29. Monitoring	24
29.1 System level monitoring	24
29.2 Application level monitoring.....	24
30. Standard Operating Procedures (SOPs)	25
31. Email Notifications.....	25
32. Troubleshooting.....	25
32.1 Troubleshooting application exceptions	25
32.2 Troubleshooting common system issues	25
33. Restart procedure	26
34. Trend Analysis	26
35. Log Locations / Enabling / De bugging Process	27
36. Communication and Escalation Mechanism	27
37. Third party Escalation Mechanism	27
38. Verification and Validation process.....	27
38.1 Application Functionality Verification.....	27
38.2 Performance testing benchmarks.....	27
38.3 System Integration Testing Process.....	27
39. Disaster Recovery process.....	27
40. Known Issues, Bugs, Knowledgebase, Dependencies.....	27
Knowhow	Error! Bookmark not defined.
References	Error! Bookmark not defined.
Change history	Error! Bookmark not defined.

Glossary

Term/Abbreviation/Acronym	Definition/Expansion
TCS	Tata Consultancy Services
“Client name”	“Client name”
SoW	Statement of Work
ALM	Application Lifecycle Management
UAT	User Acceptance Testing
FFA	Field Force Automation
FE	Field Engineer
OLE	Online Engineer
CRS	Connectivity and Remote Solution
RFS	Request for Service
SR	Service Request
GSR	Global Service Room

Table 3: Glossary

A. Functional Overview

1. Purpose of the Application

FFA is a service platform for supporting the diagnosis and solution of service events. It integrates machine service data from the many sources you currently use into a single workflow. This allows you to analyze problems and provide solutions faster and easier than before. FFA integrates with many other applications in the ecosystem and other CRM tools to support diagnosis and solution.

As an example, suppose you have subscribed for TV channels connection, if you face any difficulties while using, you connect with customer care services, they will try to resolve problem online by performing some steps from their customer care service office. If they cannot perform some steps online or some of the parts are not working properly, they will request a field engineer to visit the location to resolve the problem. Similar way FFA can be used to resolve diagnoses and provide the solution for the problems with some of the medical devices.

Let us understand where FFA comes into picture using below steps:

- The customers of GE health care are hospitals. Hospitals have CT, MR and other scanner machines. They subscribe to the services of GE health care.
- If hospitals find any issue with any medical devices, they create a service request. Hospitals has access to CRM to register the service request
- FFA will fetch the data from CRM and process the content of the service request to find out Device Id of the scanner.
- Based on the Device ID, Online engineer can run some of the workflow using different widgets available with FFA. As FFA integrates with other supporting tools and systems, Online Engineer (OLE) is not needed to visit other systems to get the diagnosis and solution to resolve the Service Request.

Note: A workflow is a checklist of procedures to build service recommendations based on asset type and type of service event.

- OLE prepares one care package and hands it over to the service center.
- If the problem did not get resolved by performing online steps, based on the nature of the problem described in care package, the service center requests field engineer to visit the hospital to fix the issue.
- The field engineer has access to care packages to know about the problem and steps to resolve the problem. Once the problem is fixed. The field engineer will mark the service request as a closed one.
- Based on the nature of the CRM, the service request either will be closed or kept under observation for few hours before closing it.

The Service Journey - detail



Benefits of FFA:

FFA simplifies service event handling through:

- providing information and tools where you need them, reducing the need to use many disparate tools to handle a single service event
- providing contextual workflow
- automatic acquisition of service-related data
- ability to send rich information to the FE and supporting service personnel in support of an onsite fix
For the Remote/Online Engineer, FFA allows diagnosis of issues remotely and ability to send compiled information about a service event to an FE. This compiled information is called a Care Package
- It is a global tool deployed on AWS cloud platform. No need of separate installation for every hospital
- One workflow regardless of CRM region
- FFA is THE Everything tool, there are no other tools. It integrates with other tools to fetch required information to diagnosis and provide the solution of the service request

2. Overview of Functionality and Brief Descriptions of “Client name” Process

[Major functionalities/modules of the application of the application]

2.1 Application Interfaces

[Provide the details of application interfaces]

2.2 Third Party Components/Modules

[Provide the details of third-party components]

DAAS API – It is used for fetching system detail.

Flexera – Used for storing and retrieving packages files.

SBOM (Service Bill of Material) - Used for parts search.

Avaya agent – for directly calling the user.

2.3 Components/Modules

[Provide the details of application related components]

Sl.No	Component/Mo dules	Modules description	Supported by

Table 4: Components/Modules

2.4 Access Requirements

[From the business perspective, the following categories of users are envisaged]

Sl.No	User Category	General Characteristics	Effect/ Impact on the System/ Solution

Table 5: Access Requirements – Business Users

[From the System perspective, the following categories of users are envisaged]

Sl.No	User Role	User Category	General Characteristics	Effect/ Impact on the System

Table 6: Access Requirements - System Roles

3. Business Process Flow Diagrams

[What business Processes are supported by this Application? What are the “Client name” application sub modules? Prepare process flow diagrams for the “Client name” businesses processes. Ensure the detailing is adequate to understand the overall process flow]

3.1 Sub Module Details / "Client name" Business Transactions

[Associate the "Client name" business process listed above with the "Client name" transactions. If the application is rule based ensure detailing the business rules]

4. Application User Information

Department/User Group	"Client name" area/functionality of the application used	Number of Users		IT Site Contact Person (if needed)
		Total	Concurrent	

Table 7: Application User Information

5. Application Usage Pattern & Busy Season and Special Processes

[Provide number of user's details: There are ~5700 users in production environment

Provide application Champion users if applicable

Provide the busy season details of the application

Provide the busy season impact

Detail of the application availability requirements during the busy period

List of activities, any planning exercise to be covered in busy season]

6. Support and Coverage Requirements

[Provide regular support expectations for the application. (i.e. Regular business hours, 8x7, Extended, Weekday, 24x7)]

Contacts	Name Primary/Secondary	Email ID Primary/Secondary	Ph. No Primary/Secondary
Business Owner			
Service Owner/IT Custodian			
Application Owner			
Escalation Contacts			
L3/L4			
SME			
DBA			
Platform Team			
GIS/Network Team			

Storage Team			
Messaging Team			

Table 8: Application Support and Coverage Requirements

7. Online – Screen Inventory (for Custom Built)

[Inventory of screens and brief functional description]

8. Security Requirements

[Mention data Security Related requirements/ Compliance requirements]

8.1 Authentication/Authorization Mechanism

[Mention the Authentication Process i.e Siteminder, IDAM, ED, etc]

8.1 Access

[How do users login to the application? (ie. Client install, web application (url), back-end application (no front-end))

Does support staff need special access to the application? Should support access be restricted?

Provide details.

What type of authentication is used and what credentials are needed to use the product/service? (ie. UserID, AD, Digital certificate)

Identify any user groups that are not allowed to have access to the application/device

Will this product require special handling for off boarding/termination? Provide details.]

- Common mainframe id and profile id has been maintained for RTS team.

8.1.1 Requesting Access of Application

- To get the access of FFA and other application, we need to raise the request in
<https://oneidm.ge.com/>

Note: For FFA, SSA, PSDB, AutoSC, Rulestudio, we need to search CRS and for other applications like Insiteplus, Step and RSVP, we need to search it by name.

Below is the process of raising request:

- In the search box, enter “CRS” and then click on the search button. You will get the same screen as below.

Application Overview Document

The screenshot shows the GE Identity Manager interface. At the top, there's a navigation bar with links for Home, Request, Manage, Support, and Password Management. On the right, there are links for My Requests, My Approvals, Get IDM Help, and a user profile for Kashif. A search bar at the top right contains the placeholder "search for a person". Below the navigation, a search results page titled "Search Results" is displayed. The search term "crs" is entered in the search bar. On the left, there are filters for Business (All, GE Healthcare) and Function (All, Others). The main results section is titled "Application" and lists two items: "Connectivity and Remote Solutions (CRS) - GE Healthcare" and "Connectivity and Remote Solutions (CRS) - Non-Prod (Product Development) - GE Healthcare". Both items have a brief description and a link to a form for requesting access.

- Click on the Connectivity and Remote Solutions (CRS) - GE Healthcare if you want the application of production and Standby environments and in case of development and staging environment click on Connectivity and Remote Solutions (CRS) - Non-Prod (Product Development) - GE Healthcare.

Please complete the request information below to obtain access to this application:

- For **FFA**, add at least one entry each for **Role**.
- For **SSA & PSDB**, add at least one entry each for **Role & Modality**.
- For **RuleStudio & AutoSC**, add at least one entry each for **Role, Modality**, and **Service Region**.

- For **MUST**, add country list in "**reason for request**".

- For **RSVP**, search "RSVP" in OneIDM and submit separate request.

The screenshot shows a form for requesting access to the Field Force Automation (FFA) application. The form fields include:

- Application***: A dropdown menu set to "Field Force Automation (FFA)".
- Requestor Region***: A dropdown menu set to "India & South Asia".
- Permission***: A dropdown menu set to "Role".
- Access***: A dropdown menu listing various roles and access levels, including:
 - Application Specialist
 - Checkout Admin (for DI InSite1 checkout only)
 - DevOps Admin (FFA internal use only)
 - FE
 - FE Basic (for Care Package access only)
 - FFA Administrator
 - File Upload Admin RTE
 - L2 CRS Support (FFA internal use only)
 - Modality Engineer (for SPRSnap access only)

 At the bottom, there are two buttons: "Search" and "Add to Request".

- We have to choose the application name from the dropdown list, so the available application options are FFA, AutoSC, SSA, PSDB, RuleStudio. For Insiteplus, RSVP and other applications, we have to search it by application name in the oneIDM search box.
- For the requestor region, we have to choose the location from where we are working.
- For permission, we have two options,
 - Role: For same regions access.
 - Cross Border Access: For different regions access.

Application Overview Document

- For access, we have to select the necessary options required from the list. Once we select the option from the list, we have to click on the Add to request button. We have to repeat the process for all the accesses we require.

Below the list of available access:

- Application Specialist
- Checkout admin
- FE
- FE Basic (for care package access only)
- FFA ADMIN
- File upload admin RTE
- Modality engineer (for SPRSnap access only)
- MV (multi-vendor) Admin
- MV FE
- MV RTE
- RTE

- For the access associated with the roles, please refer to the below document
[FFA access-role matrix](#)
- We can view the current access that we have for a specific application in the existing entitlements and according to that we can raise the request for remaining access. We can also remove the access that currently we have in the existing entitlements.

The screenshot shows a web-based application interface for 'Identity Manager'. At the top, there's a navigation bar with links for 'My Requests', 'My Approvals', 'GECIM Help', and 'Logout'. Below the navigation, there's a main header for 'Insiteplus-Prod' with a brief description of the platform. On the left, there's a sidebar titled 'User Details'. In the center, there's a large form area. At the top of the form, there's a section labeled 'Request Type*' with a dropdown menu showing 'Standard. I am employed from same region.' Below this, there's a large text area for 'Reason for Request*'. At the bottom of the form, there's a note: '* indicates required field.' followed by two buttons: 'Submit' and 'Cancel'.

- Select Request type as "Standard. I am employed from same region" and provide the reason for access request.
- Once all the necessary accesses have been added then click on submit.
- Once submitted it will show all the GE training that has to be completed before getting the requested access.

Note: The training is for prod and standby environment, if you are looking the access to a dev and staging environment you don't need to do any training.

Connectivity and Remote Solutions (CRS)
Use this form for requesting access to all CRS applications (FFA, Rule Studio, AutoSC, SSA, PSDB)

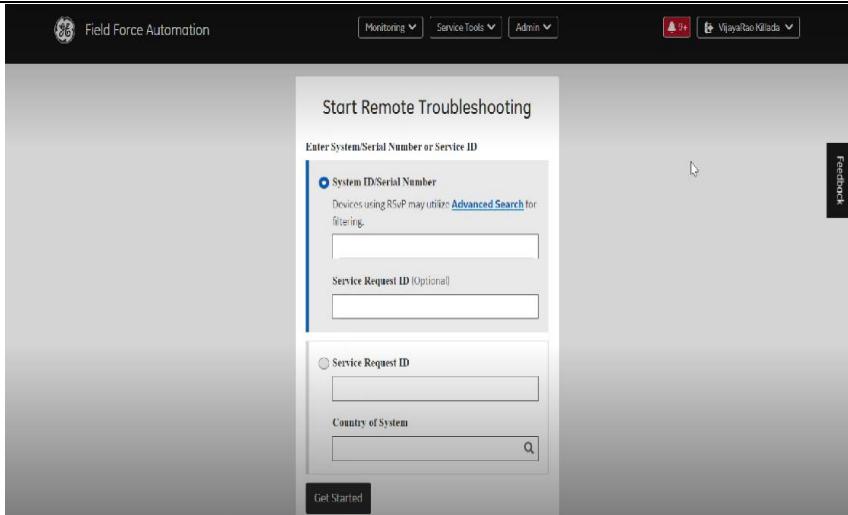
GE Learning validation report for user: 503325674. The entitlement "Field Force Automation (FFA)-India & South Asia-Role-FE" requires the following outstanding training(s) to be completed: FFA for the Field Engineer, Protecting Customer Data Is Everyone's Business.. The entitlement "Field Force Automation (FFA)-India & South Asia-Role-MV Administrator" requires the following outstanding training(s) to be completed: MV REMOTE DIAGNOSTIC SYSTEM (RDS) BASIC TRAINING, MV REMOTE CONNECTIVITY BASIC TRAINING.. The entitlement "Field Force Automation (FFA)-India & South Asia-Role-File Upload Admin RTE" requires the following outstanding training(s) to be completed: Protecting Customer Data Is Everyone's Business.. The entitlement "Field Force Automation (FFA)-India & South Asia-Role-Application Specialist" requires the following outstanding training(s) to be completed: FFA for the Applications Specialist, FFA for the Field Engineer, Protecting Customer Data Is Everyone's Business.. The entitlement "Field Force Automation (FFA)-India & South Asia-Role-Checkout Admin (for DI InSite1 checkout only)" requires the following outstanding training(s) to be completed: Protecting Customer Data Is Everyone's Business.. The entitlement "Field Force Automation (FFA)-India & South Asia-Role-RTE" requires the following outstanding training(s) to be completed: FFA for the Field Engineer, Protecting Customer Data Is Everyone's Business.. The entitlement "Field Force Automation (FFA)-India & South Asia-Role-MV RTE" requires the following outstanding training(s) to be completed: MV REMOTE DIAGNOSTIC SYSTEM (RDS) BASIC TRAINING, MV REMOTE CONNECTIVITY BASIC TRAINING.

User Details

- Complete all the mentioned GE training. It will take around 48 hours to reflect in GE Learning once you have finished the training. You have to raise the request again and follow the same steps again.
- When you submit, the request will go to the manager for approval and after that the request will go to the regional lead in the case of production and standby environment. But in case of development and staging environment, the request will directly go to the regional lead. Once it is approved you will get the requested access to the application.
- You can also follow the similar procedure to get any additional access for FFA

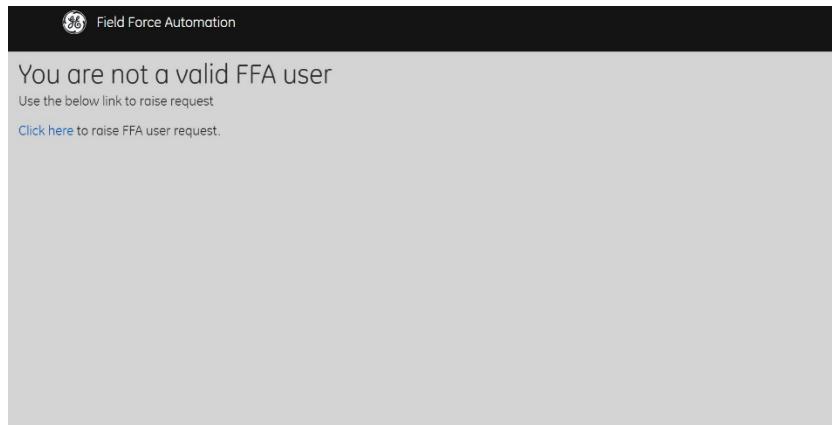
8.1.2 FFA Login Page

- Once you have got the required access for FFA application we can use below URLs to login into the application
 - <https://ffa.health.ge.com>: This is the intranet URL which is used by Remote engineers. This URL can be used within GE network. We can connect to this URL if you are in GE network by using any of the tools like MyApp, GE LAN, F5(decommissioned, used only in China), BlueSSO and Global Protect. We can use anyone of them to connect with the GE network.
 - <https://ffa.gehealthcare.com>: This is the internet URL which is used by Field engineers. This URL can be accessed from anywhere. Mostly field engineers use this URL to access FFA. When you use this URL, you may get limited access, as an example you cannot have access to Queue while using this URL
- After completing the mandatory trainings, you should have access to FFA, once you login to FFA application, the screen should look like below:



Note: Sometime users report that they are not able to use some features of FFA for ex queue and connectivity tool, then we need to check the URL first.

- After clicking the URL <https://ffa.health.ge.com>, if you haven't completed the mandatory trainings then you will not have any assigned role in this case you can't access the FFA and you will get the screen like below:



8.2 Network Ports and Protocols to Access

[Mention the Network ports details, IP details]

8.3 Data Security

[Provide details regarding any 'personal data' for any countries in the European Union. (Red box Country restrictions, etc.,)]

Provide details regarding the restricted application access details

Provide details regarding any 'personal data' for any countries in the European Union. (Safe Harbour)

Provide details regarding the application cross with Washington Federal Practice

Provide details on any application specific requirements regarding the type of resources who can provide support due to client contractual agreements, government regulatory statutes, or similar.

Application Overview Document

[Provide details if the application can function in an offline mode. Describe any security concerns if the application is offline.]

9. Computations

[Any assumptions related to Application. Such as rounding, handling multiple currencies, data formats etc. if applicable]

10. Application Dependencies

[Describe interfaces (consumed and provided) by the application, Eg ; Hosted applications, data availability and also dependencies and potential impact in the event of failure of the dependency]

Component Name	Interface ID	Dependency Description	Direction	Interface Type & SLA	Impact due to Failure (Low/Medium/High)

Table 9: Application Dependencies

11. History and Future Changes Planned

[Document in context of the application the following parameters:
Past Application changes/Upgrades in relation with the application
Overview of changes /upgrades made to the application in the last 6 months]

12. Languages Supported (If Multilingual)

[List the languages the application supports and any multi lingual support requirements for this application.]

B. Technical Overview

13. Technology Stack

[Detail:

- Application type - **Web based**
- Application Stage - **Production**
- Detail the Hardware (if required) - **NA (On Cloud)**
- Detail the Operating system - **NA (On Cloud)**
- Detail the Software / Language - **Springboot, Angular**
- Detail the tools and any Integration technologies used
 - o **Oracle SQL Developer**
 - o **Robo3T**
 - o **Postman**
 - o **Swagger**
 - o **Avaya agent**
- Detail all major and minor technologies / frameworks the application is built with the latest versions.
- Detail the data store – **Oracle, MongoDB**
- Detail the version control tool - **GitLab**
- In case of products, establish the market name of the product, version & vendor details.
- Establish if vendor AMC for third party product / support is required; and is available or not through
- Cover Database, Administration / Security, Front-end GUI, Application server, Language, API's, Encryption, Monitoring tools, Development tools, Reporting tools, Integration tools, Workflow, Rules engine etc
- Application version- Specify the deployed Version Number of the Application. Provide list of deployment paths for client installation
- Application criticality- Specify the Application Criticality or reference the repository where this information exists
- Application URLs - List the Application URLs in each environment

Environment	Link
Development	https://dev-ffa.health.ge.com
Staging	https://stg-ffa.health.ge.com
Standby	https://ffa.health.ge.com:80
Production (Intranet)	https://ffa.health.ge.com
Production (Internet)	https://ffa.gehealthcare.com

- Web server configurations (IIS/Webserver)
- Directory structure - Describe the directory structure for Logs etc
- FTP, SFTP, Shared path details]

13.1 Mobility

- NA

14. License Requirements

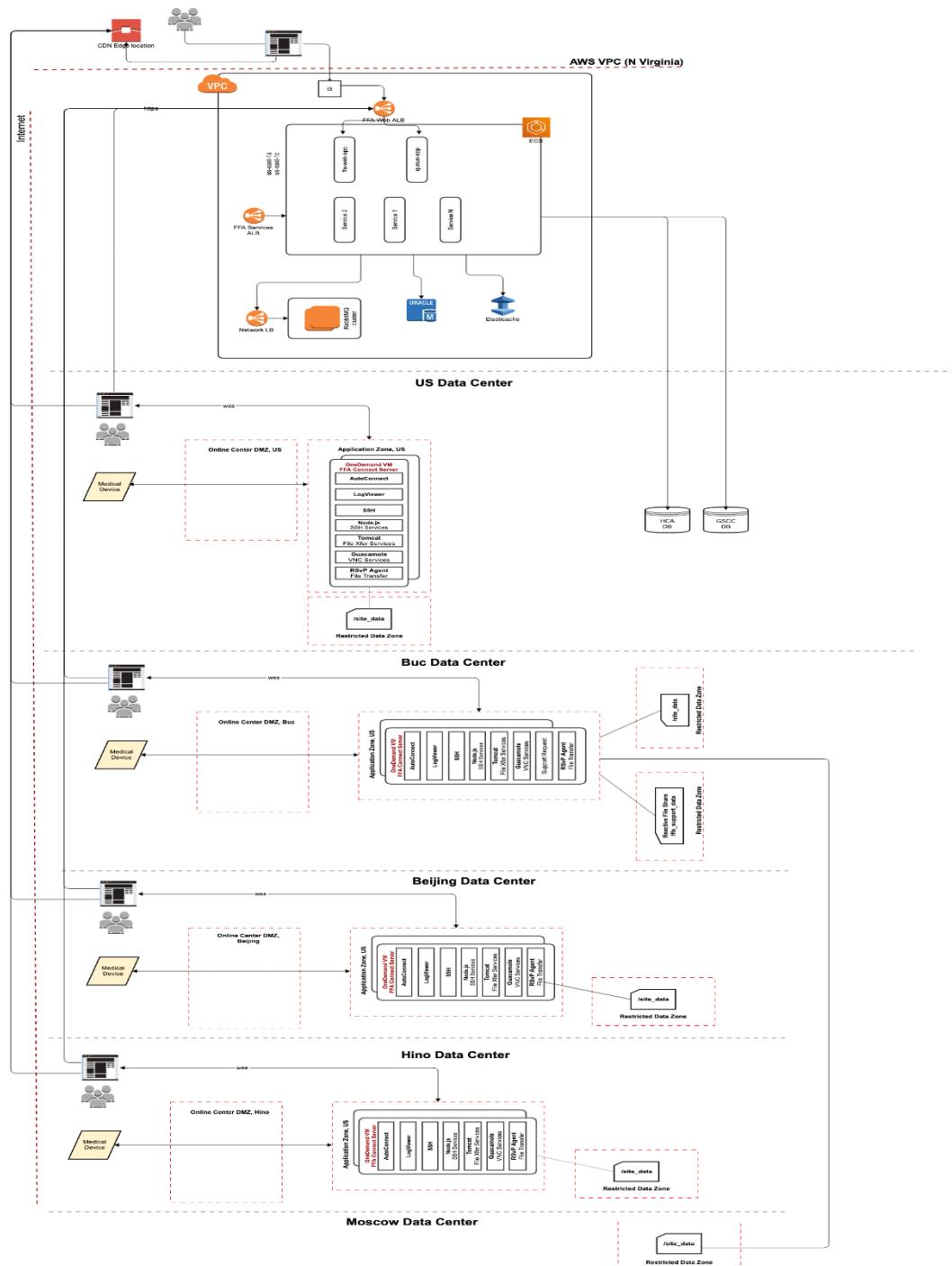
- [Mention the Software Licenses /Requirements/Availability (if pertinent for support requirement / offshore access
- Provide third party details (Vendor, Support agreement)
- Provide license details (process to renew license, DR environment and testing included)
- Provide details on contacting vendor of assistance required
- Provide license Expiry details]

15. Technology Variances

[Mention any variance in the Technology Stack used by Application as against the known standards, state any proprietary language]

16. System Architecture Diagram

[Provide Current technical blueprint (), system interactions, architecture layers, software layers and network layers]



16.1 System Architecture Flow

- All the medical devices (MRI Scanner, CT Scanner, etc) from subscribed hospitals connect with Regional Data centers. We have four regional data centers as described below.

Data Center	Countries
USCAN	US and Canada
BUC	European countries
BEIJING	China and Taiwan
HINO	Japan, India, Australia, New Zealand

- The data centers comprise of various connectivity servers/tools, we have 2 Ec2 instances in every data center that will host connectivity servers
- Connectivity server sends requests to CDN Edge location.
- CDN Edge location will connect with FFA Web ALB.
- FFA Web ALB distributes requests across different front-end microservices hosted in ECS cluster. We have a fixed number of instances of front end microservices in ECS cluster. There are 9 EC2 instances in ECS cluster. The number of EC2 instances and replica of microservices are decided based on the testing.
- Front end micro services connect with services ALB to communicate with backend microservices. We have a fixed number of running instances of backend microservices in ECS cluster.
- If required backend microservices can connect with oracle database. Backend microservices fetches some cached configuration from Elastic Cache (Redis) to avoid frequent trip with other integrated microservices
- Backend microservices can connect with NLB to communicate with RabbitMQ cluster. Queues in RabbitMQ represent data from regional CRMs.
- Connectivity servers connect with medical devices and stores related data/information in the EFS (Elastic File System).

16.2 Description of Components in Architecture diagram

- **CDN Edge Location:**

It gets data/request from the data center. CDN Edge is basically a front-end service which has static pages, from where requests are coming to AWS VPC.

The purpose of a CDN edge server is to store content as close as possible to a requesting client machine, thereby reducing latency and improving page load times.

It uses AWS s3 bucket to store the static pages. It sends requests to i3 Which is inside the AWS VPC.

- **AWS VPC:**

VPC stands for Virtual Private Cloud, is basically a firewall to our AWS environment. It is used for security purposes.

It is a service that lets you create a private network within AWS, giving you control over your cloud resources, network configuration, security, and isolation.

- **i3:**
i3[Ingress/outgress] gets the request from CDN Edge and filters the inbound and outbound requests and helps to communicate with other VPC. It sends the request to FFA Web ALB.

- **FFA Web ALB:**
It gets the request and distributes the incoming/inbound traffic to FFA-WEB-APP and QUEUE-APP front-end Microservices which are inside the ECS Cluster.

- **ECS Cluster:**
ECS is a container orchestration service provided by AWS. It simplifies the deployment, Management and scaling of docker containers within AWS infrastructure.

- **FFA Service ALB:**
It receives HTTP requests and distributes the traffic to different Backend Microservices.

- **ALB:**
Amazon Application Load Balancer (ALB) is a service within AWS that efficiently distributes incoming application traffic across multiple targets, such as Amazon EC2 instances, containers, and Lambda functions. ALB offers advanced features like path-based routing, host-based routing, and support for web sockets, making it a versatile tool for deploying scalable and highly available web applications.

- **NLB:**
It receives the request from the backend microservices and distributes network traffic across multiple targets and helps to communicate with RabbitMQ for messaging queue cluster.

- **Oracle DB:**
For storing the data, we have Oracle DB.

- **Elastic Cache:**
Elastic Cache stores the recent/static data, which helps us to retrieve frequent data quickly or reduces latency. We don't need to hit the actual database again and again.

- **Data Centre:**

Each region has data center, and every data center has connectivity server which runs 2 EC2 instances and each instances have the following components,

1. Auto connect
2. LogViewer
3. SSH
4. Node js
5. Tomcat
6. Guacamole
7. RSvP Agent
8. File System (EFS)

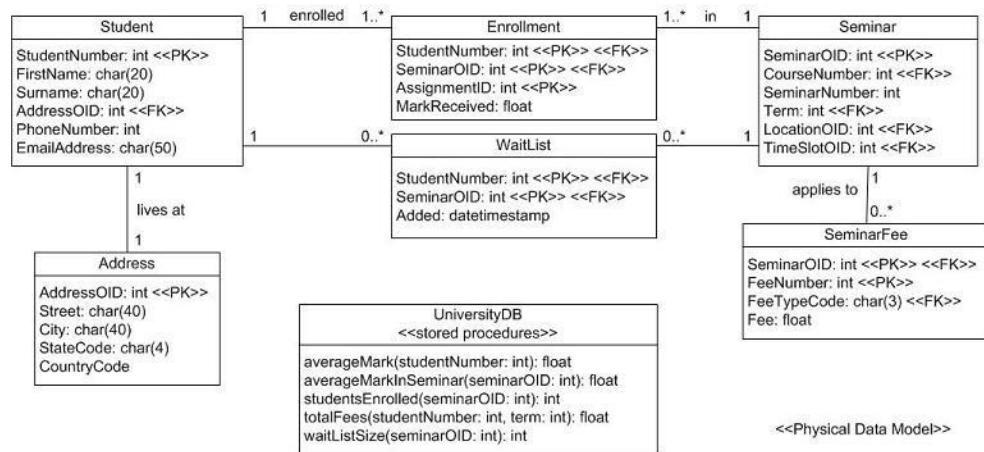
- **RabbitMQ Cluster:**

It is a cluster of RabbitMQ servers. Topics in the clusters represent data from various regional CRM. Backend micro services fetches data from the topics.

17. Database Architecture

17.1 Physical data model & Logical data model

[Example power designer models]



17.2 List the “Client name” tables and their mapping to the transactions

17.2.1 Table

Table name	Description
SERVICE_EVENT_RECORD	contains queue related information for both open and post-remote.
QUEUE_PREFERENCES	Contains the saved filter setting of users.
INTERNAL_SUPPORT_REQUEST	contains support request information.
SUPPORT_REQUEST_ATTACHMENT	contains the file path where attachment is stored.
SUPPORT_REQUEST_ORIGIN	contains where the request has been generated.
SUPPORT_REQUEST_STATUS	contains the status of support request.
RESOURCE	Contains the configuration related info like GSR modality.
ASSET	Contains details about the devices.
CRM	Contains mapping of crmid and CRM application
RSvP_NO_CRM_DEVICES	Contains details about devices when registered using RSvP
USER_COMMANDS	Contains command details for FTP connectivity
FTP_PRECONFIGURED_DIR	It stores the file path based on the modality and model type of the device
MODALITY_TOOLS_LIVE_CONNECTION	Maintains the connections details like emergency log viewer
PRODUCT_FAMILY	
RESOURCE_MAPPING	
SYSTEM_LOCATIONS	Contains details like checkout date, agreement signed, and system details
NETWORK_DETAIL	Contains the NAT IP, LAN IP, Link type
SYSTEM_INFO	Contains details about the system model, model type, etc.
PASSWORDS	Contains password of the devices.

17.2.2 Stored procedure

Procedure	Description
GET_ASSET_DTLS_BY_SYSTEMID	Extracts details from CRM table

18. Backup, Recovery & Archival

[Understand the existing BCP for applications (Whether BCP exists? If so, where?). If BCP does not exist record the timeline by which BCP will be created.]

Describe how the data in the system will be backed up and restored (near Term), and how will it be retained/archived (long term).]

19. Infrastructure Architecture Diagram for all Environments

[Provide an overview diagram detailing the server architecture for this system. Include elements such as the server layout, network setup, storage, LDAP, and how failover and scalability will be achieved. Also, if the Test/QA environments will not exactly match Production then show that setup as well. If this is an existing infrastructure, be sure to highlight any changes or additions in this diagram.]

20. Number of Instances

[List the number of instances for the application. Clearly state whether the instance is a development, testing, staging or production instance. Establish if the instance is synchronized with production.]

Establish specific accessibility parameters. Does production have a single instance (centralized) or multiple instances (distributed) by geography]

Instance No	Instance type (Eg : Production, Development, Testing)	Server Name	Application URL	Instance Location [If hosted outside Network]	If Instances exists, then are they "Client name" in	Load Balanced?
1	Development		<u>Dev</u>			Yes
2	Staging		<u>QA</u>			Yes
3	Stand by (Pre-Prod)		<u>Pre-prod</u>			Yes
4	Production (intranet)		<u>Prod</u>			Yes
5	Production (internet)		<u>Prod</u>			Yes

Table 10: Application Number of Instances

21. Performance Requirements, if any

[Document any special performance characteristics / availability requirements of the application]

22. Setup and Rollback Procedures

[Detail the setup procedures for the application in DEV/TEST/PROD environment]

Installation Steps

Configuration Steps

Rollback Steps]

➤ In FFA, we have total 4 environments:

- **Development:** This environment is used for development purposes only. Developers can run CI/CD pipelines to deploy the changes.
- **Staging:** Staging is the testing environment. QA team will run test cases in this environment. QA team also perform performance and load testing in this environment.
- **Standby:** This is the preproduction environment. Changes are deployed here before making them live. QA and RTS team both test the changes. RTS team only runs some sanity steps. RTS team is responsible to provide test data to QA team in pre prod environment. If everything goes well, they flip this environment with production environment. For testing we can use a customer's device if there is no major impact on the device. If there is any impact, then we need to take permissions from the customer. Once everything is fine in Standby, RTS team will push the code in prod environment. This environment points to the same database as the production environment.
- **Production:** Any issue in this environment, RTS needs to support. Every release production environment gets flipped with pre pod environment. They both point to the same DB. Pre-pod

environment is same as Production environment except changes are tested in pre-pod environment before making them live as production environment.

- To get the access of FFA application for different environments, please refer [8.1 Access](#)

Note:

- ✓ Standby and production both point to the same database.
- ✓ FFA has every sprint of 15 days (about 2 weeks) of duration. There are 2 releases in a month, after every sprint, to deliver enhancement/bug fixes soon in production environment

23. Critical Jobs / Integration Needs / Schedules

[Identify critical jobs, schedules, specific integration needs, queues and related constraints. Establish all special processes, month end, day end, weekend etc.]

23.1 Job Scheduling

[List the Jobs /Schedule or provide reference to the external tool/repository where this schedule is maintained]

24. Periodic Activities

[List the daily, weekly and monthly, Quarterly activities requires to run the application.>
For example...This section covers the daily and weekly operational activities]

24.1 Daily

[Monitor the server logs for errors]

24.2 Weekly

[Check the database size and verify that there is enough available disk space on the database server to allow for growth of the database]

25. Data Replication

[Provide details regarding data replication like staging refresh, replication schedule]

26. Client/Mobile Installation

[Detail client install frequency if applicable. Provide mobile device installation details as applicable]

27. Technical Datasheets

[Collect standards, batch jobs, sequence diagrams as required under the respective technologies]

28. Detail the Do's & Don'ts and Specific Test Scenarios

[As part of knowledge transition establish the available test case scenarios, do's and don'ts for the given application]

29. Monitoring

29.1 System Level Monitoring

[Describe the Mechanism/Tools to monitor at a system Level]

29.2 Application Level Monitoring

[List the log files that are used to monitor the application operations and the events that are recorded in these log files]

For example...

The following logs are monitored:

- *server.log: Contains all messages related to the WebLogic Server. For example, WebLogic transaction timeout, password expiry, and database errors.*
- *stdout.log: Contains all messages related to the output generated by and all application errors. For example, operation succeeded.*
- *stderr.log: Contains all messages related to user access handling. For example, failed login attempts, authentication requests and rejected digital certificates.*

30. Standard Operating Procedures (SOPs)

[List Monitor & Response SOPs, mention the link where the SOP are stored]

31. Email Notifications

[List email notifications sent by Application]

32. Troubleshooting

32.1 Troubleshooting Application Exceptions

[List the typical types of exceptions that are handled by the application. Describe the mechanism that needs to be adopted to handle these exceptions]

Sl.No	Exception /Error Type Description	Action Suggested	Incident details

Table 11: Exceptions

32.2 Troubleshooting Common System Issues

[Document commonly known issues and the means to handle them. This needs to be updated periodically]

➤ User accessing FFA using different URL

Sometime users report that they are not able to use some features of FFA, for example queue and connectivity tool, then we need to check the URL first to check intranet or internet URL. When you access FFA using internet URL, you may not access certain features of access like

- Queue
- Connectivity tools,

➤ Not able to launch Workflow in MUST Queue

Application Overview Document

- If the user (RTE) is not able to access the RFS or launch workflow that means the user does not have mainframe id and profile id. Then the user has to connect to the FASTeam to get the Mainframe and Profile ID.
 - If the user (RTE) is not able to access the RFS or launch workflow and the user has mainframe id and profile id, then he may not have the country access and user has to connect to the FASTeam to get the country access.
 - FASTeam will provide the URL to the user if enough information is not provided. Once the user submits the information then the FASTeam will provide the mainframe and profile id.
 - If user has the required information filled in, then the user does not have to visit the URL the FASTeam will directly provide the mainframe and profile id.
- **RFS not available in MUST queue**
- If any RFS doesn't come to our queue, then we should check the following table SERVICE_EVENT_RECORD in the database.
 - In every 30 seconds, a dummy RFS is created automatically & these RFS are consuming at CRM end so that we can check whether our queue is updating or not. If the time is not updated, then it is issue in CRM end. It is only used for MUST queue.
- **FFA not showing the SR created at same time**
- For Siebel International CRM, Kafka is not configured to handle multiple SR at same time, if it is created at the same time then SR maybe missed.
- **Contract date is not matching in CRM and FFA**
- Every 24hr loader runs to load data from CRM to FFA. To manually push data, we use the send to GST button which is available at the bottom under configuration tab.
- **Activities/Work orders not available in FFA**
- There are some required fields that need to be sent to sync SR data with FFA DB. If it is not present, you cannot see SR/activity case/workorders in FFA.
- **Not able to launch workflow from FFA or CRM**
- Activity or work orders should be assigned to you, and you should be the owner of at least 1 activity or work order to launch the workflow.
- **Insite and root user is not available for connectivity**
- Insite and root users can be deleted by running python script from medical devices by connecting via terminal
- **CSD VNC is not working**
- We have to connect with the architect.
- **XMING tool is not working**
- We have to check different configuration in the PZ server.

33. Restart Procedure

[Document any steps to be accomplished prior to restart of any components. Include any dependent initialization steps e.g. Db re-start followed by app server and then web server]

34. Ticket Analysis

[Gather the Ticket data for the application for last 6 months. Get the Root Cause analysis document from the present incumbent.]

35. Log Locations / Enabling / Debugging Process

[Mention the application log path on the server, Process/Policy to be followed to enable the log mechanism]

36. Communication and Escalation Mechanism

[“Client name” stakeholders need to be communicated during all the major outages]

37. Third Party Escalation Mechanism

[Mention the details of the vendor escalation matrix, vendor contact details, vendor ticketing tool/process, SLA for vendor, Vendor availability, License number, SME or business contact detail who can connect Vendor]

38. Verification and Validation Process

38.1 Application Functionality Verification

[Provide the details steps of the application functionality verification]

38.2 Performance Testing Benchmarks

[Provide the details steps of the performance testing benchmarks, if available]

38.3 System Integration Testing Process

[Provide the detailed steps of the integration testing process]

39. Disaster Recovery Process

[Describe the DR mechanism in the event of a site outage]

40. Known Issues, Bugs, Knowledgebase, Dependencies

[Add templates – KB numbers and other links for Knowledge articles]

Knowhow

- **Supported browser**
 - FFA application works with Chrome 35 or later versions, it is not tested with other browsers.
- **Launching workflow using Serial number, but workflow created for different device**
 - When two device's System ID and serial number is the same, it will launch workflow with the System ID, as priority is maintained for System ID. For list of priorities check section 41.1.1.
- **Default CSO status**

Application Overview Document

- Default CSO is displayed for Siebel international, Service Max, and MUST as feature is not implemented.
 - ◆ None open: Siebel international and Service Max.
 - ◆ - (hyphen): MUST.
- **FFA workflow header showing SR number even if open activity is available**
 - For SR/Activity related to Siebel America CRM it will show only SR under service event even when an open activity is available due to some recent code changes
- **Not able to launch workflow using service request id and country**
 - Service request from Siebel America CRM workflow cannot be launched.

References

[Provide the references details]

Sl.No	KB ID details	Location	Link to the KB

Table 12: References

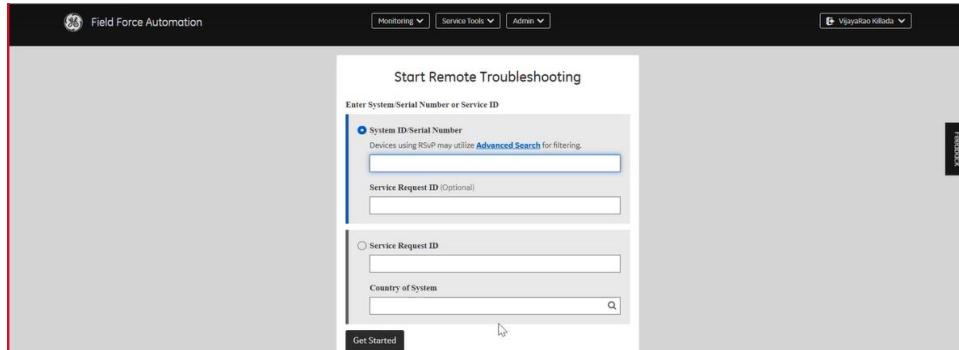
Change History

Sl.No	PPM#	Description	Version revised date

Table 13: Change History

41. FFA Menu

- When you visit the FFA application using the following link <https://ffa.health.ge.com> you will be able to see below screen:



- In the Header, you can select monitoring dropdown to create workflow, service tools to use integrated application and admin to manage portal.

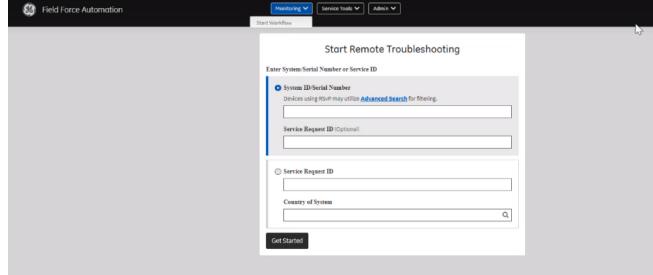


Fig: Monitoring dropdown

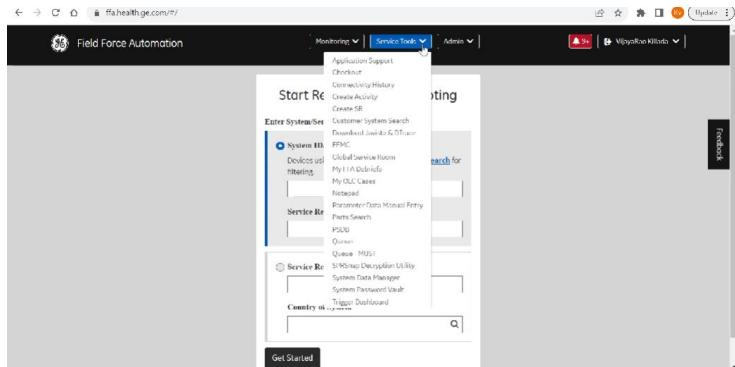


Fig: Service tools dropdown

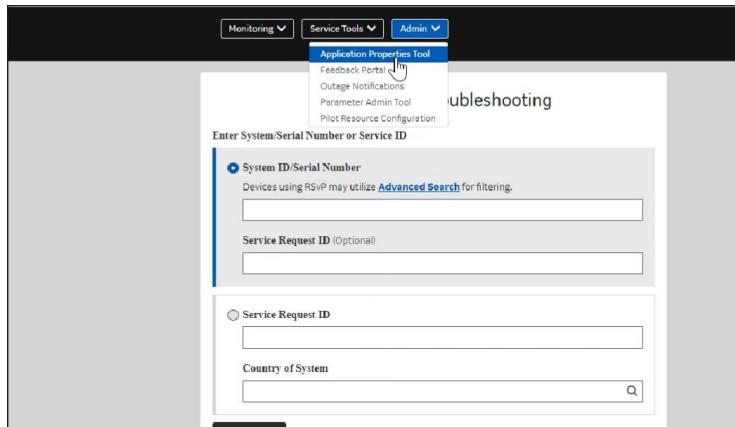
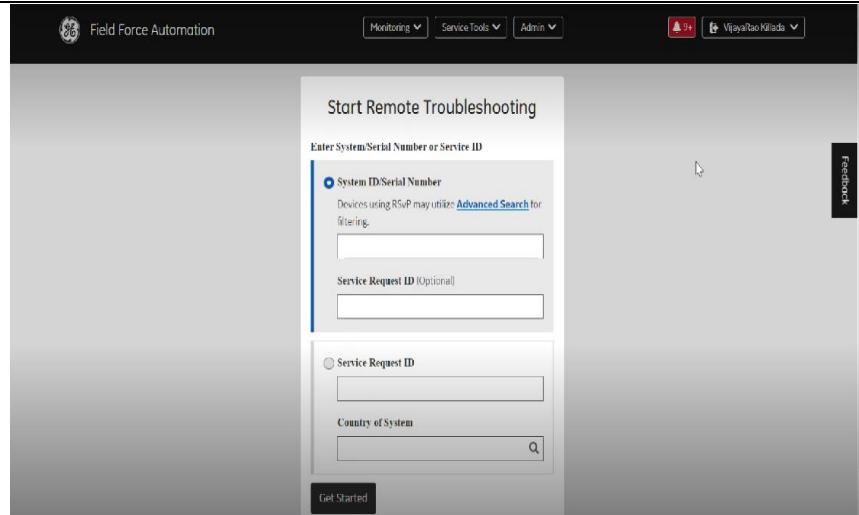


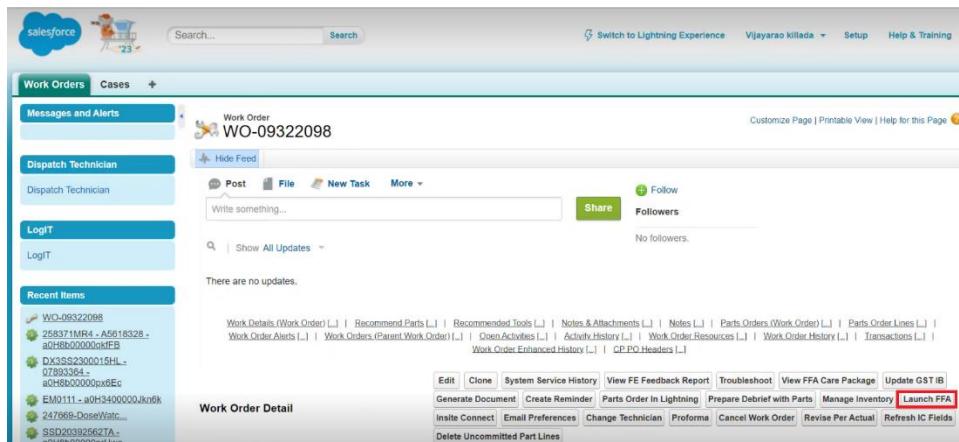
Fig: Admin dropdown

41.1 Ways to launch Workflow

- A workflow is a checklist of procedures to build service recommendations based on asset type and type of service event.
- There are 2 ways to launch FFA workflow.
 1. From FFA, Using below mentioned information
 - System id/Serial Number
 - System id/Serial Number + Service Request id
 - Service Request id + country of system.



2. Directly launching through CRM.



Note – some CRM do not support launching the workflow e.g., MUST CRM.

41.1.1 Relationship between System Id and Serial No

- Workflow can be launched either from System Id or Serial No.
- Launching workflow using System id it will launch normal workflow.
- Launching workflow using serial no FFA will first launch it using System id and if system id not present then it will launch using Serial No.
- Below is the priority for GCM:

CRM	Priority	Field
ServiceMax	1	System Id
ServiceMax	2	Serial No
Siebel America	3	System Id
Siebel America	4	Serial No
Siebel International	5	System Id
Siebel International	6	Serial No
MUST	7	System Id
MUST	8	Serial No

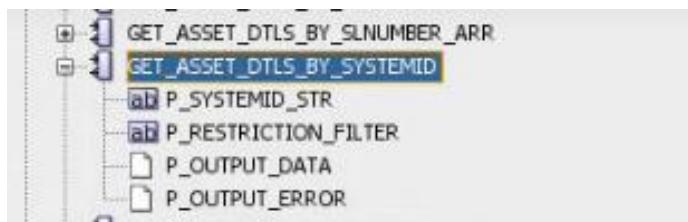
Application Overview Document

- Below is the priority for FFA:

CRM	Priority	Field
ServiceMax	1	System Id
Siebel America	2	System Id
Siebel International	3	System Id
MUST	4	System Id
ServiceMax	5	Serial No
Siebel America	6	Serial No
Siebel International	7	Serial No
MUST	8	Serial No

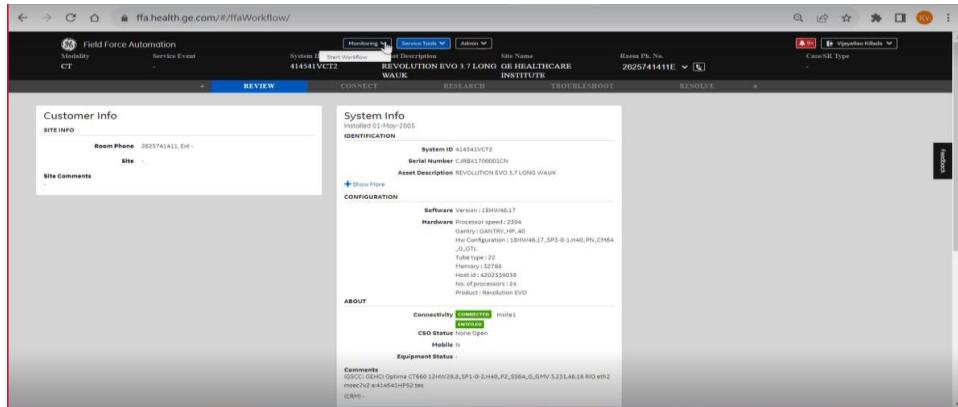
41.1.2 Launching workflow using System ID

- We can launch the workflow using System ID or Serial number or Service request ID.
- When we launch using System ID or Serial number even if we give the ID in small case, it will internally convert it to capital case. For Support request ID, it is case sensitive.
- After clicking on get started, it calls the following API using system id or serial number
<https://ffa.health.ge.com/systemInfo/{systemid/serialnumber}>
- The API executes stored procedure **GET_ASSET_DTLS_BY_SYSTEMID** which gets its data from the **ASSET** table in HCA db.



41.1.3 Launching workflow – Review tab

- When we launch workflow using system id then it will redirect to Review tab.



- In Header It will display all the system related information like Modality, Service Event (SR number) Asset description. - etc.

Application Overview Document

- It will not display the customer information as the workflow was launched using System ID.

- Below is the System info which is displayed in Review tab:

Field/Column	Description
Installed	When it was installed
System id	It is represented as CRM number
Serial No	
Asset Description	Description about the Asset
Asset id	Represent Asset Id
PSI code	
Configuration	Software and hardware configuration we are executing some commands and commands is configured based on the model and it will fetch the details if the system is online.
Connectivity Status	For Insite 1 - Connected, Offline For RSvP : Fast Poll, Polling, Error, Quarantine, Offline Not Register: If the device is not registered as Insite 1 or RSVP.
CSO Status	It is Not implemented CSO status: For Siebel America and ServiceMax : It is none open For Must: It is '-' (hyphen)
Mobile (Y/N)	Whether it is a mobile system or not
Comments	When we do checkout that time if we put any comment, it will come here
Customer info	Information about Site information

- In CRM it should have a single System id and Serial No
- Support Request is unique across all the CRM
- FFA will not be able to Launch workflow if the system id and serial number are same.
- In GCM, if we provide an ID, it will first check with the System ID, if it is not present then it will check with the serial number.
- In Must workflow we also have an option to call customers directly using Avaya tool to connect with clients from FFA.

41.1.4 Service History

Application Overview Document

Activity Creation Date	Activity No	Activity Status	Activity Type	SR No	Service Type	Owner	Problem Description	Service Span
03-Oct-2023 17:02 GMT	1-549720390950	Open	Administration	1-549720390953	Administration	David Peters	Insta check	-
03-Oct-2023 02:09 GMT	1-549713148170	Open	Administration	1-549713148151	Administration	VijayRao Kihada	Test SR - not for customer use	-
22-Sep-2023 19:18 GMT	1-549633177424	Open	Administration	1-549633177421	Administration	Bret Holmes	HQ Training do not take.	-
15-Sep-2023 01:01 GMT	1-549548348790	Open	Administration	1-549548348771	Administration	Nikita Nimbha Marathe	Test SR Please ignore	-
21-Aug-2023 15:55 GMT	1-549169891111	Closed	Administration	1-549169890941	Administration	Wimal Heck	WF 1206479713 - Need to replace Host PC	-

- Service history displays both Open and Closed SR.
- Service history calls DAAS Api to fetch all the records.
- We can check last 360 days SR in Service history and for MUST we check last 90 days history.
- For service Max and Siebel America/International we can launch the workflow by clicking on the activity number

Activity Creation Date	Activity No	Activity Status	Activity Type	SR No	Service Type
03-Oct-2023 17:02 GMT	1-549720390950			1-549720390953	Administration
03-Oct-2023 02:09 GMT	1-549713148170			1-549713148151	Administration
22-Sep-2023 19:18 GMT	1-549633177424			1-549633177421	Administration

- For MUST we can launch the workflow by clicking on the service record number

Service Creation Date	Service Record	Status	Service Type	Owner
19-Oct-2023 15:35:00	B9867M22			

B9867M22

Debrief on 19/10/23 - 15:46

Problem Found
TPS fail

Action Token
SRI or CFB board suspected.

Verification Test
No test done as FSE to go on site.

41.1.5 Contract

- For MUST we have two contracts

Application Overview Document

1. Contract: It is like normal contract engineer needs to connect Monday to Friday normal service hours like (8 AM – 6 PM)
2. Extended contract: Apart from normal contract it may include some extra working hours or working days like Saturday and Sunday.

The screenshot shows the FFA application interface with the following sections:

- Customer Info:** Contains fields for Contact Name, Contact Phone, Email, and Site Info (Room Phone, Phone, Alternate Phone, Country, Site).
- System Info:** Shows System ID (SA1012MR02), Asset Description (MR 3.0T SIGNA 750 32), and Configuration details (Software Version, Hardware Package Name, Field Strength, Gradient Coil Type, Gradient Amplifier).
- Contract:** A red box highlights this section, which includes:
 - HOURS:** Service Hours: 8 AM - 6 PM
 - RESPONSE TIMES:** Remote Response Time: 4 Hours, Remote Diagnose Time: 24 Hours, CSC Call Back Resolution: 24 Hours
 - Contract Details:** RESPONSE TIME: 24 HOURS FOR MAIN CITIES, 48 HOURS FOR NEARBY CITIES & 72 HOURS NEARBY CITIES & 72 HOURS FOR REMOTE CITIES. COVERAGE TIME: 9 HOURS DURING 5 WORK DAYS & REMOTE SUPPORT FOR EMERGENCY REQUEST IN ANYTIME. REPAIR TIME: 3 DAYS FROM INSPECTION DATE, IN NO PART NEEDED OR 10 DAYS FROM INSPECTION DATE OR 7 DAYS FROM PO RECEIVED DATE OR INSPECTION DATE, IN NO PART NEEDED.

- Equipment: That means within the modality what all are the equipment's are there and the contract details like when the contract started and when the contract will end date.

41.1.6 Launching Workflow with different CRM

To launch the workflow, use **URL: ffa.health.ge.com** then click on Monitoring and then Start Workflow.

41.1.6.1Service max CRM with Systm ID

The screenshot shows the 'Start Remote Troubleshooting' page with the following fields:

- Enter System/Serial Number or Service ID
- System ID/Serial Number (radio button selected): EH0111
- Service Request ID (Optional): (empty field)
- Service Request ID (Optional): (empty field)
- Country of System: (empty field)
- Get Started (button)

- Once we launch the workflow, we can see 3 Sections.
 - Customer Info
 - System info
 - Contract

Application Overview Document

The screenshot shows a software interface for Field Force Automation. At the top, there are tabs for Monitoring, Service Tools, Admin, REVIEW, CONNECT, RESEARCH, TROUBLESHOOT, and RESOLVE. The main area has three main sections: Customer Info, System Info, and Contract.

- Customer Info:** Contains fields for Contact Name, Contact Phone, Email, Room Phone, Phone, Alternate Phone, Country (JP), Site (名古屋市中区 瑞穂区 4600017), and Site Comments. It also includes a note: "Use your CRM to update customer information".
- System Info:** Contains sections for Identification (System ID EM0111, Installed 22-Feb-2012), Configuration (Software Version: DV25_1_N05_2131a, Hardware Package Name: XGD SR1320, Field Strength: 1.5T, Gradient Coil Type: XRMW, Gradient Amplifier: XGD), and About (Connectivity: CONNECTED, CSO Status: None Open, Mobile N, Equipment Status). It also includes a note: "Comments (ISCC) - (CRM) -".
- Contract:** Contains sections for Hours (Remote Hours: Not Covered, FE Hours: Not Covered, Apps Hours: Covered, Depot Repairable: Covered), Response Time (Remote Callback Time: Not Covered, CSC/FE Callback Response Time: Not Covered, Onsite Response Time: Not Covered), and Account (Local Asset Time: 00:00:00, SR Creation Date: View Full Contract Details).

Customer Info: In this section we have the fields and information mentioned below.

- 1) **Service request info** will not be displayed because we launch with System id not with case.
- 2) **Site info** contains information such as room phone, phone number, country and site address.
- 3) **Site comments**

System info: In this section we have the fields and information mentioned below.

1. **Identification** contains information such as install date, system id, serial number, asset description, PSI code.
2. **Configuration.** contains software hardware information.
3. **About** contains information such as Connectivity it will display weather it is connected or offline, also it will display what kind system it is using weather it is insite1, RSVP, Questra. Also, it will display if the system is entitled or not, CSO status, mobile number and equipment status.
4. We are getting the above information from CRM.

Contract:

- 1) Whatever the contract Api from CRM will be displaying contract information.

Service history

The screenshot shows a Service History module. At the top, there is a navigation bar with tabs for Service Events, Service Requests, and Service Tickets. Below the navigation bar is a date range selector showing "Sep 4, 2023 - Oct 4, 2023". The main area is a table with the following columns: WO Creation Date, WO No, WO Status, WO Type, Case No, Service Type, Owner, Problem Description, and Service Span. There are also filter buttons for each column. The table displays the message "No data available in table". At the bottom, there is a pagination control showing "Show 5 entries" and "0 - 0 of 0".

- 1) Default service history will be displayed for last 30 days and it has filter from which we can select the duration.

Application Overview Document

Service History

- 2) Service history table contains work creation date, work order number, work order state, work order type, case number, service type, owner, problem description and service span.

WO Creation Date	WO No	WO Status	WO Type	Case No	Service Type	Owner	Problem Description	Service Span
Filter by WO Creation Date	Filter by WO No	Filter by WO Status	Filter by WO Type	Filter by Case No	Filter by Service Type	Filter by Owner	Filter by Problem Description	Filter by Service Span
07-Aug-2023 01:41 GMT	WO-10896118	Closed	Remote Service	09233621	-	501079448	【作業報告履歴】・故障の状況に原因→不具合・Error Log (短文) →226757 & DTX error. Loopback power from I is not present->	-
14-Jul-2023 01:23 GMT	WO-10734659	Closed	Field Service	09032842	-	502671807	WO-10732222の件にてRF確認及び調整作業	-
14-Jul-2023 01:20 GMT	WO-10734654	Closed	Field Service	09036102	-	502671807	昨日作業後⇒検査待機	-
13-Jul-2023 06:12 GMT	WO-10732331	Closed	Field Service	09032842	-	502671807	故障、腹部の患者さんへ撮影時にErrorが発生して撮影が停止してしまう。ERROR-S RF2 RF Amplifier Peak Power Fault	-
13-Jul-2023 05:10 GMT	WO-10732222	Closed	Remote Service	09032842	-	305004617	・故障の状況と原因⇒胸椎椎の検査ができない。・Error Log (短文) →2254212 SRF02 RF Amplifier Peak Power Fault. Peak power from RF Amplifier exceeds specification(72.5dBm). Possible causes: the PSD exceeds system limits, RF Gain miscalibration, defective Exciter, or defective RF Amplifier.->	→

41.1.6.2 Siebel international CRM with System ID

To launch the workflow, use **URL: ffa.health.ge.com** then click on Monitoring and then Start Workflow.

- Once we launch the workflow, we can see below Sections.
 - Customer Info
 - System info

Customer info

- 1) **Service request info** will not be displayed because we launch with the System id.
- 2) **Site info** contains information such as room phone, phone number, country and site address.
- 3) **Site comments**

System info: In this section we have the fields and information mentioned below.

- 1) **Identification** contains information such as install date, system id, serial number, asset description, PSI code.
- 2) **configuration** contains software hardware information.
Note: If the system is in polling state, then it will not show the software and hardware information.
- 3) **About** contains information such as Connectivity it will display whether it is connected or offline, also it will display what kind system it is using whether it is insite1, RSVP, Questra. Also, it will display if the system is entitled or not, CSO status, mobile number and equipment status.
- 4) We are getting the above information from CRM.
- 5) We cannot display contact information for Siebel International CRM.

Note: System info will be getting from asset table.

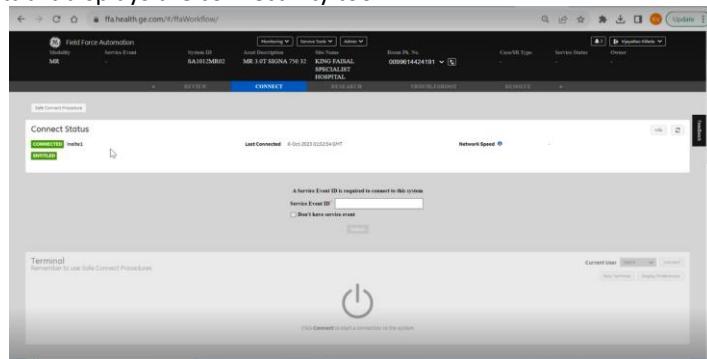
Service history

- 1) Default service history will be displayed for last 30 days and it has filter from which we can select the duration.
- 2) Service history table contains work creation date, work order number, work order state, work order type, case number, service type, owner, problem description and service span.

Note: All service history will be coming from the DAAS Api.

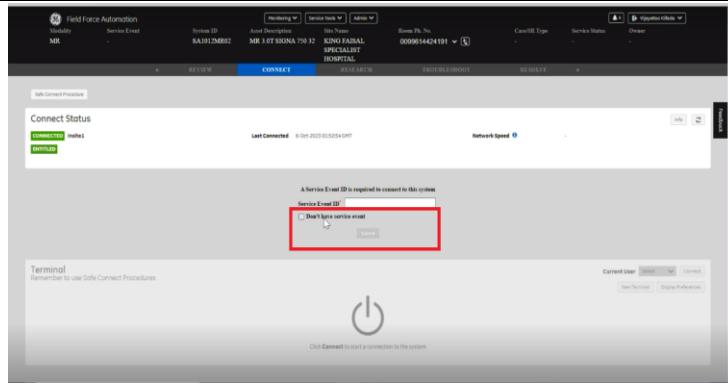
41.1.7 Connect Tab

- Connect tab it displays the connectivity tool.

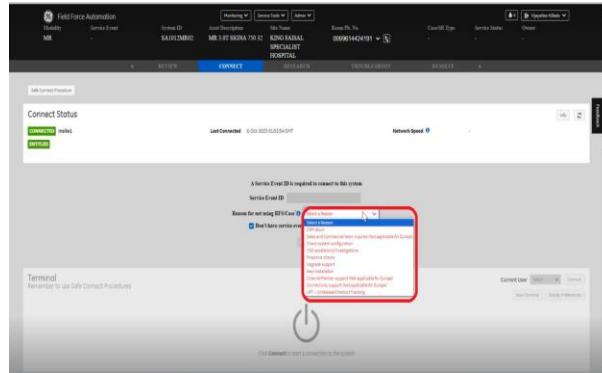


- We can use connectivity tool if we launch workflow using SR and if you don't have SR then also you use connectivity tool to bypass the Service Event or case for MUST and ServiceMAX CRM we can bypass and can use Connectivity tool using check box don't have service event.
- For Siebel international and Siebel America; SR is mandatory, and we must be the owner of SR/Activity to use connectivity tools. Only when CRM is down, outage notification can be created and displayed and then we can use connectivity tools.

Application Overview Document

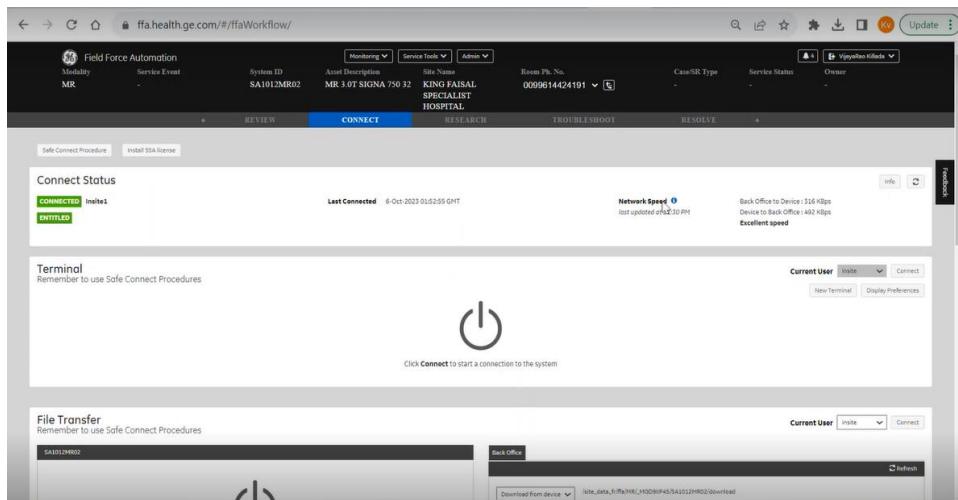


- Once we click on don't have service event then we need to provide the reason for not using RFS/Case.



Note: if we are using reason to use connectivity tool then it would be audited why we required and for what purpose we are not using SR

- If we don't provide SR and system is also not entitled, then we must provide two reasons.
 - Once you provide the reason and submit it will display all the information in the page like connect status. last connected time, Network speed.



- Below are the fields and details about the Connect tab.

Field/Column	Description
Connect Status	For Connectivity we have different status: 1.Insite 1: it is connected and Offline 2.RSvP: Fast Poll, Polling, Error, Quarantine, Offline

Application Overview Document

	3.Error: In HCA database if model type is mismatch, we get an error
Entitled	It represents it is in contract
Last connected	When we launch workflow, and the status is connected that time it is showing in the Last connected time stamp
Network Speed	<p>Network speed is the speed of file transfer from Backoffice to Medical device and medical device to Backoffice. And network speed status we are displaying based on the speed.</p> <p>Below is the status for network speed</p> <p>Based on the network speed it will display</p> <ol style="list-style-type: none"> 1. Marginal 2. Poor 3. Good 4. Excellent

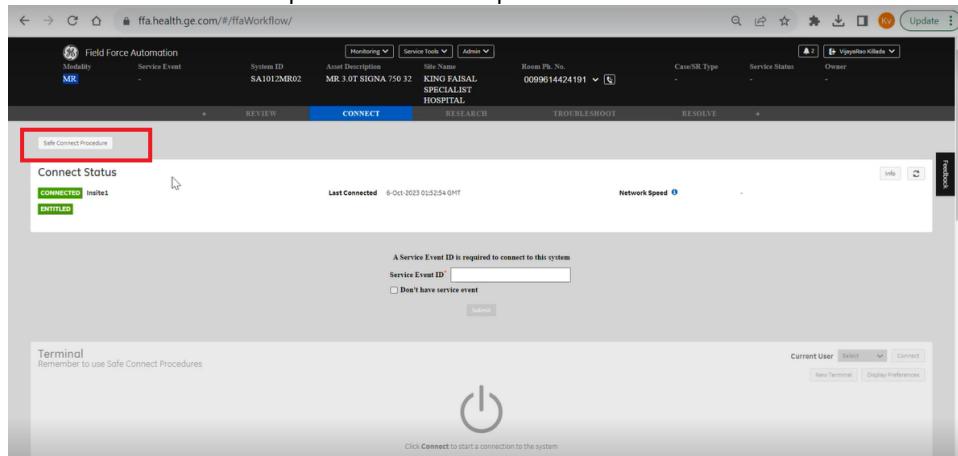
➤ Below is the connectivity status:

- **For Insite 1 System:** connectivity server tries to connect with the medical device if it is successful then it will display CONNECTED otherwise it will display OFFLINE.
- **For RSVP System:** In RSVP we have device status service it is providing the status we are displaying the same status as Fast Poll, Pooling, Quarantine, Offline this status is directly we are getting from RSVP Service.
- Error status it will display only if the device model from the rsvp device properties and in HCA database device models we have is getting mismatch then only it will display ERROR status.

➤ Scenarios in which connectivity tool is not getting launch are:

- If we don't have access that means if we use internet URL then we will get error like we cannot use connectivity tool.
- If it is Insite 1 system and we have not performed checkout, then it will not display connectivity tool it will display error like you need to perform checkout.
- If the system is not registered with RSVP or Insite1 then it will display that connect status is not register and connectivity tool cannot be launch.
- If it is RSVP system and we don't have access to RSVP then it will display you don't have access to RSVP.

➤ In Connect tab we have an option Safe connect procedure



Application Overview Document

- once we click on it will redirect to My workshop it contains all the document's related to the connectivity tool and what precaution we need to take while connecting with the medical device this all information we are getting in My Workshop.

The screenshot shows a web-based application titled 'MyWorkshop'. At the top, there is a search bar and a message 'Need Help? Chat with our Bot Clara.' Below the header, a banner says 'May 2023 Release Notes' and 'Controlled Document DOC2038513 3'. The main content area displays a table of documents. One row is selected, showing 'DOC2038513_Rev1' with version 1, last modified in September, and file size 78.19 KB. Another row shows 'SafeConnect_MR.xls' with version 1, last modified in September, and file size 13.49 KB. The left sidebar includes links for 'Safe Connect for GE MR Systems', 'Document Sheets', 'History', 'Routes', 'Lifecycle', 'Related Documents', 'Classification', 'Access', and 'Change Management'.

- We can also check connection info it will display all the connection related information like model type, Insite enabled or not, System IP and LAN IP.

The screenshot shows the 'ff.a.health.ge.com/#/ffaWorkflow/' interface. At the top, it displays 'Field Force Automation', 'Modality MR', 'Service Event', 'System ID SA1012MR02', 'Asset Description MR 3.0T SIGNA 750 32', 'Room Ph. No. 0099614424191', 'Case/SR Type', and 'Service Status Owner'. Below this, the 'CONNECT' tab is active. It shows 'CONNECTED' status for 'insite1' and 'ENTITLED'. A 'Network Speed' section indicates 'Last Connected' on 6-Oct-2023 01:52:55 GMT, with speeds of 51.6 Mbps and 49.2 Mbps, labeled as 'Excellent speed'. A red box highlights a 'Connection Info' pop-up window. The window displays 'Model Type GELOGIPAS', 'Insite enabled (08.09.2023)', 'SYSTEM IP 10.233.4.68', and 'LAN IP 10.233.4.36'. Buttons for 'New Terminal' and 'Display Preferences' are visible at the bottom of the pop-up.

- If an insite1 system is offline, the connect button in terminal and ftp server is not disabled. For RSVP system the connect button is only enabled when the status is fastpoll.
- When workflow is not launched using SR then the insite1 system will not show any user for terminal or FTP connectivity. RSVP system will show insite username, but the dropdown will be disabled.

Note: For security reasons it is not advisable to connect with the system with user root, use insite.

Terminal section

- This option we can see in terminal page under connect tab where we an option like new terminal tab we can launch it by clicking on the new terminal then it will launch the terminal.

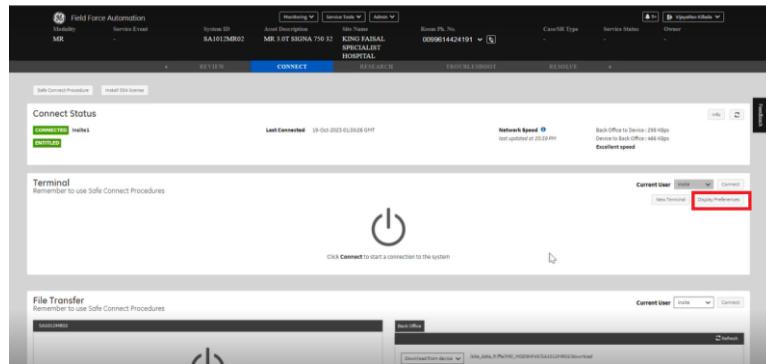
The screenshot shows the 'ff.a.health.ge.com/#/ffaWorkflow/' interface. The 'CONNECT' tab is active. It shows 'CONNECTED' status for 'insite1' and 'ENTITLED'. A 'Network Speed' section indicates 'Last Connected' on 18-Oct-2023 01:29:08 GMT, with speeds of 29.0 kbps and 46.0 kbps, labeled as 'Excellent speed'. A red box highlights a 'New Session' button in the 'File Transfer' section. The 'File Transfer' section includes a note 'Remember to use Safe Connect Procedures' and a 'File Transfer' progress bar. Below this, there are sections for 'Back Office' and 'Download from Device'.

Application Overview Document

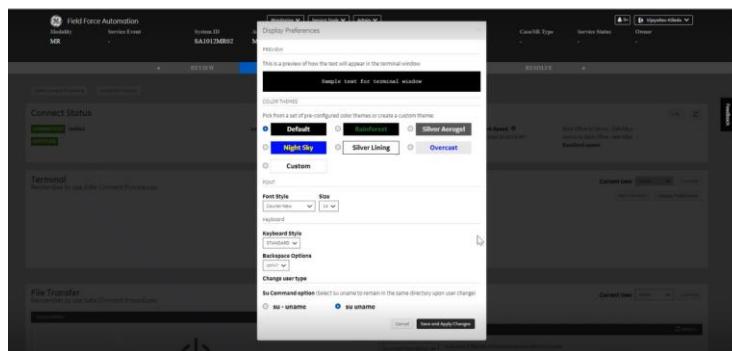
- Terminal tab we are using to execute the scripts, or we can it is used to establish the connection with the connectivity server or PG server.
- PG server to medical device or modality there are some processes which needs to be completed like we need to check whether it is SSH, or terminal, we also need to from which region the system belongs and model type of the medical device once all the process is completed then only, we can establish the connection with the PG server.
- We can also check whether the command is executed or not or we can check which command is currently running using PS – EF | GREP TERMINAL command.

Display preferences Tab:

- There is a display preference tab under terminal page.



- It is basically used to change the font size, background display colour, font style, keyboard style and we can also change the user from this tab.



Command Tab

- In terminal tab we have an option called command and under command tab and we can execute any script or commands under command tab we have scripts like view error log, health page. Etc



- In database these commands are configured in USER_COMMAND table and in this table one column COMMAND_TEXT which maintains which script is running for which commands.

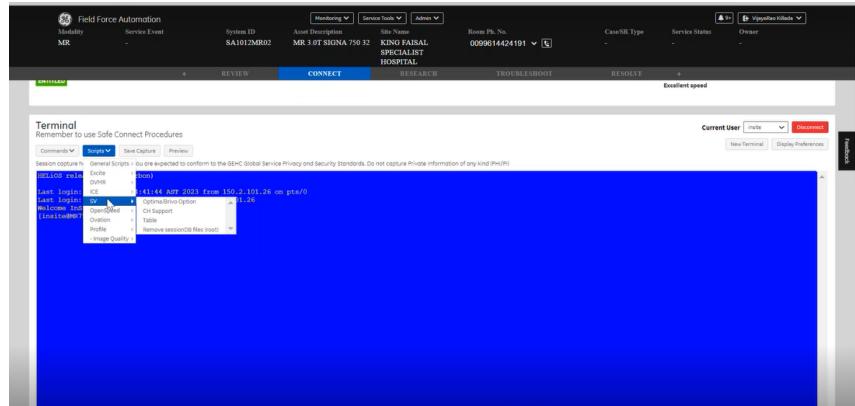
Application Overview Document

- For every modality or medical device, we have different script depending upon the medical device we can run the script.

Note: We can say commands are configured based on the modality and according to a particular modality a particular script will be executed.

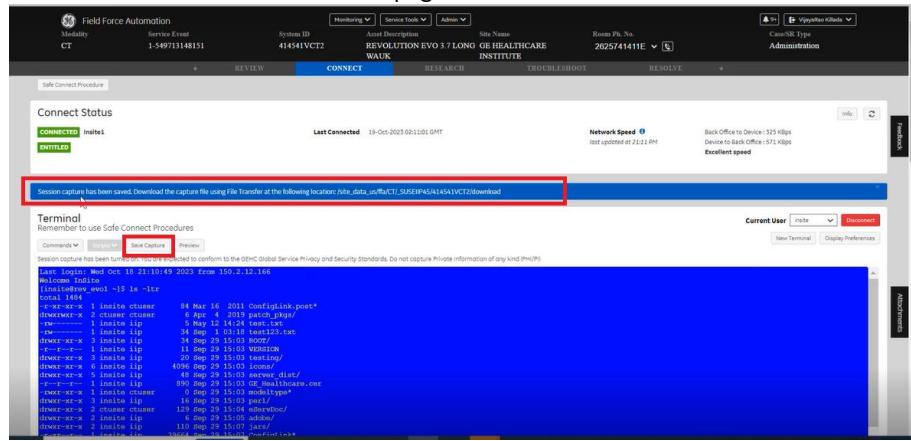
- We can also check which script is configured for which modality in GSAC_PROD_GR database where we have table called SYSTEM_INFO which maintains multiple scripts based on the modality.

Script



Capture

- Capture tab we can see under terminal page.

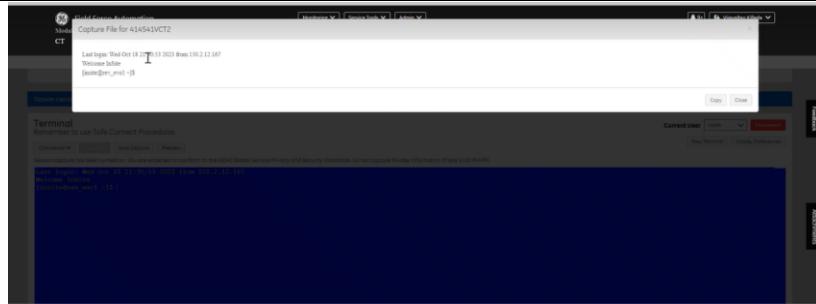


- This tab is basically used to capture what script we have executed or what is the output which we are getting after executing the commands or script that we can capture it.
- After executing the script whatever output we are getting that output it will save in FTE Backoffice and it will also save the file in a particular location like we have site data.
- We can also download the file from FTE Backoffice page.

Preview

- We are using this tab to check which script we have executed.
- It displays the last login time and which user.

Application Overview Document



File transfer section

- In File Transfer we have 3 sections i.e., FTP, Back office and transfer progress.

The screenshot shows the 'File Transfer' section of the application. At the top, there's a header with 'Field Force Automation', 'Modality CT', 'Service Event 1-549713148151', 'System ID 414541VCT2', 'Asset Description REVOLUTION EVO 3.7 LONG GE HEALTHCARE INSTITUTE', 'Site Name WALK', 'Room Ph. No. 2625741411E', 'Case/SK Type Administration', and a 'CONNECT' button. Below the header, a message says 'Click Connect to start a connection to the system'. The main area is titled 'File Transfer' and 'Remember to use Safe Connect Procedures'. On the left, there's a large warning icon with a power symbol. To the right, there are three tabs: 'REVIEW' (selected), 'CONNECT', 'RESEARCH', 'TROUBLESHOOT', and 'RESOLVE'. The 'CONNECT' tab has a 'CONNECT' button. The 'RESEARCH' tab has a 'File Transfer' section with a message 'Downloaded from device' and a list of files. The 'TROUBLESHOOT' tab has a 'File Transfer' section with a message 'Upload to device' and a list of files. The 'RESOLVE' tab has a 'File Transfer' section with a message 'Upload file from your device' and a 'Choose Files' button.

File Name	Size	Last Modified	For Help
site_data_ctt_150819041424542/CT2/download	2.65 KB	19-Sep-2023 01:12:27	
CAPT_414541VCT2_20231018_0012278et	16.38 KB	28-Sep-2023 10:47:29	
CAPT_414541VCT2_20231028_1647299et	16.38 KB	28-Sep-2023 15:46:57	
javafile1_160987234894.bcm	914.82 KB	28-Sep-2023 03:39:01	
configure_patch_settings_16598719053484kg	243 bytes	28-Sep-2023 03:32:06	

- Current users will display all the user for insite1 and for RSVP system it will display based on the app name.
- **The back office** displays the file which are downloaded from and uploaded to the medical device. Default it will show the download folder.
- General syntax for the download path is **site_data/ffa/<modality>/<model type>/<system id>/download** and for upload **site_data/ffa/<modality>/<model type>/upload**.

The screenshot shows the 'File Transfer' section of the application. At the top, there's a header with 'Field Force Automation', 'Modality CT', 'Service Event 1-549713148151', 'System ID 414541VCT2', 'Asset Description REVOLUTION EVO 3.7 LONG GE HEALTHCARE INSTITUTE', 'Site Name WALK', 'Room Ph. No. 2625741411E', 'Case/SK Type Administration', and a 'CONNECT' button. Below the header, a message says 'Click Connect to start a connection to the system'. The main area is titled 'File Transfer' and 'Remember to use Safe Connect Procedures'. On the left, there's a large warning icon with a power symbol. To the right, there are three tabs: 'REVIEW' (selected), 'CONNECT', 'RESEARCH', 'TROUBLESHOOT', and 'RESOLVE'. The 'CONNECT' tab has a 'CONNECT' button. The 'RESEARCH' tab has a 'File Transfer' section with a message 'Upload to device' and a list of files. The 'TROUBLESHOOT' tab has a 'File Transfer' section with a message 'Upload file from your device' and a 'Choose Files' button.

File Name	Size	Last Modified	For Help
site_data_ctt_150819041424542/upload	4 bytes	12-Oct-2023 06:40:11	
test.txt	7 bytes	12-Oct-2023 06:40:11	
minishell_test.sh	11.85 MB	29-Sep-2023 14:53:00	
FileTransfer_3.65.0_mvn52-ethylene	11.85 MB	29-Sep-2023 14:53:00	
161H01741_0EHCServerPatch1.1-1.bcs	189.73 MB	29-Sep-2023 14:50:51	
161H01741_0EHCServerPatch1.1-1.rar	189.69 MB	29-Sep-2023 14:50:51	
spucontrol.m4c1	1011 bytes	13-Oct-2023 08:08:15	
javafile1_160987234894.bcm	914.82 KB	15-Sep-2023 03:33:09	
grinding.log.rv1	5.9 KB	13-Sep-2023 03:31:13	
inotifyHD	215 bytes	29-Aug-2023 15:36:49	
inotifyhd.properties	246 KB	13-Aug-2023 03:36:16	
case2002.dcm	97.12 KB	31-Jul-2022 13:50:27	
705919041VCT-goodstatus.PNG	58.58 KB	30-Jun-2023 15:19:21	
705919041VCT-error.PNG	148.77 KB	30-Jun-2023 15:19:10	
830217501615.PNG	96.14 KB	30-Jun-2023 15:19:05	

- The data displayed in the back office is from the PZ or connectivity server.
- Whether the device is connected or not the back office will display data from the connectivity server.
- Cron job is scheduled to delete files older than 30 days except for DCARR and AW system. It is done manually if the cron job is not executed.
- If there is a network issue when connecting it will show the below error. We must reload the page again.

The screenshot shows the 'File Transfer' section of the application. At the top, there's a header with 'Field Force Automation', 'Modality CT', 'Service Event 1-549713148151', 'System ID 414541VCT2', 'Asset Description REVOLUTION EVO 3.7 LONG GE HEALTHCARE INSTITUTE', 'Site Name WALK', 'Room Ph. No. 2625741411E', 'Case/SK Type Administration', and a 'CONNECT' button. Below the header, a message says 'Having trouble to connect. Please check your network connectivity. Click here to reconnect.' and 'Please raise an incident using Feedback.' There's also a 'Rate this' button. The main area is titled 'File Transfer' and 'Remember to use Safe Connect Procedures'. On the left, there's a large warning icon with an exclamation mark. To the right, there are three tabs: 'REVIEW' (selected), 'CONNECT', 'RESEARCH', 'TROUBLESHOOT', and 'RESOLVE'. The 'CONNECT' tab has a 'CONNECT' button.

- **FTP** service is part of the tomcat bundle, and it is not dockerized.
- When we click on connect the FTP section will show the file which is available on the device.

The screenshot shows a file transfer interface with a dropdown menu titled "Select Directory" containing options like "Select Directory", "Config Files", "Error Logs", etc. A red box highlights this dropdown. To the right is a table listing files with columns for Name, Size, and Last Modified. At the bottom are checkboxes for "De-identify" and "Validate File Transfer".

- The select directory shows the preconfigured list of directories available in the table **FTP_PRECONFIGURED_DIR**. It stores the file path based on the modality and model type of the device. Any changes made in the table we have to redeploy the cache service.
- When we download the file from the device, it will download at the local machine as well as at the back office. The maximum limit for downloading a file is 2GB, for DCARR there is no restriction.
- Using filters, we can search for files available on the device. It also supports wildcards (*).
- The de-identify checkbox means it will mask the sensitive information about the patient before downloading it to the back office. If unchecked it will ask for the reason for not de-identifying.

The screenshot shows a dropdown menu titled "Select a Reason" with options like "Application Support", "CHU Evaluation", "Contractual Study/Research", "Engineering Evaluation", "Engineering Service Support", and "Supporting another Engineer".

- Tomcat should be running for FTP to make connections.
- **local/apps/tomcat/logs/FTPerror.log** captures the actions performed during FTP session.
- **Transfer progress** will show the download and upload progress.

The screenshot shows a log of transferred files with entries including:

```

20-OCT-2023 02:14:53 GMT [INFO] Transferring file /usr/service/log/EKGBroker.timers.log from device to local
20-OCT-2023 02:14:53 GMT [INFO] Transferring file /usr/service/log/EKGBroker.timers.log from device to back office
20-OCT-2023 02:14:53 GMT [Success] Successfully copied file EKGBroker.timers.1697768093564.log from device to back office. File successfully de-identified.
20-OCT-2023 02:14:54 GMT [Success] Files ready for download.

```

- After disconnecting the FTP 'rate this' is displayed for the feedback.

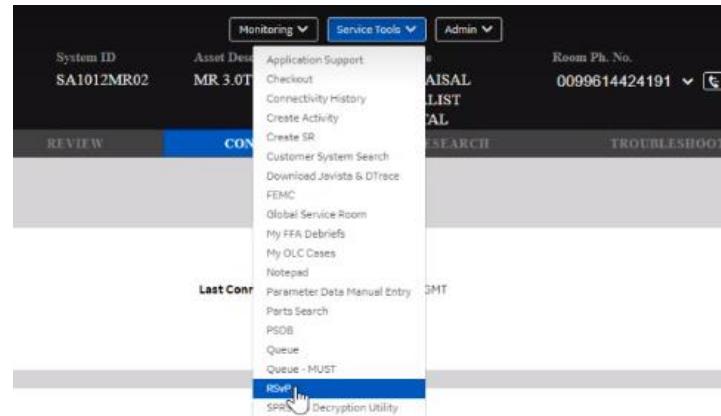
Application Overview Document

File Transfer

Remember to use Safe Connect Procedures



- For questa system we have UI for connectivity. Which can be launched by clicking RSVP under service tools.



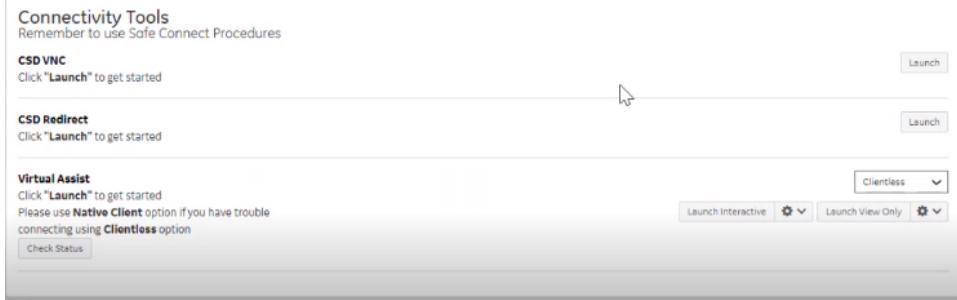
- We can search using CRM number or serial number and it will show the available system.

A screenshot of the InSite Remote Services Platform search results page. The title bar says 'InSite Remote Services Platform' and 'PRODUCTION Build 8.3'. The search bar includes fields for 'Member Name', 'Friendly Name', 'Serial Number', 'CRM Number', 'Asset Type Name', 'Modality', 'Country', and buttons for 'Search' and 'Clear'. Below the search bar, a message says 'To search faster, search using Member Name.' A red error message 'Duplicate CRM Number' is displayed above a table. The table has columns for 'Status', 'Member Name', 'Friendly Name', 'Serial Number', 'CRM Number', 'Asset Type', 'Modality', and 'Country'. A message '0 assets match your criteria' is shown above the table. The table shows one row with the status 'No records found'. Navigation controls at the bottom include arrows and a page number '10'.

- We can select from the list of systems, and we can start using connectivity tools like FTP and SSH.

Connectivity tools section

Application Overview Document



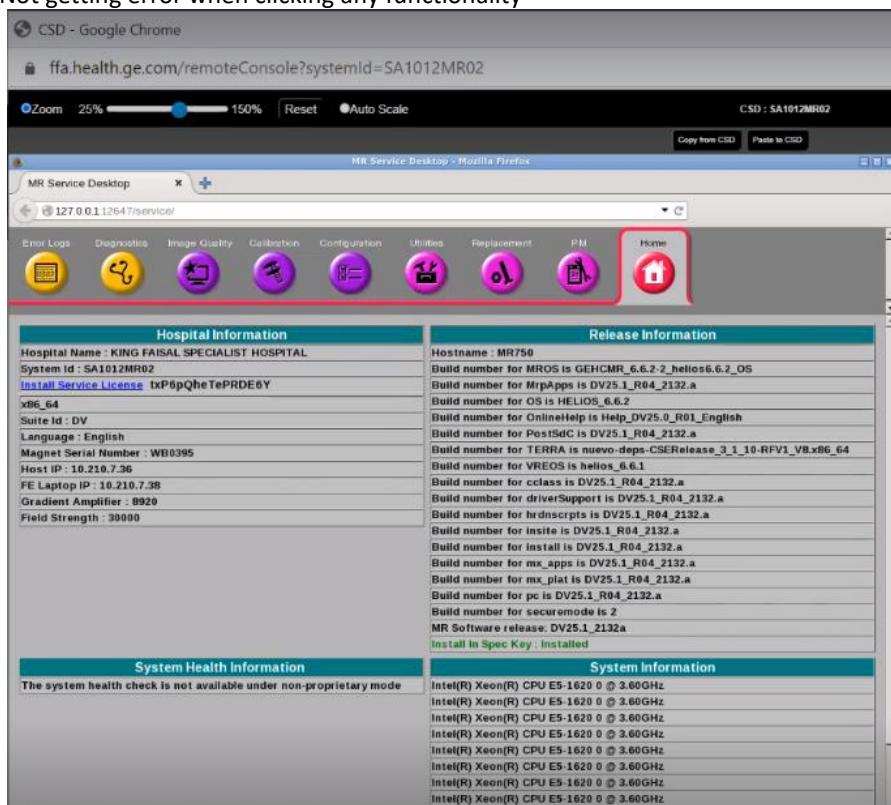
- CSD VNC and CSD Redirect are the services in the device, and we are connecting to the particular device services. Several functionalities are available which help the RE to troubleshoot.
- CSD VNC and CSD Redirect both work the same.
- CSD VNC, we don't have dependency on FTA or any java version. It works based on the docker image deployed on the connectivity server. It picks the docker image based on the system (Medical device) version and configuration.

REPOSITORY	TAG	IMAGE ID
hc-us-east-aws-artifactory.cloud.health.ge.com/docker-crs-all/ffa-terminal	9.6-RELEASE	003aa4564883
hc-us-east-aws-artifactory.cloud.health.ge.com/docker-crs-all/ffa-apache	9.1-RELEASE	f5uct4af4ff4
hc-us-east-aws-artifactory.cloud.health.ge.com/docker-crs-all/rsvptunnel	9.1-RELEASE	fbc14abzaba
hc-us-east-aws-artifactory.cloud.health.ge.com/docker-crs-all/checkout	9.3-RELEASE	fca216aa0a04
hc-us-east-aws-artifactory.cloud.health.ge.com/docker-crs-all/javista	9.1-RELEASE	e3f0781beb6
hc-us-east-aws-artifactory.cloud.health.ge.com/docker-crs-all/awe-3.2-4.9	9.2-RELEASE	b3e093d493c5
hc-us-east-aws-artifactory.cloud.health.ge.com/docker-crs-all/awa-terminal	9.3-RELEASE	607ce17390a1
hc-us-east-aws-artifactory.cloud.health.ge.com/docker-crs-all/ffa_ftp_file_upload	9.2-RELEASE	9a845c040baa
hc-us-east-aws-artifactory.cloud.health.ge.com/docker-crs-all/chrome99_secure	8.3-RELEASE	ab5fc3b4bea4
hc-us-east-aws-artifactory.cloud.health.ge.com/docker-crs-all/chromeJava99_secure	8.3-RELEASE	cd59e632b71f
hc-us-east-aws-artifactory.cloud.health.ge.com/docker-crs-all/awa-3.2-4.0	7.3-RELEASE	4a352942c0e7
hc-us-east-aws-artifactory.cloud.health.ge.com/docker-crs-all/firefox31_secure	7.2-RELEASE	744173688349
hc-us-east-aws-artifactory.cloud.health.ge.com/docker-crs-all/firefox31j6u29_secure	7.2-RELEASE	ba8831446f1b
hc-us-east-aws-artifactory.cloud.health.ge.com/docker-crs-all/firefox31_flash10_secure	7.2-RELEASE	ab0d8593e27c
hc-us-east-aws-artifactory.cloud.health.ge.com/docker-crs-all/firefox3-6_j6u29_secure	7.2-RELEASE	886fb4807a30
hc-us-east-aws-artifactory.cloud.health.ge.com/docker-crs-all/ffa-quacamole	7.4-SNAPSHOT	se2dac7a990e
hc-us-east-aws-artifactory.cloud.health.ge.com/docker-crs-all/awa-3.2-4.0-0	7.3-RELEASE	daddc657545b
hc-us-east-aws-artifactory.cloud.health.ge.com/docker-crs-all/mozillai-7_j6u29_secure	7.2-RELEASE	915c73d1a86b
hc-us-east-aws-artifactory.cloud.health.ge.com/docker-insiteplus-dev/zabbix-proxy-sqlite3	alpine-5.0-latest	ed4a5f039oe7

- When we launch CSD VNC it will show the below screen.

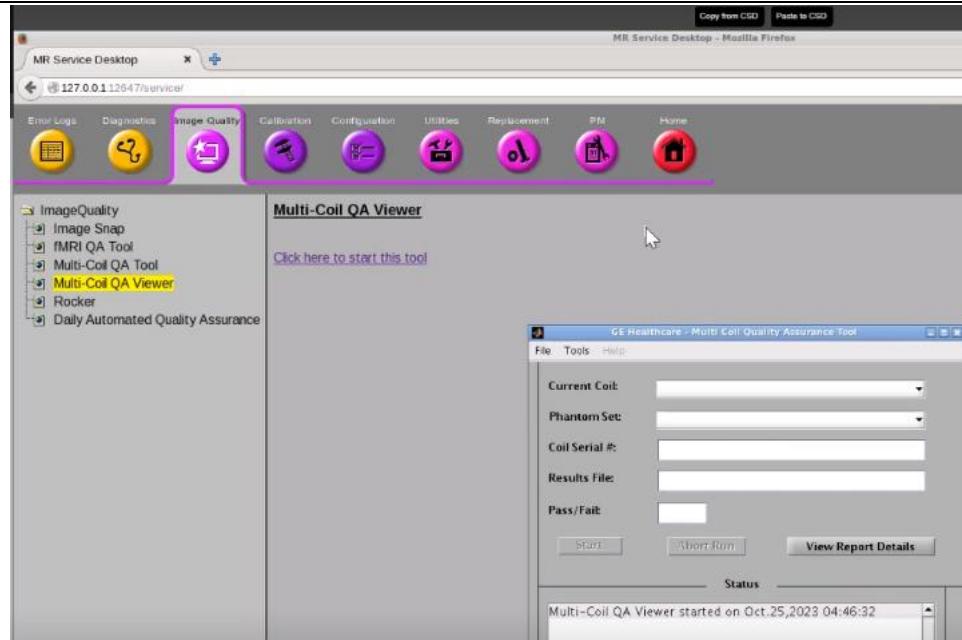
Note: RTS responsibility is to check whether

- ✓ The CSD window is running or not and
- ✓ Not getting error when clicking any functionality



- To start the tool, we have XMING tool.

Application Overview Document



- For CSD VNC we don't have to install XMING server it will take directly from the docker image.

```
[ffa@ffa-pz-blue2-prod-ffa-eu-west-1-euwst1 conf]$ cat csd-host.properties
# host_name is SNAT NLB CNAME
host_name=prd-ffa-blue-pz2-snats-em.cloud.health.ge.com
# host_ip is PZ server IP not NLB IP
host_ip=10.225.195.70
# stunnel_host_name is Host A Record
stunnel_host_name=prd-ffa-pz-blue2-em.cloud.health.ge.com
#
# redirector_exe_file_location=/local/apps/CSD/redir-2.2.1
ffa_csd_key_script_location=/usr/local/bin/sudo /local/apps/bin/ffa.csd.key
ffa_csd_user=ffacsad
ffa_csd_key_session_timeout=2
```

- For CSD VNC we have **csd-host.properties** for host ip.

```
# For system AW ILOM
chrome_container_name_aw_ilom-hc-us-east-aws-artifactory.cloud.health.ge.com/docker-crs-all/chrome34_java6u29_secure:8.3-RELEASE

**** AGV Firefox Flash Image ****
chrome_agv_container_name=hc-us-east-aws-artifactory.cloud.health.ge.com/docker-crs-all/chrome34_java6u29_secure:8.3-RELEASE
# Default
chrome_container_name=hc-us-east-aws-artifactory.cloud.health.ge.com/docker-crs-all/chrome99_secure:8.3-RELEASE

#####
chrome_browser_launch_command=/vnc_shell_script/start_chrome.sh 127.0.0.1:
docker_chrome_json_path=/local/apps/ffa-csdvnc/vnc_shell_script/chrome.json
docker_chrome_host_config_args="--security-opt=no-new-privileges
"

# There are the args passed like --network host
docker_host_config_args="--network=host,--cap-drop:ALL
--cap-drop:CHOWN,--cap-drop:DAC_OVERRIDE,--cap-drop:FOWNER,--cap-drop=FSETID,--cap-drop=NET_BIND_SERVICE,--cap-drop=NET_RAW,--cap-MKNOD,--cap-drop=SETFCAP,--cap-drop=AUDIT_WRITE
split_by:

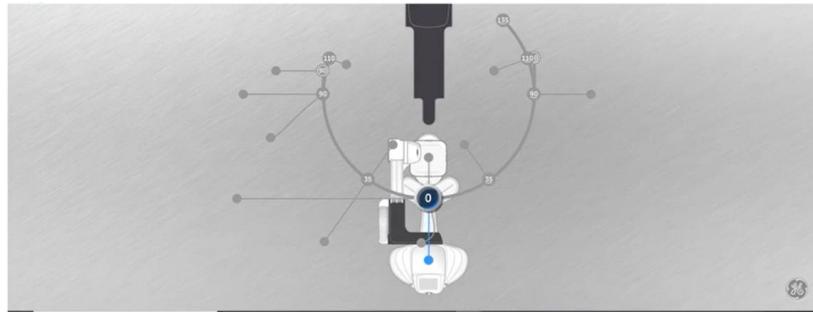
##### JAVISTA docker image parameters #####
start_javista_command=/local/apps/ffa-csdvnc/vnc_shell_script/start_javista_(0).sh [1]
JAVISTA_CONTAINER_NAME=hc-us-east-aws-artifactory.cloud.health.ge.com/docker-crs-all/javista:9.1-RELEASE
JAVISTA_HOST=127.0.0.1
JAVISTA_CACHE_CONFIG_LOCATION=/USB/Javista/DICOM-IMAGES-HERE
JAVISTA_CACHE_FILE_LOCATION=/USB/Javista/DICOM-IMAGES-HERE/download/
stepTokenUrl=https://ffa-services.cloud.health.ge.com/ffi-cache-config/config/folder_location
stepCloudTokenclientId=GHealth-63f1lN08qcmw02h7oxTHy5Q
stepCloudTokenclientSecret=d34c2a73392ebe89cab264df75dbd9d47c9d9e5
ffaStepTokenProviderId=FFA
stepTokenGrantType=client_credentials
stepTokenScope-api
JAVISTA_SCRIPT=/local/apps/ffa-csdvnc/vnc_shell_script/javista_launch.sh
#####

csd_rsvp_model_code=AW RSVP
csd_rsvp_component_code=CSD RSVP
csd_rsvp_component_code=CSD RSVP
chmod files command=chmod 766 /tmp/adm_temp.(0)*
```

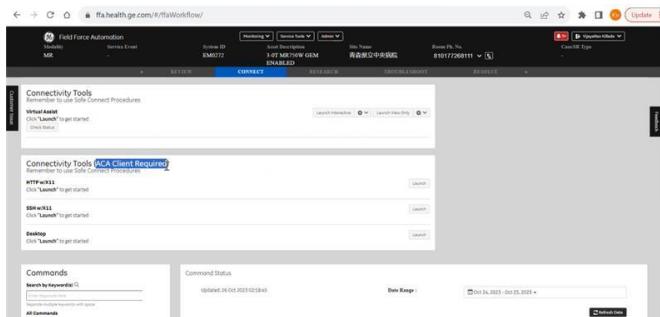
- We also have **xcsd.properties** for configuration. Port, permission, etc., are defined in the xsqd file.
- Once we close the window it will automatically disconnect the session.
- **Ps -ef | grep csdvnc** will display the running process. If multiple users are using VNC it will show that many processes.
- Ports are open in the range 12000 – 12200.

Application Overview Document

- The process limit for the server is 9999. If it reaches the count of 9800 it will not take new connection.
- **CSD Redirect** is an external functionality. The use of this is when we don't want to expose the IP. It will encrypt and connect to the device. It uses s - tunnel whereas VNC is based on the docker image.
- When connecting the first time it will ask to install the FTA installer.
- FTA checks for JDK in the local machine. If the required JDK is not present some of the functionalities will not work.
- IE tab extension must be installed on chrome for vascular system. Under options we must add URL for the auto URL selection.
- For Rsvp System we don't have CSD and CSD redirect so for RSVP we only display terminal and FTP that means for Axeda system we are displaying connectivity tool for Questra we are not displaying any connectivity tool.
- AVG target when we click on launch it displays the medical device image.



- Connectivity tool (**ACA client tool required**)
- This means if any user does not have ACA client it will provide the link to download the ACA client so once we click on launch it will call the GAS server and from there it will connect with the device.



- In ACA client we have connectivity tools like HTTP w/x11, SSH w/11, Desktop.
- For ACA client we have to release the connection manually by clicking on disconnect.



- For RSvP system we have a command section under this we have multiple commands.

Application Overview Document

The screenshot shows the Field Force Automation interface. In the top navigation bar, the tabs are REVIEW, CONNECT, RESEARCH, TROUBLESHOOT, and RESOLVE. The CONNECT tab is currently selected. The main area has a sidebar titled 'Commands' with a search bar and a list of 'All Commands'. To the right is a 'Command Status' table with columns: ID, ACTIVITY ID, COMMAND, TIME STAMP, USER, and STATUS. The table shows two entries: one for 'calibrate' on 26-Oct-2023 at 02:33:01 by user 'VijayKale' with status 'SUCCESS', and another for 'calibrate' on 26-Oct-2023 at 03:04:08 by user 'Bala Sekara' with status 'SUCCESS'.

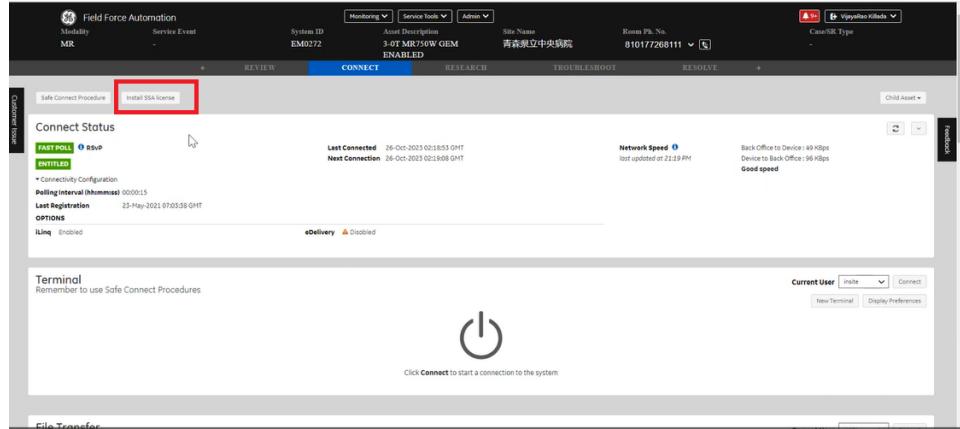
- These commands are configured based on the model type that means as per the model type commands are displaying in command section
- If we execute any command, it will execute and display the result.

This screenshot is similar to the previous one, but the second row in the Command Status table has a status of 'PENDING' instead of 'SUCCESS'. The table rows are identical to the first screenshot.

- We can also make some changes if we want like value for helium pressure, we can make the changes
- Commands are only available for RSVp system.

- **Install SSA License:**

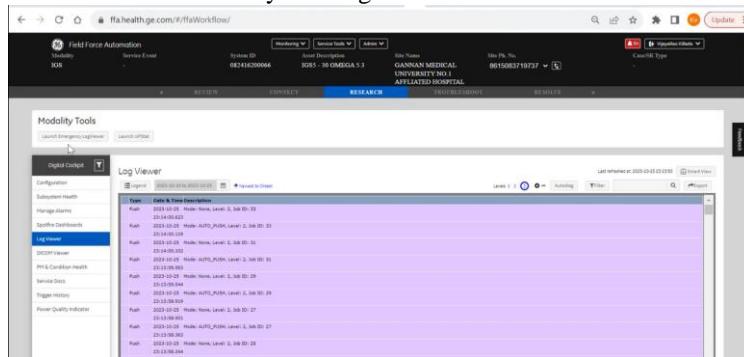
Application Overview Document



- In the connectivity tools some of the features are required to have SSA license.
- If we don't have the SSA license installed, then we are not able to use some features.
- Once we click on install SSA license the request goes from PG server to FFA Backoffice and we get the SSA license file in the compressed format and it will be unzipped after that it will copy all the file in the system.
- Installing License will fail only if the FTP is not working.
- The License is valid only for 3hrs after 2:30 hours We will get an alert that the SSA license will expire in the next 30 min.
- This SSA License tab only displays if the SSA enabled field is true otherwise it will not be visible if it is false, and we can also check this in system configuration.

41.1.8 Research Tab

- Research tab we can launch it by clicking on Research.

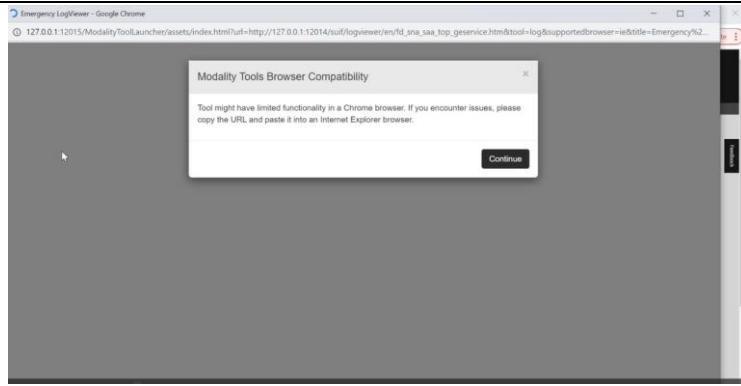


- In Research Tab we have Launch emergency log viewer and Upstat tab

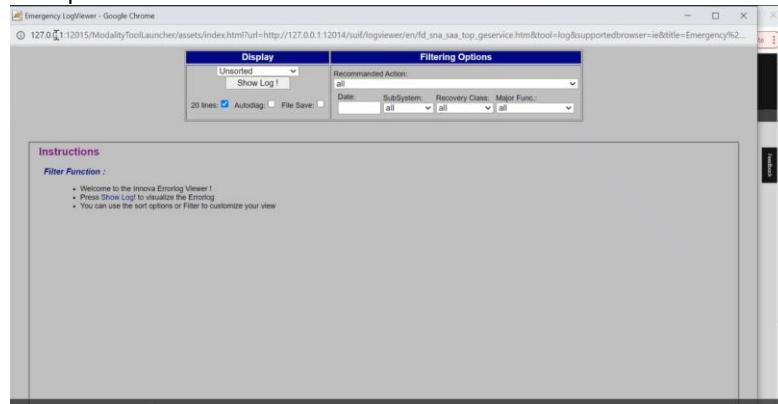
- ② **Launch Emergency log viewer:** when we click on Launch Emergency log viewer It will connect with the medical device and launch the logs of the medical device.

- Once we click on emergency log viewer then the PG server uses S-tunnel with that S-tunnel it will connect with the medical device and get the logs.

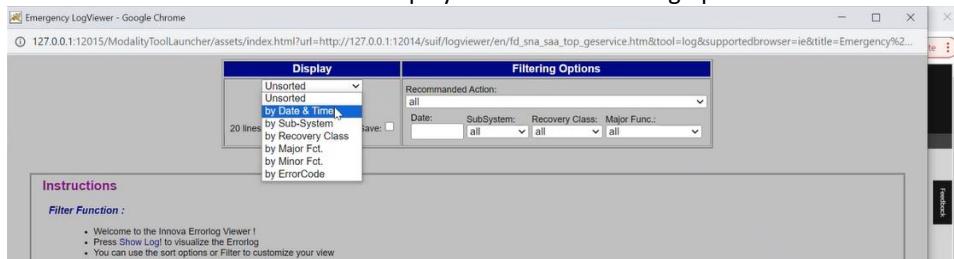
Application Overview Document



Note: Tool might have limited functionality in a chrome browser if you face any issue use the URL with internet explorer

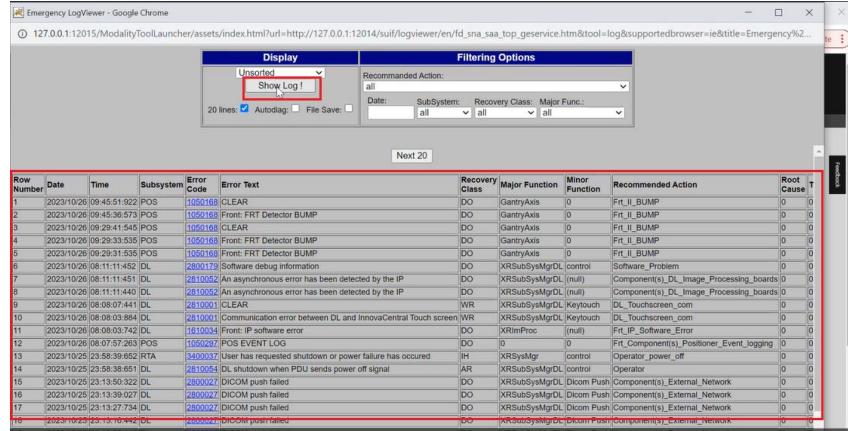


- Once it is launched then we can see Display Section and Filtering options Section.

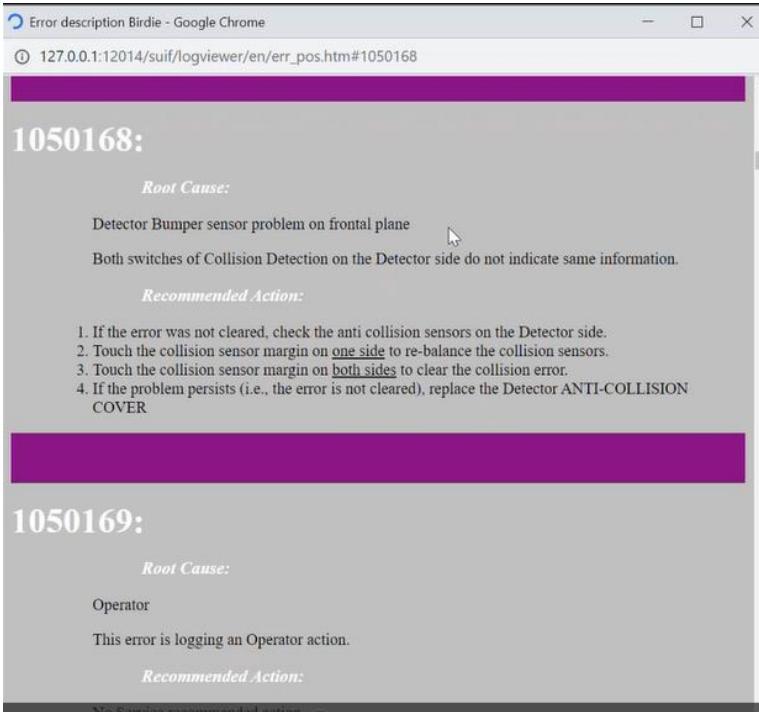


- Display Section we have some option like we can sort the logs according to date and time, by Sub-System, by Recovery class, by Major FCT, by Minor FCT, by Error code and can check the logs for a particular device.
- At a time only one user can launch the emergency log viewer and if the System is offline and if we try to launch emergency log viewer then it will give error that the system is offline so it cannot connect with the medical device that means System should be in connected state to check the log viewer.
- Once you click on Show log it will display the list of logs for a particular device.

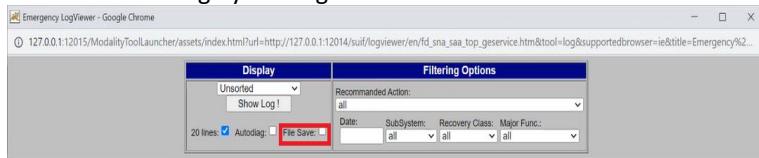
Application Overview Document



- By clicking on Error code, that we can check about the issue or error which the user is facing or Root cause and what action is recommended is the recommendation.

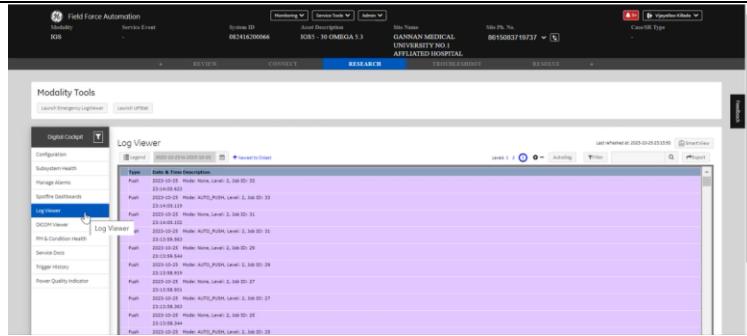


- We can also download this log by clicking on File Save button.

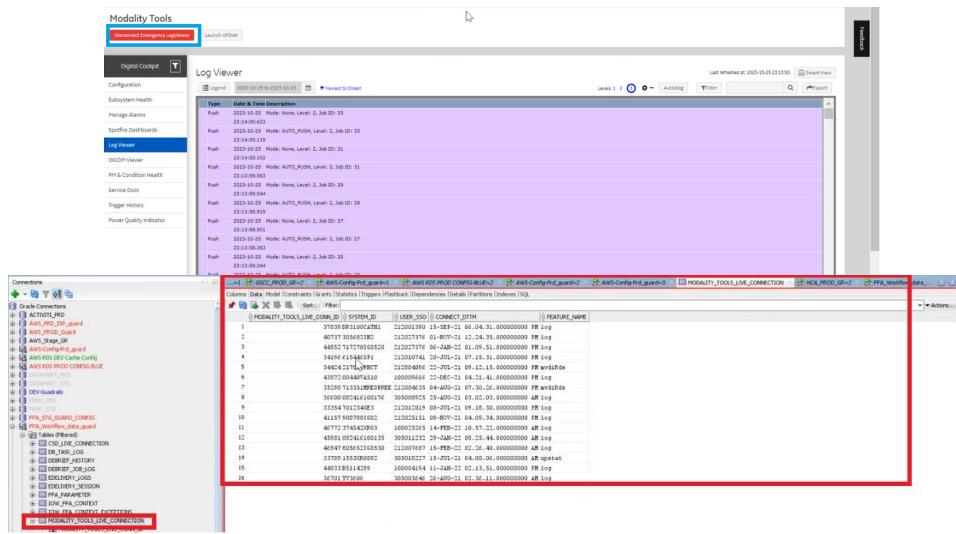


- We have another log viewer in the digital cockpit which will display all the logs. Whereas Emergency log viewer display only emergency logs.

Application Overview Document

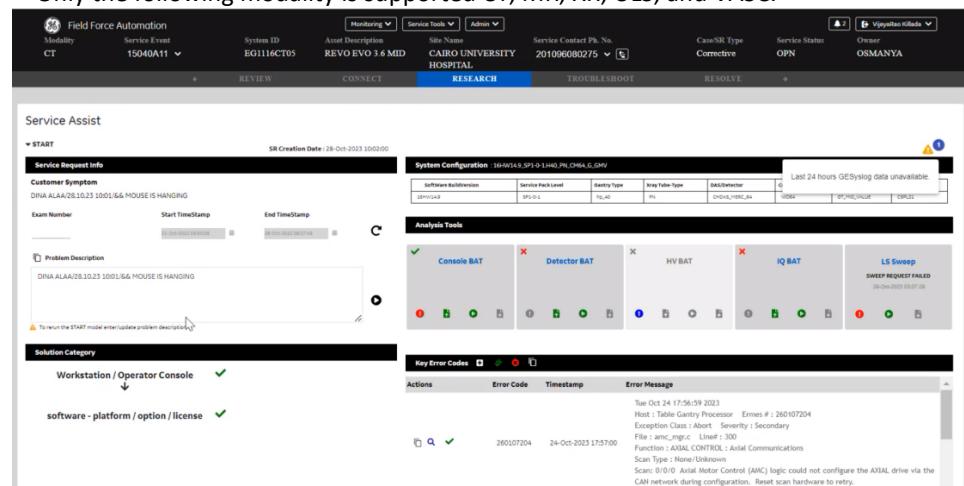


- When we click on disconnect emergency log viewer and if the connection is not getting released, that means connection is available then we are not able to launch emergency log viewer for launching it correctly we need to clear it from database table MODALITY_TOOLS_LIVE_CONNECTION Table.



START tool

- Start will be displayed if the workflow is launched using System ID + Service request of type corrective repair and the SR state is open.
- Only the following modality is supported CT, MR, XR, ULS, and VASC.



- Based on the problem description the smart trias will give the related or matched issues and what was the solution provided, the logs it helped, the articles visited.
- The RTE can either take the previous solution or can proceed with his own analysis.
- We can edit the problem description and run, it will search and get all the details.
- All the information is fetched using START API via Step.

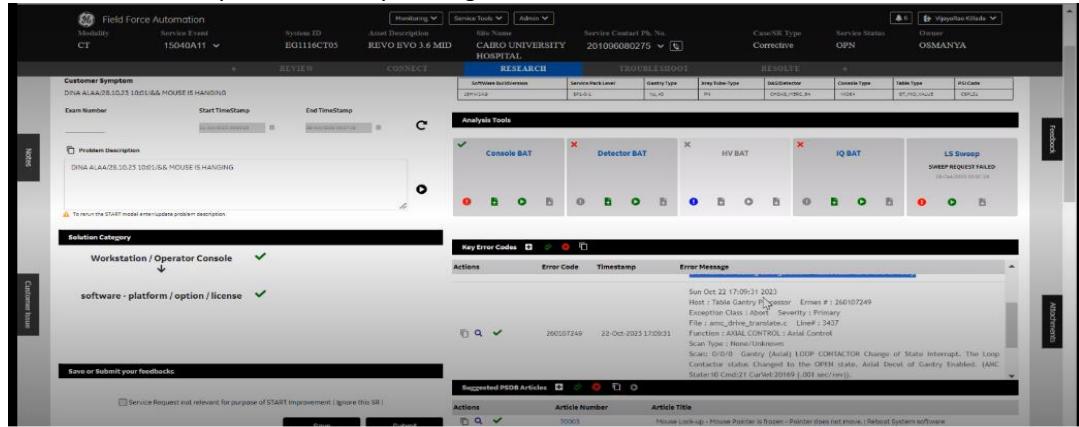
Application Overview Document

- For other SR type like application START has not developed any trias.
- Depending on the modality it will display the solution category.
- System configuration details is fetched from the Step.
- Analysis tools are displayed based on the modality. When we run the analysis tool, it will call the START API and then the START API will connect with Machine data lake, it will fetch and display files.
- The supported tool will have a tick mark and not supported are marked with a cross.

For CT Modality:

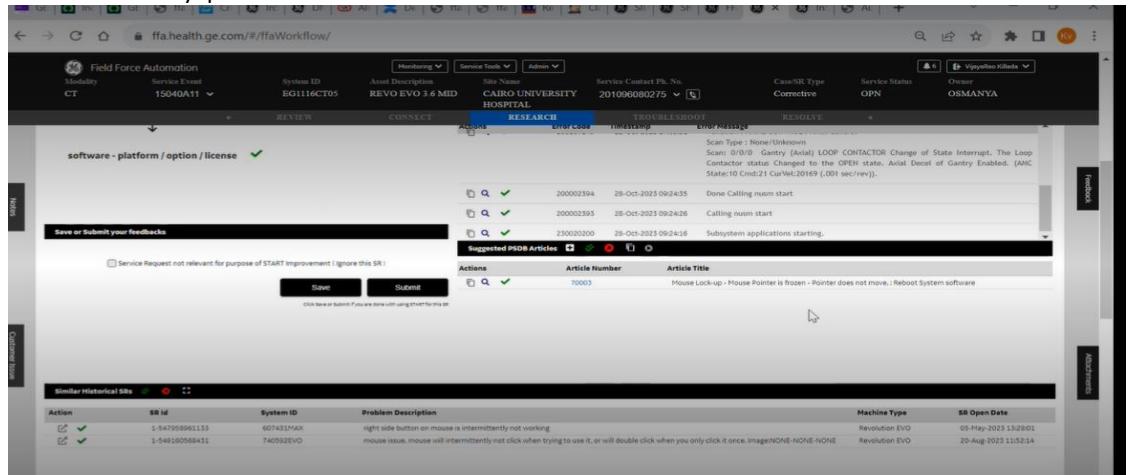
Key Error Codes:

- Within the logs under key error codes, we can see error code, timestamp, error messages.
- We can also add key error codes by clicking + button.



PSDB articles

- What are all psdb articles we can see under suggested psdb articles, we have article number article title will be present.
- Depends upon the problem description it will suggest
- If we want to add any psdb click on + button



For MR Modality

- Under Research tab for mr modality we can see PSI code of that system id and creation date
- Under service request info we can see the customer system and the problem description.
- we can also see system configuration (software version, hostname and OS build)
- Under data package's we can see log viewer, sysconfig, OnWatch
- We can see SWEEP REQUEST FAILED messages that means earlier whatever we are done on some date the sweeps will be in failed state.
- If we want to run, click on run button
- we can also have key error codes and psdb articles

Application Overview Document

For XR modality

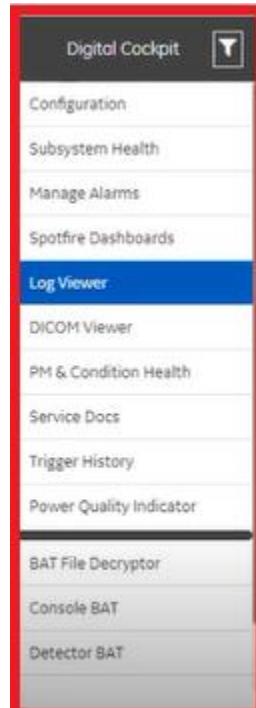
- we can see service request info, under that we have customer symptom information
- we can also see return model under that we have remote engineer problem found and action taken
- we click on run accordingly it will get the data
- Solution category under we have summary,snapshot,error log viewer

Application Overview Document

Digital Cockpit – For CT Modality (Micro - apps)

- We can check the Digital cockpit- section under the Research tab.

- In the Digital cockpit we have multiple Micro-apps and features.



- **Configuration**

- It displays software and hardware configuration details

Application Overview Document

This screenshot shows the 'Software/Hardware Configuration' page. On the left, there's a sidebar with various menu items like Digital Cockpit, Configuration, Subsystem Health, Manage Alarm, etc. The main content area displays hardware details: Processor speed: 2.7GHz, Cache: 32MB, Memory: 32768, No. of processors: 24, and Product: Revolution EVO. It also shows software version 18HW446.17 and a system install date of 01-May-2005.

- For CT modality we are calling STEP Api and Step Api will execute remote command execution and provides software and hardware details in Configuration
- **Subsystem Health**
- For Subsystem we are calling rule studio Api.
 - It displays the latest health of the subsystem.
-
- This screenshot shows the 'Subsystem Health' page. The sidebar has 'Configuration' and 'Subsystem Health' selected. A prominent red banner at the top states: 'No rules are associated with this system. Please contact Rule studio Support team or raise an incident here.'
- For this if we are facing any issue for subsystem health then we need to connect with Rule studio team for subsystem health.
 - If the Rules are not associated with a particular system and if we are looking for subsystem health, then it will display error like No rules are associated with this system please connect with Rule studio team or raise an incident.
-
- This screenshot is identical to the previous one, showing the same red banner about no rules being associated with the system.
- We get these data from MDR database.
- **Manage alarm**
- It is also managed by Rule Studio team
 - It displays custom hold off and hold off history.
-
- This screenshot shows the 'Manage alarm' page. The sidebar includes 'Configuration', 'Subsystem Health', 'Manage Alarm' (which is selected), and 'Log Viewer'. The main area contains two tables: 'Custom Hold Off' and 'Hold-off History'. Both tables have columns for Name, ID, Status, Start Hold Off, End Hold Off, and Updated By. The 'Custom Hold Off' table shows 'No data available for display'. The 'Hold-off History' table also shows 'No data available for display'.
- We can also create MASTER HOLD OFF from manage alarm
-
- This screenshot is identical to the previous one, showing the same tables and data absence.
- We are mainly using it to monitor the magnet related modality.

Application Overview Document

- We also have Hold off history if we are making any changes that we can check in Hold off history.

The screenshot shows the 'Digital Cockpit' interface with a sidebar containing various monitoring links. The main area displays two tables: 'Hold Off History' and 'Hold Off History Details'. Both tables have columns for 'Modality', 'Notification', 'Start Hold Off', 'End Hold Off', and 'Last Hold Off'. A red box highlights the 'Hold Off History' table.

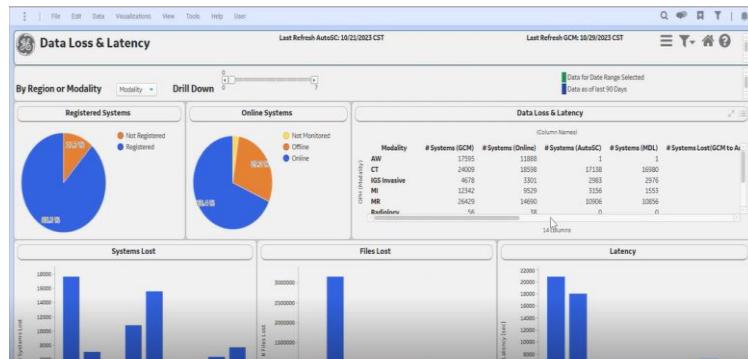
- We can give start hold off and end hold off for MR Modality and CT Modality so here we can manage or generate the alert based on the rule.

➤ Spotfire Dashboard

- It displays digital system health.
- In Spotfire we have an option like digital system health. Once we click on digital system health it will redirect to Spotfire

The screenshot shows the 'Digital Cockpit' interface with a sidebar. The 'Spotfire Dashboard' link is highlighted with a red box. Below it, a button labeled 'Digital System Health' is also highlighted with a red box. A message above the button says 'Please click the button to launch Digital System Health Dashboard in a new browser tab.'

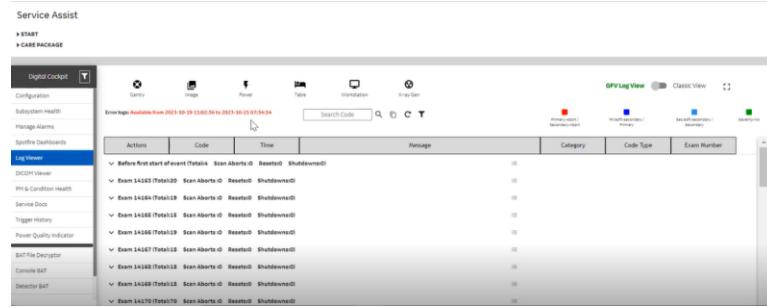
- We use it to check system related health information like modality, how many are online that we can check, Which system are in GCM that we can check in Spotfire dashboard.



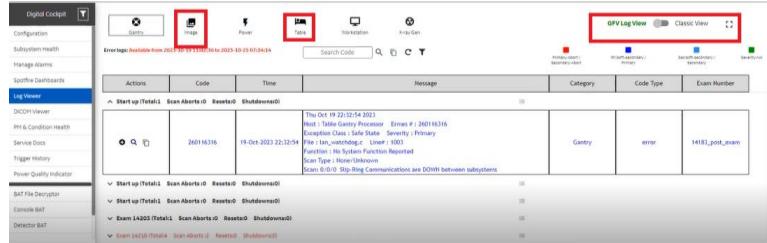
➤ Log Viewer

- It invokes STEP Api which provides the data and Log viewer is supported by START team and UI is Also developed by START team.
- It displays device level logs in log viewer.

Application Overview Document



- We can also check it in different formats like tabular format or image format.
- We have different views on seeing the logs like classic view and GVF view.

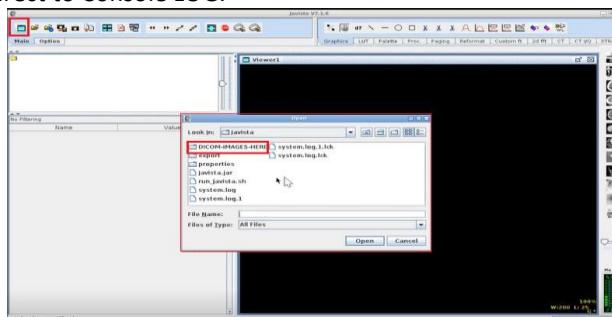


➤ DICOM VIEWER

- Dicom viewer is basically used for Quality purpose of the image.



- To launch DICOM viewer we need to click on Javista. After clicking on Javista it will redirect to Console LOG.



- Here we must have to select DICOM file or image and from download section it will pick the file from Backoffice which we can display that means if we want to check any image from medical device, we need to download it, and it will move to Backoffice and from javista we can check that

➤ PM and Condition health

Application Overview Document

PM Task Status					
Subsystem	PM Task description	Source Rule	Status	Status description	PM Task action
Gantry	Test functionalities of patient tilt sensors	ct_pm_gantry_check	Pass	Gantry tilt logic check passed	RemotePM Task completed
Gantry	Remove slippage brush debris	ct_pm_gantry_check	Pass	Remove slippage brush debris passed	RemotePM Task completed
Gantry	Inspect tube heat exchanger	ct_pm_gantry_check	Pass	Inspect tube heat exchanger passed	RemotePM Task completed
Gantry	Inspect JED inverter fan	ct_pm_gantry_check	Pass	Inspect JED inverter fan passed	RemotePM Task completed
System	System scanning test series 1 - about	ct_pm_check	Pass	System scanning test about passed	RemotePM Task completed
System	System scanning test series 2 - eval / tilt	ct_pm_check	Pass	System scanning test eval passed	RemotePM Task completed
System	System scanning test series 3 - helical	ct_pm_check	Pass	System scanning test helical passed	RemotePM Task completed
System	System scanning test scan control pushbuttons test	ct_pm_check	Pass	System scanning test scan control pushbuttons test passed	RemotePM Task completed
System	System scanning test Series autovoice	ct_pm_check	Pass	System scanning test autovoice passed	RemotePM Task completed
Gantry	Clean brush blocks	ct_pm_gantry_check	Pass	Clean brush blocks passed	RemotePM Task completed
Gantry	Inspect slippage tracks	ct_pm_gantry_check	Pass	Inspect slippage tracks passed	RemotePM Task completed
Gantry	Inspect brush tip	ct_pm_gantry_check	Pass	Inspect brush tip passed	RemotePM Task completed
Gantry	Clean Des Detector Plenum Filter	ct_pm_gantry_check	Pass	Minimum data requirements for model execution not met.	OnsitePM Task execution requested
Gantry	Clean Gantry Heater Filter	ct_pm_gantry_check	Pass	Minimum data requirements for model execution not met.	OnsitePM Task execution requested
Gantry	Clean Top Cover Fans	ct_pm_gantry_check	Pass	Minimum data requirements for model execution not met.	OnsitePM Task execution requested
Gantry	Plenum Fan (S) Operational	ct_pm_gantry_check	Pass	Minimum data requirements for model execution not met.	OnsitePM Task execution requested
Console	Clean Console Component Filters, Fans, & Grills	ct_pm_console_check	Pass	no data in db	OnsitePM Task execution requested
Gantry	Scan Windows Inspection / Replacement	ct_pm_gantry_check	Pass	no data in db	OnsitePM Task execution requested

- For PM and condition health from FFA end we are only updating Micro app version in our database.
- We need to refresh the Cache. and we need to configure it in every environment and need to test.
- The current version of PM and condition is v1.0.1.

PM Task Status					
Subsystem	PM Task description	Source Rule	Status	Status description	PM Task action
Gantry	Test functionalities of patient tilt sensors	ct_pm_gantry_check	Pass	Gantry tilt logic check passed	RemotePM Task completed
Gantry	Remove slippage brush debris	ct_pm_gantry_check	Pass	Remove slippage brush debris passed	RemotePM Task completed
Gantry	Inspect tube heat exchanger	ct_pm_gantry_check	Pass	Inspect tube heat exchanger passed	RemotePM Task completed
Gantry	Inspect JED inverter fan	ct_pm_gantry_check	Pass	Inspect JED inverter fan passed	RemotePM Task completed
System	System scanning test series 1 - about	ct_pm_check	Pass	System scanning test about passed	RemotePM Task completed
System	System scanning test series 2 - eval / tilt	ct_pm_check	Pass	System scanning test eval passed	RemotePM Task completed
System	System scanning test series 3 - helical	ct_pm_check	Pass	System scanning test helical passed	RemotePM Task completed
System	System scanning test scan control pushbuttons test	ct_pm_check	Pass	System scanning test scan control pushbuttons test passed	RemotePM Task completed
Gantry	Clean brush blocks	ct_pm_gantry_check	Pass	Clean brush blocks passed	RemotePM Task completed
Gantry	Inspect slippage tracks	ct_pm_gantry_check	Pass	Inspect slippage tracks passed	RemotePM Task completed
Gantry	Inspect brush tip	ct_pm_gantry_check	Pass	Inspect brush tip passed	RemotePM Task completed
Gantry	Clean Des Detector Plenum Filter	ct_pm_gantry_check	Pass	Minimum data requirements for model execution not met.	OnsitePM Task execution requested
Gantry	Clean Gantry Heater Filter	ct_pm_gantry_check	Pass	Minimum data requirements for model execution not met.	OnsitePM Task execution requested
Gantry	Clean Top Cover Fans	ct_pm_gantry_check	Pass	Minimum data requirements for model execution not met.	OnsitePM Task execution requested
Gantry	Plenum Fan (S) Operational	ct_pm_gantry_check	Pass	Minimum data requirements for model execution not met.	OnsitePM Task execution requested
Console	Clean Console Component Filters, Fans, & Grills	ct_pm_console_check	Pass	no data in db	OnsitePM Task execution requested
Gantry	Scan Windows Inspection / Replacement	ct_pm_gantry_check	Pass	no data in db	OnsitePM Task execution requested

- in this section we have an option to select for FE once we select it then it will display for FIELD ENGINEER in the care package.
- And we can check it in the Resource table it is VS micro app.

RESOURCE_ID	NAME	DESCRIPTION	TYPE	PROPERTIES
31	124_tx_ue_chain_viewer	IIR TX Chain Viewer	VS-microapp ("isPublic":false,"display":true)	
32	131_receive_chain	TX Chain Viewer	VS-microapp ("isPublic":false,"display":true)	
33	132_ue_viewer	UE Viewer	VS-microapp ("isPublic":false,"display":true)	
34	124_ue_parametrization	UE parametrization	microapp (null)	
35	125_ue_alarm_analysis	Report Alarm Analysis	microapp (null)	
36	42_ue_transfert_info	Delivery GBR Transfers Info	microapp ("enableGSDTtransfers":true)	
37	122_ue_parameter_admin_tool	Parameter Admin Tool	microapp (null)	
38	123_ue_data_manual	UE Data Manual	microapp (null)	
39	125_ue_attachment	UE attachment	microapp (null)	
40	120_ue_stats	UE stats	microapp (null)	
41	130_ue_quality_indicator	Poewr_Quality_Indicator	VS-microapp ("isPublic":false)	
42	131_ue_noise_viewer	UE Noise Viewer	VS-microapp ("isPublic":false,"display":true)	
43	132_ue_logevents	Logevents-UE	VS-microapp ("isPublic":false,"display":true)	
44	133_ue_ue_stats	UE Stats	VS-microapp ("isPublic":false,"display":true)	
45	137_ue_console_bt	Console BT	VS-microapp ("isPublic":false,"display":true)	
46	138_ue_bt	BT	VS-microapp ("isPublic":false,"display":true)	
47	139_ue_bt	BT	VS-microapp ("isPublic":false,"display":true)	
48	140_ue_bt	BT	VS-microapp ("isPublic":false,"display":true)	
49	141_ue_bt	BT	VS-microapp ("isPublic":false,"display":true)	
50	142_ue_bt	BT	VS-microapp ("isPublic":false,"display":true)	
51	143_ue_bt	BT	VS-microapp ("isPublic":false,"display":true)	
52	144_ue_cooling_viewer	Cooling Data Viewer	VS-microapp ("isPublic":false)	
53	144_ue_ue_health	UE and Condition Health	VS-microapp ("isPublic":false)	
54	146_ue_ue_health	UE and Condition Health	VS-microapp ("isPublic":false)	
55	147_ue_ue_health_viewer	UE and Condition Health	VS-microapp ("isPublic":false)	
56	148_ue_faults_analysis	Fault code analysis	microapp (null)	

Service Docs

- This document is like a service manual, and we can also check for which modality, model type the document belongs to.

Application Overview Document

Title	Modality	Product System	Class	Doc25Type	Doc #	Rev	DocStatus
OPTIMA CT660 SERVICE METHODS (ADV) - BRAZIL ONLY	CT	CT Optima CT660 32/64/128-SIS...	C	Service Manual	5442326-BEN	2	Current
OPTIMA CT660 SERVICE METHODS (ADV) - RUSSIA	CT	CT Optima CT660 32/64/128-SIS...	C	Service Manual	5458358-BEN	3	Current
Smart Subscription Service Methods (Adv)	CT	CT Optima CT660 32/64/128-SIS...	C	Service Manual	5887661-BEN	1	Current
Optima CT660 Service Methods (Adv)	CT	CT Optima CT660 32/64/128-SIS...	C	Service Manual	5366031-BEN	40	Current
Smart Subscription Service Methods (Restricted)	CT	CT Optima CT660 32/64/128-SIS...	M	Service Manual	5887662-BEN	1	Current
Optima CT660 Service Methods (Restricted)	CT	CT Optima CT660 32/64/128-SIS...	M	Service Manual	5409363-BEN	36	Current
Smart Subscription Service Methods (Gen)	CT	CT Optima CT660 32/64/128-SIS...	A	Service Manual	5887660-BEN	1	Current
Optima CT660 Service Methods (Gen)	CT	CT Optima CT660 32/64/128-SIS...	A	Service Manual	5366030-BEN	40	Current

- This document data we are getting from SIMS team Api.
- This document is like a service manual, and we can also check for which modality, model type the document belongs to.
- We can also filter service manual documents based on Model Type, Modality, Language or document name.

Title	Modality	Product System	Class	Doc25Type	Doc #	Rev	DocStatus
OPTIMA CT660 SERVICE METHODS (ADV) - BRAZIL ONLY	CT	CT Optima CT660 32/64/128-SIS...	C	Service Manual	5442326-BEN	2	Current
OPTIMA CT660 SERVICE METHODS (ADV) - RUSSIA	CT	CT Optima CT660 32/64/128-SIS...	C	Service Manual	5458358-BEN	3	Current
Smart Subscription Service Methods (Adv)	CT	CT Optima CT660 32/64/128-SIS...	C	Service Manual	5887661-BEN	1	Current
Optima CT660 Service Methods (Adv)	CT	CT Optima CT660 32/64/128-SIS...	C	Service Manual	5366031-BEN	40	Current
Smart Subscription Service Methods (Restricted)	CT	CT Optima CT660 32/64/128-SIS...	M	Service Manual	5887662-BEN	1	Current
Optima CT660 Service Methods (Restricted)	CT	CT Optima CT660 32/64/128-SIS...	M	Service Manual	5409363-BEN	36	Current
Smart Subscription Service Methods (Gen)	CT	CT Optima CT660 32/64/128-SIS...	A	Service Manual	5887660-BEN	1	Current
Optima CT660 Service Methods (Gen)	CT	CT Optima CT660 32/64/128-SIS...	A	Service Manual	5366030-BEN	40	Current

- Once we click on any document it will launch the document and provide the information of service manual and helpful in analysis.

https://dsobp0d5w5lx4.cloudfront.net/service_documents/5442326-8EN/index.html

dtSearch CD/DVD Publisher

This file is the "home" page for your CD, the first file that your users will see when they start the CD.

If you have created a search form for the CD, you can access it by clicking [here](#).

Trigger History

- Trigger history will call rule studio Api.

IDP	Rule Id	Rule Name	Symptom	Service Action	CaseID Number	CaseSR Number	Trigger States	Trigger Time	Association Key
No data available for display									

- It displays and maintains all the alarms which are generated so that we can check in trigger history, and it displays information about Alarms like Rule id, rule name, service action.

VS Micro-Apps

- Power Quality Indicator
- Bat File decryptor

Application Overview Document

- Console Bat
- Detecotr Bat
- HV Bat
- IQ BAT
- This all are VS Micro App plugins the data which is provided us that only we are displaying in this Micro apps
- From FFA end we are only updating Micro app version in our database, and we need to refresh the cache to see the changes

Application Overview Document

Research tab for MR

The screenshot shows the 'Software/Hardware Configuration' section with details like Host System Install Date (01-Jul-2021), Host Software Version (DV251_ROA_2113a), and Host Hardware Package Name (XSD SR200). The 'MR Software Compliance' section includes a table for Current Software (Applications Software installed on the system: DV251_ROA_2113a, Applications pack number installed on the system: None, Date: 01-Nov-2023 07:20:05 AM) and Expected Software (Applications Software Revision from MR SW Matrix: DV251_ROA_2113a, Status: Pass).

- **Configuration** – The system hardware and software information are fetched from STEP and displayed. MR software compliance is fetched from RuleStudio api.

The screenshot displays two tables of system configuration parameters. The left table includes rows for hospital (King Faisal Specialist Hospital), service_id (SA2012HROZ), productname (DiscoveryMR750), channel (32), magnet_serial_number (WB0595), field_strength (3.0T), system_software_revision (DV251_ROA_2113a), scan_range (Short), tablet_configuration (None), load_type (2.9-Port on LPCA), Pactype (PAC12B/PAC2), rf_amp (3.0T 35kW XRFQ), and HWD_RF_Amp Installed (None). The right table includes rows for igpm_type (UPM 100MHz sampling rate), roonin_select (Yes), gradient_type (B920X0D1), Gradient_Driver (XSD SR200), Gradient_Coil (XMH), host_computer_version (2420), tpa_subnet_ip (192.168.1), ioc1_bond1_ip (192.168.1.100), num_of_iocs (1), ioc1_manufacturer (Dell System), ioc1_chessia_version (ICN Gen5), ioc1_chessia_asset_tag (PN 9921000-3 rev 2), and HEC_type (04000EN).

- In Back office, System config viewer is a VS microapp.

The screenshot shows the 'Facilities' section with rules like mr_env_rule (MR Rule for Environment Subsystem), mr_sri_temp_rule (Rule for scan room temperature), and mr_pge_rule (MR Rule for PGE). The 'GE Cooling Subsystem' section includes rules for mr_hec_grad_cooling (MR Rule for DV HEC Grad Coolant Resistivity Subsystem), mr_sri_rf_airflow_rule (This rule set comprises the following: 1. Count of low flow conditions and timestamps of occurrences. 2. Count of low flow warning condit...), and mr_hec_fac_cooling (MR Rule for DV HEC Facility Cooling Subsystem). The 'Gradient Subsystem' section includes a rule for gesylog.rules (The group of system monitoring rules consists of the following: Rule #1: XGA-SB TEC out of temperature range, check for any occurrence of ...).

- Sub system health has 2 tabs, **system health** and **magnet health**. Information displayed in both the tab is fetched using RS Api. Ways to utilise and display the information is decided by FFA.

The screenshot shows the 'Custom Hold-Off' table with entries for Chronic high noise detect... (rule name: mr_ncr_noise_analys..., rule ID: HR5B0001, status: Enabled, start hold-off: -, end hold-off: -) and Long term average scan ro... (rule name: mr_sri_temp_rul..., rule ID: HRSE1017, status: Enabled, start hold-off: -, end hold-off: -). The 'Hold-Off History' table shows no data available for display.

- **Manage Alarms** will display the alarm generated based on the symptoms which are created in the rule studio. We can also create master holdoff.
- **Spotfire dashboard** only navigation the application is provided.

Note: Workflow launched only using system id will not display all the feature.

Application Overview Document

- **DICOM viewer** is same for all the modalities which displays dcm files from the back office using javista.

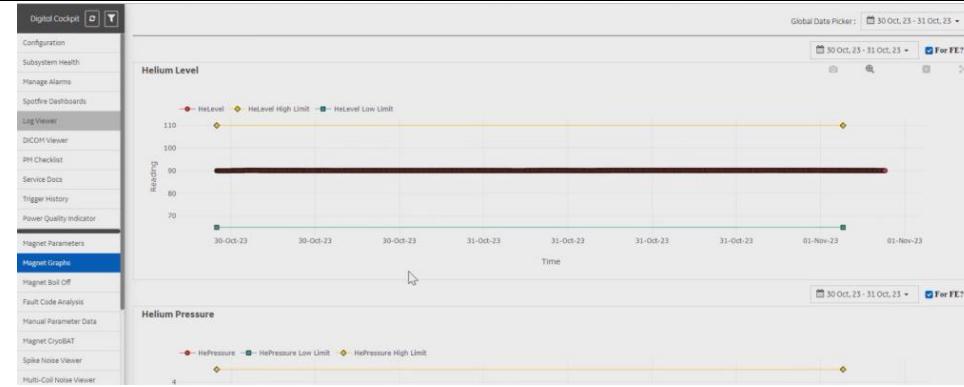
- **PM checklist** – The data displayed comes from SIMS. When we click on view, it will display information like customer information, hardware and software configuration. It is enabled only for configured model types. To enable it we have to add it in the product_family, resource, and resource_mapping table
- When a new information is added then the revision will be changed.

Note: User report that the button is not enabled or not responding then validate that the user has filled the mandatory information. If it is failing, then we must check the logs.

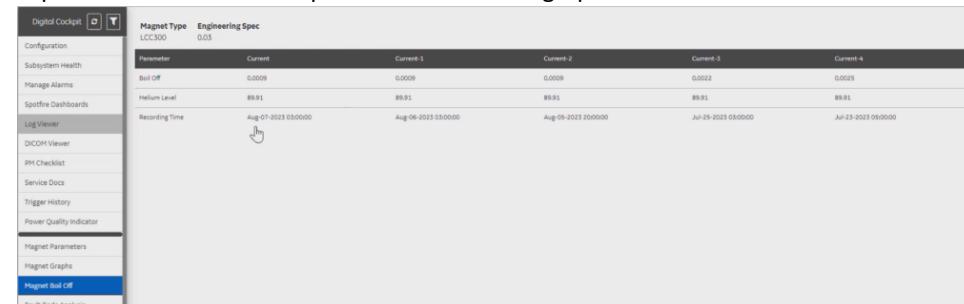
- **Trigger history** is fetched and displayed from the RuleStudio Api.

- **Magnet parameters** – We get the magmon parameters associated to this system. All the data displayed is fetched from the MDR database. The parameters are displayed based on the model types.
- Device upload time means when the data was uploaded. Elapsed time means how much time it took to push the data into MDR.

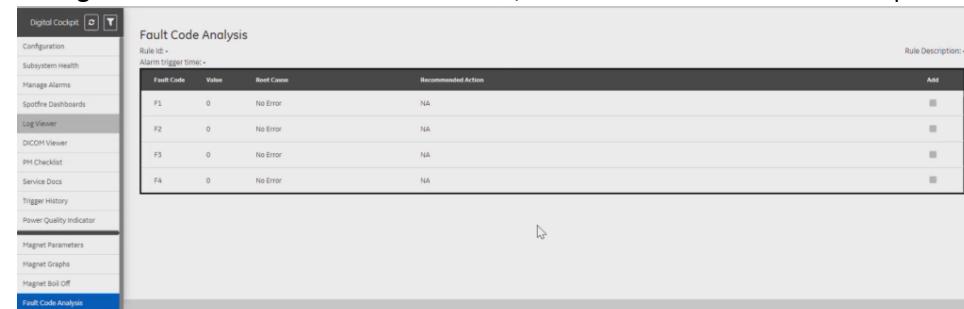
Application Overview Document



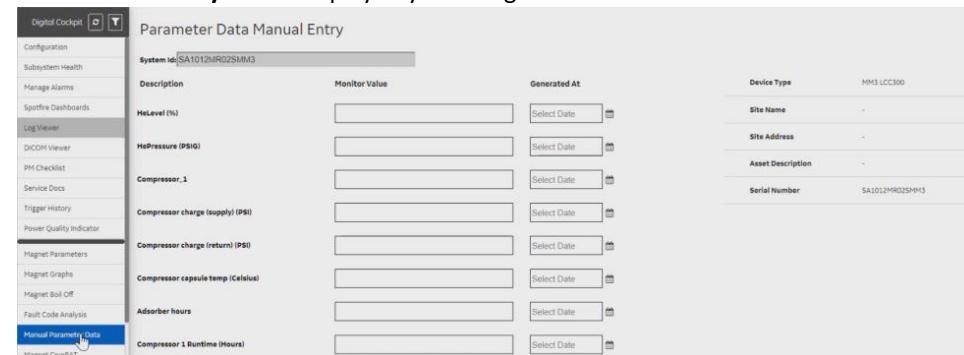
- **Magnet graphs** – The data is fetched and displayed using RuleStudio Api. We can also select parameters from the dropdown to view other graphs.



- **Magnet boil off** – it shows the boil off value, helium value and recorded time up to 5 days.



- **Fault code analysis** will display any alarms generated from rulestudio. It calls rulestudio Api.



- **Manual Parameter data** – we can modify the values manually to the device.

Application Overview Document

Digital Cockpit Enhanced Datapack

System ID : SA20000MR01
Rule Description : P1 - Stale magnet data greater than 7 days; readings needed
Alarm Detected on : 26-Oct-2023 05:02:05 GMT
System State : Fail

Rule ID : MRM80073
Alarm Holdoff : 168
Datapack Generation Time :-
State Description : No data flow for greater than 7 days

Techlog Content :
 System State = Fail System Description = No data flow for greater than 7 days NOTE: Please work to resolve in a timely fashion as the magnet monitoring device could be locked up where the vessel pressure can go negative; or the compressor could be off.

Supporting Data :
 Diagnostic Information: No data or data flow greater than 7 days (15 days)

Magnet Monitor Latest Data

Parameter	Value
HePressure	1.04
Generated_AT	2023-10-10T10:28:00
Received_AT	2023-10-10T12:51:45
HeLevel	91.02

- Enhanced data pack – It calls the rule studio Api and displays the detail.

Research tab for magmon system

- When a workflow is launched for a MUST MR system only then it will ask for magmon workflow.

Digital Cockpit Enhanced Datapack Configuration Magnet/Cryogen

Magnet/Cryogen

Last Run : 05-Nov-2023 02:57:10 AM

✓	mag_alarm_rule	This is Magnet Rule that looks at RFS code and determines if there is any water temp/flow issue, HePressure and HeLevel	<input type="checkbox"/> For FE?
✓	magnet_heater_off_rule	Checks if the heater off pressure for the magnet is set to the proper threshold	<input type="checkbox"/> For FE?
✓	magnet_data_flow	This is Magnet Rule that looks at Magnet parameters and checks if we have stale data i.e missing data for more than 2/4/7 days.	<input type="checkbox"/> For FE?
✓	magnet_missing_he_level	Checks if the helium level has been recorded in the last 4-7 days	<input type="checkbox"/> For FE?
✓	magnet_comp_rule	This is Magnet Rule that checks if compressor is OFF and then looks at RFS code and tries to determine root cause of the issue.	<input type="checkbox"/> For FE?
✓	magnet_he_level_leak	Zero Waste Helium Loss Rules	<input type="checkbox"/> For FE?
✓	magnet_cable_rule	This is Magnet Rule that looks at RFS code and determines if there is any cabling issue.	<input type="checkbox"/> For FE?
✓	magnet_helevel_rule	This is Magnet Rule that checks He Level	<input type="checkbox"/> For FE?
✓	magnet_pds_rule_v3	Comprehensive Magnet Rule	<input type="checkbox"/> For FE?
✓	magnet_water_rule	Combination of compressor water flow/temperature has been out of specification more than 75% of the time in the last 30 days.	<input type="checkbox"/> For FE?

- It is like standard workflow except the parameters, graph, boil off, fault code analysis is displayed as navigation tab.

41.1.9 Troubleshoot tab

- Troubleshoot have 2 sections i.e., Article and parts.

The screenshot shows the 'TROUBLESHOOT' tab selected in the top navigation bar. A search result for 'Mouse cursor has disappeared' is displayed. The result includes a summary, ratings (5 stars), product information ('Modality / Product: LightSpeed 7.x (VCT, VCT Select, Pro32)'), issue details ('Issue: Mouse cursor has disappeared'), and a detailed description ('Details: Mouse cursor has disappeared, system had been left up at applications and when customer returned the mouse cursor/pointer was no longer on the screen').

- Articles are PSDB articles which are fetched using PSDB API.
- It will display articles based on the modality.
- We can search for articles using keywords. If no articles are found, then it will display cannot access PSDB.
- we can also choose filter like sort by, modality, and product.
- The articles that have been analysed can be recommended by clicking on the recommend button below.
- User should have access to the modality to access the articles.

The screenshot shows the 'Parts' section. A part detail view for '5271812-2 Power brush tip kit HELWIG' is shown, including its description, quantity consumed (15467), and a 'Report issue' button. To the right, a camera icon represents the part image, and a sidebar shows children and parent parts for this item.

- Parts shows the list of parts on system and on similar system.
- List are fetched using SBOM API.
- we can search for a particular part in the search bar.
- once clicked it will show the image of the part and its description. on the right it will show the children and parent parts.
- we can add the quantity and recommend using the recommend button below.
- After clicking on recommend it will be available in the resolve tab recommendation section and clicking the recommend again will remove it.

41.1.10 Resolve tab

- For most system it will display customer issue.

The screenshot shows the 'Customer Issue' section of a software interface. At the top, there's a header with 'Customer Issue' and 'REVIEW'. Below it, there's a 'Customer Symptom' field containing 'PROBLEME MIT DQ'. A 'Customer Callback Time' field shows '00:00'. Under 'Remote Engineer Problem Description', a note says 'No PII or PI information must be entered'. There are sections for 'Patient Use' (with 'No' selected), 'Safety Concern' (with 'None' selected), and 'Alleged Patient Experience' (with 'FEHLER TRAT NICHT WAHRGEN ENER' and 'KEIN' selected). On the right side, there's a sidebar with 'Customer Issues' and an email address 'LAHI@USZ.CH'.

- It displays the customer symptom which is same as problem description.
- Remote engineer problem description – RTE will provide the problems they found.
- Patient use – patient is using or not.
- Safety concern – depending on the patient use, none if no patient use.

The screenshot shows the 'Notes' section. It has a title 'Notes' and a sub-section 'Add a Note'. A note states: 'Ensure there is NO information that can be used to identify a patient or other individual, either directly or indirectly'. Below this is a large text input area with a character limit of '500 characters left'. To the right, there's a sidebar with 'Notes' and an email address 'LAHI@USZ.CH'. At the bottom, there's a 'Send Note' button and a phone number '553741' with a call icon.

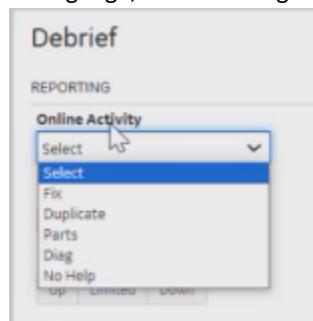
- Notes - any information added to the notes will be sent to the field engineer.

Application Overview Document

MUST Standard system debrief and troubleshoot

The screenshot shows the 'Debrief' tab of the application. At the top, there are tabs for REVIEW, CONNECT, RESEARCH, TROUBLESHOOT, and RESOLVE. The RESOLVE tab is active. On the left, there's a 'REPORTING' section with a dropdown menu for 'Online Activity' set to 'Select'. Below it are fields for 'Equipment Status Start' (Up/Limited/Down), 'Equipment Status End' (Up/Limited/Down), 'Job Date' (02-Nov-2023), 'Start Time' (0242), 'End Time' (0249), and 'Time System Available' (0249). Under 'ANALYSIS', there's a note about 'Remote Eng. Problem Found'. In the center, there's a 'EQUIPMENT' section with dropdowns for 'Equipment Code' (Select), 'Sub-System' (Select), 'Component' (Select), 'Failure Type' (Select), 'Repair Action' (Select), and 'Software Version (Optional)'. To the right, there's a 'Recommendation' section with a 'Recommended Action' field containing 'Type something...'. Below it is a 'Dispatch' section with fields for 'FIELD REQUIREMENTS' (e.g., # of FEs Required, Skill Level of 1st FE), 'Estimated Time to Complete' (000), 'Service Notes' (250 characters), and 'SERVICE ACTIONS' (Request for Handover and Request Follow Up). At the bottom, there are buttons for 'Previous Care Package', '2nd Option', and 'Publish Care Package'.

- For Debrief we can select the language, default is English.



- Online activity means what type of debrief is being done.
- Fix means that it can be resolved by the RTE, and no further involvement is required for FE, and it can be closed.

The screenshot shows the 'Debrief' interface with the 'Online Activity' dropdown set to 'Duplicate'. Below it is a 'Duplicate RFS Number' input field. The rest of the interface is similar to the first screenshot, including the 'REPORTING' section, 'EQUIPMENT' section, 'Recommendation' section, and 'Dispatch' section.

- Duplicate means another SR is already present for the same issue.

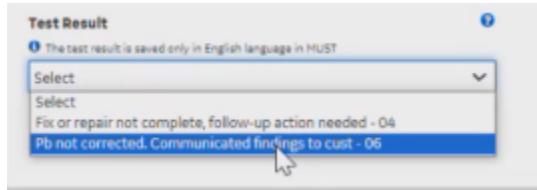
The screenshot shows the 'Debrief' interface with the 'Online Activity' dropdown set to 'Parts'. The rest of the interface is identical to the previous screenshots, including the 'REPORTING' section, 'EQUIPMENT' section, 'Recommendation' section, and 'Dispatch' section.

- Parts is used if there are issue with the part.

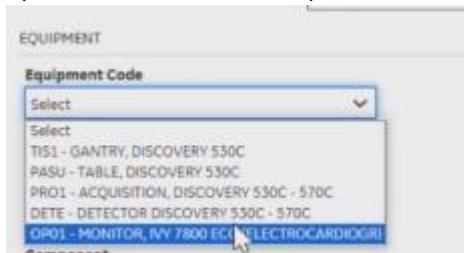
Application Overview Document

The screenshot shows the Application Overview Document interface. On the left, the 'Debrief' section contains fields for 'Equipment Status Start' (Up, Limited, Down), 'Equipment Status End' (Up, Limited, Down), 'Job Date' (02-Nov-2023), 'Start Time' (02:42), 'End Time' (02:49), 'Time System Available' (02:49), and 'Analysis' (Remote Eng. Problem Found). The 'Recommendation' section includes 'Recommended Action' (checkbox for 'Equipment Codes missing, show all subsystems'), 'Information Source' (Experience, PSDB, Service Doc), 'Confidence Level' (25%, 50%, 75%, 90%), 'Root Cause' (text input), 'Key Error' (text input), and 'Captured Error' (text input). The 'Dispatch' section shows 'FIELD REQUIREMENTS' (1 FTE required), 'Entry Level' (Product), 'Estimated Time to Complete' (0500), 'Service Notes' (Additional information for the Call Center under N/A), and 'SERVICE ACTIONS' (Request Handover, Request Follow Up). The bottom right features a 'Unique Device Identifier' section with 'System UDI' and buttons for 'Preview Care Package', '2nd Option', and 'Publish Care Package'.

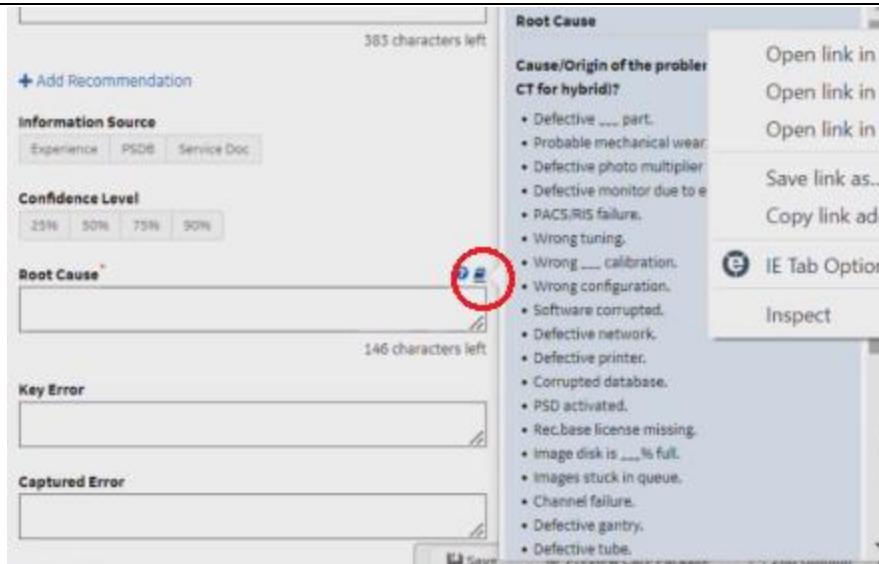
- Diag (Diagnosis) is the most used activity by MUST users. This is used when a RTE is not able to fix the issue completely. The RTE will troubleshoot and provide the information, then the service centre will create the field activity.
- The RTE can provide if Field engineers are required and how many.
- Equipment status start and end is filled by the RTE.
- Job date means when the RFS was created.
- Start time must always be less than end time.
- Time system available will be captured automatically when the debrief starts. It is in GMT.
- Remote eng problem found means what issue RTE found after analysing the customer symptom.
- Action taken – RTE provides the action taken to fix the issue.
- Verification test – On what basis action was taken and how it was verified.



- Test result – fix not complete follow up needed and pb not corrected.
- Check box to select if you want to release or keep the ownership.



- Equipment code dropdown list comes directly from the must CRM. If any code missing, we can select the below checkbox to show all sub system. If equipment code is set on select, then below sub system will be disabled.
- Recommended action – RTE will provide recommend action to be taken. RTE can also provide multiple recommend action.
- Information source – RTE provide the source like experience, PSDB, service doc.
- Confidence level – 25%, 50%, 75%, 90%, this is for recommendation.
- Root cause – RTE provides the root cause issue.



- There are bookmarks highlighted in the above image, these are called as canned phases. It gives information to the user, and they can select from the list of option.
- Key error means which is causing the root issue.
- Parts – which RTE has recommended in troubleshoot.
- Dispatch means either we are transferring it to FE or other RTE.
- RTE can select the number of field engineer required and the skill level.
- In service action, if we select request follow up or request handover then it will go to post remote queue.
- Unique device identifier – all the field will be provided by the UDI application. If no Udi is present, then it will default select no UDI required.
- Debrief is stored in the FFA database and at the same time it will call CRM API to publish.
- For MUST system, the call will go to the **STEP** then **APIGEE** then **BOOMI** after that it will go to **MUST**. APIGEE and BOOMI both are third party app.

Note: any issue with BOOMI we must provide the integration name and any issue with APIGEE (AKANA) we should connect with the AKANA team.

- After clicking on care package, it will check if the user has mainframe id, profile id, and that user is the owner of the RFS or not. It will also validate the fields are filled or not.
- If all the validation checks are ok, then care package will be published, else it will show the error.

Request 2nd Opinion

Add a recipient(s) using one of the following methods:

SSO - type first 7 digits
Name - type first name followed by at least 5 characters of the last name
Email - type at least 4 characters followed by @ or complete email address (for example john.doe@ge.com)

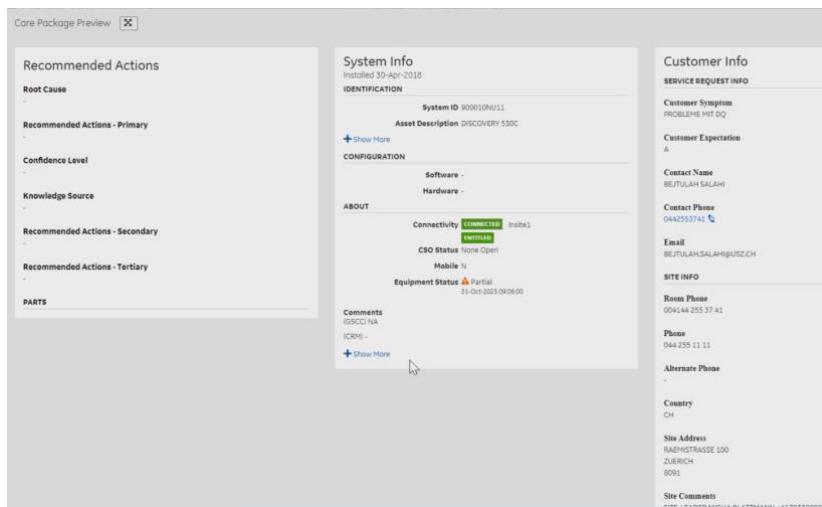
Distribution List email - currently not auto-validated, type a valid @ge.com email address and then press the enter key or 'Add' button.

Name	Email
No recipient has been chosen	

CAUTION: Before sharing a Care Package, ensure there is NO information in the Care Package that could be used to identify a patient or other individual either directly or indirectly.

Don't worry List of recipients will not be lost on cancel. Cancel Submit Request

- 2nd opinion – when the user wants to send the debrief for another opinion. We can add the other user using their SSO and then submit.

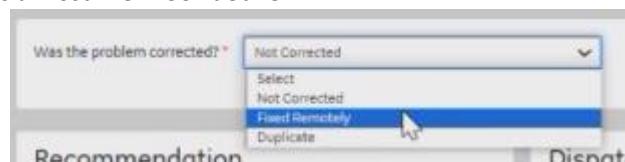


- Preview care package – Before publishing we can check if entered details are proper or not. We can also maximise the screen.
- Once we click on save it will store it in database and in the CRM, but it will not be published. As there is timeout for 180 minutes.
- After debrief is published then the RFS will not be available in the queue.
- When care package is not published from FFA and the RFS is closed then it will show only review tab.
- Debrief can also be published from external application called iDebrief.

Service Max Standard system debrief and troubleshoot

The screenshot shows the 'Service Max Standard system debrief and troubleshoot' interface. It includes tabs for REVIEW, CONNECT, RESEARCH, TROUBLESHOOT, RESOLVE, and CARE PACKAGE. The RESOLVE tab is active, showing sections for Recommendation, Dispatch, Debrief, and ANALYSIS. A dropdown menu for 'Was the problem corrected?' is open, showing options like 'Not Corrected', 'Select', 'Not Corrected', 'Fixed Remotely', and 'Duplicate'.

- All the field is almost like MUST debrief.



- Was the problem corrected is like online activity but has Not corrected, fixed remotely, duplicate.
- In dispatch, estimated time to complete and dispatch comment which means recommendation to FE or service centre.
- Create CSC unassigned Field WO will create Field WO and the CSC can later assign the FE.
- Labor tracking, it displays the timer when the resolve page was launched.
- For UDI it displays the available UDIs

Application Overview Document

Product Description	UDI Number	Serial Number	Product Number	Installed Product	Software Version	List Number
HORIZON LX 1,5T	443345	text12345678	HORIZON LX 1,5T			
		Observed Serial Number <input type="text"/>	Product Number <input type="text"/>			
SIGMA CRYODENS	test for UDI test for UDI test for UDI test for UDI		SIGMA CRYODENS			
		Observed Serial Number <input type="text"/>	Product Number <input type="text"/>			
B60-950222 3 IN ROUND COIL	UDI Not Required	132956MRA	B60-950222 3 IN ROUND COIL			

- Publish and close WO/Activity will publish the care package and close the activity.

Publish And Close Work Order/Activity

Ensure there is NO patient information that can be used to identify a patient or other individual, directly or indirectly.

Please note, choosing to continue by clicking on Publish & Close WO/Activity will publish a Care Package and **close the Work Order/Activity**

Send me a copy of the Care Package

[Close](#) [Publish & Close WO/Activity](#)

- Publish care package will only publish care package. Another tab care package will be available. Send care package will send the care package to other RTE.

Send Care Package

Add a recipient(s) using one of the following methods:

SSO - type first 7 digits

Name - type first name followed by at least 3 characters of the last name

Email - type at least 4 characters followed by @ or complete email address (for example john.doe@ge.com)

Distribution List email - currently not auto-validated, type a valid @ge.com email address and then press the enter key or "Add" button.

Add

Name	Email
No recipient has been chosen	

CAUTION: Before sharing a Care Package, ensure there is NO information in the Care Package that could be used to identify a patient or other individual either directly or indirectly.

Don't worry
List of recipients will not be lost on cancel.
Cancel
Submit Request

- Preview care package will display the filled details.
 - Save to CRM will save data in CRM.
 - For fixed remotely it will only display debrief section.

Was the problem corrected? Fixed Remotely

Debrief

REPORTING

Labor Tracking

iPhone Support - 3 hrs 11 mins

Equipment Status Start Limited

Equipment Status End Limited

Date & Time System is Available for Customer *
7-Sep-2022 0800 AM CDT

EQUIPMENT

Software Version
 28 characters left

Slice Count
 1469 characters left

Cryogen Fill Level
 %

Language

ANALYSIS

Remote Engineer Problem Found *
 You must enter information must be entered

3469 characters left

Action Taken *
 You must enter information must be entered

1469 characters left

Verification Test *
 You must enter information must be entered

Siebel International Standard system debrief and troubleshoot

Application Overview Document

- This is also like service max. For both service max and Siebel, care package can be published only for corrective type SR.

The screenshot shows the Field Force Automation interface. On the left, there's a 'Customer Issue' form with sections for 'Customer Symptom' (Text SR - Not for customer use), 'Activity Description' (Text SR - Not for customer use), 'Patient Info' (No: 1000, Name: Acute), 'Safety Concern' (None, Potential, Actual), 'Event Date (Optional)', 'Procedure Type (Optional)', 'Activity Sub status (Optional)', and 'Intervention Required (Optional)'. On the right, there's a 'System Configuration' table with columns: Reference Number, Service Pack Level, Identity Type, Map File Type, Disk Character, Current Type, Valid Date, and POC Date. A 'Pending Survey' button is also visible.

- Publish and close care package – it allows to send a copy of care package and super close to close activity and SR.

The screenshot shows a 'Publish And Close Work Order/Activity' dialog box. It contains a note: 'Ensure there is NO patient information that can be used to identify a patient or other individual, directly or indirectly.' Below it are two checkboxes: 'Send me a copy of the Care Package' and 'Publish & SuperClose'. At the bottom are 'Close' and 'Publish & Close WO/Activity' buttons.

Siebel America Standard system debrief and troubleshoot

- The SR/ activity is directly fetched from the CRM as queue is not maintained for Siebel America.

The screenshot shows the Siebel America Standard system debrief and troubleshoot interface. It has sections for 'Debrief', 'ANALYSIS', 'Recommendation', 'Knowledge Search', and 'RESOLVE'. The 'Debrief' section includes fields for 'Problem Found' (with a warning about required information), 'Action Taken' (with a warning about required information), and 'Verification Test' (with a warning about required information). The 'Recommendation' section has a 'Recommended Action' field (with a warning about required information) and a 'Key Error' field. The 'Knowledge Search' section shows a search bar and a message: 'FFA is unable to connect to PSOB'.

- For Siebel America, publishing care package is allowed only for magmon system.

MUST magmon system debrief and troubleshoot

Application Overview Document

The screenshot shows the FFA software interface with the 'Magnet Alarm Analysis' module selected. The 'Debrief' section contains fields for reporting online activity, equipment status, job date, start/end times, time system availability, and failure type. The 'Recommendation' section provides a summary of the issue and suggests actions. Other sections include 'FIELD REQUIREMENTS' (with dropdowns for pressure, helium level, and H2C trends), 'REMOTE ACTIONS' (with options for reboot magmon, change limits, and power loss recovery), 'SERVICE ACTIVITIES' (request for information, repeat alarm, duplicate service event), 'ALARM ANALYSIS' (repeat alarm, duplicate service event), and 'CONTACT ACTIONS' (contacted customer, unique identifier, issue root cause).

- MAP tool displays the magnet alarm analysis. Depend on the information provided in the MAP tool fields corresponding value will get populated in debrief and recommendation.
- If the SR is related to alarm, then they will go to the magmon system. If it is a normal SR, then it will be standard system.
- Rest process is similar to the standard system.

41.2 Advance search

- There is an Advance Search option under System ID/Serial Number. This option is used to search RSvP based devices. FFA calls the RSvP API to get the list of RSvP system.

The screenshot shows the 'Start Remote Troubleshooting' screen. It has a main input field 'Enter System/Serial Number or Service ID' with a red border around it. Below it are two dropdown fields: 'Service Request ID (Optional)' and 'Service Request ID'. Further down are dropdowns for 'Country of System' and a search icon. At the bottom is a large 'Get Started' button.

- In Advanced Search, we can search for an RSVP device based on various Criteria like countries, modality, Asset Type serial number, CRM number. Once Filter, it will show the connection status of the device.

Application Overview Document

Status	ID	Model	Location	Modality	CRM Number
CONNECTED	M1/64306195MM3	M1/764306195MM3	France	MR	MR_MM4_MA
OFFLINE	2253565887	M1/71587025	France	MR	MR_RSVP_01
OFFLINE	270498497	M1/89104208	France	MR	MR_RSVP_01
OFFLINE	M1/40095959H43	M1/40095959H43	France	MR	MR_MM4_MA
ONLINE	3994172375	M1/24R654	France	MR	MR_RSVP_01
ONLINE	4257024083	M1/2672006	France	MR	MR_RSVP_01

- Modality means different types of medical devices. For Example: CT, MR, XR, UL, NM, DCAR, MV, PET.
- Asset type is model type of devices. For every modality, we have multiple model types.
- CRM number is your device/system id.
- Serial Number and CRM Number both support wildcard entries.
- System status:

Status		Description
Offline		if the device is not reachable from our connectivity server
Online		server is making connection with device, but polling is not happening
Connected		able to make connection and polling happening

- Polling means setting a ping rate for connecting with device.
- We can access a maximum of 300 records in device look up/advance search. For more than 300 records, it will show below screen.

Search returned more than maximum limit of 300 assets. Please try with refined search criteria.

- The 300 limit is from the RSVP API side. FFA calls the RSVP service with the criteria.

42. CRM

- We have four CRMs:

CRM	Detail
MUST	<p>It is only for European countries and RFS (Request for service) process is followed. MUST does not have a UI.</p> <p>Must loaders run once every week on Tuesday. It will take data registered till Saturday, if created on Sunday will have to wait for 9 days.</p> <p>Support Request (optional). This is created when RE is working on an issue and he is not able to figure it out and he requires other's help. He will create a SR and other RE can pick it up to help to resolve the SFR</p> <p>Support request in MUST CRM is created within FFA</p> <p>For any RFS we can have multiple support requests and support requests should be closed before closing RFS.</p> <p>Service center sends a mail or a call to a remote engineer if they missed the SR.</p> <p>We are using the screen scraper for getting the data from MUST CRM.</p> <p>In FFA, we have RabbitMQ consumers, when any Hospitals are facing any issue, they call the Service center, the service center will log a ticket in CRM, CRM will push the data into RabbitMQ, Consumers in FFA will fetch data from the queue and inserts into database table. The UI will display the data from the table.</p> <p>The UI will not display any data older than 15 days. A crontab job is running every 30 minutes to remove any data older than 15 days.</p>
Service Max	<p>ServiceMax provides good User Interface.</p> <p>Most counties have plan to migrate with service max and currently it being used by LATAM (Latin America), JAPAN and few Europe Country it has more user-friendly UI.</p> <p>Service Max can create CASE and have multiple work orders and one work order created for Remote engineer and he analyzed and provides the solution.</p> <p>Field engineers also have to do some actions. He will publish it and he will provide the care package and he will close his activity.</p> <p>Some European countries that have migrated to Service Max uses FFA only for troubleshooting, they publish care packages in the CRM.</p>
Siebel International	<p>It is used by the following countries like India, China, AUS, NZ</p> <p>Like CASE we have Activity in Siebel International</p> <p>SR can have multiple activities like Remote activity, field activity, admin activity, notification activity</p> <p>China doesn't publish care package from FFA they do this from CRM. They use FFA for connectivity only.</p>
Siebel America	<p>It is only used by America; CANADA and it is like Siebel international.</p>

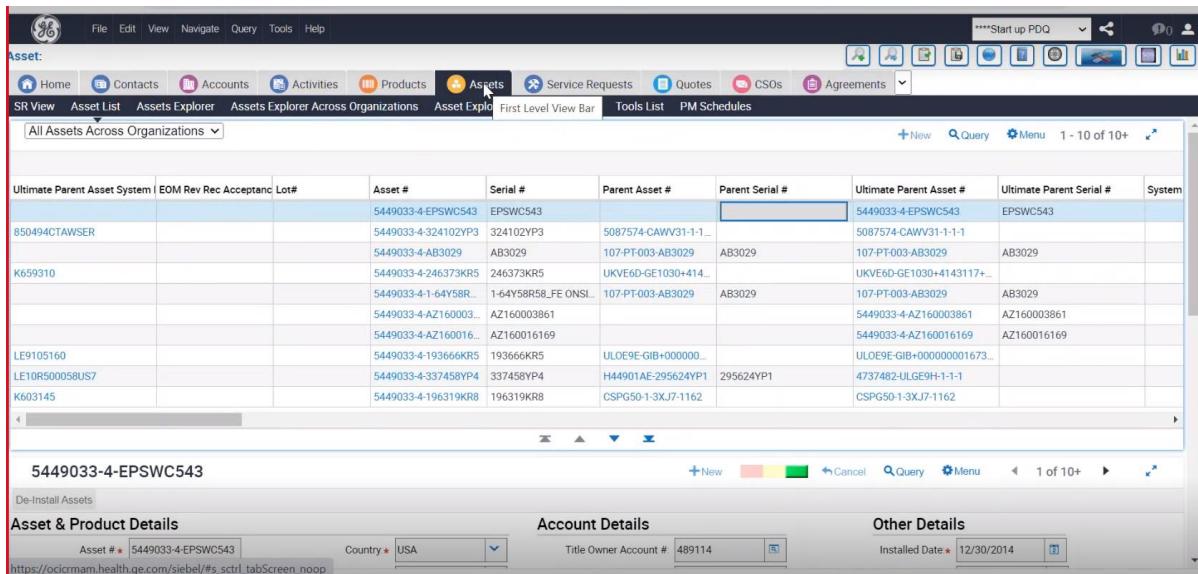
- MUST, Service MAX and Siebel International use the same database, but we have different tables for each CRM.

Application Overview Document

- Siebel International and service max loaders runs in every 24hrs
 - CRMs does not have connectivity tools for analysis
-
- **Ways to create Service request:**
There are different ways to create Service Requests
 - CSC - Customer gives a call to service center and service center will create a service request.
 - FFA - By remote engineers they can create service requests from their field using FFA
 - OnWatch/RuleStudio - There is another way like, there are automatic creation of the Service Request depending upon the rules that we provided.
 - Using iLinq
 - iCenter and MyGeHealthCare - This is outside of the CRS this can also be used to create RFS.

42.1 Siebel America CRM

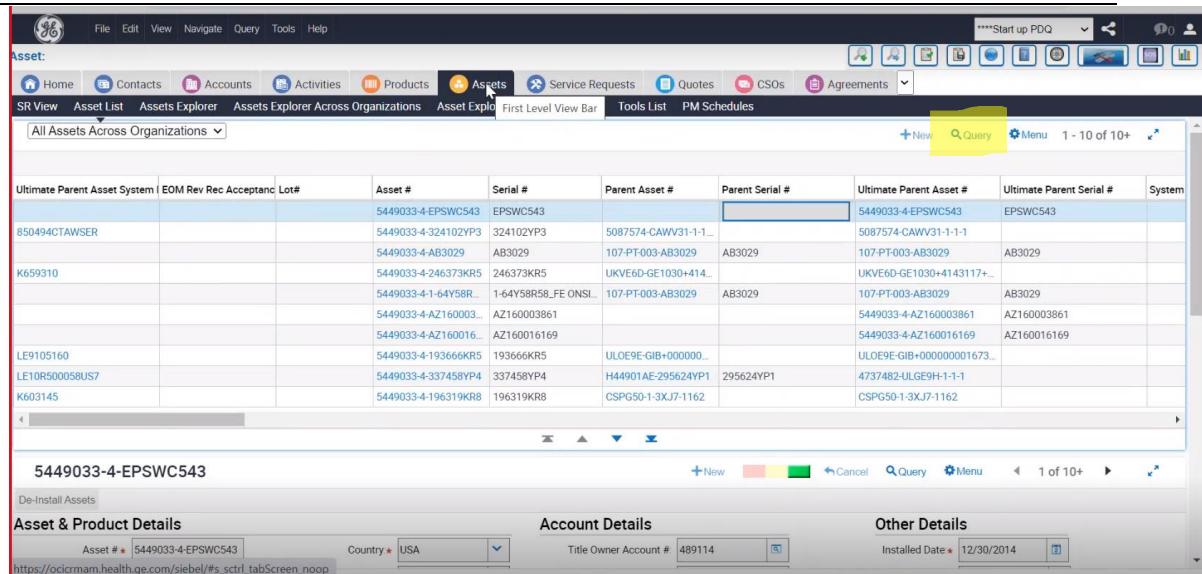
- Siebel America has its User Interface it will launch using below mentioned URL.
<http://ocicrmam.health.ge.com/siebel/>
- After launching we can see below screen



Ultimate Parent Asset System	EOM Rev Rec Acceptanc	Lot#	Asset #	Serial #	Parent Asset #	Parent Serial #	Ultimate Parent Asset #	Ultimate Parent Serial #	System
850949CTAWSER			5449033-4-EPSWC543	EPSWC543			5449033-4-EPSWC543	EPSWC543	
			5449033-4-324102YP3	324102YP3	5087574-CAWV31-1-1...		5087574-CAWV31-1-1...		
K659310			5449033-4-AB3029	AB3029	107-PTF003-AB3029	AB3029	107-PTF003-AB3029	AB3029	
			5449033-4-246373KR5	246373KR5	UKVE60-GE1030+4143117...		UKVE60-GE1030+4143117...		
			5449033-4-1-64Y58R	1-64Y58R58_FEO NSL	107-PTF003-AB3029	AB3029	107-PTF003-AB3029	AB3029	
			5449033-4-AZ160003...	AZ160003861			5449033-4-AZ160003861	AZ160003861	
			5449033-4-AZ16001...	AZ160016169			5449033-4-AZ160016169	AZ160016169	
LE9105160			5449033-4-193666KR5	193666KR5	ULOE9E-GIB+000000...		ULOE9E-GIB+000000001673...		
LE10R500058US7			5449033-4-337458YP4	337458YP4	H44901AE-295624YP1	295624YP1	4737482-ULOE9H+1-1-1		
K603145			5449033-4-196319KR8	196319KR8	CSPG50-1-3XJ7-1162		CSPG50-1-3XJ7-1162		

- Once we click on assets, we can see the details like asset number, system id, and serial number.
- For FFA we have to focus on the following fields of the table, those are Asset, Serial number and System id.
- If we want to query any details we can click on query, we can search with either with system id, serial number and asset. It will give details of system related information.

Application Overview Document



The screenshot shows the Siebel Asset Explorer interface. At the top, there is a navigation bar with links for Home, Contacts, Accounts, Activities, Products, Assets, Service Requests, Quotes, CSOs, and Agreements. The 'Assets' link is highlighted. Below the navigation bar is a toolbar with various icons. The main area displays a grid of asset records. A yellow box highlights the 'Query' button in the toolbar. The grid columns include: Ultimate Parent Asset System, EOM Rev Rec Acceptanc, Lot#, Asset #, Serial #, Parent Asset #, Parent Serial #, Ultimate Parent Asset #, Ultimate Parent Serial #, and System. One specific asset record is selected, showing details for asset number 5449033-4-EPSWC543.

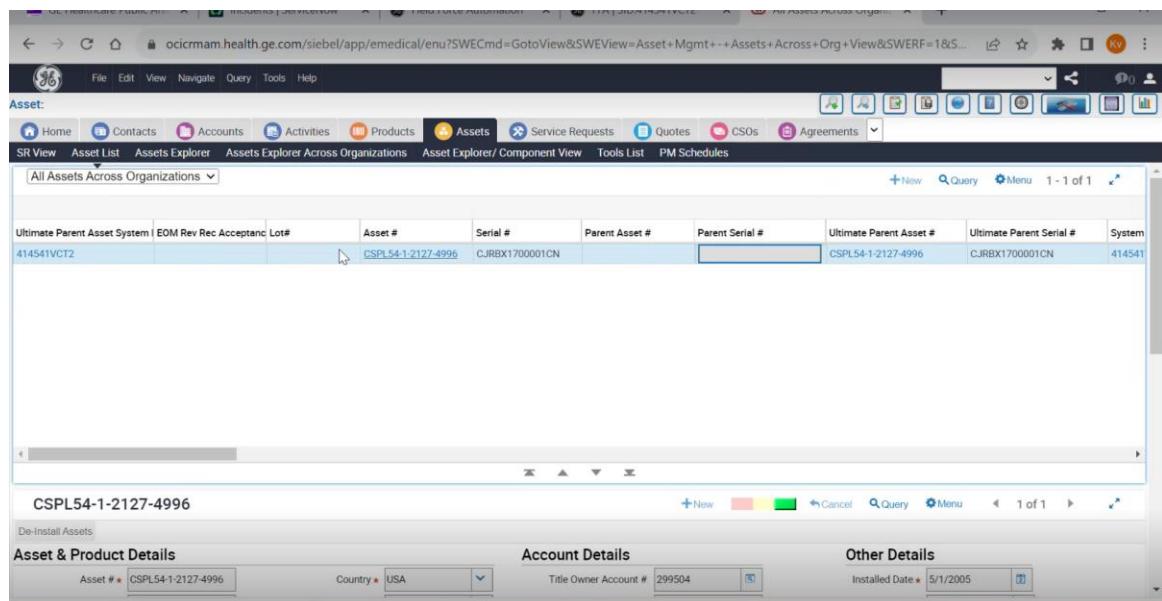
Ultimate Parent Asset System	EOM Rev Rec Acceptanc	Lot#	Asset #	Serial #	Parent Asset #	Parent Serial #	Ultimate Parent Asset #	Ultimate Parent Serial #	System
850494CTAWSER			5449033-4-324102YP3	324102YP3	5087574-CAWV31-1-1		5087574-CAWV31-1-1		
K659310			5449033-4-AB3029	AB3029	107-PTF003-AB3029	AB3029	107-PTF003-AB3029	AB3029	
LE9105160			5449033-4-246373KR5	246373KR5	UKVE60-GE1030+4143117+		UKVE60-GE1030+4143117+		
LE10R500058US7			5449033-4-1-64Y58R	1-64Y58R58_FEOSNL	107-PT-003-AB3029	AB3029	107-PT-003-AB3029	AB3029	
K603145			5449033-4-AZ160003	AZ160003961			5449033-4-AZ160003961	AZ160003961	
			5449033-4-AZ160001	AZ160016169			5449033-4-AZ160016169	AZ160016169	
			5449033-4-193666KR5	193666KR5	ULOE9E-GIB+000000...		ULOE9E-GIB+000000001673...		
			5449033-4-337458YP4	337458YP4	H44901AE-295624YP1	295624YP1	4737482-ULE9E9H-1-1		
			5449033-4-196319KR8	196319KR8	CSPG50-1-3XJ7-1162		CSPG50-1-3XJ7-1162		

5449033-4-EPSWC543

De-Install Assets

Asset & Product Details	Account Details	Other Details
Asset # * 5449033-4-EPSWC543 Country * USA	Title Owner Account # 489114	Installed Date * 12/30/2014

- Currently we are querying using system id for test systems as we cannot use customer systems for multiple times for testing purpose.
- Once we can query, we can get system related information, this is completely related to CRM end but not with FFA.



The screenshot shows the Siebel Asset Explorer interface. At the top, there is a navigation bar with links for Home, Contacts, Accounts, Activities, Products, Assets, Service Requests, Quotes, CSOs, and Agreements. The 'Assets' link is highlighted. Below the navigation bar is a toolbar with various icons. The main area displays a grid of asset records. A yellow box highlights the 'Query' button in the toolbar. The grid columns include: Ultimate Parent Asset System, EOM Rev Rec Acceptanc, Lot#, Asset #, Serial #, Parent Asset #, Parent Serial #, Ultimate Parent Asset #, Ultimate Parent Serial #, and System. One specific asset record is selected, showing details for asset number CSPL54-1-2127-4996.

Ultimate Parent Asset System	EOM Rev Rec Acceptanc	Lot#	Asset #	Serial #	Parent Asset #	Parent Serial #	Ultimate Parent Asset #	Ultimate Parent Serial #	System
414541VCT2			CSPL54-1-2127-4996	CJR BX1700001CN			CSPL54-1-2127-4996	CJR BX1700001CN	414541

CSPL54-1-2127-4996

De-Install Assets

Asset & Product Details	Account Details	Other Details
Asset # * CSPL54-1-2127-4996 Country * USA	Title Owner Account # 299504	Installed Date * 5/1/2005

- We can see all the details like product type, address, shipped date, installed date, manufacturer, modality, physical location, GEHC institute etc.
- After we click on system id it will launch the below page which has complete details of System.

Application Overview Document

The screenshot shows the GE Healthcare Asset Management System interface. The main title bar reads "ocicrmam.health.ge.com/siebel/app/emedical/enu?SWEcmd=GotoView&SWEview=Asset+Mgmt->Asset+Sub-Components+View&SWERF=1...". The top navigation bar includes links for Home, Contacts, Accounts, Activities, Products, Assets, Service Requests, Quotes, CSOs, and Agreements. Below the navigation is a toolbar with icons for New, Cancel, Query, Menu, and navigation arrows. The main content area displays asset details for "CSPL54-1-2127-4996". The "Asset & Product Details" section contains fields for Asset #, Row Id, Serial #, System Id, Asset Tag #, Asset UDI, Department, Ultimate Parent Serial #, Parent Serial #, Asset Status, Ownership, Entitlement, Warranty / Pre-paid, and Disposition Decision. The "Account Details" section includes fields for Country, Product Identifier, Product Description, Modality, Material Class Code, Product Service Line, Brand, GTIN #, UDI Mark Excluded, UDI Exempt, Refurb Item, Manufacturer, Title Owner Account #, Title Owner Account Name, Physical Location Account #, Physical Location Account Name, Physical Location Address Line1, Non-Contract Account #, Non-Contract Account Name, Non-Contract Address Line1, Asset Created Date, Insite/BB Entitled, Veterinary Asset, Residential Asset, and Comm Catalog Product. The "Other Details" section contains fields for Installed Date, Shipped Date, Manufactured Date, Next Calibration Due Date, Warranty Start Date Override, De-Install Date, Operating Unit, Service Region, P&L, Division, and Warranty End Date Override.

- We can see information like asset, Serial number, system id, country, modality, address etc.
- In the same system information page if we scroll down, we can see subcomponents. Refer the below screenshot.

The screenshot shows the "Subcomponents" page within the GE Healthcare Asset Management System. The top navigation bar includes links for More Info, Asset Team, Contacts, Attachments, Service Requests, Activities, Entitlements, Alerts, Entitlements/Warranty, Warranty, Configuration, Components, Part Tracker History, and UDI Relationship. The main content area displays a table of subcomponents. The columns are: Asset #, Serial #, System Id, Product Identifier, Product Description, Asset Status, Installed Date, Revision Level, Physical Location Account #, and Physical Location Account Name. The table lists several components, such as CJ64 - JEDI STD HV TANK RoHS COM., HEMIT 2.0 Tank, NGPDU-81, Heavy Patient Table-650lb patient, NIQ 64 console assembly for CJ3.6 for., Revolution EVO Gantry, TOP ASSY, WSO, CJ64 Failsafe Collimator FRU-ROHS, and Host computer, HP Z8G4 for CT EVO.

- Under subcomponents we have multiple fields in which We have to click on entitlements. Entitlement is nothing but system warranty or contract information. Which gives us details like system contract start date and end date.

Application Overview Document

The screenshot shows a software application window titled "Entitlements". At the top, there are several tabs: SR View, Asset List, Assets Explorer, Assets Explorer Across Organizations, Asset Explorer/Component View, Tools List, PM Schedules, More Info, Asset Team, Contacts, Attachments, Service Requests, Activities, Entitlements (which is selected), Alerts, Entitlements/Warranty, Warranty, Configuration, Components, Part Tracker History, and UDI Relationship. Below the tabs, there are dropdown menus for "EOGS Customer Letter" and "EOGS Letter Description", and a checkbox for "UDI IB Remediated". The main area displays a table with one row of data. The columns are: Name, Type, Priority, Service Hours, Start Date, End Date, Agreement, Next Refresh Date, Entitlement Status, and Offering Name. The data in the first column is "InSite/Tech Phone Support: Included...". The "Type" column shows "Non-Usage Based". The "Service Hours" column is "M-SN 0000-2400...". The "Start Date" is "1/1/2021" and the "End Date" is "12/31/2031". The "Agreement" column is "Insite Agreement". The "Next Refresh Date" is blank. The "Entitlement Status" is "Active" and the "Offering Name" is "ASSUREPOINT STANDARD-US".

- If the system falls within that particular period of time, we can say that the system will be in contract otherwise the system is not in contract.

Note:

1. Users frequently report an issue that their system should be in contract but sometimes it shows that it is not in contract, and they create incidents. We can check this information either in FFA or CRM.
2. Once the user reports an issue regarding contract, we can check details in FFA or CRM if the data is correct in CRM, then we can ask user to connect with the manager or respective team.
3. Generally every 24hr loader runs to load data from CRM to FFA. If still there is a mismatch of data in FFA and CRM, it means data is not updated in FFA, then we have to push the data manually to database from corresponding System id.
4. For pushing data manually we have a configuration tab under that we have **send to GST** button to push the data to HCA database.
5. In some cases while pushing data through GST we have some mandatory parameter that we need to mention otherwise the data will not properly be updated in Database.

- We have an API for system information like start date, end date and entitlement flag in <https://ffa.health.ge.com/SystemInfo/{Systemid}>

The screenshot shows a browser window displaying a JSON object. The object contains various system parameters such as productline, systemid, address, datasource, ishomed, ismobile, magnetid, magnettype, productid, systemid, listContractStartdate, rsvcNumber, rsvc_serialnumber, rsvc_type, serialnumber, model, regdate, assetid, crm, systemid, systemDescription, systemCode, pckCode, creationdate, lastContractStartdate, activeStatus, initCustomerApproved, and lastContractEnddate. The JSON is formatted with "Pretty-print" checked.

```
{
  "productline": null,
  "systemid": null,
  "model": null,
  "productid": null,
  "address": null,
  "datasource": null,
  "ishomed": null,
  "ismobile": null,
  "magnetid": null,
  "magnettype": null,
  "productid": null,
  "systemid": null,
  "listContractStartdate": null,
  "rsvcNumber": null,
  "rsvc_serialnumber": null,
  "rsvc_type": null,
  "serialnumber": "C2REX1700000103",
  "model": "CT",
  "regdate": "2021-01-11",
  "assetid": "CPLPA-1-2127-4996",
  "crm": "Siebel Am",
  "systemid": "2127-4996",
  "systemid": "d1454141vCT2",
  "systemDescription": "REVOLUTION EVO 3.7 LONG HAUL",
  "systemCode": "CPLPA",
  "pckCode": "CPLPA",
  "creationdate": "2024-08-11",
  "lastContractStartdate": "2021-01-03",
  "activeStatus": "INSTALLED",
  "initCustomerApproved": "Y",
  "lastContractEnddate": "2021-01-03",
  "listContractEnddate": "2021-01-01",
  "listContractStartdate": "2021-12-31",
  "listContractEnddate": "2021-12-31",
  "customerid": "M2P90504",
  "customerPhone": null,
  "roomnumber": "3411A"
}
```

- We have remote access method option under Assets tab, remote asset access is nothing but whether it will tell what kind system it is belonging to whether it is insite1 or RSVP or Questra system.
- If it is insite1 -----> insite1-IIP

Application Overview Document

- If it is RSVP ----->insite2-RSVP

The screenshot shows the GE Healthcare Pulse software interface. The main title bar reads "GE Healthcare Pulse". Below it is a navigation bar with links like Home, Contacts, Accounts, Activities, Products, Assets, Service Requests, Quotes, CDS, and Agreements. A toolbar above the navigation bar includes icons for Home, Contacts, Accounts, Activities, Products, Assets, Service Requests, Quotes, CDS, Agreements, and more.

Asset Details:

- Insite/BB Entitled:
- Asset #: CSPL54-1-2127-4
- Serial #: CJRBK1700001C
- Product Description: REVOLUTION EVO 3.7
- Received at GST: Yes
- Customer Opt-Out Connectivity: NO
- Remote Access Method: InSite 1 - IP

Remote Access Method Details:

- Insite Enabled / InSite Customer Approved:
- Other Remote Access Details:
- Asset Remote Access Method: InSite 1 - IP
- Registration / Checkout Date: 8/14/2023 10:37:31
- Remote Access Info:

Connectivity Details:

- Connectivity Type: VPN
- Last Call Diagnostic:
- Primary IP Address: 3.231.48.16
- Remote Access Client:

Device Configuration Details:

Domain:	Point Release Revision:
AE Title:	MAC Address Wi-Fi:
Host Name Primary:	MAC Address LAN:
Database Version #:	WINS1:
Server OS:	WINS2:
Device / Workstation OS:	DNS1:
Software Revision:	Subnet Mask:
Hardware Revision:	Default Gateway:
OS Major Version:	Other Device Details:

- And then we click on the service requests tab under that we can see my service request and all service requests.

The screenshot shows a web-based application for managing service requests. The top navigation bar includes links for 'Healthcare Pub...', 'Incidents | Service...', 'Field Force Autom...', 'FIA | SID414541...', 'Service Requests...', and 'ff.health.ge.com...'. Below the bar, there's a toolbar with icons for File, Edit, View, Navigate, Query, Tools, Help, and various system functions. A main menu bar follows, with 'File', 'Edit', 'View', 'Navigate', 'Query', 'Tools', and 'Help' options. The main content area has a header titled 'Service Request:' with tabs for Home, Contacts, Accounts, Activities, Products, Assets, Service Requests, Quotes, CSOs, and Agreements. Below this is a sub-header with 'Service Requests Home', 'Service Requests', 'SR Dashboard', and 'IB Maintenance SR View'. The left sidebar features a 'Frequently Viewed Service Requests' section with links for 'My Service Requests', 'My Service Requests', 'All Service Requests', and 'All Service Requests List Applet'. It also contains a 'Recent Records' section listing several service request IDs. The right side of the screen displays a form titled 'Add' for creating a new service request. The form fields include 'Account' (with a dropdown arrow), 'Last Name' (with a dropdown arrow), 'Summary' (text input), 'Description' (text input), 'Priority' (dropdown with '3-Medium' selected), 'Area' (dropdown), and 'Subarea' (dropdown). At the bottom right of the form is a blue 'Add & Go' button.

- If we want to check my service request, click on that and it will display all the service requests created by that user.

Application Overview Document

This screenshot shows the Siebel America Equipment Information screen. It displays various fields for an asset, including Asset Serial # (916734VCT2), Asset System Id (916734VCT2), Mobile Sub System Id (*), Asset Tag # (916734VCT2), Asset Product Desc (VCT WALK BASE FV GT), Ultimate Parent Product Desc (VCT ZETA CONSOLE UF), Ultimate Parent Serial # (*), Ultimate Parent System Id (916734VCT2), Ultimate Parent Asset UDI (*), Ultimate Parent Product Id (CUPG08), and EOSL. The Service Information section includes fields like SR # (1-526663691361), Cust Temperature (Low/Green), Urgency (None), Safety Concern/Potential Malfunction (None Reported), and Status (Open). A dropdown menu for Equipment Status shows options like System Up, System Down, and System in Limited Use.

- It will display details like system id, mobile sub system id, modality, site location, SR type, equipment status etc., but it doesn't have serial number.
- In Siebel America for equipment status, we can mention up, down and limited.

This screenshot shows the Siebel America Equipment Information screen. It displays various fields for an asset, including Asset Serial # (905522AWS2), Asset System Id (905522AWS2), Mobile Sub System Id (*), Asset Tag # (*), Asset Product Desc (AW HIGH TIER SERVER), Ultimate Parent Product Desc (AW HIGH TIER SERVER), Ultimate Parent Serial # (*), Ultimate Parent System Id (905522AWS2), Ultimate Parent Asset UDI (*), Ultimate Parent Product Id (CAWH02), and EOSL. The Service Information section includes fields like SR # (1-548130432131), Cust Temperature (Low/Green), Urgency (None), Safety Concern/Potential Malfunction (None Reported), and Status (Open). A dropdown menu for Equipment Status shows options like System Up, System Down, and System in Limited Use.

- Here SR number should be unique. Every SR has many activities. We can check under the activities tab. WE can see details like activity type, Activity status, SR, Asset, System id etc...

Note: From FFA if we create SR, activity will create automatically. But from CRM we need to create activity.

This screenshot shows the Siebel Activities screen. It displays a list of activities for a service request. The activities table includes columns for Activity # (1-548130432150), Activity Type (Administration), Activity Sub Type (None), Activity Status (Open), SR # (1-548130432131), Asset # (1-548005053704), Serial #, System Id (905522AWS2), and Asset Tag #. The top navigation bar shows tabs for Service Requests, Activities, and other modules like Home, Contacts, Accounts, Products, Assets, Quotes, CSOs, and Agreements.

- If we click on activity the administration page will open. It has all the fields like SR number, activity number etc.

Application Overview Document

- We have FFA in CRM if we click on the FFA button it will directly launch the workflow

42.2 Siebel International CRM

- Siebel International CRM process is similar to Siebel America CRM
- URL for Siebel Internation CRM: <http://ocicrmintl.health.ge.com/siebel/>

Application Overview Document

The screenshot shows the Siebel Asset Management interface. At the top, there's a navigation bar with links like Home, Contacts, Accounts, Activities, Products, Assets, Service Requests, Quotes, CSOs, and Agreements. Below the navigation bar is a toolbar with various icons. The main area displays a grid of asset records with columns for Ultimate Parent Asset System, EOM Rev Rec Acceptanc, Lot#, Asset #, Serial #, Parent Asset #, Parent Serial #, Ultimate Parent Asset #, Ultimate Parent Serial #, and System. One specific asset record is highlighted: 5449033-4-EPSWC543. A modal window for this asset is open, showing details such as Asset # 5449033-4-EPSWC543, Country USA, Title Owner Account # 489114, and Installed Date 12/30/2014.

- Search with Asset System id we can get all the related information for that particular asset system.
- Under remote access method the insite EXC option is for questa system for Siebel International and service max.

This screenshot shows the 'Remote Access Method Details' section for asset 083016869871616. It includes fields for Asset #, System ID, Serial #, Product Description (ES6-30 OMEGA 6.3), and Remote Access Method (Insite1). The 'Insite1' dropdown menu is open, showing options: Insite EXC (highlighted with a red arrow), Insite RSVP, and Insite1. Other fields include Registration/Checkout Date (15/08/2023 19:18:51), Host Name Primary, Host ID, Database Version #, Server OS, Device/Workstation OS, Software Revision (BIRDIE_IG56_M3), Hardware Revision, AE Type (TERRA), Port (4002), and various network configuration fields like Domain, MAC Address, WINS 1, WINS 2, DNS 1, DNS 2, Subnet Mask, and Default Gateway.

- Under entitlements we can see system warranty or contract information like start and end date.
- If we want to send any updated information that is not available, then we click **UPDATE GST IB** then it will update in our databases.
- Same as Siebel America here also we have service requests where we can see the My services which means whatever the services, we created all those we can find here.
- Click on All service requests across organizations under service requests, if any user reports if we want to check any SR, click on search then give SR number, we can find corresponding SR details.
- Similarly in activities if we search with activity number we can get the details of activity, also we can check My activity details and activities across all organization's activity data.

Activity List										
	Activity Type	Activity Status	Created	Problem Solution	SR #	Created By	Customer Contact	Serial #	System ID	
1-384ZAF1	Administration	TEST	Cancel	Activity . not from cus	28/03/2019 11:34:52	1-6098180701	502701726	ACD4001504	0830271	
1-384ZACG	Administration		Cancel	Activity . not for cust	28/03/2019 11:33:34	1-6098180701	502701726	ACD4001504	0830271	
1-37271AD	Administration		Test Activity -Not for cust	Cancel	12/10/2019 09:06:50	1-7012725031	502701726		0830218	
1-37271B7	Notification	Test	Cancel	Activity -Not for cust	12/10/2019 09:09:38	1-7012725031	502701726		0830218	
1-37271C8	Administration		Cancel	Test Activity -Not for cust	12/10/2019 09:12:19	1-7012725121	502701726		0824272	
1-38092UO	Administration		Cancel	Activity . not from cus	13/10/2019 01:49:40	1-7014500008	502701726		GSTMRI	
1-388P216	Notification		Cancel	Activity . not for cust	19/10/2019 09:23:01	1-7013336428	305019793	Tonson,MR	0830218	
1-388YGJ8	Administration		Cancel	Test Activity— Not for cust	19/10/2019 09:00:00	Test Action	1-7029121068		0830218	

42.3 Service Max CRM

- URL for Service Max: gehealthcare-svc.my.salesforce.com

The screenshot shows the Service Max CRM interface. At the top, there's a navigation bar with links for Work Orders, Cases, Dispatch Technician, LogIT, and Recent Items. The main area features a user profile for 'Vijayarao killada' with a recent activity feed. One item in the feed is a case created by the user. To the right, there are 'Recommendations' for download links and user profiles like 'GEHC SEI One Service Cloud Users - All'.

- Search with system id in top search bar we can get all the devices which are all matched with that system id. Once we click on that device system id it will display the data of that particular system.
- For a particular system we can also see what cases are created for that system.
- Under installed product history we can see all the updates happened for that system.
- We can also see work orders for particular systems and work orders of different types like remote service, field service and service task etc...
 - Remote service is nothing but remote work order.
 - Field service is nothing but field work order.

Application Overview Document

Action	Work Order Number	Work Order Type	Work Order Status	Case	Account	System ID	Owner Name	Case Type	Work Order Created Date	Mass Debrief Header
Edit	WO-11355859	Field Service	Open	08508911	GEヘルスケア・ジャパン株式会社サービス本部	YM0303	Masaya Yoshizawa	Planned Maintenance	25/09/2023 02:52	
Edit	WO-11352320	Remote Service	Open	09587670	GEヘルスケア・ジャパン株式会社サービス本部	YM0303	Yusuke Aida	Corrective Repair	22/09/2023 04:33	
Edit	WO-11281002	Service Task	Open	09502133	GEヘルスケア・ジャパン株式会社サービス本部	YM0303	Masaya Yoshizawa	Special Service	31/08/2023 03:01	
Edit	WO-11282667	Remote Service	Open	09079388	GEヘルスケア・ジャパン株式会社サービス本部	YM0303	Yudai Watanabe	Corrective Repair	29/08/2023 05:28	
Edit	WO-11261725	Field Service	Open	09484640	GEヘルスケア・ジャパン株式会社サービス本部	YM0303		Special Service	28/08/2023 08:16	

Show 5 more » | Go to list (50+) »

Rate List Associations

No records to display

- Any details which are not updated in our databases if we click on **Update GST IB** it will update.
- Under remote connectivity/IP configuration we can check what kind of system we get like it is insite1, RSVP, questra system that we are getting from CRM.
- After that whatever we change the system from insite1 to RSVP, then RSVP registration whenever it happens it will send to our database, then our database will get updated to RSVP related data.
- If the system is insite1 in CRM all the details loaded into our database, but if it is Changing to RSVP, usually if they change in RSVP they will also change in CRM as well.
- Our databases will get updated to RSVP questra, insite1 that depends upon the registration, and accordingly our workflow will display it is insite1, RSVP, questra.
- For creating SR from the CRM, we can search with Asset System id then it will fetch the system related information.
- If we want to create SR go to service requests, then go to all service requests across organizations then click on new.
- If we give system id there it will load the system related data from CRM, and we can fill the remaining details which are needed.
- Here we can create multiple SRs under SR type:

Corrective type	This means there is some issue with the scanner, something needs to be corrected.
Operational Assistance	Something related to device end, some assistance required from operational end.
Planned maintenance	Means Maintenance at device end.
Administration	Reports end or they want to pass any information they will create administration SR.
Field modification instruction	
installation	First time they receive system they will create installation SR.
De-installation	If they want to de-install the system, they will create de-installation SR.
Rental	

Application Overview Document

- Using SR if we launch, we cannot go for any de-brief.
- To use connectivity tools, you should be the owner for at least one open activity.
- Activity can be created from activity tab and for testing purpose we use administration as SR type.

❑ FFA workflow can be launched only from the Activity not from the SR.

❑ We can launch FFA directly from Activity by clicking FFA button.

- If we want to create new case or work order from Service Max
- If we want to create work order first, we need to go to case because from case we can create work order.
- For creating case, click on create GS case, give the necessary details and click on save then it will create case. Once we create case in service max it will go to remote support queue.

Application Overview Document

The screenshot shows the GE Healthcare Service Portal interface. It features three main tabs:

- Cases**: A list of cases with columns for Action, Case Number, Type, Status, Case Owner Name, Contact Name, Date/Time Opened, Date/Time Closed, Subject, and Dispatch Comments. One case is highlighted: "Edit 09587670 Corrective Repair Open Yusuke Aida 相田 S0部 22/09/2023 04:33 Test for long request trouble".
- Work Orders (Installed Product)**: A list of work orders with columns for Action, Work Order Number, Work Order Type, Work Order Status, Case, Account, System ID, Owner Name, Case Type, Work Order Created Date, and Mass Debrief Header. One work order is highlighted: "Edit WO-11355859 Field Service Open 08608911 G E ホルスカ ア・ジャパン 株式会社サービス 本部 YM0303 Masaya Yoshizawa Planned Maintenance 25/09/2023 02:52".
- Parameter data manual entry**: A table showing parameter values for a device. It includes columns for Parameter, Value, and Description.

- Once a case is created you can search with SR or activity, we can see all the information related to that case.
- We can also check what are the work orders created for that case.
- If we click on create remote work order it will create new work order.
- From case we cannot launch FFA, but we can launch it from work order.

43.FFA Header

- On FFA main page you can see the following dropdown buttons Monitoring, Service tools, Admin. For the display reference [click here](#).
- To create workflow, you can choose Monitoring dropdown under that you will see an only option to create workflow.
- Under service tools dropdown you can see below list of integrated application:

Application	Description
Checkout	Used for registering insite1 system
Connectivity History	For showing all the connectivity tools used. It is not done in FFA, it will redirect to insiteplus.
Create Activity	For creating activity in Siebel international.
Create SR	For creating service request in Siebel international.
Create Support Request - MUST	For creating Support request for RFS in MUST queue.
Customer System search	For finding any system.
Download javista & DTrace	It provides the option to download the client to a local machine so the dcm images can be viewed.
FEMC	External application. It only redirects to the FEMC application.
Global service room	For checking packages related to system ID.
My FFA Debriefs	Only used for MUST.
My OLC cases	Displays OLC cases.
Notepad	Normal notepad.
Parameter data manual entry	To manually modify the values to the device.

Application Overview Document

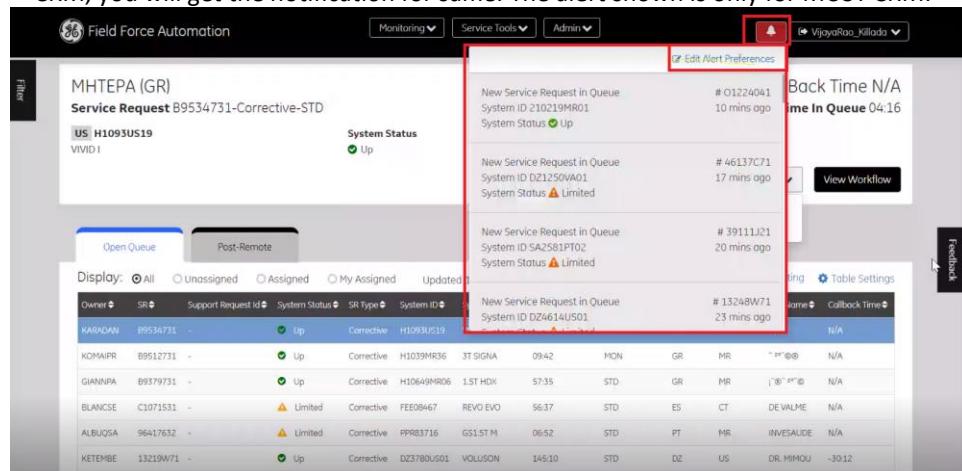
Parts search	Similar to FEMC, it will launch SBOM (Service bill of material).
PSDB	Redirects to PSDB application.
Queue	Shows the list of activities/work orders and SR/Cases from Siebel international and Service Max CRM.
Queue-MUST	Shows the list of RFS for MUST CRM.
SPRSnap decryption utility	Utility to encrypt or decrypt key.
System data manager	When we want to use connectivity tools even if the system is not present in the database or CRM. Only connectivity tools can be used no other tabs would be available. You have to provide system detail, perform checkout. It is only for insite1 system.
System password vault	You can provide system id to get all the passwords maintained for the system. For both insite1 and Axeda.
Trigger Dashboard	Navigates to RuleStudio trigger dashboard.

- Under Admin dropdown you can see below list of option:

Application	Description
Application properties tool	This is only related to CDN if we are updating.
Feedback portal	To view the list of feedback/incident of last 15 days.
Outage notification	To inform user about the scheduled outage. Can also be used to bypass SR if CRM is down to use connectivity tool.
Parameter admin tool	For displaying required parameters in the research tab for the modality and model types
Pilot resource configuration	is used for newly developed tools. We select the pilot users for testing the new tools and when everything is working fine then we can make this tool available for all the users

43.1 Notification

- In the title bar, you can see the notification icon. When any new service request comes in CRM, you will get the notification for same. The alert shown is only for MUST CRM.



43.2 Profile section

- In the profile section, you can see the basic information about yourself, and you will get to know the roles which you are currently having. You will also find the phone client version here. We use Avaya tool to connect with clients from FFA. Metric unit is used for Europe users and US Standard unit is used for users other than Europe.

43.3 Feedback portal

- By clicking the Feedback, you can create the incident or issue which you are facing in FFA.

- You can provide a short description of the incident and attach a screenshot of the incident/issue which you are facing then click on submit after that a service request is generated.
- You can also raise the administrative request or incidents in mytech portal (<https://mytech.ge.com>). This is applicable for all the applications.
- When created incident using feedback button an API will be called which is integrated with ServiceNow, an incident will be created, and the incident number will be reflected in feedback portal. **Only incidents created using FFA will have console logs.**
- Only users who have FFA admin access will have access to feedback portal under admin dropdown section.
- The feedback portal shows all the feedback which was raised in the last 15 days.
- For every feedback we have following fields:

Field/Column	Description
Feedback id	ID of the feedback created.
Date created	Datetime of the feedback created in GMT.
User SSO	SSO id of the user who created the feedback.
Email id	Email id of the user who created the feedback.
Session id	ID is generated when the workflow is created, helpful for analyzing logs.
System id	Device id
SR ID	serial number of the device

Environment	Link of the environment used for workflow like ffa.health.ge.com.
System country	Country of the device it belongs to.
Short description	Issue description user is facing related to workflow.
Feedback	Detailed description of the issue. Like users affected, connection type, system ID
Incident number	Incident from the service now.
Screenshot	Related screenshot of the issue.
Console logs error	shows what are the actions taken during the workflow, what is the response we got will be captured. If the issue is from FFA, go to the EC2 instance and in that go to the docker container and using system id you can extract the thread logs.

43.4 Checkout

- The process to take LAN/NAT IP, Credentials information and protocol that should be used to communicate with the devices and store them in database is called Registration or checkout process. Checkout can only be done by users who has Checkout admin access, users who does not have access can only edit the credentials.
- When the hospitals buy the medical devices, based on the certain software installed in it, the devices can be classified into 3 categories.

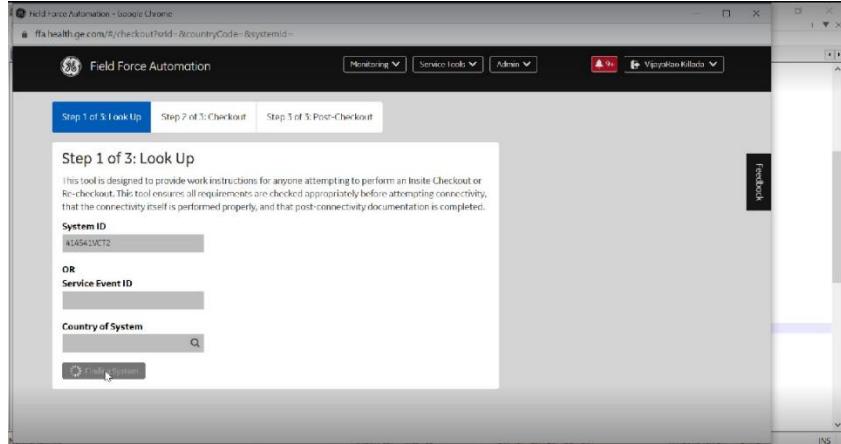
Insite1	RSVP	Questa
Checkout of the devices	Registration of the devices	Registration of the old devices. Questra will retire mostly in 2024

- This software can be used to perform registration/checkout of **insite1** devices only.
- After buying the device, the customer has to register the device with the service center then the device is registered in CRM, we have loader in CRM and loader push the data in GST database. The information loaded in the database is used during the workflow launch process.

Note: When registering a device using RSvP, it will first check the details in ASSET table if the details are not present then it will update RSvP_NO_CRM_DEVICES table.

- Then we can connect with scanners through IP address using connectivity tools
- We will get system information from CRM and will get connection related data after performing checkout or registration of the device. Checkout for insite1 devices can be done using checkout option from the service tools dropdown

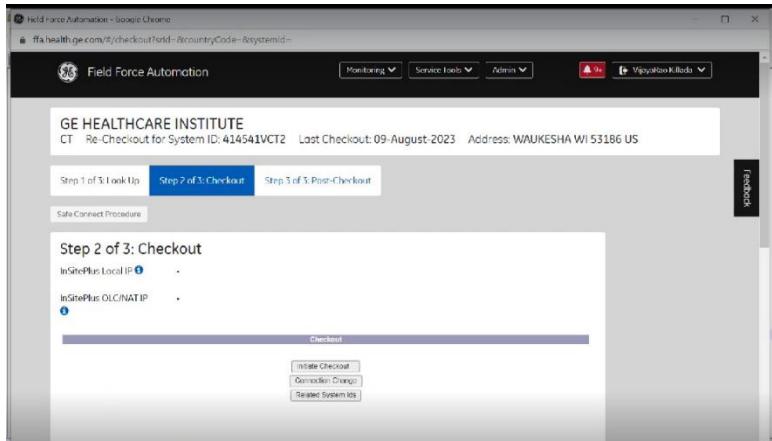
Application Overview Document



Note: Registration of the medical device with CRM is not the responsibility of GE. Hospitals need to connect with the CRM service to register medical devices. They run different workflows to register the devices. Once the medical device is registered with CRM, CRM will have system info with it. To get connectivity information like LAN IP, NAT IP, credential, Checkout and registration are performed based on the device types.

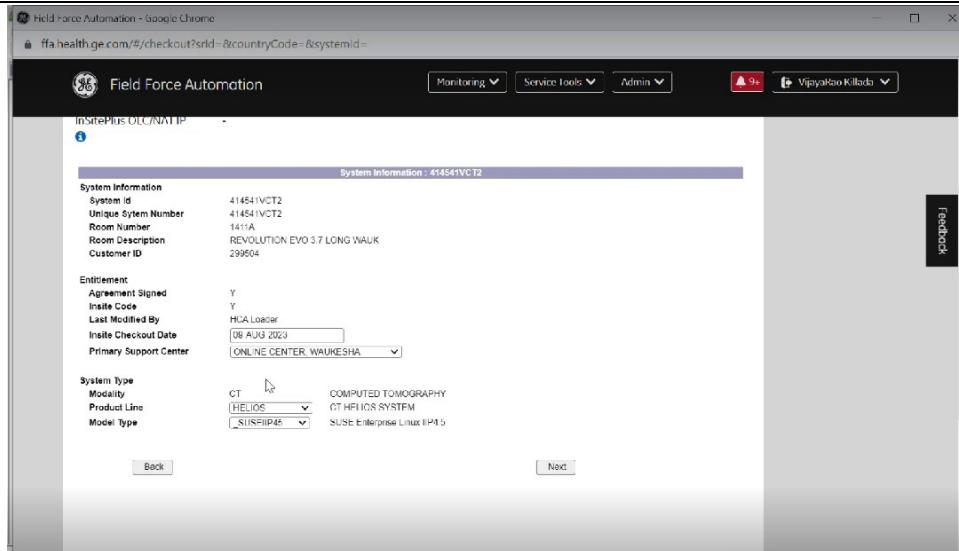
Registration with CRM	Capture System info
Registration/Checkout with insite1, RSvP	Captures device connection info like IP, credentials

- You can search for device using system ID or combination of service number and country of the system.

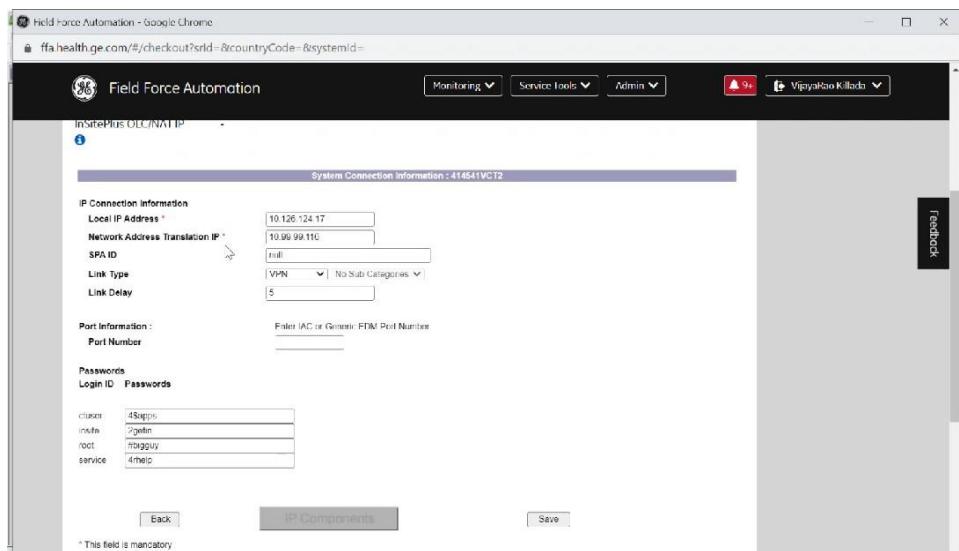


- Click on the initiate checkout and it will take you to the next screen which will show all the system information.

Application Overview Document



- Under system type; modality, product line, and model type will be blank if the device is not checked out. Click on next to move to the next screen.



- After clicking next, it will show the LAN IP, NAT IP, SPA ID, port, and the user of the device and their password. Click on save to proceed with the checkout.

Connection change

Application Overview Document

GE HEALTHCARE INSTITUTE
CT Re-Checkout for System ID: 414541VCT2 Last Checkout: 09-August-2023 Address: WAUKESHA WI 53186 US

Step 1 of 3: Look Up Step 2 of 3: Checkout Step 3 of 3: Post-Checkout

Safe Connect Procedure

Step 2 of 3: Checkout

InSitePlus Local IP InSitePlus OLC/NAT IP

Connection Change: SystemID: 414541VCT2

Basic Questions:

1. How does GEMS connect to the site?
 Equipment is connected through Router/SPAs/CDN/Firewall/Routers (NETWORK)
 Equipment is connected through Site Server Gateway (MVO)

2. Is it a GE Healthcare engineering test bay?
 Network
 Yes No

System Type:
Modality: GT HELIOS SYSTEM
Product Line: SUSE Enterprise Linux IP4.5
Model Type: SUSEIP4S

Advanced Questions: (you can skip this section)
1. For checkup do you want to use the exception phone number instead of regular phone number
 Yes No

Back Next

GE HEALTHCARE INSTITUTE
CT Re-Checkout for System ID: 414541VCT2 Last Checkout: 09-August-2023 Address: WAUKESHA WI 53186 US

Step 1 of 3: Look Up Step 2 of 3: Checkout Step 3 of 3: Post-Checkout

Safe Connect Procedure

Step 2 of 3: Checkout

InSitePlus Local IP InSitePlus OLC/NAT IP

System Connection Information : 414541VCT2

IP Connection Information:
Local IP Address: 10.126.124.17
Network Address Translation IP: 10.99.99.118
SPA ID: null
Link Type: VPN
Link Delay: 5

Port Information:
Port Number: Enter IAC or Generic EDM Port Number

Passwords:
Login ID: Passwords
cluster: 45apps
instle: 2gen
root: #biguy
service: 4help

IP Components Back Save

- You can change the details like IP, user password, model type

Related system IDs

GE HEALTHCARE INSTITUTE
CT Re-Checkout for System ID: 414541VCT2 Last Checkout: 09-August-2023 Address: WAUKESHA WI 53186 US

Step 1 of 3: Look Up Step 2 of 3: Checkout Step 3 of 3: Post-Checkout

Safe Connect Procedure

Step 2 of 3: Checkout

InSitePlus Local IP InSitePlus OLC/NAT IP

Related System IDs : Displays systems with the same user

USN: 414541VCT2

System ID	Location
414541VCT2	UNITED STATES OF AMERICA

Back

- It displays the related System ID.

Initiate checkout

Application Overview Document

The screenshot shows the 'Step 2 of 3: Checkout' page. At the top, there are tabs for 'Step 1 of 3: Look Up', 'Step 2 of 3: Checkout' (which is selected), and 'Step 3 of 3: Post-Checkout'. Below the tabs is a 'Safe Connect Procedure' button. The main section is titled 'Step 2 of 3: Checkout' and contains fields for 'InSitePlus Local IP' and 'InSitePlus OLC/NAT IP'. A 'Basic Questions' section asks about GEMS connection and test bay status. It also includes dropdowns for 'System Type' (CT), 'Modality' (HELIOS), 'Product Line' (SUSEIIP45), and 'Model Type' (COMPUTED TOMOGRAPHY, CT HELIOS SYSTEM, SUSE Enterprise Linux IIIP4.5). A 'Connection Change' header indicates SystemID:414541VCT2. A 'Network' checkbox is checked. Advanced questions are listed below, with a note that exception phone numbers can be used instead of regular phone numbers. A 'Yes' radio button is selected. Navigation buttons 'Back' and 'Next' are at the bottom.

- We have to provide details like equipment connection type, is it a test system, modality, model type, product line, and any exception phone number apart from primary number.

The screenshot shows the 'Step 2 of 3: Checkout' page again, but this time it displays 'System Information' and 'Entitlement' details. The 'System Information' section includes fields for System Id (414541VCT2), Unique System Number (414541VCT2), Room Number (1411A), Room Description (REVOLUTION EVO 3.7 LONG WAUK), and Customer ID (299504). The 'Entitlement' section includes fields for Agreement Signed (Y), Insite Code (Y), Last Modified By (502701726), Last Checkout Date (09-AUG-2023), and Primary Support Center (ONLINE CENTER, WAUKESHA). Below these sections are dropdowns for 'System Type' (CT), 'Modality' (HELIOS), 'Product Line' (SUSEIIP45), and 'Model Type' (COMPUTED TOMOGRAPHY, CT HELIOS SYSTEM, SUSE Enterprise Linux IIIP4.5). Navigation buttons 'Back' and 'Next' are at the bottom.

- After re initiate checkout, we can see the above screen.
- It will display details like system info, entitlement, system type.

Application Overview Document

Step 1 of 3: Look Up Step 2 of 3: Checkout Step 3 of 3: Post-Checkout

Safe Connect Procedure

Step 2 of 3: Checkout

InSitePlus Local IP [?](#)

InSitePlus OLC/NAT IP [?](#)

System Connection Info

IP Connection Information

Local IP Address * 10.126.124.17

Network Address Translation IP * 10.99.99.116

SPA ID null

Link Type **VPN** No Sub Categories [▼](#)

Link Delay

Port Information :

Port Number Enter IAC or General

Passwords

Login ID Passwords

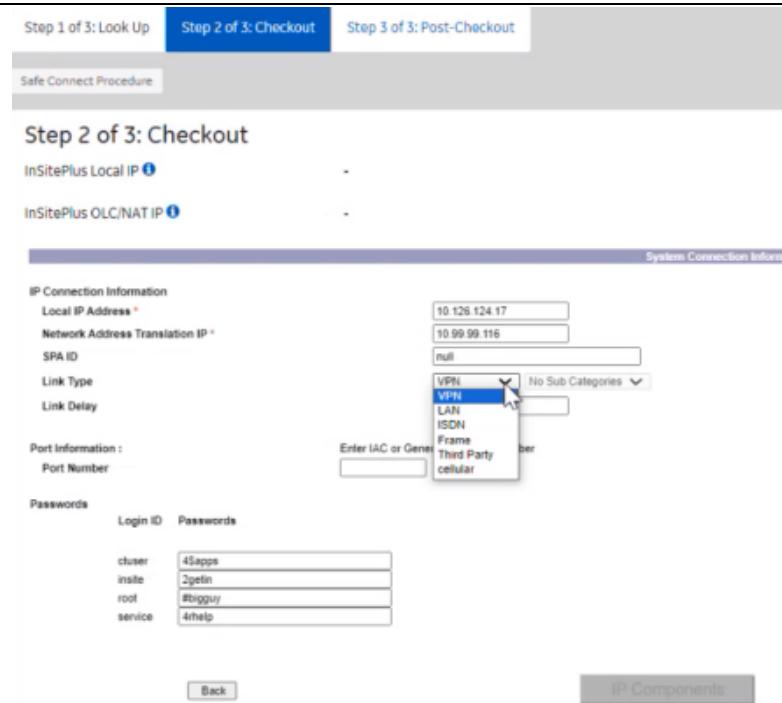
cluster 45apps

insite 2getin

root #bigguy

service 4rhelp

Back IP Components



- Next page displays details like LAN IP, NAT IP, Link type, port number, and login passwords.
- The login password must be same as the login password maintained on the medical device to make connectivity.

Insite checkout

- For insite1 checkout, we check the file transfer, protocols, and whether the system is connectible,

Step 1 of 3: Look Up Step 2 of 3: Checkout Step 3 of 3: Post-Checkout

Safe Connect Procedure

Step 2 of 3: Checkout

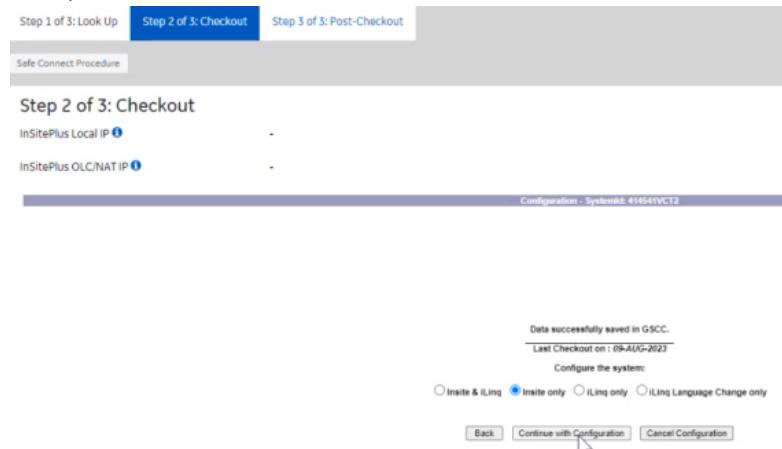
InSitePlus Local IP [?](#)

InSitePlus OLC/NAT IP [?](#)

Configuration - SystemId: 414541VCT2

Data successfully saved in GSCC.
Last Checkout on : 09-AUG-2023
Configure the system:
 Insite & ILinq Insite only ILinq only ILinq Language Change only

Back Continue with Configuration Cancel Configuration



Step 2 of 3: Checkout

InSitePlus Local IP

InSitePlus OLC/NAT IP

```
Insite Configuration Output :
System's CRM Siebel AM
Starting checkout backend for the product
Writing the mrvs.cfg file
Writing the sclink.cfg file
Reading the parameters file : leawinvVOLCCurRelcontrolparameters.dat ETHERNET
Reading the parameters file : leawinvVOLCCurRelcontrolparameters.dat SUSEIP45
Calling checkConnection to connect to the product
Connection Information
System ID #414541VC72
System IP =10.99.99.116
Detecting system...
Establishing connection...
Time to establish connection: 70 ms to connect
Connection Established
CheckConnection ran successfully
Getting a file transfer session to the product
sclink file contents: IWebIP:150.2.1.250::IWebPort:443::IWebName:clickweb
sclink file contents: IPProxyIP:150.2.1.250:IPProxyPort:8002
sclink file contents: AutoSC IP@[150.2.3.1,150.2.3.2,150.2.3.3]
FTPing the sclink.cfg file to the product
sclink.cfg file transferred
Getting a command session to the product
Becoming Root
Executing the ConfigLink at the product
InSite checkout of the system is successful.
Asset registration completed successfully in Siebel
```

- Sclink.cfg file is transferred to the device which contains the required detail like IPs and port.
- Once transferred, it will execute the ConfigLink script which is available on the device as root user. If it is executed successfully then the registration is complete. If FTP is not supported, then we get the message as cannot connect to the product.
- We can check the checkout.log in the docker

Iling checkout

- Iling checkout is done at the device end. We check whether the device can respond and if the functions at the device end are working. It installs all the files required to connect to the scanner and after that the web server at the device end is restarted.

Checkout Configuration Output

```
Iling Checkout Status : In Progress...Please wait.....
Starting Iling Checkout for 414541VC72. It could take up to 30 minutes for modern connected devices.
Iling Checkout started at : 06-Nov-23 02:20:19
Getting system information from GSCC Middleware Broker.
Iling Checkout in progress, please wait.
Waiting for product IP-PPP restart to complete, please wait.

Generating and installing Iling licenses on remote system, please wait.
Iling licenses successfully installed on remote system.
license finished : 06-Nov-23 02:21:02
Starting a FTP Session to 10.99.99.116.
Starting a Telnet Session to 10.99.99.116.

Starting instructions from instruction file: leawinvVOLCCurRelcontrolII_checkout.SUSEIP45
Downloading the file leawinvDownloadII_DVNLDIR_heartbeatGSEHeartbeatClient.class
Downloading the file leawinvDownloadII_DVNLDIR_heartbeatGSEHeartbeatMobileClient.class
Downloading the file leawinvDownloadII_DVNLDIR_heartbeatGSEHost.conf
Downloading the file leawinvDownloadII_DVNLDIR_heartbeatGSEInfrastructure
Downloading the file leawinvDownloadII_DVNLDIR_phoneII_gen4/GSE/www/index.jsp

sending command: cd -- expecting ($)
sending command: cd scripts -- expecting ($)
sending command: cp -p iling_script iling_script.original -- expecting ($)

sending command: cd -- expecting ($)
sending command: cd scripts -- expecting ($)
sending command: chmod 400 iling_script.ilng_script.original -- expecting ($)

Becoming Root.
sending command: cd -- expecting (#)
sending command: cd scripts -- expecting (#)
sending command: chmod 777 ilng_script -- expecting (#)
Switching back to Iling.

Downloading the file leawinvDownloadII_DVNLDIR_phoneII_gen4/iling_script
sending command: cd -- expecting ($)
sending command: cd browser -- expecting ($)
sending command: chmod 755 patch_prefs.sh -- expecting ($)

Downloading the file leawinvDownloadII_DVNLDIR_phoneII_gen4/patch_prefs.sh
sending command: cd -- expecting ($)
sending command: cd browser -- expecting ($)
sending command: chmod 755 patch_prefs.sh -- expecting ($)

sending command: cd -- expecting ($)
sending command: cd browser -- expecting ($)
sending command: patch_prefs.sh -- expecting ($)

English language Error file downloaded.
Downloading the Test Script files from leawinvDownloadII_DVNLDIR_phoneII_gen4/obtscripts
Test scripts are successfully downloaded.
```



- After the checkout is completed, it will display below screen. All the data that is captured is stored in the GSAC database.

Note: iLinq language set as English. **iLinq GEN4 checkout completed successfully.**
'iLinq only' checkout successful on the system 414541VCT2



Post-checkout

- Post-checkout is done to verify if all the details captured are working. We can connect to the ports; we are able to use passwords.

Step 1 of 3: Look Up Step 2 of 3: Checkout **Step 3 of 3: Post-Checkout**

Safe Connect Procedure:

Step 3 of 3: Post-Checkout

⚠ For Restricted Connection systems, ensure the system is not in use before proceeding.

Perform Post-Checkout

Step 1 of 3: Look Up Step 2 of 3: Checkout **Step 3 of 3: Post-Checkout**

Safe Connect Procedure:

Step 3 of 3: Post-Checkout

✓ Connectivity Check
System is online.
PNF is OFF [root@rev_evo1 ~]# logout [insite@rev_evo1 ~]\$ [insite@rev_evo1 ~]\$ logout

✓ Insite1 Checkout Check
-rwxr-xr-x 1 insite lrp 361 Nov 5 19:54 /usr/g/insite/sclink.cfg*
Passed.

✓ Port Connection Check
IIWeb at 150.2.1.250:443 was tested successfully.
ASC at 150.2.3.1:443 was tested successfully.
ASC at 150.2.3.2:443 was tested successfully.
ASC at 150.2.3.3:443 was tested successfully.
Passed.
WARNING: A successful passing port-check results may not indicate successful data flow to AutoSC.

✓ Service Account Validation
ctuser user credential validated successfully.
insite user credential validated successfully.
root user credential validated successfully.
service user credential validation failed.

Steps to delete duplicate USN

- USN should be unique for every system. When duplicate USN are available for multiple devices then checkout cannot be performed. To perform checkout, duplicate data should be cleared by executing the below script.
- After following the below steps, you have to do the checkout again.

```

select * from System_component_attributes where usn in('GST5358383');
DELETE FROM System_component_attributes WHERE usn in('GST5358383');

select * from passwords where usn in ('GST5358383');
DELETE FROM passwords WHERE usn in('GST5358383');

select * from Comp_loc_connections where usn in('GST5358383');
select * from Comp_loc_connections where conn_detail_code in('723102');

DELETE FROM Comp_loc_connections where usn in('GST5358383');
DELETE FROM connect_details WHERE code in('724824','718291');

select * from System_components where usn in('GST5358383');
DELETE FROM System_components WHERE usn in('GST5358383');

select * from network_detail where secondary_service_code in('082421230497AWS'); (Take a copy of LAN and NAT
IP)
DELETE FROM network_detail where secondary_service_code in('082421230497AWS');

```

Below step is just to make sure IP address are not mapped to any other system

```

select * from connect_details where ip_address in('172.25.52.231','10.35.203.112'); (If any records comes still, take a
copy of CODE, input in the below query)
select * from comp_loc_connections where conn_detail_code in('701935');

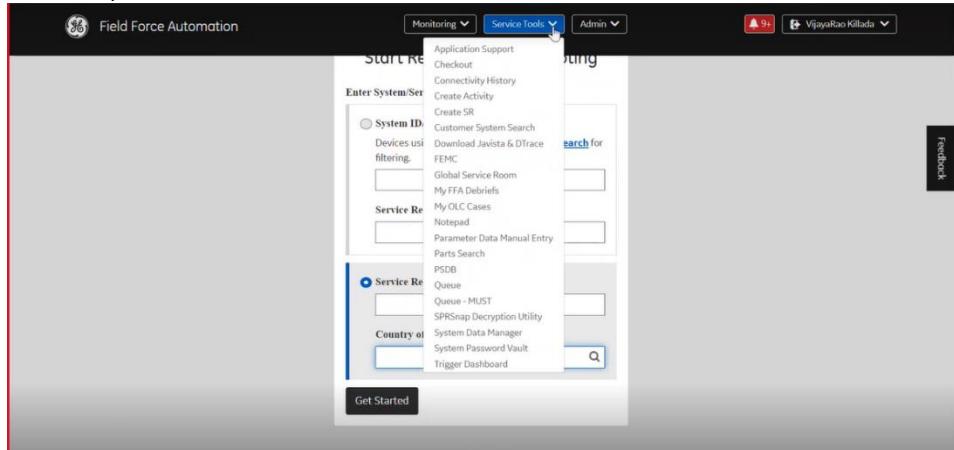
delete from comp_loc_connections where conn_detail_code='715428';
delete from connect_details where ip_address in('101.28.3.178');

```

43.5 Queue

- A queue is a list of service events which we get from the CRM.
- The service events we have, in particular CRM, we are using different technologies and different processes to get the data from the CRM, and it will display in our queue. Remote Engineers will use this Queue.

We can see option in Service Tool -> Queue/ Queue MUST



We have two Queues:

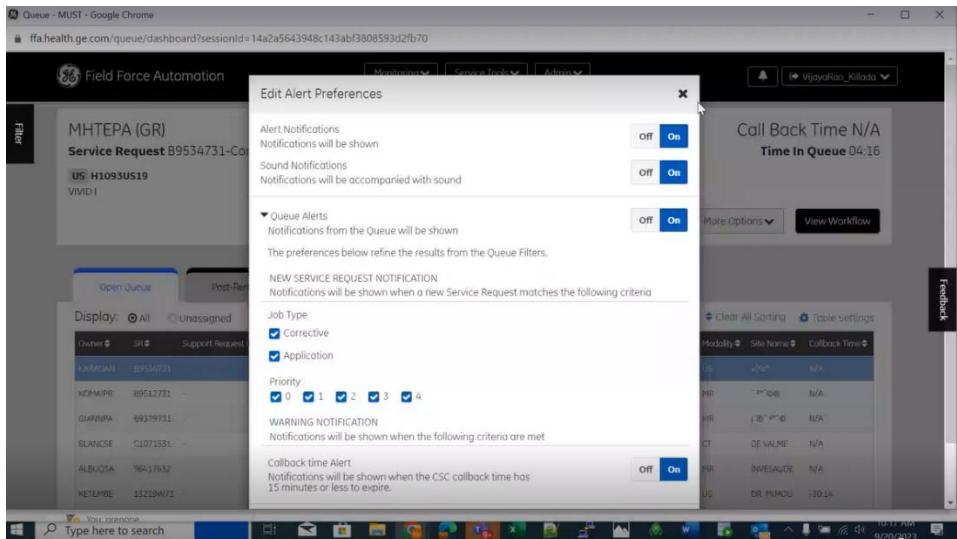
1. MUST Queue: MUST Queue will have MUST jobs

Application Overview Document

2. Global Queue: Service MAX and Siebel international

Note: Siebel America Queue we are not maintaining in FFA

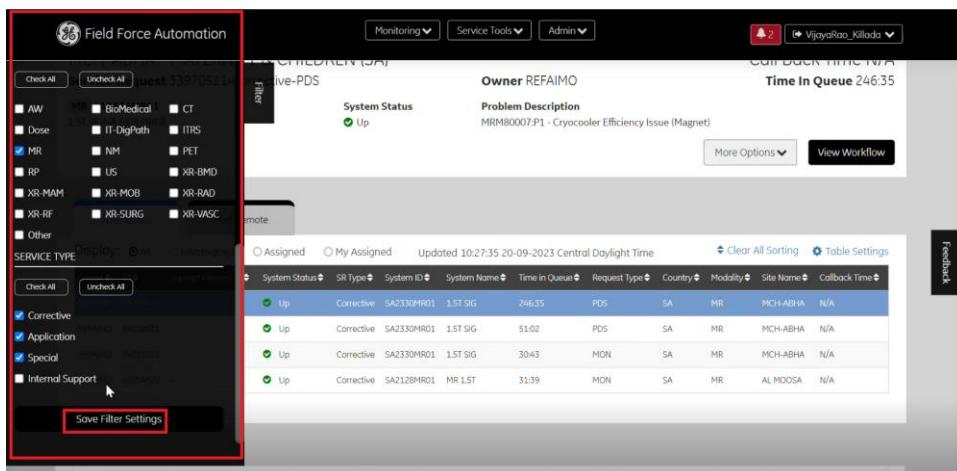
- In FFA portal we have notification bell icon for alerts from queues. When we click on the bell icon, we can see an option called EDIT ALERT PREFERENCES.



- Using Edit Alert preferences we can enable or disable Alert, Sound Notification and also, we can select Job Type. We have two Job types:
 1. Corrective - something needs to be corrected in device end.
 2. Application - issue with device application then they are called as application.

- We can filter jobs based on

Country filter	it will filter jobs based on country filter what we selected
Modality filter	It will filter based on filter based on modality
Service Type filter	It will filter based on Corrective, Application, Special, internal support



- For Siebel AM we are not maintaining any Queue, we are mainly using CRM.

Application Overview Document

- For CRM we are taking the system-related information like hospital, contract information from the CRM using our orders and we are storing this system-related information into our database one of the database HCA db.

43.5.1 MUST Queue

- Must queue contains RFS data from must CRM. We can launch Must queue from the service tools dropdown.

- The following are the fields which are displayed in the open queue.

Field/Column	Description
Owner	Shows the ID of the engineer currently doing the workflow.
SR no	Service request number of the issue
Support request id	ID of the support request
System status	Shows the status of the system. Following are the system status, Up, Down, and Limited. SR type – Shows the service request type of the issue. There are two types of SR
SR type	Corrective – Used for the devices with hardware issue. Application – Used for the devices with the software issue. The SR types could be changed by the engineer.
System id	ID of the system/device.
System name	Name of the system/device.
Time in queue	shows the time when RFS was created and came in the queue
Request type	Shows how the RFS has been generated. Following are the request type. STD - STD (standard) will be created from CRM ILQ - ILQ (iLinq) will be created from iLinq which is directly from the scanner/device MON - Some jobs will be created from the CRM and remaining is from CSC PDS - Created from on watch rule studios based on rules automatically created from system
Country	Country of the device

Application Overview Document

Modality	Type of device e.g., CT, MR
Site name	Name of the hospital the device belongs to
Callback time	It is maintained by CRM. If SR is not picked up within 15 min, then it will show the time after 15 minutes

- Using table setting we can add/remove column of the queue. The number of columns you can choose are fixed.

The screenshot shows the 'Table Settings' dialog box overlaid on the main application window. The dialog lists various columns that can be moved, added, or rearranged. The main application window shows a list of service requests with columns like Owner, SR, Support Request Id, System Status, etc. A 'More Options' button and an 'Assign to Me and Launch' button are visible at the bottom of the dialog.

- Using clear sorting we can set it to the default sorting.
- Under display, we can select all, assigned, unassigned, and my assigned ticket.
- When we click on a particular RFS record it will show the details on herocod like hospital name, country, service request, owner name, short description of SR, etc.
- If the RFS is already assigned, on herocod we can see view workflow and more option, in more option, we can select, reassign to me or change the SR type.

The screenshot shows a detailed view of a service request for 'DE VALME (ES)'. It includes fields for Service Request (C1071531), Owner (BLANCSE), System Status (Limited), and Problem Description (ERRORES COMUNICACION PACS). A context menu is open over the service request table, showing options like 'More Options', 'View Workflow', 'Reassign to Me & Launch', and 'Move to App Job'. A red box highlights this context menu.

- If the RFS is unassigned, on herocod we can see Assign to me and launch and more options, in more options, we can select, view workflow or change the SR type.

Application Overview Document

RADIOMED (DE)
Service Request F0703091-Application-STD
NM 493519XE01 XELERIS III System Status Limited Problem Description
Call Back Time N/A Time In Queue 57:34
More Options Assign to Me and Launch
View Workflow Move to Corrective Job

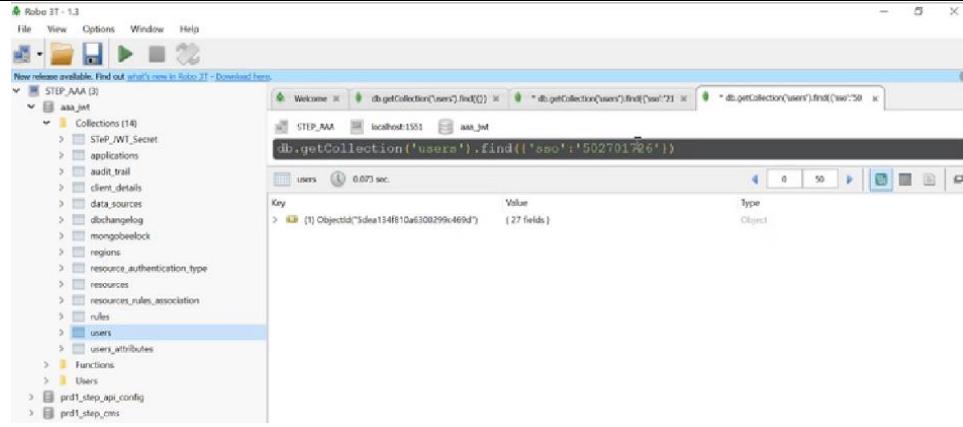
SR#	Support Request id	System Status	SR Type	System ID	System Name	Time in Queue	Request Type	Country	Modality	Site Name	Callback Time
F0703091	-	Limited	Application	493519XE01	XELERIS	57:34	STD	DE	NM	RADIOMED	N/A
F0702091	-	Up	Application	615010MR02	G3 TO SI	09:25	ILQ	DE	NR	MED.JENN	N/A
49497651	-	Up	Corrective	IL1069NM12	OPTIMA O	07:33	STD	IL	NM	BARDILAV	-04:30
E6809888	-	Limited	Application	824158MR01	1.5T SIG	05:22	STD	CH	MR	RADIOLOGI	-03:24
O1158041	-	Up	Application	6007914E01	XELERIS	74:15	STD	DE	NM	ST.ANTON	N/A
34760W21	-	Up	Application	SA280CCT01	REVO EVO	32:34	ILQ	SA	CT	ALMOUWASA	-12:34

- We can also filter based on country, modality, SR types.

Check All Uncheck All Filter
Assigned My Assigned Updated 09:23:22 21-09-2023 Central Daylight Time Clear All Sorting Table Settings
SR# Support Request id System Status SR Type System ID System Name Time in Queue Request Type Country Modality Site Name Callback Time
AW BioMedical CT
Dose IT-Digital ITRS
MR NM PET
RP US XR-BMD
XR-MAM XR-MOB XR-RAD
XR-RF XR-SURG XR-VASC
Other
SERVICE TYPE
Check All Uncheck All
Corrective Application Special Internal Support
Save Filter Settings

SR#	Support Request id	System Status	SR Type	System ID	System Name	Time in Queue	Request Type	Country	Modality	Site Name	Callback Time
		Up	Corrective	SA2730MR01	1.5T SIG	269:29	PDS	SA	MR	MCH-ABHA	N/A
		Up	Corrective	SA2330MR01	1.5T SIG	49:57	PDS	SA	MR	MCH-ABHA	N/A
		Up	Corrective	SA1253MR01	1.5T MR4	02:53	STD	SA	MR	JIZAN GEN	N/A
		Up	Corrective	SA2330MR01	1.5T SIG	01:56	PDS	SA	MR	MCH-ABHA	N/A
		Up	Corrective	SA1012MR05	1.5T SIG	00:31	PDS	SA	MR	KING FAIS	N/A
		Up	Corrective	SA2330MR01	1.5T SIG	53:37	MON	SA	MR	MCH-ABHA	N/A
		Down	Corrective	SA1223MR01	3.0T MR7	00:17	ILQ	SA	MR	KING FAIS	N/A
		Up	Corrective	SA2128MR01	MR 1.5T	54:33	MON	SA	MR	AL MOOSA	N/A

- Once we select the required filter, we can click on filter to apply it. The save filter button will save the selected options in the database.
- We can check country, modality, CRM and settings of Must queue in database. If any RFS doesn't come to our queue, then we have to check the RFS in Database
- Queue is maintaining the RFS details for last 15 days. We run cron job manually to purge the RFS details which are more than 15 days in our database.
- We have mainframe id and profile id maintained for the MUST users/remote engineers to publish the care package. To get the mainframe id and profile id, Remote engineers have to raise a request to FASTeam.
- We can also see mainframe id and profile id (mainframe_user_id) maintained in MongoDB database in the "users" collection.



- If the RFS is completed or the issue is fixed, then it will be removed from the queue.

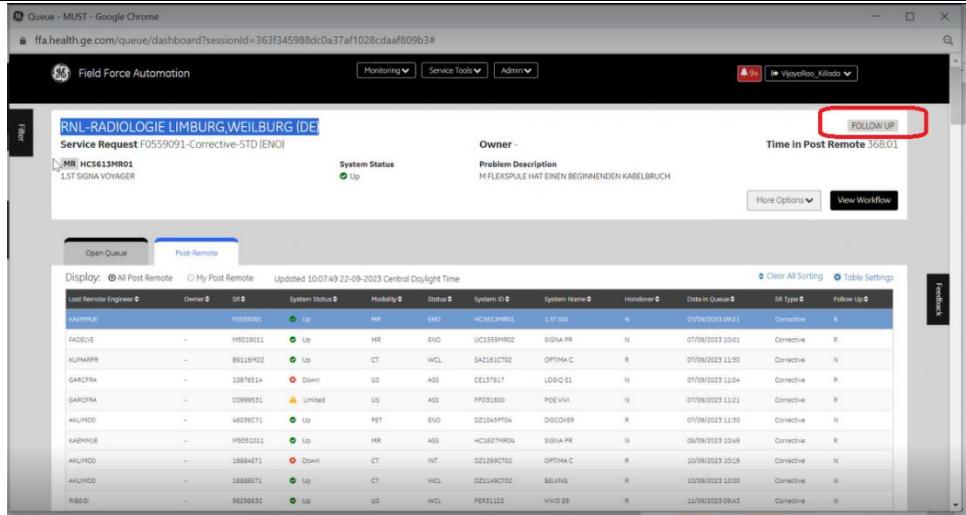
43.5.1.1 Post remote

- Post-remote queue contains RFS that are already analyzed, and needs follow up or handover. Follow up means the remote engineer that requires any kind of assistance from other remote engineers. Handover means that the engineer is not able to resolve the issue, then the engineer can request handover.

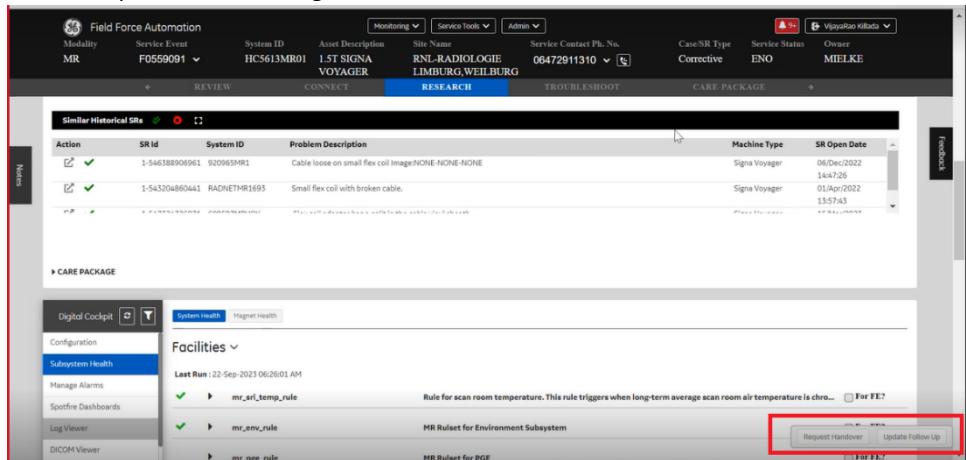
System Name	Status	Owner	Problem Description	Date in Queue	Handover	SR Type	Follow Up
KAHMUE	Up	HR	EVO	07/06/2023 09:02	N	Corrective	N
FADEVE	Up	HR	EVO	07/06/2023 10:01	R	Corrective	N
KUMHPR	Up	CT	WCL	07/06/2023 11:30	R	Corrective	N
GARCFRA	Down	US	ASS	07/06/2023 11:04	N	Corrective	R
GARCFRA	Limited	US	ASS	07/06/2023 11:21	N	Corrective	R
AKUHOO	Up	FET	EVO	07/06/2023 11:30	R	Corrective	N
KAHMUE	Up	HR	ASS	08/06/2023 10:49	R	Corrective	N
AKUHOO	Down	CT	WCL	10/06/2023 10:19	R	Corrective	N
RIBESI	Up	US	WCL	11/06/2023 09:43	R	Corrective	N
RIBESI	Up	US	EVO	11/06/2023 09:48	R	Corrective	N

- Most of the fields in post-remote are like open queues, except status, handover, and follow up.
- RFS in post-remote have following status:
 - New - OPN, REA
 - Closed - CLO, FER
 - Completed - WCO, WCL, ASS, ENO
- Handover and follow up contains 'R' or 'N'. 'R' means Yes, and 'N' means No.
- Once you select an RFS you can see whether the RFS is a follow up or handover on the top right corner of herocod.

Application Overview Document

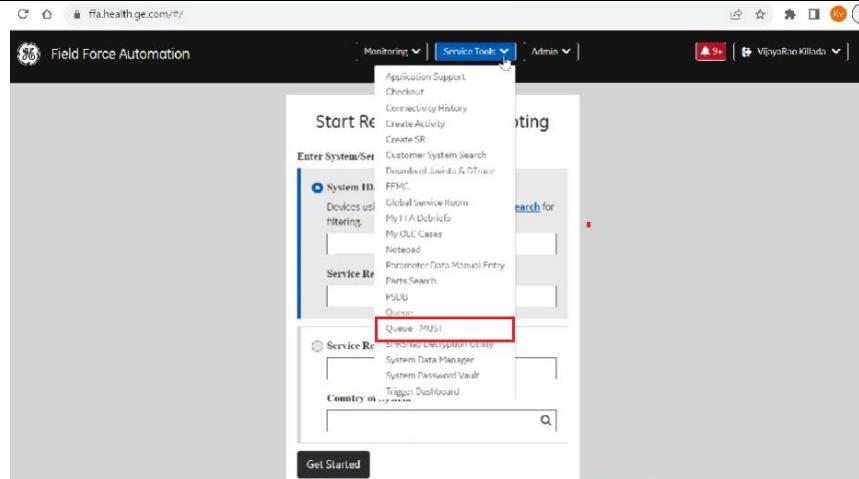


- Once you click on RFS you will see below screen, you can either request for handover or update follow up at the bottom right of the screen.



- Post remote does not have dummy RFS for checking queue's updation as we are not getting the data from the CRM, we are getting it from open queue.
- There are no notifications for RFS in Post remote this can be handled differently by service centers
- To Create RFS from FFA We have two Steps:
- **Step 1 (identify device):** To create RFS from FFA we need to go to MUST Queue inside MUST Queue we have options as service tool then we need to select option called create service request.

Application Overview Document



ID	Status	Subject	System ID	System Name	Time in Queue	Request Type	Country	Priority	Site Name	Priority	
20237973	Up	Customer	HU50E1C01	1121349400	1317	CN	10007	STD	CN	HT	1
20237972	Up	Customer	HU50E1C01	1121331900	12016	MW	01	HT	MW	HT	1
20237971	Up	Customer	HU50E1C01	0227000051	27642	STD	02	US	US	EMERG	1
LDH	Up	Appliance	HU50E1C01	0227000052	03:10:01	HT	02	HT	HT	HT	1
PA000	Up	Customer	HU50E1C01	0227000054	16074	STD	04	PR	PR	PR	1
PA000	Up	Customer	HU50E1C01	0227000055	16074	STD	04	PR	PR	PR	1
PA000	Up	Customer	HU50E1C01	0227000059	16074	STD	04	PR	PR	PR	1
PA000	Up	Customer	HU50E1C01	0227000061	16074	STD	04	PR	PR	PR	1

- To create RFS we must have mainframe id and profile id if it is not present then some error, we will get like you don't have the mainframe id and profile id send a request to fast team and, we cannot proceed to the next step.

Note: Once profile is updated user should log out and login again to see the reflected changes.

- Step 2 (Complete Details):** we need to provide the details like service type activity, system status, symptom whether the customer wants it "urgent" or "non-urgent".

Application Overview Document

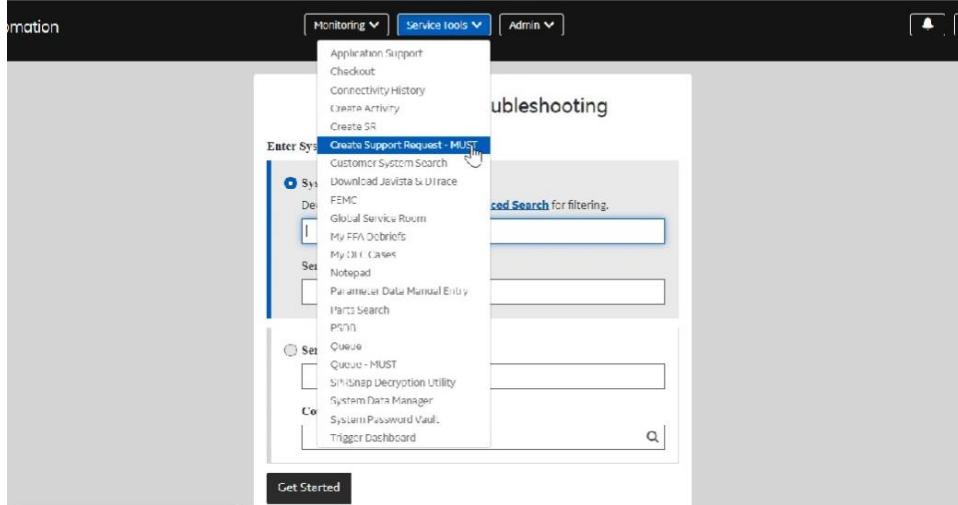
Following are the fields

Field/Column	Description
System Comments	If any comments are there then it will come here related to system
Service Request Type	Corrective and application
Activity	It is reactive as we are creating from FFA it should be reactive
System Status	There are three statuses UP, DOWN, LIMITED (System is not fully UP)
Symptom	It means the user can provide information about the issue which they are facing in the scanner or modality. here in the description, we should not provide any confidential details like patient related information
Customer expectation	it shows whether the issue is urgent or non-urgent
Customer contact Name	The customer who reported the issue
Customer phone	customer contact no
Patient use	For Patient use We have 3 fields like NO, YES, Not Reported if we select YES then it will be urgent RFS. For testing purposes, we should always select NO.
Safety concern	For Safety concern if you select patient use as YES then we need to take patient concern and for safety concern we also have document which provide us what concern that we should take
Alleged Patient Experience	

The screenshot shows the 'Create Service Request' interface. On the left, a sidebar lists various sites with their names and IDs. The main form has sections for REQUEST DETAILS (CRM MUST, System ID HU0DE1CT01, Country Code Germany [DE]), CUSTOMER DETAILS (Customer Expectation Non-Urgent, Customer Contact Name Test), and SAFETY QUESTIONS (Patient Use No, Safety Concern None, Alleged Patient Experience 'Test RFS--Not for customer use'). To the right, a list of sites is displayed with columns for Site Name and Priority.

Site Name	Priority
HQ DEW	1
PRAC HO	1
PRAC HO	1
BASIO DE	1
JEDDAH EY	1
DANGEROUS	1
MARIBOR	1
SCH LOISA	1
HOM-BH	1
PATA OBI	1
CENTRO EC	1
HORTAL R	1

- Once you have filled all the details, At the bottom-right of the screen there are two options:
 - Create Service request: This option will create the RFS and will be displayed as unassigned for owner in the queue. Then any other remote engineer can pick this for analysis.
 - Create & assign to me: This option will create the RFS and will display the user who created the service request as owner in the queue.



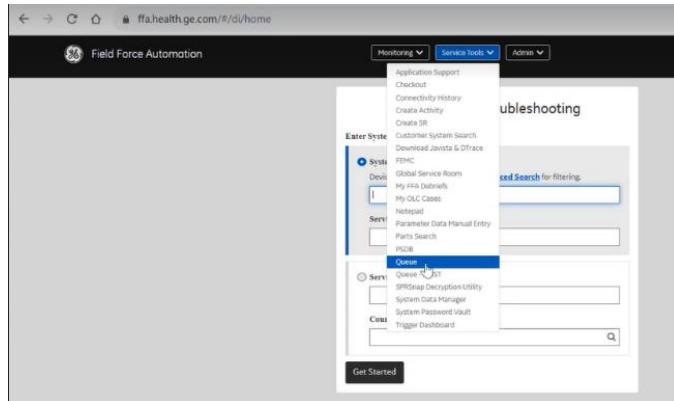
- When Service request is created, we can select the RFS and create support request. Only users from Europe region will have access to create the support request.

Field/Column	Description
Service request id	Service request is nothing but an RFS OR SR so we need to provide that service request id or RFS id
Support request	For RFS we are creating Support request and support request we also called it as internal support request
Country of System	From which country the system belongs to
Requestor Name	
How Should we connect to the requestor	Using Calls or Emails
FE onsite	States that Field engineer is on the site or not
Support request description	Needs to provide the description about the issue
Attachment	

- At the bottom-right of the screen there are two options:
 - Create Support request: This option will create the Support request and will be displayed as unassigned for owner in the queue. Then any other remote engineer can pick this for analysis.
 - Create & assign to me: This option will create the Support request and will display the user who created the support request as owner in the queue.
- Support request will keep the ownership of the RFS.
- We have to select the internal support option in the filter to see the support request that has been created.
- Data generated from the support request will be stored in the Europe data center file system.

43.5.2 Global Queue

- Queue or Global queue contains service events from ServiceMax and Siebel international. Service events from ServiceMax are called as Case, and SR (service request) from Siebel international.
- Siebel international uses Kafka to publish the service event which is then consumed by FFA and stored in the database. Similarly, ServiceMax uses kafka Topic. Different tables are used to store data from Siebel international and ServiceMax.



- We can select the queue option under the service tools dropdown to launch the queue page. You will be able to see below screen.

WO/Activity #	WO/Activity Type	WO/Activity SubType	Source	Country	Zone	Modality	System Status	System ID	System Name	Site Name	Hourly Billed Service	Serial Number	Remaining Response Time
1-SAHK5D	Tech Support	Service	Asset Initiated	China	N_BJL_CN_SR	MR	Up	082427040127...	MAGNET MONIT...	ARMY GENERAL...	N	ACC1001429	-33357:42
1-SAHW8R	Tech Support	Service	Asset Initiated	China	N_NJL_CN_SR	MR	Up	08242703003...	MAGNET MONIT...	ARMY GENERAL...	N	ACD4000837	-33357:133
1-SAIC8F	Tech Support	Service	Asset Initiated	China	N_SHE_CN_SR	MR	Up	08242712006...	MAGNET MONIT...	HUBEI RENMIN...	N	A890658	-33356:647
1-SALV9S2	Tech Support	Service	Asset Initiated	China	N_HU_CN_SR	MR	Up	08242702005...	MAGNET MONIT...	SHUAN CHEN...	N	ACCT001841	-33356:031
1-SAOHOB	Tech Support	Service	Asset Initiated	China	N_BJL_CN_SR	MR	Up	082427040129...	MAGNET MONIT...	BEIJING HADIA...	N	ACC2001275	-33356:027
1-SAIDNT	Tech Support	Service	Asset Initiated	China	E_FSL_CN_SR	MR	Up	082427120085...	MAGNET MONIT...	JIANGSU SHEN...	N	9990558	-33356:022
1-SAH9Y5S	Tech Support	Service	Asset Initiated	China	N_BJL_CN_SR	MR	Up	082427040087...	MAGNET MONIT...	CHINA MEDICIN...	N	9190033	-33356:040
1-SAIIOMA	Tech Support	Service	Asset Initiated	China	N_BJL_CN_SR	MR	Up	082427030010...	MAGNET MONIT...	CHINA MEDICIN...	N	1024000013	-33356:075

- Following are the fields and their description

Field/Column	Description
WO/Activity	Wo represents work orders it means it is service max and Activity means it is a Siebel international
WO/Activity type	Type of activity like Tech support, Remote Service
Wo/Activity subtype	Represent what is the sub type of the work order and activity
Source	It represents from where we got this workorder and activity
Country	Which country it's belong to
Zone	It states the region
Modality	Which medical device or modality
System status	It represents system status like UP, DOWN, LIMITED

Application Overview Document

System id	It represents what is the id of the system
Site Name	Represent hospital name
Hourly Billed service	N means No and Y means YES
Serial No	It represents the SR no.
Remaining in response time	It represents after coming to the queue how much time this is in the Queue

- When we select record from the list, it will show a brief description in the header.
- The Remote support queue tab will show all the Work orders and activities. You can check whether a record is work order or activity in WO/activities # column. A work order starts with WO and an activity starts with a number.

WO/activity #	WO/activity type	WO/activity subType	Source	Country	Zone	Modality	System status	System ID	System name	Site name	Hourly Billed Service	Serial Number	Remaining Response Time
WO-09633160	Remote Service	Customer Supp..	-	Japan	山口SS	MR	● Up	EM061SSHEM	SIGMA CRYOGENS	-	-	-	-
WO-09633159	Remote Service	Customer Supp..	-	Japan	東京東SS	MR	● Up	YM1801SHEM	SIGMA CRYOGENS	-	-	-	-
WO-09633175	Remote Service	Customer Supp..	-	Japan	東京東SS	MR	● Up	EM0217SHEM	SIGMA CRYOGENS	-	-	-	-
WO-09633105	Remote Service	Customer Supp..	-	Japan	福木SS	MR	⚠ Limited	EM0239	3-07 HR750W...	-	-	-	-
WO-09633552	Remote Service	Customer Supp..	-	Japan	長野SS	MR	● Up	PO0819SHEM	SIGMA CRYOGENS	-	-	-	-
WO-09633260	Remote Service	Customer Supp..	-	Japan	広島SS	MR	● Up	PO0604	1.5T BRVO MR...	-	-	-	-
WO-09586331	Remote Service	Customer Supp..	-	Japan	山口SS	MR	● Up	YM1793	1-5T HDX ECHO...	-	-	-	-

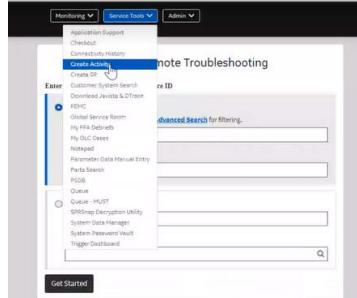
- My work orders/activities and My Case/SR tab will display the WO/activities that are assigned to you. No Filter is used for these tabs.
- You can click on queue settings on the left side to filter the records in the list. There is no save filter button. Once you have selected the required filter, you can click on queue setting button again then it will automatically save your preferences in the database.
- No dummy WO/activity is created in global queue.

Application Overview Document

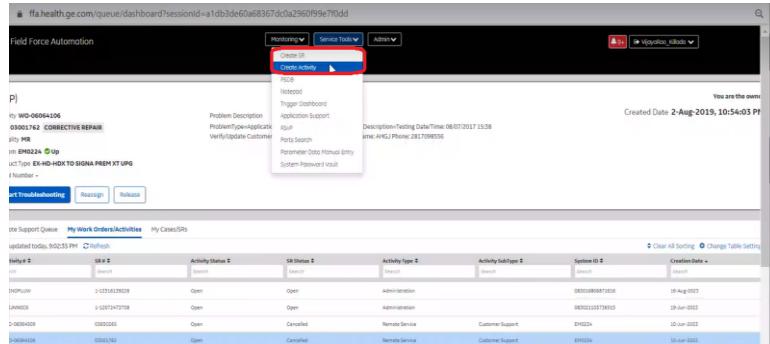
- Remote engineer and field engineer works on work order and activity not on Case or SR.
- All the related activities/work orders have to be closed before closing SR/Case in CRM.

43.6 SR

- SR means service request which is either created by using FFA or using Siebel international CRM
- SR contains multiple Activities like Field Activity, Remote Activity, Admin Activity.
- Ways to create SR and Activity we have two options either we can create SR from
 - From FFA main page under service tool another we can create SR and Activity



- Under Service Tool we can select Queue by using Queue portal We can create SR and Activity.

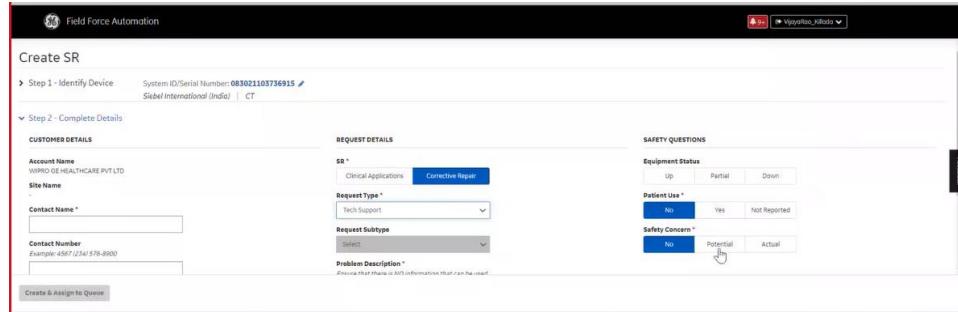


- To create SR, from Queue we have two steps:
- Step 1: We need to provide System id or Serial number once you click on search button it will call to DAAS API from which you will get the data and will display all the information related to system and we need to click on continue.

- Step 2: We need to provide all the mandatory details in complete details page. Like SR type, Contact Name, Request type, Patient use and safety concern this are the mandatory fields which we need to fill once all the details is filled, we need to click on Create & Assign to Queue

Application Overview Document

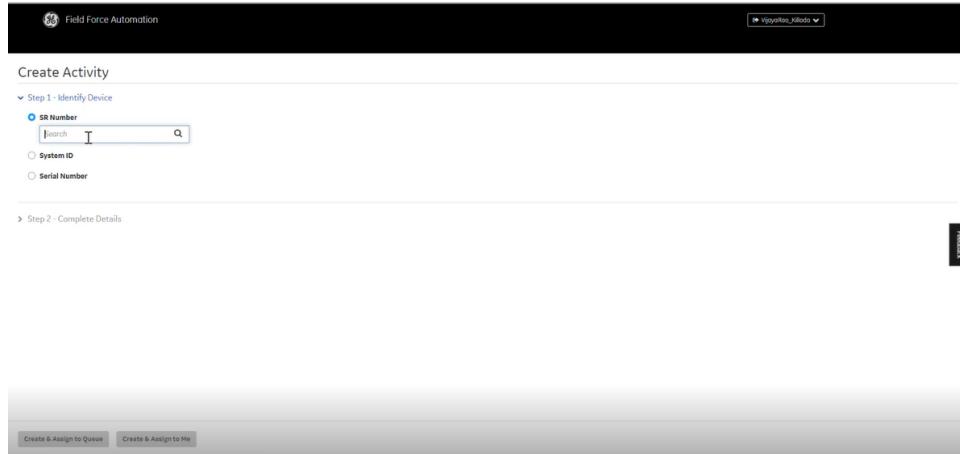
as soon as an SR is created Activity will be also created automatically once it is created it will be displayed in the Remote Support Queue



- To Create Activity from Queue we have two steps
- Step 1: We need to provide SR Number, System id or Serial number to create Activity and the SR must be Tech support we cannot create Activity for Admin support.

Using SR Number : We can provide SR Number, System id or Serial number to create Activity if you provide SR Number for creating Activity then the status of the SR must be OPEN and the SR should be only Tech Support once you click on search button it will call the DAAS API from which you will get all the information related to SR .

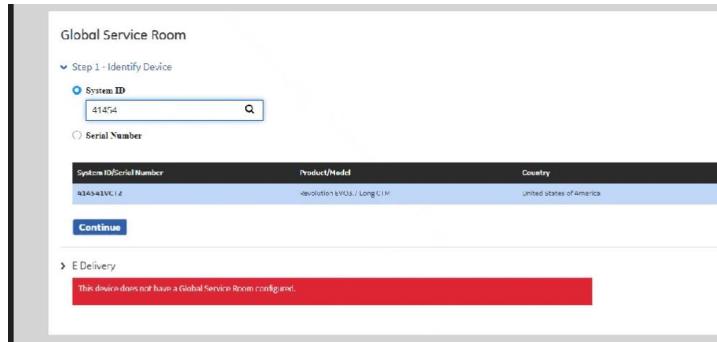
Using System Id: If we choose system id to create Activity, we need to provide valid system id and it should also be in open state once you click on search it will call the DASS API and we get all the SR list, and we need to select for which SR we need to create Activity.



- Step 2: We need to provide all the mandatory details like Request Type and Request Sub Type then we need to click on create & assign to me then it will create Activity and it will assign to the respective person who created the Activity

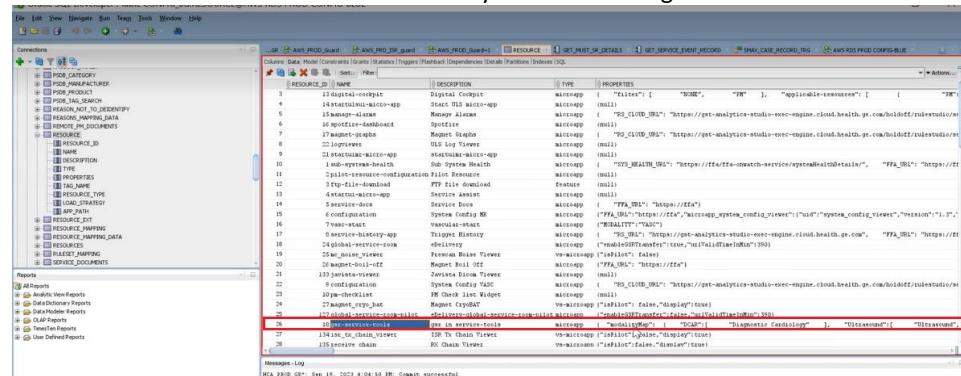
43.7 Global Service Room (GSR)

- Global service room (GSR) can be launched from service tools. Based on system id/ service number it will show the list of packages. It uses Flexera application to retrieve the list of packages available for the system id.
 - GSR is used both by remote engineer and field engineer for debugging the packages.
 - GSR only support modality like DCAR, Ultrasound (ULS, UL, US, CVUS, general imaging), LCS (LCS, PCS, CCS). For other modalities it will show below error.



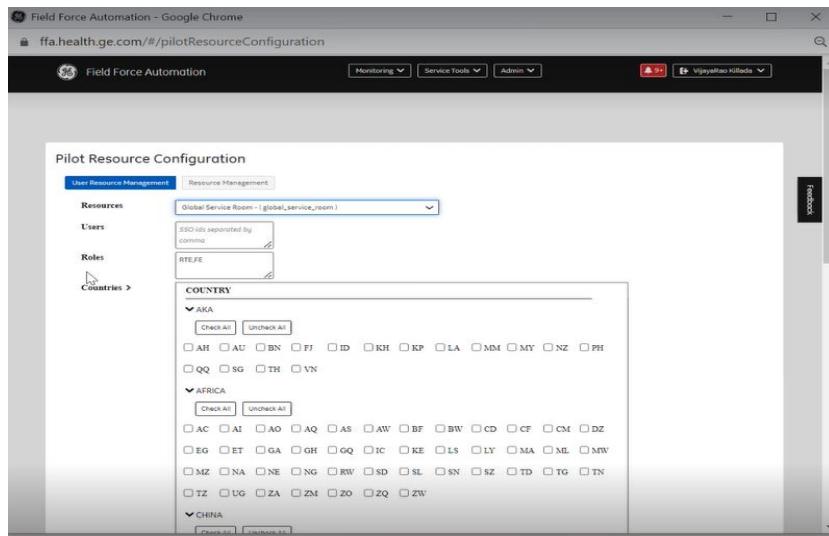
43.7.1 Connection with Flexera application

- GSR uses Flexera application to store the packages related to troubleshooting.
 - Flexera has internal job scheduled which push data from one storage to another, when we call from GSR, the request will go to another storage. And when we are refreshing, the request will go to both the storage and will update the second storage with the files from first storage i.e., it will update the second storage with the latest file from the first storage.
 - Cron job is scheduled to run at 11:00 to update the package and we can also run it manually.
 - In database we can check what all are the modality which we configured in the **RESOURCE** table.



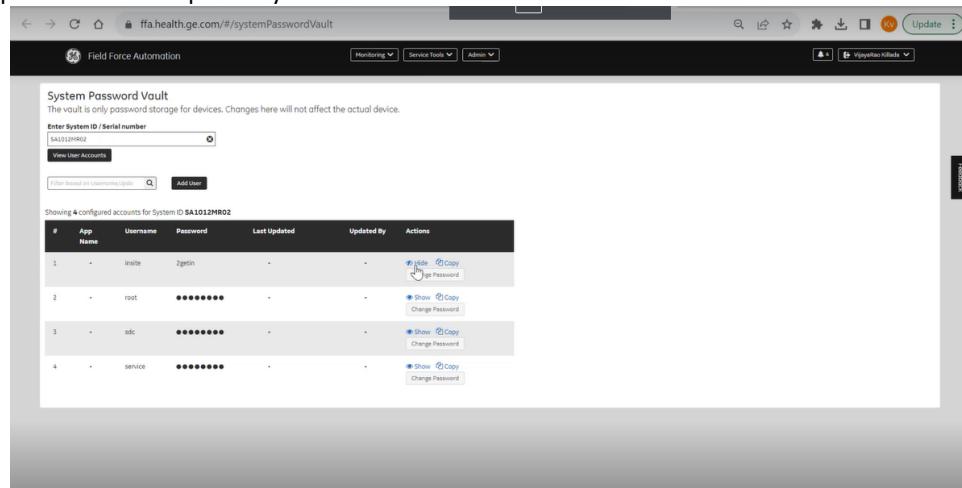
43.8 Pilot Resource Configuration

- Pilot resource configuration is used for newly developed tools. We select the pilot users for testing the new tools and when everything is working fine then we can make this tool available for all the users.
- The configuration is stored in the **resource** table.
- Old features are not removed.



43.9 System Password Vault

- System password is only password storage for device so if workflow is launched with system id, then it will display the information related to that user account like username, password, last updated and last update by.



- We can also check, update and copy the password.
- Every modality is having different model type, and every model type is having different user account. During checkout depending on modality default username and password will be set.
- App name is empty for the insite1 system because usernames are common for all the app names. For RSVP it displays sftp, vnc, ssh as app name.
- Updated by will show the SSO ID if updated by the user, if RSVP is sending the username and password, it will show agent.
- Credentials are stored in the database for insite1 system. Credentials for RSVP system is fetched using RSVP services.
- We cannot delete credentials for insite1 system. In case of RSVP, username insite and sdc cannot be deleted.

Application Overview Document

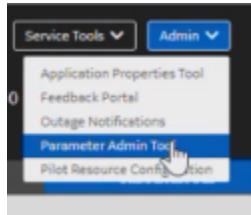
- There are two types of credentials maintained, deviceCredentials and defaultCredentialDetails. deviceCredentials overrides the defaultCredentialDetails.
- We can manage the user for RSVP using UserPassword.py

43.10 Outage notification

The screenshot shows a web-based application interface for managing outage notifications. At the top, there's a header 'Outage Records'. Below it is a table listing several messages with columns for Category, Message, Start time, and End time. Each row has 'Edit' and 'Delete' buttons. Below the table is a section titled 'Add new outage' with fields for Category (set to GENERAL_MESSAGE), Start Date (12-SEP-2023 09:30:58 AM), End Date (12-SEP-2023 10:35:58 AM), and a large text area for the Message. The message content is: 'Dear RSVP users, you will face slowness in Device Registration in the US region during this maintenance window.' At the bottom right are 'Cancel' and 'Save' buttons.

- We can add new outage to inform the user through application.
- It will be displayed as a banner.
- We select category, message, start date and end date.
- If there is an outage for CRM it will bypass the SR validation and enable the connectivity tool.
- We can also edit the outage notification.

43.11 Parameter admin tool



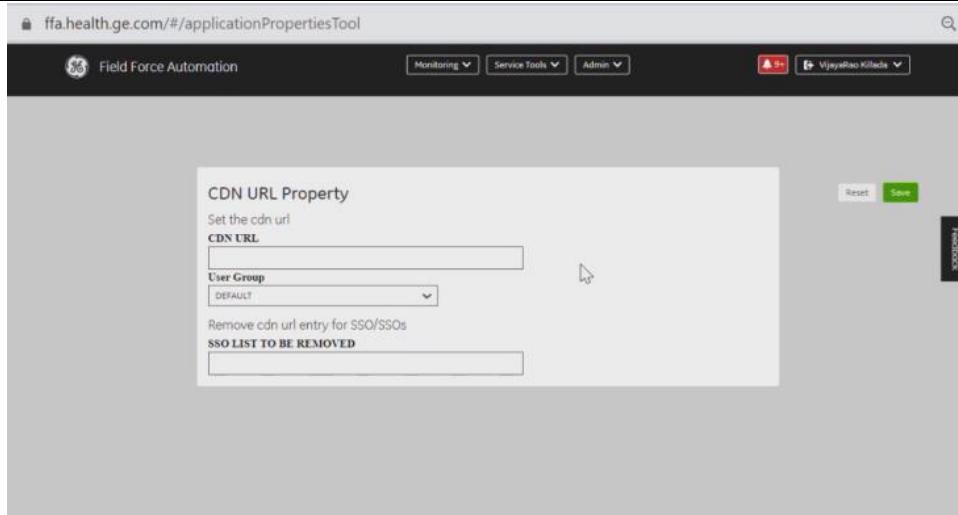
- Users who have FFA admin access can launch the parameter admin tool.

The screenshot shows the 'FFA Parameters' configuration screen. At the top, it says 'Set the parameters and order for the chosen product type'. It has sections for 'Modality' (set to MR) and 'Asset Type' (set to MR Magnet Monitor LCC). Below these are three main sections: 'Available (11)', 'Parameters widget (61)', and 'Manual Entry Parameters (15)'. The 'Available' section lists parameters like Compressor charge (supply)*, Adsorber hours*, Any coldhead knocking*, Bypass light on/off*, Coldhead age*, Compressor capsule temp*, Coldhead type (A2,A3,AA)*, Last fill date*, and Fill quantity*. The 'Parameters widget' section contains numbered items from 1 to 9, each with a delete button. The 'Manual Entry Parameters' section also contains numbered items from 1 to 9, each with a delete button.

- We can select the modality and asset type for the parameter that needs to be configured to be displayed in the digital cockpit.
- We can drag the parameters up or down to position.

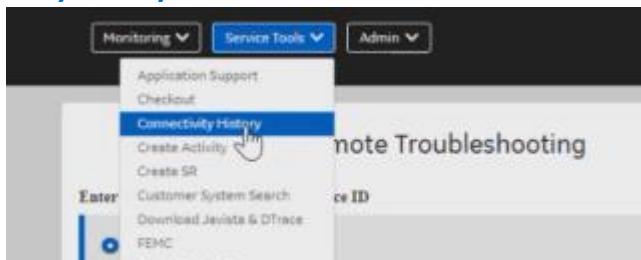
43.12 Application properties tool

Application Overview Document



- We can enter details like CDN URL, User group, SSO list to be removed and save it.
- This tool is mainly used for deployment purposes.

43.13 Connectivity history



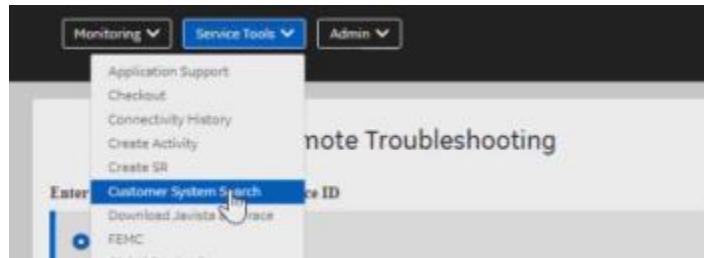
- Connectivity history will redirect to the insiteplus dashboard.

A screenshot of the InSitePlus application showing the 'Connectivity History' report results. The top navigation bar includes 'Monitoring', 'Service Tools', and 'Admin'. The main area displays a table of connectivity events. The table columns are: Source, Event Date, User ID, GE SID, Application, Dispatch, Modality, CRM, Status, Additional Info, Reason, CP Connection, and Comment. Two rows of data are shown:

Source	Event Date	User ID	GE SID	Application	Dispatch	Modality	CRM	Status	Additional Info	Reason	CP Connection	Comment
GSCC	01-NOV-2023 15:52:53 GMT	asc_acct	414541VCT1	AutoSC	00000000	Failure	TYPE_IDOutboundRECO RD_ID:35721 856531PLATF ORMONWATC nMakeup	N	OnWatch wakeup task Failure			
GSCC	01-NOV-2023 15:46:51 GMT	asc_acct	414541VCT1	AutoSC	00000000	Failure	TYPE_IDOutboundRECO RD_ID:35721 856531PLATF ORMONWATC nMakeup	N	OnWatch wakeup task Failure			

- When launching the second time it will show service history.
- It will display all the connectivity detail of the user

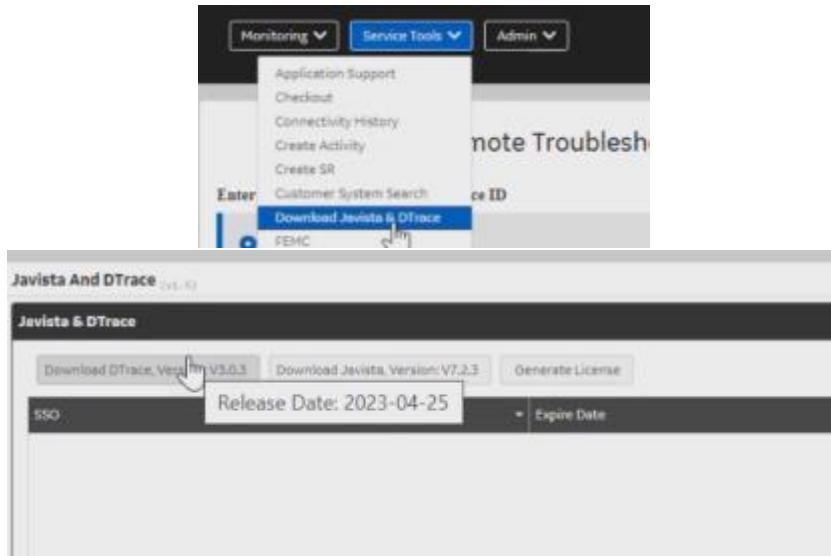
43.14 Customer system search



- It will launch the insiteplus application.
- We provide the item and value and then click on filter, and it will display the system detail.

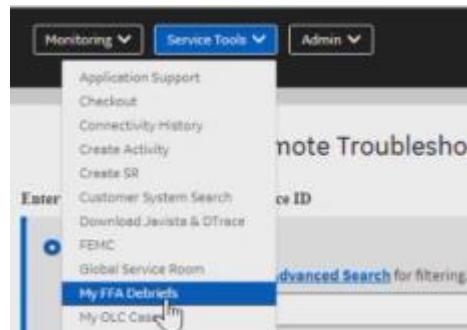
The screenshot shows the 'InSitePlus 5.4' interface with the 'Connectivity Cockpit' tab selected. A search bar at the top has 'GE System ID' set to 'wild' and 'Value' set to '434541VCT2'. Below the search bar are filters for 'CRM Insite Entitlement' and 'PSI Insite Capable', both set to 'All'. A 'Max Results' dropdown is set to 5000. The main area displays a table with columns: GE System ID, Intf Action Item, System ID, System Hold Reason, Intf Status, CRM Modality, CRM Customer Name, CRM Connectivity Status, and CRM Insite Entitlement. One row is visible, showing '434541VCT2' in the GE System ID column and 'Verified' in the Intf Status column. At the bottom, there are buttons for 'Export' and a toolbar with various icons.

43.15 Download javista & DTrace



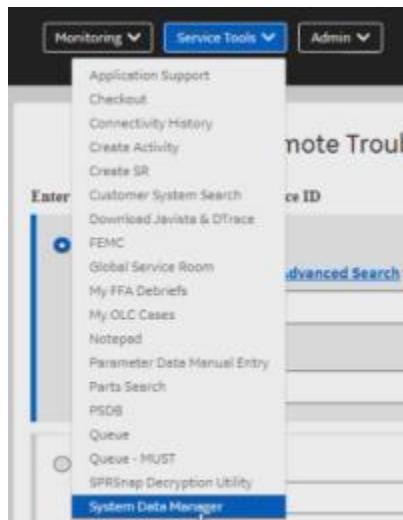
- It provides the option to download the client to a local machine so the dcm images can be viewed.

43.16 My FFA Debrief



- My FFA Debrief will download an excel sheet. This is only for MUST system.
- It displays all the SR that has been debriefed by the user.

43.17 System data manager



- System data manager displays the system configuration details from the GSCC database.

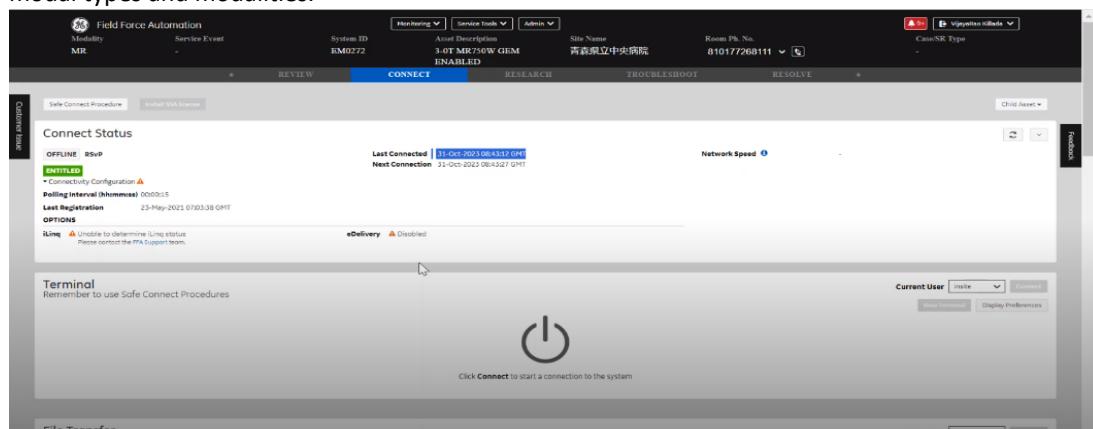
The screenshot shows a 'System Data Manager' page with a search bar for 'System ID' containing '414541VCT2'. Below it, a message says 'System found. Please use below form to modify/delete system'. The page is divided into two main sections: 'MLN' and 'USN'. The 'MLN' section contains fields for 'Customer ID' (299504), 'Hospital/customer' (GE HEALTHCARE INSTITUTE), 'City' (empty), 'Postal Zip' (empty), 'Room #' (1411A), and 'Room Desc' (REVOLUTION EVO 3.7 LONG WALK). The 'USN' section contains fields for 'Service Center' (ONLINE CENTER, WAUKESHA), 'Area Code' (empty), 'Province' (empty), 'Country' (United States), 'Room Type' (Standard(S)), and 'Phone' (empty). At the bottom are 'Remove', 'Modify', and 'Add' buttons.

- We can modify the data present in the database like a service center.
- Based on the country it will go to the associated connectivity server.

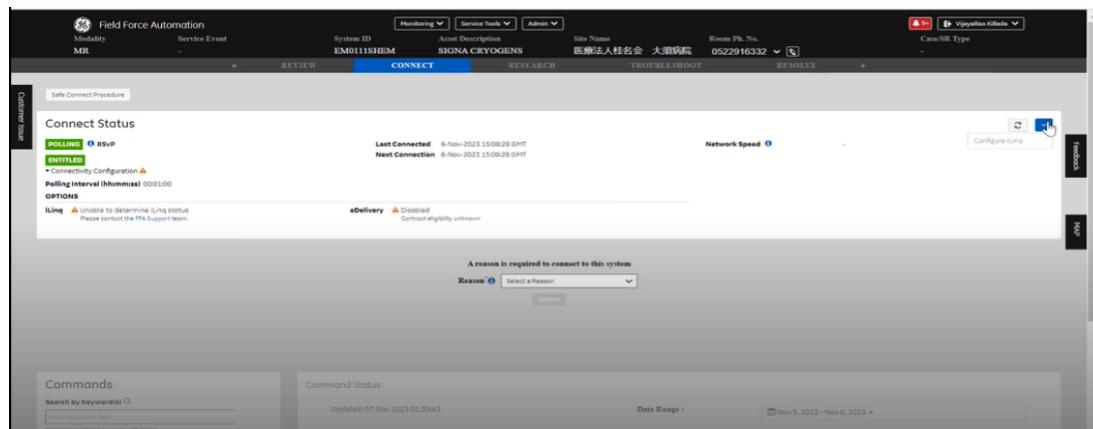
44. Configure Ilinq

- Only RSVP systems we have configure Ilinq ,to enable hospitals to create incidents from medical devices and for every 15 minutes polling will happen. Here we have some scenarios

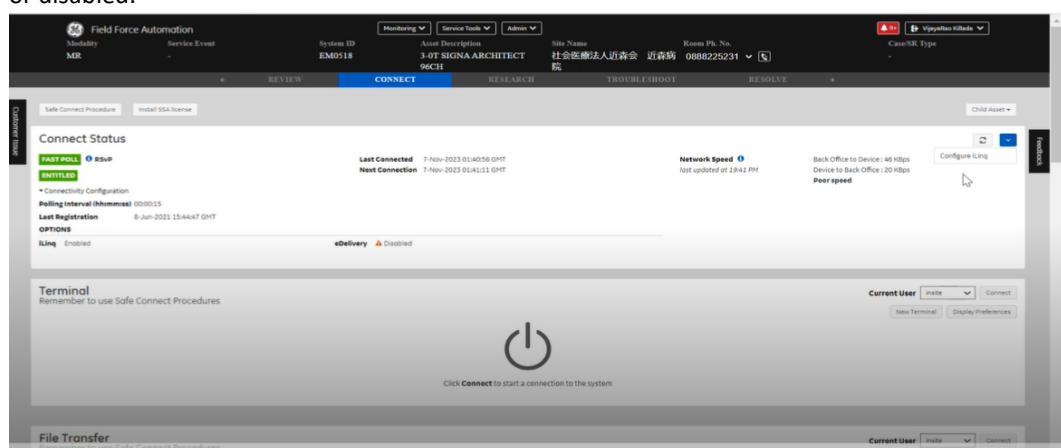
- Once the system is offline (not in polling state) configure Ilinq will be disabled, we cannot be able to configure it and we can see unable to determine Ilinq status error. E-delivery also disabled. E-Delivery is nothing but a global service room. It is only enabled for particular modal types and modalities.



- System is in polling state, but we cannot see any connectivity tools and we cannot enable configure Ilinq because it is in disabled state, and we can see unable to determine Ilinq status error.

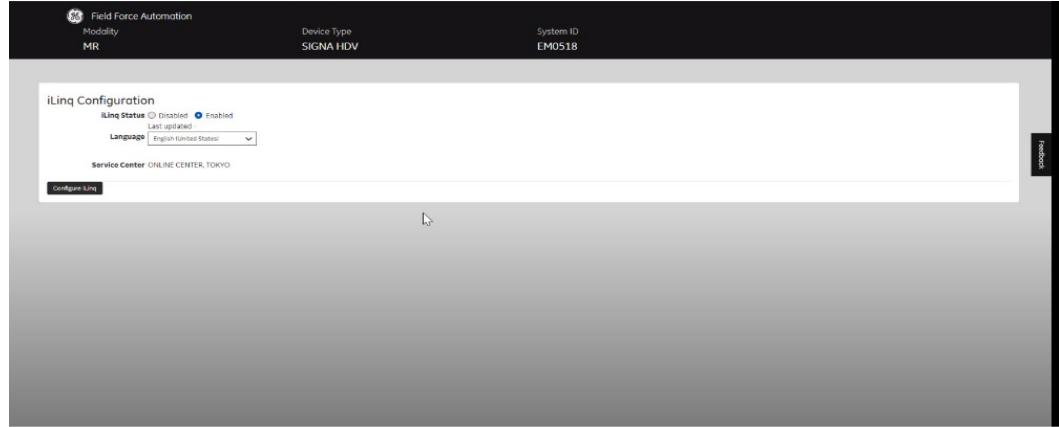


- System is in fast pool state and configure Ilinq is enabled and Ilinq status is either enabled or disabled.



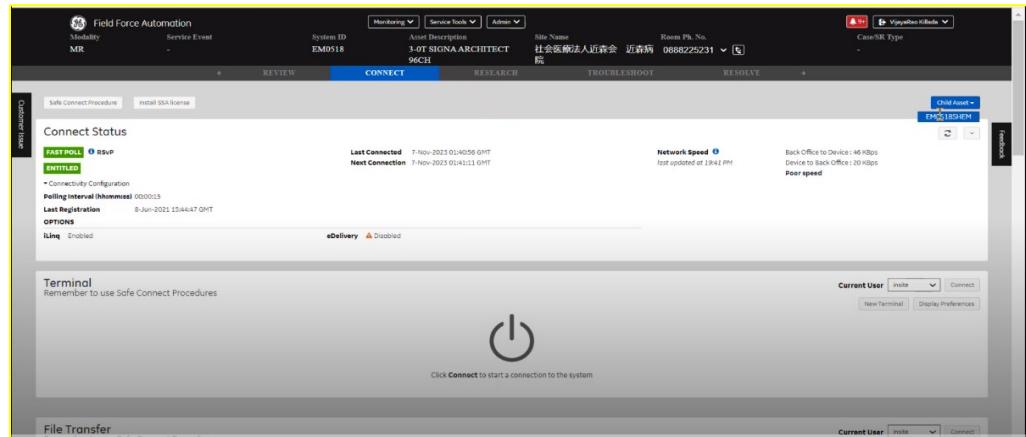
Application Overview Document

- once we click on configure ilinq, a window will open here we can see modality, device type, system id info and also ilinq status as enabled and disabled
 - ◆ If we want to enable, select the enabled button and click on configure ilinq it will be enabled
 - ◆ If we want to disable, select the disabled button and click on configure ilinq it will be disabled



45.Child Asset

- For modality PET-CT, NM-CT we have parent child concept.
- When you have a parent child system, once you launch parent workflow, you can launch child workflow without SR by clicking on 'Child Asset'. Parent child is nothing but sometimes they configure 2 medical systems in same network. It could be combination of RSVP or insite
- we have 4 parent and child combinations
 - RSVP-----RSVP
 - Insite-----RSvp
 - RSVP-----Insite
 - Insite-----Insite
- Launch FFA workflow and go to connect tab we can see child Asset button; there we can see child asset id for that system.



- If we want to launch child asset, we don't want to provide SR, directly we can launch child asset page. We don't want SR if we launch child asset system with parent asset system.
- If it is questra system, we cannot see connectivity tools and if it is Axeda we can be able to see connectivity tools once we launch with child asset id.

46.Cache Refresh

Application Overview Document

- Cache refresh is nothing but FFA config db. Whatever the changes we need to refresh the cache for the latest changes. (we have different db. related to queue, configuration and workflow)
- Once all the changes are done and the latest versions changes, for refreshing the cache go to Jenkins page and then go to micro services and what stage, what microservices deployed we need to select.
- We have different stages like stage, prod, mi, dev-poc, dev based on our configuration we need to select the stages.

S	W	Name	Last Success	Last Failure	Last Duration
		dev	N/A	N/A	N/A
		dev-poc	N/A	N/A	N/A
		mi	N/A	N/A	N/A
		prod	N/A	N/A	N/A
		stage	N/A	N/A	N/A

- For stage environment
 - ◆ select the stage and select FFA-cache-config service and once we click FFA-cache-config, we can get some options based on our requirement we need to refresh the cache. Once click on refresh -cache the build will start, and latest changes will be re-deployed.

S	W	Name	Last Success	Last Failure	Last Duration
✓	⌚	build-cache-config	3 mo 1 day #63	N/A	1 min 8 sec
✓	⌚	docker-build-n-deploy-cache-config	3 mo 1 day #107	3 mo 1 day #106	44 sec
✓	⌚	refresh-cache	11 days #806	2 yr 6 mo #18	8.8 sec

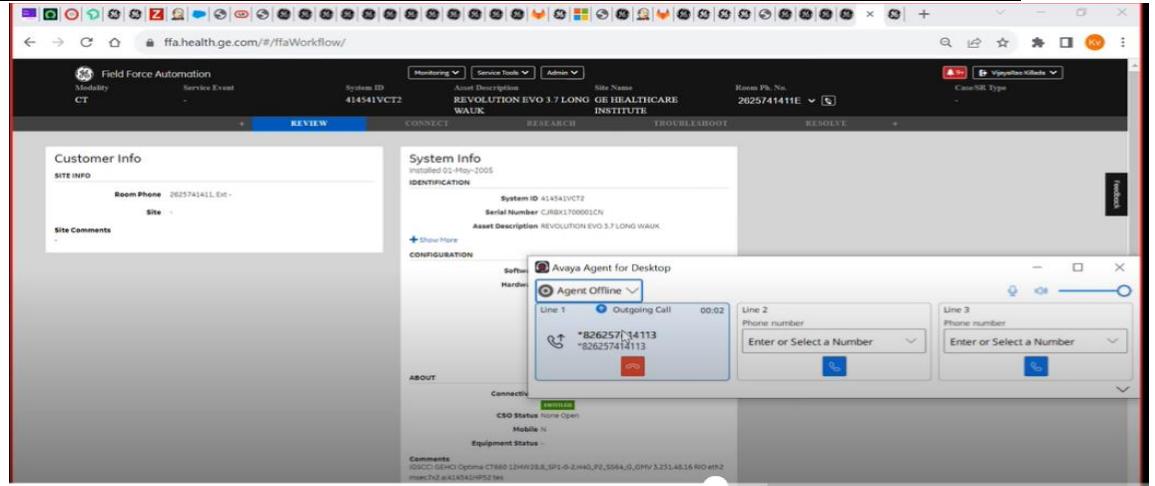
- For prod environment
 - ◆ Go to Jenkins- microservices -prod- and click on cache-config-refresh-prod or cache-config-refresh-stdby it will redeploy the changes.

S	W	Name	Last Success	Last Failure	Last Duration
		cache-config-refresh-prod	2 hr 17 min #255	1 yr 3 mo #123	4.3 sec
		cache-config-refresh-stdby	2 hr 18 min #368	N/A	3.8 sec
		prod-blue	N/A	N/A	N/A
		prod-consumers	N/A	N/A	N/A

47. Avaya agent

- It is nothing but we have an option to call customers directly using Avaya agent to connect with clients and FE from FFA.

- Once we click on that call button it will launch avaya agent. You need to install Avaya agent on your local machine to enable this.
- And sign in to avaya agent the phone number will be copied, and it will make a call.



48.SPRSnap

- It is nothing but utility whatever encrypted key provided if they want to decrypt, they use SPRSnap.
 - We can launch either from service tools or connect tab
 - we have to provide appname/context ,keyname and input encrypted symmetric key values and once we click confirm those values it will decrypt and give decrypt key as output.

Field Force Automation

Vijayakumar, Kiloda

SPRSnap Decryption Utility

App Name/Context *

SPRSnap

Key Name *

Input Encrypted Symmetric Key *

Decrypted Symmetric Key

Confirm

Upload encrypted SPR snap file to decrypt
An email with a download link will be sent automatically after successful upload.

Drag and drop files here or click the button below

Choose File No file chosen

Upload

ffahome.com/ffaWorkflow/

Field Force Automation

System ID: SA1012MRO2 Asset Description: MR 3 OT SIGNA 750 32 Site Name: KING FAISAL SPECIALIST HOSPITAL Room Ph. No.: 00096144241911 Case/SR Type: Service Status: Owner:

Monitoring Service Tools Admin

REVIEW CONNECT 2023-08-11 10:45:33 TROUBLESHOOT RESUME

Click Connect to start a connection to the system

File Transfer

Remember to use Safe Connect Procedures

Current User: [Logout](#) [Disconnect](#)

SA1012MRO2

Select Directory

Download from device: http://ffahome.com/ffaWorkflow/download

File name	Size	Last Modified	For FET
file_data.htm (HTTP://FFAHOME.COM/FFA1012MRO2/download)	182.01 KB	31-Oct-2023 03:02:56	
file_data.htm (HTTP://FFAHOME.COM/FFA1012MRO2/download)	85.99 KB	31-Oct-2023 03:02:56	
ffahome.com/ffaWorkflow/download	117.65 KB	31-Oct-2023 03:02:10	
ffahome.com/ffaWorkflow/download	256.22 KB	31-Oct-2023 03:02:03	
file_data.htm (HTTP://FFAHOME.COM/FFA1012MRO2/download)	342.01 KB	30-Oct-2023 07:05:54	
file_data.htm (HTTP://FFAHOME.COM/FFA1012MRO2/download)	9.54 MB	30-Oct-2023 07:05:08	
file_data.htm (HTTP://FFAHOME.COM/FFA1012MRO2/download)	0.70 MB	30-Oct-2023 07:05:08	

- In the same page we scroll down we have an option called choose file there we have to upload our encrypted SPRSnap file once we uploaded the decrypted file will be sent to our email.

49.INCIDENTS

1.RSVP system is not showing registered, and entitlement is not there in production environment.

- First, we need to check whether the system is in RSVP or not, also check the system is in FFA or not and also, we need to check in HCA DB.
- If the system is not there then updating the details in the asset table in HCA DB.
- Once updated, commit those changes it will reflect in Dashboard. Check in FFA dashboard whether details were updated or not.
- For entitlement information we need to check in CRM and if details were correct but not updated in Database we need to manually update and push the data by clicking SEND TO GST button.
- Whatever the changes we made the entitlement information will be updated.

50. How to upgrade BAT version in production

- Whatever the changes we make we need to update both in green and blue environments.
- Once we get these kind of version changes, we need to update BAT version according to our requirement (dev, prod).
- Once version changes are done, commit those changes, then for refresh the cache run Jenkins job then it will reflect in the ffa page under microservices.
- Running Jenkins job follow below steps
 - Go to Jenkins->microservice's-prod (which env we are doing changes)-cache-config-refresh-prod->build now.
- Once the build is successful, we need to make sure whether those versions were upgraded or not.

51. New Relic

- There are 4 regions, US, EU, JP, CN. Each region hosts 2 servers, and each server has services deployed like tomcat, terminal, RSVP terminal, FTP, CSD, Guacamole, checkout. Using new relic, we are monitoring all these services.

The screenshot shows the New Relic Synthetic Monitoring interface. On the left, there is a sidebar with various monitoring options: All Entities, APM & Services, Query Your Data, Apps, Browser, Dashboards, Alerts & AI, Errors Inbox, Infrastructure, Logs, Mobile, and Synthetic Monitoring (which is currently selected). The main area is titled "Monitors" and shows a table of monitored services. The table has columns for Name, Monitor Type, Success Rate, Location, Period, and Monitor Status. There are seven entries, all of which are enabled and show 100% success rate. The names of the services include "FFA Apache EU PZ Blue1", "FFA Apache EU PZ Blue2", "FFA Apache JP PZ2", "FFA Apache JP PZ3", "FFA Apache US PZ Blue1", and "FFA Apache US PZ Blue2".

Name	Monitor Type	Success Rate	Location	Period	Monitor Status
FFA Apache EU PZ Blue1	Enabled	100%	0 / 1	30 min	Ping
FFA Apache EU PZ Blue2	Enabled	100%	0 / 1	30 min	Ping
FFA Apache JP PZ2	Enabled	100%	0 / 1	30 min	Ping
FFA Apache JP PZ3	Enabled	100%	0 / 1	30 min	Ping
FFA Apache US PZ Blue1	Enabled	100%	0 / 1	30 min	Ping
FFA Apache US PZ Blue2	Enabled	100%	0 / 1	30 min	Ping

- Under synthetic monitor we can see all the monitored services.

Application Overview Document

The screenshot shows the New Relic Synthetic Monitoring interface. It displays two stacked 'Edit monitor' forms for the service 'FFA Apache EU PZ Blue1'. The top form is for 'Ping' monitoring, and the bottom form is for 'Scripted API' monitoring. Both forms include sections for 'Configure monitor', 'Select locations', and 'Script editor'. The 'Script editor' section contains sample code for validating results.

- Once we select a monitoring service and then click on general, we can see the URL which the service is monitoring and how frequently, and we can also select the location.

Note: Apache has process for entering in the server

The screenshot shows the New Relic Synthetic Monitoring interface for the service 'FFA System Service History'. The 'Edit monitor' form is set up for 'Scripted API' monitoring. It includes tabs for 'Configure monitor', 'Select locations', and 'Write script'. The 'Write script' tab is currently selected, displaying a 'Script editor' with sample code and a 'Validation results' section. The sidebar on the left lists various monitoring categories and services.

- Some of the services use script for monitoring. FFA system service history is for must system.

The screenshot shows a table titled "Synthetic Monitoring" with the following data:

Name	Account	Monito...	Succe...	Locati...	Period	Monito...	...
FFA_CHECKOUT_HEALTH_CN_B...	HC - G...	Enabled	100%	0 / 3	15 min	Ping	...
FFA_CHECKOUT_HEALTH_EU	HC - G...	Enabled	100%	0 / 1	15 min	Ping	...
FFA_CHECKOUT_HEALTH_JP	HC - G...	Enabled	100%	0 / 1	15 min	Ping	...
FFA_CHECKOUT_HEALTH_US	HC - G...	Enabled	100%	0 / 1	15 min	Ping	...
FFA_CHECKOUT_HEALTH_CN	HC - G...	Disabled	-	-	15 min	Ping	...

- For checkout service we have region-based monitoring.

The screenshot shows a table titled "APM & Services" with the following data:

Name	Account	Response time (ms)	Throughput	Error rate	...
FFA_PRD	HC - GST	34 s	26 rpm	25.8%	...

- If a monitoring service does not receive a response it will display in red.

The screenshot shows a table titled "APM & Services" with the following data:

Name	Account	Response time (ms)	Throughput	Error rate	...
FFA_PRD	HC - GST	35 s	27.7 rpm	24.31%	...
ffa-ecs-mi-alert-service	HC - GST	20 ms	3.73 rpm	0%	...
ffa-ecs-mi-cache-config	HC - GST	25 ms	3.6 rpm	0%	...
ffa-ecs-mi-checkout	HC - GST	7 ms	3.73 rpm	0%	...
ffa-ecs-mi-connect-authorization	HC - GST	11 ms	3.73 rpm	0%	...
ffa-ecs-mi-crm-alert	HC - GST	10 ms	3.6 rpm	0%	...
ffa-ecs-mi-email	HC - GST	2 ms	3.63 rpm	0%	...
ffa-ecs-mi-feedback	HC - GST	14 ms	3.73 rpm	0%	...
ffa-ecs-mi-gateway-service-must	HC - GST	8 ms	3.73 rpm	0%	...

Note: MI environment – If there are some infra-level changes or some migration, all will be checked in MI environment

52. ServiceNow

Application Overview Document

The screenshot shows the Service Catalog interface under the 'Business Applications' section. A specific card, 'Application Account Administration', is highlighted with a red box, and a cursor is hovering over its 'View Details' button.

- Under the business application in the service catalog, you can raise access request.

State	In Progress	On Hold	Total
@HEALTH CRS AutoSC RTS	5	14	19
@HEALTH CRS elicense RTS	2	0	2
@HEALTH CRS iLing RTS	0	4	4
@HEALTH CRS PSDB RTS	7	4	11
@HEALTH CRS RS RTS	2	1	3
@HEALTH CRS RSVP RTS	2	0	2
@HEALTH CRS SSA RTS	3	7	10
@HEALTH CRS STEP RTS	1	1	2
@HEALTH GST FFA RTS	4	13	17
@HEALTH GST InSitePlus RTS	4	4	8

- In homepage, you can see the incident dashboard. It displays application wise incidents.

Number	Assigned to	Created	Short description	Caller	State	Close n
GEINC14406152	Killada, VijayaRao (502701726)	11/20/2023 04:42:51 PM	Cannot Connect using new RSVP log in method	Lempke, Jennifer (212682274)	In Progress	
GEINC14406676	Nishanth, Dharmula (503278203)	11/20/2023 10:55:44 AM	I would like to delete software version R3.1.5 from GI Ultrasound filamet, LOE10 R3, Logiq fortis and LOGIQ E10s.	Pollum, Chuck (212002074)	In Progress	
GEINC14406612	Nishanth, Dharmula (503278203)	11/20/2023 10:46:14 AM	HVBat doesnt Work	Belo, Rodrigo (212471577)	In Progress	
GEINC14392578	Nishanth, Dharmula	11/17/2023 06:49:27	Can not assign a Job to me	Pfeiffer, Andre	On Hold	

- Once you click on the number of incidents it will display the incident.

Application Overview Document

The screenshot shows the GEINC14408152 Incident view. At the top, there are tabs for 'Update', 'Assign to me', 'DOC Escalation', and 'Resolve'. Below the tabs, there are sections for 'Guided search' and 'Template results'. Under 'GE Business', there is a dropdown for 'None'. To the right, there are fields for 'Priority' (2 - High), 'Impact' (1 - High), and 'Urgency' (2 - Medium). In the center, there are sections for 'Service' (field force automation), 'Environment' (field force automation_prod), 'Configuration item', and 'Assignment group' (@HEALTH GST FFA RTS). On the right side, there are buttons for 'L1', 'Deskside', 'L2', and 'ME'. At the bottom, there is a section for 'Assigned to' (Killada, VijayaRao (5027017)) with a search icon.

- After clicking on the incident number, it will display detailed information like short and full description, environment. You can assign the incident to anyone in the team.

The screenshot shows the 'Notes' tab of the incident view. It includes sections for 'Watch list' and 'Work notes list'. The 'Work notes' section has a yellow highlight around the 'Work notes' field. Below it is a section for 'Additional comments (Customer visible)' with a 'Post' button at the bottom right.

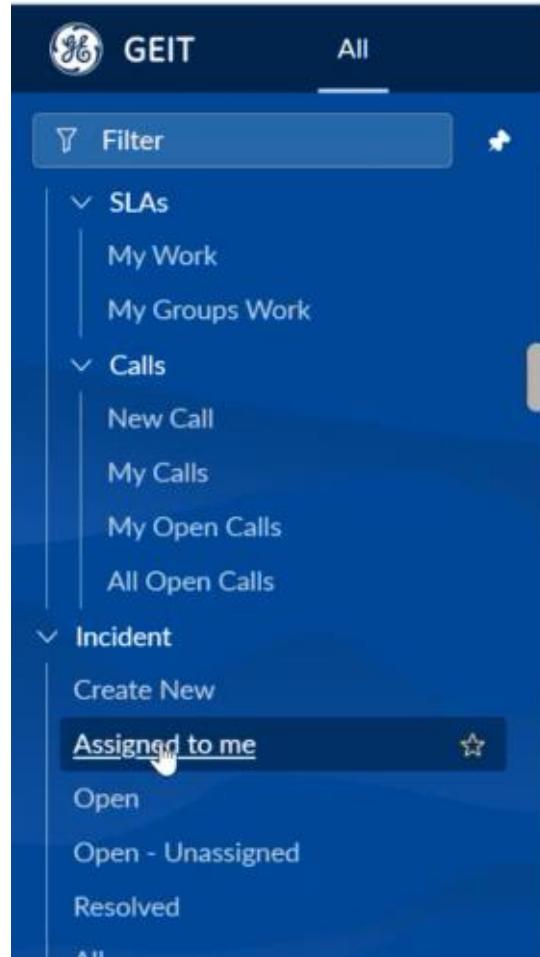
- In the notes you must provide acknowledgement in the additional comments. Work notes is only visible to the RTS team.

The screenshot shows the 'Closure Information' tab. It includes fields for 'Close code' (dropdown: 'None'), 'Close notes' (dropdown: 'Solved (Work Around)', 'Solved (Permanently)', 'Solved Remotely (Work Around)', 'Solved Remotely (Permanently)', 'Not Solved (Not Reproducible)', 'Not Solved (Too Costly)', 'Closed/Resolved by Caller'), 'Category', 'Subcategory', 'Resolved by', 'Resolved', 'Probable cause', and 'Outage Owner'. At the bottom, there are tabs for 'Update', 'Assign to me', 'DOC Escalation', and 'Resolve'.

- In close notes, provide the issue, the analysis done, and the fix that has been provided.
- We can also provide tags to the incident. After closing click on resolve to close the incident.

The screenshot shows the Incident view with a status bar at the bottom. The status bar has five arrows pointing right with labels: 'New ✓', 'In Progress', 'On Hold', 'Resolved', and 'Closed'. A red box highlights the pin icon (a small circle with a dot) located between 'In Progress' and 'On Hold'.

- We can add or check the attachment by clicking on the pin icon.



- For creating a new incident, we can click on create new.
- Assigned to me will show the incident which are assigned to you.
- Open will display all the open incidents, it will display incidents for all the applications.