

# KEEPING MEDITECH SYSTEMS RUNNING AS INTENDED - 24 / 7

A comprehensive outline of available tools within your core applications merged with real world / practical explanations. This systems focused review is utilized in Best Practice IT Shops across the globe. Use it as a check list to ensure that your Meditech systems are not only HIPAA 800-32 Compliant; but actually providing the patient centric information needed by our clinicians to deliver excellence in patient care.

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hands on experience in  
Meditech & infrastructure  
development.

## **Why monitor and maintain the core systems that your clinicians rely on to care for their patients?**

Active monitoring & maintenance of these systems will identify and mitigate problems before they are noticed by the clinicians. If left unmanaged, these issues usually surface in the patient care areas and contribute to the delay in patient care. When monitoring & maintenance are not performed with great regularity, we find ourselves being called for support on issues after the clinicians run into problems. These “touch points” also contribute to your compliance with HIPAA 800-32 and 800-34 for Data Availability, Integrity, and Security. Being proactive with this approach will reduce support calls, improve the reliability of the systems, increase end user adoption, and ultimately help improve patient care. Yes, help improve patient care – because if downed systems, hung sessions, locked jobs, clogged queues, and missing data contribute to negative patient outcomes, then the inverse must also be true.

This reference material is not intended as a comprehensive technical manual that describes any of the processes contained here-in. For full details, please refer to the process specific documentation provided by your vendor. The information shared with each screen shot below is subjective and general to convey the concepts regarding the value of monitoring and maintaining each process. There are sometimes more than one way to accomplish these steps; but I share these with you as a reference to start with. Please let me know if you have recommendations to include other valuable processes that would help identify systems issues before the clinicians encounter problems with their patient care applications.

Not only does this service include monitoring and maintaining commonly accessed processes, it also takes care of the database analysis and compactions which are frequently overlooked until there is a problem. Managing the backups, IDRs, and ultimately the off-site data replication for Disaster Recovery are also handled by this service.

Ensuring the stability and availability of your systems is instrumental in helping those delivering patient care, the success of your organization and its growth. After-all, you wouldn't want to grow/expand on top of an unreliable or shaky foundation.

Let's get started.

**Locks-** Just like the door to your home, a lock is not necessarily a bad thing. Some locks are valid and intentional and should be left alone until cleared by a normal process. However, if you are viewing the locks within any application and notice that the records are not indexing (changing) then you may have an issue with this lock. Locks in general, should not extend beyond an 8 hour shift. If they are, then they are suspect and should warrant further investigation. Most valid locks last a few minutes; but I wouldn't get excited about one that is behind for 20 minutes as it is not uncommon for a clinician to be working on a record for that long.

**Midnight run-** Generally speaking, this is the sign of a healthy close of day and the start of the next 24 hour clock. It is a good practice to benchmark how long each of them usually takes to complete. If you know what a normal midnight run duration is, then you'll be able to connect the dots when certain jobs appear to be lagging behind or simply missing data. In rare cases, you might even notice that a midnight run had never completed – time for a little investigatory work.

**Background jobs-** Imagine a fence between two adjoining yards. You and your neighbor share gardening tools and set up a process that involves placing the tools on top of the fence when you are done with them so the other person can grab them and use them next. If my neighbor places the item on the fence, then their process is working fine; but that does not mean that I necessarily took the item off the fence for my use. That is my background process and now my garden will show signs that I did not use this item. Just as a patient record sent from ADM to PHA, does not mean PHA picked it up for use within its tables. So check both application's background jobs for activity when you see something, or in this case, don't see it. The mere act of signing into an application will sometimes start a stalled background job. Have you ever seen the temporary error message "Can't access application from this segment"? Then try again and it is fine. For a clinician, it is another error to deal with and perhaps get sidetracked; but to I.S. it is a normal part of systems monitoring & maintenance and should trigger a deeper look into integrated/interfaced processes.

**Print processes-** Some application specific print queue managers allow manipulation of the print-job's destination or status. Some allow holding, halting, or cancelling, and some just allow you to list what is currently in the queue. In general, viewing these processes with sufficient frequency will help you see if bottlenecks exist, problematic printers need attention, or in some cases, where there are wasted jobs & resources to clean up. Paper-less EMR is a myth; but less-paper EMR processes are not. We still print wrist-bands, specimen labels, work-lists, and patient discharge packets.

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Over 70 touch points with screen shots, explanations, and a place for notes. See you in Orlando – MUSE 2016.

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Scott A. White - MCPM – Information Systems – Saratoga Hospital

EVTF – Systems Monitoring & Maintenance - How to prevent problems before your clinicians run into them.  
by: Scott A. White

As you can see by the preliminary list on the previous page, there are quite a few vendor provided tools that can be utilized to check the health of your systems at any time. Just as there are a dozen ways to automate the output and send results to a message center, any process would still require experienced eyes on the results to determine if any one of these readings is a real issue, or just a temporary spike that needs a few minutes to finish. I've been in your shoes and was looking for automated tools that someone else provides; but in the end – we'd spend a lot of money and still end up needing an experienced team member to receive the message and mitigate.

Anyone in the audience ever been burned at the start of your day when you walk in and find yourself facing an angry environment? (Environment being people and systems.) It is often avoidable through active systems monitoring & maintenance. Some of those "Monday morning ambushes" are triggered by minor systems events that are usually caught and mitigated through a tireless ASMM process. In other words, you never miss a 2 or 4 hours block of ASMM. Sort of like those Public Safety or Security Officers at most of our hospitals. If they don't make their rounds every hour, things go unnoticed and blossom into something more difficult to deal with. It's that old adage – "Where this is smoke,.... someone didn't put their cigarette out".

Delays in patient care caused by invalid locks, hung jobs, halted processes, downed interfaces, picky print queues still being tied to an EMR process, or even a forgotten password are typically picked up by these system sweeps and mitigated long before an end user decides something is wrong and needs to call for help.

Short of securing the funding to implement the infrastructure, contracts, set up, and updates involved with those well-established firms who make a sizable profit from providing the eyes & ears for limited systems monitoring, we decided to take matters into our own hands. We've established ASMM as a priority that has no room for missed days or sweeps during each shift. By utilizing our existing front end tools, scripting, and Meditech's event schedulers, we are able to accomplish this at a cost of less than \$20 a day / 7 days a week.

Doing so has reduced support call volume for related issues by 50% which also translates to fewer system generated delays in patient care, improved documentation / ordering / results, and yes..... improvements in reimbursement. (See our LinkedIn post on the ROI of ASMM in Healthcare.)

## Meditech MAGIC OPS Maintenance Routines

### OPS- Main Menu screen is our initial stop:

– One of the first indicators that we see in OPS is the Alarms count that is displayed on the MAIN OPS Menu. Every Meditech installation comes pre-loaded with standard Alarm conditions that will trigger a message. Fortunately, you can also customize the threshold on most activity so that you can trend and catch them before they are actually on fire. We've set thresholds to warn us of approaching dangerously low available disk space, disconnected interfaces, multiple attempts of a bad sign-on, etc. We do this through the Manage Caretaker Text Capture Dictionary. This improves the advanced notification of those run-a-way jobs or custom NPRs with Slash-variables that gobble of free space within minutes. It makes it a lot easier to triage a support call where someone is having trouble logging in; but does not know the name of their device or User.ID. It also helps identify attempts to log into the system with false credentials.



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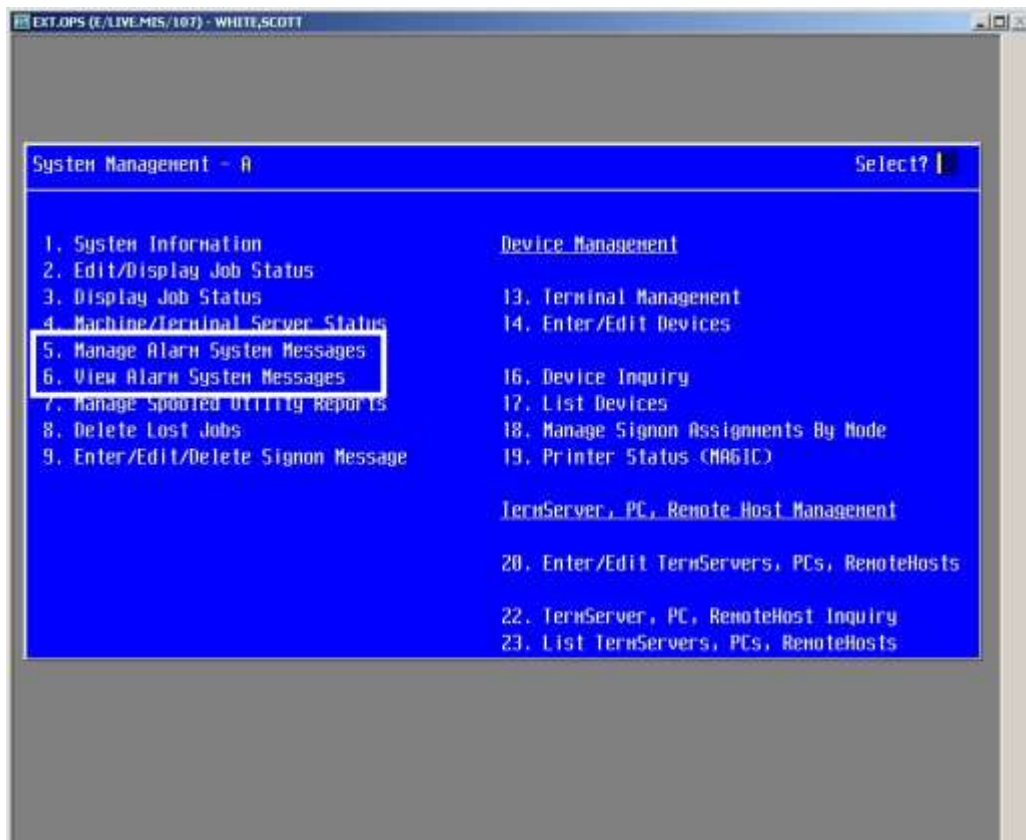
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## Managing System Alarms:

– The System Alarms are a great means of telling you that something has already happened. In addition to this, you can write an NPR report that peers into the system messages and sends you an email with the status/results on the things you want to automatically report to those who are responsible for this system. My NPR and process is set up to email, page, and in general, irritate me until I respond and correct the short-coming. You gotta love MAGIC.

Contact me if you'd like a copy of the NPR that does this.



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## OPS- System Background, Foreground and CPU Monitoring options:

– When you know where your apps reside and you check the Who.Q , Background, and Foreground Monitor with regularity, you’ll know when these numbers “look good” or not. Using these tools will allow you to drill down to the specific process/routine that is consuming disk and CPU resources. You can even manage these jobs to run at a higher or lower priority if need be. When you expand/Magnify the view on any machine, you’re able to cycle through Programs and Queues/Counters. However, once you’ve zeroed in on a particular machine, you’d get more information using the Who.Q and Foreground Monitor (shown on the next page). Keep in mind, the numbers shown in Meditech OPS are like doing a temperature check with the back of your hand. For a true reading, use your Windows Server Utilities – System Monitoring tools – shown in the later pages of this document. However, the benefit here is that you can drill down to the problematic job and address it.

Current Background Response Time Monitor Reports										
Machine	Date	Time	Run Queue	Disk Queue	Split Act Q	Resp Time	CPU Busy%	BPool Ltncy	Rsrud Buff%	
A	15/06/07	21:40	0.0	0.0	0	0.00	16	60+	1	
B4	14/06/07	21:40	0.0	0.0	0	0.00	4	60+	0	
CD	14/06/07	21:40	0.0	0.0	0	0.00	12	60+	0	
DG	14/06/07	21:40	0.0	0.0	0	0.00	29	60+	1	
E	14/06/07	21:40	0.0	0.0	0	0.00	2	60+	15	
F	14/06/07	21:40	0.0	0.0	0	0.00	53	60+	1	
GI	14/06/07	21:40	0.0	0.0	0	0.00	1	60+	10	
HI	14/06/07	21:40	0.0	0.2	0	0.00	31	60+	1	
ID	14/06/07	21:40	0.0	0.0	0	0.00	3	60+	0	
J	14/06/07	21:40	0.0	1.2	0	0.00	62	54	1	
K	14/06/07	21:40	0.0	0.2	0	0.00	43	52	1	

Magnify      Start      Stop      Print

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## The OPS Who.Q routine:

– Looking at the example below, there does not “appear” to be a lot going on with this segment. However, the end users were reporting delays and general performance issues at this time. Drilling down into each of these jobs will show you which programs are tied to these jobs. Then drilling down into their processes will show you the query selections on specific tables and if there are any index issues contributing to the performance problem. Refreshing the Who.Q with a Recompile every 5-10 seconds will show you which jobs/programs are remaining in the queue as others just drop off. Those that stay in the queue for a “long time” are suspect and warrant a deeper dive.

EXT.OPS (B/LIVE.MIS/117) - EVTF

Who Is On The Queues

Node: Q

Run Queue

Job	Program	Priority	Device	User
214	*** No program info ***	4 10 4		
791	*** No program info ***	4 10 4		

Disk Queues

Job	Program	Priority	Device	User
72	ADM.PAT.zcus.usb.ssc.call.back.index.R,A,LIVE.MIS,5.66,15.05.26	4 10 10		

Recompile

Job Info

Group Info

Priority

Delete Group

Hardcopy

Notes: \_\_\_\_\_

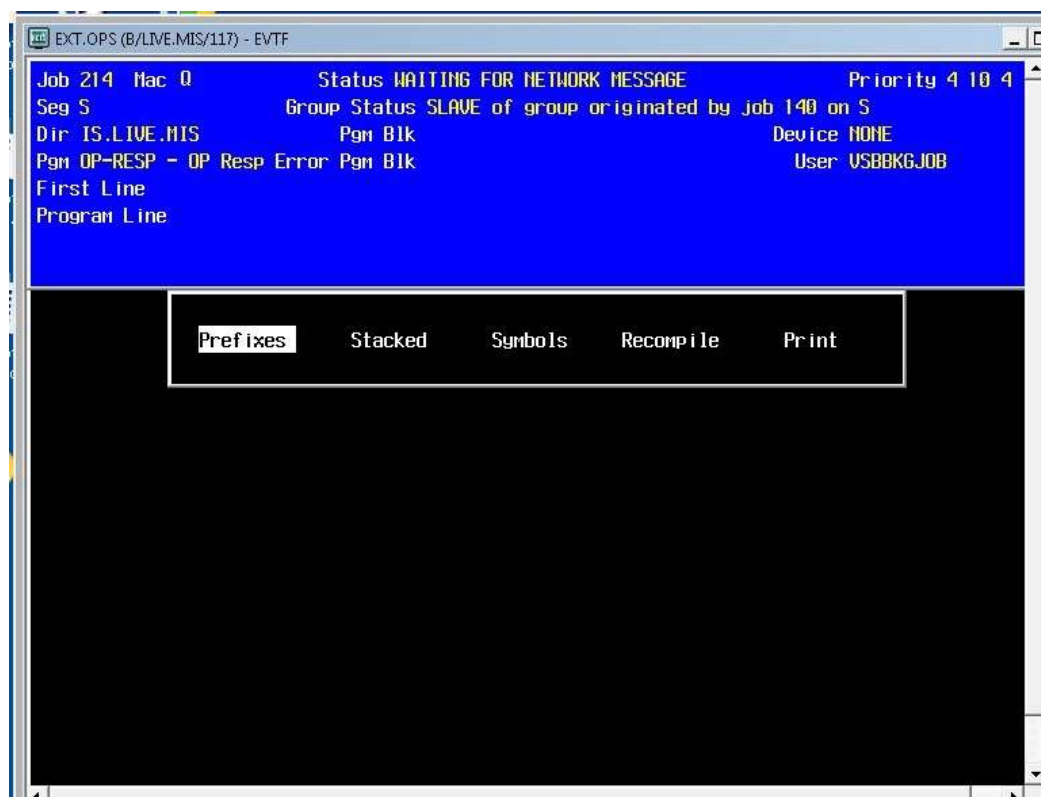
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### Who.Q expanded view (Job Info):

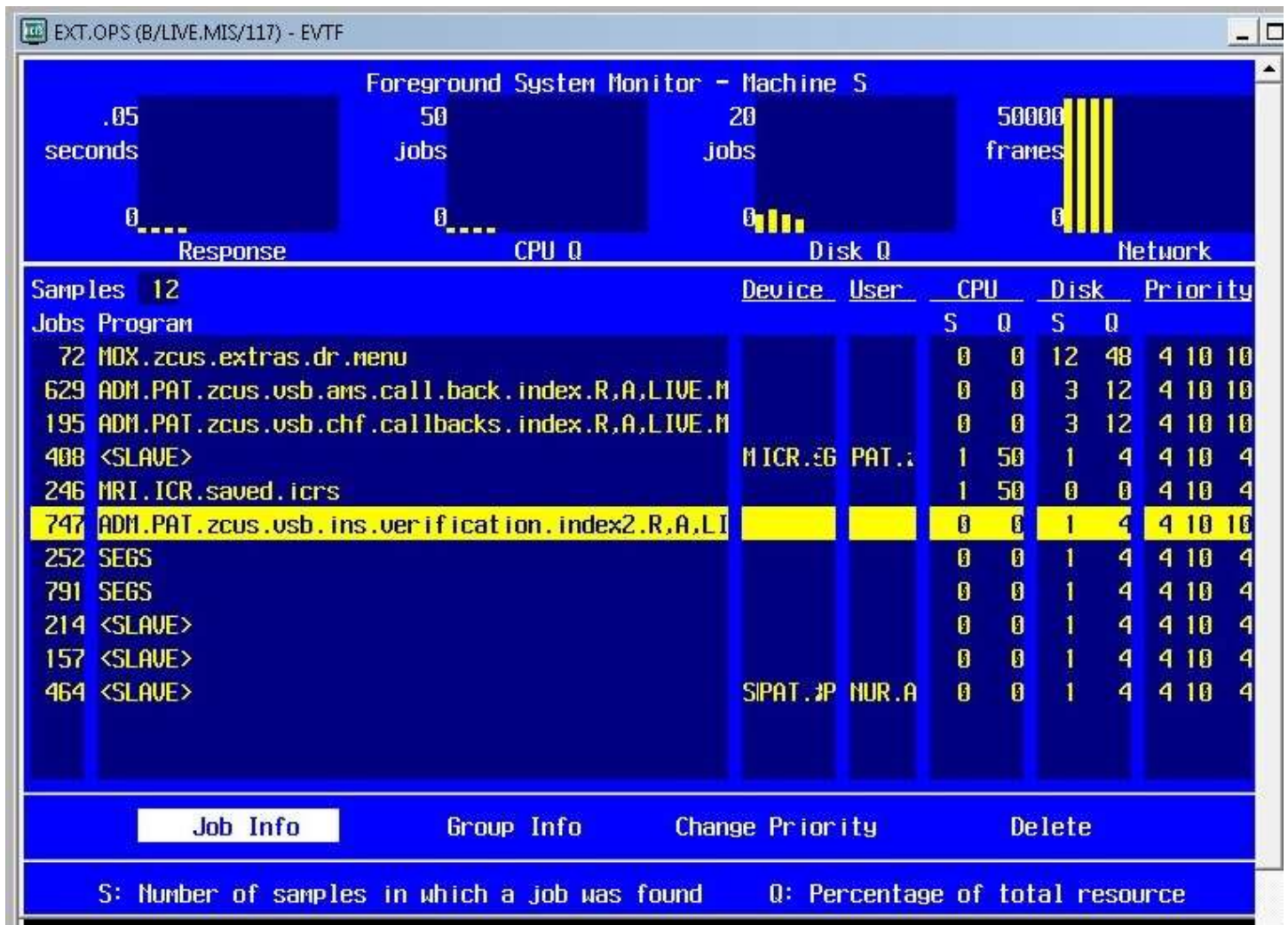
-This routine allows you to see the Directory and Program tied to those \*\*\* No program info \*\*\* jobs as well as those where it states what is running. From the example above, we've drilled down to obtain more of the specifics on that unknown job that is running at a high priority of 4. From here we can view the Prefixes, Stacked, and Symbols tables to see if they have any error information to provide, or just another bread crumb closer to the routine that will point to the culprit. There are entire chapters on error decoding from the Prefix/Stacked/Symbol tables. See Meditech SYSOP manual for more.



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## The OPS Foreground monitor:

-The OPS Foreground monitor allows us to run multiple snap-shots of activity on a given segment and watch how it is trending in real time. We can also drill down into the specific jobs captured during the sampling. This is just another way of getting at the information; but with a little more visibility on overall performance and narrowing down your focus on suspicious jobs more quickly. When workstation users are reporting poor response rates, the Foreground Monitor can help identify specific contributors and provide you with the tools to change its priority as well as delete the offending job.



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### Monitoring the LPR print queue:

– When printers are not completing their jobs in time for the next print job to come in, the print jobs will queue up.

This can delay discharges when patient packets are required, registrations when forms are needed, and some patient orders and scripts that still rely on paper output. This also impacts financial functions like claims processing and ancillary support like the LAB work lists as well as specimen labels and patient wrist bands.

The LPR print queue allows us to zero in on a problem printer. We can halt and restart the queue, kill the locked job, or begin trouble-shooting the settings, connectivity, and end user environment (Powered On, Online, and has paper). Recurring issues with the same printer also help draw attention to the need to adjust that printer's settings based on its use, sleep settings, PCL code issues, and in some cases – when a printer is no longer needed. The numbers provide facts to support printer consolidation and Savings. Running the Front-end RP.STAT routine is covered later in this document.

LPR Printer	Count
Total Jobs	20
KKK.P1	1
HLLM722.P03	1
HEEFV13AD02	1
HEEFV13EG1	2
HEEFV13EG1	2
PLEX.P3	3
CFFX220MD1	1
CFFX220S03	7
CFFX220SEC01	2

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## Monitoring the IST:

– When resources are overwhelmed or if there are problems with the various MAGIC databases updating each of the segments, the IST count will go up. A normal range would be anything below a count of 50 transmissions. A symptom often reported by users in the example below is slow system response times or missing data (which results from the queue getting back-logged as shown below).

What can be done about it if found as high as this example?

View the LTR info across each segment to see which job is being processed. If the numbers are this high and the database connectivity is not an issue, then we have a problematic job that should be halted and addressed. Then stop & restart the IST and you should see the counts going back towards zero again.

Segment	Trans	Status	Segment	Trans	Status	Segment	Trans	Status
A	1716	Reading	H	0	Sending			
B	1470	Idling	I	1295	Reading			
C	377	Reading	J	1147	Reading			
D	1954	Idling	K	1414	Idling			
E	255	Idling						
F	503	Idling						
G	1842	Idling						

Buttons: LTR Info, Magnify, Job Info, Restart IST, Recompile

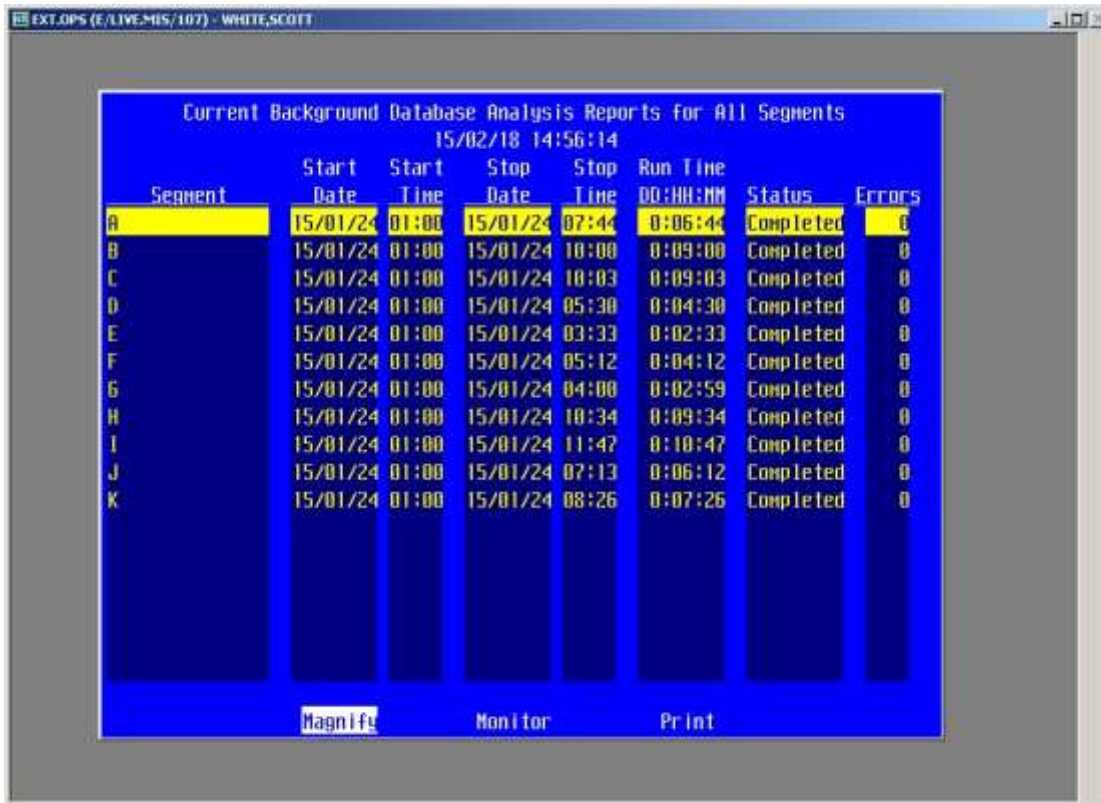
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### Database Analysis ( DBA ):

– The DBA should be run at least once a month to compare data structures and the integrity of the records stored in your systems. It also ensures that your backup system is backing up valuable and recoverable data instead of garbage. This should be run prior to a compaction on your database. If the DBA results in errors being reported, work with your vendor to assess the criticality of the error(s). Once resolved, either run the DBA again until you have no errors reported, or go ahead with the compaction if the error is immaterial.



The screenshot shows a window titled "EXT OPS (E/LIVE-MIS/107) - WHITE,SCOTT". Inside, a report titled "Current Background Database Analysis Reports for All Segments" is displayed with a timestamp of "15/02/18 14:56:14". The report contains a table with the following data:

Segment	Start Date	Start Time	Stop Date	Stop Time	Run Time DD:HH:MM	Status	Errors
A	15/01/24	01:00	15/01/24	07:44	0:06:44	Completed	0
B	15/01/24	01:00	15/01/24	10:00	0:09:00	Completed	0
C	15/01/24	01:00	15/01/24	10:03	0:09:03	Completed	0
D	15/01/24	01:00	15/01/24	05:30	0:04:30	Completed	0
E	15/01/24	01:00	15/01/24	03:33	0:02:33	Completed	0
F	15/01/24	01:00	15/01/24	05:12	0:04:12	Completed	0
G	15/01/24	01:00	15/01/24	04:00	0:02:59	Completed	0
H	15/01/24	01:00	15/01/24	10:34	0:09:34	Completed	0
I	15/01/24	01:00	15/01/24	11:47	0:10:47	Completed	0
J	15/01/24	01:00	15/01/24	07:13	0:06:12	Completed	0
K	15/01/24	01:00	15/01/24	08:26	0:07:26	Completed	0

At the bottom of the report area, there are three buttons: "Magnify", "Monitor", and "Print".

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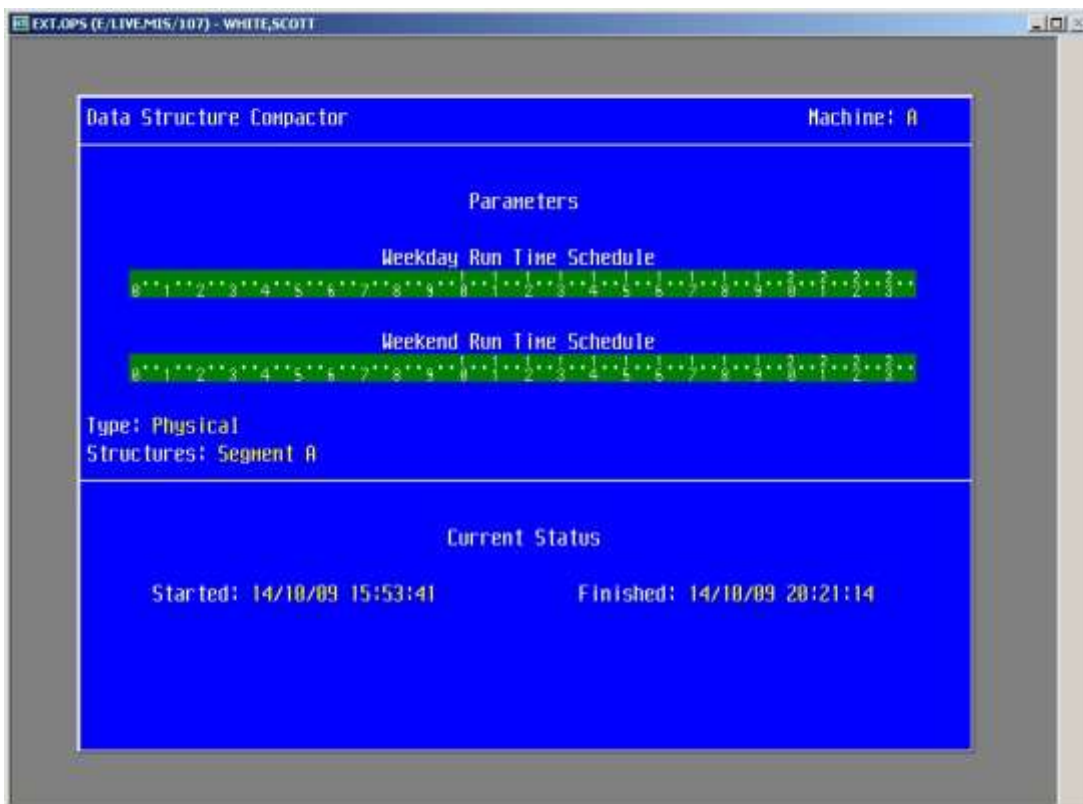
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## Database Compaction:

– The Database Compaction is used to free up or recover unused space on your Meditech disks. When the compactor is run, sites observe healthy gains in available storage space without the need to add disks. This also helps with the performance of disk writes due to the nature of organizing the used and available space in such a way that the data writing processes do not have to search as long for sufficient free space.



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## Storage Analysis:

– The Storage Analysis is helpful in monitoring your remaining available storage space for the Meditech applications. You can run the Compare routine to see how fast you are eating up space, or confirm that your file maintenance parameters are keeping the growth rate in check. This is also a good indicator of a run-away report that uses what is known as /Variables, and if they are large enough (Finance) they can wreak havoc with systems performance and available disk space. Using the Compare and Recount routines repeatedly over the course of 15 minutes will quickly uncover a problem job that needs to be addressed before you run out of space. This routine is also used in planning the next and subsequent projects, upgrades, and expansions. Failure to keep an eye on this will bite you in the end and the process of frantically trying to keep the systems from crashing, during the fire, is a thousand times worse on your team than this proactive approach.

EXT.OPS (E./LIVE.MIS/107) - WHITE,SCOTT

Storage Analysis

Segment Summary Report

Block Counts For: Feb 18, 2015

Magnify

Compare

Graph

Sort

Print

Recount

Segments by Name

Rept

Used

Free

A

0124

3957670

4170330

B

0124

4977053

3150947

C

0124

4313496

3814504

D

0124

3284211

4843789

E

0124

3199787

3975213

F

0124

3445837

4682163

G

0124

2486824

4702176

H

0124

5337647

7244353

I

0124

6015634

6566366

J

0124

5183681

2944319

K

0124

6937194

5644806

Segments by Name

Rept

Used

Free

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## Serverless Backup Disk Check:

– The Serverless Backup Disk Check is the fastest way to see if your storage array is being managed appropriately at strategic times of the backup cycle. Of course, we'll cover Bridgehead, Networker, and Unisphere steps for this as well; but OPS is the quickest way to check the status. This routine can also be used to trouble-shoot a backup issue if your backup solution is failing to initiate the Fracture and Re-Synch. If you can do both from this console, then your Meditech SAN is fine, focus your trouble-shooting on the other products instead.

Of course, you can also log into your non-Meditech backup solution (Bridgehead, Networker, etc.) and work through those tools; but this page is focused on the Meditech provided tools. See Bridgehead and other solutions further on in this guide. See later pages for information on product specific backup solutions monitoring/maintenance.



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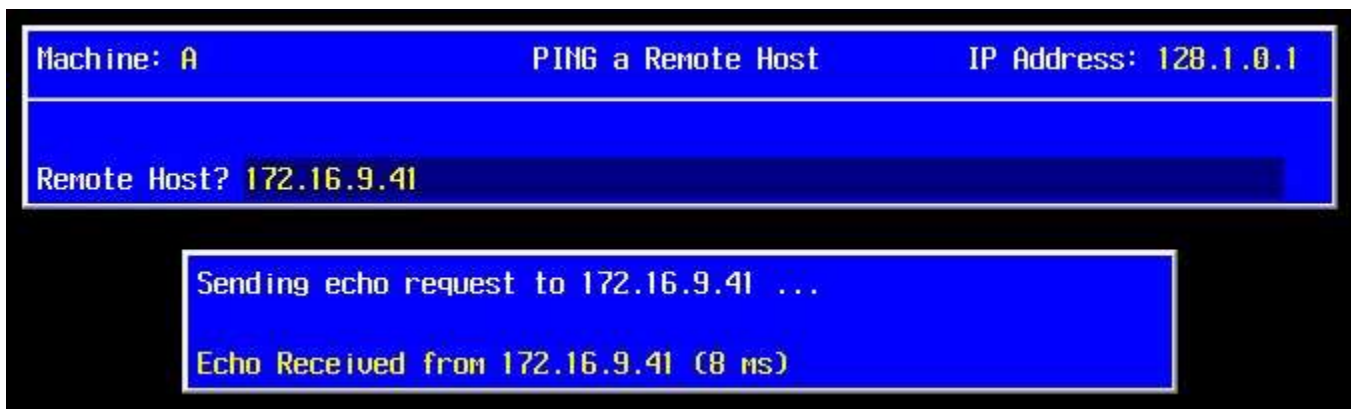
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### Testing network connectivity from within MAGIC:

– Pinging from the workstation’s desktop or command line is one thing ( and advised ); but what is Meditech seeing? If your end users are reporting slow response times or general performance issues, then gathering PING results from the desktop as well as within Meditech can help determine if the problem is more network systemic or limited to the Meditech systems network. Running other applications from the remote desktops and comparing their performance to Meditech’s performance will also help in trouble-shooting; but the PING test is a quick and simple tool that gives numerical evidence that is often needed when involving:

**Network Vs. Meditech Vs. Workstation Vs. End User Perception.**



You can also run Trace-Route to check hops through Meditech OPS.

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## OPS – Network File Check-

– Running the Network File Check Summary after any systems changes/updates/upgrades in general is a very good practice to put in place. I'd suggest that you at least run this once a year as you're likely to see results of settings that are contributing to end user problems and support calls. Prime example are the devices that have an unknown destination or program. Mis-keyed settings (transposed or otherwise) are easy to remedy in the device settings once you are aware of them.

(B/LIVE.MIS/144) - EVTF - SCOTT WHITE

Machine A		Network File Check Summary	Report Date 15/10/27
File Type	Error Description	Total	
Devices	Alternate destination to an unknown directory	1	
	Destination to an unknown directory	11	
	Destination to an unknown program	18	
	Missing a description entry	6	
Servers	Missing a description entry	49	

Magnify   Machines   Segments   Servers   Devices   Recompile   Print

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## OPS – Interrupt Activity-

– Running the Interrupt Activity report is helpful if you are seeing performance issues on the client workstations. In this example, we were receiving reports of severe lag time from clinicians accessing apps that reside on our K segment. After viewing CPU utilization and finding nothing out of ordinary there, we viewed this report and found that the disks were pretty active compared to other segments where performance was not an issue. This helps to focus the path of remaining trouble-shooting steps on processes that are querying as well as updating records within Meditech. In other words, don't use that old stand-by of "blaming the network" when it has little to do with what is causing the problem. We can save that one for those times when we can't figure out what is causing the problem.

Interrupt Activity on A		Interrupt Activity on K	
System Counter Information		System Counter Information	
Average Frames Received per Second	6424	Average Frames Received per Second	6967
Average Frames Transmitted per Second	8279	Average Frames Transmitted per Second	7210
Average Disk Reads per Second	6	Average Disk Reads per Second	314
Average Disk Writes per Second	1	Average Disk Writes per Second	251
Average Interrupts per Second	14703	Average Interrupts per Second	14736
Total Device Specific Samples	4285140	Total Device Specific Samples	3984950
System Device	Pct of Interrupts	System Device	Pct of Interrupts
Ethernet transmitter	97	Ethernet transmitter	40
Ethernet receiver	2	Ethernet receiver	2
Controller 2	0	Controller 2	57

Notes: \_\_\_\_\_

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## Managing ADM Locks:

– The ADM Locks routine is a good tool for catching those lost or crashed jobs that create locks on records as well as troubleshooting calls after the fact. As seen in the example below, there are several “valid locks” which are a natural part of the patient access routines. Some locks are healthy, in that they are LIVE jobs where the record is in use and should not be terminated. However, in the circled example below which shows a locked job that is approximately 24 hours old, it is best to clear this lock preemptively to prevent problems for the next person that needs to use this record downstream. The benefits to doing this are: reliable access for the next person on this record, one less overnight phone call to I.T. support because of a locked record, increased confidence in the systems by the end users, reduced costs in running the business when you aren’t forced to touch the same record dozens of times due to these errors, and your I.T. teams ability to avoid these unplanned distractions.



#	Type	File	Segment	Job	Device	Date	Time
1	PATIENT	4AA MX1000100003 HJD .JD ACCT# MX00100007	J	23	Your PC X .2	03/02/15	0856
2	PATIENT	4AA MX1000100000 PAT.L805 ACCT# MX00100009	J	185	Your PC X .2	03/02/15	0924
3	PATIENT	4AA MX1000100000 AR .AR ACCT# MX01000059	J	617	Your PC X .2	03/02/15	0925
4	PATIENT	4AA MX1000100002 HJD .JD ACCT# NEW	J	769	Your PC X .2	03/02/15	0928
5	PATIENT	4AA PX1000100006 JD .PM1 ACCT# PX01000012	J	494	Your PC X 1.1	03/01/15	0928
6	PATIENT	4AA PX10001000027 SADLK61 ACCT# NEW	J	805	Your PC X 1	03/02/15	0922
7	PATIENT	4AA PX1000100005 PAT.L805 ACCT# NEW	J	256	Your PC X 2	03/02/15	0927

Notes: \_\_\_\_\_

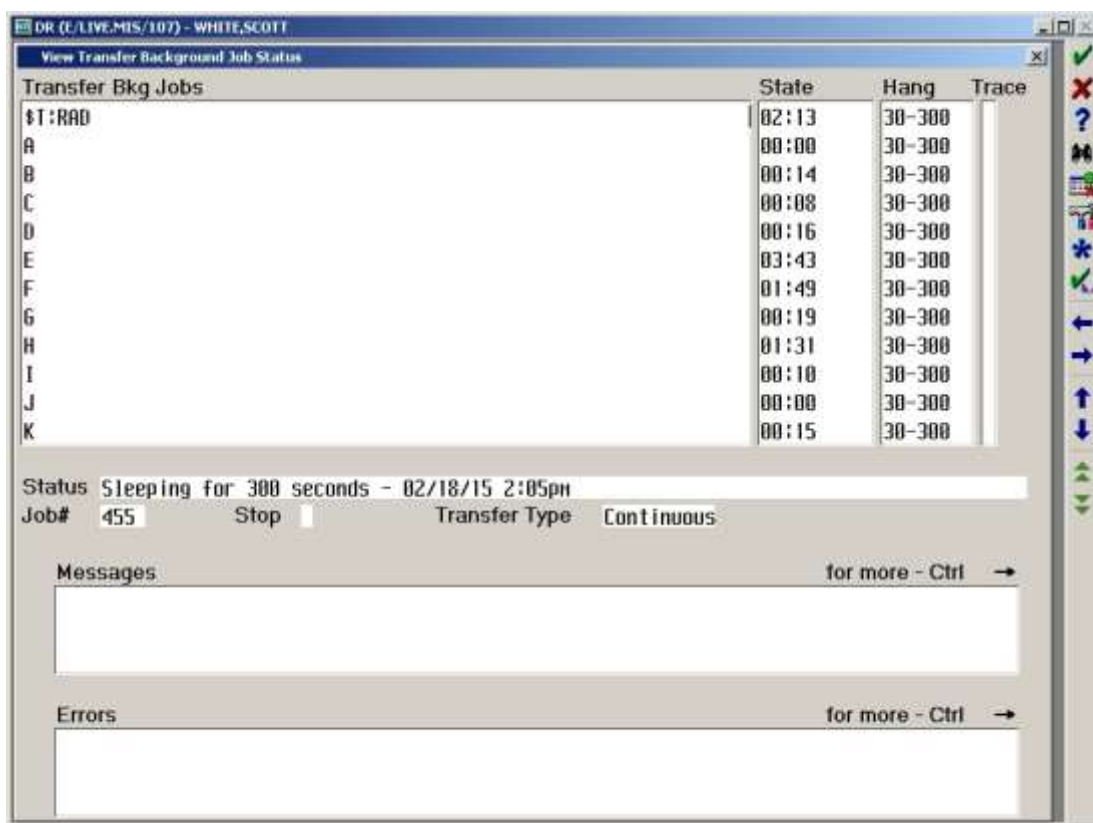
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### Meditech's Data Repository Background Transfer Queue:

– The D.R. Transfer Queue is a nice tool for checking the status on the flow of data from each Meditech server to the SQL Data Repository. When your SQL server starts acting up (like a typical SQL server), you'll see errors appear on the segments listed in the Background Transfer Queue. "Cannot connect" and "Check Job" errors are of larger concern; but the error "Expander missing" hasn't proven to be particularly troublesome for a few sites reporting it. It's a good idea to run your reconciliation reports within D.R. against your source data in Meditech just the same. I'd also suggest semi-annual scheduled reboots of your SQL server to clear any "build up" associated with most SQL servers.



Notes: \_\_\_\_\_

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### latric's Visual Smart Board Background Monitor:

– The VSB Background Monitor is a great tool for quickly viewing high level VSB activity across the organization. From the example below, you can see that one of the smart boards has crashed. If you catch these before an end user logs on to use it, then you've prevented another support call, helped instill faith in "Meditech applications", and assisted in the ever growing challenge of patient flow processes.

Visual Smartboard Background Jobs <span>✕</span>							
<input type="checkbox"/> Start <input type="checkbox"/> Halt <input type="checkbox"/> Refresh <input type="checkbox"/> List Users		Current Time 03/20/2015 00:07 am					
List	Status	Job	Active Users	List Size	Last Compiled	Cmpl Secs	Last Started/Stopped
FAILFAXLAB	COMPILING	125	0	0	03/19/15 09:04 AM	0	10/08/14 04:28 AM
FAILFAXRAD	IDLE	126	0	36	03/20/15 00:06 AM	10	10/08/14 04:28 AM
HIGHRISK	COMPILING	189	2	61	03/20/15 00:04 AM	202	01/29/15 02:48 AM
HSKDIRTY	COMPILING	128	0	0	03/19/15 11:59 PM	0	10/08/14 04:28 AM
INFCONTROL	COMPILING	111	8	180	03/20/15 00:00 AM	208	01/29/15 02:48 AM
INFEC-OP	IDLE	130	0	13	03/20/15 00:06 AM	33	10/08/14 04:28 AM
IP	COMPILING	301	14	179	03/20/15 00:01 AM	312	01/29/15 02:48 AM
IP-DIET	IDLE	82	0	179	03/19/15 09:23 PM	75	01/29/15 07:26 AM
IP-DIS	IDLE	132	0	22	03/20/15 00:06 AM	7	10/08/14 04:28 AM
MHU	IDLE	382	0	7	03/19/15 02:34 PM	4	02/17/15 06:59 AM
MMEC	IDLE	165	0	1	03/20/15 00:06 AM	2	10/13/14 12:52 PM
MMEC-LGMON	IDLE	387	3	1	03/20/15 00:06 AM	3	01/08/15 02:24 PM
MMEC-RAD	IDLE	136	0	0	03/19/15 11:59 PM	15	10/08/14 04:28 AM
<b>NURSE</b>	<b>CRASHED</b>		<b>0</b>	<b>168</b>	<b>04/01/13 08:55 AM</b>	<b>180</b>	<b>01/01/15 10:11 AM</b>
OE	IDLE	137	5	29	03/20/15 00:06 AM	29	10/08/14 04:28 AM
OE-NM	IDLE	216	2	1	03/20/15 00:06 AM	272	01/13/15 08:58 AM
OE.CVIS	IDLE	139	2	1	03/20/15 00:06 AM	1	10/08/14 04:28 AM
OP-RESP	COMPILING	140	4	0	03/19/15 09:54 PM	3	10/08/14 04:28 AM
F2 Recompile List			Last Activityed! Running main loop for normal				

Notes: \_\_\_\_\_

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## EDM Background Jobs / System Status

– The EDM Background jobs monitor is another cog in the wheel that allows you to see the current status of the background jobs that interact with other tables within Meditech. Think of it as the listening port for transmissions coming from each of the other tables/jobs you see listed below. If users are reporting data not being present and you see the background job running for the table that stores that data, then check the sending module's background jobs. Sometimes it is the sending application that is not functioning and this snapshot will help you eliminate another variable while trouble-shooting. Also, you can take the JOB numbers from this screen and use them to dig further into the activity through the Edit/Display Job Status routine in OPS. Recompiling the view of the job and studying the Symbols table will often demonstrate whether it is cycling through the records or HUNG.

EDM.SAA (K/LIVE.MIS/43/SAA) - WHITE,SCOTT

View System Status

Background Jobs

	Currently Running?	Job No	Status
Main Bkg Job	Yes	395	IDLING
Clinical Bkg Job	Yes	90	IDLING
New Results Bkg Job	Yes	60	IDLING
Statistical Bkg Job	Yes	423	IDLING
Pharmacy Bkg Job	Yes	257	IDLING
PCM Bkg Job	Yes	305	IDLING
Soundex Last Done	03/02/15 - 0916		

Daily Processes

	Last Started	Last Finished	Current Status
Midnight Run	03/02/15	03/02/15	COMPLETED
Billing Compile	03/02/15	03/02/15	COMPLETED

Notes: \_\_\_\_\_

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## EPS Background Jobs

– The EPS Background Jobs status routine not only allows you to see the current status of the background jobs; but it also allows you to STOP & START these jobs. Sometimes a background job is simply stuck on a record and needs to be restarted, just like your PC does. You can take the JOB numbers from this screen and use them to dig further into the activity through the Edit/Display Job Status routine in OPS. Recompiling the view of the job and studying the Symbols table will often demonstrate whether it is cycling through the records or HUNG.

EPS.SAA (I/LIVE.MIS/51/BHC) - WHITE,SCOTT

**Start/Stop Background Job**

When the background job (EPS BKG) is running:  
data is filed from clinical applications to EPS.

The background job is currently set to

	EPS BKG	Summary Compile	Transfer Job #1	Transfer Job #2	Transfer Job #3
Is the job running now?	<input type="text" value="YES"/>	<input type="text" value="YES"/>	<input type="text" value="No"/>	<input type="text" value="No"/>	<input type="text" value="No"/>
Which job number?	<input type="text" value="15"/>	<input type="text" value="13"/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
The current job status	<input type="text" value="RUNNING"/>	<input type="text" value="RUNNING"/>	<input type="text" value="Idle"/>	<input type="text" value=""/>	<input type="text" value=""/>
Transfer process status					
Transfer entries to be processed	<input type="text" value="50"/>	<input type="text" value="0"/>			

Do you want to set the background jobs to  ? ☐

Notes: \_\_\_\_\_

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## LAB Telecom Status

– The LAB Telecom Status routine is used to manage the general delivery function and status of all Telecom reports that are processing. You can see if it is running and processing LAB reports for delivery and either HALT or START these background jobs from the same screen. When users report that LAB results are not being printed/faxed to providers, we check this screen along with the Report History to see if it is running and what it has attempted to send. If nothing was sent; but should have been – you can reset the Telecom jobs here by shutting them off, and then a few minutes later, turning them back on.

LAB.SAA (C:/LIVE.MIS/495/SAA) - WHITE,SCOTT

Enter/Edit Telecom Status

LAB Monitor Status	RUNNING
Schedule Last Activity	WED-1409
Schedule Process Status	RUNNING
Schedule Process Off?	N
Batch Process Status	RUNNING
Batch Queue Count	1
Batch Process Off?	N
Max# Batch Process Jobs	4
Print Process Status	RUNNING
Print Queue Count	2
Print Process Off?	N
Max# Attempts To Print	5
HHMM Between Attempts	0002

Notes: \_\_\_\_\_

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## LAB Telecom continued – Telecom Device Reset Errors routine.

You'll also notice the ability to reset specific "reports/results" errors for those outbound Telecom transmissions.

This routine allows you to not only reset the failed job; but to also reroute to an alternate site if you are encountering issues with the original site.

LAB.SDA (C:/LIVE.MIS/332/55A) - WHITE,SCOTT

**Telecom Device Reset Errors**

Schedule Process: RUNNING TUE-1732  
Batch Process: RUNNING 1 Batches Processed By 4 Job(s) Reset All? ☐  
Print Process: RUNNING 2 Batches

Device	Class	Err	Status	Seg	Job	Site	Telecom	Report	Reset
TESTFAX	FAX	0	IDLE						
W.LABNA1	WMALAB	0	INACTIVE						
W.OCCMED.P1	WISI.DCISED1	0	DISABLED						
W.OCCMED.P2	WACURGLAB	0	IDLE						
W.PM.P1	NAAAC	10	FAILED						
WNAEG.P1	NAAREG1	0	IDLE						
WESTMFP1UR02	WESTMFP1UR	0	IDLE						
WESTNAP3BAR1	BACIATRICC	0	IDLE						
WESTMFPMD3	BAACNOU	0	INACTIVE						

Notes: \_\_\_\_\_


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### MRM / SCA ( Scanning and Archiving) Midnight Run:

– The midnight run. Did it run last night? Is it still running after 2 hours? How long is it taking to complete? Some are done in 1-2 minutes while others take up to 2 hours. It's important to benchmark & trend them so that you'll see when something changes and be able to key off of that change to proactively correct a problem before an end-user runs into it. If it is still running and is well beyond its usual run-time, it may be stuck on a record or just plain crashed and needs to be addressed.



A screenshot of a Windows-style dialog box titled "Midnight Run Status". The dialog box has a blue title bar with a close button (X) in the top right corner. The main area is light gray and contains the following fields:

<b>Mnr Last Started</b>	<input type="text" value="07/11/15"/>	<input type="text" value="0000"/>
<b>Mnr Last Finished</b>	<input type="text" value="07/11/15"/>	<input type="text" value="0152"/>
<b>Current Status</b>	<input type="text" value="&lt;FINISHED&gt;"/>	
<b>Current Record</b>	<input type="text"/>	
<b>Again?</b>	<input type="checkbox"/>	

Notes: \_\_\_\_\_

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**MRM / SCA ( Scanning and Archiving) Background Job Monitor:**

-The MRM / SCA Background Job Monitor is used to confirm that we are receiving the data from the feeder applications listed below. As seen in other background job monitors, we can tell when the last record was pulled into SCA. If you are missing updates from other applications in your medical records, this is a good place to check for activity.

MRM.SAA (F/LIVE.MIS/428/SAA) - WHITE,SCOTT

MRM Background Job Monitor

MRM Bkg Job Switch

ON

Status

RUNNING

Database	Last Activity	Switch	Last Read/Last Queued
ABS.SAA	03/02/15 0932	ON	03/02/15 0931: 5688111 X050747716 03/02/15 0931: 5688111 X050747716
ADM.SAA	03/02/15 0934	ON	03/02/15 0934: CEN X1374398479 03/02/15 0934: CEN X1374398479
MRM.SAA	03/02/15 0934	ON	03/02/15 0934: 3831106 03/02/15 0934: 3831106

Notes: \_\_\_\_\_

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## MRM Forms Queue Background Monitor

-The MRM forms Queue Background Monitor demonstrates which specific records (forms) have recently processed. OR in the case, which one processes last. Unless you are utilizing all aspects for forms capture within all modules, you'll need to pay attention to the "base-line" here and not become alarmed when one of the databases has not had activity in a few weeks. It is sometimes the case that not all areas regularly scan forms into SCA. However, if you are one of those sites and scans EVERYTHING in from every customer touch-point, then you'll want to look into those with a last activity which is older than today.

MRM Forms Queue Bkg Job Switch ☐ ON Status

Database	Last Activity	Switch	Last Read/Last Queued
ABS.SAA		ON	Queue #: 0 Queue #:
ADM.SAA	01/08/15 1329	ON	Queue #: 11011 Queue #: 11011
EDM.SAA	03/02/15 0935	ON	Queue #: 11170646 Queue #: 11170646
LAB.SAA	03/02/15 0935	ON	Queue #: 2369151 Queue #: 2369153
MRI.SAA		ON	Queue #: 0 Queue #:

Notes: \_\_\_\_\_

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## MRM – CDER - Chart Document Error Report

-The MRM CDER is used to trouble-shoot chart job issues by listing errors for documents that are on the fail queue. When you encounter errors in this list, you'll need to contact MEDITECH support to remove the errors and requeue the CDER. One of the common causes of errors here is when a site does not define a form source to a NUR Parameter under Report / Format / Med Rec Form. There are so many moving parts in these systems that if your organization does not have GOOD compliance with a Change Management process, issues like this pop up frequently and in other apps. To be explained later.....

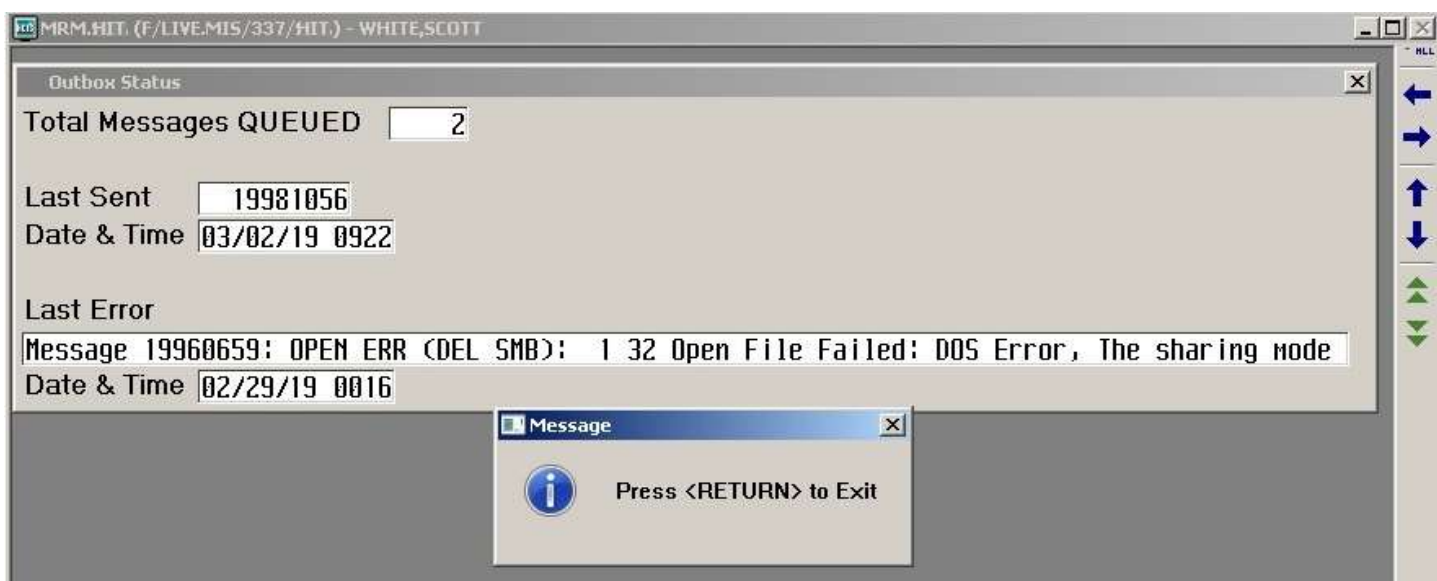


Notes: \_\_\_\_\_  
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## MRM – Outbox Status –

-The MRM Outbox Status will show you the number of messages that are queued, or in a bad scenario – how quickly the count of messages is growing. It is OK to see a few in the queue; but they should move through in a reasonably short time frame. However, if you see thousands of messages queued, then most likely a service has stopped. Users typically report they are seeing an “unable to retrieve image” message when attempting to look at an image that has been archived. This is sometimes caused by the print server disk filling up, creating a back-log in the feed and stopping services. Messages then pile up in the Outbox. This is very rare; but it is good to check on it just the same.



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## Pharmacy Locks List:

– The Pharmacy Locks List will show you valid/active locks created by users accessing the patient's RX records via any of the integrated applications – PWM, PHA, RXM, NUR, POM, etc.. It also shows valid locks created by background jobs that transmit and update other tables within Meditech. However, if you trend this throughout the course of a day and compare the results of earlier scans, you will occasionally notice that some locks remain on this list for anywhere between 4 hrs and 4 days. Symptoms of problematic locks include irritation, stress, feelings of helplessness, and constipation .....oh wait, that's the human toll side of it. Clinicians will be unable to access the records when needed and some background jobs will hang and become backed-up (constipated). This creates additional issues with the integrated apps. waiting for data to cross.

For more details on this see:

<b>Article ID:</b> 12863	<b>Application:</b> PHA
<b>Date:</b> 1/2/2002	<b>Subject:</b> Locks
<b>Published:</b> 1/2/2002	<b>Platform:</b> MAGIC

Signon #	Signon Segment	Signon Directory	Signon Program	Job's Job	Job's Device	Lock Date	User	More Info
1	H	LIVE.MIS	APPL DB: NUR.MIS	186	Your PC X .2	03/02/15	DR..MIS	
Edit Rx # 06001001								
2	H	LIVE.MIS	APPL DB: PHA.MIS H	97	GPH01 H011 .1	02/27/15	PHA.MIS	
Edit Rx # T001001001								
3	H	LIVE.MIS	File Maint Patient A	68		03/02/15	PHABKGJOB	
File Maint Patient AccountsPHA.MIS H								
4	H	LIVE.MIS	APPL DB: PHA.MIS H	97	PHA.PHA. .1	03/02/15	PHA.MIS	
Order for patient X050001001								
5	H	LIVE.MIS	APPL DB: EDM.MIS	129	EDB06EDM.1	03/02/15	DR.MIS ER	
Order for patient X050001001								

Notes: \_\_\_\_\_

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## Pharmacy Background Job Status:

– Depending on your parameter settings, work flows, and frequency of feature utilization, you’ll need to establish a benchmark for “what is normal” in your facility when everything is running as expected. Looking at the example below, you’ll notice that some date fields are current, some are very dated, and some are disabled. FYI – nothing was wrong during this sweep; but your facility will be interested in those fields which should be near-real time.

The screenshot displays a software window titled "PHA.SAA.N (H/LIVE.MIS/186.SAA) - WHITE,SCOTT" with a "View System Status" header. The main content area is divided into several sections for monitoring different background jobs:

- Background Job # 88:** Status/Current Activity is **RUNNING** / PROCESSING ADM XFERS. Last Activity is 03/02/15 0843.
- ADM Xfer:** Last Processed 03/02/15 0843. Last in Queue 03/02/15 0843.
- ADM Rec:** 1104569033 ABS X1374411371. Last in Queue 1104569036 CEN X1374399427.
- Bill Txn:** 14010954. Last in Queue 14010957.
- Workload:** 03/02/15.
- MM/PHA Background Job #:** Status **FINISHED**. Current Activity is blank.
- PHA->MM Xfer:** Last Processed and Last in Queue fields are empty.
- MM->PHA Xfer:** Last Processed and Last in Queue fields are empty.
- PWM/PHA Xfer:** Last Processed and Status **NOT ENABLED**.
- PHA/AOM Xfer:** Last Processed 12/07/11 1401. Status **FINISHED**.
- OE CDS-Based Interface Background Job #:** Status **HALTED**. Current Activity is blank.
- OE DB:** Last Processed and Last in Queue fields are empty.
- OE.SAA:** Last Processed and Last in Queue fields are empty.
- Midnight Run - Job #:** Status **FINISHED**. Last Start Date 03/02/15 Time 0001. Last Stop Date 03/02/15 Time 0235.
- BAR Data/Cmpl - Job #:** Status **FINISHED**. Last Cmpl Last BAR Tape 03/01/15.

A sidebar on the right contains a "Select an option." menu with "Select 2" chosen, and a list of options: "1 View System Sta", "2 View System Sta", and "E Exit". Below the menu are several navigation icons.

Notes: \_\_\_\_\_

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## PCM Bkgrnd Jobs-

Check to see that each job is RUNNING (Yes) or in the case of PURGE – had completed based on params set. Also, in the Last Read/Last Sent block – the record number should be in synch – like the Last Read from PCM should be the same record number in each database that it flows to – EDM.SAA & OE.SAA match in this example.

PCM.SAA (K/LIVE.MIS/113) - WHITE,SCOTT

Start/Stop Documentation Background Job

Bkg Job Switch ☐ On By  On  At

Last Queued PCM Transaction

Parameter Purge is set to  Days.

Job Name	Running	Status	Job#	Last Started	Last Ended	Last Abnormal Termination
1 PCM BKG	Yes	IDLE	458	02/17/15 0328		
2 PCM PURGE	No	COMPLETE		03/02/15 0000	03/02/15 0000	
3 PCM DPT	Yes	IDLE	542	02/17/15 0328		
4 PCM ITS	No					
5 PCM AUDIO OV	No					

<Right Ctrl> To Spy On Job

Database	Last Read From PCM	Last Sent To PCM	Last Read By PCM	PCM Database Parameter Link
EDM.SAA	115335	N/A	N/A	PCM.SAA
NUR.SAA		N/A	N/A	MD
OE.SAA	115335	59018	59018	PCM.SAA

ADM Database Last ADM Transaction

ADM Database	Last ADM Transaction	Last Read By PCM
ADM.SAA	1104572406 CCDQR MX1000100426	03/02/15 0940

Last Read By PCM

Last Read By PCM	Last Read By PCM
1104572385	03/02/15 0939

Last Audio Transaction

Last Audio Transaction Filed

Do You Want to Halt the Background Job? ☐

Notes: \_\_\_\_\_

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PWM.SAA (K/LIVE.MIS/322) - WHITE,SCOTT

Manage Desktop Background Jobs

Bkg Job Switch ☐ On By MEDITOOL On Remote.3 At 11/03/11 1353

Job Name	Running	Status	Job#	Last Started	Last Ended	Last Abn Term
1 PWM BKG	Yes	IDLE	153	02/17/15 0316		
2 PWM MIDNIGHT RUN*	No	COMPLETED		03/02/15 0005	03/02/15 0015	
3 PWM LISTENER	Yes	IDLE	340	02/17/15 0316		
4 PWM EXT DATA	Yes	IDLE	441	02/17/15 0316		
5 PWM/MSG BG*	Yes	IDLE	117	02/17/15 0316		
6 PWM/SCH BG*	Yes	IDLE	11	02/17/15 0316		
7 PWM/ADM ADM.SAA	Yes	IDLE	124	02/17/15 0316		
8 PWM/OE OE.SAA	Yes	IDLE	241	02/17/15 0316		
9						

<Right Ctrl> To Spy On Job      \*=Right Arrow For More Detail

ADM Database Last ADM Transaction

ADM.SAA	1104572477 CEN X1374415391	03/02/15 0941	Last Read By PWM	1104572365	03/02/15 0939
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OE Database Last Txn Date/Time

OE Database	Last Txn Date/Time	Items Queued	Segment	Last Queued Transaction	Last Read Transaction
OE.SAA	03/02/15 0941	NO	A	393741	393741
			A1		2237075
			C	18296472	18296472
			D	55855	55855
			D1		41756071
			H	37161	37161
			I	5	5

Notes: \_\_\_\_\_

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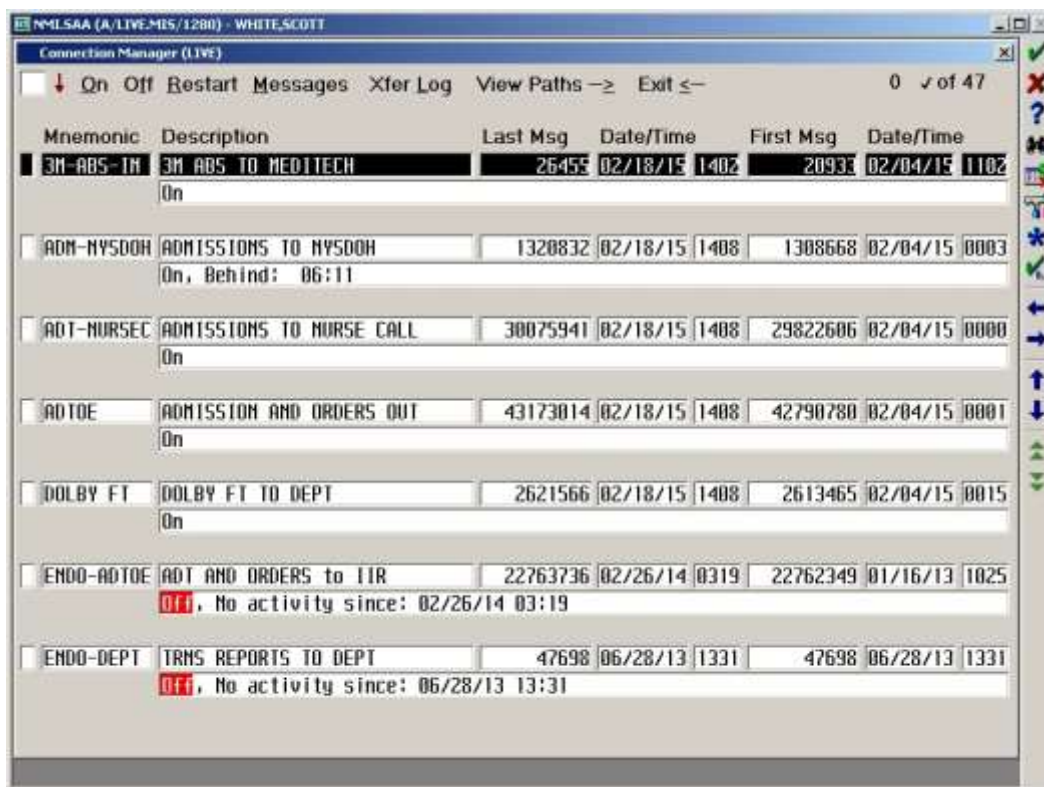
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Notes to follow - from this point on, I am still filling in the notes and explanations. It is a hit & miss while I'm still rolling this out; but many have asked for anything I can provide at this point. So..... to be continued – watch for updates on these screens as well as new additions that come into play in trouble-shooting and mitigating issues. I welcome any constructive feedback on this. Please see list in first few pages for a brief outline/checklist of what I check every 4 hours.....without fail. Taking the time to run through these actually pays for itself in reduced issues for the clinicians and support calls.

Thank you.

Scott W.



Mnemonic	Description	Last Msg	Date/Time	First Msg	Date/Time
3M-ABS-IM	3M ABS TO MEDITECH	26455	02/18/15 1402	20933	02/04/15 1102
	On				
ADM-NYSDOH	ADMISSIONS TO NYSDOH	1320832	02/18/15 1408	1308668	02/04/15 0003
	On, Behind: 06:11				
ADT-NURSEC	ADMISSIONS TO NURSE CALL	30075941	02/18/15 1408	29822606	02/04/15 0000
	On				
ADTOE	ADMISSION AND ORDERS OUT	43173014	02/18/15 1408	42790780	02/04/15 0001
	On				
DOLBY FT	DOLBY FT TO DEPT	2621566	02/18/15 1408	2613465	02/04/15 0015
	On				
ENDO-ADTOE	ADT AND ORDERS to IIR	22763736	02/26/14 0319	22762349	01/16/13 1025
	Off, No activity since: 02/26/14 03:19				
ENDO-DEPT	TRMS REPORTS TO DEPT	47698	06/28/13 1331	47698	06/28/13 1331
	Off, No activity since: 06/28/13 13:31				

NUR.SAA (D/LIVE.MIS/41/SAA) - WHITE,SCOTT

Start/Stop NUR Background Job

The primary NUR background job (NUR Bkg):

- 1) Runs constantly;
- 2) Moves Orders from OE to NUR and Logs Them;
- 3) Activates Logged Orders When They Reach Their Start Times;
- 4) Marks Discharged Patients' Active Interventions Discharged.

The NUR Midnight Run (NUR Mnr):

- 1) Runs Once per Day;
- 2) Compiles Acuity Statistics;
- 3) Transfers Billing Information from NUR to BAR.
- 4) Purges NUR data based upon parameter settings

The NUR Scheduling Background Job (NUR Sched):

- 1) Runs Once per Day;
- 2) Generates Staffing Schedules when Applicable.

The Jobs are Currently Set to

	NUR Bkg	NUR Mnr	NUR Sched
Is the Job Running Now?	<input type="text" value="Yes"/>	<input type="text" value="No"/>	<input type="text" value="No"/>
Which Job Number?	<input type="text" value="44"/>	<input type="text"/>	<input type="text"/>
Has Today's Compilation Completed?	<input type="text"/>	<input type="text" value="Yes"/>	<input type="text" value="No"/>

Do You Want to  the Background Jobs? ☐

OE.SAA (K/LIVE.MIS/113/SAA) - WHITE,SCOTT

Turn Module Interface On/Off

When the interface to a module is On:

- 1) orders for the module are put in a file and the module reads them
- 2) printing occurs for selected priority orders

When the interface to a module is Off:

- 1) orders are simply printed at the device specified in the procedure dictionary for the 'interface' format

Module

The interface to module is currently

Do you want to turn the Interface  ? ☐

PWM.SAA (K/LIVE,MIS/322) - WHITE,SCOTT

Current Locks (NONE)

#	Type	File	Segment	Job	Device	Date	Time
1	NO LOCKS						
	User	Additional Information					

---

#	Type	File	Segment	Job	Device	Date	Time
	User	Additional Information					



RXM.SAA (H/LIVE.MIS/166/SAA) - WHITE,SCOTT

**View System Status**

Background Job #  Midnight Run - Job #

Status  Status

Last Start  Last Stop

ADM Background Jobs

Database	Job #	Current Status	Last Txn Date/Time	Last Txn Record
ADM.SAA	117	RUNNING	03/02/15 - 0926	1104571611.0001 NSC MX1000100428

OE Background Jobs

Database	Job #	Current Status	Last Txn Date/Time	Last Txn Record
OE.SAA		FINISHED	01/31/15 - 0957	1986

PHA Background Jobs

PHA->RXM / RXM->PHA

Database	Job #	Current Status	Last Txn Date/Time
PHA.SAA.N		FINISHED	03/02/15 - 0942
		FINISHED	12/07/11 - 1401

SCH.SAA (J/LIVE.MIS/860) - WHITE,SCOTT

View Scheduling Status Data

SCH Bkg Job Switch ☐ ON Status ☐ IDLE

\_\_\_\_\_ Last Entry In ADM Xfer \_\_\_\_\_

Read

Queued

\_\_\_\_\_ SCH/EAR Background Jobs \_\_\_\_\_

PBR Mis	Status	Sw	Last Read
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

\_\_\_\_\_ Midnight Run \_\_\_\_\_

Current Status

Last Completed Date

Last Start Date/Time

Last Finish Date/Time

Last Unable To Auto-Attend Appt

\_\_\_\_\_ Background Compile \_\_\_\_\_

Current Status



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by: Scott A. White

View Scheduling Status Data

SCH Bkg Job Switch

ON

Status

IDLE

Last Entry In ADM Xfer

Read

03/20/15 0031: CCDQR X1374436387 X050959642

Queued

03/20/15 0031: CCDQR X1374436387 X050959642

SCH/EAR Background Jobs

PBR Mis	Status	Sw	Last Read

Midnight Run

Current Status

Completed thru 03/19/15

Last Completed Date

03/19/15

Last Start Date/Time

03/20/15

0000

Last Finish Date/Time

03/20/15

0010

Last Unable To Auto-Attend Appt

03/20/15

Background Compile

Current Status

Idle

Exit Confirmation

View System Status
Page 1 of 2

Background Job #

3

Status/Current Activity

RUNNING /

Last Activity

03/20/15 0024

Last Processed

03/20/15 0024

Last in Queue

03/20/15 0024

ADM Xfer

03/20/15 0024

ADM Rec

1106094294 CEN MX1000103644

Bill Txn

14073361

Workload

03/20/15

MM/PHA Background Job #

Status

FINISHED

Current Activity

Last Processed

Last in Queue

PHA->MM Xfer

MM->PHA Xfer

PWM/PHA Xfer

Last Processed

Status

NOT ENABLED

PHA/AOM Xfer

Last Processed

12/07/11 1401

Status

FINISHED

OE CDS-Based Interface Background Job #

Status

HALTED

OE DB

Last Processed

Last in Queue

OE.BAR

Current Activity

Midnight Run - Job #

81

Status

FILE MAINTENANCE

Last Start Date

03/20/15 Time 0001

Last Stop Date

03/19/15 Time 0208

BAR Data/Cmpl - Job #

Status

FINISHED

BAR Db

Last Cmpl

03/19/15

Last BAR Tape

BAR.BAR

Select an option,

Select

2

1 View System Status Page

2 View System Status Page

E Exit

Start/Stop Status Board Background Job

X

The Status Board Background Job is Currently Set to

Run

Is the Job Running Now?

Yes

Job

125

Process

patients

Background Listener Status

IDLE

Do You Want to

Halt

the Background Jobs?

The OR Times Queue Background Job is Currently Set to

Run

Is the Job Running Now?

Yes

Job

206

Do you want to

Halt

the Job?

The Problem List Edit Queue Background Job is Currently Set to

Run

Is the Job Running Now?

Yes

Job

134

Do you want to

Halt

the Job?

The Pharmacy Medication Queue Background Job is Currently Set to

Run

Is the Job Running Now?

Yes

Job

230

Do you want to

Halt

the Job?



Visual Smartboard Background Jobs X

☐ Start   **Halt**   Refresh   List Users      Current Time   03/20/2015 00:07 am

List	Status	Job	Active Users	List Size	Last Compiled	Cmpl Secs	Last Started/Stopped
FAILFAXLAB	COMPILING	125	0	0	03/19/15 09:04 AM	0	10/08/14 04:28 AM
FAILFAXRAD	IDLE	126	0	36	03/20/15 00:06 AM	10	10/08/14 04:28 AM
HIGHRISK	COMPILING	189	2	61	03/20/15 00:04 AM	202	01/29/15 02:48 AM
HSKDIRTY	COMPILING	128	0	0	03/19/15 11:59 PM	0	10/08/14 04:28 AM
INFCONTROL	COMPILING	111	8	180	03/20/15 00:00 AM	208	01/29/15 02:48 AM
INFEC-OP	IDLE	130	0	13	03/20/15 00:06 AM	33	10/08/14 04:28 AM
IP	COMPILING	301	14	179	03/20/15 00:01 AM	312	01/29/15 02:48 AM
IP-DIET	IDLE	82	0	179	03/19/15 09:23 PM	75	01/29/15 07:26 AM
IP-DIS	IDLE	132	0	22	03/20/15 00:06 AM	7	10/08/14 04:28 AM
MHU	IDLE	382	0	7	03/19/15 02:34 PM	4	02/17/15 06:59 AM
MMEC	IDLE	165	0	1	03/20/15 00:06 AM	2	10/13/14 12:52 PM
<b>ED-RAD</b>	<b>COMPILING</b>	<b>122</b>	<b>0</b>	<b>0</b>	<b>10/08/14 04:28 AM</b>	<b>0</b>	<b>10/08/14 04:28 AM</b>
MMEC-RAD	IDLE	136	0	0	03/19/15 11:59 PM	15	10/08/14 04:28 AM
<b>NURSE</b>	<b>CRASHED</b>		<b>0</b>	<b>168</b>	<b>04/01/13 08:55 AM</b>	<b>180</b>	<b>01/01/15 10:11 AM</b>
OE	IDLE	137	5	29	03/20/15 00:06 AM	29	10/08/14 04:28 AM
OE-NM	IDLE	216	2	1	03/20/15 00:06 AM	272	01/13/15 08:58 AM
OE.CUIS	IDLE	139	2	1	03/20/15 00:06 AM	1	10/08/14 04:28 AM
OP-RESP	COMPILING	140	4	0	03/19/15 09:54 PM	3	10/08/14 04:28 AM

F2 Recompile List      Compile started!   03/20/2015 00:08 am

Monitor Background Daemon X

Status   **RUNNING**      iAlerts On?   **DISABLE**

Message   Sleeping for 30 seconds... at 20150320 0004

Error  

Start?   ☐

Halt?   ☐

Spy?   ☐



ADM Background Job Monitor

ADM Bkg Job Switch
ON
Status
RUNNING

Database	Last Activity	Switch	Last Read/Last Queued
ABS.SAA	03/19/15 2203	ON	03/19/15 2203: 5718283 X050959493 03/19/15 2203: 5718283 X050959493
ADM.SAA	03/19/15 2354	ON	03/19/15 2354: CEN X1374436386 X05095963 03/19/15 2354: CEN X1374436386 X05095963
BAR.SAA	03/19/15 1732	ON	6455213: 03/19/15 17:32 CEN X050601376 6455213: 03/19/15 17:32 CEN X050601376
EDM.SAA	03/19/15 2349	ON	03/19/15 2349: CEN X050959618 03/19/15 2349: CEN X050959618

Machine: A
PING a Remote Host
IP Address: 123.1.0.1

Remote Host? 123.4.5.16

Sending echo request to 123.4.5.16 ...

Echo Received from 123.4.5.16 (6 ms)

OE – Operations Menu – List Interface Queue: When CPOE orders are not updating other modules like LAB and PHA – check this queue - monitor the List Interface Queue from the OE Operations Menu. This can be run by individual interfaces and will indicate an issue in either OE or the interfacing application. Most often, if it appears that things are queueing in one application but not another, the interfacing application is experiencing an issue. If it appears to be in all applications, the issue is likely stemming from OE.

## ORM – Scheduling Background Job

The screenshot shows a window titled "View Scheduling Status Data" with the following fields and values:

- SCH Bkg Job Switch:** ON
- Status:** IDLE
- Last Entry In ADM Xfer:** (empty)
- Read:** 08/25/15 0518: NSC X1374607376 X052331568
- Queued:** 08/25/15 0519: CEN MX1000133202 MX01220987
- SCH/EAR Background Jobs:**

PBR Mis	Status	Sw	Last Read
- Midnight Run:**
  - Current Status:** Completed thru 08/24/15
  - Last Completed Date:** 08/24/15
  - Last Start Date/Time:** 08/25/15 0000
  - Last Finish Date/Time:** 08/25/15 0008
  - Last Unable To Auto-Attend Appt:** 08/25/15
- Background Compile:**
  - Current Status:** Idle

To view log on encryption and those sessions that aren't - run this as a complimentary tool to filtering Caretaker messages searching for unencrypted Telnet sessions (as I have been doing).

10. Manage Open Systems
  - then 24. Manage Connections
  - then 5. SIGNON Log Report

To check the status of all machines (Alive and using UDP or not) -

10. Manage Open Systems
  - then 24. Manage Connections
  - then 4. Intermachine Status

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**Caution - DO NOT USE THIS UNLESS YOU HAVE CLEARANCE FROM MEDITECH TO ACCESS IT.**

To view a compiled Error List (not necessarily errors - but open files & locks)

Then... (Removed from general consumption; but available for “advanced users”....contact Meditech support for details.

Use F12 to expand views into each job that you see. This is helpful in seeing a bigger picture of what is happening on each machine without having to go into each application and viewing their systems tools. Also one of the best ways I've found to get instant results from the MEDITECH support team. When you can include the error log along with your usual details, the team at MEDITECH goes right to the source.