



**Technical Service Bulletin**

**SYSTEMS**

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**Bulletin Type: AS NEEDED**

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<b>Subject:</b>	TSB-COREPOINT LOGFILE COLLECTION
<b>Distribution Scope:</b>	Welch Allyn Global Technical Support, Product, Field & Customer Service teams.
<b>Product(s) Referenced:</b>	Connex VM, CONNEX CS, CCSS products that use Corepoint software
<b>SW Version:</b>	All Versions
<b>Summary:</b>	When collecting Corepoint Integration log files from a live system, data backed up and downloaded from "Active" Corepoint connections (i.e., Connections in a connected "green state"), and off loaded for remote viewing (i.e., Downloaded by Technical Support), is not viewable on the remote system (i.e., Review by Engineering).
<b>Issue:</b>	When backing up log files from active connections in Corepoint, actively written log files must be properly prepared before downloading, otherwise these log files cannot be viewed by another Corepoint application on another system.

**Action:**  
When backing up and/or downloading log files, the Service Technician shall understand the requirements and procedure to backup and off load log files from a live Corepoint Connection or live Connections.

**Reference to Standards:** • 21 CFR Part 820, ISO 13485, MPD SOP-0002

**Required Training:** Individuals backing up Corepoint log files shall review the procedure below and have an understanding of how to access the Corepoint Administration console, how to stop and start a Corepoint connection and Corepoint Service in the Administration Console, and how to export a live log file.

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<b>Required Tools:</b>	Access to system hosting Corepoint software.
<b>Procedure:</b>	<p>Corepoint Health recommends using 1 of 3 methods to backup live connection log files.</p> <p>The Option to select should be determined on a case by case basis.</p> <p><b><u>Option #1 – Wait for logs to be archived</u></b></p> <p>The Corepoint Interface Engine backs up archives Active Connection log files daily @ 12:05 by default. Welch Allyn uses the default configuration for log file archival (but can configure as needed).</p> <p>When a connection’s log file is archived, and a new log file is stated, the archived log file can be backed up and off loaded for remote viewing (by R&amp;D for example).</p> <p>Using this option, the Service Technician is not backing up a live connection log file.</p> <p>When using this option, a Service Technician may be required to wait several hours before backing up the data. <i>If the issue is time sensitive, this may not be the best option to exercise.</i></p> <p><b><u>Option #2 – Stopping the Connection or Corepoint Service in the Admin Console</u></b></p> <p>The Service Technician can stop a target connection in Corepoint (i.e., use the “Stop” Connection or “Stop” Corepoint “Integration Service” functions in the Corepoint Administration console before backing up the target log file or files.</p> <p>If backing up all log files for a group of connections, stopping the Corepoint Service is suggested. Option #2 covers backing up all live connection log files for the target day.</p> <p><i>When using this option, the Service Technician needs to inform the customer that the target connection or all Welch Allyn HL7 Services will be down for a short period of time and some data may be lost during the brief outage. Specifically, inbound ADT messages may be lost if the customer is not configured to resend failed sent ADT messages.</i></p> <p><b><u>Option #3– Exporting a Single Live Connection</u></b></p> <p>The Service Technician can use the Corepoint “Export” feature from within the Admin Console to back-up a live connections log file.</p> <p>To get to this feature, open the Administration Console and open the target live connections (i.e. WA_ADT_IB) target log file (i.e. “raw” log).</p> <p>While looking at the live log file, there is an “Export” icon within the tool.</p>  <p>Select the Export Icon to capture and store the active log file to the desired location.</p> <p><i>When using this option, the concern is that the Service Technician may need to repeat the process for each active connection. This may be more time consuming.</i></p>
<b>Quality Documents:</b>	<p><b>All service centers using SAP to record service transactions:</b> For each product serviced, record the service activity in SAP.</p> <p><b>All other service centers and Field Service:</b> For each product serviced, complete and file a service report and attach to the service DHR.</p>

**Notes:**

1. Contact Welch Allyn regarding any questions or concerns from this or other issues.
2. Drawings, illustrations, and part numbers in this document are for reference purposes only and subject to change.

**End of Bulletin****Revision History**

<b>Version</b>	<b>Description</b>	<b>Change #</b>	<b>Init</b>	<b>Release Date</b>	<b>Appr</b>
A	Initial release	D*	DLL	D*	D*

**D\*** SEE SAP DIR FOR CHANGE NUMBER, APPROVER NAME AND DATE OF APPROVAL

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