


Document Description: FIXING DATA SYNC IN CONNEX CS	Document Number: 20014183 Version: A
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Technical Service Bulletin

Product: Connex CS (Server with Workstation(s))	Date: 2016-03-11
Subject: TSB-FIXING DATA SYNC IN CONNEX CS	
HW Version(s) Affected: N/A	SW Version(s) Affected: 1.7
Serial Numbers Affected: N/A	Lot or Date Code Affected: N/A
Classification: As Needed	
Distribution: <input checked="" type="checkbox"/> Customer Care <input type="checkbox"/> Product Service <input checked="" type="checkbox"/> Field Service <input type="checkbox"/> ASPs <input type="checkbox"/> Distributors <input type="checkbox"/> Customers <input checked="" type="checkbox"/> Company Confidential	

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Training Required: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<p>Summary: The Connex CS databases (WADB) may become out of synchronization and unable to recover on their own. This problem will be apparent to the user when patient and / or clinician data on Server and Workstation exists on one but not on the other. This bulletin refers to a process to return database synchronization back to normal. The person applying this bulletin should have a basic understanding of Microsoft SQL and the SQL Server Management Studio (SSMS).</p> <p>The system will be unavailable for use during the entire procedure, estimate ~1 hour per CPU and plan accordingly with the customer for the interruption.</p>
<p>Procedure:</p> <ul style="list-style-type: none"> • Refer to SAP DIR 60068050B. The instruction may be applied at Connex CS customer sites as needed. • Open the Word Document “Billings - Directions for fixing data synchronization” <i>Note; this direction can be applied to Connex CS Software version 1.7. The software and installed components involved (Microsoft Sync Framework, ProvisioningUtility, and SQL Server) in this procedure have not changed between CS versions 1.5 and 1.7.</i> • Follow the instruction “Billings - Directions for fixing data synchronization” within the above mentioned document.

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Version	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)
A	N/A	Initial Release	2016-03-11	DCS

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