

Case GC-0766975 [READ]

Create Date 06-Aug-2015

GENERAL INFORMATION

Title	cobas link / cobas link 2 - COBAS link data station - User Interface (Hardware)		
Case Type	Complaint	Status	Aff Accepted
Info Source	Roche internal: Installation/Service	Current Queue	
Create Date	06-Aug-2015		
Site Name (ID)	UY 01 - Roche International Ltd. (UY 01)		
Contact	Venturino, Horacio	Site Address	Solferino 4096
Phone	+598 2 6137888 1506	City, State, Zip	11400 Montevideo, Uruguay

ATTACHMENTS

Attachments [inventory_Other_content_type](#)

ADD ATTACHMENT

SPECIFIC INFORMATION

Potentially Critical	No		
Date Of 1st Cont.	06-Aug-2015	Due Date To Reply	07-Aug-2015
Original Due Date	05-Sep-2015	Resch. Due Date	05-Sep-2015
Error Code 1	User Interface (Hardware)	Error Code 2	Software Failure
Display Code	Item not found		
Problem Descript.	<p>Dear Remote Service support staff</p> <p>When trying to download certain specific Tests and Controls from the CU of the associated cobas 6000 cce system, message: "item not found" is issued.</p> <p>The problem occurs specifically with test AHCv lot 185622 and with RF Control set lots 611082 and 611083. The customer claims it also happens with other tests of e601 but doesn't specify the tests.</p> <p>The problem does not occur with other lots of RF test nor with most other tests of c501 and e601.</p> <p>The cobaslink is connected to Internet but due to a problem in the ISP configuration, it does not download patches and/or e-lis automatically from Roche. So, the e-lis for c501 and e601 are periodically, manually, updated by us.</p> <p>Last updates were July 31.</p> <p>The missing packages can't be located either with a direct search on the cobaslink.</p> <p>To me, it seems as there is a problem of the e-lis CDs content and not of the cobaslink nor of the instrument.</p>		
Affiliate Actions	We tried with two other just downloaded/created e-lib CDs for c501 and the same occurs with RF.		
	Your support will be appreciated.		
Previous Case	GC-0405892		
	Related Cases		

MAIN PRODUCT INFORMATION

Description	COBAS link data station		
GMMI Number	04433297001	Lot Expiry Date	
Lot Number	SCL99628	Serial Number	SCL99628
SW Name		SW Version	Win 7
Category	Instruments		
Family	Laboratory Integration	Line	cobas link / cobas link 2

CUSTOMER INFORMATION

ID	0051061031	Local Ref. No.	0029424
Institute / Lab / Prof. Customer	RAP Red Atención Primer Nivel-ASSE-	Modem No.	

AFFILIATE ACCEPTANCE

Action To Cust.	No further actions taken	Accept	Yes
Reason			

EVALUATION AND INVESTIGATION INFORMATION

Mat. Requested		Mat. Received	
Evaluation Result	No investigation needed		
CHU Resp. Queue	GSSTELE(service)		
Allegation	Verified		
CHU Statement	<p>Issue Reported:</p> <p>Tests and Controls from the CU of the associated cobas 6000 CCE system, message: "item not found".</p> <p>The problem occurs specifically with test AHCv lot 185622 and with RF Control set lots 611082 and 611083.</p> <p>Evaluation:</p> <p>In cobas link inventory 382 packets are with Content Code=Other and DownloadFailed status.</p> <p>The issue can occur when cobas link installs many packets at once and encounters performance issues during that time. In the case of this specific cobas link that does install only from CD, not via automatic download, I should mention that the cobas link also considers the copy process from CD Drive / folder as a 'download'.</p> <p>Solution:</p> <ul style="list-style-type: none"> - Remove these packages from the cobas link inventory - Use the e-library CD - or copy the data on CD via Axeda to cobas link (for the 2. option you should extract the ISO image with 7zip on your PC, before copying to cobas link) - Install the e-library CD data again - Afterwards again use the Content Code filter, extend it to 'all' and look for any e-packages in an unresolved status, resp. in any status other than 'installed' or 'superseded'. <p>Also filter for the problematic RF Control set lots 611082, and check if it was installed during the steps above.</p> <p>Please refer to chapter '10.2 e-library packages missing on the cobas e-library' in cobas link troubleshooting guide</p>		
SB Statement			

CASE HISTORY

Activity:	Date:	Who:	Description:
Notes	07-Aug-2015 4:05:49 PM	clarify	*** Performed by contact: Horacio Venturino, +598 2 6137888 1506 Today we noticed, another customer with a c501 and same e-lib CD loaded, could download normally the mentioned lots of test RF. So the problem appears to be specific to the system-cobaslink
<p>*** NOTES 07-Aug-2015 4:05:49 PM clarify Action Type: Information</p> <p>*** Performed by contact: Horacio Venturino, +598 2 6137888 1506</p> <p>Today we noticed, another customer with a c501 and same e-lib CD loaded, could download normally the mentioned lots of test RF. So the problem appears to be specific to the system-cobaslink of this case.</p>			
Activity:	Date:	Who:	Description:

Chg Status	07-Aug-2015 4:12:55 PM	clarify	*** Performed by contact: Horacio Venturino, +598 2 6137888 1506 from status Created to status Posted.
*** STATUS CHANGE 07-Aug-2015 4:12:55 PM clarify *** Performed by contact: Horacio Venturino, +598 2 6137888 1506 Status changed automatically to 'Posted' after dispatching case via web.			
Activity:	Date:	Who:	Description:
Notes	07-Aug-2015 4:29:35 PM	clarify	*** Performed by contact: Horacio Venturino, +598 2 6137888 1506 Please disregard the note I have just put o 4:05 PM. That instrument is connected to Internet and downloads e-libs remotely.
*** NOTES 07-Aug-2015 4:29:35 PM clarify Action Type: Information *** Performed by contact: Horacio Venturino, +598 2 6137888 1506 Please disregard the note I have just put o 4:05 PM. That instrument is connected to Internet and downloads e-libs remotely.			
Activity:	Date:	Who:	Description:
Email Out	10-Aug-2015 1:46:51 PM	schindlc	Email sent to horacio.venturino@roche.com.
*** EMAIL OUT 10-Aug-2015 1:46:51 PM schindlc Action Type: External email Send to:[horacio.venturino@roche.com] Dear Horacio I had only a brief look into the e-content portal, I believe there are packages stuck on the cobas link. Please can you remote connect to cobas link, go to the inventory and extend the filter to content type 'All' (instead of e-library package). Then spot for packages that match the criteria shown in the image further below - content type = "other" and an Install status that is anything except "installed" or "deleted". Solution: - remote connect to cobas link. - Extend the filter in inventory to content type 'all' - Delete the packets of Content Type 'Other' and in install status 'Download Failed' (resp any Install status that is anything except "installed" or "superseded") - trigger the download of the affected packages again After fixing this once, please verify again until no more packets are affected. The issue can be caused if low bandwidth is preventing the correct loading of a large number of packages in one go. Please let me know if this was of any help. Tomorrow I can have a closer look. Kind regards, Caçilia Confidentiality Note: This message is intended only for the use of the named recipient(s) and may obtain confidential and/or privileged information. If you are not the intended recipient, please contact the sender and delete the message. Any unauthorized use of the information contained in this message is prohibited.			
Activity:	Date:	Who:	Description:
Notes	11-Aug-2015 12:24:57 PM	clarify	*** Performed by contact: Horacio Venturino, +598 2 6137888 1506 Dear Caecilia. Thank you very much for your reply. However, there is a small misunderstanding. I indicated "The cobaslink is connected to Internet but due to a problem in the ISP configurat
*** NOTES 11-Aug-2015 12:24:57 PM clarify Action Type: Information *** Performed by contact: Horacio Venturino, +598 2 6137888 1506 Dear Caecilia. Thank you very much for your reply. However, there is a small misunderstanding. I indicated "The cobaslink is connected to Internet but due to a problem in the ISP configuration, it does not download patches and/or e-libs automatically from Roche. So, the e-libs for c501 and e601 are periodically, manually, updated by us." So, instead of "trigger the download" (which I can't) "of the affected packages" is it the same?: to reload the e-libs CDs from HRDViewer after having done the settings you indicate.			
Activity:	Date:	Who:	Description:
Email Out	11-Aug-2015 1:15:51 PM	schindlc	Email sent to horacio.venturino@roche.com.
*** EMAIL OUT 11-Aug-2015 1:15:51 PM schindlc Action Type: External email Send to:[horacio.venturino@roche.com] Hello Horacio, please check the inventory for what I had pointed out, it might also happen when installing from CD. If you find any dubious entries with an unexpected package type, remove them and import the CD / iso image again. Best regards, Caçilia Confidentiality Note: This message is intended only for the use of the named recipient(s) and may obtain confidential and/or privileged information. If you are not the intended recipient, please contact the sender and delete the message. Any unauthorized use of the information contained in this message is prohibited.			
Activity:	Date:	Who:	Description:
Email Out	12-Aug-2015 10:00:27 AM	schindlc	Email sent to horacio.venturino@roche.com.
*** EMAIL OUT 12-Aug-2015 10:00:27 AM schindlc Action Type: External email Send to:[horacio.venturino@roche.com] Dear Horacio, please refer to the enclosed attachment: You can see that in cobas link inventory 382 packets are with Content Code=Other and DownloadFailed status. The issue can occur when cobas link installs many packets at once and encounters performance issues during that time. In the case of this specific cobas link that does install only from CD, not via automatic download, I should mention that the cobas link also considers the copy process from CD Drive / folder as a 'download' . Please do the following to fix the issue - remove these packages from the cobas link inventory - use the e-library CD - or copy the data on CD via Axeda to cobas link (for the 2. option you should extract the ISO image with 7zip on your PC, before copying to cobas link) - install the e-library CD data again - afterwards again use the Content Code filter, extend it to 'all' and look for any e-packages in an unresolved status. Also you can filter for the problematic RF Control set lots 611082 and check if it was installed during the steps above. Please let me know if you can resolve the issue with the given advise, or if you have any questions on the procedure. Kind regards, Caçilia Confidentiality Note: This message is intended only for the use of the named recipient(s) and may obtain confidential and/or privileged information. If you are not the intended recipient, please contact the sender and delete the message. Any unauthorized use of the information contained in this message is prohibited.			
Activity:	Date:	Who:	Description:

Notes	14-Aug-2015 4:58:24 PM	clarify	*** Performed by contact: Horacio Venturino, +598 2 6137888 1506 Dear Caecilia The problem was solved. Deletion of "Download failed" and reloading of CD. Thank you very much for your effective support. Please set the case as to be closed. Best regards Hora
*** NOTES 14-Aug-2015 4:58:24 PM clarify Action Type: Information *** Performed by contact: Horacio Venturino, +598 2 6137888 1506 Dear Caecilia The problem was solved. Deletion of "Download failed" and reloading of CD. Thank you very much for your effective support. Please set the case as to be closed. Best regards Horacio			
Activity:	Date:	Who:	Description:
Chg Status	18-Aug-2015 4:42:53 AM	schindlc	from status Posted to status Customer Closed
*** STATUS CHANGE 18-Aug-2015 4:42:53 AM schindlc			
Activity:	Date:	Who:	Description:
Chg Status	18-Aug-2015 5:19:37 PM	clarify	*** Performed by contact: Horacio Venturino, +598 2 6137888 1506 from status Customer Closed to status Aff Accepted.
*** STATUS CHANGE 18-Aug-2015 5:19:37 PM clarify *** Performed by contact: Horacio Venturino, +598 2 6137888 1506 Status changed to 'Aff Accepted' via web.			
Activity:	Date:	Who:	Description:
Case Close	18-Aug-2015 5:19:37 PM	clarify	*** Performed by contact: Horacio Venturino, +598 2 6137888 1506 Status = Aff Accepted, Resolution Code = See summary.
CASE CLOSE 18-Aug-2015 5:19:37 PM clarify *** Performed by contact: Horacio Venturino, +598 2 6137888 1506			