

Known Major Issues with Kodiak/AIROS Migration

as of 10/4/21 5:19 PM

Note: You may need to hit refresh on your browser to see the latest update

Item #	Short Description	Status	Detailed Description/Notes
2021.09.30.A	DocuTrack Crashing Unexpectedly	Investigating	10/4 - a fix was applied to approximately 15-20 users this afternoon, that shows promise. That fix is in 2 parts. The first will be applied to all systems tonight at midnight, the remaining step will be done as users report issues via tickets. 9/30 - originally reported
2021.09.27.E	System Performance Issues	Monitoring	10/4 - good progress today, but still monitoring 9/27 - Originally reported around 13:53
2021.09.28.A	Outlook Medication Mailbox Not Accessible	Investigating	10/4 - turned off caching in Outlook and things appear better. Working to deploy that across all users. 9/30 - plan in motion to move mailbox to cloud and update users with new setups of Outlook. 9/29 AM - met with Email engineer/expert - and they believe it has to do with how many users we have accessing and they continue to recommend moving to Shared Mailbox which is built for large populations of users accessing. 9/28 - Medication mailbox suddenly not accessible for users, when they click on it, it errors "Cannot Expand Folder" - suspect the Medication mailbox data file has some corruption - meeting at 11am CT with outside email expert to assist
2021.09.27.C	Some HL7 interfaces need updating...such as QuickMAR.	In progress	9/30 - Nancy Williams is assisting - Interfaces still not working are: iCareManager and ChartMeds. Both vendors have been engaged and are scheduling engineers to assist. 9/29 - AIROS Updates: iCareManager : Waiting on Faisal. AIROS sent her a form a couple of times. ChartMeds : The application is installed. Waiting on TTE-IT to finish config. CaraSolva : This is close to being done. Trying to confirm connectivity and access needed. Just waiting to hear back from Bill. 9/28 - Still reaching out to vendors to coordinate changes 9/27 - QUICKMAR RESOLVED as of 15:57 CT - others still in progress with vendors Kodiak is investigating, but this involves reaching out to each of the known HL7 interface vendors and getting them to make a coordinated change on their end as well as Kodiaks. Unfortunately, that may take some time. Known Interfaces impacted: QuickMAR, ChartMed, iCareManager, CaraSolva, Quantum, TIMAS, CSP
2021.09.29	Printing to DocuTrack "Bad Image"	RESOLVED	10/4 - told this is resolved 9/30 - not sure where this stands, will monitor 9/29 - Escalated with DocuTrack vendor (Redsail)
2021.09.26.B	Some Custom Reports are not running on user accounts in Framework	Investigating	There is a DLL error/missing being investigated We believe it has to do with a known issue in Framework with FSLogix on the newer Windows platform. Reports can be run on non-VDI workstations as a workaround
2021.09.25.B	Two of the four dots of the ERx indicators on the FrameworkLTC ribbon do not show numbers.	Wtg Vendor	Softwriters (Framework vendor) is investigating. Not sure this is impacting our ability to use Framework otherwise. Not sure this is critical to pharmacy operations.

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2021.09.25.H	Customer Web Portal - Unable to access FrameworkLink Functionality in Portal on VDI	RESOLVED	<p>9/28 17:00 - this should be resolved for non-VDI users. For VDI users they can get into Framework Link but may not be able to generate MARS. Customers should be working now. But, if we find a customer that is not, please direct them to Scott Walker to coordinate some testing with them.</p> <p>9/28 09:00 - Known issue that AIROS/Optu are looking into as a critical issue</p> <p>Our web portal uses FrameworkLink which requires Flash and IE and those are no longer supported. So, our VDI users will not be able to do this, but computers outside our VDI should work assuming they have the right mix of Internet Explorer and Flash (both are deprecated products that many organizations are not allowing anymore).</p>
2021.09.25.A	Outlook Signatures Missing	RESOLVED	<p>RESOLVED as of 09/26 at 15:00 CT</p> <p>If you ran the Signature Export utility on Kodiak VDI, the Import Signatures icon now available.</p>
2021.09.25.C	DOSIS is not grabbing files/processing labels	RESOLVED	RESOLVED as of 09/25 at 15:35 CT
2021.09.25.D	Elmwood Park-NJ Can't Print from VDIs	RESOLVED	RESOLVED as of 09/25 at 14:01 CT
2021.09.25.E	Sage not connecting to Database	RESOLVED	RESOLVED as of 09/25 at 15:59 CT
2021.09.25.F	Customer Web Portal - Unable to submit refill requests	RESOLVED	RESOLVED as of 09/25 at 15:21 CT
2021.09.25.G	Customer Web Portal - Various modules not working properly	RESOLVED	RESOLVED as of 09/25 at 12:10 CT
2021.09.26.A	DocuTrack inbound processing of emails stopped working	RESOLVED	<p>RESOLVED as of 09/26 at 15:48 CT</p> <p>Inbound email processor is used to bring in DocuTrack documents for various services</p>
2021.09.27.A	Framework Freezing/Down	RESOLVED	<p>9/27 - RESOLVED as of 12:32 PM CT</p> <p>9/27 - Reported as of 11:52 AM CT</p>
2021.09.27.B	Sent messages not going in Medication sent folder	Instructions Sent	<p>9/27 - 15:42 CT - Users should move to option of Medication Only mailbox documented on web page www.tarrytownexpocare.com/kodiak</p>
2021.09.27.D	Print services down	RESOLVED	<p>9/27 - RESOLVED as of 15:52 CT</p> <p>9/27 - Originally went down between 12:30 and 13:00 CT</p>