

Appendix A

Troubleshooting Guide

REPORTING PROBLEMS WITH THE ISENSIX MONITORING SYSTEM:

If the system does not successfully boot up please **call the Help Desk at 5-2656, or follow the Control Center Boot-up Sequence procedure (4.1, 2, and 3), in the Isensix Standard Operating Procedure Manual.**

For off hours problems, the lab personnel should leave a message on the PDS Help desk line (**5-2656**) for retrieval during the next business day and follow their downtime procedures until the problem is corrected

If the problem is something like a door ajar or other easily corrected problem, the lab staff will affect the fix and document.

When an event occurs related to a CP or AP error, the lab staff will investigate. (Refer to the trouble shooting guides in the follow Tables 10-1, 10-2 and 10-3).

If the problem is not easily corrected, the lab staff will place a call to the **PDS Help Desk line (5-2656)** and report the problem. The staff will be contacted by Paul Holback or his representative in PDS and will be kept informed of progress.

ISENSIX Trouble Shooting Procedure

Notifications Colors

The ARMS system has various Notifications that display different types of colors to the user. The most commonly seen notification colors are addressed in the following table 10-1 and the correction to Alarm Notifications is addressed in tables 10-2 and 10-3 that describe and identify the most commonly seen color schemes for the alarm notifications.

TABLE 10-1 Color Displayed Reports Describes Alarms

TABLE 10-1				
Color	Displayed	Reports	Describes	Alarms
Green	XXXX	Normal, Armed, Temp,	Operating within Set Parameters	NONE
Red	HIGH	High Threshold Exceeded	Operating above Set Parameters	HIGH
Red	BREACH	Unauthorized entry	Unauthorized	BREACH
Red	ALM	Outside Set Parameters	Open or Closed	ALM
Blue	Low	Threshold Exceeded	Operating below Set Parameters	LOW
Black	LNK	Communication Error between Collection Point (CP) and Access Point (AP)	Wireless communication loss	LINK
Black	NET	Communication Errors between Server and Access Point (AP)	Network jack communication loss	NET
Black	SEN	Communication Errors between Collection Point (CP) and Sensor	Sensor module communication loss	SENSOR
Black	CHECK PROBE WIRE	Communication Errors between Collection Point (CP) and Sensor Wire	Sensor Probe communication loss	WIRE
Black	PWR	Power loss	Power loss from site power source	PWR
Yellow	NOTE	Note: Message entered on event indicated.	A note entered for an event	NOTE
Light Blue	XXXX	Background color indicates item displayed is/has been selected by user.	Selection of item displayed	NONE

ISENSIX Trouble Shooting Procedure

The conditions for the Alarm notifications can be corrected as described in the tables below:

TABLE 10-2			
Color	Displayed	Possible Causes	Corrected Actions
Red	HIGH	Unit monitored not operating correctly. Sensor Probe fluid "Buffer" low in bottle. Sensor Probe affected by Unit ventilation system. Sensor not located or in same solution as unit thermometer. Sensor not located in the same location as unit thermometer. Sensor needs replacement.	Lab Staff- refill bottles, verify location of sensor away from ventilation unit, verify location of sensor and unit thermometer match, or have sensor replaced.
Red	BREACH	Access code not entered correctly. Unauthorized access code used. Sensor needs replacement.	Lab Staff-verify product or unit is accounted for, verify sensor components are intact, verify proper operation of unit, or have sensor replaced.
Red	ALM	Unit fluid Level may be low or high (dependent on condition). Sensor outside of unit fluid. Sensor needs replacement.	Lab Staff- refill unit, verify location of sensor away from ventilation unit, verify location of sensor and unit thermometer match, or have sensor replaced.
Blue	Low	Unit monitored not operating correctly. Sensor Probe fluid "Buffer" low in bottle. Sensor Probe affected by Unit ventilation system. Sensor not located or in same solution as unit thermometer. Sensor not located in the same location as unit thermometer. Sensor needs replacement.	Lab Staff- refill bottles, verify location of sensor away from ventilation unit, verify location of sensor and unit thermometer match, or have sensor replaced.
Black	LNK	Unit located far from the Access Point (AP). Unit has incorrect frequency as the Access Point (AP). Access Point (AP) power loss may exist. Collection Point (CP) power loss may exist. Collection Point (CP) encountering outside equipment interference (Freq.). Collection Point (CP) facing away from the Access Point (AP).	Site Staff and IT/IS Department Recycle unit power to reset unit condition to initial state. Contact Isensix Support for support if issue is not resolved. Replace unit under suspicion for cause of issue.
Black	NET	Access Point (AP) connected to incorrect network jack. Access Point (AP) power loss may exist. AP or CP needs possible replacement required	Site Staff /Lab Personnel Recycle unit power to reset unit condition to initial state. Replace unit under suspicion for cause of issue. Call Help Desk 5-2656

ISENSIX Trouble Shooting Procedure

TABLE 10-3

Color	Displayed	Possible Causes	Corrected by
Black	SEN	(CP) not properly connected to the Sensor connector. (CP) Sensor wire severed between CP and Sensor probe. (CP) sensor module not properly connected to sensor probe connector. Sensor needs replacement.	Site Staff Verify sensor wire is not damaged, verify sensor is connected to CP, or replace sensor.
Black	CHECK PROBE WIRE	Sensor probe not properly connected to the Sensor module connector. Sensor wire severed between CP and Sensor probe. Sensor needs replacement.	Site Staff Verify sensor wire is not damaged, verify sensor is connected properly, or replace sensor.
Black	PWR	Power loss from facility to unit. Unit incorrect plugged into outlet. Power connector of power adapter not plugged in at the CP power socket. Power adapter replacement.	Site Staff Verify power cable is not damaged, verify power is connected properly, or replace power adapter.

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