

From: Tina Mirkheshti [tinamirk@microsoft.com]
Sent: Monday, November 15, 2010 2:10 PM
To: Glen Houghton
Cc: Hoath, James I; Frost, Joe (email)
Subject: UW: Status of Open Case #10110376490493

Importance: High

Hi Glen,

The folks from UW are concerned about the lack of progress on the PDF open case. Do you have any updates? Thanks!!!

Kindest Regards,

Tina

From: Glen Houghton
Sent: Tuesday, November 09, 2010 2:46 PM
To: David Grams; Shelley Youngs; 'drankin@u.washington.edu'; 'sooheel@u.washington.edu'
Cc: Carlos Merla; Scott Smith (PFE); Hoath, James I; Tina Mirkheshti; frostj@u.washington.edu; 'Kuffel, Michael J'
Subject: University of Washington BI Weekly Case Wellness Review

Good Afternoon,

Below is the list of cases open in Premier.

Case Number	Severity	Description	Status	Date Opened
10062258078475	C	Use of group permissions in Amalga Console	David to cover in call	6/22
10090260290102	C	need instruction on how to create search fields in find button on Amalga console	Eric continue to work on repro in lab.	9/2
10101272292618	C	Parser keeps timed out and 'Service broker needs to access master key in azQueue' error is captured in SQL log	Waiting on customer to complete upgrade to Sp1 to test Action plan.	10/12
10110376490493	B	how do you view PDF files in console	Currently researching Action: MS to review with customer.	11/9

Regards

Glen

Wadden, Marjorie K

From: Tittel, Paul D
Sent: Thursday, January 28, 2010 7:41 AM
To: 'Peter Tarczy-Hornoch'; Hoath, James I
Subject: FW: [Amalgamators] RE: !!!CRITICAL !!! Recievers in Dade
Attachments: ATT1387612.txt

FYI – a separate thread from last night on the new Amalga “issue of the week” (see previous email).

A related DADE issue seems to have bitten another customer this week. Like Moses Cone in NC, we were not informed how to set up and configure deleter services. Even if we had been, MSFT seems to know of an extant bug (but didn't tell us) with DADE deleter functionality and is planning a patch to fix (again, didn't tell us...).

Jim and I are planning to escalate within HSG this afternoon.

From: amalgamators-bounces@mailman2.u.washington.edu [<mailto:amalgamators-bounces@mailman2.u.washington.edu>] **On Behalf Of** Tittel, Paul D
Sent: Wednesday, January 27, 2010 7:25 PM
To: Tobin, Tanya L; Pankaj Agarwal; Gopal Parupudi; Adeel Siddiqui; Stephanie Langston
Cc: Hoath, James I; Amalgamators@u.washington.edu
Subject: RE: [Amalgamators] RE: !!!CRITICAL !!! Recievers in Dade

Gopal,

We likely won't know until tomorrow whether the deleter is the fix we need.

However, assuming a deleter script does fix the issue, I want to state again how helpful it would be to have the long-promised best practices and configuration whitepapers for Amalga. A similar issue seems to have just been encountered at Moses Cone (Jason Nance's '[DADE Server: Filer Problems, Disk Space Issues](#)' post of today related to them also having no deleter scripts deployed).

This strikes me as the kind of thing that should be on a “must do” checklist for the upgrade or implementation team to cover before leaving a customer site. Some of these details may be covered in the 100s of pages of Amalga documentation, but history seems to be proving that customers have little time to wade through all the docs to find these critical nuggets of information.

We'll keep you posted if deleter scripts do the trick.

Paul

From: amalgamators-bounces@mailman2.u.washington.edu [<mailto:amalgamators-bounces@mailman2.u.washington.edu>] **On Behalf Of** Tobin, Tanya L
Sent: Wednesday, January 27, 2010 6:49 PM
To: Pankaj Agarwal; Gopal Parupudi; Adeel Siddiqui; Stephanie Langston
Cc: Amalgamators@u.washington.edu
Subject: [Amalgamators] RE: !!!CRITICAL !!! Recievers in Dade

Pankaj,

Thanks for getting back to us.

We did not have the deleter services running since we go live with V2. Can I just remove the UTF8 file and let receiver create another one? I will also configure Deleter service to trim the new incoming files.

Thanks,

Tanya

From: Pankaj Agarwal [<mailto:pankaja@microsoft.com>]
Sent: Wednesday, January 27, 2010 5:04 PM
To: Tobin, Tanya L; Gopal Parupudi; Adeel Siddiqui; Stephanie Langston
Cc: Amalgamators@u.washington.edu
Subject: RE: !!!CRITICAL !!! Recievers in Dade

Tanya – Could you please confirm that the DELETER service is configured and running. This service trims the files from the Reciever folders.

Thanks

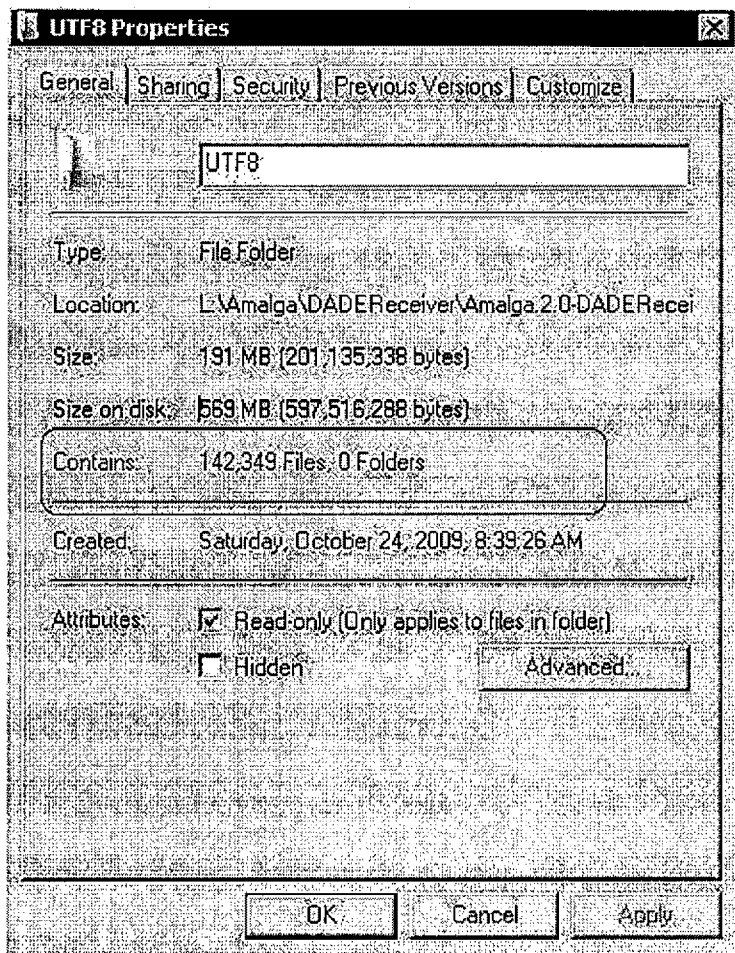
Pankaj Agarwal
Database Systems Analyst
Health Solutions Group
Office: 425-707-9058
Cell: 425-241-3706

From: Tobin, Tanya L [<mailto:tanyat@u.washington.edu>]
Sent: Wednesday, January 27, 2010 4:18 PM
To: Gopal Parupudi; Adeel Siddiqui; Pankaj Agarwal; Stephanie Langston
Cc: Amalgamators@u.washington.edu
Subject: !!!CRITICAL !!! Recievers in Dade

Gopal and Adeel,

We are looking into the ADT/LAB receiver folders in Dade to look for clue that will slow down the receiver. This is what we observed..

In the foloder of UTF8, there are ~142,349 files when this screen shot were taken. This UTF8 is new thing from V2. What is it do? Is these many files in this folder sounds reasonable to you?



Another disturbing finding we observed is that whenever we cycle the receivers or failover the server, there will be un-processed files stuck in the received folder. The receiver "SKIP" the files/msg in the received folder and continue on to process the other msgs.

The following screen shot depicts the "SKIP" Lab msgs in the L:\Amalga\DADERReceiver\Amalga.2.0-DADERReceiver-LAB_FINAL\Received folder. This receiver slowness problem started from 1/25/2010, so you can see we have been trying failover and cycle the receiver multiple times for the last 3 days. The un-processed files are the evidence of how many times of the receivers being cycled.

Received

Amalga.2.0-DADERceiver-LAB_FINAL Received Search

Organize Views

Favorite Links

- Documents
- Pictures
- Music
- Recently Changed
- Searches
- Public

Name	Date modified	Type	Size	Tags
UTF8	1/27/2010 4:01 PM	File Folder		
20091221105113146000	12/21/2009 10:5...	File	3 KB	
20091221133137347000	12/21/2009 1:31...	File	1 KB	
20100107211305999000	1/7/2010 9:13 PM	File	0 KB	
20100107213707590000	1/7/2010 9:37 PM	File	1 KB	
20100107215735539000	1/7/2010 9:57 PM	File	1 KB	
20100125193737654000	1/25/2010 7:37 PM	File	1 KB	
20100125195506558000	1/25/2010 7:55 PM	File	3 KB	
20100126112957274000	1/26/2010 11:29...	File	2 KB	
20100126120726181000	1/26/2010 12:07...	File	1 KB	
20100126144019493000	1/26/2010 2:40 PM	File	3 KB	
20100126164051296000	1/26/2010 4:40 PM	File	1 KB	
20100126165204070000	1/26/2010 4:52 PM	File	1 KB	
20100127111025942000	1/27/2010 11:10...	File	4 KB	
20100127133312069000	1/27/2010 1:33 PM	File	1 KB	
20100127145621590000	1/27/2010 2:56 PM	File	2 KB	
20100127153025762000	1/27/2010 3:30 PM	File	2 KB	
20100127153706890000	1/27/2010 3:37 PM	File	1 KB	
20100127160114172000	1/27/2010 4:01 PM	File	1 KB	

Folders

19 items

This situation apply to ADT and Pathology recievers as well, please help us address this critical issue.

Thanks,
Tanya

Wadden, Marjorie K

From: premier@microsoft.com
Sent: Wednesday, November 03, 2010 2:15 PM
To: Rankin, Dave
Subject: Confirmation for your incident 110110376490493



Premier Online

Submit Incident

Confirmation number: 110110376490493

Your question was successfully submitted to Microsoft. A Microsoft professional will respond to you in e-mail within 2 business hours.

[View this incident](#) at any time on Microsoft Premier Online.

Case number: 110110376490493

Case created: 11/3/2010 2:15:00 PM

Case title: how do you view PDF files in console

Product: Amalga

Severity: B - Urgent

Description: I need to load PDF files in the Amalga database and view them in the console. When I try to follow the instruction in documentation I get an error message. I'm keeping this message short because I just entered an incident on this with error message pictures and log copies - and when I pushed submit it disappeared. This is not the first time the has happened. I'd rather send email that use this tool.

Full name: David Rankin

E-mail address: drankin@u.washington.edu

Phone number: 206 221-4929

Contact preference: Contact me by phone and update this site

Wadden, Marjorie K

From: Gopal Parupudi [gopalp@microsoft.com]
Sent: Tuesday, January 19, 2010 7:46 AM
To: Hoath, James I; Tittel, Paul D; Peter Tarczy-Hornoch
Cc: Stephanie Langston; Peter Markavage; Davide Vigano; Tom Poole
Subject: RE: Amalga - architectural issues list to accompany your email

Hi Jim, Paul and Peter,

Thank you for taking the time to summarize the list of Amalga issues that have impacted the Amalga operation at UWM over the past few months. As a key, strategic customer who has embraced Amalga and has put Amalga through the paces, this kind of feedback is very valued by HSG. As you realize, Amalga is a young, fast evolving product and so is the HSG division within Microsoft. As we scale across multiple customers with rapid engineering turnaround on issues, bugs and features, we are experiencing growing pains as we strive to the Microsoft Enterprise Product standards. The importance of these fundamentals (tracing, manageability, performance, diagnostics etc) is understood and they are on the product roadmap. We are looking to prioritize these as fast as we can to address some of the concerns that have impacted you. As we concretize the Engineering plans for these items, we will share the timeline with you and look for UWM to help validate private drops of these – starting with the onsite discussion on Wed. We appreciate your patience and your collaborative spirit in working with us in addressing these issues.

Regards,
Gopal

From: Hoath, James I [mailto:hoath@u.washington.edu]
Sent: Monday, January 11, 2010 12:33 PM
To: Gopal Parupudi; Stephanie Langston; Peter Markavage; Davide Vigano; Tom Poole; Tittel, Paul D; Peter Tarczy-Hornoch
Subject: Amalga - architectural issues list to accompany your email

Folks,

The last several months have been difficult ones for our Amalga ramp-up. I have synopsised our problems in 11 “systemic” points below, and then provided more detail for each, in eight numbered scenarios. Some of these specific problems are on their way to resolution, but they are long-standing enough to warrant their appearance on this list. I feel strongly that we need to address each of these issues in a mutually-agreed-upon action plan. Given the impending perpetual licensing decision, we have significant enough concerns about the frequency and severity of the on-going production issues to believe that this focus is on all our parts is well merited. I welcome your input!

- i. Amalga drops critical ADT messages.
 - ii. We don't get notified of dropped messages.
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 - iv. Dropped messages are very difficult to replay into Amalga.
 - v. There is no leverage of work / experience with these problems from other customer sites.
 - vi. Resubmitting or reparsing messages from an archived message queue is very difficult.
 - vii. Parser performance issues with large data volumes are not well understood or addressed.
 - viii. The 'service broker' in V2 does not work well enough to use for higher volume feeds.
 - ix. The Script Engine Explorer is riddled with bugs and anomalies.
 - x. The QFE process is painstaking and error-prone.
 - xi. The parser package deployment works poorly.
1. “Dropping” critical ADT messages – This is due to a (now) known issue with retry feed behavior and the script engine not clearing the EnterpriseIdConfiguration state between retries of the message processing. It also seems

secondary to timeouts during Amalga ID processing (manifested as InvalidEnterpriseldConfiguration and PackageAmalgaldFailed errors) once we updated error handling to use retry behavior.

- a. We understand that the recently released patch QFE975775 will likely address this issue. UW is currently reviewing QFE-related documentation and plans to apply this patch, assuming no adverse effect on other UW-specific Amalga ID customizations.
- b. Ideally, for Amalga ID processing that is known to take longer (e.g. A18 merge processing, evidenced by an inordinate number of A18 messages failing due to issue above), a feed-specific timeout configuration would be helpful.
- c. Despite the fact that the "retry feed" issue above was encountered at another customer site, UW was neither informed of the error nor proactively provided the QFE to address it. The absence of a formalized issue notification and patch delivery system for Amalga UIS customers is concerning.
- d. Even with this patch applied, UW still has concerns about the robustness of Amalga's message processing framework (please see #2 below).

2. Subpar parser monitoring & notification framework – Since adopting V2, we have repeatedly noted that Amalga's support for parser monitoring and notification is very disjointed and inefficient to use.

- a. The "disconnectedness" of the Log Viewer and Event Viewer facilities, combined with distinct Event Viewer instances on separate Amalga "roles" (e.g. DADE, parser servers, etc.) means that team members have to look in multiple places to get a sense for the overall "health" of the system.
- b. Moreover, the useful information presented the Log Viewer is scant – neither the parser feed name nor the message ID of the offending message are noted. We have also had instances when the errors are manifest as verbose Log Viewer traces with nothing whatsoever reported in the Event Viewer.
- c. This general issue has been on our "V2 follow-up" list since October, with little demonstrable progress. We are told that a SCOM module and possibly private patches to write log information to database(s) for improved review are in development, but have not been given delivery dates or additional details in either case.
- d. In the absence of an "official" solution, we have had to start dedicating staff time to building our own Event Viewer scripts.
- e. When issues arise (like #1 above), the lack of mature system tools means that interface engineers have to resort to a tedious and time-consuming series of steps to identify missed/failed messages and queue them for reparsing. This work-around is summarized as follows:
 - i. Parsing server: use a custom script developed in-house to pull out the message ID of the skipped messages by specific error type (PackageAmalgaldFailed, etc)
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 - iii. Notepad: format the message to be replayed and stored in an individual .ADT message file
 - iv. DADE server: drop the .ADT file in receiver/validated folder, monitor to be sure it's filed to MSG201
 - v. Database server: check that the replay is successful (msgResults, AEID tables, etc)
- f. A "point-and-click" utility to replay a single problematic message from the Message Queue would be ideal and circumvent the tedious steps above.
- g. Real-time notification akin to those supported by other healthcare IT platforms (i.e. auto-paging, email notification) is not possible without a unified monitoring/logging framework.

3. Parser performance for large Cerner (ORCA) data – Cerner parser performance issues were resolved 1-2 weeks ago. However, these problems plagued us for several weeks and required countless hours of extra time on the part of the UW team to "feed and water" the Cerner/ORCA data parsers until root causes were identified. The fixes involved 1) optimized 'plan guides' and related configuration changes to force use of these execution plans by the Amalga-generated de-queueing SQL, and 2) modifying two nullable fields in the MSG201 table to make them non-null.

- a. The root causes analysis and issue resolution here took longer than it should have in part because Microsoft technical consultants did not trust and listen to UW's feedback on our perception of the root causes.
- b. Moreover, UW learned that one of the two fixes above previously had to be made at both NYP and St. Joseph's due to comparable data volumes. Information regarding this fix did not make it to the HSG team members assisting UW with similar performance issues.
- c. UW has been told that a series of whitepapers are in development to better help Amalga customers understand system configuration options, performance issues, etc. We look forward to these, but feel

there are larger systemic issues related to information sharing within HSG. These communication issues are adversely affecting customer experience with the Amalga platform.

4. Loading large data volumes (e.g. Cerner/ORCA) into MSG201 in batch mode – This issue is related to #5 above, was an on-going problem for over 8 weeks, and resulted in a great deal of lost staff time. Ultimately, the solution was adding just two lines in the trigger to bypass SQL Server service broker, effectively reverting this trigger back to V1.5 mode. The service broker architecture introduced with V2 does not work well with high-volume batch mode data injection required by the UW Cerner interfaces. Again, the fix here was relatively straight-forward but resolution of this issue should not have taken as much time as it did.
5. Bugs and inefficiencies in the Script Engine Explorer (SEE) – The SEE tool is very unstable, idiosyncratic, and difficult to use. Some of the issues noted below are known to Microsoft; we also have and can forward additional detail on these and other SEE issues. However, the list below summarizes a few of the most problematic:
 - a. Updating existing message segments can cause partial loss of message definitions.
 - b. Solution binding gets lost in Visual Studio when you modify messages in SEE.
 - c. Changes to Table Definitions work when you access through Package Definition window, but not through the Message Definition Information window. When updating tables in SEE, if the Table Definition window is accessed through the Package Definition window, the XML files will be updated, but if we access the Table Definition window from the Message Definition Information window, the XML files will not be updated with changes.
 - d. Parser developers can't tell which interface a segment belongs to on the SEE Home page. This is particularly problematic for HL7 interfaces that share common segments (MSH, OBR, OBX, PV1, etc.)
 - e. There is no proactive notification of package upload failure.
 - f. The HL7 wizard does not use the appropriate/correct data type (strings should be System.String and not string, date/times should be System.Nullable<System.DateTimeOffset> and not DateTime, etc.)
 - g. Again, we have been told since October that a “best practices” document covering issues and recommendations for working with SEE, Visual Studio, and Visual Source Safe is forth-coming. We have not yet received this document, however.
6. Resubmitting or reparsing message from an archived message queue – Given the V2 architecture and Message Queue design, moving historical data from archived Message Queues into the active MSG201 table for reparsing *in chronological order* is difficult. Given the claimed benefits of reparsing with Amalga, this is concerning.
 - a. The baseline MSG201 UTC DT trigger and primacy of the UTC DT attribute in parser dequeuing means the following work-around is required to requeue previously archived data for parsing:
 - i. Stop filers / parsers, so Active MSG201 wouldn't get any more new messages
 - ii. Copy messages from MSG201 to temporary table
 - iii. Delete messages from MSG201, so MSG201 wouldn't have any messages for the message type you want to re-parse
 - iv. Sort messages from Archival database by UTC DT and insert into MSG201
 - v. Sort messages from temporary table by UTC DT and insert into MSG201
 - vi. Start filers / parsers
 - b. UW's data complexity and volumes have proven we will encounter this predicament relatively frequently. A more efficient way to resubmit archived messages for parsing would help tremendously.
7. The Amalga QFE patching process – Amalga QFE product patching is a painstaking process that requires careful execution of documented instructions. While the instructions are often good, the quantity of servers and products needing patching quickly makes the manual process painstaking and error prone. It is also difficult to tell whether a server has been patched correctly.
 - a. QFEs currently include a combination of these update methods:
 - i. Installation Package: Run an executable (.exe, .msi, .msp) and follow instruction prompts
 - ii. Amalga Pack Tool: manually backup files that will be replaced, or use the Amalga Pack Tool and follow documented instructions to create a backup.apk of the files, then use the Amalga Pack Tool and follow documented instructions to import a QFE.apk that contains the new files
 - iii. Manual copy: copy existing files to a safe place, delete folders, or overwrite the existing files with new files, and in some cases restore specific files
 - iv. Manual file edit: modify specific lines of an existing file
 - v. SQL script: connect to a database with SQL Management Studio, and run a SQL script

- vi. Visual Source Safe: After patching a server with the above methods, "check in" the new files to VSS, then ensure all users "get latest files" from VSS
 - vii. PowerShell: use PowerShell to update or configure Amalga services
 - b. Simplifying or automating this process would greatly improve patch deployment, but more importantly it would help ensure Amalga installations are patched to specification and function as designed.
8. Parser package deployment – There are generally issues with configuration management during parser package deployment, particularly with uploading common files shared across packages. During the upload process, packing process, and parser startup, the parser developer is never certain which version of a common file has been deployed. In UW's case, we have a custom UWAmalgaCommon.cs file that handles ID processing. If there are multiple versions of this file in the ScriptEngine.Binaries database, the wrong may be grabbed by the parser, SEE, or Amalga Pack Tool and used. The workaround has been to remove all copies from the Binaries database before performing an upload/import.

Margi Wadden

From: "Hoath, James I" <hoath@u.washington.edu>
To: "Jim Fine" <jsfine@u.washington.edu>; "DAVID CHOU" <dchou@u.washington.edu>
Cc: <ajmjr@uw.edu>
Sent: Monday, January 11, 2010 2:19 PM
Subject: FW: Amalga - architectural issues list to accompany your email

FYI

James I. Hoath
 Director, Enterprise Architecture, Integration & Web
 hoath@uw.edu cell: (206) 661-0331 wk: (206) 543-4539

From: Hoath, James I
Sent: Monday, January 11, 2010 12:33 PM
To: 'gopalp@microsoft.com'; 'Stephanie Langston'; 'Peter Markavage'; 'daviddev@microsoft.com'; 'tompoole@microsoft.com'; Tittel, Paul D; Peter Tarczy-Hornoch
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 - b. Solution binding gets lost in Visual Studio when you modify messages in SEE.
 - c. Changes to Table Definitions work when you access through Package Definition window, but not through the Message Definition Information window. When updating tables in SEE, if the Table Definition window is accessed through the Package Definition window, the XML files will be updated, but if we access the Table Definition window from the Message Definition Information window, the XML files will not be updated with changes.
 - d. Parser developers can't tell which interface a segment belongs to on the SEE Home page. This is particularly problematic for HL7 interfaces that share common segments (MSH, OBR, OBX, PV1, etc.)
 - e. There is no proactive notification of package upload failure.
 - f. The HL7 wizard does not use the appropriate/correct data type (strings should be System.String and not string, date/times should be System.Nullable<System.DateTimeOffset> and not DateTime, etc.)
 - g. Again, we have been told since October that a "best practices" document covering issues and recommendations for working with SEE, Visual Studio, and Visual Source Safe is forth-coming. We have not yet received this document, however.

6. Resubmitting or reparsing message from an archived message queue – Given the V2 architecture and Message Queue design, moving historical data from archived Message Queues into the active MSG201 table for reparsing *in chronological order* is difficult. Given the claimed benefits of reparsing with Amalga, this is concerning.
 - a. The baseline MSG201 UTCDT trigger and primacy of the UTCDT attribute in parser dequeuing means the following work-around is required to requeue previously archived data for parsing:
 - i. Stop filers / parsers, so Active MSG201 wouldn't get any more new messages
 - ii. Copy messages from MSG201 to temporary table
 - iii. Delete messages from MSG201, so MSG201 wouldn't have any messages for the message type you want to re-parse
 - iv. Sort messages from Archival database by UTCDT and insert into MSG201
 - v. Sort messages from temporary table by UTCDT and insert into MSG201
 - vi. Start filers / parsers
 - b. UW's data complexity and volumes have proven we will encounter this predicament relatively frequently. A more efficient way to resubmit archived messages for parsing would help tremendously.

7. The Amalga QFE patching process – Amalga QFE product patching is a painstaking process that requires careful execution of documented instructions. While the instructions are often good, the quantity of servers and products needing patching quickly makes the manual process painstaking and error prone. It is also difficult to tell whether a server has been patched correctly.
 - a. QFEs currently include a combination of these update methods:
 - i. Installation Package: Run an executable (.exe, .msi, .msp) and follow instruction prompts

- ii. Amalga Pack Tool: manually backup files that will be replaced, or use the Amalga Pack Tool and follow documented instructions to create a backup.apk of the files, then use the Amalga Pack Tool and follow documented instructions to import a QFE.apk that contains the new files
 - iii. Manual copy: copy existing files to a safe place, delete folders, or overwrite the existing files with new files, and in some cases restore specific files
 - iv. Manual file edit: modify specific lines of an existing file
 - v. SQL script: connect to a database with SQL Management Studio, and run a SQL script
 - vi. Visual Source Safe: After patching a server with the above methods, "check in" the new files to VSS, then ensure all users "get latest files" from VSS
 - vii. PowerShell: use PowerShell to update or configure Amalga services
- b. Simplifying or automating this process would greatly improve patch deployment, but more importantly it would help ensure Amalga installations are patched to specification and function as designed.
8. Parser package deployment – There are generally issues with configuration management during parser package deployment, particularly with uploading common files shared across packages. During the upload process, packing process, and parser startup, the parser developer is never certain which version of a common file has been deployed. In UW's case, we have a custom UWAmalgaCommon.cs file that handles ID processing. If there are multiple versions of this file in the ScriptEngine.Binaries database, the wrong may be grabbed by the parser, SEE, or Amalga Pack Tool and used. The workaround has been to remove all copies from the Binaries database before performing an upload/import.

From: Veino, Richard J
Sent: Friday, January 14, 2011 11:38 AM
To: 'Drew Navratil'
Cc: 'MSSolve Case Email'; Frost, Joe (email); Hoath, James I
Subject: RE: [REG:110122079732416] Amalga Pack tool did not pick up proper version of linked file

I'm positive it happened just a few days ago when I was trying to restore a parser due to a failed upgrade. I can go through the steps for you, but it'll be over a week until I can get to it.

Richard Veino
Software Engineer, Amalga Team
Institute of Translational Health Sciences
Ph: (206) 685-1715
email: veinor@u.washington.edu

From: Drew Navratil [<mailto:Drew.Navratil@microsoft.com>]
Sent: Friday, January 14, 2011 11:02 AM
To: Veino, Richard J
Cc: MSSolve Case Email; Frost, Joe (email); Hoath, James I
Subject: RE: [REG:110122079732416] Amalga Pack tool did not pick up proper version of linked file

Hi Richard,

Are you still able to reproduce this issue at your end?

Thanks,

Drew Navratil

MICROSOFT | PREMIER FIELD ENGINEER | US - AMALGA
Office: (980) 776-9805 | Mobile: (704) 953-2926 | drew.navratil@microsoft.com

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From: Veino, Richard J [<mailto:veinor@u.washington.edu>]
Sent: Wednesday, January 12, 2011 3:26 PM
To: Drew Navratil
Cc: MSSolve Case Email; Frost, Joe (email); Hoath, James I
Subject: RE: [REG:110122079732416] Amalga Pack tool did not pick up proper version of linked file

Sounds good.

Richard Veino
Software Engineer, Amalga Team
Institute of Translational Health Sciences
Ph: (206) 685-1715
email: veinor@u.washington.edu

From: Drew Navratil [<mailto:Drew.Navratil@microsoft.com>]

Sent: Wednesday, January 12, 2011 12:12 PM
To: Veino, Richard J
Cc: MSSolve Case Email
Subject: [REG:110122079732416] Amalga Pack tool did not pick up proper version of linked file

Hello Richard Veino,

I am providing you a copy of a scope agreement for your issue.

Issue Definition: Amalga Pack Tool is not picking up a latest file.

Scope Agreement: Investigate cause, customer already has a workaround.

We will now begin working together to resolve your issue. If you do not agree with the scope defined above, or would like to amend it, please let me know as soon as possible. If you have any questions or concerns, please don't hesitate to contact me.

Best Regards,
Drew Navratil
Email: drew.navratil@microsoft.com
Phone: +1 (980) 7769805

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IN YOUR REPLY if you want your response added to the case automatically.
For technical assistance, please include the Support Engineer on the TO: line.
Thank you.

From: Tina Mirkheshti [tinamirk@microsoft.com]
Sent: Tuesday, January 18, 2011 10:04 AM
To: Hoath, James I; Rankin, Dave ; Frost, Joe (email)
Cc: Amalgamators@u.washington.edu
Subject: RE: [REG:111010766701889] PDF viewer we get an error: "Error initializing module"

Hi Jim,

I just forwarded your response to Glen (Premier) and he will be working with Eric (Premier) to get a QFE for you guys. Thanks!!!

Kindest Regards,

Tina

From: Hoath, James I [mailto:hoath@u.washington.edu]
Sent: Tuesday, January 18, 2011 11:49 AM
To: Rankin, Dave ; Frost, Joe (email); Tina Mirkheshti
Cc: Amalgamators@u.washington.edu
Subject: RE: [REG:111010766701889] PDF viewer we get an error: "Error initializing module"

Well, if it's a bug, then it's a bug. Let's open the bug / engineering request as soon as possible. At present, the PDF display system is only workable if the console is loaded directly on the workstation.

James I. Hoath
Director, Enterprise Architecture, Integration & Web
hoath@uw.edu cell: (206) 661-0331 wk: (206) 543-4539

From: Rankin, Dave
Sent: Tuesday, January 18, 2011 8:44 AM
To: Hoath, James I; Frost, Joe (email)
Cc: Amalgamators@u.washington.edu
Subject: FW: [REG:111010766701889] PDF viewer we get an error: "Error initializing module"

Hi Jim and Joe,

In the following email, Eric recommends we label this PDF display problem a bug and send it to engineering.

He awaits our answer.

Dave

From: Eric Parvin [mailto:Eric.Parvin@microsoft.com]
Sent: Monday, January 17, 2011 11:53 AM
To: Rankin, Dave
Cc: MSSolve Case Email
Subject: [REG:111010766701889] PDF viewer we get an error: "Error initializing module"

David,

Thank you for supplying the information and the PDF files last Friday. I have discussed this situation with engineering and at this point, the third party PDF control being used in the current version of Amalga has issues displaying the PDF image when the console is a published application in Citrix or if you open an RDP session to a server or workstation to work within the Amalga console.

My understanding is that the PDF image is not clear when using the Amalga console in Citrix as a published application at UW. As this issue is caused by the limitation of the third party control in Amalga, there are no further setting changes that can be done in Amalga to make the image clear in Citrix.

As for next steps, we can log this issue as a bug and bring it to the engineering team's attention to see if they obtain a newer version of the third party control and test. Please let me know if you would like to proceed with this action.

Regards,

Eric Parvin

MICROSOFT | PREMIER FIELD ENGINEER | US- AMALGA |
direct line: (980)-776-9942 cell: (703) 439-9798 | eric.parvin@microsoft.com

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IN YOUR REPLY if you want your response added to the case automatically.
For technical assistance, please include the Support Engineer on the TO: line.
Thank you.

From: Tina Mirkheshti [tinamirk@microsoft.com]
Sent: Thursday, December 02, 2010 12:23 PM
To: Scott Smith (PFE); Glen Houghton
Cc: Hoath, James I; Frost, Joe (email); Rankin, Dave ; Grad Conn; Shelley Youngs
Subject: UWM: IMPORTANT - Dissatisfaction w/ Premier Support Service

Importance: High

Hi All,

I wanted to share with you the feedback that I just received from Jim Hoath, Joe Frost and Dave Rankin at UWM (copied on email) related to the support they are receiving from Premier Support – specifically from David Grams.

A current open incident related to PDFs has really broken the camel's back, but in general they are not confident that David has the level of expertise to address their support needs. They feel they are spending an inordinate amount of time re-explaining problems and are just very frustrated with David's ability to deliver solutions in a timely manner.

As I have other customers that are very pleased with their experiences in working with Premier Support (e.g., Johns Hopkins), I am sure we will be able to address their concerns and reshape their opinion of the service that they are receiving from Premier Support. Your help in defining a plan to put us on the path to success is greatly appreciated. Please let me know what the appropriate next steps are to bring this to closure. Thanks!!!

Kindest Regards,
Tina

| Tina Mirkheshti | Customer Relationship Manager - Health Solutions Group |
Microsoft Corporation | 1125 Sanctuary Parkway, Alpharetta, GA 30004 | 770.238.8269 | tinamirk@microsoft.com

Amalga Community Portal: <http://customers.mshealthcommunity.com>

HealthVault Dashboard: [MSN My Health Info](#)



From: Tina Mirkheshti [tinamirk@microsoft.com]
Sent: Thursday, January 06, 2011 6:13 PM
To: Hoath, James I; Frost, Joe (email)
Subject: RE: UWM: PDF Work Effort

Hi All,

Just quick update ☺. I will have the names of the two assigned resources (i.e., Integration Analyst and Application Consultant) that will be available to work with your team as you work on the PDF project. I have also drafted a 20 hour work order that is going through our internal review for final approval and then I will submit to you for review/approval. Thanks for your patience.

Kindest Regards,

Tina

From: Tina Mirkheshti
Sent: Thursday, January 06, 2011 6:43 AM
To: Jim Hoath; Joe Frost
Subject: UWM: PDF Work Effort

Hi All,

I am sorry that we highlighted the immaturity of our services delivery model on the phone with you and your team yesterday ☺.

We are strong in the areas of initial implementation, larger quoted projects, ongoing support (i.e., Premier Support – although you have seen a few warts here also). When it comes to “how to questions” we are a bit challenged in our model. Today our resources have to account for their time on a daily basis so we are driven to execute work orders to support customer questions – as in this case the 20 hour work order that we discussed that would be used to assign HSG resources to support any questions that you may have in setting up the PDF ingestion and display.

After I got through airport security yesterday, I had a call with John, Sriram and Dave on the staffing approach and they are working on that today. Sorry again that we were not more “buttoned up” on yesterday’s call regarding providing you resources when you encounter questions. I will be in touch ASAP. Thanks for your continued support!!!

Kindest Regards,

Tina

| Tina Mirkheshti | Customer Relationship Manager - Health Solutions Group |
 Microsoft Corporation | 1125 Sanctuary Parkway, Alpharetta, GA 30004 | 770.238.8269 | tinamirk@microsoft.com

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 April 27-28, 2011 at the Hyatt Regency and McCormick Place in Chicago, IL
[Save the Date!](#)



From: Tina Mirkheshti [tinamirk@microsoft.com]
Sent: Thursday, January 27, 2011 9:50 PM
To: Hoath, James I
Cc: Glen Houghton; Frost, Joe (email)
Subject: UWM: Replication Issues

Hi Jim,

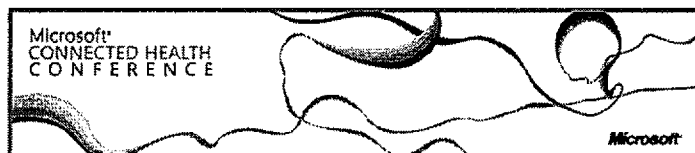
I received your vmail and wanted to regroup on next steps related to the recurring and increasing replication issues that you are currently experiencing.

Jim, as a first step, I would recommend that you open a ticket with Premier Support. If in turn, we determine that we need additional HSG resources we can make that decision after the Premier team has had an opportunity to triage the issues(s). Thanks as always for your continue support!!!

Kindest Regards,
Tina

| Tina Mirkheshti | Customer Relationship Manager - Health Solutions Group |
Microsoft Corporation | 1125 Sanctuary Parkway, Alpharetta, GA 30004 | 770.238.8269 | tinamirk@microsoft.com

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April 27-28, 2011 at the Hyatt Regency and McCormick Place In Chicago, IL
[Save the Date!](#)



UWM PDF Saga2.txt

From: Tina Mirkheshti [tinamirk@microsoft.com]
Sent: Tuesday, December 21, 2010 6:50 AM
To: Hoath, James I; Frost, Joe (email)
Cc: Peter Tarczy-Hornoch
Subject: UWM: PDF Saga

Hi Jim,

I understand your continued frustration and have the sense that we have not reached success using the Premier Support route.

Jim, I escalated this to Gopal and the HSG Services team last night. I am trying to get someone that can help understand if this is a configuration issue or if what you are trying to accomplish cannot be support by Amalga today. I hope it is not the latter. Stay tuned. Thanks!!!

Kindest Regards,

Tina

-----Original Message-----

From: Hoath, James I [mailto:hoath@u.washington.edu]
Sent: Tuesday, December 21, 2010 8:11 AM
To: Tina Mirkheshti; Frost, Joe (email)
Cc: Peter Tarczy-Hornoch
Subject: RE: Canceled: UWM: weekly sync call

Hello Tina,

Our foremost concern at this point is the continued inability to handle PDF files. The negative impact on both our timeline and credibility is increasing.

Thank you,

James I. Hoath
Director, Enterprise Architecture, Integration & Web
hoath@uw.edu cell: (206) 661-0331 wk: (206) 543-4539

-----Original Message-----

From: Tina Mirkheshti [mailto:tinamirk@microsoft.com]
Sent: Tuesday, December 21, 2010 6:05 AM
To: Frost, Joe (email)
Cc: Hoath, James I
Subject: RE: Canceled: UWM: weekly sync call

Hi Joe,

I wrap-up my customer meetings today at 11 AM PT and will be heading to the airport but would be happy to do a call from the car or the airport if it is convenient for you. Let me know. Thanks!!!

Kindest Regards,

Tina

-----Original Message-----

From: Joe Frost [mailto:frostj@u.washington.edu]
Sent: Monday, December 20, 2010 12:09 PM
To: Tina Mirkheshti
Cc: James I Hoath

UWM PDF Saga2.txt

Subject: Re: Canceled: UWM: Weekly Sync Call

Rescheduling is fine. We'd like to talk about the PDF issue, and acknowledge Dave's work for last week of finishing all three tickets that were opened. The timing of the R2SP1 bill with the discovery of the missing Data2 upgrades is unfortunate.

Is there another time today that will work? At least one of us is available all afternoon.

Joe Frost
UWM ITS Patient Financial Systems and Amalga
206-685-2117 Box 359968

On Mon, 20 Dec 2010, Tina Mirkheshti wrote:

> Hi All,
>
> I apologize for the late notice, but I am at a customer site today and
> they just scheduled a meeting with me that conflicts with our call today.
>
> Please let me know if you would like to reschedule this call or if you
> would like to just send me an email with any items you have and we can
> follow-up in that manner. Just let me know your preference. Thanks and
> sorry for any inconvenience this may cause. Happy Holidays!!!
>
> Kindest Regards,
> Tina
>
>
>

From: amalgamators-bounces@mailman2.u.washington.edu on behalf of Dan Sullivan [danielsullivan2002@comcast.net]
Sent: Monday, February 14, 2011 2:42 PM
To: Amalgamators@u.washington.edu
Subject: [Amalgamators] FW: ADO.NET Amalga Data Connector
Attachments: ATT62522.txt

Follow Up Flag: Follow up
Flag Status: Flagged

Mike ha provided some info on the miracle .dll for Amalga ADO.NET connecting.

From: Michael Ha [mailto:mikeha7@yahoo.com]
Sent: Monday, February 14, 2011 2:18 PM
To: Dan Sullivan
Subject: Re: ADO.NET Amalga Data Connector

Yeah, I bumped into this about June of 2008 when I was frustrated at what few controls are available and the overt sabotage at getting at stored procedures and DELETE statements. The documentation claims you can stick in your own DLLs and call them from modules and such but after talking with some of the HSG deployment engineers I discovered there's really no way to link them in. And the list of DLLs presented to you when creating a module are just ridiculous. Only a couple of them actually work from the configuration menu which allows you to select the DLL you want to use.

I tried opening up VS and browsing around inside the stupid thing by using Object Browser in VS2008 and I couldn't find anything usable.

I think you're probably the only other customer besides SJHS who's even looked at trying to do something with the APIs.

Zero documentation on the existing Web Services as well.

Michael

From: Dan Sullivan <danielsullivan2002@comcast.net>
To: mikeha7@yahoo.com
Sent: Mon, February 14, 2011 11:13:00 AM
Subject: ADO.NET Amalga Data Connector

Mike,

I am researching the "mythical" ADO.NET "Amalga Certified" client connection API's. I've found out the following:

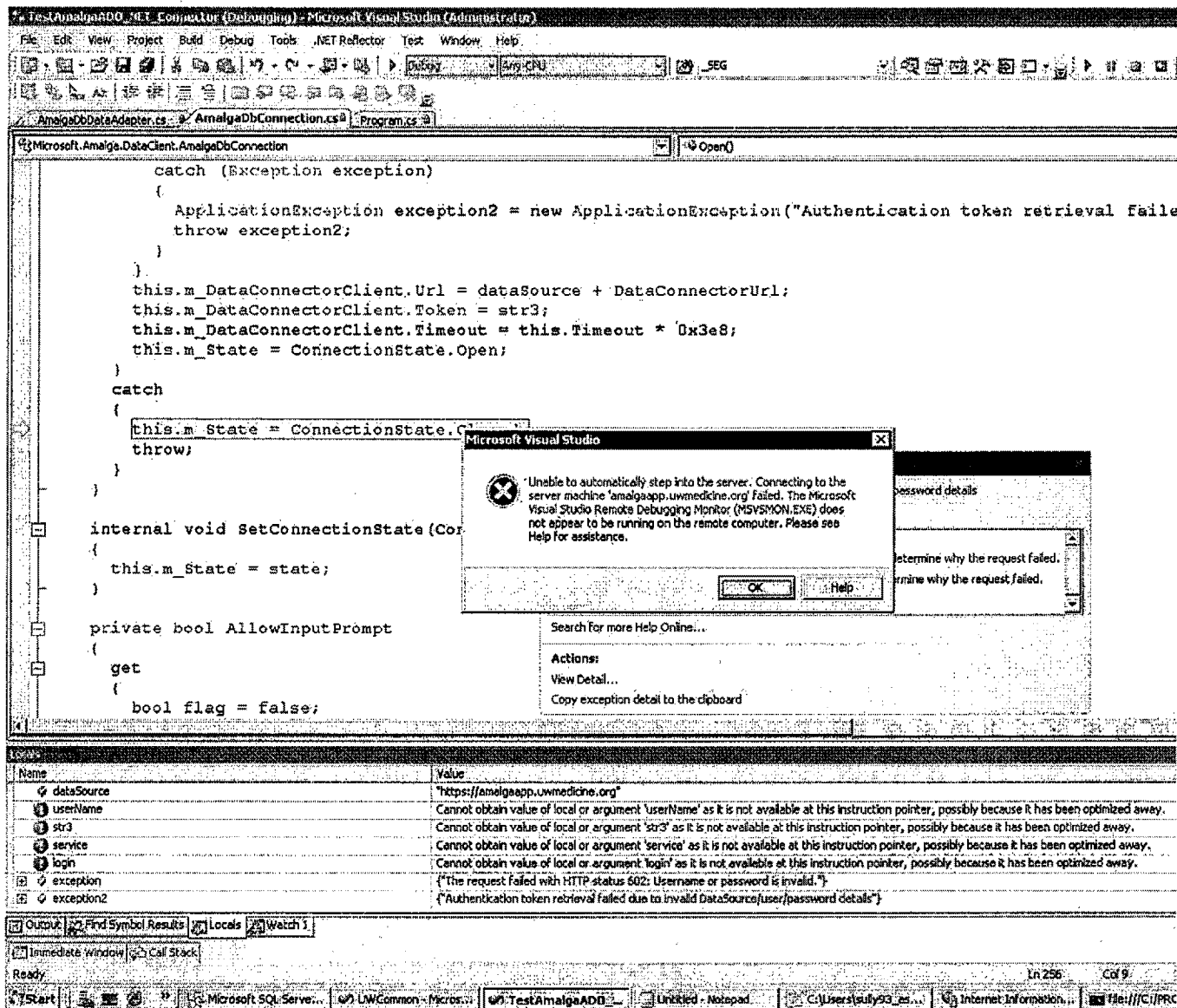
1. They deploy client API bits (and its says so in the documentation?) to the WWWROOT dir... This is strange given they created .NET and should know how to use the GAC.
2. So far, linking to the libraries doesn't work and I can't find a working namespace.

Do you know anyone who has gotten this to work? Have you?

From: amalgamators-bounces@mailman2.u.washington.edu on behalf of Dan Sullivan [sully93@uw.edu]
 Sent: Tuesday, February 15, 2011 11:12 AM
 To: amalgamators@u.washington.edu
 Subject: [Amalgamators] More examples of this connector wanting "hard coded"credentials..
 Attachments: ATT73404.txt

Follow Up Flag: Follow up
 Flag Status: Flagged

I haven't been able to get to load testing yet, because I am still working through different combinations of credentials to get the thing to work. This is a good example of how this is NOT a very good client library – the exceptions returned are unhelpful. I've built web services before, I know they could produce "useful" error messages if they wanted, too bad.. Having useful error messages would actually make this process easier...



Daniel J. Sullivan, Amalga Project
 UW Medicine IT
 206-616-2147 (phone)
 206-658-5965 (cell)
 sully93@uw.edu (email)

From: amalgamators-bounces@mailman2.u.washington.edu on behalf of Dan Sullivan [sully93@uw.edu]
Sent: Tuesday, February 01, 2011 11:24 AM
To: amalgamators@u.washington.edu
Subject: [Amalgamators] FYI: Mainly for IA's / Be Careful modifying Tables in SEE
Attachments: ATT310486.txt

Follow Up Flag: Follow up
Flag Status: Flagged

Scenario:

Based on the code review last week, I needed to add DESC fields based on codes/values we get from EPIC (via HL7).

I went into the SEE, added these fields to a table and then went to "SAVE WORKSPACE CHANGES"

The SEE told me it could not save because I tried to enter duplicate fields. I reviewed this with Richard (just to double check) and I had NOT done that.

This is another one of those Amalga bugs we "learn to live with".

In practical terms, this little bug costs (at least I hope it is this small) about 30 minutes – every time you would need to modify a table.

AVG. Dev Cost Est. = 50/hour
AVG. Number of Modifications per Parser = 10
Number of parsers to be built = Roughly (guessing) 20

$50 \times 10 \times 20 = 10K$ (this is the check Microsoft owes the UW on a yearly basis for this bug)

Sarcasm aside, this kind of thing is simply not acceptable. Hopefully, one day, they will fix these things.

Daniel J. Sullivan, Amalga Project
UW Medicine IT
206-616-2147 (phone)
206-658-5965 (cell)
sully93@uw.edu (email)

From: Eric Parvin [Eric.Parvin@microsoft.com]
Sent: Monday, January 17, 2011 11:53 AM
To: Rankin, Dave
Cc: MSSolve Case Email
Subject: [REG:111010766701889] PDF viewer we get an error: "Error initializing module"

David,

Thank you for supplying the information and the PDF files last Friday. I have discussed this situation with engineering and at this point, the third party PDF control being used in the current version of Amalga has issues displaying the PDF image when the console is a published application in Citrix or if you open an RDP session to a server or workstation to work within the Amalga console.

My understanding is that the PDF image is not clear when using the Amalga console in Citrix as a published application at UW. As this issue is caused by the limitation of the third party control in Amalga, there are no further setting changes that can be done in Amalga to make the image clear in Citrix.

As for next steps, we can log this issue as a bug and bring it to the engineering team's attention to see if they obtain a newer version of the third party control and test. Please let me know if you would like to proceed with this action.

Regards,

Eric Parvin

MICROSOFT | PREMIER FIELD ENGINEER | US- AMALGA |
direct line: (980)-776-9942 cell: (703) 439-9798 | eric.parvin@microsoft.com

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IN YOUR REPLY if you want your response added to the case automatically.
For technical assistance, please include the Support Engineer on the TO: line.
Thank you.

UWM PDF Saga.txt

From: Tina Mirkheshti [tinamirk@microsoft.com]
Sent: Tuesday, December 21, 2010 6:50 AM
To: Hoath, James I; Frost, Joe (email)
Cc: Peter Tarczy-Hornoch
Subject: UWM: PDF Saga

Hi Jim,

I understand your continued frustration and have the sense that we have not reached success using the Premier Support route.

Jim, I escalated this to Gopal and the HSG Services team last night. I am trying to get someone that can help understand if this is a configuration issue or if what you are trying to accomplish cannot be support by Amalga today. I hope it is not the latter. Stay tuned. Thanks!!!

Kindest Regards,

Tina

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Sent: Tuesday, December 21, 2010 8:11 AM
To: Tina Mirkheshti; Frost, Joe (email)
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Hello Tina,

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James I. Hoath
Director, Enterprise Architecture, Integration & web
hoath@uw.edu cell: (206) 661-0331 wk: (206) 543-4539

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Cc: James I Hoath

UWM PDF Saga.txt

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Joe Frost
UWM ITS Patient Financial Systems and Amalga
206-685-2117 Box 359968

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> Hi All,
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> I apologize for the late notice, but I am at a customer site today and
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>
> Please let me know if you would like to reschedule this call or if you
> would like to just send me an email with any items you have and we can
> follow-up in that manner. Just let me know your preference. Thanks and
> sorry for any inconvenience this may cause. Happy Holidays!!!
>
> Kindest Regards,
> Tina
>
>
>

From: amalgamators-bounces@mailman2.u.washington.edu on behalf of Dan Sullivan
[sully93@uw.edu]
Sent: Tuesday, February 01, 2011 11:34 AM
To: amalgamators@u.washington.edu
Subject: [Amalgamators] FYI: IA's Mainly
Attachments: ATT310768.txt

Follow Up Flag: Follow up
Flag Status: Flagged

When you delete a table from the SEE, be careful.

1. Check your code in first
2. Then delete from the see
3. The see will delete your work (that's why you needed to check in the code)
4. Add the tables again
5. Paste the code back in from the previous files (or re – add from VSS)

Bottom line, the SEE will delete your work if you do not back it up or check into VSS.

This is not a feature – this is a bug.

Daniel J. Sullivan, Amalga Project
UW Medicine IT
206-616-2147 (phone)
206-658-5965 (cell)
sully93@uw.edu (email)

Margi Wadden

From: "Marion A. Granich" <marion@u.washington.edu>
To: <mwadden@u.washington.edu>
Sent: Tuesday, April 26, 2011 1:44 PM
Subject: Re: CONFIDENTIAL About Certification (fwd)

Marion Granich RN Phone: 206-598-6321
Clinical Analyst Pager: 206-540-1186
University of Washington Medical Center

----- Forwarded message -----
Date: Thu, 31 Mar 2011 23:01:24 -0700 (PDT)
From: Marion A. Granich <marion@u.washington.edu>
To: ROGER A. LENGEL <ralengel@u.washington.edu>
Cc: Lisa Goben <goben@u.washington.edu>
Subject: Re: CONFIDENTIAL About Certification

And another thing,

It should have been a working meeting on indexes. Instead, they chose to clutter things up with a thick layer of bureaucratic brouhaha while patronizing the ADs in the process.

We just needed working indexes. It's not that hard. Now we have to wait another week before we can fix the problem.

Just frustrated...

Marion

Marion Granich RN Phone: 206-598-6321
Clinical Analyst Pager: 206-540-1186
University of Washington Medical Center

On Thu, 31 Mar 2011, Marion A. Granich wrote:

- > I'm not opposed to certification, it's a great idea, but the way
- > certification was presented to us was condescending and punitive. "You
- > should be SQL Experts to use Amalga." Joe said, "we're thinking about
- > requiring certification."
- >
- > So they think the poor system performance is because of the queries.
- >
- > Couldn't possibly be because Phil and Andrew blew away our indexes and now we
- > have to try and rebuild them.
- >

> Couldn't possibly be that no one noticed the system was running out of disk
> space before it was too late and we're still waiting for Mike to format the
> new disks.

>

> Couldn't possible be because Phil and Andrew failed to figure out the
> replication process and they had to call in the Microsoft expert to fix it.

>

> Couldn't possibly be because they haven't implemented the Database
> partitioning, a concept that started in the 1980s.

>

> Couldn't possibly be because they haven't implemented the laundry list of
> suggestions from Microsoft.

>

> Noooo none of that, it has to be the code; the same code that ran great 2
> months ago. How did they say that..., "we can't expect the code we write
> today to work as well 6 month from now?"

>

> Sorry just venting... We should have a more collaborative relationship with
> the Amalga team, but the opportunity seems like it is slipping away.

>

> Marion

>

>

> *****

> Marion Granich RN Phone: 206-598-6321

> Clinical Analyst Pager: 206-540-1186

> University of Washington Medical Center

>

>

>

>

From: amalgamators-bounces@mailman2.u.washington.edu on behalf of Rankin, Dave [drankin@u.washington.edu]
Sent: Tuesday, January 18, 2011 8:44 AM
To: Hoath, James I; Frost, Joe (email)
Cc: Amalgamators@u.washington.edu
Subject: [Amalgamators] FW: [REG:111010766701889] PDF viewer we get anerror: "Error initializing module"
Attachments: ATT17229.txt

Hi Jim and Joe,

In the following email, Eric recommends we label this PDF display problem a bug and send it to engineering.

He awaits our answer.

Dave

From: Eric Parvin [mailto:Eric.Parvin@microsoft.com]
Sent: Monday, January 17, 2011 11:53 AM
To: Rankin, Dave
Cc: MSSolve Case Email
Subject: [REG:111010766701889] PDF viewer we get an error: "Error initializing module"

David,

Thank you for supplying the information and the PDF files last Friday. I have discussed this situation with engineering and at this point, the third party PDF control being used in the current version of Amalga has issues displaying the PDF image when the console is a published application in Citrix or if you open an RDP session to a server or workstation to work within the Amalga console.

My understanding is that the PDF image is not clear when using the Amalga console in Citrix as a published application at UW. As this issue is caused by the limitation of the third party control in Amalga, there are no further setting changes that can be done in Amalga to make the image clear in Citrix.

As for next steps, we can log this issue as a bug and bring it to the engineering team's attention to see if they obtain a newer version of the third party control and test. Please let me know if you would like to proceed with this action.

Regards,

Eric Parvin

MICROSOFT | PREMIER FIELD ENGINEER | US- AMALGA |
direct line: (980)-776-9942 cell: (703) 439-9798 | eric.parvin@microsoft.com

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The above is an email for a support case from Microsoft Corp.
REPLY ALL TO THIS MESSAGE or INCLUDE casemail@microsoft.com
IN YOUR REPLY if you want your response added to the case automatically.
For technical assistance, please include the Support Engineer on the TO: line.
Thank you.

From: amalgamators-bounces@mailman2.u.washington.edu on behalf of Dan Sullivan [danielsullivan2002@comcast.net]
Sent: Monday, February 14, 2011 2:42 PM
To: Amalgamators@u.washington.edu
Subject: [Amalgamators] FW: ADO.NET Amalga Data Connector
Attachments: ATT29561.txt

Mike ha provided some info on the miracle .dll for Amalga ADO.NET connecting.

From: Michael Ha [mailto:mikeha7@yahoo.com]
Sent: Monday, February 14, 2011 2:18 PM
To: Dan Sullivan
Subject: Re: ADO.NET Amalga Data Connector

Yeah, I bumped into this about June of 2008 when I was frustrated at what few controls are available and the overt sabotage at getting at stored procedures and DELETE statements. The documentation claims you can stick in your own DLLs and call them from modules and such but after talking with some of the HSG deployment engineers I discovered there's really no way to link them in. And the list of DLLs presented to you when creating a module are just ridiculous. Only a couple of them actually work from the configuration menu which allows you to select the DLL you want to use.

I tried opening up VS and browsing around inside the stupid thing by using Object Browser in VS2008 and I couldn't find anything usable.

I think you're probably the only other customer besides SJHS who's even looked at trying to do something with the APIs.

Zero documentation on the existing Web Services as well.

Michael

From: Dan Sullivan <danielsullivan2002@comcast.net>
To: mikeha7@yahoo.com
Sent: Mon, February 14, 2011 11:13:00 AM
Subject: ADO.NET Amalga Data Connector

Mike,

I am researching the "mythical" ADO.NET "Amalga Certified" client connection API's. I've found out the following:

1. They deploy client API bits (and its says so in the documentation?) to the WWWROOT dir... This is strange given they created .NET and should know how to use the GAC.
2. So far, linking to the libraries doesn't work and I can't find a working namespace.

Do you know anyone who has gotten this to work? Have you?

From: amalgamators-bounces@mailman2.u.washington.edu on behalf of Dan Sullivan
[sully93@uw.edu]
Sent: Tuesday, February 01, 2011 11:34 AM
To: amalgamators@u.washington.edu
Subject: [Amalgamators] FYI: IA's Mainly
Attachments: ATT429074.txt

When you delete a table from the SEE, be careful.

1. Check your code in first
2. Then delete from the see
3. The see will delete your work (that's why you needed to check in the code)
4. Add the tables again
5. Paste the code back in from the previous files (or re – add from VSS)

Bottom line, the SEE will delete your work if you do not back it up or check into VSS.

This is not a feature – this is a bug.

Daniel J. Sullivan, Amalga Project
UW Medicine IT
206-616-2147 (phone)
206-658-5965 (cell)
sully93@uw.edu (email)

From: amalgamators-bounces@mailman2.u.washington.edu on behalf of Dan Sullivan [sully93@uw.edu]
Sent: Tuesday, February 01, 2011 11:24 AM
To: amalgamators@u.washington.edu
Subject: [Amalgamators] FYI: Mainly for IA's / Be Careful modifying Tablesin SEE
Attachments: ATT428830.txt

Scenario:

Based on the code review last week, I needed to add DESC fields based on codes/values we get from EPIC (via HL7).

I went into the SEE, added these fields to a table and then went to "SAVE WORKSPACE CHANGES"

The SEE told me it could not save because I tried to enter duplicate fields. I reviewed this with Richard (just to double check) and I had NOT done that.

This is another one of those Amalga bugs we "learn to live with".

In practical terms, this little bug costs (at least I hope it is this small) about 30 minutes – every time you would need to modify a table.

AVG. Dev Cost Est. = 50/hour

AVG. Number of Modifications per Parser = 10

Number of parsers to be built = Roughly (guessing) 20

$50 \times 10 \times 20 = 10K$ (this is the check Microsoft owes the UW on a yearly basis for this bug)

Sarcasm aside, this kind of thing is simply not acceptable. Hopefully, one day, they will fix these things.

Daniel J. Sullivan, Amalga Project

UW Medicine IT

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sully93@uw.edu (email)

2Amalgamators FYI AC's FW Dialog Manager Doc.txt

From: amalgamators-bounces@mailman2.u.washington.edu on behalf of Dan Sullivan [sully93@uw.edu]
Sent: Tuesday, February 08, 2011 6:17 AM
To: amalgamators@u.washington.edu
Subject: [Amalgamators] FYI AC's: FW: Dialog Manager Doc
Attachments: DialogManager_SyncParser_Development.doc; ATT581211.txt

Attached is a document that was written up at another Amalga implementation hospital. It looks like a good (real) description of adding UI functionality to the Console - if we do more of that. It also has some advice about working around the "amalga pack tool".

As always, you should validate what you read via testing/design.

Daniel J. Sullivan, Amalga Project
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206-616-2147 (phone)
206-658-5965 (cell)
sully93@uw.edu (email)

-----Original Message-----

From: Michael Ha [mailto:mikeha7@yahoo.com]
Sent: Monday, February 07, 2011 10:22 PM
To: Dan Sullivan
Subject: Dialog Manager Doc

Here's something I wrote up mainly for myself because of all the brain damage in the so called development environment.

It's also a blueprint on how to bypass the stupid Amalga Pack Tool. what a freakin' joke all these tools are. Just dumb, dumb, dumb. You never store crap in a binary format. That means you can't read the damn things in general purpose utilities and you have to build special programs around them. Not to mention the complete and utter naive idiocy the thing inflicts on you like not maintaining the uniqueidentifiers across systems and generating gobble-dee-gook names with the last part of a guid onto view names and then leaving them orphaned there

when it ultimately chokes. So then you have all sorts of useless trash lying around nobody can make any sense of.

From: amalgamators-bounces@mailman2.u.washington.edu on behalf of Dan Sullivan [sully93@uw.edu]
Sent: Friday, February 18, 2011 6:11 AM
To: Frost, Joe (email); Hoath, James I
Cc: amalgamators@u.washington.edu
Subject: [Amalgamators] Sharepoint QA Reporting
Attachments: ATT132962.txt

Jim/Joe:

You can read the thread below, but I think we have our answer as far as “current state” connecting to Amalga data stores from systems other than Amalga:

1). if we want Sharepoint (our current ITS install) to talk to Amalga we have to either: a) Fix the badly designed Amalga ADO.NET connector or b) change the configuration of the cluster to allow specific DMZ exceptions. Most modern operating systems allow for security exceptions, as long as the SQL user is Read-Only and restricted to NON-PHI data, then this should not be a big deal. Bottom line: Sharepoint isn't talking to Amalga any time soon.

2). I know there was discussion about Dave building an ASP.NET replacement for the MIND portal. The same restrictions would apply. So unless you do something about DMZ exceptions (or the Amalga “connector” gets fixed), you will not be able to do this. I don't know what kind of feasibility analysis was done on this by Dave, but it seems like you should solve the basic structural requirements (like the ability to even connect to an Amalga data store) before going off and building something – just my thoughts.

3). I am still collecting the data points in a single DB (uwAmalgaDataQuality). I am going to generate a formatted email and then we can discuss “who” really wants another message in the in-box. However, this may be the only alternative.

4). we could put this in the Console. I don't like the console, but I know I could create an App in there, and wedge this data into it. I don't really think that helps us much, but at least it gives people a view of the QA metrics without checking email.

5). There is one more Sharepoint strategy I am looking into. I think I can simply load a document into Sharepoint (automated) and that can be the Metric Dashboard. It's not a great solution, but it's better than nothing.

Daniel J. Sullivan, Amalga Project

UW Medicine IT
 206-616-2147 (phone)
 206-658-5965 (cell)
sully93@uw.edu (email)

From: Phil Nguyen [<mailto:philn@u.washington.edu>]
Sent: Thursday, February 17, 2011 5:11 PM
To: sully93@uw.edu; 'Chan, Gus C'
Cc: 'Kuffel, Michael J'
Subject: RE: If you have time in the morning

Gus,

I double checked with Mike, basically, by design, our server (ITS-AM-DATA2) is blocked any call from outside Amalga.

Phil Nguyen

philn@u.washington.edu

wk: (206) 616-1573

cell: (206) 384-3445

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From: Dan Sullivan [<mailto:sully93@uw.edu>]
Sent: Thursday, February 17, 2011 9:38 AM
To: 'Phil Nguyen'
Cc: Chan, Gus C
Subject: RE: If you have time in the morning

Sql Authentication (not windows) - hence the read-only user. The SQL request will be coming from Sharepoint. I can demo it if you come by, there really isn't much to it.

There are several causes of this (many could be planned or on purpose):

- 1) Outside a LAN DMZ or Cluster DMZ call (this would fail)
- 2) SQL is not configured (or this DB is not configured) to allow calls from other computers.
- 3) Windows Server security rules blocking these requests.

Come by my cube if you need more detail. The best way to verify that this connection is available would be to work with Gus (Sharepoint team) since it is the Sharepoint context that we are testing for connectivity:

1. Ping the server from Gus's test environment, see if it is even visible.
2. If its not visible, then this could be a non-starter.

Gus: I know you are busy, but I am hoping that if you had to check this connection it wouldn't be too much of an imposition – mostly opening SSMS when Phil thinks the settings will support this connection.

Daniel J. Sullivan, Amalga Project
 UW Medicine IT
 206-616-2147 (phone)
 206-658-5965 (cell)
sully93@uw.edu (email)

From: Phil Nguyen [<mailto:philn@u.washington.edu>]
Sent: Thursday, February 17, 2011 9:32 AM
To: sully93@uw.edu

Subject: RE: If you have time in the morning

Sure, could you give me a little detail about how do you connect to data2 with this User control?

Phil Nguyen
philn@u.washington.edu
wk: (206) 616-1573
cell: (206) 384-3445

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From: Dan Sullivan [<mailto:sully93@uw.edu>]
Sent: Wednesday, February 16, 2011 5:54 PM
To: 'Phil Nguyen'
Subject: If you have time in the morning

Phil,

If you are not too busy in the morning, could you help me determine the reason why the User Control on Sharepoint is unable to open the "read only" connection to the DB you created for me? Thanks.

Daniel J. Sullivan, Amalga Project
UW Medicine IT
206-616-2147 (phone)
206-658-5965 (cell)
sully93@uw.edu (email)

From: faisalm [faisalm@u.washington.edu]
Sent: Wednesday, March 30, 2011 4:54 PM
To: Veino, Richard J
Cc: tanyat@uw.edu; Frost, Joseph G
Subject: Parser copy error in SEE.

Richard,

Below is what I submitted to the MS health community group. I believe this is a bug in SEE. Can we send this to MS in any other way please.

=====

Tried several things but getting error message when trying to 'Save Workspace Changes'..

Message:

"Could not find part of path 'C:\AmalgaScriptEngine\Packages\newParser\CSharp Table Scripts\oldParser\CSharp Table Scripts\newParserTblKeyScript.cs"

As you can see, SEE is attaching path of old parser to new parser, hence causing error.

What I am trying to do is, in SEE, I have to create a new parser from an old parser, keeping old parser intact. Names of new parser package, table, message, segments, etc, everything needs to reflect new name.

Steps (tried in different sequence but same result, here is one of these sequences):

Copy Table:

1. Copy oldTable as newTable, referring to same SQLServer Database/table as oldTable.
 2. Click Manage Table Subscriptions.
 3. Select newTable and in Subscription, select option for Not in a package/parser and click OK.
 4. Ensure in Table Library, Package/Parser says not assigned.
 5. Check newTable details, keys, etc.
- Result: newParser_tbl created, not subscribed.

Copy Message:

1. Select oldMessage and click Copy Message in left column.
 2. Enter new name, description, class as: newName_msg
 3. Enter feed name as NEW_NAME, click OK
 4. Select new message from message library and click message details.
 5. Delete existing Segment that was copied over from oldMessage.
 6. Click Add Segment.
 7. Select newParser_tbl in Choose Table Definition.
 8. Enter newParser_seg as name and click Create.
 9. Verify table fields and click OK.
 10. Click: Save workspace changes.
- Result: newParser_msg and newParser_seg created.

Copy Package:

1. Select oldPackage and click Copy Package in left column.
2. Enter name: newPackage and clear out Suffix field.
3. Delete Parser Information as it was copied over from oldPackage and click OK
4. Select newPackage from Package Library and double click.

5. Under Parsers, insert name newParser, Order No = 0, Description = newParser and check mark Active.
 6. Click Save Workspace Changes.
 7. Ensure Parser Script Stacks is blank (expand newParser).
- Result: newPackage created with blank newParser

Putting it all together, subscriptions:

1. In Table Library, select newParser_tbl and click Manage Table Subscriptions.
2. Select In a package/parser.
3. Under Manage Subscription drop down, select newPackage/newParser
4. Select newParser_msg in Message Definitions and Click OK.

Click Save Workspace Changes and you get the error message as described above.

HL7 wizard feedback.txt

From: Joe Frost [frostj@u.washington.edu]
Sent: Wednesday, December 29, 2010 1:50 PM
To: Veino, Richard J
Subject: HL7 wizard feedback

Follow Up Flag: Follow up
Flag Status: Completed

We need to give Microsoft some feedback about the current state of the HL7 wizard.

My understanding is that it used to work better than it does. What they need to know is what functions are misfeatures, and what functions would make our life much easier.

Joe Frost
UWM ITS Patient Financial Systems and Amalga
206-685-2117 Box 359968

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