

Element HT5

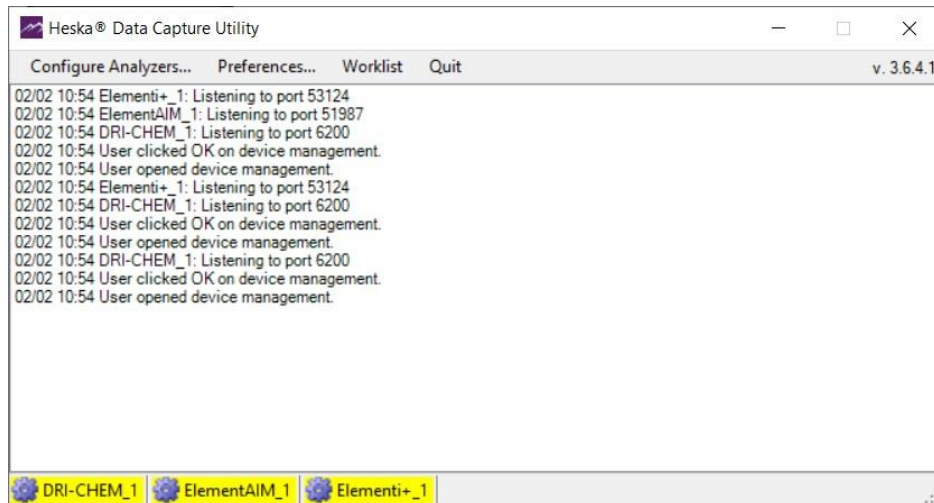
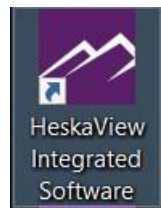
Network Connection Error, No Worklist

AntechTM

This document is intended for Antech and Biovet Canada employees and customers.

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1. Ensure that the Heska Data Capture Utility program (DCU) or HeskaView is running on the lab computer. If you use HeskaView, scroll to Step 6.



2. Select Quit to close the Heska Data Capture Utility and then double click on the Heska Data Capture Utility short cut icon to reopen the software. Open the window to view the Analyzer Status(s)
3. Open the Heska Data Capture Utility Worklist to see if your patient data is showing up. If it is not in the worklist, the issue may be caused by your Practice Management Software.
4. If you use AVImark or Impromed AXIS-Q, make sure AXIS-Q is open and then check the worklist again. If any errors occur in AVImark, Impromed or AXIS-Q, please call AVImark or Impromed for support.
5. If your files are sending from the analyzers without an analyzer error, but the file is not in the Practice Management patient file (AVImark, Impromed, eVET, ezyVet etc) please call your Practice Management support for further guidance.

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6. If you use HeskaView Integrated Software, press on the X in the top right corner to reboot the software. Reopen the program and check your worklist.

