

ac  bh **ACBH-IS Service Alert Notification**
RESOLVED

Incident Information	InSyst System Performance Affecting Clinicians Gateway Episode Transfer Latency was intermittently affecting InSyst and Clinicians Gateway users and episode data. Both InSyst and Clinicians Gateway systems were up and running. The hardware issue was identified and resolved.
Users Affected	Intermittent - InSyst and Clinicians Gateway users were affected
Systems Impacted	InSyst, Clinicians Gateway
Outage Type	Unscheduled
Start Time	08/14/2020
End Time	08/19/2020 1:00 pm
Status	RESOLVED
Next Notification	This is the final update
Workaround	N/A - RESOLVED
Details	InSyst system performance was intermittently resulting in the inability to open or close episodes or to create services, the error message was: "Data access has been blocked by another user." This was also causing daily reports to run longer than usual. User Impact: Intermittent affect, users may have been unable to open/close episodes or enter services. This also affected InSyst episode transfers to Clinicians Gateway. Status: The hardware issue was identified and resolved.