SOP: IT Maintenance & Troubleshooting

Purpose and scope

In this document, you will learn how to perform the basic IT maintenance & troubleshooting for Health Facilities.

Responsibilities and Procedures

All of the following procedures must be applied by a local IT coordinator or if the IT coordinator allows it, a technician on the Health Facility.

## Lost / Broken / Stolen IT equipment

* If any equipment has any issue that stops it from working, you may try turning it off and on and see if that helps
* If the equipment is stolen / lost / definitely broken, you shall order the same equipment and reapply the settings written in the installation SOP

## LocalData Stop / Start / Crash Recovery

* If for any reasons the tablets do not work anymore, you may restart the Raspberry to see if this solves the issue. To do so, simply unplug the USB-C cable wait a few seconds and plug it back in. Wait 3 mins and see if your issue is solved.
* If the issue persists, you need to perform the localData install SOP on the Raspberry PI once again.

## Security Updates

* To execute security updates, you will need a USB keyboard and a screen with an HDMI/micro-HDMI cable
* Plug the screen and keyboard in the Raspberry PI, and login with the normal User / Password
* Execute the command: git pull
* Then: shutdown -r 0

## Internet / Medal-Reader Issues

* Check if the tablet is connected to the correct Wi-Fi (Dynamic)
* Reboot the router by unplugging it / plugging in back OR by long pressing the power button until no more lights can be seen from it, then press shortly on it to turn it back on
* Check with a phone User that has the same operator as the 4G router if there is a general internet issue

## G APP

Administrative information

|  |  |  |  |
| --- | --- | --- | --- |
|  | Name | Signature | Date |
| Author | Peter |  | 15.12.2020 |
| Revised by |  |  |  |
| Approved by |  |  |  |
|  |  |  |  |

Document change control:

| Version | Changes | Name | Date |
| --- | --- | --- | --- |
| 01 | New Document | Peter | 15.12.2020 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Distribution of SOP:

| Name | Role | Health facility / Institute | Date |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

\*Note: When printing and distributing the SOP, the administrative information page does not need to be included.