



Labs - Frequently Asked Error Questions



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Labs - Frequently Asked About Errors

Assertion Failure when downloading IDEXX Reference Lab results:

Cause: A requisition has been created and sent to the lab, but the requisition line was deleted out of the Patient's Medical History.

- o You will need to close out of the error and the Download window.
- o From the CID, click on **Services | Requisition Management**.
- o From the **Requisition** tab select **IDEXX Reference Laboratories (LabREXX)** from the Lab Company drop-down.
- o Set the **From** date back a few days, until you start seeing some requisitions that show downloaded as the status.
- o Click on the requisition at the top and look at the bottom half of the screen for one that does **NOT** have the grayed out IDEXX requisition line.
- o Right-click on that requisition at the top of the window and select **Remove**.
- o Repeat this for all the requisitions missing the grayed out requisition line.
- o Once all of these have been removed you will then be able to download results.

Authorization Failed when trying to create an IDEXX requisition or download IDEXX Reference Laboratories results:

Cause: IDEXX VetConnect username or password is entered into AVImark Advanced Options incorrectly or the password was changed on the VetConnect website and needs to be changed in AVImark.

- o Verify your VetConnect username and password by logging into the VetConnect website www.vetconnect.com or contact **IDEXX support** for assistance at **1-888-433-9987**.
- o Once the Username and Password have been verified, open AVImark and click on the **wrench** speed bar icon. This will open the Option Maintenance window.
- o In the Search field type IDEXX then set the option below appropriately.
 - **IDEXX VetConnect Password:** Set the Default Value to the correct IDEXX VetConnect password.
 - **IDEXX VetConnect Username:** Set the Default Value to the correct IDEXX VetConnect username.
- o Once the settings are set click **Done** to close the Options Maintenance window.
- o You should now be able to create requisitions and download results.

Login information is incorrect error when downloading lab results:

Cause: Incorrect login information has been entered for Antech in the AVImark Advanced Options.

 If you are trying to download IDEXX results and NOT Antech, simply select Antech in the Lab Company drop-down in the Requisition Management Download window, then change it back to IDEXX and try the download again.

- o First thing you will need to do is verify your Antech login information is correct. This can be done by logging on to www.Antechonline.com or contact **Antech Support** at:
 - East: 1-800-872-1001
 - West: 1-800-745-4725
 - Canada: 1-800-341-3440
- o After the username and password have been verified ,open AVImark and click on the **wrench** speed bar icon to open the **Option Maintenance** window.
- o In the **Search** field type in **Antech** then set the option below appropriately:
 - **Antech ID, Password, Region, Username, Zoasis ID:** Verify the correct information is in each Default Value, if you are unsure of any information contact **Antech Support** for assistance.
- o After the correct information is entered, you should be able to create requisitions and/or download results.

List Index out of bounds, -1 error when creating an IDEXX requisition:

Cause: IDEXX breed association is incorrect for Dachshund breed or a variation of Dachshund (like miniature, wirehair, mix, etc.)

- o To correct this error you will need to verify the breed association in System tables is correct. To open the System Tables window click **Work with | System Tables**.
- o Select the **Breed** table and then select the Dachshund breed and **right-click | Change**.
- o Click **OK** to the message warning you to not change the code. We are not changing the code so it is OK to proceed.
- o In the **Change Breed** window use the drop-down in the IDEXX Breed field to select Dachshund or if Dachshund is already selected remove from the field and select it again.
- o Click **OK** to save the changes.
- o Now you will be able to create the requisition for this pet.

 It is best to do this for all Dachshund breeds in your Breed table while you are in there, just in case the error appears on another variation

Socket errors or Census notice errors when checking patients in/out or making in-house lab requests:

Cause: Connection between AVImark and your IDEXX Vetlab Station is down or has not been launched from the proper (proxy) computer yet.

- o Check the IDEXX Vetlab Station home screen and see if AVImark shows **Ready** or **Offline**.
- o If the IDEXX Vetlab Station shows AVImark **Ready**, then the connection has been opened from the proper computer.
 - You need to close completely out of AVImark on the other workstations by clicking the X in upper right hand corner of AVImark.
 - Then reopen AVImark and the connection should be back, then try checking patients in/out again.
- o If the IDEXX Vetlab Station shows AVImark **Offline**, you will need to find your Proxy Server computer (this is the workstation or possibly your server that launches the connection between AVImark and the IDEXX equipment).
- o This connection could show on the computer system tray as a blue/red/gray satellite icon OR it can be running as a service on your AVImark server.
 - **If it is installed as a utility you will see the satellite icon:** On this computer open AVImark. This should launch the proxy icon and get your connection back on the IDEXX Vetlab Station. Once AVImark shows **Ready** on the IDEXX equipment, you will just need to close and reopen AVImark on ALL workstations.
 - **If it is installed as a Windows service on your AVImark Server:** Open AVImark on your server computer and hold down your Control + Shift keys on the keyboard and click **Utilities | Service Control**, select IDEXX Vetlab Station Service. Click **Start** at the bottom. If you receive a message stating the service is already started, try stopping the service and restarting it. Check the IDEXX Vetlab Station to see if AVImark shows **Ready**, if so, then close and reopen AVImark on **ALL** workstations.

Trying to set up lab machines and in the Instrument Management window there are no comports available in the drop-down:

Cause: AVImark is not running with administrator rights in Windows.

- o Close AVImark on this computer and **right-click | Properties** on the AVImark icon.
- o Select the **Advanced** button, then check the box that says **Run as Administrator**.
- o Click **Apply** and then **OK**.
- o Reopen AVImark and there will now be comports available for you to select.
- o After the comport has been selected you will want to close and reopen AVImark. It is also safe to uncheck the Run as Administrator option.

Updated and now the Abaxis VS2 results are no longer auto-importing, they are only going into the Test Inbox:

Cause: The AVImark update changed where that machine is associated on the treatment (ONLY changed for the VS2 at this time)

- o From within AVImark **open the Treatment list** by clicking the TX speed bar button, then **select a VS2 treatment**.
- o Right-click | Change to **open** then **Change Treatment** window.
- o Select the **Laboratory** tab and then the Labs sub-tab .
- o There will be an entry that displays Abaxis None. **Right-click | Change** on the entry.
- o Verify that **VS2** is selected in the second drop-down.
- o Choose the rotor type in the bottom drop-down and click **OK**.
- o Now the results will auto attach.

Doctor's name is not appearing on IDEXX Reference Lab requisition form:

Cause: Doctors are not set up in AVImark advanced options with their own VetConnect username and password.

- o First, each doctor that you want to appear on the requisition forms will need to set up on the www.VetConnect.com website with their own username and password (they do not have to log in with these, they can continue to use the clinic account, but they do have to be set up here with their own).
- o Once you have the username and password for all the doctors, open AVImark and click the wrench speed bar icon.
- o In the **Search** field type IDEXX and set the options below appropriately.
 - VetConnect/VetConnect Plus **Username:** In the field below Default Value do a **right-click | New**. Choose the doctor from the Doctor drop-down. In the Value field enter that doctor's VetConnect username and then click **OK**.
 - VetConnect/VetConnect Plus **Password:** In the field below Default Value do a **right-click | New**. Choose the doctor from the Doctor drop-down. In the Value field enter that doctor's VetConnect password and then click **OK**.
- o If the doctor already has a username and password, try removing and re-entering the password.
- o Follow those steps to enter each doctor's VetConnect password.
- o Click **Done** to close the Option Maintenance window.
- o Now the doctors' names should print on the requisition forms.

Error when creating an IDEXX Reference Lab requisition form: “Could not finalize requisition, please log into the system and investigate”:

Cause: An issue with the patient’s breed or with the test will not allow the requisition to go through.

- o To correct this error you will need to verify the breed association in System tables is correct. To open the System Tables window click, (menu) **Work with | System Tables**.
- o Select the **Breed** table and **right-click | Change**.
- o Click **OK** to the message warning you to not change the code; we are not changing the code so it is OK to proceed.
- o In the **Change Breed** window use the drop-down in the IDEXX Breed field to select the correct breed.
- o Click **OK** to save the changes.
- o Now you will be able to create the requisition for this pet.



The IDEXX breed list will not have any mixed or cross breeds in it, when making the association, choose the breed closest to that AVImark breed. (Example: The AVImark breed is Yorkshire Mix, in the IDEXX breed drop-down, you MUST choose Yorkshire Terrier because if you choose the Yorkshire_X option, that is a Pig with IDEXX and the requisition will fail because it thinks it is the wrong species for the test)

- o Create the requisition again for that patient and it should work.

Another reason this error happens is when trying to create a requisition form for a test with an add-on test that is not actually a valid add-on for the main test code. To be sure that is a valid add-on for that test, you will have to either call IDEXX Support or check from their VetConnect website.

For assistance with any one of these questions contact AVImark Lab Support at 1-877-838-9273 Option 4, Option 2.