



Hummingbird Services

Troubleshooting Guide

Version 1.0

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1 Hummingbird Troubleshooting Manual

1.1 What is Hummingbird?

Hummingbird is a small application installed at the practice. It consists of two services:

1. Hummingbird Client service – Used to extract data from clinical software
2. Hummingbird Updater service – Used to check newer version of the services are available

1.2 Troubleshooting Hummingbird – Practice Level

Both the Primary Health Network (PHN) and Outcome Health currently ensure that both services are running and that your POLAR reports are working as expected.

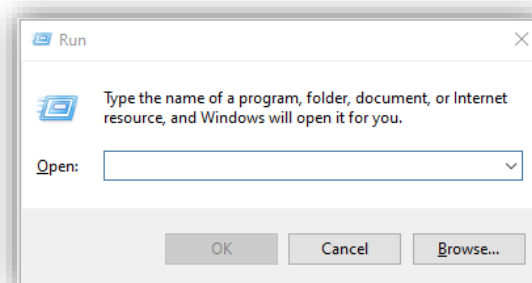
However from time to time your services may stop running, which will affect your POLAR reports e.g. Data in the reports may not be current or the patient list is not showing patient details such as names and addresses. In these instances, we will ask you to restart the Hummingbird services.

Please follow the following steps to restart the services.

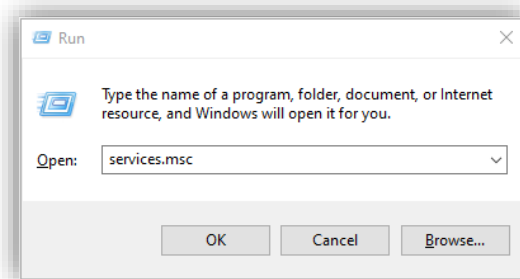
On the PC where Hummingbird is installed, press the **Windows** key and letter **R** at the same time.



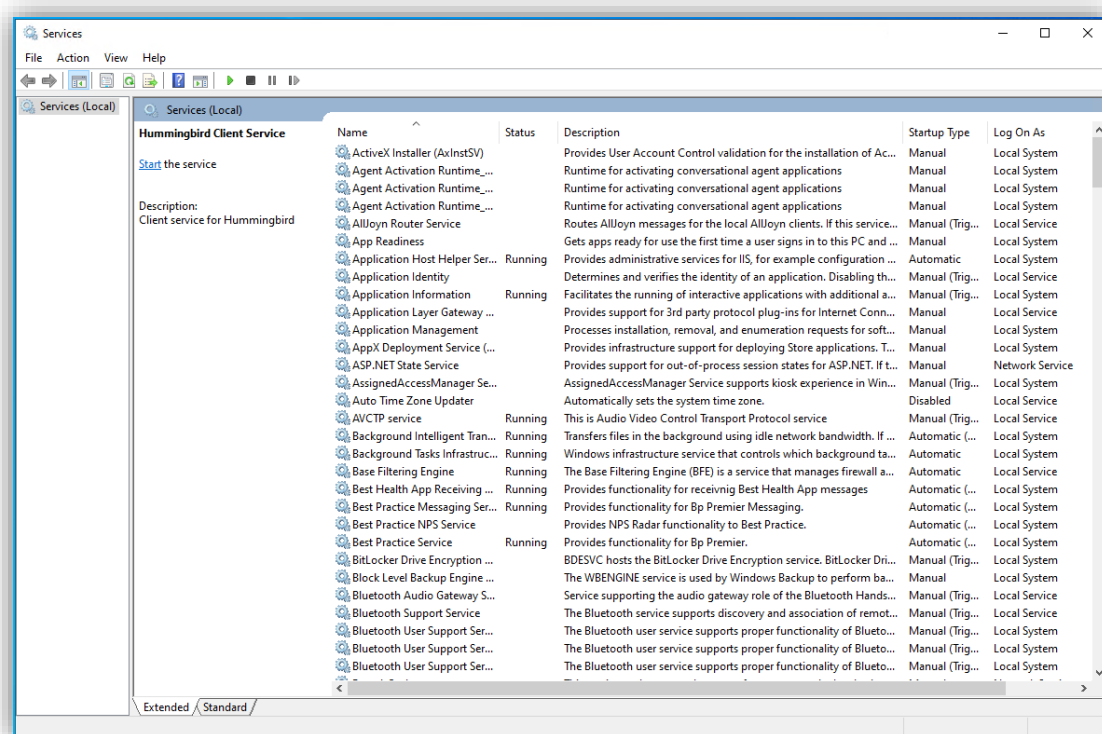
The following window will open:



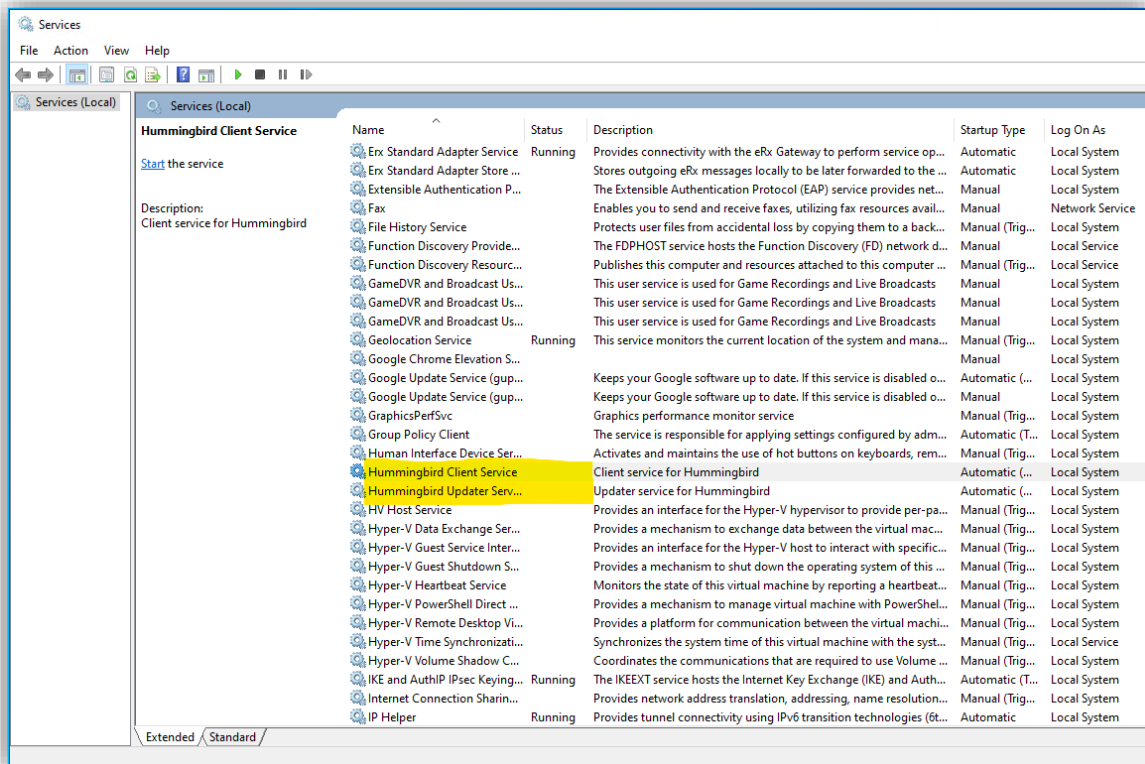
Type in **services.msc** and click **OK**



The following window will open.

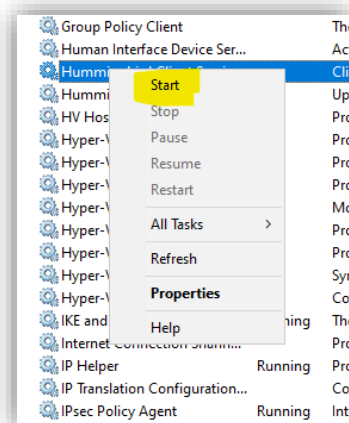


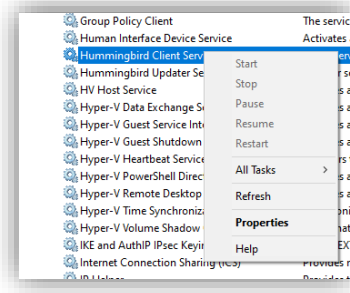
Scroll down the list until you find **Hummingbird Client Service** and **Hummingbird Updater Service**.



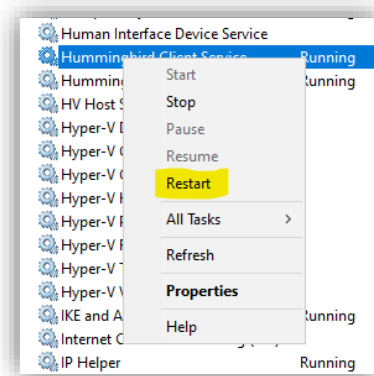
Right click on top of **Hummingbird Client Service** and select start. Repeat the same step for **Hummingbird Updater Service**. It may take a few minutes for the services to start.

If you find that all the menu selections are "greyed out", (as seen below). You will need someone with elevated permission to do this task e.g. your I.T provider.





Occasionally the services status will be running however, they may not be working as intended so they will need to be restarted. In this case, the **Start** function will not be available and you will need to select **Restart** instead. See picture below.



If you are unsure about any of these steps, please contact your PHN or Outcome Health.