

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:

💷 Run	X
٨	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
<u>O</u> pen:	~
	OK Cancel <u>B</u> rowse

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





🖅 Run	×
Ø	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
<u>O</u> pen:	services.msc v
	OK Cancel Browse

The following window will open.

Services						- 0	>
ile Action View	7 Help						_
Services (Local)	Senvices (Local)						
	Hummingbird Client Service	Name	Status	Description	Startup Type	Log On As	
	Start the service	ActiveX Installer (AxInstSV) Agent Activation Runtime Agent Activation Runtime		Provides User Account Control validation for the installation of Ac Runtime for activating conversational agent applications Runtime for activating conversational agent applications	Manual Manual Manual	Local System Local System Local System	
	Description: Client service for Hummingbird	Agent Activation Runtime AllJoyn Router Service App Readiness Application Host Helper Ser	Running	Runtime for activating conversational agent applications Routes Allboyn messages for the local Allboyn clients. If this service Gets apps ready for use the first time a user signs in to this PC and Provides administrative services for IIS, for example configuration	Manual Manual (Trig Manual Automatic	Local System Local Service Local System Local System	
		Application Identity Application Information Application Layer Gateway Application Management Apply Deployment Service (Running	Determines and verifies the identity of an application. Disabiling thu- Facilitates the running of interactive applications with additional a Provides support for 3rd party protocol plug-ins for internet Conn Processes installation, removal, and enumeration requests for soft	Manual (Trig Manual (Trig Manual Manual	Local Service Local System Local Service Local System	
		ASP.NET State Service (ASP.NET State Service AssignedAccessManager Se Auto Time Zone Updater		Provides immastracture support or opporting store appintations i.m. Provides support for out-of-process session states for ASP.NET. If t.,. AssignedAccessManager Service supports kiosk experience in Win.,. Automatically sets the system time zone.	Manual Manual (Trig Disabled	Network Service Local System Local Service	:
		Q, AVCTP service Q, Background Intelligent Tran Q, Background Tasks Infrastruc Q, Base Filtering Engine	Running Running Running Running	This is Audio Video Control Transport Protocol service Transfers files in the background using idle network bandwidth. If Windows infrastructure service that controls which background ta The Base Filtering Engine (BFE) is a service that manages firewall a	Manual (Trig Automatic (Automatic Automatic	Local Service Local System Local System Local Service	
		 Best Health App Receiving Best Practice Messaging Ser Best Practice NPS Service 	Running Running	Provides functionality for receivnig Best Health App messages Provides functionality for Bp Premier Messaging. Provides NPS Radar functionality to Best Practice.	Automatic (Automatic (Automatic (Local System Local System Local System	
		Best Practice Service BitLocker Drive Encryption Block Level Backup Engine Destacts Auria Conservation	Running	Provides functionality for Bp Premier. BDESVC hosts the BitLocker Drive Encryption service. BitLocker Dri The WBENGINE service is used by Windows Backup to perform ba	Automatic (Manual (Trig Manual	Local System Local System Local System	
		Bluetooth Addio Gateway S Bluetooth Support Service Bluetooth User Support Ser Bluetooth User Support Ser		service supporting the autio gateway role of the Bluetooth Hands The Bluetooth service supports discovery and association of remot The Bluetooth user service supports proper functionality of Blueto The Bluetooth user service supports proper functionality of Blueto	Manual (Trig Manual (Trig Manual (Trig Manual (Trig	Local Service Local Service Local System Local System	
		Sluetooth User Support Ser		The Bluetooth user service supports proper functionality of Blueto	Manual (Trig	Local System	

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

Services (Local)	Services (Local)	-					
	Hummingbird Client Service	Name	Status	Description	Startup Type	Log On As	
	Start the service	 Erx Standard Adapter Service Erx Standard Adapter Store Extensible Authentication P 	Running	Provides connectivity with the eRx Gateway to perform service op Stores outgoing eRx messages locally to be later forwarded to the The Extensible Authentication Protocol (EAP) service provides net	Automatic Automatic Manual	Local System Local System Local System	
	Description: Client service for Hummingbird	Fax Fax Fax File History Service Given for the provide Function Discovery Resourc GomeDVR and Broadcast Us GomeDVR and Broadcast Us GomeDVR and Broadcast Us GomeDVR and Broadcast Us		Enables you to send and receive faxes, utilizing fax resources avail Protects user files from accidental loss by copying them to a back The FDPHOST service hosts the Function Discovery (FD) network d Publishes this computer and resources attached to this computer This user service is used for Game Recordings and Live Broadcasts This user service is used for Game Recordings and Live Broadcasts	Manual Manual (Trig Manual Manual Manual Manual Manual	Network Servic Local System Local Service Local Service Local System Local System Local System	
		Geolocation Service Google Chrome Elevation S Google Update Service (gup Google Update Service (gup Google Update Service (gup GraphicsPerfSvc Group Policy Client Human Interface Device Ser	Running	This service monitors the current location of the system and mana Keeps your Google software up to date. If this service is disabled o Keeps your Google software up to date. If this service is disabled o Graphics performance monitor service The service is responsible for applying settings configured by adm Activates and maintains the use of hot buttons on keyboards. rem	Manual (Trig Manual Automatic (Manual Manual (Trig Automatic (T Manual (Trig	Local System Local System Local System Local System Local System Local System Local System	
		Hummingbird Client Service Hummingbird Updater Serv HV Host Service		Client service for Hummingbird Updater service for Hummingbird Provides an interface for the Hyper-V hypervisor to provide per-pa	Automatic (Automatic (Manual (Trig	Local System Local System Local System	
		 Hyper-V Data Exchange Ser Hyper-V Guest Service Inter Hyper-V Guest Shutdown S Hyper-V Heartbeat Service 		Provides a mechanism to exchange data detween the virtual mac Provides an interface for the Hyper-V host to interact with specific Provides a mechanism to shut down the operating system of this Monitors the state of this virtual machine by reporting a heartbeat	Manual (Trig Manual (Trig Manual (Trig Manual (Trig	Local System Local System Local System Local System	
		Hyper-V Fowershell Direct Hyper-V Remote Desktop Vi Hyper-V Time Synchronizati Hyper-V Volume Shadow C		Provides a platform for communication between the virtual machine. Synchronizes the system time of this virtual machine with the syst Coordinates the communications that are required to use Volume	Manual (Trig Manual (Trig Manual (Trig	Local System Local System Local Service	
		IKE and AuthIP IPsec Keying Internet Connection Sharin IP Helper	Running	The IKEEXT service hosts the Internet Key Exchange (IKE) and Auth Provides network address translation, addressing, name resolution Provides tunnel connectivity using IPv6 transition technologies (fit	Automatic (T Manual (Trig Automatic	Local System Local System	

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.

🍓 Group Poli	cy Client		T
🆏 Human Int	erface Device Ser		Α
🦓 Hummi 👘			С
🔍 Hummi	Start		U
🔍 HV Hos	Stop		Ρ
🔍 Hyper-\	Pause		P
Hyper-	Resume		P
🖏 Hyper-\	Restart		P
🔍 Hyper-\			Ν
🔆 Hyper-\	All Tasks	>	Ρ
🖏 Hyper-\	Refresh		Ρ
🖏 Hyper-\			S
🔆 Hyper-\	Properties		С
🔍 IKE and	Help	hing	Tł
🎑 Internet 🧠	meeton onomia.		Ρ
🔍 IP Helper		Running	Ρ
🕼 IP Translati	on Configuration		С
k IPsec Policy	Agent	Running	In



Group Policy Client		The servic
Human Interface Device Serv	Ice	Activates
Hummingbird Client Serv	Start	er
🖏 Hummingbird Updater Se	Start	r s
A HV Host Service	Stop	s
Aver-V Data Exchange S	Pause	s
🖏 Hyper-V Guest Service Inte	Resume	s
🍓 Hyper-V Guest Shutdown	Restart	s
Apper-V Heartbeat Service		rs
Apper-V PowerShell Direc	All Tasks	> s
🍓 Hyper-V Remote Desktop	Refresh	s
Apper-V Time Synchroniz		bn
Arrow Volume Shadow	Properties	ha
IKE and AuthIP IPsec Keyir	Help	Ð
A Internet Connection Sharing	(103)	Provides
(Ö) ID Lielman		Description

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.

🖏 Human Inter	face Device Service	-
🖏 Humminghi	rd Cliant Sanvica	Running
Hummin	Start	lunning
🖏 HV Host S	Stop	
🥋 Hyper-V I	Pause	
🆏 Hyper-V (Resume	
🆏 Hyper-V (Restart	
🎑 Hyper-V I		
🎑 Hyper-V 🛛	All Tasks	>
🔍 Hyper-V f	Refresh	
🔍 Hyper-V 1		
🔍 Hyper-V V	Properties	
🔍 IKE and A	Help	lunning
🐏 Internet C		,
🇠 IP Helper		Running

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