UNITED STATES DEPARTMENT OF AGRICULTURE
FOOD SAFETY AND INSPECTION SERVICE
WASHINGTON, DC

# FSIS NOTICE	55-12	9/12/12

PHIS DISCONNECTED STATE AND OFFLINE SYNCHRONIZATION APPLICATION

I. PURPOSE

This notice instructs inspection program personnel (IPP) on installing and synchronizing the Public Health Information System (PHIS) Disconnected State User application (DCU) when IPP do not have consistent network connectivity on their assignments, or in situations where multiple IPP are assigned to one establishment and record inspection data without being connected to the FSIS network.

Attachment 1 of this notice also provides IPP with detailed instructions on how to install the PHIS Disconnected State application and how to synchronize PHIS data.

NOTE: A subsequent notice will be issued for those IPP that use PHIS only in the on-line state.

II. BACKGROUND

A. From October 2011 through January 2012, the Agency distributed via regular mail, approximately 3000 DCU installation CDs to IPP during the circuit implementation of PHIS. When the DCU discs were originally distributed, IPP were instructed to install the application within 10 calendar days of receipt. For various reasons, some IPP were not able to successfully complete the installation. Therefore, a number of IPP who need the DCU do not have a functioning application.

B. The PHIS Disconnected State application is designed to work in an offline capacity to allow IPP to perform essential verification activities when an FSIS network connection is not available at an establishment.

C. The PHIS Disconnected State application must communicate with the online version of PHIS regularly to transmit data entered in the disconnected state; it does this via the PHIS Offline Synchronization application.

D. The PHIS Offline Synchronization application only synchronizes data from Inspection Tasks, Inspection Results, Noncompliance Records, and MOIs from the previous 90 days. In the DCU application, such data is only available from the previous **90 days**. Historical information beyond the previous 90 days is available in the PHIS online version (connected state).

III. ACTIVITIES CONDUCTED IN PHIS DISCONNECTED STATE

While using PHIS Disconnected State application and not connected to the FSIS network, IPP can do the following activities:

1. View a summary Establishment Profile;
2. View and document previously scheduled Inspection Tasks and Results;
3. Schedule directed tasks;
4. Record and edit results of directed tasks;
5. Create, edit, and print noncompliance records; and
6. Create, edit, and print memoranda of interview (MOI), except the establishment meeting MOI.

IV. INSPECTION PROGRAM PERSONNEL RESPONSIBILITIES IN DCU INSTALLATION AND SYNCHRONIZATION APPLICATION

A. **The Installation Process:**

1. **If IPP cannot locate or have not received the PHIS Disconnected State application installation CD, they must contact the FSIS Service Desk. The Service Desk will then mail the disc to IPP.**
2. In most instances, IPP will only need to install the application once. IPP are to read through Attachment 1, Disconnected State Application Reference Guide, Version 2.0 for instructions on installing the application.
3. IPP cannot install the PHIS DCU application without contacting the Service Desk **for a key code**. The FSIS Service Desk is open 24 hours, 7 days a week, and can be contacted by submitting a Footprints ticket at http://service/footprints/ or calling 1-800-473-9135.
4. In order to properly install the application, IPP should follow the on-screen instructions and the instructions in Attachment 1 and obtain guidance from the Service Desk, if needed.

NOTE: IPP should plan their day to allow enough time to contact the Service Desk and complete the installation process.

B. **Synchronization Process:**

1. The PHIS Offline Synchronization application process works only when IPP are connected to the FSIS network. Once it has been set up, the PHIS Offline Synchronization application serves as a conduit between PHIS online and PHIS Disconnected State (off-line). Basically, it carries the data back and forth between the two applications.

2. When IPP are using the Offline Synchronization application for the first time**,** they must follow these steps (for additional detail, please see page 22 in Attachment 1):

    a. When connected to the FSIS network, from the **Start** menu, click **FSIS Applications** > **Inspection Assignments** > **PHIS** > **PHIS Offline Synchronization.**

    b. A window titled “Initializing PHIS Synchronization Application” will appear with a version number. After it finishes initializing, the PHIS Synchronization window will appear which allows the user to synchronize his/her data.

3. IPP use of the PHIS Offline Synchronization application on a regular basis helps to ensure that both FSIS and the inspector have the most recent PHIS data available, as it is such a critical part of the process. Therefore, IPP are to synchronize as often as possible, preferably once per day. **At a minimum IPP are to synchronize every 10 calendar days to retain their PHIS data.**

4. The synchronization process is not completely automatic. IPP are to start the DCU synchronization tool each time they turn on their computers when a connection to the FSIS network is available. Once the application is running, the PHIS Offline Synchronization application attempts to synchronize automatically every 60 minutes while the computer is connected to the FSIS network.

5. To start the DCU synchronization tool, IPP are to follow these steps (for additional detail, please see page 26 in Attachment 1)**:**

    a. Connect to the FSIS Network.

    b. If IPP started the Offline Synchronization application earlier in the shift, it should still be available in the system tray. Check the system tray for the PHIS Synchronization icon and double-click it, then go to step d.

    c. If the Offline Synchronization application is not already running, from the **Start** menu, click **FSIS Applications** > **Inspection Assignments** > **PHIS** > **PHIS - CSI**. This will open the PHIS Offline Synchronization application and the Disconnected State software.

    d. When the PHIS Offline Synchronization application opens, select the “Synchronize Data” check box.

e. Click “Synchronize”.

6. Once IPP start synchronizing, the application will remain running in the background and, as long as IPP are connected to the FSIS Network, will attempt to synchronize automatically about every 60 minutes.

7. If IPP lose network connectivity, the synchronization will fail.

8. After synchronization is complete, a Synchronization Completed Message will appear. “Click **Close”.**

9. In addition to synchronizing the inspection data, from time to time the PHIS Offline Synchronization application will also need to update the PHIS Disconnected State application itself. When IPP start the Offline Synchronization application will perform this update automatically, when necessary.

C. **Synchronization Frequency:**

1. IPP who have installed the PHIS Disconnected State application on their computer are to synchronize as often as possible, **preferably once per day.** At **a minimum IPP are to synchronize every 10 calendar days to retain their PHIS data**.

2. Failure to synchronize data at least every 10 calendar days will result in missing data and synchronization failures.

3. IPP who do not synchronize their PHIS data within 10 calendar days will most likely need their database reset. Please see page 38 in Attachment 1 for instructions to reset the PHIS database.

D. **Computer With Multiple IPP Users:**

If multiple IPP share one computer, data entered by one user will not transfer when another user synchronizes. Therefore, each user must run the synchronization application independently to ensure he or she has the most recent data.

V. INSPECTION PROGRAM PERSONNEL RESPONSIBILITY IN MANAGING SAMPLE COLLECTION IN DISCONNECTED STATE

A. When IPP are assigned to collect FSIS verification samples in establishments where internet connectivity is not available, they are to follow the instructions below to ensure that:

1. FSIS laboratory personnel receive the requested samples and associated electronic information in a timely manner;

2. The integrity of the samples and results is not compromised; and

3. FSIS laboratory personnel are able to report the results as soon as they are available to minimize any economic impact on the regulated establishments.

B. IPP are to follow the instructions in FSIS Directive 13,000.2, Performing Sampling Tasks in Official Establishments Using the Public Health Information System, and the PHIS User Guide when performing sampling tasks in PHIS. The present notice supplements the instructions to IPP on entering information on sampling tasks in the disconnected state when internet connectivity is not available.

C. IPP are to schedule sampling tasks on their task calendar while connected to the internet. The PHIS task calendar is available only in the connected state. IPP will not be able to schedule sampling tasks on the task calendar in the disconnected state. When scheduling sampling tasks in their task calendars to be performed at establishments where internet connectivity is unavailable, IPP are to consider the following questions:

1. When is the selected establishment likely to be producing the product to be sampled?

2. When will IPP have time and sample supplies available to collect the sample?

3. When will IPP have time to return to a location with internet connectivity to record and submit the sample information in PHIS?

D. To avoid delays in reporting results of laboratory samples, IPP are to make every effort to schedule sample collection at a time when they will be able to access an internet connection and enter and submit the sample information in PHIS within 24 hours while they are on duty, using the instructions provided in FSIS Directive 13,000.2. IPP are to avoid collecting samples in situations where they will be unable to enter and submit the sample information in PHIS during work hours (regular or reimbursable overtime hours), within 24 hours of shipping the sample. IPP are to carefully consider not scheduling sample collection before weekends, holidays, or anticipated periods of leave.

E. Before leaving the establishment with internet connectivity to perform the sample collection at an establishment without internet connectivity, IPP are to open the scheduled sampling task in PHIS, enter available information about the anticipated sample in the sampling task, and

print two copies of the sample form. IPP are to take both copies of the printed form with them to the establishment.

F. When they collect the appropriate sample at the establishment, IPP are to:

1. Document any remaining information by hand on both copies of the printed sample form.

2. Sign one copy of the sample form and place that copy in the sample box.

3. Close and seal the sample box with the sample and signed sample form inside before leaving the establishment where they collected the sample.

4. Keep the second copy of the sample form with them as a record of the sample collection information to be recorded later in PHIS.

NOTE: IPP are not to remove an unsealed sample box from the establishment with a sample in it to avoid questions about sample integrity.

G. Within 24 hours, IPP are to return to an establishment in their assignment with internet connectivity, log into PHIS, select the sampling task from the task calendar, and document the sample information using the information recorded by hand on the printed copy of the sample form. IPP are to submit the sample information to the laboratory by clicking “Submit” upon completion of data entry for all required data fields in the Sample Collection page. This action will also mark the sampling task as completed on the task calendar.

NOTE: It is very important that the sample information entered into PHIS matches the information recorded on the paper form placed in the sample box.

H. When IPP do not submit the sample information electronically within 24 hours of sample shipment, there is a risk that the FSIS laboratory will obtain results of the analysis before the electronic sample record has been created. When this happens, the laboratory will not be able to report the sample results electronically. In the rare event that FSIS laboratories are unable to report sample results electronically, they will report the results to the applicable district office by telephone or email. Each time this alternate reporting method is necessary, the District Office personnel and the applicable frontline supervisor are to investigate why the electronic sample form was not submitted in a timely manner and initiate necessary action to prevent recurrence.

I.IPP are to monitor the “My Inspections and Samples” tab of the PHIS homepage for sample results and notify the establishment when the results are available.

VI. QUESTIONS OR ISSUES

A. IPP Users of PHIS Disconnected State should contact FSIS Service Desk if they:

1. Do not have a DCU installation disk available;

2. Have a problem installing the DCU;

3. Need PHIS Data reset because they did not synchronize within 10 calendar days;

4. Encounter corrupt data in the data base; or

5. Have a question or trouble with synchronization process.

B. The FSIS Service Desk is open 24 hours, 7 days a week, by either submitting a Footprints ticket at http://service/footprints/ or calling 1-800-473-9135.

Acting Assistant Administrator
Office of Policy and Program Development

ATTACHMENT 1

PHIS Disconnected State Application Reference Guide Version 2.0

September 2012
USDA Food Safety and Inspection Service

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Introduction

The PHIS Disconnected State Application is comprised of several components. First there is the PHIS Disconnected State Updater. This component makes sure your laptop has the latest software. Then there is the PHIS Data Synchronization Application. This component copies data from the PHIS online version to your laptop and copies data from your laptop back to the FSIS network. There are two other components: PHIS – CSI and PHIS – EIAO. This guide covers the PHIS Disconnected State Updater, the PHIS Data Synchronization Application, and the PHIS – CSI components. The PHIS – CSI component is the component used by Consumer Safety Inspectors.

The overall goal of all these components is to allow you to record information in PHIS when you are not connected to the FSIS network. When you use the PHIS – CSI component, you can do these things:

- View a summary Establishment Profile
- View and document previously scheduled inspection tasks and results
- Schedule, record, and edit directed tasks
- Create, edit, and print noncompliance records
- Create, edit, and print MOIs (Establishment Meeting MOIs)

Your laptop needs to communicate with the online version of PHIS on a regular basis to transmit data you entered while you were not on the FSIS network; it does this via the PHIS Data Synchronization Application. To avoid data loss and having to reset your database, **you must use the PHIS Data Synchronization Application to synchronize your data at least every 10 days**, but you should use the PHIS Data Synchronization Application to synchronize your data as frequently as possible. If you are connected to the FSIS network and running the PHIS Data Synchronization Application in the background, it synchronizes your laptop's data with the FSIS Network automatically every 60 minutes.

To ensure that the PHIS Data Synchronization application can synchronize automatically, you must open the application after each time you log on to your computer. In addition to the automatic synchronization, you can manually synchronize data at any time. For more information, see the "Data Synchronization" section.
Note: this application deals with a 90-day range of records. In other words, the PHIS Data Synchronization Application synchronizes only the Inspection Tasks, Inspection Results, Noncompliance Records, and MOIs from the last 90 days. While you may occasionally need to refer to something older than 90 days, a limit was set to save you time when transferring records. Historical information beyond the previous 90 days is available in the PHIS online version.

NOTE: If you do not have the installation CD, contact the FSIS Service Desk, which provides service 24 hours a day, 7 days a week (except Federal Holidays) by leaving a Footprints ticket at http://service/footprints or by calling 1-800-473-9135.

PHIS Disconnected State Menu Options

As you become more familiar with the PHIS Disconnected State Application you will find there are different components in the application. Each component has a corresponding menu option and some menu options run a combination of components.
Figure 1 shows how these components are laid out in the menu structure (see Figure 1: Menu Structure):

- **PHIS**: This option opens IIS Express, which is an application that must be running in order for the PHIS Disconnected State to work properly.
- **PHIS – CSI**: This option is the **preferred** option. If connected to the FSIS network, the PHIS Disconnected State Updater opens first and checks PHIS online for software updates. If it finds an update, it automatically installs it to your laptop. Then the PHIS Data Synchronization Application opens and checks for data changes. If it finds a change, it automatically synchronizes the data. Then it opens a transfer page that allows you to leave the FSIS network to complete PHIS tasks.
- **PHIS – EIAO**: This option is just for users with the EIAO role and is not yet available.
- **PHIS Offline Synchronization**: If connected to the FSIS network, the PHIS Disconnected State Updater opens first and checks PHIS online for software updates. If it finds an update, it automatically installs it to your laptop. Then the PHIS Data Synchronization Application opens and checks for data changes. If it finds a change, it automatically synchronizes the data.
- **PHIS – Update**: If connected to the FSIS network, the PHIS Disconnected State Updater opens first and checks PHIS online for software updates. If it finds an update, it automatically installs it to your laptop.

PHIS – CSI is the preferred menu option to use prior to disconnecting from the FSIS network because it automatically runs the two other components first.

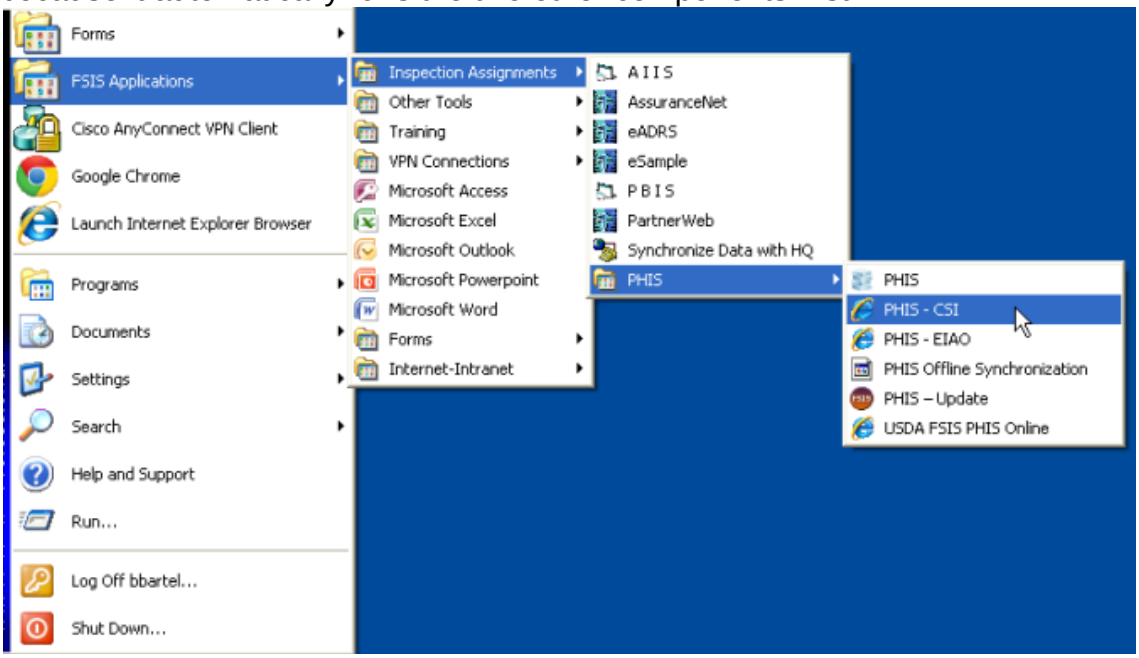

Figure 1: Menu Structure

Installation and Upgrade

Since PHIS was implemented in April 2011, several major upgrades to the PHIS Disconnected State have been released. The most current version of the PHIS Disconnected is version 2.0.0. Before upgrading to version 2.0.0, you need to determine which version you have installed.

Determining the Installed PHIS Disconnected State Application Version

To determine the version of the PHIS Disconnected State installed on your computer:

1. Go to **Start** > **FSIS Applications** > **Inspection Assignments** > **PHIS** > **PHIS Offline Synchronization**.

   Note: If you do not have a PHIS folder in your Start menu, you most likely do not have the PHIS Disconnected State installed and will need to request an installation CD from the FSIS Service Desk.
2. At the top of the PHIS Offline Synchronization window, you will see a version number.

If the version number in the PHIS Offline Synchronization window is…	You Have the Following Version of the PHIS Disconnected State Installed…
2.0.0	2.0.0
1.1.5.5	1.7
1.1.5.4	1.4
No version number	1.0

Upgrading to the PHIS Disconnected State version 2.0 from Version 1.7

The installation process for PHIS Disconnected State 2.0 varies based on what you currently have installed on your computer. For each of these installation scenarios, you will need to be connected to the FSIS Network.

If you currently have the PHIS Disconnected State version 1.7 installed on your computer, have successfully synchronized your database, and use the PHIS Disconnected State on a regular basis (synchronizing at least every 10 days), you must do the following in order to maintain your data and upgrade to version 2.0:

1. Connect to the FSIS Network.
2. Go to **Start** > **FSIS Applications** > **Inspection Assignments** > **PHIS** > **PHIS – CSI**.

3. When prompted to update your software, click **Next** and follow the instructions in the PHIS Update Wizard (see Figure 2: PHIS Update Wizard).

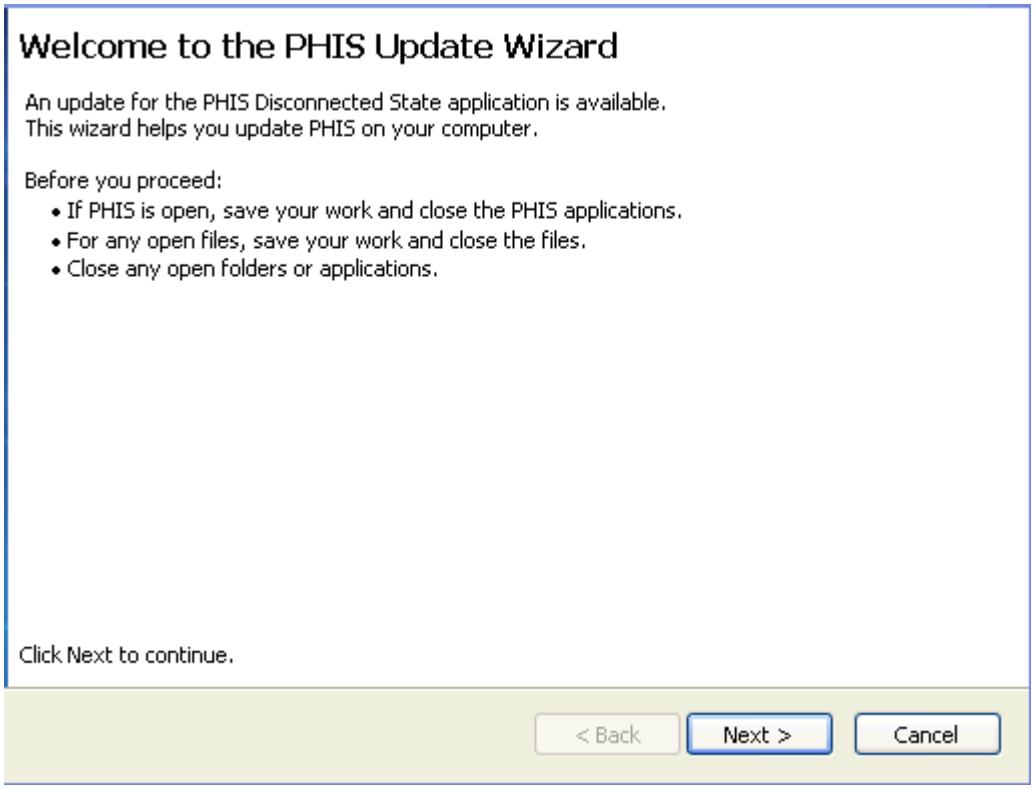

Figure 2: PHIS Update Wizard

4. When the update is complete, click **Finish**. This will open the updated PHIS Data Synchronization Application and PHIS offline web application.
5. The upgraded software will begin synchronizing. When the synchronization is complete, you can use the software.

If you have version 1.7 installed, but have never used it or downloaded your database, you must first download your database and then update your software:

1. Connect to the FSIS Network.
2. Go to **Start** > **FSIS Applications** > **Inspection Assignments** > **PHIS** > **PHIS Offline Synchronization**.
   The PHIS Offline Synchronization Application will begin the process of transferring a database to your computer (see Figure 3: PHIS Offline Synchronization Application Initializing PHIS Client Database window) If you receive a message that your database has not been created or could not be found, contact the FSIS Service Desk for assistance.

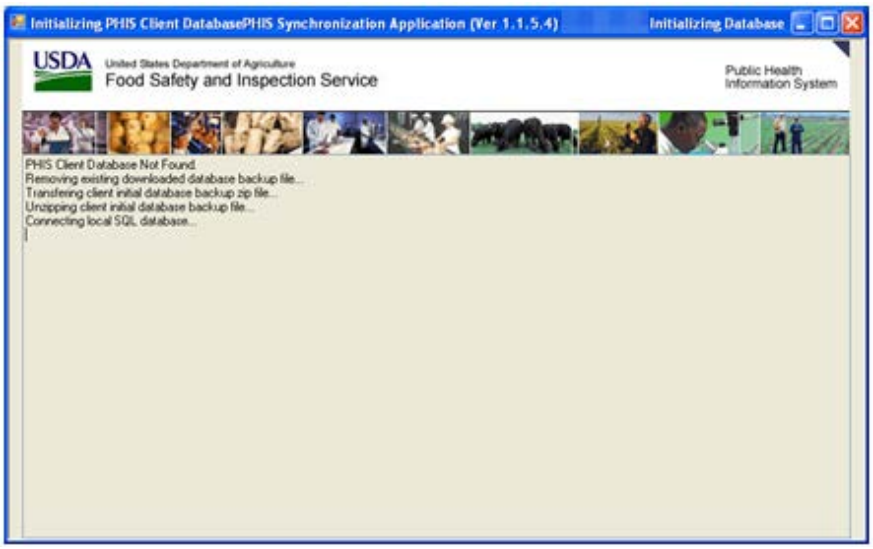

Figure 3: PHIS Offline Synchronization Application Initializing PHIS Client Database Window

3. Disconnect from the FSIS Network.
4. Reboot your computer.
5. After your computer is finished rebooting and you have logged on, re-connect to the FSIS Network.
6. Go **Start** > **FSIS Applications** > **Inspection Assignments** > **PHIS** > **PHIS – CSI**. This will open the PHIS Update Wizard, which will guide you through the upgrade process.

7. When prompted to update your software, click **Next** and follow the instructions in the PHIS Update Wizard (see Figure 4: PHIS Update Wizard).

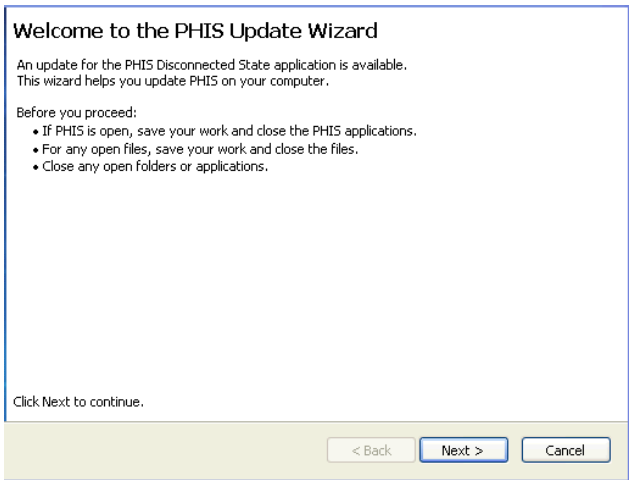

Figure 4: PHIS Update Wizard

8. When the update is complete, click **Finish**. This will open the updated PHIS Data Synchronization Application and PHIS offline web application.
9. The upgraded software will begin synchronizing. When the synchronization is complete, you can use the software.

NOTE: If you **do not** have version 1.7 installed, you will need to call the FSIS Service Desk immediately at 1-800-473-9135 or submit a Footprints ticket at http://service/footprints/ to have an installation CD mailed to you. Once you receive the CD, you will need to call the FSIS Service Desk, and you will be guided on how to install the PHIS Disconnected State Application CD. This will include a key code provided to you by the Service Desk.

Installing the PHIS Disconnected State When There Is No Previous Installation

Follow these steps to install the PHIS Disconnected State application when you do not have any version installed. Generally, you need to install the application only once. During the installation process you will need to reboot your computer. If a printer is available, you may want to print installation instructions. Installation can take up to an hour. You will need to contact the FSIS Service Desk at **1-800-473-9135** in order to obtain an installation CD. Once you receive the CD, a Service Desk technician will guide you through the installation process, which is outline in the next steps.

1. Close all open applications on your computer.
2. From the Start menu, click **FSIS Applications** > **Other Tools** > **Software and Hardware Installation Prep (SHIP)**.
3. The Software and Hardware Installation Prep – Lock and Key window appears. Keeping that window open, contact the Service Desk at 1-800-473-9135. Let the Service Desk know you are installing the PHIS Disconnected State.
4. In the Key Code field, type the Key Code and click **OK** (see Figure 5).

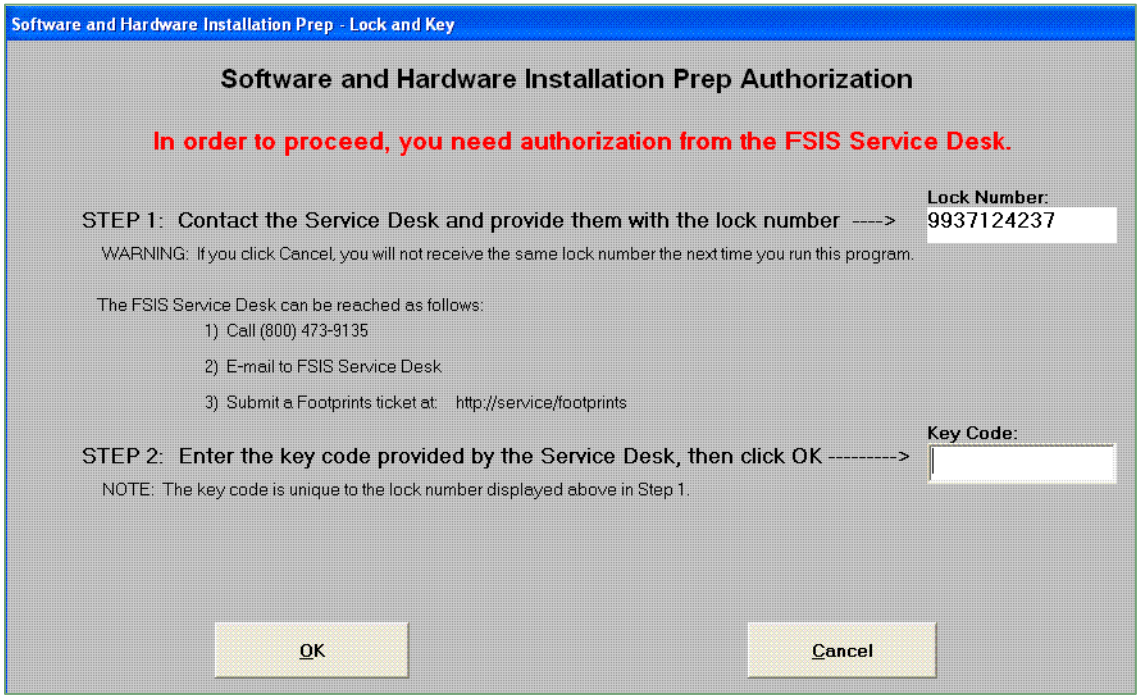

Figure 5: SHIP Window

5. When prompted, restart your computer.
6. After your computer restarts, login again and connect to the FSIS Network.
7. Insert the PHIS Disconnected State Application Installation CD into your disc drive.
8. Double-click **My Computer**.
9. On the My Computer window, double click the name of the CD. The FSIS PHIS Disconnected State Application window appears with all buttons available or only certain buttons available (see Figure 6 for an example of the window when all four buttons are available). The Instructions button opens a PDF version of this document.

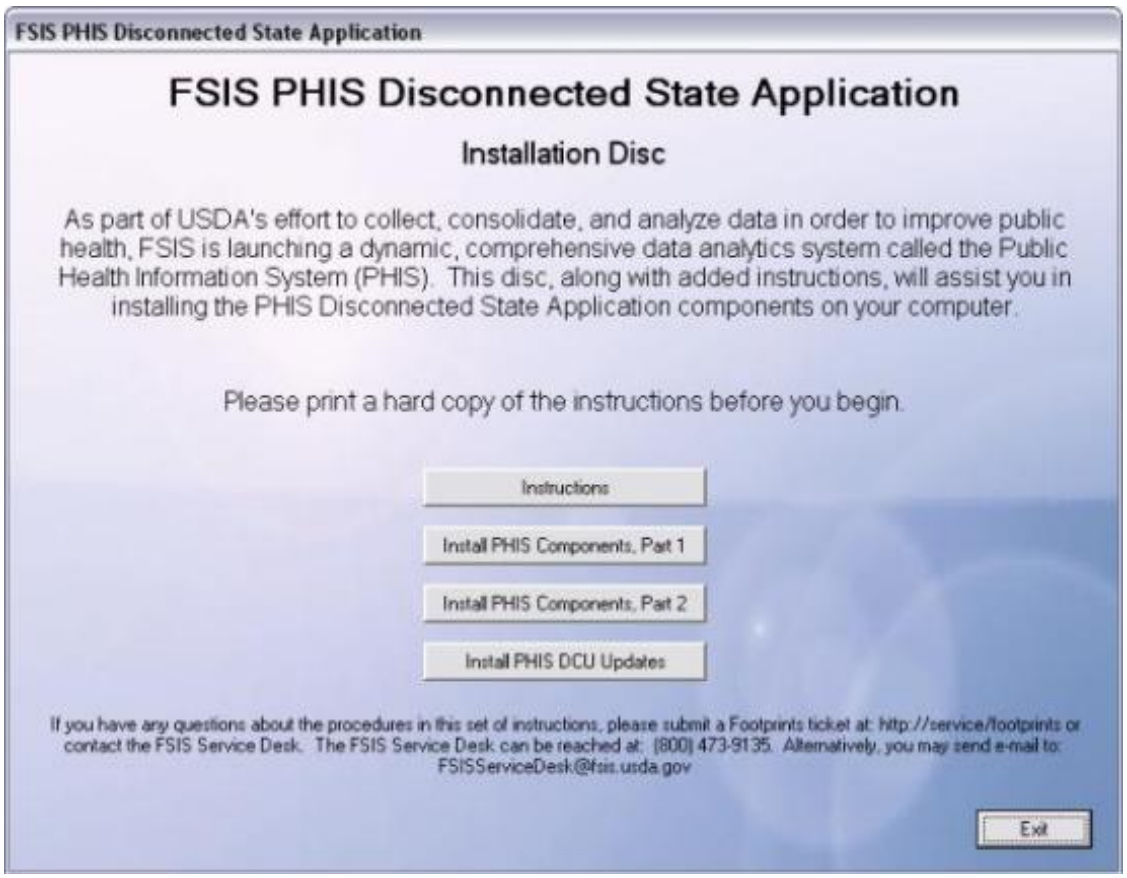

Figure 6: FSIS PHIS Disconnected State Application Window

NOTE: If a button appears dim/not available, this means that that part is already installed.

10. Click **Install PHIS Components, Part 1**. If this button is not available that means that some of the background components have already been installed on your computer. In this case, go to step 13. Allow the process to complete. Installation time will vary depending on which components need to be installed. When prompted, restart your computer.
11. Login again.
12. Repeat steps 8 – 9.
13. Click **Install PHIS Components, Part 2**. If this button is not available that means that some of the background components have already been installed on your computer, go to step 16. Allow the process to complete. Installation time will vary. When prompted, restart your computer.
14. Login again.
15. Repeat steps 8 – 9.
16. Click **Install PHIS DCU Updates**. This part should only take a few moments.
17. Allow the process to complete. When prompted, click **OK**.
18. Click **Exit**.

The PHIS Disconnected State application is now installed on your computer and you can use the PHIS Data Synchronization application to download your data and synchronize daily. The PHIS Data Synchronization application process works only when you are connected to the

FSIS network. Once it has been set up, it serves as a conduit between PHIS online and the PHIS Disconnected State (off-line). Basically, it carries the data back and forth between the two applications.

Opening the PHIS Disconnected State Application for the First Time

1. While connected to the FSIS network, go to **Start** > **FSIS Applications** > **Inspection Assignments** > **PHIS** > **PHIS - CSI**.
2. If the PHIS Update window appears (see Figure 7: The PHIS Update Wizard), follow the instructions to update your software; otherwise, go to the next step.

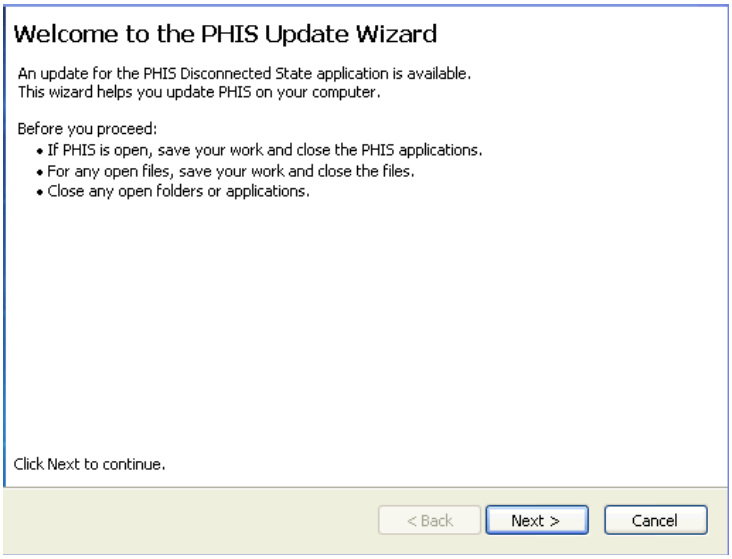

Figure 7: The PHIS Update Wizard

3. Next, PHIS checks for your database. If necessary, the PHIS Data Installation Wizard (see Figure 8: PHIS Database Installation Wizard will download and update your database. Follow the instructions to complete the process.

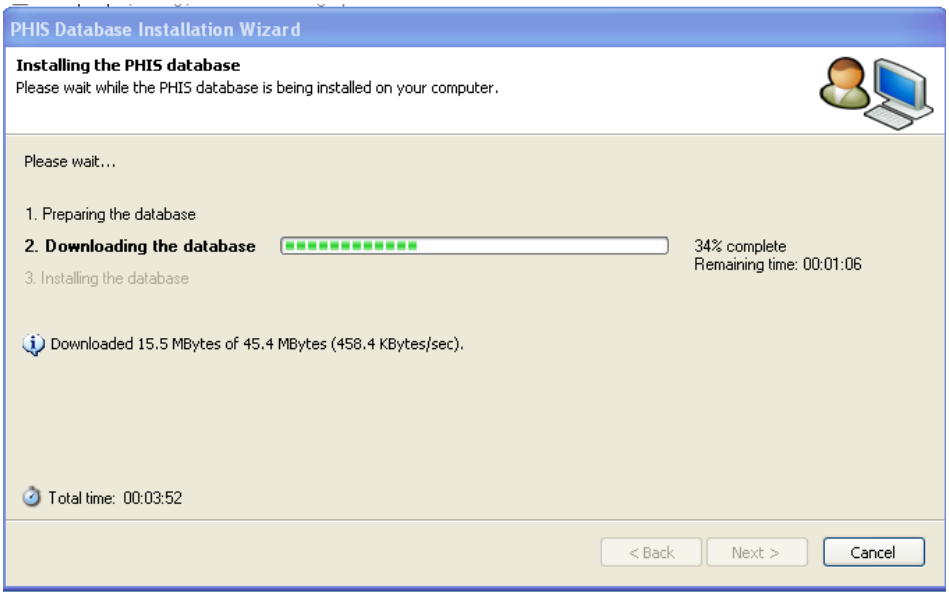

Figure 8: PHIS Database Installation Wizard

4. When the process is complete, the PHIS Data Synchronization Application and the PHIS offline application will open. Since you are still connected to the FSIS Network, the PHIS Transfer page will open (see Figure 9: PHIS Transfer Page).

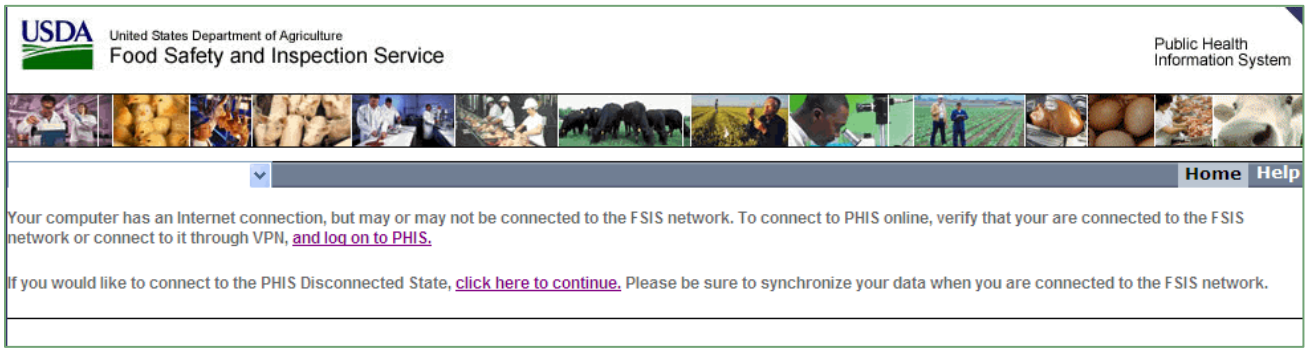

Figure 9: PHIS Transfer Page

5. On the PHIS Transfer page, click "**click here to continue**" and disconnect from the FSIS network to begin using the PHIS Disconnected State.

Data Synchronization

These are the steps you follow when you want to synchronize your data between the PHIS Disconnected State Application and the PHIS online application. This process deals with a 90-day range of records. In other words, the PHIS Data Synchronization Application synchronizes only the Inspection Tasks, Inspection Results, Noncompliance Records, and MOIs from the last 90 days. While you may occasionally need to refer to something older than 90 days, a limit was set for how much data would be available offline to save you time when transferring records. Historical information beyond the previous 90 days is available in the PHIS online version.

Using the PHIS Data Synchronization application when connected to the FSIS network on a regular basis helps to ensure that both FSIS and the inspector have the most recent PHIS data available. The PHIS Data Synchronization application attempts to synchronize automatically every 60 minutes when the application is open and you are connected to the FSIS Network. **To ensure that the PHIS Data Synchronization application can synchronize automatically, you must open the application after each time you log on to your computer.** For more information, see the “To Synchronize Your Data” section.

As it is such a critical part of the process, you must synchronize at least every 10 days, but you should synchronize your data as frequently as possible. Use the PHIS Data Synchronization application before you disconnect your computer from the FSIS network and after you log on and re-connect your computer to the FSIS network for best results.
Just like you would need to open Microsoft Outlook to continually receive email messages, the PHIS Data Synchronization application must be open in order for the automatic synchronization feature to work. In addition to the automatic synchronization, you can manually synchronize data at any time. The next section explains how to synchronize data manually.

REMINDER: To avoid losing data and having to reset the PHIS Disconnected State, you must synchronize at least every 10 days, but you should synchronize as frequently as possible.

To Synchronize Your Data

1. Connect to the FSIS Network.
2. Click **Start** > **FSIS Applications** > **Inspection Assignments** > **PHIS** > **PHIS – CSI**.
   When you open the PHIS Disconnected State using the PHIS – CSI link, it will automatically check for software updates, open the PHIS Data Synchronization Application (Figure 10: PHIS Data Synchronization Application), and open PHIS (off-line).

Figure 10: PHIS Data Synchronization Application

3. Click **Synchronize**.
   Depending on your network connection speed and the amount of data to upload and download, the synchronization process may take several minutes. Do not disconnect from the FSIS Network; do not put your computer to sleep; and do not power off your computer during synchronization. When your synchronization is complete, the PHIS Data Synchronization Application will display information on your last successful and most recent data synchronizations.

NOTE: If you share a computer with other PHIS users, you each need to run the PHIS Data Synchronization application because the synchronization happens based on user. If you enter data in the PHIS Disconnected State and a colleague also uses the PHIS Disconnected State, your data is kept separately. Your data is not transferred to PHIS online when the other user synchronizes. Likewise, his or her data does not get transferred to PHIS online when you synchronize. To avoid data loss or having to reset your database, be sure to synchronize at least every 10 days and as frequently as possible.

Using PHIS in the Disconnected State When Not on the FSIS Network

The PHIS Disconnected State lets you complete the following tasks when you do not have access to the FSIS Network.

- View a summary Establishment Profile
- View and document previously scheduled routine inspection tasks and results
- Schedule, record, and edit directed tasks
- Create, edit, and print noncompliance records
- Create, edit, and print MOIs (except Establishment Meeting MOIs)

To access the PHIS Disconnected State application when you are not on the FSIS network, select the menu item that corresponds with your PHIS role. The following instructions assume you have the Consumer Safety Inspector role.

1. From the **Start** menu, click **FSIS Applications** > **Inspection Assignments** > **PHIS** > **PHIS - CSI**. You should always start the Disconnected State application using this Start menu link.

   NOTE: When you click PHIS – CSI, the PHIS Disconnected State update window may appear when software updates are available for the PHIS Disconnected State. For more information, see Updating PHIS Applications on your Computer on page 19.

2. When you use the PHIS Disconnected State application as a CSI, you have two options available from the left Navigation menu: Establishment Profile and Inspection Verification (see Figure 11).

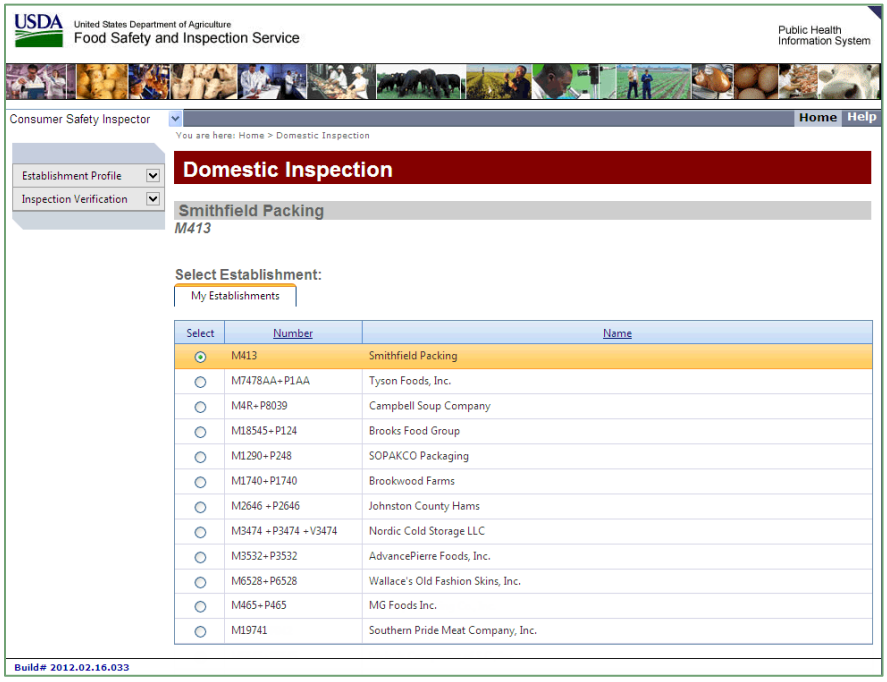

Figure 11: Select Establishment Window

The available options under these two menu options are limited. For example, instead

of displaying the Select Establishment option under the Establishment Profile, an option called My Establishments appears (see Figure 12: My Establishments). When you are not connected to the FSIS network, you can only see establishments to which you are assigned.

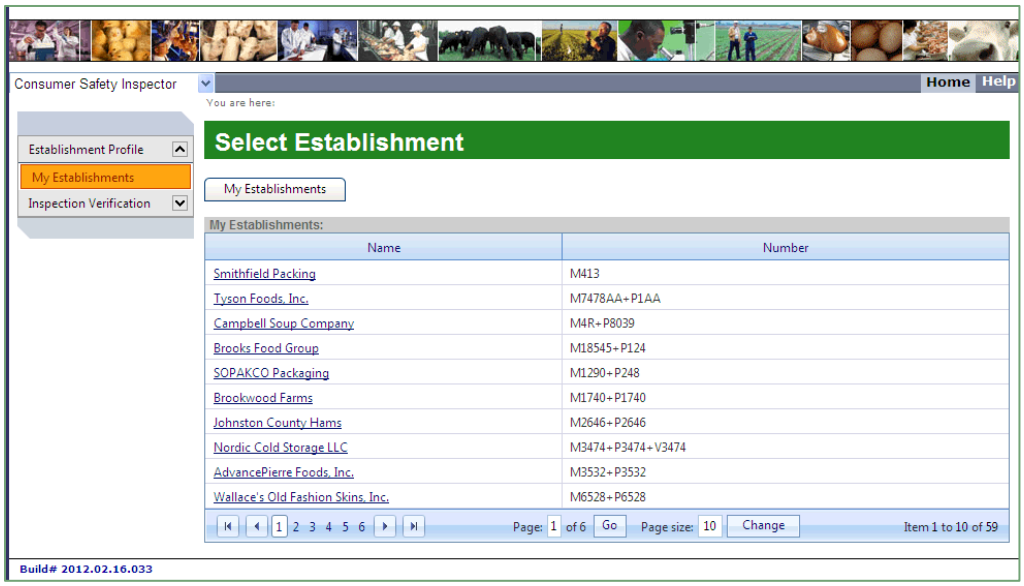

Figure 12: My Establishments

3. From the list on the Select Establishment page, you can click an establishment to view its establishment profile. The Inspection Verification menu is also available when using the PHIS – CSI component (see Figure 13: Inspection Verification Menu). Using this menu, you can work with your Inspection Task List, Inspection Results, and Noncompliance Records in much the same fashion as you do online. You can also create, edit, and print Memorandum of Interview (MOIs), except for Establishment Meeting MOIs.

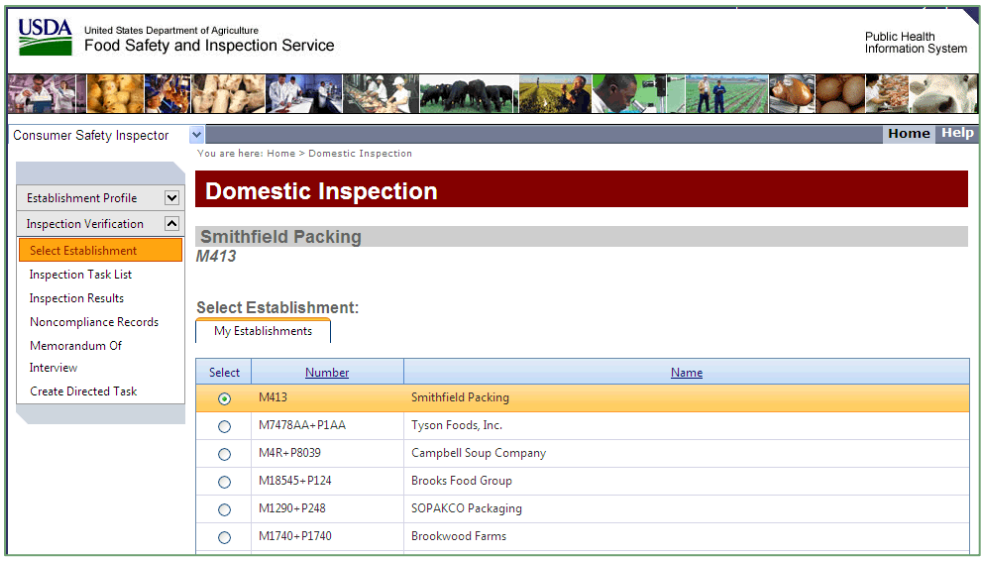

Figure 13: Inspection Verification Menu

Looking at the functions that are common between PHIS online and PHIS Disconnected State, the main difference is how you create directed tasks. See the Schedule Directed Tasks section on page 28.

NOTE: The options for Inspection Notes, Meeting Agenda, and Correspondence are not available in the PHIS Disconnected State.

Schedule Directed Tasks

While using the PHIS Disconnected State, you can schedule directed tasks.

To schedule a directed task:

1. From the Navigation Menu, select **Inspection Verification** > **Create Directed Tasks**.
2. On the Directed Tasks Lists page, select the shift from the drop-down list to specify the shift you want to work with.
3. Find the task you want to create and click the red arrow in the Schedule as Directed column to schedule it (see Figure 14: Directed Tasks List).

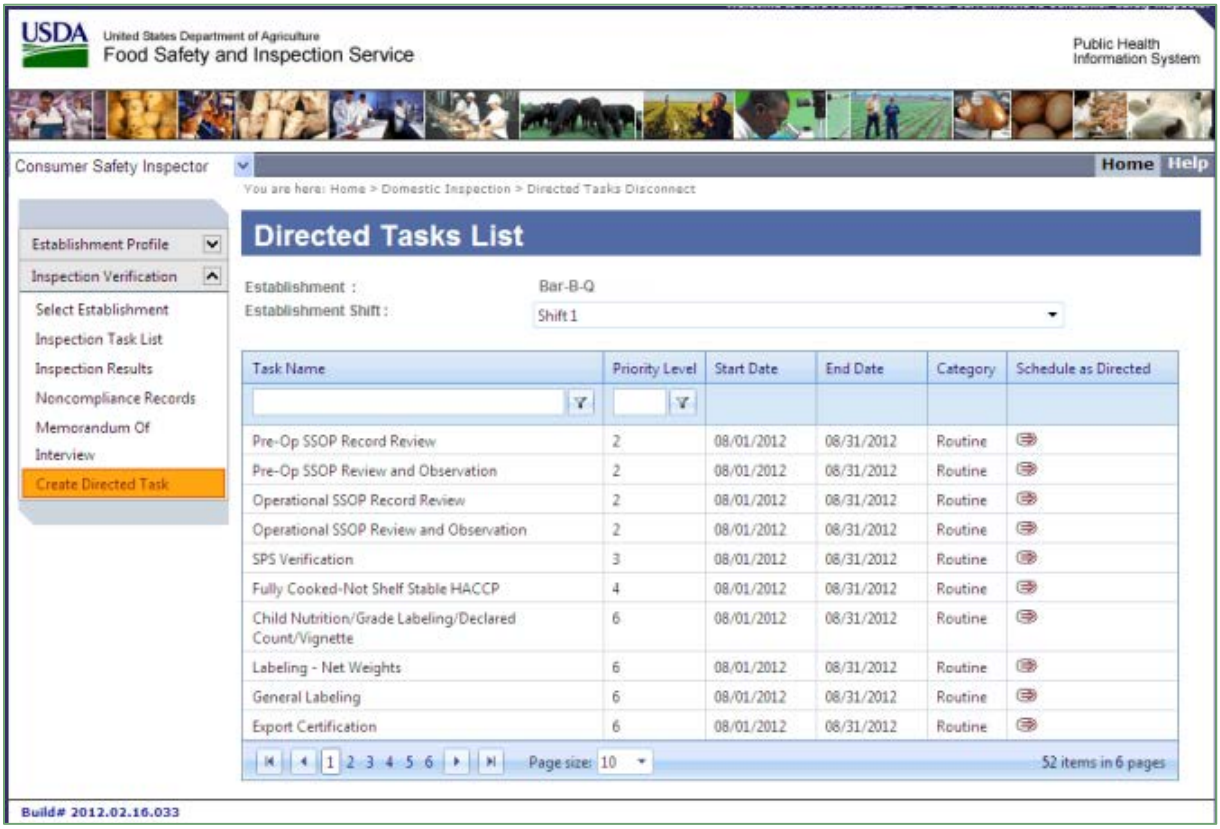

Figure 14: Directed Tasks List

4. A pop-up window displays with a calendar and a Reason field (see Figure 15: Assign Directed Task Disconnected).

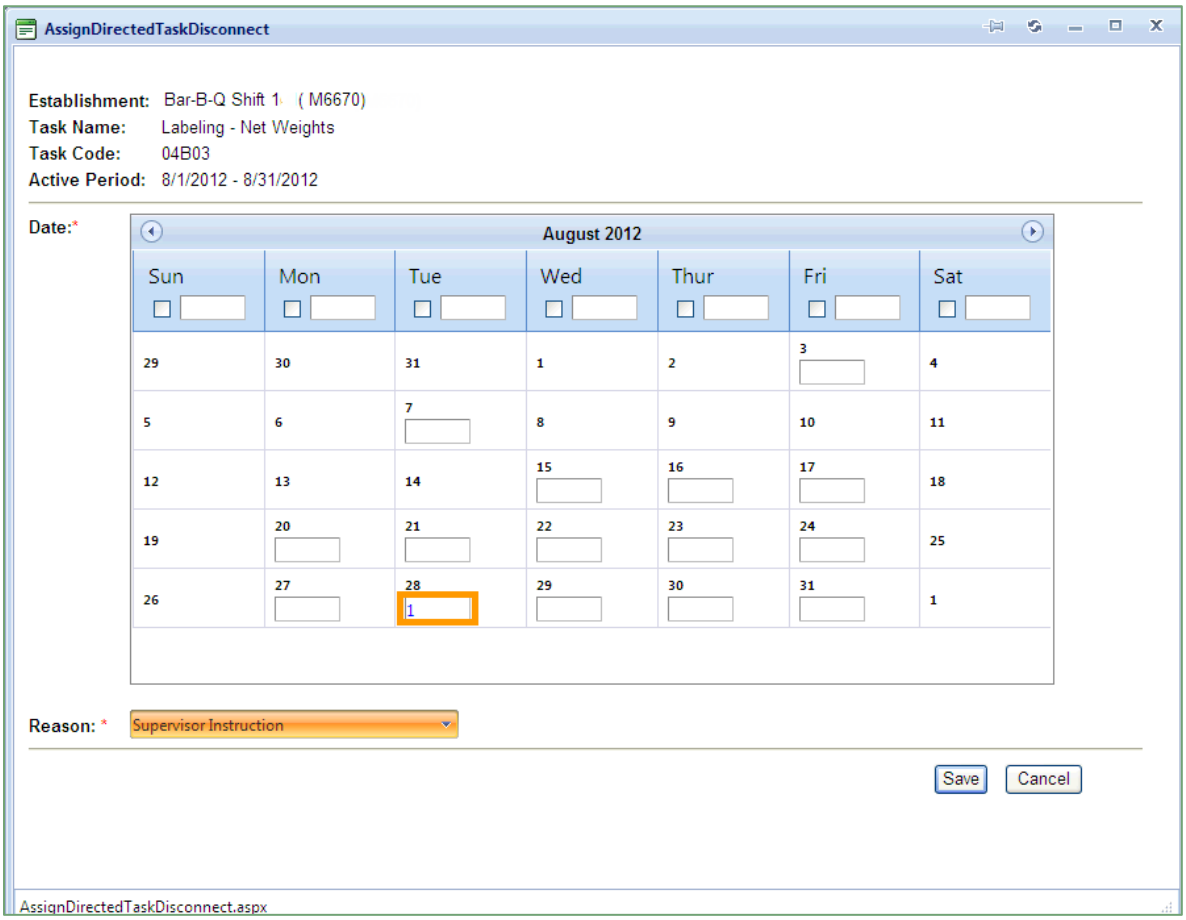

Figure 15: Assign Directed Task Disconnected

5. Enter a number in the appropriate date field. You can only schedule directed tasks within seven days of the current date.
6. For the Reason field, select a reason from the drop-down list.
7. Click **Save** to schedule the directed task.
8. After the task is scheduled, it appears on your Inspection Task List and you can start to work on it from there.
9. In order for the tasks to appear in PHIS online, make sure you synchronize your database once you have connectivity to the FSIS Network.

Printing

The following steps are for printing the establishment profile on a local printer when not connected to the FSIS network.

1. From the Navigation menu, click **Establishment Profile** > **My Establishments**.
2. From the list, select the Establishment that you want to work with. From your toolbar, select **File** > **Print** (see Figure 16).
3. From the Print dialog box, select your local printer and click **Print**.

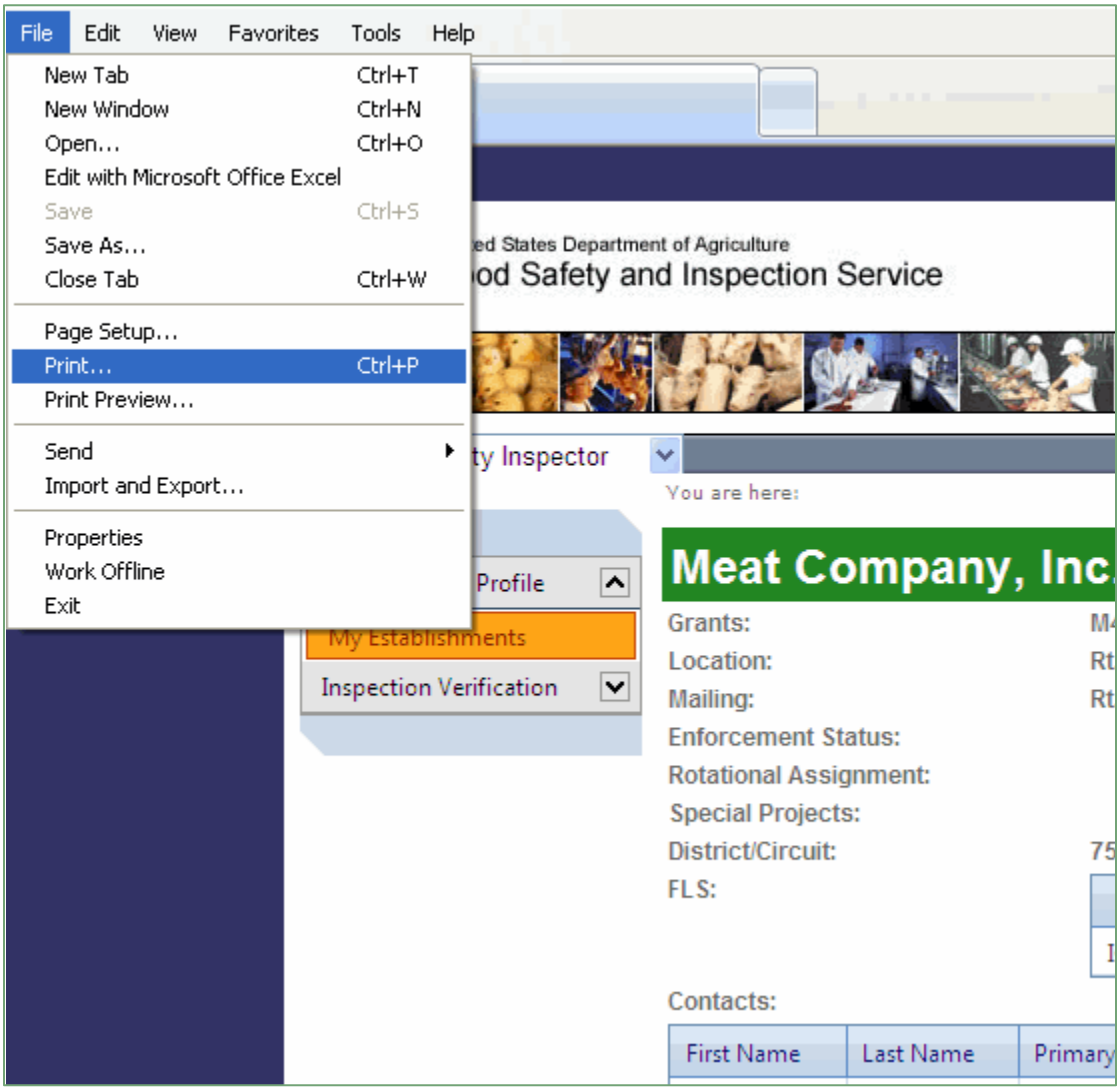

Figure 16: Printing to a Local Printer

Note about Lab Sampling

Lab Sampling is not supported in Disconnected State. When in Disconnected State, you:

- Cannot see any lab sampling tasks that are visible on your task list in PHIS online
- Cannot create a new collector-generated lab sampling task
- Cannot schedule a lab sampling task

If you want to collect Lab Sampling data while not on the FSIS network, schedule your Lab Sampling tasks and print two copies of the corresponding Lab Sample Collection forms while still connected to the FSIS network. Use the forms as a reference for hand-writing the required information on the form about the sample on both copies of the form. Sign and date one copy of the form and place it in the sample box to the lab. When you return to PHIS online use your hand-written notes to complete the electronic sampling information and submit it through PHIS. For more information, please refer to *FSIS Directive 13000.1 Rev. 1*.

Troubleshooting

This section explains common issues that you can resolve yourself. If you need assistance or an issue is not covered in this section, FSIS Service Desk by leaving a Footprints ticket at http://service/footprints or by calling 1-800-473-9135.

Reset Your PHIS Database

You may need to reset your Disconnected State database when any of the following occur:

- You did not synchronize your data within the 10-day retention window.
- The database on your computer has corrupt data.
- You can no longer successfully synchronize.

With the latest version of the PHIS Disconnected State (version 2.0), you can reset your PHIS database yourself.

WARNING! If you reset your database, you will lose any data that was entered while disconnected since your last successful synchronization.

To reset your database:

1. Connect to the FSIS Network.
2. Click **Start** > **FSIS Applications** > **Inspection Assignments** > **PHIS** > **PHIS – CSI**.
3. In the PHIS Data Synchronization Application, click **Reset Database…**
4. In the Reset the Local Database window (see Figure 17: Reset the Local Database window), read the information in the window and click **Reset Database** if you are certain you want to reset. Depending on the size of your database, the reset process could take several minutes. Do not disconnect from the FSIS Network during this process. When the process is complete, you will be able to synchronize again.

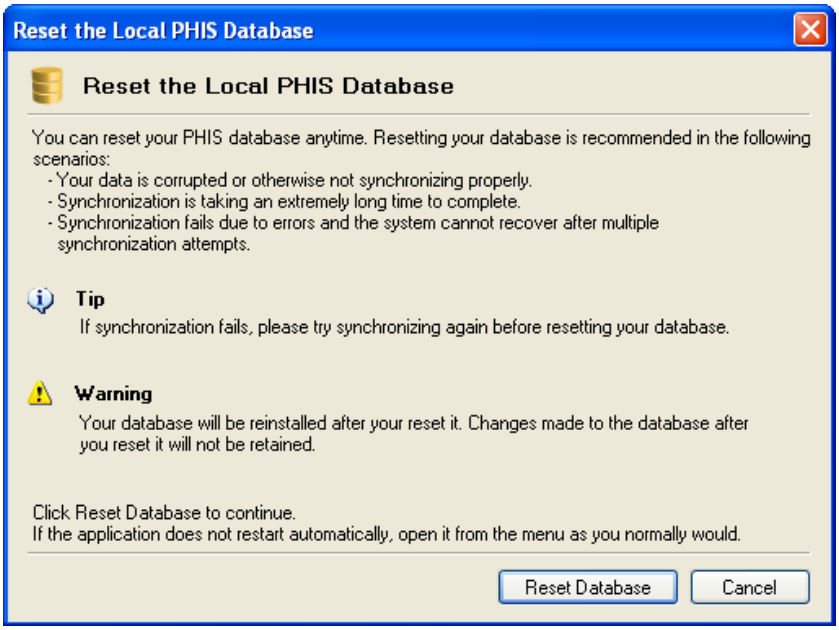

Figure 17: Reset the Local Database window

PHIS Transfer Page

If you try to start the PHIS Disconnected State application and the application finds an active connection to the FSIS network, the PHIS Transfer page appears (see Figure 18). If this happens, you have a choice of whether to go to the online version or continue as if you do not have a connection to the FSIS network. Follow the on-screen instructions.

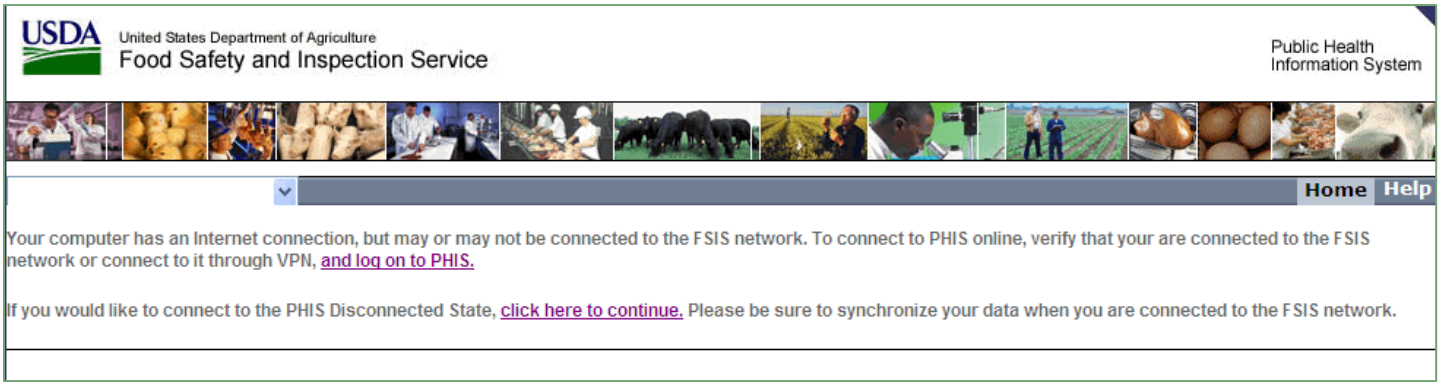

Figure 18 – PHIS Transfer Page

Another Instance is Running Message

If you try to open the PHIS Data Synchronization application through the Start menu and it is already running, the “Another instance of the PHIS Data Synchronization is already running” alert appears (see Figure 19: Another Instance is Running Message). Click **OK** to dismiss the message and open the current instance.

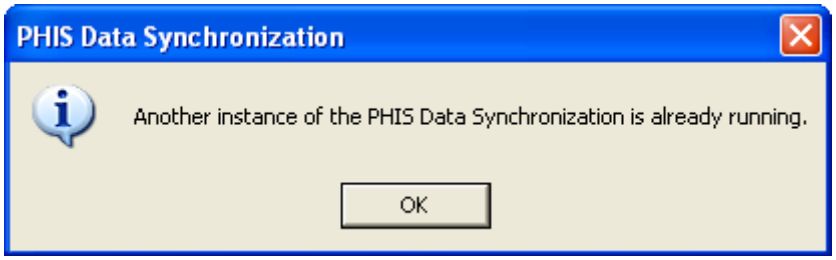

Figure 19: Another Instance is Running Message

Database Not Available Message

If you get an error message that states “Database not available”, please contact the FSIS Service Desk by leaving a Footprints ticket at http://service/footprints/ or by calling 1-800-473-9135.

Account Inactive or Missing Role

If you receive any of the following error messages, please contact the FSIS Service Desk by leaving a Footprints ticket at http://service/footprints/ or by calling 1-800-473-9135 and providing the error message in the ticket:

- Your local PHIS database, which corresponds to your FSIS NT Login name, was not found on this computer. The database is required to work with PHIS in disconnected mode (offline).
- Your local PHIS database is corrupt and must be reset. The database change tracking feature is not enabled.
- Your local PHIS database is corrupt and must be reset. Information (data context ID) required for data synchronization is missing.
- Your local PHIS database must be reset because your have not synchronized within the synchronization retention period.
- The database exists, but it was marked for resetting. The database must be reinstalled.

Internet Explorer Cannot Display the Webpage Error

Typically, starting the PHIS Data Synchronization application automatically starts the Internet Information Server (IIS) Express. If this doesn't happen, you may get an Internet Explorer cannot display the webpage error (see Figure 20).
If you get this error, follow these steps:

1. From the **Start** menu, click **FSIS Applications** > **Inspection Assignments** > **PHIS** > **PHIS**.

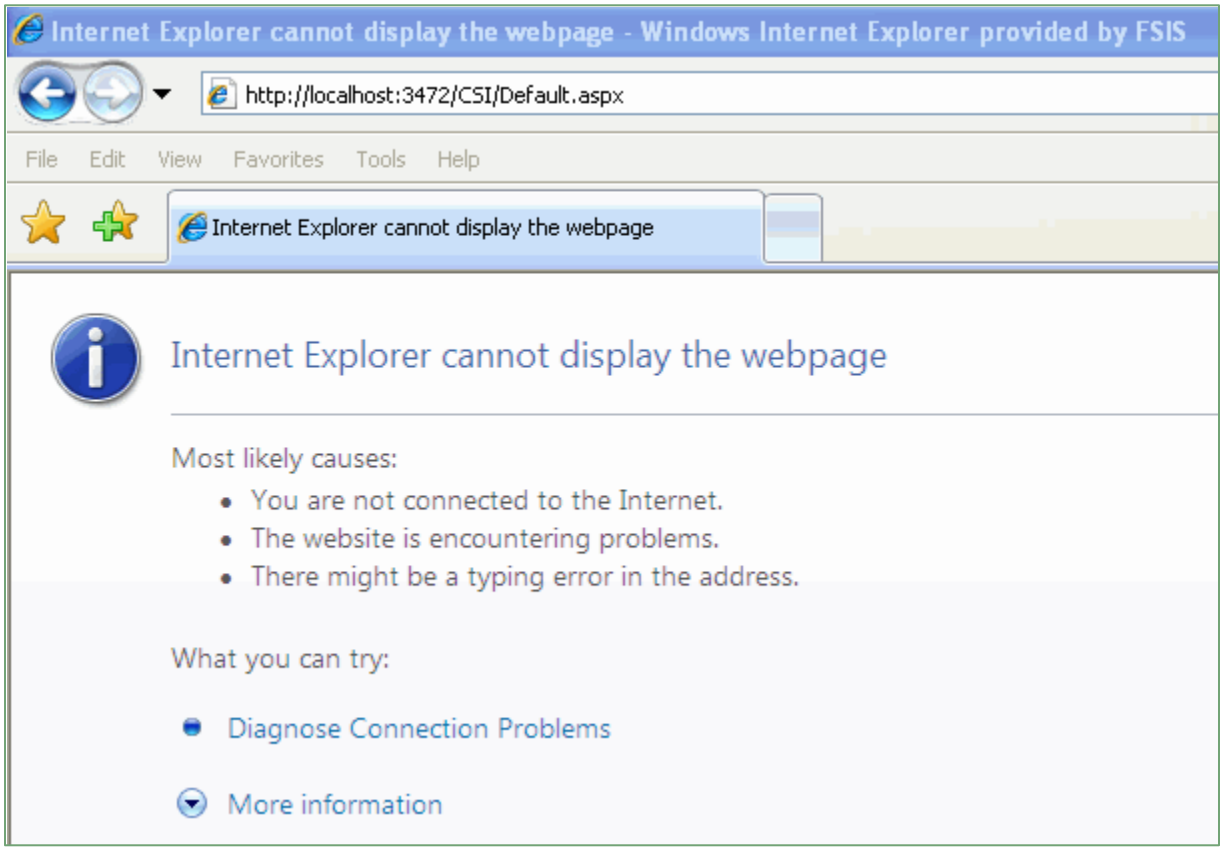

Figure 20: Internet Explorer Cannot Display the Webpage Error

Last Logged In User Error

If you try to access PHIS by selecting **Start** > **FSIS Applications** > **Inspection Assignments** > **PHIS** > **PHIS – CSI** and receive a “Server Error in ‘/CSI’ Application” or “Invalid object name ‘LastLoggedInUser’” error, this typically means that you do not have the Consumer Safety Inspector user role or a disconnected state database. If you are trying to access PHIS online, to access PHIS Online go to https://phis.fsis.usda.gov or **Start** > **FSIS Applications** > **Inspection Assignments** > **PHIS** > **USDA FSIS PHIS Online**.

If you try to access the PHIS Disconnected Application for the first time, without downloading the database, you will get the Server Error in ‘/CSI’ Application, Invalid object name ‘LastLoggedInUser’ error. Instead go to **Start** > **FSIS Applications** > **Inspection Assignments** > **PHIS** > **PHIS – CSI,** and click Synchronize in the PHIS Data Synchronization Application. See Data Synchronization on page 23.

Verifying Component Installation

Sometimes a Service Desk technician may ask you to verify that all the PHIS Disconnected State components are installed. To do this, follow these steps:

1. From the **Start** menu, click **Run**.
2. In the Open field, type c:\batchwin\phis_dsa_app_check.exe (see Figure 21).

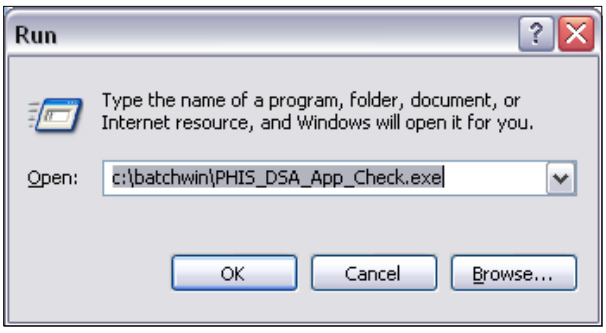

Figure 21: PHIS_DSA_App_Check.exe File

3. Click **OK**.
   A PHIS Disconnected State Applications window appears. Each item listed in the dialog box should have the **Installed** note next to it (see Figure 22).
4. On the PHIS Disconnected State Applications window, click **OK**.

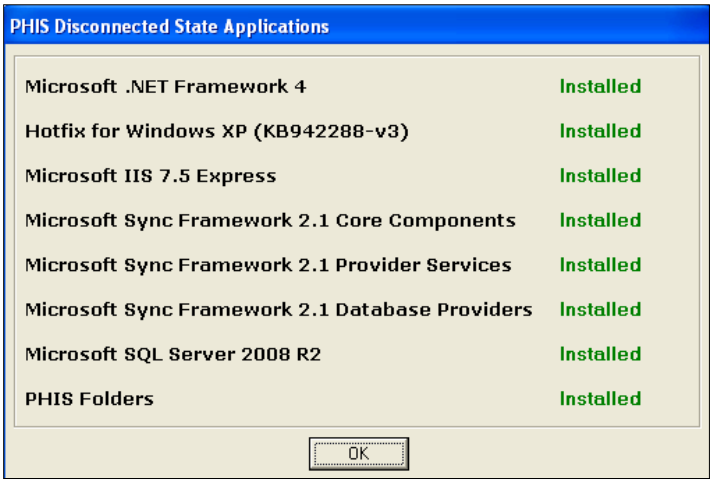

Figure 22: PHIS Disconnected State Applications Verification Dialog Box

NOTE: If this file is not on your local drive or any of the components are not installed, please contact the FSIS Service Desk by leaving a Footprints ticket at http://service/footprints or by calling 1-800-473-9135.