



# e-Network Forum

## CALIFORNIA BLOOD BANK SOCIETY

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### ***PC-based 'Expert System' Applications for Troubleshooting a Blood Bank Computer System***

**The Editor** is looking for a PC program that would function as an 'Expert System' and could be used to assist in the diagnosis of hardware, software and network problems with the blood bank computer system. We have a help desk that handles many calls that could be quickly resolved by a rules-based 'Expert System'. We have looked at many discussions on the Internet but have not found any suitable applications that could be used in troubleshooting. We are aware of computer applications that have been developed to assist in the diagnosis of disease. Do any colleagues know of an application that is PC-based, easy to maintain and will automatically incorporate new information to improve its ability to diagnose computer problems? The problem with simple 'decision-tree' applications is that they must be manually rebuilt, whenever new question or answer information is added to the tree. We cannot afford to spend a lot of time editing a troubleshooting system.

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Please submit comments to the [e-Network Forum](#).

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CBBS e-Network Forum Editor & Moderator



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**Posted:** October 9, 2003

**Addenda:**

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