



Technical Service Bulletin

Systems

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Bulletin Type: As Needed

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SAP DIR #: 20011916

Subject: TSB-ACUITY 7.10.X X86 MODEM ISSUE

CAR Number: PCR 25886

Distribution Scope: WA Internal
WA Technical Support, Product Service, & International Service Centers

Product(s) Referenced: Acuity Central Station, Platform CPU, with a serial MODEM installed.

SW Version: 7.10.x

Summary: A potential problem that was found in the x86 Operating system serial drivers that could prevent connection to the systems using the MODEM. Modifying the systems files can prevent this issue.

Issue: Acuity Central Stations version 7.10.x with a MODEM installed may exhibit a condition where an OS process could prevent a remote connection to the system using the MODEM. This serial port/modem condition can be caused by any of the following ways:

- Power cycling the MODEM one or more times
- Disconnecting and reconnecting the modem to the computer.
- Connecting a powered MODEM to the powered computer

Action: Modify Acuity system files to ignore MODEM status.

Reference to Standards:

- 21 CFR Part 820, ISO 13485, MPD SOP-0002

Required Tools: None.

Required Materials: None.

Procedure:

The following commands must be executed as “root” user and must be done on the Acuity system that has, or will have, a MODEM installed. Extreme care should be used when issuing these or any system commands as root.

Changing Serial Port Configuration:

1. **Edit EEPROM settings** – As root user, issue the following eeprom commands to change the serial ports configuration.

- A. **Serial Port A** – To change serial port A use the commands listed below:

```
# eeprom ttya-ignore-cd=true  
# eeprom ttya-rts-dtr-off=true
```

- B. **Serial Port B** – To change serial port B use the commands listed below

```
# eeprom ttyb-ignore-cd=true  
# eeprom ttyb-rts-dtr-off=true
```

2. **Reboot Acuity System** - The systems needs to be rebooted for the changes to take effect.

```
# init 6
```

3. **Check EEPROM** – Once the Acuity systems is back up, login and check the EEPROM settings on the port that was modified. Specifically, look for a “true” on both “ignore-cd” and “rts-dtr-off” the port that the modem is attached to.

Command for ttya

```
# eeprom |grep ttya  
ttya-rts-dtr-off=true  
ttya-ignore-cd=true  
ttya-mode=9600,8,n,1,-
```

Command for ttyb

```
# eeprom |grep ttyb  
ttyb-rts-dtr-off=true  
ttyb-ignore-cd=true  
ttyb-mode=9600,8,n,1,-
```

Troubleshooting:

The following are instructions to remove a runaway ttymon service. There are four separate methods for removing a runaway service.

1. Initiate another modem connection. Please note that this procedure

may not restart the ttymon service.

- 2. As root, stop and start the "ttymon" port monitor.

```
#sacadm -k -p zsmon
#sacadm -s -p zsmon
```

- 3. As root, kill the child "ttymon" process corresponding to the modem port. The master "ttymon" process will start a new one when the next person connects to the modem.

```
#kill <pid>
```

- 4. Reboot the system.

Quality Documents: **All service centers using SAP to record service transactions:** For each monitor serviced, record the service activity in SAP.

All other service centers and Field Service: For each monitor serviced, complete and file a service report and attach to the service DHR.

Notes:

- 1. Contact the Welch Allyn Complaints Department to initiate or process a medical device complaint resulting from this or other issues.
- 2. Drawings, illustrations, and part numbers in this document are for reference purposes only and subject to change.

End of Bulletin

Revision History					
Version	Description	Change #	Init	Release Date	Appr
A	Initial creation of TSB	5009725	RH	D*	D*
D* - Refer to SAP DIR digital signature log for approval details.					