



**Technical Service Bulletin**

**Systems**

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**Bulletin Type: As Needed**

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**Date: 2010-04-29**

**SAP DIR #: 20011921**

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**Subject:** TSB-ACUITY HA MISMATCH DURING CPU SWAP

**CAR Number:** PCR 25879

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

**Product(s) Referenced:** Acuity Central Station

**SW Version:** 6.40 and above

**Serial No. / Lot Code:** N/A

**Summary:** During an Acuity system upgrade where the CPU is replaced, patients may not automatically sync up between the HA systems as expected.

**Issue:** During the boot process, the Acuity Locator application was started and running before PNSD configuration is fully stabilized. This can cause communication of incomplete information between Locators and the PNSD, resulting in a HA mismatch.

Contributing Factors:

- CPU swaps (hardware or hostid changes)
- Hostname / unitname mismatches
- Large network modifications

**Action:** Modify Acuity system boot procedure to interrupt automatic login to allow time for the PNSD to stabilize before starting Acuity and the Locator.

**Reference to Standards:**

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

**Updates:**

- |                   |                                     |                   |                          |
|-------------------|-------------------------------------|-------------------|--------------------------|
| Technical Manual  | <input type="checkbox"/>            | Repair Tool       | <input type="checkbox"/> |
| Service Plan      | <input type="checkbox"/>            | Internet/Intranet | <input type="checkbox"/> |
| Procedures        | <input checked="" type="checkbox"/> | Price List        | <input type="checkbox"/> |
| Training Material | <input type="checkbox"/>            | Other             |                          |

**Service Strategy:**

None required

**Required Training:**

None required

**Required Tools:**

None

**Required Materials:**

None

**Quality Process for failed units or components:**

N/A

**Procedure:**

Follow this boot procedure during the initial install on the new CPU hardware.

1. Power on the new system
2. Interrupt start sequence at login prompt (or start/stop box)
3. Perform the normal rmhost / addhost process on another system
4. Check PNSD for correct hostID
5. Continue new system's boot process or reboot
6. When Acuity is running, check PNSD for host / patient / unit status

If HA mismatch condition is still indicated, a reboot of the primary and HA will be necessary.

**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**

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