


<b>Document Description:</b> TSB - Upgrade Masimo License	<b>Document Number:</b> 20012516 <b>Version:</b> D
	Page 1 of 17
Printed or electronic versions of this document not accessed directly from the designated Welch Allyn Controlled Quality Information System are For Reference Only.	

## *Technical Service Bulletin*

<b>Product:</b>	CVSM, CIWS	<b>Date:</b>	2017-07-27
<b>Subject:</b>	TSB - Upgrade Masimo License		
<b>HW Version(s) Affected:</b>	All models with Masimo SpO2	<b>SW Version(s) Affected:</b>	1.70.00 or later
<b>Serial Numbers Affected:</b>	NA	<b>Lot or Date Code Affected:</b>	NA

**Classification:** As Needed

**Distribution:**     Customer Care                       Product Service                       Field Service  
                           ASPs     Distributors                       Customers                       Company Confidential

THIS DOCUMENT CONTAINS CONFIDENTIAL INFORMATION


It can be distributed or made available to only those individuals, companies, and organizations which have current Welch Allyn Confidentiality Agreements, and have a need to know.

**Training Required:**                       Yes     No

**Summary:**    This service bulletin describes the procedure to install licenses required to activate additional parameters on the Masimo SpO2 module with the MX-3 or MX-5 PCBA via the remote delivery system PartnerConnect. The online upgrade is sold by Welch Allyn and Masimo and delivered by Welch Allyn Technical Support.

Customers purchasing advanced Masimo parameter upgrades receive serialized instructions on how to receive the upgrade. For every license purchased, they receive a serialized upgrade instruction containing a unique authorization code to activate the associated user interface license. The authorization code also serves as proof of purchase of the Masimo parameter.

**Action:**                      When a customer calls to request delivery of the Masimo online upgrade follow the step

<b>Document Description:</b> TSB - Upgrade Masimo License	<b>Document Number:</b> 20012516 <b>Version:</b> D
	Page 2 of 17
Printed or electronic versions of this document not accessed directly from the designated Welch Allyn Controlled Quality Information System are For Reference Only.	

by step instructions in the procedure section to perform the upgrade.

**Service Strategy:**

Technical Support will deliver the Masimo parameter upgrades and user interface (UI) licenses via PartnerConnect to customers who purchase advanced Masimo features. The Technical Support representative receiving the call will verify the customer's entitlement to each upgrade and request the serial numbers of the units to be upgraded. Tech support may decide to have the technical support representative continue the process to deliver the upgrade(s) or pass off the information to a service expediter to complete the request.

Customers will receive an authorization code and instructions directing them to check the CVSM host and Masimo firmware version and upgrade if necessary. After verifying the CVSM(s) meet the required firmware levels, they are directed to contact Welch Allyn Technical Support and supply the serial numbers of the CVSM(s) they wish to upgrade along with an authorization code for each upgrade.

Technical Support will confirm the customer's entitlement to each upgrade by confirming the authorization code sold to the customer is valid and was not previously used to receive an upgrade. The authorization code is a serial number for an equipment record and also used to enable the UI license. When the upgrade is delivered, the authorization equipment record will be linked to the parent equipment record of the device on which it was installed. A valid authorization code will have an associated equipment record without a parent equipment record.

The authorization code is also used to enable the UI license on the device. When the license server creates the UI license it is linked to the serial number of the device, therefore it is important for the customer to record the CVSM serial number with the authorization code when provided to technical support. If the main board should ever need to be replaced the authorization code can be reused on the original device to restore the UI license.


**Required Tools:**

- A Welch Allyn desktop or laptop with Windows 7 x86 or x64
- SAP account
- Axeda Enterprise (PartnerConnect) account
- Java enabled web browser
- TeamViewer

**Procedure:**

Use this step by step procedure to remotely enable advanced Masimo parameters on the Masimo SpO2 module:

THIS INFORMATION IS THE PROPERTY OF WELCH ALLYN, INC. AND AS SUCH SHALL NOT BE REPRODUCED, COPIED, OR USED AS A BASIS FOR THE MANUFACTURE OR SALE OF EQUIPMENT OR DEVICES WITHOUT THE EXPRESS WRITTEN PERMISSION OF WELCH ALLYN, INC.	
20012516C TSB - Upgrade Masimo License MPD FCD-1482 Rev 8	

<b>Document Description:</b> TSB - Upgrade Masimo License	<b>Document Number:</b> 20012516 <b>Version:</b> D
	Page 3 of 17
Printed or electronic versions of this document not accessed directly from the designated Welch Allyn Controlled Quality Information System are For Reference Only.	

## Masimo PartnerConnect Upgrade Procedure

The lines in Grey capture the goal of the steps below it

**Bold** text indicates an action, path or filename

*Italic* text indicates a field or section within an application

Step#                    <Bracketed> text indicates a placeholder for a specific version or serial number

### 1. Confirm the customer's entitlement and verify requirements.


1.1. Request the following information from the customer:

- Serial Number for each device to be upgraded
- Authorization Code for each feature to be licensed
- Operating System for PC where the customer's WAST is installed

Notes:

There must be a unique authorization code provided with each serial number. If there are multiple upgrades the chance for error will be reduced if the customer provides the serial numbers paired with an authorization code via email.

The customer's PC must be running Windows XP with SP3, Windows 7, Windows 8.0, or Windows 8.1.

1.2. In SAP, enter transaction **IH08**. Enter the Authorization Code into the *Serial Number* field and click **Execute** .

1.3. Verify the license type by viewing the *Description* field. The material description should indicate the upgrade type (e.g. "SpHb SW Upgrade" or "RRa SW Upgrade"). Take note of the license type for later use in this procedure.

1.4. Navigate to the **Structure** tab and verify the *Superord.Equip.* field is empty.

If this field contains an equipment record number, the license has already been consumed. **DO NOT PROCEED** with the upgrade. You can double-click on the equipment record number within the *Superord.Equip.* field to open the equipment record for the device which consumed this Authorization Code.

1.5. Open a java enabled web browser and navigate to:


<https://welchallynsolutions.com>

Login with your credentials

1.6. Enter the device Serial Number in the *Asset* field and click **Search**. Click on the appropriate device name from the search results to open the device dashboard.

If the device is not available on PartnerConnect, ask the customer to connect the device via the WAST version 1.8.0.0 or greater. The customer will need to open and close the device tab within the WAST.

THIS INFORMATION IS THE PROPERTY OF WELCH ALLYN, INC. AND AS SUCH SHALL NOT BE REPRODUCED, COPIED, OR USED AS A BASIS FOR THE MANUFACTURE OR SALE OF EQUIPMENT OR DEVICES WITHOUT THE EXPRESS WRITTEN PERMISSION OF WELCH ALLYN, INC.

<b>Document Description:</b> TSB - Upgrade Masimo License	<b>Document Number:</b> 20012516 <b>Version:</b> D
	Page 4 of 17
Printed or electronic versions of this document not accessed directly from the designated Welch Allyn Controlled Quality Information System are For Reference Only.	

- 1.7. In the *Data* section of the device dashboard, verify the Firmware\_Version meets the minimum requirements shown below. If the Firmware\_Version is not displayed on the device dashboard, click **Current** to view the full list of data items:

	<b>SpHb:</b>	<b>RRa:</b>
Firmware_Version:	1.70.03	2.00.00

- 1.8. In the *Uploaded Files* section of the device dashboard, verify a file exists that includes the device serial number and ends with:

\_MasimoConfigurationData\_log.bin

Note: Click on **View All** to see the full list of uploaded files.

If the \*.bin file is not available, ask the customer to connect the device to the WAST version 1.8.0.0 or greater. The customer will need to open and close the device tab within the WAST to trigger the upload of the Masimo binary file. Masimo SpO2 module version 1.7.3 or later is required on the monitor to upload this file.

- 1.9. Reference DIR 20012631, CVSM/CIWS Minimum Hardware/Software Requirements, to determine the highest Masimo WUI version that is compatible with the customer’s host firmware version. This information is located in section 5.7, *CVSM/CIWS Software Compatibility*. Take note of the WUI software version for use later in this procedure.

## 2. Connect to a Masimo Parameter Upgrade workstation

- 2.1. Open TeamViewer.

If this is your first use of TeamViewer, open the *Computers & Contacts* window, click **Sign In**, and login with your credentials.


Check the box for *Keep me signed in* and click **Sign In**.

In TeamViewer version 11 click the WelchAllyn icon bottom right to open *Computers & Contacts* window

- 2.2. In the *Computers & Contacts* window, scroll down to the **CVSM** group and double-click one of the available Masimo Upgrade workstations.
- 2.3. When prompted for a password, enter **Service123**
- 2.4. If the workstation is locked, login with the username = “masimo” and click Enter (No password required)

## 3. Download the Bin file associated with the serial number

- 3.1. Double-click on the Step #3 PartnerConnect shortcut on the desktop to launch a web browser and log into PartnerConnect with your credentials on the remote desktop

<b>Document Description:</b> TSB - Upgrade Masimo License	<b>Document Number:</b> 20012516 <b>Version:</b> D
	Page 5 of 17
Printed or electronic versions of this document not accessed directly from the designated Welch Allyn Controlled Quality Information System are For Reference Only.	


- 3.2. Enter the device Serial Number in the *Asset* field and click **Search**. Click on the appropriate device name from the search results to open the device dashboard.
- 3.3. In the *Uploaded Files* section of the device dashboard, click on the file that includes the device serial number and ends with:  
\_MasimoConfigurationData\_log.bin  
Note: Click on **View All** to see the full list of uploaded files.
- 3.4. Acknowledge request for save by selecting the Save File radio button (without changing the directory) and clicking on the **OK** Button.

#### 4. Select MX-3/MX-5

- 4.1. Return to the device dashboard by clicking on the **Recent Assets** menu on the top left side of the window, and clicking on the applicable device.
- 4.2. In the Data section of the device dashboard, click **current** on the top right corner.
- 4.3. In the search field above the Name column, type SPO2 then hit enter.
- 4.4. Take note of the value in the **SPO2FirmwareVersion** entry.
- 4.5. Minimize Firefox to view the desktop in the remote desktop window.
- 4.6. Double-click on Step #4 Select MX3-MX5 shortcut on the desktop.
- 4.7. Enter the Masimo version found in step 4.4 when prompt.
- 4.8. Use the table below to verify the MX version shown in the success window is correct. Click **OK** to close the success window.

SpO2 Firmware Version	MX Version
7.5.1.3	MX-3
7.8.0.5	
7.10.1.2	MX-5
7.10.7.0	
7.12.0.7	

THIS INFORMATION IS THE PROPERTY OF WELCH ALLYN, INC. AND AS SUCH SHALL NOT BE REPRODUCED, COPIED, OR USED AS A BASIS FOR THE MANUFACTURE OR SALE OF EQUIPMENT OR DEVICES WITHOUT THE EXPRESS WRITTEN PERMISSION OF WELCH ALLYN, INC.

<b>Document Description:</b> TSB - Upgrade Masimo License	<b>Document Number:</b> 20012516 <b>Version:</b> D
	Page 6 of 17
Printed or electronic versions of this document not accessed directly from the designated Welch Allyn Controlled Quality Information System are For Reference Only.	

## 5. Run the Masimo Upgrade tool to create a new SpO2 image

- 5.1. Double-click on the Step #5 Masimo Upgrade Tool shortcut on the desktop.
- 5.2. Select the upgrade type (e.g. SpHb or RRA) by clicking the applicable checkbox(es) in the Masimo Upgrade Tool. If multiple upgrades are being performed for the same device at the same time, click all checkboxes that apply.
- 5.3. Click the **Browse** button to the right of the *Input PIM File* field.
- 5.4. Select the **pSPO2 <version>.pim** file that corresponds with the WUI version determined in step 1.9 and click **Open**
- 5.5. Click the **Browse** button to the right of the *Masimo Binary File* field.
- 5.6. Select the **\*.bin** file with the appropriate device Serial Number in the file name (saved in step #3.4) and click **Open**
- 5.7. Click **Generate PIM File**. Wait for a success message to be displayed (this may take several minutes), and click **OK**. **DO NOT CLICK ADDITIONAL BUTTONS UNTIL A SUCCESS OR ERROR MESSAGE IS DISPLAYED.**
- 5.8. Close the Masimo Upgrade Application


## 6. Create the UI license XML file

- 6.1. Double-click on the Step #6 License XML Generation Script shortcut on the desktop.
- 6.2. When prompted, enter the device Serial Number and click **OK**.  
If the entered Serial Number was not 12 characters long, the script will prompt you to re-enter the Serial Number.
- 6.3. When prompted, enter the Authorization Code and click **OK**.  
If the entered Authorization Code was not 16 characters long, the script will prompt you to re-enter the Authorization Code.
- 6.4. If multiple Authorization Codes are being activated on the same device, repeat steps 6.1 through 6.3 for each Authorization Code to be activated.

## 7. Deploy the SpO2 module firmware and upgrade files to the customer's PC

- 7.1. Maximize Firefox by clicking on it in the taskbar in the remote session

THIS INFORMATION IS THE PROPERTY OF WELCH ALLYN, INC. AND AS SUCH SHALL NOT BE REPRODUCED, COPIED, OR USED AS A BASIS FOR THE MANUFACTURE OR SALE OF EQUIPMENT OR DEVICES WITHOUT THE EXPRESS WRITTEN PERMISSION OF WELCH ALLYN, INC.

<b>Document Description:</b> TSB - Upgrade Masimo License	<b>Document Number:</b> 20012516 <b>Version:</b> D
	Page 7 of 17
Printed or electronic versions of this document not accessed directly from the designated Welch Allyn Controlled Quality Information System are For Reference Only.	

7.2. Return to the device dashboard by clicking on the **Recent Assets** menu on the top left side of the window, and clicking on the applicable device.

7.3. In the *Tasks* section on the right side of the window, click **Download a file to this asset**

7.4. Click on **Browse** and navigate to the following path:

**C:\Masimo Upgrade Tool\<<device Serial Number>\**

7.5. Select the \*\_upgrade.xml file and click **Open**

7.6. Click the **Upload** button

7.7. In the *Destination Directory* field, enter the appropriate path below based on the customer's PC's operating system, obtained in step 1.1. The path may be copied from the file: **Destination directory.pdf** located on the desktop.

Windows XP: **C:\Documents and Settings\All Users\Application Data\Welch Allyn Service Tool\Inbox**

Windows 7/Windows 8: **C:\ProgramData\Welch Allyn Service Tool\Inbox**

Confirm all check boxes are un-checked

7.8. Click **Submit**

7.9. Repeat steps 7.3 through 7.8 for all files located in the directory:

**C:\Masimo Upgrade Tool\<<device Serial Number>\**

When complete, all of the following files should have been uploaded:

- \*\_upgrade.xml
- Release\_Notes-\*.txt
- SpO2\_MX\_\*.pim
- \*\_License.xml

Note: One or more \*\_License.xml files may need to be uploaded depending on how many were created in section 6 of this procedure.

**8. REPEAT: Go to step #3 for all other serial numbers obtained in step #1.1**

**9. Close out of the Masimo Parameter Upgrade workstation**

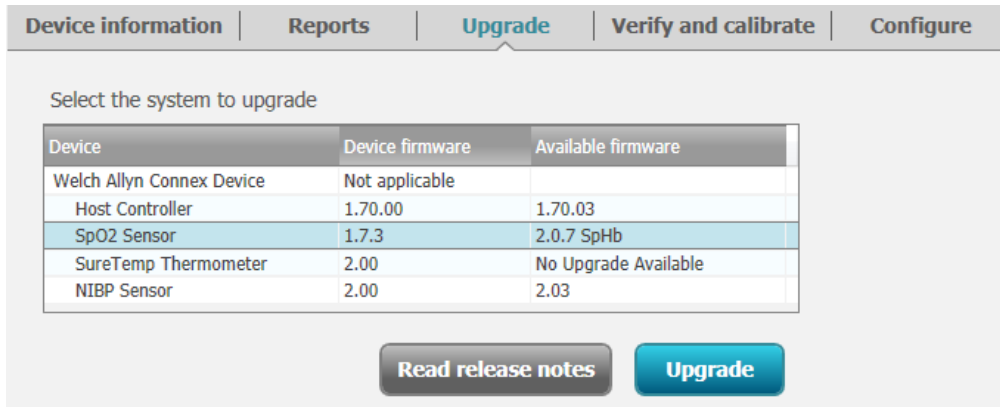
9.1. Close Firefox

9.2. Close any open files or windows on the desktop.

- 9.3. Close TeamViewer by clicking the **X** on the TeamViewer window.  
DO NOT SHUT DOWN THE MASIMO UPGRADE WORKSTATION.

**10. Communicate with Customer that the files are available for the device next time they are connected to the Service tool.** They will see a SpO2 upgrade available. The customer should be instructed to upgrade the monitor firmware.

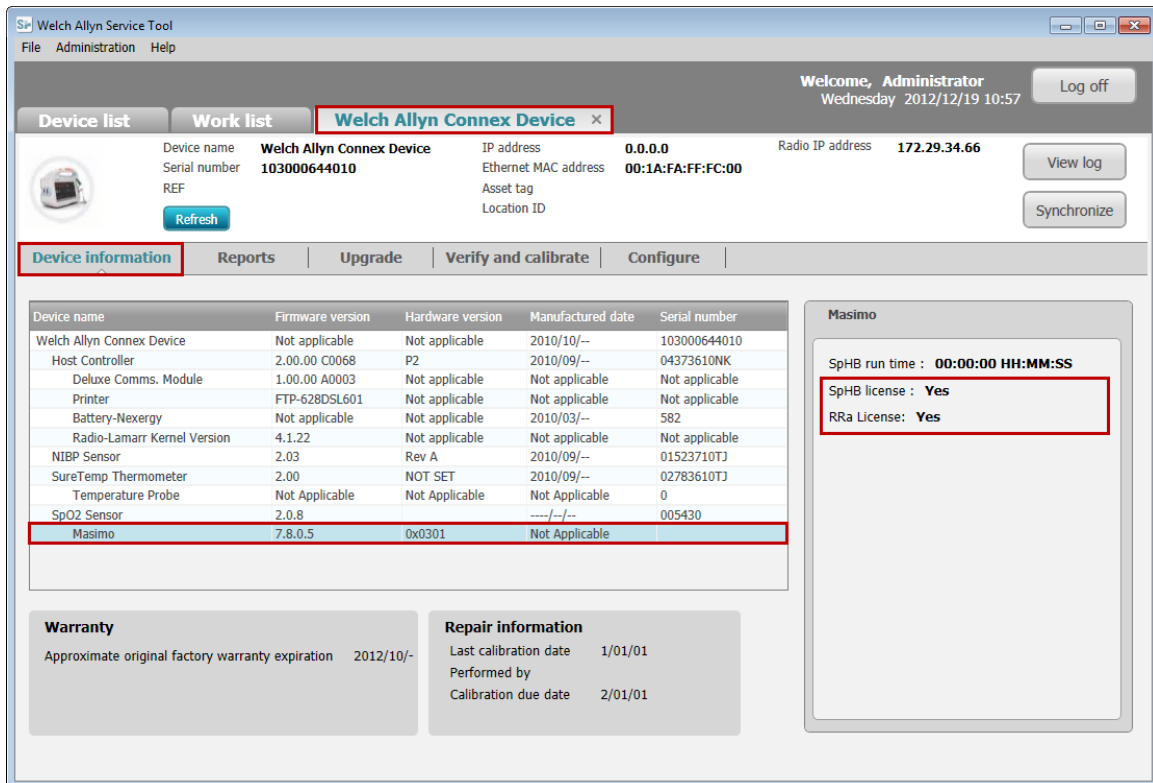
- 10.1. The service tool upgrade tab will show an upgrade available for the SpO2 sensor:





- 10.2. To perform the upgrade, the customer will select the **Welch Allyn Connex Device** row and click the **Upgrade all** button (WAST 1.6.0.0 and above), or select the **SpO2 Sensor** row and click the upgrade button (WAST 1.5.0.2 or below).

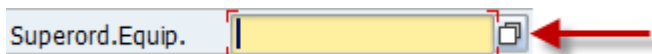


10.3. After the customer performs the upgrade, they can confirm the upgrade was successful by attaching the applicable sensor or checking SpO2 license in the WAST as shown below:





## 11. Assign the License to the Parent Device in SAP

- 11.1. In SAP, enter transaction **IE06**. Enter the Authorization Code into the *Serial Number* field and click **Execute** .
- 11.2. Navigate to the **Structure** tab
- 11.3. Click the **Change InstLoc** button  to open the *Change Equipment Installation Location* window
- 11.4. Select the *Superord.Equip.* field and click the **Search** button that appears on the right:



THIS INFORMATION IS THE PROPERTY OF WELCH ALLYN, INC. AND AS SUCH SHALL NOT BE REPRODUCED, COPIED, OR USED AS A BASIS FOR THE MANUFACTURE OR SALE OF EQUIPMENT OR DEVICES WITHOUT THE EXPRESS WRITTEN PERMISSION OF WELCH ALLYN, INC.

<b>Document Description:</b> TSB - Upgrade Masimo License	<b>Document Number:</b> 20012516 <b>Version:</b> D
	Page 10 of 17
Printed or electronic versions of this document not accessed directly from the designated Welch Allyn Controlled Quality Information System are For Reference Only.	

11.5. Click the **Material Serial Numbers** tab and enter the device serial number in the *Serial Number* field. Click the green check .

11.6. Select the appropriate equipment record from the resulting list.

11.7. In the *Change Equipment Installation Location* window, click the green check .

11.8. Click **Save** .

**12. Optional - To verify the current configuration of the device.** Use this procedure to determine if the advanced Masimo parameter is installed on the device.


- 12.1. Open a web browser.  
Go to: <https://welchallynsolutions.com/>  
Login with your credentials
- 12.2. On PartnerConnect, type in the serial number of the device in the device field and click the search button.
- 12.3. Click on the selected device hyperlink under the name column. The device Dashboard window opens.
- 12.4. From the drop down menu (upper right in the window) select Current Data
- 12.5. To check for the presence of the Masimo SpHb license; enter “SPO2ModuleSpHb\_License” or \*SpO2\* in the filter field and click filter. Look for SPO2ModuleSpHb\_License in the name column, if ‘Yes’ appears in the value column the Masimo license is installed.

**Troubleshooting:**

**Symptom:** The Masimo Binary file is not available on PartnerConnect

Issue 1: The serial number is incorrect

Solution 1: Confirm the serial number is correct, and the firmware version of the SpO2 module is 1.7.3 or later

<b>Document Description:</b> TSB - Upgrade Masimo License	<b>Document Number:</b> 20012516 <b>Version:</b> D
	Page 11 of 17
Printed or electronic versions of this document not accessed directly from the designated Welch Allyn Controlled Quality Information System are For Reference Only.	

**Procedure 1:** Check the serial number against the serial numbers provided by the customer. Ask the customer to confirm the serial number.

To verify firmware versions follow the procedure in section 12 above.

**Issue 2:** The device has not been connected to PartnerConnect

**Solution 2:** Have the customer connect the device to the service tool; verify the WelchAllynRSDSGateway service is running. Find the device in PartnerConnect and follow the procedure in section 1 to locate the bin file

**Procedure 2:** To verify the service is running, go to Control Panel\All Control Panel Items\Administrative Tools and select the Services application. Scroll down the list of service to find WelchAllynRSDSGateway. If the status shows “started” the service is running.

If the service is not shown the Axeda agent software has not been installed. Re-install the service tool, and Axeda software.

**Symptom: Cannot generate the Masimo binary file**


**Issue 1:** The advanced Masimo parameter is already installed

**Solution 1:** Verify the advanced Masimo parameter was not already activated.

**Procedure 1:** Follow the procedure in section 12 to determine if the upgrade was previously installed.

**Issue 2:** One or more license tools are depleted

**Solution 2:** Proceed per the error generated by the Masimo Upgrade Tool

<b>Document Description:</b> TSB - Upgrade Masimo License	<b>Document Number:</b> 20012516 <b>Version:</b> D
	Page 12 of 17
Printed or electronic versions of this document not accessed directly from the designated Welch Allyn Controlled Quality Information System are For Reference Only.	

Procedure 2: The Masimo Upgrade Tool will generate an error message that indicates which dongle is empty and whether an output PIM file has been generated or not.

If no output PIM file has been generated, close the remote session with the Masimo Upgrade Workstation and connect to a different Masimo Upgrade Workstation. Attempt to complete the upgrade from the other workstation. Notify Service Engineering that a dongle has been depleted, so that it can be replaced.

If an output PIM file has been generated, an error message similar to the following will be generated:

Unable to create all requested MX images. Generated PIM file will ONLY contain MX images for: <TYPE>. Replace any Rainbow Upgrade Tools that are out of licenses and create a new PIM file for the missing MX image(s).

In this event, a PIM file has been generated with the licenses indicated by the <TYPE> above. Deploy this PIM file, all associated output files, and the associated UI License XML file for this license(s).

After deploying the PIM file above, close the remote session with the Masimo Upgrade Workstation and connect to a different Masimo Upgrade Workstation. Restart the upgrade process for only the features not licensed during the first attempt. Notify Service Engineering that a dongle has been depleted, so that it can be replaced.

Issue 3: Error message: "ruthost.dll error detected...No other licenses have been created yet, aborting". The DLL did not load or run correctly.


Solution 3: Restart the Masimo Upgrade Application

Procedure 3: Repeat step 5.1 thru 5.7

**Symptom: The upgrade does not appear in the service tool upgrade tab**

Issue 1: The upgrade files were not sent to the inbox

Solution 1: Verify the upgrade image file and upgrade XML file are in the service tool inbox

<b>Document Description:</b> TSB - Upgrade Masimo License	<b>Document Number:</b> 20012516 <b>Version:</b> D
	Page 13 of 17
Printed or electronic versions of this document not accessed directly from the designated Welch Allyn Controlled Quality Information System are For Reference Only.	

**Procedure 1:** Have the customer confirm or use a remote desktop application to access the customers PC. Navigate to the inbox and confirm the XML (<Masimo SpO2 Sensor serial number>-<YYYYMMDD>-<HHMMSS>\_upgrade.xml) file and the image file (SpO2\_MX\_<device serial number>.pim) are present.

For Windows XP the path to the inbox is: **C:\Documents and Settings\All Users\Application Data\Welch Allyn Service Tool\Inbox**

For Windows 7 and Windows 8 the path to the inbox is: **C:\ProgramData\Welch Allyn Service Tool\Inbox**

**Issue 2:** The device connected to the service tool is not the same device the Masimo upgrade was created for, or the Masimo SpO2 sensor serial number does not match the serial number in the upgrade file

**Solution 2:** Verify the device connected to the service tool is the same device the upgrade was created for.

**Procedure 2:** Navigate to the service tool inbox and verify the device serial number is present in the image file name (SpO2\_MX\_<device serial number>.pim), or verify the SpO2 sensor serial number in the XML file (<Masimo SpO2 Sensor serial number>-<YYYYMMDD>-<HHMMSS>\_upgrade.xml) is the same as shown on the service tool device information tab.


If the serial numbers do not match connect the device with the matching serial number.

**Symptom:** **The WAST shows a newer version of WUI update than the version included with the upgrade package.**

**Issue 1:** PartnerConnect deployed a newer Masimo version update to the device

**Solution 1:** Remove the xml file for the newer Masimo update from the customer's inbox.

THIS INFORMATION IS THE PROPERTY OF WELCH ALLYN, INC. AND AS SUCH SHALL NOT BE REPRODUCED, COPIED, OR USED AS A BASIS FOR THE MANUFACTURE OR SALE OF EQUIPMENT OR DEVICES WITHOUT THE EXPRESS WRITTEN PERMISSION OF WELCH ALLYN, INC.

<b>Document Description:</b> TSB - Upgrade Masimo License	<b>Document Number:</b> 20012516 <b>Version:</b> D
	Page 14 of 17
Printed or electronic versions of this document not accessed directly from the designated Welch Allyn Controlled Quality Information System are For Reference Only.	

**Procedure 1:** Have the customer remove the xml file or use a remote desktop application to access the customer's PC. Navigate to the inbox and remove the conflicting xml file. The auto deployed xml file will have a path to the device's (serial number) folder under the RSDS folder (C:\Program Files\Welch Allyn\RSDS\DefaultProject\PM\<serial number>\).

For Windows XP the path to the inbox is: **C:\Documents and Settings\All Users\Application Data\Welch Allyn Service Tool\Inbox**

For Windows 7 and Windows 8 the path to the inbox is: **C:\ProgramData\Welch Allyn Service Tool\Inbox**

**Symptom:** **The customer installed the Masimo update but the service tool Device information tab shows the Masimo license is not installed or PartnerConnect shows No for data item: SPO2ModuleSpHb\_License**

**Issue 1:** An SpO2 update was installed instead of the SpHb upgrade

**Solution 1:** Check the service tool inbox on the customer's PC for the XML file, and the Masimo upgrade file you created.

**Procedure 1:** Have the customer confirm or use a remote desktop application to access the customer's PC. Navigate to the inbox and confirm the XML (<Masimo SpO2 Sensor serial number>-<YYYYMMDD>-<HHMMSS>\_upgrade.xml) file and the image file (SpO2\_MX\_<device serial number>.pim) are present.

For Windows XP the path to the inbox is: **C:\Documents and Settings\All Users\Application Data\Welch Allyn Service Tool\Inbox**

For Windows 7 and Windows 8 the path to the inbox is: **C:\ProgramData\Welch Allyn Service Tool\Inbox**

**Symptom:** **The User interface license will not activate**


**Issue1:** The customers firewall has ports 5094 and 5095 blocked

**Solution 1:** Ask the customer to verify their firewall has ports 5094 and 5095 open

**Procedure 1:** The customer must contact their internal IT support to open these ports

**Solution 2:** Create an XML license file with the advanced Masimo characteristic in the file

THIS INFORMATION IS THE PROPERTY OF WELCH ALLYN, INC. AND AS SUCH SHALL NOT BE REPRODUCED, COPIED, OR USED AS A BASIS FOR THE MANUFACTURE OR SALE OF EQUIPMENT OR DEVICES WITHOUT THE EXPRESS WRITTEN PERMISSION OF WELCH ALLYN, INC.

<b>Document Description:</b> TSB - Upgrade Masimo License	<b>Document Number:</b> 20012516 <b>Version:</b> D
	Page 15 of 17
Printed or electronic versions of this document not accessed directly from the designated Welch Allyn Controlled Quality Information System are For Reference Only.	

Procedure 2: The procedure is outside of the scope of this bulletin, only those tech support representatives trained to create this file may execute this procedure

**Symptom: Cannot login to PartnerConnect (Axeda Enterprise)**

Solution: Contact any Technical Support representative with an RSDS account. They will be able to login and reset your account.

**Symptom: Issues with Axeda (PartnerConnect) except login**

Solution: Consult the on-line help files and and/or 20011619 RSDS Instructions for Use, if this does not resolve the issue contact the System support listed below.


**Symptom: An error message warns of an incompatible DLL version**

Issue 1: This may occur if the license dongle is out of licenses

Solution: Use the MUTView Tool to check remaining license and notify administrator to replace dongle.

**MUTView Tool View number of remaining licenses in a dongle**

1. Double click the Dongle USB Info text file on remote desktop.
2. Note the location ID of the desired dongle.
3. Open Device Manager (Start > Control Panel > Hardware and Sound > Device Manager).
4. Double click Universal Serial Bus controllers.

<b>Document Description:</b> TSB - Upgrade Masimo License	<b>Document Number:</b> 20012516 <b>Version:</b> D
	Page 16 of 17
Printed or electronic versions of this document not accessed directly from the designated Welch Allyn Controlled Quality Information System are For Reference Only.	


5. For each of the USB Serial Converter As in device manager:
  - a) Right click on it and select **Properties** to view converter properties.
  - b) Observe the location ID. If the location ID is different from the one found in step 2, disable the converter by going to the Driver tab and clicking the **Disable** button. If the location is the same as the one found in step 2, verify it is enabled. If so, click **OK** to close the properties window. Otherwise, click **Enable Device** and follow the on-screen instructions to enable the device, then click **Close** when done.
  - c) Repeat steps a and b for the remaining USB Serial Converter As.

Note: only one USB Serial Converter A should be enabled.

6. Repeat step 5 for each of the USB Serial Converters Bs in device manager.
7. Double-click on MUTView on remote desktop.
8. Click **View Upgrade Tool**.
9. The number of remaining upgrades/licenses available in the dongle is displayed. Click **OK** when done.
10. When done, re-enable all the USB converters.

Version	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)
A	N/A	Initial Release	2011-05-10	GCS
B	various	Updated throughout for addition of RRa Masimo parameter and general process improvements	2013-01-18	CB
C	Form	Updated template to FCD-1482 Rev 8	2015-11-30 D*	GCS
	Date	Changed 2013-01-18 to 2015-11-30		
	Summary Para1	Added ... with the MX-3 PCBA		
	Procedure Para 2	Added Caution:...		



<b>Document Description:</b> TSB - Upgrade Masimo License	<b>Document Number:</b> 20012516 <b>Version:</b> D
	Page 17 of 17
Printed or electronic versions of this document not accessed directly from the designated Welch Allyn Controlled Quality Information System are For Reference Only.	

	Procedure Para 3	Added Note:...		
	Procedure step 1.6	Changed ... WAST version 1.5.0.0 or greater to ... WAST version 1.8.0.0 or greater		
	Procedure step 2.1	Add "In TeamViewer version 10..."		
	Trouble shooting	For Symptom: The User interface license will not activate in issue 1 and solution 1 replaced Port 5093 with 5095		
D	Date	Changed 2015-11-30 to 2017-07-27	2017-07-27	GCS
	Various	Changed the browser from IE to Firefox		
	Various	Updated support of MX-5		
	Required Tools	Removed Windows XP SP3		
	Procedure	Removed caution and note		
	Step 2.1	Updated sign in procedure. Changed TeamViewer version to 11		
	Step 3	Updated save file procedure		
	Step 4	Added procedure to select MX-3/MX-5		
	Steps 4 ~ 11	Updated step numbers		
	Step 1.1, 7.7 and troubleshooting procedures	Added Windows 8 and/or the inbox path for the destination (customer) computer		
Trouble shooting	Added instructions to view number of remaining licenses in a dongle			