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| <b>Document Description:</b> CONNEX VM WACP FIX   | <b>Document Number:</b> 20012817<br><b>Version:</b> C |
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## Technical Service Bulletin

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| <b>Product:</b> Connex VM  | <b>Date:</b> 2016-01-27               |
| <b>Subject:</b> TSB-CONNEX VM WACP FIX   |                                       |
| <b>HW Version(s) Affected:</b> N/A   | <b>SW Version(s) Affected:</b> 2.0.1  |
| <b>Serial Numbers Affected:</b> N/A  | <b>Lot or Date Code Affected:</b> N/A |
| <b>Classification:</b> As Needed   |                                       |
| <b>Distribution:</b> <input checked="" type="checkbox"/> Customer Care <input type="checkbox"/> Product Service <input checked="" type="checkbox"/> Field Service<br><input type="checkbox"/> ASPs <input type="checkbox"/> Distributors <input type="checkbox"/> Customers <input checked="" type="checkbox"/> Company Confidential |                                       |


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**Training Required:**  Yes  No

**Summary:** An anomaly within WACP (Welch Allyn Communication Protocol) has been identified and may cause network communication errors experienced at some Connex VM installations. The presence of the WACP anomaly in a Connex VM installation will randomly present a state where new connections are refused (devices cannot send) until the ECS service (Welch Allyn Enterprise Connectivity Service) is restarted. If the failure to send is seen with some devices but not all, it is not this anomaly. Impact of this anomaly can cause considerable interruptions to customer vitals systems and clinical workflows.

The fix has been incorporated into new WACP dll files. Apply this fix on an as needed basis (See steps below).

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**To apply the Fix:**

The procedure should take less than 30 minutes and shall be performed by a Welch Allyn resource familiar with the Windows Operating System and with Connex VM.

If the procedure is to be performed on a customer's live Connex VM server there will be an interruption to the clinical workflow, plan accordingly with the customer for the interruption.


**NOTE: Connex VM working directory locations:**

***C:\Program Files (x86)\Welch Allyn\Connex VM\ECS***

***C:\Program Files (x86)\Welch Allyn\Connex VM\Workstation***

1. Obtain released versions of **WACP.dll** and **WelchAllyn.IO.dll** from SAP SWF 50011843. Extract the two zipped dll files.
2. Access the customer's server using an account with Administrator privileges.
3. Copy **WACP.dll** and **WelchAllyn.IO.dll** to the Desktop (or other temporary location) on the customer's Connex VM server.
4. Disable any ECS restart scripts from Task Scheduler if they exist:
  - a. Click Windows *Start* -> Run (Search) -> type "task scheduler" -> *Enter*
  - b. In the Task Library look for any task containing "ECS" or "Episodic Connectivity Service", *Right click* and *disable* the Task(s).
5. On the Connex VM Server, stop the service **Welch Allyn Connex Episodic Connectivity Service** with the Windows Services Manager application.
6. Navigate to the dll directory location ***C:\Program Files (x86)\Welch Allyn\Connex VM\ECS***
7. Backup the existing dll files, **WACP.dll** and **WelchAllyn.IO.dll**, by renaming the files to **WACP.dll.backup** and **WelchAllyn.IO.dll.backup**
8. Copy the updated versions of **WACP.dll** and **WelchAllyn.IO.dll** from the **Desktop** to ***C:\Program Files (x86)\Welch Allyn\Connex VM\ECS***.

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9. Repeat steps 7 and 8 for the second directory, **C:\Program Files (x86)\Welch Allyn\Connex VM\Workstation**
10. Once both dll files have been copied to both directories, start the service **Welch Allyn Connex Episodic Connectivity Service** with the Windows Services Manager application.
11. If there are any Connex VM Workstations in use at the customer site, apply this same process.
12. Delete any files left behind in temporary locations.
13. The file replacement is complete and Connex VM is ready to be used.
14. Confirm that devices can send vitals as expected.

| <b>Version</b> | <b>Sec, Pg, Para Changed</b> | <b>Change Made</b>   | <b>Date Version Created</b> | <b>Version Created By (initials)</b> |
|----------------|------------------------------|--|-----------------------------|--------------------------------------|
| A              | N/A                          | Initial Release  | 2012-01-06                  | NEA                                  |
| B              | N/A                          | Update to latest TSB form<br>Update throughout for new procedure and new software  | 2014-12-04                  | RJH                                  |
| C              | N/A                          | Update to latest TSB Template.<br>Update throughout for new procedure and new software.<br>See ECM attachment for redline. | 2016-01-22                  | DCS                                  |

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