



Technical Service Bulletin

WelchAllyn Service Tool

Welch Allyn, Inc.®
4341 State Street Road
Skaneateles Falls, New York 13153-0220 USA

Bulletin Type: Information Only

Tel: 1-315-685-4100 Fax: 1-315-685-4653
www.WelchAllyn.com

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Subject: TSB-WAST 1.5.0.2 NIBP.DLL UPDATE 1.2.1.1

CAR Number: N/A

Distribution Scope: WA ASP's and Distributors
WA Technical Support, Product Service, & International Service Centers

Product(s) Referenced: Welch Allyn Service Tool (WAST) (PMP)

SW Version: WAST version 1.5.0.0 and 1.5.0.1

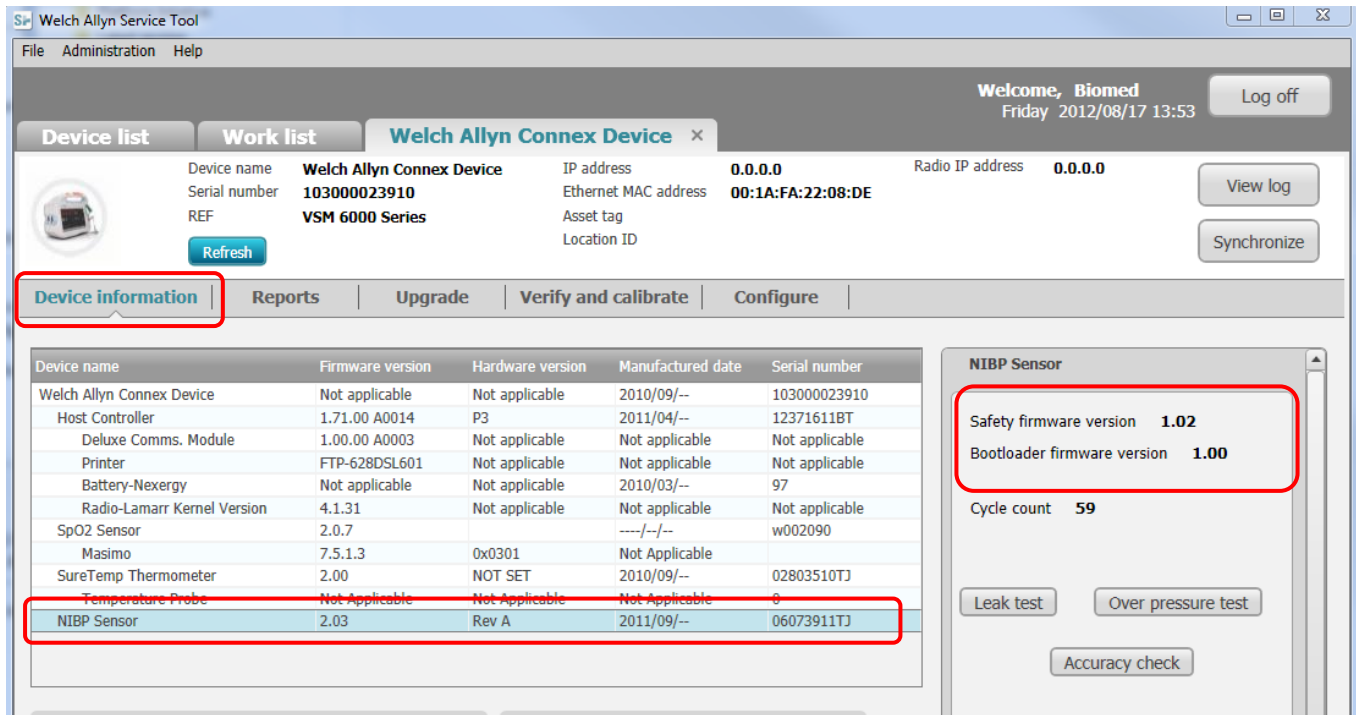
Serial No. / Lot Code: All

Summary: Welch Allyn Service tool version 1.5.0.2 updates the NIBP plugin to version 1.2.1.1 to improve the NIBP calibration and verification test, complete the NIBP software update on CVSM/CIWS if the safety software fails to load, update to only newer versions of the NIBP files, and display the NIBP Bootloader and safety versions.

Issue:

- (1) Earlier versions of the WAST 1.5.0.x may fail to calibrate and functionally verify the NIBP parameter. Improvements have been made to the Initial POST, Dump, and Residual Pressure tests.
- (2) Earlier versions of WAST that failed to load the NIBP Safety software did not allow the 'normal' user to retry loading the software. The new version of the NIBP plugin allows the service tool to see the version of all three files (boot, main, and safety) within the NIBP image file and determine if the update contains a newer version of any of the files. If any of the files did not install properly, the service tool continues to show an available update allowing the user to reattempt the update

- (3) Earlier versions of WAST loaded every file in the NIBP image file, possibly overwriting files with another copy of the same version. The updated NIBP plugin will compare the version of each file in the NIBP image file with the corresponding file version on the device, and only update files when a newer version is available. When the WelchAllyn 'superuser' is logged into the Service Tool, all upgrade images will be processed as usual, allowing like versions to be overwritten.
- (4) Selecting the NIBP sensor in the device information tab displays the NIBP Safety and Bootloader software versions



Action:

No action is required, the WAST update files are automatically deployed from PartnerConnect to all computers running WAST and the WelchAllyn RSDSGateway agent. If the update was not received it may be manually pushed to a computer with the WAST installed. See procedure below.

The service tool cannot be running for the update to occur. If the files are in use they cannot be overwritten.

The update package is not the full version of the WAST and can only be used to update the installed version 1.5.0.0. and 1.5.0.1

Reference to Standards:

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

References

- 20013208 TSB-WAST.5.0.1 PMP.DLL UPDATE 1.2.1.3

Service Strategy:

The software package “WAST 1.5.0.2” will be automatically deployed from

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PartnerConnect to all service tool installations. The package contains all the files from the previous update WAST 1.5.0.1 plus the NIBP plugin update version 1.2.1.1 and the updated NIBP module configuration file.

PTSS version format is: #.#.#.#. From left to right, the first # represents major release; the second # represents minor release; the third number represents bug fixes or minor tweaks; the first 3 numbers represent a software code change and they are controlled by software development team. The forth # number represents how service engineering packages the changes/updates based on the first 3 numbers. A change to the forth number indicates a configuration change effected by a change to the plugins DLL and XML files.

Service Engineering uses the following guidelines when creating the update packages:

1. A package always contains all updates since the last full release (release with installer such as what is shipped on the CD).
2. There will be only one package active on PartnerConnect at a time.
3. When there is a new package available, the forth # is incremented.
4. A package is dependent on the first 3 version numbers.

The CD (103521) sent out with the devices and the WAST version available from the web site will not be updated at this time. Users may install WAST from the CD or the web site, once installed the agent will connect to PartnerConnect and the files will be updated.

Required Training:

All Welch Allyn employees and contractors engaged in service and repair of CVSM shall complete a MPD FCD-1493 Individual Employee Compliance Training Record indicating they have read and understand this document. The MPD FCD-1493 is to be filed locally.

Required Tools:

Welch Allyn Service Tool version 1.5.0.0:

Order the CD, material number 103521

Download from Welch Allyn:

<http://www.welchallyn.com/promotions/services/serviceTool.htm>

Required Materials:

The update package “WAST 1.5.0.2” on PartnerConnect contains the following files:

- NIBP Module.dll version 1.2.1.1
- NIBP Module_Config.xml
- PMP.dll version 1.2.1.3
- PMP_Config.xml
- passwd2.dll
- O2SComponents.PDF4NET.dll version 4.3.3.

Procedure:

To manually deploy the update from PartnerConnect:

- (1) Verify the service tool is not running on the computer to be updated.
- (2) Log on to PartnerConnect <https://www.welchallynsolutions.com>

- (3) From the Service tab enter the name of the WA Service Tool you want to send the update to. This is the registered WA gateway computer name with the suffix “_WAST”. If you don’t know the complete name use wildcards (*) to search for the asset and click search.
- (4) From the list of assets click the name of the asset you want to update, this will open the dashboard for the model.
- (5) In the actions pane (right hand side of the dashboard) select Deploy WAST 1.5.0.2. This will download the files to C:\Program Files (x86)\Welch Allyn\RSDS\DefaultProject\WA ServiceTool\Downloads\WAST1.5.0.2.* A script will overwrite the existing files in the C:\Program Files (x86)\Welch Allyn\WelchAllyn Service Tool\Plugin folder*

Note: The service tool cannot be running when the files are installed or the OS will not be able to replace the previous versions. If the service tool is running a processing error will be returned in PartnerConnect for the action.

**Path shown is for Windows 7, for Windows XP replace “Program Files (x86)” with “Program Files”*

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

All other service centers and Field Service: For each product 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 Release	D*	GCS	D*	D*

D* SEE SAP DIR FOR CHANGE NUMBER, APPROVER NAME AND DATE OF APPROVAL