TSB- WAST CHANGING BETWEEN CVSM VERSIONS

Date: 2014-04-25
Subject: TSB- WAST CHANGING BETWEEN CVSM VERSIONS


Product(s) Referenced: Connex Vital Signs Monitor (CVSM) & Welch Allyn Service Tool (WAST)

SW Version: CVSM versions 2.x, WAST 1.6.0 and earlier
NOTE: The issue was corrected in WAST version 1.7.0

Summary: When using the Welch Allyn Service Tool (WAST) to service CVSM or CIWS devices with host software 1.x and 2.x it is necessary to restart the service tool when connecting a 2.x device if a 1.x device was connected initially.

Note: This issue was resolved in WAST version 1.7.0. See 20013621 TSB-WELCH ALYN SERVICE TOOL - WAST v1.7 Issue: CR ID 29136

Issue:

When WAST initially connects to a CVSM it loads the device definition file from that device. The initial device definition is saved in memory for use until the tool is restarted. If a second device with a newer device definition file is connected WAST will not be able to communicate with those objects with newer definitions resulting in some functions not being available, including:

- Ability to recognize host or subsystem software versions
- Ability to perform post test
- Ability to perform nurse call relay test
- Ability to test all host USB ports
- Ability to perform Ethernet communication test
- Ability to read radio’s MAC address
- Ability to determine acceptable upgrade package(s)
- When WAST is configured as a provisioning station an error message will appear and the device will not be provisioned
- When upgrading a device from 1.x to 2.x the service tool cannot determine the new firmware version for the host or some subsystems until the service tool is restarted.

When upgrading a CVSM form 1.x to 2.x with WAST 1.6.0.0 or earlier
the service will not recognize the new configuration until the service tool is restarted.

**Action:**

**Service centers:** Upgrade WAST to version 1.7.0.0 or later.

**Customer Care:** Before responding to customer request to for a 2.x software package, advise the customer they must be using WAST version 1.7.0.0 or later.

**Reference to Standards:**

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

**Service Strategy:**

Service Engineering will distribute this document to Service Center and Customer Care managers

Customer Care will advise customers to upgrade to WAST version 1.7.0.0 or later

This issue has been addressed in version 1.7.0.0 of the service tool.

**Required Tools:**

Welch Allyn Service Tool version 1.7.0.0 available for download from Welchallyn.com or by ordering CD 103521

**Procedure:**

See 20013621 TSB-WELCH ALYN SERVICE TOOL - WAST v1.7 for instructions to update the WAST,

**Notes:**

1. Contact Welch Allyn regarding any questions or concerns 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**

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| Distribution Scope: Deleted CVSM 2.0 LMR customers |  |
| Deleted Updates section as NA |  |
| Service Strategy updated to match actions |  |
| Procedure: replaced with reference to 20013621 |  |
| Deleted quality documents section as is now NA |  |

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