



Technical Service Bulletin

CARDIOPULMONARY

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Bulletin Type: AS NEEDED

Manufacturer: Welch Allyn

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Subject: TSB-CPWS 1.6.5 PRINT FORMAT CRASH

Distribution Scope: Welch Allyn Global Technical Support, Product, Field & Customer Service Teams & WA ASP's

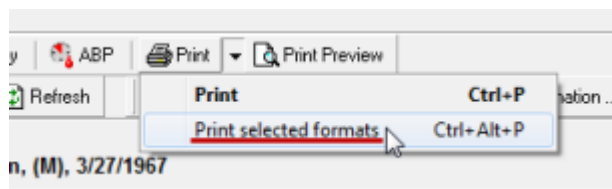
Product(s) Referenced: CardioPerfect WorkStation 1.6.5 / All Modules

SW Version: CPWS version 1.6.5.1140
DVD Volume name: CPWS 1.6.5.1140 Rev-B

Summary: This TSB provides a workaround to an application crash that may occur in CPWS 1.6.5 when multiple Default Print Formats are selected in the Settings of any module.

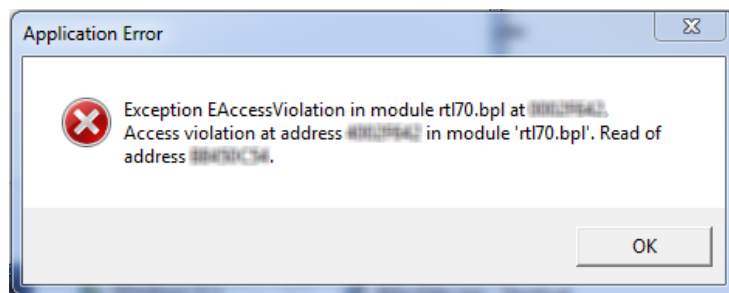
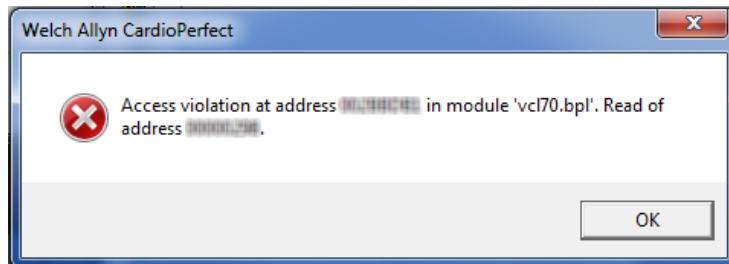
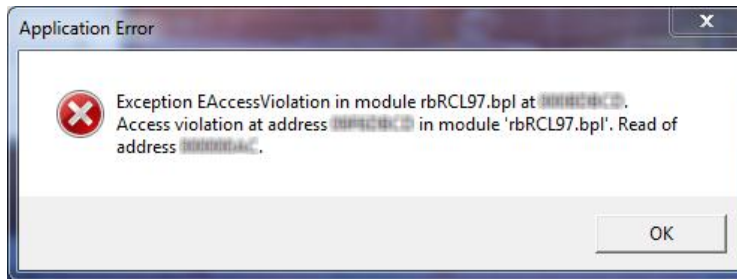
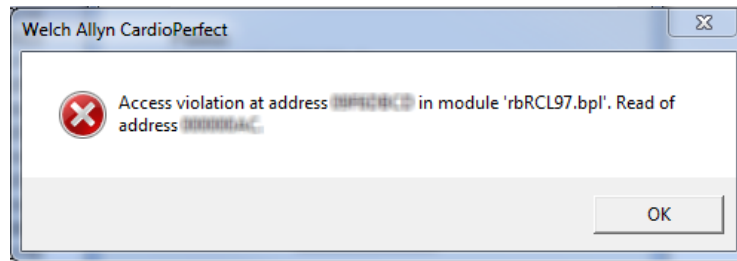
Issue: Choosing multiple Default Print Formats in the Settings of Resting ECG, Exercise ECG, Spirometry, Ambulatory Blood Pressure or Recollect, may cause the application to crash while attempting to print test results. The crash also occurs with the use of File Link. No test results or data are lost as a result of this crash.

To reproduce, go to the Printing Settings for any module, select all of the available print formats, and then perform a Print Selected Formats action for a specific test.



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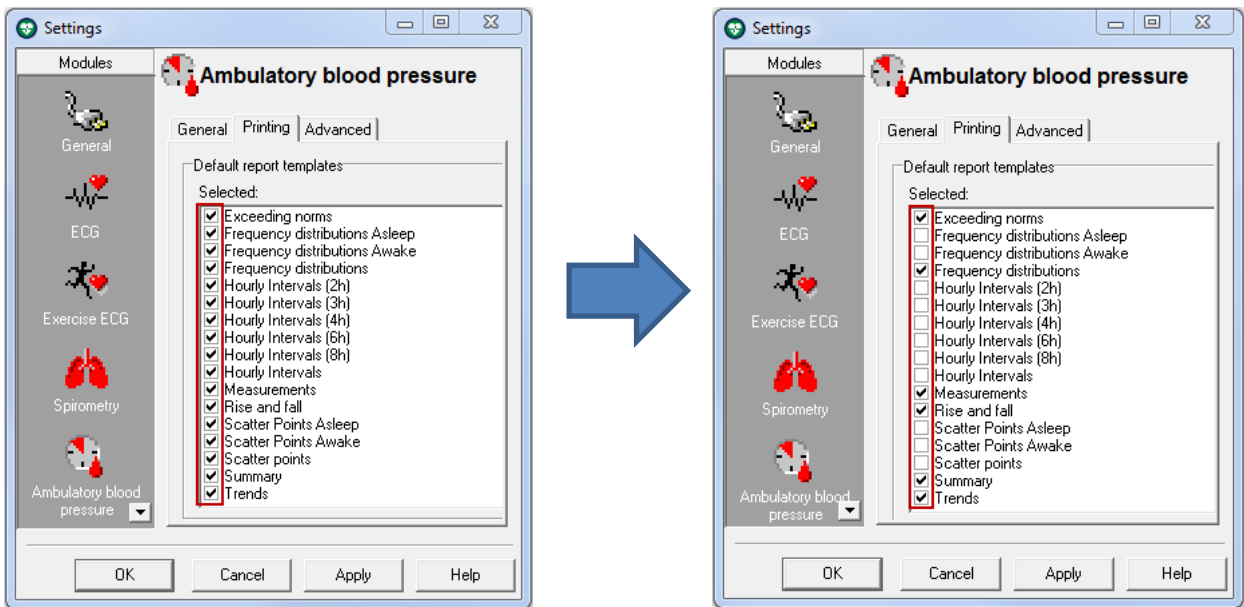
If this crash occurs, the application is likely to crash with both “Access violation...” and “Exception EAccessViolation...” errors similar to the following examples. The modules and addresses that are referenced in each example shown may be different from the actual errors received on any given system but all errors will contain a “...module *.bpl” in the error message where “*” may represent any value.



The CPWS application will need to be shut down and re-opened in order to access the test and create additional prints of the reports needed.

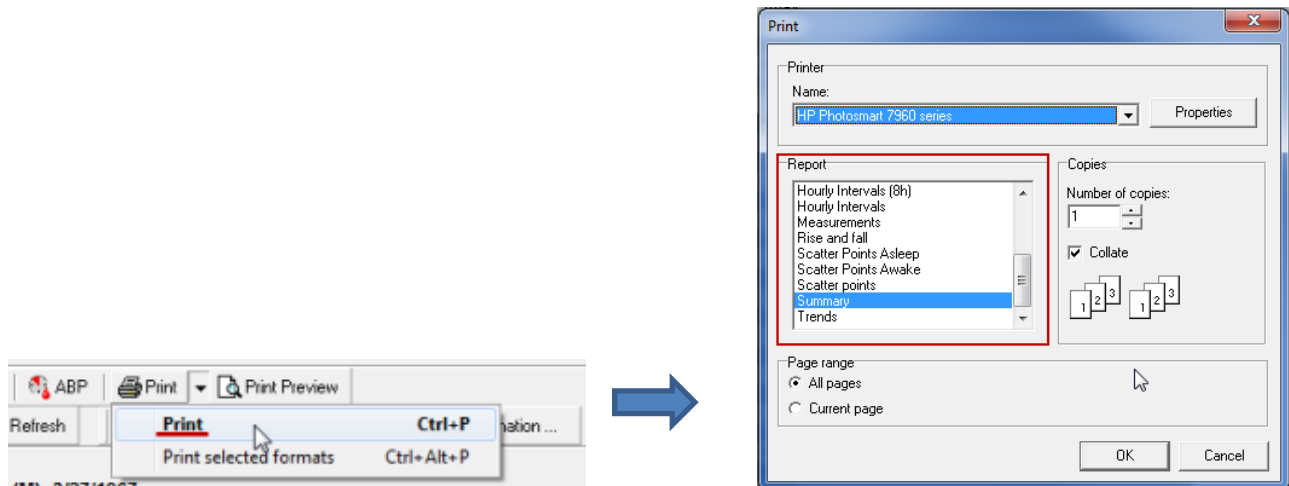
NOTE: No test results or data are lost as a result of this application crash.

Action: Selecting fewer report formats can help reduce the likelihood of occurrence. ABPM Print formats shown as an example below:



All Print selections, used independently of the Default Formats, are not affected and remain available to use. Customers needing to print reports, above and beyond those chosen as Default Formats, will need to follow this procedure for each additional report needed.

ABPM print option shown in example:



Reference to Standards:

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

Updates:

Internet/Intranet ☒

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 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					
Version	Description	Change #	Init	Release Date	Appr
A	Initial Release	D*	SMB	D*	D*
D* SEE SAP DIR FOR CHANGE NUMBER, APPROVER NAME AND DATE OF APPROVAL					