



Technical Service Bulletin

Monitoring Products

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Bulletin Type: As Needed

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SAP DIR #: 20012858

THIS DOCUMENT CONTAINS CONFIDENTIAL INFORMATION

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Subject: TSB - Connex VM Short Date Format Issue

CAR Number: N/A

Distribution Scope: WA Internal
WA Technical Support, Product Service, & International Service Centers

Product(s) Referenced: Connex VM 2.0

SW Version: Connex VM 2.0

Summary: HL7 outbound messages generating errors depending on OS configuration.

Issue: When OS level short date setting is “dd/MM/yyyy” or “dd/MM/aaaa”, an exception (String was not recognized as a valid DateTime) gets thrown while exporting patient’s birth date and deceased date in a vitals outbound flow. This results in an EGS error and the cessation of outbound HL7 transactions.

Action: Complete the actions listed in this TSB as needed for any Connex VM 2.0 installation that is using a a Short Date format other than MM/dd/yyyy.

Complete the actions listed in this TSB as needed for any Operating System using a short date setting other than “MM/dd/yyyy” on which Connex VM 2.0 is installed.

Reference to Standards:

- 21 CFR Part 820, ISO 13485, MPD SOP-0002
- Add additional references as needed.

Updates:

- | | | | |
|-------------------|--------------------------|-------------------|--------------------------|
| Technical Manual | <input type="checkbox"/> | Repair Tool | <input type="checkbox"/> |
| Service Plan | <input type="checkbox"/> | Internet/Intranet | <input type="checkbox"/> |
| Procedures | <input type="checkbox"/> | Price List | <input type="checkbox"/> |
| Training Material | <input type="checkbox"/> | Other | |

Service Strategy:

N/A

Required Training:

Read and Sign of this TSB.

Required Tools:

N/A

Required Materials:

N/A

Quality Process for failed units or components:

N/A

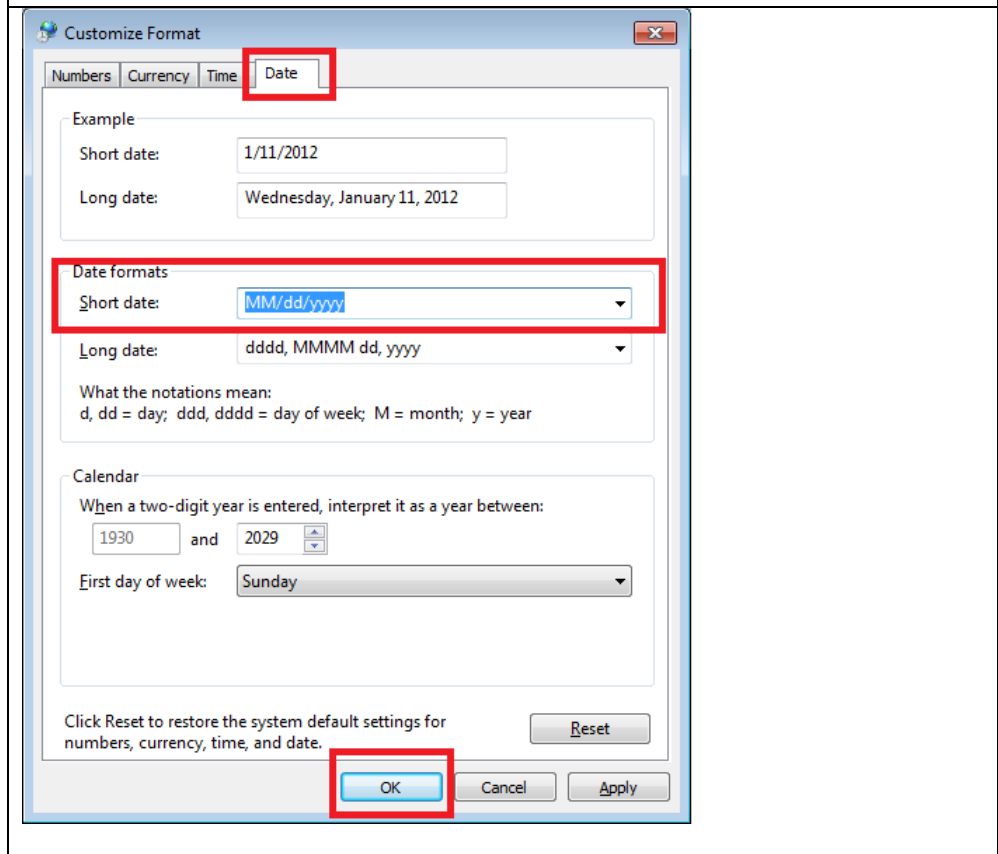
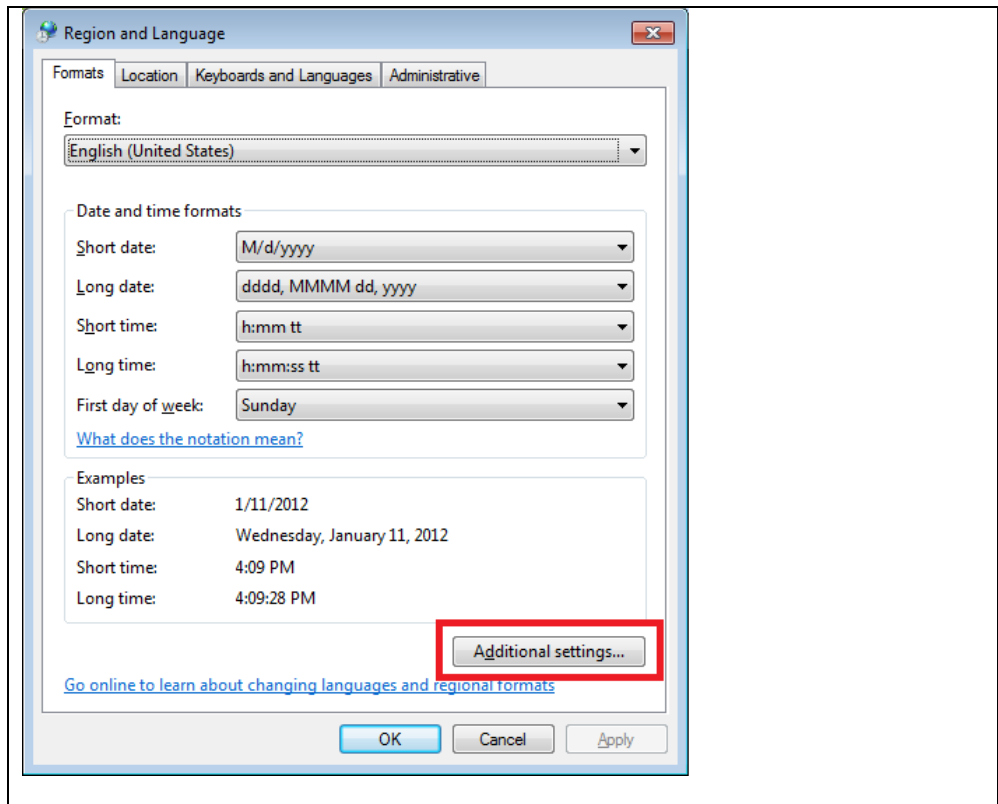
Procedure:

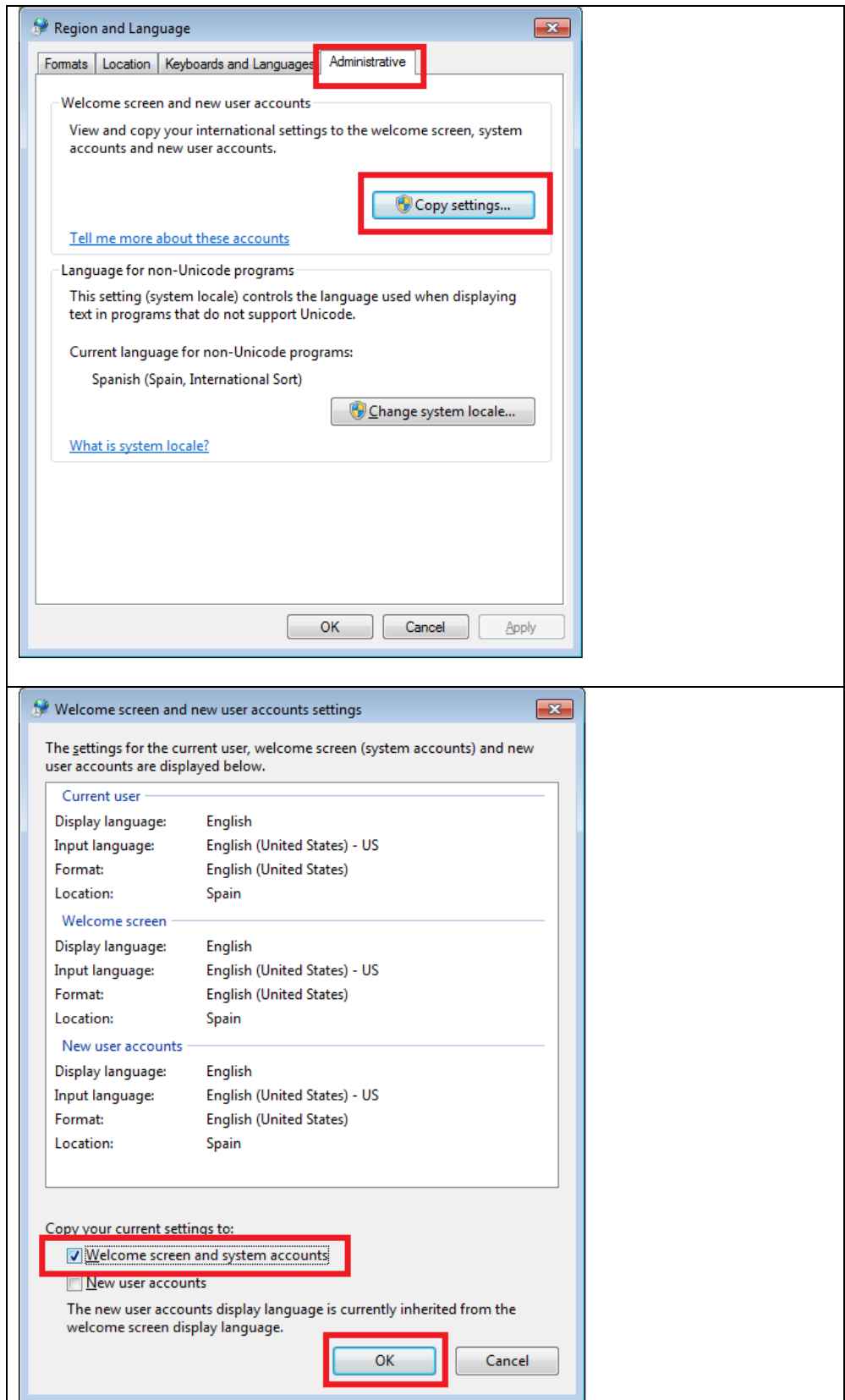
To correct the invalid configuration, complete the following steps:

1. Go to Control Panel > Regional and Language Options.
2. Customize the date format.
3. Set Short Date format to "MM/dd/yyyy".
4. Copy updated configuration settings to System Accounts.

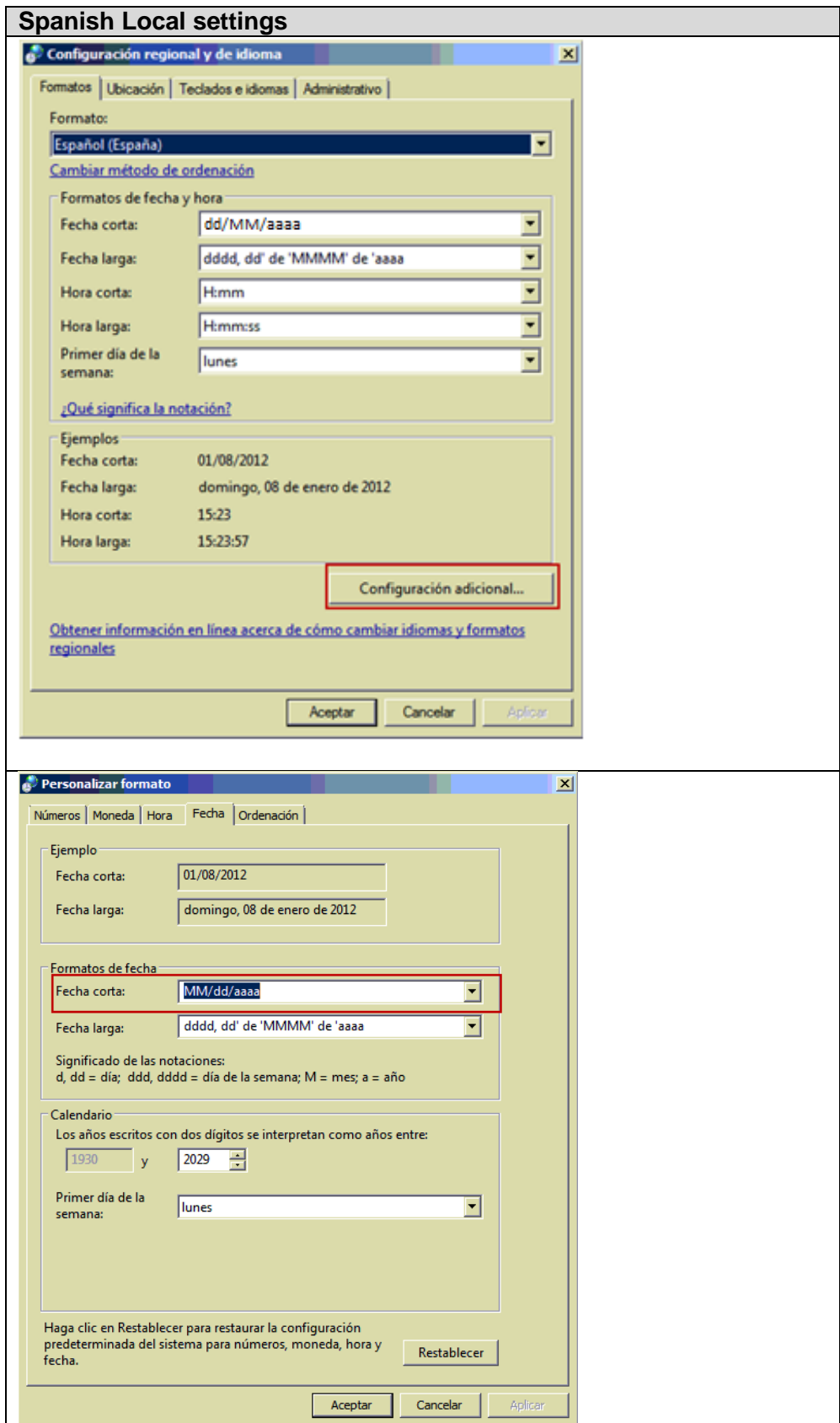
Refer below snap shots which describe how to change settings in English & Spanish localization setting.

English Locale settings

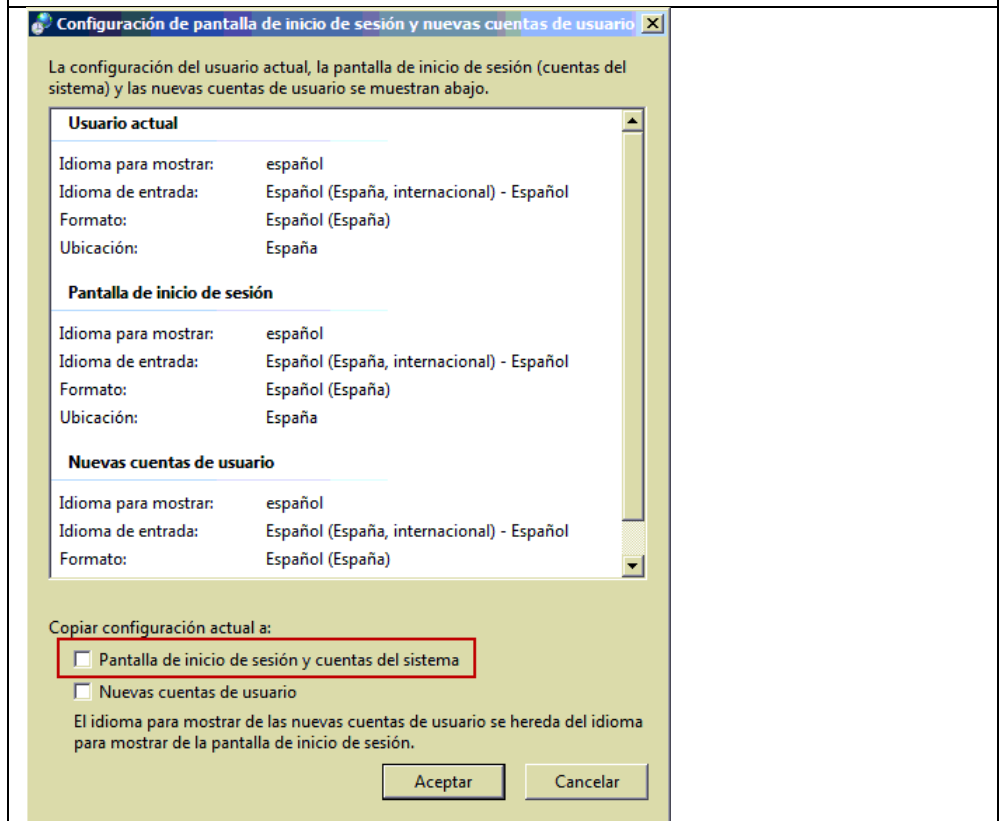
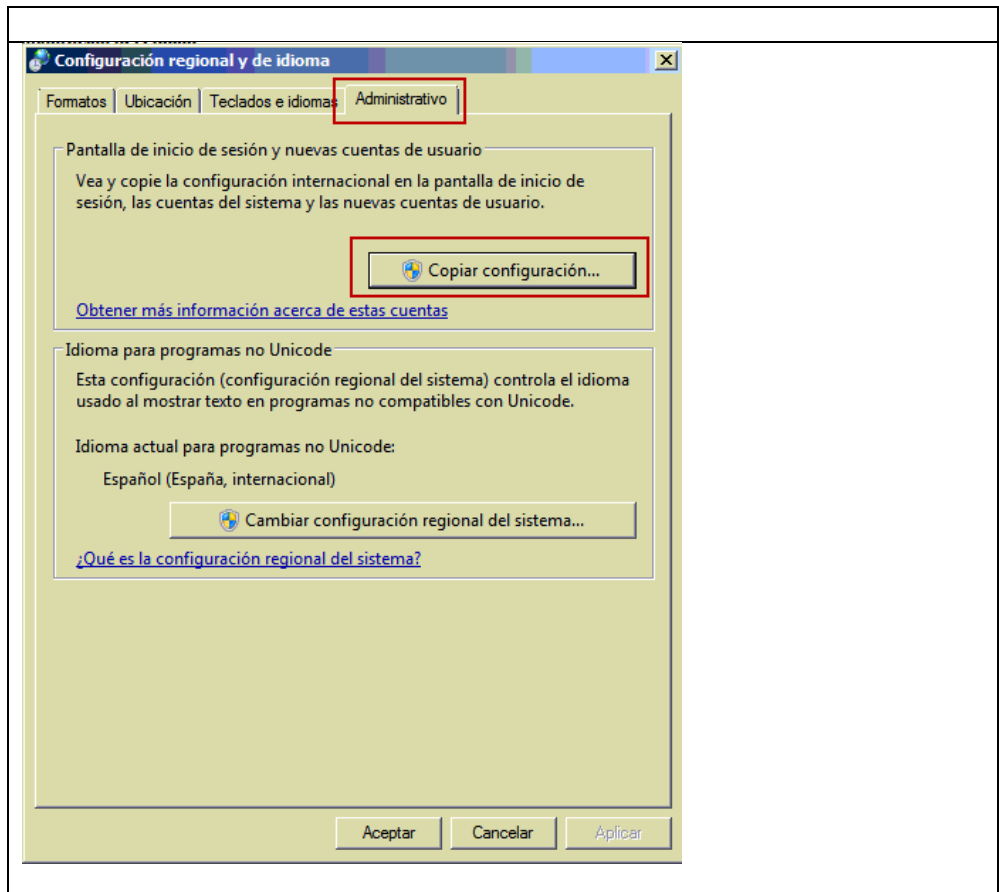




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Quality Documents: **All service centers using SAP to record service transactions:** For each monitor serviced, record the service activity in SAP.

All other service centers and Field Service: For each monitor serviced, complete and file a service report and attach to the service DHR.

If required, define non-standard service quality documentation requirements.

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*	D*	D*	D*
D* - See SAP DIR for Change number, Approver Name and Date of Approval					