



Technical Service Bulletin

PATIENT MONITORS SYSTEMS

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Subject: TSB-CVSM/CIWS WRENCH OPENING REVIEW TAB
Distribution Scope: Welch Allyn Global Technical Support, Product, Field & Customer Service teams.
Product(s) Referenced: CVSM – Connex Vital Signs Monitor
CIWS – Connex Integrated Wall System
SW Version: 1.71.03 and earlier
Serial No. / Lot Code: All
Summary: CVSM or CIWS monitors running software version 1.71.03 or earlier will wrench if the last record from the review tab is sent, the user navigates to another tab before the successful send message is displayed and the user returns to the review tab prior to saving a new record. This will also occur if the record is selected in the review tab and the user navigates to another tab. After 24 hours the record is automatically deleted, and when the user returns to the review tab, the device will wrench.

Issue: The device throws a wrench #0000001 when the user navigates back to the review tab after the last record is deleted from the review tab. The device is left in an unstable state when the user sends the last record and leaves the review tab prior to receiving the successful send message or when the device automatically deletes a selected record after 24 hours.

When the last record in the review tab is deleted with the tab closed, the counter does not update to indicate the list is empty. When returning to the review tab, the software expects the list to have at least one record. The conflict causes the device to throw a wrench #0000001. The error is recorded in the Error log as:

TASK:PegThread BUF:static_link_list.h(362) E:1 Q:1 bad index

For this to occur, the device must be configured to: "Delete readings after successful send" or have the last remaining record selected when the device automatically deletes the records older than 24 hours.

The error is typically seen when the last patient record is sent from the review tab and the clinician leaves the review tab before receiving the successful send message. Devices running intervals or not configured to automatically send on manual save are more susceptible to this error as the clinician will need to send the records from the review tab. This provides the opportunity to leave the review tab before the last record

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is deleted, leaving the device in an unstable state so that when the review tab is opened the device will wrench.

In some cases the customer may report that they did not send any records before the wrench occurred. This will occur if the records were sent by the previous user or the records were selected and the device was left idle until the records expired.

Action:

Ask customers reporting a wrench #0000001 error about the user interaction with the device prior to the error. If the error occurs when the user navigates to the review tab ask them to provide the event and error log. The error will appear in the error log at the end of a session since the device will need to restart after the wrench error. The following error will be seen in the error log:

TASK:PegThread BUF:static_link_list.h(362) E:1 Q:1 bad index

Propose the following solutions to the customer:

Change the work flow

- Wait for the successful send message before leaving the review tab
- Save a reading before returning to the review tab; this only works if the device is **not** configured to automatically send on manual save and delete readings after successful send
- Power the device down after use to prevent it from being left in an unstable state. The device can be configured to power down automatically after a set period of inactivity.

Change the device configuration

- Configure the device to **not**: "Delete readings after successful send"

Permanently resolve the issue

- Upgrade the CVSM or CIWS software to version 2.20.00

Devices should not be returned for this issue.

Reference to Standards:

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

Service Strategy:

Use this TSB to inform customer support of this issue so they may correctly identify and discuss the issue with customers as applicable.

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*	GCS	D*	D*

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

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