



<b>Document Description:</b> TSB-CP50-150 USB FLASH DRIVE ISSUE	<b>Document Number:</b> 20014005 <b>Version:</b> A
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## *Technical Service Bulletin*

<b>Product:</b>	CP50 and CP150	<b>Date:</b>	2015-05-11
<b>Subject:</b>	TSB-CP50, CP150 USB FLASH DRIVE ISSUE		
<b>HW Version(s) Affected:</b>	ALL	<b>SW Version(s) Affected:</b>	CP50 – V1.30.04 and above CP150 – V1.00.04, V2.x and above.
<b>Serial Numbers Affected:</b>	N/A	<b>Lot or Date Code Affected:</b>	N/A
<b>Classification:</b>	Informational Only		
<b>Distribution:</b>	<input checked="" type="checkbox"/> Customer Care <input checked="" type="checkbox"/> Product Service <input checked="" type="checkbox"/> Field Service <input type="checkbox"/> ASPs <input type="checkbox"/> Distributors <input type="checkbox"/> Customers <input checked="" type="checkbox"/> Company Confidential		
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<b>Training Required:</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
<b>Summary:</b>	During the transfer of ECG records from the CP50 or CP150 to CPWS using a USB Flash Drive, the file transfer will fail as well as the possibility of File Importer crashing. The CP50 v1.30.04 (and above) and CP150 v2.00.03 (and above) software adds “Physician” and “Comments” fields to the ECG records. These fields will not be recognized by CPSAPI until communication between the device and CPSAPI has been established, and a test transferred, at least one time.		

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**Issues:**

The CSK software is designed to be very flexible by leveraging the device's WACP data definitions to know how to receive and process data from the devices. When devices update their software, and potentially their interfaces, the PC/server software is designed to at least be backward compatible without changes.

When the CP50 and/or CP150 software is updated to add the “Physician” and “Comments” fields to the ECG record’s content, DataCatcher and CPSAPI need to be configured so they can properly receive the data and process it.

There are no issues in sending ECG records if you use:

- I. USB cable connected to PC for CP50
- II. USB/Ethernet cable connected to PC for CP150

However, if a USB Flash Drive is used to transfer data between the device and the PC, the “Physician” and “Comments” fields will not be recognized by CPSAPI.

**Action:**

**WORKAROUND**

Connect the CP 50 or CP150 to the PC running DataCatcher and CPSAPI via USB cable or Ethernet and send an ECG test to the PC. **Note-** This is the same process as documented in the Welch Allyn Connex CSK software installation guide when initially installing the CSK software: If using the removable media transfer option, make sure you transfer at least one complete test record via USB or Network.

This will cause the Data Definitions to be transferred and all subsequent sends will work. Once the transfer process has been completed successfully via the FileImporter transfer method, the USB Flash Drive transfer will work as expected.

**End of Bulletin**

**Revision History**

Version	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)
A	N/A	Initial Release	2015-05-11	AO

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