


Document Description: TSB-CONNEX CS 1.7 HOTFIX NO BLANK NAMES	Document Number: 20014200 Version: B
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Technical Service Bulletin

Product: CONNEX CS	Date: 2016-04-27
Subject: Clinician names being overwritten with blank spaces	
HW Version(s) Affected: N/A	SW Version(s) Affected: 1.7 Episodic Server Only
Serial Numbers Affected: N/A	Lot or Date Code Affected: N/A
Classification: As Needed	
Distribution: <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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Training Required: Yes No

Summary: Connex CS clinician names in the Connex CS database (WADB) will get blanked out if "test taken by" clinician object from the devices contains a matching clinician ID, but no name details. This is possible if "Match to Save" is *not* enabled on the device. This can happen in the following scenarios:

- A barcode scan is done on a clinician's badge or manual entry and the search by clinician ID is off on the device
- A barcode scan is done on a clinician's badge and due to other issues (like spotty Wi-Fi coverage or the wrong barcode was scanned), a name is not returned to the device from Connex.

This TSB introduces a Hotfix to apply a DLL file that will enforce logic not allowing these fields to be overwritten with blank information per Change Request SAP DIR 60076728.

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Procedure: The Welch Allyn resource applying this bulletin shall have a working knowledge of the Connex CS System.

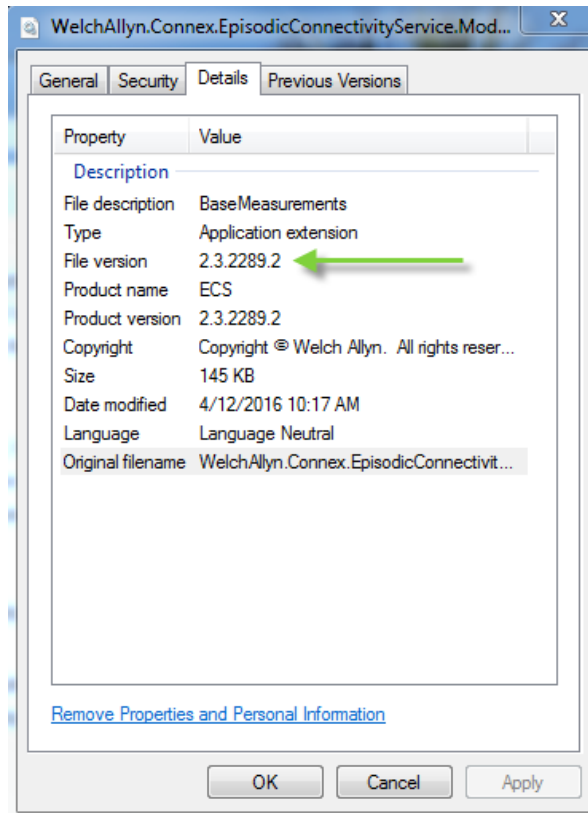
The system will be unavailable for use during the entire procedure, estimate ~30 minutes of downtime and plan accordingly with the customer for the interruption.

1. Obtain the DLL file from SAP SWF 50011927B.
2. Access the CS Server with Administrator privileges.
3. Set McAfee Solidifier to Begin Update:
 - From a Command Prompt (CMD) type: *sadmin bu*
4. Stop the Service *Welch Allyn Connex Episodic Connectivity Service (ECS)*.
5. Make a backup of the file: C:\Program Files (x86)\Welch Allyn\Connex\ECS\1.7\Components\WelchAllyn.Connex.EpisodicConnectivity Services.Modules.Converters.dll
6. Overwrite the file C:\Program Files (x86)\Welch Allyn\Connex\ECS\1.7\Components\WelchAllyn.Connex.EpisodicConnectivity Services.Modules.Converters.dll with the same named file from SAP SWF 50011927B.
7. Access the new DLL file properties and confirm that File version 2.3.2289.2 is shown as in the image below:

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8. Set McAfee Solidifier to End Update:

- From a command prompt type: *sadmin eu*
- Type *sadmin status* to confirm Solidifier is Enabled:

```
Administrator: McAfee Solidifier Command Line
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Program Files\McAfee\Solidcore>sadmin bu
McAfee Solidifier is entering update mode.

C:\Program Files\McAfee\Solidcore>sadmin eu
McAfee Solidifier exiting from update mode.


C:\Program Files\McAfee\Solidcore>sadmin status
McAfee Solidifier: Enabled
McAfee Solidifier on reboot: Enabled

ePO Managed: No
Local CLI access: Recovered

 [fstype] [status] [driver status] [volume]
* NTFS Solidified Attached C:\

C:\Program Files\McAfee\Solidcore>_
```

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9. Start the ECS Service.
10. Close any windows remaining open from this procedure.
11. Work with the customer to have a clinician access a device and take vitals using their normal workflow. Confirm with the customer that the workflow process is working as expected.

END OF PROCEDURE

Version	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)
A	N/A	Initial Release	2016-04-12	DCS
B	Procedure section: Starting on page 2	<ul style="list-style-type: none"> - Insert two steps to turn on and off McAfee Solidifier's Update Mode. - Insert step to close opened Windows. - See ECM attachment for change details. 	2016-04-27	DCS

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