Technical Service Bulletin

Product: Connex CS

Subject: TSB-CONNEX CS ADTAUTODISCHARGE FIX LIMIT

HW Version(s) Affected: N/A

SW Version(s) Affected: 1.7.1 & earlier

Classification: As Needed

Distribution: ☒ Customer Care ☒ Product Service ☒ Field Service

☐ ASPs ☐ Distributors ☐ Customers ☒ Company Confidential

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Training Required: ☒ Yes ☐ No

Summary: In the Connex CS Admin Tools there is an available adjustment to set the ADT Auto-discharge stale period time (in minutes). The maximum setting the UI will accept is 10080 minutes (7 days), however it is possible to use SQL Server Management Studio (SSMS) to increase the limit beyond the 7-day UI limit. This bulletin provides a workaround for customers who wish to increase this period beyond 7 days.

Note: For customers that want to disable ADT Auto-discharge completely, simply change the “ADTAUTODISCHARGE.ENABLED” value from TRUE to FALSE.
Procedure: Note: this procedure may be performed on a customer's live Connex CS system without any impact to workflow. The Welch Allyn resource applying this bulletin must have a working knowledge of the Connex CS System.

1. Confirm the desired setting (in minutes) with the customer.
2. Access the Connex CS Server using an account with Administrator privileges.
3. Open SQL Server Management Studio (SSMS) with valid login credentials.
4. Select the New Query button (Top left side toolbar) in SQL Server Management Studio window.

5. Copy the query below and paste in SQL Server Management Studio query window.

   ```sql
   UPDATE [WADB].[wa].[tblConfigurationSetting]
   SET SettingValue = '10080'
   WHERE SettingName = 'ADTAUTODISCHARGE.ACTIVITY.STALEPERIOD.MINUTES'
   ```

6. Replace the setting value (highlighted) to the desired setting value requested by the customer.

7. Execute the query.

8. Next, copy and Execute the query below in SQL Server Management Studio query window and verify that the
‘ADTAUTODISCHARGE.ACTIVITY.STALEPERIOD.MINUTES’ ‘SettingValue’ matches with the value updated in the previous steps.

```sql
SELECT [SettingName], [SettingValue]
FROM [WADB].[wa].[tblConfigurationSetting]
WHERE SettingName = 'ADTAUTODISCHARGE.ACTIVITY.STALEPERIOD.MINUTES'
```

10. Launch ‘Connex CS Administrator tool’ and confirm it launches without error.
11. Select Admin Tools tab → Settings → Server and verify that
    ‘ADTAUTODISCHARGE.ACTIVITY.STALEPERIOD.MINUTES’ Setting value matches with the new desired value.

END OF BULLETIN

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<tr>
<th>Version</th>
<th>Sec, Pg, Para Changed</th>
<th>Change Made</th>
<th>Date Version Created</th>
<th>Version Created By (initials)</th>
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<td>A</td>
<td>N/A</td>
<td>Initial Release</td>
<td>2017-03-10</td>
<td>DCS</td>
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<td>Removed ‘Note’ claiming no value for Episodic only. Does not affect the Procedure.</td>
<td>2017-03-21</td>
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