


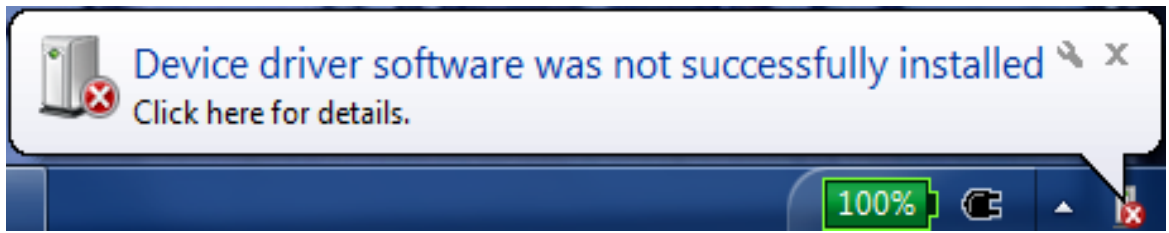
<b>Document Description:</b> CSM_EMR_USB DRIVER INSTALL BEHAVIOR	<b>Document Number:</b> 80020614 <b>Version:</b> A
	Page 1 of 2
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## *Customer Service Bulletin*

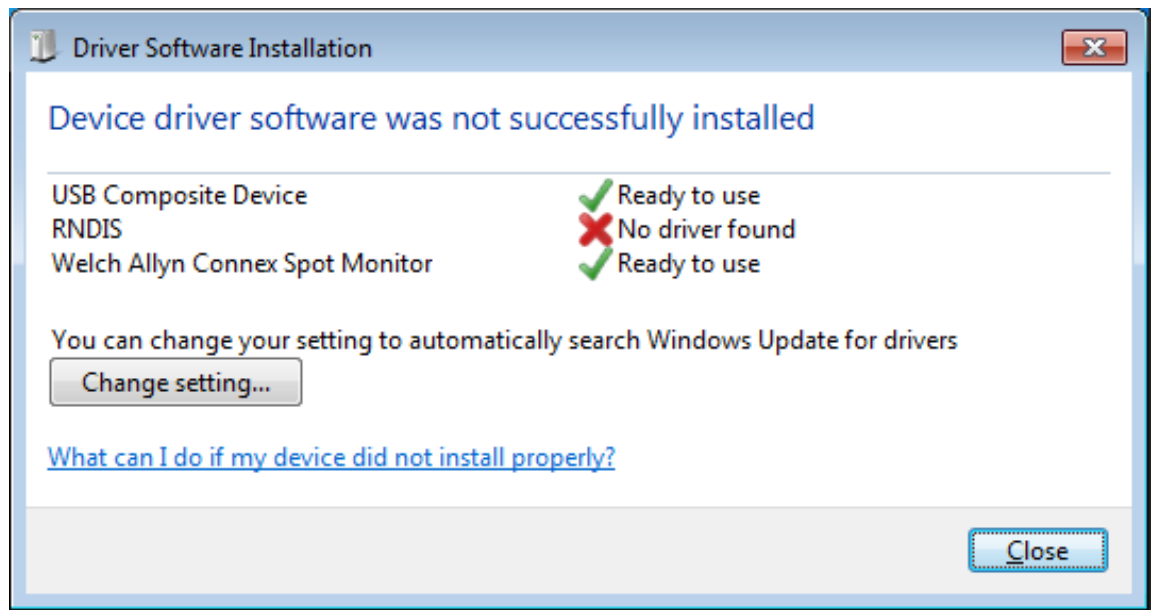
<b>Product:</b> CSM	<b>Date:</b> 2015-08-10
<b>Subject:</b> CSM USB driver install when used with EMR (SDK)	
<b>HW Version(s) Affected:</b> All CSM models	<b>SW Version(s) Affected:</b> N/A
<b>Serial Numbers Affected:</b> N/A	<b>Lot or Date Code Affected:</b> N/A
<b>Classification:</b> Informational Only	
<b>Distribution:</b> <input checked="" type="checkbox"/> Customer Care <input checked="" type="checkbox"/> Product Service <input checked="" type="checkbox"/> Field Service <input checked="" type="checkbox"/> ASPs <input checked="" type="checkbox"/> Distributors <input checked="" type="checkbox"/> Customers <input checked="" type="checkbox"/> Company Confidential	
<b>Training Required:</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	

**Summary:** The first time that a customer plugs a CSM into a USB port on a PC for communicating with an EMR, the CSM device drivers will install. A message may appear near the taskbar stating that the drivers were not successfully installed.

Example shows behavior on Windows 7:



If the customer clicks on the information window it will then open a second window showing the following information:



This behavior is expected as the RNDIS driver is not installed as part of the EMR installation as this driver is not needed.

**NOTE:** These messages may occur on the initial driver install for each USB port that the CSM device is plugged into. Once the driver has been installed, these messages will not appear on subsequent connections.

**The CSM will communicate properly with the EMR without the RNDIS driver having been installed. We therefore recommend that customers ignore this error message.**

Version	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)
A	N/A	Initial Release	2015-08-10	SMB

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