Customer Service Bulletin

Product:	CVSM –Connex Vital Signs Monitor	**Date:**	2016-06-03

Subject:	CSB-CVSM 2.20 62 Character Passphrase Limitation

HW Version(s) Affected:	All wireless models	**SW Version(s) Affected:**	CVSM 2.20.00, 2.20.01

Serial Numbers Affected:	NA	**Lot or Date Code Affected:**	NA

Classification:	Informational Only

Distribution:	☒ Customer Care	☒ Product Service	☒ Field Service
	☒ ASPs ☒ Distributors	☒ Customers	☐ Company Confidential

Training Required:	☐ Yes ☒ No

Summary:	CVSM software versions 2.20.00 and 2.20.01 only support passphrases up to 62 characters in length. To enable support for 63 character passphrases update the CVSM software to version 2.20.03.
Issue:	CVSM host firmware version 2.20.00 and 2.20.01 is unable to configure the radio with a 63 character passphrase. Configuring the radio using authentication type WPA2-PSK with a 63 character passphrase will prevent the radio from connecting, regardless of the security protocol CCMP or TKIP.
Materials:	Contact Welch Allyn Technical Support to receive a software update to version 2.20.03 or later.
Required Tools	Welch Allyn Service Tool version 1.8 or later (available from WelchAllyn.com) PC running Windows 7 or 8 USB cable Type A to Mini B
References:	80021512 CVSM 2.20.03 Software Release Notes 20014045 TN-CVSM 2.20 62 Character Passphrase Limitation

Version	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)

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A	N/A	Initial Release	2016-05-31	GCS