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