Document Description:	CSB-CVSM ECG Log Retrieval	Document Number: Version:	80022316 A
Welch Allyn™			

Customer Service Bulletin

Product:	CVSM/CIWS GI ECG Module Date: 2018-03-10		
Subject:	CSB CVSM/CIWS ECG LOG RETRIEVAL USING WAST		
HW Version(s) Affected:	ECG module v. 1.00.02 or later	SW Version(s) Affected:	ECG v.1.00.05 or later WAST v. 1.8.x.x or later CVSM/CIWS v. 2.30 and later
Serial Numbers Affected:	N/A	Lot or Date Code Affected:	N/A

Classification:	As Neede	d		
Distribution:	⊠ Custom	ner Care	Product Service	⊠ Field Service
	⊠ ASPs	⊠ Distributors	⊠ Customers	Company Confidential

Training Requ	uired: ⊠ Yes □ No
Summary:	To evaluate and resolve issues related to ECG the ECG module logs will be required in addition to the device ECG, Event and Error logs. This Customer Service Bulletin describes how to use the Welch Allyn Service Tool (WAST) to download the log from ECG module and ECG, Error and event logs from the CVSM or CIWS.
Required Tools:	PC with Windows 7, Windows 8.0, or Windows 8.1ECG module USB cable
Required software:	 Archiver – 7-Zip (installed with Windows 7 and 8) Welch Allyn Service Tool version 1.8 or later DIR 50012149 contains 2 files: PMP.dll (version 1.3.0.0) PMP_Config.xml DIR 50012249 contains 3 files: Global ECG Module.dll (version 1.0.0.1) Global ECG Module_Config.xml Global ECG Module.dll.config

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Note: The plugin files are available in Axeda package: WASTECGModule1.0.0.1, or may be retrieved from SAP for manual installation with remote desktop.

Procedure:

To install the Welch Allyn Service Tool

- a. Download the latest Welch Allyn Service Tool Software and Installation Guide from <u>https://www.welchallyn.com/content/welchallyn/americas/en/service-</u> <u>support/service-center/service-tool.html</u>
- b. Right click on the installer and select Run as Administrator. Follow the prompts to complete the installation (Refer to the Installation Guide as needed)

Note: The Welch Allyn Service tool installer for WAST 1.8 does not install the PMP and ECG plugin files needed to retrieve the ECG logs. The plugins are auto deployed from PartnerConnect to registered WAST installations.

PartnerConnect will automatically add the necessary plug-ins to support the ECG module with WAST version 1.8, however the automatic deployment process will take some time to deploy the plug-ins. The amount of time is dependent on the number of items in the queue awaiting auto deployment. To expedite the update the plug-ins may be manually deployed.

Note: Deployment of the plugin from PartnerConnect requires port 443 (HTTPS) be open.

Manual deployment from PartnerConnect (Axeda).

- 1. If the WAST is running on the PC to be updated, close the program
- 2. Log into https://welchallynsolutions.com
- 3. Form the Asset tab use the filter to find the instance of the WAST you want to deploy to and select it to open the dashboard.
- 4. In the Tasks window (upper right) select Upgrade this asset
- 5. In the list find "WASTECGModule1.0.0.1" and click to deploy
- 6. When deployed the actions window in the dashboard will show, "Package Deployed [WASTEC-GModule1.0.0.1]" was delivered to the agent
- 7. The install script will run to install the plugins
- 8. The service tool may be restarted

Manual deployment using remote desktop

Note: The account will need admin privileges to install the plugins.

- 1. If the WAST is running on the PC to be updated, close the program
- 2. Copy the PMP plugin from DIR 50012149 and the ECG plugin from DIR 50012249
- Use the remote desktops file transfer function to copy the 50012149A SWF WAST PMP Plug-in 1.3.0.0.zip file and the 50012249A SWF WAST ECG Module Plugin.zip file to the customers PC.
- 4. If 7 Zip is not installed do so now.

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- Extract the plug-ins files to C:\Program Files (x86)\Welch Allyn\WelchAllyn Service Tool\Plugin. When expanding the PMP plugin files to the plugin folder overwrite the existing PMP plugin files.
- 6. The service tool may be restarted

To Install Archiver – 7-Zip

- 1. Download 7-Zip from http://www.7-zip.org/
- 2. Launch the installer to install 7-Zip
- 3. Leave the Destination folder as default
- 4. Click Install

To download the logs from the ECG module

Note: Once the download process has started no action is required until the process completes

Retrieve the log using one of the following methods:

Method A (Recommended. Estimated Retrieval Time: 90 minutes)

- 1. Disconnect ECG module from CVSM
- 2. Connect the ECG module directly to your computer with the USB cable



3. Open the Welch Allyn Service Tool from the Start menu or by double clicking the shortcut on the desktop



- 4. Login as ADMIN no password or use any account you created.
- 5. Select the ECG Plug-in Module from the Device list.

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Method B (Estimated Retrieval Time: 3 hours)

- 1. Keep the ECG module connected to the CVSM
- 2. Connect the CVSM to your computer with a USB cable



3. Open the Welch Allyn Service Tool from the Start menu or by double clicking the shortcut on the desktop



4. Login as Admin with no password or use any account previously created.

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5.	In the Device list tak device tab	o, double click	the Welch-A	llyn Connex Device	e to open the
	Sie Welch Allyn Service Tool				
	Device list Work lis	t		Welcome, link Tuesday 2017/08/08 16:54	Log off
	To view device details, click	on the desired row, ar	d then click Select.		
	Devices S	Serial number Location	Asset tag 17UN	IP addr 0.0.0.0	
	Show Online and offline devices	2			
	Show Online and offline devices			Select	

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Device list Work Device name Serial number REF Refresh	list Welch Welch Allyn Connex D 100024722516 VSM 6000 Series	Allyn Connex Device IP add Ethern Asset Locati	Device × Iress 0.0 tet MAC address 00: tag on ID EPI	.0.0 1A:FA:21:05:CF SODIC	Radio IP address 192.168.2.32
Device information Rep	ports Upgrad	e Verify and	l calibrate 📔 Co	nfigure	
Device name	Firmware version	Hardware version	Manufactured date	Serial number	ECG Plug-in Module
Hast Controller Deluxe Comms. Module Printer Battery-Nexergy Radio-Lamarr Kernel Version SureTemp Thermometer Temperature Probe CO2 Sensor SpO2 Sensor Nellcor NIBP Sensor ECG Plug-in Module Warranty Approximate original factory warr	Not applicable 2.30.00 1.00.00 A0003 FTP-628DSL601 Not applicable 5.0.3 2.04 Not Applicable 1.10.02 103013 1.00.14 1.2.1.0 2.05 01.00.04	P5 Not applicable Not applicable Not applicable Not applicable Not applicable Not Applicable A01.01 Not Applicable Rev A 01.00.02 Repair infl Last calibra Calibration	2016/12/ Not applicable Not applicable 2010/03/ Not applicable 2016/06/ Not Applicable 2016/06/15 2016/06/-5 2016/06/ Not Applicable 2016/06/- 2016/06/- 2016/06/- 2016/05/01	10024722318 466749161A Not applicable 665 Not applicable 665 Not applicable 665 0 001524165S 247425165S 96922516SS 000330	Global ECG Module Firmware version 01.00.04 Bootloader version 01.00.01 ECG Analysis version 00.00.58 Retrieve log

- 8. Selecting "Yes" opens the file explorer. Select the desired folder to save the log to.
- 9. Wait about 3 hours for the module log retrieval to complete

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Compress the log file

- 1. Open Windows Explorer
- 2. Navigate to the path where you saved the log
- 3. Right click on the log file
- 4. Select Add to <File Name>.7z

	Ì			
1566		Open		
-0.00		Edit		
0808		Open in Media Player Classic		
		7-Zip	•	Open archive
		CRC SHA	•	Open archive
	0	Scan with OfficeScan Open with		Extract files Extract Here Extract to "ECG Module 000220, 20170909, 152226 Eventlion"
		Share with Restore previous versions	•	Test archive Add to archive
		Send to	•	Compress and email
		Cut Copy		Add to "ECG_Module-000330-20170808-152226_EventLog.7z"
		Create shortcut		Compress to "ECG_Module-000330-20170808-152226_EventLog.zip" and email
		Rename		
		Properties		

5. Send the compressed log file (with extension 7z) as an attachment to the email address provided by the Welch Allyn Tech Support representative.

To download the device ECG, Event and Error logs

1. Connect the CVSM or CIWS client USB port to the PC USB port running the service tool with a Type A to Type Mini B USB cable



2. Open the Welch Allyn Service Tool from the Start menu or by double clicking the shortcut on the desktop

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- 3. Login as Admin with no password or use any account previously created
- 4. In the Device list tab, double click the Welch-Allyn Connex Device to open the device tab

				Welcome, lin	k	Log off
Device list Work	list			Tuesday 20	17/08/08 16:54	LOG UN
T						
To view device details, ci	ick on the desire	ed row, and the	n click Select.			
Devices	Senal number 100087634116	Location ConnexCS17UN	Asset tag	1P addn 0.0.0.0		
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1.01			12	1.20		
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Welch Allyn Service Tool						
Device list Work I	ist Welch Allyr	1 Connex Device ×		Welcome, Thursda	Administrator y 2017/08/17 16	Log off
Device name Serial number REF Refresh	Welch Allyn Connex Device 100024722516 VSM 6000 Series	IP address Ethernet MAC address Asset tag Location ID	0.0.0.0 00:1A:FA:21:05:CF EPISODIC	Radio IP address	192.168.2.32 1	View log Synchronize
Device information Repo	orts Upgrade	Verify and calibrate	Configure			
Device name	Firmware version Hard	ware version Manufactured	date Serial number			
Welch Allyn Connex Device Host Controller Deluxe Comms. Module Printer Battery-Nexergy Radio-Lamarr Kernel Version SureTemp Thermometer Temperature Probe CO2 Sensor SpO2 Sensor NIBP Sensor ECG Plug-in Module	Not applicable Not 2.30.00 P5 1.00.00 A0003 Not FTP-628DSL601 Not 5.0.3 Not 2.04 NOT Not Applicable Not 1.10.02 103013 A01 1.2.1.0 Not 2.05 Rev 01.00.04 01.0	S View device log Check the options below the options below the options below the options below the option of the	to view the log: e e e volume			
 6. Select the Error 7. The log files windule log wa 8. Send the 3 log Support representation Tech Support will When loading the 	or, Event and EC ill open in the de s saved. files as attachm sentative. use the M12 ap ECG module log	G log files in the fault test editor. ents to the emai plication to forwa	View device Save the logs I address pro- ard the log file	log dialog s to the sam vided by the es to Global	e folder th Welch Al Instrumer	e ECG lyn Tech nt for review.

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Troubleshooting

Issue: *plug-in does not exist* pop-up window appears when clicking on the device in the Device list tab, Global ECG Module (no plugin) in shown in the Device tab, or no Retrieve log button in ECG Plug-in Module frame.

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Ich Allyn Service Tool						- 0 - X	1
Administration Help	_	_	_	_	Welcome, link	logoff	
evice list W	ork list Welc	h Allyn Conner	Device X		Tuesday 2017/08/15 16:35	Log off	
Device n Serial n. REF	ame Welch Allyn Connes mber 100087634116 VSM 6000 Series	c Device IP a Ethe Assi Loci	ddress rrnet MAC address et tag stion ID	0.0.0.0 00:1A:FA:21:04:CA ConnexCS17UN	Radio IP address 0.0.0.0	View log Synchronize	
vice information	Reports Upgra	ide Verify a	nd calibrate	Configure			
ice name Ich Allyn Cooney Device	Firmware version	Hardware version	Manufactured dat 2016/10/	e Serial number	Global ECG Module(No Plugin)		
Host Controller	2.30.00 C0009	P5	2016/09/	71993616JA			
Comms. Module	Not applicable	Not applicable	Not applicable	Not applicable			
Printer Battery-SANYO	NA Not applicable	Not applicable	Not applicable 2016/02/	Not applicable			
SpO2 Sensor	2.1.0	Care all buildings	//	W059367			
			Not Applicable				
NIBP Sensor	2.05	Rev A	2016/10/	6641401655 0106241655			
Temperature Probe	Not Applicable	Not Applicable	Not Applicable	472016			
Patient Motion Module	01.06.007	00.01	2016/02/26	OM0102161025			
NA	NA	Not Applicable	1/01/01	NA			
Global ECG Module(No Plugi	n)			000330			
Varranty pproximate original factory	y warranty expiration 2018	Repair in a/10/- Last calib Performe Calibratic	nformation ration date 2016 d by WAA n due date 2017	5/10/13 ITEPMP3 7/10/13			

Issue: The View device log dialog only options are the Error and Event log **Problem**: The PMP plugin is not version 1.3.0.0 or later or was not installed correctly

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Solution: Get the PMP plugin files from Welch Allyn Technical support. Locate the Welch Allyn\WelchAllyn Service Tool\Plugin folder and copy the 2 files to it:

PMP.dll (version 1.3.0.0)

PMP_Config.xml

Version	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)
А	N/A	Initial Release	2017-08-10	GS