## Customer Service Bulletin

**Product:** CVSM, CIWS, CP150, ProBP 3400, CSM  
**Date:** 2021-01-14

**Subject:** Welch Allyn Service Tool Partner Connect Incorrect Firmware Solution

<table>
<thead>
<tr>
<th>HW Version(s) Affected:</th>
<th>All</th>
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<tbody>
<tr>
<td>SW Version(s) Affected:</td>
<td>All</td>
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<tr>
<th>Serial Numbers Affected:</th>
<th>All</th>
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<tr>
<td>Lot or Date Code Affected:</td>
<td>All</td>
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</tbody>
</table>

**Classification:** As Needed

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

**Training Required:**  
- ☐ Yes  
- ☒ No

**Summary:**  
As a Hillrom™ Welch Allyn® Service Tool user, this letter informs you that we have updated our cloud service provider for the Partner Connect Platform. If the Welch Allyn Service tool displays the wrong (or doesn’t show) a firmware package version, please follow the following steps to correct the issue.

**Example:** CVSM missing available firmware

![Example Image]
1. In your browser please go to: [https://t128564.iot.hillrom.com/inventory/binaries/34342509](https://t128564.iot.hillrom.com/inventory/binaries/34342509) If this is not accessible and displaying a login prompt please contact your IT Department to open up the appropriate port.

2. Navigate to: C:\Program Files (x86)\Welch Allyn\PartnerConnect\Firmware\ and please delete the firmware version affected.

   ![File List]

3. Navigate to: C:\ProgramData\Welch Allyn Service Tool\Inbox\ and delete all XML files.

   ![XML Files List]

4. Once this is done, please contact Welch Allyn Technical Support to re-deploy (if applicable) device firmware.

   *PLEASE NOTE:* It may take up to 30 minutes for the firmware package to re-deploy.