

Date:	2024-02-01
Individual creating the CSB:	David Savarese
Product(s) affected:	SmartCare™ Remote Management (SCRM Cloud)

**Summary:**

This document is intended for Baxter customer consumption regarding SmartCare™ Remote Management (SCRM) software release notes (SRN). Each software release will have a corresponding section as noted in the *Table of Contents* below. This document begins with the most current software release version and ends with original SCRM version 6.0. The document will be revised with the release of new software versions as needed.

Please direct any additional questions to your Baxter Representative / Solution Architect.

## Table of Contents

Software Version 8.0.0.....	2
Software Version 7.1.1.....	4
Software Version 7.1.0.....	5
Software Version 7.0.1.....	7
Software Version 7.0.0.....	12
Software Version 6.3.1.....	12
Software Version 6.3.0.....	12
Software Version 6.2.1.....	15
Software Version 6.1.1.....	15
Software Version 6.0.....	16
Appendix A: Additional Information.....	17

# Software Version 8.0.0

February 2024

## SmartCare™ Remote Management software release version 8.0.0.

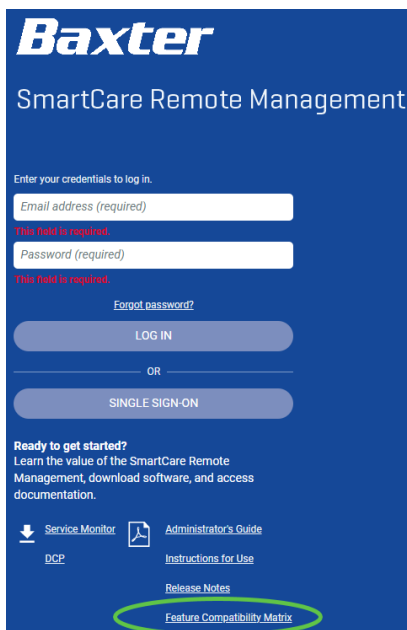
Changes in this release:

- SCRM Rebrand from Hillrom to Baxter
- SCRM Feature Enhancements & Bug fixes
- SCRM Cloud and On-Prem version harmonization
  - See NEW On-Prem Setup Guide 80030424 for deployment instructions

## Update Details:

Updates to SCRM cloud version 8.0.0 include:

- **Updates to SCRM for Baxter Branding.**  
SCRM Rebrand from Hillrom to Baxter
- **SCRM IFU updated for Search field to state Platform is Case sensitive.**  
80028397 SMARTCARE REMOTE MANAGEMENT IFU\*
- **Removed the Privacy Policy Link from the SCRM Customer Portal.**  
Privacy Policy links removed. Does not apply to SCRM On-Prem as it has no web links
- **New link on SCRM Login Page for Compatibility Matrix**  
A new compatibility matrix link is available for customers to easily view SCRM feature compatibility by product, such as Access Point Mapping, Remote Log Retrieval, Firmware Upgrades, and more.



- **PartnerConnect download link on the login screen has been removed.**

Customers may no longer directly download the PartnerConnect Agent from Baxter and will need to contact Baxter support to obtain the latest software.
  
- **Smart beds: Remove JDE Customer Name and Number Fields and use Site Name & Site Number for Service Portal and Customer Portal.**

The Customer Portal will now use the Site Name and Site Number from JDE to register the bed.

Why this change was made:

When there is a buying group doing the purchasing for a hospital system, the customer number of that buying group will be found in the Owner Number field. The Site Number will then be the physical location of the assets. When this buying group buys beds for hospital A, hospital B, and hospital C, those beds would all be contained in the same view in SCRM (undesired) since we're using the Owner Number to create the "group."
  
- **Update PartnerConnect Agent to support both Cloud and On-Prem as one Installer**

Previously, the PartnerConnect version numbers for SCRM Cloud and SCRM On-Prem were different. As of the 8.0.0 SCRM release, both will use PartnerConnect version 15.0 and maintain the same version hereafter.
  
- **SCRM Device Update screen - improved error handling for devices using PartnerConnect**

Corrected issue: When user selected a batch of devices to update (immediately or scheduled), if one device fails (i.e., if agent for device doesn't exist anymore), then UI does not process subsequent devices and goes in infinite wait state.

This was corrected by implementing proper error handling. If a call to schedule a device update fails, handle the exception and move to next device. When a call to update all devices completes, a summary message is displayed clearly mentioning which devices failed (if any).
  
- **Ability to deploy Config File from within SCRM On-Prem**

Previously SCRM On-Prem could not deploy configuration files. Users can upload Configuration Files in SCRM within the Advanced tab after selecting the Asset Type. After uploading one or more Configuration Files, they can be deployed to assets.
  
- **Bug Fixes:**
  - Fixed UI within AP Mapping (Advanced tab) overlapping textboxes when using Safari browser.
  - Fixed UI, Advanced tab, User Management input field box outline not visible.
  - Fixed bug when changing Facility name from *All Assets*, a view of lesser number than expected.
  - Fixed UI, Logout option to appear on click instead of mouse hover on User Profile.
  - Fixed issue where a User Manager could not see the AP location from *Report type* dropdown.
  - Fixed UI within an asset's Preventive Maintenance tab where the ending year is off-center.
  - Issues corrected when using the "Select All" checkbox in SCRM.

- Fixed bug to correct reverse sorting issue from Advanced tab -> Access point mappings.
- Fixed pagination issue displaying incorrect page number before the page fully loads.
- Fixed dynamic layout issue with Asset Details pop-up screen.
- Fixed various issues that may occur when *deselecting* the "Select All" checkbox.
- Fixed *All Organizations* dropdown not displaying the top level in some cases.
- Fixed a *Delete Assets* function where selecting all assets would not work under certain conditions.
- Fixed issue with CMMS Report: *select assets* page not retaining selection on next page.
- Fixed Username Icon truncation on PartnerConnect download page.
- Fixed downloaded .csv reports that could display duplicate and missing assets.

- **Upgrading to SCRM 8.0.0:**

SCRM Cloud: The SCRM cloud environment is upgraded by Baxter internal R&D and affects all cloud SCRM customers simultaneously at go-live. No action is required from the customer.

SCRM On-Prem : Current On-Prem customers are running on version 14.0.1, which is a stand-alone version. Features and changes made to the Cloud version have been merged into the latest On-Prem version. The On-Prem version is renamed to version 8.0.0 to harmonize the same code base between Cloud and On-Prem. Customers may reach out to Baxter Support to request the update.

## Software Version 7.1.1

December 2023

### SmartCare™ Remote Management software release version 7.1.1.

Change in this release:

- **Performance Improvement: CSM Configuration Page Load Time**

In some cases, when customers have a large number of configuration files to display, the CSM (Connex Spot Monitor) Configuration Update screen could take up to 5 minutes to retrieve the full list from the Config Tool.

This issue was due to a long query to the platform backend to retrieve the Config Tool ID's and filters from the user's inventory roles. We have identified and implemented an optimization to the query that significantly improves the query time (down to sub 30 seconds).

No action is required from our customers.

# Software Version 7.1.0

October 2023

## SmartCare™ Remote Management software release version 7.1.0.

Changes in this release include:

- SCRM version 7.0.1 to 7.1.0
- SCRM Enhancements & Bug fixes

### Update Details:

Updates to SCRM cloud version 7.1.0 include:

- **Removal of Agent auto-registration. All agent registration must now be approved by Baxter. This includes PartnerConnect Agent, Smart Bed integrated Agent, and IQE agent.**

PartnerConnect Agent version 15.0.0.0 replaces 3.0.5.1.

Related documents which include the PartnerConnect software installation have been updated accordingly. View the latest version of each for details:

- SCRM Administrator's Guide
- PartnerConnect Installation Guide
- WAST Installation and Configuration Guide

Please note that all links to download the PartnerConnect software have been removed from all Baxter websites. To request the PartnerConnect software, you can contact customer service at:

#### **Welch Allyn Inc Corporate Headquarters**

4341 State Street Road  
Skaneateles Falls, NY 13153  
Phone +1 800 535 6663  
Fax: +1 315 685 4091

Or find your nearest location at <https://www.hillrom.com/en/about-us/locations/>

- **Update from Basic Authentication to OAuth (Open Authentication) for local user credentials.**
- **Password minimum requirements:**

Include lowercase characters, such as "abcdef"

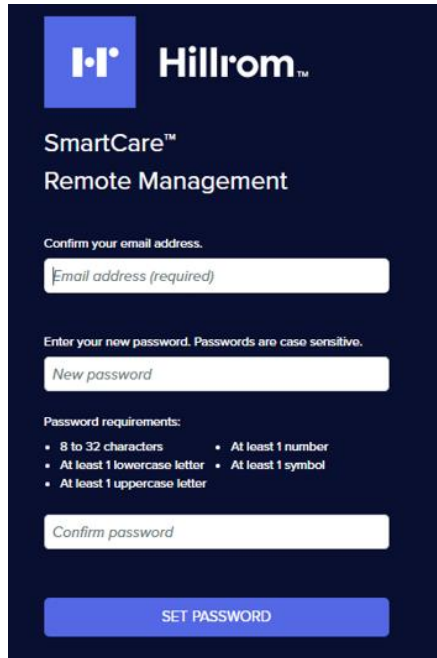
Include uppercase characters, such as "ABCDEF"

Include numbers, such as “123456”

Include symbols, such as “!@#\$%^”

Must have at least 8 characters

Use of 5 different password consecutively.



The screenshot shows a dark blue login interface for Hillrom SmartCare Remote Management. At the top left is the Hillrom logo. Below it, the text reads 'SmartCare™ Remote Management'. The form contains three input fields: 'Confirm your email address.' with a placeholder 'Email address (required)', 'Enter your new password. Passwords are case sensitive.' with a placeholder 'New password', and 'Confirm password' with a placeholder 'Confirm password'. Below the password fields, there are password requirements: '8 to 32 characters', 'At least 1 number', 'At least 1 lowercase letter', and 'At least 1 symbol'. At the bottom is a blue button labeled 'SET PASSWORD'.

*Additional information for account password expiration:*

Single Sign On (SSO) users will not be affected by the password expiration change. SSO users will continue to be managed by their organization.

Users with a local account (non-SSO accounts), will have their account password expire every 90 days. They will receive an email notification that their account password will expire.

Once they are set to change their password, the user will be asked for the new password.

- **Bug Fixes:**

PartnerConnect Agent 15.0.0.0 corrects an application hang caused by an unhandled exception error.

# Software Version 7.0.1

February 2023

## SmartCare™ Remote Management software release version 7.0.1

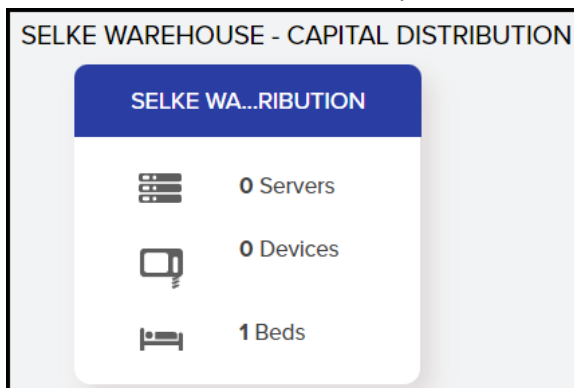
Changes in this release include:

SRN (Software Release Notes).

- SCRM version 7.0.0 to 7.0.1
- SCRM Feature Enhancements & Bug fixes

### Update Details:

- **User list default sort is by email.**  
From the Advanced tab > User Management, by default the list is sorted by email in ascending order.
- **Roll up page facility name: string adjustment when >16 characters.**  
If more than 16 characters, the string will be cut off at 8th character, then ellipsis (...) followed by up the last 8 characters of the facility name:

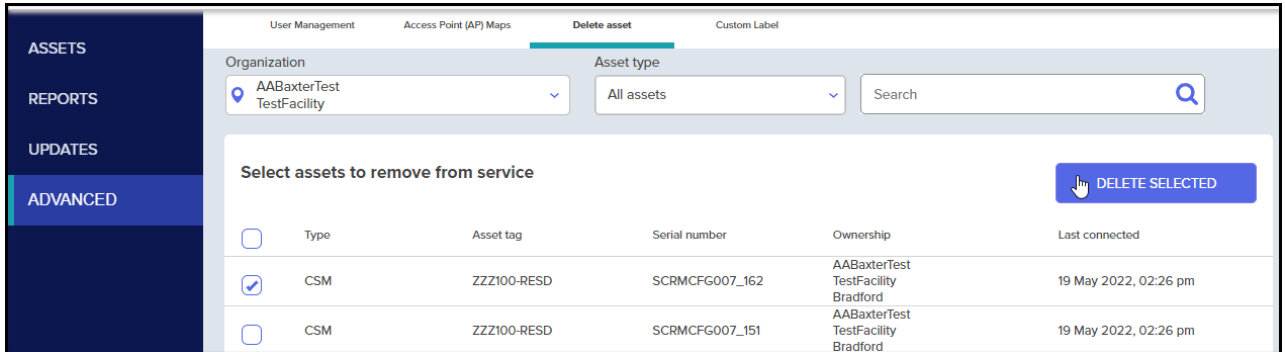


- **Add Delete Asset functionality**

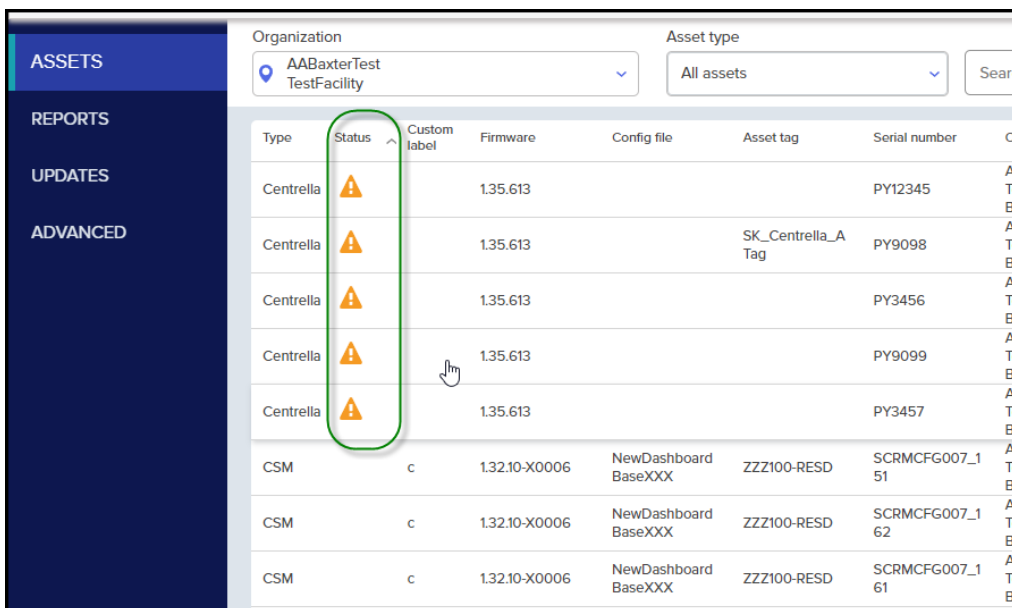
From the Advanced tab in SCRM, users can delete one or more assets. Only CSM and CVSM support this function currently.

A confirmation popup will appear to display information and direction to reconnect if needed.

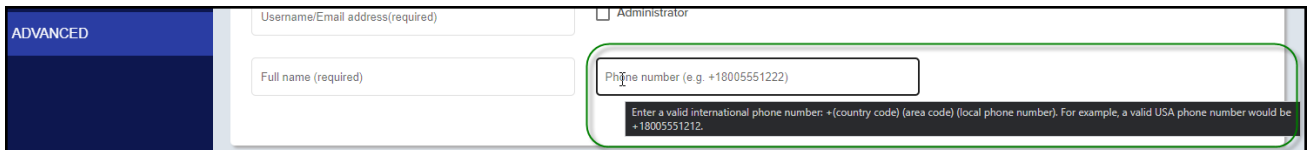
\*See the IFU for details.



- **Status column will sort assets with the error symbol at the top of the page by default.**



- **Adding user phone number field made easier (less confusing) to populate, plus a more descriptive tooltip:**

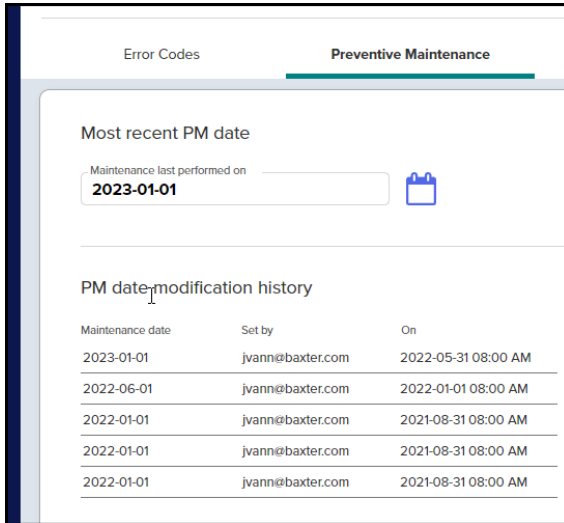




- **Preventive maintenance - Maintenance Date selection and update**

Preventive Maintenance section update for usability / ease of use. PM date modification history is now less confusing with the table header from left to right displaying:

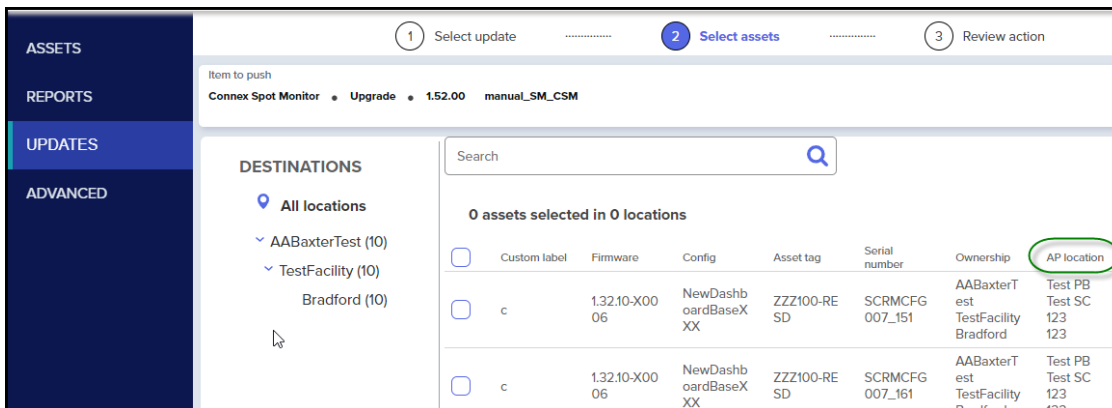
*Maintenance date > Set by (who) > On (when it was set)*



- **Added AP Location information to: firmware upgrade page, configuration update page, firmware status report, and configuration update status report.**

This AP data will also be searchable in the config update and firmware upgrade pages.

CSM Upgrade screen example:



- **Add Custom Label text field column to store identifier for any assets.**

By default, asset type names will appear as the factory default, which is the product name or an abbreviated product name. For example, the RetinaVue 700 Imager will appear as "RV700."

If you are an administrator, you may add custom labels to most supported asset types to help distinguish them. For example, you may want to distinguish assets by a location, such as "ICU Bed" or "Emergency Dept 1," or by their functionality, such as "Step Down Bed." These custom labels will then appear throughout SmartCare Remote Management in a variety of places. These places may include the main asset list page, the asset details page, the Activity report, the Configuration

Update report, the Firmware Status report, the firmware update page, and the configuration update page.

\* See the *IFU* for details on how to create and apply custom labels.

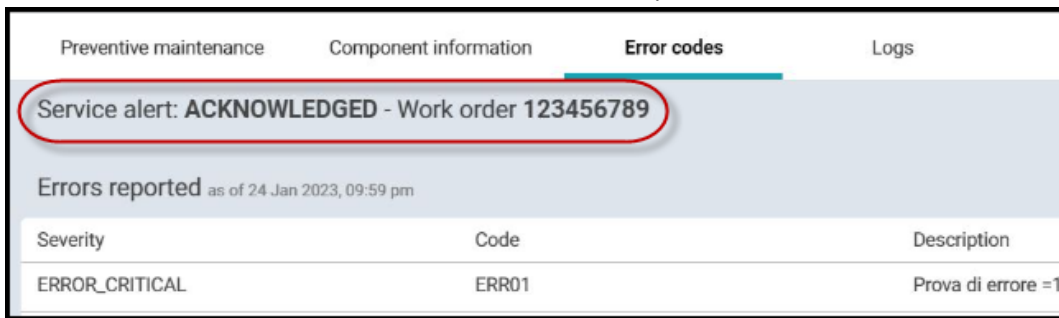
- **Reports tab loads no data if clicked before Asset List is loaded completely**

**Corrected behavior:** When a user logs in to Customer Portal, SCRM loads the Asset List.

If user clicks on "Reports" tab before Asset List is completely loaded, then user will not see any values in "Facility" or "Asset Type" dropdown on the Reports screen.

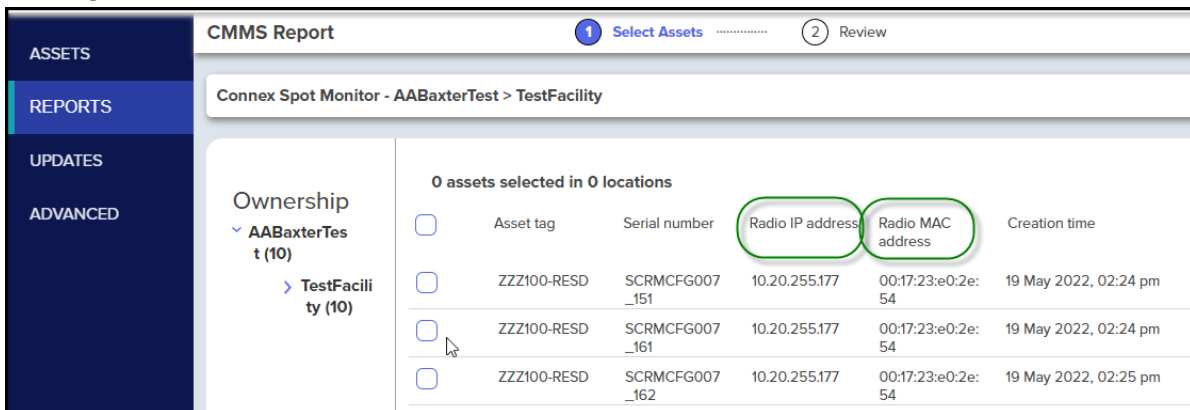
- **Error code and Work Order visibility for contract customers**

This feature is for contract customers that are set up with alert logic. Baxter support teams can acknowledge asset alerts within Cumulocity and assign Service alert work order numbers and status that will be visible to the customer within SCRM. *Example:*



- **CMMS Report shows Ethernet IP and MAC Address not WIFI Radio IP and MAC Address**

The UI and the downloaded .csv report now displays the expected information under renamed column headings "Radio IP address" and "Radio MAC address":



• **Add wireless radio MAC Address info for CSM and CVSM**

Wireless radio MAC address is becoming an important piece of information for customers to know so that the IT departments can whitelist the devices. Currently, the Radio MAC address for Patient Monitors is listed in the Component Details under Serial # which is correct, but it was not called out as the MAC address, and this was confusing to users. This change adds the appropriate label in the component details and the asset header to display the Radio MAC address. *CSM example:*

The screenshot displays the 'Component information' tab for a 'Connex Spot Monitor'. The 'Radio MAC address' is highlighted in green in the top right section. Below, the 'DEVICE INFORMATION' table lists various components, with the 'Radio-Newmar Kernel Ver.' row also highlighting the 'Radio MAC Address' in green. The 'Access point MAC Address' is also highlighted in green.

Name	Firmware version	Hardware version	Manufacture date	Serial number	Usage
Connex Spot Monitor	N/A	N/A	N/A	SCRMCFG007_163	Device hours on 1 hrs 54 mins 7 secs
Host Controller	1.32.10-X0006	F	N/A	07280418JA	N/A
> Battery Panasonic	N/A	N/A	2017-12-15	41102	Cycle Count: 4
▼ Radio-Newmar Kernel Ver.	1.00.02	N/A	N/A	00:17:23:e0:2e:54	N/A
Radio MAC Address	00:17:23:e0:2e:54			Access point MAC Address	B4:DE:31:04:20:69
Channel	6			Connection Mode	PSP
SSID	RD000			RSSI	-63

• **Bug Fixes:**

- Typo on CVSM Asset Details Screen
- CSM Asset Details - Radio Name Typo
- CSM Asset Details: Incorrect Data Fragment used for Radio Serial Number
- Activity report - sort on max battery capacity - changes views of report
- Asset List Sorting does not sort properly based on status when logged in as a non-rollup user.
- Correct Component Information sub section threshold fields
- Service Portal- Overlap issue on date picker
- Newly Connected Devices not displaying in Access Point Location Report
- User creation error in SCRMM when no users are present in User Management
- SCRMM orgs/facilities roll-up users not sorting properly.

## Software Version 7.0.0

December 2022

### SmartCare™ Remote Management software release version 7.0.0

Changes in this release include:

This update includes enhancements to our internal portal utilized by Baxter and minor performance improvements to the Configuration Update page on SmartCare Remote Management.

#### Issue Resolved:

The delay in page loads on the Configuration Update page has been improved to enhance performance.

## Software Version 6.3.1

September 2022

### SmartCare™ Remote Management software release version 6.3.1

Changes in this release include:

#### ISSUE RESOLVED:

From the Reports section in SCRM, the user would run a report. After the results are displayed, clicking on the "GET REPORT" button will generate a .CSV report. The column "LastConnected" would be missing all data within the CSV report table. This issue appeared on the following report types:

- Update Report
- Firmware Version Report
- Activity Report

This issue has been corrected in SCRM version 6.3.1 and no action is required from the customer.

## Software Version 6.3.0

June 2022

### SmartCare™ Remote Management software release version 6.3.0

Changes in this release include:

- **Smart Notification for Battery Usage end of life (EoL) for CVSM and CSM.**  
If battery "Maximum Capacity" value for a device is less than 35%, the battery is nearing its EoL. A new warning indicator, plus the ability to run a report on Maximum Capacity will help customers proactively replace batteries as needed.

CSM, CSM with APM, and CVSM are the only assets that will indicate low Maximum Capacity at this time.

The SCRM application will indicate the low battery status in the following areas:

➤ **Asset List page:**

The Asset list Status column will display a warning icon if a CSM or CVSM device is below the threshold and in need of battery replacement. The user will not be able to determine what the status icon represents until they click on the asset for more detail.

➤ **Asset Details page:**

The warning icon will lead the user to the Component Information Tab, then expand the Battery details where the icon will indicate that the battery maximum capacity is low (below 35%).

➤ **Activity report:**

The Activity report will show "Maximum Capacity" value for each device.

Reports tab: By Selecting "Activity" under Report Type, the user can sort by devices that are in need of battery replacement.

• **Add Roll-up page abilities for SSO users:**

The Admin user from an SSO group (who also has ability to see roll-up page), will be able to give roll-up abilities to other domain users from within SCRM.

This is a change to SCRM and only applies to admin users logged in using SSO sign in option. If the admin user is signed in using SSO and has roll up privilege, from the Advanced tab they will see the "Enable roll-up" checkbox option for users within their domain.

• **New SCRM Site pop-up for "important notifications"**

This update enables the Baxter internal SCRM Management Team to notify our customer users of important updates via the SCRM portal. For example, a notification banner could notify customers when the site will be down for maintenance so that they may plan accordingly (rollouts of upgrades / updates etc.). This notification affects the application globally and will not be customer specific.

• **SCRM CMMS Report & Download**

A new report creation is available under the Reports section of the SCRM customer portal. The report will contain information our customers need to populate their CMMS system. Users can select the devices they want to include in their report, view on the UI and download a CSV file. Choose report type "CMMS".

The report may contain the following information:

- Manufacturer name
- Device Model #
- Device Serial #
- Device IP
- Device MAC Address
- Software Version
- Configuration Version (Any Supported Device)
- Calibration/safety check cycle
- PM Due (Manual user entry)

- Warranty Expiration (Manual user entry)
- **Unit sorting.** From the Organization drop down under Facility name, Unit names will be sorted alphabetically for customers with multiple Unit names.
- **Add entry limits for room and bed entry.** When editing Asset details the character limit for room and bed is set to 8 characters.
- **Asset Details page refresh corrected.** When clicking Refresh from the web browser from the Asset Details page, the page will remain on the Asset Details page instead on returning to the main Asset List page.
- **Usage Report label change.** Changed label from “NUMBER OF DEVICES ON EACH FLOOR” to “NUMBER OF ASSETS BY UNIT”
- **Firmware Version Report print preview formatting issue corrected.** In the Firmware version report for all applicable devices, there were formatting issues on Print preview if Facility name is large, text would fall outside the text field borders.
- **CVSM Nellcor SpO2 asset detail should not show "SpHb License", corrected.** Nellcor will not have an SpHb License therefore the field should only display on assets with the Massimo sensor.
- **Reports Section: Firmware Upgrade Status - Last connected date sorting issue fixed.** The “Last connected” date column will now sort dates as expected.
- **Automatic refresh from asset detail page:** (i.e.: AP Location, Connection Status, Patient Presence). Now when an asset “calls home” with an updated asset detail, the new detail(s) will be displayed automatically (without the user clicking the browser’s refresh button).
- **Change column heading term from "Location" to "Ownership" in SCRM for all device types**  
The SCRM UI has updated the column heading term from "Location" to "Ownership" in the following:
  - Assets Page Header – Update column “Location” to “Ownership”
  - Firmware Status Report – Update column “Location” to “Ownership”
  - Config Status Report – Update column “Location” to “Ownership”
  - Update screen – Update column “Location” to “Ownership”
  - CSM Activity Report – Update column “Unit” to “Ownership unit”
- **Updated asset details page for Centrella & Progressa beds**  
From the Asset details screen:
  - The display of *Location* has been removed (Only for Centrella & Progressa - no change for CVSM or CSM, RV700)

The display of *Room/Bed/presence* has been changed to *Room/Presence*. (Only for Centrella & Progressa - no change for CVSM or CSM, RV700)

## Software Version 6.2.1

March 2022

### SmartCare™ Remote Management software release version 6.2.1

Changes in this release include:

- Added Progressa bed support to SCRM
- Single Sign-on (SSO) option for customer login to Smart Care Remote Management
  - The single sign-on method allows customers to authenticate their credentials through the company's existing Active Directory (Windows login). This method eliminates the need to provide a username and password at every login. Contact your Hillrom representative for setup details.
  - Single sign-on (customer option) requirements:**
    - For use with cloud-based Microsoft Azure Active Directory only (no on-prem legacy). The user authentication must be compatible with the SmartCare Remote Management single sign-on option.
- Update Activity report to remove all the fields and add the columns as specified in the details (Report columns will differ based upon asset name)
- Bug fix: When editing APLocation details, Campus and Building information swapped.
- Bug fix: Customer Portal: duplicate records in csv download.

## Software Version 6.1.1

October 2021

### SmartCare™ Remote Management software release version 6.1.1.

**Changes in this release include:**

Existing Welch Allyn Service Hub users will be automatically redirected to the new SmartCare Remote management URL:

<https://smartcareremotemanagement.hillrom.com>

- Added Centrella bed support to SCRM
- Updated reference links in SCRM
- Bug fix: fixed CVSM configuration delete / removal.
- Bug fix: fixed duplicate user creation

## Software Version 6.0

June 2021

### **SmartCare™ Remote Management software release version 6.0.**

#### Introducing Hillrom's SmartCare™ Remote Management

SmartCare Remote Management helps our customers service assets remotely. It supports the following service-related tasks.

- Remote update configuration
- Remote upgrade asset firmware
- Remote asset log retrieval
- Service data Reports
- Review asset preventive maintenance (PM) due list
- Remote asset location tracking

<https://smartcareremotemanagement.hillrom.com>

NOTE: Hillrom's SmartCare™ Remote Management will be the replacement for the Welch Allyn Service Hub.



## Appendix A: Additional Information

**System Compatibility:** Supported Operating Systems for PartnerConnect Agent (applicable assets only. See the cloud Setup Guide for more detail):

- Windows 10 (32 and 64-bit)
- Windows Server 2016 (64-bit)
- Windows Server 2019 (64-bit)

**Web Browser Compatibility:**

*Note: The preferred browser is Google Chrome.*

- Google Chrome 92
- Microsoft Edge 92
- Apple Safari iOS 14

**SCRM On-Prem (Edge) Compatibility:**

- Refer to *80030424 SCRM SETUP GUIDE – ON-PREM* for system requirements required to setup On-Prem customers.

**Supported Baxter Applications:**

	Version
PartnerConnect Agent	15.0
Welch Allyn Service Monitor	All
Connex CS Server	All except 1.8.2

**Supported Baxter Devices:**

	SCRM
Connex Spot Monitor	1.24 or higher
CVSM/CIWS	2.x or later except version 2.40.x
RV700	1.30.00-A0002
Centrella Bed	1.36.x or Higher
Progressa Bed	22021501

See SmartCare Remote management URL <https://smarcareremotemanagement.hillrom.com> for the latest cloud Setup Guide, and User Guide.

Version History				
Version	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)
A	N/A	Initial Release	2021-06-17	DCS
B	All	Changes applied for SCRM. 6.1.1 updates	2021-10-13	DCS
C	All	Changes applied for SCRM. 6.2.1 updates	2022-03-01	DCS
D	All	Changes applied for SCRM. 6.3.0 updates	2022-06-01	DCS
E	All	Changes applied for SCRM. 6.3.1 updates CSB Template updated (QS20224)	2022-09-01	DCS
F	All	Changes applied for SCRM. 7.0.0 updates	2022-12-14	DCS
G	All	Changes applied for SCRM. 7.0.1 updates	2023-02-22	DCS
H	All	Changes applied for SCRM. 7.1.0 updates	2023-09-28	DCS
J	<i>Update Details</i> section	7.1.0 adjustment. Added clarification on removal of PartnerConnect download links and how to obtain the software.	2023-10-02	DCS
K	All	Import and combine previous CSBs (DIR 80028399) Starting with version A. All content imported to this document was taken directly from previous released versions. Changes applied for SCRM. 7.1.1 updates.	2023-12-15	DCS
L	Section 10	<ul style="list-style-type: none"> <li>- Changes applied for SCRM. 8.0.0 updates</li> <li>- Reversed order of software release dates (newest at top)</li> </ul>	2023-02-01	DCS