



Document Description: CSB CVSM Bar Code Scanner Unresponsive	Document Number: 80021792 Version: B
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Customer Service Bulletin

Product:	6000-916HS KIT, 2D SCANNER, HS-1M, GEN 6, PLATFORM 7000-916HS SCANNER KIT HS1M AND HOLSTER	Date: 2017-08-17
Subject:	CSB CVSM BAR CODE SCANNER UNRESPONSIVE	
HW Version(s) Affected:	WA 409398 (JDK-1967) WA 411464 (JDK-2249) WA 411697 (JDK-2450) WA 411698 (JDK-2449)	SW Version(s) Affected: FW-HS1G6-01-A4, FW-HHG6-05-A1, FW-HHG6-05-A2
Serial Numbers Affected:	N/A	Lot or Date Code Affected: N/A

Classification:	As Needed		
Distribution:	<input checked="" type="checkbox"/> Customer Care	<input checked="" type="checkbox"/> Product Service	<input checked="" type="checkbox"/> Field Service
	<input checked="" type="checkbox"/> ASPs	<input checked="" type="checkbox"/> Distributors	<input checked="" type="checkbox"/> Customers
			<input type="checkbox"/> Company Confidential

Training Required:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Summary:	Release FW-HHG6-05-A3 corrects an issue that may cause the scanner to lockup when connected to a powered-on device. The previously released version FW-HHG6-05-A2 addressed issues where the bar code scanner connected to a CVSM may go into suspend mode and no longer transmit data to CVSM. The product vendor (Jadak) has provided a software update and a replacement cable service kit to address these issues. The software update, installation tool and instructions are available from Jadak's FTP server. See Procedure below. The replacement cable may be purchased from Welch Allyn.
Issue:	Version FW-HHG6-05-A2 could miss USB interrupts resulting in the scanners failure to enumerate when connected to a powered USB port. This is commonly referred to as hot swapping since the host device is already powered on. In earlier firmware versions the bar code scanner may become unresponsive in certain conditions where ESD may have been passed into the scanner. Pressing the "read" button will not activate the reader and no data can be sent to the CVSM host. Current firmware version requires the device to be rebooted or the barcode scanner

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disconnected from one USB port and connected to another in the same power cycle to resolve.

Updating the bar code scanner's software and/or replacing the cable will reduce the risk of the scanner becoming unresponsive. In the event the scanner does not respond after updating the software, pressing the scanner "read" button will re-enumerate the scanner to the CVSM host. Press the button a second time to scan.

The cable is replaced following the simple installation instructions included with the kit. The cable utilizes a snap connector to connect to the scanner. A paper clip is required to remove the cable. The replacement cable snaps into the scanner handle.

Action:

The latest JadaK bar codes scanners sold by Welch Allyn (material 412449 and 412450) are already provisioned with firmware version FW-HHG6-05-A3 this service bulletin does not apply.

This service bulletin applies to only those materials referenced in the hardware versions affected section above. Customers may download and install the software update from JadaK. The download includes instructions to identify the affected scanners and install the new firmware.

Customers with Bar code scanners under warranty are entitled to receive a warranty replacement cable. For devices, out of warranty the replacement cable service kit is available for purchase.

Required materials:

Download from JadaK's FTP site:

JadaK Scanner Configuration Update Guide

HSM USB Serial Driver ver 3.4.8

JadaKBarcodeScannerUpdate2.06_A3.zip

(Includes JadaK Update Tool version 2014.12.145, Software update: FW-HHG6-05-A3.moc, and JadaKUpdateTool.bat)

Purchase from Welch Allyn:

106594 KIT, HS-1, A1 – SHIELDED CABLE

Contains: Coiled UB cable, cable gasket, sticker for release point, and installation instructions

Required Tools:

To update the software:


PC with Windows 7, 8, 8.1 or 10

FTP Program or Web Browser with FTP support i.e. Google Chrome, Mozilla Firefox, or Microsoft Internet Explorer

WinZip or other compression utility to expand zip files.

To replace the cable:

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A paper clip is needed to remove the existing cable before replacing.

Procedure: Go to the Jadak FTP site: <ftp://ftp.jadaktech.com/>
The FTP logon window will open. Logon credentials are case sensitive.
Username: JadakService
Password: hs1update
Click the Log on button.
Download:

- HSM USB Serial Driver ver 3.4.8.zip
Open JadakBarcodeScannerUpdate v2.06 folder
Download:
- Jadak Scanner Configuration Update Guide.pdf
- JadakBarcodeScannerUpdate2.06_A3.zip

Follow the procedure as detailed in Jadak Scanner Configuration Update Guide.
This version of the Jadak Update Tool only supports updates to software version FW-HS1G6-01-A4, FW-HHG6-05-A1, FW-HHG6-05-A2
For any issues with the process call Jadak support; contact information is provided in the Jadak Scanner Configuration Update Guide.
When complete reconnect the barcode scanner to the CVSM. Power cycle the CVSM after connecting the barcode scanner to insure the scanner properly enumerates.

Version	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)
A	N/A	No changes to content. Update to CSB format to remain consistent with intent to be able to distribute to customers upon request. DIR 20014180_C had the “customers” option selected in the Distribution section, but was structured in SAP as a TSB – conflicting with Customer Care policy against distributing TSB documents to customers (only CSBs can be distributed externally, upon request).	D*	KMC
B	Product	Add 7000-916HS	D*	GCS
	HW version affected	Add WA materials 411464, 411697, 411698		

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	SW Version Affected	Add HHG6-05-A1, FW-HHG6-05-A2		
	Summary	Update to include, "...scanner may lock up when connected to a powered-on device"		
	Issue	Updated to include, "Version FW-HHG6-05-A2 could miss USB interrupts resulting in the scanners failure to enumerate when connected to a powered USB port. This is commonly referred to as hot swapping since the host device is already powered on".		
	Action	Update to add, "The latest JadaK bar codes scanners sold by Welch Allyn (material 412449 and 412450) are already provisioned with firmware version FW-HHG6-05-A3 this service bulletin does not apply".		
	Materials	Replace: "JadaKBarcodeScannerUpdate2.05.zip" with "JadaKBarcodeScannerUpdate2.06_A3.zip" "FW-HHG6-05-A2.moc" with, "FW-HHG6-05-A3.moc"		
	Procedure	Download instructions changed to conform to new directory structure Added update supports versions FW-HHG6-05-A1, FW-HHG6-05-A2		