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

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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 Needed		
Distribution:	☒ Customer Care	☒ Product Service	☒ Field Service
	☒ ASPs ☒ Distributors	☒ Customers	☐ Company Confidential

Training Required:	☒ 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 8.1 • ECG 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 https://www.welchallyn.com/content/welchallyn/americas/en/service-support/service-center/service-tool.html

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
3. 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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5. 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
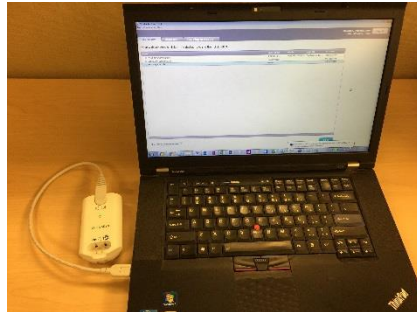4. Click Install

To download the logs from the ECG module

Note: Once the download process has started no action is required until the process completes
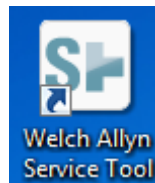
Retrieve the log using one of the following methods:

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
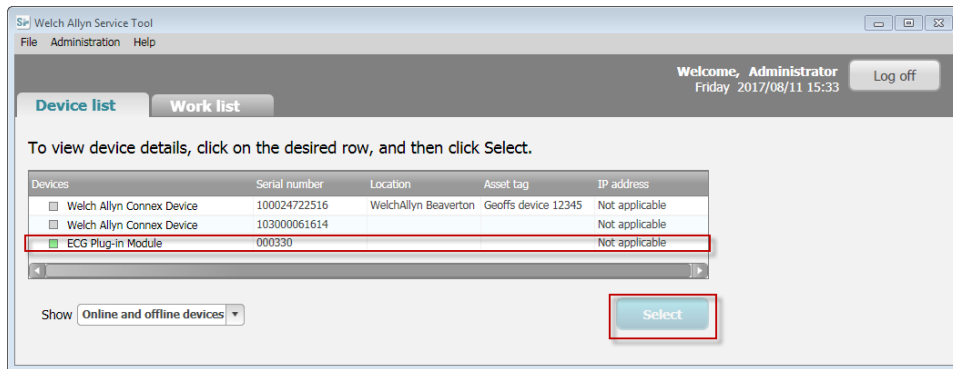

4. Login as ADMIN no password or use any account you created.
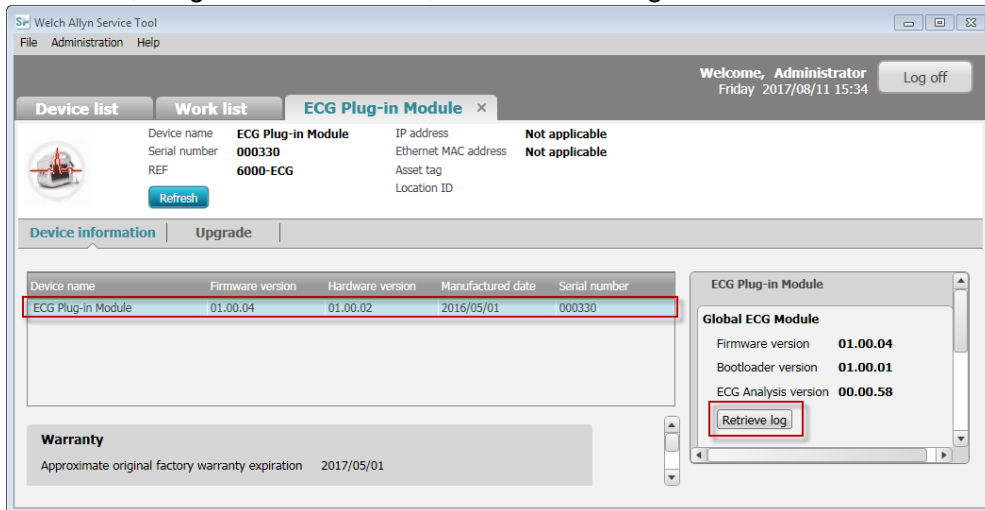5. Select the *ECG Plug-in Module* from the Device list.

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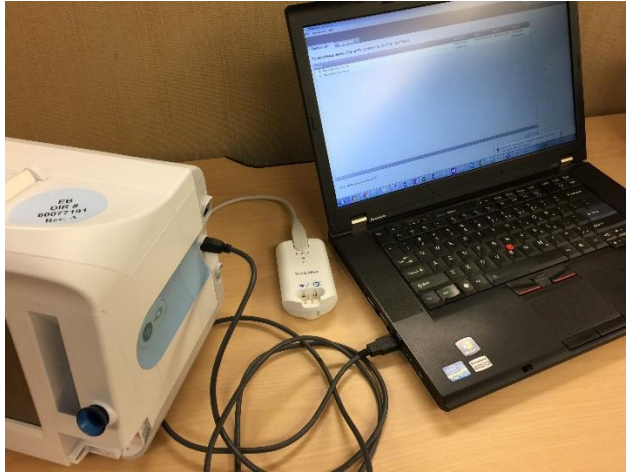6. In the ECG, Plug-in Module frame, click Retrieve log.

7. A pop up dialog box advises; "You are about to begin a process that may take over an hour to complete. Do you want to continue"? Select "Yes" to continue or "No" to return to the service tool.
8. Selecting "Yes" opens the file explorer. Select the desired folder to save the log to.
9. Wait about 90 minutes for the module log retrieval to complete

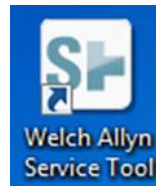| Document Description: CSB-CVSM ECG Log Retrieval	Document Number: 80022316
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Method B (Estimated Retrieval Time: 3 hours)

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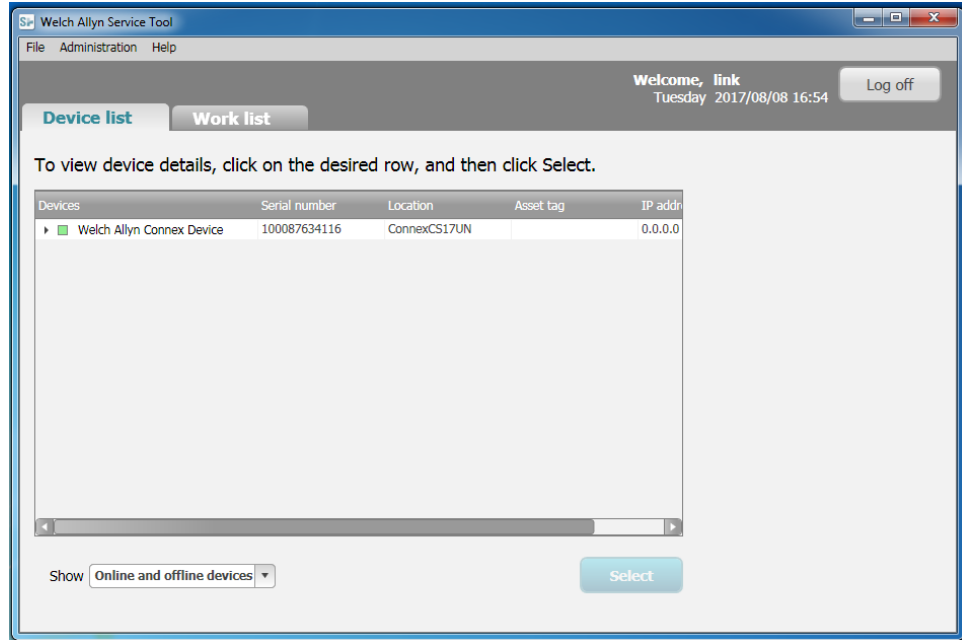2. Connect the CVSM to your computer with a USB cable

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 tab, double click the *Welch-Allyn Connex Device* to open the device tab

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FCD-1482 Rev K	Parent: WI-17206803	6

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6. Click on the *ECG Plug-in Module* row

7. In the ECG, Plug-in Module frame, click Retrieve *log*.
   A pop up dialog box advises; "You are about to begin a process that may take over 2 hours to complete. Do you want to continue"? Select "Yes" to continue or "No" to return to the service tool.
8. Selecting "Yes" opens the file explorer. Select the desired folder to save the log to.
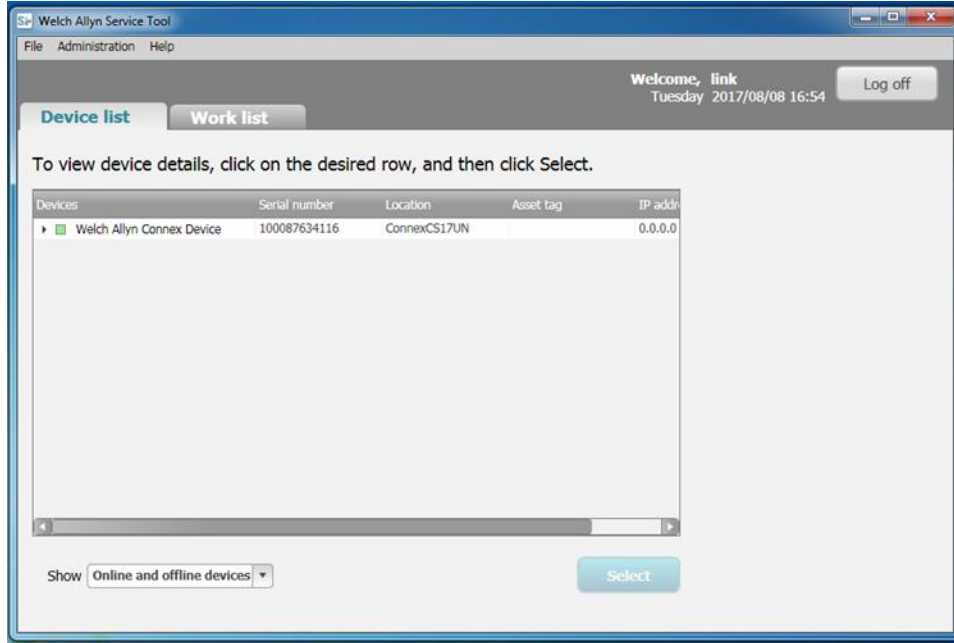9. Wait about 3 hours for the module log retrieval to complete

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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*

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

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

5.   Select View log in the Welch Allyn Connex device tab

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6. Select the Error, Event and ECG log files in the View device log dialog
7. The log files will open in the default test editor. Save the logs to the same folder the ECG module log was saved.
8. Send the 3 log files as attachments to the email address provided by the Welch Allyn Tech Support representative.

Tech Support will use the M12 application to forward the log files to Global Instrument for review.
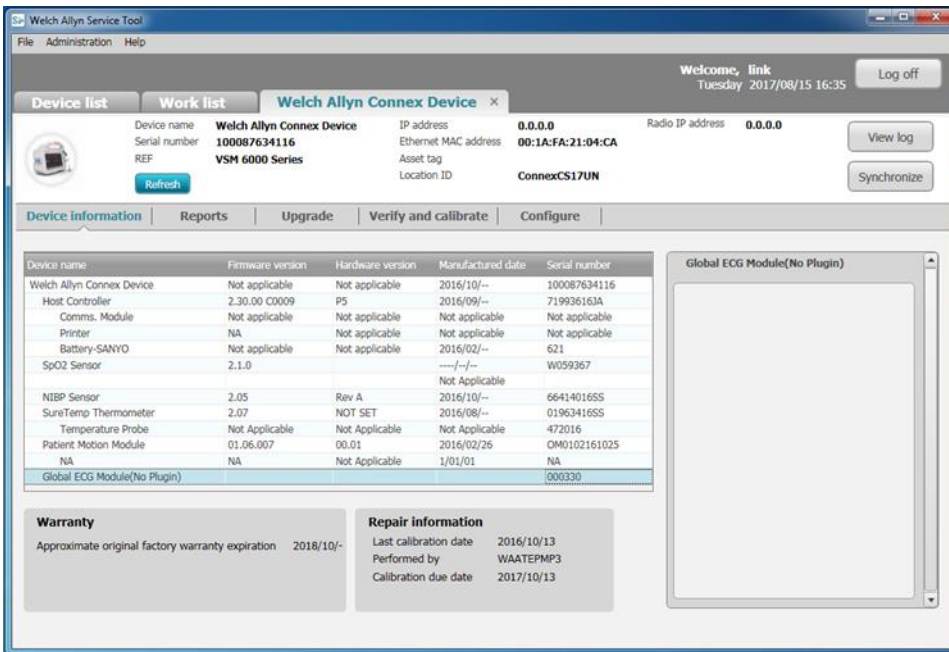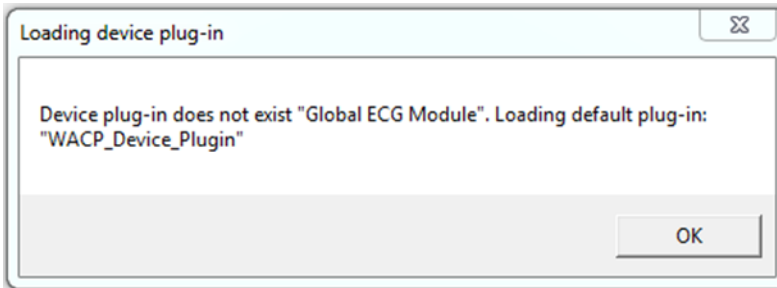
When loading the ECG module log files to M12 expand the log before loading in M12. If the device logs were pulled using the WAST, add the 3 logs to a single zip file when using the M12a app to upload the file.

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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.

Problem: The ECG plugin was not installed correctly
Solution: Get the ECG plugin files from Welch Allyn Technical support. Locate the Welch Allyn\WelchAllyn Service Tool\Plugin folder and copy the 3 files to it:

❖ Global ECG Module.dll
❖ Global ECG Module.dll.config
❖ Global ECG Module_Config.xml

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)
A	N/A	Initial Release	2017-08-10	GS