Customer Service Bulletin

Product:	CVSM, CIWS, CP150, ProBP 3400, CSM	**Date:**	2021-01-14
Subject:	Welch Allyn Service Tool Partner Connect Incorrect Firmware Solution		
HW Version(s) Affected:	All	**SW Version(s) Affected:**	All
Serial Numbers Affected:	All	**Lot or Date Code Affected:**	All

Classification: As Needed

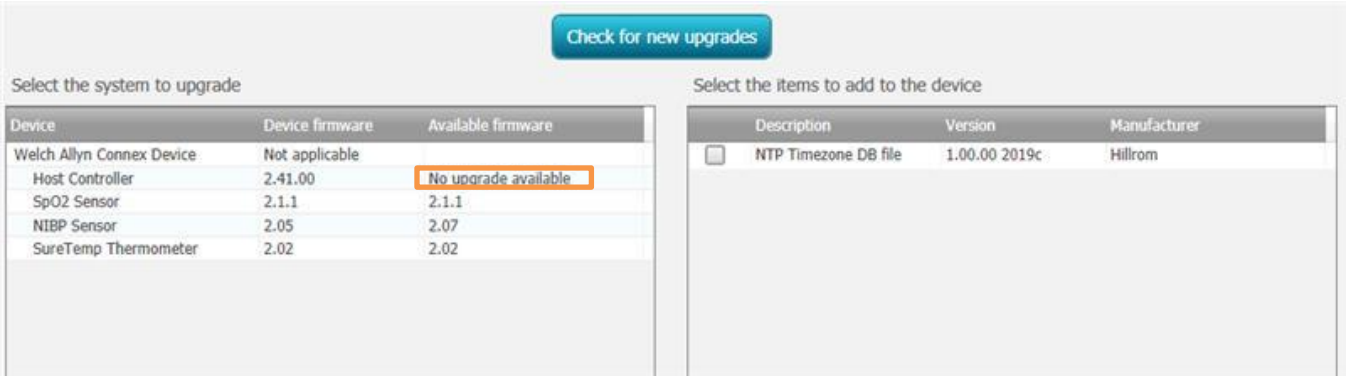
Distribution: ☒ Customer Care ☒ Product Service ☒ Field Service ☒ ASPs ☒ Distributors ☒ Customers ☐ Company

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.

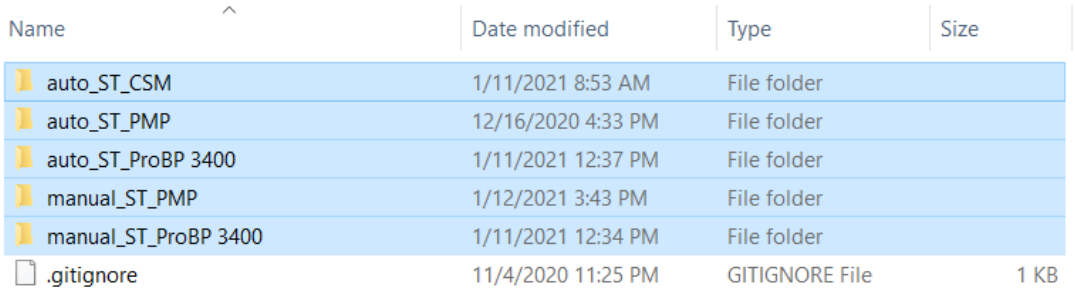
Example: CVSM missing available firmware



THIS INFORMATION IS THE PROPERTY OF WELCH ALLYN, INC. AND AS SUCH SHALL NOT BE REPRODUCED, COPIED, OR USED AS A BASIS FOR THE MANUFACTURE OR SALE OF EQUIPMENT OR DEVICES WITHOUT THE EXPRESS WRITTEN PERMISSION OF WELCH ALLYN, INC.

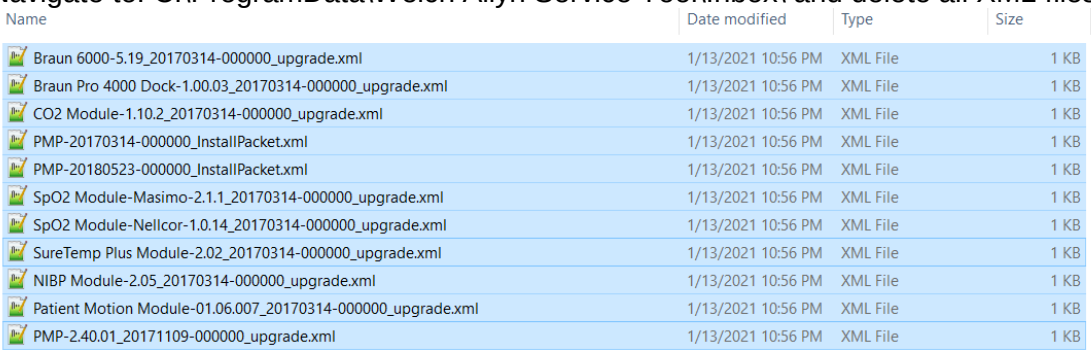
1. In your browser please go to: https://t128564.iot.hillrom.com/inventory/binaries/34342509 If this is not accessible and displaying a login prompt please contact your IT Department to open up the appropriate port.

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



Name	Date modified	Type	Size
auto_ST_CSM	1/11/2021 8:53 AM	File folder	
auto_ST_PMP	12/16/2020 4:33 PM	File folder	
auto_ST_ProBP 3400	1/11/2021 12:37 PM	File folder	
manual_ST_PMP	1/12/2021 3:43 PM	File folder	
manual_ST_ProBP 3400	1/11/2021 12:34 PM	File folder	
.gitignore	11/4/2020 11:25 PM	GITIGNORE File	1 KB

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



Name	Date modified	Type	Size
Braun 6000-5.19_20170314-000000_upgrade.xml	1/13/2021 10:56 PM	XML File	1 KB
Braun Pro 4000 Dock-1.00.03_20170314-000000_upgrade.xml	1/13/2021 10:56 PM	XML File	1 KB
CO2 Module-1.10.2_20170314-000000_upgrade.xml	1/13/2021 10:56 PM	XML File	1 KB
PMP-20170314-000000_InstallPacket.xml	1/13/2021 10:56 PM	XML File	1 KB
PMP-20180523-000000_InstallPacket.xml	1/13/2021 10:56 PM	XML File	1 KB
SpO2 Module-Masimo-2.1.1_20170314-000000_upgrade.xml	1/13/2021 10:56 PM	XML File	1 KB
SpO2 Module-Nellcor-1.0.14_20170314-000000_upgrade.xml	1/13/2021 10:56 PM	XML File	1 KB
SureTemp Plus Module-2.02_20170314-000000_upgrade.xml	1/13/2021 10:56 PM	XML File	1 KB
NIBP Module-2.05_20170314-000000_upgrade.xml	1/13/2021 10:56 PM	XML File	1 KB
Patient Motion Module-01.06.007_20170314-000000_upgrade.xml	1/13/2021 10:56 PM	XML File	1 KB
PMP-2.40.01_20171109-000000_upgrade.xml	1/13/2021 10:56 PM	XML File	1 KB

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.

Version	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)
A	N/A	Initial Release	2021-01-14	MDB

THIS INFORMATION IS THE PROPERTY OF WELCH ALLYN, INC. AND AS SUCH SHALL NOT BE REPRODUCED, COPIED, OR USED AS A BASIS FOR THE MANUFACTURE OR SALE OF EQUIPMENT OR DEVICES WITHOUT THE EXPRESS WRITTEN PERMISSION OF WELCH ALLYN, INC.