


Document Description: CSB-SERVICE MONITOR 1.7.0 SW UPDATE	Document Number: 80028400 Version: A
	
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Customer Service Bulletin

Product: Welch Allyn Service Monitor	Date: 2021-04-22
Subject: Service Monitor Software Update to 1.7.0	
HW Version(s) Affected: N/A	SW Version(s) Affected: 1.7.0

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


Training Required: Yes No

Summary:
 The Welch Allyn Service Monitor software version 1.7.0 is now available for download and use from the [Welch Allyn Service Hub web page](#).

- Updates:**
- Software security improvements
 - This update accommodates connectivity to the new hosted cloud service
 - Removed support for Windows 7 x64 and Windows 7 Embedded. Microsoft no longer supports these operating systems

Recommended Action:
 It is recommended that customers using previous versions of Service Monitor upgrade to the latest version.

At the time of this update the hosted cloud service *Axeda* has been replaced with new cloud host *Cumulocity*. This means that the Windows directory structure path (internal to Service Monitor) has changed to accommodate the new cloud host. Upgrading Service Monitor to version 1.7.0 will correct the directory path automatically.

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Alternative Action:

If the directory path needs to be changed manually, for customers that choose not to upgrade, you can modify the config file "WelchAllyn.ServiceMonitor.exe.config" located in in C:\Program Files (x86)\Welch Allyn\Service Monitor.

Edit the file, find and replace this value as follows:

```
<setting name="RSDSLocation" serializeAs="String">
  <value>Welch Allyn\RSDS\DefaultProject</value>
</setting>
```

Replace with:

```
<setting name="RSDSLocation" serializeAs="String">
  <value>Welch Allyn\PartnerConnect\Firmware</value>
</setting>
```

Note:

If the file path is not updated using one of the above methods, Service Monitor will no longer communicate with the hosted cloud service.

END OF BULLETIN

Version	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)
A	N/A	Initial Release	2021-04-22	DCS