



Technical Service Bulletin

Systems

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Bulletin Type: MANDATORY

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Subject: TSB-Connex VM 2.0 Split Config Issue

CAR Number: None

Distribution Scope: WA Internal
Field Service, WA Technical Support, Product Service, & International Service Centers

Product(s) Referenced: Connex VM 2.0

SW Version: Connex VM 2.0

Summary: A defect has been introduced with VM 2.0 that prevents operation of Administrator Tools when the Connex VM server and the SQL Server are on different 'machines'.

Issue: With VM 2.0, a feature was added to determine the amount of disk space the database is using (WADB and EIE) and how much disk space is left on the volume that holds the database. Current design assumes that the Connex VM Admin Tool will always be located on the same 'machine' (virtually or physically) as the SQL Server.

Available disk space is not obtainable on remote servers with the current design (availability of remote volume, security, and logical drive mapping issues). Also, the plug-in does not handle exceptions properly or is proactive in determining failures involving the availability of the remote volume which is causing the plug-in to fail the load of the entire component.

Action: Add an additional step to the instructions contained in 80015828 (Rev D Connex VM Install Guide) after page 10, Step 18.

-ALSO-

Add an additional step to the instructions contained in 20011625 Rev F Connex VM HL7 Installation Guide after page 8, between Step 5 and 6.

Reference to Standards: • 21 CFR Part 820, ISO 13485, MPD SOP-0002

Updates:	Technical Manual	<input type="checkbox"/>	Repair Tool	<input type="checkbox"/>
	Service Plan	<input type="checkbox"/>	Internet/Intranet	<input type="checkbox"/>
	Procedures	<input checked="" type="checkbox"/>	Price List	<input type="checkbox"/>
	Training Material	<input type="checkbox"/>	Other	

Service Strategy: Follow these instructions while installing Connex VM 2.0 until Installation documents are updated.

Required Training: Read and Sign of this TSB.

Required Tools: None.

Required Materials: 80015828 Rev D Connex VM Install Guide
20011625 Rev F Connex VM HL7 Installation Guide
Connex VM 2.0 Software

Procedure: **80015828 Rev D Connex VM Install Guide:**

On page 10 in the Guide, there would be one additional step after step 18. The installer must launch SQL Server Management Studio (SSMS) and connect to the instance created for the Connex VM database in step 14 of the Connex VM Install Guide with “**sysadmin**” privileges.

Once connected, the installer must create a new query. To do this, select *File*→*New*→*Query with Current Connection* from the menu system. Type the following commands in SSMS with “**sysadmin**” privileges:

USE [xxx]

DENY SELECT ON dbo.sysfiles to [WelchAllynDbUsers];

GO

The “xxx” should be replaced with the name of the platform database. Normally, the database name is WADB. In this case, the line would read: USE [WADB] (square brackets “[” & “]” are required, database name is **not** case specific). Refer to the installation

documentation (80015989) to determine if the customers have chosen a different database name for their Connex VM 2.0 installation.

To execute the command press the F5 key. Executing this command will correct the situation where EGS is not installed and provide access to the admin tools allowing the user to assign the serial number avoiding any errors.

There are a couple of exception messages that may occur:

```
.Msg 911, Level 16, State 1, Line 1
Database 'xxx' does not exist. Make sure that the name is
entered correctly.
```

This exception occurs when the database name provided does not exist in the SQL Server instance. Confirm that the instance that SSMS is connected to is correct and that the name of the database provided is correct. No additional action is required.

```
Msg 15151, Level 16, State 1, Line 2
Cannot find the object 'sysfiles', because it does not exist
or you do not have permission.
```

This exception occurs when the user account credentials that were supplied to SSMS at startup do not have the 'sysadmin' privileges. To fix this problem, exit SSMS and restart providing the appropriate user credentials with 'sysadmin' privileges.

If an error message is received, run the following commands in SSMS after connecting as instructed above using the same value for xxx inside the square brackets (“[“ and “]”) as used above:

```
USE [xxx]
GRANT SELECT ON dbo.sysfiles to [WelchAllynDbUsers];
GO
```

-ALSO-

20011625 Rev F Connex VM HL7 Installation Guide:

On page 8 in the guide, there would be one additional step between step 5 and step 6. The installer must launch SQL Server Management Studio (SSMS) and connect to the instance used in step 4 of the HL7 Installation Guide with “**sysadmin**” privileges.

Once connected, the installer must create a new query. To do this, select *File*→*New*→*Query with Current Connection* from the menu system. Type enter and the following commands in SSMS with “**sysadmin**” privileges:

```
USE [WA_EIE_DB]
```

DENY SELECT ON dbo.sysfiles to [WelchAllynDbUsers];

GO

To execute the command press the F5 key. Executing this command will provide access the admin tools allowing the user to assign the serial number avoiding any errors.

There are a couple of exception messages that may occur:

```
Msg 911, Level 16, State 1, Line 1
Database 'xxx' does not exist. Make sure that the name is
entered correctly.
```

This exception occurs when the database name provided does not exist in the SQL Server instance. Confirm that the instance that SSMS is connected to is correct and that the name of the database provided is correct. No additional action is required.

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Msg 15151, Level 16, State 1, Line 2
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or you do not have permission.
```

This exception occurs when the user account credentials that were supplied to SSMS at startup do not have the 'sysadmin' privileges. To fix this problem, exit SSMS and restart providing the appropriate user credentials with 'sysadmin' privileges.

If an error message is received, run the following commands in SSMS after connecting as instructed above:

USE [WA_EIE_DB]

GRANT SELECT ON dbo.sysfiles to [WelchAllynDbUsers];

GO

Quality Documents: **All service centers using SAP to record service transactions:** For each monitor serviced, record the service activity in SAP.

All other service centers and Field Service: For each monitor serviced, complete and file a service report and attach to the service DHR.

Notes:

1. Contact the Welch Allyn Complaints Department to initiate or process a medical device complaint resulting from this or other issues.
2. Drawings, illustrations, and part numbers in this document are for reference purposes only and subject to change.

End of Bulletin

Revision History

Version	Description	Change #	Init	Release Date	Appr
A	TSB-Connex VM 2.0 Database Correction	20012655	DLL	D*	D*
D* - Refer to SAP DIR digital signature log for approval details.					