



**Technical Service Bulletin**

**Monitoring Products**

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**Bulletin Type: As Needed**

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**SAP DIR #: 20012701**

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**Subject:** TSB - ConnexVMDup Msg Processing Defect

**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 EGS in VM 2.0 that gives “Clinician with the same Clinician Number already exists” error when sending multiple messages asynchronously.

**Issue:** In general EGS picks unprocessed messages from InboundMessageQueue in a batch of 10 messages and starts processing the messages in parallel. Since there was already a clinician with the same number and 2 different message processing threads were trying to insert them, this exception has occurred. This is a common reason for many failures like: A visit already exists for the same patient with same discharge time and clinician with same clinician number already exists.

The issue is a result of settings in the following file:

**EGConfiguration.xml** – The change in MonitorTimeInterval to make some delay in parallel message processing.

The following script will modify the above file on the customer's system:

**SQL\_Task\_ModifySP.sql** – This script will alter the existing stored procedure `sp_EIE_GetUnProcessedMessages` in the `WA_EIE_DB` database so that it will fetch 1 record at particular time interval from `InboundMessageQueue` table. This change will make EGS synchronous.

**Action:** Complete the actions listed in this TSB as needed for any Connex VM 2.0 experiencing this issue.

**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 type="checkbox"/>	Price List	<input type="checkbox"/>
Training Material	<input type="checkbox"/>	Other	

**Service Strategy:** N/A

**Required Training:** Read and Sign for this TSB.

**Required Tools:** SQL Management Studio (SSMS) included with SQL Server

**Required Materials:** SQL\_Task\_ModifySP.sql (SAP# 50010803)  
EGConfiguration.xml (from the system being modified)

**Quality Process for failed units or components:** N/A

**Procedure:** The following action needs to be performed for applying the solution.

- i) Launch SQL Server Management Studio (SSMS) and connect to the instance created for the Connex VM database with "**sysadmin**" privileges.
- ii) Open the following sql file using SQL management studio and then execute the file.
  - a. **SQL\_Task\_ModifySP.sql**
- iii) EGConfiguration.xml modification  
After running the EGS Configuration Wizard and updating all of the parameters per the documented installation process, locate the *EGConfiguration.xml* file. This file is located in "C:\Program Files (x86)\Welch Allyn\Connex VM\EGS" for a 64-bit OS or "C:\Program Files (x86)\Welch Allyn\Connex VM\EGS" for a 32-bit OS. Using Notepad.exe, modify the file to change the *MonitorTimeInterval* from 10 seconds to 2 seconds as shown

below:

a. Original configuration:

<Monitor Name="SQLTableMonitor" MonitorTimeInterval="10">

b. Modified configuration:

<Monitor Name="SQLTableMonitor" MonitorTimeInterval="2">

- iv) Restart the "Welch Allyn Enterprise Gateway" service after making and saving the changes.

**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.

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**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	Initial Release	N/A	D*	D*	D*
D* - See SAP DIR for Change number, Approver Name and Date of Approval.					