



Technical Service Bulletin

PATIENT MONITORS SYSTEMS

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Bulletin Type: AS NEEDED

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- Subject:** TSB-CONNEX VM 2.0 .NET 4.0 REQUIREMENT
- Distribution Scope:** Welch Allyn Global Technical Support, Product , Field & Customer Service. WA ASP's
- Product(s) Referenced:** Connex VM
- SW Version:** 2.0
- Summary:** Version 4.0 of the .NET Framework software is required for the Connex VM software to install and operate correctly.
- Issue:**

Later versions of .NET Framework software can cause Connex VM installation failure or a Connex VM software runtime error. The later .NET software versions (4.5.0, 4.5.1, and 4.5.2) are in-place updates which overwrite and replace the original 4.0 files.

Installing or upgrading to later versions of .NET is not recommended and can have undesirable results.
- Action:** Ensure that Microsoft .NET Framework version 4.0 is used on Connex VM systems.
- Reference to Standards:**
 - 21 CFR Part 820, ISO 13485, MPD SOP-0002

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Quality Documents:

All service centers using SAP to record service transactions: For each product serviced, record the service activity in SAP.

All other service centers and Field Service: For each product 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	Initial Release	D*	RJH	D*	D*
D* SEE SAP DIR FOR CHANGE NUMBER, APPROVER NAME AND DATE OF APPROVAL					