

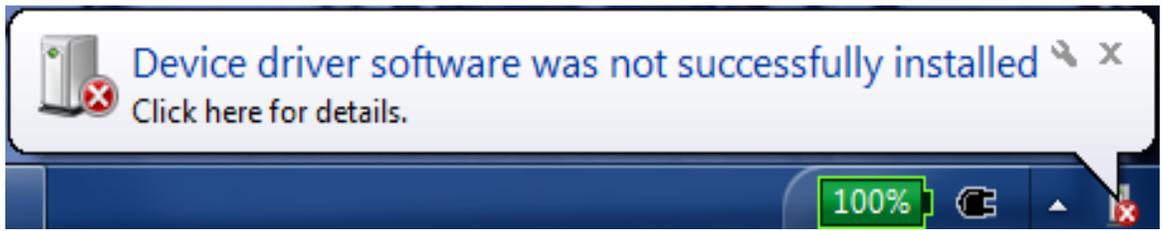
Document Description: CSM_EMR_USB DRIVER INSTALL BEHAVIOR	Document Number: 80020614 Version: A
	Page 1 of 2
Printed or electronic versions of this document not accessed directly from the designated Welch Allyn Controlled Quality Information System are For Reference Only.	

Customer Service Bulletin

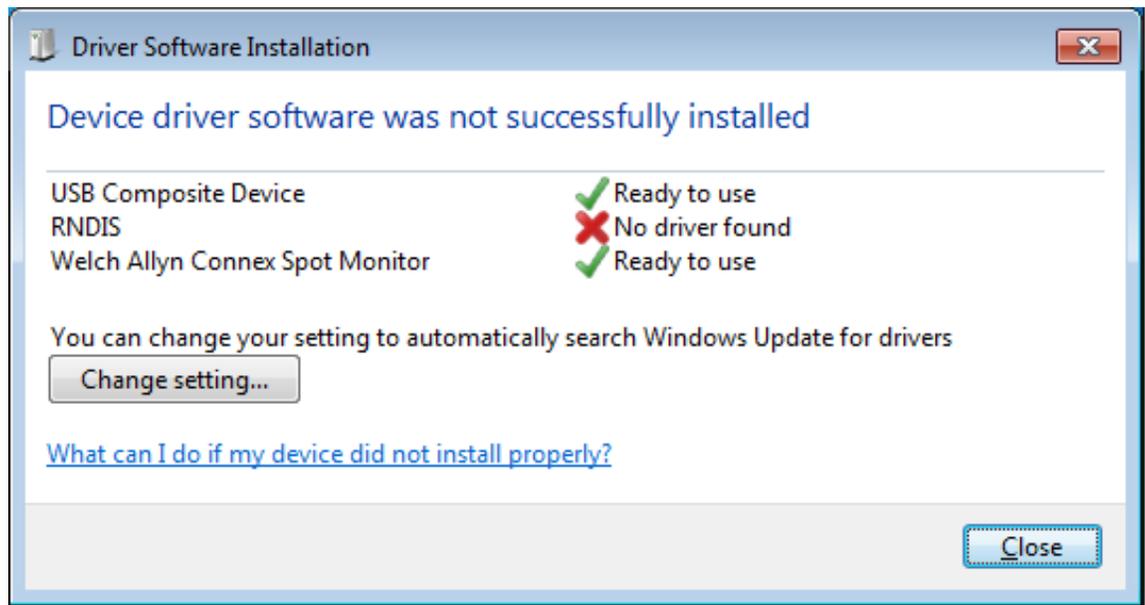
Product: CSM	Date: 2015-08-10
Subject: CSM USB driver install when used with EMR (SDK)	
HW Version(s) Affected: All CSM models	SW Version(s) Affected: N/A
Serial Numbers Affected: N/A	Lot or Date Code Affected: N/A
Classification: Informational Only	
Distribution: <input checked="" type="checkbox"/> 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 checked="" type="checkbox"/> Company Confidential	
Training Required: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	

Summary: The first time that a customer plugs a CSM into a USB port on a PC for communicating with an EMR, the CSM device drivers will install. A message may appear near the taskbar stating that the drivers were not successfully installed.

Example shows behavior on Windows 7:



If the customer clicks on the information window it will then open a second window showing the following information:



This behavior is expected as the RNDIS driver is not installed as part of the EMR installation as this driver is not needed.

NOTE: These messages may occur on the initial driver install for each USB port that the CSM device is plugged into. Once the driver has been installed, these messages will not appear on subsequent connections.

The CSM will communicate properly with the EMR without the RNDIS driver having been installed. We therefore recommend that customers ignore this error message.

Version	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)
A	N/A	Initial Release	2015-08-10	SMB

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.