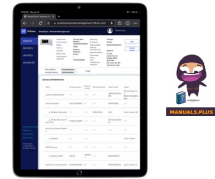


Hillrom SCRM On-Prem SmartCare Remote Management Software



Hillrom SCRM On-Prem SmartCare Remote Management Software User Guide

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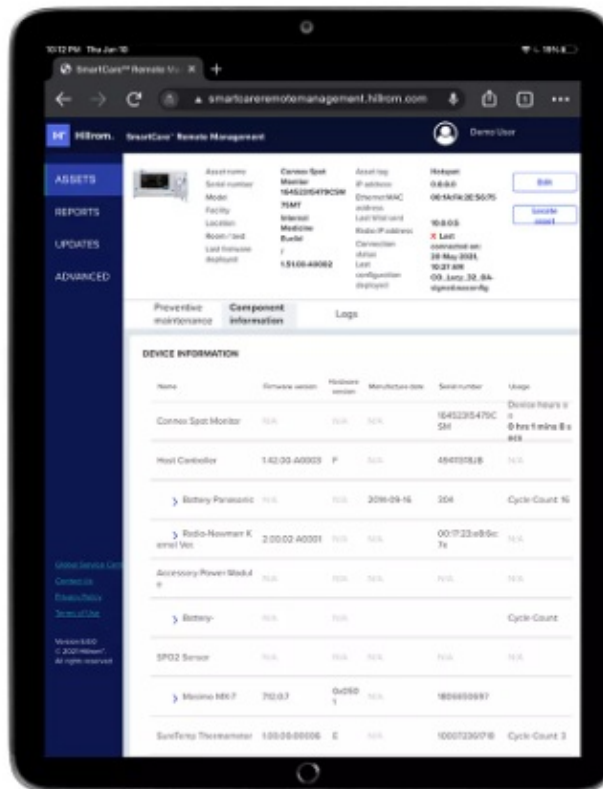
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Hillrom SCRM On-Prem SmartCare Remote Management Software



Date:	2024 APR 01
Individual creating the CSB:	Luis Avina
Product(s) affected:	SmartCare Remote Management (SCRM On-Prem)
<p>Summary:</p> <p>This document is intended for Baxter customers regarding SmartCare Remote Management (SCRM) software release notes (SRN). Each software release will have a corresponding section as noted in the <i>Table of Contents</i> below. This document begins with the latest software release and will be revised with the release of new software versions as needed. Each new software release notes will be appended at the top of the list.</p> <p>Please direct any additional questions to your Baxter Representative / Solution Architect.</p>	

On-Prem Software Version 8.0.1

When customers have an On-Prem setup and if certain fonts are not readily available locally, the SCRM page does not load correctly.

This version of SCRM corrects the font availability issue.

On-Prem Software Version 8.0.0

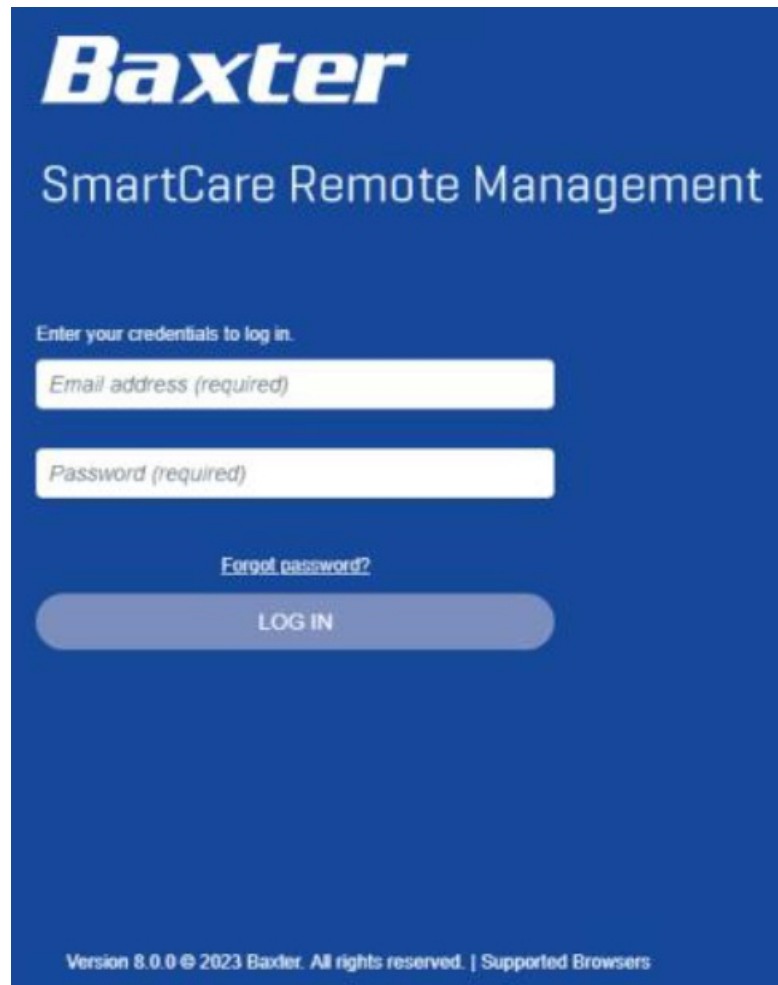
Current On-Prem customers are running on version 14.0.1, which is a stand-alone version. The features and changes made to the Cloud version are merged into the On-Prem version. This harmonization drives the renaming of the On-Premises to version 8.0.0 to match the Cloud since it has the same code base between Cloud and On-Prem.

Customers may reach out to Baxter Support to request the update.

For On-Prem customer, changes in this release include:

- Updates to SCRM for Baxter Branding.
SCRM Rebrand from Hillrom to Baxter throughout the platform.

- SCRM IFU updated for Search field to state Platform is Case sensitive. 80028397 SMARTCARE REMOTE MANAGEMENT IFU
- Removed the Links from the SCRM Customer Portal login page.
All links removed except Supported Browsers.



The image shows the login page for Baxter SmartCare Remote Management. It has a blue background with the Baxter logo at the top. Below the logo is the title 'SmartCare Remote Management'. A prompt 'Enter your credentials to log in.' is followed by two input fields: 'Email address (required)' and 'Password (required)'. A link for 'Forgot password?' is located below the password field. A large 'LOG IN' button is centered below the fields. At the bottom, a footer reads 'Version 8.0.0 © 2023 Baxter. All rights reserved. | Supported Browsers'.

- Update PartnerConnect Agent to support both Cloud and On-Prem as one Installer
Previously, the PartnerConnect version numbers for SCRM Cloud and SCRM On-Prem were different. As of the 8.0.0 SCRM release, both will use PartnerConnect version 15.0.0 and maintain the same version hereafter.
- SCRM Device Update screen – improved error handling for devices using PartnerConnect
Corrected issue: When user selected a batch of devices to update (immediately or scheduled), if one device fails (i.e., if agent for device doesn't exist anymore), then UI does not process subsequent devices and goes in infinite wait state.
This was corrected by implementing proper error handling. If a call to schedule a device update fails, handle the exception and move to next device. When a call to update all devices completes, a summary message is displayed clearly mentioning which devices failed (if any).
- Ability to deploy Config File from within SCRM On-Prem
Previously SCRM On-Prem could not deploy configuration files. Users can upload Configuration Files in SCRM within the Advanced tab after selecting the Asset Type. After uploading one or more Configuration Files, they can be deployed to assets.
- Removal of Agent auto-registration. The administrator must now approve all agent registration. See the On-Prem Setup guide for instructions.
PartnerConnect Agent version 15.0.0.0 replaces version 14.0.1.

Related documents which include the PartnerConnect software installation have been updated accordingly.

View the latest version of each for details:

- SCRM Administrator's Guide
- PartnerConnect Installation Guide
- WAST Installation and Configuration Guide

Please note that all links to download the PartnerConnect software have been removed from all Baxter websites. To request the PartnerConnect software, you can contact customer service at: Welch Allyn Inc

Corporate Headquarters

4341 State Street Road

Skaneateles Falls, NY 13153

Phone +1 800 535 6663

Fax: +1 315 685 4091

Or find your nearest location at <https://www.hillrom.com/en/about-us/locations/>

- Update from Basic Authentication to OAuth (Open Authentication) for local user credentials.

- Password minimum requirements:

Include lowercase characters, such as "abcdef"

Include uppercase characters, such as "ABCDEF"

Include numbers, such as "123456"

Include symbols, such as "!@#\$%^"

Must have at least 8 characters

Use of 5 different password consecutively.

Additional information for account password expiration:

Users with a local account, will have their account password expire every 90 days. They will receive an email notification that their account password will expire.

Once they are set to change their password, the system asks the user for the new password.

- User list default sort is by email.

From the Advanced tab > User Management, by default the list is sorted by email in ascending order.

- Roll up page facility name: string adjustment when >16 characters.

If more than sixteen characters, the string will be cut off at 8th character, then ellipsis (...) followed by up the last 8 characters of the facility name.

- Add Delete Asset functionality

From the Advanced tab in SCRM, users can delete one or more assets. Only CSM and CVSM support this function currently.

A confirmation popup will appear to display information and direction to reconnect if needed. See the IFU for details.

- Status column will sort assets with the error symbol at the top of the page by default.

- Adding user phone number field made easier (less confusing) to populate, plus a more descriptive tooltip.

- Preventive maintenance – Maintenance Date selection and update

Preventive Maintenance section update for usability / ease of use. PM date modification history is now less confusing with the table header from left to right displaying:

Maintenance date > Set by (who) > On (when it was set)


Error Codes

Preventive Maintenance

Most recent PM date

Maintenance last performed on

2023-01-01



PM date modification history

Maintenance date	Set by	On
2023-01-01	jvann@baxter.com	2022-05-31 08:00 AM
2022-06-01	jvann@baxter.com	2022-01-01 08:00 AM
2022-01-01	jvann@baxter.com	2021-08-31 08:00 AM
2022-01-01	jvann@baxter.com	2021-08-31 08:00 AM
2022-01-01	jvann@baxter.com	2021-08-31 08:00 AM

- Added AP Location information to: firmware upgrade page, configuration update page, firmware status report, and configuration update status report.

This AP data will also be searchable in the config update and firmware upgrade pages.

- Add Custom Label text field column to store identifier for any assets.

By default, asset type names will appear as the factory default, which is the product name or an abbreviated product name. For example, the CVSM will appear as "PMP."

If you are an administrator, you may add custom labels to most supported asset types to help distinguish them. For example, you may want to distinguish assets by a location, such as "ICU CVSM" or "Emergency Dept 1," or by their functionality. These custom labels will then appear throughout SmartCare Remote Management in a variety of places. These places may include the main asset list page, the asset details page, the Activity report, the Configuration Update report, the Firmware Status report, the firmware update page, and the configuration update page.

- See the IFU for details on how to create and apply custom labels.
- Reports tab loads no data if clicked before Asset List is loaded completely.

If user clicks on "Reports" tab before Asset List is completely loaded, then user will not see any values in "Facility" or "Asset Type" dropdown on the Reports screen.

Corrected behavior: When a user logs in to Customer Portal, SCRM loads the Asset List.

- Error code and Work Order visibility for contract customers

This feature is for contract customers that are set up with alert logic. Baxter support teams can acknowledge asset alerts within Cumulocity and assign Service alert work order numbers and status that will be visible to the customer within SCRM. Example:

Preventive maintenance	Component information	Error codes	Logs
Service alert: ACKNOWLEDGED - Work order 123456789			
Errors reported as of 24 Jan 2023, 09:59 pm			
Severity	Code	Description	
ERROR_CRITICAL	ERR01	Prova di errore =1	

- CMMS Report shows Ethernet IP and MAC Address not WIFI Radio IP and MAC Address.

The UI and the downloaded .csv report now displays the expected information under renamed column headings “Radio IP address” and “Radio MAC address.”

- Add wireless radio MAC Address info for CSM and CVSM

Wireless radio MAC address is becoming an important piece of information for customers to know so that the IT departments can whitelist the devices. Currently, the Radio MAC address for Patient Monitors is listed in the Component Details under Serial # which is correct, but it was not called out as the MAC address, and this was confusing to users. This change adds the appropriate label in the component details and the asset header to display the Radio MAC address.

- Update Activity report to remove all the fields and add the columns as specified in the details
(Report columns will differ based upon asset name)

- Smart Notification for Battery Usage end of life (EoL) for CVSM and CSM.

If battery “Maximum Capacity” value for a device is less than 35%, the battery is nearing its EoL. A new warning indicator, plus the ability to run a report on Maximum Capacity will help customers proactively replace batteries as needed.

CSM, CSM with APM, and CVSM are the only assets that will indicate low Maximum Capacity at this time.

The SCRM application will indicate the low battery status in the following areas:

Asset List page

The Asset list Status column will display a warning icon if a CSM or CVSM device is below the threshold and in need of battery replacement. The user will not be able to determine what the status icon represents until they click on the asset for more detail.

Asset Details page

The warning icon will lead the user to the Component Information Tab, then expand the Battery details where the icon will indicate that the battery maximum capacity is low (below 35%).

Activity report

The Activity report will show “Maximum Capacity” value for each device.

Reports tab: By Selecting “Activity” under Report Type, the user can sort by devices that are in need of battery replacement.

• **SCRM CMMS Report & Download**

A new report creation is available under the Reports section of the SCRM customer portal.

The report will contain information our customers need to populate their CMMS system.

Users can select the devices they want to include in their report, view on the UI and download a CSV file.

Choose report type “CMMS”.

The report may contain the following information:

- Manufacturer name
 - Device Model #
 - Device Serial #
 - Device IP
 - Device MAC Address
 - Software Version
 - Configuration Version (Any Supported Device)
 - Calibration/safety check cycle
 - PM Due (Manual user entry)
 - Warranty Expiration (Manual user entry)
- Unit sorting. From the Organization drop down under Facility name, Unit names will be sorted alphabetically for customers with multiple Unit names.
 - Add entry limits for room and bed entry. When editing Asset details the character limit for room and bed is set to 8 characters.
 - Asset Details page refresh corrected. When clicking Refresh from the web browser from the Asset Details page, the page will remain on the Asset Details page instead on returning to the main Asset List page.
 - Usage Report label change. Changed label from “NUMBER OF DEVICES ON EACH FLOOR” to “NUMBER OF ASSETS BY UNIT”
 - Firmware Version Report print preview formatting issue corrected. In the Firmware version report for all applicable devices, there were formatting issues on Print preview if Facility name is large, text would fall outside the text field borders.
 - CVSM Nellcor SpO2 asset detail should not show “SpHb License”, corrected. Nellcor will not have an SpHb License therefore the field should only display on assets with the Massimo sensor.
 - Reports Section: Firmware Upgrade Status – Last connected date sorting issue fixed. The “Last connected” date column will now sort dates as expected.
 - Automatic refresh from asset detail page: (i.e.: AP Location, Connection Status, Patient Presence). Now when an asset “calls home” with an updated asset detail, the new detail(s) will be displayed automatically (without the user clicking the browser’s refresh button).
 - Change column heading term from “Location” to “Ownership” in SCRM for all device types
- The SCRM UI has updated the column heading term from “Location” to “Ownership” in the following:
- Assets Page Header – Update column “Location” to “Ownership”
 - Firmware Status Report – Update column “Location” to “Ownership”
 - Config Status Report – Update column “Location” to “Ownership”
 - Update screen – Update column “Location” to “Ownership”
 - CSM Activity Report – Update column “Unit” to “Ownership unit”
- From the Reports section in SCRM, the user would run a report.
- After the results are displayed, clicking on the “GET REPORT” button will generate a .CSV report. The column

“LastConnected” would be missing all data within the CSV report table. This issue appeared on the following report types:

- Update Report
- Firmware Version Report
- Activity Report
- Bug fix: When editing APLocation details, Campus and Building information swapped.
- Bug fix: Customer Portal: duplicate records in csv download.
- Bug fix: fixed CVSM configuration delete / removal.
- Bug fix: fixed duplicate user creation
- Typo on CVSM Asset Details Screen
- CSM Asset Details – Radio Name Typo
- CSM Asset Details: Incorrect Data Fragment used for Radio Serial Number
- Activity report – sort on max battery capacity – changes views of report
- Asset List Sorting does not sort properly based on status when logged in as a non-rollup user.
- Correct Component Information sub section threshold fields
- Service Portal- Overlap issue on date picker
- Newly Connected Devices not displaying in Access Point Location Report
- User creation error in SCRM when no users are present in User Management
- SCRM orgs/facilities roll-up users not sorting properly.
- PartnerConnect Agent 15.0.0.0 corrects an application hang caused by an unhandled exception error.
- Fixed UI within AP Mapping (Advanced tab) overlapping textboxes when using Safari browser.
- Fixed UI, Advanced tab, User Management input field box outline not visible.
- Fixed bug when changing Facility name from All Assets, a view of lesser number than expected.
- Fixed UI, Logout option to appear on click instead of mouse hover on User Profile.
- Fixed issue where a User Manager could not see the AP location from Report type dropdown.
- Fixed UI within an asset’s Preventive Maintenance tab where the ending year is off-center.
- Issues corrected when using the “Select All” checkbox in SCRM.
- Fixed bug to correct reverse sorting issue from Advanced tab -> Access point mappings.
- Fixed pagination issue displaying incorrect page number before the page fully loads.
- Fixed dynamic layout issue with Asset Details pop-up screen.
- Fixed various issues that may occur when deselecting the “Select All” checkbox.
- Fixed All Organizations dropdown not displaying the top level in some cases.
- Fixed a Delete Assets function where selecting all assets would not work under certain conditions.
- Fixed issue with CMMS Report: select assets page not retaining selection on next page.
- Fixed Username Icon truncation on Partner Connect download page.
- Fixed downloaded .csv reports that could display duplicate and missing assets.

On-Prem Software Version 14.0.1

Introducing Baxter’s SmartCare Remote Management

SmartCare Remote Management helps our customers service assets remotely within their intranet. It supports the following service-related tasks.

- Remote update configuration
- Remote upgrade asset firmware

- Remote asset log retrieval
- Service data Reports
- Review asset preventive maintenance (PM) due list
- Remote asset location tracking

Appendix A: Additional Information

System Compatibility: Supported Operating Systems for PartnerConnect Agent (applicable assets only. See **Admin Guide for more detail**):

- Windows 10 (32 and 64-bit)
- Windows Server 2016 (64-bit)
- Windows Server 2019 (64-bit)

Web Browser Compatibility:

Note: The preferred browser is Google Chrome.

- Google Chrome
- Microsoft Edge
- Apple Safari

Supported Baxter Applications:

	Version
PartnerConnect Agent	15.0.0.0
Welch Allyn Service Monitor	1.7.0
Connex CS Server	All except 1.8.2


Supported Baxter Devices:

	SCRM
Connex Spot Monitor	1.24 or higher
CVSM/CIWS	2.x or later except version 2.40.x
RV700	1.30.00-A0002

Version History

Version	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)
A	N/A	Initial Release	2024-02-13	LAA
B	Page 2	Added On-Prem version 8.0.1 Release Notes at the top of the document.	2024-04-01	LAA

Documents / Resources

	Hillrom SCRM On-Prem SmartCare Remote Management Software [pdf] User Guide SCRM On-Prem SmartCare Remote Management Software, SmartCare Remote Management Software, Remote Management Software, Management Software, Software
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References

- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

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