



20 February 2019

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CSMP – Field Advisory Notice (FAN)

TrakStation Software v. 1.0.8 Install file lacked videos

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Identified Issue and analysis

SAFE Sens provides software version updates as needed for TrakStation users. Users with the TrakStation tablets have two options for updating their software:

1. Download the current version from the SAFE Sens website and install by USB flash drive connected to the TrakStation system;
2. Install the current version directly from the web on a network-connected TrakStation tablet.

It was recently discovered that the Software version file for version 1.0.8 that was posted on www.safesens.com for download and installation by USB flash drive was inadvertently missing the video files normally embedded within the UI. Software upgrades performed through the web on a network-connected TrakStation were not impacted by this issue. A select number of TrakStations configured at BCSI may also have been missing the video files.

Impact to Owners

Users experiencing this issue will not be able to view the videos on their TrakStation tablet. When the video icon is selected, the video pop up window will appear, but no file will play. The three video options are the only portion of the UI that are affected – all other functions of the TrakStation software remain unaffected.

Procedure

Affected users will need to re-install their software version through the update options provided on the TrakStation tablet to restore video function. Users installing the update through USB flash drive will first need to visit www.safesens.com, and download the 1.0.8 file to use in the update. Please contact our support team at support@safesens.com for more information on servicing this issue.

Thank you for your continued interest in the SAFE Sens products.



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20 February 2019

 Date

Transmittal & receipt acknowledged by CSMP

Signature

Date