22 April 2019

CSMP – Field Advisory Notice (FAN)

SAFE Sens TrakStation - Tablet CPU Optimization   120419TAB0017

Identified Issue

Under routine use, customers reported performance issues with Lenovo and Asus model TrakStation tablets, including screen freezing/unresponsive software and delayed touchscreen response.

Analysis

The impacted tablet models are the Lenovo Miix 320 (shipped from BCSI Sept – Dec 2018), and the ASUS Transformer T102H (shipped from BCSI June-July 2017). These tablet models are running Ubuntu Linux operating systems that do not currently support power saving features in the underlying Intel Atom processor and chipset that are highly prevalent with mobile 2 in 1 tablet computers. To improve performance, adjustments must be made to the processor's kernel parameter, and a GNU software package fix must be applied to limit the TrakStation software's CPU usage.

Impact to Owners

In instances where this behavior is observed, the user's ability to interact with the tablet during normal workflow and/or view their data during routine pH monitoring may be impacted. The user may have to frequently power cycle their tablet as means to temporarily address the issue and restore the TrakStation interface and software function. The proposed processor and CPU adjustments have been shown to help improve tablet performance.

Procedure

Service Plan instructions and assistance for impacted users are provided by BCSI. Please contact our support team at support@safesens.com for more information on servicing this issue.

Please contact me should you require additional information. Thank you for your continued interest in the SAFE Sens products.

_____   26 April 2019_____
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Transmittal& receipt acknowledged by CSMP

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Signature   Date