



Blood Cell Storage, Inc. (BCSI)  
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Seattle, WA 98107

15-JAN-2020

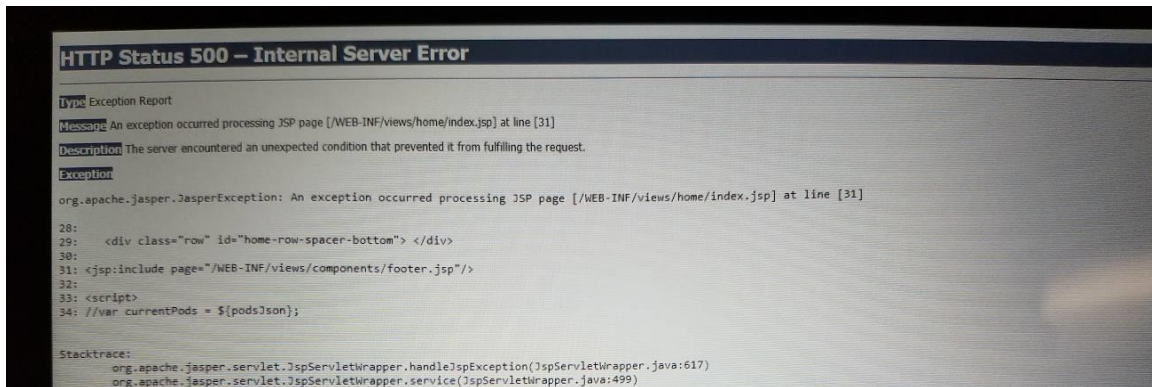
## CSMP – Field Advisory Notice (FAN)

Windows build 500 Internal Server Error

150120TAB0019

### Identified Issue

On TrakStation boot, a 500 status error code is displayed instead of the TrakStation software. This is caused due to an error in the TrakStation’s hard drive but can be easily fixed through Windows’ drive repair upon restart.



### Impact to Owners

TrakStation software is not able to be used.

### Procedure

A simple procedure is followed to scan and fix the drive using Windows:

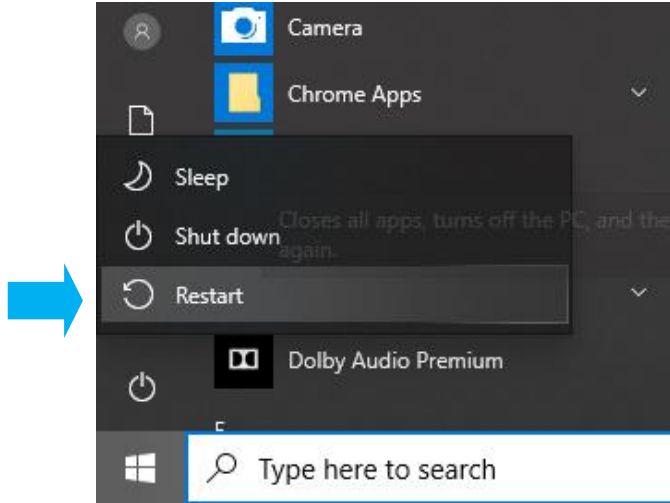
1. Attach the Keyboard to the tablet if not already connected.
2. Press the Windows key





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- 3. Select the Power button icon and then select Restart as below



- 4. Upon restarting, Windows will scan and fix the C: drive. Upon completion, the tablet will boot into Windows and the TrakStation software should load correctly.

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

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21 January 2020  
Date