



Blood Cell Storage, Inc. (BCSI)  
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20 May 2020

## CSMP – Field Advisory Notice (FAN)

Windows build TrakStation – Settings Adjustments

200520TAB0021

### Identified Issue

Several setting adjustments were found to have performance benefits for TrakStation® tablets running on the Windows platform. While these setting adjustments have already been implemented on newer TrakStations during manufacturing at BCSI, they can also easily be performed in the field to improve system performance and reliability. Affected tablets include those running TrakStation software version 2.0.0, as well as select tablets loaded with software version 2.0.1. A serial number trace can easily determine if any of these adjustments were made by BCSI during manufacture.

### Analysis & Impact to Owners

The settings adjustments and their impacts are detailed below:

- Tomcat Folder Permissions: Original permissions may affect the TrakStation Software Update procedure. Configuring these folder permissions enables future TrakStation Software updates to be performed successfully.
- Disable Tablet mode: The TrakStation UI is best viewed in landscape mode. Locking the display in Desktop mode preserves the Software's UI integrity.
- Disable Windows Update: A Windows update or quality of life update may adjust settings that then impact TrakStation software function and/or TrakStation and TrakPod® communication. Disabling Windows Updates prevents unexpected changes. Some of these Windows settings have been known to reset after a Windows update.
- Power Button Action/USB Settings: Proper tablet power cycling is important for software updates and other procedures. Modifying the power button action ensures the tablet undergoes a full shut down when power cycled by the user.
- USB Power management: A power saving feature allows Windows to shut down USB ports in order to save power, which may result in interruptions between the TrakStation software and the TrakPod device. In this case, TrakPods may appear as disconnected or nonresponsive. Disabling this feature preserves system communication.



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### Procedure

Please contact our support team at [support@safesens.com](mailto:support@safesens.com) for more information on if these adjustments are necessary for your Windows TrakStation tablet. If necessary, Service Plan instructions will be provided by the BCSI Support team.

A handwritten signature in blue ink, appearing to read "Logan Crecraft", is written over a horizontal line.

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21 May 2020

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Date