

<h1>impedimed</h1> <p>TECHNICAL SERVICE BULLETIN</p>	Title: SOZOhub - Report/Print Function Bug	
	Doc. No: TSB-003	Rev: A

INTRODUCTION:

The SOZOhub database is intended to support use of the SOZO system and SOZO app by storing measurement data taken using the SOZO device. SOZOhub also provides all the user accounts (usernames and passwords) that are used to log in to the SOZO app as well as access the patient data and measurements.

SOZOhub also has a web front end that allows optional reporting functionality and data export features that is not available within SOZOapp.

ISSUE DESCRIPTION:

ImpediMed has become aware of a bug associated with the REPORT/PRINT function in SOZOhub. Under certain circumstances the Report/Print button will be greyed out and not functional.



The identified bug **will appear** under the following scenario:

- When the application software was upgraded from version 1.4.1 to v2.0.0 and then to v2.0.1. If patient measurements were taken under v1.4.1 and v2.0.0 but have not yet been under v2.0.1 the report/print function will not be available.

Note: *This error only occurs in sites that upgraded to v2.0.1 by way of v2.0.0. If your system was installed at 2.0.1 or was upgraded directly to v2.0.1 from v1.4.1, you should not be affected by this bug.*

AFFECTED PRODUCTS:

- | | | |
|---|---|--------------------------------|
| <input checked="" type="checkbox"/> SOZO Analyzer | <input checked="" type="checkbox"/> Software Version: 2.0.1 | <input type="checkbox"/> U400 |
| <input type="checkbox"/> SFB7 | <input type="checkbox"/> Electrodes (gel backed) | <input type="checkbox"/> Other |

INSTRUCTIONS:

To restore or activate the Report/Print functionality for all patients in the clinician list with measurements taken prior to October 2018; a measurement must be taken with SOZOapp v2.0.1.

Please refer to PM-147 for guidance on printing a Patient Report.

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