

Urgent Field Safety Notice



10.04.2026

Subject: Missing Unicode migration leads to missing special characters in CGM CLINICAL

Affected product and product versions:

CGM CLINICAL Medication, CGM CLINICAL Assessments and CGM CLINICAL Liquid Balance , all product versions

Dear Madam or Sir,

During internal tests, we have become aware of the following behavior in CGM CLINICAL, which we would like to inform you about.

Special characters – such as \leq , \geq , μ (micro sign), and other Greek symbols (e.g. Gamma) – are not stored or displayed correctly in the application. Instead of the intended character, a question mark (?) or an equal sign (=) is shown. The incident can affect CGM CLINICAL where such characters are entered or displayed, e.g.:

- CGM CLINICAL Assessments: CDM assessments and scores (e.g. suicide risk scores, Glasgow Coma Scale, Manchester Triage)

The screenshot shows a clinical assessment form with several sections. In the 'Klinische Symptomatik' section, the 'Stuhlgang' field contains a question mark. In the 'Körperliche Untersuchung' section, the 'Höhe' field contains a question mark. In the 'Laborbefunde' section, the 'Albuminurie (g/dl)' field contains a question mark. In the 'Abdominal pain' section, the 'Moderate/severe' field contains a question mark. In the 'Physical examination' section, the 'Changes in body weight over 4 to 6 mos.' field contains a question mark. In the 'Laboratory findings' section, the 'ESR (mm/h)' field contains a question mark. In the 'Albumin' section, the 'Albuminuria' field contains a question mark. In the 'Patient age and sex' section, the 'Age (years)' field contains a question mark. In the 'Albumin level (g/L)' section, the 'Albumin level (g/L)' field contains a question mark.

- CGM CLINICAL Medication: Medication-related information (e.g. dose ranges, units such as microgram, ranges in insulin schemes, kidney-related dose adjustments)
- CGM CLINICAL Liquid Balance: Potentially any text field or module using the affected data types (e.g. comments in liquid balance)

What can happen:

A misinterpretation of information could, in the worst-case scenario, lead to further delays in treatment or to incorrect treatment decisions, especially since historical data is also affected. For this reason, the severity of the risk has been classified as “serious.”

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CompuGroup Medical Software GmbH – Maria Trost 21, 556070 Koblenz
HISSUP-12039

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Measures required:

1. by the manufacturer CompuGroup Medical Software GmbH

- distribute this “Urgent Field Safety Notice” to affected users
- For the proper operation of the system, a migration of the existing database from non-Unicode to Unicode is required:
 1. Execution of the migration:
 - The migration of the database to Unicode is carried out using a provided migration tool.
 - It is recommended that the migration be performed by a qualified CGM consultant.
 - Alternatively, the migration can be carried out by an experienced user with sound database knowledge.
 - A detailed instruction is provided by CGM.
 2. Data cleansing after the migration
After successful migration, data cleansing is mandatory.
 - This measure can only be carried out by CGM.
 - Independent execution by the user is not possible.
- Important note:
Complete and correct execution of both steps (migration and subsequent data cleansing) is necessary to ensure data integrity and system functionality.

2. by the customer

- Distribute the “Urgent Field Safety Notice” to all users and their attention to it
- Confirm the acknowledgement by the signed response form
- Arrange an appointment for the data cleansing with your CGM consultant

We thank you for giving this matter the attention it deserves, as well as for your support.

**Please ensure that all users are aware of the contents of this "Urgent Security Information".
If you have any questions, please do not hesitate to contact the CompuGroup Service Desk.**

**Yours sincerely,
General Manager CompuGroup Medical Software GmbH**

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Response form

We kindly ask you to return this response form as soon as possible and no later than **7 days after receipt** of this letter.

Thank you for your cooperation.

Customer/Institution (names of affected establishments):	
Address:	
Reference	HISSUP-12039
Product:	CGM CLINICAL Medication; CGM CLINICAL Assessments, CGM CLINICAL Liquid Balance
Name (contact person)	
Position	
Telephone number	
Date	
I confirm that I have received and understood the security information	
Signature	