

Service Bulletin

Revised version:

- Added information about troubleshooting, which should be performed in case there are other symptoms that indicate a defect monitor.
- Added section 3.2.1 Inform the customer about black screen after 10 minutes of inactivity.

Solution for screen burn-in - NX 22.00 or 22.00 SU1 installed and Monitor troubleshooting for other symptoms

Task

| Timing | Category | Scope |
|---|--|---|
| <input checked="" type="radio"/> Next service as agreed with customer | <input type="radio"/> Apply at all sites | <input checked="" type="radio"/> Problem Record: PRB2000521 |
| | <input checked="" type="radio"/> Apply at affected sites as listed below | |
| | <input type="radio"/> Optional to improve functionality of product | |

Task Tracking

After completion of your task the following entry in your Service Report is required:

74762502

*

* Insert the document number into the field "Comment" (SMS form).

Purpose of this document:

- This document describes a solution for the listed Problem Record:
The image of the keyboard and login screen logo is burnt-in.
At mobile systems this is a side effect of a new feature, which was introduced with NX 22.00.
- A bug-fixing for field upgrades is available that can be installed manually and is implemented in a Windows 10 hotfix as well (HF 10.1607.018 or later).
- In case there are other symptoms that indicate a defect monitor, troubleshooting information is available. Troubleshooting has to be performed first before returning a monitor.

Affected sites (screen burn-in):

- All DX-D 100/DX-D 100 Wireless systems with NX 22.00 or NX 22.00 SU1 installed.
- Systems coming from production with hotfix 10.1607.018 or later installed (as from December 2020) are not affected anymore.
Updated ex-factory systems will show "DXD100-W10-NX22SU1-XRDI22-V2.2" in the C:\temp\dxid100stagingImage.txt file.

The signatures on the approval page indicate the solutions described in this Service Bulletin have been reviewed and are NOT reportable because no actions are taken to reduce a "Risk to Health" according to our risk assessment process.

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1 Introduction/purpose

This Bulletin describes different solutions in case symptoms indicate a “defect” monitor.

| Symptom of “defect” monitor: | Solution |
|---|--|
| 1. Image of the keyboard and login screen logo is burnt-in. | See Problem Record in section 1.1. A bug-fix is available, which can be used for field upgrades and is introduced in production (December 2020) |
| 2. Other like touchscreen not working, black monitor, etc. | Perform troubleshooting, see section 1.2. |

1.1 [PRB2000521] Constant screen burn on the monitor – NX 22

Symptom A permanent image of the keyboard and login screen logo is burnt-in, which interferes with analysis of the image after it has been exposed. It is sometimes hard to tell what is the actual image and what is the screen burn-in.

This occurred since NX 22 was installed, as the screen originally went to a legal notice screen. However, since NX 22 it stays on the login screen permanently.

As a result, the touchscreen SC+55001398 needs to be replaced repeatedly.

Cause Software issue.

In NX 22.00 the legal notice screen on mobile systems is disabled to allow the RFID key card login. As a side effect, the login screen together with the virtual keyboard is displayed when the user signs out.

In versions before NX 22.00, the behavior was as follows:

- When a user signs out, the legal notice screen is displayed. It remains displayed until the user clicks on OK. This does not cause a screen burn. Only by clicking OK in the legal notice screen, the login screen and the virtual keyboard appear.

Since NX 22.00, the behavior is as follows:

- When a user signs out, immediately the login screen *and* the virtual keyboard are displayed. This does cause a screen burn, especially the virtual keyboard.
This screen remains displayed
 - until the user closes the virtual keyboard - in which case the login screen is still displayed but without the virtual keyboard - or
 - until the user logs in.

Workaround Windows 10 PC: Until the hotfix 10.1607.018 (or later) is available, perform the manual change as described in section 3.2.

Solution

Bug-fixing* implemented in a batch file or in hotfix 10.1607.018 (or later):

- Windows 7 PC: Adapt screen saver behavior by using the batch file, see section 3.2. Further hotfixes are not supported anymore for Windows 7.
- Windows 10 PC: Either install hotfix 10.1607.018 (or later), see section 3.1 or adapt screen saver behavior by using the batch file, see section 3.2.



* NOTE:

The following is implemented in the bug-fix: After 10 minutes of inactivity, while the login screen is displayed after the user has signed out, the screen turns black. By touching the screen, the login screen is again displayed but turns black again after another 10 minutes of inactivity.

1.2 Monitor troubleshooting

Perform troubleshooting in case of symptoms like:

- No image after the startup sequence
- Multiple beeps during the startup sequence
- No image on the screen
- PC operating system not launched or startup anomalies
- Lockup or unexpected shutdown of the touch screen monitor/PC
- Touch Screen not responding or abnormally responding

The troubleshooting is described in

DX-D 100 / DX-D 100 Wireless - Mobile X-Ray Unit - Service Manual, Document ID [41600560](#), 04_Troubleshooting, chapter 2.12.1 *Troubleshooting the Touch Screen Console*.

Only if the troubleshooting was not successful, then replace the monitor.

2 Prerequisites



SOFTWARE:

Download the software from the Agfa Medimg Library and store it on an USB flash drive (checked to be virus-free):

- DX-D 100/100 Wireless - Software - ScreenSaver.DEFAULT, Document ID [74826587](#) (contains Install ScreenSaver.DEFAULT.bat)



REFERENCED DOCUMENTS:

- DX-D 100 / DX-D 100 Wireless - Mobile X-Ray Unit - Service Manual, Document ID [41600560](#)



IMPORTANT:

The installation and service of the product(s) described herein is to be performed by qualified personnel who are employed by Agfa NV or one of its affiliates or who are otherwise authorized by Agfa NV or one of its affiliates to provide such services.



IMPORTANT:

Strictly observe all safety directions within the "Generic Safety Directions", Document ID [11849633](#).

3 Instructions



REQUIRED TIME:

- Up to 60 minutes: Windows 10 hotfix installation can take up to 1 hour, depending on the current hotfix status
- 15 minutes: Manual change (batch file installation) on Windows 7 or Windows 10 - including verification
- 10 minutes: Informing the customer

3.1 Windows 10 - hotfix installation

- (1) Install Windows 10 hotfix 10.1607.018 (or later).

Windows 10 hotfixes are available from:

- FUSE (Fast Update Service) installed in service mode OR
- ELMS (Electronic License Management System), via ELMS software collection tool

For more information refer to the NX 22.00 Bulletin - Current status of NX Windows 7 and Windows 10 hotfixes, Document ID [73386055](#).

3.2 Windows 7 and 10 - manual changes



NOTE:

The manual change must be used for Windows 7 and can be used for Windows 10 as workaround until hotfix 10.1607.018 is available.

- (1) Download the **Install ScreenSaver.DEFAULT.bat** file from the Agfa Medimg Library to an USB flash drive.
- (2) Login as crservice.
- (3) Execute the **Install ScreenSaver.DEFAULT.bat** file. It can be executed from the USB flash drive.
- (4) Reboot the system.

3.2.1 Inform the customer about black screen after 10 minutes of inactivity

Inform the customer about the following behavior that is introduced with the bug-fix:

- After the user has signed out the login screen is displayed. After 10 minutes of inactivity, the screen turns black.
- By touching the screen, the login screen is again displayed but turns black again after another 10 minutes of inactivity.

4 Verification

4.1 Verification of hotfix installation

- (1) Check if the hotfix is installed by looking in the **C:\TAG** folder. It should contain the **HF_W10_1607_018.LOG** file.

4.2 Verification of the manual changes

- (1) Sign out and after approximately 10 minutes the screen should turn black.
- (2) Wait a few minutes and touch the screen. The login screen should re-appear. If the login screen is displayed upside down, which can happen on some monitors, then touch the lower half of the screen and the virtual keyboard will appear and will allow the user to login.

5 Keywords

Hot fix, ghosting, screensaver, logon screen

6 Version history

| Version | Change | Date |
|---------|---|---------|
| 1.0 | Initial Version | 10-2020 |
| 2.0 | Added information about troubleshooting, which should be performed in case there are other symptoms that indicate a defect monitor. Added section 3.2.1 Inform the customer about black screen after 10 minutes of inactivity. | 04-2021 |



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