

Service Bulletin

DR Service Toolbox version 2.0 available

Task			
Timing	Category	Scope	
Next service as agreed with customer	<input type="radio"/> Apply at all sites		PowerHelp complaint / HQ issues: PR1306110003
	<input type="radio"/> Apply at affected sites as listed below		
	<input checked="" type="radio"/> Optional to improve functionality of product		

Task Tracking

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

DD+DIS147.13E

*

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

Purpose of this document:

- It announces the new DR Service Toolbox version.
- It contains the solution for the listed Problem Record (PR) case.
- It contains the solution for performance issues of the NX Workstation with installed Microsoft Security Essentials.

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.



NOTE:

This Bulletin replaces the earlier Service Bulletins "DR Service Toolbox version 1.1.0000 available" with DD+DIS088.13E and the following numbers: DX-D 100 - SB No. 24, DX-D 300 - SB No. 33, DX-D 400 - SB No. 05, DX-D 500 - SB No. 25, DX-D 600 - SB No. 17, DX-D Retrofit System - SB No. 07.

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Release date: 09-2013 DX-D 100, DX-D 300, DX-D 400, DX-D 500,

Agfa HealthCare Company Confidential DX-D 600, DX-D Retrofit System

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1 Introduction/Purpose

- Symptom 1* During use of the DR Installation Checker:
When setting the sensitivity ranges for the Varian panel with only one digit after the decimal point, the DR Installation Checker will display the error message "The gain is not between the ranges." (Problem Record Number PR1306110003)
- Cause 1* Software issue, which is caused by regional settings and cultural understandings of the value after the decimal point.
- Symptom 2* When checking a setup with the DRInstallationChecker, an error is displayed during checking the *.dat files in the panel specific folder.
- Cause 2* The check of the *.dat files is case sensitive and since the spelling is *.DAT the application will create an error.
- Solution for Symptom 1 and 2* This issue is fixed with the DR Installation Checker ver. 1.0.0200, which is included in the DR Service Toolbox 2.0.
- Symptom 3* System performance becomes very slow after a couple of exposures in the following conditions:
- The system is a NX 8700 / NX 8800 Workstation.
 - Microsoft Security Essentials (MSE) is installed.
 - DX-D 10, DX-D20 or DX-D Fixed DR Detectors are used.
- Cause 3* MSE will check every file automatically, which is accessed or created by the system. This turns into high workload of the processor and a high number of read accesses of the hard disk, which slows the system down.
- Solution 3* The MSE must be configured to exclude affected files and folders on the NX Workstation. This configuration will be performed automatically by the MSEAutoconfigurator tool which is included in the DR Service Toolbox 2.0.

1.1 Changes to previous version of DR Service Toolbox

- **DRInstallationChecker** (version 1.0.0200):
 - Fixed issue with sensitivity ranges (2 digits after the decimal points allowed now).
 - *.dat files check is no more case sensitive.
- **AgfaDefectPixelTool** (ADPT version 1.0.0100):
Same version as in previous DR Service Toolbox
- **MSE Autoconfigurator (version 1.0):**
Added to the DR Service Toolbox. It configures MSE automatically, in case that MSE is used on the NX Workstation.

2 Prerequisites



SOFTWARE:

Download the software from the Agfa HealthCare Library to a portable storage medium.
Direct Radiography > DX-D Detectors > DX-D 10/DX-D 20/DX-D Fixed



TOOLS:

Portable storage medium (checked to be virus-free, e.g. USB Flash Drive).

3 Instructions

3.1 Installation of the DR Service Toolbox



REQUIRED TIME:

Approximately 5 minutes to install DR Service Toolbox 2.0.

The Toolbox contains three software items:

- **DRInstallationChecker** (version 1.0.0200):
A tool for checking whether installation of software was successful. It detects DR Detector (DX-D 10, DX-D20, DX-D Fixed) installation problems on a DR PC. Additionally it performs some small corrections (file permissions, *.ini file adaptations).
When the installation of VarianDetectorSoftware 7.2 is finished, it is necessary to run the DRInstallationChecker to verify, if the HcpConfig.ini file located in the C:\IMAGERS folder is set to **read only**.
- **AgfaDefectPixelTool** (ADPT version 1.0.0100):
A tool for detecting defect pixel on the Fixed and Portable Varian DR Detector. There is no Defect Pixel Mapping specified for the Wireless DR Detector.
- **MSEAutoconfigurator** (version 1.0):
A tool which automatically configures MSE with correct folder and scanning options.



NOTE:

DR Service Toolbox 2.0 will automatically uninstall previous version of the DR Service Toolbox.

Installation of the DR Service Toolbox:

- (1) Stop NX.
- (2) Extract the exe file from the zip file to PC (e.g. in temp folder).
- (3) Run **DR Service Toolbox_2.0.0000.exe**
- (4) **Follow the instructions of the installation wizard.**
A shortcut for the DRInstallationChecker, the AgfaDefectPixelTool (ADPT) and the MSE Autoconfigurator will be installed in: **Start - Agfa - Service**

3.2 Working with the DR Installation Checker (version 1.0.0200)

- (1) Start the **DRInstallationChecker** to perform the test.
- (2) If the tool detects some problems (indicated in red), correct them and run the tool again.
- (3) In case following error is displayed follow the procedure below:

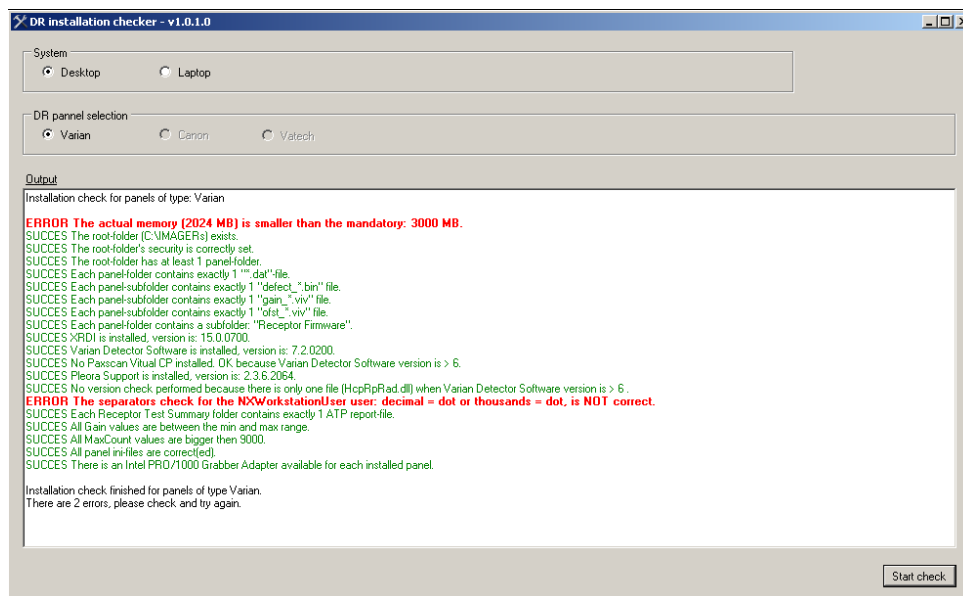


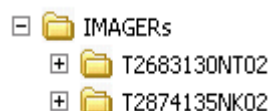
Figure 1

- (4) Log in as user: NXWorkStationUser
Password: (provided in the classroom training)
- (5) Open **Regional Settings** Panel.
- (6) Click numbers and check the values of **Decimal Symbol** and **Digit grouping Symbol**. In case **Decimal Symbol** is set as a comma and **Digit grouping Symbol** as a space.
- (7) To resolve the issue:
Decimal Symbol: Change the value to a dot (.)
Digit grouping Symbol: change the value to a comma (,)
- (8) Log out and the problem has been fixed.

3.3 Working with AgfaDefectPixelTool (ADPT version 1.0.0100)

Preconditions:

- DR Detector is installed.
- The folder **C:\IMAGERs** exists with a subfolder for each Detector



- A successful gain calibration is performed previously.

- (1) Start the Agfa DR Dead Pixel Count Tool (ADPT) from Start/Agfa/Service.

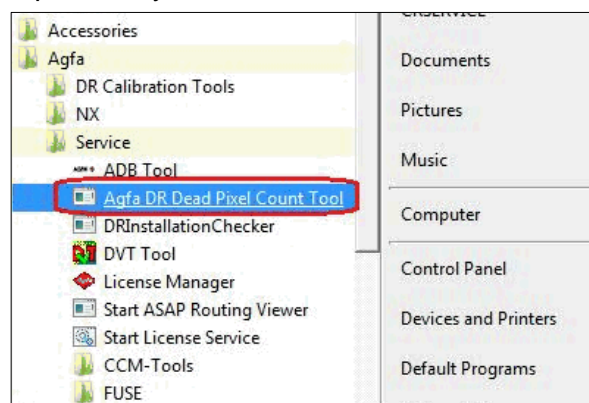


Figure 2

- (2) In the **Panel Supplier** box select "Varian".
- (3) In the **Panel ID** box select the correct Detector (panel).
- (4) Click **Analyze**.
- (5) Compare the results with the requirements for each DR Detector as described in the respective Acceptance Test Document.

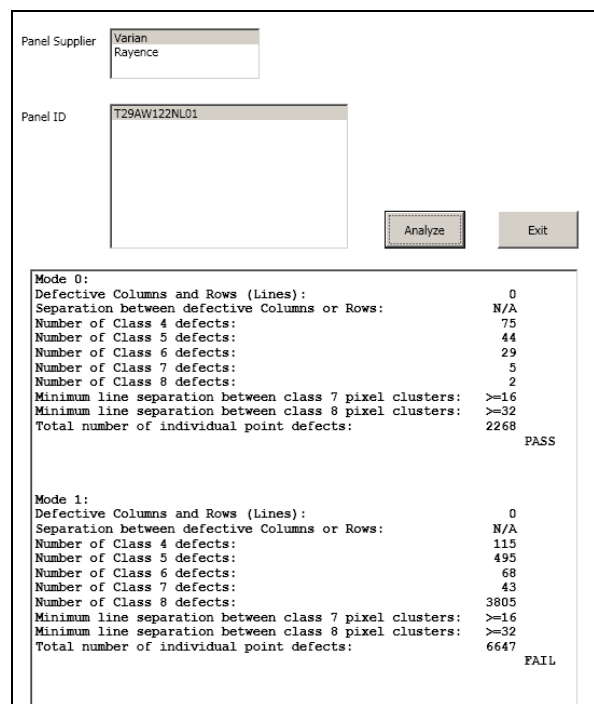


Figure 3

3.4 Microsoft Security Essentials Autoconfigurator (MSEA)

**NOTE:**

- MSE Autoconfigurator must always be used after the installation of any new NX or XREDI software.
 - The MSE Autoconfigurator does not work with other security suites.
 - MSE Autoconfigurator will automatically fill the “excluded processes list” and “excluded files and locations list” of Microsoft Security Essential with defined folders and files.
- (1) Start the **MSE Autoconfigurator** from **Start > Agfa > Service**.
 - (2) Wait a few seconds.
The MSE Autoconfigurator performs the configurations without a user interface and finishes automatically.
 - (3) Open the Microsoft Security Essentials user interface.
 - (4) Open the tab **Settings**.
 - (5) Click on **Excluded files and locations**.
 - (6) Check if the following folders are included:
 - C:\Agfa\Healthcare\NX\Configuration
 - C:\Agfa\Healthcare\NX\DataFiles
 - D:\Agfa\Healthcare\NX

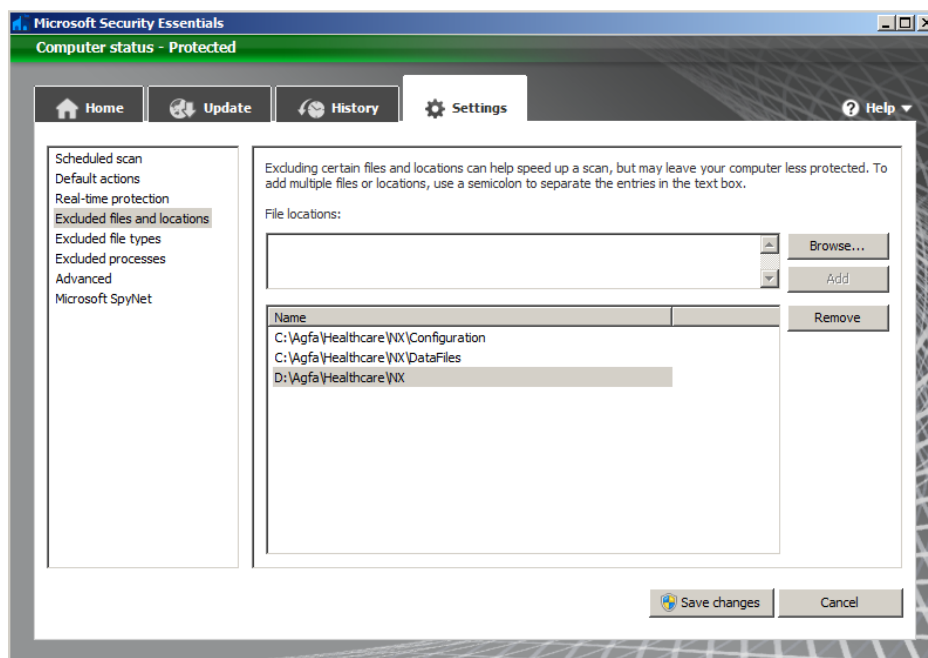


Figure 4

- (7) Click on **Excluded processes**.
- (8) Check if the list is filled.
The MSEA checks all *.exe files in defined directories and adds every file to that list.

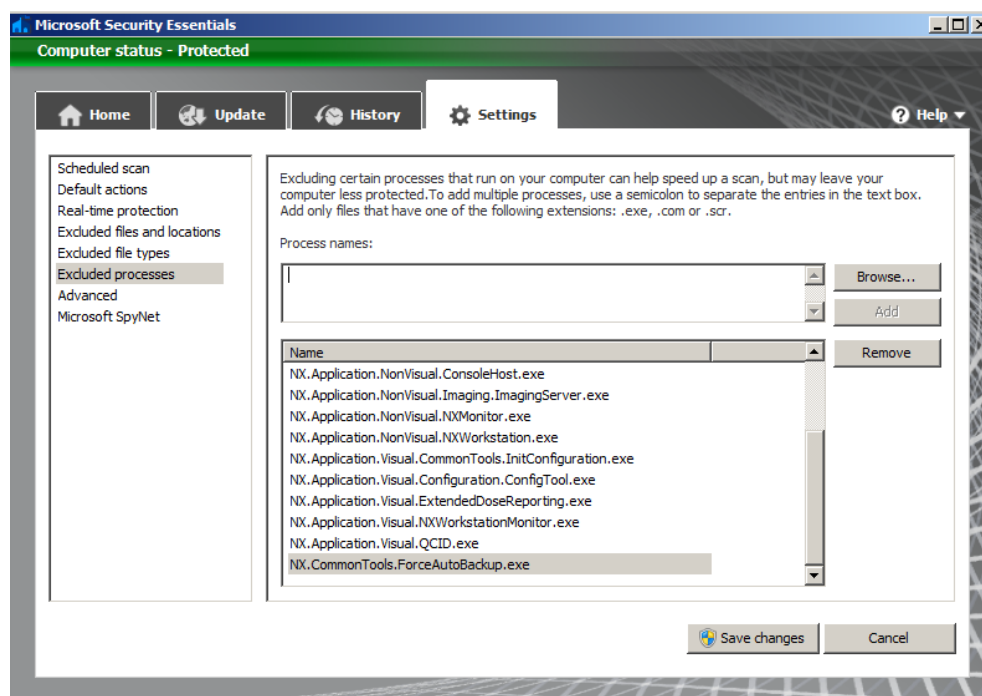


Figure 5

- (9) Open a file manager.
- (10) Open directory **C:\Agfa\Healthcare\XRDI\Service\Mse_Exclusions**
- (11) Check if file **MSE AutoConfigurator.log** is available and can be opened.

If all the checks are successful, the MSEA configured the MSE correctly and it will not slow down the system anymore.



4 Verification

Start the **DRInstallationChecker** to perform again the test.

5 Keywords

DR Service Toolbox 2.0, MSE Autoconfigurator

6 Version history

Version	Change	Date
1.0	Initial version	09-2013



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