

DR 400	Type 5520	SB No. 55
DR 600	Type 5530	SB No. 70
DX-D 100	Type 5410	SB No. 98
DX-D 300	Type 8207	SB No. 102
DX-D 400	Type 5420	SB No. 72
DX-D 500	Type 8206	SB No. 57
DX-D 600	Type 5430	SB No. 113
DR Retrofit	Type 5400	SB No. 63

Document ID 60936957

Service Bulletin

**2nd revised version: Update instructions moved to Detector Service Manual
DX-D 10/20/Fixed detector software VRN 7.5 and Intel I210-T1
network card introduced**

Task

Timing	Category	Scope
Next service as agreed with customer	<input type="radio"/> Apply at all sites	Problem Record: PRB0059386, PRB0060243
	<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:

60936957

*

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

Purpose of this document:

- This document announces:
 - Detector software VRN 7.5 for DX-D 10/20/Fixed detectors is available.
 - Intel® I210-T1 network card is available which should be installed only in case of issues.
- It contains the solution for the listed Problem Records.

Affected serial number(s) / batch:

Install VRN 7.5 / Intel® I210-T1 network card as described in section 1.1.

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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Release date: 04-2019

DR 400 / DR 600 / DX-D 100 / DX-D 300 /
DX-D 400 / DX-D 500 / DX-D 600 / DX-Retrofit

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1 Introduction/purpose



IMPORTANT:

Due to an issue of VRN 7.5 with NX hotfix 7.0.091, it is strongly recommended to upgrade to VRN 8.0 instead of VRN 7.5 (**exception: DX-D 500**). For details refer to VRN 8.0 release Service Bulletin e.g. with Document ID [66055531](#).

The Varian/Varex* detector software VRN 7.5 and an Intel® I210-T1 network card have been introduced as a solution for the described PRB cases.

VRN 7.5 is released only in combination with NX 20 (or higher) and XRD1 19 (or higher). It is compatible to Windows 7 only.



* NOTE:

In the past, the company which developed the detectors and delivers the related software was called Varian. Recently it has been renamed to Varex. This is the reason why both names will be used in some documents.

1.1 Upgrade scenarios

The following upgrade scenarios are applicable:

- In case there are NO Varex issues / complaints:
It is recommended to upgrade to VRN 7.5 when other components / NX are also upgraded. No need for exchanging the network card.
- In case of Varex issues / complaints in combination with VRN 7.4:
It is recommended to replace the installed Intel® PRO/1000 or Intel® Gigabit CT network cards with the new Intel® I210-T1 and install VRN 7.5.
- In case of Varex issues / complaints in combination with VRN 7.5 (and Intel® PRO/1000 network card or Intel® Gigabit CT):
It is recommended to replace the Intel® PRO/1000 network or Intel® Gigabit CT card with Intel® I210-T1 and reinstall VRN 7.5.

1.2 VRN 7.5 and Intel® I210-T1 network card

Up to Varian detector software version 7.4, only Intel® PRO/1000 network cards or Intel® Gigabit CT were supported to connect to the Varian/Varex detectors.

The Pleora Driver was used for these cards to change them in a grabber device.

In VRN 7.5, the support of the Intel® I210-T1 network card is added.

These cards will work with its standard manufacturer driver.

The installation of the new network card (with VRN 7.5) can solve some PRB cases that show VRNMESS7036(X) messages. For solved PRB cases refer to section 1.4.

With VRN 7.5 only the installer has changed to select the applicable driver during installation. VRN 7.5 has no functional changes compared to VRN 7.4.

For details how to install or upgrade to VRN 7.5 refer to DX-D 10 / DX-D 20 / DX-D Fixed Detector - Service Manual, Document ID [41222172](#).



IMPORTANT:

A mix of network card types for the connection to Varex detectors is not allowed!

On the same system, multiple Varex detectors will always have to be connected to the same type of network card.

This means two connected detectors require two Intel® PRO/1000 GT OR two Intel® Gigabit CT OR two Intel® I210-T1 cards.

1.3 Solutions for VRNMESS7036 (X) message

Generally, a VRNMESS7036 (mainly 0/30/90/106) message just informs the user that there is any issue with the communication from the NX to the detector.

There can be different reasons for these communication errors. Some are described below.



IMPORTANT:

Check first if the described solutions below solve the communication issue before replacing the network card.

Reason 1 The message will be shown in case of wrong start-up sequence of the single system components – e.g. if NX is already running but the DR system (incl. detector) not.

Solution 1 As soon as the detector is up and running and reachable, this error message can be clicked away. This is normal behavior.

Reason 2 The message can be caused by Ethernet cable extension between network interface card and detector / Varian IO Box.

Solution 2 If Ethernet cable extension is used:

1. Replace the two Ethernet cables by one CAT6 Ethernet cable.
2. If not possible, check the Ethernet cable and connection piece quality. Replace by CAT6 Ethernet cable and CAT6 connection piece if required.

Reason 3 The message can be caused by a defect or loose Ethernet cable to the NX.

Solution 3 Make sure that the Ethernet cable is plugged in correctly.
In case of a cable defect (e.g. pin is broken), replace the cable.

1.4 Solved PRB cases

1.4.1 Intermittent VRNMESS7036 (0) [PRB0059386]

Symptom Customer does report sporadically VRNMESS7036 (0).

Cause Connection issue.

Solution Solved with new network card + VRN 7.5 software version.
Note that not all VRNMESS7036 (X) messages are solved with this upgrade.
Check first the hardware connections as described in section 1.3 before replacing the network card.

1.4.2 Intermittent VRNMESS7036 (106, 90, 30) [PRB0060243]

<i>Symptom</i>	Customer does report sporadically (2-3 times a week) VRNMESS7036 (106 and/or 90 and/or 30).
<i>Cause</i>	Communication issue of new HP PC's (HP rp5800 / HP rp5810) with PCI Express Card in combination with Varian detectors.
<i>Solution</i>	If frequency is higher – several times a day or constantly, check the hardware connections as described in section 1.3 before replacing the network card. Solved with new network card + VRN 7.5 software version.

2 Prerequisites



SOFTWARE:

- Download a new license file (ALF) for the NX via ELMS.

Prerequisites: WIN 7 PC with NX 20 (or higher) and XRDI 19 (or higher) installed.

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

Direct Radiography > DR Detectors > DX-D 10/DX-D 20/DX-D Fixed > Software

- DX-D 10 / DX-D 20 / DX-D Fixed Detector - Software - Varian Detector Software VRN 7.5, Document ID [60935791](#)



SPARE PARTS:

Order for each installed Varex detector a new network card – observe upgrade scenarios in section 3.

- CM+6213690
Hewlett-Packard HP Intel Ethernet I210-T1 GbE NIC



TOOLS:

- USB-Flash drive (checked to be virus-free)
- Standard service toolkit for network card replacement



REFERENCED DOCUMENTS:

- DX-D 10 / DX-D 20 / DX-D Fixed Detector - Service Manual, Document ID [41222172](#)
- Service Quality Test Tool, Document ID [55022710](#)



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.

3 Instructions

Observe the different upgrade scenarios:

Scenario	Install VRN 7.5	Install Intel® I210-T1 *
no Varex issues / complaints	yes	n.a.
Varex issues / complaints in combination with VRN 7.4 (and Intel® PRO/1000 or Intel® Gigabit CT network card)	yes	yes
Varex issues / complaints in combination with VRN 7.5 (and Intel® PRO/1000 or Intel® Gigabit CT network card)	yes	yes



*** IMPORTANT:**

A mix of network card types for the connection to Varex detectors is not allowed!
E.g. two connected detectors require two Intel® i210T cards.



REQUIRED TIME:

Approximately 30 min. For network card replacement/software installation

3.1 Replacement of installed network card with Intel® I210-T1

- (1) If applicable, order the new network card(s) as described in section 2.
- (2) Replace the installed network card(s) with the Intel® I210-T1.

3.2 VRN 7.5 installation

For upgrade or installation instructions refer to DX-D 10 / DX-D 20 / DX-D Fixed Detector - Service Manual, section *11.3 Upgrading VRN detector software*, Document ID [41222172](#).

3.3 Troubleshooting - HP rp5810

BIOS issue When plugging multiple Intel® I210-T1 network cards in a HP rp5810, the following BIOS message appears.

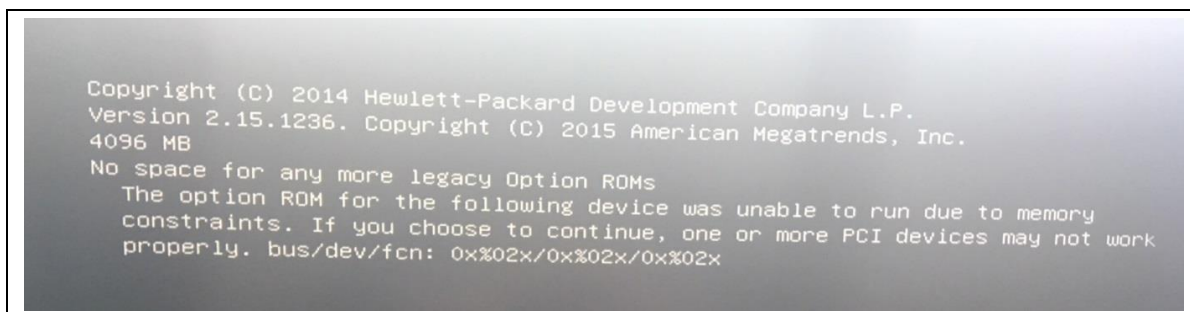


Figure 1

Solution This can be solved by a BIOS settings adaptation. For details refer to DX-D 10 / DX-D 20 / DX-D Fixed Detector - Service Manual, Document ID [41222172](#), section *Troubleshooting*.

4 Verification

- (1) Perform a DR workflow for each DX-D 10/20/Fixed Detector in the system: For instructions refer to the Service Quality Test Tool, Document ID [55022710](#).

**NOTE:**

In case the DR installation checker is applied after the installation of Intel® I210-T1 network card, the following error message appears:

Error There are less Intel PRO/1000 Grabber Adapters available than there are panels installed.

You can ignore this message.

5 Keywords

Panel; Intel® i210

6 Version history

Version	Change	Date
1.0	Initial version	04-2019
1.1	Changes in Section 1.3 Revised instructions for changing the HcpConfig.ini files while configuring VRN 7.5 in combination with Intel® I210-T1 network cards Changes in Section 4 Verification New task codes (now based on Document ID), see section 7	07-2018
1.2	To clarify the different network cards and to be single source: updated instructions for VRN 7.5 installation and troubleshooting have been moved to DX-D 10 / DX-D 20 / DX-D Fixed Detector - Service Manual, Document ID 41222172 Corrected naming: HP rp5810 Added Important Note related to VRN 8.0 in section 1.	05-2019

7 Appendix – Explanation of task codes

The table shows the correlation of the task codes of version 1.0 and version 1.2 of this service bulletin.

System	Task code version 1	Task code version 2
DR 400	DD+DIS036.18E	60936957
DR 600	DD+DIS128.17E	
DX-D 100	DD+DIS038.18E	
DX-D 300	DD+DIS039.18E	
DX-D 400	DD+DIS040.18E	
DX-D 500	DD+DIS041.18E	
DX-D 600	DD+DIS042.18E	
DR Retrofit	DD+DIS037.18E	



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