

NX 2.0.8800 / 3.0.8800	Type 4406/303	SB No. 06
DX-D 100	Type 5410	SB No. 41
DX-D 100 Wireless	Type 5411	SB No. 39
DX-D 300	Type 8207	SB No. 44
DX-D 400	Type 5420	SB No. 14
DX-D 500		SB No. 32
DX-D 600	Type 5430	SB No. 34
DX-D Retrofit	Type 5400	SB No. 15
DX-Si		SB No. 04
SE+NX		SB No. 08
		DD+DIS014.14E

Service Bulletin

Software update NX 2.0.8800 / 3.0.8800 SU1 available for CR and DR solutions

Task			
Timing		Category	Scope
Next service as agreed with customer	<input type="radio"/>	Apply at all sites	PowerHelp complaint / HQ issue / Problem Record: <div>HQ_1210250001</div> <div>PR1308300002</div> <div>PR1302070009</div> <div>PR1309060002</div> <div>PR1302190006</div> <div>PR1310080004</div> <div>PR1303180004</div> <div>PR1402190002</div> <div>PR1305150003</div>
	<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:

DD+DIS014.14E

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

Purpose of this document:

This documents informs about software update SU1 for NX 2.0.8800 / 3.0.8800.

Affected serial number(s) / batch: Update to NX 2.0.8800 / 3.0.8800 SU1 at these sites which require the new features and at sites where the issues mentioned in section 1.2 need to be solved.

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: 03-2014

NX 2.0.8800 / 3.0.8800, DX-D100, DX-D 100 Wireless, DX-D 300

Agfa HealthCare Company Confidential

DX-D 400, DX-D 500, DX-D 600, DX-D Retrofit, DX-Si, SE+NX

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1 Introduction

The NX software update NX 2.0.8800 / 3.0.8800 SU1 is introduced in production since March 2014.

Purpose of NX 2.0.8800 / 3.0.8800 SU1

- Introduction of new features, e.g. Musica 3rd Generation image processing. For details refer to section 1.1.
- Solution of several Headquarter Complaints and Problem Records. For details refer to section 1.2.
- Solution of some additional software and service documentation issues. For details refer to section 1.3.

Release status of NX 2.0.8800 / 3.0.8800 SU1 in different solutions

- NX 2.0.8800 / 3.0.8800 SU1 is released as a system component in following CR solutions (No additional Service Bulletin announcing the release is issued):
 - NX workstation in a GenRad solution connected to a DICOM digitizer (ADC Compact, ADC Compact Plus, ADC Solo, CR 25.0, CR 35-X, CR 75.0, CR 85-X, DX-G, DX-M, CR 30-X 2nd, CR 10-X, CR 12-X, CR 15-X)
 - NX workstation in a GenRad solution connected to TWAIN digitizers (DX-S, CR 30-X)
 - NX workstation in a CR Mammography solution connected to a Mammography digitizer (CR 25.0, CR 75.0, CR 35-X, CR 85-X, DX-M, CR 30-Xm)
 - NX workstation as Central Monitoring Station (CMS)
- NX 2.0.8800 / 3.0.8800 SU1 is released for SE+NX.
- NX 2.0.8800 / 3.0.8800 SU1 is **planned** to be released as a system component in following DR solutions:
 - DX-D 100 V 4.5
 - DX-D 300 V 3.1.20
 - DX-D 400 V 3.1.20
 - DX-D 500 V 8.1.110
 - DX-D 600 V 3.5.20
 - DX-D Retrofit V 3.2.10
 - DX-Si V 8.0.20

As soon as NX 2.0.8800 / 3.0.8800 SU1 is released for one of the mentioned DR solutions, this SB will be published for this specific DR solution on the Agfa HealthCare Library.

1.1 Changes compared to NX 2.0.8800 / 3.0.8800

New Features:

- Introduction of Musica3 image processing and related technical license NX_MUSICA2_V2. For details refer to Application Note "MUSICA 3rd Generation", Document ID 44232771.
- Support of duplicate monitor [FER121002002]. For a more efficient workflow, it is possible to mount a 2nd monitor in the examination room if required. As the VGA cable should not exceed approx. 1 m, following additional hardware is required:
 - One additional monitor, with the same resolution like the 1st monitor. Preferably use the same monitor type.
 - One GEFEN CAT5-1600A extender, comprising one sender and one receiver
 - Two CAT 5 Ethernet cables
 - In case of two Barco monitors MDRC-2124: Two VGA to DVI converters or VGA – DVI cables, as this monitor does not provide a VGA interface.

All required hardware except of the 2nd monitor needs to be organized locally.

Note, that this feature did not require changes in software. Connecting two monitors to NX and duplicating the screen is tested on NX X.0.8800 SU1 only.

Both monitors need to be connected via Extender as shown in Figure 1. When connecting one monitor directly to NX, the 2nd monitor is working as an extension to the first monitor, but not as an exact copy.

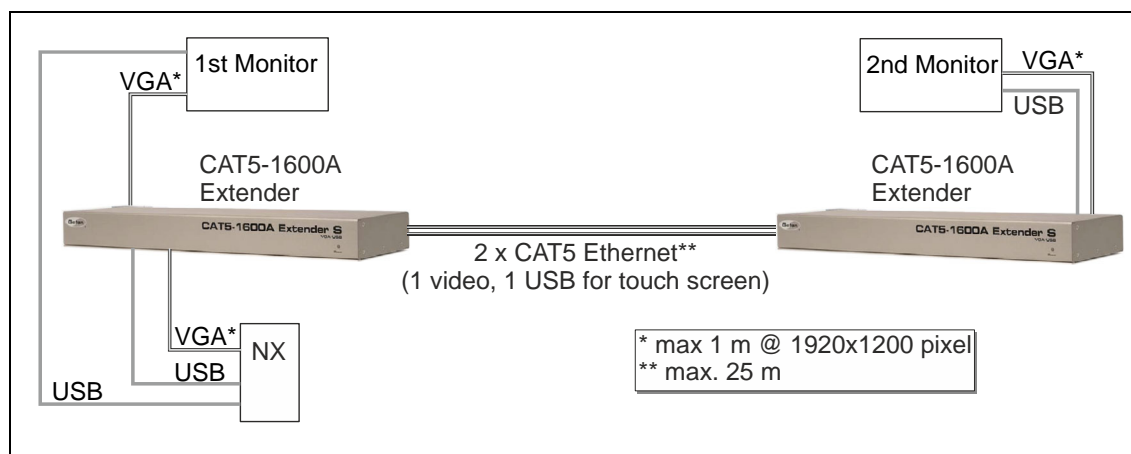


Figure 1

- Support of additional printers (Fuji Drypix Prima, Kodak Dryview 5850 / 5950 (M)).
- Additional security mechanism implemented to prevent software counterfeiting.
- Error MESS numbers and related content is added to the NX log files.

- Model file for CR 15-X is added. Note, that the installation wizard for CR 15-X also has the model file for CR 15-X included.
- Changed model file for CR 10-X and CR 12-X: Cassette size 24 x 30 cm added, which is supported if an optional cassette adapter is used.
- Model file for Onyx Zeus-197E "All in one" PC for DX-D Mobile Retrofit is added.
- Office Viewer and CMS support on DX-D100 via WiFi connection. Note, that this feature did not require changes in software
- Office Viewer support on laptop with Wifi connection. Note, that this feature did not require changes in software.
- Office Viewer and Offline Configuration Tool are supported now on Windows 8.1. Note, that this feature did not require changes in software.
- Automatic Musica2 activation, if a Musica1 system is upgraded. This means NX_MUSICA2 & NX_MUSICA2_genrad_soft is default now on all CR Genrad base packs and NX_MUSICA2_VET_SMALL_ANIMALS are default on Vet CR base packs. The Musica 2 license can be disabled if requested by the customer.
- NX Service Manual chapter "9 Troubleshooting" contains information about "Attention keys": This feature was already introduced with NX 2.0.8800 / 3.0.8800, to facilitate the analysis of field issues in case an issue can be reproduced in the field but not by R&D. Example: A certain error appears in the field during operation. Press "CTRL-ALT-SHIFT-A" to add following line to the NX log file: **Warning #ATTENTION: User has pressed attention key combination CTRL-ALT-SHIFT-A".**

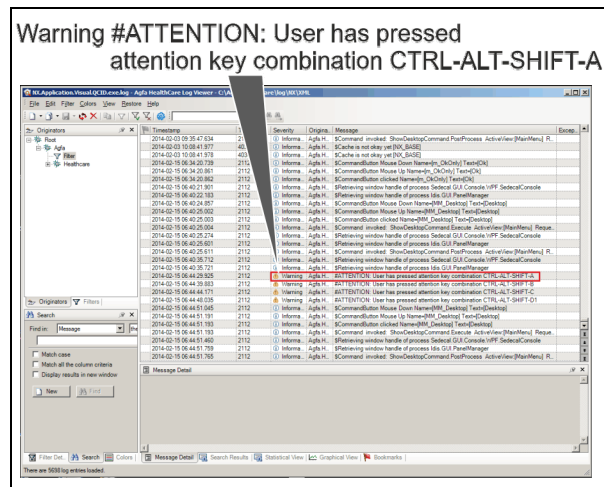


Figure 2

If the same or a different error appears some times later, press e.g. "CTRL-ALT-SHIFT-B" to indicate the 2nd error. When passing the NX logfile to the RSN or GSN, inform about which attention key you pressed with which event.

- The allowed minimum contrast taste setting is lowered from -20 to -40, for Musica2 genrad, Musica2 genrad soft and Musica2/3 platinum chest adults/ped.
- The new LogViewer version 2.4.5115.4763 with some new features is implemented (filter on color possible; save/load filter setting without a search text in it; 'Predefined colors.cpr' is shipped, see menu Colors > Load Colors).
- The NX System Snapshot contains the Windows event log in native format. This allows importing the event log file into the Windows event viewer. Before the Windows event log was exported as XML file, what was sometimes difficult to read.

1.1.1 Special features when importing or exporting images or an NX configuration

Following changes were introduced with introduction of Musica3:

- Since the Musica3 packages are not available in the NX X.0.8800 software, the following restrictions are enforced:
 - A configuration file exported on a NX X.0.8800 SU1 system can not be imported on an NX X.0.8800 system.
 - Native exported images on an NX X.0.8800 SU1 system can not be imported on an NX X.0.8800 system.
- To prevent verification errors, following logic is implemented when importing a configuration file, exported on an NX X.0.8800 SU1 system or any earlier NX software release in the NX Configuration Tool:
 - If the system has a Musica3 license but no Musica2 Pediatric license, the Chest, Abdomen and Skeleton packages will be automatically configured to use the Musica3 (i.e. processing version v2) processing.
 - If the system has no Musica3 license, the Chest, Abdomen and Skeleton packages will be automatically configured to use the Musica2 (i.e. processing version v1) processing.
 - If the system has a Musica3 license and a Musica2 Pediatric license, the Chest, Abdomen and Skeleton packages will be configured to use the same processing version (v1 or v2) as in the exported file. This behaviour is intentional, since on such a system the customer can select freely between using either v1 or v2 processing.

1.2 Solved Headquarter Complaints / Problem Records

NX 2.0.8800 / 3.0.8800 SU1 is a solution for the following Headquarter Complaints / Problem Records:

1.2.1 User documentation for the DICOM viewer available in English language only (HQ_1210250001)

Symptom When viewing exported images in the DICOM viewer and pressing F1 to read the user documentation, it is available in English language only.

Cause Online help for the DICOM viewer not translated.

Solution In NX 2.0.8800 / 3.0.8800 SU1 translations have been added in French, Italian, German, Spanish and Portuguese. The translations are available in C:\Agfa\Healthcare\NX\DataFiles\DicomViewer\HELPNX-xx folders and are burnt to CD/DVD during DICOM export.

1.2.2 Very sporadically an image is not processed but stays in raw state (PR1302070009)

Symptom Very sporadically an image is not processed but stays in raw state. In the logfile an error is displayed indicating that the acquired image could not be persisted and to check disk space.

Cause To few resources to perform a "write to disk" for the raw image file.

Solution In NX 2.0.8800 / 3.0.8800 SU1 a retry mechanism is implemented in case the "write to disk" for an incoming raw image fails.

1.2.3 In some cases it is not possible to put an EI spot metering frame on the cropped image (PR1302190006)

Symptom If the manual or the auto-collimation of an image results in a relatively small ROI, it is not possible to put an EI spot metering frame on the cropped image. The EI-spot is located so far on the edge that it is impossible to grab it and move.

Cause Software issue

Solution In NX 2.0.8800 / 3.0.8800 SU1 the EI spot metering frame can always be placed, independent on the ROI of the cropped image.

1.2.4 Stitched FLFS image shows density differences between single images (PR1303180004)

Symptom The stitched FLFS image shows strong density differences between single images, whereas the single images look ok.

Cause The average intensity of the partial images can vary depending on the imaged body parts (e.g. top image is chest and bottom image is abdomen). The exposure settings are different for this kind of exposures and the used dose can vary.
As a result the stitched image has sub regions with different average intensity. This intensity difference is preserved by the Musica2 processing and is visible in the "For Presentation" image.

Solution The image processing in software NX 2.0.8800 / 3.0.8800 SU1 improves the image appearance in case of large density differences at stitched FLFS images.

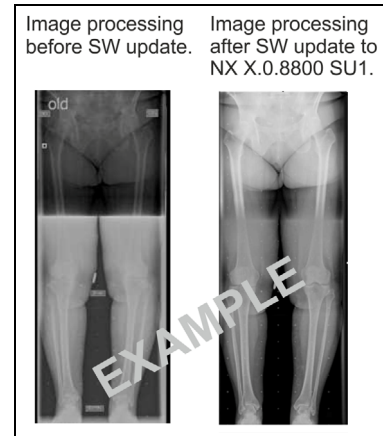


Figure 3

1.2.5 When viewing an image it is sliding in one direction (PR1305150003)

Symptom When opening an exam in the Editing pane, sporadically the image starts sliding in one direction.

Cause Software issue: The “auto panning” feature, which was introduced with NX X.0.8700 is still active. Auto panning is normally active only when making measurements over a distance longer than the screen.

Solution In software NX 2.0.8800 / 3.0.8800 SU1 a mechanism is implemented which stops the “auto panning” functionality as soon as the left mouse key is released.

1.2.6 The Agfa License Service sporadically doesn't start (PR1308300002)

Symptom On some NX 2.0.8800 / 3.0.8800 workstations, the Agfa License Service sporadically doesn't start.

- If the problem appears during software upgrade, message "unable to start AGFA licensing service" is shown in the Activation Helper window.
- If the problem appears during NX start-up, the NX start-up fails with different error messages, e.g. MESS377 “Supporting services not yet ready”.

Cause Software issue.

Solution Together with NX 2.0.8800 / 3.0.8800 SU1, a licensing configuration file "LicensingServiceNT.He.exe.config" is released. This file needs to be copied manually to C:\Agfa\Healthcare\LicensingService after installation of NX 2.0.8800 / 3.0.8800 SU1. The file is part of the NX 2.0.8800 / 3.0.8800 SU1 ZIP file on the library, and may only be installed on NX 2.0.8800 / 3.0.8800 SU1 systems. At NX workstations coming from production the "LicensingServiceNT.He.exe.config" is pre-installed. The readme, which is part of the NX 2.0.8800 / 3.0.8800 SU1 ZIP file on the library, instructs when to copy the file to the foreseen location.

This means:

- The "LicensingServiceNT.He.exe.config" needs to be installed at all upgrades to NX 2.0.8800 / 3.0.8800 SU1 to prevent the issue.
- Sites with NX 2.0.8800 / 3.0.8800 which experience the issue, need to be upgraded to NX 2.0.8800 / 3.0.8800 SU1.

1.2.7 No service documents available for DR image recovery (PR1309060002)

Symptom No service documents available explaining how image recovery works for DR images. For CR images an explanation is available in Application Note "Functional Changes in NX 2.0.8500 / 3.0.8500 and NX 2.0.8600 / 3.0.8600" Document ID 32972652, [Intranet Link](#) / [Extranet Link](#).

Cause Service documentation issue.

Solution An Application Note "DR image recovery", Document ID 43993890, [Intranet Link](#) / [Extranet Link](#), is available which explains how DR image recovery works. Note, that this document is independent on NX 2.0.8800 / 3.0.8800 SU1.

1.2.8 Very sporadically the recorded DR image is not displayed (PR1310080004)

Symptom In very rare cases the recorded DR image is not displayed. Instead a "Generator / Detector Error" is displayed in the NX viewer. When taking a second exposure, this image is usually displayed properly. This may happen at connections with XRF in combination with heavy load or very rare NX restarts.

Cause NX software memory issue.

Solution In NX 2.0.8800 / 3.0.8800 SU1 the communication between NX and DR detector is optimized to prevent memory issues.

1.2.9 Patient Switch enabled after start exam what may lead to a difference between exam data (PR1402190002)

Symptom In a very unlikely sequence of user actions* when adding patient data manually and working at different exams simultaneously it is possible, that exam data might be mixed-up.

The issue cannot appear when creating a session from the (RIS) WorkList, the Manual WorkList, the Closed Session List or by ReusePatientData.

This was an internal finding and was never reported from the field.

*Sequence of user actions: The user creates a manual session, enters all patient data, and optionally adds some exposures. Prior to end adding exposures the user switches to another already open session with the intention to start working on that session. Now the user could notice that the displayed patient data and exposure thumbnails are the same as the ones the user has just entered. If the user does not notice that the name in the patient switch is different from the one in the view patient pane, he may think he is working on the exam for the patient in the patient switch, while in reality he is working on the exam for the patient in the view patient pane.

Cause NX software issue.

Solution In NX 2.0.8800 / 3.0.8800 SU1 the patient switch is disabled after manual creation of a new session.



NOTE:

The “Patient Switch” shows the patient name and other related data and can be used to switch between patients in the Examination Window.

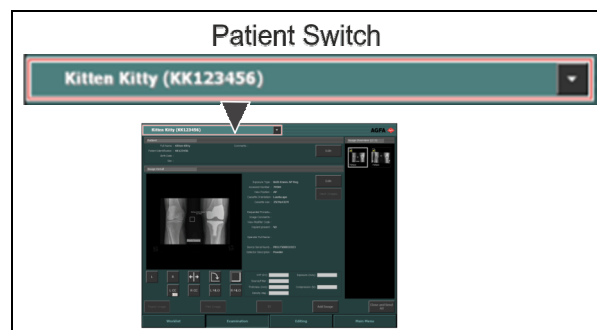


Figure 4

1.3 Additional software and service documentation issues, solved with introduction of NX 2.0.8800 / 3.0.8800 SU1

Following software and service documentation issues are solved with NX X.0.8800 SU1. Note, that the service documentation improvements are partly independent on SU1.

- NX 2.0.8800 / 3.0.8800 service documentation chapter 5, Offline Configuration tool is updated with following information: It is not allowed to install any version of the NX Offline Configuration Tool on the same PC as the NX Office Viewer running on Windows 8. If the NX Offline Configuration Tool is installed after NX Office Viewer, this overwrites the compatibility database leading to the symptom, that images in the Office Viewer cannot be displayed.

- NX 2.0.8800 / 3.0.8800 service documentation chapter 9, Troubleshooting is updated with following information:
 - Issue with DICOM Species and Breed description
 - Symptom: When receiving the RIS list, the values in TAG 0010,2201 (Species Description) and the TAG 0010,2292 (Breed Description) are correct. But when the values are shown at the worklist or closed exams lists the values have changed place.
 - Cause: Software issue.
 - Solution: In NX 2.0.8800 / 3.0.8800 SU1 the issue is solved. Note, that it is required to undo the RIS mapping, if this was done to solve the issue in NX 2.0.8800 / 3.0.8800 (i.e. if BreedDescription was explicitly mapped onto SpeciesDescription and vice versa).
 - Issue with DICOM image export
 - Symptom: Exporting DICOM images fails: No images on the DVD, despite the NX shows "Done" at the end of the export process.
 - Cause: Issue with DVD-RW media after a DVD-RW has been formatted.
 - Solution: To prevent the fault observe following recommendations:
 - Use of recordable media is preferred over rewriteable media
 - DVD+R/RW is preferred over DVD-R/RW
 - To reuse a DVD-RW, always choose "Format Disk" instead of "Erase Disk"
- The NX 2.0.8800 / 3.0.8800 SB No. 02, 40585941, Measures to run NX Office Viewer and Offline Config Tool is updated as follows: With introduction of Office Viewer NX X.0.8800 SU1 the installation procedure is simplified: It is required only to install the .net Framework. It is not required anymore to adapt the security policy and to start the Office Viewer in "Run as administrator" mode.
- Solved error message "an exception has occurred" in the NX Configuration Tool, when navigation to the "Edit Protocol Code" pane. This message appeared, in case of an unknown protocol code.
- Solved error in NX Config Tool, that configuration changes of printer settings in the "Advanced Settings" menu is not always accepted.
- Solved software issue, that the "Read & Initialize Cassette" function on NX displays an empty Plate Type for CR10/CR12/CR15 cassettes.
- Solved software issue, that in certain cases the Dose Structured Report contained empty Irradiation events. This caused problems at certain archives.
- DR Full Leg / Full Spine: The grid detection of the grid which is integrated in the FLFS stand and the FLFS horizontal overlay is improved.
- DR Full Leg / Full Spine: Solved software issue, that sometimes in the detailed stitching view, after manual correction, a darker band is seen.

2 Prerequisites



SOFTWARE:

- Download following installers from the Agfa HealthCare Library > Computed Radiography > CR Workstation Software > NX 2.0.8800 - 3.0.8800 > Software.
Alternatively download the software directly from the global secure FTP server using an FTP client. For details see Service Information Bulletin “Global Secure FTP Server – Imaging Services Software Download”, Document ID 36831163, [Intranet Link](#) / [Extranet Link](#).

Software	Size (approx.)	Comment
NX 2.0.8800 / 3.0.8800 SU1 installer	300 MB	Includes file LicensingServiceNT.He.exe.config and a readme.txt with installation instructions. The NX 2.0.8800 / 3.0.8800 SU1 installer automatically copies the corresponding Office Viewer installer in directory C:\Agfa\Healthcare\NX\Installers\OfficeViewer. An already installed Office Viewer automatically picks up the software update from this directory. For new installations of the Office Viewer the separately available installer for the Office Viewer is required (available on DVD1, which is part of delivery).
Offline Configuration Tool NX 2.0.8800 / 3.0.8800 SU1 installer	200 MB	Updated to facilitate configuration of the Musica3 packages.

- Download the updated NX 2.0.8800 / 3.0.8800 starterkit DVDs 1 and 2 version 9.5.6 (together 6,4 GB). New software compared to previous starterkit DVD1 version 9.5.2 / starterkit DVD2 version 9.5.0:
 - DVD1: NX 2.0.8800 / 3.0.8800 SU1 installer, Office Viewer NX 2.0.8800 / 3.0.8800 SU1 installer, Offline Configuration Tool NX 2.0.8800 / 3.0.8800 SU1 installer, Sedecal Console 5.02.023 (SU1), 5.03.007, SDL 1.1.0100, SPM 1.0.1000, VRN 7.3.000, ASC 1.1.0700, CDI 3.2.0100
 - DVD2: Added latest Windows XP / Windows 7 hotfixes
 Both DVDs are part of delivery of new NX deliveries.
- Organize a new ALF (Application License File) for the NX workstation which shall be upgraded to 2.0.8800 SU1 / 3.0.8800 SU1. For details to the ALF file refer to the Licensing Service Manual, Document ID 24522499, [Intranet Link](#) / [Extranet Link](#).

DOCUMENTS

Download following new or updated service documents from the Agfa HealthCare Library:

- Application Note “DR image recovery”, Document ID 43993890, [Intranet Link](#) / [Extranet Link](#)
- Application Note “MUSICA 3rd Generation”, Document ID 44232771, [Intranet Link](#) / [Extranet Link](#)
- NX 2.0.8800 / 3.0.8800 Service Manual with updated chapters 3 Installation Planning, 5 Offline Config Tool, 5 Clean Installation, 5 Musica2 Image Processing Software and 9 Troubleshooting, Document ID 36097262, [Intranet Link](#) / [Extranet Link](#)
- Updated SB02, Measures to run NX Office Viewer and Offline Config Tool on Windows 8, Document ID 40585941, [Intranet Link](#) / [Extranet Link](#)

3 Instructions



REQUIRED TIME:

Approximately 15 minutes per workstation:

- 10 minutes installation of NX X.0.8800 SU1
- 10 minutes verification

RECOMMENDED TASK CODE*:

- MIW (Modification In Warranty: For SMS Countries only) **or**
- 5QB5U (HQ instructed modification: For SAP CRM Countries only)

*The task code is filled in the repair report

Install software update SU1 for NX 2.0.8800 / NX 3.0.8800 as described in the readme.txt (part of the software ZIP file) in following cases:

- At new installations of NX 2.0.8800 / NX 3.0.8800, where 2.0.8800 / NX 3.0.8800 SU1 is not installed yet ex factory. Note, that SU1 is installed in production as of March 2014. A sticker on the NX workstation indicates the software version.
- At sites with NX 2.0.8800 / NX 3.0.8800 already installed, to get the new features listed in section 1.1 or to solve the issues listed in section 1.2.



IMPORTANT:

At NX 2.0.8800 / NX 3.0.8800 systems with a CMS (Central Monitoring Station) installed, SU1 has to be installed at all NX workstations.

Recommendation: Install SU1 at all NX 2.0.8800 / NX 3.0.8800 workstations of a NX 2.0.8800 / NX 3.0.8800 system, even if no CMS is in the network.



4 Verification

- (1) Verify the software update as described in NX 2.0.8800 / 3.0.8800 Service Manual, chapter 06, Acceptance Test Procedure.
- (2) Perform a CR or DR workflow using a test object.

5 Keywords

NX 8800 SU1

6 Version history

Version	Change	Date
1.0	Initial release	03-2014



Details as of PDF Creation Date

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1. Josef Wagner (agwj) on 2014-03-12 03:33 PM CET
2. Paul Merckx (amdag) on 2014-03-14 10:20 AM CET
3. Bart Biesemans (amajm) on 2014-03-13 03:56 PM CET
4. Lieven Lauwers (awibr) on 2014-03-20 01:50 PM CET

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8	2014-03-11 09:23 PM CET	
7	2014-03-08 09:17 PM CET	Reviewed - 2014-03-11
6	2014-03-08 09:19 AM CET	
5	2014-03-04 10:55 AM CET	
4	2014-02-17 06:26 AM CET	Reviewed - 2014-02-25
3	2014-02-16 11:34 AM CET	
2	2014-02-03 11:29 AM CET	Reviewed - 2014-02-15