AGFA *Agfa*
Imaging Services

NX 3.0.21.00 / NX 4.0.21.00	Type 4406/303	No. 05
DR 400	Type 5520	No. 87
DR 600	Type 5530	No. 118
DR 800	Type 6010	No. 08
DX-D 100	Type 5410	No. 114
DX-D 100 Wireless	Type 5411	No. 137
DX-D 300	Type 8207	No. 123
DX-D 400	Type 5420	No. 89
DX-D 600	Type 5430	No. 142
DR Retrofit	Type 5400	No. 84

Document ID 67130834

Service Bulletin

Revised version: Added release of NX 21.00 SU1, XRDI 20.1 and ASC 6.1; Added PRB2000113 and PRB2000128.

Release of NX 21.00 SU1, XRDI 20.1 and ASC 6.1

Task

Timing	Category		Scope
⦿ **Next service as agreed with customer**	◯	**Apply at all sites**	
	⦿	**Apply at affected sites as listed below**	⦿ **Problem Record:** **PRB2000113** **PRB2000128** **PRB2000171** **PRB2000174**
	◯	**Optional to improve functionality of product**	

Task Tracking

After completion of your task the following entry in your Service Report is required:	67130834	*

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

Purpose of this document:

Due to commercial reasons, upgrades to NX 21.00 were stopped temporarily.

A software update NX 21.00 SU1 together with XRDI 20.1 and ASC 6.1 is available and so the upgrade stop is cancelled.

Affected sites: All sites are affected where NX 21.00 is installed.

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.

1   Introduction

NX 21.00 has been released in October 2018. Refer to NX 21.00 SB01, Document ID 65879905. Due to commercial reasons, creating NX 21.00 licenses has been disabled in weeks 49 and 50-2018 to stop upgrades.

Reason for the upgrade stop: Disk cleanup does not work in NX 21.00 if the archive is configured for storage commit. Refer to section 1.4.3.

A NX 21.00 SU1 together with XRDI 20.1 and ASC 6.1 is available. NX 21.00 systems where an archive is configured for storage commit should be updated to NX 21.00 SU1 as soon as possible.

1.1   NX 21.00 SU1 in a nutshell

- Solves several software issues. For details refer to section 1.4.
- Released for the same CR and DR systems like NX 21.00.
  For details refer to section 1.3.
- Can only be installed on top of NX 21.00.
- Installer can be run on an activated or non-activated system.
- New software on the Agfa Med Img Library:
  o   NX 21.00 SU1 update installer
  o   NX 21.00 SU1 Office Viewer (also included in NX 21.00 SU1 update installer)
  o   XRDI 20.1
  o   ASC 6.1
- New service documents on the Agfa Med Img Library:
  o   This Service Bulletin
- NX 21.00 SU1 is not installed in production, but installer
  "NX 21.00.SU1.(Build.21.0.1210).v1.exe" is available in directory
  C:\Agfa\Healthcare\NX\Installers\SU.
- No new clean install DVDs.

1.2   Interoperability of NX 21.00 and NX 21.00 SU1

- NX (In Room) and CMS as well as Office Viewer must be updated with SU1.
  No software mix allowed.
- Configuration files exported from the NX 21.00 SU1 can be imported in the Offline Configuration Tool for NX 20.00 and vice versa.
- Configuration export files of an NX 21.00 SU1 system can be imported on an NX 21.00 system and vice versa.
- Natively exported images of an NX 21.00 SU1 system can be imported on an NX 21.00 system and vice versa.

1.3   Release status of NX 21.00 SU1 in the different CR and DR systems

NX 21.00 SU1 is released as a system component in the following CR and DR systems.

- CR systems:
  - NX workstation in a GenRad solution connected to one of the following DICOM digitizers: 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 the TWAIN digitizers DX-S or CR 30-X.
  - NX workstation in a CR Mammography Solution connected to one of the following Mammography digitizers: CR 25.0, CR 75.0, CR 35-X, CR 85-X, DX-M, CR 30-Xm
- SE+NX
- DR systems:
  - DR 100e
  - DR 400
  - DR 600
  - DR 800
  - DX-D 100 / DX-D 100 Wireless
  - DX-D 300
  - DX-D 400
  - DX-D 600
  - DX-D Retrofit

NOTE:
- NX 21.00 SU1 is not yet released for DX-D 500. Release is announced by a separate Service Bulletin.
- NX 21.00 SU1 is released for DR 100e, but release will be announced in a separate service bulletin.

1.4 Solved software issues with NX 21.00 SU1, XRDI 20.1 and ASC 6.1

This section lists the solved software issues with NX 21.00 SU1, XRDI 20.1 and ASC 6.1.

1.4.1 Very sporadic MESS141, "Invalid NX license" message [PRB2000113]

Symptom   Very sporadically, the NX shows MESS141 (Invalid NX license) at startup of NX.
The grace period gets activated but without further action the system will be unusable within 30 days.
This error can happen at any NX 20.00 or NX 21.00, CR or DR system.

Cause   Software issue

Workaround Reload the license file with the NX license manager.

Solution   Install NX 21.00 SU1. Refer to section 3.

1.4.2 DR 800 issue: Total scopy time also contains scopy time of derived sequences [PRB2000128]

Symptom   Saved sequences that are manually created by saving them as a subset from another sequence contribute to the 'total scopy' time. Expected is, that derived sequences do not contribute to the total scopy time, as they do not generate extra radiation. The total scopy time of a group should only contain the time of the captured sequences.

Cause   Software issue

Workaround None

Solution   Install NX 21.00 SU1. Refer to section 3.

1.4.3   Disk cleanup does not work if archive is configured for storage commit [PRB2000171]

Symptom   If NX 21.00 is configured to send images to an archive with "Storage Commit", the image is properly sent. However due to a software bug no confirmation is received on NX to confirm the archive. This way the images are not deleted on NX. The exam stays in the queue. Images accumulate on NX.
This software issue is present in all CR and DR systems with NX 21.00, where images are sent to an archive with "storage commit".
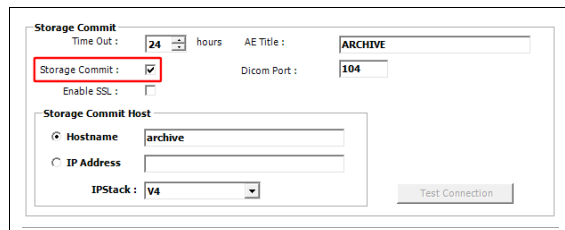

Figure 1

Cause   Software issue introduced in NX 21.00, as side effect of new storage feature for DR 800.

Workaround Delete images manually on NX after archiving.

Solution   Install NX 21.00 SU1. Refer to section 3. After the update it is important to check for sessions that are "waiting for storage commitment" or "failed to archive". Refer to section 3.1.

1.4.4   DX-D 100 Wireless issue: Not possible to configure hardware and software sync simultaneously [PRB2000174]

Symptom   In a DX-D 100 Wireless system in case of a mix of hardware sync and software sync detectors (for example DX-D 30 and DR 10s), only the hardware sync detectors can receive images.

NOTE:
The following detectors are using hardware sync:
- DX-D 30 and DX-D 35 (Canon)
- DX-D 40 and DX-D 45 (Vieworks)

The following detectors are using software sync:
- DR 10s and DR 14s (Trixell)
- DR 14e and DR 17e (Innolux)

Cause   Software issue introduced in XRDI 20.0.

Workaround None.

Solution   Install NX 21.00 SU1 and XRDI 20.1. Refer to section 3.

1.5   Additional solved software issues

- Service tool "Delete Runtime Data" does not clear DAP values (minor NX 21.00 issue – no effect on dose monitoring).
- DR 800 only: Sporadic 2MP webcam interrupts (ASC 6.0 issue – Collimator with new webcam not yet in series production).
- DR 800 only: Archiving fails if all of the following conditions are fulfilled (NX 21.00 issue):
    o NX is configured to send FLUO images to PACS
    o Storage for XFR images is configured as 8bit P-value
    o Transfer syntax is set to JPEG_LOSSY or JPEG-LNNHF

2   Prerequisites

SOFTWARE:
- Download the following software from the Agfa Med Img Library:
    o NX 21.00 SU1 installer (approx. 250 MB), Document ID 67183350
    o Office Viewer NX 21.00 SU1 (approx. 250 MB), Document ID 67190610*
    o XRDI 20.1, (approx. 75 MB) Document ID 67218528
    o ASC 6.1 (approx. 60 MB), Document ID 67219938
- Obtain a new ALF (Application License File) for the NX workstation which shall be updated to NX 21.00 SU1.

As alternative, download the software 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.

*Office Viewer NX 20.00 SU1 not mandatorily required as it is included in NX 21.00 SU1 installer.

3   Instructions

REQUIRED TIME:
- Approx. 10 minutes for installation of NX 21.00 SU1, XRDI 20.1 and ASC 6.1
- Approx. 10 minutes for verification

The new software can be installed automatically including Windows hotfixes using the ELMS software Collection Tool or by manual installation.

For both ways a step-by-step instruction is available in the NX 21.00 Service Manual, Chapter 7, section "Software Update from NX 3.0.21.00 / NX 4.0.21.00 to a SU" Document ID 65880936.

3.1   Additional steps at systems where storage commitment is enabled

The following steps are required only, if all of the following prerequisites are fulfilled:
- System has been activated and used as a NX 21.00 system
- "Storage commit" is enabled
- Sessions are "waiting for storage commitment" or "failed to archive" .

NOTE:

Status "waiting for storage commitment" changes into "failed" after a configurable timeout (default = 24 hours).

Perform these steps **after** update to NX 21.00 SU1 only.

(1) Click **Close and Send All** to close and send all open sessions.
(2) Wait for automation actions of these sessions to finish (archival, printing, export, mpps) including storage commitment, which should now be successful because the SU is installed.
(3) Optional step: Check job queues in **Main Menu > Queue Management**.
(4) Close the NX Viewer.
(5) Stop NX.

The following two steps are the default procedure. If clearing of the job queues is not desired, refer to section 3.1.1.

(6) From the MUSICA Acquisition Control Center execute **NX > Service > Install Tools > Clear Job Queues**.
(7) Press any key and wait until the script is finished.

Figure 2: Clear Job Queues script

NOTE:

Clear Job Queues clears all job queues and resets the status of the sessions such that they become again available for cleanup, in accordance with the regular cleanup rules.

3.1.1   Deleting examinations manually

If out of any reason clearing the job queues is not desired, it is possible to delete the sessions manually in the **NX Configuration Tool > Security & License Management > Service > Delete examinations (no activation required)**.
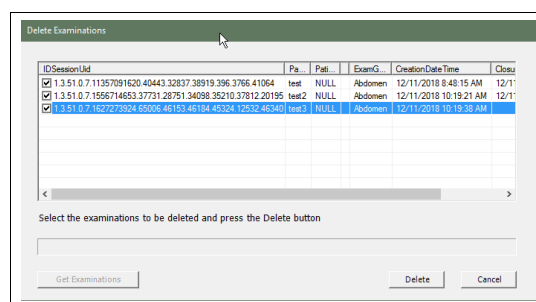

Figure 3

4   Verification

Verify the software update as described in NX 21.00 Service Manual, Chapter 7, section "Software Update from NX 3.0.21.00 / NX 4.0.21.00 to a SU" Document ID 65880936.

NOTE:

After the NX 21.00 SU1 update, the NX shows **Type 21.00 SU1** and **Build 21.0.1210**.

Figure 4

5   Keywords

NX 21.00, XRDI 20

6   Version history

Version	Change	Date
1.0	Initial Version	12-2018
2.0	Announced release of NX 21.00 SU1, XRDI 20.1 and ASC 6.1	12-2018

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Details as of PDF Creation Date

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2. Paul Merckx (amdag) on 2018-12-18 10:55 AM CET
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