

Service Bulletin

NX 23.00 with XRDI 23.1, ASC 10.1 and SC 5.9 released

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: PRB2000546, PRB2000550, PRB2000600, PRB2000480, PRB2000594
	<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:

*

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

Purpose of this document:

- MUSICA Acquisition Workstation software NX 3.0.23.00/NX 4.0.23.00 (abbreviated "NX 23.00") is released with related DR software installers.
- For DX-D 100/DX-D 100 Wireless, DR software installers XRDI 23.1, ASC 10.1 and SC 5.9 have been released.
- This document provides the required details.

Affected sites:

Upgrade these systems to NX 23.00 with related DR software installers, which require the new features or where the listed problems shall 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.

1 Introduction/purpose

The MUSICA Acquisition Workstation software version NX 23.00 is released, together with the following related DR installers:

- XRDI 23.1
- ASC 10.1
- SC 5.9

The purpose and release history of the different sub-components is described in the XRDI Service Manual, Document ID [72453884](#).



IMPORTANT:

When upgrading to NX 23.00, the related DR components (XRDI 23.1, ASC 10.1 and so on) need to be upgraded as well.

Purpose of NX 23.00:

- Introduction of some new features. For details refer to NX 23.00 SB01, Document ID [75753231](#).
- Solution for some Problem Records. For details refer to section 1.1.

Purpose of XRDI 23.1 and further DR installers:

- For DX-D 100/100 Wireless, two Problem Records are solved, see section 1.2.
- New features are not applicable for DX-D 100/100 Wireless.
- For more details refer to the XRDI Service Manual, Document ID 72453884 and the Application Note NX 23.00, XRDI 23.0, XRDI 23.1, Document ID 75753690.

System Version DX-D 100:

The system version is incremented to V 11.3.150. New software versions are marked in **bold**. See the enclosed excerpt of chapter 10, Release information of the DX-D 100 - Service Manual, Document ID [66209499](#).

		DX-D 100 System Version	
System Component		V 11.2.089	V 11.3.150
Release date:		02-2021	05-2021
NX and related installers (controlled by ALF)	Workstation Software	NX 22.00 SU1	NX 23.00
	Varian Detector Software	VRN 8.0	VRN 8.0
	Agfa Softconsole	ASC 9.0	ASC 10.1
	Sedecal SoftConsole	SC 5.8	SC 5.9
	X-Ray Device Interface	XRDI 22.0	XRDI 23.1

System Version DX-D 100 Wireless:

The system version is incremented to V 11.3.150. New software versions are marked in **bold**. See the enclosed excerpt of chapter 10, Release information of the DX-D 100 Wireless - Service Manual, Document ID [66210593](#).

		DX-D 100 Wireless System Version	
System Component		V 11.2.120	V 11.3.150
Release date:		02-2021	05-2021
NX and related installers (controlled by ALF)	Workstation Software	NX 22.00 SU1	NX 23.00
	Canon Detector Software	CDI 3.6	CDI 3.6
	Viewworks Detector Software	VDI 3.4	VDI 3.4
	Trixell Detector Software	TRI 4.0	TRI 4.0
	Innolux Detector Software	IRI 3.4	IRI 3.4
	Agfa Softconsole	ASC 9.0	ASC 10.1
	Sedecal SoftConsole	SC 5.8	SC 5.9
	X-Ray Device Interface	XRDI 22.1	XRDI 23.1

1.1 Solved problem records in NX 23.00**1.1.1 Sporadically archiving of images fails with error MESS553 [PRB2000546]**

Symptom Sporadically the following error message appears when the user tries to archive an exam:

One or more archive jobs in queue <queue name> have been refused by the destination device [Ref. MESS 553]. Contact your system administrator

The image thumbnail of the affected exposure shows a red archive symbol.

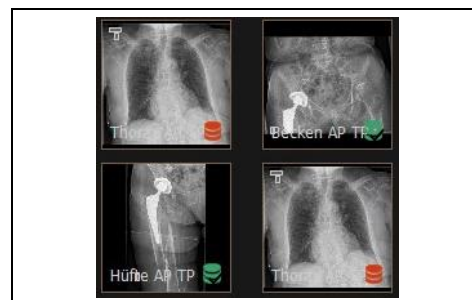


Figure 1

The error only appears if **all** three of the following conditions are met:

- Windows 10 PC
- NX 22.00 SU1
- User creates a complex collimation polygon

Cause Software issue: Mismatch in code that checks the correctness of a collimation polygon on an image in 32-bit mode versus 64-bit mode.

Workaround Create a less complex collimation polygon or use a simple rectangle collimation and retry archiving.

Solution The issue is solved in NX 23.00.

1.1.2 Open recovery session leads to error MESS310 [PRB2000550]

Symptom Very sporadically the following error appears after startup of NX:
The system has encountered an unexpected error [Ref. MESS310]
When you click OK, you can continue working, but data integrity is no longer guaranteed.
When you click EXIT, the application exits. You can restart the NX Viewer and try repeating your action.
Contact your system administration if the problem persists.
The error appears, if **all** three of the following conditions are met:

- NX software version is NX 21.00, NX 21.00 SU1, NX 22.00 or NX 22.00 SU1.
- Exam is added to the Patient switch
- There are open recovery sessions in the worklist (open recovery session = images are not transferred yet to the correct patient)

The error has been reported once.

Cause Software issue that was introduced with NX 21.00, to display error MESS595 (There are still recovery image(s) present in the worklist. Attention: orientation can be wrong!)

Workaround Option 1:
Remove the Exam (this means: clear Exam checkbox) from the Patient Switch. This is done in **User Interface Configuration->General Settings** menu in **Current Patient Switch** tab of the NX Configuration tool.
Option 2:
Prior to closing the NX viewer or log off from the system, make sure that all recovery images are transferred to the correct patient and that the recovery sessions are closed.

Solution The issue is solved in NX 23.00.

1.1.3 Exposure Modality Settings editor does not start if modality position is missing [PRB2000600]

Symptom When importing an NX configuration, where the modality positions are not defined, the ExposureModality Settings editor in the NX configuration tool (Exam > Edit ExposureModality Settings) does not start, but the following error message is displayed: **An exception has occurred, please check the following error messages: Object reference not set to an instance of an object**
The error happens in the NX Configuration tool as well as the NX Offline Configuration tool.

Cause Software issue in NX Configuration tool and NX Offline Configuration tool.

Workaround Go to each single exposure of the exam tree and change modality position manually. Then go to **Edit ExposureModality Settings** to perform the rest of the exam tree adjustments.

Solution The issue is solved in the NX Configuration tool and NX Offline Configuration tool of NX 23.00.

1.2 Solved problem records in XRDI 23.1 and DR installers

1.2.1 Sporadic Grey-Image without error message [PRB2000480]

Symptom When the user releases the X-ray button too early, no error message is shown. The user does not get any information, that no X-rays are generated. On the NX a grey image arrives. The issue only appears on DR Detectors with software sync (DR 10s / DR 14s and DR 10e / DR 14e / DR 17e). It can happen on all systems with software sync for the detector and Sedecal SoftConsole.

Cause Software issue. No error message is displayed, if the user presses the exposure button too short. Expected is error MESS97.

Workaround none

Solution Update to NX 23.00, XRDI 23.1, Sedecal SoftConsole 5.9 and related DR installers. In SC 5.9 the issue is solved.

1.2.2 Images with artifacts due to big log-files [PRB2000594]

Symptom Images with artifacts or partial images appear sporadically. Note that a large logfile can also cause performance issues as it consumes too much memory. This can happen on all systems with Sedecal SoftConsole.

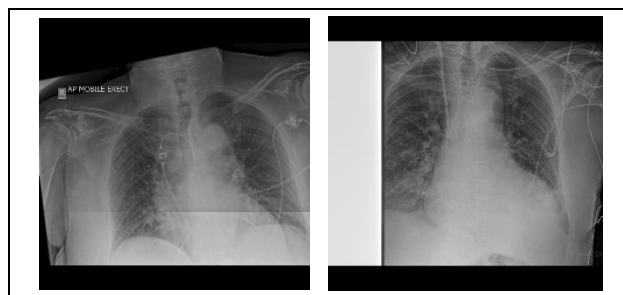


Figure 2

Cause The **Sedecal.GUI.Controls.WPF.log** log file has become too large and therefore the system did not work correctly anymore. The detector starts integrating, but the exposure comes later.

Workaround none

Solution Update to NX 23.00, XREDI 23.1, Sedecal SoftConsole 5.9 and related DR installers.

In SC 5.9 the issue is solved:

- The log file is prevented from becoming too big.
- The sending thread now waits for a message to be sent.

2 Prerequisites



SOFTWARE:

- For NX 23.00 refer to NX 23.00 SB01, Document ID [75753231](#)
- For required DR software installers use the ELMS software collection tool or download the following software from the Agfa Medimg Library:
 - XREDI 23.1, Document ID [76601406](#)
 - ASC 10.1, Document ID [76603214](#)
 - SC 5.9, Document ID [76606286](#)



REFERENCED DOCUMENTS:

- NX 23.00 SB01, Document ID [75753231](#)
- XREDI Service Manual, Document ID [72453884](#)
- NX/MUSICA Acquisition Workstation - Service Manual, Document ID [74737949](#)



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:**

- Minimum required time for upgrades to NX 23.00: 1.5 hours
 - 0.5 hours: Preparation
 - 0.5 hours: Software upgrade
 - 0.5 hours: Informing the customer about new features
 - Add a maximum of 2 hours if Windows 7 or Windows 10 hotfixes have not been installed for a long time. For information about hotfixes refer to the NX/MUSICA Acquisition Workstation - Service Manual, section Installation Appendix - Installing hotfixes Document ID [74737949](#).
 - Approximately 15 minutes for update to XREDI 23.1 with related DR installers
- (1) For upgrade to NX 23.00 with XREDI 23.1 and related DR installers, follow the instructions to the NX/MUSICA Acquisition Workstation - Service Manual, Document ID [74737949](#), section Upgrade / update procedure.

4 Verification

NX 23.00:

- (1) Perform the NX Acceptance Test, as described in NX/MUSICA Acquisition Workstation - Service Manual, Document ID [74737949](#), section Acceptance Test.

XREDI 23.1 and related DR installers:

- (1) Perform a DR workflow.
Refer to the Service Quality Test, Document ID [55022710](#).

5 Keywords

sub-components, Agfa Softconsole, X-Ray Device Interface, log-file, SSC 5.9

6 Version history

Version	Change	Date
1.0	Initial Version	05-2021



Details as of PDF Creation Date

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Signatures:

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