![AGFA Radiology Solutions Services]

| | | |
|---|---|---|
| **DR 400** | Type 5520 | No. 168 |
| **DR 600** | Type 5530 | No. 214 |
| **DR Retrofit** | Type 5400 | No. 134 |
| **DX-D 100** | Type 5410 | No. 140 |
| **DX-D 300** | Type 8207 | No. 174 |
| **DX-D 400** | Type 5420 | No. 128 |
| **DX-D 500** | Type 8206 | No. 90 |
| **DX-D 600** | Type 5430 | No. 195 |

Document ID: 80013595

## Service Bulletin

# Activate missing Varian logging on VRN 8.0 systems

### Task

| Timing | Category | Scope |
|---|---|---|
| ⦿ **Next service as agreed with customer** | ◯ **Apply at all sites**<br>⦿ **Apply at affected sites as listed below**<br>◯ **Optional to improve functionality of product** | ⦿ **Problem Record: PRB2000819** |

### Task Tracking

| | |
|---|---|
| **After completion of your task the following entry in your Service Report is required:** | 80013595    * |

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

Purpose of this document:

• Varian logging is by default not active on systems with VRN 8.0.

• This document instructs to activate VRN 8.0 logging (remote or on site) on the next service intervention.

Affected systems:
All DR systems with software VRN 8.0 are affected.

**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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# 1        Introduction

This Service Bulletin describes the solution for the following Problem Record:

**Missing Varian / Varex logging with VRN8.0 [PRB2000819]**

*Symptom*   In case of problems with a Varian / Varex* Detector (DX-D 10, DX-D 20, DX-D Fixed) it might be, that the GSN asks for Varian log files for troubleshooting.

The C:/IMAGERs folder has to contain the logging that is needed for the Varian support:

With VRN 8.0, the Varian logging is not active and very limited log files are available there. Very limited log files means: Only the very last / recent one of maybe maximum one day.

*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.

*Cause*     Software issue: With VRN 8.0 no Varian log files are created.

*Workaround* (1)    Activate **Development logging** in **MUSICA Acquisition Workstation > Service > Logging**
         (2)    Reproduce the fault.
         (3)    Copy Varian log files from **C:/IMAGERs\<detector serial number>** folder.

NOTE:
Since solving the problem requires a similar effort as the workaround, it is recommended to implement the solution right away.

*Solution*   On the next service intervention (remote or on site), adapt **HcpConfig.ini** file as follows:
         (1)    Open **C:\IMAGERs\<detector serial number>\HcpConfig.ini** with Notepad.
         (2)    Add the bold marked line:

         [VirtCp]
         FileRev=2
         LogRotation=20
         **DebugMode=2**

         (3)    Save the ini file.
         (4)    Repeat this step for all other Varian Detectors.
         (5)    Restart NX.

NOTE:
The *DX-D 10 / DX-D 20 / DX-D Fixed Detector - Service Manual*, Document ID 41222172, includes the adaptation of HcpConfig.ini also for new installations of Varian Detectors, for example when replacing a Windows 7 PC by a Windows 10 PC.

## 2        Verification

⚠️ IMPORTANT:
After the service intervention, make sure that the device is operational as intended, before you hand it over to the customer.
Follow the instructions in this section precisely.

(1)    Verify proper editing by checking presence of Varian log files in
       **C:/IMAGERs\<detector serial number>** folder.

## 3        Keywords

Varian, Varex, logging, troubleshooting; VRN8; logfile

## 4        Version history

| Version | Change | Date |
|---------|--------|------|
| 1.0 | Initial Version | 07-2022 |