Service Information Bulletin

This Bulletin is for information only.

Workaround Solutions for avoiding error32 Message

Task

Timing	Category	
Next service	◉	**Apply at all sites**
	○	**Apply at affected sites as listed below**
	○	**Optional to improve functionality of product**

Task Tracking

After completion of your task the following entry in your Service Report is required:	**DD+DIS180.13E**	*
* Insert the document number into the field "Comment" (SMS form).		

Purpose of this document:

- It lists all cases in which the error32 message occurs.
- It provides the workaround solutions for avoiding that the error message occurs again.

1   Introduction/purpose

Symptom   Dialog box on the Sedecal softconsole screen shows: xMESS32 (error32)

Initialisation failure

⚠   **Sending exposure parameters failed: generator error. [Ref. xMESS32]**

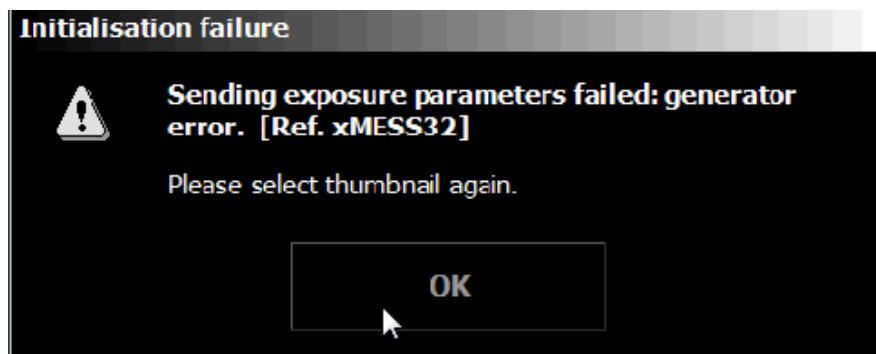Please select thumbnail again.

OK

Figure 1: Example of the error message

Cause   The error32 message can be triggered by a number of reasons, mainly due to communication instability.

Solution   The workaround procedures are outlined in this document.
For details refer to section 3 'Instructions'.

This issue will be solved with the release of Sedecal softconsole 5.3.

2   Prerequisites

TOOLS:
Not applicable

3 Instructions

3.1 Workaround for error32, occurring in DX-D 100 / DX-D 100 Wireless, DX-D 300, DX-D 600

Symptom   **Generator does not communicate**

Workaround (1) Make sure that the positioner is ON.
          (2) Make sure that the generator is ON.
          (3) Try to change the generator parameter on the Softconsole.
          (4) Make sure that communication wires between positioner and Softconsole and between positioner and generator are connected.

3.2 Workarounds for error32 occurring in DX-D 300 / DX-D 600 with Ralco 225 Collimator

Symptom   **Collimator in 'busy' mode**

Workaround (1) Check if the collimator really is in the 'busy' mode (collimator light turns red).

Figure 2

          (2) Manually move the collimator aperture to check if the collimator responds.
          (3) Also check that the collimator is not in the 'manual' mode: If it is not possible to remove the collimator key on the back, the collimator is in the 'manual' mode.

Symptom   **Collimator does not answer**

Workaround (1)   Make sure that the positioner/OTC is ON and communicating:
Try to change collimator aperture at the Softconsole and check on the collimator
screen that the aperture values are updated.

Symptom   **Technique selection timeout**

Workaround (1)   Try to select the same technique again.
(2)   If the error persists, check that the parameters configured for the generator and the
positioner/OTC in this technique are correct. It is possible to try a manual selection.
(3)   Move the positioner/OTC to a different position and reselect. This will avoid
technique rejections due to an "unexpected" start up position.

4   Verification

Make sure that error32 is not active anymore after the described workarounds
have been performed.

5   Keywords

error32; timeout; filter status, softconsole; collimator; aperture; positioner/OTC; Ralco

6   Version history

Version	Change	Date
1.0	Initial version	11-2013

Details as of PDF Creation Date

Document Metadata

Title:	DX-D 100 - Service Bulletin No. 35 - Workaround Solutions for avoiding error32 Message
Livelink ID:	43016318
Version#:	6
Version Date:	2013-11-22 02:31 PM CET
Status:	Approved on 2013-11-27 10:21 AM CET
Owner:	Beate Richter (axnwp)
Created By:	Beate Richter (axnwp)
Created Date:	2013-11-06 02:56 PM CET
PDF Creation Date:	2014-04-22 03:45 PM CET

This document was approved by:

Signatures:

1. Josef Wagner (agwj) on 2013-11-25 10:57 AM CET
2. Geert Wellens (amjjl) on 2013-11-25 09:48 AM CET
3. Lieven Lauwers (awibr) on 2013-11-27 10:17 AM CET

Detailed Approver History:

- **Approval Workflow started on 2013-11-22 02:35 PM CET**
    - Approval task originally assigned to and completed by Geert Wellens (amjjl) on 2013-11-25 09:48 AM CET
    - Approval task originally assigned to and completed by Lieven Lauwers (awibr) on 2013-11-27 10:17 AM CET
    - Approval task originally assigned to and completed by Josef Wagner (agwj) on 2013-11-25 10:57 AM CET

Version & Status History

Version#	Date Created	Status
6	2013-11-22 02:31 PM CET	Published - 2013-11-27 Approved - 2013-11-27
5	2013-11-22 02:24 PM CET	

4	2013-11-22 10:16 AM CET	Reviewed - 2013-11-22
3	2013-11-22 10:12 AM CET	
2	2013-11-11 10:02 AM CET	Reviewed - 2013-11-22
1	2013-11-06 02:56 PM CET	

Applied Categories and Attributes:

Agfa Healthcare Library	
Document Type:	Service Bulletin
Category > SubCategory > Item:	Direct Radiography > DX-D 100 > DX-D 100 Generic
Content Manager:	Josef Wagner (agwj)
Summary:	Service Bulletin No. 35 - Document Number DD+DIS180.13E - Version 1.0 Purpose of this document: - It lists all cases in which the error32 message occurs. - It provides the workaround solutions for avoiding that the error message occurs again. This is a part of the Service Documentation DX-D 100.
Language:	English
Availability:	Extranet
Language Master Document:	
Fileshare FTP URL:	