Service Information Bulletin

This Bulletin is for information only.

CR/DR Service Toolbox 3.3 released

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:	67009191	*
* Insert the document number into the field "Comment" (SMS form).		

Purpose of this document:

- It announces the release of version 3.3 of the CR/DR Service Toolbox and its components.
- It contains information about changes in the components of the CR/DR Service Toolbox.

Affected serial number(s) / batch:
The CR/DR Service Toolbox 3.3 is compatible with the latest NX version (NX 3.0.21.00 / NX 4.0.21.00) and with all previous NX versions. For field upgrades refer to section 1.1.

List of contents

1　　　　Introduction/purpose

The CR/DR Service Toolbox version 3.3 has been introduced.

Changes compared to CR/DR Service Toolbox version 3.2:

DR Installation Checker has been changed from version 1.1 to 1.2:

- When executing DR Installation Checker version 1.1 together with new Intel I210-T1 network card, the following false errors were reported:
    - o ERROR Pleaora Support is installed, but the version is: 2.5.6.2302 and must be: 2.3.6.2064
    - o ERROR There are less Intel PRO/1000 Grabber Adapters available than there are panels installed.
    - o ERROR about Pleora Version, even when Pleora is NOT installed.
- When executing DR Installation Checker version 1.1 on Windows 10, not all checks have been performed (e.g. no check whether HcpConfig.ini is set read-only).
- Logging viewer version is now correct (installer).
- The DR Installation Checker short cuts now will be displayed in Windows 10 also, for details refer to section 3.
- Compatibility with future DX-D 10/20/Fixed detector software VRN versions.

The other components (Agfa DR Dead Pixel Count Tool; MSE Autoconfigurator, CX.Log.Viewer) did not change.

The CR/DR Service Toolbox V3.3 is compatible with the latest NX version and with all previous NX versions.

The CR/DR Service Toolbox contains the following tools:

Tool	Purpose	Tool usage is described in:
DRInstallationChecker	Supports the Field Service Engineer (FSE) in installing/maintaining DX-D 10/20/Fixed detector.	DX-D 10 / DX-D 20 / DX-D Fixed Detector - Service Manual, Document ID 41222172
Agfa DR Dead Pixel Count Tool (ADPT)	Supports the FSE to decide if a DX-D 10/20/Fixed detector is still within quality specifications based on a dead pixel report generated.	
MSE Autoconfigurator (WIN 7 only – see Note below)	Creates a list of folders/files that need to be excluded from anti-virus scanning by the virus scanner MSE (Microsoft Security Essentials) to improve performance.	NX Service Manual chapter 4 - Installation and Configuration Appendices
CX.Log.Viewer	Views NX logfiles offline	NX Service Manual chapter 9, Troubleshooting, section Fault Finding

NOTE:

- On a **Windows 7** system, the installer checks the MSE version on the system. Recent versions of MSE do not allow to perform an automatic configuration. In this case, the following message will be displayed when installing the CD/DR Service Toolbox 3.3: "Installed version of MSE Configurator does not allow autoconfiguration. Please configure the required exclusions manually." Refer to Figure 1.
  - o The manual configuration is described in the latest NX service manual - Chapter 04 - Installation and Configuration Appendices.
- From **Windows 10** onwards the MSE Autoconfigurator is no longer applicable. Refer also to Figure 2.

  From that version, this will be covered by Windows Defender, which is not part of the CR/DR Service Toolbox. For more details refer to NX 3.0.8950 - SB 03 - REVISED - NX anti-virus policy, Document ID 56432773

1.1 Field upgrades

The toolbox can be downloaded from the Agfa Medimg Library (see section 2).

Field upgrades are recommended for all DR systems with NX and can be done during next service intervention.

1.2 Software Overview

Changes compared to previous version are marked **bold blue** and with a grey filling of the respective table cell:

Tool	DR Service Toolbox Version 2.0	DR Service Toolbox Version 3.0	DR Service Toolbox Version 3.2	DR Service Toolbox Version 3.3
DRInstallationChecker	1.0.0200	**1.1**	1.1	**1.2**
Agfa DR Dead Pixel Count Tool	1.0.0100	**2.0**	2.0	2.0
MSE Autoconfigurator	1.0	**1.1**	**1.4** [1]	1.4 [1]
CX.Log.Viewer	Not available	**2.4**	2.4	2.4

[1] Observe Note in section 1.

2   Prerequisites

SOFTWARE:

Download the software from the Agfa Medimg Library and store it on a USB-Flash drive (checked to be virus-free):

- CR/DR Service Toolbox V3.3, Document ID 66382459
  Direct Radiography > DR Detectors > DX-D 10/DX-D 20/DX-D Fixed

TOOLS:

- USB-Flash drive (checked to be virus-free)

REFERENCED DOCUMENTS:

- DX-D 10 / DX-D 20 / DX-D Fixed Detector - Service Manual, Document ID 41222172
- Latest NX service manual - Chapter 04 - Installation and Configuration Appendices.
- NX 3.0.8950 - SB 03 - REVISED - NX anti-virus policy, Document ID 56432773

IMPORTANT:

The installation and service of the product(s) described herein is to be performed by qualified personnel who are employed by Agfa HealthCare N.V or one of its affiliates or who are otherwise authorized by Agfa HealthCare N.V. or one of its affiliates to provide such services.

3   Instructions

REQUIRED TIME:
Approximately 15 min.

NOTE:
The CR/DR Service Toolbox installation wizard makes a distinction between installation on the service PC or on the NX. It is not possible to install the CX.Log.Viewer on the NX for a second time because it is installed by default.

Depending on the system on which the toolbox is installed, some of the components will be disabled for installing as listed in the table below. Refer also to Figure 1 and Figure 2.

Tool	NX PC		Non NX, e.g. Service PC	
	installable	default selected	installable	default selected
DRInstallationChecker	YES	YES	NO	n.a.
Agfa DR Dead Pixel Count Tool	YES	YES	YES	YES
MSE Autoconfigurator (only for WIN7)	YES [1]	YES [1]	NO	n.a.
CX.Log.Viewer	NO	Already installed by default	YES	YES

[1]   Observe Note in section 1 and refer to Figure 1 and 2 in section 3.1.

Windows 7:   One shortcut for each of the tools will be installed in:

NX ≤ NX 3.0.9000:
Start menu > All Programs > Agfa > Service

As of NX 3.0.20.00 / NX 4.0.20.00:
MUSICA Acquisition Workstation Control Center > Service

Windows 10:   Windows 10 has a flat menu structure and does not show the shortcuts in a tree like way as it was in windows 7.
The shortcuts are visible though and are available in the Windows menu.

On an **NX system**, the shortcuts of CR DR Toolbox can be found in the Windows menu and in the NX Control center.

On a **non-NX system**, the shortcuts of ADPT tool and Logging Viewer can be found in the Windows Menu.
These are the only ones that can be installed on a non NX PC.

NOTE:
Depending on the Windows 10 versions, the shortcut for the logging viewer may not be present.

In this case go to location:
'C:\Agfa\Healthcare\XRDI\Service\LogViewer' in order to start the Cx.Logging.Viewer.exe

3.1   Installation of the CR/DR Service Toolbox

(1)   Stop NX.

(2)   Extract the ***.exe** file from the zip file to PC (e.g. in **temp** folder).

(3)   Run: **CRDR Service Toolbox_x.exe**

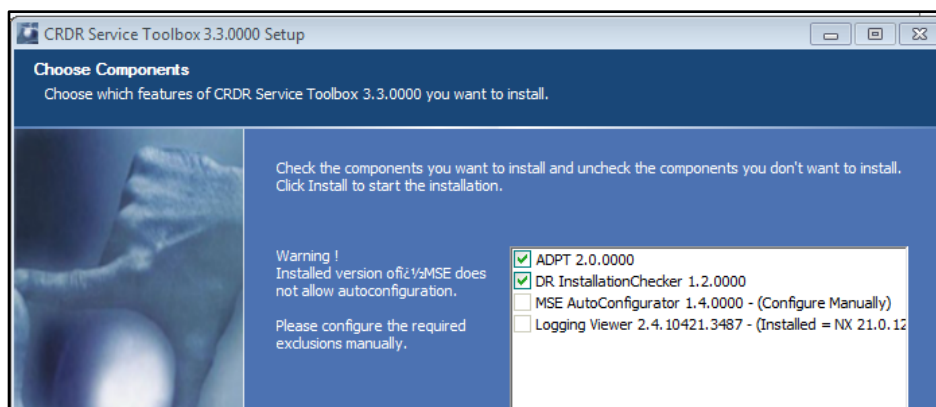(4)   Follow the instructions of the installation wizard.

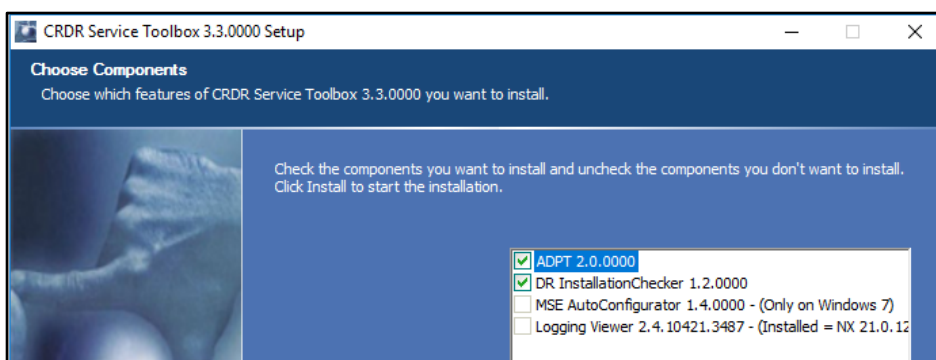Figure 1: Installation of CR/DR Service Toolbox on a Windows 7 NX system

Figure 2: Installation of CR/DR Service Toolbox on a Windows 10 NX system

3.2   Running the MSE Autoconfigurator or manual configuration

(1)   Run the MSE Autoconfigurator.

In case the MSE version of your system does not allow this, a message is displayed: "Installed version of MSE does not allow autoconfiguration. Please configure the required exclusions manually".

If autoconfiguration is not allowed:

(2)   Follow the description for the manual configuration in latest NX service manual - Chapter 04 - Installation and Configuration Appendices.

4 Verification

Start one of the tools to see if it has been installed correctly.

5 Keywords

Agfa dead pixel tool; logging viewer; MSEA

6 Version history

Version	Change	Date
1.0	Initial version	12-2018

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