AGFA

Radiology Solutions Services

DR 100e	Type 6012	No. 35
DR 100s	Type 6013	No. 19
DR 400	Type 5520	No. 143
DR 600	Type 5530	No. 180
DR 800	Type 6010	No. 40
DR Retrofit	Type 5400	No. 116
DX-D 100	Type 5410	No. 133
DX-D 100 Wireless	Type 5411	No. 172
DX-D 300	Type 8207	No. 156
DX-D 400	Type 5420	No. 112
DX-D 600	Type 5430	No. 175
Mammo DR Retrofit	Type 5400	No. 13
NX 22.00	Type 4406	No. 20

Document ID: 75592444

Service Information Bulletin

This Bulletin is for information only.

Message Troubleshooting Tool V 1.0 is online

Task

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

Purpose of this document:
The Message Troubleshooting Tool V 1.0 is online. This document describes the details.

Affected systems:
The Message Troubleshooting Tool can be used for all DR systems to troubleshoot error messages on NX.

1 Introduction

In 03-2021, the Message Troubleshooting Tool (MTT) went online. This tool allows entering messages* that appear on NX. As a result, the tool describes how to troubleshoot.

The MTT, like the Message History Tool (MHT) is based on an initiative to increase Service efficiency by simplifying troubleshooting on NX.

The MHT has been announced by NX 22.00 SB 19, Document ID 75574613.

* message types can be info, warning or error, this means not restricted to error.

1.1 How to access the MTT

There are in general four ways to access the MTT:

- Via the ELMS homepage https://helicensing.agfa.net. This page contains a link to the MTT.
- Via the MHT: This contains a link to the ELMS homepage in the lower left corner.
- Via a direct link: https://helicensing.agfa.net/licensingPortal/digitalWarehouseManager/messageTroubleshooting.jsp
- Via a direct link including message information: https://helicensing.agfa.net/licensingPortal/digitalWarehouseManager/messageTroubleshooting.jsp?agfaId=<Agfa ID>&componentId=<Component ID>

Recommendation: Create a bookmark to the direct link of the MTT.

NOTE:

The fourth option, direct link including message information, has been implemented for future applications, for example to go directly from the error on NX or the MHT to the MTT.

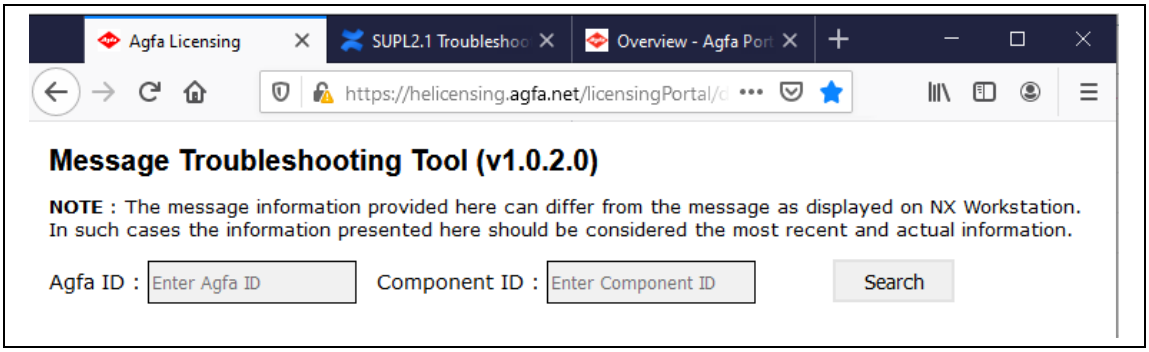

Figure 1: MTT user interface

1.2 Using the MTT

The MTT has two data entry fields:

- **Agfa ID**:
  This is the error or warning or info code on NX, for example APCMESS99.
  Entering the Agfa ID is assisted by an autocomplete function.
- **Component ID**:
  This is an ID, for example 33, that is sent from the connected hardware component (for example DR 800 Generator or DR 600 Positioner). If the error is associated with a component ID, this is displayed in the MHT as “Hardware ID”, pointing to the hardware related to the message.
  See also the example in section 1.4.

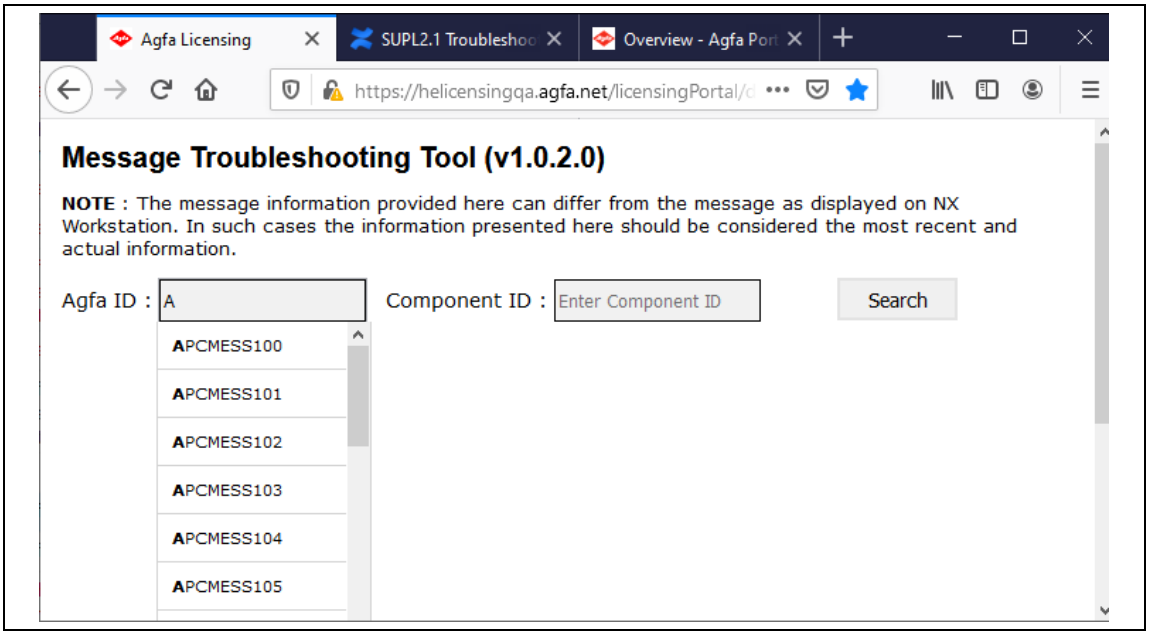

Figure 2: Entering an AGFA ID in the MTT

Search function

Clicking the **Search** button displays troubleshooting information related to the message. Search only works on exact match.
Example: When searching for APCMESS99, the error has to be entered exactly as “APCMESS99”. APCMESS* or APCMESS will give no results.

An example of a result page is shown in Figure 3.

NOTE:
The displayed troubleshooting information is always based on the latest software component version on NX, and can differ in wording compared to what is displayed in the softconsole.
Example: Message on NX is based on APC 4.5, and has been reworked with APC 4.8. Then in the MTT the message is based on APC 4.8.

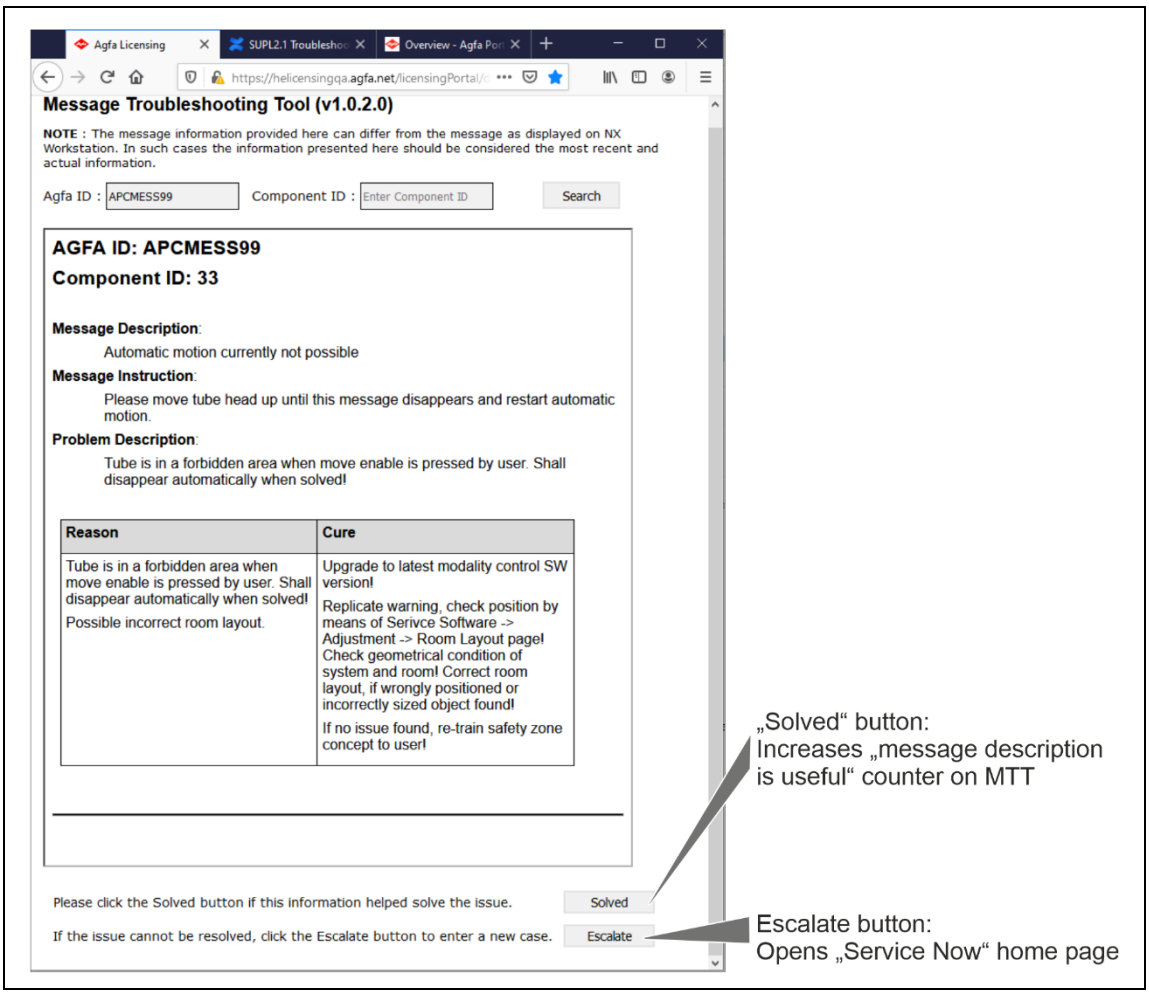

Figure 3: MTT result page

1.3 Restrictions

Message Troubleshooting Tool V1.0 contains messages for the following components: APC, CPI, GMP, IRI, SPM, TDI, THS, TRI, VDI, XRDI.
Other components, like GGC, SDR, THX and so on will be entered according to a priority list.

NOTE:
For the meaning of the abbreviations APC, CPI and so on refer to the XRDI Service Manual, Document ID 72453884.

1.4 Example: CPI Generator error CPIMESS2

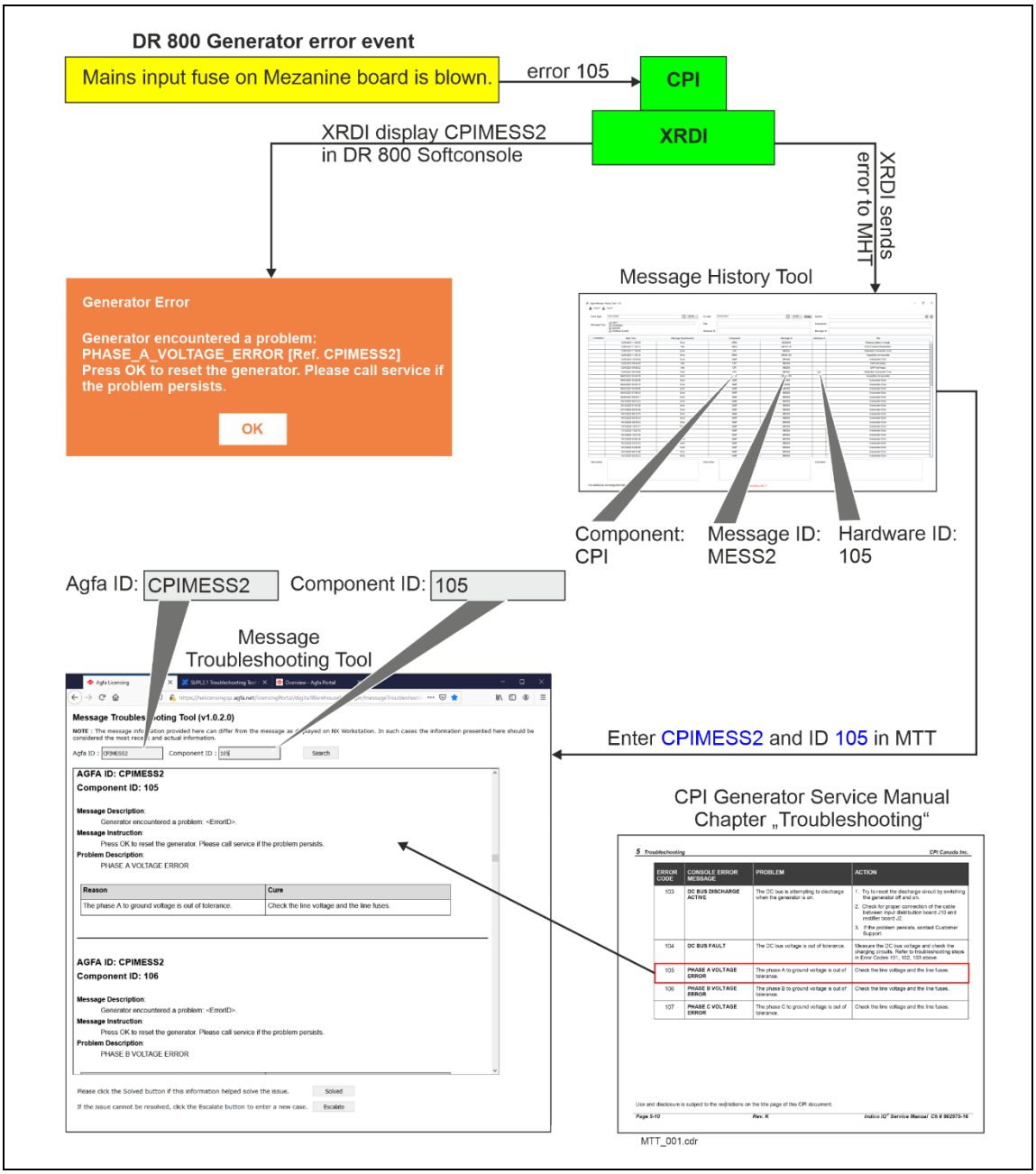

Figure 4: Example for CPIMESS2

This figure shows how to troubleshoot error CPIMESS2. In this example the error appears, due to a blown fuse on the DR 800 Generator Mezanine board.

- The Generator sends error 105 to the CPI software component on NX.
- XRDI displays error CPIMESS2, Phase_A_Voltage_Error and writes the error in the MHT database, together with the hardware ID 105.
- The FSE enters error **CPIMESS2** and component ID **105** in the MTT and clicks **Search.** This displays the information to check the line voltage and line fuses.
- The troubleshooting information is a copy from the CPI Generator Service Manual combined with information from the CPI component. Future extensions, for example from COM cases, are possible.

2 Verification

Not applicable. This document is for information only.

3 Keywords

Message troubleshooting, NX

4 Version history

Version	Change	Date
1.0	Initial Version	03-2021