

<b>DR 400</b>	Type 5520	No. 82
<b>DR 600</b>	Type 5530	No. 104
<b>DX-D 100</b>	Type 5410	No. 111
<b>DX-D 300</b>	Type 8207	No. 115
<b>DX-D 400</b>	Type 5420	No. 85
<b>DX-D 600</b>	Type 5430	No. 136

Document ID 66055531

## Service Bulletin

### DX-D 10/20/Fixed detector software VRN 8.0 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: PRB2000077
	<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:

66055531 \*

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

Purpose of this document:

- It introduces Detector software VRN 8.0 for DX-D 10/20/Fixed detectors:
  - VRN 8.0 supports Windows 10
  - VRN 8.0 is the solution for the listed Problem Record

Affected sites:

Install VRN 8.0 as described in section 3.2.

Only if required (see section 1.2) install Intel® I210-T1 network card.

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DX-D 400 / DX-D 600

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## 1 Introduction/purpose

The Varian/Varex\* detector software VRN 8.0 is a solution for PRB2000077 and it supports Windows 10 operating systems.

VRN 8.0 is released only in combination with NX 20 (or higher) and XRD1 19 (or higher).

It is compatible to Windows 7 and Windows 10, but observe the compatibility with network cards:

- For Win 7: VRN 8.0 is released in combination with Intel® PRO/1000 and with Intel® I210-T1 network card (I210-T1 is recommended).
- For Win 10: VRN 8.0 is released only in combination with Intel® I210-T1 network card.



**\* NOTE:**

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.

### 1.1 Installation

- VRN 8.0 is mandatory for Win 10 NX PC.
- VRN 8.0 is mandatory for Win 7 NX PC with NX hotfixes higher than v90.

## 1.2 Upgrade scenarios

The following upgrade scenarios are applicable:

Upgrade from...		Upgrade to
Win 7	VRN 7.4 or 7.5 with Intel® PRO/1000 network card	Upgrade to VRN 8.0. Intel® PRO/1000 card remains (observe important remark in section 3)
Win 7	VRN 7.4 or 7.5 with Intel® PRO/1000 network card	Upgrade to VRN 8.0. Intel® PRO/1000 card is replaced ** with Intel® I210-T1 card.
Win 7	VRN 7.5 with Intel® I210-T1 network card	Upgrade to VRN 8.0. Intel® I210-T1 card remains
Win 10	VRN 8.0 with Intel® I210-T1 network card *	No upgrade*

\* In case of installing VRN 8.0 on a Windows 10 in the field, a clean installation is needed. Earlier versions of VRN are not compatible with Windows 10.

\*\* Replace card only in case of Varex issues / complaints as described in Bulletin - Detector software VRN 7.5 and Intel I210-T1 network card introduced, e.g. Document ID [60936957](#).

### 1.3 Solved Problem Record: Varian Detector communication issues after latest NX Hotfix-update [PRB2000077]

**Symptom** After upgrade to NX hotfix 7.0.091 (and higher):  
Very frequently (up to every second exposure) the communication to a Varian Detector fails and an error message is shown.

**Cause** Software bug (systems with VRN 7.X installed)

**Work-around 1** Downgrade hotfix to previous version.

**Work-around 2** FUSE has been adapted for Varian/Varex systems to avoid hotfix upgrades:

- When using FUSE as normal user, FUSE will check if the Pleora drivers are installed. If yes, hotfix 90 will be the latest one. A Message is shown that hotfix 7.0.091 and higher are not compatible with VRN 7.4

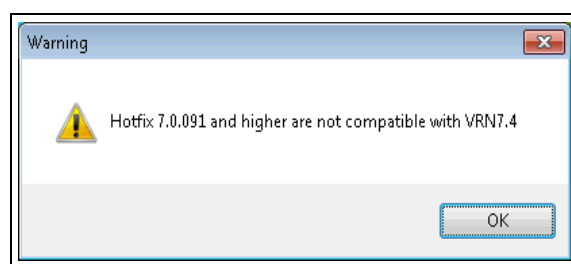


Figure 1

- When using FUSE with service account, the other hotfixes are available. But the release note contains the information not to install them on VRN (Varian/Varex) systems.

**Solution** Solved with upgrade to VRN 8.0 (installed network card remains).  
From VRN 8.0 on, the Intel® PRO/1000 cards will be controlled with the manufacturer drivers instead of Pleora drivers.



**IMPORTANT:**

Do NOT mount Intel® PRO/1000 cards with manufacturer drivers on a Riser Board. When a Riser Board has to be used, replace the Intel® PRO/1000 cards with Intel® I210-T1 cards.

## 2 Prerequisites



### SOFTWARE:

Prerequisites: NX 20 (or higher) and XRD1 19 (or higher) installed.

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

Direct Radiography > DR Detectors > DX-D 10/DX-D 20/DX-D Fixed > Software

- DX-D 10 / DX-D 20 / DX-D Fixed Detector - Software - Varian Detector Software VRN 8.0, Document ID [66056442](#).

### LICENSE FILE:

- Download a new ALF (Application License File) for the NX workstation which shall be installed or upgraded.
  - It is recommended to use the ELMS feature “Create ELMS Software Collection Tool”.  
Refer to NX 2.0.8900 / 3.0.8900 SB07, Using the ELMS Software Collection Tool to improve service efficiency, Document ID [49695878](#).
  - When downloading a new license file, ensure to write down the password for user crservice. This password will be active after loading the license file.



### SPARE PARTS:

Only if applicable: Order for each installed Varex detector a new network card – observe upgrade scenarios in section 3.

- CM+6213690  
Hewlett-Packard HP Intel Ethernet I210-T1 GbE NIC



### TOOLS:

- USB-Flash drive (checked to be virus-free)
- Standard service toolkit in case of network card replacement



### REFERENCED DOCUMENTS:

- Bulletin - Detector software VRN 7.5 and Intel I210-T1 network card introduced, e.g. Document ID [60936957](#)
- DX-D 10 / DX-D 20 / DX-D Fixed Detector - Service Manual, Document ID [41222172](#)
- Service Quality Test Tool, Document ID [55022710](#)

**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

**IMPORTANT:**

A mix of network card types for the connection to Varex detectors is not allowed!

Two connected detectors require either two Intel® I210T network cards or two Intel® PRO/1000 network cards.

Intel® PRO/1000 network cards should NOT be mounted on a riser board. In case of Intel® PRO/1000 network cards and more Varex panels than available slots, the cards have to be replaced by Intel® I210-T1 network cards.

Intel® I210-T1 network cards can be mounted on a riser board.

Observe the different upgrade scenarios:

Scenario	Install VRN 8.0	Install Intel® I210-T1 *
VRN 7.4 or VRN 7.5 (and Intel® PRO/1000 network card)	yes	n.a.
VRN 7.4 or VRN 7.5 (and Intel® PRO/1000 network card)	yes	yes*
VRN 7.5 (and Intel® I210-T1 network card)	yes	n.a.

\* Replace card only in case of Varex issues / complaints as described in Bulletin - Detector software VRN 7.5 and Intel I210-T1 network card introduced, e.g. Document ID [60936957](#)

**REQUIRED TIME:**

Approximately 30 min.

For network card replacement/software installation

### 3.1 Replacement of installed network card with Intel® I210-T1

- (1) If applicable, order the new network card(s) as described in section 2.
- (2) Replace the installed network card(s) with the Intel® I210-T1.

#### 3.1.1 Troubleshooting - HP 5810 (only Windows 7)

**BIOS issue** When plugging multiple Intel® I210-T1 network cards in a HP 5810, the following BIOS message appears.

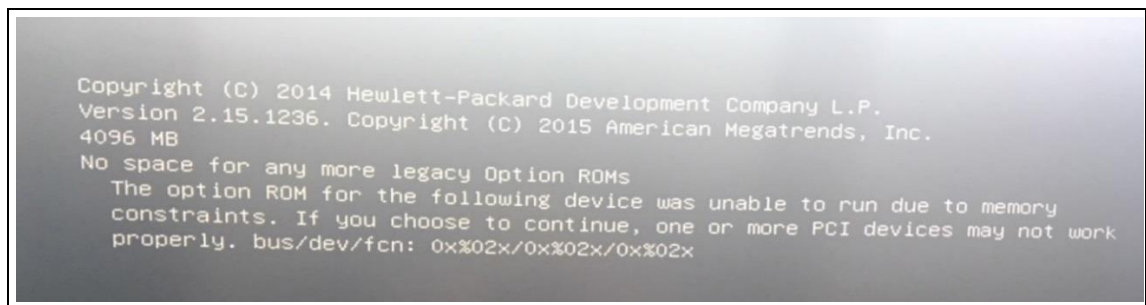


Figure 2

- Solution**
- (1) Press F10 during boot to enter setup.  
The Hewlett Packard Setup Utility opens.
  - (2) Set OPTION ROM LAUNCH POLICY as shown in the screenshot below.
  - (3) Press F10 to accept.

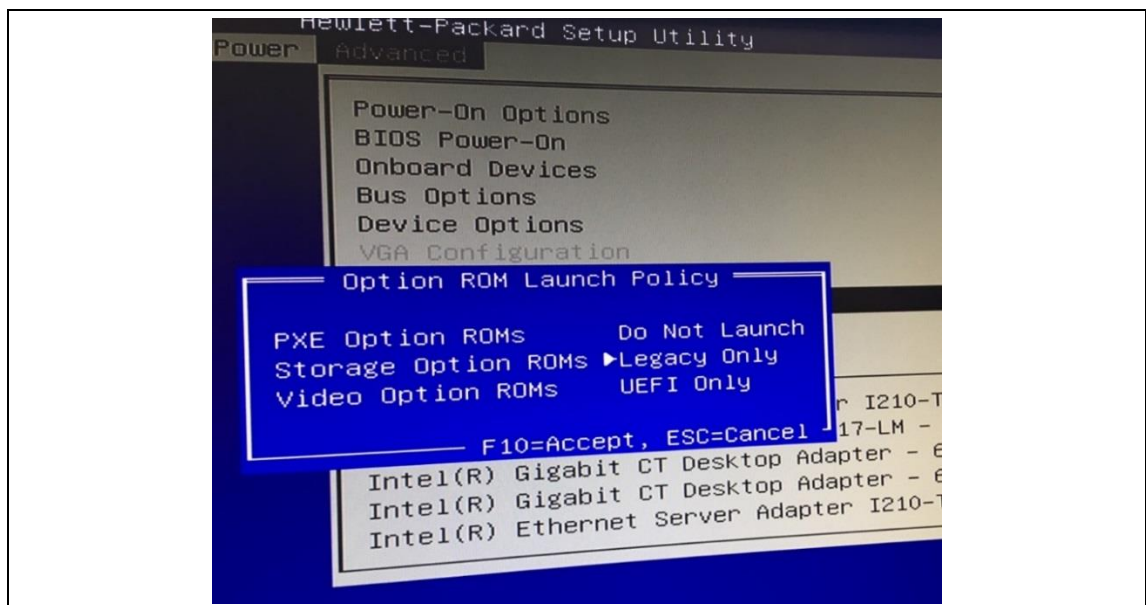


Figure 3



### 3.2 VRN 8.0 upgrade and installation

**NOTE:**

On a WIN 7 PC an upgrade to VRN 8.0 with Intel® PRO/1000 or with Intel® I210-T1 network cards is possible

On a WIN 10 PC only a new installation of VRN 8.0 in combination with Intel® I210-T1 network cards is applicable.

For installation and upgrade instructions refer to the DX-D 10 / DX-D 20 / DX-D Fixed Detector - Service Manual, Document ID [41222172](#).

## 4 Verification

- (1) Perform a DR workflow for each DX-D 10/20/Fixed Detector in the system: For instructions refer to the Service Quality Test Tool, Document ID [55022710](#).

**NOTE:**

The DR Installation Checker as part of CR/DR Service Toolbox 3.2 will show some error messages after the installation of Intel® I210-T1 network cards e.g.:

Error There are less Intel PRO/1000 Grabber Adapters available than there are panels installed.

You can ignore these messages.

It is recommended to upgrade to CR/DR Service Toolbox 3.3 as soon it is available. The new version of the included DR Installation Checker won't show these messages anymore.

## 5 Keywords

Varian panel, Intel i210, Intel PRO/1000, Network Interface Card

## 6 Version history

Version	Change	Date
1.0	Initial Version	12-2018



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