Service Information Bulletin

This Bulletin is for information only.

Driver for first version of WiFi cards available to solve sporadic blue screen after clean installation

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+DIS145.13E	*
* Insert the document number into the field "Comment" (SMS form).		

Purpose of this document:

- This document informs about a sporadic "blue screen" at devices with "Via Technologies Wifi Card".
- Solution: Install the WiFi card driver which is available on the Agfa HealthCare Library.

Affected serial number(s) / batch:

All DX-D 100 / DX-D 100 Wireless manufactured until 03-2012 may be affected, where a clean installation with Windows 7 has been performed.

1   Introduction

This document informs about the solution for the following software issue:

Symptom   Sporadically after startup or re-login after a screen lock, a "blue screen" is shown. The mouse pointer still works but no other programs are accessible. The system is unusable.

A reboot via main switch is required.

Both of the following prerequisites must be fulfilled for the symptom to appear:

- DX-D 100 or DX-D 100 Wireless has been installed from scratch in the field via Windows 7 clean installation DVD (DXD100 Base OS image1.1_Win7.iso).

- DX-D 100 or DX-D 100 Wireless has the "Via technologies WiFi" card installed. See also NOTE below.

✓ NOTE:

Two types of WiFi Lan cards for communication with the hospital network have been installed in production:

- Until 03-2012: Via Technologies Wifi Card

- As of 03-2012: Sparklan Wifi Card (= 802.11n USB Wireless LAN Adapter)
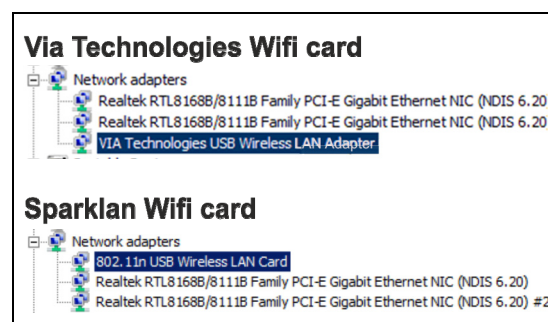
These cards require different drivers.

Via Technologies Wifi card
Network adapters
  Realtek RTL8168B/8111B Family PCI-E Gigabit Ethernet NIC (NDIS 6.20
  Realtek RTL8168B/8111B Family PCI-E Gigabit Ethernet NIC (NDIS 6.20
  VIA Technologies USB Wireless LAN Adapter

Sparklan Wifi card
Network adapters
  802.11n USB Wireless LAN Card
  Realtek RTL8168B/8111B Family PCI-E Gigabit Ethernet NIC (NDIS 6.20)
  Realtek RTL8168B/8111B Family PCI-E Gigabit Ethernet NIC (NDIS 6.20) #2

Figure 1

Cause   The Windows 7 operating system provided for DX-D 100 / DX-D 100 Wireless on the Fileshare FTP server has USB WLAN driver VT6656_Win7_V1.1.0.2_32bit pre-installed. This driver may cause sporadic "blue screens".

Solution   Install the previous version of this driver: VT6656 V1.0.0.2.

For details see next sections.

2 Prerequisites

SOFTWARE:

Download the DX-D 100 USB wireless Lan driver VT 1.0.0.2 from the Agfa HealthCare Library:

Direct Radiography > DX-D 100 Wireless > DX-D 100 Wireless Generic or

Direct Radiography > DX-D 100 > DX-D 100 Generic

TOOLS:

- USB flash drive
- USB mouse

3 Instructions

REQUIRED TIME:

Approx. 30 minutes:

- Approx. 10 minutes installation of the driver
- Approx. 20 minutes verification

(1) Check WiFi communication, e.g. by checking the Network connections in the explorer. This allows comparing the WiFi communication before and after the driver downgrade.

(2) Go to **Control Panel > Device Manager > Network Adapters**.

(3) Check the type of Wireless LAN card: Only proceed if it is a Via Technologies Adapter. See also Figure 1 on previous page.

(4) Right-click on **Via Technologies USB Wireless LAN adapter**.

(5) Click **Properties**.

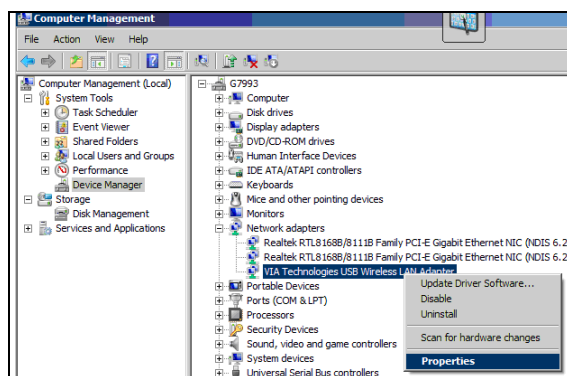(6) Go to the Driver tab: The driver version must be 1.0.0.2.

Figure 2

(7)   If a different driver version is displayed, right-click on **Via technologies USB Wireless LAN adapter** and select **Uninstall**.

(8)   Unzip the DX-D 100 USB WLAN driver VT 1.0.0.2 and copy file "VT6656_Win7_V1.0.0.2_32bit.exe" via USB flash drive to the NX.

(9)   Execute the driver.

(10)   In case the Program Compatibility Assistant appears, select **This program installed correctly**.

(11)   Again check the driver version as described above: It must be 1.0.0.2.

4   Verification

(1)   Check WiFi communication, e.g. by checking the network connections in the explorer.

(2)   Stop NX.

(3)   Reboot the PC.

(4)   Check that no "blue screen" appears after reboot.

(5)   Repeat steps (2) to (4) a few times.

5   Keywords

Bluescreen, clean install

6   Version history

Version	Change	Date
1.0	Initial version	09-2013