

Service Information Bulletin

This Bulletin is for information only.

CR/DR Service Toolbox 3.2 released

Task	
Timing	Category
Next service	<input type="radio"/> Apply at all sites
	<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:

DD+DIS138.17E *

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

Purpose of this document:

- It announces the release of version 3.2 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 3.2 is compatible with NX 3.0.9000 SU1 and with all previous NX versions.
For field upgrades refer to section 1.1.

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1 Introduction/purpose

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 3.2: "Installed version of MSE Configurator does not allow autoconfiguration. Please configure the required exclusions manually." Refer to Figure 1.
 - The manual configuration is described in NX 3.0.9000 - Chapter 04 - Installation and Configuration Appendices, Document ID [57096070](#).
- The MSE Autoconfigurator is no longer applicable from **Windows 10** onwards. 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. Introduction of Windows 10 for NX is planned for year 2018 for some specific hardware and NX versions.

The CR/DR Service Toolbox version 3.2 has been introduced including the following changes:

- The new MSE Autoconfigurator v 1.4 (for WIN7 only) includes files and processes that need to be excluded from anti-virus scanning for DR 14e/17e detectors.
- The other tools are compatible with Windows 10 (32 & 64 bit).

The CR/DR Service Toolbox V3.2 is compatible with NX 3.0.9000 SU1 and with all previous NX versions.

1.1 Field upgrades

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

The CR/DR Service Toolbox V3.2 is mandatory for systems with DR 14e/17e detectors if the customer uses MSE as anti-virus software.

Field upgrades are recommended for all 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
DRInstallationChecker	1.0.0200	1.1	1.1
Agfa DR Dead Pixel Count Tool	1.0.0100	2.0	2.0
MSE Autoconfigurator	1.0	1.1	1.4 ¹⁾
CX.Log.Viewer	Not available	2.4	2.4

¹⁾ Observe Note in section 1.

2 Prerequisites



SOFTWARE:

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

- CR/DR Service Toolbox V3.2, Document ID [60381578](#)
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](#)
- NX 3.0.9000 - Chapter 04 - Installation and Configuration Appendices, Document ID [57096070](#).



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.

Windows 7: One shortcut for each of the tools will be installed in: **Start > Agfa > Service**

Windows 10: No shortcuts will be displayed. This is a limitation in windows.

- On a NX system, the shortcuts of CR DR Toolbox can be found via the NX Control Centre.
- On a non NX system this applies only on the shortcuts of ADPT tool and Logging Viewer. These are the only ones that can be installed on a non NX PC.

A workaround how to add these shortcuts on a non NX PC is described in section 3.3.

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.

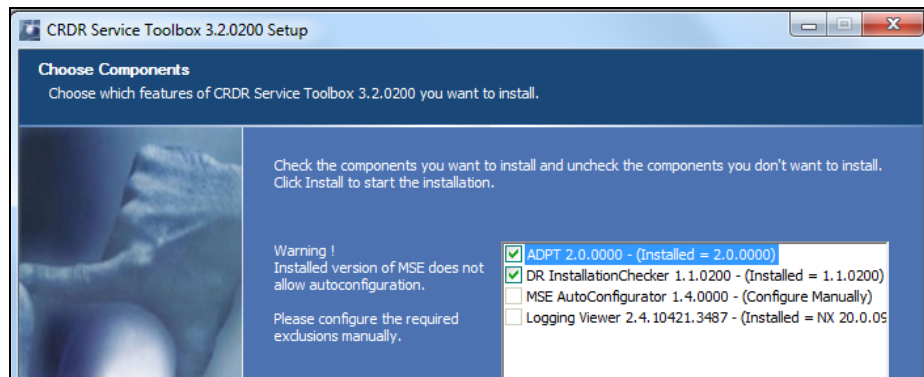


Figure 1: Installation of CR/DR Service Toolbox on a Windows 7 NX system

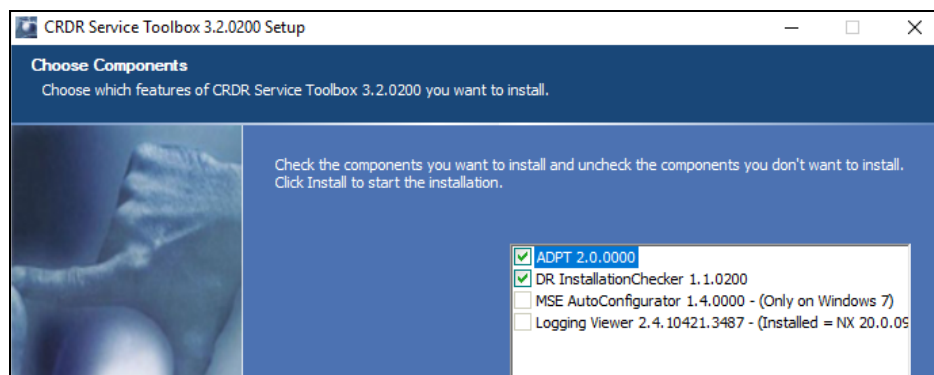


Figure 2: Installation of CR/DR Service Toolbox on a Windows 10 NX system

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 NX 3.0.9000 - Chapter 04 - Installation and Configuration Appendices, Document ID [57096070](#).

3.3 Creating shortcuts on Windows 10 NON NX PC

The following is applicable only for NON NX systems with Windows 10. Shortcuts can be added to the start menu or to Start (tiles).

On an NX system with Windows 10, the shortcuts of CR/DR Toolbox can be found via the NX Control Center.

3.3.1 ADPT tool shortcut

- (1) Open the explorer.
- (2) Browse to **C:\Agfa\Healthcare\XRD\Service\AgfaDefectPixelTool\Bin**
- (3) To add a shortcut to the start menu:
 - Right-click on **Idis.Service.AgfaDRDeadPixelCountTool** and select **Create shortcut**.
 - A shortcut will be created next to the application.
 - Copy the shortcut to **C:\ProgramData\Microsoft\Windows\Start Menu\Programs**
- (4) To add a shortcut to Start (tiles):
 - Right-click on **Idis.Service.AgfaDRDeadPixelCountTool** and select **Pin to start**.

3.3.2 Logging Viewer shortcut

- (1) Open the explorer.
- (2) Browse to **C:\Agfa\Healthcare\XRD\Service\LogViewer**
- (3) To add a shortcut to the start menu:
 - Right-click on **Cx.Logging.Viewer** and select **Create shortcut**.
 - A shortcut will be created next to the application.
 - Copy the shortcut to **C:\ProgramData\Microsoft\Windows\Start Menu\Programs**
- (4) To add a shortcut to Start (tiles):
 - Right-click on **Cx.Logging.Viewer** and select **Pin to start**.

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	10-2017