

Service Bulletin

Release of DX-D 100 Version 4.0.10

Task			
Timing		Category	Scope
Next service as agreed with customer	<input type="radio"/>	Apply at all sites	PowerHelp complaint / HQ issue: HQ_1301030001, HQ_1301080002 HQ_1301080012, HQ_1301110002 HQ_1208160001, PR1301280005 PR1301290015, PR1302040004 FER130109002
	<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+DIS034.13E

*

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

Purpose of this document:

- This document announces the release of XRD1 15.0 and includes the installation instructions for the related software and hardware items.
- It announces the new Sedecal Softconsole.
- It announces the new Agfa Softconsole.
- It announces the new DR Service Toolbox.
- It contains the solution for the listed HQs / Problem Reports

Affected serial number(s) / batch:

The signatures on the approval page indicate the solutions described in this Service Bulletin have been reviewed and are NOT reportable because no actions are taken to reduce a "Risk to Health" according to our risk assessment process.

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1 Introduction/Purpose

When updating the DX-D 100 solution to XREDI 15, the following software items have to be installed as well:

The new Agfa Softconsole which is used to display the multi-panel GUI (MPG).

The updated Varian detector software version 7.2.0200 which replaces the former detector software version.

Symptom The following issues have been reported for DX-D 100:

HQ Case Number/ Problem Report (PR) Number	Description
HQ_1301030001	Manual exposure doesn't work correctly.
HQ_1301080002	Micro switch inside tube handle causes holes in the handle switch.
HQ_1301080012	Paint coming off the wheels.
HQ_1301110002	Issue with vertical column bearing strip.
HQ_1208160001	A message "no filament current" during the exposure.
PR1301280005	The Sedecal Softconsole is continuously coming to the front.
PR1301290015	Generator / detector fault: Prep timeout, no exposure is possible.
PR1302040004	Exposure not possible on replaced machines.
FER130109002	Request to provide a kit of small parts e.g. bolts and nuts as spare part.

Solution DX-D 100 with XRD1 15 in combination with the described software updates solves the issues mentioned above.

2 Prerequisites



SOFTWARE:

Download the software from the Agfa HealthCare Library to a portable storage medium.

Direct Radiography → DR Equipment → DX-D 100 → Software:
XRDI 15.0.0700

Direct Radiography → DR Equipment → DX-D 100 → Software:
VarianDetectorSoftware 7.2.0200

Direct Radiography → DR Equipment → DX-D 100 → Software:
Agfa Softconsole 1.0.0700

Direct Radiography → DR Equipment → DX-D 100 → Software:
Sedecal Softconsole 5.02.011

Direct Radiography → DR Equipment → DX-D 100 → Software: DR
Service Toolbox 1.0.0100

SPARE PARTS:

- HT Controller EPROM.
The EPROM can be ordered via the following Spare Part Number:
SC+SOFT—HT.
It is mandatory to mention the DX-D 100 serial number when ordering the EPROM.
- Kit of small parts. The kit can be ordered via the following Spare Part number:
SC+A521055-01



TOOLS:

Portable storage medium (checked to be virus-free, e.g. USB Memory Stick)



REFERENCED DOCUMENTS:

- NX Workstation Service Manual, Chapter 5, Clean Install Procedure
NX Workstation Service Manual, Chapter 7, Upgrade Installation:
Computed Radiography → CR Workstation Software →
NX 2.0.8700 SU1 / 3.0.8700 SU1 → Service Manual
- Licensing Service Manual,
Technical Services → Electronic License Management System
(ELMS) → General Info → Service Manual

3 Installation

3.1 Installation of NX Workstation Versions 2.0.8700 SU1 / 3.0.8700 SU 1

Instructions for Upgrades

- Install NX Workstation Version 2.0.8700 **SU1** / 3.0.8700 **SU1**
For a detailed description see “Referenced Documents”, section 2.

3.2 Preparations for XRF and Varian Detector Software Installation via the NX Activation Helper

**NOTE:**

The installation via the NX Activation Utility is recommended.

It is also possible to install the software manually by double-clicking the **exe(s)**.
In this case make sure that the current NX configuration has been exported before the XRF installation.

- (1) Load the appropriate license file (ALF).

**NOTE:**

When loading a license file, the *License Manager* tool checks whether the versions of the loaded licenses match with what is currently installed on the system.
In case of a upgrade there will always be a mismatch and a warning dialog is displayed:



Figure 1

- (2) Ignore this message and click: **<YES>**
- (3) Put the XRF and Varian Detector Software installer in :
c:\Agfa\Healthcare\NX\Installers\XRF
c:\Agfa\Healthcare\NX\Installers\VarianDetectorSoftware
(create the folder if it doesn't exist).
- (4) Do not run it yet.

**Note:**

It is allowed to put more than one version of an installer in these folders (in case you are not sure which version to use).

In case of a new installation, the NX Activation utility will pick them up later and install them. The NX Activation Utility will search for the correct installer based on the licenses in the installed license file (ALF).

In case of an upgrade, the NX upgrade process will pick them up later and install them. It will search for the correct installer based on the licenses in the installed license file (ALF).

3.3 NX Activation utility

- (1) Stop the NX workstation completely in case the NX is already installed.
Go to: <Start Menu → Agfa → NX → Service → Stop NX>
- (2) Start the NX Activation utility.
Following software will be installed:
 - XRDI
 - Varian Detector software (additionally steps are described in step 3.3.1).

3.3.1 Varian Detector Software Installation

- (1) Follow the instructions for the software installation.

**NOTE:**

Older versions of Varian software will be detected and uninstalled.

**NOTE:**

Older versions of PaxScanPleora Drivers will be uninstalled if needed, and a newer version will be installed.

It is NOT recommended to uninstall **paxscanpleoradrivers** manually!

The VarianDetectorSoftware 7.2 contains workarounds for known installation and de-installation issues of PaxScanPleora Drivers.

If the correct version of PaxScanPleora Software is already installed, steps (2) to (7) will be skipped.

**NOTE:**

The PaxScanPleora Driver detects which Ethernet adapters are present. The following screenshots are taken from a system with two Intel Pro/1000 GT cards installed.

- Desktop* (2) Select **<Do Nothing>** for the adapter that is not planned to be used with the DR Detector.

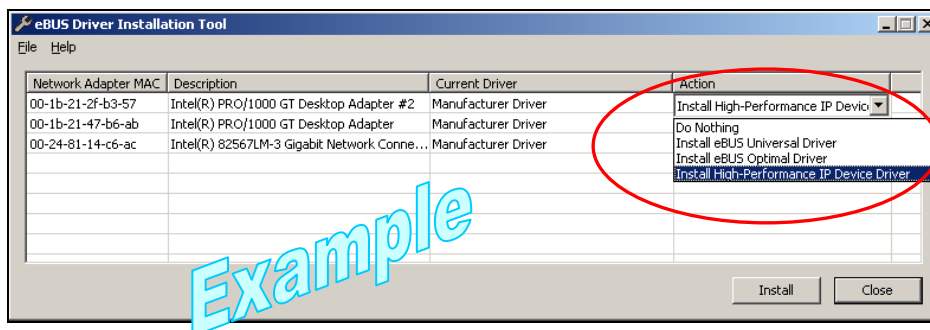


Figure 2

- Laptop* (3) Select **<Do Nothing>** for the adapter that is not planned to be used with the Detector.

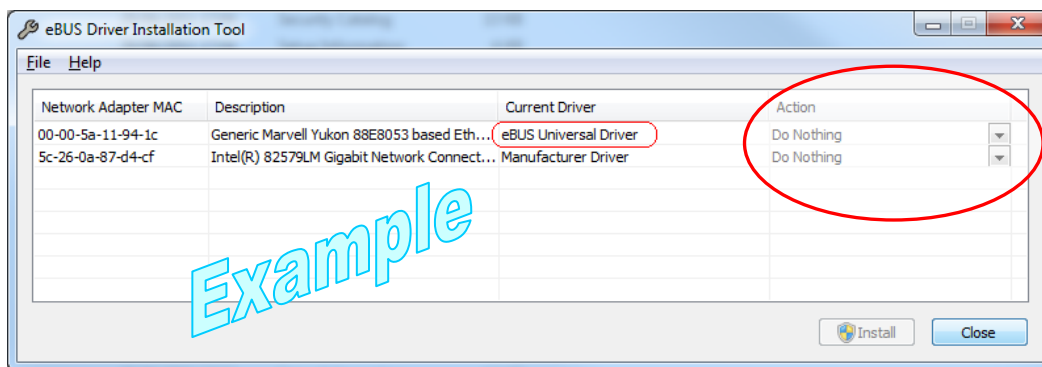


Figure 3

- Desktop and Laptop* (4) Accept to install the software.
(5) Wait until the installation is complete.

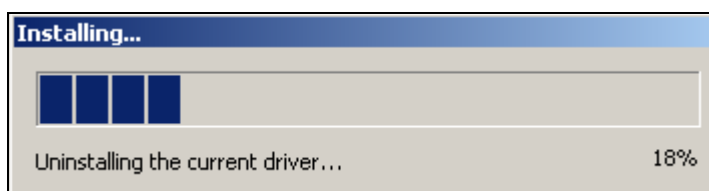


Figure 4

**NOTE:**

On Windows 7 it is possible that a message will appear asking you if the driver manufacturer can be trusted:

(6) Answer: **Always trust Pleora...**

**IMPORTANT:**

If needed, eBus Driver Installation Tool will ask for a reboot.

This reboot request **has to be skipped** to let the VarianDetectorSoftware 7.2 installer finish properly.

A reboot will be asked again at the end of the VarianDetectorSoftware 7.2 installation.

(7) Click: **<No>**

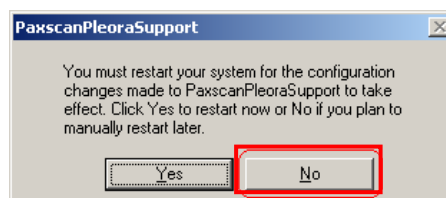


Figure 5

(8) Click: **<Finish>**

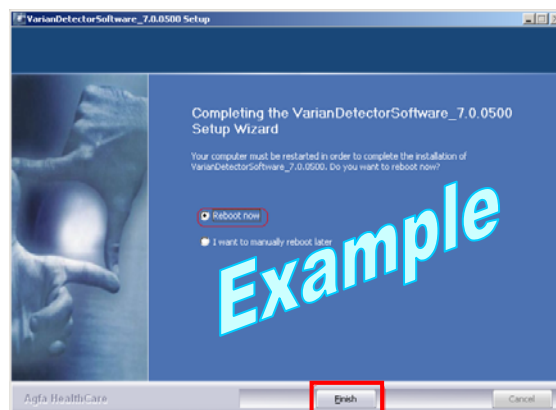


Figure 6

(9) After reboot ignore the error message "Found New Hardware".

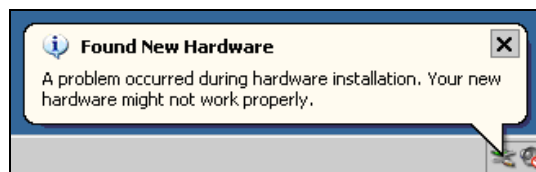


Figure 7

(10) Stop the NX workstation:

Go to: **<Start Menu → Agfa → NX → Service → Stop NX>**

3.3.2 Checking installed Driver Version

**NOTE:**

After reboot, the network card is no longer visible as before in the Device Manager; instead a grabber device for each network card is present now.

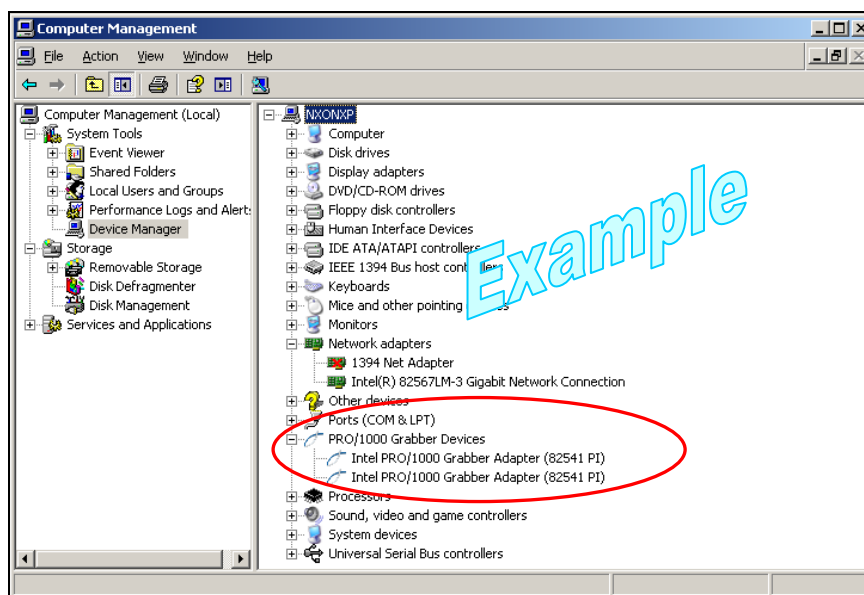


Figure 8

- (1) Check if the correct driver version is installed:
In Device Manager, right click on Intel PRO/1000 Grabber Adapter (82541 PI) and select **<Properties>**.
- (2) On the Driver tab,
Click: **<Driver Details>**.

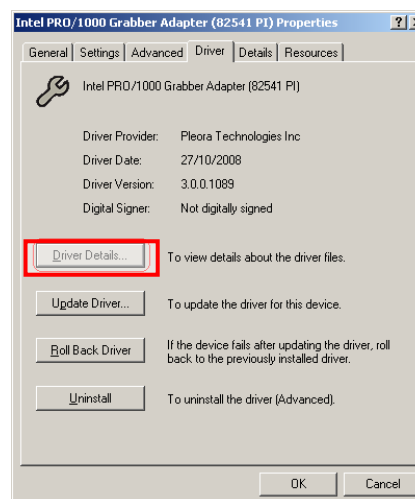


Figure 9

- (3) Check the file-version of **Pro1000.sys**.
It should be 3.3.6.2064.

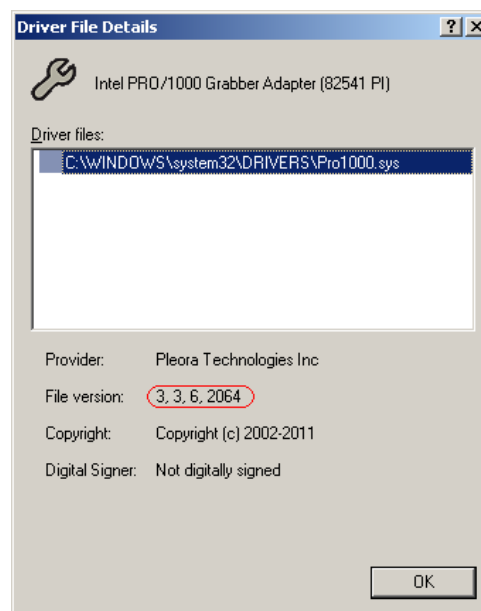


Figure 10

3.3.3 DR Service Toolbox

The Toolbox contains two software items:

- **AgfaDeadPixelTool (ADPT)**
- **DRInstallationChecker:**

A tool for checking whether installation of software was successful. It detects DR (Varian) installation problems on a DR PC. Additionally it performs some small corrections (file permissions, ini file adaptations).

When the installation of VarianDetectorSoftware 7.2 is finished, it is necessary to run the DRInstallationChecker to verify, if the HcpConfig.ini file located in the C:\IMAGERS folder is set to **<read only>**.

SOFTWARE

Download the software from the Agfa HealthCare Library:

**Direct Radiography → DR Equipment → DX-D 100 → Software →
DR Service Toolbox 1.0.0100**

Installation:

- (1) Stop NX.
- (2) Copy the 3 files from the zip file to PC (e.g. in temp folder).
- (3) Make sure that the config file has the file name 'config' (extension xml not displayed).
- (4) UNBLOCK if needed (right click, properties, Unblock).

Working with the tool:

- (5) Startup: NX.CommonTools.DRInstallationChecker.DRInstallationCheckerGui.exe
- (6) Click <Start check>.
- (7) If the tool detects some problems (indicated in red), correct them and run the tool again. The errors are self-explanatory.

3.4 Installation of Agfa Softconsole (ASC) 1.0.0700

Install on top of any previous ASC or on a system where no ASC is installed yet.
The ASC Software will install itself into the NX directory.

C:\Agfa\Healthcare\XRDI\GUI

3.5 Installation of Sedecal Softconsole (SDL) 5.02.011

Install on top of any previous SDL or on a system where no SDL is installed yet.
The SDL Software will install itself into the NX directory.

C:\Agfa\Healthcare\XRDI\Components\SDL

3.6 Final Configuration Steps after Upgrade

3.6.1 Installation on NX 2.0.8700 / 3.0.8700 SU1

After installation of all the required installers a NX configuration export/import must be executed to trigger the auto-model file upgrade.

- In case the installer has been installed manually, the NX configuration must be imported as follows:
 - (1) Import the configuration that has been exported to the installation of XRFI 15.0.
 - (2) Activate the NX configuration.
 - (3) Start NX.
- In case the installation was done via NX Activation Utility then the export/import will be handled by the NX upgrade procedure.

3.6.2 Installation on NX 2.0.8600 / 3.0.8600 or lower

After the upgrade of the software perform the following configuration steps:

- (1) Start the NX Configuration Tool.
- (2) Delete the current X-ray device configuration.
- (3) Configure the room using the new released model files (e.g. 4336 CSI.xml)
- (4) Add the DR Detectors.
- (5) Activate the NX configuration.

For details refer to the Fixed DR Detector Service Manual; see Referenced Documents in section 2.

3.7 Solution for HQ_1208160001 – Error Message ‘No Filament current’ during Exposure

Problem During exposures, the message `<no filament current>` occurs.

Solution An HT Controller EPROM has been developed to eliminate this issue.
For ordering information, refer to the “Spare Parts” section in chapter 2, ‘Prerequisites’.

**NOTE:**

When ordering the EPROM, the generator serial number **MUST** be referenced.

3.8 Solution for FER 130109002

Problem As the result of a clinic visit it was decided to deliver a kit of small parts which solves issues that occurred before implementation of XRDI 15.0.

Solution A kit of small parts, including e.g. bolts and nuts.
For ordering information, refer to the “Spare Parts” section in chapter 2, ‘Prerequisites’

4 Verification

The verification of the correct functionality of the installed DX-D 100 system in combination with NX Workstation version 2.0.8700 / 3.0.8700 SU1 is carried out by performing the following Acceptance Tests procedures:

- On system level: DX-D 100 System Acceptance Test
- On component level:
 - X-ray Modality Acceptance Test procedure
 - NX workstation Acceptance Test procedure
 - DR Detector

5 Keywords

XRDI 15.0, ASC 1.0, Sedecal Softconsole 5.2, VarianDetectorSoftware 7.2.0200,
DR Service Toolbox

6 Version history

Version	Change	Date
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