

Service Bulletin

Additional wireless protocol available for connecting with Cisco Wireless Networking Infrastructure

Task		Task	
Timing	Category	Scope	
Next service as agreed with customer	<input type="radio"/> Apply at all sites		PowerHelp complaint / HQ issue: HQ_1012010005
	<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+DIS114.11E

*

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

Purpose of this document:

This document informs about the availability of an additional wireless protocol to connect the DX-D 100 to a Cisco wireless networking infrastructure.

Affected serial number(s) / batch:

DX-D 100 systems connecting to a Cisco wireless networking infrastructure

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

Symptom The wireless connection provided in the DX-D 100 systems is not suitable for connecting with some configurations of Cisco wireless networking infrastructure used in hospitals.

Defect These hospitals use a special protocol called EAP-FAST (Extensible Authentication Protocol), which is a Cisco standard.

If the Cisco protocol EAP-FAST is used, the DX-D 100 wireless interface can not connect to the network. The VIA networking interface that is supplied with the DX-D 100 system does not support EAP-FAST.

Solution Inform the customer (e.g. Hospital's IT department) about the availability of an additional wireless protocol.

- On one site this symptom was solved from the Hospital's IT department using: <Odyssey access client for windows 4.8> provided by the company "Juniper networks"(www.juniper.net)



IMPORTANT:

This software is **not** released by Agfa (it is a Cisco component/software for WIFI connections) and falls under the responsibility of the customer (e.g. Hospital's IT department). It is up to the customer to obtain the software.

- Alternatively the customer (Hospital's IT department) should contact Cisco to find out further details (e.g. which software version is applicable depending on the site specific setup).

2 Prerequisites

Not applicable

3 Instructions

**REQUIRED TIME:**

Approximately 15 minutes

- (1) Inform the customer that the additional wireless protocol has to be installed on the NX workstation.
- (2) Customer needs therefore to start the Internet Explorer on the NX workstation.

4 Verification

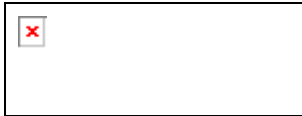
- (1) Customer needs to check whether a wireless connection can be established.

5 Keywords

- DX-D 100 wireless connection
- Cisco wireless networking infrastructure
- Additional wireless protocol.

6 Version History

Version	Change	Date
1.0	Initial Version	07-2011



Details as of PDF Creation Date

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Signatures:

1. Josef Wagner (agwj) on 2011/07/12 02:37 PM CET
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