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H e a l t h C a r e

Imaging Services

DX-D 100 Type 5410/050 SB No. 67

DX-D 100 Wireless Type 5411/050 SB No. 62

DD+DIS053.15E

Service Bulletin

Revised Information:
Release of NX 2.0.8900 / 3.0.8900 SU1

Task

Timing	Category		Scope
Next service as agreed with customer	○	**Apply at all sites**	**Problem Records:**
	◉	**Apply at affected sites as listed below**	PRB0044987 PRB0045201
	○	**Optional to improve functionality of product**	PRB0045251 PRB0045281

Task Tracking

After completion of your task the following entry in your Service Report is required:	**DD+DIS053.15E**	*
* Insert the document number into the field "Comment" (SMS form).		

Purpose of this document:

- This document contains all relevant information of the newly released NX version 8900 SU1 for DX-D 100 / DX-D 100 Wireless.
- It also contains the solution for the listed Problem Records.

Affected serial number(s) / batch: Update to NX 2.0.8900 / 3.0.8900 SU1 at those sites where the issues mentioned in section 1.1. need to be solved.

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.

List of contents

1   Introduction/purpose

NX 2.0.8900 / 3.0.8900 SU1 is released for world-wide delivery in April 2015 for the DX-D 100 / 100 Wireless systems.

✓ **NOTE:**

NX 2.0.8900 / 3.0.8900 SU1 is one of the features that are introduced with DX-D 100 / 100 Wireless system version 6.0.

This bulletin only introduces NX 2.0.8900 / 3.0.8900 SU1.

DX-D 100 / 100 Wireless system version 6.0 with all included items will be announced in a separate service bulletin.

Purpose of NX 2.0.8900 / 3.0.8900 SU1

Solution of some problems. For details refer to section 1.1

1.1   Solved Problem Records

The following problem records have been resolved with NX 2.0.8900 / 3.0.8900 SU1:

1.1.1   Image lost after adding an empty text annotation [PRB0044987]

Symptom   Image loss in combination with error MESS310 if following sequence of actions is performed by the user:

(1)   Add an annotation to the image, enter some text and save it.

(2)   Re-open the text annotation by double-clicking it, delete all text and save it.

(3)   Select **Close and Send All:** MESS310 pops up. Printing and archival of the image fails.

When the session is re-accessed later, MESS531 pops up.

When the NX Viewer has been closed and restarted, the image thumbnail is no longer rendered (i.e. it remains black) and it cannot be selected anymore. A "revert-to-original" is no longer possible.

Cause   A software issue due to improper handling of empty text annotations (i.e. text annotations containing no text).

This software issue is introduced with NX 2.0.8900 / 3.0.8900 and not available in lower software versions.

Solution	Workaround:

Possibility 1: Delete the text annotation, instead of making its contents empty: Select it and press **delete** or right-click and select **delete** in the context menu.

Possibility 2: When the session is re-opened and the NX Viewer has not been closed yet, the problem can be repaired by selecting the problematic image and performing a revert-to-original, what removes all annotations.

Solution:

As of software NX 2.0.8900 / 3.0.8900 SU1 empty text annotations are ignored in the annotation rendering procedure.

1.1.2 Add Image Pane pops up in Transfer Image Workflow [PRB0045201]

Symptom	When transferring an image from one exam to another (**Transfer images** button), the "Add Image" dialogue pops up.

This only happens if both conditions are met:

- The destination session results from a RIS query
- The destination session contains no thumbnails yet

The "Add image" dialogue needs to be closed manually to continue the workflow.

Note that the "Age Selection" dialogue may pop up if the age group of the destination session is not known. This is intended behavior and was already present in the NX releases prior to NX 2.0.8900 / 3.0.8900.

Cause	Software issue introduced with NX 2.0.8900 / 3.0.8900 due to a change in the image acquisition environment.

Solution	Workaround: Close the "Add image" dialogue.

Solution: As of software NX 2.0.8900 / 3.0.8900 SU1 the software issue is solved.

1.1.3 True Size aspects are not maintained when switching between exposures in Print View [PRB0045251]

Symptom   True size aspect can be lost when switching between exposures within
Editing > PrintView.

Normally, images should be displayed in true size aspect at all times if the exposure type is configured as true size, unless the user explicitly requests best fit.

This only happens if both conditions are met:
- Session contains more than 1 image
- Session contains at least 1 true size image (i.e. configured as true size)

Cause   Software issue introduced with NX 2.0.8900 / 3.0.8900 as side effect to solve another issue.

Solution   Workaround: Click the **true size** button in order to repair.
Alternatively, click **revert to original** in order to repair.
Solution: As of software NX 2.0.8900 / 3.0.8900 SU1 the software issue is solved.

1.1.4 Slow rotation and collimation of images in NX on DX-D100 [PRB0045281]

Symptom   When performing manual collimation or rotation after image acquisition, this takes several seconds until it is completed.
This issue appears on MUSICA2 and MUSICA3 images and has only been experienced at DX-D 100, where the hardware is less powerful than for the other NX on Windows 7.
Normal image acquisition is not affected.

Cause   Rotating issue: In NX 2.0.8900 / 3.0.8900, rotating a MUSICA2 or MUSICA3 image triggers a partial, unnecessary recalculation of the image processing algorithm.
Collimation issue: Side effect of memory optimization.

Solution   As of software NX 2.0.8900 / 3.0.8900 SU1 the issue is solved.

1.2   Software upgrading path

Usage of ELMS Software Collection Tool:

✓ **NOTE:**
For NX DR workstations, there is now a new tool available that helps you collecting the
needed software. For further information refer to the *Licensing Service Manual*.
See *Referenced documents* in section 2.

- This tool collects - in an easy way - software components for an NX PC and combines
  them into one installer (one exe file).
- Typically it is used for NX DR Workstations for which a lot of software components are
  needed.
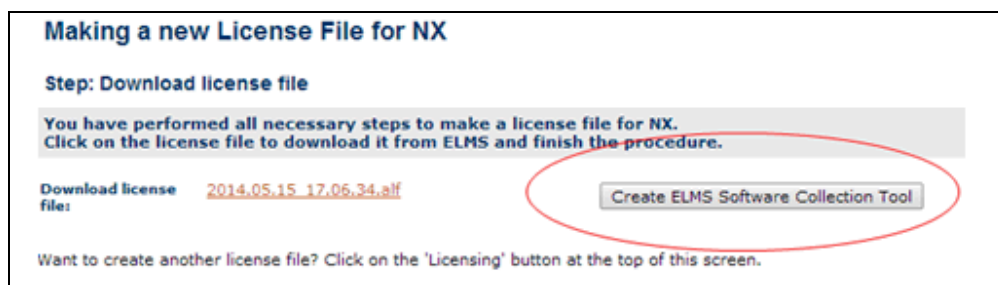- The tool must be downloaded from ELMS after having created a license file:

Figure 1

Software downloads from the Agfa HealthCare Library:

SOFTWARE:

Organize a new ALF file for the NX via ELMS.

Download the following software item from the Agfa HealthCare Library to a
USB flash drive (checked to be virus-free).

- NX 2.0.8900 / 3.0.8900 SU1 installer (approx. 200 MB)
- Offline Configuration Tool NX 2.0.8900 / 3.0.8900 SU1 installer
  (approx. 120 MB)

**Computed Radiography > CR Workstation Software > NX 2.0.8900 - 3.0.8900 >
Software**

2   Prerequisites

SOFTWARE:

Download the following software item from the Agfa HealthCare Library
Computed Radiography > CR Workstation Software > NX 2.0.8900 - 3.0.8900 > Software.

Alternatively, download the software directly from the global secure FTP server using an FTP client. For details see Service Information Bulletin "Global Secure FTP Server – Imaging Services Software Download. For download details, see section Referenced Documents in the present document.

- NX 2.0.8900 / 3.0.8900 SU1 installer (approximately 200 MB)
- Offline Configuration Tool NX 2.0.8900 / 3.0.8900 SU1 installer (approximately 120 MB)
- Updated NX 2.0.8900 / 3.0.8900 starter kit DVDs 1 and 2 version 10.1.0 (together approx. 4 GB). New software compared to previous starter kit DVD1 version 10.0.3 / starter kit DVD2 version 10.0.1:
  - o   DVD1: NX 2.0.8900 / 3.0.8900 SU1 installer, Office Viewer NX 2.0.8900 / 3.0.8900 SU1 installer, Offline Configuration Tool NX 2.0.8900 / 3.0.8900 SU1 installer; VDI detector software (Vieworks) 1.2.0000; DAP controller software 1.0.0100.
  - o   DVD2: Added latest Windows 7 hotfixes

  Both DVDs are part of delivery of new NX deliveries.
- Organize a new ALF (Application License File) for the NX workstation which shall be updated to 2.0.8900 SU1 / 3.0.8900 SU1.

  For details to the ALF file refer to the Electronic Licensing Management System - Service Documentation, Document ID 24522499, Intranet Link / Extranet Link.

For further information concerning obtaining or creating the ALF (Application License File), refer to the *Simplified ELMS DR Subproduct Interoperability Matrix*.
See section *Referenced Documents* further in this paragraph.

REFERENCED DOCUMENTS:

- For a detailed NX 2.0.8900 - 3.0.8900 SU1 installation description refer to a separate Service Bulletin:
  NX 2.0.8900 - 3.0.8900 - SB 05 - Software update NX 2.0.8900 / 3.0.8900 SU1 available
  Computed Radiography > CR Workstation Software > NX 2.0.8900 - 3.0.8900 > Service Bulletin

- Simplified ELMS DR Subproduct Interoperability Matrix
  General Info > Agfa HealthCare > Publications > Service Manual

- Electronic Licensing Management System - Service Documentation
  Technical Services > Electronic License Management System (ELMS) > Service Manual

- Service Information Bulletin *Global Secure FTP Server – Imaging Services Software Download Procedure*
  General Info > Agfa HealthCare > Publications > Service Bulletin

- NX 2.0.8900 / 3.0.8900 Service Manual with updated chapters 3 Installation Planning and 5 Offline Config Tool
  Computed Radiography > CR Workstation Software > NX 2.0.8900 - 3.0.8900 > Service Manual

3   Instructions

REQUIRED TIME:

- Approximately 20 minutes per workstation:
- 10 minutes installation of NX X.0.8900 SU1
- 10 minutes verification

RECOMMENDED TASK CODE*:

- MIW (Modification In Warranty: For SMS Countries only) or
- 5QB5U (HQ instructed modification: For SAP CRM Countries only)

*The task code is filled out in the repair report

Install software update SU1 for NX 2.0.8900 / NX 3.0.8900 as described in the readme.txt (part of the software ZIP file) in following cases:

- At new installations of a DX-D 100 / DX-D 100 Wireless where 2.0.8900 / NX 3.0.8900 SU1 is not installed yet ex factory.

    Note that SU1 is installed in production as of April 2015. A sticker on the NX workstation indicates the software version.
- At DX-D Retrofit systems with NX 2.0.8900 / NX 3.0.8900 already installed, to solve the issues listed in section 1.1.

IMPORTANT:

At NX 2.0.8900 / NX 3.0.8900 systems with a CMS (Central Monitoring Station) installed, SU1 has to be installed at all NX workstations.

Recommendation: Install SU1 at all NX 2.0.8900 / NX 3.0.8900 workstations of a NX 2.0.8900 / NX 3.0.8900 system, even if there is no CMS in the network.

NOTE:

Configurations and native images of NX 2.0.8900 / NX 3.0.8900 and NX 2.0.8900 / NX 3.0.8900 SU1 are fully compatible:

- Configurations which are exported on an NX X.0.8900 SU1 system can be imported and adapted on an NX X.0.8900 system.
- Natively exported images of an NX X.0.8900 SU1 system can be imported on an NX X.0.8900 system.

4   Verification

(1)   Verify the software update as described in the NX 2.0.8900 / 3.0.8900 Service Manual, chapter 06, Acceptance Test Procedure. See *Referenced Documents* in section 2 of the present document.

(2)   Perform a DR workflow using a test object.

5   Keywords

NX 2.0.8900 / 3.0.8900 SU1, ELMS collection tool

6   Version history

Version	Change	Date
1.0	Initial version	04-2015
1.1	Republishing due to correction of the DD+DIS Number	07-2015

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