

Service Bulletin

Release of NX 2.0.8900 / 3.0.8900 SU2 for installed DX-D 100 / DX-D 100 Wireless systems

Task			
Timing		Category	Scope
Next service as agreed with customer	<input type="radio"/>	Apply at all sites	Problem Record: PRB0049311
	<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+DIS192.15E

*

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

Purpose of this document:

- This document informs the field about the introduction of the new NX 2.0.8900 / 3.0.8900 SU2 for the installed base of the DX-D 100 / DX-D 100 Wireless.
- It also contains the solution for the listed Problem Record.

Affected serial number(s) / batch: Update to NX 2.0.8900 / 3.0.8900 SU2 at those sites where the issues mentioned in section 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.

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1 Introduction

NX 2.0.8900 / 3.0.8900 SU2 is released for the installed base of the DX-D 100 systems. The introduction of SU2 in production is planned for Q2 2016 and will be announced separately.

**NOTE:**

Up to NX 2.8.9000 / 3.8.9000 SU1 the NX service user “crservice” used a standard password which was communicated in the NX class room trainings. With introduction of NX 2.8.9000 / 3.8.9000 **SU2**, each NX computer has its own individual computer generated service password assigned via ELMS.

The password must be organized in ELMS before upgrade to SU2 and before installation of new systems with SU2 installed ex factory.

For details refer to section 1.1 and the respective NX Service Bulletin. See referenced documents.

1.1 Solved Problem Record

**NOTE:**

For all solved problems in NX 2.0.8900 / 3.0.8900 SU2 refer to NX 2.0.8900 / 3.0.8900 Service Bulletin No. 11, “Software update NX 2.0.8900 / 3.0.8900 SU2 available”, Document ID [50978786](#).

The following problem record for DX-D 100 / DX-D 100 Wireless systems has been resolved with NX 2.0.8900 / 3.0.8900 SU2 via workaround.

PRB0049311: MESS310 at systems with touch screen when leaving Viewing and Editing screen*Symptom*

Error MESS310 when leaving the Viewing and Editing screen. Following preconditions must be fulfilled so that the symptom appears:

- System has NX 2.0.8900 / 3.0.8900 (SU1) installed and is configured for touch mode (for DX-D 100 touch mode is always activated).
- Collimation Tool is deactivated (activated by default).

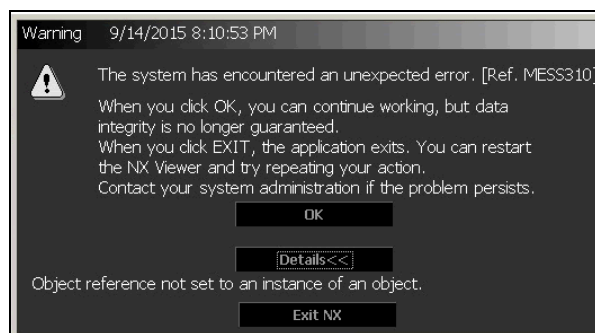


Figure 1

Cause Software bug introduced in NX 2.0.8900 / 3.0.8900 as part of the introduction of Touch Mode buttons in the Viewing and Editing environment: When leaving the Viewing and Editing environment, the software wants to close the Collimation Tool combo box. If this is not available MESS310 is shown.

Solution Workaround:
In the **NX Configuration Tool > User Interface > Editing Settings > Configure Tools & Annotations > Image Processing Palette** the **Collimation** option must be check-marked
PLUS at least one of its additional options [**Collimation Rectangle**, **Collimation Polygon**, **Invert Collimation Area**] must be check-marked.
Note that CollimationBorder is not part of the Collimation Tool combo box.
A software solution is planned for the next NX software release.

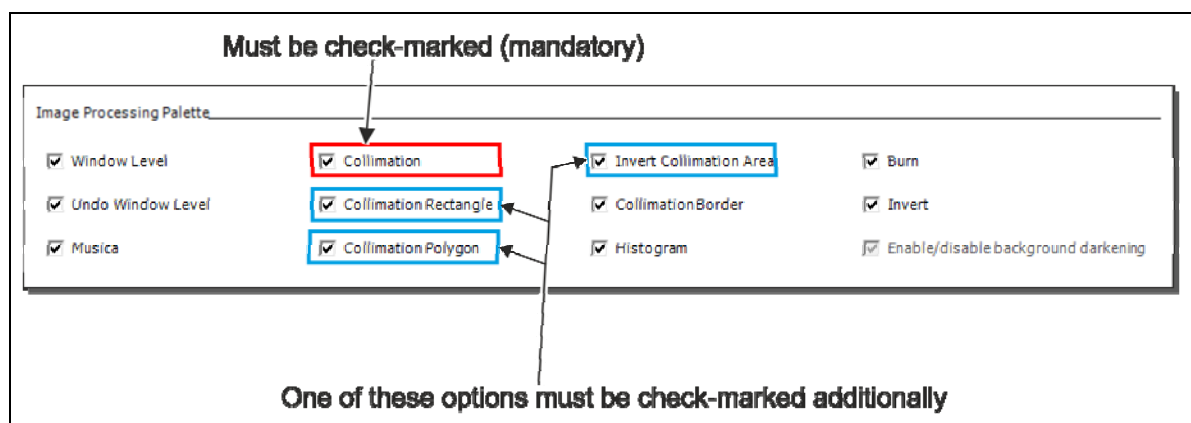


Figure 2

2 Prerequisites



REFERENCED DOCUMENTS:

- NX 2.0.8900 / 3.0.8900 SB 11, Software update NX 2.0.8900 / 3.0.8900 SU2 available, Document ID [50978786](#)
- NX 2.0.8900 / 3.0.8900 SB 12, Unique password per NX for user crservice as of NX 8900 SU2, Document ID [51679365](#)
- NX 2.0.8900 / 3.0.8900 Service Manual, Document ID [47338028](#).
- NX 2.0.8900 / 3.0.8900 S B07, Using the ELMS Software Collection Tool to improve service efficiency, Document ID [49695878](#)

3 Instructions

**REQUIRED TIME:**

Approximately 20 minutes per workstation:

- 10 minutes update from NX X.0.8900 (SU1) to NX X.0.8900 SU2
- 10 minutes verification

More time is required if also updated DR components (XRDI, ASC etc.) and / or hotfixes are installed.

- (1) Recommendation: Prepare the upgrade using the ELMS software collection tool. For details refer to NX 2.0.8900 / 3.0.8900 SB 07, Using the ELMS Software Collection Tool to improve service efficiency, Document ID [49695878](#)
- (2) Install NX 2.0.8900 / 3.0.8900 SU2.
For details refer to NX 2.0.8900 / 3.0.8900 Service Manual, chapter 7, Document ID [47338028](#).

4 Verification

- (1) Perform a CR or DR workflow using a test object.

5 Keywords

NX 8900 SU2

6 Version history

Version	Change	Date
1.0	Initial Version	01-2016



Details as of PDF Creation Date

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