Codonics Virtua Operating Software

Version 5.2.2 Release Notes

Summary

Version 5.2.2 software provides product improvements for the Codonics Virtua® Medical Disc Publisher.

> **CAUTION:** Version 5.2.2 software is intended for use on all Virtua systems except for the Virtua-1 model. Version 5.2.2 software will not install on the Virtua-1 model (Controller serial numbers beginning with 70C).

> **CAUTION:** A full install is required when upgrading a standard Virtua system running 5.1.0 or previous software, during which all patient studies will be removed.

This document details the changes from Version 5.2.1 software. The Virtua User's Manual, Reference Guide, Operating Software Release Notes, and Technical Briefs provide further information on the use of Virtua systems. If upgrading from an older software version, previous Virtua Release Notes can be downloaded from the Codonics website.

Adaptive Updates

There are no new features included in Version 5.2.2 software.

Perfective Updates

This section details product improvements included in Version 5.2.2 software.

- **Security.** Incorporated Windows Embedded 8 Standard (WE8S) security patches through May 2020.

- **Security.** Updated Apache httpd version 2.2.21 (2011) to version 2.4.43 (2020).

- **Updated default values for the reportTextFilter parameter for improved compatibility.** This change improves the default formatting of many reports based on customer feedback.

- **Updated Philips DICOM Viewer.** Updated from version 3.0 SP10 to version 3.0 SP15.

- **Viewers for MAC users.** Removed outdated version of the OsiriX viewer due to incompatibility with newer MAC operating systems. Added a MAC_README file to root of the study disc with instructions on downloading MAC-compatible viewers.

Corrective Updates

This section details issues that have been corrected in Version 5.2.2 software.

- **Capture logs utility doesn't capture print counts.** Corrected issue where capturing logs while system is printing did not save print counts.

- **Copy to USB error.** Corrected issue where a user is unable to submit a job after correcting a recoverable error, such as not having a USB drive plugged in, or not having enough space available on the USB drive.

- **Recording small studies on DVD could interfere with printing.** Corrected an issue where, under certain circumstances, recording a DVD with less than 1 GB of data could interfere with system operations like receiving studies and printing disc labels.

- **Unicode characters in DICOM Structured Reports.** Corrected issue where under certain circumstances, international characters in DICOM Structured Reports were not properly handled.

- **Virtua ECO drive counters.** Corrected issue where the Reset Drive Counters button in the Advanced menu of the Diagnostics tab did not work properly.

Known Common Issues

This section details common issues with Version 5.2.2 software that are likely to be experienced by most users.

- **Subtle color difference between Type 1 and Type 2 ink cartridges.** While the color matching between Type 1 and Type 2 ink cartridges is every close, some customers may notice a subtle difference when comparing labels side-by-side.

- **Changing ink cartridges without using the Ink Cartridge Load button on the top of an 83C-series Recorder may cause a label with poor quality on the first disc printed with the new cartridges.** To prevent this issue, press the Ink Cartridge Load button before removing old ink cartridges or an old print head. This issue only applies to Recorders that use separate ink cartridges for each color.

- **Studies can be lost or corrupted if a hard power down occurs.** Loss of power during some operations can result in lost or corrupt data. An uninterruptible power supply and proper shutdown procedure are strongly recommended.

- **Compatibility problems with newer browsers.** There are minor cosmetic problems when remotely connecting with some browsers.

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- **During the software installation process, there is a period of time where a static blue Windows 8 icon is displayed.** However, the LED on the optical drive is lit, indicating the installation is progressing. This period of time may be well over a minute, which could lead some users to question whether the install process has failed when it is actively installing.

Known Uncommon Issues

This section details uncommon or obscure issues with Version 5.2.2 software that are unlikely to be experienced by most users.

- **The default browser in Windows 10, Microsoft Edge, does not open the index.html file from the Launchpad of a disc created with Virtua.** The index.html webpage must be manually opened using the Edge browser, or a different default browser must be used.

- **Virtua software can fail to start up while displaying the startup splash screen.** Manually powering the system off and back on should allow startup to continue.

- **DICOM association limit may be exceeded.** DICOM clients that open many simultaneous associations might exceed Virtua's limit of 24 simultaneous connections. This can cause the system to stop receiving DICOM jobs, requiring the system to be rebooted.

- **Time-remaining indicators for jobs are inaccurate if there is more than one Jobs page.** If there is more than one page of jobs queued (eight or more jobs), the time-remaining indicator on the Discs tab will not be accurate on any pages other than the first page. Each page starts the time-estimation over again without accounting for the jobs on the previous page.

- **Special handling for Recorder cover when installing software on the Virtua ECO systems**. When media Smart Detect mode is enabled, leave the Recorder cover open when installing software. Closing the cover with Smart Detect mode enabled will cause Virtua ECO to load another disc on top of the installation disc.

- **The LaunchPad does not work on Windows NT®, Windows 98® or Windows 2000® OS with Internet Explorer version lower than 5.5.** When discs created on Virtua are installed on PCs, the LaunchPad is initiated. The LaunchPad can be used on Windows 2000/XP/Vista® and Windows ME® with Internet Explorer v5.5 or higher. Users of affected platforms can use Windows Explorer to navigate to and launch viewers or open reports.

- **Virtua ECO status lights unexpectedly alternate green and off for longer than two minutes.** In some circumstances, Virtua ECO may show an unexpected shutdown taking longer than two minutes. The workaround is to perform a hard shutdown (press the System power button for about five seconds). Power on the system to return to normal operations when desired.

- **IP address conflict is not reported.** If Virtua is configured to support a range of IP addresses and there is a conflict, Virtua will not notify the user.

- **Successfully archived studies not marked as archived.** Aborting a Scheduled Archive while a label is being printed may not mark studies successfully archived as archived. Studies will be re-archived during the next Scheduled Archive session.

- **USB drive error message.** Inserting a USB drive that was improperly ejected from another PC may result in a Windows error message that overlays the User Interface screen. The message is only present for a few seconds and has no effect on the functionality of the unit.

- **Improper shutdown warning.** Improper shutdown of Virtua can result in a warning screen on the next start up. The screen is displayed by the Operating System and advises the user that the system was not properly shutdown and may need to be repaired. Rebooting the system clears the issue.

- **Automatic requeuing of interrupted jobs.** If a job is interrupted prior to being completed and a power failure occurs, the job may not resume automatically.

- **Removable Storage Device Error Message.** When installing Virtua 5.0.0 or later software, Windows might display a light-blue screen with the message "There was a problem with a device connected to your PC. This problem can happen when a removable storage device is removed while it is in use or is failing". If so, the user must manually power off and then power on the system in order for the installer to proceed.

- **Phase 3 Installation issue.** If the software appears to stay in Phase 3 of the software installation process without proceeding, take the following steps:

  1. Power off the unit.

  2. Re-seat the DVD drive cables (at connection points to both the Controller and the Recorder).

  3. Re-seat the SmartDrive.

  4. Power on.

  5. Phase 3 should detect all the drives properly and proceed as normal through the rest of the install.

  6. If the software installation continues to fail during Phase 3, reinstall software.

- **Occasional boot failures.** Virtua XR systems with 5.0.0 SW or newer and an SSD connected through an IDE-converter card may fail to boot up properly some of the time. Manually powering the system off and back on should allow the system to startup properly. To permanently correct the problem, a minor hardware modification is required. See Technical Brief 901-613-002 for details.

Known Issues for International Regions

◆ **No Unicode support in Viewer.** The Clarity Medical Image Viewer does not correctly display Unicode characters. It is uncommon for DICOM files to be encoded in Unicode.

◆ **Limited Viewer support for international characters.** Refer to the Clarity Viewer User's Manual (Codonics Part Number CLARITY-MNLU) for details.

◆ **No support for Indian locales.** The Tamil, India (ta_IN) locale does not correctly support Tamil characters.

◆ **Site phone numbers with country codes may be truncated on labels**. Most labels support nine characters for phone numbers for the site details. The Ink Saver label displays more characters.

◆ **Cannot set date and time from Virtua user interface in some Tier 2 locales.** The workaround for this problem is to run the system in the en_US locale (which is the factory setting), set the local time and date correctly, and then change the system to the desired operating locale. A list of Tier 2 locales and instructions for changing the locale are in the Virtua User's Manual.

Technical Support

If problems occur during software installation, contact Codonics Technical Support between the hours of 8:30AM and 5:30PM EST (weekends and U.S. holidays excluded).

Phone: +1.440.243.1198
Email: support@codonics.com
Website: www.codonics.com

Get it all with just one call
800.444.1198

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