

NX

Problem Solving Sheets



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1 Problem Solving in NX

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In this section, you can find an solution for the most frequent problems that can occur while working with NX. The following problems are discussed:

- ☐ Image is not displayed
- ☐ Only part of the image is displayed
- ☐ Part of the image is masked by the black border
- ☐ NX is not running
- ☐ Window/Level setting is completely out of range
- ☐ Archive button is disabled
- ☐ Archive cannot be selected in drop down list
- ☐ Cassette is identified with the wrong exposure - detected prior to scanning
- ☐ Cassette is identified with wrong exposure and the image has been received
- ☐ Cassette is identified with the wrong patient data due to a user mistake
- ☐ Error "no valid image plate gain calibration file found" when identifying cassette for DX-M digitizer






Image is not displayed

Details	An image is acquired but not displayed in the examination.
Cause 1	The DR Detector could not send the image directly after the exposure to the NX Workstation.
Brief Solution	<p>If the image is stored on the DR Detector, it will become available after restarting NX.</p> <p>To restart NX, go to the Windows Start menu > Agfa > NX and click Restart NX Completely.</p> <p>The recovered image is available on the NX Workstation in a new examination. It is processed using a default exposure type.</p>
Cause 2	The Digitizer could not send the image to the NX Workstation where the image was identified and the image is rerouted to another NX Workstation.
Brief Solution	<p>If the image is stored on the Digitizer, it can be rerouted to another NX Workstation. For more information about rerouting images on the Digitizer, refer to the Digitizer User Manual.</p> <p>After rerouting, the recovered image is available on the other NX Workstation in a new examination. It is processed using a default exposure type.</p>

Only part of the image is displayed

Details	DR images are cropped to the collimation area that is automatically detected by NX. The cropping is intended to remove non relevant areas of the image. Nevertheless it can occur that the cropping makes useful diagnostic information invisible. In this case you must be able to turn black border and cropping off or re-collimate the image manually.
Cause	Failing auto collimation.
Brief Solution	<p>This problem is solved by:</p> <ul style="list-style-type: none"> •Turning off the black border and cropping. •Applying manual collimation. <p>To prevent this problem, use the ROI detection exposure techniques as described in “Working with collimation” on page 206.</p>
Solution Steps	<p>To turn the black borders and cropping on or off:</p> <ol style="list-style-type: none"> 1 Select an image in the Image Overview pane. 2 From the first drop-down list in the Image Processing tool section, select the following icon.  <p>To draw a rectangular collimation area:</p> <ol style="list-style-type: none"> 1 Select an image in the Image Overview pane. 2 In the Editing window, from the first drop-down list in the Image Processing tool section, select the icon below.  3 Click once to define one corner of the rectangle. 4 Move the pointer. 5 Click again to define the opposite corner. 6 To display the collimation area, select the icon below.  <p>To draw a polygonal collimation area:</p> <ol style="list-style-type: none"> 1 Select an image in the Image Overview pane. 2 In the Editing window, from the first drop-down list in the Image Processing tool section, select the icon below.  3 Click to define the starting point. 4 Move the pointer and click to define each corner. 5 Click the starting point to close the polygon. 6 To display the collimation area, select the icon below. 
Refer to...	<ul style="list-style-type: none"> •“Black borders and cropping” on page 211 •“Applying collimation and cropping manually” on page 211






Part of the image is masked by the black border

Details	During the automatic collimation process, NX normally applies black borders to the image. These black borders are intended to mask non relevant areas of the images. Nevertheless it can occur that the black borders do mask useful diagnostic information. In this case you must be able to either hide the black border or re-collimate the image manually.
Cause	Failing auto collimation.
Brief Solution	<p>This problem is solved by:</p> <ul style="list-style-type: none"> •Hiding the black border. •Applying manual collimation. <p>To prevent this problem, use the ROI detection exposure techniques as described in “Working with collimation” on page 206.</p>
Solution Steps	<p>To show/hide black borders:</p> <ol style="list-style-type: none"> 1 The Image Detail pane in the Examination window has a set of buttons to perform basic operations on an image. With this button you can remove the black border in case of failed collimation. Click the button to show/hide black borders.  <p>To draw a rectangular collimation area:</p> <ol style="list-style-type: none"> 1 Select an image in the Image Overview pane. 2 In the Editing window, from the first drop-down list in the Image Processing tool section, select the icon below.  <ol style="list-style-type: none"> 3 Click once to define one corner of the rectangle. 4 Move the pointer. 5 Click again to define the opposite corner. 6 To display the collimation area, select the icon below.  <p>To draw a polygonal collimation area:</p> <ol style="list-style-type: none"> 1 Select an image in the Image Overview pane. 2 In the Editing window, from the first drop-down list in the Image Processing tool section, select the icon below.  <ol style="list-style-type: none"> 3 Click to define the starting point. 4 Move the pointer and click to define each corner. 5 Click the starting point to close the polygon. 6 To display the collimation area, select the icon below. 
Refer to...	<ul style="list-style-type: none"> •“Performing quality control on the image” on page 141 •“Applying collimation and cropping manually” on page 211

NX is not running

Details	NX is not active, no activity takes place.
Cause	
Brief Solution	First check on the Windows taskbar if NX is running. Otherwise look in the Start Menu to start NX. You can also choose to reboot the system from the Start Menu.
Solution Steps	If you see NX in the taskbar, click NX in the taskbar. The NX application appears. Alternative solution: 1 Click the NX start icon in the Windows Start menu or the shortcut icon on the desktop.
Refer to...	<ul style="list-style-type: none">•“Starting NX” on page 45•“Stopping NX” on page 52

Window/Level setting is completely out of range

Details	During the auto processing of an image, NX calculates auto collimation parameters and applies these parameters (such as window/level settings) to the image. In specific situations, these auto collimation parameters may be wrong.
Causes	<ul style="list-style-type: none"> •automatic collimation failed to detect region of interest •region of interest is extremely small
Brief Solution	<ul style="list-style-type: none"> •If MUSICA image processing is used: apply manual collimation •If MUSICA2 image processing is used: adjust the global contrast and intensity (window/level)
Solution Steps for MUSICA Image Processing	<p>To manually draw a rectangular collimation area (for MUSICA image processing):</p> <ol style="list-style-type: none"> 1 Select an image in the Image Overview pane. 2 In the Editing window, from the first drop-down list in the Image Processing tool section, select the icon below.  3 Click once to define one corner of the rectangle. 4 Move the pointer. 5 Click again to define the opposite corner. 6 To display the collimation area, select the icon below.  <p>To manually draw a polygonal collimation area (for MUSICA image processing):</p> <ol style="list-style-type: none"> 1 Select an image in the Image Overview pane. 2 In the Editing window, from the first drop-down list in the Image Processing tool section, select the icon below.  3 Click to define the starting point. 4 Move the pointer and click to define each corner. 5 Click the starting point to close the polygon. 6 To display the collimation area, select the icon below. 
Solution Steps for MUSICA2 Image Processing	<p>To adjust the global contrast and intensity (for MUSICA2 image processing):</p> <ol style="list-style-type: none"> 1 Select an image in the Image Overview pane. 2 Select the following icon.  3 Use the mouse to adjust the global contrast and intensity. 4 When the desired contrast and intensity have been reached, click in the image pane.
Refer to...	<ul style="list-style-type: none"> •“Applying collimation and cropping manually” on page 211 •Changing the global contrast and intensity of an image (window/level) on page page 214

Archive button is disabled

Details	<p>After you have performed the quality control tasks and have inspected the images of a study on the NX station, the image must normally be sent to an archive (or a printer, depending on your workflow). You must know that you can only archive an image once. So when an image is archived, it can still be consulted at the NX station but cannot be archived again (the Archive button is disabled). If you still want to archive the image a second time, you have to save it as a new image.</p> <p>The archive button can also be disabled because the image has been rejected. In this case you need to unreject the image if you want to archive it.</p>
Cause	Image has already been archived before. The image has been rejected.
Brief Solution	Saving the image as a new image.
Solution Steps	<p>To save a processed image as a new image:</p> <ol style="list-style-type: none"> 1 Go to the Editing window. 2 Select an image in the Image Overview pane. 3 Process the image. 4 In the Editing window, click Save as New. <p>The processed image is added to the exam and appears in the Image Overview pane.</p> <p>To unreject an image:</p> <ol style="list-style-type: none"> 1 Select the image in the Image Overview pane. <p>The image is displayed in the Image Detail pane.</p> <ol style="list-style-type: none"> 2 Click Unreject Image.
Refer to...	<ul style="list-style-type: none"> •“Saving a processed image as new image” on page 168 •“Rejecting/unrejecting an image” on page 143

Archive cannot be selected in drop down list

Details	After you have performed the quality control tasks and have inspected the images of a study on the NX station, the image must normally be sent to an archive (or a printer, depending on your workflow). You must know that you can only archive an image once. So when an image is archived, it can still be consulted at the NX station but cannot be archived again (the archive cannot be selected anymore from the list of archives). If you still want to archive the image a second time, you have to save it as a new image.
Cause	Image has already been archived to that archive.
Brief Solution	Saving an image as a new image.
Solution Steps	To save a processed image as a new image: 1 Go to the Editing window. 2 Select an image in the Image Overview pane. 3 Process the image. 4 In the Editing window, click Save as New . The processed image is added to the exam and appears in the Image Overview pane.
Refer to...	“Saving a processed image as new image” on page 168

Cassette is identified with the wrong exposure - detected prior to scanning

Details	Normally you select an exposure at the NX station, insert the cassette with the exposure in the ID Tablet and then identify the exposure by pressing the ID button. It may be possible that you have initially selected the wrong exposure at NX and identify this cassette with the wrong exposure. You must be able to solve this mistake by making a new identification.
Cause	User mistake.
Brief Solution	Re-identifying with the right exposure.
Solution Steps	To re-identify a cassette with the right exposure: <ol style="list-style-type: none"> 1 Re-insert a cassette in the ID Tablet. 2 Select the correct thumbnail in the Exam Overview pane. 3 In the Examination window, click ID.
Refer to...	“Identifying the cassettes” on page 71

Cassette is identified with wrong exposure and the image has been received

Details	Normally you select an exposure at the NX station, insert the cassette with the exposure in the ID Tablet and then actually identify exposure by pressing the ID button. It may be possible that you have initially selected the wrong exposure at NX and identify this exposure with the wrong cassette. If you discover this mistake when the image is already digitized and displayed on NX, you must be able to solve this mistake by editing the data of the exposure (without re-identifying or re-digitizing the cassette).
Cause	User mistake.
Brief Solution	Edit exposure data.
Solution Steps	<p>To edit the exposure data:</p> <ol style="list-style-type: none"> 1 Go to the Examination window. 2 Make sure the image you want to edit is selected. 3 Click Edit in the Image Detail pane. The Edit Image Detail pane opens on top. 4 To change the Exposure Type, click the button displaying the exam/exposure name. This brings up the Add Image dialog where you can select the new exam/exposure type. After you have selected an exposure type, this dialog closes automatically. 5 Click OK to apply the changes and close the Edit dialog.
Refer to...	“Selecting the correct examination after the image has been received” on page 146

Cassette is identified with the wrong patient data due to a user mistake

Details	It is possible that an image displayed on NX in conjunction with wrong patient data. This can be caused by identifying cassettes with wrong patient data. In this case, the most efficient solution is to transfer the image from one examination to another (from the wrong to the correct patient).
Cause	User mistake.
Brief Solution	Transfer an image to the right patient.
Solution Steps	<p>To transfer images to the right patient:</p> <ol style="list-style-type: none"> 1 In the Worklist window, select the exam from which you want to transfer the images. The images are displayed in the Image Overview pane. 2 Click Transfer Images. The Transfer Images wizard opens. 3 In the Image Overview pane, select the image(s) that you want to transfer. The image is displayed in the wizard. 4 Click Continue. 5 In the Worklist window, select the exam to which the image should be transferred. The patient data is displayed in the wizard. 6 Click Continue. A transfer overview is displayed to check if all information is correct. 7 Click Finish. The image is transferred.
Refer to...	“Transferring images from one exam to another” on page 111

Error "no valid image plate gain calibration file found" when identifying cassette for DX-M digitizer

Details	When identifying a cassette, this error is displayed: "Error, no valid image plate gain calibration file found". The cassette cannot be used.
Cause	The IP gain calibration file is not available on the NX workstation.
Solution 1: if the IP Gain Calibration CD is available	Fetch the CD labeled "IP Gain Calibration" that is delivered with the cassette and load the IP gain calibration file on the NX workstation.
Solution Steps	To install the gain calibration file: 1 Insert the CD in the NX Workstation. 2 Browse to the CD. 3 Run the application 'install.exe'. 4 Follow the instructions on the screen.
Solution 2: if the IP Gain Calibration CD is not available	Contact the Service organization.

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