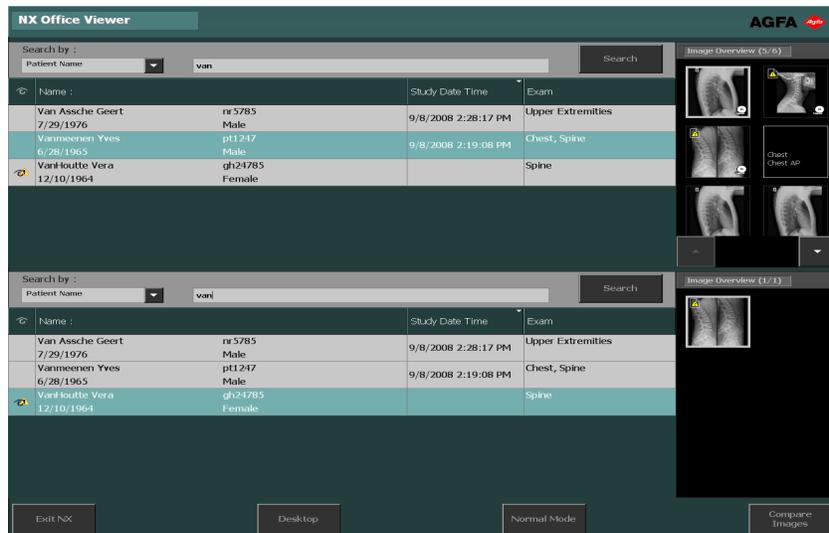


NX Office Viewer Installation Manual

MUSICA Acquisition Workstation



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Legal Notice



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Introduction to this manual

- [About the safety notices in this document](#) on page 4
- [Disclaimer](#) on page 5

About the safety notices in this document

The following samples show how warnings, cautions, instructions and notes appear in this document. The text explains their intended use.



DANGER: A danger safety notice indicates a hazardous situation of direct, immediate danger for a potential serious injury to a user, service engineer, patient or any other person.



Warning: A warning safety notice indicates a hazardous situation which can lead to a potential serious injury to a user, service engineer, patient or any other person.



Caution: A caution safety notice indicates a hazardous situation which can lead to a potential minor injury to a user, service engineer, patient or any other person.



An instruction is a direction which, if it is not followed, can cause damage to the equipment described in this manual or any other equipment or goods and can cause environmental pollution.



A prohibition is a direction which, if it is not followed, can cause damage to the equipment described in this manual or any other equipment or goods and can cause environmental pollution.



Note Notes provide advice and highlight unusual points. A note is not intended as an instruction.

Disclaimer

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Every care has been taken to ensure the accuracy of the information in this document. However, Agfa assumes no responsibility or liability for errors, inaccuracies or omissions that may appear in this document. To improve reliability, function or design Agfa reserves the right to change the product without further notice. This manual is provided without warranty of any kind, implied or expressed, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose.



Note In the United States, Federal law restricts this device on order of a physician for prescription use only.

Introduction

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- [Intended User](#) on page 7
- [Configuration](#) on page 8
- [System Documentation](#) on page 9
- [Compatibility](#) on page 10
- [Installation](#) on page 11
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Intended Use

- NX Office Viewer is a software only application for viewing digitized images created on NX Modality Workstations. The application is installable on any PC fulfilling our defined minimum requirements.
- Display image quality depends on the connected monitor. With the additional diagnostic monitor images are displayed with diagnostic quality, however no extensive toolset for softcopy reading is foreseen.
- With NX Office Viewer you can change the presentation of images, but these changes cannot be saved.
- NX Office Viewer can be used to print images on an office type printer in nondiagnostic quality.
- NX Office Viewer can be used to export images to hard disc in non-diagnostic quality.
- NX Office Viewer is not intended to be used as an archive.
- NX Office Viewer is intended to view images for Mammography, Radiotherapy and General Radiology.



Note Note: Mammography functionality is available depending on regional/ country releases and/or compliance to local regulations.

Intended User

This manual is written for trained users of Agfa products and trained diagnostic X-Ray clinical personnel.

Users are considered as the persons who actually use the software as well as the persons having authority over the software.

Before attempting to use the software, the user must thoroughly read and fully understand this manual and any release notes delivered with the software media pack, paying particular attention to all warnings, cautions and notes.

Configuration

The NX Office Viewer connects to one or more NX Workstations on the network to view the images available on the NX.

System Documentation

The NX Office Viewer documentation consists of the following manuals:

- Getting Started with NX Office Viewer (document 4430).
- NX Office Viewer Installation Manual (this document).

Refer to the MUSICA Acquisition Workstation User Manual (document 4420) for general information about NX and for safety instructions.

The documentation is delivered on a USB flash drive together with the NX software and is accessible on the system.

The documentation shall be kept with the system for easy reference. Technical documentation is available in the product service documentation that is available from your local support organization.

Compatibility

NX Office Viewer is only compatible to NX Workstations that have the same software version installed.

Installation

NX Office Viewer installation and configuration can be performed by any user on any computer that meets minimum requirements.

Messages

Under certain conditions NX Office Viewer will show a dialog box in the middle of the screen containing a message. This message will tell that either a problem has occurred or that a requested action cannot be performed.

The user must read these messages carefully. It will provide information on what to do from then on. This will be either performing an action to resolve the problem or to contact the Agfa service organization.

Details on the contents of messages can be found in this manual.

Safety Directions

-  **Warning:** Diagnosis cannot be performed on NX Office Viewer if the workstation has no appropriate diagnostic monitor.
-  **Warning:** To perform diagnosis on NX Office Viewer, additional diagnostic input may be required.
-  **Warning:** The user is responsible for judging image quality and controlling environmental conditions for diagnostic softcopy or print viewing.
-  **Caution:** Strictly observe all warnings, cautions, notes and safety markings within this document and on the product.
-  **Caution:** All Agfa medical products must be used by trained and qualified personnel.

Setting up NX Office Viewer

- [Installing NX Office Viewer](#) on page 14
- [Upgrading NX Office Viewer](#) on page 20
- [Starting NX Office Viewer](#) on page 23
- [Changing password](#) on page 26
- [Troubleshooting Checklist](#) on page 27

Installing NX Office Viewer

To install the Office Viewer software, you need the MUSICA Starterkit USB flash drive on which the Office Viewer installer is located.

This target system should comply with a couple of pre-conditions:

- No NX Office Viewer is installed yet on the system.
- The system on which the NX Office Viewer will be installed is not an NX system (not an in-room station, not a Central Monitoring System station).
- The system on which the NX Office Viewer will be installed and the NX system must be on the same subnet.
- The system meets the specified minimum hardware requirements, display requirements and supported operating systems.

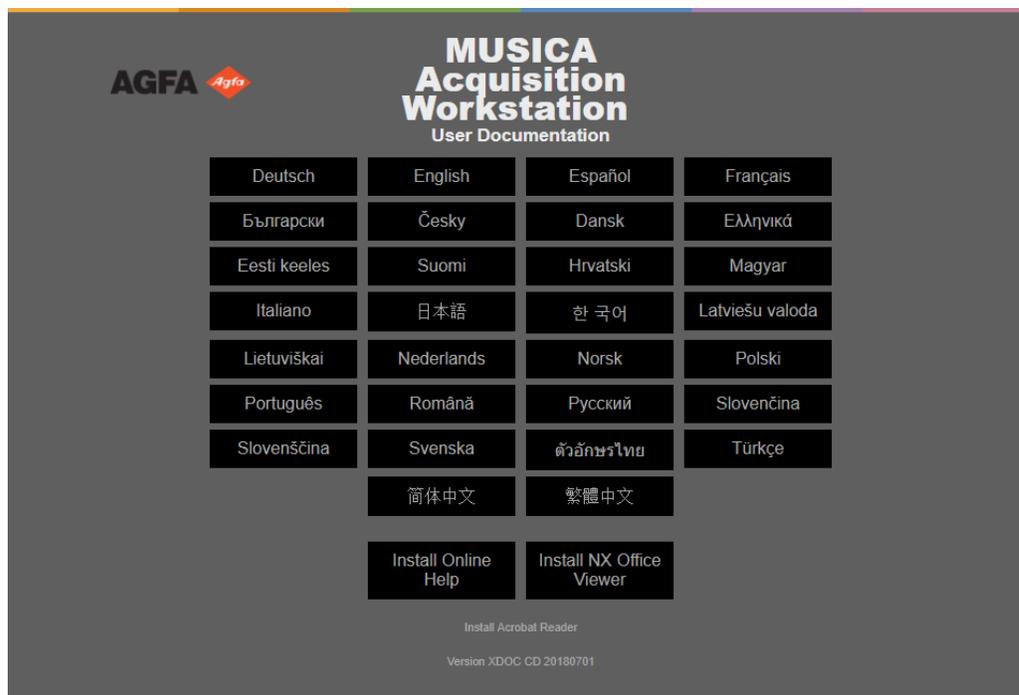
Table 1: Minimum hardware requirements, display requirements and supported operating systems

Type	Minimum for Windows 10
Processor	1 GHz 32-bit (x86) or 64-bit (x64) processor with support for PAE, NX, SSE2
Memory	1 GB (32-bit) or 2 GB (64-bit)
HD space	70 GB, of which 16 GB free (32-bit) or 20 GB free (64-bit)
Display	1024 x 768
OS	Windows 10 Pro 32-bit or 64-bit

To install the Office Viewer Software

1. Place the MUSICA Starterkit USB flash drive into your computer.

The MUSICA Acquisition Workstation User Documentation welcome screen opens.



If the Welcome screen is not automatically displayed, use the Windows Explorer to navigate to the USB flash drive and open the file `index.html`.

2. Click *Install NX Office Viewer*.

A Windows Explorer window is displayed containing the Office Viewer installer.



Alternatively the Windows Explorer can be used to navigate to following path on the USB flash drive:

`/Service Software/NX Application NX 0.0.0000/AdditionalInstallers/Office-Viewer/`



Note The software version and build number in the example may be different from the actual version.

3. Double-click the Office Viewer installer.

Your system will start the installation of the NX Office Viewer application. Select the preferred language for the installer wizard.



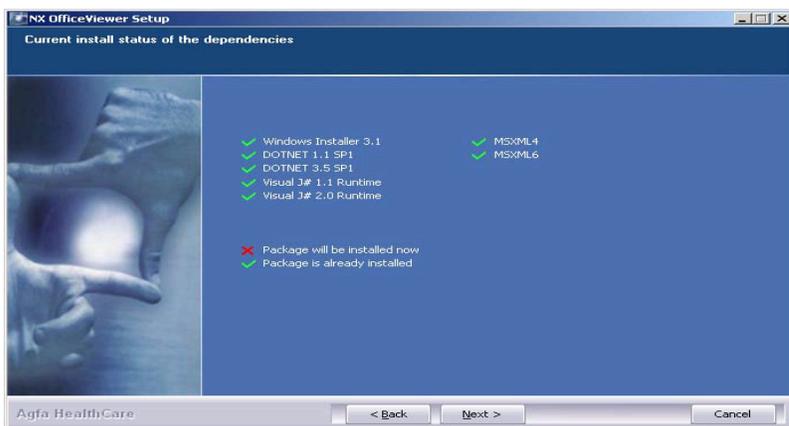
4. Click OK to continue.

The Welcome screen is displayed.



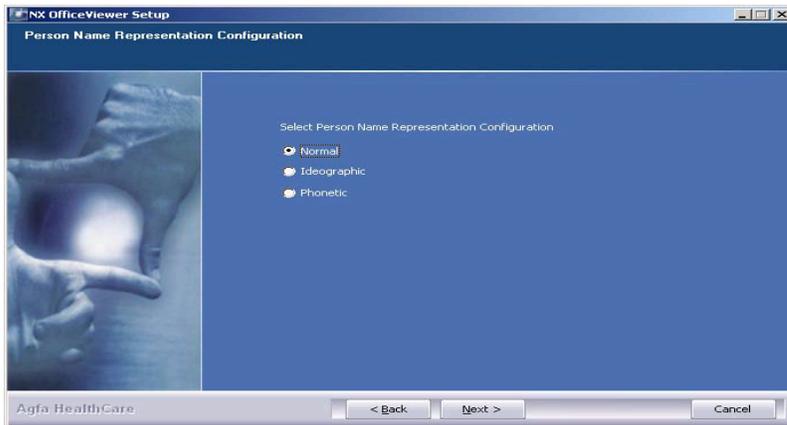
5. Click Next to continue.

The next window appears showing the current install status of the dependencies.



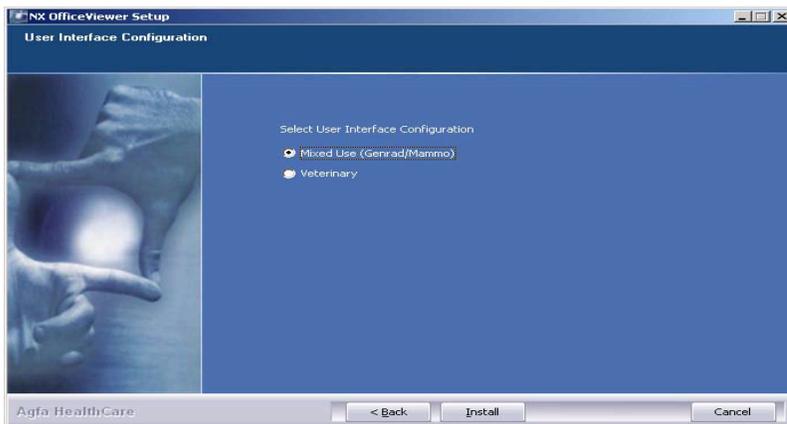
6. Click Next to continue.

The Person Name Representation Configuration window appears. Select the same text representation as on the NX Workstation. Leave the setting to 'Normal' unless the Person Name Representation setting on the NX is configured to support a language that has multiple writing methods (e.g. Chinese).



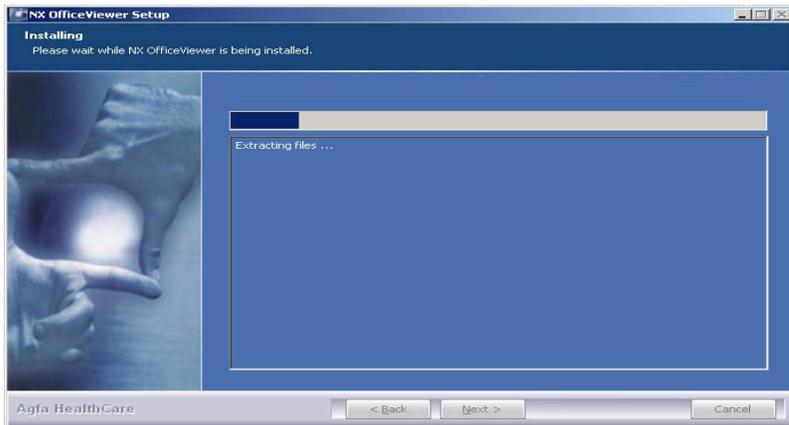
7. Click Next to continue.

The User Interface Configuration window appears. You can choose between the Mixed Use and the Veterinary NX Office Viewer layout.

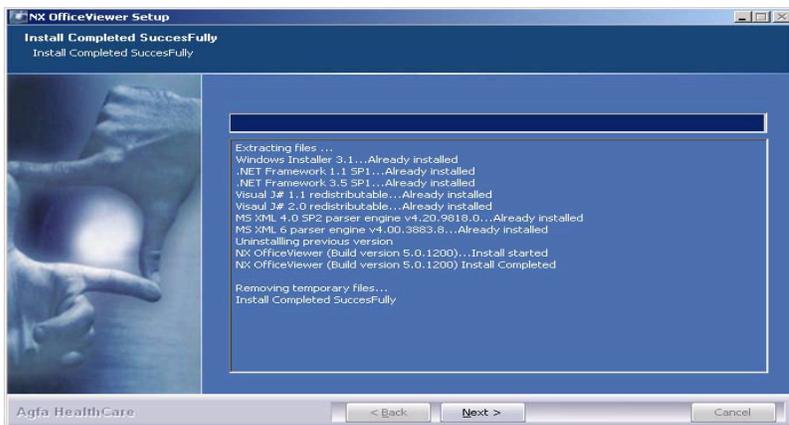


8. Select the User Interface layout and click Install.

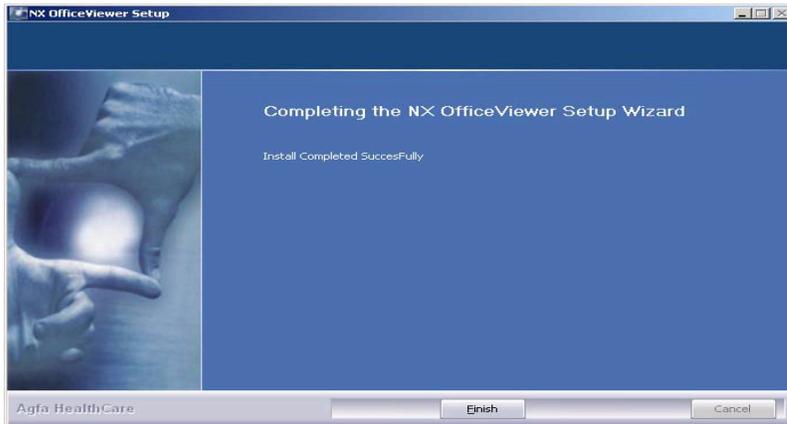
While the installation is running, a progress pane is displayed.



When the installation is finished, the following screen appears.



9. Click Next.



10. Click Finish.

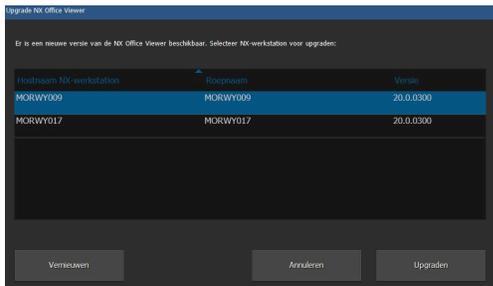
NX Office Viewer is installed on your computer.

Upgrading NX Office Viewer

- [Automatic upgrade](#) on page 21
- [Manual upgrade](#) on page 22

Automatic upgrade

After upgrade of an NX Workstation, on start-up of the NX Office Viewer, the system detects the upgrade and displays the following dialog.



Click the Upgrade button to upgrade the NX Office Viewer. If you are not logged in as administrator on the system, the following message will be displayed.

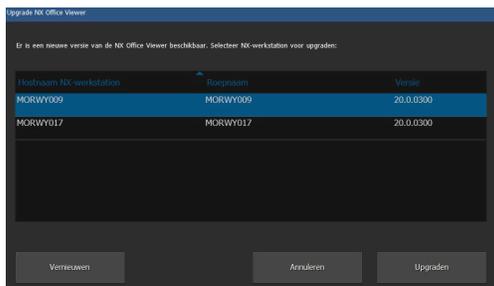
The installation can only be performed by a user with local administrator account.

Please log in with this account to perform the upgrade.

To perform the automatic upgrade

1. Log in as administrator.

Once you are logged in as an administrator, the NX Office Viewer will display a dialog containing a list of NX Workstations.



Note If not all NX Workstations have the same software version and you want the NX Office Viewer to connect to a specific NX Workstation, make sure to select that workstation from the list first.

2. Click **Upgrade** to perform the upgrade.

The following message appears.

The NX Office Viewer is being downloaded from NX Workstation <x>.

Press Cancel to terminate the download.

The NX Office Viewer is closed and the new software is installed. The upgrade procedure is similar to the installation procedure as described in section Installing NX Office Viewer from step 2 onwards.

The upgraded NX Office Viewer is started.

Manual upgrade

To be able to perform a manual upgrade, the NX Office Viewer installer should be present on the target system. The NX Office Viewer installer is located on the MUSICA Starterkit USB flash drive. In order to install the NX Office Viewer, you should transfer its installer to the target system on which the Office Viewer will be installed.

To manually upgrade NX Office Viewer

1. Start the NX Office Viewer upgrade installation.
The installation wizard opens.
2. Click **Next** to continue.
3. Select the chosen User Interface layout: Veterinary or Mixed Use and click **Install**.

The installation of the upgraded version of the NX Office Viewer starts.

Starting NX Office Viewer

After successful installation of the software you can start the NX Office Viewer application.

- [Start-up checks](#) on page 24
- [Interrupted Connection](#) on page 25

Start-up checks

Every time on start up of the NX Office Viewer a scan message is sent over the network to all NX in-room stations.

To assure correct connectivity between the NX Office Viewer and the in-room stations, checks are performed on each in-room station that responds to the scan message.

- Compatibility check

NX Office Viewer is only compatible to NX Workstations that have the same software version installed. If the product version of the in-room station is higher (= newer version), the possibility is offered to upgrade the NX Office Viewer application.

- Configuration Compatibility

Check The Person Name Representation setting of the in-room NX Workstation is checked to be identical to the setup of the NX Office Viewer.

- License Presence check

The presence of the NX Office Viewer license is checked on the in-room station. Only if the license is present and enabled, the in-room station will be added to the list.

Based upon the outcome of the checks, the list of in-room stations is built up.

The in-room stations that were already in the list and did not respond to the scan are offered for removal from the list. Otherwise a connection error is displayed.



Note When the in-room station is detected online during a run time scan, it will be available again in the NX Office Viewer application.

For every active in-room station in the list of available Workstations a final check is performed.

- License Availability check

Every in-room station has a licensed amount of allowed simultaneous connections from NX Office Viewer applications. For every in-room station the allowed amount of connections is checked. If this amount is 0, a license error is displayed.



Note When during a run time scan the in-room station counter is no longer 0, the in-room station will be available again in the NX Office Viewer application.

Interrupted Connection

During application run time a scan message is sent to all in-room stations from the list of available NX Workstations. When an in-room station from the list does not respond, a connection error is displayed in the Office Viewer GUI.

If an in-room station for which a connection error was displayed responds to the scan message again, the in-room station becomes available again and the connection error disappears.

If an in-room station for which a license error was present responds with an available connection, the in-room station becomes available again and the connection error will disappear.

Changing password

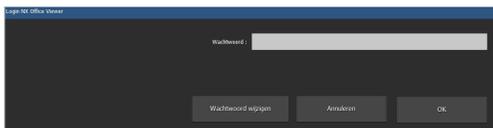
It is advisable to change the default password to a custom password.

To change the password

1. Start NX Office Viewer by double-clicking the icon on your desktop.

Alternatively, in your Windows Start menu, go to **(All) Programs > Agfa > NX Office Viewer**.

The Login screen appears.



2. Click the **Change Password** button.

The Change Password dialog box opens.



3. Enter the master password (OVAGFA1).

4. Enter a new password.

5. Re-enter your new password.

6. Click **OK**.

- When you entered an invalid master password, the following message appears.

Invalid master password. Please enter the correct master password.

- If you did not enter an identical password, the following message appears.

The entered passwords are not identical. Please enter identical passwords.

- When an error occurred while storing the new password, the following message appears.

An internal error occurred while changing the password. Your password has not been changed! Please try again.

Troubleshooting Checklist

Problem	Cause	Solution
The image is on the NX Workstation, but is not found on the NX Office Viewer.	The NX Workstation does not have the NX Office Viewer license activated.	It is possible to obtain an NX Office Viewer license through your sales representative.
	The NX Workstation and the NX Office Viewer have a different NX software version.	If the NX Office Viewer has a lower version, upgrade the NX Office Viewer. Else contact service on how to obtain an upgrade for the NX Workstation.
	The NX Workstation was not running when the NX Office Viewer was started.	Restart the NX Office Viewer.
The message "The name representation of the NX Office Viewer differs from the IR Station. NX Office Viewer will be closed down, please re-install with the correct name representation" appears and the NX Office Viewer does not start up.	During installation of the NX Office Viewer, a different person name representation setting was configured compared to the configuration on the NX Workstation.	Re-install the NX Office Viewer and select the same person name representation as on the NX Workstation.
The message "No NX in-room station was found on the network. The NX Office Viewer cannot be started. Please start an NX inroom station and try again." appears.	The NX Workstation is not running.	Start the NX Workstation.
	The network settings block the connection between the NX Workstation and the NX Office Viewer.	To verify the network settings, on the NX Office Viewer open a command window and execute the ping command with the hostname of the NX Workstation as the argument and do the same on the NX Workstation using the hostname of the NX Office Viewer. Both commands should be successful. If not, adapt the network settings.
	The network is down.	Check the connection between the NX Workstation and the NX Office Viewer.
Message appears offering the possibility to permanently remove the in-room station from the list of available NX Workstations.	The NX Workstation is not running.	If the Workstation is not operational any longer, confirm to remove the workstation from the list, so the NX Office Viewer will not be looking for it anymore.
		If the Workstation is temporarily out of order, leave the workstation listed.

Problem	Cause	Solution
The message “A not supported screen resolution has been detected. The minimum supported screen resolution is 1024x768. Please adjust your screen resolution.” appears during start up.	A not supported screen resolution is detected.	Confirm the message and change your screen resolution.
The message “No connection could be made with in-room station <in-room station>. Do you want to remove the in-room station from the in-room station list?” appears.	The in-room station <in-room station> from the list did not respond to the scan.	Click Yes if you want to remove the in-room station from the list permanently. It will only be “rediscovered” by the Office Viewer scan when the in-room station is active during the next start-up. If you choose not to permanently remove the in-room station from the list, an NX Office Viewer error message is displayed during usage of the application indicating the connection with the inroom station is lost.
A yellow warning sign shows up and says "Connection Error".	This may occur when the Office Viewer is running on Windows 11 and the NX workstation on Windows 10. On the NX workstation Event Viewer > Windows Logs > Security , "Audit failure" entries are listed while the Office Viewer is trying to connect, with Failure reason: "Unknown user name or bad password."	<p>Change the LAN Manager authentication level on the PC running the Office Viewer software:</p> <ol style="list-style-type: none"> 1. Press Windows key + R. 2. Type "gpedit.msc" and click OK. <p>The Local Group Policy Editor is displayed.</p> <ol style="list-style-type: none"> 3. Click OK if a dialog appears to confirm that you want to make changes to the system. 4. Navigate to Local Computer Policy > Computer Configuration > Windows Settings > Security Settings > Local Policies > Security Options. 5. Find the policy Network Security: LAN Manager authentication level and set it to "Send NTLMv2 response only/refuse LM & NTLM". 6. Click OK. 7. Close the Local Group Policy Editor and reboot the PC.