

## TECHNICAL ADVISORY

**Subject:** *CBCT Acquisition Stalls, Repeat Scan Required*  
**Affected Product:** *On-Board Imager® with CBCT*  
**Affected Version(s):** *OBI 1.4, OBI 1.5 & OBI 1.6 with CBCT 2.1.05 SP1-SP6*  
**Reference:** *CP-22609*  
**Date of Notification:** *2016-02-08*  
**Type of Action:** *Notification*

### DESCRIPTION OF PROBLEM:

Varian has received several reports of the On-Board Imager® Cone Beam CT [CBCT] acquisition stalling preventing reconstruction of the image. A repeat scan will be required. There are two possible symptoms.

- 1) The CBCT application stops updating the display during acquisition.
- 2) An exception occurs during the acquisition.

Although CBCT projections will have been acquired, it will not be possible to generate the reconstructed CBCT and the scan must be repeated. There have been no misadministration or injuries reported due to this issue.

### DETAILS:

In one case, the CBCT image projection display freezes and the progress bars do not update. In the second case, all of the projections will appear to have been acquired but one of two error messages will appear.

- 1) *"TransportManager.Main caught following exception in PerformFunctionCall: An existing connection was forcibly closed by the remote host";* or
- 2) *"TransportManager.Main caught following exception in PerformFunctionCall: Requested Service not found".*

If either case is encountered, the CBCT application does not display the "Save and Export" button. In both cases, the scan will need to be repeated. Varian has not received a report of consecutive failures. Once the application is restarted, the repeat scan has been acquired without further incident. The delay to treatment is negligible, less than five minutes.

### USER ACTION:

Version	Instruction
OBI 1.5 and OBI 1.6	Navigate to the OBI application and select the "Cancel" button. <i>The "Cancel" process may take between 5 –30 seconds to complete.</i>
	Re-start CBCT acquisition process.*
OBI 1.4	Clear mode up of the CBCT field on the 4DITC workstation.
	Reboot the OBI and Reconstructor computer(s).
	Restart the OBI application.
	Mode-up the CBCT field on the 4DITC workstation.
All OBI Versions	Please contact Varian Medical Systems to report a CBCT acquisition failure incident.

\*Note: If the reconstructor service does not automatically restart, manually restart the service by navigating to the Windows Services environment on the Reconstructor computer. You must be logged on as an administrator or a member of the Administrators group.

- 1) Select the Start button,
- 2) Click Control Panel,
- 3) Click Performance and Maintenance,
- 4) Click Administrative Tools,
- 5) Double-click Services.
- 6) Restart by selecting "CTReconstructor".

### VARIAN MEDICAL SYSTEMS ACTIONS:

Varian Medical Systems is notifying all affected users and is investigating these issues.