

Customer Safety Advisory Notice

To all users of the SIEMENS *syngo.plaza*, VA20B_HF04 with USB dongle and archive license.

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syngo.plaza*: License problems causing not archived data to remain not delete protected in the STS of *syngo.plaza

Dear customer,

This letter is to inform you of a potential malfunction when using *syngo.plaza* VA20B_HF04 with USB dongle and archive license. In *syngo.plaza* VA20B_HF04, there is a scenario where data in Short-Term Storage (STS) could remain unprotected and not archived. This can happen when an archive server with a USB dongle-based license is enabled with auto archiving.

If the disk fill level is reached which triggers auto-deletion, this could result in deletion of unarchived data.

When does this behavior occur?

The precondition for the problem is that a user has connected to the *syngo.plaza* server from Remote Desktop and the Net Service is restarted during this connection. This is usually done by your PACS Administrator, for instance, in case of network errors. In this case, new incoming data will not be marked for archiving and deletion protection will not be set. In all versions other than VA20B_HF04 the deletion protection will be set appropriately.

What steps can the user take to avoid this issue?

The user should check in the Patient List if there are data which are unintentionally not marked for archiving and are not delete-protected. In this case, the delete-protection should be set manually.

Please inform your PACS Administrator to check that Remote Desktop sessions are not active when restarting Net Service.

How will the issue finally be resolved?

The issue is solved in the software version of syngo.plaza, VA20C which is already released and available. For planning this update please contact your local Siemens Service.


We appreciate your understanding and cooperation with this safety advisory and ask you to immediately instruct your personnel accordingly. Please ensure that this safety advisory is placed in the system's instructions for use. Your personnel should maintain awareness over an appropriate defined period.

If you have sold this device/equipment and it is no longer in your possession, we kindly ask that you forward this safety notice to the new owner of this device/equipment. Please inform us about the new owner of the device/equipment.

Sincerely Yours

20.01.2012 

Date / Dr. Kaendl, Arthur
SYNGO CEO

2012-01-20 

Date / Reiter, Eva-Maria
SYNGO Vice President Quality