

Customer Safety Advisory Notice

To all users of the SIEMENS *syngo.plaza* with archive license.

Name	Braun, Michael
Department	H IM SY QM DCU
Telephone	+49 (9131) 84-4874
Fax	+49 (9131) 84-8691
E-mail	michael.mib.braun@siemens.com
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syngo.plaza: In some cases archived images cannot be accessed

Dear customer,

This letter is to inform you of a potential malfunction when using *syngo.plaza* with an archive license. In some cases archived images are no longer visible and cannot be accessed because of missing references. The impact is that these images are not visible in the Patient Jacket and cannot be found with an archive query. Such images are also not accessible via RIS callup.

When does this malfunction occur?

This happens in the following scenarios:

1. A patient name with certain special characters was changed either via HL7 message from RIS or HIS or manually.
2. A study has been internally moved between *syngo.plaza* servers before it has been completely archived. This happens sporadically and only in a multi-server environment.

As a result these images are no longer accessible after deletion from Short Term Storage.

What steps can the user take to avoid this issue?

As an immediate measure the "Archive Analyze and Protection Tool" (Update Instruction 129/12/S) has been distributed via your local Siemens Service. This Update will set delete protection for possibly affected data in the Short Term Storage. Please ensure that this Update Instruction has been performed on your system.

Siemens AG
Healthcare Sector; Management: Hermann Requardt
Imaging & Therapy Division; Management: Bernd Montag
SYNGO; Management: Arthur Kaindl

Hartmannstr. 16
91052 Erlangen
Germany

Tel.: +49 (9131) 84 0

Siemens Aktiengesellschaft: Chairman of the Supervisory Board: Gerhard Cromme; Managing Board: Peter Loescher, Chairman, President and Chief Executive Officer; Roland Busch, Brigitte Ederer, Klaus Helmrich, Joe Kaeser, Barbara Kux, Hermann Requardt, Siegfried Russwurm, Peter Y. Solmssen, Michael Suess; Registered offices: Berlin and Munich, Germany; Commercial registries: Berlin Charlottenburg, HRB 12300, Munich, HRB 6684; WEEE-Reg.-No. DE 23691322

How will the issue finally be resolved?

The issue will be solved in the software version of syngo.plaza, VA20D_HF01 which is planned to be released in Q3/2012. 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,

2012-06-12 *Dr. Arthur Kaindl*

Date / Dr. Kaindl, Arthur
SYNGO CEO

2012-06-12 *Eva-Maria Reiter*

Date / Reiter, Eva-Maria
SYNGO Vice President Quality