

SIEMENS**Healthcare**

Siemens AG, Healthcare Sector, Hartmannstr. 16, 91052 Erlangen

Name	Braun, Michael
Department	H IM SY QM DCU
Telephone	+49 (9131) 84-4874
Fax	+49 (9131) 84-2792
E-mail	michael.m.b.braun@siemens.com
Date	2015-01-08
Our reference	PM00003625

To all users of *syngo.plaza***Customer Safety Advisory Notice*****syngo.plaza*: Potential inconsistencies in case of a system crash**

Dear customer,

this letter is intended to inform you of a potential issue when using *syngo.plaza*. In case of a system crash images may not be written to the hard disk and there may be inconsistencies in the database.

What is the issue and when does it occur?

In case of a system crash images may not be written to the hard disk. *syngo.plaza* relies on an operating system signal that a file is available in the Short Term Storage (STS) prior to sending out an acknowledgement for received images to the sending modality. The file name reference for the image is added to the database. However, the operating system signal "written to Windows file system" does not ensure that images are physically written to the hard disk. This signal will already be provided after images are available in cache. In case of a system crash (e.g. blue screen, power outage) images may not be written from cache to the hard disk and are lost. In such a case an existing file name identifier might be re-used after restart of the system. Now two references to the same image file on STS exist in the database of *syngo.plaza*.

This leads to the following effects:

1. For the first received series one or more wrong images are displayed. The patient identifiers (Name, Patient ID and Date of Birth) in the image text reflect the information of this series. So the wrongly displayed images belong to the patient of the second series, but the displayed patient identifiers belong to the patient of the first series.
2. For the later received series, the images are correctly displayed.

Siemens AG
Healthcare Sector, Management Hermann RequardtHenkstr. 127
91052 Erlangen
Germany

Tel.: +49 (9131) 84 0

Siemens Aktiengesellschaft; Chairman of the Supervisory Board: Gerhard Cromme; Managing Board: Joe Kaeser, Chairman, President and Chief Executive Officer; Roland Busch, Lisa Davis, Klaus Helmrich, Hermann Requardt, Siegfried Russwurm, Ralf P. Thomas; Registered offices: Berlin and Munich, Germany; Commercial registers: Berlin Charlottenburg, HRB 12300, Munich, HRB 6684; WEEE-Reg.-No. DE 23891322

SIEMENS

Letter of 2015-01-08
to all users with syngo.plaza

Actions to reduce the probability for occurrence of this issue

System crashes cannot be avoided. As soon as the IT administrator gets aware of a system crash, we strongly recommend that he checks the consistency of the patient data received at the time of the system crash. To reduce the risk of data loss while using file caches, storage systems shall be protected by a UPS as well as RAID controller shall be protected by a battery backup unit.

How will the issue finally be resolved?

Siemens is preparing a software update for all affected versions that will resolve this issue. This software update is planned to be available in Q2/2015.

- We appreciate your understanding with this safety advisory and ask you to immediately instruct your personnel accordingly. Please include this safety advisory notice in your operator's manual. In the interests of safety, we ask that you perform the above preventive measures and inform all affected personnel immediately.

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.

We regret any inconvenience that this may cause, and we thank you in advance for your understanding.

Sincerely Yours



Date / Klausner, Christian
SYNGO CFO

Date / Vedder, Meike
SYNGO Vice President Quality