



# **SOMATOM**

## **go.Now/Up/All/Top/Fit**

Update Instructions – Safety Update - CT017/22/S  
Remote Update to VA40A SP2

## Update Instructions

SOMATOM go.Now/Up/All/Top/Fit

Safety Update - CT017/22/S

Remote Update to VA40A SP2

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Update within deadline	6 months		
Security Vulnerability Patch (200/800)	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
Affected	<input checked="" type="checkbox"/> Warranty	<input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Others
Update by	<input checked="" type="checkbox"/> Customer	<input checked="" type="checkbox"/> RSC	<input type="checkbox"/> Apps <input checked="" type="checkbox"/> CSE
Remote Update	<input checked="" type="checkbox"/> SRS RUH	<input type="checkbox"/> ASU	<input type="checkbox"/> No
Intranet download available	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Update material required	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
Material free of charge	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> No, credit if returned
Return of parts	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
Application training needed	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Recommended
Application training time	n.a.		
Estimated completion time	4 h		
Number of CSEs	1		

### Remarks

### Scope

Material number	See the table inside
Software Version	VA40A or VA40A SP1
Related to Update Instructions	n.a.
Change reference no.	740878
Name	Du, Xian Mao
Department	SHS CS SLM CT

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## Document Version

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# 1 Preparation

## 1.1 General Information

### 1.1.1 Systems/Products Affected

Material number	Name
11061610	SOMATOM go.Now (DE)
11061620	SOMATOM go.Up (DE)
11061630	SOMATOM go.All (DE)
11061640	SOMATOM go.Top (DE)
11061618	SOMATOM go.Now (CN)
11061628	SOMATOM go.Up (CN)
11061638	SOMATOM go.All (CN)
11061648	SOMATOM go.Top (CN)
11061612	SOMATOM go.Now (BR)
11061622	SOMATOM go.Up (BR)
11061632	SOMATOM go.All (BR)
11061642	SOMATOM go.Top (BR)
11061613	SOMATOM go.Now (IN)
11061623	SOMATOM go.Up (IN)
11061788	SOMATOM go.Fit

Tab. 1: Table of Systems affected

The list of affected systems is not part of these Update Instructions.

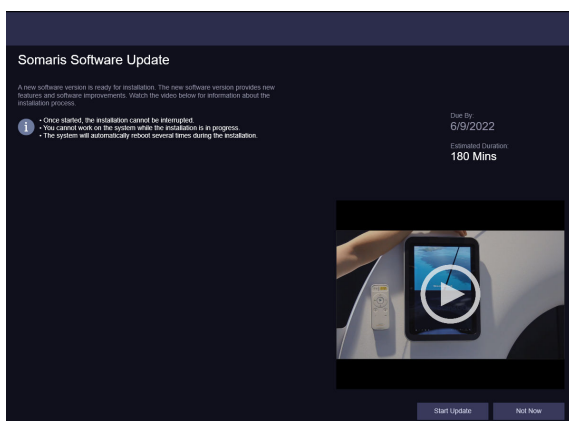
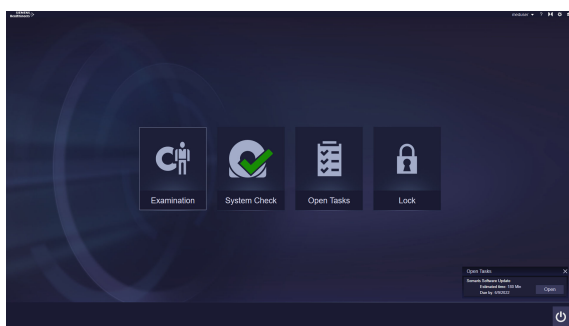
Obtain the material numbers and serial numbers from your local Update Management or Dispatch.

### 1.1.2 Reason for the Update

Providing MS hotfix, bug fixing and workflow improvement for software VA40A with service pack 2

### 1.1.3 Additional Information

The update will appear as **Open Tasks**:



### 1.1.4 Prerequisites

The latest version of this document can be found in the Services Knowledge Base (SKB).

### 1.1.5 Special Tools

#### 1.1.5.1 For Intranet Updates

For the first time, the package size is larger than 32GB. Therefore, an SD card of 64GB shall be used. Order it per the following PN.

Material No.	Name
10965701	A 64GB SD card
n.a.	USB stick or HDD (option to store customized protocols)

If there is no built-in SD card slot in your laptop, a USB-port SD card reader (PN11061968) can be ordered from CSML.

In order to make a backup (customized protocols, etc.) of the system, an additional USB memory stick or HDD is required.



Since the 64GB SD card is large enough, you can save the protocols on this SD card.

## 1.2 Material Information

### 1.2.1 Ordering Information



Please note that the update kit is only necessary for countries without access to the intranet. Everyone who can access the intranet should download the software.

Order the following update kit from Siemens Healthcare/CS ML (SAP Distribution Channel, plant 2050/6050). In the order, include the material and serial numbers of the system and/or the component.

Quantity	Update kit
1	11594566 VA40A SP2 Update kit P81/82_S



The information regarding material availability for the order and Dispatch process can be selected in SAP P41-2050/6050 using the following transaction code:

/SIE/MED\_SDKT\_FRKNSI (standard transaction) or

/SIE/MED\_SDKT\_FRKNTG (if different update materials are supposed to be available at the same time)



Complete availability of the update materials is not guaranteed at the time the update is published.

### 1.2.2 Contents of the Update Kit

Update kit **11594566** contains the following parts:

Item	Quantity	Material No.	Name
1	1	11594555	SD Card Somaris/10 VA40A_SP2

### 1.2.3 Preparations for Intranet Download



Always download the original file for writing the SD card. Copying files from SD card to SD card is prohibited!

These instructions only describe how to use the Aria2 tool to download the software.

Aria2 supports multi-connection and multi-protocol download sessions that can be resumed if the connection is interrupted. For more details on Aria2, see SKB0099484.

To use the tool, you should be connected to the intranet.

Download the required file(s): **CT\_CT017-22-S\_VA40A\_SP2.img** and **win32diskimager-1.0.0.zip** (if this has not already been installed) from Siemens Healthineers Production Information > CT > Software Download > Uls 2022, and Siemens Healthineers Production Information > CT > Software Download > Software Tools.

- 1 Open a command prompt window on your laptop. Navigate to D:\Aria2 (substitute the actual drive location on your computer of the folder "Aria2"), then enter the following command. Copy the command from here and paste it into the command window. Delete all line breaks and context hyphens from the MD5 code.

```
aria2c -k1M -d .\downloaded -Vtrue --  
checksum=md5=8f47fcea265975f8a7fd23852da3889b https://  
extranet-1.healthcare.siemens.com/pi_data/CT_Systems/_Software%20download/  
UIs%202022/CT_CT017-22-S_VA40A_SP2.img
```



If you are copying the command from a PDF document, proceed as follows. Create a new text document: for example, right-click the mouse on a blank area of the Windows Desktop > New > "Text Document," then double-click the resulting file to open it for editing. Paste the copied command into this text file. Then delete all the line breaks and copy the complete command into the clipboard.

- 2 The progress of the download is displayed in the command prompt window. If your connection drops, you can kill the process by pressing **Ctrl** and **C** keys simultaneously. Then use the up arrow key to repeat the command and resume the download.
- 3 When the download finishes, the file is in the sub-folder "downloaded" - D:\Aria2\downloaded (substitute the actual drive location), as specified in the command.
- 4 If necessary, download **diskimager** from the link Software Download > Software Tools by clicking the file (if not installed before).
  - Unzip the file and run **win32diskimager-1.0.0-install.exe** to install the tool.

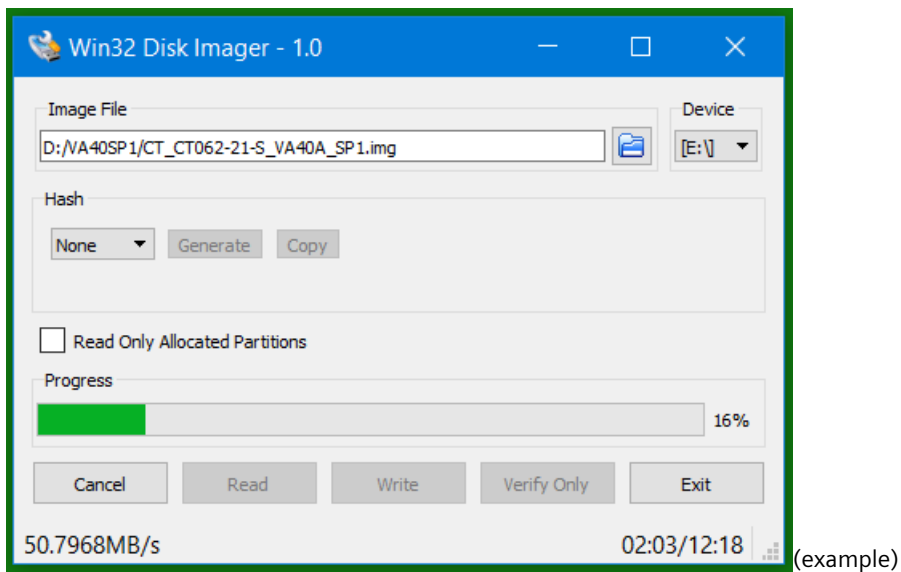


Skip diskimager download & installation if you already have it.

### 1.2.4 Writing the Software Image to SD Card

- 1 Insert the SD memory card into the laptop.
- 2 Write the software image to the SD card:
  - Start **Win32DiskImager**.
  - Select the image file **CT\_CT017-22-S\_VA40A\_SP2.img**.
  - Select the device to be written to, for example, E:\.

- Click **Write** and confirm the overwrite operation by clicking **Yes**.



- Confirm the “successful write” message.
  - Click the USB icon in the Windows toolbar to safely disconnect the card, and then make sure the “success” message is displayed.
- 3 Remove the SD card from the laptop and label the SD card **VA40A\_SP2 for go./X. with VA40A - CT017/22/S**.

## 1.2.5 Return of Parts

n.a.

## 2 Update

### 2.1 Preparation for the Update

This section is to make sure the system is ready and to make a backup of customer protocols.

- ✓ The passwords for syadmin, AppUsr are on hand.



**The following general information should always be noted:**

Do not power off the system during installation or FW update.

Remove all additional USB hard drives or USB memory stick connected to the ICS computer (at the monitor, smart box or ICS) during the software installation.

The network adapters for the external and internal network need to be connected to active devices (IRS and LAN) during installation to get IPs enabled. Otherwise the network configuration will fail resulting in a rollback.

Tablet is switched on and attached to the gantry.

The wireless remote scan control is fully charged and is within the active range.

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#### Backing up Protocols (option)

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The backup is used if a complete system installation is required.

- 1 Export of Scan Protocols (if there are customized protocols; otherwise skip this section):
  - Insert the SW SD card or a USB storage medium into the gantry
  - Switch the user to **Syadmin** (from the drop-down symbol beside meduser at the top right corner of the screen) and start **Exam Designer**.
  - Click **Scan Protocols**, then select **Customer Protocols**; check the **Adult, Child** option, then Click **Export** and select **Export for Archiving**; then select a target folder (e.g., the SW SD card) and click **Save**.
- 2 If an additional USB memory stick is used, check the content and correctly disconnect the USB drive.



Unlock the keyboard (disable the kiosk mode: <Alt>+<Del>+<+>(Transmission key)) and then press the **Windows** key plus **e** to open File Explorer. Right-click the USB drive and select **Eject**.

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### 2.2 Work Steps

- ✓ The system must be in standby mode.

- 1 Check if there are **Open Tasks** on the screen. If yes, click to open the task, then jump to step 4.

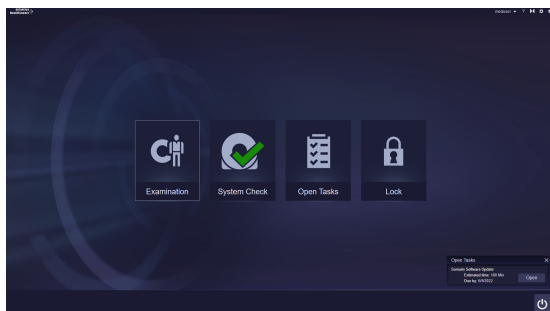


Fig. 1: Window with Open Tasks icon

- (1) Click the Open Tasks icon to show the task window
- 2 Insert the SD card into the slot, if not done yet.
- 3 Click the cogwheel at the top right corner of the screen; then click **Load Service Pack**.  
→ The package is imported from the SD card (about 15' - 30'); when the import is finished, an update window displays.



If a package was previously loaded, it will be deleted before reloading.

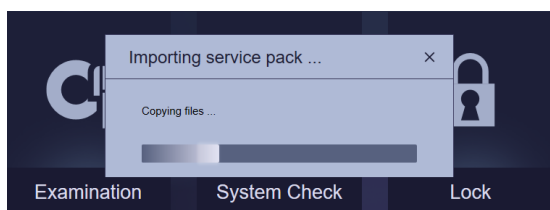


Fig. 2: Importing Service Pack

- 4 Read the information in the window; you can click the play button to watch the video (which does not exactly reflect the actual situation).

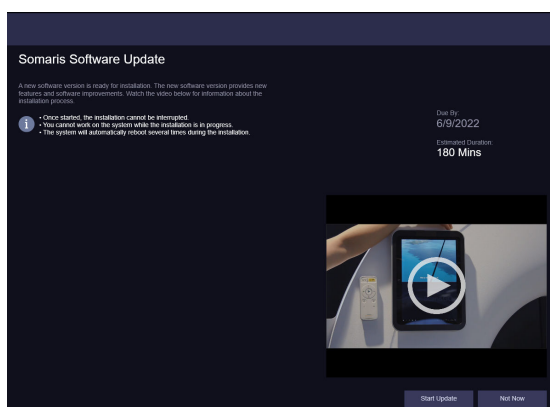


Fig. 3: Update Window

- 5 Click **Start Update** and click **Yes** to confirm the update. Selecting **No** will put the update in the Open Tasks queue for performing it later.

- 6 The **Confirm Installation** window will display the result of raw data checking. Select **Start** if there is no raw data found.

If raw data are found, select what raw data will be kept and click **Next**. Then click **Start** to confirm raw data processing.

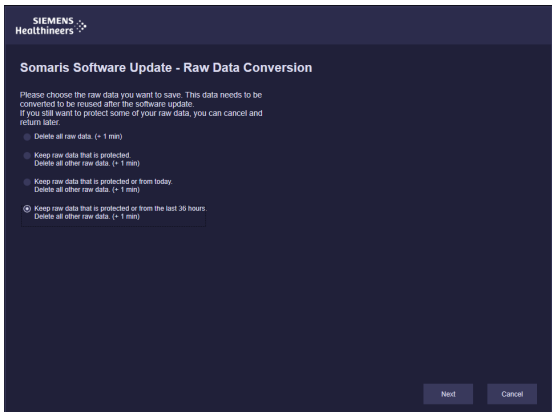


Fig. 4: Selecting Raw Data Conversion

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**i** In VA40A, conversion of raw data is supported. You may select how long the data can be kept before the software upgrade (maximum of 36 hours before this update).

**Make sure there is no backup medium (USB memory stick or HDD) attached to the system at this time.**

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**i** The installation takes about 3 hours. There is no interaction needed. Be patient during this process.

- 7 After all steps finish, the completion window is shown; click **Next**.

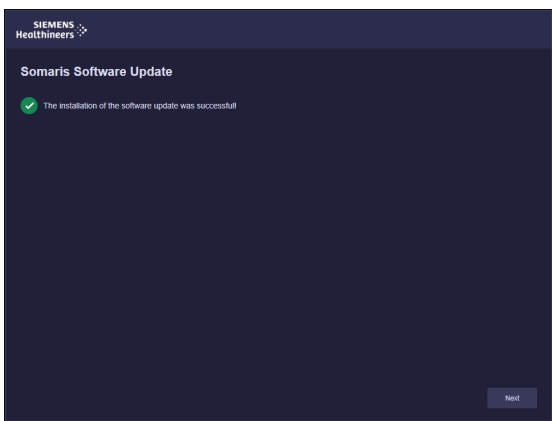


Fig. 5: Completion of Software Installation

- 8 If any clinical account existed before, reset the password and click **Next**.

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**i** Remember the password and hand over to the customer later.

## 9 Update the tablet App Scan&Go

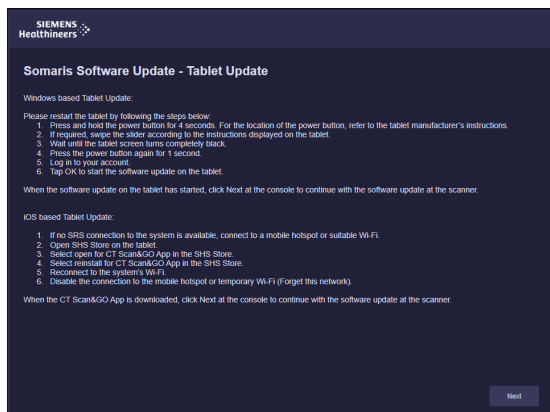


Fig. 6: Instructions for Tablet App Installation

Update the tablet app according to the instructions on the screen (e.g., HP tablet):

- Power off the tablet and then power it on again.
- Log in as **AppUsr** on the tablet.
- Click **OK** on the tablet to update the tablet App.
- Log on as AppUsr and start **Scan&Go**.



Latest information for the IOS tablet:

- **The IOS system can only be updated after the Scan&Go update.**
- Make sure you have a stable SRS and system WIFI connection.
- Do not update tablets at the same time if you have more than one.
- Check the version of Scan&Go after the update: **Settings > General > iPad Storage > CT Scan&Go**.
- Only update the IOS system when the tablet is not in use: **Settings > General > Software Update**. This may take more than 30 minutes.



The main workflow can be continued while the automatic tablet update is running. Therefore, you can proceed with the next step.

10 Click **Next** and the installation will continue.

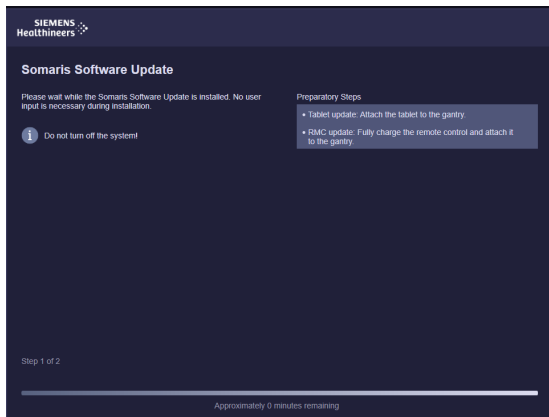
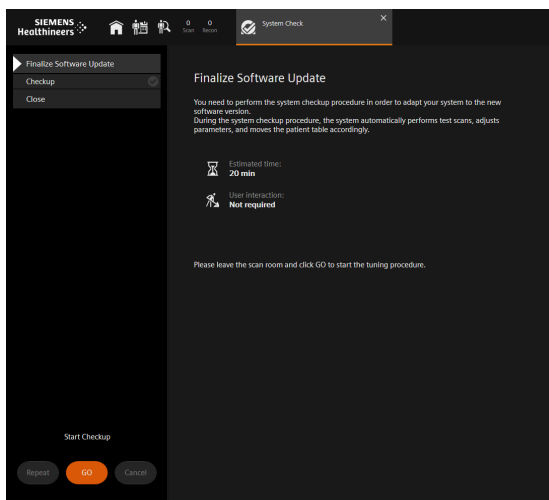


Fig. 7: Continuing installation

11 When the finalize window appears, click **GO** to complete the checkup. You may be required to move the table to its home position.



### Finalizing With CheckUp

12 Click **Next** and click **Close** to close the checkup.

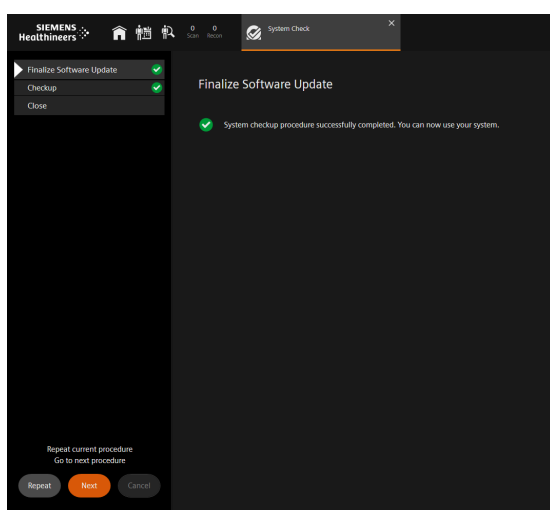


Fig. 8: Installation finish

- 13 Check the software version by clicking the ? icon and then clicking **About** at the top right corner of the screen. More details can be shown by clicking **System Info** as shown (example):

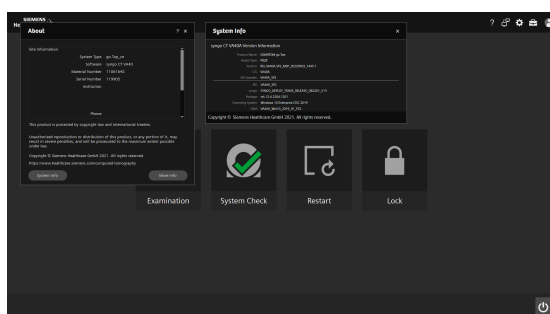


Fig. 9: Software Version Installed

- 14 Import the service key.



If there is a valid service key file in the system, e.g., in drive H, you still can use the valid file.

- 15 In the **service program -> Technical Configuration Tab**, check SRS configuration for access control and correct connection. Check the **Auto Report** configuration as well.



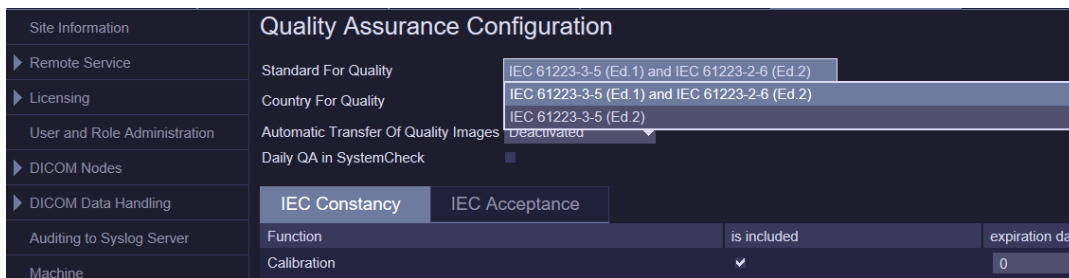
The configuration should be kept as the previous settings.

- 16 Check the country-specific requirements if necessary:

Check the constancy reference to see if there are any missing or expired items. Correct them as needed.

Check if country-specific measurements are required after this update, e.g., dose measurement, DHHS, etc. If yes, perform the measurement or test.

**i** The original constancy reference may not show up if the quality assurance standard has been changed, as shown:



17 (Option) Switch to syadmin and import the customer protocols if necessary.

18 Check if the full backup of the new configuration data was successful:

- In the service software, open the message viewer.
- Search for the error message **CT\_Installation\***. **CT\_Installation\_130** indicates that the configuration has not been fully backed up. Manually perform a full backup in the event of this error.

19 Shut down the system and switch it off. Wait a minute for the HV component to discharge.

20 Remove the SD card and then switch the system on again.

21 When the system comes up, it shows **What's new** of the software and the Report window. Click **Not Now** to close the report window. Perform the following procedures to **remove the report task** after the next system restart:

- Disable KIOSK mode as described in the previous section.
- Open a command window and run command  
**runas /user:syadmin cmd**
- In the new command window, run the following command  
**CT.Serv.SystemUpdate.NotifyApp.exe -asu -ra**

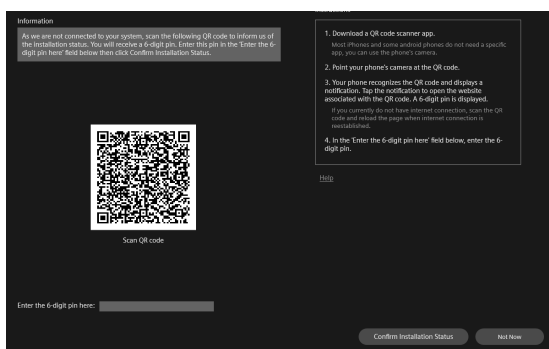


Fig. 10: Report Window

### 2.2.1 Final Check

- 1 Set a new password for account syadmin to be handed over to the customer.
- 2 If there is a client workplace, reboot it so that it is also updated.

- 3 Perform a test scan with the customer scan protocol and make sure that the system is working normally.
- 4 Make a system backup (takes about 25 minutes).

### 2.2.2 Final Work Steps

- 1 No acceptance test required if all the values are not expired or missing.
- 2 Please check if country-specific measurements (RöV §16, DHHS, etc.) must be performed after the update.
- 3 Handle the storage of the delivered software media (if present) in accordance with local regulations.
- 4 Make a copy of the filled-out Completion Protocol.
- 5 The update should be reported by an authorized employee in one of the following ways:
  - Automated data transfer (only in countries connected to SAP via an Update Handling Interface)
  - The "Update Handling" on the Siemens Healthcare Intranet/Extranet > Customer Services application (for countries NOT connected to SAP via the Update Handling Interface)
  - The Completion Protocol (for countries that do not have one of the connections indicated above)

### 2.2.3 Customer Information

- ◆ Inform the customer of:
  - The benefits or improvements resulting from this update
  - The fact that the system is back in operation
  - If the clinical user password is reset during the update, provide the password to the customer and help the customer to change it.
  - Remind or help the customer to change the **syadmin** password and to keep the new password in a safe place.
  - If the customer ever changed the DoseAlert or Respiratory password(s), the system default password(s) must also be changed.

### 2.2.4 Changes to Previous Version

Initial version

# 3 Completion Protocol CT017/22/S

## 3.1 Remote Update to VA40A SP2

### 3.1.1 Reason for the Update

Providing MS hotfix, bug fixing and workflow improvement for software VA40A with service pack 2

### 3.1.2 Protocol

This update has been completed successfully. The customer has been informed of the benefits or improvements resulting from this update.

Customer .....

Customer No. .... Func. Location .....

Material No. of the system ..... Serial number of the system .....

Notification .....

Remark .....

Remark .....

Country ..... Site .....

Performed by ..... Telephone .....

Date ..... Signature .....



File the protocol in the corresponding binder.

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