

Product Note

Ocean – Possible Wrong Measurement with External Probe

Problem Report

Users of Ocean have reported that external detectors measures with wrong calibration factor in certain cases as described below.

The error has been confirmed to be present in all releases of Ocean 2013 and Ocean 2014 version 2015.06.01.175 and older (software release RTI2015.6A).

Description of the Problem

If you in Quick Check do the following:

- A. Use Quick Check and the external dose detector. Make an exposure. Disconnect the external detector and connect it again. Select the same measurement. Make an exposure. Sometimes wrong dose and dose rate.

If you in Ocean do the following:

- B. In Ocean's detector selection dialogue (the dialogue shown when you click on the Detector selection button on the ribbon bar), disconnect and connect the probe again. Select it. Make an exposure. Sometimes wrong dose and dose rate.

What happens is that after disconnecting and connecting the external dose probe, the meter uses the first calibration stored in the detector regardless of what is set in Ocean.

The dose error occurs when the following happens:

1. It can happen with Piranha and Cobia, not Barracuda.
2. You are using the external dose probe with more than one calibration available.
3. You intend to use anything else than the first calibration.
4. You disconnect and connect back the detector as described above.

Risk Analysis

May cause measuring error		Probability		Magnitude if happens	
No	<input type="checkbox"/>	Low	<input checked="" type="checkbox"/>	Low	<input type="checkbox"/>
Yes	<input checked="" type="checkbox"/>	Medium	<input type="checkbox"/>	Medium	<input type="checkbox"/>
		High	<input type="checkbox"/>	High	<input checked="" type="checkbox"/>

The risk analysis above is based on what RTI assumes to be a typical user of the equipment. Most users's will not be affected at all since only a few users do have a configuration that can face this error. However, those who have such a configuration may face a significantly higher effect than have been assumed in the risk analysis. See further explanation below.

- Standard for the external dose probe is only one calibration (W/23 mm Al).

Product Note

- Low or no risk that this happen on R/ F (or Dental) since R2 (and/or) R1 is normally stored first in the detector.
- Normally it can only happen with mammography.

Note that this can only happen if the external probe is connected, disconnect and connected again as described above.

Action from RTI

The error is fixed in the Ocean 2014 release R15-2 released in December 2015. Ocean 2014 version 2015.12.xxxxxxx

Release information

Release date	2015-12-22
Release name	R15-2
Installer	2015.12C
Ocean 2014 version	2015.12.22.198
EXE file version	1.0.2.18348
DLL version	2.6.0.9078

Product versions

The failure is present in all versions of Ocean 2013, and in Ocean 2014 version 2015.06.01.175 and older (software release RTI2015.6A)

If you have any questions or want to be updated on current situation, please contact your local RTI representative or RTI support at support@rtigroup.com.

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