



***syngo.via***

Release Information – VB60  
(part of VB80 / VC10 solutions)

# Legend



Indicates a hint

Is used to provide information on how to avoid operating errors or information emphasizing important details



Indicates the solution of a problem

Is used to provide troubleshooting information or answers to frequently asked questions



Indicates a list item



Indicates a prerequisite

Is used for a condition that has to be fulfilled before starting a particular operation



Indicates a one-step operation



Indicates steps within operating sequences

*Italic*

Is used for references and for table or figure titles



Is used to identify a link to related information as well as previous or next steps

**Bold**

Is used to identify window titles, menu items, function names, buttons, and keys, for example, the Save button

Is used for on-screen output of the system including code-related elements or commands

**Orange**

Is used to emphasize **particularly** important sections of the text

**Courier**

Is used to identify inputs you need to provide

**Menu > Menu Item**

Is used for the navigation to a certain submenu entry

**<variable>**

Is used to identify variables or parameters, for example, within a string

 **CAUTION**

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**CAUTION**

Used with the safety alert symbol, indicates a hazardous situation which, if not avoided, could result in minor or moderate injury or material damage.

CAUTION consists of the following elements:

- Information about the nature of a hazardous situation
- Consequences of not avoiding a hazardous situation
- Methods of avoiding a hazardous situation

 **WARNING**

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**WARNING**

Indicates a hazardous situation which, if not avoided, could result in death or serious injury.

WARNING consists of the following elements:

- Information about the nature of a hazardous situation
  - Consequences of not avoiding a hazardous situation
  - Methods of avoiding a hazardous situation
-

|                                                                                   |          |                                                                                           |           |
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# 1 Release Information *syngo.via*

Dear *syngo.via* customer,

Siemens Healthineers would like to say welcome and thank you.

To our new users — we are excited to welcome you. Thank you for choosing *syngo.via*, the intelligent imaging software for multi-modality reading and reporting. Through intelligence in anatomy recognition, quantification and reporting, you see things as you need to, make imaging information matter, and satisfy your referrers and patients.

To all our loyal users — thank you for making an excellent choice and deciding to stay on the cutting edge of multi-modality reading and reporting! We are excited to welcome you to the latest version of *syngo.via*.

There are additional Release Information documents, for example, for MR Applications, and Carbon Clinicals.

Thank you for choosing *syngo.via* as THE leading reading and reporting solution, to support you every day.

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## 2 Product overview

### 2.1 Compatibility

|                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Modalities, PACS, and RIS</b>   | <i>syngo.via</i> has been tested with a variety of modalities, PACS, and RIS. For detailed information, contact your Siemens Healthineers sales representative.                                                                                                                                                                                                                                                                                                                                |
| <b>DICOM conformance statement</b> | <p><i>syngo.via</i> provides different DICOM functions.</p> <p><i>syngo.via</i> uses the Pixel Spacing attribute in the header, as defined by DICOM 3.0, for computation of measurements on images in physical units.</p> <p>Find the DICOM conformance statement at:</p> <p><a href="https://www.siemens-healthineers.com/services/it-standards/dicom">https://www.siemens-healthineers.com/services/it-standards/dicom</a></p> <p><i>syngo.via</i> supports square pixel spacing images.</p> |
| <b>HL7 conformance statement</b>   | <p>Health Level 7 (HL7) is a standard for the exchange, integration, sharing, and retrieval of electronic health information.</p> <p><i>syngo.via</i> supports different functions regarding HL7 communication.</p> <p>Find the HL7 conformance statement at:</p> <p><a href="https://www.siemens-healthineers.com/services/it-standards/hl7">https://www.siemens-healthineers.com/services/it-standards/hl7</a></p>                                                                           |
| <b>IHE integration statement</b>   | <p><i>syngo.via</i> supports different IHE profiles.</p> <p>Find the IHE integration statement at:</p> <p><a href="https://www.siemens-healthineers.com/services/it-standards/ihe-integrating-the-healthcare-enterprise">https://www.siemens-healthineers.com/services/it-standards/ihe-integrating-the-healthcare-enterprise</a></p>                                                                                                                                                          |
| <b>IPv6 conformance statement</b>  | Siemens Healthineers provides a conformance statement for the Internet Protocol Version 6 (IPv6). If required, please contact your local Siemens Healthineers sales representative.                                                                                                                                                                                                                                                                                                            |
| <b>Product version</b>             | <p>The released version of <i>syngo.via</i> is VB60.</p> <p><i>syngo.via</i> can be used as a standalone device or together with a variety of <i>syngo.via</i>-based software options, which are medical devices in their own right. See the datasheet for details.</p>                                                                                                                                                                                                                        |

## 3 Legal information

### 3.1 Product registration

The *syngo.via* software version VB60 described herein is CE-compliant in accordance with EU Medical Device Regulation 2017/745.

### 3.2 Sales release

Please contact your Siemens Healthineers sales representative to confirm the availability of this product in your country.

### 3.3 Runtime environment

The hardware respectively virtualization environment used must comply with to the required standards regulations, since *syngo.via* is a software as medical device, and hardware is not assumed as part of the medical device.

### 3.4 User interface

The graphical user interface is available in German, English, French, Spanish, Chinese, and Japanese. The default language is English.

### 3.5 Data privacy / Utilization data

In case of an existing service agreement, Siemens Healthineers can obtain usage data of *syngo.via* that does not contain sensitive data, such as PHI/PII. The data will be sent to the Smart Remote Services backend.

The utilization data contains information about the use of the system (e.g. number of concurrent clients, names of workflows used, user roles, machine identifier, patch level etc.) and is collected with the purpose to improve user experience, system performance and service quality.

In the event of service cases or incidents, additional sensitive data might be transferred to enable root cause analysis and error correction by Customer Service and Research & Development.

The handling of sensitive data is guided by GDPR and other local applicable laws.

## 4 Known issues

In this chapter, we cover some of the known issues of *syngo.via* VB60.

(→ Page 17 *Administration*)

### 4.1 Security

**Trusted websites issue** Due to system hardening, trusted sites cannot be configured directly on the *syngo.via* server system. This also includes workstation-based systems.

As a workaround, use domain policies to distribute a configuration, or add trusted sites directly in the Registry.

If your server was added to a domain, it is not possible to logon to the *syngo.via* Administration Portal while being on the server (because it does not count as a trusted site).

The *syngo.via* Administration Portal works from other workstations and over SRS.

**Security settings may be overwritten during the software upgrade** During software updates or upgrades, the system hardening by Siemens Healthineers may silently overwrite your customer security settings.

In the rare event that a customer administrator manages policies locally (and not by a domain policy), *syngo.via* hardening scripts might overwrite these policies.

The *syngo.via* server installation procedure updates also security settings to mitigate possible vulnerabilities. Some particular settings may overwrite policy settings already done by your IT department. This might have impact on your environment and may lead to unpredicted behavior.

In case the system does not behave as expected after such a software update/upgrade, perform a Resultant Set of Policy and reset the problematic policy.

## 4.2 General

### Supported web browsers **For client installations on your computer:**

Use a chromium-based web browser, such as Microsoft Edge, to access the *syngo.via* Administration Portal and the Online Help Viewer to ensure proper functioning and best user experience. Other web browsers may work, but functionality is not guaranteed.

### **For clients on the *syngo.via* Server, and for *syngo.via* Workstations**

We recommend using the latest version of Microsoft Edge. You can install the latest version of Microsoft Edge on the *syngo.via* server / workstation yourself. Microsoft Edge is not mandatory to operate them.

For the browser installation, for example, on the server, you may navigate to the web site <https://www.microsoft.com/en-us/edge>. Do not forget to set the Microsoft Edge browser as your default browser.

**Monitor calibration** No calibration software is provided by Siemens Healthineers.

**Online Help Viewer** The **Online Help Viewer** requires a chromium-based browser, such as Microsoft Edge. If you try to open any Online Help content in the Internet Explorer, the content is not displayed properly.

For the server, chromium-based browsers, such as Microsoft Edge, are not provided by Siemens Healthineers. You may need to install one of these browsers on your own.

When the Help Viewer is opened for the first time, the indexing of Online Help contents is started. This can take some time. It is possible that not all Online Help results are shown during indexing.

If you add an entry from the Online Help Library to the **Favorites**, the entry might not appear directly in the **Favorites** list. Click **Home** and then click the **Favorites** list again. The entry should now be displayed in the **Favorites** list.

**Quick Startup Guide** The *syngo.via* Quick Startup Guide is an essential part of the IfU. We strongly recommend to read this document first.

You can open this Guide (Leaflet) by clicking the according icon on your client desktop (even before you start the *syngo.via* client). Now you can select your language to open the PDF.

|                                               |                                                                                                                                                                                                                |
|-----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Datasheet</b>                              | The <i>syngo.via</i> datasheet contains software and hardware requirements for the <i>syngo.via</i> client.                                                                                                    |
| <b>Virtualization Pre-Installation Manual</b> | The <i>syngo.via</i> Virtualization Pre-Installation Manual that you received from the Implementation Engineer, provides information and requirements for using <i>syngo.via</i> in a virtualized environment. |



Check the *syngo.via* datasheet and the *syngo.via* Virtualization Pre-Installation Manual to ensure that your server and your client meet the minimum requirements.

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### 4.3 Standard Reading

#### Interactive Spectral Imaging in MM Reading

The Interactive Spectral Imaging functionality provides an interactive image text that allows you to change to different Dual Energy representations, such as **Mono+** or **VNC**.

You can use the tools provided by **MM Reading**, such as the **ROI Circle** tool, on the different Dual Energy representations. Depending on the purpose of the tool, the tool-specific functionality either applies to the currently visible representation or to another representation.

For detailed information on the behavior of the **MM Reading** tools on the Dual Energy representations, see the *syngo.via Instructions for Use of syngo.CT Extended Functionality*.

In addition, consider the following when working with the **MM Reading** tools on the Dual Energy representations:

- **LungCAD** series can only be calculated based on the main representation (**Conv. CT** or **Mono+**).
- The **CT Lung Compare** and the **CT Lung Assistant** tools work only on the main representation.
- The **Region Growing** tool works only on the main representation. On all other representations, the tool is disabled.
- Calculations of the **Spine/Rib Label** tool are always based on the main representation but they are displayed on all representations.

- The **Time Curve** and **Time ROI** tools cannot be used with Interactive Spectral Imaging.
- With the **Cinematic VRT** tool, you can render on the different representations. We recommend first go to the correct representation and then switch to **Cinematic VRT**.

#### Applying Cinematic VRT to large data sets

If you have large data sets with many images, consider the following:

- When you apply the **Cinematic VRT** filter to such data sets, good performance is achieved on current hardware, but problems may occur on older hardware.
- In case of problems, switch to another layout, or cancel the workflow and reopen it.

#### Interactive Cinematic VRT

On servers with lots of CPUs and memory, i.e. XL Grade, interactive Cinematic Rendering in high resolution is enabled by default, but can be switched off.

To switch it off, the IT Administrator has to change the value of an environment variable on the *syngo.via* server:

Inform clinical users, because the Application Server will need to be restarted.

- Open the **Environment Variables** dialog box.
- In the **System Variables** section, set the variable **SG\_FORCE\_CPU\_CINEMATIC** with value **0**
- Restart the Application Server.



The system CPU load is only higher while interactive/real-time Cinematic Rendering is being used.

---

#### Printing from Findings panel

In the **Findings** panel, you can export the findings to different formats. If you click the arrow head icon and select **Print**, the Windows print dialog box is displayed to directly print your findings.

#### Result image is not displayed in MM Reading

A result series has been created in Ranges. When you try to load such a result series, the result image might not be displayed in the layout when the study is opened.

There are two workarounds available:

- Open the **Layout** gallery and choose another layout (for example, Stack 2x2 or Result 2x2). The result images are loaded.
- Perform **View as read-only** with another workflow instead of MM Reading (except MR basic).

#### Restrictions when using MR layouts in MM Reading\*

Note that some series might not be displayed when loading the respective study into the newly introduced MR Breast **layout** in MM Reading.

The following has been observed:

- Sometimes, subtraction series are not loaded by default into the MR Breast layout.
- It also happened that the dynamic and the subtraction series are not properly synchronized.

Workaround: If you encounter any of these problems, we recommend to open the respective study in the MR Breast **workflow** instead.

\*) only applicable for syngo.via solution VB80

#### Search functionality not available in the Series panel

The syngo.via base Operator Manual VB60 mentions a Search functionality in the Series panel, which is not available at the moment.

#### Workflows are not assigned automatically

Sporadically, workflows are not assigned as specified in the **Workflow Assignment Rules** on incoming images when additional RIS DICOM Modality Worklist queries are configured and the "Study Date" of the returning DICOM Modality Worklist is not filled by the RIS.

There are two possible workarounds available:

- In the syngo.via Administration Portal go to **Technical Configuration > DICOM Nodes > Local DICOM Node > Worklist**.

Set **Query Interval** to 0.

Set **Time to keep unassigned worklist items after disappearance from DIS** to 0.

- In your RIS, set the study date and time to the scheduled procedure step date and time.

## 4.4 Findings Assistant and Findings Navigator

In the **MM Reading** workflow, the **Findings Assistant** collects measurements, annotations, and graphical objects marked as findings. It resides on the **Findings** panel.

The **Findings Assistant** supports the creation and management of structured findings. Using it, you can specify findings attributes, rate and comment findings, and assign specific finding types and body regions.



In some other workflows, another version/flavor of this tool exists, which is called **Findings Navigator**.

---

### Inconsistent translation of structured finding types\*

If you import a structured finding type provided by SmartReports that has a different language than the current UI language, you may face inconsistencies in translation of the finding type and its attributes. That is, some labels are translated according to the current UI language, while others are not.

To avoid this issue, it is recommended to use the same language for the UI and for the imported finding types.

You can identify the language of the finding type provided by SmartReports by a postfix in the name of the finding type.

\*) only applicable for syngo.via solution VB80

### Findings in workflows with multiple steps

If you create a finding within a workflow that consists of different workflow steps, this finding may not be fully displayed outside the workflow step in which it was created.

For example, when you open a **CT Coronary** case, the **CT Coronary** and **MM Reading** workflow steps are displayed. If you try to open a finding that was created in the **CT Coronary** step, an exclamation mark will appear in the step. An info message is displayed in the **System Messages** dialog box.

Workaround: To fully display the finding, double-click the finding in the **Findings Navigator**.

### Findings from MM Reading are not shown in other workflows

Findings and measurements created in the MM Reading workflow of *syngo.via* VB60 are not shown in the **Findings Navigator** of other workflows—when you open the study there—and they are not visualized in the corresponding images.

On the other hand, the result series with the measurements are available in the **Series Navigator**, and the findings are visible in the report.

#### Anatomy is not properly displayed in snapshots

When you take snapshots of measurement results, the measurement results field covers part of the anatomy or the anatomy is truncated. If you move the measurement results field, it will be displayed on its original position in the snapshot.

As a workaroud, you can change the settings in the **Configuration Panel**.

Go to **Configuration Panel > Display and Behavior > Optimize in Snapshots** for choose **High-Resolution Monitor**.

## 4.5 Report Editor / Reporting

#### Nested virtualization and GPU support not possible at the same time\*

The combination of nested virtualization and GPU support is not possible. As a consequence, it is not possible to run some *syngo.via* applications (see datasheet) that require access to a dedicated GPU and use SmartReports on the same virtual server.

This issue only applies to virtualized *syngo.via* installations that have a GPU assigned (vGPU or vDGA) to the *syngo.via* virtual machine.

\*) only applicable for syngo.via solution VB80

#### Bulleted and numbered lists from SmartReports are not properly displayed in output formats\*

When you create bulleted or numbered lists in SmartReports, the lists are displayed correctly in the *syngo.via* Report Editor. However, the SmartReports lists are not displayed correctly in several output formats, such as the print preview, HTML clipboard preview, PDF and DOCX files.

\*) only applicable for syngo.via solution VB80

#### Edit in SmartReports\*

To connect to the external reporting application SmartReports, connection settings must be specified in the **Section Designer** of the **Reporting Configuration**. For this, you need to right-click the **Edit in SmartReports** button in the **SmartReports** section and select **Custom Properties** from the context menu.

After you have installed or updated a *syngo.via* client that runs directly at the server, you may not be able to right-click the **Edit in SmartReports** button and specify the required connection settings.

Restart the *syngo.via* client, if required, several times. Once you are able to access the context menu, it will not disappear again.

\*) only applicable for syngo.via solution VB80

### Creating a print layout

Consider that when you create print layouts for your reports which contain margins, that these margins may look different in the actual print out.

### Assigning report templates to workflows

If you want to assign a report template to a workflow independently of the modality, do not select an item in the **Modality** list. If you select more than one modality, the rule will only be applied if all of these modalities are associated with the given procedure (AND logic).

### Deletion of reports of suspended workflows

After 30 days of no user interaction, the system automatically deletes unfinalized reports. Manually entered report data is lost. The findings still exist after deletion. You can create a new report that incorporates these findings.

Workaround: To avoid automatic deletion, complete the workflow or access the report within 30 days.

### Deleting a findings display area

You can permanently delete areas of the report that display findings created in *syngo.via*. A reason for deleting a display area of findings could be that a certain findings type, represented by that area, has not been created.

- To delete a findings display of a report, select **Delete Findings** (both connected and disconnected state) or **Delete table** (disconnected state only).



After disconnection, the deletion of findings from a report can only be undone by reassigning the currently used report template. When the element is disconnected, no update in *syngo.via* will appear in the disconnected element.

---

### Connection to external reporting applications

The connection of *syngo.via* to an external reporting application has to be authenticated by an API key in the *syngo.via* Administration Portal.

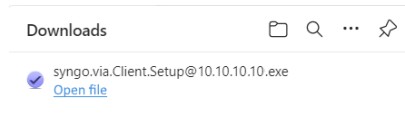
During the upgrade to *syngo.via* VB60, these API-keys are deleted and the connection of *syngo.via* to the external reporting application is not possible.

Re-configure the connection to the external reporting application as described in *Configuring the connection to external reporting applications* in the *Online Help*.

## 4.6 Administration

### Installation of clients from Administration Web site

If you use Microsoft Edge for installing the *syngo.via* client, the client setup does not start automatically after the download is completed. Either click the link (see screenshot), or navigate to the downloads folder and open the installation file manually.



The *syngo.via* client installation starts.

### Windows AppLocker is activated by default on your server

After installation or upgrade of your *syngo.via* server, Windows AppLocker is activated by default.

AppLocker is a set of Group Policy settings that restrict which programs users can execute based on the program path, publisher, or hash. Together with Windows Defender Application Control, the AppLocker ensures maximum security of your system.

Note that the AppLocker is only activated and maintained on your *syngo.via* server. The AppLocker activation and maintenance on *syngo.via* clients is in the responsibility of the customer.

### Scheduling the database index defragmentation task

To make sure that the system performs consistently, and that the database is backed up correctly, the database index should be defragmented at regular intervals.

For this purpose, you must adapt the **Rebuild\_DB\_Index\_Weekly** task in the Windows Task Scheduler of the server.

This task is preconfigured to run every Sunday at 05:20 a.m. and is **enabled** by default. You can choose another time if necessary.

### Automatic software update page is not visible

It has been observed that the **Automatic Software Update** page in the *syngo.via* Administration Portal is not up-to-date. The update package is not visible to the IT administrator.

Workaround:

In order to be able to trigger the update, you need to clear the cache of your web browser.

- 1 Close the *syngo.via* Administration Portal.
- 2 Delete the cache and the cookies of your web browser.
- 3 Open the *syngo.via* Administration Portal and check the **Automatic Software Update** page.

The latest update package should be visible.

#### Prefetching rules for priors

If a third-party PACS does not support DICOM queries for the requested procedure description, the prefetching rules *Same RP Description* and *Same modality and RP Description* for prior handling can only be performed in the following scenarios:

- The *RP Description* information from the RIS is copied into the *Study Description*. This needs to be done by all affected modalities (recommended by the IHE).
- The DICOM Modality Worklist is not used by the *syngo.via* system.

#### MNP/SRS connection does not work within a public network profile

After changing the network for the server, in rare cases the Managed Node Package (MNP) with Static Router does not go online. Consequently, also the SRS Connection does not work, and RDP sessions to the system are not possible.

Reason: The network category has been set to "Public" instead of "Private". Only on "Private" networks, Windows enables network discovery features which are important for the MNP.

Workaround: When changing the network for the *syngo.via* server, the "Private" category has to be chosen to make the MNP work.

The following **PowerShell** command (issued on the server) sets the "Private" network category which helps MNP with static router going online: **Set-NetConnectionProfile -name [your network name] -networkcategory Private**

#### Update of Nvidia Graphics Card Drivers

Customers can update the Nvidia graphics card drivers themselves on the server. This improves handling with regard to security aspects.

- IT administrators should regularly check for driver updates und install them.
- IT administrators should cross-check the “syngo.via Software Blacklist” for incompatible versions in **teamplay Fleet**:

<https://fleet.siemens-healthineers.com:>

Equipment > [select your syngo.via] > Documents > syngo Information

#### Compromised Nvidia Certificates

Nvidia issued a Security Notice: *NVIDIA Response to Security Incident - March 2022*

Please read here:

[https://nvidia.custhelp.com/app/answers/detail/a\\_id/5333](https://nvidia.custhelp.com/app/answers/detail/a_id/5333)

#### Update of Graphics Card Drivers with unknown certificate

If Windows Defender Application Control is enabled and you update graphic card drivers with a new certificate not known to Windows Defender Application Control, the system may not reboot, or shows a blue screen.

To avoid the issue, use the workflow described in *Installing unsigned software that is blocked by the Device Guard* in the *syngo.via Online Help*.

#### Certificate for Expert-i communication

A self-signed certificate is used in the Expert-i server, which is running at the client. This self-signed certificate is generated during installation time and assigned to the communication.

Remote Expert-i users may experience a “self-signed certificate” warning. Nevertheless, the communication/transfer will be encrypted.

There are 2 ways out:

- IT administrators may want to apply a valid RA certificate (replacing the self-signed one).
- Alternatively, they can store the self-signed certificate from the Expert-i server in the trusted store on the client (“certificate export and import”). This solution (described below) does not require to buy a valid certificate.

In both cases, users no longer see the warning message and therefore do not get used to ignore such warnings.

Use the following command to bind a certificate to the port used by the Expert-i server for HTTPS communication. It is valid for the “Everyone” Windows AD user group.

- ◆ On the client **providing** the Expert-i connection, open a command prompt and enter:

```
netsh.exe http add sslcert ipport=0.0.0.0:7443
certhash=<thumbprint>
appid={02639d71-0935-35e8-9d1b-9dd1a2a34627}
certstorename=MY
```

Replace <thumbprint> by the corresponding value for the "syngo.Expert-i" certificate.

To evaluate the <thumbprint>, either issue the command

```
syngo.Common.Communication.Tools.
EncryptionConfiguration.exe /list or
```

open the **certlm** store and browse to **Personal > Certificates**.

If you want to restore the old settings again (i.e. unbind the certificate), issue:  
netsh.exe http delete sslcert ipport=0.0.0.0:7443

#### Administrative and functional accounts on the server

Changing so-called functional accounts on the *syngo.via* server can lead to severe **malfunctions in the system**, such as loss of the ability to open studies, or even worse, to a complete system failure after a scheduled reboot.



Therefore, these administrative or functional accounts must not be locked, disabled, deleted or modified by your customer IT department (for example, by any domain group policies).

---

A list of functional accounts can be found in *Predefined administrative/technical user accounts* in the *Administration Online Help*

#### Active Directory: Everyone group

On new installations of *syngo.via*, the "Everyone" group **is no longer** automatically assigned to a *syngo* role for security reasons. It is your own responsibility to manage this: You can either create a new group for your users or reassign "Everyone" to the *syngo* roles.

You can check in the System Status Monitoring if the Everyone group is already assigned (**Component View > Server > System Security**).

On upgraded *syngo.via* systems, the *syngo* roles "ITAdministrator" and "ClinicalAdministrator" are mapped to the Windows user group "Administrators" by default, whereas the other roles are mapped to the "Everyone" group. The existing mapping in your institution is kept.

If you have concerns about this access/authorization policy, and want to avoid patient data access by the “Everyone” AD user group on your upgraded system, you have to adapt the role assignment.

You can use the **syngo.via Administration Portal** or the **Authorization Store**.

In the **syngo.via Administration Portal**, go to **Technical Configuration > User and Role Administration** and change the role assignment.

To use the **Authorization Store**, proceed as follows:

- 1 On the **syngo.via** server, open the **Authorization Store** (NetSqlAzMan).
- 2 Under **Item Authorization > Roles Authorization**, use **Manage Authorizations** to remove the **Everyone** group from both the “Technologist” and “ReadingPhysician” roles.
- 3 Then add the appropriate **Windows users and groups** to the “Technologist” and “ReadingPhysician” roles so that they can work with the **syngo.via** application.



A software update/upgrade will not change your existing role assignments.

---

#### Multi-server configuration

To configure a multi-server cluster, all servers must be configured as remote DICOM nodes. (→ *Configuration of DICOM nodes in the Online Help*)

When configuring the remote DICOM nodes on the main server, **only** use the host name of the servers.

If the configuration of the multi-server is not correct, the **Patient Browser** may not work as expected.

## 4.7 Multiserver

A multi-server environment is a cluster of several **syngo.via** servers that can be synchronized.

**Invalid remote DICOM node configuration**

When you add a new server as a remote DICOM node on your local server, the settings in your multi-server cluster are synchronized and the local server is automatically configured as a remote DICOM node on the new server. If the local server is configured for both secure and unsecure DICOM communication, it will cause the remote DICOM configuration on the new server to become invalid.

That means you cannot send items to the local server from the new server or use the image call-up and DICOM Query and Retrieve functions.

- On the new server, delete the remote DICOM node and set it up manually.
- On the new server, in the **DICOM Configuration** of the **syngo.via Administration Portal**, change the security settings for the remote DICOM node.

**Connection to server is lost**

In case of using a multi-server client: if the connection to a server, which is not your home server, is lost in your server cluster, an error dialog box opens with two buttons, **Restart** and **Shutdown**. Clicking either of these buttons will have no effect.

- Terminate the process in the Windows Task Manager.
- Restart the **syngo.via** multi-server client.

**Synchronization in multi-server cluster with unexpected results**

Initially, DICOM communication within a multi-server cluster is not encrypted.

If you want to enable secure DICOM communication within a multi-server cluster, an additional step is required before starting synchronization. Otherwise, an invalid remote DICOM node configuration will result.

**Additional step:**

While you are changing the security settings of local and remote nodes, the multi-server cluster synchronization must be suspended:

- Open a **syngo.via - Server Shell** on the home server.

Before working with the tool, consult its help for more details: `syngo.via.Common.ConfigSync.exe -h`

To suspend the synch, issue the following command: `syngo.via.Common.ConfigSync.exe -suspend`

- Now, in the **DICOM Configuration** of the Administration Portal, change the security settings for the remote node(s) to secure.

- Finally, press any key in the **syngo.via - Server Shell** to exit `syngo.via.Common.ConfigSync.exe`.

The configuration changes to the DICOM nodes are synchronized again.

See also in the Online Help:

- *Configuration of DICOM nodes*
- *Activating encryption between DICOM nodes*

**Expert-i does not open** In a multi-server environment, Expert-i only opens if the client is started either in **syngo.via - Server Selection** or **syngo.via Single Sign On** mode.

## 4.8 Complement to the communication port lists

**Direct image transfer and port 5445** Direct image transfer is a fast data transfer link between *syngo* modalities and *syngo.via*. Also, the PACSReady and RapidResults technologies make use of this port.

- If you use this connection, we strongly recommend that you make it secure with Windows Firewall / IPsec.
- If you do not use any of these connections, close port 5445 on *syngo.via* and on the firewalls involved.

The port opens automatically on the *syngo.via* server but must be opened manually on firewalls between the systems.

**Ports used for HL7 communication** In addition to the information about ports described in the *syngo.via* Administration manual, you may consider the following:

The port **9980** needs to be opened for HL7 communication between the HIS/RIS and the *syngo.via* server in single-server environments only, whereas port **9973** should be opened to allow for HL7 communication between the HIS/RIS and the *syngo.via* in multi-server environments.

## 5 Software of other vendors

We recommend installing only software according to the intended use of *syngo.via*. No software must be installed on the *syngo.via* server that does not comply with the rules and restrictions described in the “Software Blacklist *syngo.via*”.

(→ Page 24 *Operating systems*)

(→ Page 27 *Anti-virus software*)

### 5.1 Operating systems

Information on the server operating systems and the requirements/prerequisites for the client software can be found in the *syngo.via* datasheet.

#### End of Windows 7, 8 and 8.1 support

Microsoft has discontinued the support for Windows 7, Windows 8 and Windows 8.1.

Therefore, *syngo.via* clients should not be installed on Windows 7, Windows 8 and Windows 8.1 systems any longer.

Instead, use Windows 10 or Windows 11 as operating systems for the installation or the upgrade of *syngo.via* clients.

#### Unsupported Windows 10 and Windows 11 versions

Microsoft has discontinued the support for some versions of Windows 10 and Windows 11.

Therefore, *syngo.via* clients should not be installed on those Windows 10 and Windows 11 systems any longer.

Instead, use supported versions of Windows 10 or Windows 11 as operating systems for the installation or the upgrade of *syngo.via* clients.

For more information, see:

- Windows 10 release information <https://learn.microsoft.com/en-us/windows/release-health/release-information>
- Windows 11 release information <https://learn.microsoft.com/en-us/windows/release-health/windows11-release-information>

### Unsupported .NET Framework and .NET Core versions

Microsoft has discontinued the support for some versions of .NET Framework and .NET Core.

Therefore, do not use those versions any longer.

Instead, use supported versions of .NET Framework and .NET Core.

For more information, see:

- .NET Framework Support Policy <https://dotnet.microsoft.com/en-us/platform/support/policy/dotnet-framework>
- .NET and .NET Core Support Policy <https://dotnet.microsoft.com/en-us/platform/support/policy/dotnet-core>

### Updating .NET Core

Before you update .NET Core, do the following:

- Shut down the syngo Process Control (LCM).
- Make sure that **no** database optimization is triggered or running in the background.
- Open the system settings of your computer and select **Windows Update > Advanced Options**.
- Ensure that the **Receive updates for other Microsoft products when you update Windows** check box is selected.



The option **Receive updates for other Microsoft products when you update Windows** might lead to updating SQL.

Updating SQL while a database is active might corrupt this database!

- Search for updates and install the .NET Core updates.
- Updates on the Windows server for 8.0.x must be installed manually.  
Go to <https://dotnet.microsoft.com/en-us/download/dotnet> to download the respective Hosting Bundle (x64).

### Ports

Please note that only the ports used by *syngo.via* are listed in the *Administration Online Help*.

The Windows operating system is in the responsibility of the customer. Ports used by native Windows operating system functions are documented by Microsoft itself.

For a service overview and the network port requirements for Windows, see <https://docs.microsoft.com/en-us/troubleshoot/windows-server/networking/service-overview-and-network-port-requirements>

**Compatibility with  
Chinese font format  
GB18030-2022**

*syngo.via* is compatible with the Chinese font format GB18030-2022 if the following prerequisites of the operating system on the *syngo.via* server and the connected *syngo.via* clients are fulfilled:

- *syngo.via* server:  
Microsoft Windows Server 2016 (build No. 14393) or higher
- *syngo.via* client:  
Microsoft Windows 10, 11, Server 2016 (build No. 14393) or higher  
Security update from July 2023 or higher is installed

## 5.2 Security updates on Linux virtual machine (External Reporting Application Hosting NMSWA)\*

The security update is only applicable if Smart Reporting is licensed for your *syngo.via*.

Smart Reporting is hosted on a Virtual Machine that is running on Linux OS. There is a dedicated procedure for updating the Linux OS.

Make sure that the system is not in use. Please proceed with the update process only outside working hours. Clinical users cannot use Smart Reporting during the update.

- Enable Internet access of the Virtual Machine.

Open a server shell and execute the following command:

```
syngo.BizLogic.Reporting.ExternalReportEditorHosting.  
exe -prepareSecurityUpdate
```

- The following message appears in the output:

**Command: prepareSecurityUpdate successfully finished.**

- Then, run the following command to get the root password for the Virtual Machine:

```
syngo.BizLogic.Reporting.ExternalReportEditorHosting.  
exe -getRootPassword
```

- The following message will appear in the output:

**linux root password:linux\_root\_password** where **linux\_root\_password** is the Linux root password.

- Connect to the virtual machine with **ssh** as root user using the root password from the previous command output.
- Perform the Debian update according to the document *Smart Reporting - Addendum for Debian Updates.pdf* which can be found in the Help Viewer library.
- In a server shell, execute the following command to disable again Internet access of the Virtual Machine:

```
syngo.BizLogic.Reporting.ExternalReportEditorHosting.  
exe -undo prepareSecurityUpdate
```

- Restart the *syngo.via* server.

\*) only applicable for *syngo.via* solution VB80

## 5.3 Anti-virus software

Siemens Healthineers provides information on recommended anti-virus software and general configuration instructions.

You may install an anti-virus protection product of your choice on the *syngo.via* server, which has been checked for compatibility with *syngo.via*.

- If the anti-virus product is not compatible with *syngo.via*, it will need to be replaced with a compatible one.
- As an administrator, you are responsible for regularly updating the patterns/ definitions of the anti-virus program.

Endpoint virus protection products from the following vendors have been tested for use with *syngo.via*:

| Tested software                                           | Version ≥       |
|-----------------------------------------------------------|-----------------|
| Trend Micro Apex One Security /<br>Trend Micro OfficeScan | 14.0.11564      |
| Trellix Endpoint Security                                 | 10.7.0.6149     |
| Symantec Endpoint Protection                              | v14.3.5413.3000 |
| Sophos Endpoint Security and Control                      | 2023.2.1.30.0   |
| Windows Defender                                          | v1.411.153.0    |
| Kaspersky Anti-Virus                                      | 12.4.0.467      |

For further information about the configuration of anti-virus programs, see the *Administration Online Help, General virus protection settings*.

## 5.4 Open-source software used

For a list of open-source software installed on your *syngo.via* system, see the link provided on the **Copyright Info** tab of the **About** box of your *syngo.via* client application.

To open the **About** box, click the **Question Mark** icon in the Access Bar of your client and select **About**.

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