

Customer Technical Bulletin

CTB-01264, Rev. 001

Date: December 5, 2023

Author: Service Engineering

Product: Horizon Subsystem: APEX

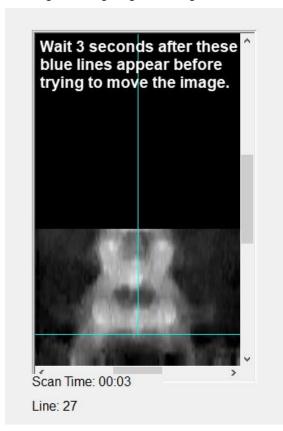
Subject: APEX Shutdown Fault During Scan Repositioning

Notification

Infrequently, the APEX application will exit to the Windows desktop without any warnings or errors when the "Reposition Scan" function is in use. When this happens, APEX must be restarted, and positioning information is lost.

Hologic Skeletal Health has discovered a workaround that should reduce or prevent APEX from shutting down while the "Reposition Scan" function is in use.

The workaround is to wait 2-3 seconds after the blue lines appear on the screen before clicking and aligning the image.



A solution where no delay will be required will be implemented in the release of APEX 5.6.1.4.

CTB-01264 Page 1 of 2 CSD-0044-T03 Rev 004

©2012 Hologic, Inc. The information contained in this document, including references to software and/or firmware, is considered proprietary, and is for sole use by Hologic Inc., its authorized sales and service agents and Hologic product owners. All other distribution is strictly prohibited.

Technical Bulletin (cont.)

If you have any questions reach out to your regional Hologic technical support team.

Technical Support

United States Technical Support

Tel: +1.800.321.4659

Mail: skeletalhealth.support@hologic.com

European Technical Support

Tel: +32 2 711 45 45

Mail: BE-Techsupport@hologic.com

CTB-01264 Page 2 of 2