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To all users with
syngo Imaging

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Customer Safety Advisory Notice

syngo Imaging : Changing Archiving Method from 'Implicit' to 'Explicit'

Dear customer,

This letter is intended to inform you of a potential issue when using syngo Imaging and changing the archiving method from 'implicit' to 'explicit'.

What is the issue and when does it occur?

In syngo Imaging two methods of archiving exist - "implicit archiving" and "explicit archiving".

With archiving method "implicit archiving" the data to be archived is directly written into a folder on the archive. This folder is usually mounted (per NFS) on the syngo Imaging system and needs to be configured as target directory for archiving.

With archiving method "explicit archiving" the data to be archived is first written to a temporary folder (working directory). Thereafter procedures are called that take care for the archiving itself. The data in the temporary working directory will be deleted at a later point in time.

We have been informed from one customer that the following issue has occurred:

The cleanup procedure which is enabled with archiving method "explicit archiving" and intended to clean up the working directory, may by mistake delete data from the archive itself in case the following two conditions are met:

1. The configured path for the working directory is directly linked to the archive location
2. The Long Term Storage Device does not have an appropriate deletion protection policy enabled

What steps can the user take to avoid the potential risk of this issue?

The occurrence of the issue as described above can be inhibited by the following measure:

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Siemens Aktiengesellschaft: Chairman of the Supervisory Board: Gerhard Cromme;
Managing Board: Joe Kaeser, Chairman, President and Chief Executive Officer; Roland Busch, Klaus Helmrich,
Hermann Requardt, Siegfried Russwurm, Michael Suess, Ralf P. Thomas
Registered offices: Berlin and Munich, Germany; Commercial registries: Berlin Charlottenburg, HRB 12300, Munich, HRB 6684
WEEE-Reg.-No. DE 23691322

In case you are using the explicit archiving method, please advise your IT administration to establish NFS mounts to the archive folder (in case needed) with restriction to read only privileges (i.e. without write/change privileges).

How will the issue finally be resolved?

The issue described above is not caused by a malfunction in our software. Therefore no software change is needed.

Our service organization already checked all *syngo* Imaging sites and did not find any other occurrence of the wrongly configured link.

Additionally our service organization will include the check for such wrongly configured links into the existing proactive site monitoring procedures.

We appreciate your understanding and cooperation 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.

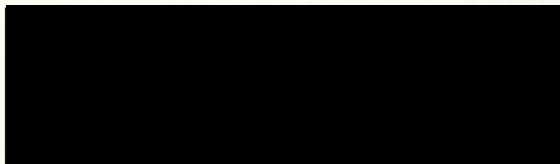
If you have sold this device/equipment and it is no longer in your possession, we kindly ask that you forward this safety notice to the new owner of this device/equipment. Please inform us about the new owner of the device/equipment.

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

Sincerely Yours



SYNGO CEO



SYNGO Vice President Quality