



## Field Safety Notice MQ10-000 FSN001 250324 01 Structure name results in wrong analysis results

**Subject:** Structure names with special characters can cause wrong analysis results  
**Product affected:** myQA iON; Article No.: MQ10-000  
**Function affected:** Analysis results  
**Type of Action:** Ensure structure names use correct characters  
**FSCA-identifier:** CA-2025-003  
**Date:** 2025-03-24

Dear Customer,

As a result of continuous monitoring of the performance of our products, we have identified a potential safety issue that may affect the performance of the myQA iON software under certain circumstances described below. This Field Safety Notice is intended to provide you with details about the problem and actions to **be taken by you** to avoid the occurrence of the **identified error in myQA iON**.

We are working on a correction and will provide more information on resolving this issue in the next version of myQA iON, expected June 2025.

### **Affected product:**

myQA iON

### **Problem description:**

In myQA iON, wrong analysis results can occur if the user creates two structures with the same name, except for one differing by a special character.

#### **For example:**

One structure is named "PTV\_Test" and another structure is named "PTV\_Test+".

During analysis, one of the two structures will be affected, while the other remains valid. For the affected structure, the analysis can result in the following:

1. Different names in different places in myQA iON.

**Example:** The "PTV\_Test+" structure will appear as "PTV\_Test+" in 3D Gamma comparison and "PTV\_Test\_1" in Gamma/Structure .

2. Wrong display of results in the **DVH graph**.

Here, only one of the two structures will be shown in the DVH graph and the associated table, while one of the structures will be listed twice in the graph legend.

**Example:** In the DVH legend and table, "PTV\_Test+" will appear as "PTV\_Test", resulting in two displays of "PTV\_Test".

3. Incorrect results in **Dose Statistics** and **Clinical Goals**.



Please note, these wrong results will only affect the individual calculations of only one of the two structures; the overall passing rate is not affected.

**Actions to be taken to prevent the error from occurring:**

When naming structures, please refrain from using any of the following special characters:

% \ / : \* ? " < > | +

Additionally, during the export of files into myQA iON, some TPSs cut off the structure names due to their length. Users are not notified when names are automatically shortened by the system. Please check that the structure name was correctly imported.

**Distribution of this Field Safety Notice:**

Please distribute this notice to all those who need to be aware within your area of responsibility where the affected medical device is in use.

We would kindly ask you to acknowledge the receipt of this Field Safety Notice. Please sign and send back the attached Confirmation of Receipt within **four weeks after the receipt of this Field Safety Notice**.

**Contact information:**

**Please feel free to contact us as follows if you have any further questions:**

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Yours sincerely,

Mehgan Boone  
Product Manager

Timo Hausbeck  
Director of Customer  
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TTP: 28828



### Confirmation of Receipt

Product	myQA iON
Subject	Structure names with special characters can cause wrong analysis results
FSCA-ID	CA-2025-003

Please sign and date this form and return it with one of the three options below selected.

- ☐ I have read and understood this notice and confirm my system is not affected by the reported problem.
- ☐ I have read and understood this notice and confirm my system was affected by the reported problem. The recommended corrective action has been applied to my system.
- ☐ I need further support, please contact me.

Site Name \_\_\_\_\_

Site Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Recipient's Title and Name \_\_\_\_\_

Phone Number \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

E-mail to: [service-emea@iba-group.com](mailto:service-emea@iba-group.com)