

# EVA Vet - Digital X-Ray Sensor

### Troubleshooting guide

3/19/2009







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#### I. Cannot initialize the X-Ray unit.



This error message can be generated in one of the situations below:

- a) The EVA VET sensor is not detected by the computer.
- b) The driver is not properly loaded.
- c) The power resources allocated to the sensor are insufficient.

#### Solutions:

- a) EVA Vet sensor is not detected by the computer.
  - Make sure that the one end of the USB cord is plugged into the computer and the other and is plugged into the docking station. The sensor must be properly seated into the docking station.
  - Make sure that the USB cord is always plugged in the same USB port. If the cord was plugged into a different port, please disconnect and plug it into the port that was working previously.
  - Try a different USB cord (preferably shorter).
- b) The driver is not properly loaded.

To verify that the driver is installed, right-click on "My computer" icon, and select Properties from the dropdown menu.



The System properties window will open. You can also get there by clicking **Start/Control Panel/Performance and maintenance/System**. In the new window, press the **Hardware** tab at the top, and press the **Device Manager** Button.

tem Properties		? 🛛		System Properties	?
System Restore Au General Computer Name	tomatic Updates Hardware System: Microsoft Window Professional Version 2002 Service Pack 2 Registered to: Steve Kraus 26492 DEM 001	Remote Advanced		System Restore Automatic Updates General Computer Name Hardware Device Manager The Device Manager lists all the hardware devices in on your computer. Use the Device Manager to chang properties of any device. Device Manage Drivers Drivers Driver Signing lets you make sure that installed driver compatible with Windows Windows Update lets you	Remote Advanced Istalled ge the ger
Manufactured and supported by:	Hewlett-Packard HP Compag dc7t Intel[R] Pentium[R] 4 CPI 2.39 GHz, 2 45 G Physical Address Support Inform	500 Small Form U 3.20GHz BB of RAM Extension nation		how Windows connects to Windows Update for drive Driver Signing Windows Update Hardware Profiles Hardware profiles provide a way for you to set up and different hardware configurations. Hardware Prof	ate
	OK Cance	Apply		OK Cancel	Apply

A list will open, showing the devices installed on the computer, such as sound cards, video adapters, etc. Click the + sign in front of the last item, **Universal Serial Bus Controllers** in order to expand the list of USB devices. If the driver is properly installed, you will see **AFP Imaging SAR3K-USB Device** under **Universal Serial Bus Controllers** 

🖴 Device Manager	
File Action View Help	
🗄 🧽 Keyboards	^
Mice and other pointing devices	
By Network adapters	
🗄 👮 Ports (COM & LPT)	
Recessors	
Sound, video and game controllers	
E 🖨 😸 Universal Serial Bus controllers	
AFP Imaging SAR3K-USB Device	
🗳 Intel(R) 82801GB U5B Universal Host Controller - 27C8	
🛶 Intel(R) 82801GB USB Universal Host Controller - 27C9	
😋 Intel(R) 82801GB USB Universal Host Controller - 27CA	
🖶 Intel(R) 82801GB USB Universal Host Controller - 27CB	
Intel(R) 82801GB USB2 Enhanced Host Controller - 27CC	
LISB Root Hub	
USB Root Hub	
USB Root Hub	
🕰 USB Root Hub	~

If the EVA VET driver was not properly loaded, an item named **USB Device**, marked with a yellow exclamation mark will appear under **Other devices**. The yellow exclamation marked device may also appear under **Universal Serial Bus controllers**.



Right click on the item, and select **Update driver...** from the drop down menu. **Hardware Update Wizard** will launch. From this point, follow the <u>Driver installation</u> procedure.

Make sure that the **ProImage** CD (for version 6.10 or older) or the **USB Hardware and Twain Drivers Installation** CD is inside the CD ROM unit. The latest version of the driver is also available on our websites.

If you are EVA VET user, you can download the drivers from <a href="http://www.afpimaging.com/dl/index.php">http://www.afpimaging.com/dl/index.php</a>

c) The power resources allocated to the sensor are insufficient.

In this case, the sensor may not operate, because the current supplied by the USB port is insufficient. First step is to deactivate the power savings mode on the USB ports. In the **Device manager** list, at the bottom of the **Universal serial bus controllers** are four items, named USB Root Hub. Right click the first one, and select **Properties.** 

🖳 Device Manager	USB Root Hub Properties
File Action View Help ← → EN 25 - 25 - 28 - 38 - 38 - 38 - 38 - 38 - 38 - 38	General Power Driver Details Power Management
	USB Root Hub  Device type: Universal Serial Bus controllers  Manufacturer: (Standard USB Host Controller) Location: Location 0  Device status  This device is working properly.  If you are having problems with this device, click Troubleshoot to start the troubleshooter.
Update Driver     Update Driver       USB     Ubsable       USB     Uninstall       USB     Scan for hardware changes       Properties     Image: Construction of the second se	Device usage:
	Use this device (enable)

Press the **Power management** tab, located at the top of the window and uncheck **Allow the computer to turn off this device to save power. C**lick **OK**.

USB Root Hub Properties	?×
General Power Driver Details Power Management	
USB Root Hub	
Allow the computer to turn off this device to save power. Allow this device to bring the computer out of standby.	
OK Can	cel

Repeat this step for all the **USB Root Hubs** in the list.

In some cases, if disabling the power saving mode doesn't help, a USB self powered hub should be used. This hub is powered by an AC adapter and does not use the power supplied by the USB port. The device can be purchased from any computer retailer. The average price is 20 dollars.



#### II. Runtime error 53 – EVA Vet.dll is missing

This error occurs when a dynamic link library file, called EVA Vet.dll is not found by ProImage. Please disconnect the USB cord of the sensor and reinstall the drivers, using the USB drivers 5.2 CD.

The Drivers program will run automatically. When the Drivers installation wizard opens, choose "Next".



The next window will allow you to "Modify", "Repair" or 'Remove". Choose "Repair", then click "Next".



Image: Several standard st	
Ready to Repair the Program         The wizard is ready to begin installation.         If you want to review or change any of your installation settings, click Back. Click Cance exit the wizard.         Current Settings:         Setup Type:         Destination Folder:         C:\Program Files/Eva Driver SDK\         User Information:         Name: Beve Kraus         Company:         Install         Installation Completed	×
ter the repair program is finished, click "Finish".	4
Image: Second system       Installation Completed         Image: Second system       The Eva Driver Toolkit has been successfully installed on computer. Click Finish to exit the wizard.	cel
Installation Completed The Eva Driver Toolkit has been successfully installed on computer. Click Finish to exit the wizard.	
	your
< Back Finish Cano	el

#### III. <u>Runtime error 76 – Path not found</u>

#### <u>Problem</u>

When creating files or folders in any Windows operating system, there are certain characters that cannot be used. These characters are:

#### \/:\*?"<>|

Creating a Patient ID in ProImage is the same as creating a new folder in windows. Therefore if any of the above characters are used when creating the Patient ID the folder cannot be created and the following error will occur:



#### **Solution**

When creating a new patient, do not use any of the following characters ( / : \* ? " <> | ).

#### IV. Database Error

#### Problem:

A Database Error is an error the ProImage produces when it has no connection to a database file. This can occur for any of the following reasons:

- a. The image database.mdb file has been corrupted.
- b. ProImage can no longer find the database.
- c. The database has been moved to a server and cannot be seen by ProImage on the local computer.

When the database error occurs, the following window will open. Click "OK" and ProImage will shutdown.



#### Solution (a) the image database.mdb file has been corrupted:

**NOTE:** Make sure the database has a backup copy before running this procedure.

If Microsoft Access is installed on the operator's computer, the following can be done to resolve the issue:

- 1. Start Microsoft Access
- 2.

with these forest. Tools attacked on		and the second se
types	13-13-03-03-04-0	Type a question for help
gen OtHO get External Data , Data Sear		i Perr File C i C i A Nerr C Stark database
Serv (Ju., Eport, Filo Serg),, Wig Farge Proteins Data Sanc	Click "File" then "New" to create	<ul> <li>Bank data access page.</li> <li>Project using existing data.</li> <li>Project using existing data</li> <li>Project using existing fails</li> <li>Templates</li> </ul>
Proc Program Dref, Colise Send Ta	a new database file.	S Templates on Office Oral
2 Cil,;Copy of Image Database mdb 3 El/Rod Prathwatel,;(db1.mdb 4 El/Rod Prathwatel,;(db1.mdb		
ty.		
ah,		
sh Start D 2 C 10 10 C 2 C 10 C	<i>17 ≈</i> <b>9</b>	



4. A new window will open requesting where to save the new database.

File New Data	ibase				New
Save (n.	G dka_1	- @• 11 10 ×	📬 🛄 • Tools •		Elank databa
Pry Recent Destrop Destrop Pry Construct Pry Construct Pry Construct Pry Construct Pry Construct Pry Construct Pry Recent Pry Recen	Ner - Finer datase b larkets b	396 Tree     167 Form     167 Form     168 Form	Deter Mugdieud         Image: Control of the Cont		Canton and Angel Canton
		Save the new	database file i	n the	
		"C:/Program	Files/ProImage	/Data" folder or	
		wherever the	ProImage data	abase is located.	



6.



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· See Est year Invest Invis Weeks	Type a question for help
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Tables Courses Forms   Records   Pages   Macros   Modes	
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Click the "Tables" tab then "Select All"	
Click the Tables tab then Select All .	
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Warning window, choose "Open"

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Ready 🛃 start 🔰 😳 🖉 🖉 👷 🗞 💐 🖉 🖉 🔅

112 -

14

Ready





14. Once the Database has been fixed, rename the old database to "Bad image database.mdb" and rename the "fixed image database.mdb" to "image database.mdb". This will eliminate the extra step of running the "database connection" operation in ProImage.

#### Solution (b) ProImage can no longer find the database:

1. If ProImage has lost connection to the Image Database.mdb file, the "Database Error" will occur. After clicking "OK" a window will open requesting the location of the Image Database.mdb file.

Select a Prolma	ge Database	? 🔀
Look jn:	🗀 data_2	▼ 🗢 🗈 💣 📰 -
Desktop Desktop My Documents My Computer My Network Places	<ul> <li>brians database</li> <li>dr database</li> <li>dr karleskint</li> <li>dr lentini</li> <li>images</li> <li>ModImages</li> <li>shanes database</li> <li>test</li> <li>BackUpDB.mdb</li> <li>Copy of Image Database.mdb</li> <li>db1.mdb</li> <li>db5.mdb</li> <li>Dent-X ProImage Database.mdb</li> <li>Empty Database.mdb</li> </ul>	<pre>fixed_Dent-X ProImage Database.mdb Image Database_mdb Image Database_copy.mdb Image Database_copy</pre>
BelnSync	File name: Image Database.mdb	▼ <u>O</u> pen
Shales	Files of type: Database Files (*.mdb	) Cancel

2. After locating the "Image Database.mdb" file click "Open".

#### Note:

If ProImage is installed on a stand-alone computer, the location of the "Image Database.mdb" file is "C:/Progrm Files/ProImage/Data/Image Database.mdb"

If the Database in on a server, locate the folder that "Image Database.mdb" file is stored in and make sure that every computer on the network that uses ProImage has full rights to the file.

3. If done correctly, ProImage will open properly.

## Solution (c): The database has been moved to a server and cannot be seen by ProImage on the local computer.

In most cases, this issue occurs due to the server not providing the proper administrative rights for the local computers.

To give all ProImage users on the network administrative rights, the following steps must be made on the server where the database is located.

- 1. Go to the folder that the database is located on the server.
- 2. click on <u>My Computer</u>, then double click on the <u>C:\Local disk</u>,

💈 My Computer		
<u>File E</u> dit <u>V</u> iew F <u>a</u> vorites <u>T</u> ools	Help	<b></b>
🜀 Back - 🕥 - 🏂 🔎 S	earch 📂 Folders 🛄 -	
Address 😼 My Computer		🚩 🛃 Go
System Tasks	Hard Disk Drives	
	Devices with Removable Storage	
Other Places	EVA Toolkit 5.2 (D:)	
Control Panel	Network Drives	
Details 🔹	rbrathwaite on 'Thor\Home' (H:) Tech Support on 'Domain Controller (thor)' (I:)	
System Folder	Public on 'Domain Controller (Q:) (Thor)' (P:)	
	software on 'Domain Controller (thor)' (2:)	
	Other	
	My Sharing Folders	×

3. Double click on the **Program Files**.

🧇 Local Disk (C:)		
<u>File E</u> dit <u>V</u> iew F <u>a</u> vorites <u>T</u> o	ls <u>H</u> elp	27
🌀 Back 🝷 🕥 - 🏂 🎾	Search 🍺 Folders	
Address 🥯 C:\		💙 🄁 Go
System Tasks 🛞		
Hide the contents of this drive Add or remove programs	Canon CanoScan	
Search for files or folders	Сомрад Срдарря	3
File and Folder Tasks	Documents and Settings I386	
the Web	MSOCache My albums	
Other Places 🙁	Program Files Rods_shared files	
<ul> <li>My Computer</li> <li>My Documents</li> <li>My Network Places</li> </ul>	sboffice	
Details 🔹	SwSetup	×

4. Right click on the ProImage folder and select Sharing and Security...



5. At the top of the new window you have a tab called **<u>Sharing</u>**. Click on it and check the **<u>Share this folder</u>** option.

General Sharing	Security Customize
You car network folder.	n share this folder with other users on your To enable sharing for this folder, click Share this
🔘 Do not shar	e this folder
💿 Share this fo	
Share name:	ProImage
Comment:	
User limit:	<ul> <li>Maximum allowed</li> </ul>
	O Allow this number of users:
To set permission folder over the r	ons for users who access this Permissions network, click Permissions.
To configure se Caching.	attings for offline access, click Caching
Windows Firewa shared with othe <u>View your Windo</u>	II will be configured to allow this folder to be r computers on the network. wws Firewall settings

**NOTE:** If the "Sharing" tab option is not available, do the following:

File         Edit         View         Favorites         Tools         Help           Image: Second Seco	e •	
Address Synchronize Folder Options	🚽 🔁 Go	
System Tasks     Image: Constraints       View system information     View system information       Add or remove programs     Image: Constraints       Change a setting     Devices with F	IDisk (C:) Removable Storage	
Other Places	Toolkit 5.2 (D;)	
Control Panel Network Drive	15	
Details (*)	hwaite on 'Thor\Home' (H:) Open	"My Computer", click "Tools" then
My Computer System Folder Tech Cont	Support on 'Domain roller (thor)' (I:)	Folder Options"
Public	c on 'Domain Controller	

NOTE (Cont):				
Folder Options       ?         General       View       File Types       Offline Files         Folder views       You can apply the view (such as Details or Tiles) that you are using for this folder to all folders.       Apply to All Folders         Apply to All Folders       Beset All Folders				
Advanced settings:   Launch folder windows in a separate process  Managing pairs of Web pages and folders  Show and manage the pair as a single file  Show both parts and manage them individually  Show both parts but manage as a single file  Remember each folder's view settings  Restore previous folder windows at logon  Show Control Panel in My Computer  Show encrypted or compressed NTFS files in color  Show per-up description for folder and desktop items  Use simple file sharing (Recommended)	Click the "View" tab, and make sure "Use simple file share (Recommended)" is checked. Click "Apply" then "OK"			
Restore Defaults         OK       Cancel       Apply         Once this option is checked, you should see the "Sharing" tab in t	he "ProImage Properties" window (Go back to step 4).			
6. Next click on <b>Permissions</b>				

Prolmage Properties
General Sharing Security Customize
You can share this folder with other users on your network. To enable sharing for this folder, click Share this folder.
O Do not share this folder
Share this folder
S <u>h</u> are name: Protmage
Comment:
User limit: <ul> <li>Maximum allowed</li> </ul>
Allow this number of visers:
To set permissions for users who access this folder over the network, click Permissions.
To configure settings for offline access, click Caching
Windows Firewall is configured to allow this folder to be shared with other computers on the network.         View your Windows Firewall settings         OK       Cancel

 In the new window, select the <u>Everyone</u> entry and check the "Full control" checkbox underneath <u>Allow</u>. Click <u>Apply</u> and <u>OK</u>. That way, you allow the other computers to access the content of the folder and read/write information in the database.

Permissions for Prolmage		? 🔀
Share Permissions		
Group or user names:		
🕵 Everyone		
	Add	Remove
Permissions for Everyone	Allow	Deny
Permissions for Everyone Full Control	Allow	Deny
Permissions for Everyone Full Control Change Bead	Allow	Deny
Permissions for Everyone Full Control Change Read	Allow	Deny
Permissions for Everyone Full Control Change Read	Allow	Deny
Permissions for Everyone Full Control Change Read	Allow V	Deny
Permissions for Everyone Full Control Change Read	Allow V	Deny
Permissions for Everyone Full Control Change Read	Allow	

8. Now click the <u>Security</u> tap in the "ProImage" Properties window. Click "Users" so it is highlighted and make sure the <u>Full Control</u> option is checked. Click <u>Apply</u> then <u>OK.</u>

Prolmage Properties	? 🛛
General Sharing Security Cust	omize
<u>G</u> roup or user names:	
Administrators (TS-RBRATH)	WAITE (Administrators)
<b>11</b> CREATOR WNER	
2 Power Users (TS-RBRATHV	/AITE\Power Users)
SYSTEM	
Users (TS-RBRATHWAITE)	Users)
	A <u>d</u> d <u>R</u> emove
Permissions for Users	Allow Deny
Full Control	
Modify	
Read & Execute	
List Folder Contents	
Read	
Write	
Coocial Parmissions	
For special permissions or for adva click Advanced.	nced settings, Ad <u>v</u> anced
ОК	Cancel Apply

- 9. Install ProImage on all of the computers in the operatory. Do not install it on the server if the OS is Microsoft Server 2003.
- 10. Run ProImage on each client computer, and take pictures on one of them, and then verify that the images can be accessed from all the other computers.

#### V. <u>Run-time error '339' Procosm2.ocx error</u>

#### Problem:

This error is a windows Active X error. The Procosm2.ocx file in the C:\windows\system32 folder has been corrupted.

Prolmag	ye 🔀
1	Run-time error '339': Component 'ProCosm2.ocx' or one of its dependencies not correctly registered: a file is missing or invalid
	()

#### Solution:

- 1. Go to the "C:\windows\system32" folder and rename the "ProCosm2.ocx" file to "ProCosm2\_2.ocs if it exists.
- 2. Insert the "ProImage" CD and Run the "Repair" option. The repair option should recreate the "ProCosm2.ocx" file and resolve the problem.

#### VI. <u>Self Triggering</u>

#### Problem:

While running ProImage the Sensor triggers before an X-Ray is taken.

Solution:

- 1. Go to the Main window in ProImage and click EDIT then PREFERENCES.
- 2. Make sure the "Load Test X-Ray Images" Option is unchecked.



#### VII. Stuck in WARM UP mode

#### Problem:

When attempting to capture an image, ProImage is stuck in **WARMING UP** mode.

Solution:

- 1. Close ProImage and go to the "C:/Program Files/ProImage" folder.
- 2. Delete all \*.dat files. Run ProImage again, it should function properly.

#### VIII. Stuck in READY TO TAKE X-RAY mode

#### Problem:

When attempting to capture an image, ProImage stays in READY TO TAKE IMAGE mode. This can occur for the following reasons:

- a. Sensor may not be getting the required radiation to capture an image.
- b. Sensor is not working.

#### Solution (a):

- 1. Make sure that the Tubehead is perpendicular with the sensor and not too far away from the patient's mouth.
- Increase the sensitivity level on the X-Ray Unit and/or the exposure time. If that does not work go to solution (b).

#### Solution (b):

Run the following Procedure to test if sensor is working.

- 1. Place the Sensor flat on a table with the bump side facing up.
- 2. Place the tubehead about ½ inch above the sensor.
- 3. Take an X-Ray of the sensor as if shooting for a medium size patient.
- 4. If there still is no image, increase the exposure to its highest setting and take another X-Ray of the sensor (If it works, you should see the following image).
- 5. If the sensor still does not trigger we suggest getting a Power USB hub to amplify the digital signal coming from the sensor and/or replace the USB A-B cable with a shorter cable.

#### NOTE:

If the above solutions does not work, contact customer service. The sensor may need to be replaced.

#### IX. No Horizontal Sync

#### Problem:

This issue occurs due to a hardware malfunction. There could a short in one of the wires in the sensor.

#### Solution:

If the unit is under warrantee, contact technical support.

#### X. Grainy and upside down Images

#### Problem:

This issue occurs when a new sensor is installed with the old drivers.

#### Solution:

Upgrade the EVA VET drivers to Version 5.2.

#### NOTE:

If you do not have the EVA VET Drivers Version 5.2 CD it can be downloaded from our website

XI. Grayed out tool bar

#### Problem:

This is due to a toolbar file corruption Imageprocess.atb

#### Solution:

- 1. Delete the Imageprocess.atb file located in the "C:\Program Files\ProImage" folder.
- 2. Insert the ProImage Installation CD (The Program should run automatically).
- 3. The "Modify", "Repair" and "Remove" window will open. Choose "Repair" then click "Next".

🖟 Prolmage - InstallShield Wizard					
<b>Program Mainl</b> Modify, repair,	Program Maintenance Modify, repair, or remove the program.				
○ <u>M</u> odify	Change which program features are installed. This option displays the Custom Selection dialog in which you can change the way features are installed.				
F	Repair installation errors in the program. This option fixes missing or corrupt files, shortcuts, and registry entries.				
<u>∩ R</u> emove	Remove ProImage from your computer.				
InstallShield ———	< Back Next > Cancel				

4. The repair program will recreate the Imageprocess.atb file.

#### XII. ProImage Will Not Run After Installation

#### Problem:

After installing ProImage, the program will not open.

#### Solution:

1. Insert the ProImage Installation CD. The Installation program will begin automatically. Click "Next".



2. The Modify, Repair or Remove window will open. Choose "Repair" and click "Next".

📴 Prolmage - InstallShield Wizard 🛛 🔀				
Program Main	tenance			
Modify, repair,	, or remove the program.			
<u>○ M</u> odify				
1 <b>F</b>	Change which program features are installed. This option displays the Custom Selection dialog in which you can change the way features are installed.			
Repair				
f	Repair installation errors in the program. This option fixes missing or corrupt files, shortcuts, and registry entries.			
<u>○ R</u> emove				
8	Remove ProImage from your computer.			
InstallShield —				
	< <u>B</u> ack <u>N</u> ext > Cancel			

- 3. After the repair program is finished, run ProImage. If the program still does not open the error could be a Lead tools issue. To resolve a leads tools issue do the following:
  - a) Create a folder called "Lead tools file" on your desktop.
  - b) Open "My Computers" and go to the "System 32" folder (the system 32 folder is located in C:\WINDOWS\system32).
  - c) In the system 32 folder **cut and paste** all files beginning with the letters "LT" and "LF" into the "Lead Tools Files" (the folder that was created on the desktop in step 3b).
  - d) Repeat steps 1 through 2.

#### NOTE:

If ProImage still does not run on your computer and the above procedures sill does not work, make sure that you are logged into your system as the administrator.

#### XIII. Wrong Images in Patient Folder

#### Problem:

Images were stored into the wrong patient folder.

#### Solution:

1. Select the Patients folder and click on "Database"

Prolmage - Image Processing		_ 5 🛛
Eie Eat Ioois Image Agnotations Window Help	A.E BRY	
		Y
	Select Patient	
	New Patient Delete Patient	
	Patient Id [111111111	
	First Name Patient Address2	
	Last Name Deno	
	Label18 Label18 State/Hovince	
	Postal Code	
	Bith Date Office Phone Office P	
	Gender Male Comment	
	Assisting Provider (Norge)	
	-X-Ray	
	Tooth Chart Eul Mouth Everyingtion - Horizontal Bito Migner (19)	
	Database Video Images	
	Visionery Imaging Main Screen Search	
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🕞 Inbox - Micros 🔛 Clientele 🌔	Gnail-US Im 🥜 NFL.com - MO 🔯 Avarke 9.2.Sh 🌩 Elena daSilva ( 📚 rbrathwate on 📕 Adobe Reader 🔯 Carnot Initialc 🖄 Profinage on S 🚷 Profinage - Im 👸	😼 🥹 Wednesday – 🛄 12/19/2007 –

- 2. In the Patient Database window, choose all the images that do not belong there (all the chosen images will be outlined in blue).
- 3. Click "<u>Load</u>".



4. All the chosen images will open in the ProImage window. Click "File" then select "Save All Images to...".



5. The "Select Patient" window will open. Select the Patient name that the images should go to and click "OK".

Select Patient	
Patient Name Demo,Patient	New Patient
ID: 11111111	
ОК	Cancel

6. Open the Patent database folder to make sure the images have been saved properly to the correct location.

7. Go back to the original Patient folder that has the wrong images. Single click on the images that do not belong there (all the chosen images will be outlined in blue)and click "**Delete**".



XIV. Sensor Not Triggering

#### Problem:

The sensor will not trigger when capturing an image.

#### Solution:

- a) Not enough radiation for sensor to trigger
- b) Shorter USB cable
- c) Improper use of sensor
- d) Defective sensor (sensor test)

#### Solution (a):

The sensor converts x-ray radiation to a digital signal that is then sent to your computer, the ProImage software reads the data and produces an image on your computer. If an image is not captured, it is possible that the sensor did not get enough radiation to create a digital signal. To resolve this:

- 1. Increase the radiation level of the X-Ray unit and try capturing another image.
- 2. Make sure that the Tubehead is perpendicular with the sensor inside the patients' mouth.
- 3. Try placing the tubehead closer to the sensor inside the patients' mouth.

If the above does not work try Solution (b).

#### Solution (b):

The length of the USB A-B cable that comes with the EVA VET sensor is 16' long. It is the longest standard length for a USB A-B cable. It is possible that the signal can be lost due to a weak signal. One or both of the following solutions can help to resolve this case:

- 1. A shorter USB A-B cable (a 6' cable is standard in stores).
- 2. Install a USB Power Hub. A USB power hub will amplify the digital signal coming from the sensor to the computer.

#### Solution (c):

It is also possible that radiation is not hitting the sensor properly due to the tubehead and sensor not positioned properly. If this is the case, only part or none of the sensor is catching radiation. Make sure that the Tubehead is perpendicular with the sensor inside the patients' mouth. Positioning tools are available for best positioning.

#### Solution (d):

If none of the above solutions work. Try the following test:

1. Place the sensor flat on a table.



2. Place the tubehead about a  $\frac{1}{2}$ " directly above the sensor.



- 3. Run "Start Exposure" Mode in ProImage.
- 4. Take an X-ray of the sensor for a medium size patient.
- 5. If the sensor still does not trigger, increase the exposure level.

#### NOTE:

If none of the solutions above resolves the problem, and the unit is still under warrantee contact Technical Support.

XV. "Multiple-step OLE DB operation errors. Check each OLE DB status value, if available. No work was done." Error occurs when Opening ProImage.

#### Problem:

"Multiple-step OLE DB operation errors. Check each OLE DB status value, if available. No work was done." Error occurs when Opening ProImage.



#### Solution:

- 1. Backup your database and Uninstall ProImage.
- 2. Reinstall ProImage and change the installation location to the c drive "C:\"

🔂 Prolmag	ge - InstallShield Wizard	×
<b>Destinati</b> Click Nex	ion Folder xt to install to this folder, or click Change to install to a different folder	
	Install ProImage to: C:\Program Files\ProImage\ Change	
InstallShield –	< <u>B</u> ack Mext > Cancel	

<b>译 Prolmage - InstallShield Wizard</b> Change Current Destination Folder Browse to the destination folder.	×
Look in:	Change Folder name to:
67DBUpgradeUtility User Manual data data.images data_2 dbCopy Templates	"C:\" and click "OK"
Eolder name: [C:\Program Files\ProImage\] InstallShield	

3. Once the installation is complete ProImage should run normally.

#### XVI. Installing ProImage on VISTA

The problem only occurs in the Program Files folder because it is write protected by vista.

This whole problem can also be avoided if the user turns off the User Account Control as well. If this feature of vista is turned off the Program Files folder is no longer write protected and the DB would act the same as in XP. But not everyone is wants to turn this feature off.

If ProImage 6.13 is installed on VISTA the Database that has new patients and images is kept in a hidden location by vista.

(For ProImage 6.14 we avoid this problem by installing the database to c:\ProImage\data – instead of in the Program files folder)

For 6.13 – the hidden location of the REAL database is:

C:\users\"Username"\AppData\Local\VirtualStore\Program files\Proimage\Data

(Note: AppData is a HIDDEN folder.)

To show hidden folders, go to **Organize**→**Folder and Search Options**. In the View tab is the Show hidden folders Checkbox.

#### XVII. List of EVA VET return reasons / failure descriptions

If the EVA VET sensor has any of the problems in the chart below and the sensor is under warrantee, contact Technical Support.

Item	Return Reason	Description
		EVA Vetluation, nonpayment, not delivered,
1	EVA VETLUATION Returned Unopened	etc.
2	EVA VETLUATION Returned Seal Broken	EVA Vetluation, nonpayment, not delivered, etc.
3	Can't load drivers / Windows does not detect sensor	Includes No Green Light, windows driver not loading, windows hardware wizard not launching , cannot detect sensor, etc.
4	Does not Trigger with X-ray	Sensor initializing and reports ready for x-ray but does not detect when x-ray fired.
5	Black Image with all X-ray dose	Captures a Black Image with high and low x- ray dose after the x-ray is fired.
6	White Image with all X-ray dose	Captures a White Image with high and low x- ray dose after the x-ray is fired.
7	Triggers without/before X-ray	Captures an image (typically white) before the x-ray is fired.
8	Soft/Grainy/Inverted Image	This is usually either driver update required or under dosed
9	Capsule Damaged	Visible physical damage to sensor capsule (e.g. bite marks, cracked seal, etc.)
10	Spots on otherwise good image	As stated
11	Vertical and/or Horizontal line is otherwise good image	As stated
12	Cable Damaged	Broken, cut, pinched cable, cable pulled out of the capsule or egg.
13	Amber/Red LED on sensor	As stated
14	Sensor does not complete initialization	Program locks up during initialization
15	Sensor does not complete loading image	Program locks up while 'loading image' is displayed.
16	No Horizontal sync	Example Images.
17	Third Party SW integration issue	Works OK with ProImage but NOT the software used by the clinic.