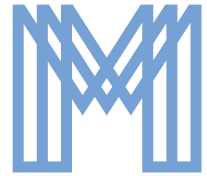


**eFilm™**

# Troubleshooting Guide



**M E R G E**  
**e F I L M**

---

# eFilm™ 2.0

## Troubleshooting Guide

Version 1

Part number 009-82500-00

November 25, 2004

### Copyright notice

Copyright © 2004 Merge eFilm, 1126 S. 70th Street, Milwaukee, WI 53214-3151, USA.  
Phone: (414) 977-4000 Fax: (414) 977-4200

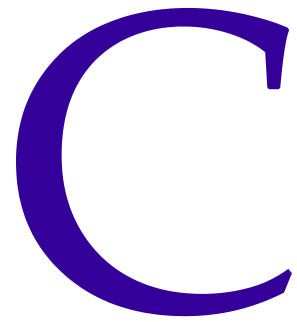
All Rights Reserved. This manual shall not wholly or in part, in any form or by any means, electronic, mechanical, including photocopying, be reproduced or transmitted without the authorized, written consent of Merge eFilm.

This guide has been produced to assist in providing instruction for the Merge eFilm product suite. Every effort has been made to make the information in this guide as accurate as possible. The authors of Merge eFilm shall have neither liability nor responsibility to any person or entity with respect to any loss or damages in connection with or arising from the information contained in this guide.

### Trademarks

Merge eFilm, eFilm, Fusion eFilm, eFilm Scan, and eFilm Video are all registered trademarks of Merge eFilm and its subsidiaries. Any additional software products named in this document are claimed as trademarks or registered trademarks of their respective companies.

# Table of Contents



---

<b>Chapter 1</b>	<b>Standard Troubleshooting</b>	
	Verifying startup .....	1
	Verifying machine settings .....	2
	Verifying connections .....	2
	Verifying processes .....	2
<b>Chapter 2</b>	<b>Advanced Troubleshooting</b>	
	Installation issues .....	6
	Communication and data transfer issues .....	7
	Image issues .....	11
	CD burning issues .....	15
	Database issues .....	18
	Known issues .....	19
	Common troubleshooting techniques .....	20
<b>Chapter 3</b>	<b>eFilm Scan Troubleshooting</b>	
	Connectivity .....	23
	Functionality .....	23
<b>Chapter 4</b>	<b>Hints and Tips</b>	
	Workstation maintenance .....	25
	Windows settings .....	25
	User education .....	25
<b>Appendix A</b>	<b>Contact Merge eFilm</b>	
<b>Index</b>		

---

# Standard Troubleshooting

# 1

---

There are several standard troubleshooting procedures that we have identified as able to help you diagnose and repair system conflicts commonly experienced by users. Typical problems include errors in querying other machines, sending images, and retrieving images. These problems are often due to mismatched machine names and/or descriptions.

---

**Important:** Ensure that the operating system of the machine on which you are running eFilm has the latest service packs installed on it for optimal performance.

---

To troubleshoot eFilm (overall procedure):

1. Verify that each machine you want to use can load and start up eFilm properly (see [“Verifying startup”](#) on page 1).
2. Verify that each machine you want to connect to has the proper AE Title, IP address, and port number in the eFilm Device List (see [“Verifying machine settings”](#) on page 2).
3. Verify that your machine is able to connect to other devices (machines) on the network using Verify (DICOM ping) or the system ping command (see [“Verifying connections”](#) on page 2).
4. Verify that all of the eFilm processes (DICOM Server, Disk Management, DICOM Monitor, Database Monitor, Update Monitor) are running (see [“Verifying processes”](#) on page 2).

## Verifying startup

Checking that eFilm is able to load and start up properly ensures that it can work on your machine.

To verify startup:

1. Choose one of the following startup options:
  - Double-click the eFilm icon on your desktop, or
  - Navigate to **Start > Programs > Merge eFilm > eFilm Workstation > eFilm**.The eFilm splash screen and progress bar appears.
2. Choose one of the following registration options:
  - Click **Register** and choose one of the license types, or
  - Click **Evaluate** to use the software for a trial period.

---

**Important:** If the splash screen hangs after the progress bar completes the startup process, you may have issues with your driver configuration.

---

## Verifying machine settings

Checking the machine settings in the eFilm Device List ensures that eFilm recognizes the remote device properly.

To verify machine settings:

1. On the **Edit** menu, click **Properties**, and then click **Remote Devices**.
2. Complete the following fields (below the list of devices) to allow connection to a device:
  - Description: a way to distinguish the device
  - AE Title: the AE Title of the device
  - Hostname: IP address of the device
  - Port: the port the device uses
  - Type: applicable to the type of device
  - Default: indicates whether the connection is to be the default. Should be left unchecked unless it is the only connection set up

## Verifying connections

Checking that eFilm is able to connect to other devices on the network ensures that it can communicate with your machine.

To verify connection status:

1. On the **Edit** menu, click **Properties**, and then click **Remote Devices**.
2. Select the problematic device from the list and click **Verify** to confirm DICOM connectivity. A message should appear stating connection verified.  
or
1. On the Windows **Start** menu, click **Run**.
2. Type `command` and press **Enter**.
3. Type `ping [IP address of the device]` in the window that appears.  
A Reply indicates network connectivity; skip to [“Verifying processes”](#) on page 2.  
`Request Timed Out` indicates that you cannot communicate with that IP address.
4. Attempt to successfully ping and/or query a different device.
5. Attempt to successfully open an Internet page.
6. Attempt to successfully ping the network (NIC) card by typing:  
`ping localhost`

## Verifying processes

If one or more of the eFilm processes are stopped, eFilm may have difficulty accessing another machine.

---

**Note:** If the Windows XP Fast-Switching User Accounts function is activated, you must log off all user accounts prior to logging in with another user account, because eFilm processes are not compatible with this feature.

---

To verify the eFilm processes:

1. On the **Utility** menu, click **Process Manager**.
2. Click **Stop All**.
3. Once all processes are stopped, resume operation by clicking **Start All**.
4. Each process can similarly be stopped and started individually by clicking a specific process then clicking **Stop**, followed by **Start**.

---

**Note:** Each service must be registered (by clicking **Register**) before it can be stopped or started.

---





# Advanced Troubleshooting

# 2

This section presents a series of problems and possible solutions. Consult the list below to find your problem.

## Installation issues

- The installation was not successful (see page 6)
- The uninstallation was not successful (see page 7)

## Communication and data transfer issues

- I cannot query another device from eFilm (see page 7)
- I can query another device from eFilm, but I cannot retrieve images from it (see page 8)
- I try to push to eFilm, but nothing happens (see page 9)
- I try to push to another device, but nothing happens (see page 9)
- I cannot query or retrieve images from eFilm (see page 10)
- I cannot send my image to a DICOM printer (see page 11)

## Image issues

- I can load an image but it looks whited-out (see page 11)
- I can load an image but there are no gray levels (see page 12)
- I can load the image but the image appears distorted (see page 12)
- I can load a single-color image but it appears as a 3X3 tile (see page 12)
- I can load an image but the image appears black; all overlay data is present (see page 13)
- I am unable to load the image and eFilm crashes (see page 14)
- I try to load an image but all I see is a blank/black screen (see page 14)
- I can see images listed in the network queue but not in the Local list (see page 15)

## CD Burning issues

- I am unable to burn a CD (see page 16)
- eFilm Lite does not run when I insert the CD (see page 17)
- The Basic viewer works when eFilm Lite starts, but the Advanced viewer does not (see page 18)

## Database issues

- I am getting an error message opening eFilm: "Select Data Source" (see page 18)
- I have retrieved a case and it is on my local drive, but I only see a blank screen when I open it (see page 19)

- When I attempt to retrieve a case, the study appears on my local drive and then immediately disappears (see page 19)
- I cannot compact the database (see page 19)

Known issues

- I am unable to apply a hanging protocol and eFilm crashes (see page 20)

## Installation issues

There can be many reasons why eFilm might not install properly. The following section describes common installation problems and solutions.

### The installation was not successful

Here are three possibilities:

- The eFilm installer thinks that another version of eFilm already exists on the computer.
- The data source was improperly installed or inadvertently renamed (i.e., when starting up eFilm, you are prompted to select a data source).
- Internet Explorer 4 or higher is not installed causing the shlwapi.DLL file to be missing.

#### The eFilm installer thinks that another version of eFilm already exists on the computer

Solution: Run `regedit.exe` and remove eFilm product GUIDs from the registry.

---

**WARNING!** Using Registry Editor incorrectly can cause serious problems that may require you to reinstall your operating system. Merge eFilm cannot be responsible for problems resulting from the incorrect use of Registry Editor. Use Registry Editor at your own risk. Please note that you should back up the registry before you edit it. If you are running Windows NT or Windows 2000, you should also update your Emergency Repair Disk (ERD). For information about how to edit the registry, view the Windows “Changing Keys and Values” Help topic in Registry Editor (`regedit.exe`) or the “Add and Delete Windows Information in the Registry” and “Edit Registry Data” Help topics in `regedt32.exe`.

---

1. On the Windows **Start** menu, click **Run**. The Run dialog box appears.
2. Type `regedit` and press **Enter**.
3. Navigate to **HKEY\_LOCAL\_MACHINE/Software/Microsoft/Windows/Current Version/Uninstall**.
4. Remove the key that is made up of all letters and numbers; for example:  
`{00000409-78E1-11D2-B60F-006097C998E7}`

---

**Note:** The Display Name has the value “eFilm Workstation.”

---

The data source was improperly installed or inadvertently renamed (i.e., when starting up eFilm, you are prompted to select a data source)

Solution: Add the DICOMServer data source under Control Panel – ODBC Data Sources.

1. If the DICOM Server is not listed, navigate to **Start > Settings > Control Panel > Administrative Tools** and select **Data Sources (ODBC)**.
2. Click the **System DSN** tab and then click **Add**.
3. Select the **MS\_Access Driver**.
4. Name the data source “DICOMServer”.
5. The middle section of the dialog box is called Database. Click **Select** and navigate to the **DICOMdb.mdb** file (located in **C:\Program Files\Merge eFilm\eFilm\Database**).
6. Click **OK** when finished.

When attempting to access the Internet, “shlwapi.DLL file not found” is displayed

Solution: Install Internet Explorer 5 or higher.

## The uninstallation was not successful

There is only one known issue with uninstalling eFilm, and it only occurs on Windows 95 operating systems.

Msiexec crashes with invalid page fault in KERNEL23.dll after progress bar reaches 100%

Solution: This is a known issue; it is not detrimental to any upgrades or reinstallations of eFilm.

## Communication and data transfer issues

This section describes problems that may arise when eFilm attempts to communicate with other devices.

### I cannot query another device from eFilm

There is a problem with the network connection

See [“Verifying your network connection”](#) on page 20.

The AE Title, IP address, or Port number of the device are incorrectly listed in the eFilm Device List

Solution: Enter and/or confirm the settings for the remote device in the eFilm Device List. See [“Confirming device settings”](#) on page 20 for more information.

If the device is correctly listed in the eFilm Device List, you should then attempt to verify that the remote device has DICOM connectivity. See [“Verifying DICOM connectivity”](#) on page 21 for more information.

### The other device does not support C-Find as an SCP.

Solution: Refer to the DICOM conformance statement for the product. If the conformance statement confirms that the device does not support C-Find as an SCP, then you will not be able to query this device from eFilm.

## I can query another device, but I cannot retrieve images from it

### The AE Title, IP address, and Port number of your eFilm are not listed in the Host file of the other device

Solution: Enter/Verify the proper AE Title, IP address, and Port number of the eFilm in the Host file of the other device. See [“Confirming device settings”](#) on page 20 for more information.

### The DICOM server process in eFilm is not running

Solution: Attempt to successfully retrieve from a different device. If successful, DICOM Server is running; there may be a problem updating the database (see [“There is a problem updating the database”](#) on page 8). If not, stop and re-start the DICOM Server process and attempt to retrieve again. See [“Restarting the DICOM Server process”](#) on page 21 for information on restarting the DICOM Server process.

### Lack of available drive space to store images; Disk Management in eFilm is not running

Solution: Start the Disk Management Process. See [“Starting the Disk Management process”](#) on page 21.

### There is a problem updating the database

Solution: Check the eFilm database log (located in **C:\Program Files\Merge eFilm\eFilm\LOG\**[AE\_TITLE]\_DB.LOG) and search for error messages related to the update function.

If there are any errors, attempt to compact and rebuild the database. See [“Compacting and rebuilding the database”](#) on page 21. If problems persist, replace the database with a new copy. See [“Replacing the database”](#) on page 22

### There is an unknown problem with the other device

Solution: Check all error logs for the other device. If there are errors, you can:

- Contact the device vendor
- Send (email) the error logs to Merge eFilm (if applicable)

### The other device does not support C-Move as an SCP

Solution: Refer to the DICOM conformance statement for the problematic device. If the conformance statement confirms that the device does not support C-Move as an SCP, then you will not be able to retrieve images from this device.

## I try to push to eFilm, but nothing happens

### There is a problem with the network connection

Diagnosis: Attempt to successfully ping the receiving device. See [“Verifying your network connection”](#) on page 20.

### The AE Title, IP address, and Port number of your eFilm are not correct in the Host file on the pushing device

Solution: Enter the proper AE Title, IP address, and Port number in the Host file on the pushing device. See [“Confirming device settings”](#) on page 20.

If the settings are correct, ensure that you can verify DICOM connectivity to this device. See [“Verifying DICOM connectivity”](#) on page 21. If this fails, contact your system administrator.

### The other device does not support C-Store as an SCU

Solution: Refer to the DICOM conformance statement for the details. If the conformance statement confirms that the device does not support C-Store as an SCU, then you will not be able to push to eFilm from that device.

### The DICOM Server in eFilm is not running

Solution: Start the DICOM Server process. See [“Restarting the DICOM Server process”](#) on page 21.

### Lack of available drive space to store images; Disk Management in eFilm is not running

Solution: Start the Disk Management Process. See [“Starting the Disk Management process”](#) on page 21.

### There is a problem updating the database

Solution: Check the eFilm database log and search for error messages related to the update function. The database log is located in  
C:\Program Files\Merge eFilm\eFilm\LOG\AE\_TITLE\_DB.LOG

If there are any errors, attempt to compact and rebuild the database. See [“Compacting and rebuilding the database”](#) on page 21. If problems persist, replace the database with a new copy. See [“Replacing the database”](#) on page 22

## I try to push to another device, but nothing happens

### There is a problem with the network connection

Diagnosis: Attempt to successfully ping the receiving device. See [“Verifying your network connection”](#) on page 20.

### eFilm was closed before transfer of images was completed

Solution: Re-send images and ensure eFilm remains open until all images have been successfully sent.

### An incorrect AE Title, IP address, or Port number exists within either the host file of the other device, or in the eFilm Device List

Solution: Check both devices to ensure that the AE Title, IP address and Port number are configured properly. See [“Confirming device settings”](#) on page 20.

### The DICOM Server Process in eFilm is not running

Solution: Start the DICOM Server Process. See [“Restarting the DICOM Server process”](#) on page 21.

### There is an unknown problem with the other device

Solution: If the other device is another eFilm, check the network connection and device settings as described above. Otherwise, check all error logs for the other device. If there are errors:

- contact the device vendor
- send the error logs to Merge eFilm

### The other device does not support C-Store as an SCP

Solution: Refer to the DICOM conformance statement for the problematic device.

## I cannot query or retrieve images from eFilm

### There is a problem with the network connection

Diagnosis: Attempt to successfully ping the receiving device. See [“Verifying your network connection”](#) on page 20.

### An incorrect AE Title, IP address, or Port number exists within either the host file of the other device, or in the eFilm Device List

Solution: Check both devices to ensure that the AE Title(s), IP address(es) and Port number(s) are configured properly. See [“Confirming device settings”](#) on page 20.

### The DICOM Server in eFilm is not running

Solution: Start the DICOM Server Process. See [“Restarting the DICOM Server process”](#) on page 21.

### The other device does not support C-Find as an SCU

Solution: Refer to the DICOM conformance statement for the problematic product.

## I cannot send my image to a DICOM printer

There is a problem with the network connection

Diagnosis: Attempt to successfully ping the printer. See [“Verifying your network connection”](#) on page 20.

The DICOM printer’s settings are incorrectly specified in eFilm

Solution: Enter/Verify the settings in the DICOM Printer properties and confirm that the AE Title, IP address, and Port number of the printer are entered correctly.

To edit your DICOM printer settings:

1. On the **Edit** menu, click **Properties**.
2. Click the **DICOM Printers** tab.

Settings and Printer entries/modifications can be made from this screen.

3. Adjust the following settings:
  - **Resolution:** set to lowest value
  - **Density:** set lower
  - **Priority:** set to Low

---

**Note:** Make sure that all new settings are supported by your printer (the DICOM Conformance Statement of your printer should list all supported settings). Your printer’s DICOM Conformance Statement will allow direct comparison between error codes and problematic functionality.

---

## Image issues

This section describes solutions for common image viewing problems.

### I can load an image but it looks whited-out

There is a problem with the pixel representation

Solution: Change the pixel representation for the image.

To change pixel representation for an image:

1. Open the image.
2. On the **Utility** menu, click **DICOM Dump**.
3. Change the pixel representation (0x0028, 0x0103) from **1** for Signed to **0** for Unsigned or vice versa.
4. Close DICOM Dump, and overwrite (save over) former pixel representation settings.
5. Compact and Rebuild the database to view the changes that you made to pixel representation. See [“Compacting and rebuilding the database”](#) on page 21.
6. Reload the image to see if the problem has been corrected. If the image appears properly, repeat this solution for each image in the series, then compact and rebuild

the database. If the problem has not been corrected, please send the file to Merge eFilm for further investigation.

---

**Note:** Persistent problems with pixel representation should be addressed through scanner settings. In eFilm, correcting the pixel representation for numerous images in a series may be a time consuming process.

---

## I can load an image but there are no gray levels

The endian of the pixel data is incorrect or switched

Solution:

- Send the file to Merge eFilm for further assistance
- Contact the Device Vendor for assistance

## I can load the image but the image appears distorted

The pixel data is compressed but it is being read as uncompressed

Solution: Change the image compression settings in the database.

To change image compression settings:

1. On the **Utility** menu, click **Process Manager**.
2. Click **Stop All** and wait for the processes to stop.
3. Using Microsoft Access, open the **DICOMdb.mdb** file.
4. Navigate to the Image Table and try changing the value of the **Compression** field to the following options:
  - JPEG Lossy 8
  - JPEG Lossy 12
  - JPEG Lossless
5. On the **Utility** menu, click **Process Manager**.
6. Click **Start All** and wait for the processes to start.

Reload the image to see if the problem has been corrected. If problems persist, please send the file to Merge eFilm for further investigation.

## I can load a single-color image but it appears as a 3X3 tile

The planar configuration is incorrect

Solution: Change the planar configuration for the image.

To change the planar configuration for the selected image:

1. On the **Utility** menu, click **DICOM Dump**.
2. Change the planar configuration (0x0028, 0x0006) from **1** for Planar to **0** for Non-Planar or vice versa.



Reload the image to see if the problem has been corrected. If unsuccessful, please send the file to Merge eFilm for further investigation.

---

**Note:** Persistent problems with pixel representation should be addressed through scanner settings. In eFilm, correcting the pixel representation for numerous images in a series may be a time consuming process.

---

## I can load an image but the image appears black; all overlay data is present

The Window/Level values in the DICOM header are incorrect

Solution: Manually alter the Window/Level settings until you can see the image. Also, you can try the presets. If this works, check the Window/Level settings for the device to see if there is a problem with the device settings.

To check window/level settings for the selected image:

1. On the **Utility** menu, click **DICOM Dump** to view the Window/Level values so that you can see the Window/Level values you set on the screen have been set for the image.
2. Contact the device vendor for assistance in configuring the device properly.

The study may not have been completely or properly retrieved because the hard disk is full

Solution: Start the Disk Management process. See [“Starting the Disk Management process”](#) on page 21. Once you have started the Disk Management process, delete and re-retrieve the study.

DICOM Header error, e.g. the rescale intercept and/or rescale slope values are incorrect.

Solution: Correct the values using the DICOM Dump Utility. Review the cause of the errors with the device vendor.

eFilm is pointing to the wrong DICOM Image Directory.

Solution: In the eFilm Process Manager, enter the correct location of the Image Directory.

To change the image directory:

1. On the **Utility** menu, click **Process Manager**, and then click **Settings**.
2. Click the **Directories** tab.
3. Check if the image directory is pointing to the DICOM folder.

---

**Note:** This folder is usually located in **C:\Program Files\Merge eFilm\eFilm**. Users with custom settings may have different locations.

---

4. If the image directory is not pointing to the DICOM folder, then browse to this location and click **OK**.

## I am unable to load the image and eFilm crashes

### The database is corrupt

Solution: Rebuild the database. See [“Compacting and rebuilding the database”](#) on page 21.

### The image file is 0 bytes

Solution: Delete all 0 byte files from the DICOM directory and rebuild the database (see [“Compacting and rebuilding the database”](#) on page 21).

## I try to load an image but all I see is a blank/black screen

### Image is in an unsupported file format

Solution: Attempt to open the image file by clicking **DICOM Dump** on the **Utility** menu. Check for error messages. If no error messages appear, please send the file to Merge eFilm for further investigation.

### The image is not located in the DICOM directory

Solution: Compare the number of studies in the DICOM directory with the number of studies listed on the Local eFilm Search List. If they are not the same, rebuild the database (see [“Compacting and rebuilding the database”](#) on page 21).

### The DICOM folder was deleted

Diagnosis: Confirm that your DICOM folder has been deleted by searching your local drive for all files or folders containing the word DICOM.

Solution: You have lost your images. You must create a new DICOM folder and rebuild the database.

To create a new DICOM folder:

1. Navigate to **C:\Program Files\Merge eFilm\eFilm** and right-click on it.
2. Select **New > Folder** from the pop-up menu.
3. Name the folder **DICOM**.
4. On the **Utility** menu in eFilm, click **Process Manager**, and then click **Settings**.
5. Click the **Directories** tab.
6. Direct the application to the new DICOM folder you have created.
7. Rebuild the database (see [“Compacting and rebuilding the database”](#) on page 21).

### The image has a DICOM Header error

Solution: Correct the values either by clicking **DICOM Dump** on the **Utility** menu or by using a proprietary data correction utility. Review the cause of the error with your Device Vendor.

The image suddenly disappears from the screen or is not retained when the screen is resized

Solution: There is a known bug in eFilm 2.0 that causes eFilm to sometimes not re-display the images in viewports created when you move the splitter bars. Avoid use of the splitter bars; if you need to reorganize the screen, use the Screen Layout tool.

I can see images listed in the network queue but not in the Local list

The Search Window in your Local list is filtering images.

Solution: Check your filter settings.

The number of studies in the DICOM directory does not match the number of cases listed on the Local List; the database is not up-to-date.

Solution: Repair and rebuild the database. See [“Compacting and rebuilding the database”](#) on page 21.

The DICOM Image Directory is pointing to an incorrect drive location.

Solution: In the eFilm Process Manager, enter the correct location of the DICOM Image Directory.

To change the location of the DICOM Image Directory:

1. On the **Utility** menu, click **Process Manager**, and then click **Settings**.
2. Click the **Directories** tab.
3. Verify that the image directory is pointing to the correct DICOM folder.
4. If the image directory is not pointing to the DICOM folder, then browse to this location and click **OK**.

The image has a DICOM Header error

Solution: Correct the values using either DICOM Dump under the Utility menu or a proprietary data correction utility. Review the cause of the error with your Device Vendor.

## CD burning issues

This section describes common problems encountered when attempting to burn a CD.

---

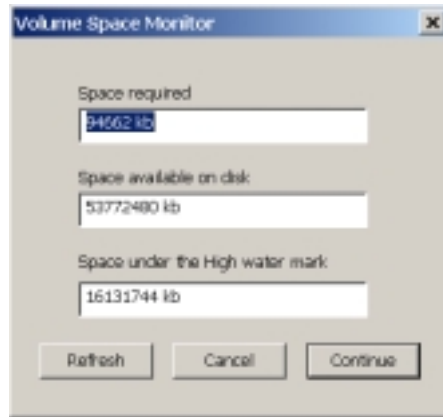
**Note:** If you select a different **Recording speed** value from the drop-down list in the **CD Writing** section on the **Preferences** tab of the Edit Properties window, you must restart eFilm in order to have those changes take effect.

---

## I am unable to burn a CD

There is insufficient free disk space on your hard drive

Diagnosis: The space required exceeds your High Water mark and the Volume Space Monitor dialog box appears.



Solution: Make sure there is sufficient space on your hard drive to store the CD package.

To free up space on your hard drive:

1. Remove temporary or unnecessary files on your hard drive, such as old CD packages.
2. Click **Refresh** to update the values once you have sufficient space.
3. Click **Continue** to finish burning the CD package.

## There is insufficient free disk space on your CD

Solution: Make sure there is sufficient space on your CD to copy files.

To ensure sufficient free space:

1. Set the CD Writing Maximum Capacity to (typically) 600 MB in eFilm. This leaves 50 MB free for the eFilm Lite files. If you do not need eFilm Lite, you can set this to a higher value.
2. Confirm that the size of the studies to be burned can fit on to the CD.

## File name is too long

Some CD-R software only supports file names that are a maximum of 64 characters long including extension, whereas the DICOM standard allows for file names to be 67 characters long including extension. Any CD-R software that only supports the Joliet CD-ROM format (for example, Easy CD Creator) has this limitation.

Solution: Try different CD-R software: NTI CD (Romeo) has been validated to allow CD burning with longer file names.

## CD writer is not working

CD burning on some media brands may not work on all CD-ROM drives (e.g., Imation disc).

Solution: Refer to the Vendor's troubleshooting procedures.

## CD burner hardware is not supported by eFilm

---

**Important:** Refer to the Merge eFilm Web site at [www.merge-efilm.com](http://www.merge-efilm.com) for the latest list of CD burning devices supported by eFilm.

---

Solution: Third party CD burning applications may allow you to burn CDs using devices that are not supported by eFilm. Refer to Chapter 10 of the *eFilm User Guide* for details on burning CDs using third party CD burners.

## eFilm Lite does not run when I insert the CD

### Only the DICOM images are listed in the CD directory

Solution: Check the CD directory for the following files: `Autorun.inf`, `StartDICOM.bat`, `ViewSel.exe`.

To search for files:

1. Double click **My Computer**.
2. Right click the CD drive and select **Explore**.
3. Check the CD for the following files:
  - `Autorun.inf`
  - `StartDICOM.bat`
  - `ViewSel.exe`

If these files are missing, the user did not click **Finish** before closing the Create CD dialog box in eFilm and the CD must be re-created.

### eFilm Lite Autorun is located in a folder which can not be automatically identified by your PC

Solution: Manually open eFilm Lite.

To manually open eFilm Lite:

1. Double-click **My Computer**.
2. Right-click the CD drive and select **Explore**.
3. Navigate through the CD's folders and double-click **viewsel.exe**.  
This will launch eFilm Lite.
4. If eFilm Lite does not launch, navigate to the DICOM folder and double-click **efilmLt.exe**.

If problems persist, reburn your CDs using individual images rather than complete folders containing images.

eFilm is currently running on your machine

Solution: Shut down eFilm and re-insert eFilm Lite into your CD drive.

The Basic viewer works when eFilm Lite starts, but the Advanced viewer does not

Microsoft Data Access Objects (DAO) has not been installed on the PC

Solution: Install DAO.

To install DAO:

1. Double-click **My Computer**.
2. Open the CD drive and navigate to the **DICOM** folder.
3. Double-click the file **dao.exe**.

If you run into problems with the install (e.g., you are prompted to insert Disk 3), click **Enter** and the installation should continue.

eFilm is currently running on your machine

Solution: Shut down eFilm and re-insert eFilm Lite into your CD drive.

## Database issues

This section describes solutions to common database problems.

I am getting an error message opening eFilm: “Select Data Source”

The eFilm database has been renamed

Solution: Check the name of the database.

To check the name of the database:

1. Navigate to **C:\Program Files\Merge eFilm\eFilm\Database**.
2. Make sure that **DICOMdb.mdb** is in the folder and that it is named correctly. If the file is named **dicomdb\_ef**, rename it **DICOMdb.mdb**.

The eFilm database needs to be repaired

Solution: Repair the database.

To repair the database:

1. On the Windows **Start** menu, click **Settings**, and then click **Control Panel**.
2. If you have Windows 2000:  
Double-click **Administrative Tools**.  
If you do not have Windows 2000:  
Double-click **ODBC Datasources**.

3. Click **System DSN**.
4. Click the **DICOMServer** datasource.
5. Click **Configure**.
6. Click **Repair**.
7. Choose **dicomdb.mdb** as the file to repair. A message should appear stating that the database has been successfully repaired.

I have retrieved a case and it is on my local drive, but I only see a blank screen when I open it

The case images did not update the database correctly.

Solution: Repair and rebuild the database. See [“Compacting and rebuilding the database”](#) on page 21.

When I attempt to retrieve a case, the study appears on my local drive and then immediately disappears

The eFilm High and Low water marks are set incorrectly

Diagnosis: In the Process Manager, examine the Disk Management settings (High & Low water marks). If the capacity is at 100 (or almost) and the high water mark is at a low percentage, then studies will be automatically deleted by Disk management.

To check the High and Low water mark settings:

1. On the **Utility** menu, click **Process Manager**, and then click **Disk Management**.
2. Blue bars indicate the High and Low water mark settings.

Solution: Adjust the high and low water marks.

From the Disk Management tab, adjust the high and low water marks. High water marks are usually set to 80 while low water marks are set at approximately 75. Depending on your study volume, eFilm will operate substantially better by maintaining a minimum of 15% free disk space on your local hard drive.

I cannot compact the database

Database compaction does not work on Windows NT

Diagnosis: If database compaction does not occur on a regular basis, as it is scheduled to do in a working installation, the database size will grow rapidly and cause data corruption problems.

Solution: Install MDAC 2.6, MS Jet 4.0, and MS Jet 4.0 SP7 to resolve this issue and restart database compaction (see [“Compacting and rebuilding the database”](#) on page 21).

## Known issues

This section describes problems that may arise when using eFilm.

## I am unable to apply a hanging protocol and eFilm crashes

The hanging protocol screen sequence exceeds maximum values

Solution: Specify screen sequence values that are less than or equal to 4 rows and 8 columns.

## Common troubleshooting techniques

This section describes techniques for troubleshooting and solving common problems.

### Verifying your network connection

If you are encountering problems communicating between devices, you should first verify that your network connection is operating properly.

To check your network connection:

1. On the Windows **Start** menu, click **Run**. The Run dialog box appears.
2. Type `command` and press **Enter**. A command window appears.
3. At the command prompt, type:  

```
ping [IP address of the device]
```

A reply indicates network connectivity; if the request times out, there is no network connection.
4. Attempt to successfully ping and/or query a different device.
5. Attempt to successfully open an Internet page.
6. Attempt to successfully ping the network (NIC) card. At the command prompt, type:  

```
ping localhost
```

If all attempts fail or assistance is necessary, please contact your Network Administrator.

### Confirming device settings

If eFilm cannot communicate with a device (or vice versa) and the network connection is operating properly, you should check that the machine is configured properly in the eFilm Device List.

To confirm settings in the Device List:

1. On the **Edit** menu, click **Properties** and then click the **Remote Devices** tab.
2. Complete the following fields (below the list of devices) to enter and/or confirm a new device:
  - **Description:** a way to distinguish the device
  - **AE Title:** the Application Entity Title of the device
  - **Hostname:** IP address of the device
  - **Port:** the port the device uses
  - **Type:** applicable to the type of device (leave unchecked unless it is the only connection set up)



## Verifying DICOM connectivity

If eFilm cannot communicate with a device and you have checked both the network connection and the settings for the machine in the Device List, you should then verify that the device has DICOM connectivity.

To verify DICOM connectivity:

1. On the **Edit** menu, click **Properties**, and then click the **Remote Devices** tab.
2. Select the problematic device from the list and click **Verify** to confirm DICOM connectivity. A message should appear stating connection verified.

## Restarting the DICOM Server process

If the DICOM Server process is not running, you will not be able to take advantage of DICOM connectivity.

To verify that the DICOM Server process is running:

1. On the **Utility** menu, click **Process Manager**, and then click **DICOM Server**.
2. Click **Stop**. Once stopped, resume operation by clicking **Start**.

## Starting the Disk Management process

Disk Management allows eFilm to free up disk space by deleting studies that have not been used recently.

To start the Disk Management process:

1. On the **Utility** menu, click **Process Manager**, and then click **Disk Management**.
2. Click **Stop**. Once the process has stopped, click **Start**.

---

**Note:** It is also recommended that Scan Disk and Defrag be run regularly (monthly) on the hard drive. Machines running eFilm generally should have approximately 15% free hard disk space.

---

## Compacting and rebuilding the database

If you are experiencing database problems, you can rebuild the database using the Process Manager. Rebuilding deletes all information from the database, then reconstructs the database from images on disk.

To compact and rebuild the database:

1. On the **Utility** menu, click **Process Manager**.
2. Click **Stop All**.
3. Once all processes have stopped, click **Rebuild** to rebuild the database (this will also automatically compact the database).
4. Resume operation of the processes by clicking **Start All**.

---

**Note:** While the database is being compacted or rebuilt, eFilm and the Process Manager will be closed down.

---

## Replacing the database

If you have rebuilt the database and you are still having database problems, you can download a blank database and rebuild your database.

To replace the database:

1. Navigate to **C:\Program Files\Merge eFilm\eFilm\Database** and rename the current database (**DICOMdb.mdb**) to **oldDICOMdb.mdb**.
2. Visit Online Support at the Merge eFilm website (<http://www.merge-efilm.com/helpcenter/onlinesupport.asp>) and download a new database. Save the database in the **C:\Program Files\Merge eFilm\eFilm\Database** directory. Make sure to select the database which matches your current version of eFilm.
3. Rebuild the database (see [“Compacting and rebuilding the database”](#) on page 21).

# eFilm Scan Troubleshooting

# 3

---

This section describes some of the ways you can get maximum performance from your eFilm installation. It includes tips on:

- eFilm Scan connectivity (see page 23)
- eFilm Scan functionality (see page 23)

## Connectivity

### Could not connect to a scanner

This can occur either if the scanner is not connected to the PC or if the scanner software (i.e., driver) is not loaded properly.

---

**Note:** Please ensure that all of the scanner's software has been installed.

---

Solution: Please reinstall the scanner software and ensure all cables are plugged in.

## Functionality

### No scanner selected

This error message usually occurs when eFilm Scan is opened and is being initialized for the first time.

The **Options** button shows the configurations that are necessary for the software to run properly. You must select a digitizer from the **Scanner** tab, if it is not already selected from the drop-down menu. You must also select the path to the **Temp** folder from the **Advanced** tab, if it is not already selected.

### Could not read from scanner dll file or something similar to a missing dll file

1. Ensure that eFilm Scan is reinstalled and the software for your digitizer has been installed.
2. If the error still occurs then, it indicates that the license in use is most likely incorrect for your digitizer. Ensure that the license key is reinserted with the appropriate feature key, which you can request by contacting a Merge eFilm Customer Service Representative.



# Hints and Tips

# 4

This section describes some of the ways you can get maximum performance from your eFilm installation. It includes tips on:

- Workstation maintenance (see page 25)
- Windows settings (see page 25)
- User education (see page 25)

## Workstation maintenance

Users should regularly perform maintenance on their computers including:

- Running Scan Disk
- Running Defrag (Scan Disk & Defrag can be run by accessing **Start > Programs > Accessories** and clicking **System Tools**)
- Deleting any `_SVCHLD` logs and `AE_title_` files in the eFilm log directory (files located in `C:\Program Files\Merge eFilm\eFilm\Log`)
- Deleting files in the eFilm CD directory (files located in `C:\Program Files\Merge eFilm\eFilm\CD`)

## Windows settings

Force the Link Speed/Duplex option to the actual jack setting, e.g. if possible, force to 100 Mbps/Full Duplex if the jack is configured to this setting. Do not leave on Auto-Detect. Check with your System Administrator for information on optimal network settings.

To force link speed:

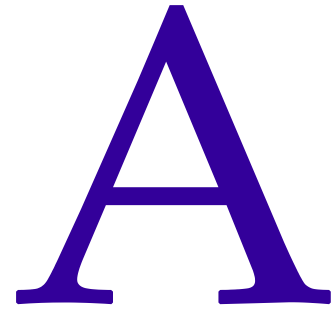
1. Right-click **My Computer** and then click **Properties**.
2. Click the **Hardware** tab.
3. Click **Device Manager**.
4. Right-click your Network Adapter (NIC) and then click **Properties**.
5. Click the **Advanced** tab.
6. Highlight the Link Speed/Duplex Mode setting and make sure it is set to full duplex (100Mbps if possible).

## User education

Expert users should be trained and available for consultation at each site. Refer to the available programs in the *eFilm Support Guide*.



# Contact Merge eFilm



---

If the procedures in this manual do not help you solve the problem, or the symptoms you are experiencing do not appear in this manual, contact Merge eFilm for assistance.

## USA

1126 South 70th Street  
Milwaukee, WI 53214-3151 USA  
Tel: 414-977-4100  
Toll Free: 1-877-741-5369  
FAX: 414-977-4200  
email: [support@merge-efilm.com](mailto:support@merge-efilm.com)

## Canada

522 University Avenue  
10th Floor  
Toronto, Ontario CANADA  
M5G 1W7  
Tel: 1-416-204-9355  
Toll Free: 1-877-741-5369  
FAX: 1-416-204-9442  
email: [support@merge-efilm.com](mailto:support@merge-efilm.com)

## Europe

Spegelt 34  
5674 CD Nuenen  
The Netherlands  
Tel: (31) (40) 2990773  
FAX: (31)(40) 2906615  
email: [service\\_europe@merge-efilm.com](mailto:service_europe@merge-efilm.com)

## World Wide Web

[www.merge-efilm.com](http://www.merge-efilm.com)

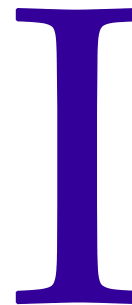
## Before you call

Before calling Merge eFilm for assistance, please prepare the following information:

- Site name and location
- System Administrator's name and contact information
- Detailed description of the problem
- Detailed description of troubleshooting attempts



# Index



## A

accessing. *See* opening  
advanced viewer 18

## B

basic viewer 18  
black images 13  
blank/black screen 14, 19  
burning CDs 15

## C

cases, retrieving 19  
CDs  
    burning 15  
    inserting 17  
checking. *See* verifying  
communication issues 7  
compacting database 21  
connections 2, 20, 23  
creating. *See* burning

## D

data transfer issues 7  
database  
    compacting 21  
    issues 18  
    rebuilding 21  
    replacing 22  
devices  
    pushing 9  
    querying 7, 8  
    settings 20  
DICOM  
    connectivity 21  
    printer 11  
    server 21  
digitizers. *See* scanners  
Disk Management 21  
displaying. *See* viewing  
distorted images 12  
DLL files 23

## E

eFilm  
    installing 6  
    opening 18  
    pushing 9  
    querying devices 7  
    starting 1  
    stops responding 14, 20  
eFilm Lite 17, 18  
eFilm Scan  
    connectivity 23  
    functionality 23

## F

finding. *See* querying

## G

getting. *See* retrieving  
gray levels 12

## H

hanging protocol issues 20

## I

images  
    black 13  
    distorted 12  
    issues 11  
    loading 11-14  
    printing 11  
    querying 10  
    retrieving 8, 10  
    single-color 12  
    viewing 15  
    white-out 11  
initializing. *See* starting  
inserting CDs 17  
installing  
    eFilm 6  
    unsuccessful 6  
invalid page fault 7

---

## K

known issues 19

## L

launching. *See* starting  
loading images 11-14  
local list 15

## M

machine settings 2  
managing disks 21  
missing DLL files 23  
msiexec crashes 7

## N

network  
connections 20  
issues 7  
queue 15

## O

opening eFilm 18  
overlay data 13

## P

printing images 11  
processes 2  
pushing  
devices 9  
eFilm 9

## Q

querying  
devices 7, 8  
from eFilm 7  
images 10

## R

rebuilding database 21  
replacing database 22  
restarting DICOM server 21  
retrieving  
cases 19  
images 8, 10

## S

scanners  
connecting to 23  
reading DLL files 23  
selecting 23  
searching. *See* querying

selecting  
data source 18  
scanners 23  
setting up. *See* installing  
single-color images 12  
starting  
Disk Management 21  
eFilm 1

## T

tiles 12

## U

uninstalling issues 7  
user education 25

## V

verifying  
connections 2, 20  
device settings 20  
DICOM connectivity 21  
machine settings 2  
processes 2  
startup 1  
viewers  
advanced 18  
basic 18  
viewing images 15

## W

white-out images 11  
windows settings 25  
workstation maintenance 25