



EVA Vet - Digital X-Ray Sensor

Troubleshooting guide

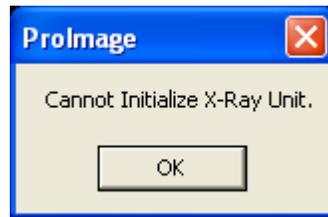
3/19/2009



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I. Cannot initialize the X-Ray unit.



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

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

Solutions:

a) EVA Vet sensor is not detected by the computer.

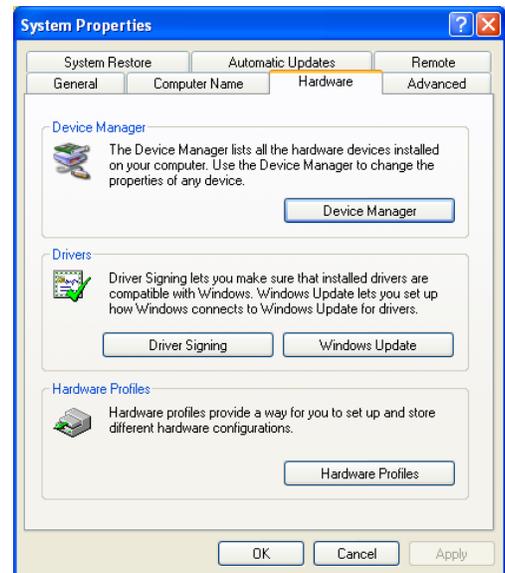
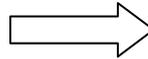
- Make sure that the one end of the USB cord is plugged into the computer and the other end is plugged into the docking station. The sensor must be properly seated into the docking station.
- Make sure that the USB cord is always plugged in the same USB port. If the cord was plugged into a different 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.

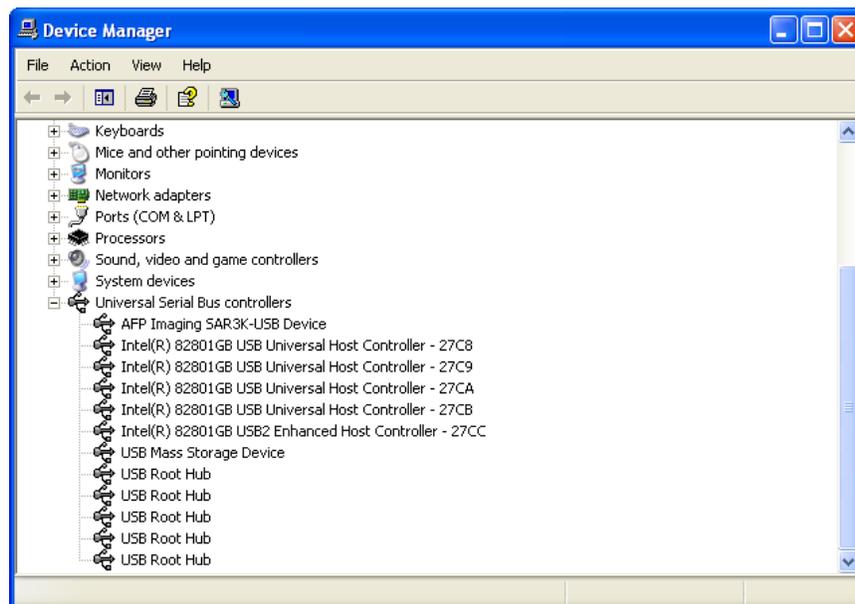
To verify that the driver is installed, right-click on “My computer” icon, and select Properties from the drop-down menu.



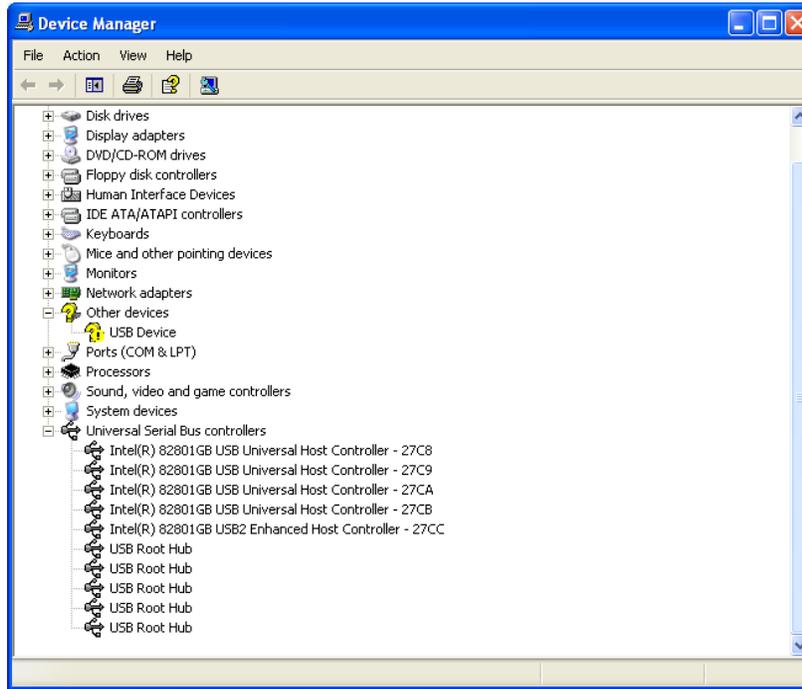
The System properties window will open. You can also get there by clicking **Start/Control Panel/Performance and maintenance/System**. In the new window, press the **Hardware** tab at the top, and press the **Device Manager** Button.



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**



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**.



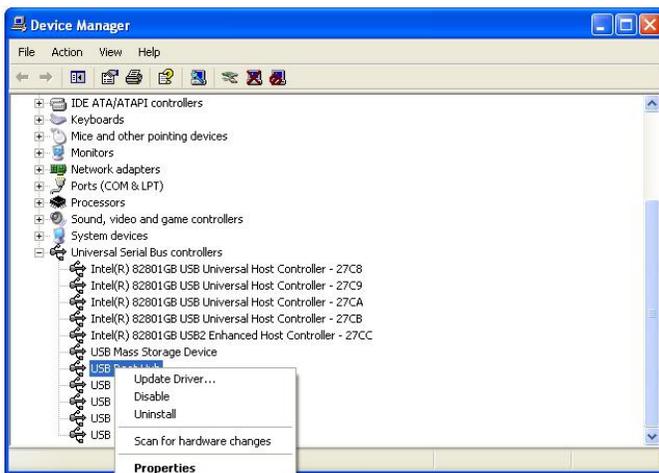
Right click on the item, and select **Update driver...** from the drop down menu. **Hardware Update Wizard** will launch. From this point, follow the [Driver installation](#) procedure.

Make sure that the **Prolmage 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.

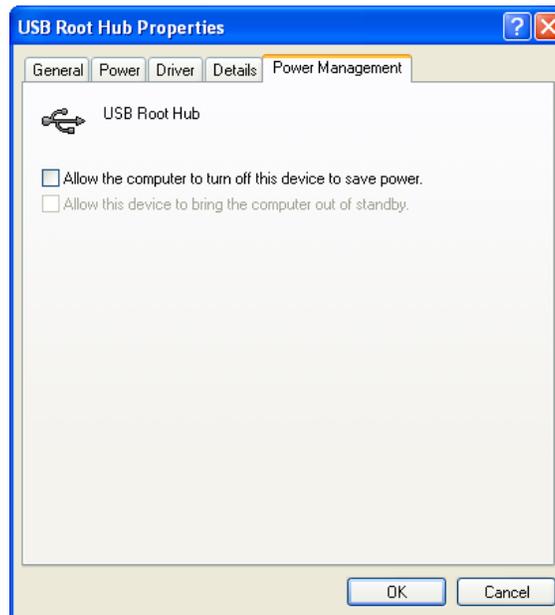
If you are EVA VET user, you can download the drivers from <http://www.afpimaging.com/dl/index.php>

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**.



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**. Click **OK**.



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

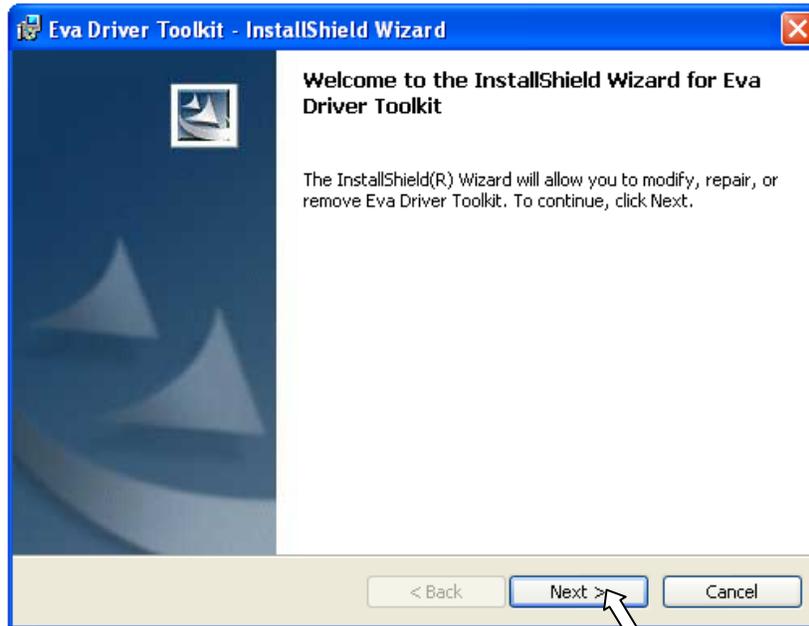
In some cases, if disabling the power saving mode doesn't help, a USB self powered hub should be used. This hub is powered by an AC adapter and does not use the power supplied by the USB port. The device can be purchased from any computer retailer. The average price is 20 dollars.



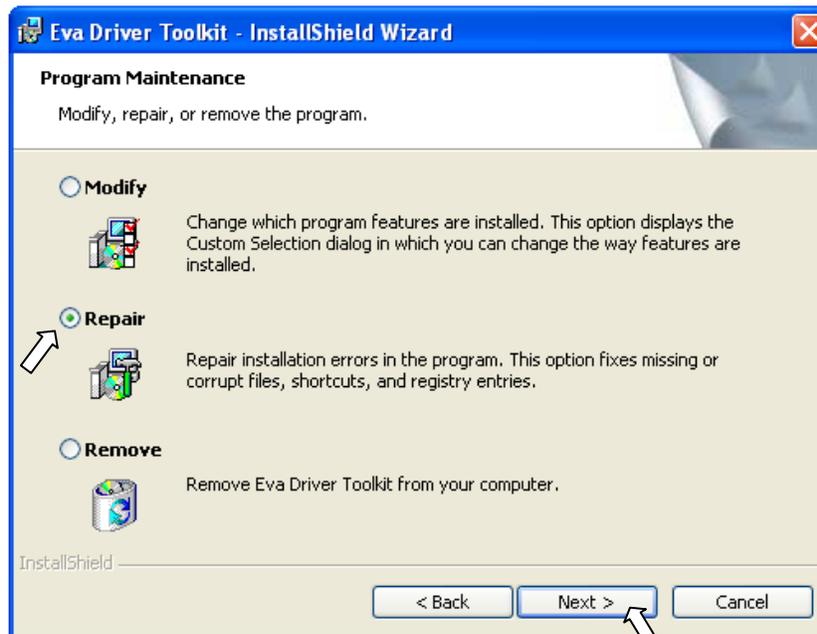
II. Runtime error 53 – EVA Vet.dll is missing

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.

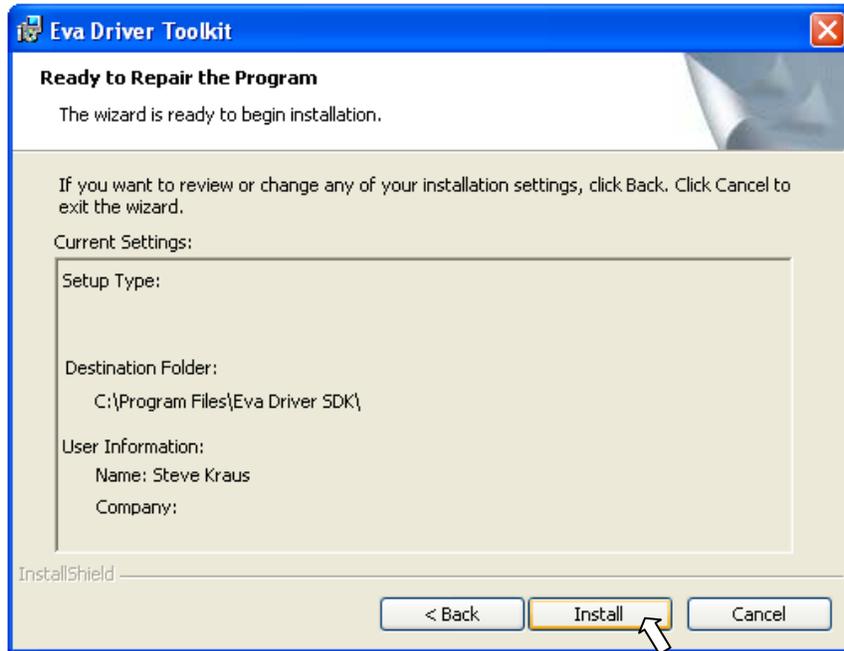
The Drivers program will run automatically. When the Drivers installation wizard opens, choose “Next”.



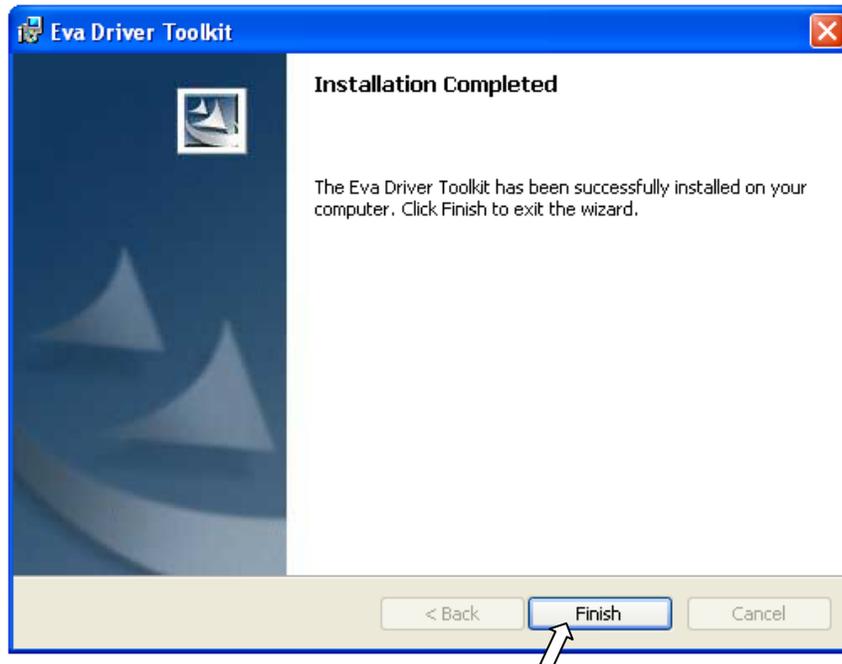
The next window will allow you to “Modify”, “Repair” or ‘Remove’. Choose “Repair”, then click “Next”.



Click install to run the repair program.



After the repair program is finished, click "Finish".



III. Runtime error 76 – Path not found

Problem

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 Prolmage 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. Prolmage can no longer find the database.
- c. The database has been moved to a server and cannot be seen by Prolmage on the local computer.

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

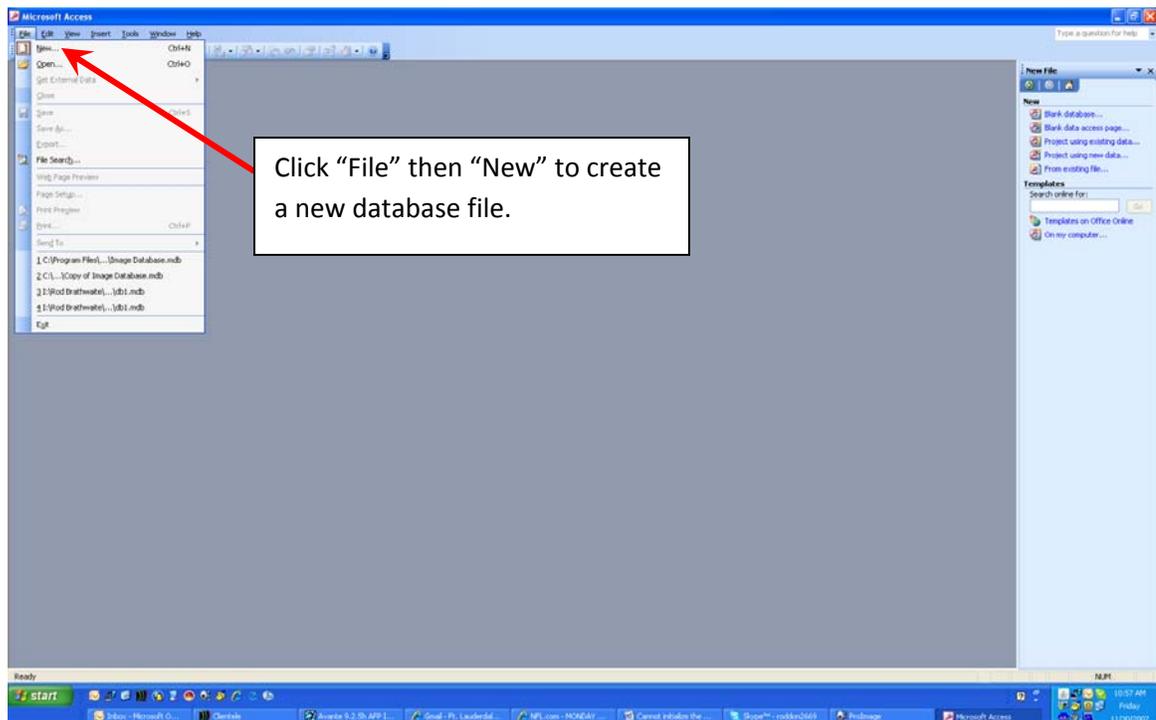


Solution (a) the image database.mdb file has been corrupted:

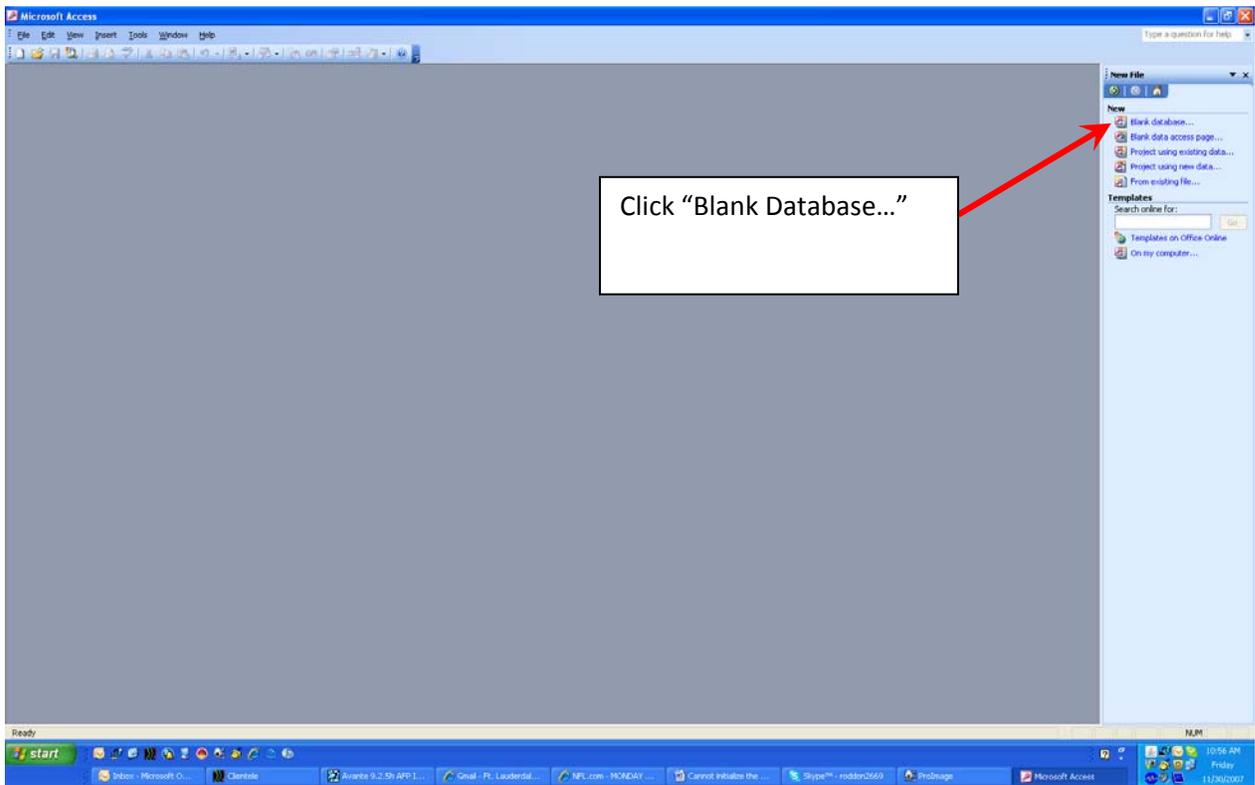
NOTE: Make sure the database has a backup copy before running this procedure.

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

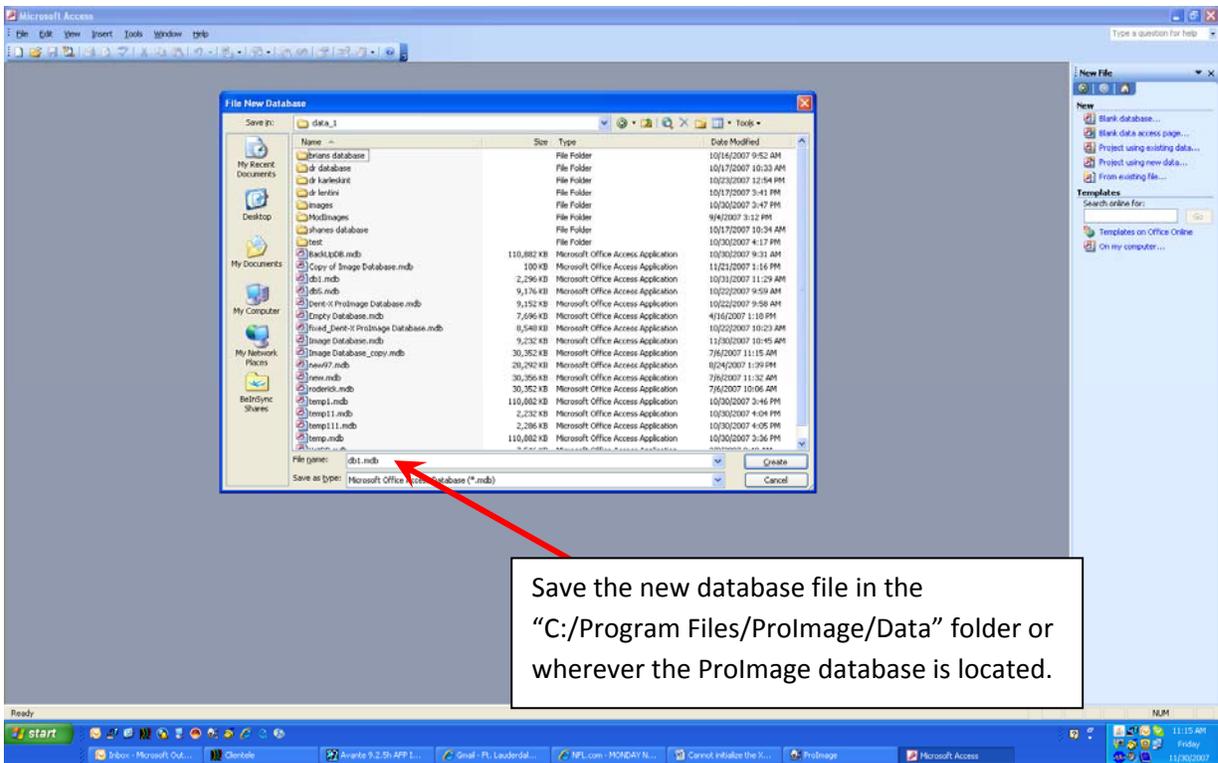
1. Start Microsoft Access
- 2.



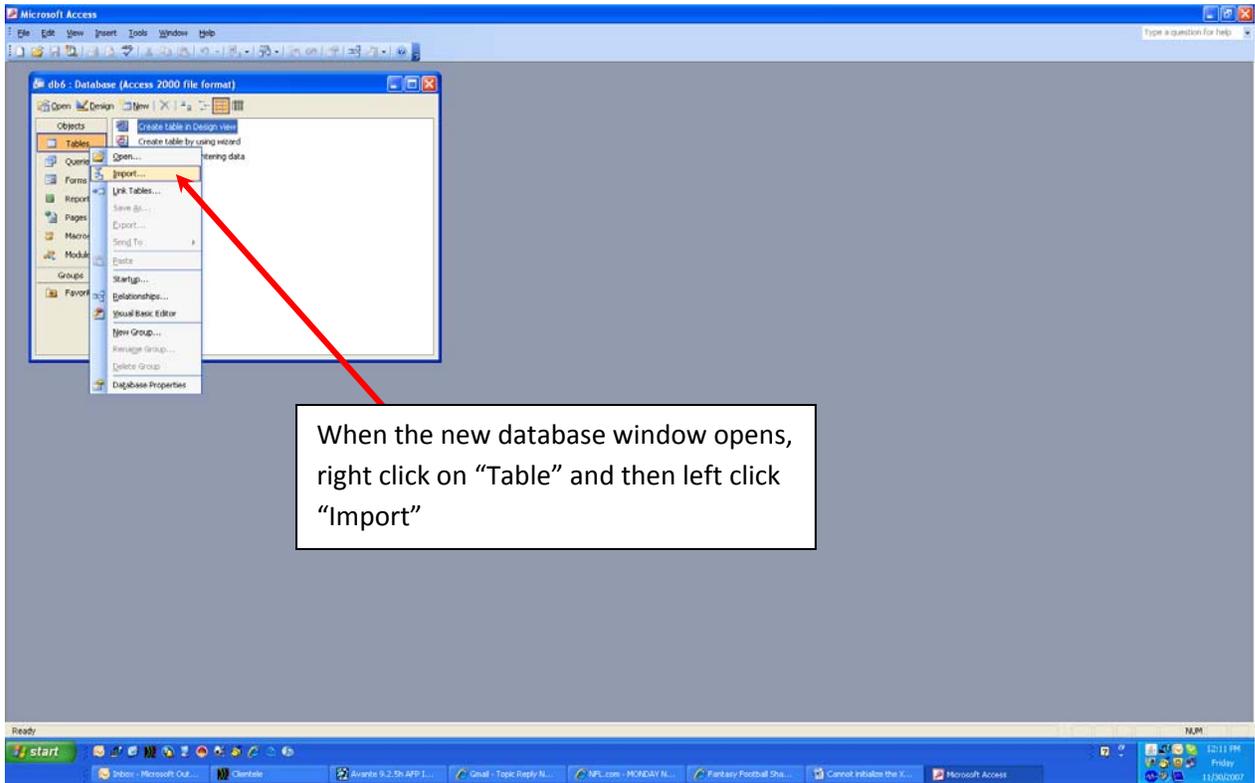
3.



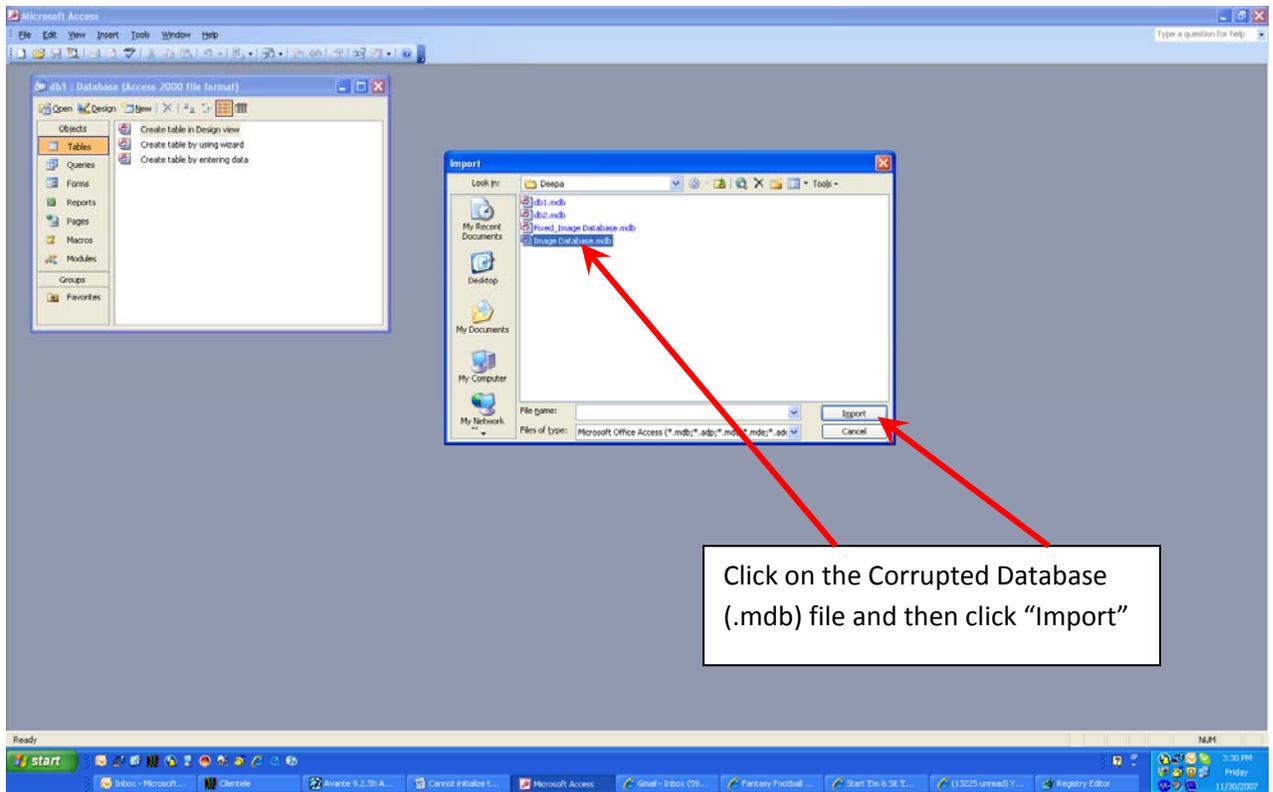
4. A new window will open requesting where to save the new database.



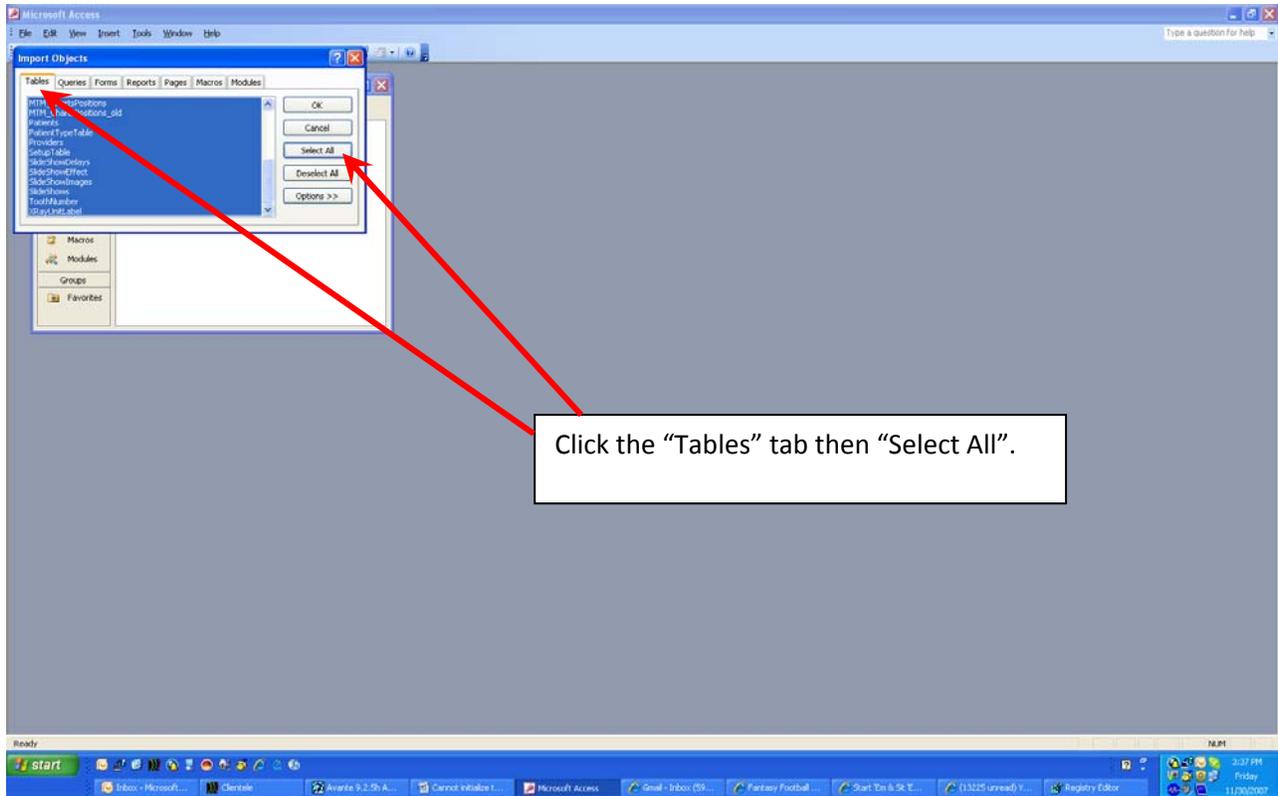
5.



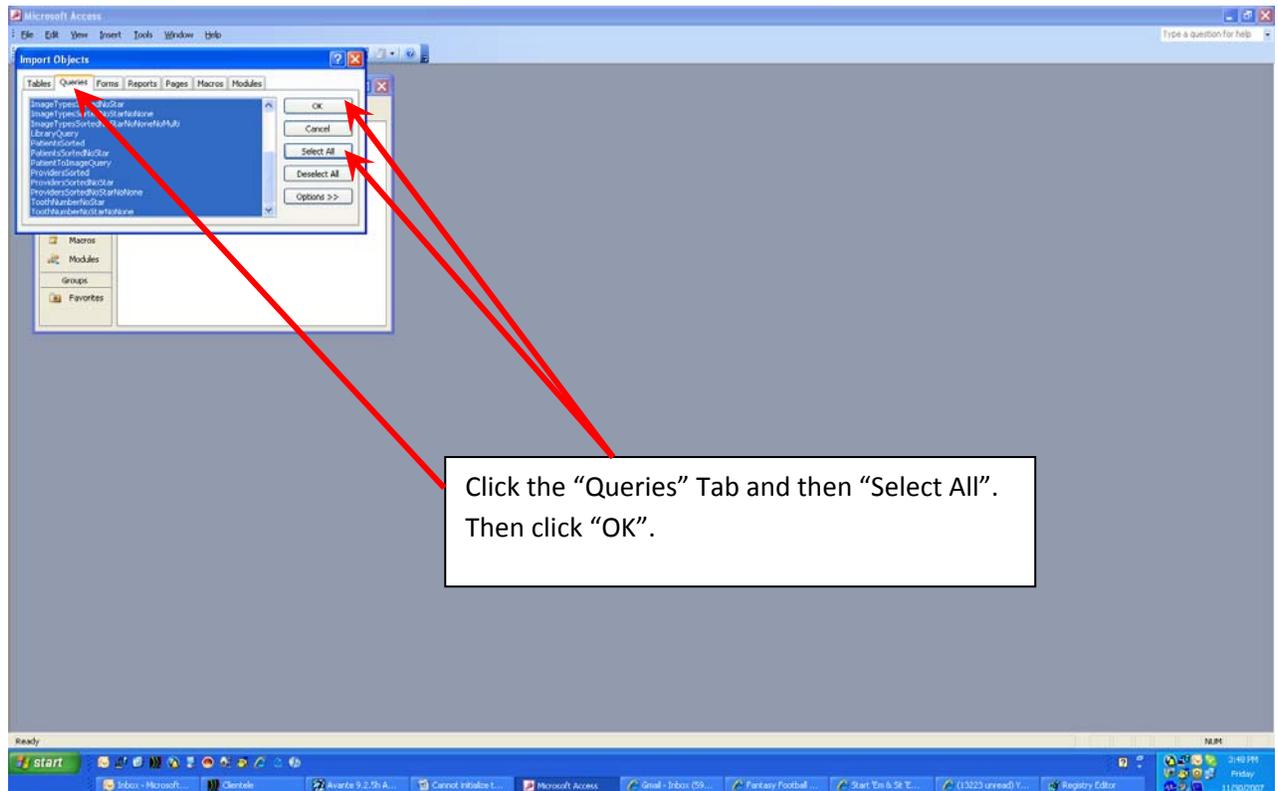
6.



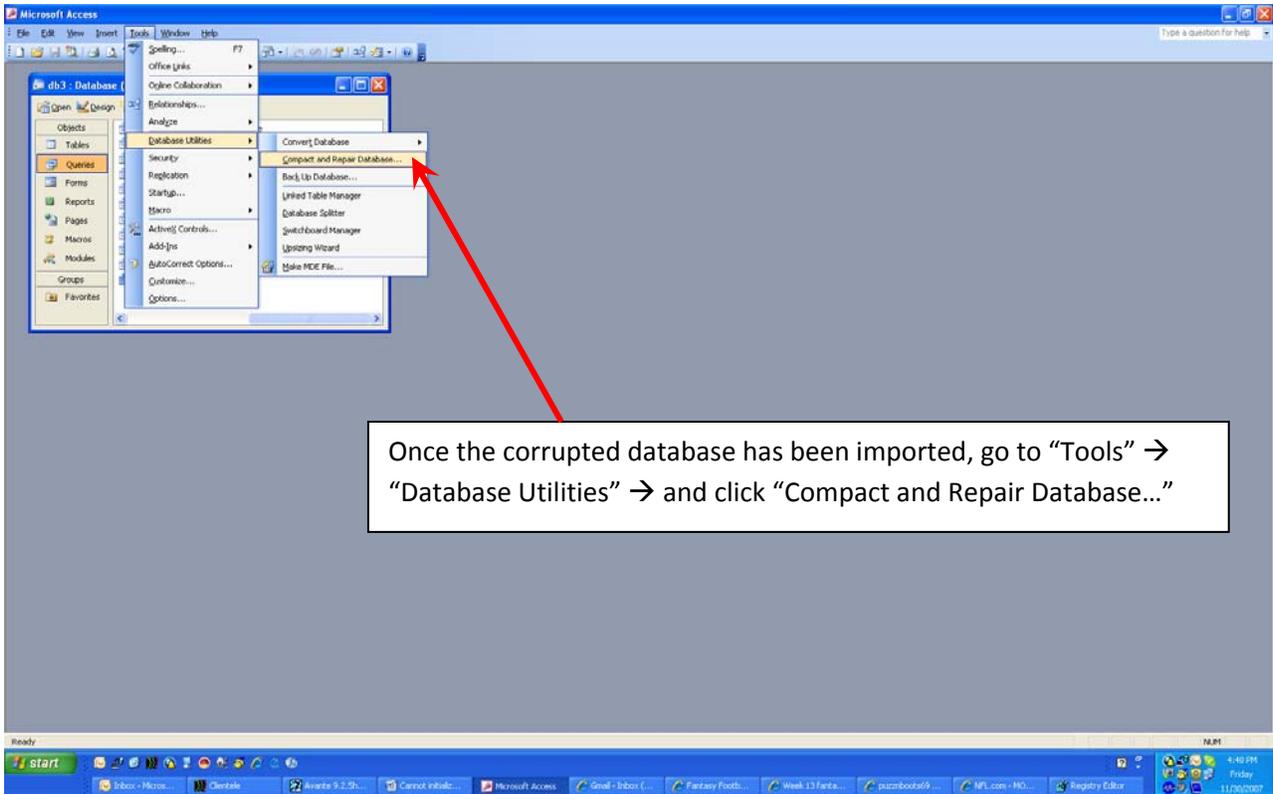
7.



8.

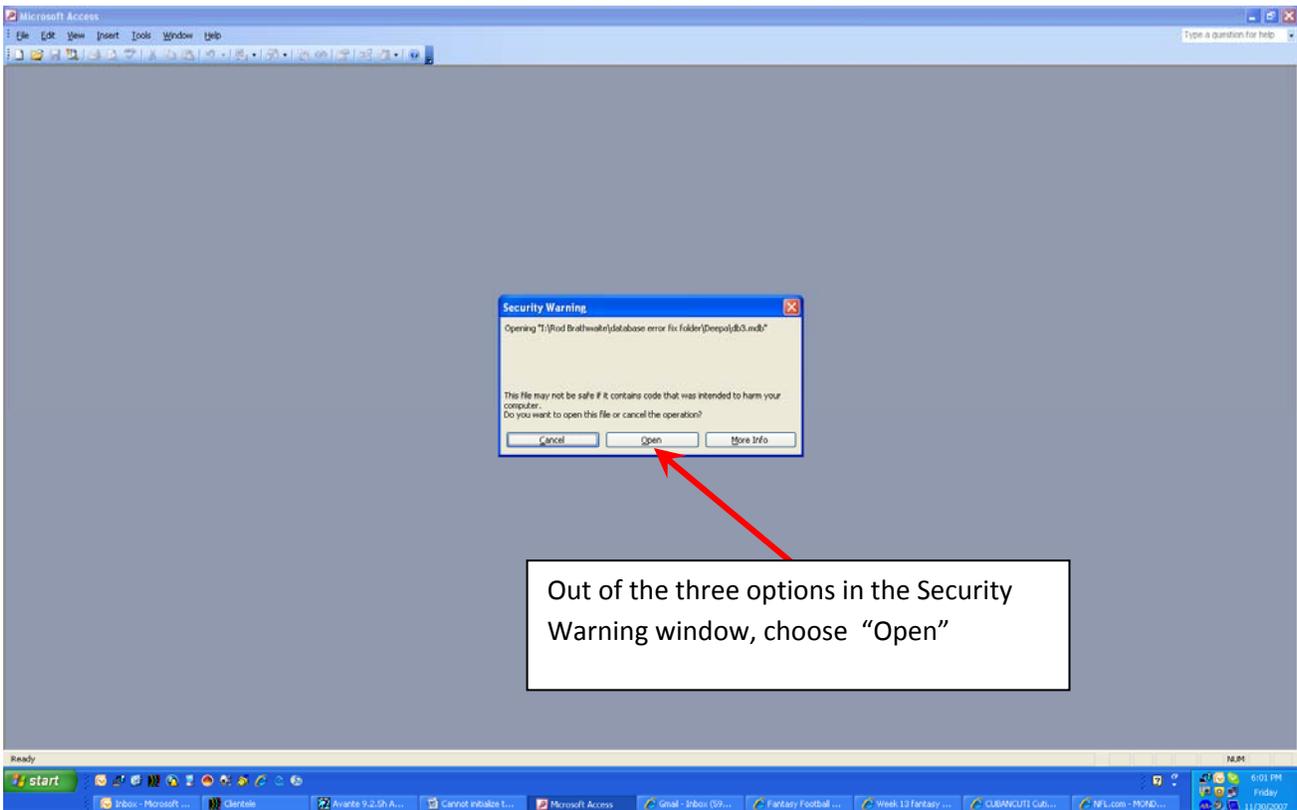


9.



Once the corrupted database has been imported, go to “Tools” → “Database Utilities” → and click “Compact and Repair Database...”

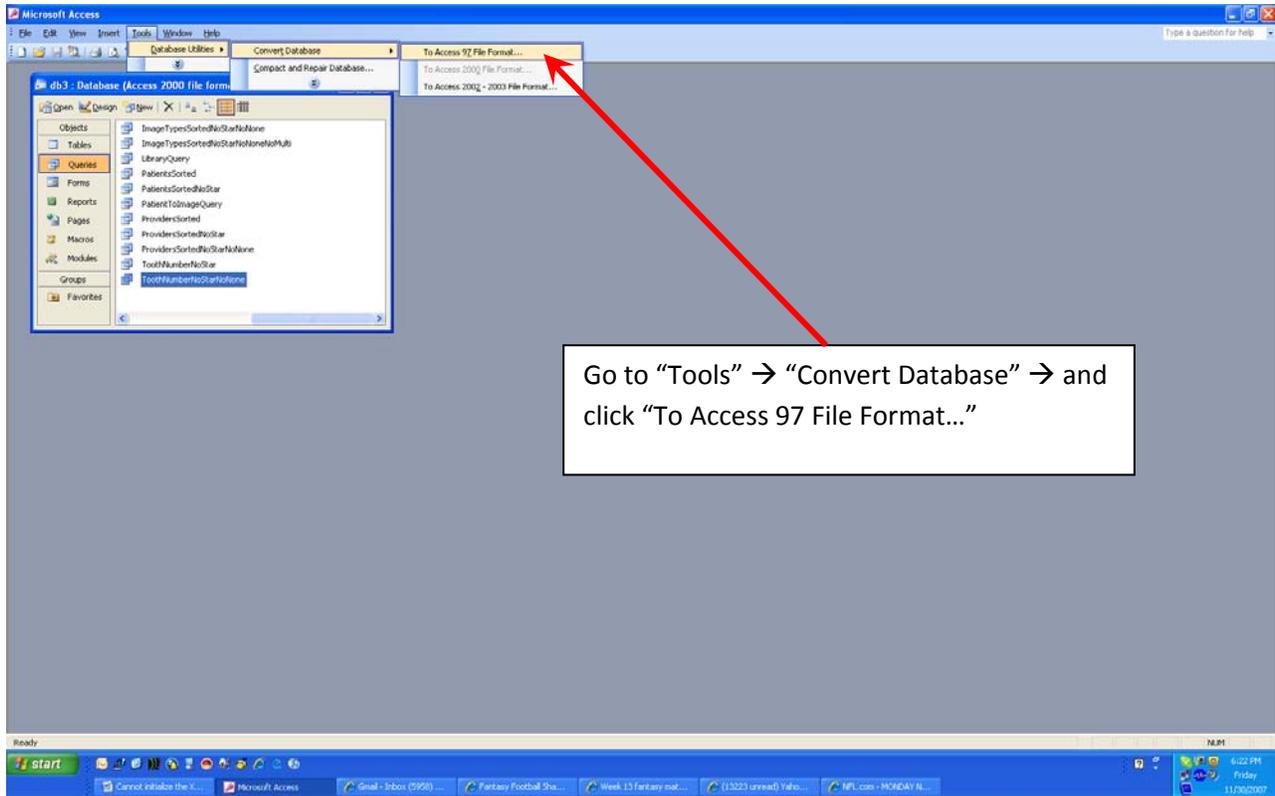
10.



Out of the three options in the Security Warning window, choose “Open”

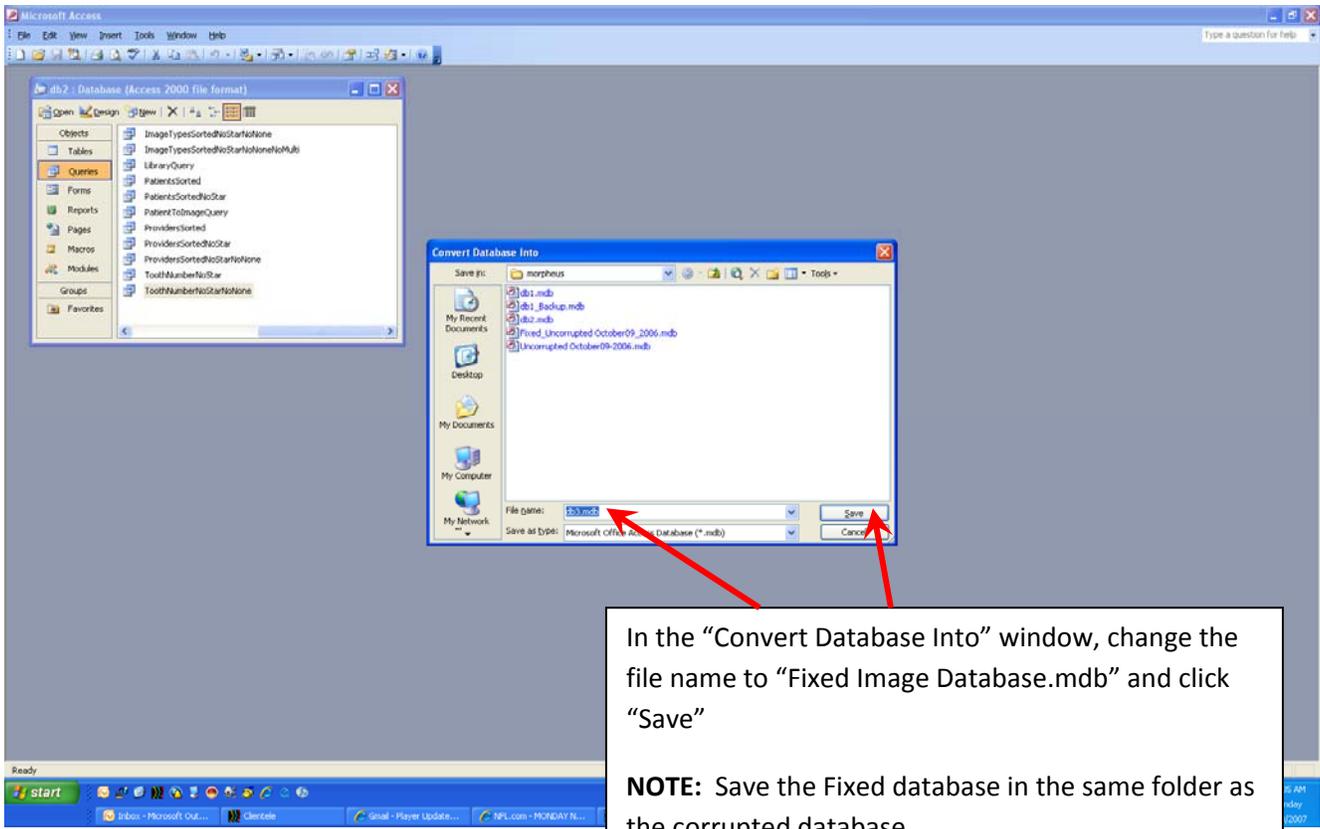
14

11.



Go to "Tools" → "Convert Database" → and click "To Access 97 File Format..."

12.

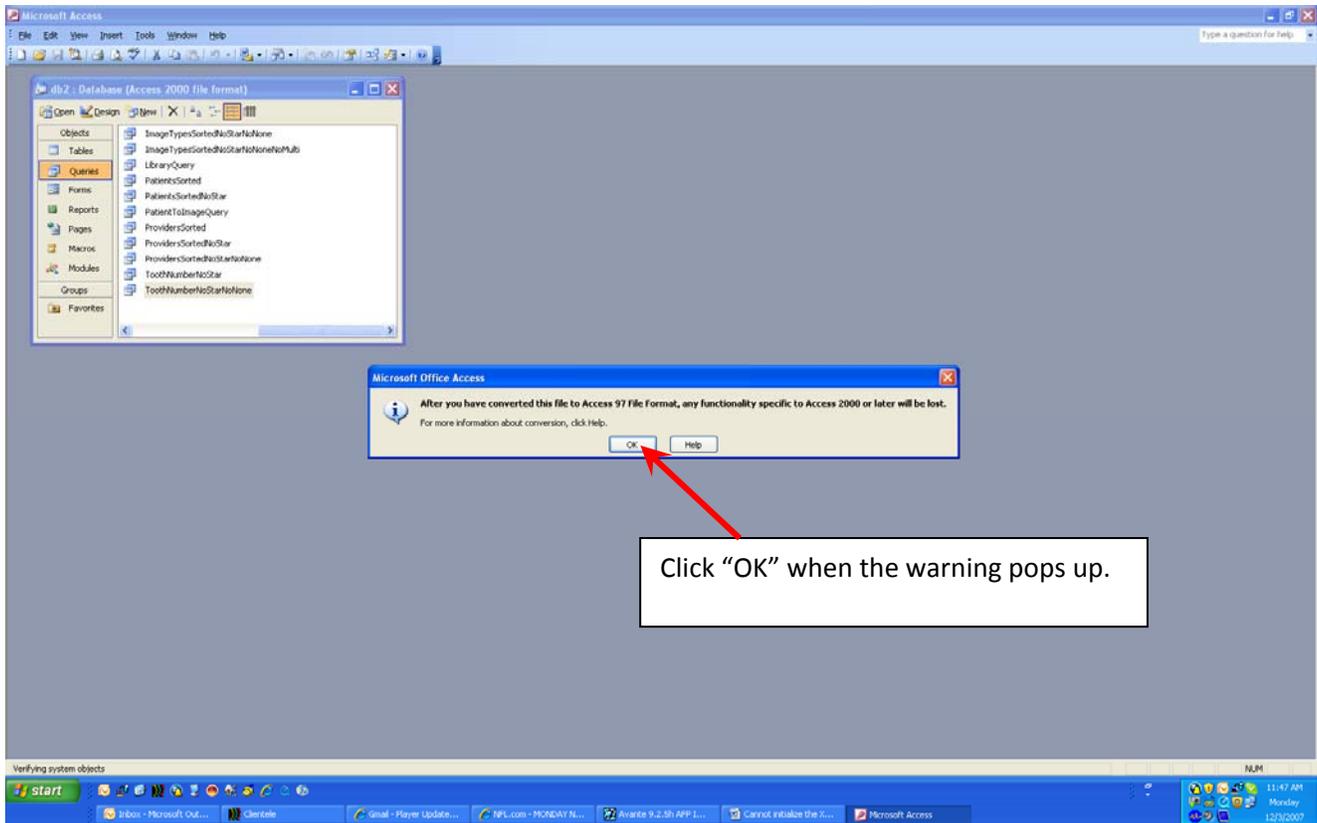


In the "Convert Database Into" window, change the file name to "Fixed Image Database.mdb" and click "Save"

NOTE: Save the Fixed database in the same folder as the corrupted database.

15

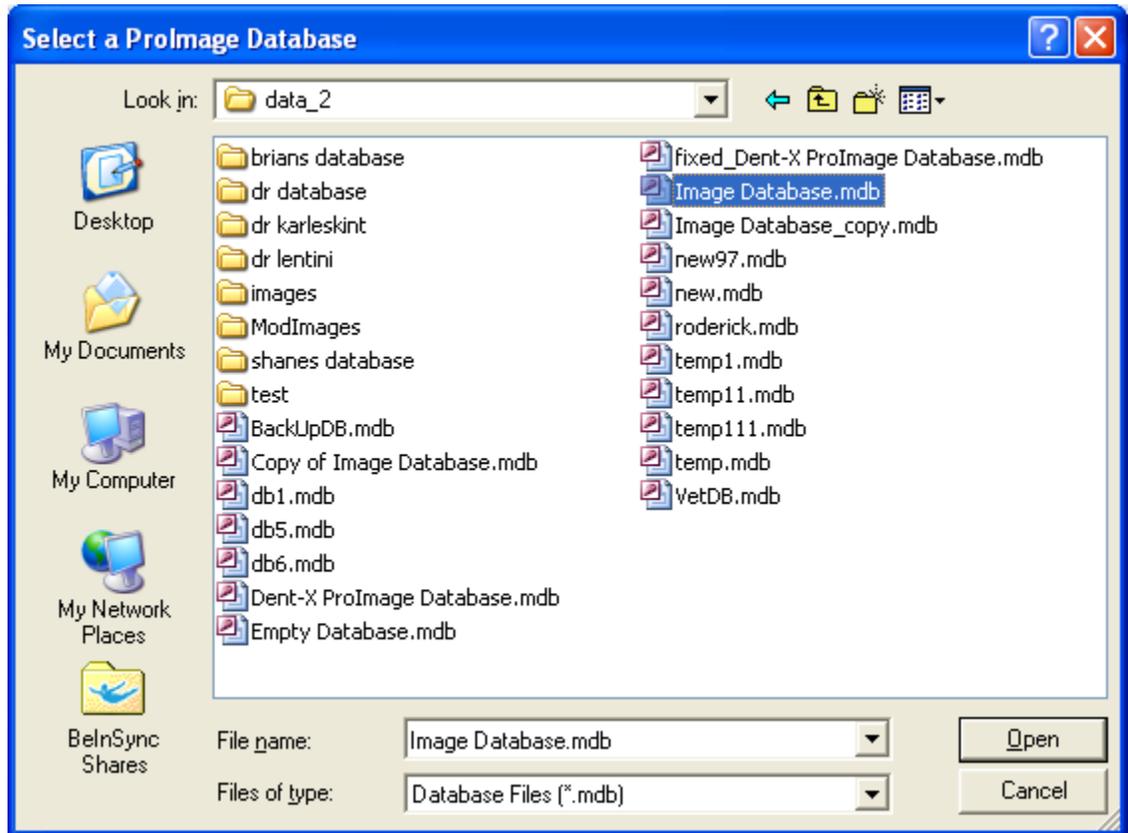
13.



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 ProlImage.

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.



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 is 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.

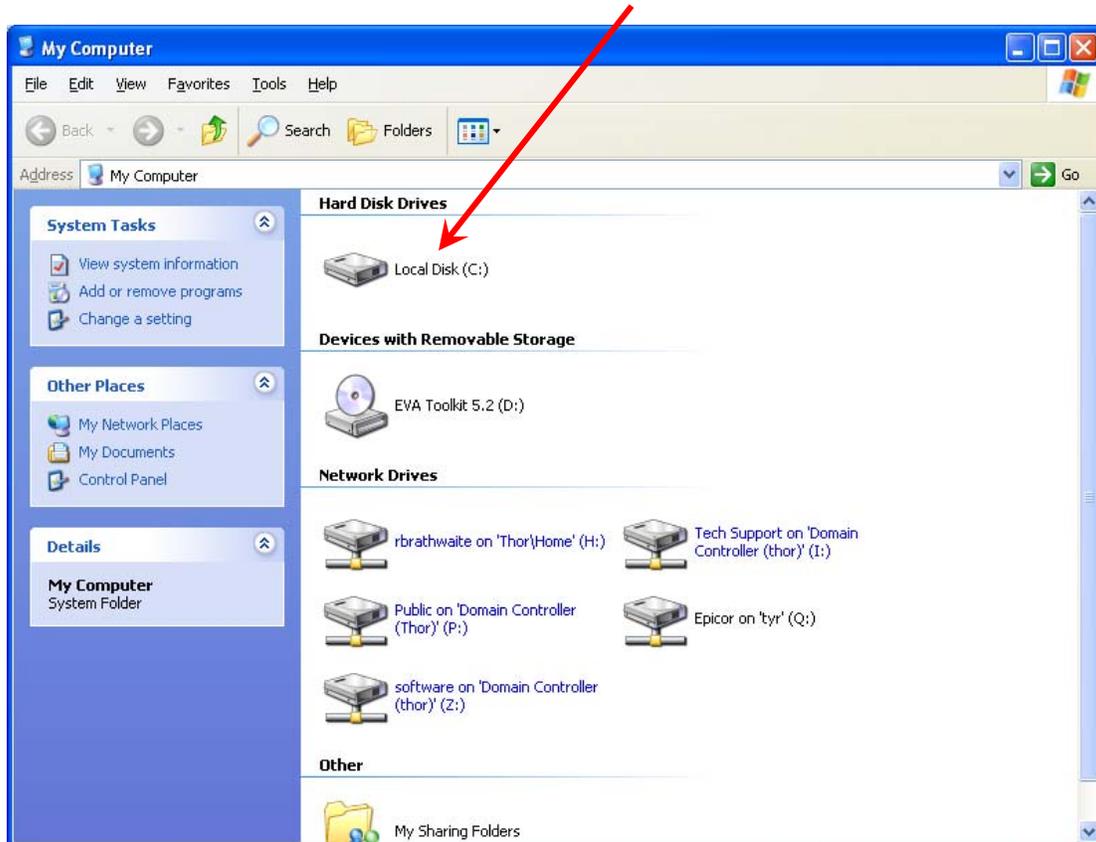
3. If done correctly, ProImage will open properly.

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

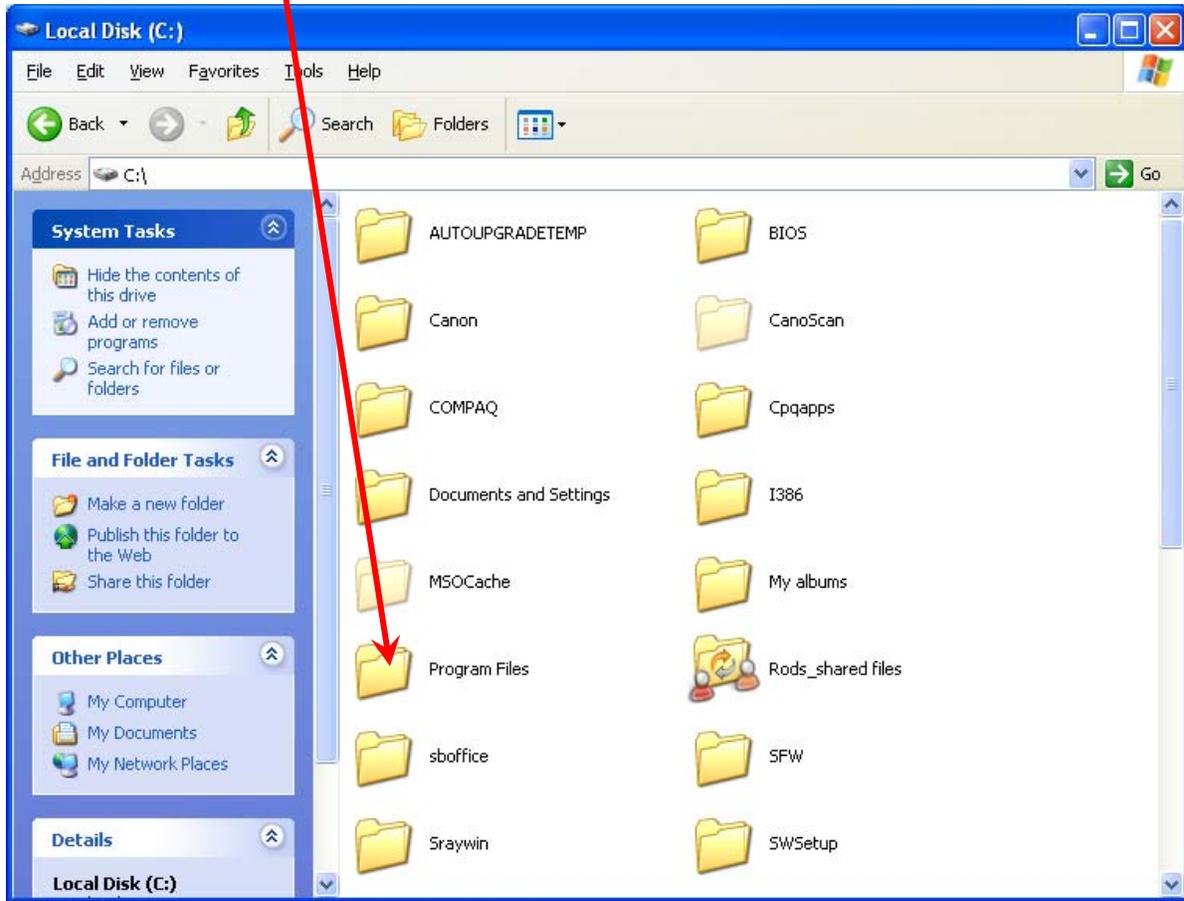
In most cases, this issue occurs due to the server not providing the proper administrative rights for the local computers.

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

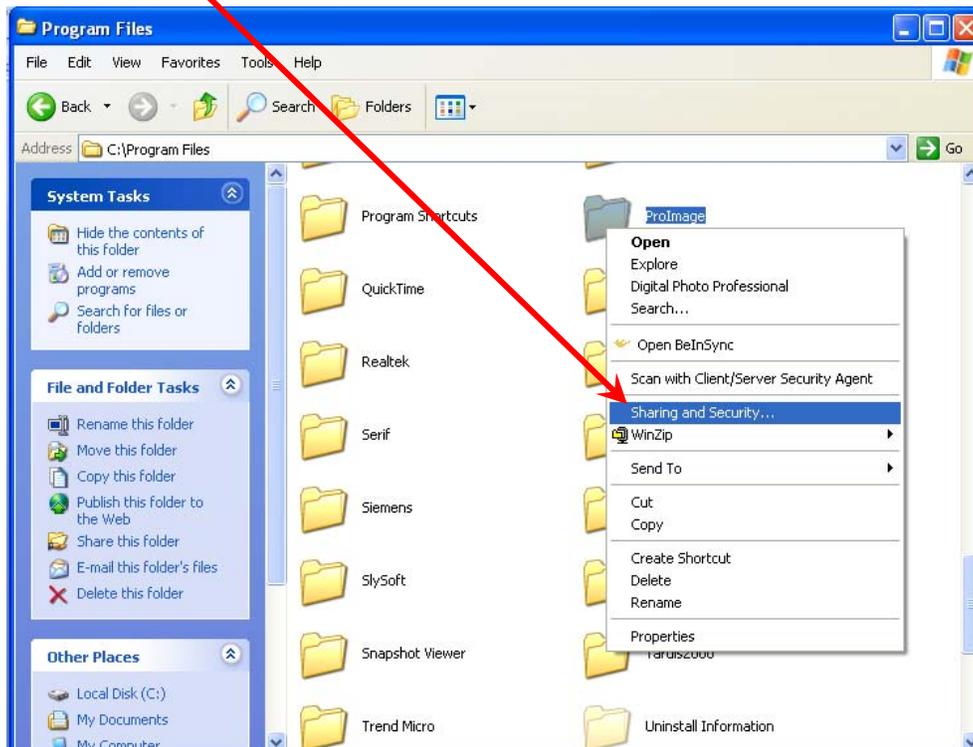
1. Go to the folder that the database is located on the server.
2. click on **My Computer**, then double click on the **C:\Local disk**,



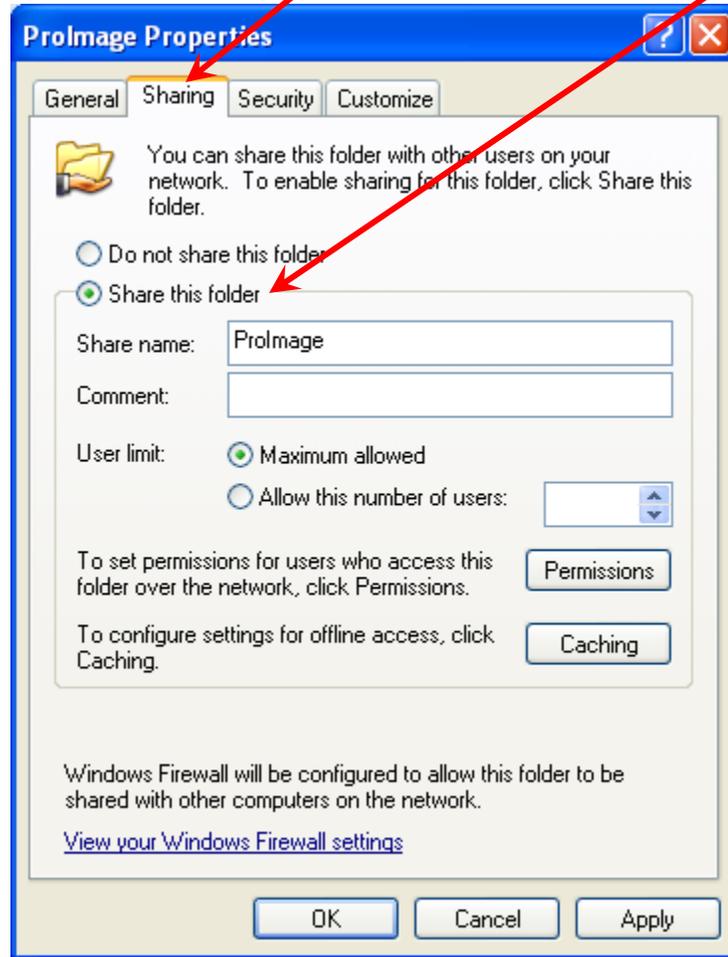
3. Double click on the **Program Files**.



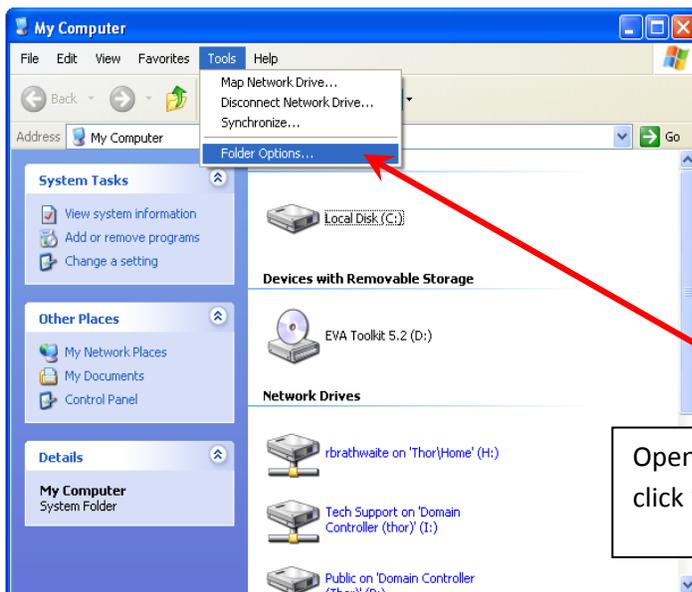
4. Right click on the **ProImage** folder and select **Sharing and Security...**



- At the top of the new window you have a tab called **Sharing**. Click on it and check the **Share this folder** option.

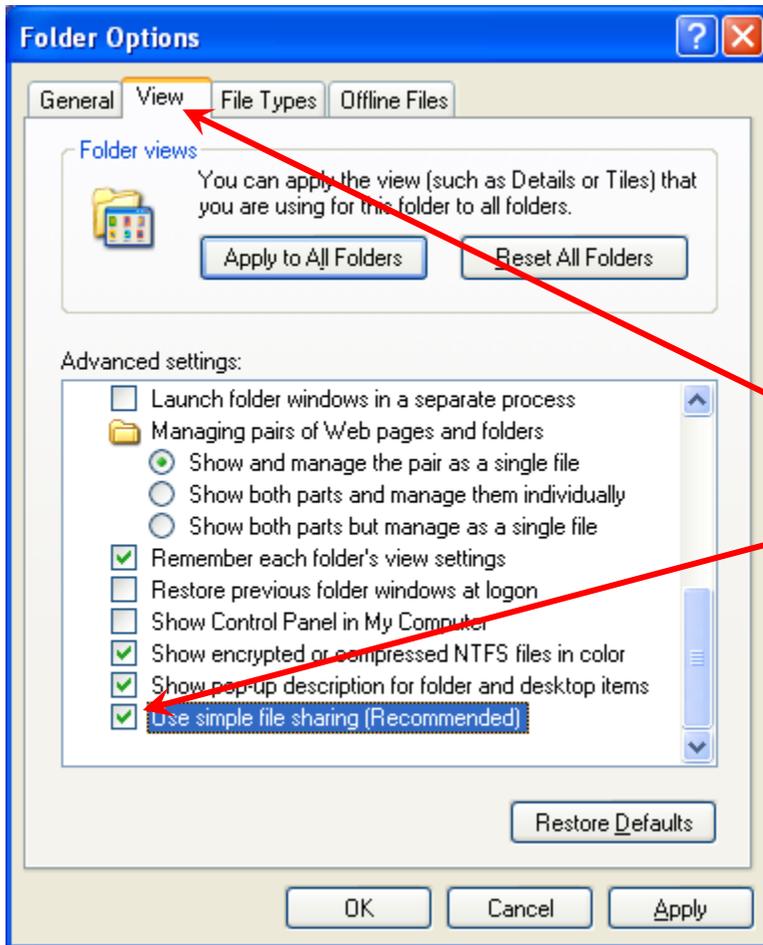


NOTE: If the "Sharing" tab option is not available, do the following:



Open "My Computer", click "Tools" then click "Folder Options..."

NOTE (Cont):

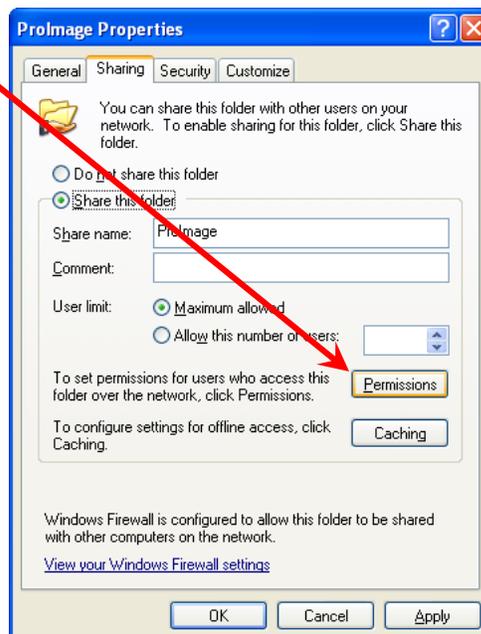


Click the "View" tab, and make sure "Use simple file share (Recommended)" is checked.

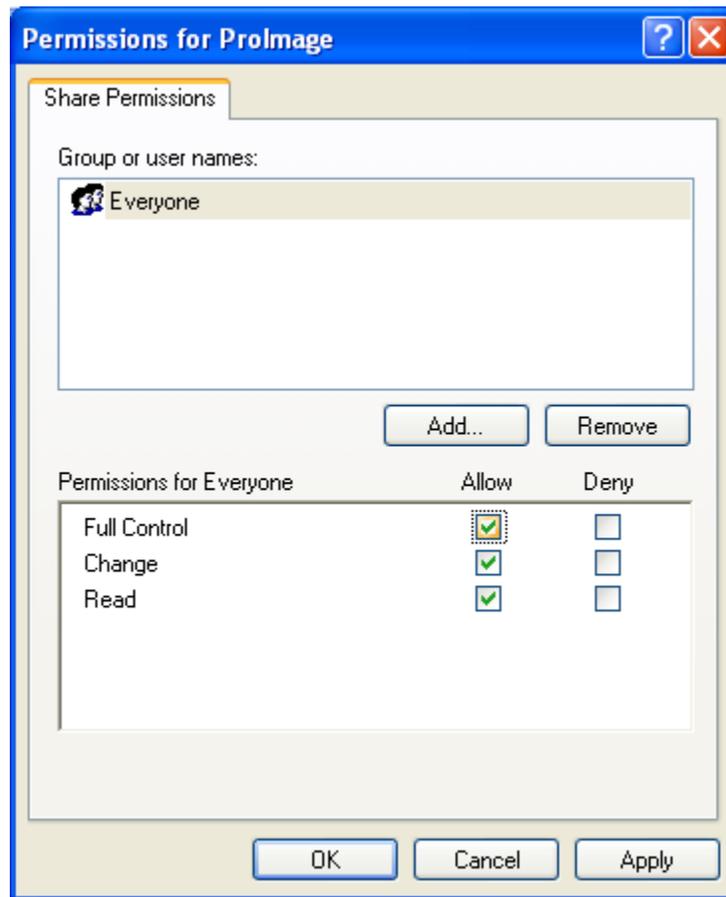
Click "Apply" then "OK"

Once this option is checked, you should see the "Sharing" tab in the "Prolmage Properties" window (Go back to step 4).

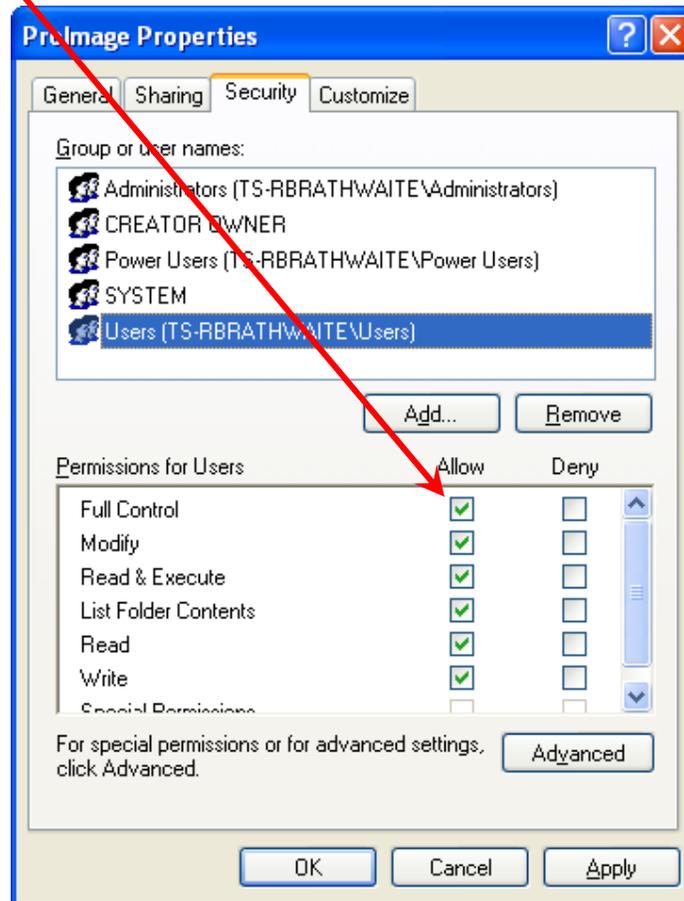
6. Next, click on **Permissions**.



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



- Now click the **Security** tab in the “Prolmage” Properties window. Click “Users” so it is highlighted and make sure the **Full Control** option is checked. Click **Apply** then **OK**.

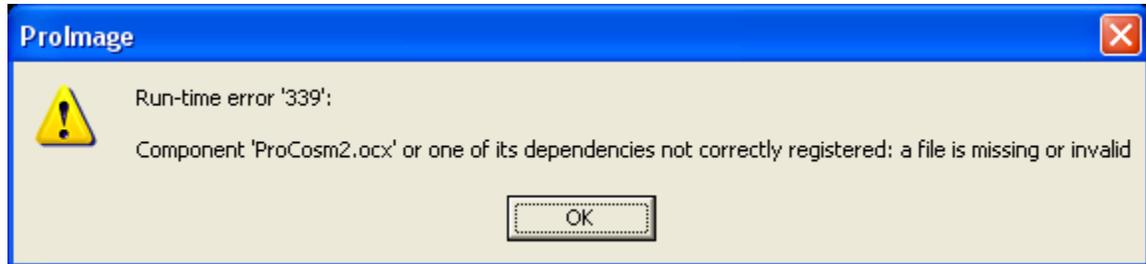


- Install Prolmage on all of the computers in the operatory. Do not install it on the server if the OS is Microsoft Server 2003.
- Run Prolmage on each client computer, and take pictures on one of them, and then verify that the images can be accessed from all the other computers.

V. Run-time error '339' Procosm2.ocx error

Problem:

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



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.

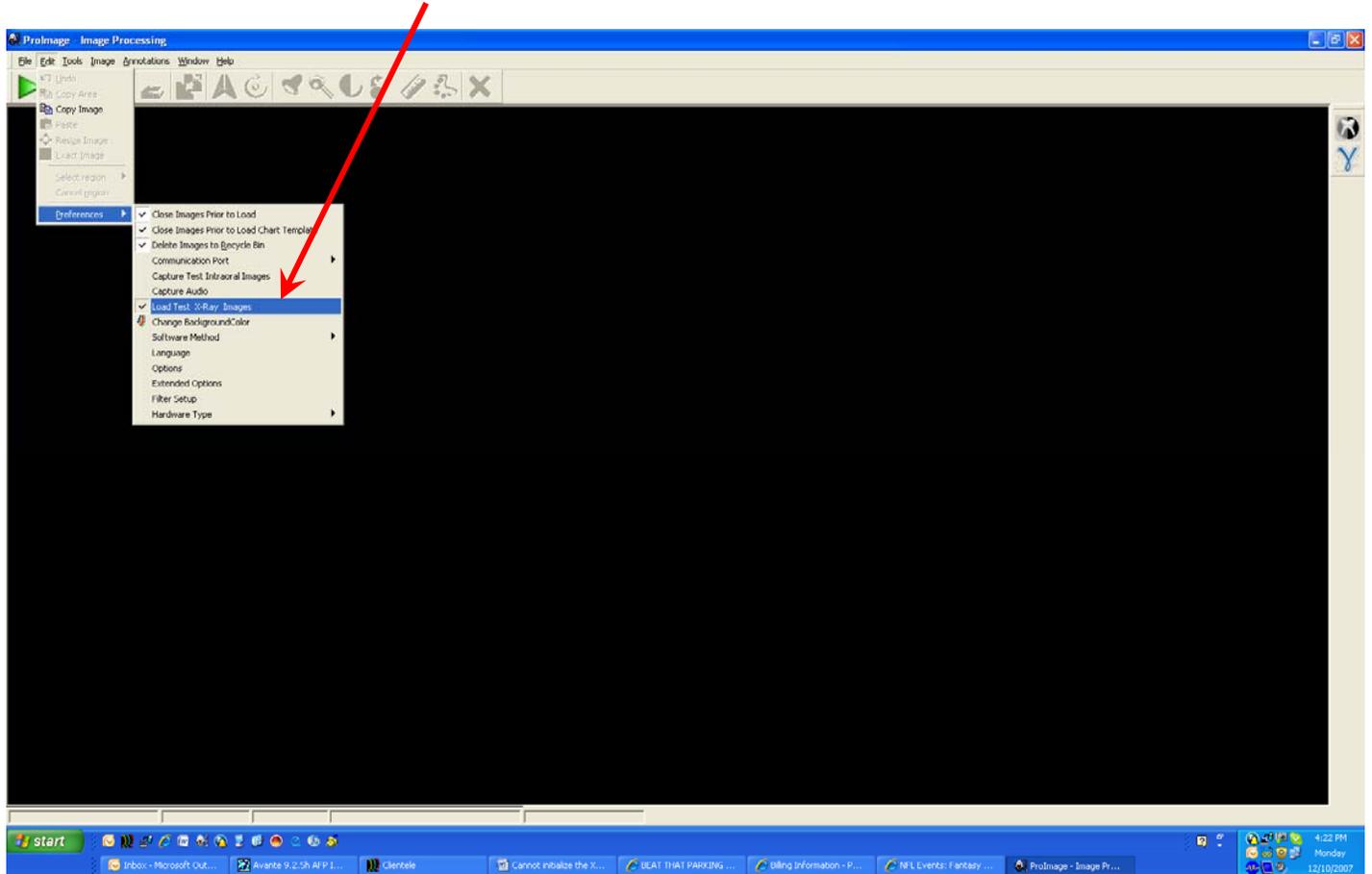
VI. Self Triggering

Problem:

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

Solution:

1. Go to the Main window in Prolmage 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, Prolmage is stuck in **WARMING UP** mode.

Solution:

1. Close Prolmage and go to the “C:/Program Files/Prolmage” folder.
2. Delete all *.dat files. Run Prolmage 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.
2. 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

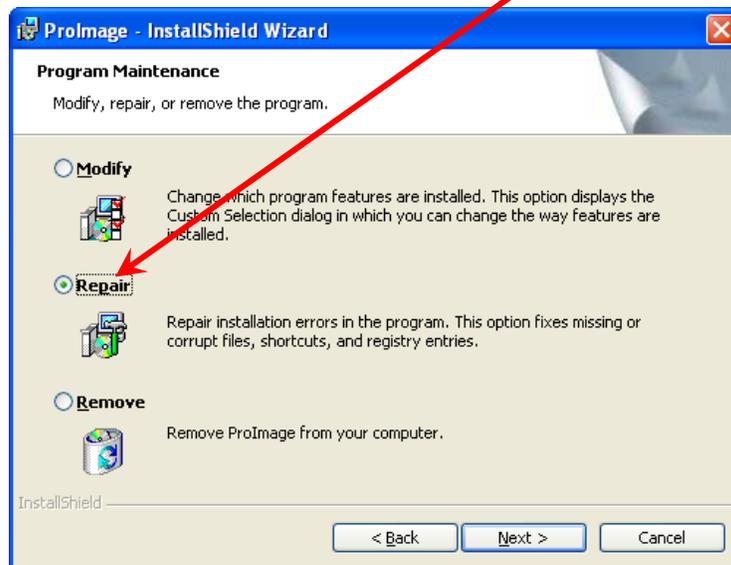
XI. Grayed out tool bar

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**".



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

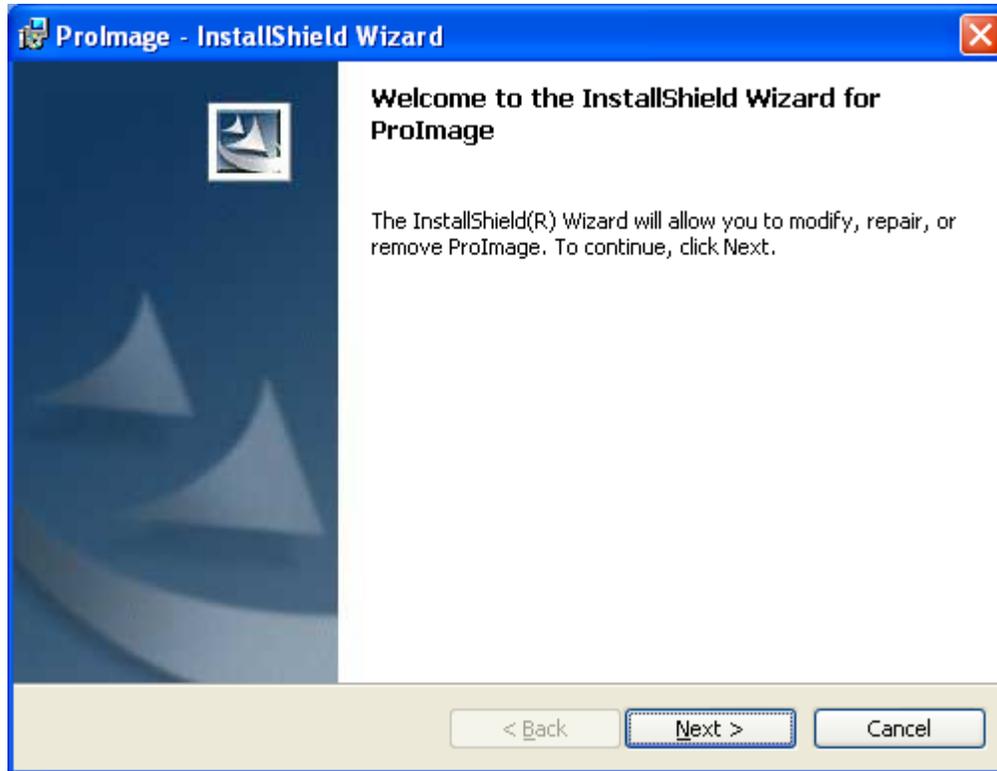
XII. Prolmage Will Not Run After Installation

Problem:

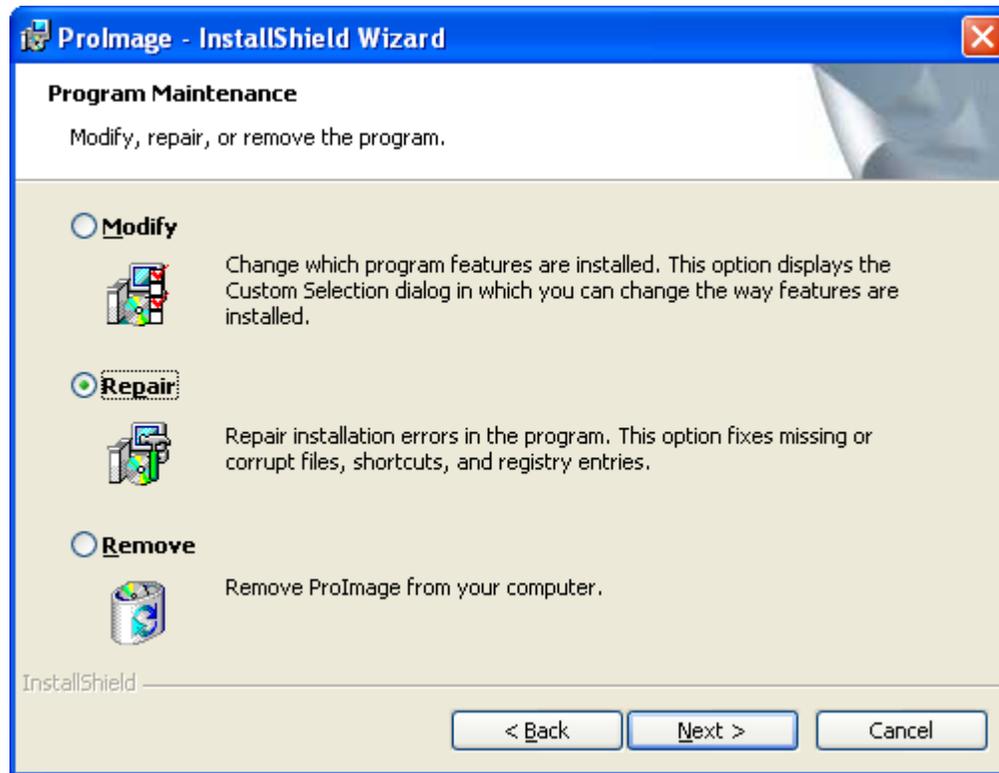
After installing Prolmage, the program will not open.

Solution:

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



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



3. After the repair program is finished, run Prolmage. 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 Prolmage 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.

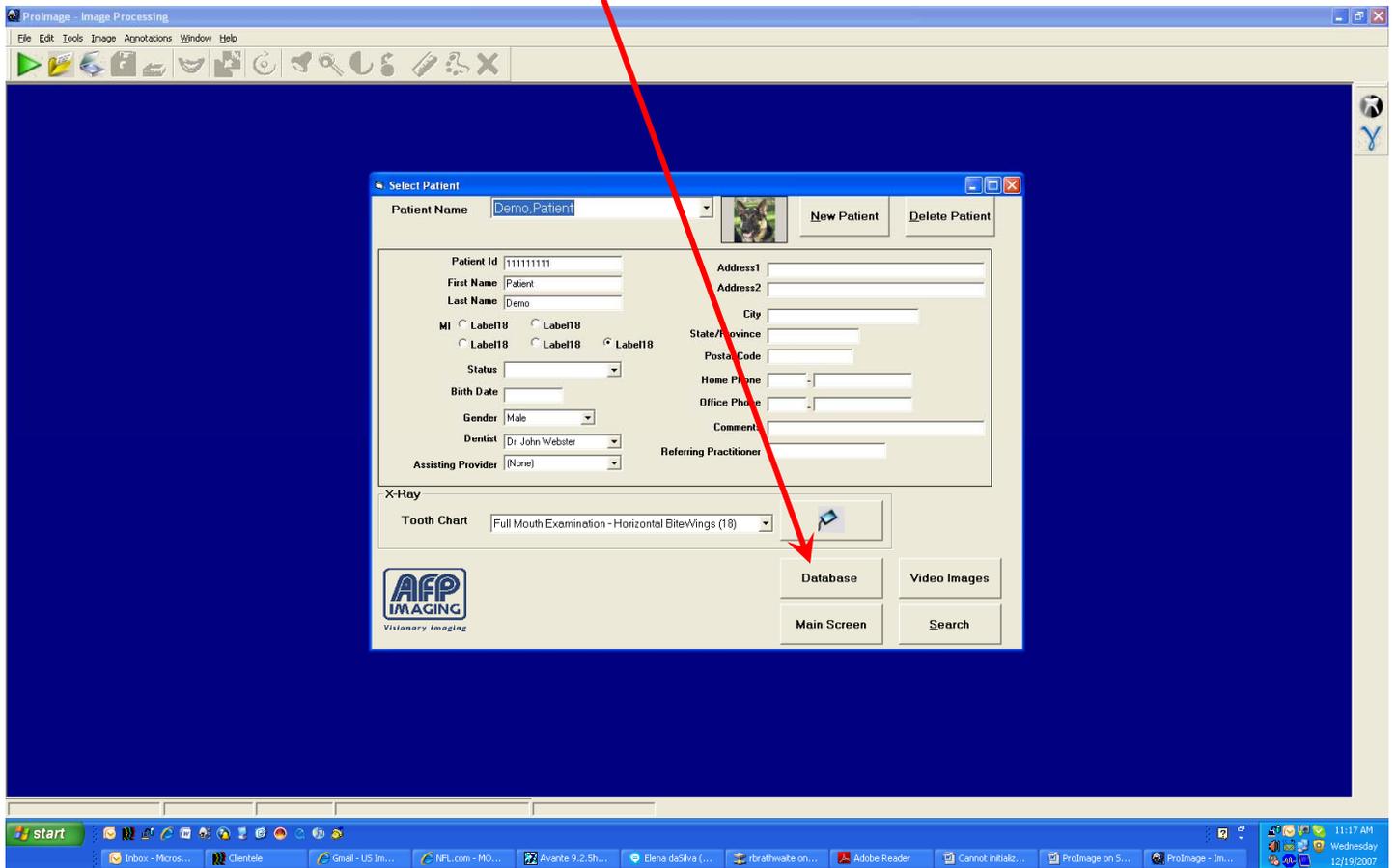
XIII. Wrong Images in Patient Folder

Problem:

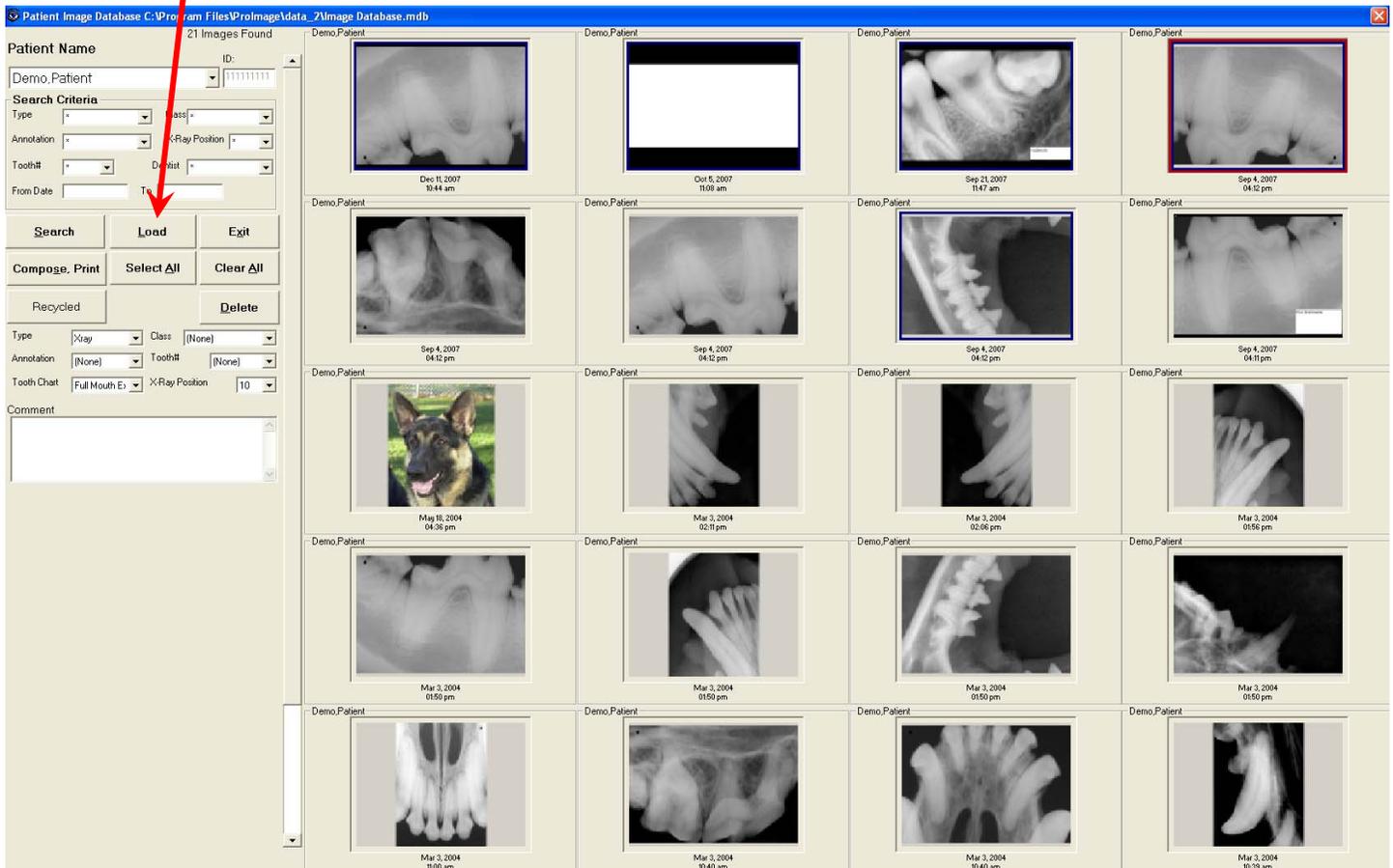
Images were stored into the wrong patient folder.

Solution:

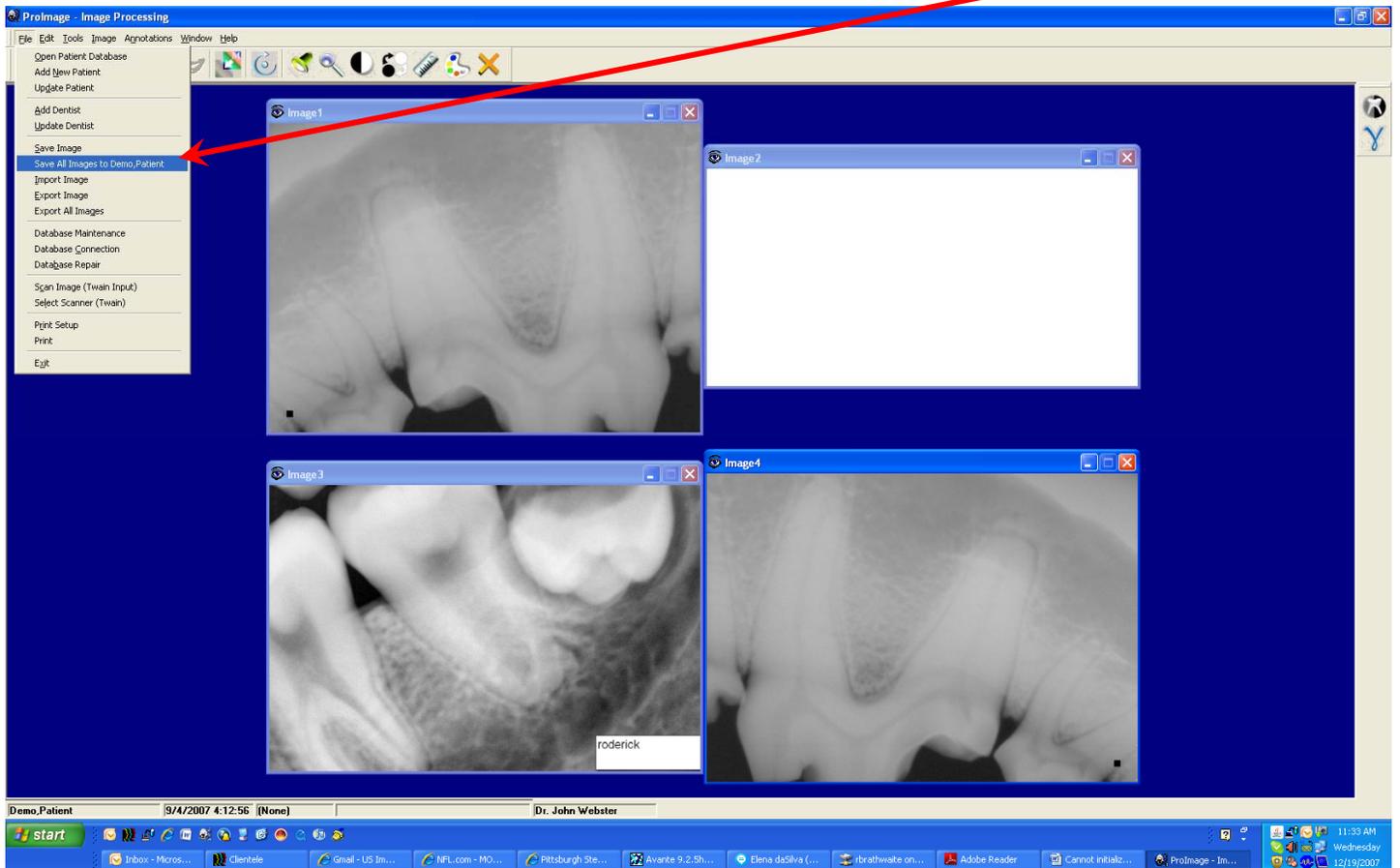
1. Select the Patients folder and click on **Database**



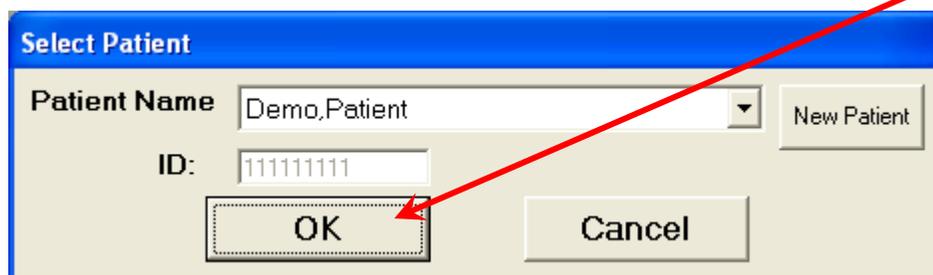
2. In the Patient Database window, choose all the images that do not belong there (all the chosen images will be outlined in blue).
3. Click "Load".



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

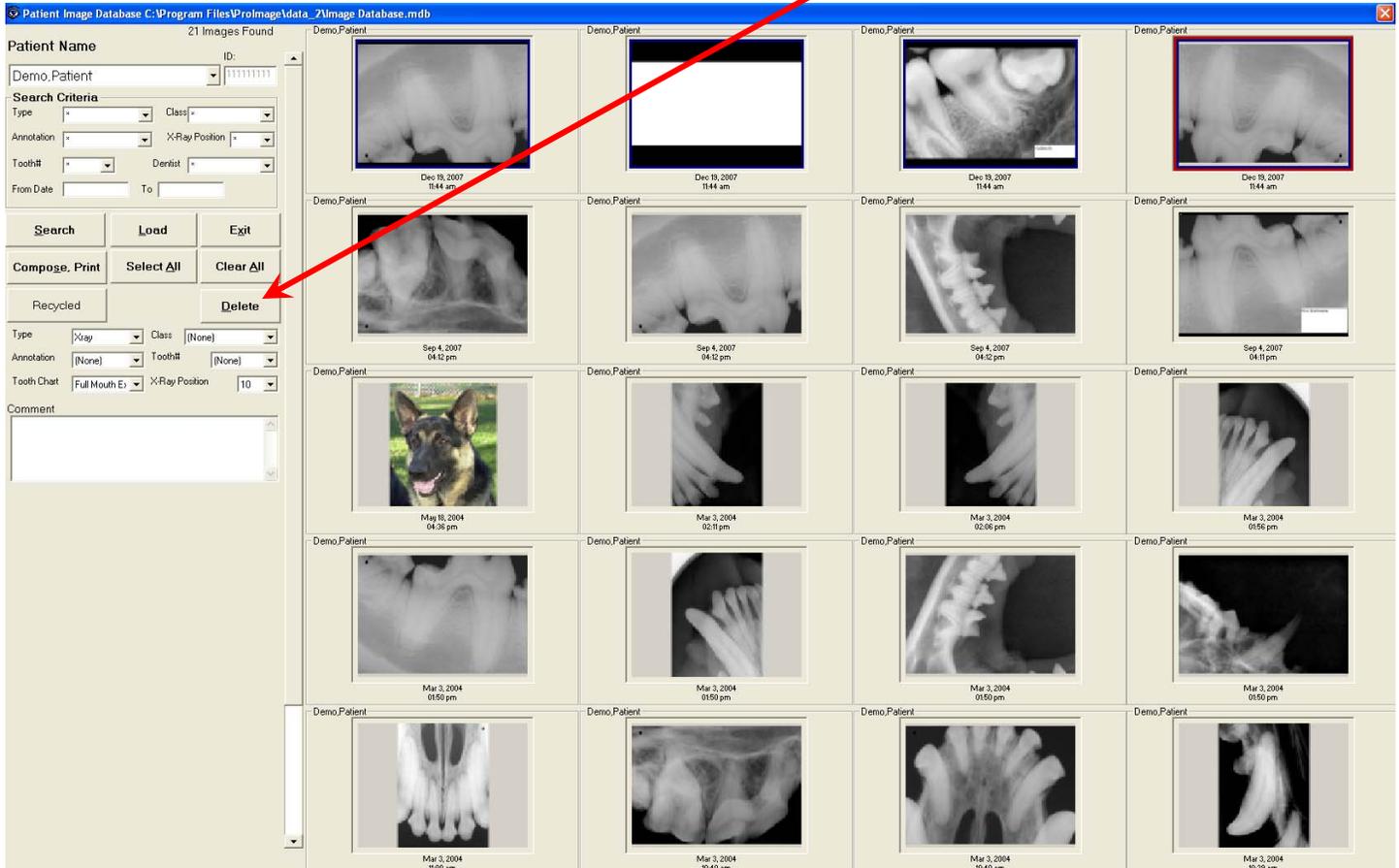


5. The "**Select Patient**" window will open. Select the Patient name that the images should go to and click "**OK**".



6. Open the Patient 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:

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

Solution (a):

The sensor converts x-ray radiation to a digital signal that is then sent to your computer, the Prolmage 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 ½" directly above the sensor.



3. Run "Start Exposure" Mode in Prolmage.
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.

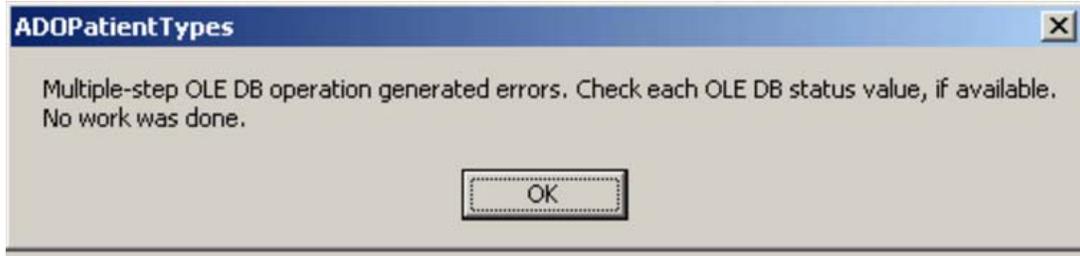
NOTE:

If none of the solutions above resolves the problem, and the unit is still under warranty 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.

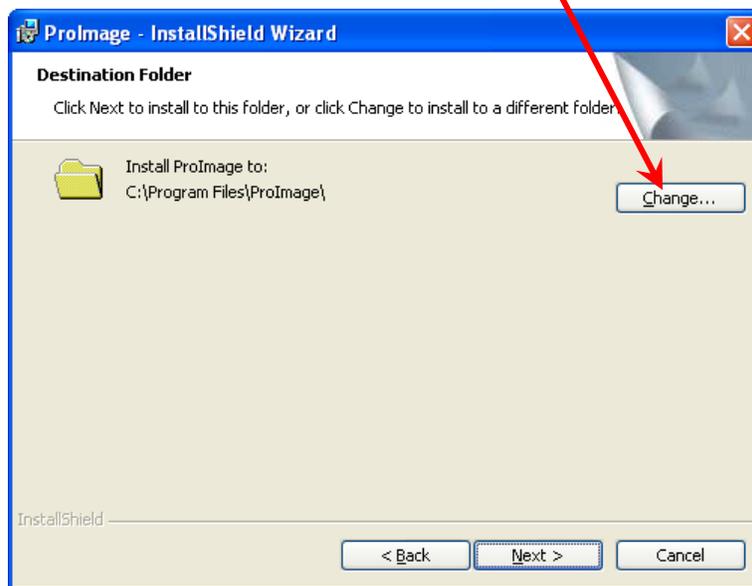
Problem:

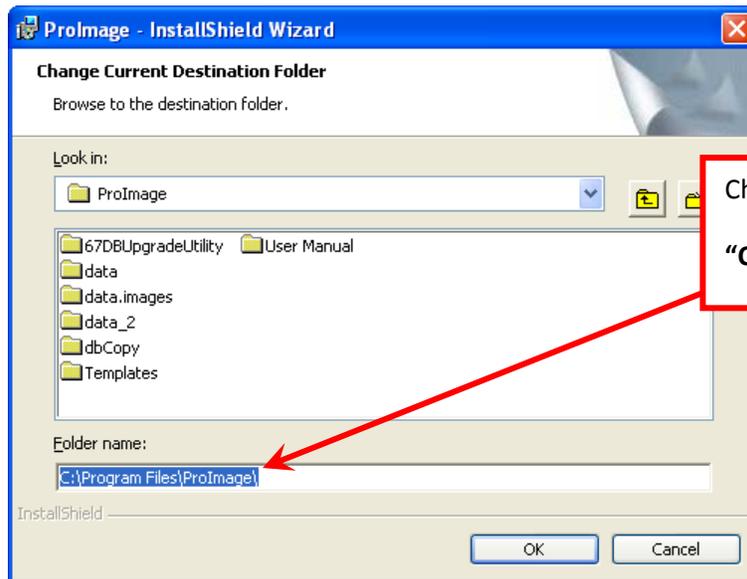
“Multiple-step OLE DB operation errors. Check each OLE DB status value, if available. No work was done.” Error occurs when Opening ProImage.



Solution:

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





3. Once the installation is complete Prolmage 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:

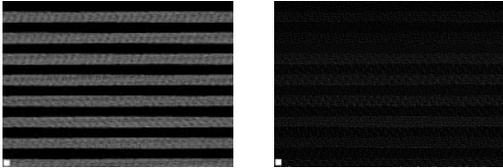
C:\users\“Username”\AppData\Local\VirtualStore\Program files\Proimage\Data

(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
1	EVA VETLUATION Returned Unopened	EVA Vetluation, nonpayment, not delivered, 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 Prolmage but NOT the software used by the clinic.

