Troubleshooting MIPACS

**Top Two**

Q: When opening MiPACS, I get an error message "Calling AE Title not recognized". No series display.
A: That computer is not found in the MiPACS database. Contact IT who will add you to the database.

Q: When opening MiPACS, the Series View shows x-rays, but no x-rays display when selected.
A: Turn off Windows Firewall. Start - Settings - Control Panel - Windows Firewall - Select OFF.

Error Messages When Opening MiPACS

Q: I click on the MiPACS button on the desktop and nothing happens.
A: Do not attempt to use MIPACS outside of Axium. It will not work. You must select a patient from within Axium first and then use the radiography icon from within Axium.

Q: MiPACS crashes when I try to change patients.
A: Switching patients without closing MiPACS may cause it to crash, taking axiUm down with it. Close MiPACS before switching patients.

Q: MiPACS crashes when I click on the x-ray button (patient selected). The error message reads, "MiPACS Viewer III has encountered a problem and needs to close. ... Failed to launch MiPACS." (You may also get a Windows error screen asking if you want to send a report.)
A1. You might have lost connection to Novel. Reboot and try again. If the problem continues, contact IT.
A2. Your workstation might have connection to the G drive (where the MiPACS database lives). Contact IT.
A3. Your MiPACS program on your workstation might be corrupt. Contact IT.

Q: When opening MiPACS, I get an error message "Operation failed with error 43009 (H1801). Refused, have destination unknown". Images won't open.
A: No clue but tends to occur after user changes to the workstation. Contact IT.

Error Messages Within MiPACS

Q: When I click on an x-ray, nothing happens and I get an error message "Connection has timed out". No x-rays display.
A1. Log out of MiPACS and axiUm and log back in by clicking on axiUm Client Production in the Application Explorer folder (not any shortcut).
A2. Your workstation might have lost it's connection to the G drive (and the MiPACS database). Contact IT.

Q: I can't save because of "Conversion Error."
A: Under Properties – Object, Conversion Type will say None. Click on Conversion Type to activate the drop-down box and select DF – Digitized Film. Do this for every image that has this problem, including images beneath the template.

Q: I can't save because of "Laterality, Region, Modifier Error."
A: Under Properties – Anatomic information, Description may say None and Laterality, Region, and Modifier may say Unknown. Click on Description to activate the drop-down box and select the correct teeth descriptor. The other qualities will fill in automatically. Do this for every image that has this problem, including images beneath the template.

Revised 3/10
Q: I can't view all of the images in a series saved to DICOM. Part of the images display in the template and the rest of the areas show a big black “X”.
A: If you are sure your images were saved to DICOM (look for the yellow canister), highlight the damaged series name in the right window and press your delete key (or have faculty log in and do this). The server will then automatically repopulate the workstation with the uncorrupted images.

Q: I can't drag an image into or out of a template.
A: First, the image must be unnapproved (red triangle in the corner). If your cursor makes little squares every time you try to drag, your Annotate button is turned on. Click on Annotate (a little white square will appear on your image) and then click it again to turn it off. Now drag. Make sure no button is activated if the problem persists.

Q: There's a little circle on my image.
A: Your image was exposed backwards. Don't redo if the image is useable. Mirror the image if appropriate.

Q: My tool bar disappeared.
A: Contact IT. They'll need to reinstall the software.

Q: I saved my images in the wrong template.
A: Leave them there if it doesn't make any difference. If they need to be in another template, export the images out of MiPACS and import them into the correct template (instructions online).

Q: I saved my images in the wrong patient records.
A: Export the images out of MiPACS and import them into the correct record (instructions online). Contact Shawn Parham to remove the invalid series.

Q: I want to delete an approved or unapproved image or series that has NOT been saved to DICOM
A: Highlight the image or the series and push the Delete key on the keyboard. Requires faculty approval.

Q: I want to delete a series that has been saved to DICOM.
A: You can't delete any series or part of a series that has been saved to DICOM. You can export images and import them into a new series if you need to. Contact Shawn Parham to delete inappropriately placed series.

**Error Messages When Scanning in Plates**

Q: Optime ate my sheath/plate or won't power up or won't take the plates.
A: Call Biomedical Services at 1-2620.

Q: My screen freezes when scanning in the image.
A: Close MiPACS. Exit out of axiUm. Open axiUm. Select the same patient. Open MiPACS. The image might be there. Send an email to IT to report the problem.

Q: When scanning to DICOM, box says Saving and then pops up with error message saying, "unable to transfer (a number of) images. Check the connection with the server." Tried to export images and import into new template but got the same error message. Not Saved to DICOM image.
A: No clue - contact IT.