Reporting A Problem

Pixmeo, the company that distributes OsiriX, is responsible for ensuring that OsiriX is working correctly, without errors and producing correct image quality and measurements. Each release of OsiriX is fully tested and validated, but some problems can remain unknown, only discovered within a specific situation or when connected to another software environment. When problems occur with OsiriX, users should communicate them to Pixmeo, allowing Pixmeo to correct these problems within a short timeframe and to let other users know about them, if necessary. Each problem will be evaluated to determine how serious it is and a workaround or a patch will be provided.

Following informations should be available in your bug report:

- 1. Class: Feature Request, System Error, Serious Bug, Minor Bug
- 2. Reported By: email
- 3. Product: Version number, see About Window in OsiriX > About
- 4. Is it reproducible: Yes, Occasionally, One Time, No
- 5. Description
- 6. Steps to Produce/Reproduce
- 7. Expected Results
- 8. Actual Results
- 9. Workarounds

Pixmeo can be contacted by the following means:

Mail Box	Pixmeo Sarl
	266 rue de Bernex
	CH-1233 Bernex
	Switzerland
Web	https://www.osirix-viewer.com/about/contact/
	https://www.osirix-viewer.com/my-account/

1 How to report a problem

For a crash:

- 1. Go to the /Applications/Utilities folder
- 2. Launch the *Console* application
- 3. In the View Menu, choose Show Log List if not displayed
- 4. Find and select: ~/Library/Logs > CrashReporter > OsiriX.crash.log

5. Copy and paste the entire crash log in your bug report (see Figure 1)

00	SoliriX_2012-09-01-174329_MacBook	roRetina.crash
	R	Q+ String Matching
Hide Los List Move to Track Clear Direlay Jerest Mark	r Paland	Elitar
The bog List wove to trash Clear bisplay insert many	Version: 5.0.2 (10361M)	riter
All Messages DIAGNOSTIC AND USAGE INFORMATION	Code Type: X86-64 (Native) Parent Process: launchd [149]	
Diagnostic and Usage Messages	USER 10: 562	
Viser Diagnostic Reports	Date/Time: 2012-09-01 17:43:28.446 +02	88
Binreader_2012-09-08-155058_MacBookProRetina.crash	Report Version: 10	
Binreader_2012-09-08-155112_MacBookProRetina.crash	Crashed Thread: 8 Dispatch queue: com anol	e main_thread
mdworker_2012-09-01-121721_MacBookProRetina.crash	crushed initiality of preparent queues contappe	
mdworker_2012-09-01-121726_MacBookProRetina.crash	Exception Type: EXC_BAD_INSTRUCTION (SIGILL Exception Codes: 0x000000000000001, 0x00000) 99999999999
mdwrite_2012-09-10-091246_MacBookProRetina.crash		
OsiriX_2012-09-01-165602_MacBookProRetina.crash	Thread Ø Crashed:: Dispatch queue: com.apple Ø OsiriX	.main-thread 0x000000011000652b -[AppController applicationWillFinishLaunching:] + 4299
OsiriX_2012-09-01-174304_MacBookProRetina.crash	(AppController.m:3581)	
OsiriX 2012-09-01-174329 MacBookProRetina.crash	1 com.apple.CoreFoundation 2 com.apple.Foundation	0x00007fff93daca76 -INSNotificationPost + 2554
OsiriX 2012-09-10-092105 MacBookProRetina.crash	postNotificationName:object:userInfo:] + 64	
OsiriX 2012-09-10-092217 MacBookProRetina.crash	<pre>3 USIFIX my_postNotificationName:object:userInfo:] +</pre>	125 (OsiriXNotificationCenter.m:171)
OsiriX 2012-09-10-105937 MacBookProRetina.crash	4 com.apple.AppKit	0x00007fff91334f04 -[NSApplication finishLaunching] + 331
OsiriX_2012-09-10-110236_MacBookProRetina.crash	6 com.apple.AppKit	0x00007fff912d9656 NSApplicationMain + 869
PluginProcess_2012-09-02-095410_MacBookProRetina.crash	7 OsiriX	0x00000010fff1d44 start + 52
scimitar_sf_2012-09-12-180516_MacBookProRetina.crash	Thread 1:: Dispatch queue: com.apple.root.de	fault-overcommit-priority
WebProcess_2012-09-20-225939_MacBookProRetina.crash	0 libsystem_kernel.dylib 1 libsystem_info_dvlib	0x00007fff98e84d16 kevent + 10 0x00007fff98e84d16 kevent + 1208
Xcode_2012-09-01-164736_MacBookProRetina.crash	2 libsystem_info.dylib	0x00007fff945c8275 mdns_hostbyaddr + 458
V System Diagnostic Reports	3 libsystem_info.dylib 4 libsystem_info.dylib	0x00007fff945c7fe9 search_host_byaddr + 156 0x00007fff945c7cc5 si nameinfo + 513
Mail_2012-09-18-203619_MacBookProRetina.hang	5 libsystem_info.dylib	0x00007fff945cl1ed getnameinfo + 209
OsiriX_2012-09-10-082636_MacBookProRetina.spin	b com.apple.Foundation resolveCurrentHostWithHandler:] block invoke	0x0000/TTT9308Dabc40-(NSHOST 0 + 108
OsiriX_2012-09-16-180900_MacBookProRetina.hang	7 libdispatch.dylib	0x00007fff90168f3d _dispatch_call_block_and_release + 15
OsiriX_2012-09-20-180334_MacBookProRetina.hang	9 libdispatch.dylib	0x00007fff9016623e _dispatch_worker_thread2 + 304
Xcode_2012-09-16-091819_MacBookProRetina.hang	10 libsystem_c.dylib	0x00007fff976bbceb_pthread_wqthread + 404
Xcode_2012-09-16-092028_MacBookProRetina.hang	an coosystem_cruytto	execcertification and the second state of the
59.55	Thread 2:: Dispatch queue: com.apple.libdisp	atch-manager
outen les	1 libdispatch.dylib	0x00007fff90167e26 _dispatch_mgr_invoke + 883
T =// ibrany/Lons	2 libdispatch.dylib	0x00007fff90167a2a _dispatch_ngr_thread + 54
OvED log	Thread 3:: Dispatch queue: com.apple.root.de	fault-overcommit-priority
► Ariohe	0 libsystem_kernel.dylib 1 libsystem info.dylib	0x0000/TTT98884016 Kevent + 10 0x00007fff945c590a mdns search + 1208
	Size: 70 KB	▲ Earlier ▼ Later Now

Figure 1: Console Application

For a hang (spinning ball):

- 1. Go to the /Applications/Utilities folder
- 2. Launch Activity Monitor application (Figure 2)
- 3. Select OsiriX in the list (displayed in red for hanging applications)
- 4. In the *View* Menu, choose *Sample Process*
- 5. Click on the *Save...* button in the top right window
- 6. Copy and paste the entire report in your bug report

🗯 Activity Monitor File Edit	View Window Help		
000	Columns Dock Icon Update Frequency	* * *	
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Quit Process Inspect Sample Process	Sample Process	ጚ፝፝፞፞፝፝፝	
PID Process Name 1023 A OsiriX	Quit Process Send Signal to Process	Υ#Q	
	Show Deltas for Process	٦жJ	-
	Clear CPU History	ЖK	
	Hide Toolbar Customize Toolbar		

Figure 2: Activity Monitor Application

In some cases, corrupted DICOM images may interfere with OsiriX and may cause OsiriX to crash. You can restart OsiriX in a *protected mode* by holding down the shift and option key $(\widehat{\mathbf{u}} + \nabla)$ while starting OsiriX. In *protected mode*, OsiriX will NOT read and display the content of DICOM files. This will allow you to delete the studies or series that may be corrupted.



Figure 3: Protected Mode

Sometimes, corrupted OsiriX preferences can crash OsiriX. You can reset the OsiriX preferences, by holding down the command and option key $(\Re + \mathbb{V})$ while starting OsiriX. This will completely erase the existing preferences. You can also do it in the *Terminal* application, located in the */Applications/Utilities* folder. Enter: "defaults delete com.rossetantoine.osirix", and press return.