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:

<table>
<thead>
<tr>
<th>Mail Box</th>
<th>Pixmeo Sarl</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>266 rue de Bernex</td>
</tr>
<tr>
<td></td>
<td>CH-1233 Bernex</td>
</tr>
<tr>
<td></td>
<td>Switzerland</td>
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</tbody>
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| 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)

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
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 (⌘ + ⌘) 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.

Sometimes, corrupted OsiriX preferences can crash OsiriX. You can reset the OsiriX preferences, by holding down the command and option key (⌘ + ⌘) 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.