

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)

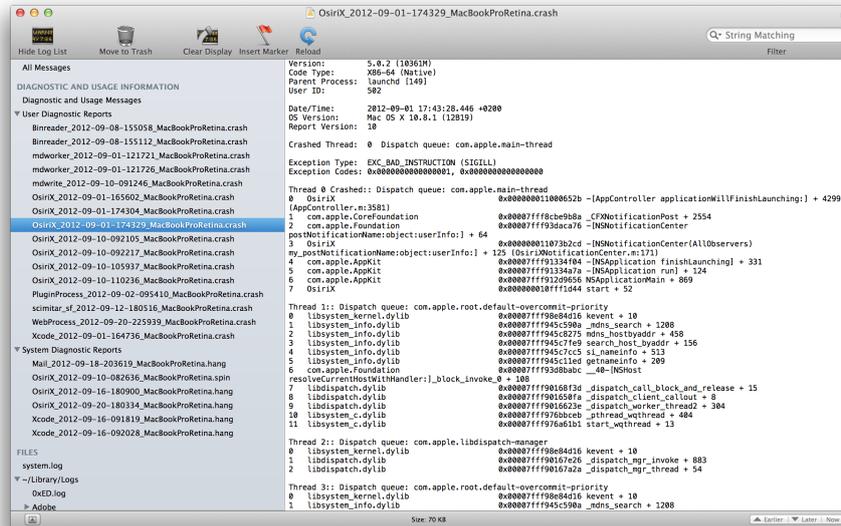


Figure 1: Console Application

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

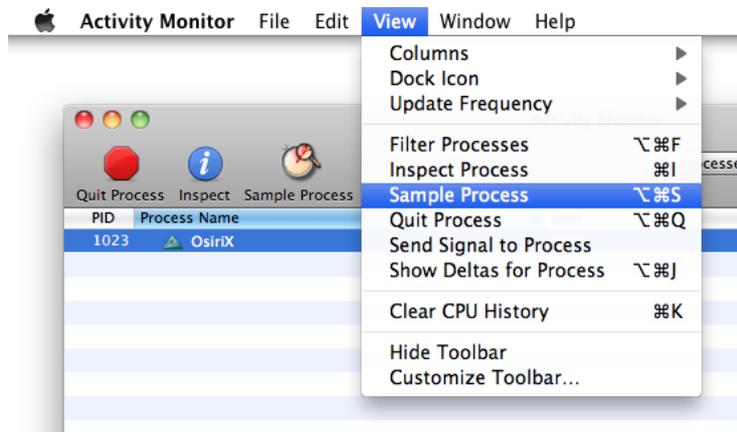


Figure 2: Activity Monitor Application

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 ($\hat{\cup} + \grave{\cup}$) 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.

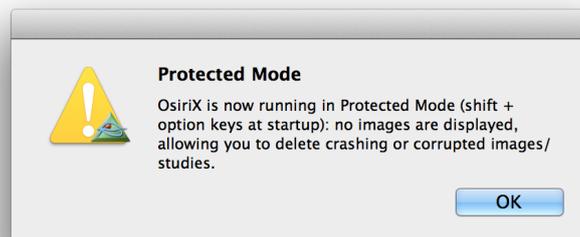


Figure 3: Protected Mode

Sometimes, corrupted OsiriX preferences can crash OsiriX. You can reset the OsiriX preferences, by holding down the command and option key ($\mathfrak{H} + \grave{\cup}$) 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.