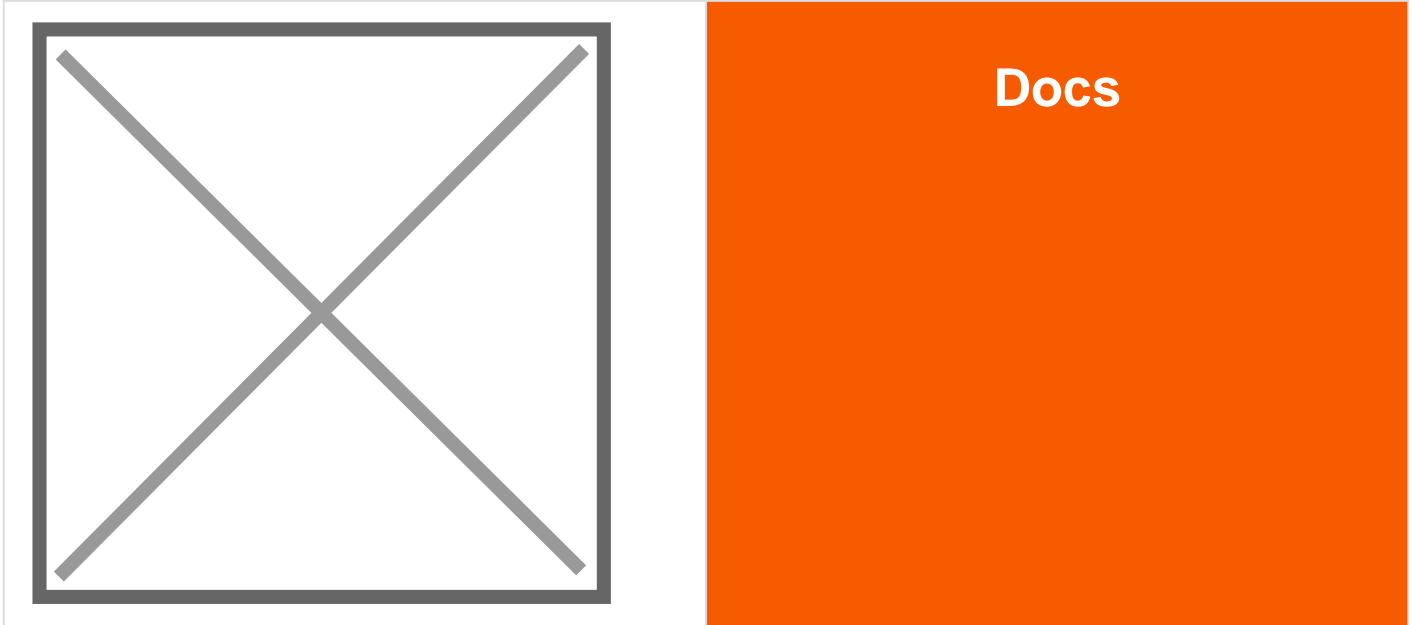


# Carestream Dental R4

- [65.021 R4: Patient notes not visible](#)
- [65.022 R4: The server that was previously used is not available](#)
- [65.023 R4: Mouthwatch Intraoral camera setup for Carestream Dental - white screen](#)
- [65.024 R4: The system has detected that a full backup job had not been performed since](#)

# 65.021 R4: Patient notes not visible



## Document Control

<b>Document Name</b>	65.021 R4: Patient notes not visible		
<b>Version</b>	v1.0 Current		
<b>Author</b>	Neil Tancock, IT Services (Safeharbour Support Ltd), <a href="mailto:neil@safeharboursupport.com">neil@safeharboursupport.com</a>		
<b>Approval</b>	Safeharbour Support		
<b>Approval date</b>	01-JAN-2025	<b>Review date</b>	31-DEC-2027
<b>Abstract</b>	None		
<b>Scope</b>	This document applies to all clients of Safeharbour Support Ltd		
<b>Inputs</b>	None		
<b>Outputs</b>	None		

## Change Control

<b>Date</b>	<b>Author</b>	<b>Version</b>	<b>Change</b>
02-DEC-2024	Neil Tancock	0.0	First version

01-JAN-2025	Neil Tancock	1.0	Approved
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When in R4, the patient's 'Post It' note can not be visible. It will appear as a Task on the Task Bar, but the window is nowhere to be seen.

Right-click on Ghost Note on task bar and then click Move. Then press the up arrow several times until the window appears.

-----<END OF DOCUMENT>-----

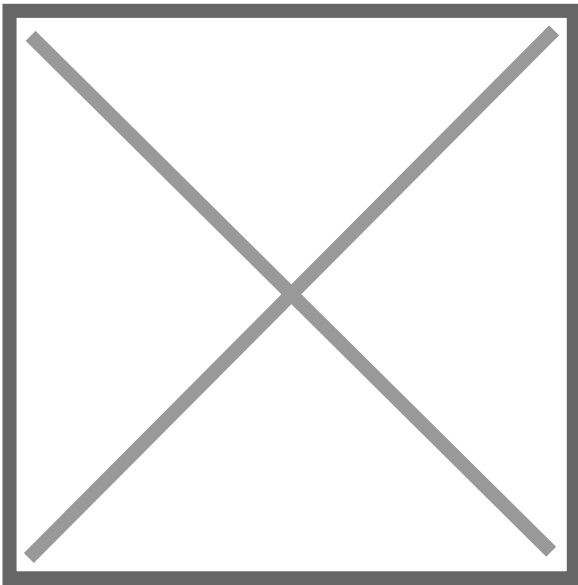
**Need help? Get in touch!**

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You can email us at [hub@safeharboursupport.com](mailto:hub@safeharboursupport.com)

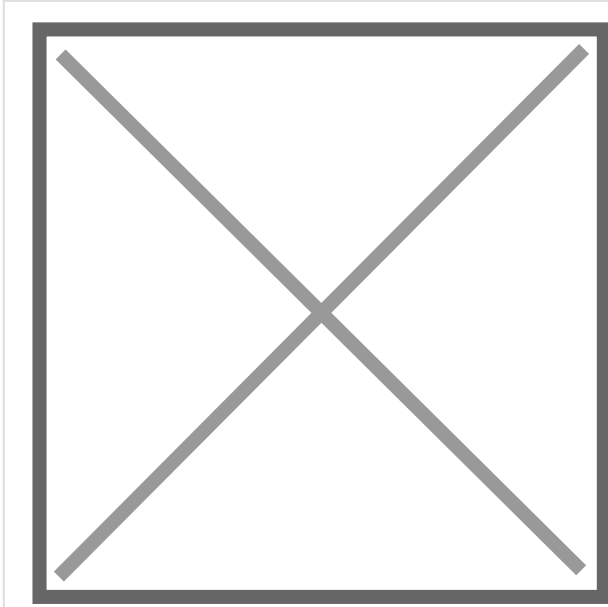
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You can Whatsapp us right here: <https://wa.me/441752373000>





# 65.022 R4: The server that was previously used is not available



Docs

## Document Control

<b>Document Name</b>	65.022 R4: The server that was previously used is not available		
<b>Version</b>	v1.0 Current		
<b>Author</b>	Neil Tancock, IT Services (Safeharbour Support Ltd), <a href="mailto:neil@safeharboursupport.com">neil@safeharboursupport.com</a>		
<b>Approval</b>	Safeharbour Support		
<b>Approval date</b>	01-JAN-2025	<b>Review date</b>	31-DEC-2027
<b>Abstract</b>	None		
<b>Scope</b>	This document applies to all clients of Safeharbour Support Ltd		
<b>Inputs</b>	None		
<b>Outputs</b>	None		

## Change Control

<b>Date</b>	<b>Author</b>	<b>Version</b>	<b>Change</b>
02-DEC-2024	Neil Tancock	0.0	First version

01-JAN-2025	Neil Tancock	1.0	Approved
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When logging in to R4, you may see this error message as R4 cannot access \\servername\wsys2k\$

This is usually caused by incorrect Windows credentials in Credential Manager

Run Credential Manager on the client machine, find the logon for the server and change the password to the server logon

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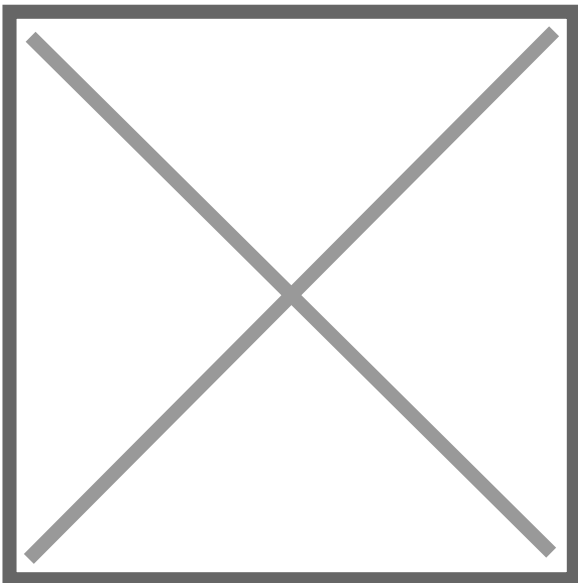
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You can email us at [hub@safeharboursupport.com](mailto:hub@safeharboursupport.com)

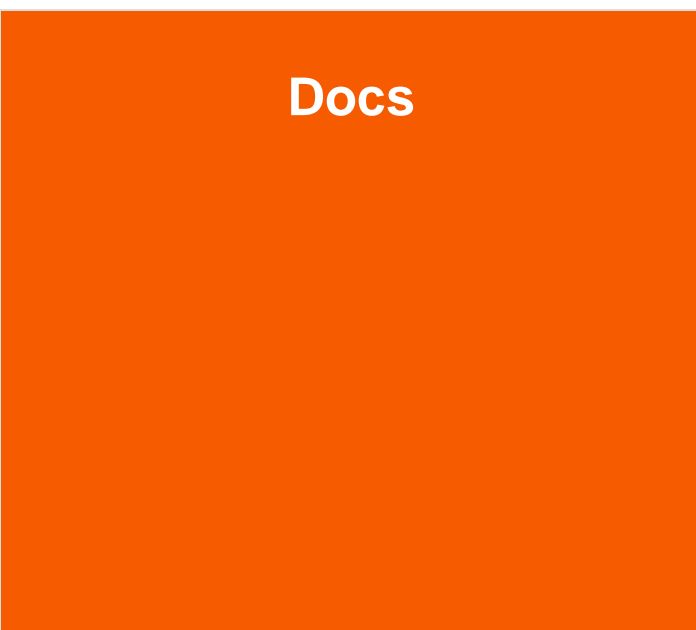
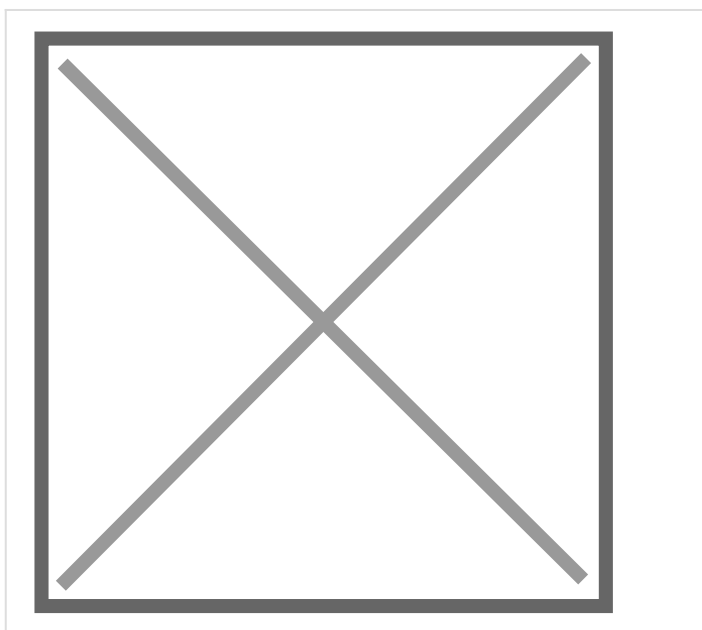
You can chat & Collaborate with us at <https://kite.wildix.com/nc-a12/3001>

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# 65.023 R4: Mouthwatch Intraoral camera setup for Carestream Dental - white screen



## Document Control

<b>Document Name</b>	65.023 R4: Mouthwatch Intraoral camera setup for Carestream Dental - white screen		
<b>Version</b>	v1.0 Current		
<b>Author</b>	Neil Tancock, IT Services (Safeharbour Support Ltd), <a href="mailto:neil@safeharboursupport.com">neil@safeharboursupport.com</a>		
<b>Approval</b>	Safeharbour Support		
<b>Approval date</b>	01-JAN-2025	<b>Review date</b>	31-DEC-2027
<b>Abstract</b>	Sometimes a Windows update will knock out the ability for Kodak Imaging to pick up the video feed from a Mouthwatch camera and you get a white screen.		
<b>Scope</b>	This document applies to all clients of Safeharbour Support Ltd		
<b>Inputs</b>	None		
<b>Outputs</b>	None		

## Change Control

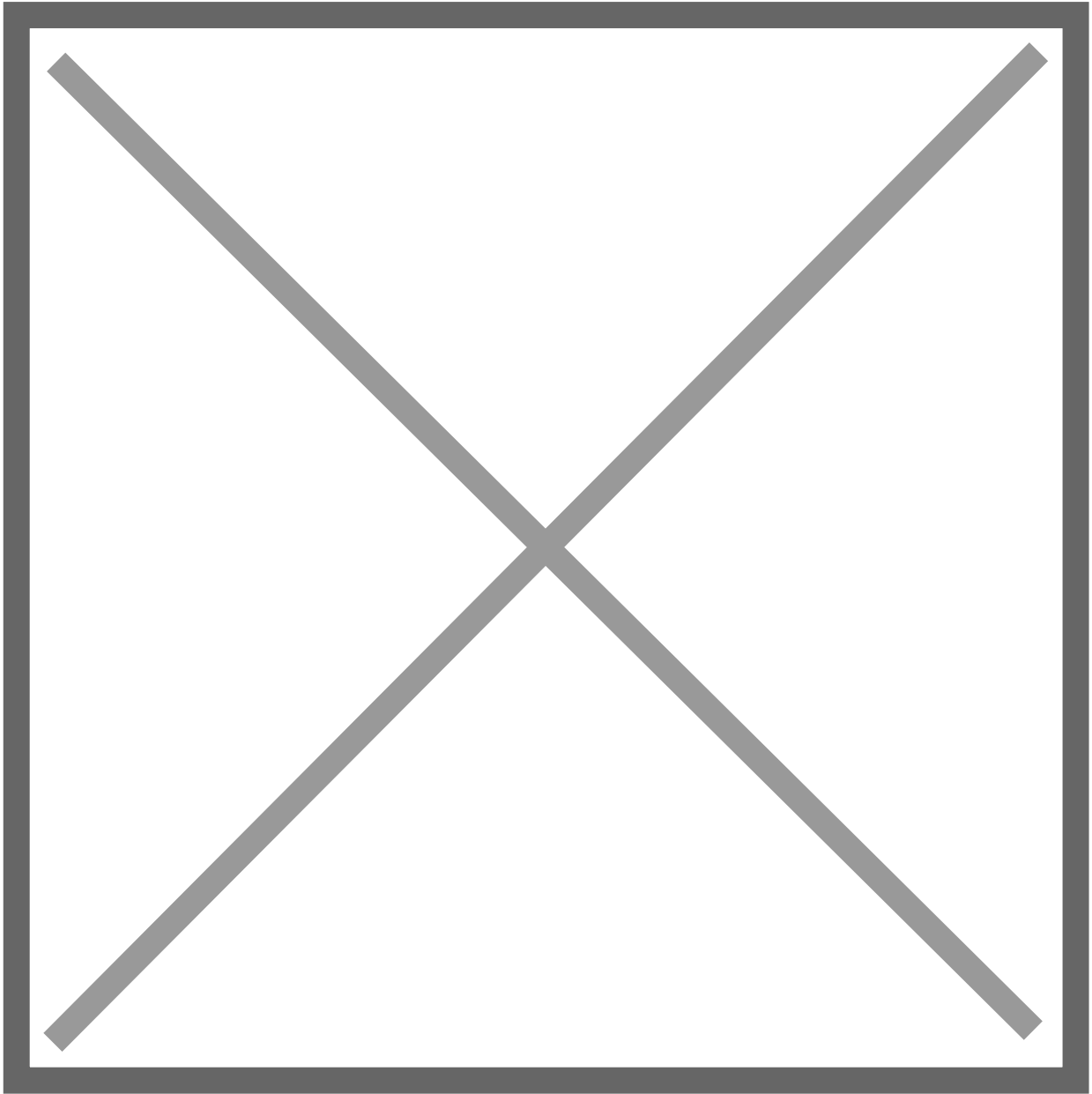
<b>Date</b>	<b>Author</b>	<b>Version</b>	<b>Change</b>
02-DEC-2024	Neil Tancock	0.0	First version
01-JAN-2025	Neil Tancock	1.0	Approved

-----<START OF DOCUMENT>-----

Sometimes a Windows update will knock out the ability for Kodak Imaging to pick up the video feed from a Mouthwatch camera and you get a white screen.

To fix this, you need to apply a registry update to windows:

- Open File Explorer and browse to "C:\Program Files (x86)\MouthWatch Capture\Files\Dentrix Image Fixes"



- If you are on a x64 machine, double click on whitescreenfix\_x64.reg and confirm the registry update
- If you are on a x86 machine, double click on whitescreenfix\_x86.reg and confirm the registry update

That's it! The video preview should now be working.

-----<END OF DOCUMENT>-----

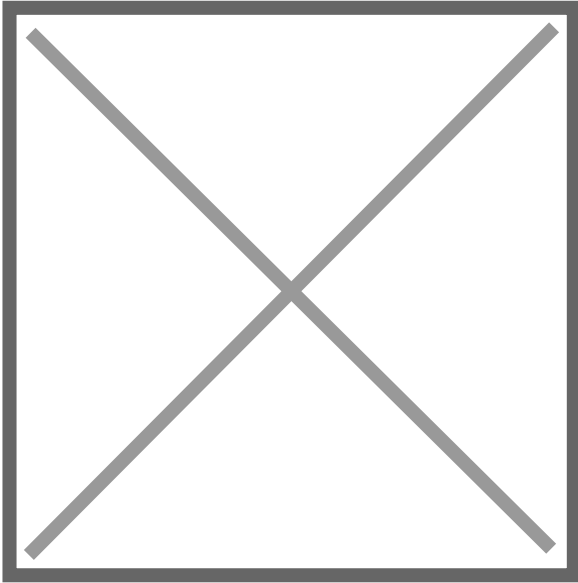
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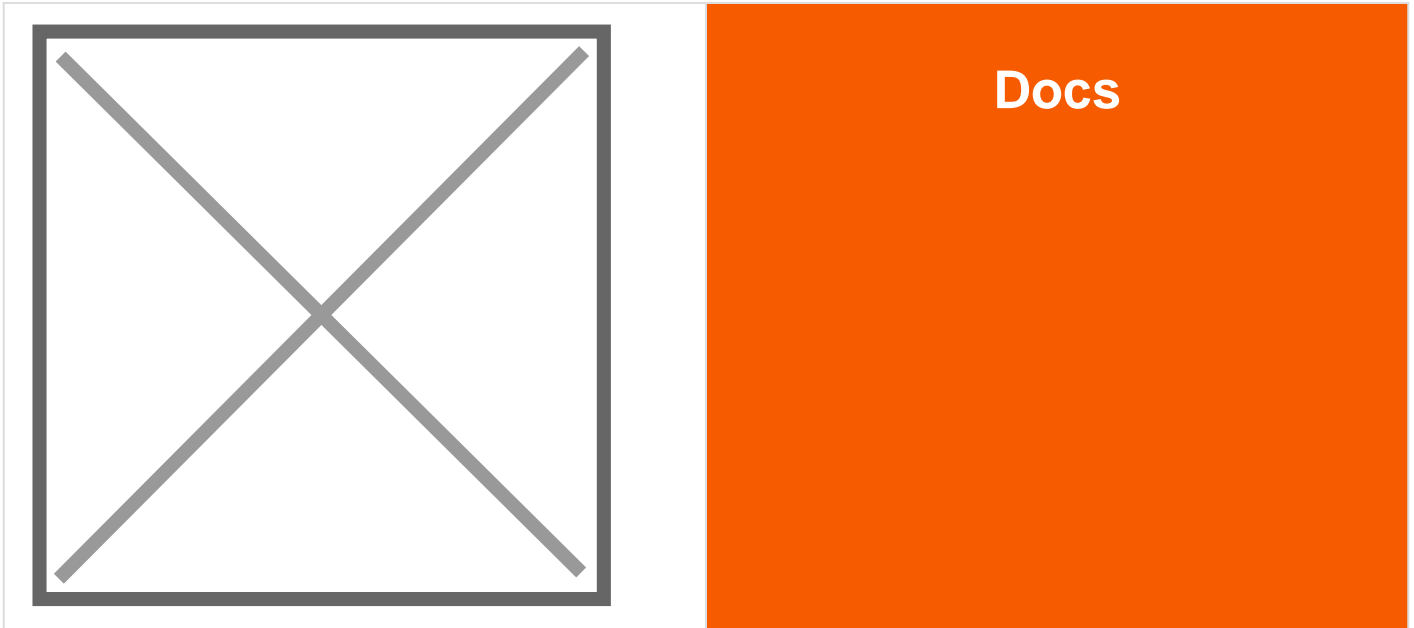
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# 65.024 R4: The system has detected that a full backup job had not been performed since



## Document Control

<b>Document Name</b>	65.024 R4: The system has detected that a full backup job had not been performed since		
<b>Version</b>	v1.0 Current		
<b>Author</b>	Neil Tancock, IT Services (Safeharbour Support Ltd), <a href="mailto:neil@safeharboursupport.com">neil@safeharboursupport.com</a>		
<b>Approval</b>	Safeharbour Support		
<b>Approval date</b>	01-JAN-2025	<b>Review date</b>	31-DEC-2027
<b>Abstract</b>	None		
<b>Scope</b>	This document applies to all clients of Safeharbour Support Ltd		
<b>Inputs</b>	None		
<b>Outputs</b>	None		

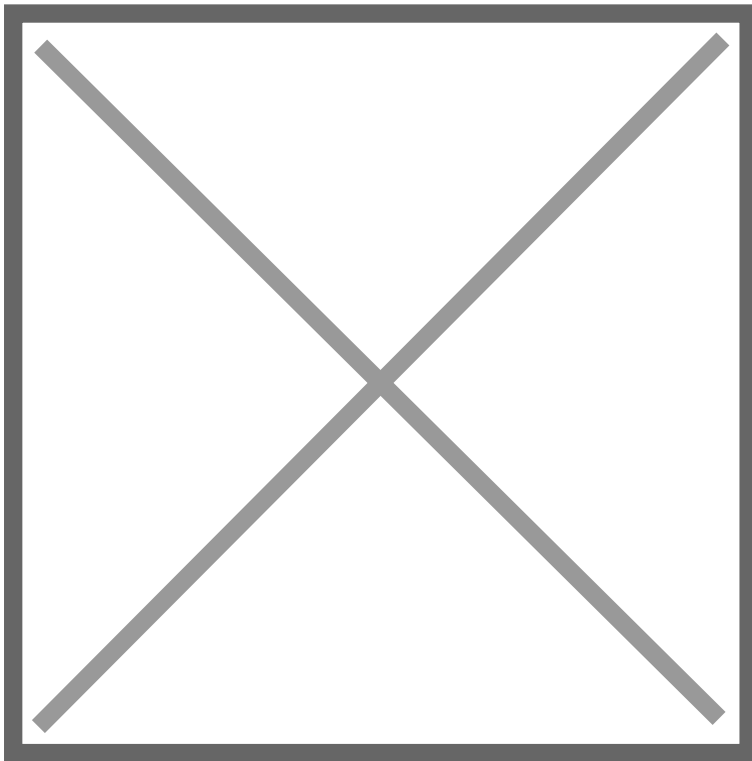
## Change Control

Date	Author	Version	Change
02-DEC-2024	Neil Tancock	0.0	First version
01-JAN-2025	Neil Tancock	1.0	Approved

-----<START OF DOCUMENT>-----

When running R4 by CS Dental you may get the above message pop up when you log in. To fix this:

Check the task bar on the server to make sure R4 Clinical Backup is running:



If it isn't running, go to the server and browse to:

C:\Program Files (x86)\Carestream Dental Ltd\R4 Clinical+

and open AsynchBackup which will run the automated backup.

If it is running, check the permissions on the Backup folder

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