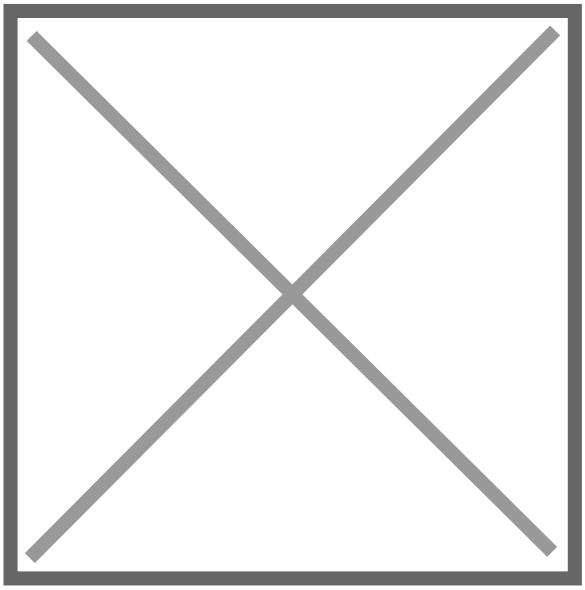
Carestream Dental R4

- 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



Docs

Document Control

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

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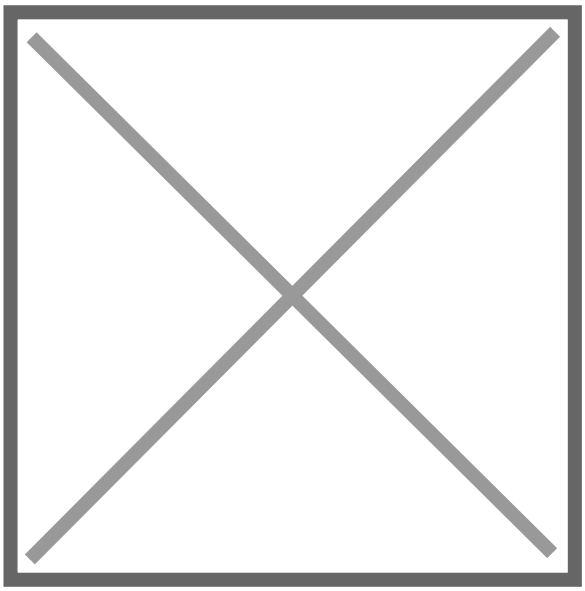
Need help? Get in touch!

You can call us on 01752 373000, option 2 or, if you are on Number Club, just call extension 3001

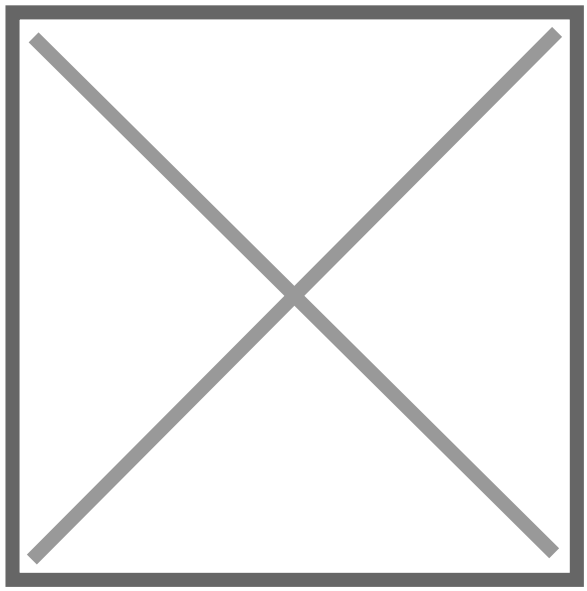
You can email us at hub@safeharboursupport.com

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

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



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



Docs

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Author	Neil Tancock, IT Services (Safeharbour Support Ltd), neil@safeharboursupport.com		
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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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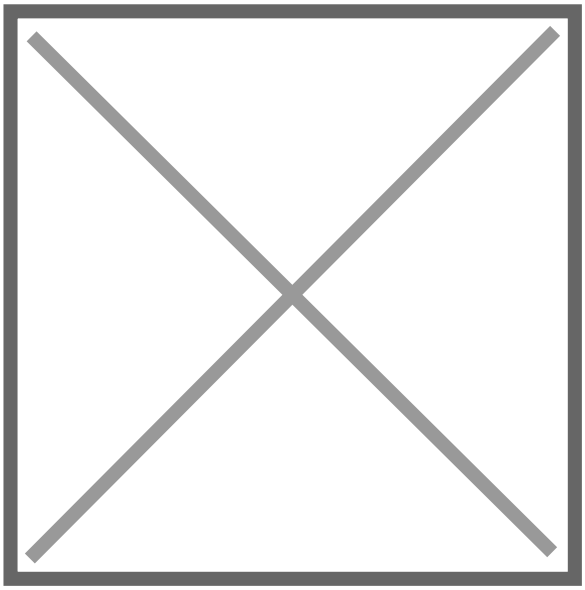
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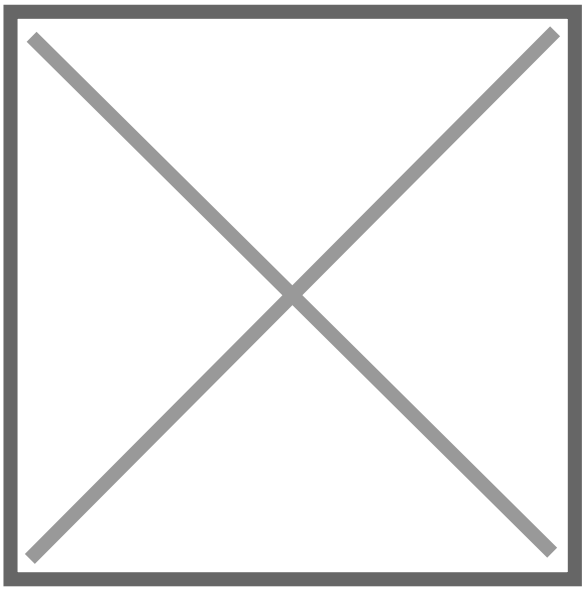
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65.023 R4: Mouthwatch Intraoral camera setup for Carestream Dental - white screen



Docs

Document Control

Document Name	65.023 R4: Mouthwatch Intraoral camera setup for Carestream Dental - white screen		
Version	v1.0 Current		
Author	Neil Tancock, IT Services (Safeharbour Support Ltd), neil@safeharboursupport.com		
Approval	Safeharbour Support		
Approval date	01-JAN-2025	**Review date**	31-DEC-2027
Absract	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.		
Scope	This document applies to all clients of Safeharbour Support Ltd		
Inputs	None		

Outputs	None

Change Control

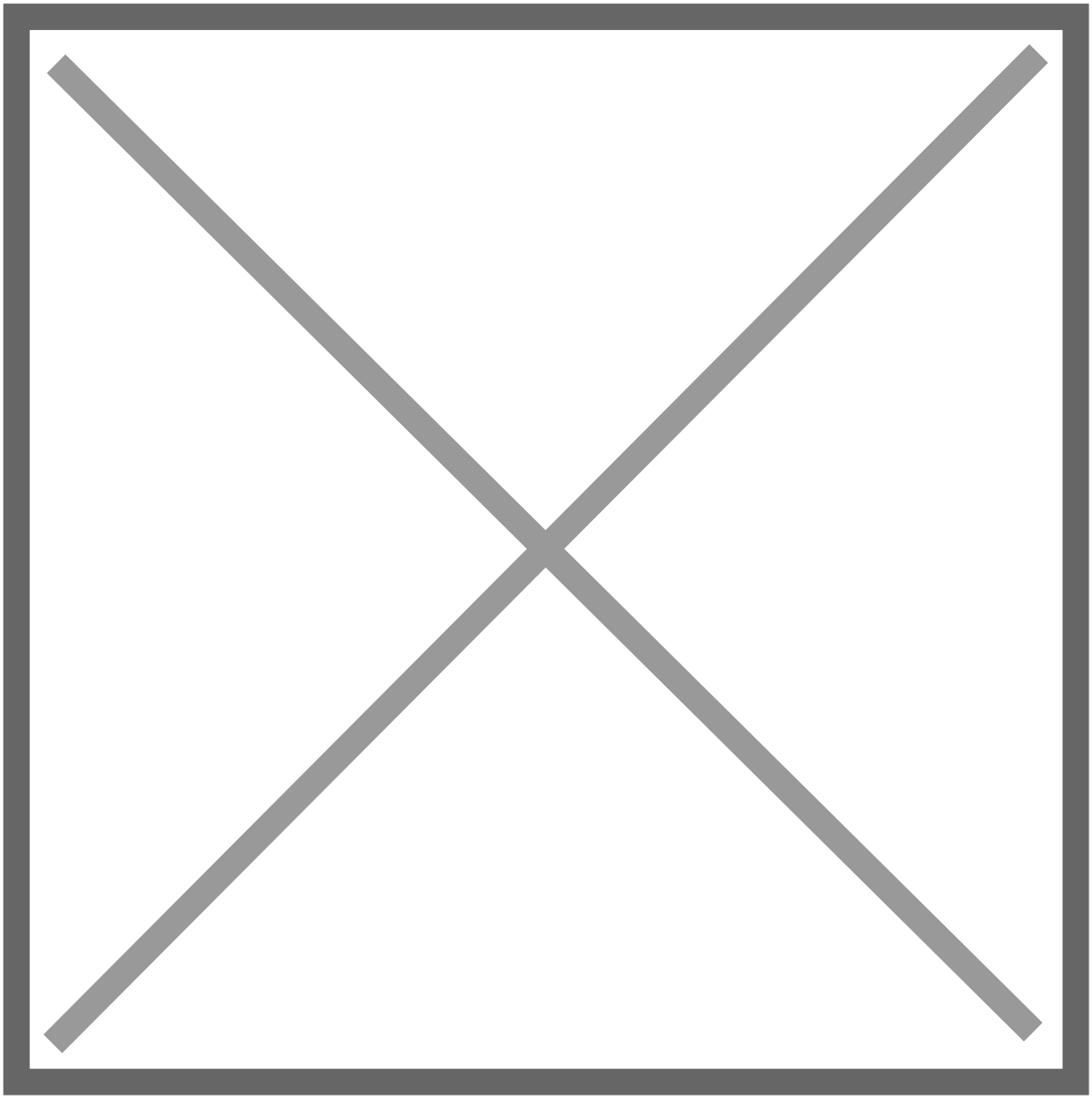
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Sometimes a Windows update will knock out the ability for Kodak Imaging to pick up the video feed from a Mouthwatch camera and you get a white screen.

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> ----------

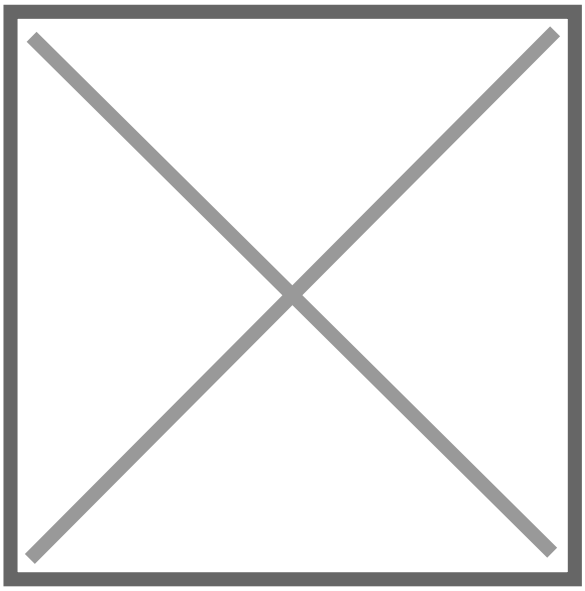
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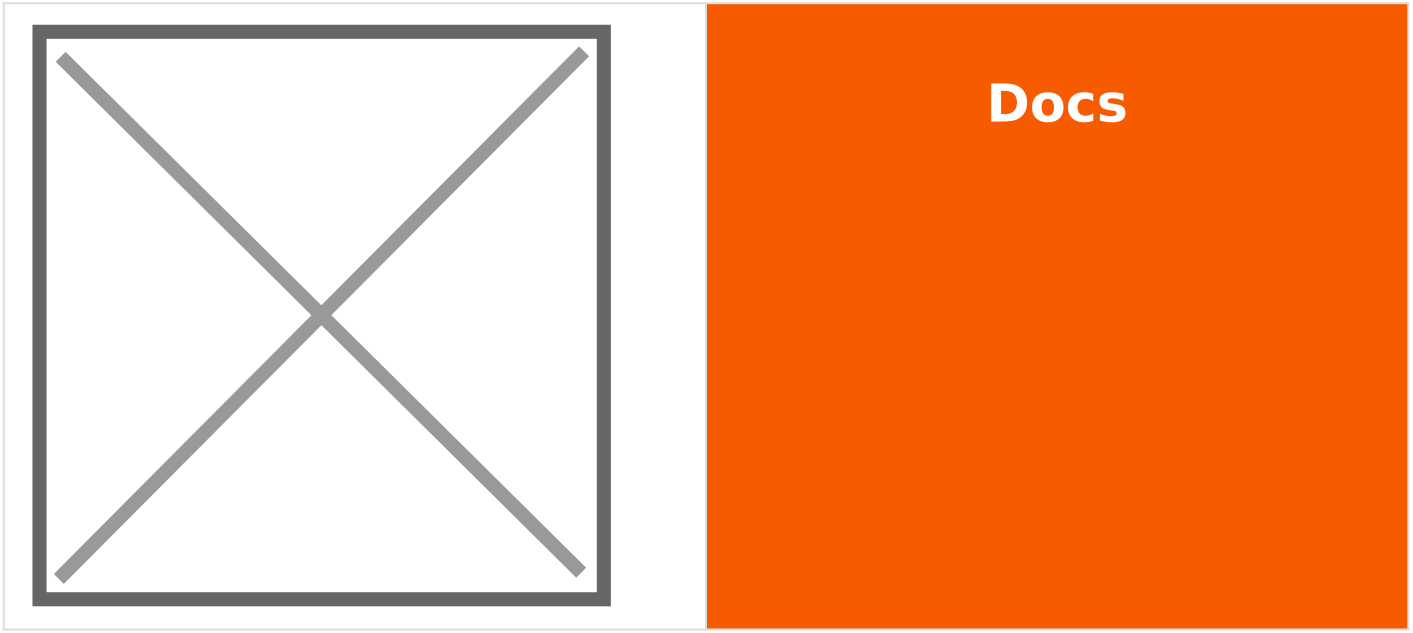
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65.024 R4: The system has detected that a full backup job had not been performed since



Document Control

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Version	v1.0 Current		
Author	Neil Tancock, IT Services (Safeharbour Support Ltd), neil@safeharboursupport.com		
Approval	Safeharbour Support		
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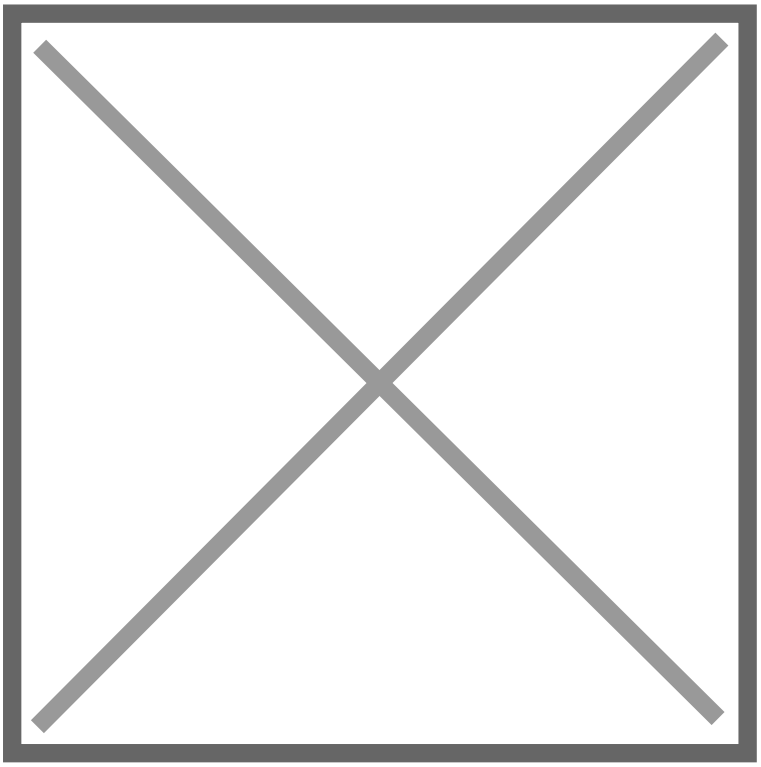
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When running R4 by CS Dental you may get the above message pop up when you log in. To fix this:

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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