

DentalEye 3.2.1 Instructions for users: Series not shown after capture

Problem description

Sometimes a series is not shown in the image card list after capture. After using the save tool all the images are properly saved but the series is not seen in the image card list. The images are not lost. They can be seen under Images (**Windows | Images**).

This is due to a problem in DentalEye 3.2.1 that under certain, still unknown, circumstances causes a Study- and/or Series object not to be saved to the database. A situation where we suspect this may happen is when the same series is viewed or worked with on more than one computer.

Recommended workaround

If the problem occurs, create a new image card using **Image | New**. Drag and drop the images of the series into this new image card from the image list. Save it with a descriptive name.

If you experience repeated cases of this problem, please contact us. This may help us fix this problem in a coming release.

Since no images are lost, the problem does not pose a risk to patients and the software can still be used with the recommended workaround. We expect the issue to be resolved in the next release of the software.