DCMburner

Version 7.2.0

Questions and Answers

Frequently asked questions

For everyone

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1. Installation and licence

Q: Windows says the installer is not safe (SmartScreen). What now?
A: Choose **More info**, then **Run anyway**. SmartScreen warns for programs it does not know. The installer is signed: after **More info** you see the publisher, Cleys, Patrick. The warning goes away by itself as more computers have downloaded and started the same file.

Q: Can DCMburner 7 live next to the old DCMburner 6?
A: Yes. It is a separate product with its own folders (`C:\ProgramData\sup-c\DCMburner`). The old data is not moved; old image files can be imported again from a folder.

Q: Do I need internet?
A: Only once, when the Microsoft Edge WebView2 Runtime is missing, and for downloading the activation list. Normal work needs no internet.

Q: What is the demonstration mode?
A: Without a licence the program works for one hour per start, replaces every patient name on a disc by `DCMburner^Demo`, and then refuses to burn.

Q: How do I license DCMburner?
A: With a USB key plus the activation list `USPK.lic`, or with a licence file `DCMburner.lic` made for your computer from its hardware ID. See Setup > License.

Q: I forgot the administrator password.
A: It cannot be looked up. Contact your supplier.

Q: Does it run as a Windows service?
A: The installer no longer offers it. The normal way is the tray program, which starts with Windows.

2. Receiving studies

Q: What AE title and port must the modality use?
A: The ones shown in Setup > DICOM receiver. By default the AE title is the computer name in capitals and the port is 4006.

Q: Studies do not arrive. Why?
A: Look for a red message at the bottom (port already in use), check the AE title and port at the sender, and check the firewall. Use C-ECHO from the sender to test.

Q: Which kinds of images are accepted?
A: Every DICOM storage class and every transfer syntax. Files are stored exactly as received. Other services (query, worklist, print ...) are refused.

Q: Can I send DICOM files by copying them?
A: Yes. Put them in the watch folder `C:\Users\Public\Documents\DCMburner\watchfolder` or use the import in Setup.

Q: Why were my studies removed?
A: The remove rules in Setup > DICOM receiver: after publishing, older than N days, or when the disk is full.

Q: Does DCMburner support DICOM TLS?
A: No. DICOM traffic is not encrypted. The web pages always use HTTPS.

3. Query/Retrieve

Q: What does "C-MOVE ended with Failure [c000: Cannot understand]" mean?
A: The PACS does not know DCMburner as a destination. Add it to the PACS (AE title, IP address, port 4006) or switch the node to C-GET.

Q: Which is better, C-MOVE or C-GET?
A: C-GET is easier (no change in the PACS) if the PACS supports it. C-MOVE is supported by nearly every PACS but needs DCMburner to be registered.

Q: The search finds nothing.
A: Use **Test connection**. Check the node's AE title, host and port. Try a wildcard such as `mister*`.

4. Burning

Q: The burn button is grey.
A: Nothing is selected, or Filter/Q/R/Jobs is showing and nothing is on the burn list.

Q: A job stays In-Process although the disc is finished, or I want to remove a job.
A: Use **Delete** on the Jobs page. With Rimage check that the bridge waits long enough (RimageProductionOrderTimeoutSeconds, 3600 s in this version). A disc that is still being made is cancelled.

Q: A job shows Error. What do I do?
A: Read the message in Jobs. Usual causes: no blank discs, empty ink, the publisher software is not running, or the job folder is wrong. Fix it and press **Retry**.

Q: Does DCMburner burn without a robot?
A: No. The old local-drive burning of version 6 is gone. A disc publisher is required.

Q: What is on the disc?
A: The DICOM files in `DICOM\PATn\STUDYn\SERIESn\IMn`, a `DICOMDIR`, the viewer `DCMviewer.exe` and `AUTORUN.INF`.

Q: Will a big study fit on a CD?
A: Use **Calculate size**. If it does not fit, DCMburner spreads it over more discs or switches to a DVD, as set in Setup > Media and spanning.

Q: Can I burn without the viewer?
A: Yes. Make a profile with an empty viewer folder. Without images (**Leave the DICOM files off the disc**) the disc holds only the viewer and other files.

Q: Which Rimage robots are supported, and what do I need?
A: A Rimage publisher with the Rimage Software Suite 9.5 installed. DCMburner works through the Rimage bridge that is installed with it (Setup > Publisher > Rimage; see the Installation Guide). Use the label templates `Rimage_Single_Patient.btw` and `Rimage_Multi_Patient.btw`, or your own with the same merge field names.

Q: Is it possible to print a label?
A: Yes. Each profile has a label template for one patient and one for several patients: Epson `.tdd`, Primera `.std`, Zeus `.plf`.

Q: What does Auto Burn do?
A: It burns studies of profiles with **Burn automatically** when no new images arrived for the quiet period (default 20 s) and the toolbar switch is on.

Q: Can I get my disc as a USB stick instead?
A: Use **Export** to write the same content to a folder, then copy it to the stick.

5. Protected discs

Q: How does a protected disc work?
A: The disc holds `Patient.enc` (AES-256) and `UnpackPatient.exe`. The patient starts the program, types the password, and the viewer opens the images from a temporary folder that is deleted afterwards.

Q: Which password is used?
A: The patient's birth date (one patient) or the master password you set. Letters, digits and common symbols, no accents.

Q: It says 'wrong password'.
A: Type the password exactly as given. Only ASCII characters work.

Q: Can a Mac user open it?
A: The Mac viewer is not on the disc. Tell the Mac user to install Horos (free, horosproject.org) and open the decrypted files there; OsiriX works as well. The unpack program itself is for Windows.

6. Web pages

Q: The browser says the connection is not private.
A: The browser does not know the certificate of DCMburner yet. Install it once on that computer (Installation Guide, chapter 7).

Q: Another computer cannot open the pages.
A: Is **Allow other computers** on? Is the port (8088) open in the firewall? Is the address right? Use the address from Setup > Web access.

Q: The pages in the DCMburner window stop or show an error.
A: The window rebuilds its browser by itself within a second. If it keeps stopping (three times in two minutes) a message at the bottom says so: use the **Browser** button to open the pages in your normal browser and send the log (Documents\DCMburner\log) to support.

Q: Chrome on a Mac says ERR_ADDRESS_UNREACHABLE, Safari works.
A: Allow Chrome under System Settings > Privacy & Security > Local Network.

Q: What is the difference between the roles?
A: Administrator: everything. User: browse, search, retrieve and burn. Operator: burn only, never sees images.

7. Languages

Q: Can I delete a patient or a study?
A: Yes, as operator or administrator: point at the row in Browse and click the x. The study and its DICOM files are removed from the archive of DCMburner; discs that were made are not affected. A study on a disc that is waiting or being made cannot be deleted.

Q: Can I anonymize studies?
A: Yes, when you export to a folder: tick Anonymize. Name, ID, birth date, physicians, institution and similar data are removed and the UIDs are replaced. Text inside the images and inside reports is not changed: check it before you pass the files on.

Q: Which languages are available?
A: English, Dutch, German, French, Spanish, Portuguese, Greek, Slovak, Czech, Polish, Romanian, Hungarian, Italian, Arabic, Russian, Ukrainian, Lithuanian and Bulgarian.

Q: How do I change the language?
A: Windows program: Setup > Additional, then answer **Yes** to "Restart DCMburner now?" (or quit with **Close**, not the X, and start it again). Web pages: your account (Account page). Protected discs: Setup > Encryption.

Q: A translation is wrong.
A: Tell your supplier or override it with a file `<code>.lng` in `C:\Users\Public\Documents\DCMburner\language` (format `English text = "translation"`).

8. Maintenance

Q: Where is the data?
A: `C:\ProgramData\sup-c\DCMburner` (database, images, settings, profiles, licence). The shared files (labels, viewers, watch folder, log) are in `C:\Users\Public\Documents\DCMburner`.

Q: Is there a backup?
A: The database is saved daily in `database\backup`. For a full backup copy the data folder.

Q: How do I uninstall?
A: Windows Settings > Apps > DCMburner. The program asks whether to remove the data folder (default: no).

Q: Where do I find the log file?
A: Click **About**. The path is shown there.