

Reporting a problem

The first two steps must be performed as soon as possible after the problem is seen, preferably before continuing with the ongoing examination. Add the event to a written log:

Date	Time	Error message / problem / actions taken

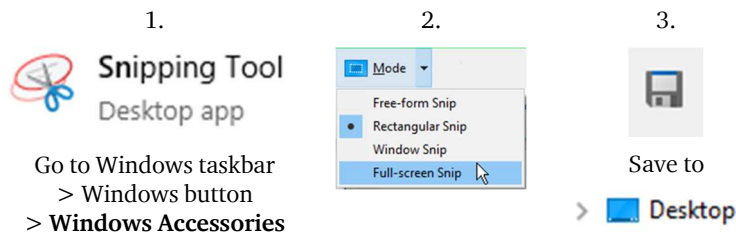


1. **Press the key combination SHIFT + CTRL + ALT + A.**

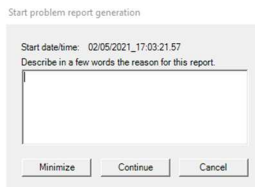
A log entry is created in the background.

Note: if a screenshot cannot be made, take a picture of the screen with your mobile phone.

2. **Use the Snipping Tool to create a screenshot containing the error message or problem.**

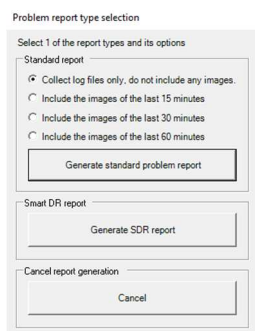


3. **Press the key combination CTRL + ALT + I**



4. **Enter a short problem description.**

5. **If possible, finish the ongoing examination.**

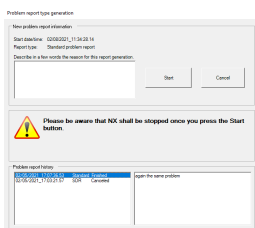


6. **Select which data must be included.**

If the problem is related to image quality, select at least the images of the last 15 minutes.

If the problem is related to SmartXR functionality, generate an SDR report.

If a problem repeats, DO NOT run this tool each time, only a couple of Snapshots can be stored.



7. **Click Start in the final screen**

Note: the NX workstation cannot be used for some minutes, while the logfiles are being collected.

8. **Contact the service organization.**

Provide information about the problem and report which of the above tools have been used to collect information.