
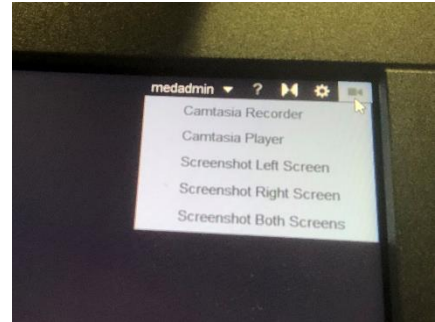



Siemens SyngoMR XA – Creating a SaveLog

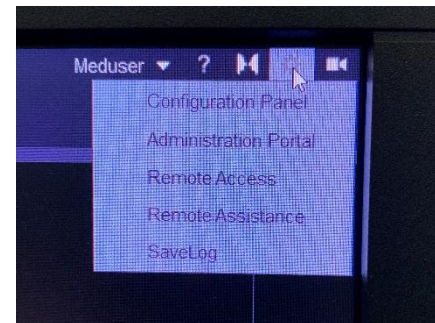
- 1) Take screenshots of any relevant error messages at the console
 - a. Navigate to the  icon in the ribbon at the top of the Examination (left hand) monitor
 - b. Select from the menu to take a screenshot of the left-hand, right-hand or both screens
 - c. Save the screenshot to the default location



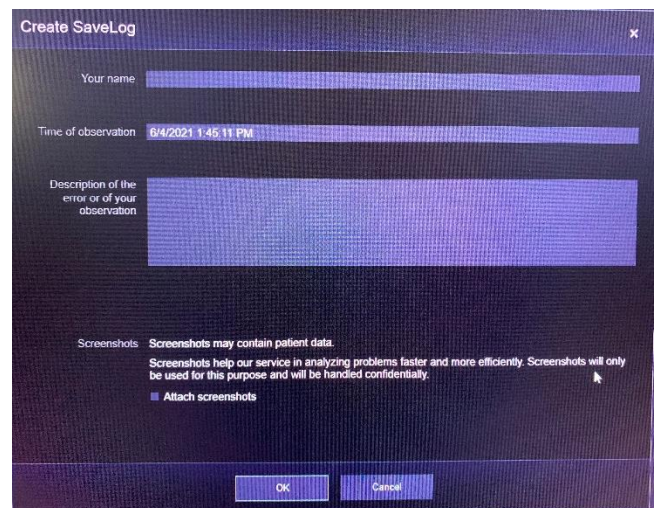
- 2) Create the SaveLog – this dumps all system messages into a logfile and can take several minutes



- a. Navigate to the  icon in the ribbon at the top of the Examination (left hand) monitor
- b. Select the SaveLog option from the menu



- c. Enter the necessary details for the Logfile:
 - i. Your name
 - ii. as detailed a description of the issue as possible e.g. was a scan was running; if so, what sequence; how did the error manifest (as a warning, did the scan stop, did the reconstruction complete); how far through the overall protocol did the error occur; what were the ongoing effects; what else was occurring concurrently e.g were there multiple scans queued, were you interacting with the exam card
 - iii. add screenshots to the file and save

A screenshot of a dialog box titled 'Create SaveLog'. It has a dark background with light text. The dialog contains several input fields: 'Your name' (with a text box), 'Time of observation' (with a text box showing '6/4/2021 1:45:11 PM'), and 'Description of the error or of your observation' (with a large text area). Below these fields, there is a section for 'Screenshots' with a warning: 'Screenshots may contain patient data. Screenshots help our service in analyzing problems faster and more efficiently. Screenshots will only be used for this purpose and will be handled confidentially.' There is a checkbox labeled 'Attach screenshots' which is currently unchecked. At the bottom of the dialog, there are 'OK' and 'Cancel' buttons.

- 3) Let BIC know that you've encountered the publishing issue and we will retrieve the logs