

# MPEG Troubleshooting

This section is for cardiology users viewing MPEGs. Refer to the following topics for assistance with problems encountered when viewing MPEGs.

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**Note:** For more information on cardiology-specific tools and viewing MPEGs, refer to the WEB1000 5.1 Knowledge Base.

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**Article ID:** 003873

**Applies to:** WEB1000 5.1

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*Section*

## Troubleshooting: Required MPEG components

### Issue

In addition to the cardiology license, the following software components must be installed on the WEB1000 machine.

- Agfa MPEG Components
- DirectX 9.0 or greater
- Bit depth set to 24 bit for MPEGs, 24 or 32 for wavelets
- JRE version 1.4.2\_05



**Note:** MPEGs are not supported on non-Windows platforms.

### Details

Users accessing WEB1000 licensed for cardiology can view multi-frame images with MPEG components. Along with the cardiology license, specific software must be installed on the Client machine to view MPEG-encoded images.

If you receive the Security Warning dialog when attempting to view an MPEG, click **Always**.

### Solution

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### See Also

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## Troubleshooting: Cardiology-licensed Netscape users cannot view MPEGs

### Issue

Unlike Internet Explorer users, Netscape users are not prompted to install the MPEG components when they first access WEB1000. Without the MPEG components installed, cardiology-licensed users cannot view MPEGs.

### Details

The mechanism that prompts users to install the MPEG components (ActiveX) is not supported by Netscape. Netscape users are not prompted to install the MPEG components and, consequently, are not able to view MPEGs.

### Solution

Install the MPEG components manually.

#### To install the MPEG components

1. In a browser window, type **http://<server>/MPEGComponents/MPEGComponents.exe** where <server> is the name of the Web Server. If you do not know the name of the Web Server, contact your system administrator.
2. In the File Download dialog, click **Open**.
3. To accept the license, click **Yes**.
4. Click **Install**.
5. Click **OK**.
6. Reboot the machine.



**Note:** Contact your system administrator if you experience problems with the installation.

### See Also

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## Troubleshooting: Nuclear medicine MPEGs do not play

### Issue

When trying to view an MPEG, the image initially appears and then disappears. The MPEG will not play and the screen turns black when I try to do anything.

### Details

The problem is the version of DirectX installed on the computer. DirectX 9.0 or greater is required for playing Nuclear Medicine (NM) MPEGs.

### Solution

Upgrade the DirectX version to 8.0. The upgrade may take three to five minutes.

#### To upgrade DirectX

1. In a browser window, type **http://<server>/MPEGComponents/directx.exe** where <server> is the name of the Web Server. If you do not know the name of the Web Server, contact your system administrator.
2. In the File Download dialog, click **Open**.
3. To accept the license, click **Yes**.
4. Click **Install**.
5. Reboot the machine.



**Note:** You must reboot the computer for the DirectX upgrade to take effect.

### See Also

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## Troubleshooting: Consistently odd behavior by WEB1000 when displaying MPEGs

### Issue

MPEGs appear stretched and distorted, or do not display at all.

### Details

Consistently odd behavior by WEB1000 when attempting to display MPEGs could be attributed to your video card hardware. Odd behavior may range from stretching the MPEG to full screen width, effectively distorting the image, to not playing MPEGs at all.

To determine if the MPEG problems are related to the video card drivers, test the drivers on two or more machines with the same hardware and version of DirectX. If the MPEG problems persist, it is likely a driver issue.

### Solution

There are four possible solutions:

- Visit the manufacturer's website and upgrade the video card drivers.
- Visit Microsoft's website and download new drivers.
- Upgrade your version of DirectX.
- Change video card brands.

Consult the external vendor's documentation for more information on each solution or speak to your system administrator.

### See Also

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## Troubleshooting: Incorrect bit depth

### Issue

I received the following error message when logging into WEB1000 regarding the bit depth:

- In order to view wavelets properly, a color depth of at least 24 bits is required.

### Details

Users must set the bit depth to 24 or 32 bits for the best wavelet and MPEG viewing image quality and machine performance.

Verify the web browser window is closed before changing the bit depth.

- The recommended bit depth for WEB1000 is 24 or 32 bits for radiology and cardiology data.
- Viewing medical images at a bit depth of less than 24 bits results in unacceptable image quality
- Viewing wavelet-encoded images at bit depth of less than 24 bits results in poor image quality.
- Mac users can view wavelets and must set the colors to **millions** for the best image quality.

### Solution

Change your bit depth appropriately.

#### To set your bit depth

1. Close all web browsers.
2. From the Start menu, select **Settings** → **Control Panel**.
3. Double-click **Display**.
4. Click the **Settings** tab.
5. From the Colors pull-down menu, select **24 bit** or **32 bit**.
6. Click **OK**.

#### To set your bit depth on a Mac

1. Press the Apple key.
2. Select **System Preferences**.
3. Click **Display**.
4. Set Colors to **Millions**.

### See Also

[Web browser does not recognize the bit depth change](#)

# Troubleshooting: Web browser does not recognize bit depth change

## Issue

Web browser does not recognize the bit depth change.

## Details

Internet Explorer does not recognize that the bit depth was changed to 24 or 32 bits to view MPEG objects or wavelets. Verify the web browser window is closed before changing the bit depth.

## Solution

To ensure that Internet Explorer recognizes the bit depth change, verify all web browsers windows are closed before changing the bit depth.

## See Also

[Incorrect bit depth](#)

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*Troubleshooting*

**Applies to:** WEB1000 5.1

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## Troubleshooting: Image selector does not update

### Issue

When playing an MPEG, the Image Selector does not update. The Image Selector functions properly when viewing everything but MPEGs.

### Details

The Image Selector should update to indicate which image frame is displayed while the MPEG is playing, just as it does with the Cine player; however, it does not update. To make computing resources available for MPEG viewing, the software does not update the Image Selector during playback.

### Solution

No software or hardware modification will solve this issue.

### See Also

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*Troubleshooting*

## Troubleshooting: Incorrectly installed MPEG components

### Issue

When I tried to view an MPEG, I received the following error:

MPEG Components are not properly installed. Wavelets will be used for Cine.

### Details

The MPEG components are required for viewing MPEGs. If you elected not to install the MPEG components on your initial login to WEB1000, follow the instructions on this page for a successful installation.

### Solution

Run the MPEGComponents.exe to install the MPEG components.

There are a few different scenarios that impact what dialogs are presented and what options are available, all depending on your computer's setup. It is possible that MPEG components are installed on your computer and require updating, or you may not have any MPEG components at all. The MPEGComponents.exe automatically detects what is installed on the computer and displays the appropriate prompts.

#### To install the MPEG components

1. In a browser window, type **http://<server>/MPEGComponents/MPEGComponents.exe** where <server> is the name of the Web Server. If you do not know the name of the Web Server, contact your system administrator.
2. If your computer has extra security features enabled, you are prompted to Run this program from its current location or Save the file. Select **Run this program from its current location** and click **OK**. In the Security dialog, click **Yes**.

or

If prompted by a File Download dialog, select **Open**.

3. If presented with a dialog with options to Modify, Repair, or Remove, select **Repair**. This means that there are some MPEG components already installed on the computer and the Repair option updates them.
4. Click **Next**.
5. If prompted, select **Yes, I will restart my computer now**.
6. Select **Finish**.



**Note:** Contact your system administrator if you are experiencing problems with the installation.

### See Also

[Required MPEG components](#)

## Troubleshooting: Incorrect version of DirectX

### Issue

When trying to view an MPEG, I received the following error:

- DirectX 9.0 or greater is required for MPEG brightness and contrast adjustment.



**Note:** You cannot upgrade DirectX on Windows NT. It is not a supported platform.

### Details

DirectX is essential for viewing MPEGs.

### Solution

Upgrade the version of DirectX installed on the machine.



**Note:** Contact your system administrator if you are experiencing problems with the installation.

#### To upgrade DirectX

1. In a browser window, type **http://<server>/MPEGComponents/directx.exe** where <server> is the name of the Web Server. If you do not know the name of the Web Server, contact your system administrator.
2. In the File Download dialog, click **Open**.
3. To accept the license, click **Yes**.
4. Click **Install**.
5. Click **OK**.
6. Reboot the machine.



**Note:** You must reboot the computer after the DirectX upgrade.

### See Also

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## Troubleshooting: WEB1000 is running in untrusted mode

### Issue

When attempting to view an MPEG, I received the following error message:

- Client is running in an untrusted environment. Features such as print, save, and MPEG will not be available.

### Details

If you received the Security Warning dialog and clicked on **No**, WEB1000 is running in untrusted mode. If WEB1000 is running in untrusted mode, problems are encountered when attempting to view an MPEG, print, or save.

### Solution

Run WEB1000 in trusted mode.

#### To run WEB1000 in trusted mode

1. Exit from the web browser window.
2. Launch a new web browser and log in to WEB1000.
3. At the Security Warning dialog, click **Always**.

### See Also

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### Manufacturer's Responsibility

The manufacturer, installer, or importer will be responsible for safety, reliability, and performance of the equipment only if:

- Installation, modifications, adjustments, changes, or repairs are performed by suitably qualified service personnel.
- The electrical installation of the site in which the equipment is used is according to an applicable safety standard (UL, CSA, or IEC/CDE).
- The equipment is used according to the instructions provided in the Installation Guide and Knowledge Base.
- No software other than that which is distributed with this package or is sanctioned by will reside on the WEB1000 server or personal computer.