How do I troubleshoot Start-Up Check errors on a CIRRUS HD-OCT?

ZEISS Quick Help: CIRRUS™ HD-OCT

This guide reviews remedies for three standard error messages that may occur during the Start-Up Check process: Scanning module error, preventative maintenance error and Archive volume error.

Scanning module error

**Message:** “Errors were detected in the CIRRUS HD-OCT scanning module. You cannot acquire or review scans until the problem is corrected. Please contact Carl Zeiss Meditec Customer Service for assistance.” (Figure 1)

**Error detail:** Click Details to open the Details Dialog box. Scroll to the bottom of the window to view the error detail (Figure 2).
Troubleshoot: Disconnected controller

1. Click the Windows Logo in the left corner of the menu bar, select Control Panel and then select Network and Sharing Center. From the left-hand navigation column of the Network and Sharing Center window, click Change adapter settings (Figure 3) to reveal all existing Networking Connections — External, Internal and Wireless (Figure 4).

2. Locate the Internal Network icon (Figure 5a) and confirm that it indicates Enabled. If it indicates Disabled as shown below, right-click on the icon and select Enable (Figure 5b).
3. Return to the Internal Network icon, right-click on the icon and select Properties from the drop-down menu (Figure 6a). From the list of connection items under the Networking tab, select Internet Protocol Version 4 (TCP/IPv4), then click Properties (Figure 6b) and verify the following Internet Protocol Properties: (Figure 7)

- “Use the following IP address” radio button should be selected
  - IP address is configured to 192.168.52.100
  - Subnet mask is configured to 255.255.255.0

- “Use the following DNS server address” radio button should be selected
  - Preferred DNS server field is empty
  - Alternate DNS server field is empty.

Note: If the error message persists after you verify that the Internet Protocol Properties are correct, contact Carl Zeiss Meditec Technical Support at 1-800-341-6968.
Preventive maintenance error

**Message:** The instrument is prompting a notice for preventative maintenance (Figure 1).

![Figure 1](image)

**Troubleshoot: Preventive maintenance**

This message does not indicate a problem with the CIRRUS HD-OCT instrument but rather serves as a reminder to schedule a preventative maintenance appointment for the instrument. ZEISS recommends regular preventative maintenance service. To schedule preventative maintenance service, contact Carl Zeiss Meditec Technical Support at **1-800-341-6968**.

**Note:** Only ZEISS certified, factory-trained Carl Zeiss Meditec personnel may perform a preventative maintenance.
Archive volume error

Message: “Archive volume is not available” or “Archive volume has not been created” (Figure 1).

Note: This error is associated with the yellow Status message located near the bottom left corner of the application screen (Figure 2).

Troubleshoot: Archive volume

This message indicates that the instrument does not have a current archive, either one is not available or one has not been created.

Archive volume is not available: This message indicates that the instrument has an archive that is not set as current, or its archive location is not available. If the archive location on the network is not available, consult your Network Administrator.

Archive volume has not yet been created: This message indicates that an archive has not been created for the instrument. For assistance with the creation of an archive volume, refer to ZEISS Quick Help document How do I create a new (non-DICOM) archive on my CIRRUS HD-OCT?

Refer to the CIRRUS HD-OCT User Manual Instructions for Use for safe and effective operation of the instrument.