

Canvas Dicom Printer – Virtual Printer Checklist

This checklist will help you to setup and troubleshoot the operation.

The configuration of the virtual printer driver is actually only a few steps and in most situations will be very simple as you follow these steps:

1. Install PDF Creator subsystem from <http://download.pdfforge.org/download/pdfcreator>
2. Run the Canvas Dicom Printer application
 - a. Install a new printer
 - b. Configure the virtual printer settings
3. Configure DICOM communication

Troubleshooting tips

Q: THE APPLICATION WILL NOT INSTALL

A: Install as an administrator

Q: THE APPLICATION WILL INSTALL, BUT DOES NOT RUN.

A: Check your User Account Control settings or run the application as a user with administrator privileges.

Q: THE PRINTER SYSTEM WILL NOT INSTALL

A: Check you anti-virus settings or download the complete installation package. This package does not require “going online”.

Q: MY PRINTER IS LISTED IN THE AVAILABLE PRINTERS, BUT THE CANVAS DICOM PRINTER DOES NOT STARTUP

A: Check the “*Run Program After Saving Program Name*” setting and make sure that the correct path to Canvas Dicom Printer.exe is provided.

Q: CANVAS DICOM PRINTER STARTS, BUT I DO NOT HAVE ANY DOCUMENTS SHOWN

A: Make sure that the settings “*Use Autosave*” and “*Run Program After Saving*” are both set to “YES”.

Q: I CANNOT RETRIEVE A PATIENT LIST FROM THE WORKLIST BUTTON

A: Make sure that the DICOM MWL Settings are correct and that orders have been made with the PACS system.

Q: I CAN EXPORT PDF FILES AND ENCAPSULATE PDF FILES, BUT I CANNOT “STORE” THEM.

A: Make sure that the Storage settings are correct and the storage server is available.