DQA Troubleshooting

# Purpose

This is a list of errors we have encountered while performing IMRT DQA.

Many of these issues pertain to Delta4. The Delta4 software manual provides extensive troubleshooting advice in Q&A format. Access the manual in the software at **Help > Help**. On the **Contents** tab, select section **Trouble Shooting**.

# Delta4

**Q:** Delta4 software stops responding when you attempt to close it.

**A:** Unplugging the Delta4 phantom cable from the Delta4 computer before closing the software can cause this. Regardless of cause, quit the software from Task Manager.

**Q:** Phantom Wi-Fi light does not come on.

**A:** Turn off the phantom and the router. Wait a minute or two. Turn on the router. Wait for three lights to turn steady blue. Turn on phantom.

**Q:** Phantom won’t turn on.

**A:** Plug it in. The outlet we used to charge the phantom with in the hot lab has stopped working, so we must plug in the phantom to use it.

**Q:** The **Start** button in the software is grayed out.

**A:** In **Tools > Configuration…**, on the **Management** tab, ensure that **Measurement Control** is set to **Equipment connected to this computer**. If the problem persists, open the **Measurement Dialog** from the Windows Taskbar and ensure that exactly three devices are connected: the phantom plus its two wings. (We have seen this list duplicated before.) If the device list is incorrect, restart the computer.

**Q:** DICOM loading takes too long.

**A:** Move the DICOM files to the T: drive. We have a folder **T:\Physics\QA & Procedures\Delta4\DQA Plans** for DQA plans. If the T: drive is also slow, try moving the plan to the C: drive.

**Q:** Software won’t connect to phantom even though phantom Wi-Fi light is on.

**A:** Often, the phantom must be turned on before the software is started. Close the software, turn off the phantom, turn the phantom back on, and restart the software.

**Q:** Initial phantom shifts are incorrect.

**A: Add New Measurement Course** copies the optimized shifts from the copied plan. If you need to reshoot a plan, use **Add New Measurement Plan** instead.

# Network Drives on Delta4 Computer

**Q:** Network drives (e.g., T:, Z:) are unavailable (red *X* in File Explorer).

**A:** Ensure that network cable is plugged in. If so, restart the computer.

**Q:** Network drives (e.g., T:, Z:) are not listed under **This PC** in File Explorer.

**A:** Remap the drives.

# Tomo

**Q:** Tomo plan fails unexpectedly poorly.

**A:** Ensure that you saved the laser position in DQA Planning Station before exporting the plan.

**Q:** Beam cuts off in the middle of treatment.

**A:** This can happen with long treatments. Just continue the treatment.