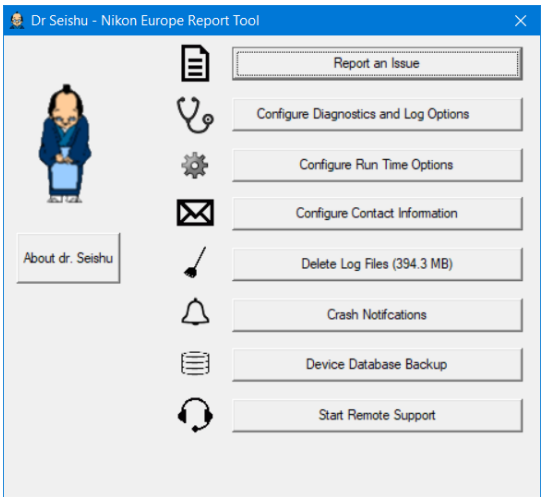
Nikon How To use Dr Seishu

Introduction

Dr. Seishu is a tool that has several functions related to support and troubleshooting of NIS-Elements and Nikon hardware. This guide explains all the different options and functions. Use this tool after instructed by Nikon support or service staff.



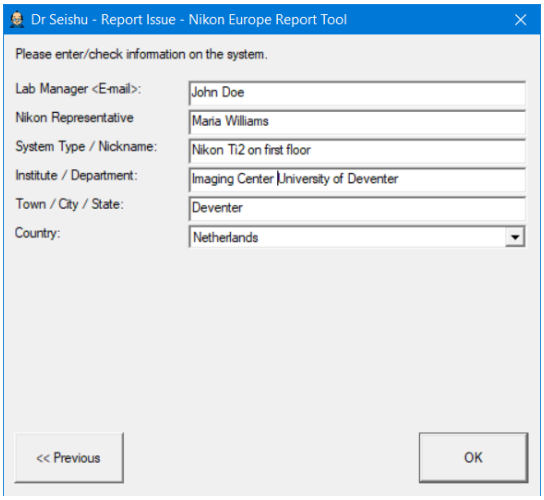
The latest version of DrSeishu is available for download from https://www.niwiki.nl/Wiki/index.cgi?topic=3293.

After installation DrSeishu can be started from the start menu (Start | Nikon | DrSeishu). To start DrSeishu quickly in case of problems, it is best to pin it to the taskbar (right-click | More | Pin to Taskbar).

The main dialog window has buttons corresponding to 8 different functions, described one by one in the following paragraphs.

Configure Contact Information

During installation you will be prompted to enter the contact information. The Nikon Support Team will use this information to reach out to you after submitting a trouble report. The information can be modified later by pressing the 'Configure Contact Information' button.



Lab Manager: contact of the facility responsible person or Lab Manager in case the microscope belongs to a single group.

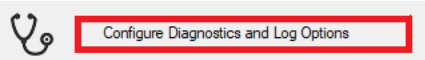
Nikon Representative: the Nikon Sales or Support Representative in your area that you are in contact with.

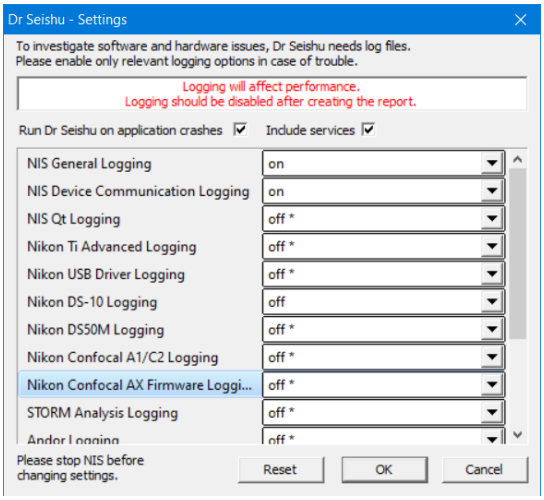
System Type / Nickname: The name you assigned to the system, in order to quickly identify it in case of multiple issues over time.

Institute / Department, Town /City / State, Country: The information about your institute.

Configure Diagnostic and Log Options

To investigate the origin of software and hardware malfunction, the support team needs log files. The 'Configure Diagnostic and Log Options' page allows configuring which log files are created. Change these option only when NIS is not running.





Run Dr Seishu on application crashes: Checking this option will replace for Nikon software the standard WER (windows error reporting) handler by the DrSeishu Report Wizard. When NIS crashes, the Dr Seishu Report Wizard will pop up automatically and allow you to create and submit a trouble report. The report will include the NIS memory dump, which is crucial for the developers to investigate the incident.

Include Services: By default, Windows does not handle crashes of programs that are invisible. Check this option to invoke DrSeishu also upon NIS crashes when the main NIS windows is not visible.

NIS General Logging: This option corresponds to the NIS-Elements menu 'Help | Enable Logging'. In case of problems, this option must be enabled.

NIS Device Communication Logging: This option will make that NIS records the communication with all devices to the log files. If there is an indication that communication with devices fails, this option should be enabled.

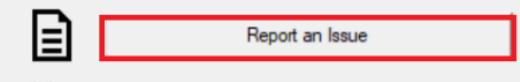
NIS Qt Logging: NIS uses the Qt library to draw the graphical user interface. If there are problems with how NIS draws the control widgets in the control panels, this option should be enabled. Note: Qt logging is very verbose and will blow up the size of the log files. Enable this option only in case of problems with the graphical user interface.

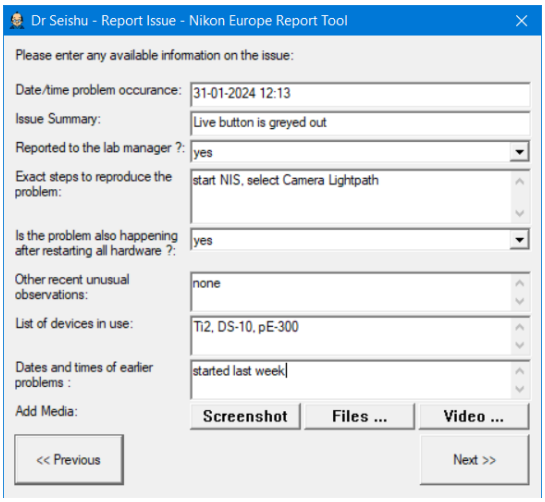
All other logging options are dedicated to a certain device brand/model. Only check the logging options that seem to be relevant to the problems you encounter.

Some logging activities will slow down NIS noticeably. After creating and submitting a trouble report, these logging options can be switched off to restore normal NIS performance.

Report an Issue

The report wizard allows you to enter information about an incident; collects log and configurations files that Nikon support needs to investigate the problem and finally allows you to upload the report to the NiWiKi server.





Issue Summary: a short summary of the problem (for example, camera crashed during multi point acquisition).

Reported to the Lab Manager?: It is important to check with the lab manager if the problem has been reported before and a work-around or solution is already available.

Exact Steps to reproduce the problem: Try to describe the problem in a detailed way, defining the ongoing experiment and the user settings. If possible include the exact time on which the problem occurred, that allows the support staff to locate the relevant lines in the log files.

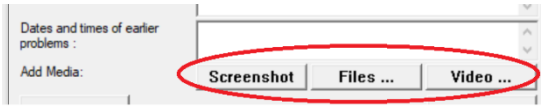
Is the problem also happening after restarting all hardware?: Some issues only occur when the system was up-and-running for some time. Please try if restarting all system devices resolves the issue.

Other recent unusual observations: Fill in in case you noticed some glitches during the microscope usage prior to the issue.

List of device in use: List of all the relevant devices, such as camera, light source, modules, etc.

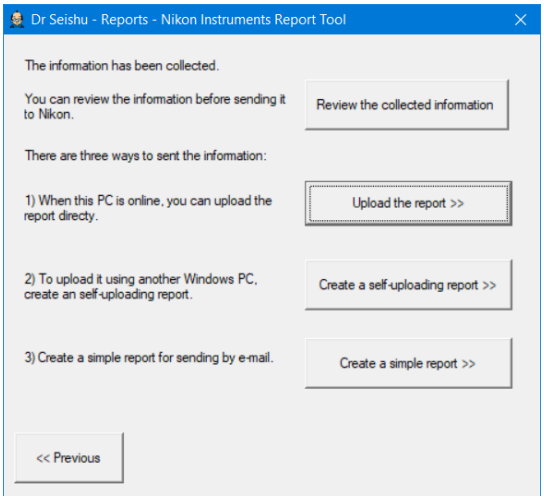
Date and time of earlier problems: Mention if the system suffered from this or other issues in the recent past.

In the bottom part of the window, click on **Screenshot** to attach a picture of NIS elements displaying the issue (make sure NIS Elements is visible before clicking on the button, otherwise it will make a screenshot of your desktop). You can also attach to the report some files containing additional information if needed and a video in case it helps to clarify the problem.



After filling in all fields, click the **Next>>** button.

Verify that contact information is still correct and press **Start** to start the report creation. When the report information is collected, you will be presented with these options:



Review the collected information: to browse all information that will be included in the report.

Upload the report >>: to upload the report to NiWiKi.

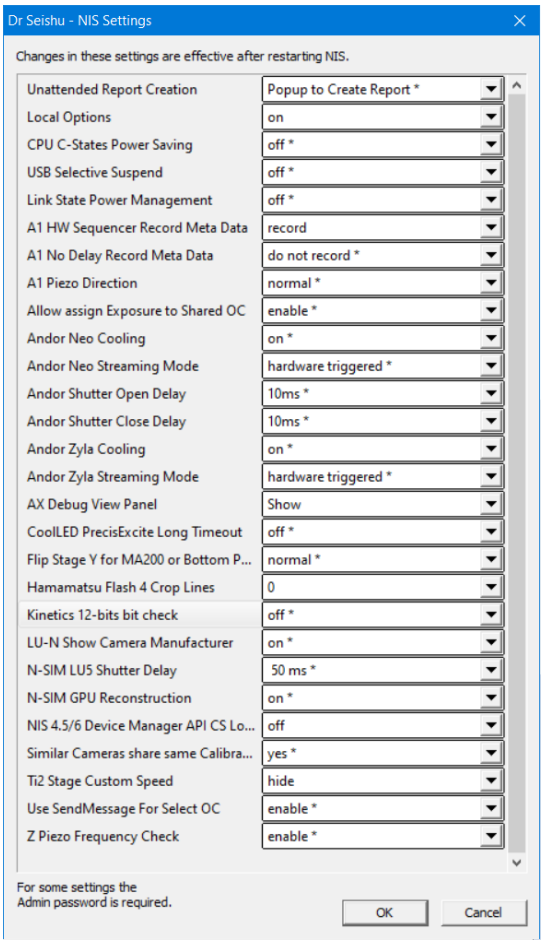
Create a self-uploading report >>: that can be moved to an online PC and will upload itself when double clicked.

Create a simple report for sending by email: to create a .zip file that must be shared manually with the Nikon Support Team.

Dr. Seishu generates report zip files with the extension **.srtr**.
The .srtr files can be opened using the 7-zip file manager 7zFM.exe (https://www.7-zip.org).

Configure Run Time Options

This section allows you to enable some specific DrSeishu and NIS options which are not controllable from the standard NIS user interface.



Unattended Report Creation: This option allows automatic creation of a report in case of a NIS crash. The default behavior is to popup the Report Wizard. Select one of the other options to create and optionally submit a report automatically.

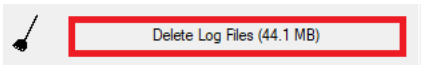
Local Options: This option corresponds to the 'Local Options' checkbox on the first page of the NIS installer package wizard. Check this option to unlock NIS features that did not pass Nikon QA.

CPU C-States Power Saving, USB Selective Suspend, Link State Power Management: These power saving options should be disabled if you experience that the communication with USB connected devices is unstable.

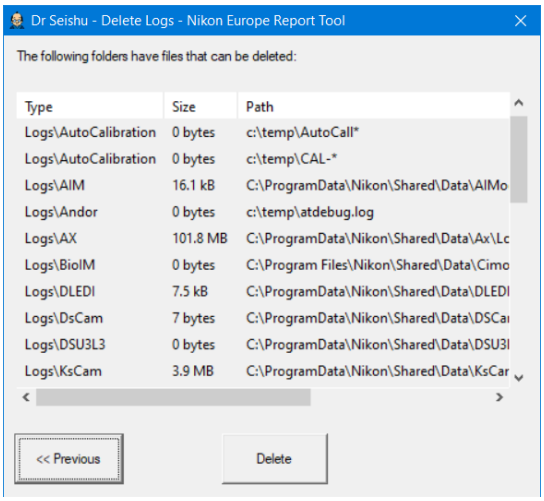
For all other options, only change the default settings when instructed by Nikon support staff.

Delete Log Files

This section is useful to free disk space occupied by logfiles that are not needed anymore.

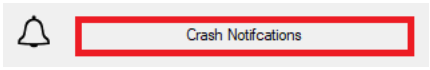


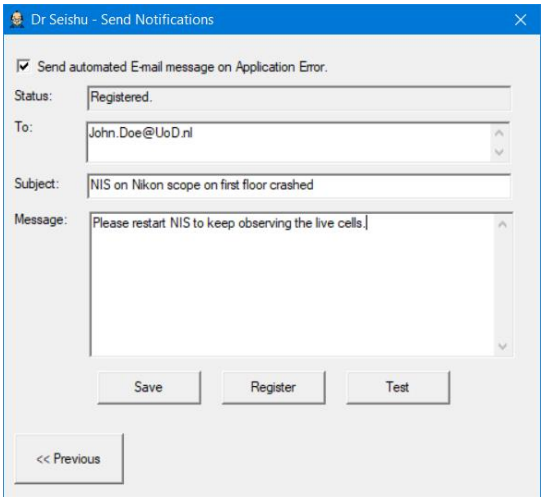
Press the Delete button to delete all NIS and Nikon log files.



Crash Notifications

Dr Seishu can be configured to send an automated e-mail in case NIS-Elements crashes. It is a very useful function in case of a long experiment when the user is not physically in front of the microscope all the time.



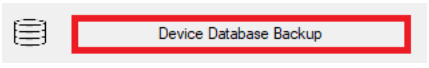


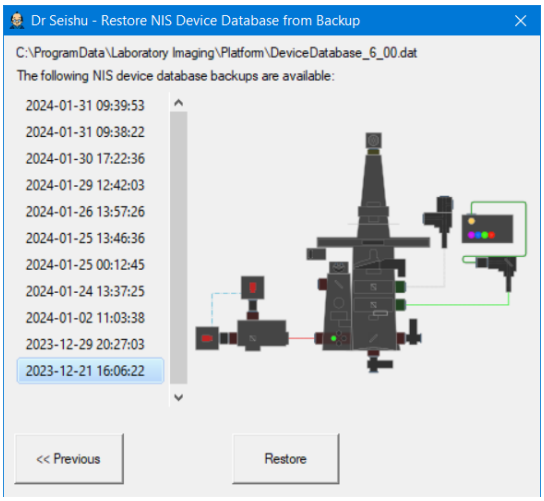
In Crash Notifications section you can specify the mail address, the subject and the core message. After filling in all the information you must press **Save** to save the information and **Register** to register this system at the notification server. Press the **Test** button to send out a test message.

The checkbox 'Send automated E-mail message on Application Error' enables the crash notifications.

Device Database Backup

Since version 5.x, NIS stores most configuration information in the Device Database. Upon every configuration change, a backup copy of the Device Database is created. When encountering problems with the configuration, a backup from the past can be restored. The Device Database Backup dialog shows the available backups.





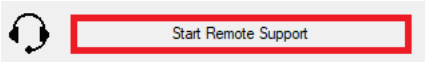
Please select the relevant date and time from the list on the left corner. The thumbnail of this configuration will be shown on the right. Click **Restore** to restore the selected backup.

Note: some important configuration details are NOT stored in the device database (NIS 5.4x):

- Ti2 LAPP configuration: stored in the microscope memory.
- Camera angle stored in Platform\GenericProvider.bin

Start Remote Support

In some cases a Nikon Europe Support Specialist will need to check your system and apply directly some modifications. Upon the agreed date/time, click on **Start Remote Support**. This will initiate the **Team Viewer** Software that allows the Nikon Europe Support team to access the microscope PC.



Uninstallation

To remove DrSeishu from the PC, run the following batch file:
C:\Program Files\Nikon\DrSeishu\uninstall.bat.

Finally

If you are wondering where the name Dr Seishu comes from: refer to the Wikipedia page on Hanaoka Seishū.

"Perhaps the most notable Japanese surgeon of the Edo period, Hanaoka was famous for combining Dutch and Japanese surgery and introducing modern surgical techniques to Japan".

One very good example of a successful cooperation between The Netherlands and Japan.

Colofon

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Version:	1.0

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