Technical Bulletin

System	CDR Dicom, Xios XG Plugin, and other CDR SDK-based software	Date	February 16, 2023
Issue	Compatibility issue can cause Intel i12 or other systems to crash	Tech Bulletin Number	TB-02162023
Reported by	Dentsply Sirona		

DESCRIPTION

Customers who recently upgraded their workstations to desktop PCs with 12th Generation Intel CPUs (i12), or those who have earlier processors such as i7, may experience an issue when acquiring images acquired with Schick 33 and Xios XG Supreme sensors. Please note that this issue may affect other CPUs as well.

Framewave software (formerly called the AMD Performance Library) optimizes system performance for multi-core processors, including Intel i12 and other processors. A compatibility issue with this software has been identified as the source of crashes in CDR Dicom, Xios XG 1.2 and 1.4 Plugin, and other imaging applications, particularly for Schick 33 and Xios XG Supreme images.

SOLUTION

PLEASE NOTE: The following solution refers to CDR Dicom but can be applied to other systems affected by this issue. To resolve the issue, please perform these steps:

1. Close CDR Dicom or other imaging application, if open.
2. Install Microsoft XML Core Services ("MSXML") either 6.0 or 4.0. Links can be found in the next column.
3. Install the patch created specifically for the issue: "CDRPatch-2808.msi" by downloading the CDRElite5_16.zip driver:

https://www.dentsplysironasupport.com/en-us/user_section/user_section_imaging/schick_brand_software.html#schick-33

SOLUTION (continued)

New CDR Registry Setting

The patch adds a new setting to the CDR registry. To locate the setting, please perform these steps:

1. Open the CDR Settings Editor
2. Browse to the ZoomControlWPF folder.
3. Locate the UsePerformanceLibrary key.

Verify that the UsePerformanceLibrary key is set to "0", which causes CDR Dicom (and EagleSoft) to bypass the AMD Performance Library. Changing the key to "1" restores the use of the library by those applications.

Updated CDRImageProcess.dll File

The patch also updates CDRImageProcess.dll, which can be found in: C:\Program Files (x86)\Schick Technologies\Shared Files.
This file is versioned at 5.15.1871.10093 (or higher).

MSXML Download Links

MSXML 6.0 https://www.microsoft.com/en-us/download/details.aspx?id=43199
MSXML 4.0 https://www.microsoft.com/en-us/download/details.aspx?id=36292

In the event the problem persists, please contact Dentsply Sirona Technical Support for assistance (800) 659-5977.

This information is prepared to assist qualified support personnel of Dentsply Sirona products and is intended expressly for that purpose.