

IR Technical Support Bulletin

Volume 1 Issue 1

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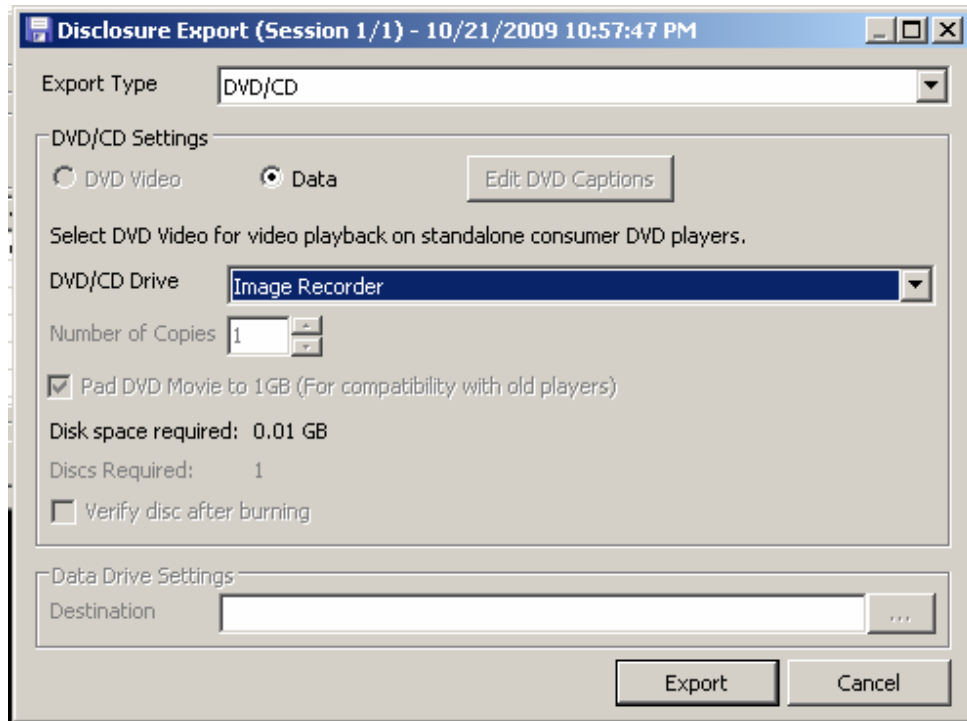
IRS

Interview
Recording
Solutions



Subject: VRM / CIMM export function cannot write to installed burner hardware.

Details: The PC hosting VRM or CIMM client can no longer access the installed local CD / DVD burner hardware. The only choice shown in the drop down box is 'Image Recorder' See Figure 1 Below



**Figure 1
VRM Export Screen**

Interviewrecorder.com

Interview Recorder, Inc.

Main Office
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Naperville, IL 60565

Office 630-219-1975
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Cause: Specific supporting files required by the VRM / CIMM export burner have been deleted, changed or otherwise modified probably as a result of software installation on the host PC.

Remedy: A small utility application has been developed specifically to replace the missing files. The utility can be downloaded from the Interview Recorder main web page under the Customer Support link.

Please download the following file: BurnerProblemFix.exe

Prior to running the utility please verify that VRM / CIMM software is closed.

Once the utility has run you should be able to log into VRM / CIMM and select the installed burner hardware as shown in figure 2 below.

Interviewrecorder.com

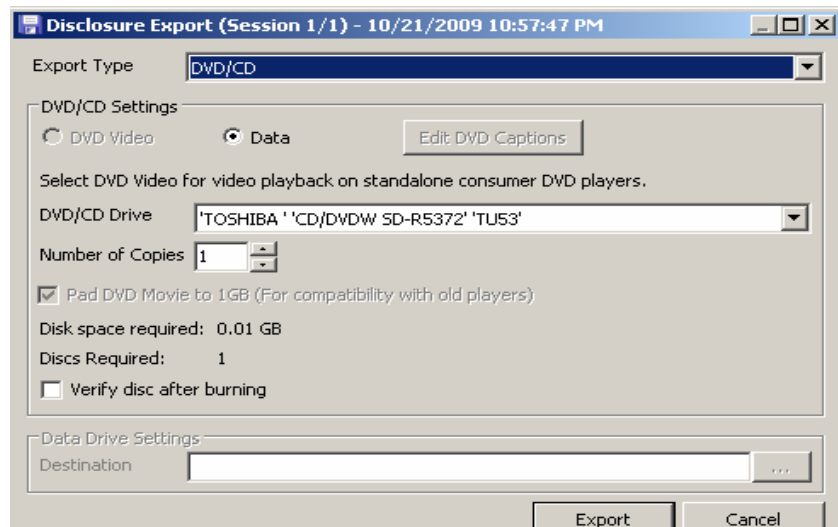
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**Figure 2
VRM Export Screen**