

# IR Technical Support Bulletin

Volume 1 Issue 1

November 12, 2009

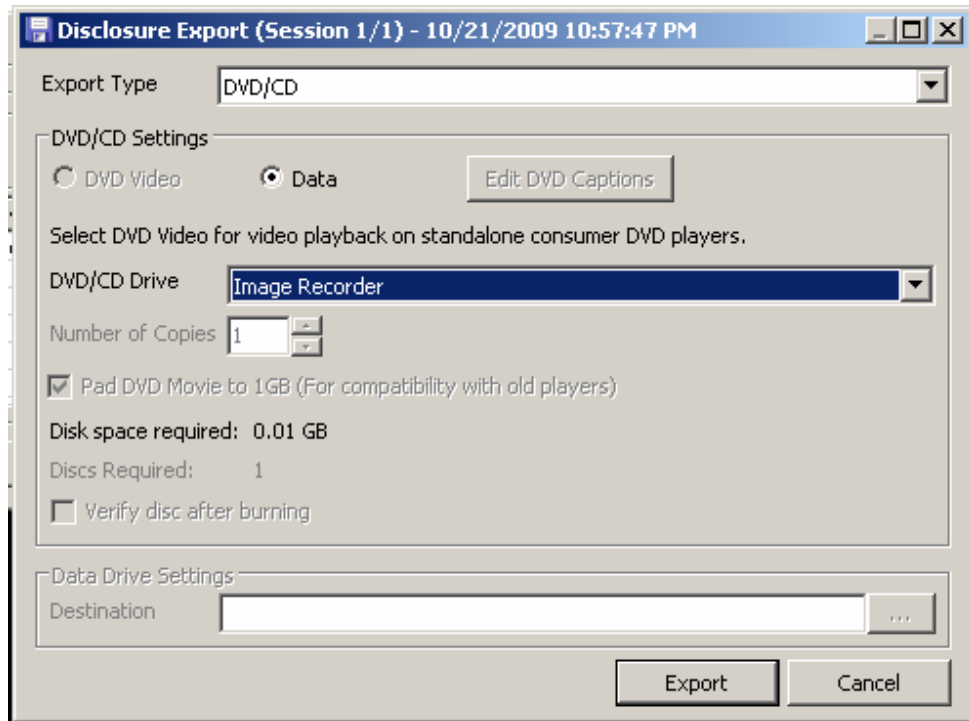
IRS

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  
1807 S. Washington  
Suite 110  
PMB 326  
Naperville, IL 60565

Office 630-219-1975  
Fax 630-839-4172

Carl Bracken  
1246 Elmhurst Dr N.E.  
Cedar Rapids, IA 52402

Office 319-366-2133  
Cell 630-780-9143



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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](http://Interviewrecorder.com)

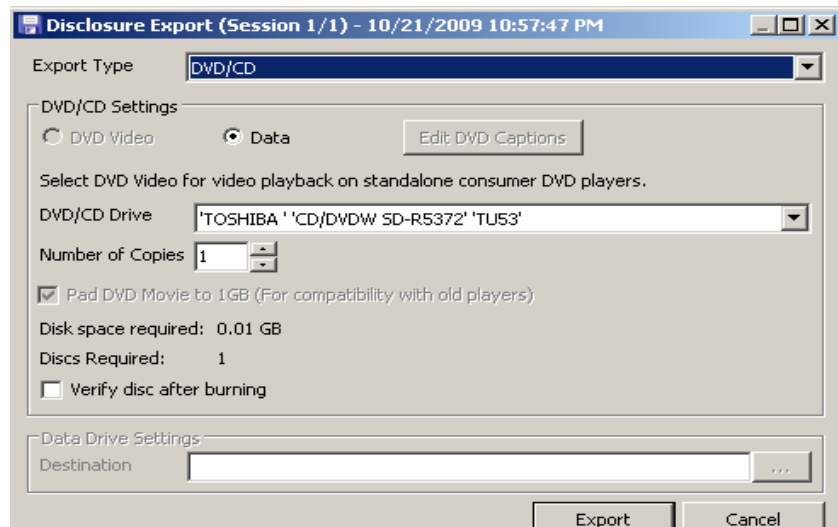
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**Figure 2  
VRM Export Screen**