



## Troubleshooting Studies Not Transferring To SHOWCASE® Image Center

There are several places to look for problems if studies stop transferring to your Image Center-- your imaging equipment, your computer network, the Image Center computer or the Image Center software. You may require help from your imaging equipment service technician, your IT department, or ShowCase Support at Trillium Technology, Inc.

### Diagnosing Problems Using the Image Center Console

Start the Image Center Console.

The screenshot shows the ShowCase Image Center console interface. The title bar reads "ShowCase Image Center". In the top right corner, there is a green button labeled "Running" with a red arrow pointing to it from a red box labeled "A". Below the title bar, there is a "Recent Study Activity" section with a table. A red arrow points from a red box labeled "D" to the "Study" column of the table. The table has columns: Patient, Study, Study Date, Images, iPad, and Activity. Below the table, there are two sections: "Incoming Studies" and "Client Activity". A red arrow points from a red box labeled "B" to the "Incoming Studies" section. At the bottom, there is a "System Status" section with the text "The Image Center is listening for DICOM connections. User access is enabled. There are 27 errors. [more...]" and a red arrow points from a red box labeled "C" to the "[more...]" link. At the bottom of the console, there are buttons for "Manage Studies", "Manage Users", "Manage Directories", "Manage Licenses", "Admin", "Help", and "Close".

Patient	Study	Study Date	Images	iPad	Activity
NetShare, testing	testing save as	7/5/2016 2:08:00 PM	27	27	saved as to G:Image Center Storage
BigEndianStatic, TestSaveImage	Annotate and Save	12/13/2010 7:37:00 PM	2	2	deleted from G:Image Center Storage
M-MODE		6/6/2009 7:14:24 AM	13	0	sent from ROOM2
PW/CW DOPPLER		6/6/2009 6:52:44 AM	36	0	sent from ROOM2
COMPLETE, ECHO M MR III	Echo Study	8/23/2005 7:28:02 AM	10	0	sent from ROOM2
COMPLETE, GYN M MS III	OB/GYN Study	8/19/2005 8:02:55 AM	6	0	sent from ROOM2
ECHO, PHILIPS HD15		3/30/2009 5:15:49 AM	47	0	sent from ROOM2
SCREEN SCRAPE		12/5/2008 1:46:32 PM	17	0	sent from ROOM2
PEDIATRIC ECHO TEST	STUDY DESCRIPTION	10/30/2007 11:32:11 AM	147	0	sent from ROOM2
Complete, OB M Ms iii	OB/GYN Study	8/19/2005 7:27:18 AM	9	0	sent from ROOM2

- A. The first thing to check is the system status indicator in the upper right. If it's green and says "Running", then move on to step B. If it's yellow or red, check the System Status window (C) for message that might tell you what is wrong.
- B. The second thing to check is the Incoming Studies window (B), lists activity from the imaging machines sending studies to the Image Center.
  - a. Try sending a study to the Image Center
  - b. If you don't see any activity for AE Title of the machine that sent the study, then no DICOM network messages are making it to the Image Center. Try the following:

- i. Turn off the firewall on the Image Center computer. Try sending a study. If that doesn't fix the problem, leave the firewall off and continue.
  - ii. Check that the ultrasound machine is configured with the correct IP address for the Image Center computer. Also check the AE Title and port configuration against those set in the Admin screen of the Image Center.
  - iii. Check the imaging machine's DICOM logs for errors.
  - iv. Clear the DICOM queues on the imaging machine.
  - v. Reboot the imaging machine.
  - vi. Reboot the Image Center computer.
  - vii. Do a DICOM CECHO on the imaging machine and see what it tells you.
  - viii. Turn the firewall back on if it was turned off earlier.
- c. If you do see activity from the imaging machine, but some studies are not coming across, click **more...** and the DICOM messaging log will appear. Look for errors in this log (highlighted in red). If you need help interpreting the errors, click the "Send Log to Support" button and our support engineers can help you diagnose the problem.
- C. If there are system errors, the message "There are xx errors." displays in the System Status window. Click on **[more...]** to see the error details. Look closely at the log's Time column for an error that corresponds to the time of your send test.
- D. If there are no errors in A, B, or C, check to see if the study is listed in the Recent Study Activity list. If it is, then the Image Center is working fine and there may be a problem with your ShowCase connection to the Image Center. In that case, go to ShowCase Premier and check your Image Center settings there.

#### Other Things to Check

- If Storage Commitment and/or MPPS are being proposed by the imaging machine, turn it off.
- Check for conflicts on the IP Address and/or Image Center listen port (usually 104), change the port number to a number above 1000; the port number must be changed in the Image Center and the imaging machines.
- If images are transferring slowly and the "Connection reset by peer" is seen in the study transfer log file, increase the DICOM Store timeouts on the imaging machine to one minute or more.
- Check for hardware problems by replacing network cables, using different ports on the network switch and replacing network cards
- Check to make sure multi-frame images (clips) are being compressed. Transferring huge uncompressed clips can aggravate network problems.

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