



# Troubleshoot Studies Not Transferring To Connect

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## Studies Aren't Transferring To Connect

There are several possible "points of failure" that can cause studies to stop transferring, including the ultrasound machine (or other imaging machine), your computer network, the computer Connect is installed on, and Connect itself. This may require help from your ultrasound machine service technician, your own IT department, or Trillium.

### How To Read Connect

There is a little status indicator in the upper left of the screen that most likely says "Waiting...". If you try sending a study to Connect, this message should change from "Waiting..." to something else. Look to this message and the Connect log for clues to your problem.

### Things to Check

Here are the most common issues that cause studies to stop being transferred to ShowCase Connect, in a rough priority order with the first being most likely:

Make sure ShowCase Connect is running during the entire study transfer time.

Reboot the ShowCase computer and the ultrasound machine, then try resending studies.

Clear the transfer queue on the ultrasound machine or PACS.

Check the ultrasound machine or PACS error log for errors and clues.

The IP address of the ShowCase PC may have changed. If it has, change the IP address for ShowCase Connect on the ultrasound machine or PACS.

Check that the the C:\ProgramData\Triltech\ShowCase folder and all subfolders and files have their permission set to Full Control for the Everyone user.

Check the Connect error log (click "View Log" on the main ShowCase Connect window or use Windows Explorer to open file C:\ProgramData\Triltech\ShowCase\Merge.log) for errors and clues, email the error log to Support@TrilTech.com if you would like us to examine it.

If Storage Commitment and/or MPPS are being proposed by the ultrasound machine(s) or PACS, turn it off.

Check for conflicts on the IP Address and/or Connect listen port, change the port number to a number above 1000; the port number must be changed in ShowCase Connect and the ultrasound machine(s) or PACS.

Configure the firewall to allow ShowCase Connect free access to the network

Check the number of image files in the "Main Image Folder Path" DICOM Directory (folder with a DICOMDIR index file) configured in ShowCase Connect. ShowCase has a 100,000 image limit per directory. The quickest fix for this issue is to create a new DICOM Directory by setting "Main Image Folder Path" to a new folder in ShowCase Connect (click "Edit Settings" to open the configuration screen). Recommended image files in a single directory is no more than 30,000.

If images are transferring slowly and the "Connection reset by peer" is seen in the Connect log file:

- o Check if the images are being stored to a network drive, if they are change to a local drive.
- o Increase the DICOM Store timeouts on the ultrasound 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

Make sure there is plenty of free disk space

Make sure the system has at least 2GB of RAM

Check to make sure clips are being compressed, transferring huge uncompressed clips can aggravate network problems.