



## Troubleshooting Studies Not Transferring To The 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.

### Diagnosing Problems Using the Image Center Console

Start the Image Center Console.

The screenshot shows the ShowCase Image Center console. At the top right, a green 'Running' button is highlighted with a red box labeled 'A'. Below it, a table titled 'Recent Study Activity' is shown, with a red box labeled 'D' pointing to the first row. To the left of the table, a red box labeled 'B' points to the 'Incoming Studies' section. At the bottom, a red box labeled 'C' points to the text 'There are 27 errors. [more...]' in the 'System Status' section.

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 reports that might tell you what is wrong.
- B. The second thing to check is the most recent activity for the ultrasound machine (or other imaging equipment) that is sending studies. The Incoming Studies window lists all of the DICOM devices that have been sending studies to the Image Center, what they sent, and how long ago they sent it.
  - 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 so first check the logs on your imaging

device to see if there are errors listed. Then check your network, firewall to make sure the port handling messaging (usually 104) is not blocked.

- 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

This list shows steps to address study transfer problems, in a rough priority order with the first being most likely:

- ✓ Run through the Image Center Console checks above.
- ✓ Reboot both the Imaging machine and the Image Center machine, then try resending studies.
- ✓ Clear the transfer queue on the imaging machine.
- ✓ Check the imaging machine error log for error reports or other clues.
- ✓ The IP address of the Image Center Computer may have changed. If it has, change the IP address for the Image Center on the imaging machine.
- ✓ 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 machine.
- ✓ Configure the firewall to allow ShowCase Image Center services access across the network
- ✓ 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
- ✓ Make sure there is plenty of free disk space
- ✓ Make sure the system has at least 4GB of RAM
- ✓ Check to make sure multi-frame images (clips) are being compressed. Transferring huge uncompressed clips can aggravate network problems.