



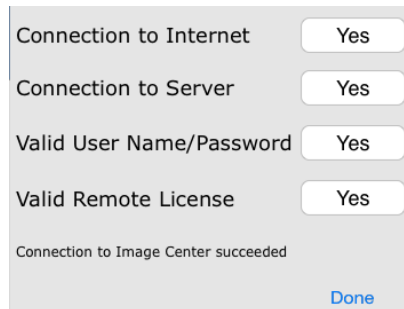
ShowCase Viewer for iPad - Troubleshooting Network Connections

Test Your Connection



Open the ShowCase for iPad viewer. Go to the Settings screen by tapping the **Settings** tab at the bottom of the screen. Check that the Address, Port, and User Name are set correctly.

Press the **Test this Image Center** button. This displays a report of four tests.



If any of the results say **No** or "-", look at the message above the **Done** button. It may explain the problem. Possible modes of failure include the following.

Connection to Internet

If this fails, it means your iPad is not connected to a network. Your iPad might be out of wireless range, or may be in airplane mode. Connect your iPad to a local wireless network and run the check again.

Connection to Server

If this check fails, first make sure your VPN is connected.

- Is your VPN connected?
- Is your IP address for the Image Center PC correct?
- Is your port number correct?

If your configuration is all correct then you may need to find out more about the Image Center computer.

- Is the Image Center computer up and running the Image Center software?
- Does the Image Center Console have the green Running light on in the upper right corner?
- Does the Image Center error window say Remote Access is turned off?
- Is the firewall open for your Image Center computer?

Valid User Name / Password

If this test fails, try re-entering your name and password.

- Are you registered in the Image Center as a User?
- Are you using the Windows Name/Password you use to log in to the Image Center computer?

If you have access to your Image Center computer, bring up the Image Center console and look at the Remote Access Activity log. It has information about your failed log in.

Valid Remote License

If this fails, either the Image Center is not licensed or you have run out of your purchased number of ShowCase Viewer for iPad licenses.

If you have run out of Viewer for iPad licenses, you may be able unregistor an existing iPad license that is no longer in use. You can also purchase additional licenses from Trillium Technology, www.TrilTech.com .

To unregistor an existing license, bring up the Image Center Console and click the **Licenses** button in the bottom right of the screen. This page tells you if there are "Remote Device" licenses available. If you are out of iPad licenses, but some licenses are no longer used, you can free up those licenses by clicking on the **unregistor** button for those iPads.

