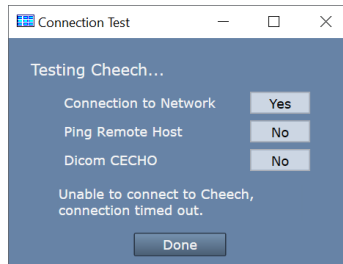# How To Fix Remote Pacs Connection Issues

So you're looking at the top of your study list and there's a red bar that looks like this:

To troubleshoot this problem, click on [Test Connection] on the far right. A Connection Test dialog will appear:

Here is what each test means and what to investigate when a test comes back 'No':

Connection to Network failed – means that the ShowCase computer is not connected to a network
- Try using another network program, like a web browser, to see if this is true
- Work with your IT department to get your computer back on the network.

Ping Remote Host failed – means that the ShowCase software cannot ethernet ping the PACS server computer
- Is the PACS server computer running?
- Is the PACS server configured to return ethernet pings? Pings can be filtered by firewalls or disabled because the ping service on the remote computer is not enabled.

It's worth noting that a ping failure does not necessarily mean that you can't do query/retrieve/store to the PACS. DICOM services can work just fine even with ping services blocked or turned off at the PACS server.

Dicom CECHO failed – ShowCase attempted a Dicom CECHO with the PACS and it didn't work. Troubleshooting this will likely require help from your PACS administrator.
- Are the PACS settings correct in ShowCase? Go to the PACS configuration screen and verify that you have the correct AE Title for the PACS, the correct IP address for the PACS computer, and the correct port to use when connecting to your PACS.
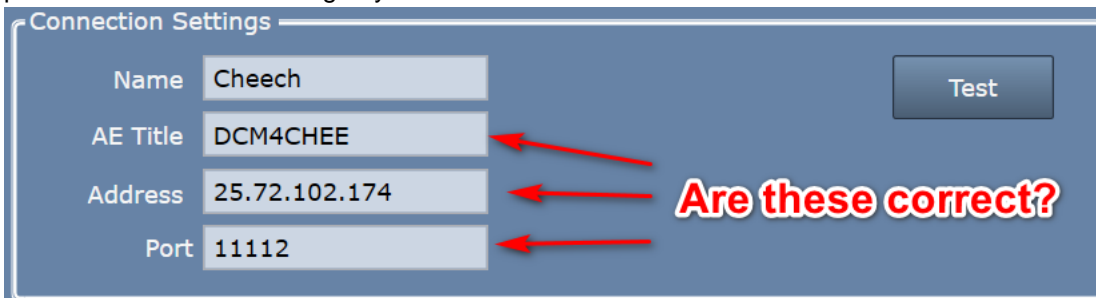
- Have your PACS administrator check the settings at your PACS. Most PACS require that any client connecting to them be manually defined and configured on the PACS. Check that the AE Title, port, and IP address of the ShowCase Workstation are properly set up in the PACS. You will find the AE Title and Port of the workstation under the Dicom SCP tab in ShowCase (or the Admin screen in Image Center).

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