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.

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, check the following:
   i. If you see the message "**Called AE Title does not match SCP AE Title.**":
      1. Click the Admin button. Write down the AE Title that you find there.
      2. Go to your ultrasound machine's configuration screens and find the screen where you specified the AE Title for the Image Center under your DICOM Networking settings. You will find it does not match the AE Title you wrote down from above. Change the AE Title. *Note: Your imaging device will have its own AE Title, separate from the AE Title for the destination it is sending to. If you do not understand this difference, contact your imaging device service representative for help.*
   ii. If 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, go to the main Image Center Console and click the Help button and send in a support request so we can help you diagnose your issue.

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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