Configuring SHOWCASE® Premier or Workstation For Remote Image Center Access

Use this guide to configure ShowCase Premier or Workstation to access a remote Image Center over a Virtual Private Network.

Before You Start

- Make sure your ShowCase Image Center is installed and running according to instructions, and that you have added a User Account to the Image Center that is configured to access Image Directories.
- Make sure your firewall is properly configured.
- Make sure ShowCase Premier is installed and licensed on your PC

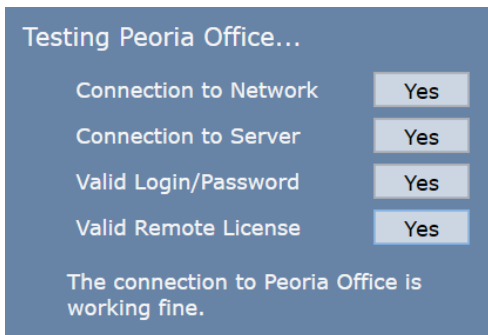## Configure Communication with the Remote Image Center

1. Launch ShowCase
2. From the **Edit Menu**, select **ShowCase Settings...**
3. Select the **Image Centers** tab.
4. Click the **Add** button. A new Image Center entry will be created named "New Image Center":

5. Enter a name for your Image Center in the **Name** field. It can be any name that is helpful.
6. Enter the Image Center machine's VPN IP address in the **Address** field. You may need to get this from your IT professional.
7. Enter the communication **Port**. This must match the Image Center's Image Access Port (default is 8080).
8. Enter your Windows Account **Login** and **Password** registered on the Image Center PC.
9. Change the dropdown at the bottom to say "Remote Image Center". This tells ShowCase it will be communicating over a VPN and not a local network.

10. Click the **Test** button to see if ShowCase Premier can contact the Image Center.

Testing Peoria Office...

Connection to Network	Yes
Connection to Server	Yes
Valid Login/Password	Yes
Valid Remote License	Yes

The connection to Peoria Office is working fine.

If the communication is not working, the messages in this dialog help you determine where the problem occurred so that you can modify your settings and try again.

Set the Local Storage Location

ShowCase transfers studies from the Image Center to a local cache folder on your computer for efficient viewing. Browse to a folder on your computer where the studies should be stored locally.
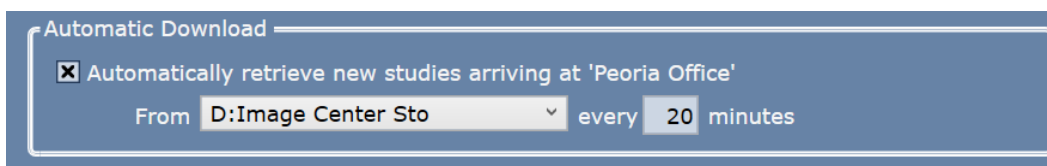

Local Cache Folder
Folder D:\Local Temporary Cache ...
☒ Clean up cached studies more than 10 days old
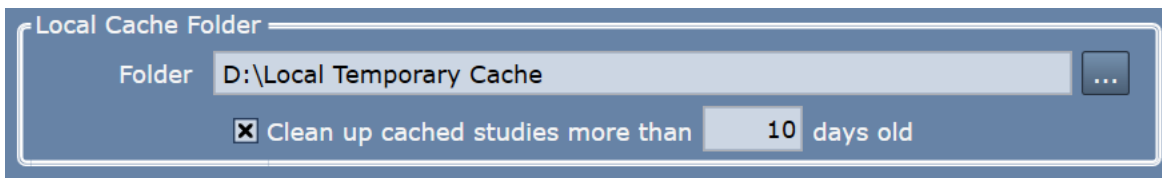
- Go to the Local Cache Folder portion of the screen.
- Click the … button on the far right and select a folder for your cache.
- *Highly Recommended:* Click the "Clean up cached studies more than XX days old" option. This will clean up your cache for you, so it doesn't get overfull.

NOTE: If you have multiple Image Centers configured, make sure each stores their images in a separate folder.

Configuring Automatic Image Transfers from an Image Center

Automatic transfer is a convenient way to move studies to your local machine in the background, even while you are away from your computer, so that when you sit down at the computer, the studies are immediately available to be reviewed.

Automatic Download
☒ Automatically retrieve new studies arriving at 'Peoria Office'
From D:Image Center Sto ∨ every 20 minutes

- Go to the Automatic Download portion of the screen.
- Check the "Automatically retrieve new studies arriving at '<Image Center>'
- Select the Image Directory you want to download from.

All new studies (after configuration) that arrive in the Image Directory you selected will automatically transfer to ShowCase. This feature was designed for study review over the internet. Even purportedly 'high-speed' internet will often require 2 to 20 minutes to manually pull a study from an Image Center, so having it already done for you can save a lot of time.

Note: The computer should be left on and connected to the VPN for automatic transfer to continue.

VPN Connection

To make sure your clinical data is private and secure, you will want to access the studies over a Virtual Private Network (VPN). If you do not already have a VPN, you might try Hamachi's LogMeIn software-only VPN. It is inexpensive and easy to deploy.

Automatically Connecting to a VPN

If your VPN isn't always connected and your VPN is managed by Windows, you can configure ShowCase to connect to your Windows managed VPN each time you communicate with an Image Center. Check the options and enter the Windows VPN Name and your Login and Password.

Troubleshooting

Configuration problems

If you cannot log in to the Image Center, make sure that you have the correct IP address and that the Image Center lists your login name as an Image Center User and that you have been given access to the appropriate directories.

VPN connection problems

Ask your IT professional to instruct you on how to use your VPN. If it is not a Windows managed VPN, ShowCase cannot connect to it automatically and you will need to connect manually or have the VPN configured to connect automatically.

Image Center connection problems

If you are unable to connect to your Image Center, helpful messages will appear if any of the connection tests fail, but here is some insight as to what may cause each test to fail. You may find that you need assistance from your IT group to resolve some of these.

Connection to Network failed – Means that ShowCase cannot find the Image Center computer on the network
- Is the IP address correct?
- Can you 'ping' the Image Center computer from a Windows Cmd window?

Connection to Server failed – Means that ShowCase software cannot talk to the Image Center software
- Is the firewall on the Image Center open to port 8080?
- Is the Image Center running? Look at the Image Center console- Are there errors displayed?

Valid User Name/Password failed
- Has the User been added to the Image Center?
- Did you enter the password correctly?

Valid Remote License failed
- Does the Image Center have a valid license? Go to the Image Center computer and check the Image Center Console. Are there any errors?

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