

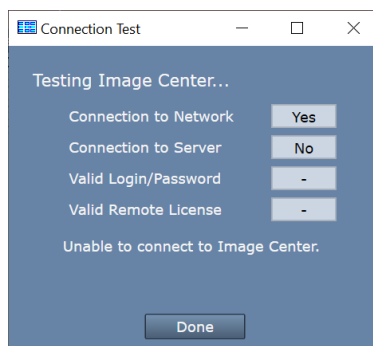


## How To Fix Remote Image Center Connection Issues

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 the Test Connection button 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 ShowCase cannot find a network or it cannot find the Image Center computer on the network

- Is this computer connected to a network?
- Is the Image Center machine up and running?
- Is the IP address for the Image Center correct?
- Can the computers find each other on the network outside of ShowCase? (Can you ping the computer?)

**Connection to Server failed** – means that the ShowCase software cannot talk to the Image Center software on the remote computer.

- Is the firewall on the Image Center computer open to port 8080?
- Is the Image Center licensed and running? Go to the Image Center computer and check the Image Center Console-- Are there any errors displayed?

**Valid Login/Password failed** – means either the Login or Password are not recognized by the Image Center.

- Has the User been added to the Image Center?
- Did you enter the login name correctly in the setup screen?
- Did you type the password correctly in the setup screen?

**Valid Remote License failed** – means the Image Center does not appear to be licensed.

- Does the Image Center have a valid license? Go to the Image Center computer and check the Image Center Console - Are there any errors displayed?

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