Configuring SHOWCASE® Premier or Workstation For Local Image Center Access

Use this guide to configure ShowCase Premier or Workstation to access an Image Center over a Local Area Network (100T or better). For slower networks and VPN access, use the **Configure ShowCase For Remote Image Center Access** guide.

Before You Start

- Make sure your ShowCase Image Center is installed and running, and has a User Account configured to access Image Directories.
- Check your firewall configuration. (See the Image Center Configuration Guide)
- Make sure that ShowCase is installed and licensed on your PC.

Configure ShowCase

1. Launch ShowCase
2. From the **Edit Menu**, select **ShowCase Settings...**
3. Click the **Image Centers** tab
4. Click the **Add** button. A new local Image Center 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 to you.
6. Enter the Image Center machine's 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 the Windows User Account **User Name** and **Password** registered on the Image Center PC.
9. Make sure the Local Image Center option is selected from the dropdown at the bottom.

10. Click the **Test** button to see if ShowCase can contact the Image Center. A report appears to let you know if the test was successful:
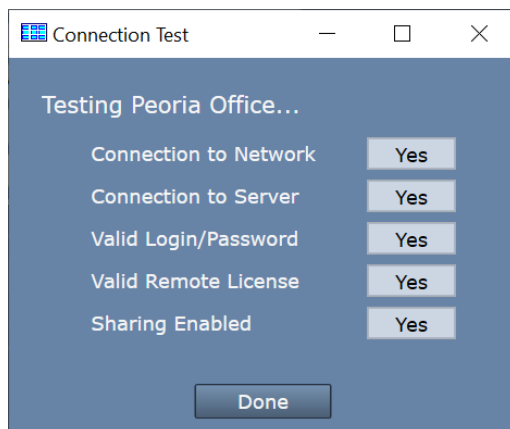
If any of the tests fail, see the next section for tips on troubleshooting.

Troubleshooting

For most networking problems you will need assistance from your IT group to resolve the issues. Here are common reasons for communication failures.

Connection to Network failed – means that ShowCase cannot find the Image Center computer on the network
- Is the Image Center computer 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
- Is **Port** set to the Image Center's **Image Access Port** (default is 8080)?
- Is the firewall on the Image Center computer open to the Image Center's **Image Access Port**?
- 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 User Name/Password failed – means either the User Name or Password or both are not recognized by the Image Center.
- Has the User been added to the Image Center?
- Is the user name entered for **Login** exactly the same as in Image Center?
- Did you type the password correctly?

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?

Sharing Enabled failed – means a problem was encountered accessing the image directories
- Are the Image Directories that this User is configured to access properly shared on the Image Center computer? (Does the 'Everyone' user have Read access?)
- Does this computer need Windows Credentials to access the Image Center computer shares? If so...
  - Open the Credentials Manager in Windows
  - Click **Add a Windows Credential**
  - Enter the Address specified in the configuration screen shown above
  - Enter a User name and Password with permissions to access the Image Center computer

Note: Sharing issues and Credentials should be resolved by your IT group. These issues relate to the security policies of your organization. There are many ways to share folders across a network and your IT group can set this up for you.

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