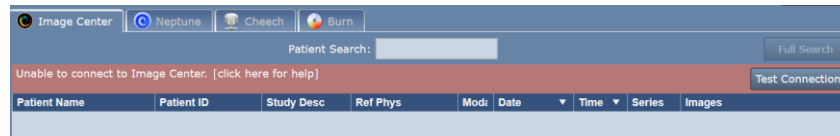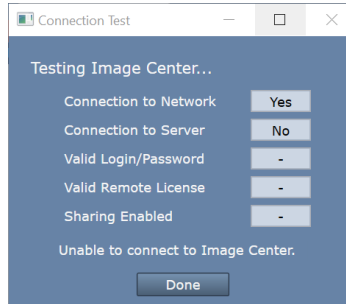# *How To Fix Local Image Center Connection Issues*

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 [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 ShowCase cannot find the Image Center computer on the 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
- 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?
- 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 Image Directories
- Do the Image Directories listed have sharing turned on for the Everyone user with Read access?
- Does this user need Windows Credentials to access those Image Center computer shares?
- What happens if you try to access these shares using Windows File Explorer?

  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 and access folders across a network and your IT group can set this up for you.

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