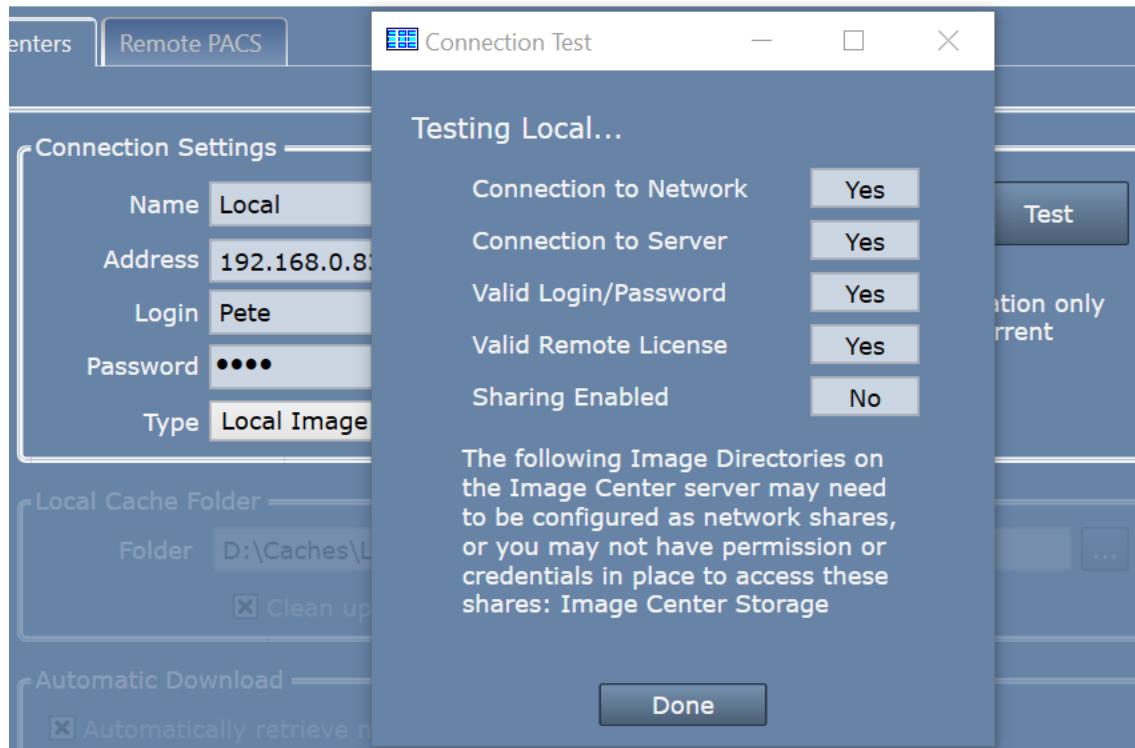# Troubleshooting "Sharing Enabled" Errors When Configuring SHOWCASE® for Local Image Center Access

You've just configured ShowCase to access your Image Center, but when you hit the Test button you get the following:

What Went Wrong?

When ShowCase is configured in Local mode, it uses a UNC path "\\<Address>\<Share Name>", e.g. "\\192.168.0.83\Image Center Storage" with the currently logged in user's credentials to access the studies stored by the Image Center. **<Address>** is what you've typed into the configuration screen (shown above). **<Share Name>** is the share name of the Image Directory configured at the Image Center.

How Do I Fix It?

1. Go to the Image Center and open the Image Center Console. Click the **Manage Directories** button and look at the **Shared** column. Do you see a name there? If not, you will need to share that Image Directory folder using Windows File Explorer.
2. Check to make sure the share has the right permissions. We recommend setting **Read** permission for the **Everyone** user but do what your security protocols require.
3. If the folder was properly shared on the server, the problem is likely a permissions issue on the client side. The simplest way to diagnose this is through Windows File Explorer.
   a. Open Windows File Explorer and type \\<Address>\<Share Name>.
   b. Did it ask you for a login and password? If it asks you for a password, then you need to supply credentials to access that share. Here is one suggested approach:
      i. Open the Credentials Manager in Windows
      ii. Click **Add a Windows Credential**

iii. Enter the Address specified in the Image Center Connection Settings
iv. Enter a User name and Password with permissions to access the Image Center computer

c. Now log out and log back in.
d. Enter the same path in Windows File Explorer. If it takes you straight to the folder and shows you files, then you're good to go.

Tips

Use exactly what you typed into the Address field

IP addresses are not the same as machine names when it comes to Windows Security. A credential for \\192.168.0.88\Image Center Storage is different than one for \\Mountain\Image Center Storage.

Always log out and log back in when testing

Windows caches temporary credentials, i.e. if you were to enter your login and password when testing with Windows File Explorer. These credentials will vanish when you log out.

If you can see it in Windows File Explorer, ShowCase can see it too

The easiest way to diagnose share access is through Windows File Explorer. Work this out first and then go back to ShowCase once you are satisfied that sharing and access has been addressed.

Follow the security guidelines of your IT group

The sharing techniques presented here are recommendations only. You should always follow the security protocols set up by your IT organization. If these sharing issues make no sense to you, please engage your IT support to resolve them.

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