



# Upgrading from Connect to SHOWCASE® Workstation

Upgrading from ShowCase Connect to ShowCase Workstation is not difficult, but neither is it a simple matter of running an installer. The new user interface for query/retrieving from your PACS is integrated directly into ShowCase itself; completely different from the old Connect program. Please read through this guide at least once before proceeding.

## Prerequisites

- **Active Support Plan** - If you had an active support plan when ShowCase 6.5 came out, you will be automatically be issued a new ShowCase Workstation license to replace your ShowCase Premier (or Basic) with Connect license, which will be marked to automatically terminate on February 1<sup>st</sup>, 2024. If you do not have an active support plan, you will need to activate one or purchase this upgrade.
- **Connect Is Being Used for Query/Retrieve** – This upgrade only works for ShowCase Connect used for Query/Retrieve from PACS. We know that some of our customers are still using Connect as a DICOM SCP receiving studies directly from an imaging device. Support for this behavior was discontinued on November 1<sup>st</sup>, 2019. Please contact ShowCase Sales ([sales@triltech.com](mailto:sales@triltech.com)) for details on upgrading to our Image Center product.

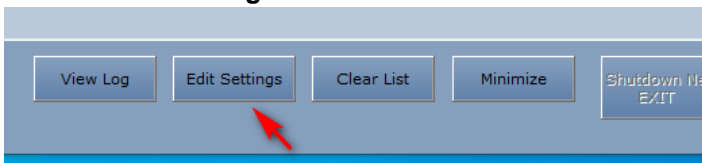
## Performing The Upgrade

The upgrade will be done like this:

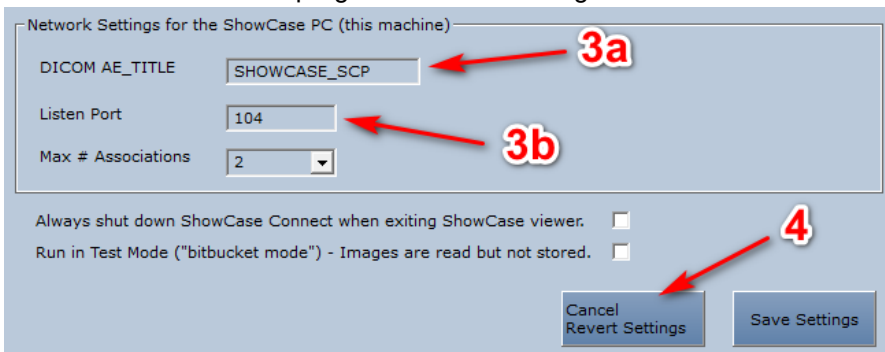
1. Gather and write down the settings from your ShowCase Connect program.
2. Locate your new Workstation license from the email we sent you.
3. Uninstall the 6.1 version of ShowCase
4. Install the new 6.5 version of ShowCase Workstation
5. Upgrade to your new Workstation license.
6. Configure ShowCase Workstation to Query/Retrieve with your PACS

## Write Down Your Existing Connect Settings

1. Start ShowCase Connect
2. Click the **Edit Settings** button at the bottom of the screen. A settings screen will appear.

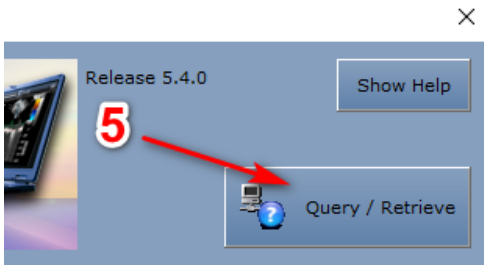


3. Write down the Connect program's DICOM configuration

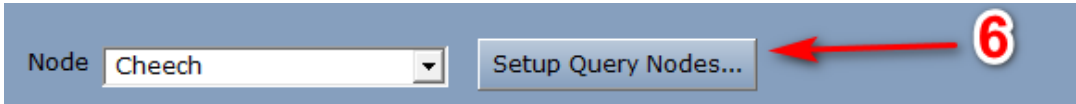


- a. Write down the name of the DICOM AE\_TITLE
- b. Write down the Listen Port

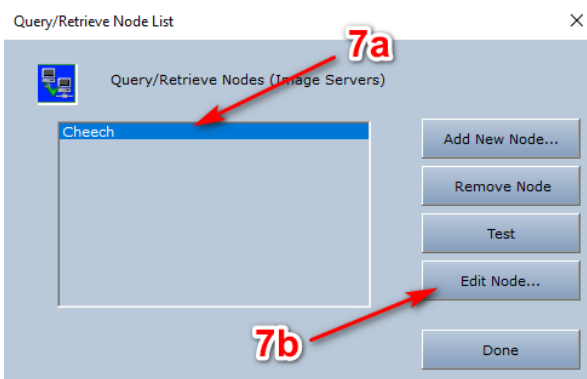
4. Click the **Cancel Revert Settings** button
5. Click the **Query / Retrieve** button in the upper right. A dialog will appear.



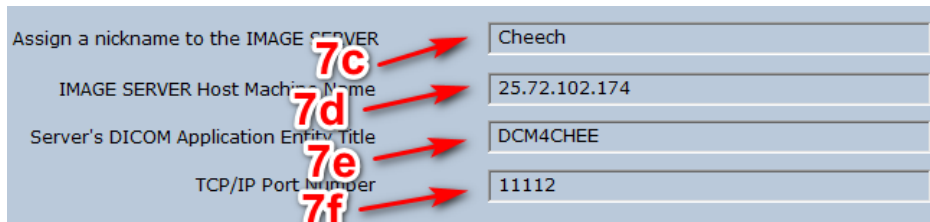
6. Click the **Setup Query Nodes...** button



7. For each node listed:



- a. Select the node
- b. Click the **Edit Node...** button



- c. Write down the Nickname
- d. Write down the Host Machine Name
- e. Write down the Server's Application Entity Title
- f. Write down the TCP/IP Port Number

## Find your new Workstation License

You should have received an email from us with your new license(s). If you had an active support plan, the email that notified you of the upgrade will have the license in it. If you did not have an active support plan, and had to activate your support plan, you will have received a new license email from us with your new Workstation license in it.

## Uninstall the 6.1 Version of ShowCase

Note: Uninstalling ShowCase will leave your existing license and data in place, as well as many other settings. (Just not your ShowCase Connect settings)

1. Exit the ShowCase viewer and Connect

2. Click the Windows Start button
3. Start typing “Add or remove...”.
  - a. You should see an option in the start menu: “Add or remove programs”.
  - b. Click that option.
  - c. In the dialog that appears, scroll down until you find **ShowCase**
  - d. Click on it. An **Uninstall** button will appear.
  - e. Click the **Uninstall** button.
  - f. You will likely encounter a series of dialogs. Click through them to complete the uninstall

## Install the 6.5 Version of ShowCase

1. Download the new installer from <https://www.triltech.com/download.html>.
2. Click on the Download Now button to the right of **ShowCase DICOM Viewer 6.5.0**.
3. Run the installer and start ShowCase.

## Upgrade to your new Workstation license

1. Click the Help menu and select **License Management...**
2. Click the **Change License** button
3. Enter the Workstation License into the License Key field and click the **Activate** button.
4. The license dialog should change, and you will now see the Dicom SCU licensing near the bottom of the dialog.
5. Click the **Done** button.

## Configure ShowCase Workstation to Query/Retrieve with your PACs

4. Click the **Edit Menu** and select **ShowCase Settings...**
5. Click the **Dicom SCP** tab:
  - a. Enter the Dicom AE Title you wrote down from step 3a in the **AE Title** field.
  - b. Enter the Listening Port you wrote down from step 3b in the **Listening Port** field.

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Viewer | **Dicom SCP** | Image Centers | Remote PACS

SCP Settings

AE Title  4a

Listening Port  4b

SCP Timeout Settings

Send  milliseconds

Receive  milliseconds

Stand Alone SCP Server\*

Status

Storage Folder  ...

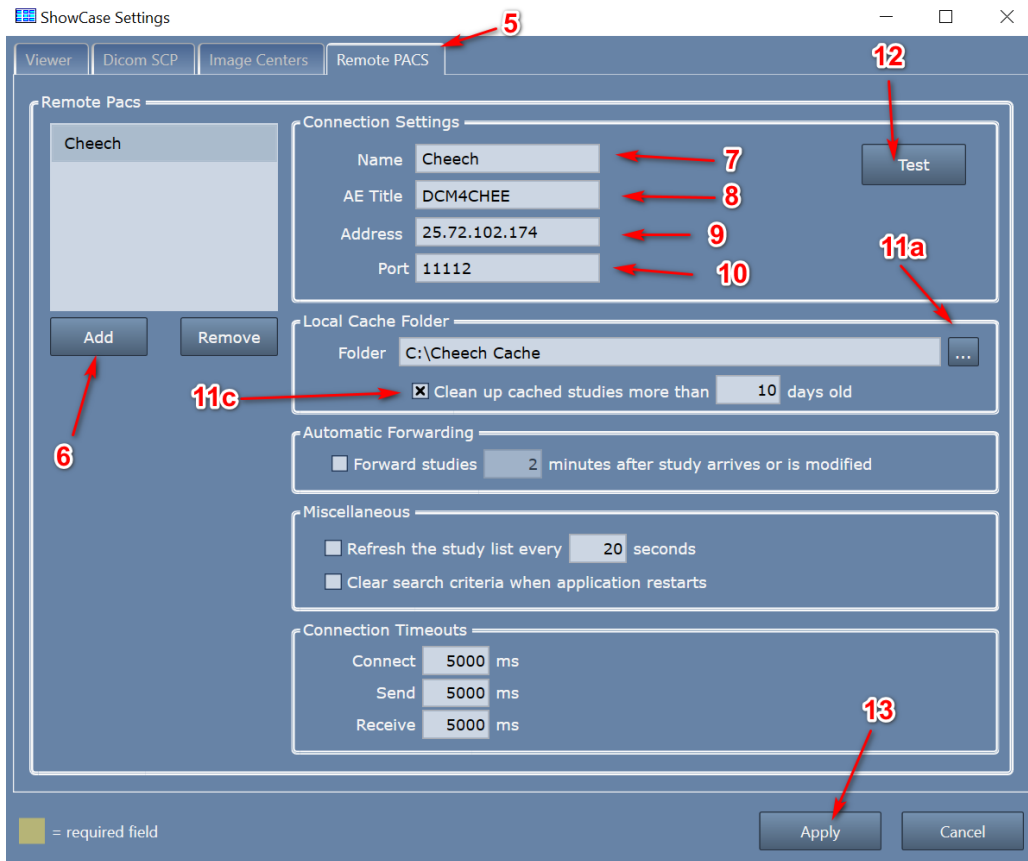
\*A Stand Alone SCP Server is a very specialized feature and should only be activated if necessary. Click the 'Help?' button on this page for details before you decide to activate this feature.

Help?

= required field

Apply Cancel

6. Click the **Remote PACS** tab



7. Click the **Add** button

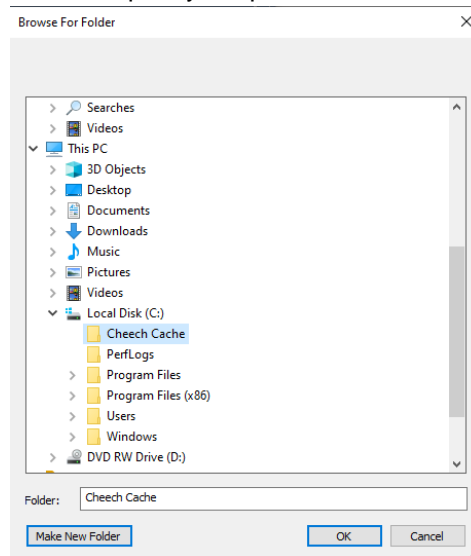
8. Enter the server nickname you wrote down in step 7c in the **Name** field

9. Enter the Application Entity Title you wrote down in step 7e in the **AE Title** field

10. Enter the Host Machine Name you wrote down in step 7d in the **Address** field

11. Enter the TIP/IP Port Number you wrote down in step 7f into the **Port** field

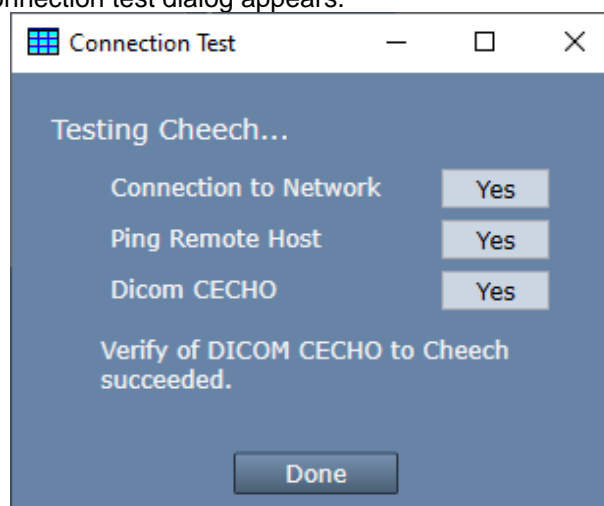
12. Set up a local cache folder where you will store studies you retrieve from the PACS
  - a. Click the ... button
  - b. Select (or create) an empty folder with plenty of space.



Some guidelines for this folder:

- i. If you use your **C:** drive make sure it has **a lot of free space (> 300GB)**
  - ii. If you use an **external USB hard drive**, make sure it is a USB 3.0 drive connected to a USB 3.0 port.
  - iii. Avoid using network file shares, unless they are unreliable.
  - iv. **Do not** use your Desktop or a folder on your Desktop.
  - v. **Do not ever** use the same local cache for two different tabs on your study list.
  - vi. **Do not ever** configure your local cache to use an Image Center Image Directory folder.
  - vii. **Do not** use third party Dicom tools to look at or manage your local cache folder.
  - viii. **Do not** set up a local cache on cloud storage like DropBox, OneDrive, GoogleDrive, etc.
- c. [Optional, but Recommended] Check the **Clean up cached studies...** option, and set the number of days studies will remain in the cache before being cleaned up (deleted). Note: Studies are only cleaned up if they have not been modified or were sent back to the PACS after being modified.

13. Click the **Test** button. A connection test dialog appears.



If the connection test does not say that a Verify of DICOM CECHO succeeded, then see the section *Troubleshooting PACS Connections* later in this guide.

14. Click the **Apply** button. You should see a new tab appear in your study list named with the name you specified in step 7.

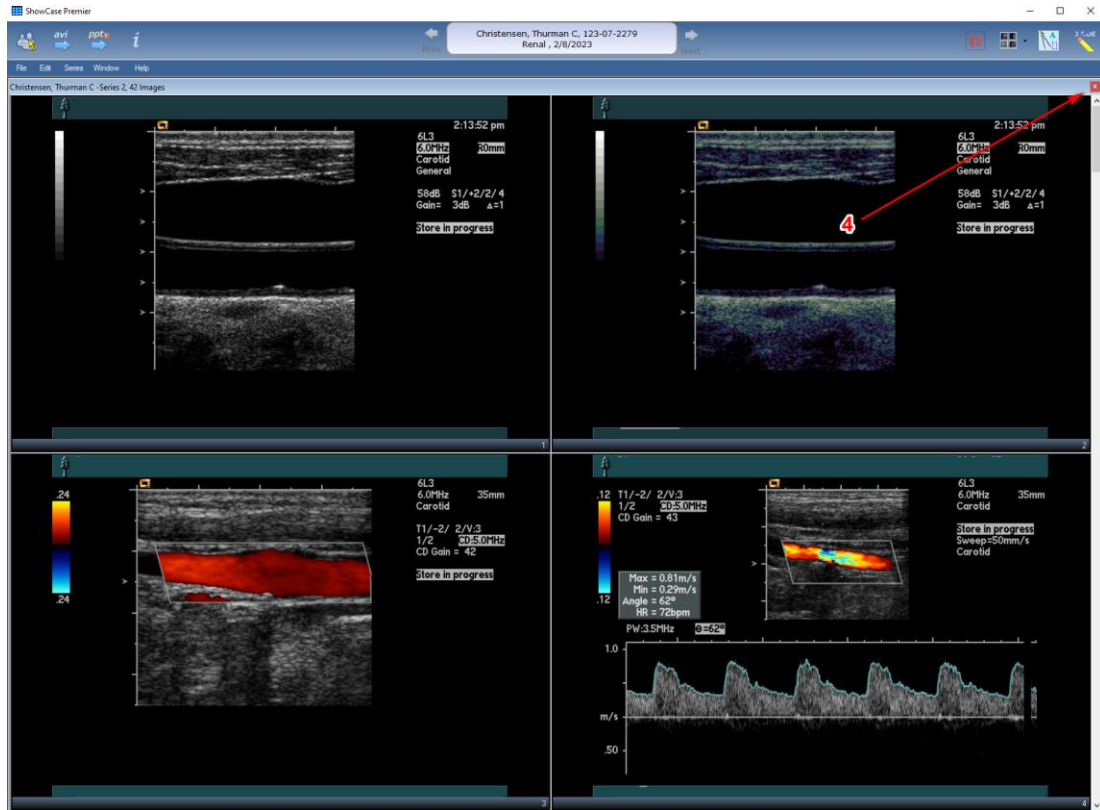
## Using ShowCase Workstation with your PACS

Now that you've completed the upgrade, go look at your study list. You should see a tab with the name you gave your PACS when you were transferring your settings. Here is how you use your new PACS tab:

### Query/Retrieve/View by Patient Name (quick example)

Patient Name	Patient ID	Study Desc	Ref Phys	Modr	Date	Time	Series	Images	Status
Magee, Robert M	535-13-0823	Renal	REFMD	US	3/29/2023	10:57 AM	2	63 (?)	remote
Magnusson, Angela D	122-60-0256	Pharm Stress 4		US	4/1/2020	9:17 AM	1	35 (?)	remote
Magee, Charles D	152-15-7107	Mouse Heart		US	3/26/2020	3:28 PM	1	17	retrieving 16 of 53 files...
Magill, Brittney P	404-23-1223	Mouse Heart		US	3/16/2020	9:23 AM	1	38 (?)	remote
Magee, Jewell M	532-18-4953	Small Parts		US	3/7/2019	2:56 PM	1	92 (?)	remote
Magill, Patsy M	002-38-1718	Small Parts		US	11/8/2018	4:13 AM	1	98 (?)	remote

1. Type the first few letters of the patient's last name into the Patient Search field and hit return.
  - a. A green bar will appear at the top of the study list, showing you the search it's performing.
2. A list of studies that match what you typed will appear. You can sort the list by clicking on the column headers at the top of the list.
3. Double click on the study you want to view.
  - a. The study will automatically start retrieving.
  - b. When the study is fully retrieved, it will be displayed in another window in ShowCase.



4. When you have finished viewing the study, click on the red X in the upper right corner of the study window to close it. The study list should reappear.
5. To clear the search, click the red X on the right of the green search bar.

## More Features!

ShowCase Workstation isn't just a replacement for Connect with a streamlined interface, it has a lot of new functionality, including:

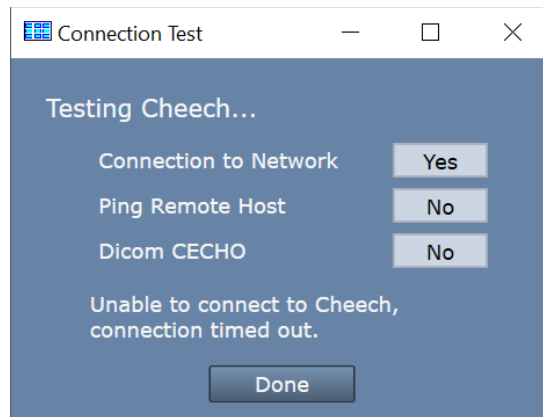
- Retrieve and burn a study to CD/DVD/USB for a patient or referring physician.
- Retrieve studies and copy to a local DICOM folder for accreditation or review.
- Store studies from a CD/DVD or USB to your PACS.
- Dynamically update the study list with today's studies as they arrive at the PACS.
- Automatically forward studies to your PACS after they arrive from an imaging device.

You can read more about these features and other capabilities of your Workstation in the *Using ShowCase Workstation With Your PACS* and *Workstation Study Forwarding to PACS* user guides.

## Troubleshooting Your PACS Connection

If Connect was working just fine prior to the upgrade, but your newly installed Workstation isn't, the first thing to check is to make sure you didn't make any typographical errors when you were re-entering your Connect settings into the Workstation. If those appear correct, here are some basic things to check:

Start by selecting the **More...** button at the bottom of the PACS tab and select **Test Connection to <PACS>**. 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 the ShowCase computer is not connected to a network

- Try using another network program, like a web browser, to see if this is true
- Work with your IT department to get your computer back on the network.

**Ping Remote Host failed** – means that the ShowCase software cannot ethernet ping the PACS server computer

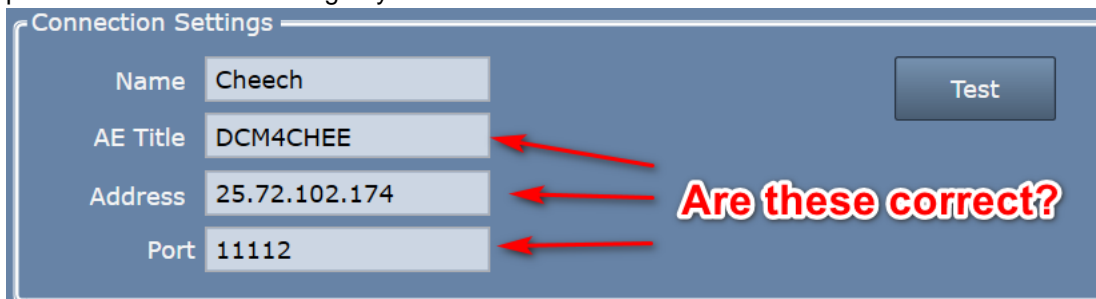
- Is the PACS server computer running?
- Is the PACS server configured to return ethernet pings? Pings can be filtered by firewalls or disabled because the ping service on the remote computer is not enabled.

It's worth noting that a ping failure does not necessarily mean that you can't do query/retrieve/store to the PACS. Workstation can work just fine even with ping services blocked or turned off at the PACS server.

**Dicom CECHO failed** – ShowCase attempted a Dicom CECHO with the PACS and it didn't work.

Troubleshooting this will likely require help from your PACS administrator.

- Are the PACS settings correct in ShowCase? Go to the PACS configuration screen and verify that you have the correct AE Title for the PACS, the correct IP address for the PACS computer, and the correct port to use when connecting to your PACS.



- Have your PACS administrator check the settings at your PACS. Most PACS require that any client connecting to them be manually defined and configured on the PACS. Check that the AE Title, port, and IP address of the ShowCase Workstation are properly set up in the PACS. You will find the AE Title and Port of the workstation under the Dicom SCP tab in ShowCase (or the Admin screen in Image Center).

If none of these suggestions resolves the problem, please see the complete *Workstation Connected to PACS Troubleshooting* guide located at <https://www.triltech.com/documents.html>. You may also want to engage the assistance of your PACS administrator or contact ShowCase support at [support@triltech.com](mailto:support@triltech.com).

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