



SHOWCASE® Image Center Installation

Operating System- The Image Center requires Windows 10, 11 or Server 2016, 2019, 2022, 2025. It runs on 64-bit hardware and virtual machines.

1. ShowCase Image Center Installer

Download the Image Center installer from <http://www.triltech.com/download.html>. Save the installer in a location on your computer that you can easily find again.

2. Install the ShowCase Image Center software

Double-click on the installer file (ImageCenterInstaller_x.y.z) to start installation. Your operating system may ask “Do you want to allow the following program to make changes to this computer?”. Click Yes, then follow the prompts for installation.

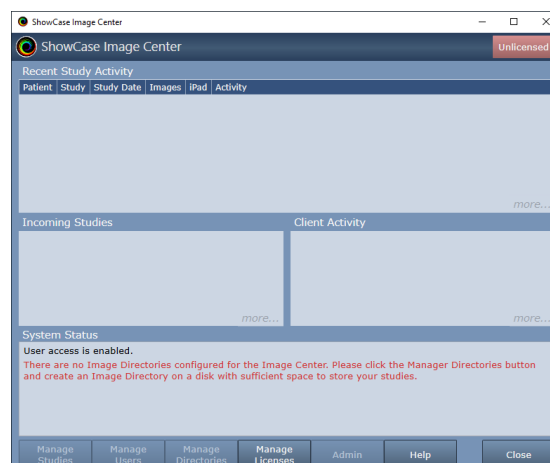


After you have read and agreed to the licensing agreement the installer runs for several minutes. Additional information dialogs appear during the installation process, but you do not need to respond to these dialogs.

When the installer completes, click the **Finish** button. If you check “Launch ShowCase Image Center”, the Image Center Console appears. It may take 10 to 20 seconds for the Image Center to start up the first time.

3. License the Image Center

When Image Center is started for the first time, the Console will look like this:



Note the “Unlicensed” status in the Console’s status indicator in the upper right corner. To license your copy of Image Center, click the **Manage Licenses** button:



Enter your License Key (e.g. IC-XYZ-1234-4321) into the text area and click the **Activate** button. A few messages will appear around contacting the license server, the dialog will disappear, and the Console status will change from “Unlicensed” to “Running”. Now that the Image Center is licensed, you can proceed with the rest of the Image Center configuration (setting up Image Directories, Users, etc.).

Configuring Antivirus Software

Some customers have reported problems with their anti-virus software interfering with the operation of the Image Center. Please configure your antivirus software to stay out of the following folder:

C:\ProgramData\TrilTech\ImageCenter

Also configure your anti-virus to allow the following executables to operate without interference:

- **C:\Program Files (x86)\TrilTech\ImageCenter\ImageCenterWebService.exe**
- **C:\Program Files (x86)\TrilTech\ImageCenter\ImageCenterSCPService.exe**
- **C:\Program Files (x86)\TrilTech\ImageCenter\ImageCenterService.exe**

Installing with Your Own SQL Server

To use your own SQL Server database, please see the section in the **Image Center Administrator’s Guide** called *Using Your Own SQL Server with Image Center*.

Troubleshooting SQL Server Install Failures

When the Image Center installer runs, it invokes an embedded Microsoft SQL Server Express installer. Sometimes this installer fails. This failure is uncommon, but when it does happen, it is caused by issues with Windows itself interfering (usually pending updates are the cause) or more subtle issues like a known disk sector bug in Windows 11 that Microsoft apparently doesn’t feel the need to address, outside of telling you how to hack the registry.

Regardless, we have compiled a guide put together from our experiences helping customers troubleshoot these problems. You will find it on our website on page <https://www.triltech.com/documents.html>. Look under **Installing Image Center** section for a link named **Troubleshooting SQL Server Installation Problems**.

Performing a Deep Uninstall of the Image Center

To completely remove the Image Center’s database from the computer, do the following:

1. Uninstall the IMAGECENTERDB_22 SQL Server Instance (SQL Server 2022)
 - a. In the Control Panel uninstall dialog, select Microsoft SQL Server 2022 (64 bit)
 - b. Click Uninstall. A dialog will appear.
 - c. Select Remove.

- d. A Select Instance dialog will appear. Select IMAGECENTERDB_22 and click Next
 - e. A Select Features dialog will appear. Under IMAGECENTERDB_22 , check Database Engine Services. SQL Server Replication will automatically check itself. That's fine. Click Next
 - f. A Ready to Remove dialog will appear. Click Remove
 - g. Wait... it'll take a while... when it finishes, click Close
2. Reboot your computer
 3. Check the "C:\Program Files\Microsoft SQL Server" folder. If there is a folder in there named "MSSQL16.IMAGECENTERDB_22", delete it. Do not delete anything else. If the folder is not present, that's okay.

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