

## **Importing Studies Into SHOWCASE® Image Center**

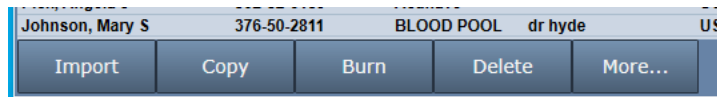
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This guide provides instructions for importing DICOM Studies into a ShowCase Image Center.

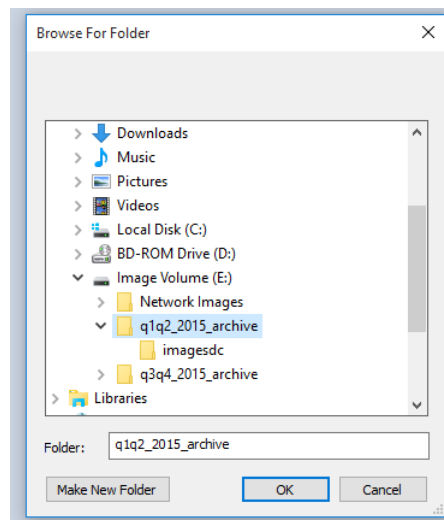
1. Open the Image Center Console and click the **Manage Studies** button.



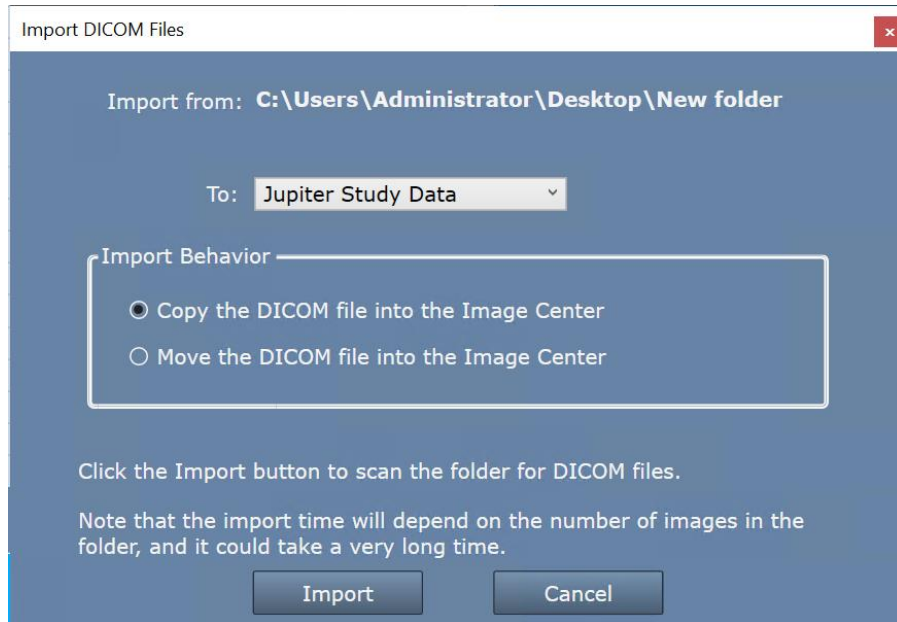
2. Under the **Local** tab, click the **Import** button in the lower left corner:



3. A Browse for Folder dialog appears:



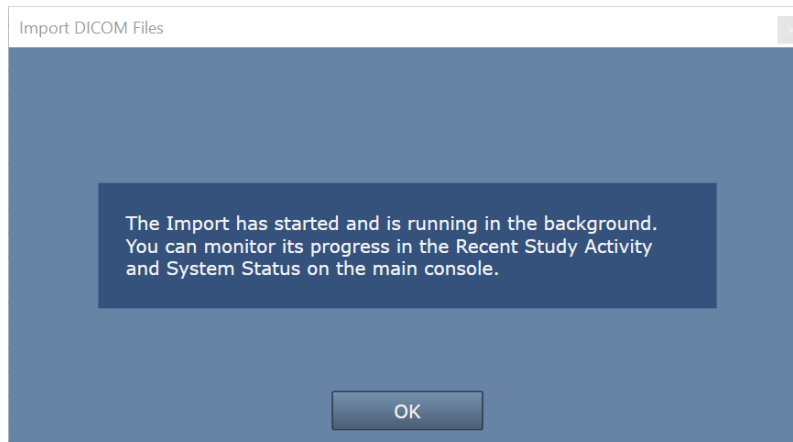
4. Select the folder of DICOM studies that you want to import. If you need to access a network share, you can enter its UNC location in the **Folder:** text box (e.g. \\system\folder).
5. Click **OK**. A Verification dialog will appear, likely very briefly. If the verification does not pass, see the troubleshooting section later in this guide. If the verifications pass, the verification dialog will immediately disappear to be replaced with an Image Directory selection dialog:



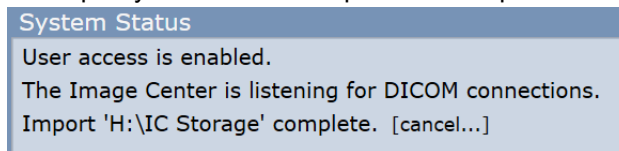
6. Select the Image Directory you want to import the DICOM files into.
7. Select your Import Behavior: **Copy or Move**
  - a. **Copy** will copy all of files from the folder into the Image Center, leaving the originals in place. This is the safest means of importing data into the Image Center and is preferred over Move. If something goes wrong during a Copy operation you always have the original source data to go back to.
  - b. **Move** will delete each image from the original source *after* it has been copied into the intake folder for the Image Center. The system has been designed to only delete files after they are in the Image Center's intake folder, but if there is a catastrophic failure during Move import (power loss, lightning strike, etc.) there is a small (but possible) chance you could lose data. For this reason, we always recommend using the Copy option.

If you select Move, you will be presented with a special confirmation dialog.

8. After you have started the import, the following notice appears:



9. Click **OK**.
10. Check the **Recent Study Activity** window in the Console. You should see studies appearing there.
11. Look at the **System Status** window on the main console. The import may have finished already, or if there are many images to import you will see an import status report like this:



12. The Import operation runs in the Image Center services in the background. You can close the Console at any time and import will proceed. If you want to cancel the import, click **[cancel...]**.
13. To verify that studies are importing, go to a computer running a ShowCase Premier and click on the Image Center study list tab. Search for one of the patients you just imported to verify the import.
14. When the import is complete, we recommend you check your studies until you are satisfied that the entire contents of the folder has been properly imported.
15. Repeat this for all folders of images you want to import.

**Note:** When you click the Import button, the software scans all the files in the selected folder and its subfolders, whether they are DICOM files or not. The Image Center imports every DICOM file it can find. This can take quite some time. The speed will depend on the speed of your hard disk or in the case of a network share, the speed of your network. Expect speeds of anywhere from 1 to 50 files per second. Imports run in the background you do not need to watch the operation or even stay logged in.

**Tip:** The **Import** button imports *all* studies in the folder or drive you selected. If you have a set of archive folders on one dedicated drive or under one parent folder, you can select the top-level drive/folder and import all studies in one operation.

## Verifying Your Import

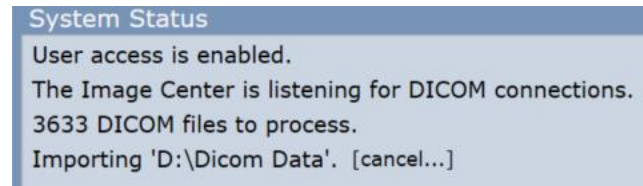
Usually, importing involves a lot of data. It can be tedious to verify all the data that was imported. Here are some recommendations to ensure your import is complete.

### Check the Recent Study Activity Window

While the import is running, you should see the Recent Study Activity window on the Image Center Console rapidly fill up with studies whose status is 'imported into <image directory>'.

## Look For Oddities

For example, let's say you are importing a multi-terabyte archive. This will likely take several hours. Watch the Recent Study Activity window. It should stay busy that whole time. If there's little or no study activity, that's odd.



Check the System Status window periodically to see if the import job has completed. It should look something like the picture above. If the import completes quickly, that's odd.

## Have Somebody Who Knows Your Studies Check Them

One of the best things to do is to have a physician or a sonographer go to the Study List in ShowCase and do searches for the studies that you expected came in as part of the import. For example, if you know the folder you imported contained studies from 2017 to 2019, do some date searches those studies. Look at the number of studies that show up.

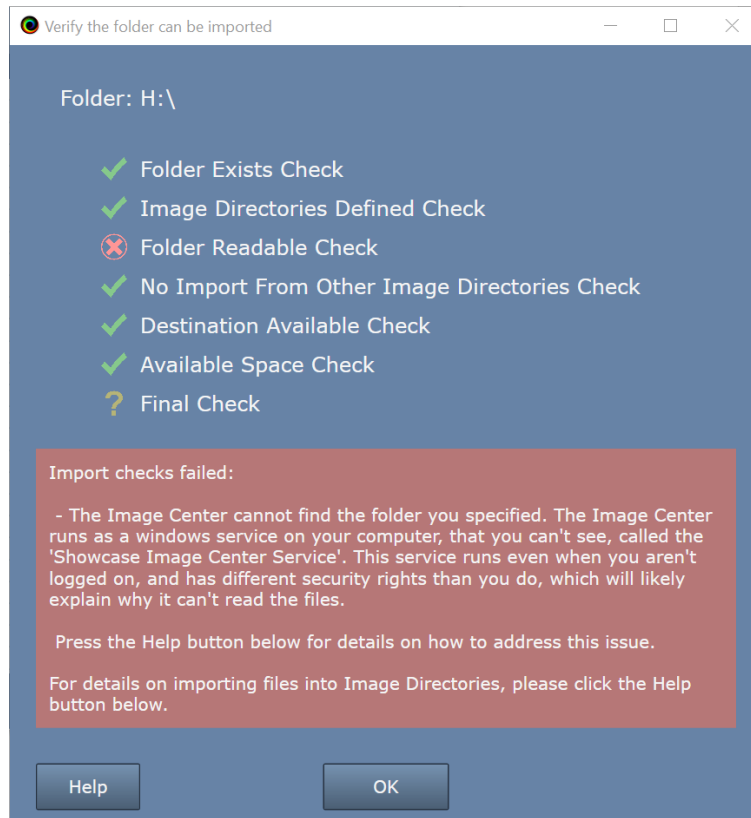
## Review the Study Import Report

When you run an Import, it generates a short report in C:\ProgramData\TrilTech\ImageCenter\Reports. After the import is completed, you can review this report to look for errors.

The report is a simple text file. It will have a name that looks like this: Import <folder> into <image directory> --- <date> <time>.txt, for example: **2023 April 28 133545 Import Dicom Data into Image Center Storage --- 2023 April 28 133545**. Double-click on the file to view it in Notepad.

## Troubleshooting Import Problems

Let's say you selected a folder and then this dialog came up:



Before an import is run, the system does several checks to make sure the Image Center can access and read the files in the folder you selected. You see, when you select a folder, it's using the permissions and authority from your login, but when the Image Center wants to access that folder, it uses the Log On permissions configured in the Image Center Service itself, which may be substantially restricted compared to your own log in permissions.

The verification dialog presents pretty good information when it encounters an error, but here are deeper explanations for each check:

#### **Folder Exists Check**

When this check fails, it means the Image Center Service can't even see the folder you asked it to import. This is very likely due to a permissions issue, or, perhaps you tried to import from a virtually mounted drive or a virtual file system like you might encounter with DropBox or something similar. See the *Service Permissions Issues* section below.

#### **Image Directories Defined Check**

This error means you don't have any Image Directories defined in the Image Center. See the *Image Directory Creation and Maintenance* guide for how to resolve this.

#### **Folder Readable Check**

This check fails when the Image Center Service can see the folder, but it can't read from it. This is very likely a permissions issue. See the *Service Permissions Issues* section below.

#### **No Import from Other Image Directories Check**

You can't import files from other Image Directories in the Image Center.

### Destination Available Check

This checks to make sure that the destination Image Directory is up and running, that it hasn't been unmounted, or is presenting any errors in the Manage Directories screen. If you see this error, go to the Manage Directories button on the main Image Center console to find out and fix what's wrong with the Image Directory you're trying to import into.

### Available Space Check

This checks to make sure the Image Directory is not registering a Low Disk Space warning. It does not check to see if the folder you selected is too large to import into your Image Directory. It's up to you to make sure your destination Image Directory has enough space for the volume of studies you want to import.

### Final Check

If this final check fails, it's usually due to an unexpected error coming out of the system. You'll see a message describing what the problem is, but you may need to contact [support@triltech.com](mailto:support@triltech.com) for assistance diagnosing the problem.

## Service Permissions Issues

Sometimes your Image Center services don't have permission to access the folder you've asked them to import from. The Image Center runs in the background as a set of Windows Services. These services *do not* have the same security credentials as your login unless you configured them that way. What this means is that you while may be able to access these shares from File Explorer (under your login) the Image Center itself cannot.

You have a few options here:

1. Put the old studies on a portable hard drive and plug that into your Image Center computer and import from that hard drive.
2. Manually copy the old studies over the network to a local folder on one of the hard drives on your Image Center computer and import from that local folder.
3. Reconfigure your ShowCase Image Center Service to access you're the folder you selected by changing the security credentials of the service using the Log On tab. **WARNING:** *Only undertake this if you understand Windows Security and the security requirements for your site. You may destabilize your Image Center if you're not careful. If you have already reconfigured your Log On permissions for your Image Center Services, do not change them.*

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