# Testing: Ping and Verify

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**Ping** and **Verify** are two tests that confirm the ultrasound system can communicate with Tricefy.

Sometimes these tests are performed with one button (which may say "Ping," Verify" or something completely different, such as "Echo" or "Test." Sometimes, there are two separate buttons.

If everything works as expected, a passing result will come back as "Normal" or "Success." On older GE machines, it will display a smiley face.

If the test(s) fail, you will see an error message.

## Ping and Verify both Fail

If the Ping and Verify tests both fail, this indicates that there is a **networking issue**. In order for your ultrasound system to have a connection to the network, it needs either a Subnet or a literal cable.

- Confirm with the IT department that the Subnet for the machine and the network are the same, or connected by a cable
- If using a cable, confirm the cable has not become loose or unplugged

If a network connection is present, our next troubleshooting step is to check the machine's IP address. This IP address must match the one listed in the Tricefy Uplink settings. If the settings show multiple IP addresses (a potential scenario for large clinics), each IP address has to be tried individually.

- Confirm with the IT department that the correct IP address is used
- Test each IP address, if multiple are listed in the settings

If the computer running Uplink does not have a static IP address, the IP address will change each time the computer is restarted. When that happens, the IP address entered into your imaging system will not match that of the Uplink computer. To avoid this, it is recommended to use a static IP address.

- Confirm with IT department that the IP address is **static**
- **We have additional instruction on this topic -** Checking the IP address of your Uplink Computer

If issues persist, please contact technical support.

## Ping is Successful; Verify Fails

This situation indicates that there is a connection between the ultrasound machine and Tricefy services, but DICOM is not being processed.

During installation, an installation port is specified. The default Port 104. However, if the machine has another DICOM application installed, such as ViewPoint, Tricefy will elect to use Port 105 instead. The

installation software determines the port based on the options selected during the installation process. This port number, in conjunction with the IP address, tells your imaging system precisely where to send data when transferring content to Tricefy.

- Confirm with the IT department that there is not any additional DICOM software installed on the Uplink computer
    - If additional software is **not** installed, confirm Tricefy is using **Port 104**
    - If additional software **is** installed, confirm Tricefy is installed using **Port 105**
        - Instructions on determining which port is in use

If another application (possibly a non-related, non-DICOM application) is using Port 105, Tricefy will not work. In this situation, install Tricefy to a different port:

- Reinstall the Tricefy application - Installation instructions
    - Enter **Port 11112** (or any other port of your choosing) in the DICOM Port field
        - If changing the port does not correct the issue, it is possible that a firewall or proxy/content server needs to be configured to allow **TCP** (rather than HTTPS)
- Confirm with the IT department that all firewalls and proxy/content servers allow **TCP**
    - If a specific IP address is required to do so, refer to the IP address listed in the Uplink Settings
- Confirm with the IT department that firewalls or proxy/content servers are not blocking Tricefy services some other way. In this case, configuration will vary depending on the clinic's configuration

If issues persist, please contact customer support.