

# Storage Gateway Troubleshooting

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## **Accessing log files:**

1. Open the “Storage Gateway” icon on your desktop
2. Go to TASKS>Application Logs
3. Click Refresh>Click Email log
4. Go to TASKS>Success Logs
5. Click Refresh>Click Email log
6. Email support@medimatrix.com notifying you’ve sent image logs and need assistance.

## **Common Errors:**

### ***Error Message:***

“All or some images not stored for patient”

***Cause and Resolution(s):*** Images had been overwritten when originally processed to another exam or images have been previously loaded to a different study

- Log into PACS and locate images stored to INCORRECT study
- Save INCORRECT images/study off PACS and remove, exam should then route

### ***Error Message:***

“PACS not connected”

***Cause and Resolution(s):*** PACS settings do not match configuration settings in Storage Gateway

- Check PACS settings against Storage Gateway configurations PACS is not on or running, Storage Gateway has nowhere to route images to store
- Ensure PACS is on and running
- Restart PACS and Storage Gateway Services

### ***Error Message:***

“IO Exception: Connection Closed”

***Cause and Resolution(s):*** Poor internet connection

- Check with ISP on internet connection
- Stop and restart Store Gateway (Open Storage gateway UI Services Stop/Start)

For questions or assistance, please contact:

support@medimatrix.com

888-346-3030 x1

