

# TROUBLESHOOTING FOR IT

Why can't my techs send studies from the machine to the server?

- 1 Try pinging the server from the diagnostic imaging machine.
- 2 Try pinging the diagnostic imaging machine from the server.
- 3 Verify that the server IP address is set to static and has not changed.
- 4 Confirm that port 104 is open in the Windows Firewall.
- 5 If all of the above are successful and the issue persists, contact our support team at **1-888-615-1888 (option 2)** or **support@freelandssystem.com**.

