FAQs

Frequently Asked Questions

General OnePacs System Questions

I understand images are transmitted to a OnePacs server cluster. Does my facility also keep local copies of studies sent to OnePacs?

Yes. All studies which are transmitted to OnePacs are also stored locally at your facility on the computer which is used to send studies to OnePacs. In the event of loss of internet access by your facility, you may retrieve and review studies directly from your facility's Gateway PC (OnePacs transmission computer). The Gateway in fact may be configured as a robust, long-term DICOM archive and may serve as your main repository of imaging information. If you choose to archive your studies locally on the transmission computer, this service is entirely free and requires no payments to OnePacs. Such users can continue to use the free version of OnePacs for the web-enabled worklist, report and image distribution, and other features. Please see this link for further details.

When I click the link in the welcome email I am told the page cannot be displayed.

This may be due to security measures at your local facility blocking access to the OnePacs site. You may need to have your IT staff add an exception for the following URL:

- https://*.onepacs.com

How do I verify that the central server stored my studies successfully?

1. Log into the central onepacs server at https://web.onepacs.com using the credentials supplied in the welcome email.
2. Search for the studies you stored. If you cannot see a study, please make sure that the study status selection boxes are checked appropriately and no other search criteria or filter is filtering the study that is being searched for.

How can I receive support for OnePacs?

All users of OnePacs are welcome to use the free OnePacs User Support Forums.

Users of subscribed versions of OnePacs have access to create support requests via the on-line ticketing system, telephone, or email. Instructions for using such support options may be obtained from your OnePacs representative. Support can be offered most effectively if such support inquiries are made of OnePacs by designated technical contacts within the group using OnePacs.

Pricing for support varies according to the specifics of the service agreement in place between the institution/group and OnePacs.

Can OnePacs be used for digital mammography in the United States?

The OnePacs Workstation for Windows, version 9.5 or higher, or for macOS, version 2 or higher, may be used for interpreting digital mammography in the US. Lossy compressed mammographic images and digitized film screen images must not be reviewed for primary diagnosis or image interpretation. For primary diagnosis, post process DICOM "for presentation" images must be used. Mammographic images should only be viewed with a monitor approved by FDA for viewing mammographic images.

In addition to the OnePacs Workstation, mammographic images may be reviewed using sofrware from third party vendors, such as:

for Windows:

- Three palm software
- Konica-Minolta Acies mammography viewer

- Elektromek Penrad Breast Imaging Workstation
- Essential enterprise solutions
- Millensys Mammoview

- ClearCanvas
- Siemens syngo

- [Novarad](#)
- [Hologic](#)
- [Philips Intellispace Breast](#)
- [Agfa IMPAX MA3000](#)

For macOS:

- [Aycan Osirix PRO workstation](#)

OnePacs Workstation (viewer) related issues

Does the OnePacs Workstation support hanging protocols?
Yes, the OnePacs Workstation provides user-specific [hanging protocols](#).

Is there a 32-bit version of OnePacs Workstation for Windows?
No. The OnePacs Workstation is a 64-bit application.

OnePacs Gateway (transmission computer) related issues

Is it possible to add additional acceptable called AE titles to the OnePacs Gateway so I do not have to reconfigure my modalities?
Yes, by default the Gateway will allow called AE titles of ONEPACS, GATEWAY, and the AE title assigned to you in the welcome email. To support additional AE titles please perform the following steps.

1. Log into the Gateway administration interface as described above.
2. Click on service=StoreScp
3. Modify the attribute "CalledAETitles" by appending additional called AE titles separated by a backslash (\). Ex. MY_AET\ONEPACS\GATEWAY\SOME_OTHER_AET
4. Click the "Apply Changes" button.

I entered the wrong port number when I ran the Gateway installer. Is it possible to change the DICOM port?
Yes, to change the DICOM port of the gateway execute the following steps:

1. Log into the Gateway administration interface as described above.
2. Click on service=DcmServer
3. Modify the "TCPPort" attribute to your desired port.
4. Click the "Apply Changes" button.
5. Log into the Gateway web interface as described above.
6. Click the "AE Management" tab.
7. Click the pencil icon associated with the AE title assigned in the welcome email.
8. Modify the port attribute to your desired port.
9. Click "Apply Changes."
10. Either reboot the server or restart the "OnePacs Gateway" service.

I entered the wrong AE title when I ran the Gateway installer. Is it possible to change the AE title for this (or any other) reason?
Yes, please refer to [these](#) instructions.

Can I send DICOM images directly to the central OnePacs server and bypass the Gateway?
The Gateway compresses and sends the images over a TLS encrypted connection. When sending from an imaging modality or PACS system, to assure that the images are sent rapidly and securely it is necessary to send via the Gateway.

It is also possible for users to upload studies directly to OnePacs through manual interaction with the web-based worklist. Instructions for this are listed [here](#)

Is it possible to evaluate OnePacs without installing the Gateway?
Yes, we would be happy to store some sample DICOM images to your account for you to evaluate the OnePacs web application and workstation. Please send an email to support@onepacs.com requesting this if you so desire.

If you would like a demo via Webinar please send a request to support@onepacs.com.

How do I log into the Gateway web interface?

1. Click the "OnePacs Gateway" link on the desktop of the gateway or open a browser and enter the URL http://localhost:8080/onepacsgateway.
2. Log in using the username admin and password onepacsadmin

How do I log into the Gateway administration interface?

1. Open a browser and enter the URL http://localhost:8080/jmx-console
2. Log in using username admin and password onepacsadmin

How do I verify that the Gateway stored my studies successfully?

There are a couple ways of doing this.

1. Log into the OnePacs Gateway web interface as described above.
2. From the "Folder" section, search for the studies you stored.

or

1. Click the "OnePacs JPEG viewer" desktop link.
2. Search for the studies you stored.