Helpful hints

iQ-VIEW takes too long to open a study. What can I do?

First of all, it needs to be clarified under what circumstances iQ-VIEW is considered working too slowly when opening a study. According to our definition, this is the case if iQ-VIEW takes more than 3 seconds to show the first image.

You can test the time to first image (TTFI) as follows: Select a CR/CT study from the remote archive and load it into iQ-VIEW/PRO. The first image must be visible within 3 seconds.

In case the application takes longer than 3 seconds, here is a list of possible reasons and the corresponding solutions.

Reason	Solution
Network	
Is iQ-VIEW called from HIS/RIS/EMR systems?	➔ iQ-VIEW.exe is slowed down due to the license management. Use call-helper.exe instead of iQ-VIEW.exe with parameters to start iQ-VIEW ≥ 3.0. See iQ-VIEW Administration Guide sections 9.8 and 9.9.2 for details.
If iQ-VIEW is called from a HIS/RIS/EMR, does iQ-VIEW have to retrieve the study from a remote DICOM node first?	➔ A Gbit network connection doubles the speed compared to a 100 Mbit connection ➔ Using enhanced DICOM for CT/MR works 3-4 times faster than single-frame DICOM ➔ A large number of locally stored studies extends the DICOM retrieval time heavily. Delete local studies faster e.g. after 3 days by activating the overflow management in the IQSERVER or move the KPSTUDY.DIR database file to an SSD to increase the speed.
Software (internal/external)	
Is the Debug logging mode active?	➔ Active Debug logging can reduce the overall performance. Only use this mode temporarily for troubleshooting. Otherwise switch it off.
Is an antivirus program running on the iQ-VIEW workstation?	➔ An antivirus program may slow down iQ-VIEW if it checks inbound DICOM data. Configure the antivirus program to exclude checking DICOM traffic and the iQ-VIEW DICOM data directory.
Hardware	
Slow visualization on monitor?	➔ Best use nVidia or AMD graphics cards with a bus width of 256 or 384 bit (see Administration Guide section 2.2). ➔ Use manufacturer's graphics driver and not the Microsoft graphics driver.
Delayed opening of studies stored on HDD?	➔ Use SSD to double the speed.

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