

Archive Synchronization

Note: This guide is intended for PACS Administrators. It covers the end-to-end setup of Gateways, Archive Destinations, Auto Archive, and IOCM.

Overview

Archive Synchronization ensures that external long-term archives (VNA or external PACS archives) stay aligned with the authoritative data held in the platform. When studies, images, or patient metadata change after archival, the platform automatically communicates those changes downstream, so archives reflect the correct clinical and legal record.

The feature relies on two standards:

- IOCM (Imaging Object Change Management) — Used for DICOM image- and study-level changes such as deletions, splits, and merges. The platform sends Rejection Notes (DCM 113001) so the archive suppresses or reconciles obsolete data.
- HL7 ADT Messages — Used for patient and demographic updates. ADT A08 is sent for standard demographic changes; ADT A40 is sent when identifiers such as MRN change.

Configuration is organized into three steps:

- Create a Gateway — a logical representation of a deployed Gateway instance
- Create a Destination — the external archive system the Gateway will push images to
- Link the physical Gateway device to the platform using the Service Account key

Component	Where it lives	What it controls
Gateway	Group > Gateway Management > Gateways tab	Represents the physical Gateway device. Each Gateway has its own Pub/Sub channel. Multiple Gateways can exist per Facility Group.
Destination	Group > Gateway Management > Destinations tab	The external archive or VNA. Auto Archive, Support IOCM, status trigger, facilities scope, and retry settings are all configured here.
Jobs	Group > Gateway Management > Jobs tab	View of all archive, DICOM, IOCM, and KOS jobs — their type, status, timestamps, and failure reasons.

Section 1 — Before You Begin

Confirm all of the following before starting the configuration:

- You are logged in as a Facility Group Admin for the Facility Group.
- The physical Gateway software is installed and running on a supported on-premises server. Server installations are strongly recommended for production environments. Workstation-based installs are supported for testing purposes only — they are not recommended for production use due to resource constraints and uptime requirements. Contact your implementation team to confirm the minimum required Gateway software version before proceeding.
- You have the IP address, port, and DICOM AE titles for the external archive (VNA or PACS archive).

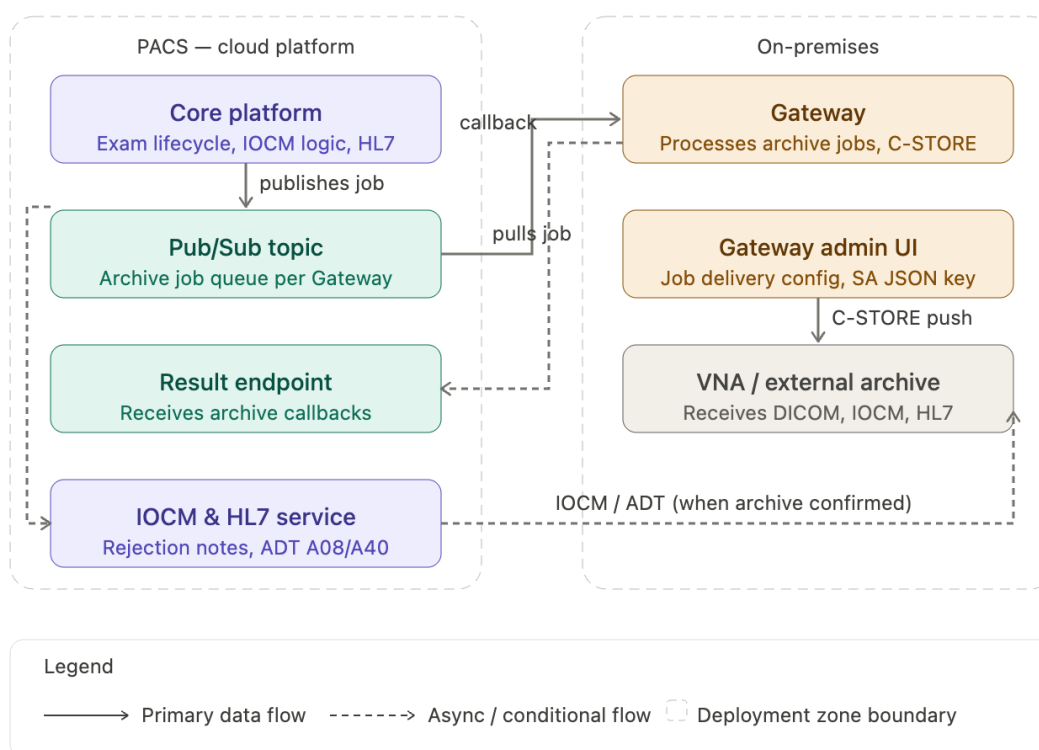
- The Result Endpoint URL and Result Endpoint Secure Key have been provided by the technical/implementation team. If you have not received these, contact your platform implementation or support team before proceeding.
- The Result Endpoint URL and Result Endpoint Secure Key are provided by the implementation or support team during onboarding.
- You know which exam status (Pending, Inflight, or Completed) should trigger automatic archiving to each destination.
- You know which facilities within the Facility Group each archive destination should serve.

1.1 Architecture Overview

How the Components Fit Together

The diagram below shows the high-level traffic flow between the platform, the deployed Gateway, and the external archive. Refer to this when troubleshooting connectivity or job failures.

Solid arrows show primary data flows. Dashed arrows show asynchronous or conditional flows (callbacks and IOCM/HL7 messages that only fire when the archive state is confirmed as Archived). For troubleshooting: job failures surface in the Jobs tab Reason column, which reflects errors reported by the Gateway after it attempts the C-STORE push to the VNA. Connectivity issues between the Gateway and the VNA will appear here — not in the platform itself.



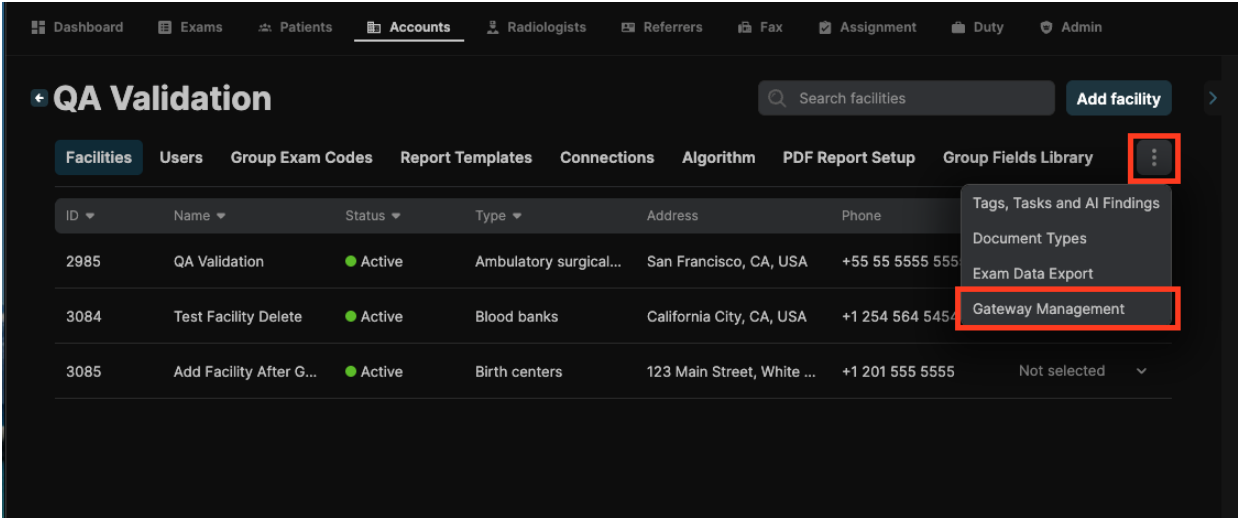
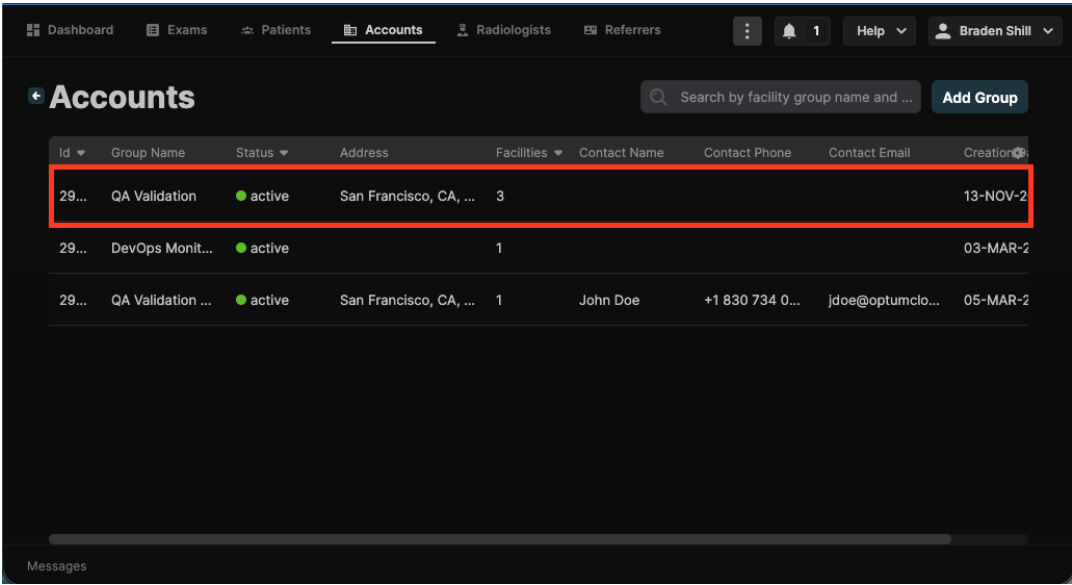
SA JSON key downloaded from Gateways tab authenticates the physical Gateway device with the Pub/Sub topic
Result Endpoint URL and Secure Key are provisioned by Synthesis Health at implementation time

Section 2 — Step 1: Create a Gateway

A Gateway must be created in the platform before any destinations can be configured. Creating a Gateway automatically provisions the required Google Cloud resources (Pub/Sub topic, Service Account, and IAM role bindings). The Service Account JSON key generated here is used in Step 3: Link the Physical Gateway Device (Section 4) to link the physical Gateway device to the platform.

2.1 Navigate to Gateway Management

- Log in to the platform and navigate to your Account.
- Select the Facility Group you are configuring and click **Gateway Management**. The Gateway Management section opens directly to the Gateways tab. The Destinations and Jobs tabs are accessible from the same navigation bar.



2.2 Create a New Gateway

1. In the Gateways Tab, Click New Gateway

QA Validation

Facilities
Users
Group Exam Codes
Report Templates
Connections
Algorithm
PDF Report Setup
Group Fields Library

Gateways Destinations Jobs

New gateway

Name	Description	Pub/Sub subs...	Created by	Updated by	Facilities	Active	SA JSON
Fenway Setup ...		gateway-pubs...	Braden Shill	Braden Shill	QA Validation	☒	View details
Test GW	text	gateway-pubs...	Galk SA	Galk SA		☒	View details
Braden's Test ...	Test Gateway ...	gateway-pubs...	Braden Shill	Braden Shill	QA Validation	☒	View details
test	2	gateway-pubs...	Kenny Ruiz	Kenny Ruiz	Test Facility D...	☐	View details
GW no facility		gateway-pubs...	Galk SA	Galk SA		☐	View details
GW for AA	some descripti...	gateway-pubs...	Galk SA	Galk SA	QA Validation	☒	View details
test	test1	gateway-pubs...	Galk SA	Galk SA		☐	View details

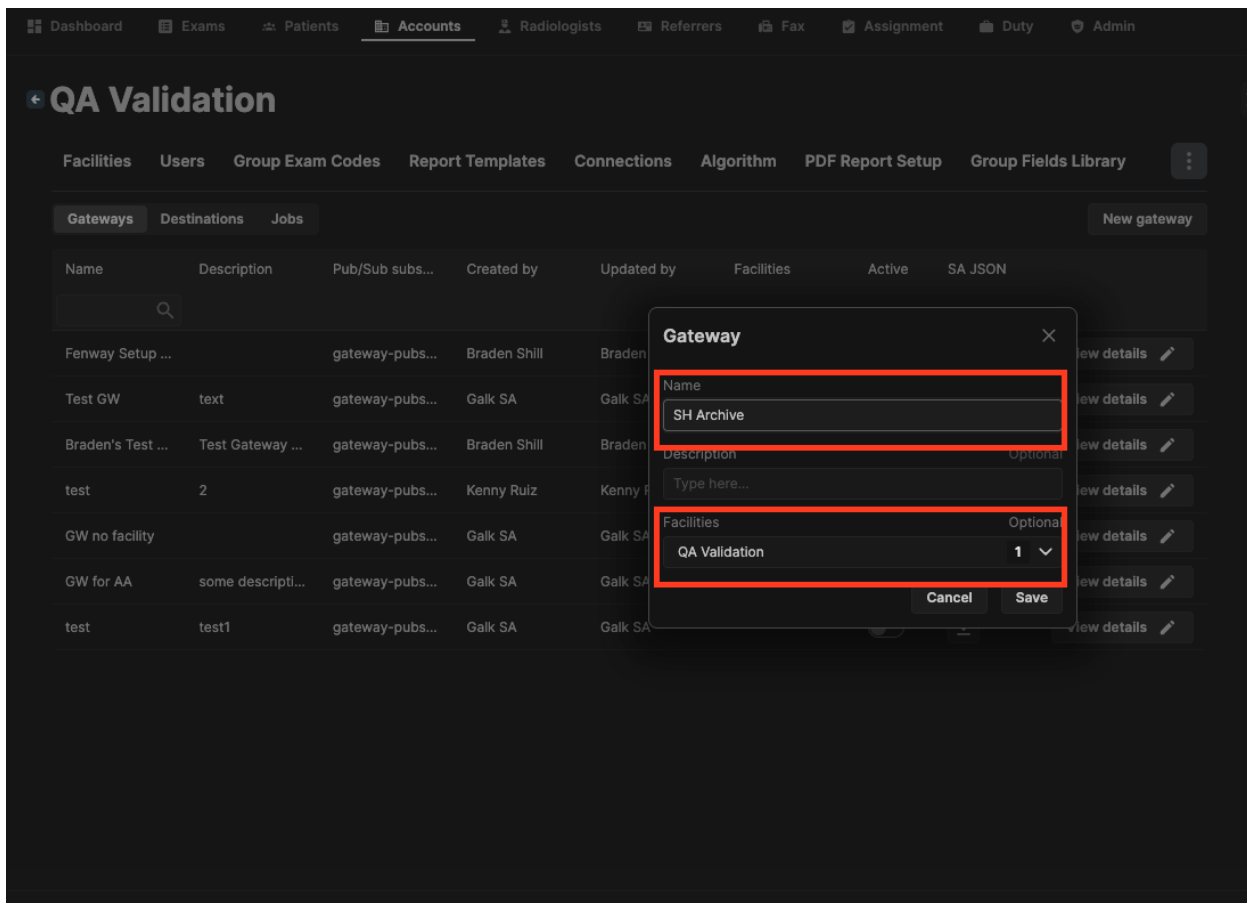
2. Complete the Gateway fields

Field	Required	Description
Name	Yes	A descriptive name for this Gateway. Used to identify the Gateway in the Destinations list and Jobs tab.
Description	No	Scope the Gateway to specific facilities within the Facility Group. If left blank, the Gateway is available to all facilities. Note: Destinations can only select facilities that are already connected to their selected Gateway.
Facilities	No	Scope the Gateway to specific facilities within the Facility Group. If left blank, the Gateway is available to all facilities. Note: Destinations can only select facilities that are already connected to their selected Gateway.

3. Click Save

The platform provisions the Gateway. A Service Account and Pub/Sub topic are created automatically in the background. The Gateway appears in the Gateways table.

Note: Creating a Gateway provisions GCP resources automatically. If provisioning fails, the system rolls back cleanly — no partial resources are left behind. If the Gateway does not appear in the table after saving, contact your platform administrator. If you see an error referencing the Cloud Resource Manager API during provisioning, this may indicate the API is not enabled in the underlying GCP project — this is typically an environment-specific issue and is not expected in production. Contact your platform administrator or support team if this error occurs.



2.3 Download the Service Account JSON Key

After the Gateway is created, you need to download the Service Account (SA) JSON key. This key is used in Section 4 (Step 3: Link the Physical Gateway Device) to authenticate the physical Gateway device with the platform.

1. Locate the Gateway in the table

In the Gateways sub-tab, find the Gateway you just created.

2. Click the SA JSON download icon

In the SA JSON column, click the download icon. The JSON key file is downloaded to your workstation. Store it securely — it is required to complete the Gateway device configuration in Section 4: Link the Physical Gateway Device.

Important: The SA JSON key grants access to platform resources. Treat it like a password. Do not share it or store it in unsecured locations.

QA Validation

Facilities
Users
Group Exam Codes
Report Templates
Connections
Algorithm
PDF Report Setup

Gateways

Destinations

Jobs

New gateway

Name	Description	Pub/Sub subs...	Created by	Updated by	Facilities	Active	SA JSON	
Fenway Setu...		gateway-pub...	Braden Shill	Braden Shill	QA Validation	☒		 View details 
Test GW	text	gateway-pub...	Galk SA	Galk SA		☒		View details 
Braden's Test...	Test Gateway...	gateway-pub...	Braden Shill	Braden Shill	QA Validation	☒		View details 
test	2	gateway-pub...	Kenny Ruiz	Kenny Ruiz	Test Facility ...	☐		View details 
GW no facility		gateway-pub...	Galk SA	Galk SA		☐		View details 
GW for AA	some descrip...	gateway-pub...	Galk SA	Galk SA	QA Validation	☒		View details 
test	test1	gateway-pub...	Galk SA	Galk SA		☐		View details 

Section 3 — Step 2: Create an Archive Destination

A Destination represents the external archive system (VNA or PACS archive) that the Gateway will push images to. Auto Archive, IOCM, and retry settings are all configured at the destination level.

3.1 Navigate to the Destinations Tab

1. From Gateway Management, click the Destinations tab

The Destinations table lists all configured destinations for the Facility Group.

2. Click New Destination

The Destination modal opens.

Dashboard
Exams
Patients
Accounts
Radiologists
Referrers
Fax
Assignment
Duty
Admin

QA Validation

Facilities
Users
Group Exam Codes
Report Templates
Connections
Algorithm
PDF Report Setup

Gateways
Destinations
Jobs

New destination

Name	Type	Archive	Gateway name	Facilities	Active	
SI Archive	DICOM	Yes (Pending)	Fenway Setup Demo	QA Validation	☐	View details
QA Pending Clone	DICOM	Yes (Pending)	GW for AA	QA Validation	☐	View details
Bradens Local :4104	DICOM	Yes (Pending)	Bradens Test Gate...	QA Validation	☐	View details
Completed destinat...	DICOM	Yes (Completed)	GW for AA	QA Validation	☐	View details
Inflight destination	DICOM	Yes (Inflight)	GW for AA	QA Validation	☐	View details
QA Pending	DICOM	Yes (Pending)	GW for AA	QA Validation	☐	View details
GW Destination wit...	DICOM	Yes (Pending)	GW for AA	QA Validation	☐	View details
name wo gw	DICOM	Yes (Pending)	GW for AA	QA Validation	☐	View details
no facility destination	DICOM	Yes (Pending)	GW no facility	QA Validation	☐	View details
GW Destination	DICOM	Yes (Pending)	GW for AA	QA Validation	☐	View details
IntegrationArchive	DICOM	No			☐	View details

QA Validation

Facilities
Users

Gateways
Destinations

Name
Type
Host
Port
Called title (maximum of 16 characters, no space)
Calling title (maximum of 16 characters, no space)
Moving title (maximum of 16 characters, no space)
Transfer Syntax
Excluded SOP Class

SI Archive
DICOM
127.0.0.1
104
CALLED
CALLING
Type here...
Select one
Select multiple

Gateway
Fenway Setup Demo
Please make sure the new gateway has access to the destination
Facilities
QA Validation
Max retries
3
Retry timeout (seconds)
10
☒ Auto archive
*Auto archive status
☐ Inflight
☒ Pending
☐ Completed
Archiving on pending status can trigger archiving multiple times for every image that reaches the platform after the Study Complete timeout (60 seconds).
☒ Support IOCM

New destination

View details

View details

View details

View details

View details

View details

View details

View details

View details

View details

Cancel
Save

3.2 Complete the Destination Fields

Fill in the fields as described below. Fields marked Required must be completed before saving.

Field	Required	Default	Description
Name	Yes	—	A descriptive label for this destination. Displayed in the Destinations table and Jobs tab.
Type	Yes	—	The DICOM service type for this destination (e.g., DICOM SCP).
Host	Yes	—	The IP address or hostname of the external archive as seen from the Gateway's network. Example: if the Gateway is at 192.168.0.12 and the VNA is at 192.168.0.31, enter 192.168.0.31.
Port	Yes	—	The DICOM port on the external archive.
Called title (AE Title)	Yes	—	The Called AE Title of the external archive. Maximum 16 characters, no spaces.
Calling title (AE Title)	Yes	—	The Calling AE Title the Gateway will use when connecting. Maximum 16 characters, no spaces.
Moving title	No	—	Optional. Used when the destination acts as a C-MOVE target. Maximum 16 characters, no spaces.
Gateway	Yes	—	Select the Gateway that will route jobs to this destination. Only Gateways in the same Facility Group are shown.
Facilities	No	All	Scope which facilities can use this destination for auto-archiving. Only facilities already linked to the selected Gateway can be chosen. Leave blank to apply to all facilities.
Max retries	Yes	3	Number of retry attempts for failed archive jobs. Must be 0 or greater.
Retry timeout (seconds)	Yes	10	Delay in seconds between retry attempts. Must be greater than 0.
Transfer syntax	No	—	Optional. Specifies the DICOM transfer syntax for image transmission.
Excluded SOP Class	No	—	Optional. SOP classes to exclude from archiving to this destination.

3.3 Configure Auto Archive

Auto Archive controls whether the platform automatically pushes studies to this destination when they reach a configured exam status.

1. Enable Auto Archive

Check the Auto archive checkbox in the destination modal.

2. Select the trigger status

Choose one status from the radio buttons:

- **Inflight** — Archive triggers when the exam enters Inflight status (e.g., when images are received and the study is actively being worked).
- **Pending** — Archive triggers when the exam reaches Pending status.
- **Completed** — Archive triggers when the radiologist signs the report and the exam is marked Completed.

Note: Only one status can be selected per destination. If you need to archive at different statuses for different sites, create separate destinations. Each destination archives only on the first time the exam

reaches the configured status — repeat transitions (e.g., Completed → Inflight → Completed) do not create new archive jobs.

Important — Recommended Auto Archive Status: Completed

When Auto Archive is configured to trigger at **Pending or Inflight**, an order lock is applied for the duration of the archive job. While the lock is active, the following actions are blocked for all users on that exam:

- DICOM send
- Exam sharing
- Reporting and dictation
- Metadata changes

Users who attempt any of these actions while an archive job is running will see the message: ***“Archiving in progress — edits are not permitted until the archive job is complete.”***

The lock releases automatically when the archive job succeeds or fails. The duration of the lock depends on the study image count and available Gateway bandwidth and may last several minutes for large studies or constrained networks.

Note: Images that arrive or are added after an archive job completes are handled automatically — the system will push any new images to the archive once the initial job finishes. Images will not be missed.

Recommendation: Set Auto Archive to trigger at **Completed**. When archiving is triggered at Completed status, the lock activates only after the study has been reported and signed — meaning radiologists and technologists complete their workflows without interruption. Pending and Inflight configurations are supported but may impact reporting workflows on large studies or constrained networks.

3.4 Configure Support IOCM

The Support IOCM checkbox marks this destination as IOCM-capable. When enabled, the platform will send IOCM Rejection Notes to this destination whenever images or studies are changed (deleted, split, merged) after the study has been successfully archived here.

1. Enable Support IOCM

Check the Support IOCM checkbox if the external archive supports receiving DICOM KOS (Key Object Selection) objects.

Note: IOCM messages are only generated when the archive state for this destination is confirmed as Archived. If the exam has not yet been archived, or if the archive attempt failed, IOCM messages are suppressed. Do not enable Support IOCM unless the archive system is confirmed to support KOS/IOCM.

3.5 Save the Destination

1. Review all fields

Confirm Host, Port, AE Titles, Gateway assignment, Facilities scope, and Auto Archive settings are correct.

2. Click Save

The destination is created. It appears in the Destinations table with Archive, Gateway, Facilities, and Active columns visible.

3.6 Destinations Table Reference

The Destinations table displays the following columns for each configured destination:

Column	Description
Name	The destination name as configured.
Type	The DICOM service type.
Archive	Displays 'Yes (Pending)', 'Yes (Inflight)', or 'Yes (Completed)' when Auto Archive is ON, or 'No' when off.
Gateway name	The Gateway associated with this destination.
Facilities	Comma-separated list of facilities in scope. Hover to see the full list if truncated.
Active	Inline toggle. Inactive destinations do not receive archive jobs or IOCM messages.

Section 4 — Step 3: Linking the Physical Gateway Device

After creating the Gateway in PACS and downloading the SA JSON key, the physical Gateway device must be configured to communicate with the platform. This step is performed in the Gateway's local administration interface.

4.1 Gather Required Information

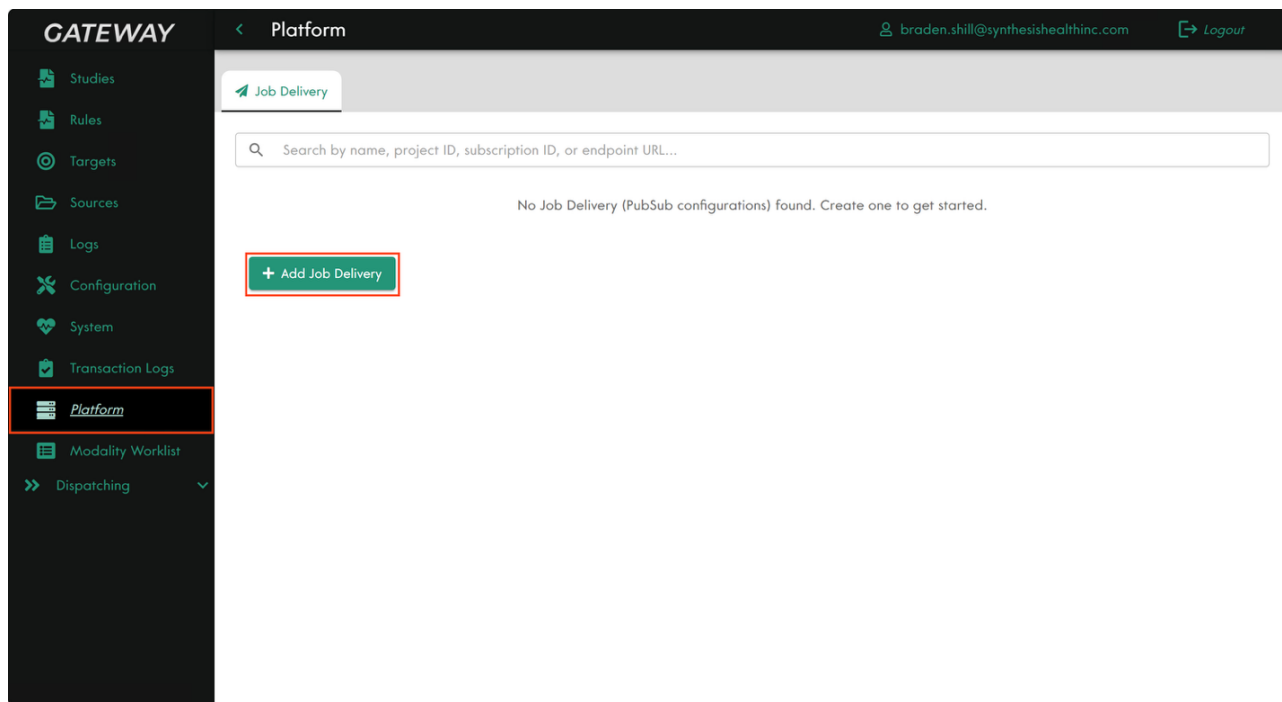
Before logging in to the Gateway, collect the following from the PACS:

Item	Where to find it in PACS
SA JSON key file	Gateway Management > Gateways tab > SA JSON column (download icon)
GCP Project ID	Account > Connections
Pub/Sub Subscription ID	Gateway Management > Gateways tab > Pub/Sub subscription column
Result Endpoint URL	Provided by the technical team at implementation
Result Endpoint Secure Key	Provided by the technical team at implementation

4.2 Configure Job Delivery on the Gateway

1. Log in to the Gateway administration interface

Access the Gateway's local web interface. Navigate to the Platform tab.



2. Click Add Job Delivery

The Job Delivery configuration form opens.

3. Complete the form

Field	Value
Name	A descriptive name for this job delivery configuration.
Project ID	The GCP Project ID from PACS (Account > Connections).
Subscription ID	The Pub/Sub subscription key from the Gateways table in PACS.
Result Endpoint URL	Provided by the Technical team.
Result Endpoint Secure Key	Provided by the Technical team.
Service Account File (JSON)	Copy and paste the full contents of the downloaded SA JSON key file.

4. Enable the Active flag

Check the Active checkbox to activate this job delivery configuration.

5. Save

The Gateway device is now linked to PACS and will begin processing archive jobs from the Pub/Sub topic.

GATEWAY

Studies

Rules

Targets

Sources

Logs

Configuration

System

Transaction Logs

Platform

Modality Worklist

Dispatching

Platform

braden.shill@synthesishealthinc.com

Logout

Add New PubSub Configuration

Name

Project ID

Subscription ID

Result Endpoint URL

Result Endpoint Secret Key

Service Account File (JSON) **

Enter JSON format for service account file (required)

Active

Section 5 — Monitoring Archive Jobs

Once the Gateway and Destination are configured, archive jobs can be monitored in real time from the Jobs tab.

5.1 Navigate to the Jobs Tab

From Gateway Management, click the Jobs sub-tab. The Jobs table displays all archive, DICOM, IOCM, and KOS jobs for the Facility Group.

QA Validation								
Facilities	Users	Group Exam Codes	Report Templates	Connections	Algorithm	PDF Report Setup	Group Fields Library	
Gateways Destinations Jobs								
Id	MRN	Accession	Patient Na...	Study Insta...	Type	Queued Date	Started Date	Completed Date
573	FRT20260...	FNT1KVSE...	Demo Patie...	1.3.6.1.4.1.5...	Archive	08-MAY-2026, 3:35 PM	08-MAY-2026, 3:35 PM	08-MAY-2026, 3:35 PM
572	FRT20260...	FNT1KVSE...	Demo Patie...	1.3.6.1.4.1.5...	Archive	08-MAY-2026, 3:16 PM	08-MAY-2026, 3:16 PM	08-MAY-2026, 3:16 PM
571	FRT20260...	FNT1KVSE...	Demo Patie...	1.3.6.1.4.1.5...	Archive	08-MAY-2026, 3:12 PM	08-MAY-2026, 3:12 PM	08-MAY-2026, 3:12 PM
570	FRT20260...	FNT1KVSE...	Demo Patie...	1.3.6.1.4.1.5...	Archive	08-MAY-2026, 3:08 PM	08-MAY-2026, 3:08 PM	08-MAY-2026, 3:08 PM
569	PID_177826...	123YY453	TEST_PN_1...	1.2.276.0.7...	KOS	08-MAY-2026, 2:29 PM	08-MAY-2026, 2:29 PM	08-MAY-2026, 2:29 PM
568	PID_177826...	123YY453	TEST_PN_1...	1.2.276.0.7...	KOS	08-MAY-2026, 2:29 PM	08-MAY-2026, 2:29 PM	08-MAY-2026, 2:29 PM
567	PID_177826...	123YY453	TEST_PN_1...	1.2.276.0.7...	KOS	08-MAY-2026, 2:29 PM	08-MAY-2026, 2:29 PM	08-MAY-2026, 2:29 PM
566	PID_177826...	123YY453	TEST_PN_1...	1.2.276.0.7...	KOS	08-MAY-2026, 2:29 PM	08-MAY-2026, 2:29 PM	08-MAY-2026, 2:29 PM
565	PID_177826...	123YY453	TEST_PN_1...	1.2.276.0.7...	KOS	08-MAY-2026, 2:29 PM	08-MAY-2026, 2:29 PM	08-MAY-2026, 2:29 PM
564	PID_177826...	123YY453	TEST_PN_1...	1.2.276.0.7...	KOS	08-MAY-2026, 2:29 PM	08-MAY-2026, 2:29 PM	08-MAY-2026, 2:29 PM
563	PID_177826...	123YY453	TEST_PN_1...	1.2.276.0.7...	Archive	08-MAY-2026, 2:28 PM	08-MAY-2026, 2:28 PM	08-MAY-2026, 2:28 PM
562	PID_177826...	123YY453	TEST_PN_1...	1.2.276.0.7...	Archive	08-MAY-2026, 2:28 PM	08-MAY-2026, 2:28 PM	08-MAY-2026, 2:28 PM

5.2 Jobs Table Columns

Column	Description
MRN	Patient MRN for the exam associated with the job.
Accession	Exam accession number.
Patient Name	Patient name.
Type	Job type: Archive, DICOM, IOCM, or KOS.
Queued Date	Date and time the job was created and queued (format: 21-OCT-2025 6:38 PM).
Started Date	Date and time the Gateway began processing the job.
Completed Date	Date and time the job was completed (success or failure).
Study Instance UID	The DICOM Study Instance UID.
Facility	The facility the exam belongs to.
Destination	The destination the job was routed to.
State	Current job state: Queued, In Progress, Completed, or Failed.
Reason	For failed jobs: the failure reason reported by the Gateway (truncated; hover for full text).

5.3 Filtering and Searching Jobs

- Filter by Type using the Type column to show only Archive, DICOM, IOCM, or KOS jobs.
- Filter by date using the date controls on Queued Date, Started Date, and Completed Date columns. Click the X icon on a date filter to clear it.
- Search by MRN, Accession, Patient Name, Study Instance UID, Facility, or Destination using the column search fields.

5.4 Archive States

The platform tracks an archive state per exam per destination. This state determines whether IOCM messages are generated for subsequent changes:

State	Meaning	IOCM behavior
Archived	Gateway confirmed successful delivery.	IOCM messages are generated for subsequent changes.
Failed	Gateway reported a failure.	IOCM suppressed. Retry the job or investigate the failure reason.
Unknown	No callback received from Gateway within the timeout window.	IOCM suppressed.
Not Archived (no record)	No archive job has been created for this exam + destination.	IOCM suppressed.

5.5 Retrying Failed Jobs

Clicking Retry resets the retry counter — the job will attempt delivery up to the configured Max retries count again, starting from zero. There is no system limit on how many times you can manually retry a failed job from the Jobs tab. If a job continues to fail after multiple retries, review the Reason column for the underlying error and resolve the configuration issue (such as an AE title mismatch or network connectivity problem) before retrying again.

Section 6 — How IOCM Works

IOCM (Imaging Object Change Management) ensures that changes made to studies in PACS — such as image deletion, study splits, study merges, or metadata corrections — are communicated to the external archive so the archive reflects the correct clinical record.

6.1 When IOCM Messages Are Generated

Trigger event	IOCM message sent	Requirement
Image or series deleted	Rejection Note (DICOM 113001) sent to the archive destination.	supportlocm = true on destination; exam archive state = Archived.
Study split	Rejection Note sent for obsolete instances moved out of the study.	Same as above.
Study merged	Rejection Note sent for instances that now belong to a different study.	Same as above.
Images added after archival	Sync message sent so the archive receives the new instances.	Same as above.
Patient/demographic update	HL7 ADT A08 (update) or ADT A40 (merge/MRN change) sent.	Send ADT Message enabled at facility level.

6.2 IOCM Suppression Rules

IOCM messages are NOT generated in the following situations:

- The destination does not have Support IOCM enabled.
- The exam's archive state for this destination is Failed or Unknown.
- The exam has never been archived to this destination (no archive record exists).
- The destination is inactive.

6.3 Multi-Destination IOCM

In environments with multiple destinations, IOCM eligibility is evaluated independently per destination. A change event will generate IOCM messages only to destinations where supportlocm = true and the archive state is Archived. Destinations that have not yet archived the exam will not receive IOCM messages for that exam.

Section 7 — Troubleshooting

Issue	Likely cause	Action
No archive jobs created after exam reaches configured status	Auto Archive is OFF on the destination; destination is inactive; or exam was in that status before the feature was enabled (no retroactive archiving).	Verify Auto Archive is ON and the correct status is selected. Confirm the destination is Active. Note: exams that reached the status before configuration are not retroactively archived.
Archive job created but exam not archived	Gateway is not running or not connected; C-FIND failed and no	Check the Gateway administration interface for errors. Confirm the VNA

	fallback push occurred; network connectivity issue between Gateway and VNA.	host, port, and AE titles are correct. Check the Reason column in the Jobs tab for Gateway-reported failure details.
Jobs table shows 'Failed' state	Gateway reported a permanent failure after max retries exhausted.	Review the Reason column for details. Correct the underlying issue (e.g., AE title mismatch, network issue) then click Retry.
IOCM messages not being sent after an image deletion	Destination does not have Support IOCM enabled; or archive state for the exam on that destination is not Archived.	Verify Support IOCM is enabled on the destination. Check the archive state (if the exam never successfully archived, IOCM is suppressed).
'Unable to launch images' error on Gateway device link	SA JSON key incorrect or expired; Pub/Sub Subscription ID incorrect; Result Endpoint URL or key incorrect.	Re-download the SA JSON key from the Gateways tab. Verify the Subscription ID from the Gateways table Pub/Sub column. Confirm the Result Endpoint values with the Technical support team.
Gateway cannot be deleted	The Gateway has linked destinations, or jobs are in progress.	Remove all destinations linked to the Gateway first, or wait for in-progress jobs to complete.
Destination cannot be saved (Gateway error)	No Gateway selected, or selected Gateway belongs to a different Facility Group.	Select a Gateway from the same Facility Group. If no Gateways exist, create one first (Section 2).
Cloud Resource Manager API error during Gateway creation	The API is not enabled in the GCP project underlying this environment	Do not attempt to enable the API yourself. Contact support — this is an environment-level issue requiring GCP project access.
Order lock blocking reporting or DICOM send during archiving	Auto Archive is configured to trigger at Pending or Inflight status	Consider changing the Auto Archive trigger to Completed (recommended). The lock releases automatically when the archive job completes. For urgent unblocking, contact support.

Section 7.1 — Where to Find Logs

The Jobs tab provides visibility into job state and Gateway-reported failure reasons. For deeper troubleshooting:

- Gateway application logs are available on the on-premises server. These logs include detailed C-STORE negotiation errors, connection timeouts, and AE title validation failures. These can be accessed with assistance from support.
- Platform-level logs for Pub/Sub delivery, Result Endpoint callbacks, and IOCM generation are accessible to support staff. If a job appears stuck, not created, or the Jobs tab shows unexpected state, open a support ticket and include the exam accession number, Study Instance UID, and approximate timestamp of the event.