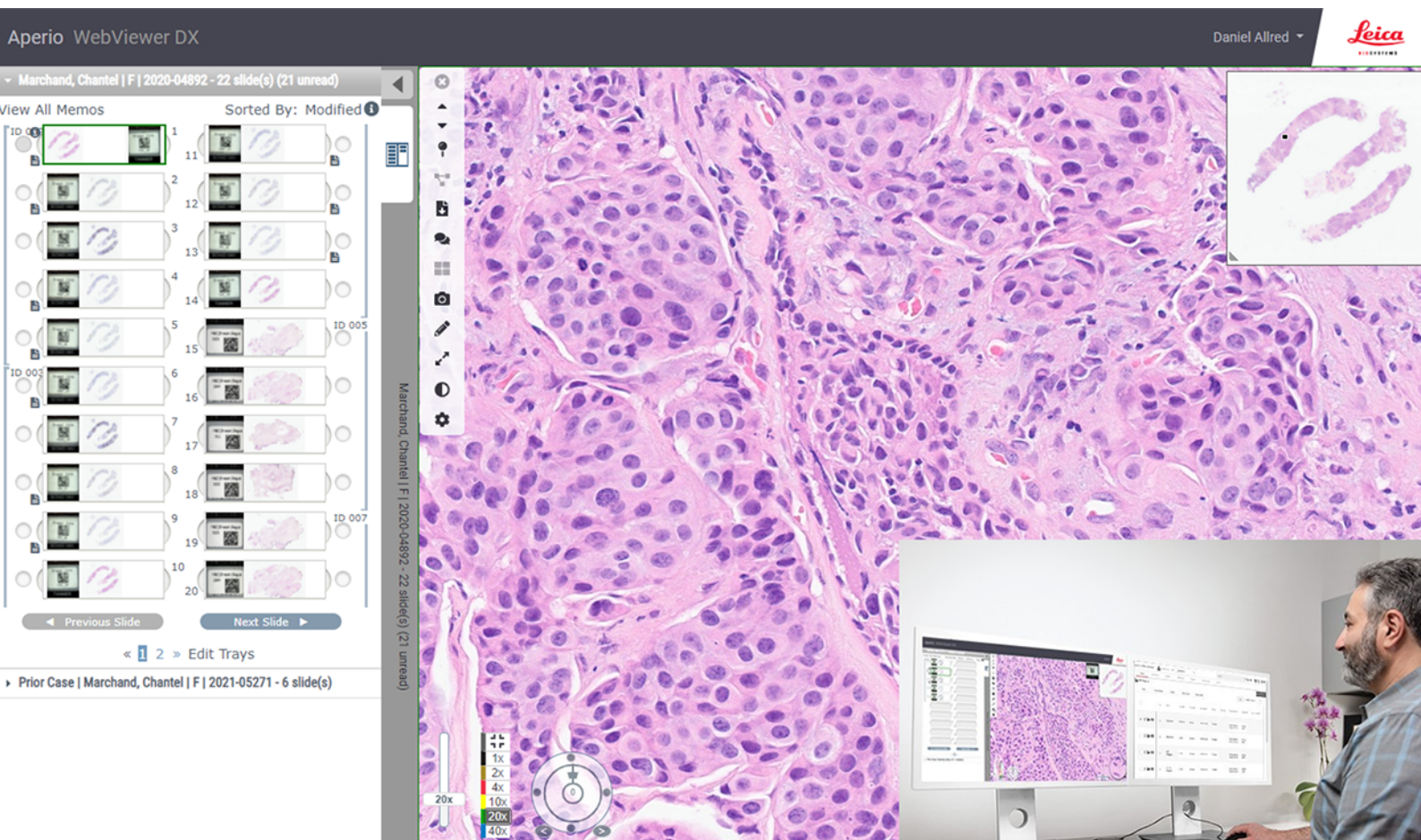


Aperio WebViewer DX

DIGITAL PATHOLOGY IMAGE VIEWING SOFTWARE

IT ADMINISTRATOR'S GUIDE



Advancing Cancer Diagnostics
Improving Lives



Aperio WebViewer DX IT Administrator's Guide

MAN-0492, Revision A | April 2024

This manual applies to Aperio WebViewer DX 1.0.


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- This product is protected by registered patents. For a list of patents, contact Leica Biosystems.

Customer Resources

- For the latest information on Leica Biosystems Aperio products and services, please visit <https://www.LeicaBiosystems.com/Aperio>.

Contact Information – Leica Biosystems Imaging, Inc.

Headquarters	Customer Support
 Leica Biosystems Imaging, Inc. 1360 Park Center Drive Vista, CA 92081 USA Tel: +1 (866) 478-4111 (toll free) Direct International Tel: +1 (760) 539-1100	Contact your local support representative with any query and service request. https://www.leicabiosystems.com/contact-us/

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Notices

Intended Use

The Aperio GT 450 DX is an automated digital slide creation and viewing system. The Aperio GT 450 DX is intended for in vitro diagnostic use as an aid to the pathologist to review and interpret digital images of surgical pathology slides prepared from formalin-fixed paraffin embedded (FFPE) tissue. The Aperio GT 450 DX is for creation and viewing of digital images of scanned glass slides that would otherwise be appropriate for manual visualization by conventional light microscopy.

Aperio GT 450 DX is comprised of the Aperio GT 450 DX scanner, which generates images in the Digital Imaging and Communications in Medicine (DICOM) and in the ScanScope Virtual Slide (SVS) file formats, the Aperio WebViewer DX viewer, and the displays. The Aperio GT 450 DX is intended to be used with the interoperable components specified in Table 1.

Table 1: Interoperable components of Aperio GT 450 DX

Scanner Hardware	Scanner Output file format	Interoperable Viewing Software	Interoperable Displays
Aperio GT 450 DX	SVS	Aperio WebViewer DX	Barco MDPC-8127 Dell UP3017 Dell U3023E Dell U3223QE
Aperio GT 450 DX	SVS	Sectra Digital Pathology Module (3.3)	Dell U3223QE
Aperio GT 450 DX	DICOM	Sectra Digital Pathology Module (3.3)	Dell U3223QE

The Aperio GT 450 DX is not intended for use with frozen section, cytology, or non-FFPE hematopathology specimens. It is the responsibility of a qualified pathologist to employ appropriate procedures and safeguards to assure the validity of the interpretation of images obtained using the Aperio GT 450 DX.

Cautions and notes

- **Aperio WebViewer DX is for professional use only.**
- **Serious Incidents Reporting** – Any serious incident that has occurred in relation to the Aperio WebViewer DX shall be reported to the manufacturer and the competent authority of the member state in which the user and/or the patient is established.
- **Specifications and Performance** – For information on the requirements for monitors, see [Monitors and viewing workstations \(on page 14\)](#).

- **Installation** – Aperio WebViewer DX must be installed by a trained Leica Biosystems Technical Services representative.
- **Accessories** – For information on using Aperio WebViewer DX with third-party accessories such as a Laboratory Information System (LIS) not provided by Leica Biosystems, contact your Leica Biosystems Technical Services representative.
- **Quality Control** – For information on quality control procedures for Pathologist and Histotechnicians, refer to the *Aperio WebViewer DX User's Guide*.
- **Maintenance and Troubleshooting** – For information on maintenance and troubleshooting, refer to the *Aperio WebViewer DX User's Guide*.
- **Cybersecurity** – Be aware that workstations are susceptible to malware, viruses, data corruption, and privacy breaches. Use caution when inserting USB drives and other removable devices. Consider disabling USB ports that are not in use. If you plug in a USB drive or other removable device, you should scan the devices with an anti-malware utility. Work with your IT administrators to protect your workstation by following your institution's password and security policies.

Leica Biosystems has standard procedures and processes for identifying, evaluating, and responding to cybersecurity vulnerabilities and threats that involve our systems and their operating environments. For more information, you can visit the Product Security Overview on the Leica Biosystems website at:

- <https://www.leicabiosystems.com/us/about/product-security/>

If a suspected Aperio WebViewer DX cybersecurity vulnerability or incident is detected, contact Leica Biosystems Technical Services for assistance.

As a system security measure, Leica Biosystems products capture and log external attempts to access system data. For more information, contact your Leica Biosystems representative.

IT staff: See the *Aperio eSlide Manager Administrator Guide* for further cybersecurity recommendations, including:

- Protecting workstations and servers
 - Setting passwords
 - Monitoring and restricting login attempts
- **Sensitive Data Protection** – This Leica Biosystems product is capable of input, storage, and handling of sensitive data, including personal identifier information (PII) and/or possibly protected health information (PHI). In addition to personal data such as name, address, and other obvious personal identifiers, sensitive data include barcodes, accession numbers, diagnostic information, and scan images, such as microscope slide labels and other labels or annotations embedded in image files. Please take appropriate precautions to protect from sensitive data exposure and theft. Handling of sensitive data is subject to local laws. Many countries have a data protection authority to ensure that data protection law is followed. For more information about your privacy rights, or if you are not able to resolve a problem directly with us and wish to make a complaint, contact your local authority.

- **Protected Health Information Protection** – To ensure Protected Health Information (PHI) data is protected in transit, Leica Biosystems secures all network communications using TLS. Leica Biosystems recommends securing the user-facing web server as well. Customers should procure webserver certificates that are valid for the servers that will be hosting Aperio WebViewer DX and Aperio eSlide Manager. If not provided, the servers will be secured with self-signed certificates.
- **Off-the-Shelf Software** – Potential impacts to cybersecurity in response to off-the-shelf (OTS) software are managed by Leica Biosystems Imaging, Inc.. A list of all OTS software is maintained by Leica Biosystems Imaging, Inc. For more information on OTS, contact your Leica Biosystems Sales Representative and ask for a copy of the Aperio WebViewer DX Software Bill of Materials (SBOM). OTS failures can cause errors when viewing or loading images in the viewer, including inaccurate color representation or other visual anomalies. If you experience issues with loading or viewing images, contact Leica Biosystems Technical Services.
- **Aperio SSL Certificates** – For information on internally-generated Aperio SSL certificates and recommendations for procuring additional SSL certificates, see the *Aperio eSlide Manager Administrator's Guide*.
- **Training** – This manual is not a substitute for the detailed operator training provided by Leica Biosystems or for other advanced instruction. Leica Biosystems Technical Services should be contacted immediately for assistance in the event of any malfunction.



CAUTION: When viewing digital slides:







- Do not use the Image Enhancement tools to correct a suboptimal scanned image for diagnostic review. In this case, you should request a re-scan of the slide.
- Your monitor must meet the specifications detailed in [Supported monitors \(on page 14\)](#)
- Your monitor's Display Mode must be set to sRGB.
- Your viewing station must use the supported browser and operating system, as described in [Supported operating system and browsers \(on page 11\)](#)

Revision record

Rev.	Issued	Sections Affected	Detail
A	April 2024	All	New manual for Aperio WebViewer DX 1.0.

Symbols

The following symbols appear in device labeling:

Symbol	Standard / Regulation	Description
	ISO 15223-1 – 5.1.1	Manufacturer
	21 CFR §809.10(a)(4)	Requires prescription in the United States.
	ISO 15223-1 – 5.7.10	Unique Device Identifier
	ISO 15223-1 – 5.1.6	Catalog number
	ISO 15223-1 – 5.5.1	In Vitro Diagnostic medical device
	ISO 7010 – W001	The exclamation point within an equilateral triangle is intended to alert you to the presence of important operating and maintenance (servicing) instructions.

1

Introduction

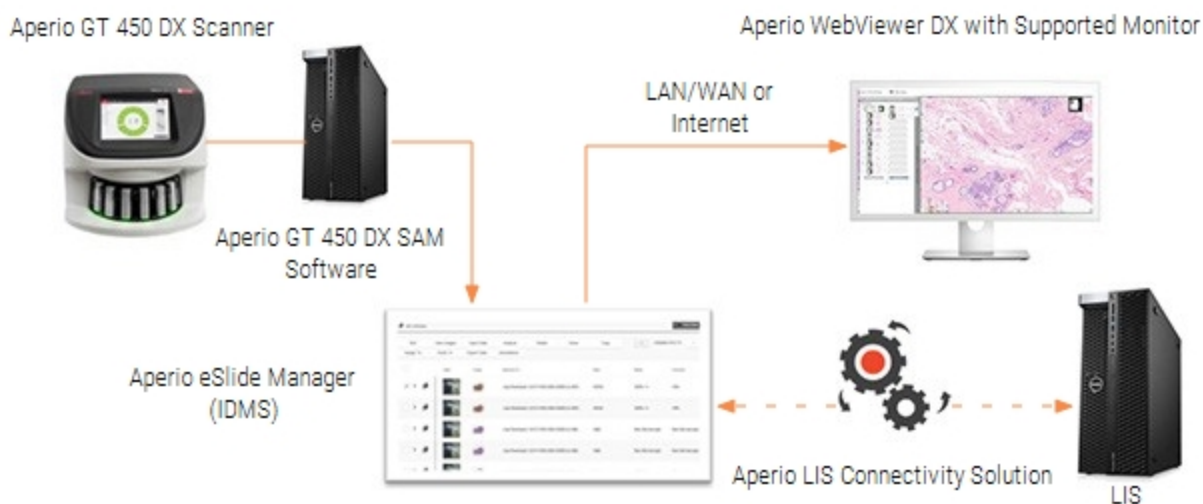
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Aperio WebViewer DX overview

Aperio WebViewer DX is a web-based digital slide viewing software product that enables you to navigate through whole slide images for a patient case in an organized manner for the purpose of on-screen primary diagnosis. You can open whole slide images in Aperio WebViewer DX from an image and data management system (IDMS), such as Aperio eSlide Manager, or from your Laboratory Information System (LIS).

The Aperio WebViewer DX is part of an overall clinical workflow solution, which also includes the Aperio GT 450 DX scanner, Aperio eSlide Manager, and a LIS connectivity solution.



Supporting software versions

You can use Aperio WebViewer DX with the following Leica Biosystems systems and offerings.

Component	Supported Versions
Aperio eSlide Manager	12.5
Aperio LIS Connectivity	2.1
Aperio GT 450 DX software	1.2

Supported image types

Aperio WebViewer DX supports SVS images created from the Aperio GT 450 DX for use in your clinical workflow.

Nonclinical use images

You can open and view SVS images from an Aperio scanner other than the Aperio GT 450 DX; however, they are for nonclinical use only. When you open such an image, a banner appears at the bottom of the viewer indicating the image is for nonclinical use only.

Installation

Installation and setup of Aperio WebViewer DX and Aperio eSlide Manager should only be performed by a trained Leica Biosystems Service representative.



WARNING: Ensure Aperio WebViewer DX is installed only by a trained Leica Biosystems Service Representative. Incorrect installation can enable the use of incorrect color profiles.

Environment

Aperio WebViewer DX is intended for use in Histology and Pathology labs as well as within a pathologist's office for quality control tasks, routine diagnosis, and digital slide reviews. The pathologist's office may be at their home or place of work.

Supported operating system and browsers

Component	Supported Versions
Viewing Workstation Operating System	<ul style="list-style-type: none"> Microsoft Windows 10 Professional / Enterprise
Viewing Workstation Server	<ul style="list-style-type: none"> Microsoft Windows Server 2022 Microsoft Windows Server 2019 Microsoft Windows Server 2016*
Web Browser	<ul style="list-style-type: none"> Mozilla Firefox (Version 88 or newer) Google Chrome (Version 90 or newer) Microsoft Edge (Version 90 or newer)

*Leica Biosystems continues to support Microsoft Windows Server 2016 with Aperio WebViewer DX; however, to better secure your server we recommend upgrading to Microsoft Windows Server 2022.

Required viewing settings



WARNING: Your viewing workstation must meet the specifications provided in this section to ensure proper image rendering and display. Using a monitor that does not meet the required specifications can enable the use of incorrect color profiles.

Monitor settings

Ensure your monitor's Display Mode is set to sRGB .

Browser and operating system settings

To display your digital slides with optimal image quality, you must use the following browser and operating system settings:

Component	Setting
Web Browser	Zoom level is set to a multiple of 100% (100%, 200%, etc.).
Operating System	Display settings "scale" value is a multiple of 100% (100%, 200%, etc.).

If your settings are outside of the specified range, the  icon appears on the image to alert you that the image quality is reduced.

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Specifications and requirements

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Monitors and viewing workstations



WARNING: Your monitor and viewing workstation must meet the required specifications provided in this section to ensure proper image rendering and display. Using a monitor that does not meet the required specifications can enable the use of incorrect color profiles.

Work with the IT professionals in your organization to ensure your viewing workstation meets or exceeds the recommended specifications. The supported monitors and workstation requirements are specified below.

Supported monitors

The following monitors are supported for use with Aperio WebViewer DX:

Monitor Manufacturer	Monitor Model Number
Dell	UP3017
Dell	U3223QE
Barco N.V.	MDPC-8127
Dell	U3023E

For further details on setting up the Dell UP3017, Dell U3023E, or Dell U3223QE monitors for use with the Aperio GT 450 DX scanner, see the *Aperio WebViewer DX User's Guide*.

Monitor display image validation

Aperio WebViewer DX includes a Monitor Display Image Validation feature, which uses a test image (TG18-QC) to ensure your monitor displays digital slide images correctly. Leica Biosystems recommends performing the manual Monitor Display Image Validation for an initial inspection and subsequent periodic inspections of the display and viewer functions, including brightness, sharpness, artifacts, and perceptual uniformity.

For more information and instructions on performing the manual Monitor Display Image Validation, see the *Aperio WebViewer DX User's Guide*.

Viewing workstation specifications

The table below provides recommended specifications and settings for your viewing workstation. If the workstation exceeds the recommended specifications, the viewer's performance can increase. If the workstation does not meet the recommended specifications, the viewer's performance can decrease.

Feature	Specification
CPU speed	Comparable to: Intel® Core™ i7-10850H
Hard disk space	10 Gigabytes free hard disk space minimum
Memory (RAM)	16 Gigabytes minimum
Network card (NIC)	Meets or exceeds 1Gigabit per second (Gbps) Comparable to: <ul style="list-style-type: none"> StarTech Gigabit Ethernet Network Adapter Card (ST1000BT32) TG-3468 Gigabit PCI Express Network Adapter Realtek USB GbE Family Controller
Video card (GPU)	Comparable to: NVIDIA Quadro T2000
Browser	<ul style="list-style-type: none"> Mozilla Firefox (Version 88 or newer) Google Chrome (Version 90 or newer) Microsoft Edge (Version 90 or newer)
Operating System (OS)	Windows 10 Professional/Enterprise required
Connectivity (Video input signals, Input Connectors, Display Connectors)	Digital Interface (such as HDMI, Display Port, USB-C)

Server specifications

You can operate Aperio WebViewer DX from servers that meet the minimum requirements described below. However, to achieve the maximum performance, your servers should meet or exceed the recommended requirements. The viewer achieves optimal viewing performance when there are less than 30 users viewing cases simultaneously. In this environment, it takes about three seconds to open a digital slide. The viewer can support up to 60 users viewing cases simultaneously; however, its responsiveness may be reduced by 50%.

Your IT department must maintain the server, applying Windows and Aperio security patches and hot fixes that may be available for the system, and ensure the server is configured securely. For details on using the recommended registry settings, see [Additional security controls \(on page 16\)](#) and [Recommended registry settings to secure Windows Server 2019 and Windows Server 2022 \(on page 18\)](#).

Feature	Server Minimum Specifications	Server Recommended Specifications
CPU Speed	Meets or exceeds Intel Xeon Gold 5118	Meets or exceeds Intel Xeon Gold 5118
Hard drive	SSD hard drive for OS and applications Comparable to: Dell 240GB SSD M.2 SATA 6Gbps Drive - BOSS	SSD hard drive for OS and applications Comparable to: Dell 240GB SSD M.2 SATA 6Gbps Drive - BOSS
Memory (RAM)	4 Gigabytes (GB)	Meets or exceeds 16 GB
Network card (NIC)	1 Gigabit per second (Gbps) Comparable to: Broadcom 5720 2 Port 1Gb Base-T	Meets or exceeds 10 Gbps Comparable to: Broadcom 57416 2 Port 10Gb Base-T
Operating System (OS)	Windows Server 2019	Windows Server 2022

Using a virtual machine as your Aperio eSlide Manager server

If you are using a virtual machine (VM) as the server, you will see better performance in a virtual environment if your VM meets the recommended requirements shown in the tables above and has dedicated resource allocation on the virtual host.

Additional security controls

By default, Windows servers enable weak encryption protocols and ciphers to preserve compatibility with older systems. Leica Biosystems recommends disabling these encryption protocols and ciphers by adding the registry entries specified in [Recommended registry settings to secure Windows Server 2019 and Windows Server 2022 \(on page 18\)](#) to your registry.

Follow the steps below to copy and paste the registry entries from this PDF document to a .reg file, which you can then import to your registry using RegEdit.

- 1 Because the registry settings span more than one page in this document, you need to copy and paste them to your registry document in multiple steps.
- 2 From this PDF document, select and copy only the registry settings [on page 1](#). (Do not include the section title or the headers and footers from the document.)
- 3 Paste the content into a text file.
- 4 Repeat this step for each page of the registry settings, ensuring you copy and paste them in the same order that they appear in this document.
- 5 Save the text file with a .reg extension.

- 6 Open the Registry Editor (regedit.exe).
- 7 From the Registry Editor, go to the **File** menu, and selecting **Import** to import the .reg file you just saved.

Recommended registry settings to secure Windows Server 2019 and Windows Server 2022

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Hashes]

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Hashes\MD5]

"Enabled"=dword:ffffff

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Hashes\SHA]

"Enabled"=dword:ffffff

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Hashes\SHA256]

"Enabled"=dword:ffffff

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Hashes\SHA384]

"Enabled"=dword:ffffff

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Hashes\SHA512]

"Enabled"=dword:ffffff

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\KeyExchangeAlgorithms]

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\KeyExchangeAlgorithms\Diffie-Hellman]

"Enabled"=dword:ffffff

"ServerMinKeyBitLength"=dword:00000800

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\KeyExchangeAlgorithms\ECDH]

"Enabled"=dword:ffffff

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\KeyExchangeAlgorithms\PKCS]

"Enabled"=dword:ffffff

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Protocols]

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Protocols\Multi-Protocol Unified Hello]

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Protocols\Multi-Protocol Unified Hello\Server]

"Enabled"=dword:00000000

"DisabledByDefault"=dword:00000001

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Protocols\PCT 1.0]

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Protocols\PCT 1.0\Server]

"Enabled"=dword:00000000

"DisabledByDefault"=dword:00000001

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Protocols\SSL 2.0]
[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Protocols\SSL 2.0\Server]
"Enabled"=dword:00000000
"DisabledByDefault"=dword:00000001

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Protocols\SSL 3.0]
[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Protocols\SSL 3.0\Server]
"Enabled"=dword:00000000
"DisabledByDefault"=dword:00000001

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Protocols\TLS 1.0]
[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Protocols\TLS 1.0\Server]
"Enabled"=dword:00000000
"DisabledByDefault"=dword:00000001

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Protocols\TLS 1.1]
[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Protocols\TLS 1.1\Server]
"Enabled"=dword:00000000
"DisabledByDefault"=dword:00000001

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Protocols\TLS 1.2]
[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Protocols\TLS 1.2\Server]
"Enabled"=dword:ffffff
"DisabledByDefault"=dword:00000000

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Ciphers]
[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Ciphers\AES 128/128]
"Enabled"=dword:ffffff

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Ciphers\AES 256/256]
"Enabled"=dword:ffffff

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Ciphers\DES 56/56]
"Enabled"=dword:00000000

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Ciphers\NULL]
"Enabled"=dword:00000000

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Ciphers\RC2 128/128]
"Enabled"=dword:00000000

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Ciphers\RC2 40/128]

"Enabled"=dword:00000000

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Ciphers\RC2 56/128]

"Enabled"=dword:00000000

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Ciphers\RC4 128/128]

"Enabled"=dword:00000000

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Ciphers\RC4 40/128]

"Enabled"=dword:00000000

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Ciphers\RC4 56/128]

"Enabled"=dword:00000000

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Ciphers\RC4 64/128]

"Enabled"=dword:00000000

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Ciphers\Triple DES 168]

"Enabled"=dword:00000000

Localization

We do not support localization of our software. To ensure proper operation, the region settings of servers, client workstations, and browsers should be English (United States), set in the Windows Regional and Language Options windows available from the Windows Control panel. In addition, the English language Windows pack should be installed on the DSR (Digital Slide Repository), which is the server on which your images are stored.

3

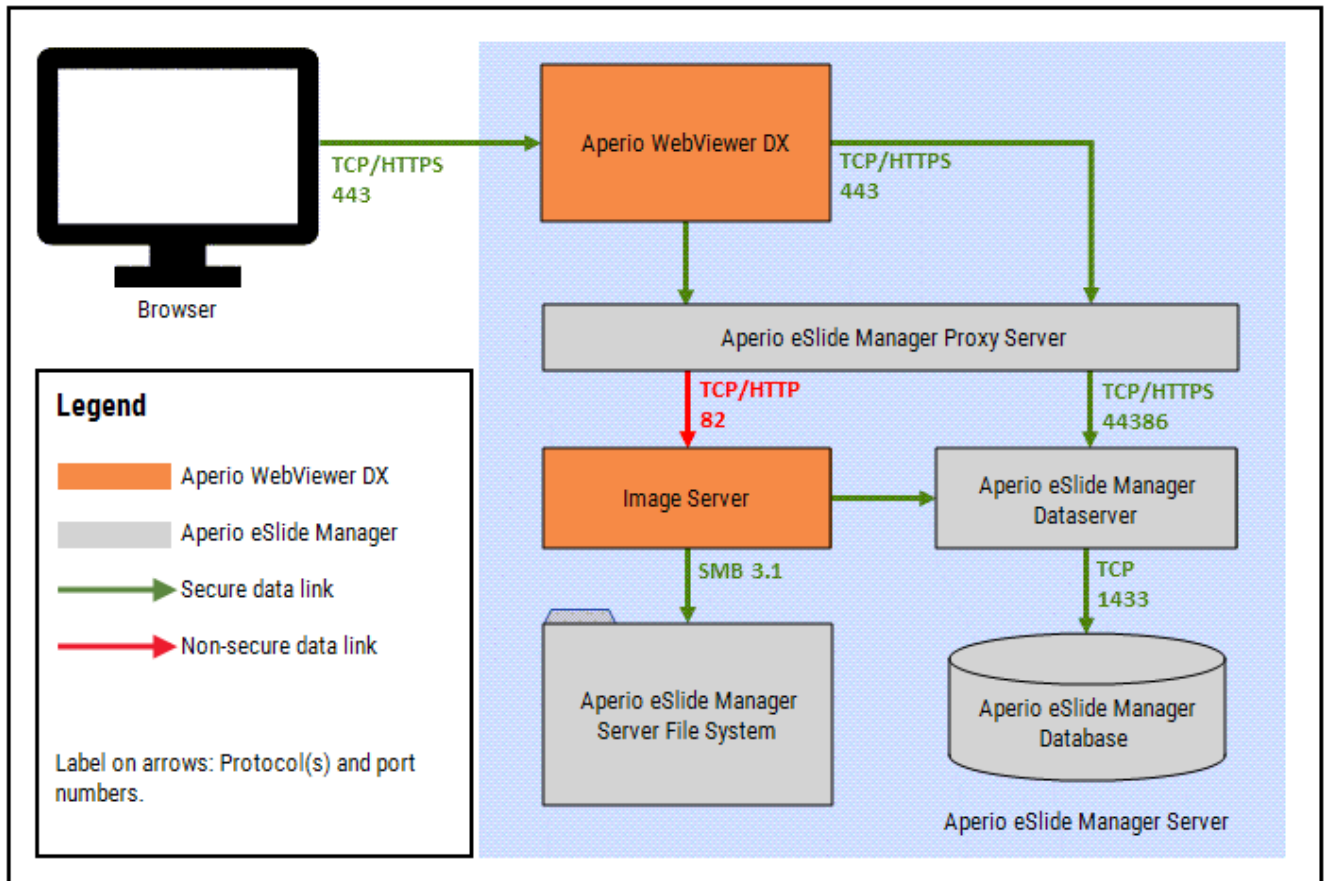
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Network configuration

The following diagram shows the required network configuration for Aperio WebViewer DX, and how Aperio WebViewer DX interconnects with Aperio eSlide Manager.



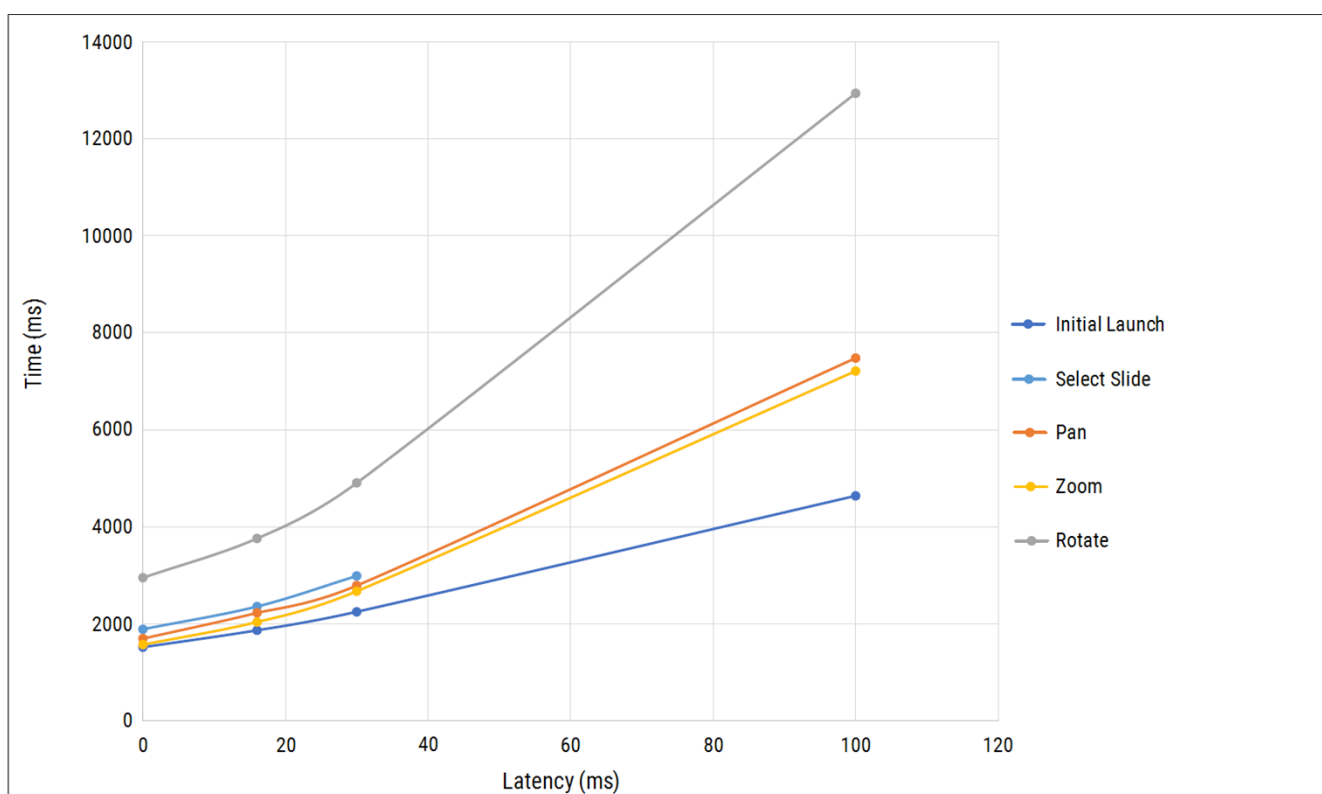
Network performance considerations

This section contains information on how network latency and bandwidth impact user interface performance of Aperio WebViewer DX. This information is provided to assist in planning your network environment.

User interface performance and network latency

The table and graph in this section provide details on how network latency impacts user interface performance of the viewer. As the data demonstrates, an increase in network latency causes a decrease in the viewer's performance. To provide the best user experience, the connection between the users and the software should be low latency.

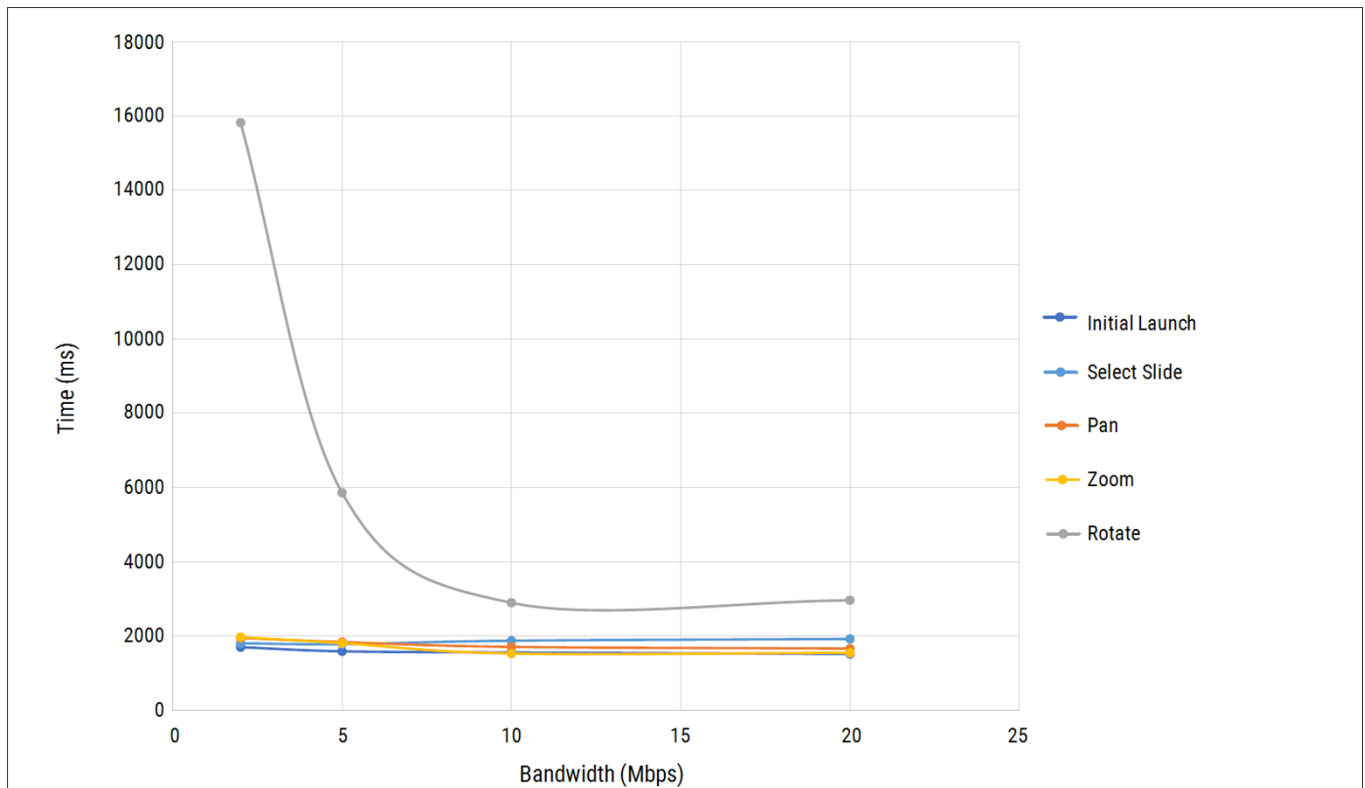
Figure 3-1: UI Performance: Latency



User interface performance and network bandwidth

The graph in this section provides details on how network bandwidth impacts user interface performance of the viewer. As the data demonstrates, an increase to 10 Mbps in network bandwidth provides an increase in the viewer's performance.

Figure 3-2: UI Performance: Bandwidth



Troubleshooting network and performance issues

This section provides information for troubleshooting network and performance issues.

The user reports slowed performance from a geographically distant location

Network performance and latency play a significant role in ensuring optimal viewing performance for pathologists accessing digital pathology images. Insufficient network bandwidth, high latency, and packet loss can impact the pathologist's viewing experience. If this is a persistent issue for a user or a group of users at a location, work with your IT network team to identify the root cause and resolve the issue. If the issue persists and you need assistance, call Leica Biosystems Technical Services.

The user reports that they cannot connect to Aperio WebViewer DX

If a user reports they cannot connect to Aperio WebViewer DX from their location, or that the viewer is displaying the message, "Error loading data from the ImageServer, please try again," this indicates the user has lost their connection to the server from where they are located. Depending on how this user is connected, there are many factors that could prevent them from accessing Aperio WebViewer DX on your network. Work with your IT network team and the affected user to identify the root cause of the loss of connectivity. If the issue persists, call Leica Biosystems Technical Services.

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