



How to install the IDEXX-PACS Imaging Software from the upgrade message or the Help menu

Before you begin

- You must be logged on to your server as a Windows* administrator, and you must be logged on to the IDEXX-PACS* software with administrator privileges. If you use auto logon, you have administrator privileges.
- You cannot capture images or use IDEXX-PACS while the software is being updated.
- Perform the update after hours or during a slow time; upgrades typically take from 15 to 60 minutes per computer.
- Close all programs, including IDEXX-PACS, on all computers you upgrade.
- Upgrade computers in this order:
 1. IDEXX-PACS server (the computer that stores the database and image files). If you have just one IDEXX-PACS computer, that computer is the server.
 2. Image-capture computer (if it is not the server).
 3. Other computers.

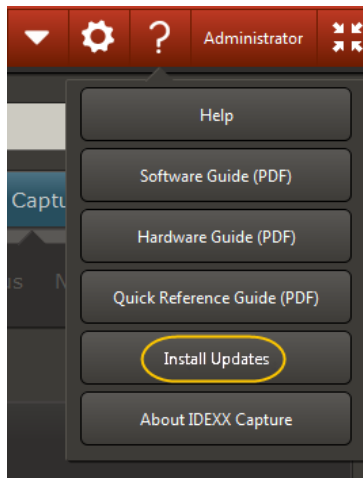
To upgrade your software from the upgrade message:

1. On the IDEXX-PACS server, shut down the database as follows:
 - a. Double-click the **Sybase**  icon in the lower right corner of your desktop.
Tip: You may need to click a small arrow  in the taskbar to find the icon.
 - b. Click **Shutdown**.
2. Click **Upgrade Now** in the upgrade message on the server, and then follow the prompts. The upgrade message appears only when an upgrade is available.
Tip: If you close the upgrade message without installing the software, you can upgrade from the Help menu, as described in the next section.
3. When the upgrade is complete:
 - a. Restart the server, and then start the **IDEXX-PACS** software.
The software may take a moment or two to open the first time.
 - b. Follow the onscreen instructions to update the database and complete the upgrade.
4. After upgrading the server, upgrade each workstation, beginning with the image-capture computer:
 - a. Start the IDEXX-PACS software on the workstation.
 - b. When the upgrade message appears, click **Upgrade Now**, and then follow the prompts.
Tip: Do not upgrade more than three computers at the same time.

To start the software upgrade from the Help menu:

Follow the steps above to perform the upgrade, but start the upgrade from the Help menu as follows:

1. Click **Help ?** > **Install Updates**.



← Installs the latest IDEXX-PACS software upgrade

Tip: If Install Updates is inactive (gray), your software is **already** up to date.

2. Click **Install now**, and then follow the on-screen instructions.

Your IDEXX-PACS software is now ready to use.

If you need help, call IDEXX Diagnostic Imaging Customer Support at **1-877-433-9948**.

