

Software upgrade guide

Simple steps to prepare for a software upgrade

- Plan on 15–60 minutes per computer. The time varies depending on your system and database.
- You cannot capture images while the upgrade is in process.

Check these items before you start

- Your current IDEXX-PACS* Imaging Software must be version 4.2 or later. To find the software version, go to **Help**  **> About IDEXX-PACS**.
- You have installed **all Windows* operating system updates** on the server and on the workstations before you begin the upgrade.
- All computers must meet IDEXX hardware and software requirements. Visit idexx.com/PACSresources for more information.

Prepare your computers

1. If you have not restarted your IDEXX-PACS server within the last week, restart your server now.
2. Back up your system following your usual process.
3. Shut down IDEXX-PACS, your practice management system, and any anti-virus and anti-malware programs running on the IDEXX-PACS server and on any other IDEXX-PACS computers you plan to upgrade. **Failure to shut down these programs will cause interruptions during the upgrade.**

Upgrade your IDEXX-PACS software

Upgrade computers in this order:

1. IDEXX-PACS server (the computer on which the upgrade message appears)
2. Image-capture computer (the x-ray computer)
3. Other IDEXX-PACS workstations

Good news: If you subscribe to IDEXX Web PACS, you only need to upgrade the IDEXX-PACS server and the image-capture computer, because you can use [IDEXX Web PACS](#) on all other internet-connected computers. IDEXX Web PACS is upgraded automatically by IDEXX.

To upgrade your server:

1. Log on to the IDEXX-PACS server as an admin user. (If you use IDEXX-PACS auto-logon, you are logged on as an administrator automatically.)
2. Click the IDEXX-PACS icon on your desktop; when the upgrade message appears, click the **Upgrade Now** button and follow the prompts.

Tip: If the upgrade message does not appear, you can always start the upgrade from the IDEXX-PACS Help menu. See *Where can I find my IDEXX-PACS upgrade?* on [idexx.com/PACSresources](https://www.idexx.com/PACSresources) for instructions.

3. When the upgrade is complete, restart the IDEXX-PACS software; you do **not** need to restart the computer.

You may see database upgrade messages for a few minutes when the software restarts.

4. Restart your practice management system, anti-virus/anti-malware programs, and other programs as needed.

To upgrade workstations:

- You can upgrade up to three workstations at once.
- If you cancel the upgrade, you will not be able to use the IDEXX-PACS software on that workstation until the software is upgraded.

1. Log on to the IDEXX-PACS workstation as an admin user; make sure no other software is currently running on the computer (including IDEXX-PACS).

2. Start the IDEXX-PACS software.

3. When the upgrade message appears, click the **Upgrade Now** button and then follow the prompts.

Note: If you are upgrading from a recent version of IDEXX-PACS, the upgrade may start automatically without an upgrade message.

When the upgrade is done, the IDEXX-PACS software restarts automatically.

4. Restart your practice management system, anti-virus/anti-malware programs, and other programs as needed.

5. Follow the steps above to upgrade any other workstations where IDEXX-PACS is installed.

For more information

For information and training, visit [idexx.com/PACSresources](https://www.idexx.com/PACSresources).

For other assistance, contact IDEXX Diagnostic Imaging Customer Support at **1-877-433-9948**.