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 3.7.9 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.
- If you use Cornerstone* Software, the IDEXX-PACS software must be running as a separate program (not embedded within the Cornerstone Software).
- 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 computers

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 server’s Windows* operating system as an administrator. (If you use IDEXX-PACS auto-logon, you are logged on as an administrator automatically.)

2. Look for a Sybase icon in the taskbar in the lower right corner of your desktop (you may need to click the small up-arrow to find the Sybase icon) If you see the icon, right-click it and select Shutdown. If there is no Sybase icon, your software is a later version that doesn’t require this step; go to step 3.

3. 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 for instructions.

4. 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.

5. 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 image-capture workstation as a Windows* administrator; 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. If prompted to do so, restart your AVImark* or ImproMed* software.

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