

Upgrading your IDEXX-PACS Imaging Software

Before you begin

Confirm the following:

- ✦ Your current IDEXX-PACS* Imaging Software is version 4.3 or later (the version number is listed in the upper-left corner of the IDEXX-PACS title bar and at **Help ? > About IDEXX-PACS**).
- ✦ The server and workstations meet IDEXX hardware and software requirements.

Upgrade your IDEXX-PACS software

IMPORTANT:

- ✦ The upgrade will take 15–60 minutes per computer (the time varies depending on your system and database).
- ✦ Do not capture images while the upgrade is in process.

Step 1: Back up your system.

- In IDEXX-PACS, click to select your username in the upper-right corner of the screen and then click **Exit**.
- Ensure the **Do you want to back up your System now?** check box is selected and then click **OK**.

Step 2: Shut down your systems.

Shut down the IDEXX-PACS software, your practice management system, and any antivirus and anti-malware programs running on the IDEXX-PACS server and on any IDEXX-PACS computers you plan to upgrade. Failure to shut down these programs will cause interruptions during the upgrade.

Step 3: Upgrade your server (the computer on which the upgrade message appears).

Note: Your server may be the image capture (x-ray) computer.

- If you have not restarted your IDEXX-PACS server within the last week, restart your server now.

- Log on to the IDEXX-PACS server as an administrator. (If you use IDEXX-PACS auto-logon, you are logged on as an administrator automatically.)
- 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.
- 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.
- Restart your practice management system, antivirus/anti-malware programs, and other programs as needed.

Step 4: Upgrade your image capture (x-ray) computer (if it does not double as your server).

Follow steps 3c–3e, but for the image capture computer instead of the server.

Step 5: Upgrade your IDEXX-PACS workstations.

If you subscribe to [IDEXX Web PACS* Imaging Software](#), skip this step (IDEXX Web PACS is upgraded automatically by IDEXX).

OR

If you do not subscribe to [IDEXX Web PACS* Imaging Software](#), follow steps 3c–3e, but for each workstation instead of the server.

Notes:

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

Need help? Visit [idexx.com/diagnosticimagingresources](https://www.idexx.com/diagnosticimagingresources) or call IDEXX Diagnostic Imaging Customer Support at 1-877-433-9948.