



PACSGear Enterprise Server

**EHR Gateway, EHR Gateway Print, Image Link, Image Link Plus,
Image Link Encounter Workflow (Encounter Manager), MDR
Video Touch (MDR Link), Video Touch 4K, PACS Scan Mobile,
PACS Scan Web and Web Forms**

Installation Guide

DOC-CS5.2-IN-EN-REVA

Copyright

Information in this document is subject to change without notice. The software described in this document is furnished only under a separate license agreement and may be used or copied only according to the terms of such agreement. It is against the law to copy the software except as specifically allowed in the license agreement. This document or accompanying materials contains certain information which is confidential information of Hyland Software, Inc. and its affiliates, and which is subject to the confidentiality provisions agreed to by you.

All data, names, and formats used in this document's examples are fictitious unless noted otherwise. Complying with all applicable copyright laws is the responsibility of the user. Without limiting the rights under copyright law, no part of this document may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), or for any purpose, without the express written permission of Hyland Software, Inc. or one of its affiliates.

Hyland®, Hyland Software®, Hyland Healthcare, and Hyland product names, are registered and/or unregistered trademarks of Hyland Software, Inc. and its affiliates in the United States and other countries. All other trademarks, service marks, trade names and products of other companies are the property of their respective owners.

© 2021 Hyland Software, Inc. and its affiliates. All rights reserved.

Regulatory and compliance

Australian Sponsor:

Emergo Australia
Level 20 Tower II
Darling Park 201 Sussex Street
Sydney, NSW 2000 Australia

EU Representative:**EMERGO EUROPE**

Prinsessegracht 20
2514 AP The Hague
The Netherlands

**Manufacturer**

Hyland LLC
4309 Hacienda Drive,
Suite 500
Pleasanton, CA 94588
USA

Support

Telephone: 1-844-535-1404
Web: <https://community.hyland.com>

General warnings and precautions



To ensure patient safety and adhere to HIPAA Privacy Rule involving patient health information, the Healthcare provider shall assign a unique Accession Number and Medical Record Number (MRN) to identify individual patient's health record affiliated with the patient to prevent erroneous medical data and duplicate identification with other patients.

Symbols glossary



ISO - 15223-1 - Medical devices - Symbols to be used with medical device labels, labeling, and information to be supplied.

3082 - Manufacturer: Indicates the medical device manufacturer.



ISO - 15223-1 - Medical devices - Symbols to be used with medical device labels, labeling, and information to be supplied.

Authorized representative in European Community: Indicates the authorized representative in the European union. Symbol is accompanied by the name and address of the authorized representative adjacent to the symbol.



ISO - 15223-1 - Medical devices - Symbols to be used with medical device labels, labeling, and information to be supplied.

2497 - Date of Manufacture: Indicates the date when the medical device was manufactured.



ISO - 15223-1 - Medical devices - Symbols to be used with medical device labels, labeling, and information to be supplied.

2493 - Catalog number: Indicates the manufacturer's catalog number so the medical device can be identified.



ISO - 15223-1 - Medical devices - Symbols to be used with medical device labels, labeling, and information to be supplied.

2498 - Serial number: Indicates the manufacturer's serial number so that a specific medical device can be identified.



ISO - 15223-1 - Medical devices - Symbols to be used with medical device labels, labeling, and information to be supplied.

1641 - Consult instructions for use: Indicates the need for the user to consult the instructions for use.



ISO - 15223-1 - Medical devices - Symbols to be used with medical device labels, labeling, and information to be supplied.

0434A - Caution: Indicates the need for the user to consult the instructions for use for important information such as warnings and cautions.



ISO - 15223-1 - Medical devices - Symbols to be used with medical device labels, labeling, and information to be supplied.

2610 - Patient number: Indicates a unique number associated with an individual patient.



Medical Devices Directive 93/42/EEC and EU 2017-745 Medical Device Regulation

CE Marking: Indicates that a product complies with applicable European Union regulations.



Quantity: Indicates the number of units.

Table of Contents

Copyright	2
Regulatory and compliance	3
General warnings and precautions	3
Symbols glossary	4
What is PACSGear Enterprise Server?	6
Intended use	6
Media Writer Web and PACSGear Enterprise Server	6
Install PCS	6
Upgrade PACSGear Core Server	6
Download the PACSGear Enterprise Server setup program	6
Install prerequisites (Windows Server 2012 R2 and later)	7
Install PACSGear Enterprise Server	7
Install the PG Scanner service	8
Upgrade PG Scanner Application service on clients	9
Install Hyland Print2PACS	9
Configure server for EU date format	10
License server and clients	10
License PACSGear Enterprise Server and EHR Gateway	10
Configure server and clients	11
Configure the PACSGear Enterprise Server URL	11
Add an EHR print device	11
Configure Server Manager for Image Link	12
Configure the PG Scanner service	12
PG Scanner service parameters	12
Transfer Web Forms content and configuration between servers	13
Change the administrator password	14
Appendix A: Upgrade PACSGear Core Server 4.2.x	14
Upgrade Overview	14
Client compatibility warning	14
Backup PACSGear Enterprise Server configuration files	14
Install PACSGear Enterprise Server	16

What is PACSgear Enterprise Server?

PACSgear Enterprise Server is a program that processes DICOM and non-DICOM medical data including patient demographics, images, videos, and HL7 messages. It also handles user accounts, security, client configuration, and the flow of data between modalities and destination DICOM systems. PACSgear Enterprise Server exclusively supports PACSgear client products such as EHR Gateway, Image Link, MDR Video Touch and Web Forms. You access PACSgear Enterprise from a web browser.

Intended use

PACSgear Enterprise Server with installed client applications are intended to be used by authorized staff to perform various operations on imaging studies before they are made available to other locations in the network. These operations include processing images, video, and patient demographics. PACSgear Enterprise Server is not labeled for diagnostic use.

Media Writer Web and PACSgear Enterprise Server



PACSgear Enterprise Server 5.0 does not support Media Writer Web. If you are already using Media Writer Web, we recommended that you do not upgrade to PACSgear Enterprise Server 5.0. A future release of PACSgear Enterprise Server will support Media Writer Web and include an update to Media Writer.

Report any malfunction, security risk, unauthorized access or series incident that occurs in relation to PACSgear Enterprise Server and client applications to Hyland at <https://community.hyland.com>.

Note:

For details for protection on software virus, refer to PACSgear Enterprise Server Technical Specifications DOC-CS5.2-TS-EN.

Install PCS

Upgrade PACSgear Core Server

If you are upgrading PACSgear Core Server to PACSgear Enterprise Server, refer to Appendix A for step by step instructions.

Download the PACSgear Enterprise Server setup program

Download the setup program on a server computer that is available to all clients.

1. To download the PACSgear Enterprise Server setup program to the server computer, use one of the following options.
 - To download from a web browser, go to the URL that your Hyland representative provided. On the **Download** page, click the link provided. If prompted, specify a destination directory and click **OK**.
 - To download from the installation disc, place the disc into the CD-ROM drive of the server computer. In Windows, copy the installation directory from the CD-ROM to the server computer.

Install prerequisites (Windows Server 2012 R2 and later)

You must install prerequisites before running the PACSGear Core Server setup program. To install prerequisites for Windows Server 2012 R2 and later, complete the following steps.

1. Click **Start > Administrative Tools > Server Manager**.
2. In the right pane, click the **Add Roles and Features** link.
3. In the **Add Roles and Features Wizard**, click **Next** repeatedly until the **Select Server Roles** page appears.
4. On the **Select Server Roles** page, expand the **Web Server (IIS)**, **Web Server**, and **Common HTTP Features** nodes, and then select the **Static Content** check box.



Note: Confirm the URL or IP address of your server with your IT department.

5. Select the **Web Server (IIS)** check box, and then click **Next**.

Note: If a new dialog box appears, select the **Add Features** check box.

6. On the **Select Features** page, complete the following substeps.
 1. Select the **.NET Framework 4.5 Features\ASP.NET 4.5** check box.
 2. Select the **IIS Hostable Web Core** check box.
7. Click **Next** repeatedly until the **Select Role Services** page appears.
8. On the **Select Role Services** page, complete the following substeps.
 1. Select the **Web Server\Application Development\.NET Extensibility 4.5** check box.
 2. Select the **Web Server\Application Development\ASP.NET 4.5** check box, and then click **Next**.
9. On the **Confirm Installation Selections** page, click **Install**.

Install PACSGear Enterprise Server

Prerequisite The main installation requirements are listed below. For other installation requirements, refer to the technical specifications.

- An SQL server instance is required for PACSGear Core Server 3.4.0 or higher and PACSGear Enterprise Server 5.0 or higher. The PACSGear Core Server installer gives you the option of installing the SQL server instance if not already present on your system.
- To use Web Forms, you must also install ModLink 3.x or later.

To install PACSGear Enterprise Server, complete the following steps.

1. In the directory that contains the installation files, right-click the **PACSGEAR Enterprise Server Setup.exe** file and select **Run as administrator**.

Note: If a confirmation message appears, click **Yes**. If the installer fails to detect an installation requirement or prerequisite on the server computer, install the requirement or prerequisite by following the on-screen instructions.

2. In the **Welcome to the InstallShield Wizard for PACSGEAR Enterprise Server** dialog box, click **Next**.
3. On the **License Agreement** page, read to the bottom of the license agreement, click **I accept the terms in the license agreement**, and then click **Next**.
4. On the **Settings** page, type the IP address or hostname of the server and click **Next**.

Note: If the server requires a secure connection, select the **Use HTTPS** check box. To use HTTPS you must install a signed certificate and configure IIS for https.

5. On the **Custom Setup** page, to install a new SQL database, click **Next**.
6. Optional. To use an existing local or remote database, complete the following substeps.
 1. In the **Microsoft SQL Server 2014 Express SP2** list, select **This feature will not be available** and click **Next**.
 2. In the **Database server that you are installing to** list, select the host or instance of the database server you want to use.
 3. Under **Connect using**, select an option and type server login credentials if necessary.
 4. In the **Name of database catalog** box, type or navigate to the name of the database that you want to use.

Note: For Image Link, you must type `imagelink` as the database catalog.

5. Click **Next**.
7. On the **Ready to Install the Program** page, click **Install**.
8. On the **InstallShield Wizard Completed** page, click **Finish**.

Note: PACSGear Enterprise Server runs automatically as a Windows service.

Next If upgrading to PACSGear Core Server 4.0.1 from versions 3.6.0, 3.6.1, or 4.0.0, you must re-enter any passwords for destinations or lookup sources that require them, such as OnBase or Epic. See "Add an OnBase Device" in the user help.

Install the PG Scanner service

Prerequisites

- License PACSGear Enterprise Server
- Administrative privileges to install the PG Scanner service
- Each user account on a given PC must install PG Scanner service separately.

To use the Web Scan feature of PACS Scan Web, you must install the PG Scanner service. To install the service, complete the following steps.

1. Launch **PACSGear Enterprise Server**.
2. On the **PACS Scan Web** menu, select **Web Scan**.
3. In the message box, click the link in **Click here to download the paper scanning service installer**.

Note: If the "Do you want to run or save pgscannersetup.exe message" appears, click **Run**.

4. To install the service, on the Install Shield Wizard **Welcome** page, click **Next**.
5. Click **Finish**.

Important For client devices that install the PS Scanner service, you must open ports **5050** and **85555** in any firewalls.

Upgrade PG Scanner Application service on clients

To update the PG Scanner Application service on client-side devices that have downloaded and installed the PG Scanner Application from 5.0 or 5.0.1, complete the following steps.

Note:

You must have administrator access to the client-side device.

1. In the **Control Panel**, under **Program and Features**, click **Add or remove programs**.
2. In the **Search Programs and Features** box, type `PG Scanner`.
3. From the results list, right-click **PG Scanner** and then select **Uninstall**.
4. In the confirmation dialog box, click **Yes** to continue with the uninstall.
5. If prompted, click **Yes** to overwrite.
You do not have to reboot the device for the changes to take effect.
6. Open Internet Explorer, go to the URL for your PACSGear Enterprise Server and log in.
7. In the **PACS Scan Web** menu, select **Web Scan**. Follow the on screen prompts to install the PG Scanner application.

Install Hyland Print2PACS

Prerequisites

- License PACSGear Enterprise Server for PACS Scan Web
- Administrative privileges to install the Hyland Print2PACS driver

To use the print-2-PACS service, you must install the Hyland Print2PACS device. To install the virtual printer, complete the following steps

1. Launch **PACSGear Enterprise Server**.
2. On the **PACS Scan Web** menu, select **...TBD...**
3. In the message box, click the link in **Click here to download P2P device installer**. The system opens the PG Scanner InstallShield Wizard.

Note: If the "Do you want to run or save pgscannersetup.exe message" appears, click **Run**.

4. On the **Welcome to the InstallShield Wizard for PG Scanner** page, click **Next**.
5. On the **License Agreement** page, read the EULA, select **I accept the terms in the license agreement** and then click **Next**.
6. On the **Settings** page, enter the address or name of the server in the **Type the IP address or hostname of the target server for the installation:**field and then select **Use HTTPS** if the server uses secure connections.
7. On the **InstallShield Wizard Completed** page, click **Finish**.
Important For client devices that install the PS Scanner service, you must open ports **5050** and **85555** in any firewalls.
8. In the **PG Scanner Installer Information** dialog box, click **Yes** to restart your system now or click **No** to restart the system later.

Configure server for EU date format

To configure the SQL and server to support EU date formatting, complete the following steps.



Note:

When upgrading from previous PACSGear Enterprise (previously known as PACSGear Core Server) versions, the SQL column " is added and the value defaults to 'null'. The server interprets a 'null' value the same as a '0' (FALSE) value.

1. Open Microsoft SQL Management Studio.
2. In the Databases tree, navigate to PGCore > Tables > dbo.ServerDefaultsTbl and then double-click the UseUTF column.
3. Change the value of this column to 1.
4. Save your changes.
5. Restart the SQL and PGEnterprise services.

License server and clients

License PACSGear Enterprise Server and EHR Gateway

To license PACSGear Enterprise Server and EHR Gateway, complete the following steps.

1. In a web browser, open PACSGear Enterprise Server by going to `http://localhost/PGAPPS`.

Note: If not using the server computer, substitute `localhost` with the IP address of the server computer.

2. On the **License** page, under **System ID**, note the system ID.
3. Obtain a license key by sending an email to `key-pacsgear@hyland.com`.

Note: In the body of the email, include the following information: Hospital Name, City, State, Country/Region, Product Name, System ID, and Department/Workstation.

4. When you receive your license key, enter it into the **License key** box and select **EHR Gateway** from the list.
5. Complete one of the following sub-steps.
 - For new installations, the system displays the **License** screen. Make note of the **System ID**.
 - For existing installations, click **Help** and then **About menu**. From the list, locate **EHR Gateway** and select **None**. The system displays the License screen. Make note of the **System ID**.
6. Click **Save**.

After licensing the product, the system opens the **Log in** page.

Configure server and clients

Configure the PACSGear Enterprise Server URL

During installation you specify the IP address of PACSGear Enterprise Server. If you ever move the server, you must manually change the URL of the IP address in a configuration file. To configure the URL, complete the following steps.

1. In **Notepad**, open the *<installed directory>\PGAPPS\Web.Config* and *<installed directory>\PACSScanWebSvc\web.configfiles*.
2. Search for all occurrences of the system IP and replace with the desired value. There are four instances in the *\PGAPPS\web.configfile* and two instances in the *\PACSScanWebSvc\web.configfile*.
3. Save and close web.config files.
4. Restart the **PACSGear Enterprise Server** service.
5. Open the **Internet Information Services Manager** and restart the website.

Add an EHR print device

To configure an EHR print device, complete the following steps.

Prerequisite EHR Print requires an EHR Gateway Print license.

1. On the **Settings** menu, select **Connections** and then click the **Devices** tab.
2. Click **Add**.
3. In the **Add/Edit Device** window, select **EHR Gateway Print** from the **Device Type** list and then complete the following substeps.
 1. In the **Name** box, type the name of the printer as it appears as a device.
 2. Select **Send to Printer** if you want the system to send the pages to a physical printer.
 3. In the **Printer Name** box, enter the name of printer that you want to use if **Send to Printer** is enabled.

Note:

- This name must be the identity of the printer on the Windows server's list of **Devices and Printers**.
- This printer must be added and configured on the server running PACSGear Enterprise Server.

4. From the **Aspect Ratio** list, select the appropriate image aspect ratio you want the system to display images in the page layout.
 5. Select **Send to Folder** if you want to create and save a PDF of the pages.
 6. In the **Folder Path** box, type the drive or network path where you want the system to save the PDF files if **Send to Folder** enabled.
 7. In the **Accession Label** box, type the prefix label that you want to add before the Accession number of the patient in the output.
 8. In the **Footer Logo File** box, type the location of the image you want the system to display at the bottom of each page. The image must be on the same server as PACSGear Enterprise Server.
 9. In the **Footer Line 1 to 4**, type the text you want the system to display at the bottom of each page. You can add a maximum of four lines. The system only displays lines of text.
4. Click **Test** to verify that you can successfully access the device.

Note:

If the test fails, confirm that you entered the correct settings or contact your administrator.

5. Click **Save**.


Configure Server Manager for Image Link

You must configure Server Manager before using Image Link. To configure Server Manager, complete the following steps.

1. On the Windows **Start** menu, click **Administrative Tools** and select **Server Manager**.
2. In the right pane, click **Manage** and select **Remove roles and features**.
3. On the **Server Roles** tab, open the **Web Server (IIS)** node, the **Web Server** node, and the **Common HTTP features** node.
4. Clear the **WebDAV Publishing** check box and click **OK**.

Configure the PG Scanner service

To use the Web Scan feature of PACS Scan Web, you must configure the PG Scanner service on each client device that will run the PG Scanner service. To configure the service, do the following.

1. To select a scanner, do the following.
 1. In the Windows system tray, right-click the PACSGear icon  and select **Select Scanner**.
 2. In the **Select Source** dialog box, select a scanner and click **Select**.
2. Optional. To configure the service for your scanner, do the following.
 1. In Notepad, open the **PGScannerService.exe.config** file.

Note: By default, the file is located in C:\Program Files (x86)\Pacsgear\PG Scanner\.

2. Edit the values of the tags as needed. For information on tag values, see "PG Scanner service parameters."
3. Save and close the file.

PG Scanner service parameters

To prepare Web Scan to work with your scanner, you can edit the following parameters of the PG Scanner service. See "Configure the PG Scanner service."

PaperDPI

Set the resolution of the selected scanner. Web Scan supports the following resolutions: 150, 200, 300, 400, and 600.

ColorMode

Set 1 for grayscale, and 2 for color.

BlankPageRemoval

Set to `True` to allow removal of scanned blank pages.

PaperBlankSensitivity

Set a higher number to increase the rejection of pages with lighter text.

PaperLevel

Set the Level (Window/Level) for grayscale scanning.

PaperWindow

Set the Window (Window/Level) for grayscale scanning.

AutoFeeder

Set to `True` to scan multiple documents from a sheet feeder (if supported by your scanner).

Duplex

Set to `True` to scan the front and back sides of a single document at the same time (if supported by your scanner). If set to `True`, you must also set `AutoFeeder` to `True`.

MaxPaperHeightInInches

Set the maximum height of the paper to be scanned, in inches.

Transfer Web Forms content and configuration between servers

When mass-transferring Web Form background and embedded images between different PACSGear Enterprise servers complete the following steps.

Note:

Error reporting: When uploading a zip file, all processing must be done on the server-side. This means that errors are written to the log files and not displayed on the client-side. A generic error message is displayed on the client-side and directs you to the log files for more details.

1. To download all background images for transfer, complete the following sub-steps.
 1. From the **Web Forms** menu, click **Manage Backgrounds Images**.
 2. Click **Download All**.
 3. Name and save the zip file. We recommend using a shared network location or a USB device.
2. To upload a zip file of background images to a new server, complete the following steps.
 1. From the **Web Forms** menu, click **Manage Backgrounds**.
 2. Click **Browse**.
 3. In the **File** browser, locate the background images zip file from the **Download all background images** section.
3. To download all images for transfer, complete the following steps.
 1. From the **Web Forms** menu, click **Manage Images**.
 2. Click **Download All**.
 3. Name and save the zip file. We recommend using a shared network location or a USB device.
4. To upload a zip file of images to a new server, complete the following steps.
 1. From the **Web Forms** menu, click **Manage Images**.
 2. Click **Browse**.
 3. In the **File** browser, locate the background images zip file from the **Download all background images** section.
5. Restart the SQL and PGEnterprise services.

Change the administrator password

To increase security, you can change the administrator password by completing the following steps.

1. On the **Log in** page, complete the following substeps.
 1. In the **User name** box, type `admin`.
 2. In the **Password** box, type `pacsgear1`.
 3. Click **Log In**.
2. On the **Settings** menu, click **Users**.
3. Under **Restrict access permissions to**, click **Local Users**.
4. In the list of users, click the **admin** user name.
5. In the **Add/Edit User** dialog box, type a new password in the **Password** and **Confirm password** boxes.
6. Select the **Administrator** check box and click **Save**.

Appendix A: Upgrade PACSGear Core Server 4.2.x

Upgrade Overview

This section describes the process for upgrading from PACSGear Core Server 4.2.x to PACSGear Enterprise Server 5.0.x. If you are running an earlier version, we recommend that you first upgrade to PACSGear Core Server 4.2.x before upgrading to PACSGear Enterprise Server 5.0.x.

Note:

For help with issues during or after the upgrade, contact Hyland Technical Support through your Community portal, <https://community.hyland.com>.

Client compatibility warning



Due to changes in how PACSGear Enterprise 5.0.0 controls user access, current MDR Video Touch (MDR-VT) and PACS Scan Mobile Client (PSM) applications are not able to utilize the advanced client authorization features of PACSGear Enterprise server until new client updates are released. If you upgrade, MDR-VT and PSM client applications cannot login using LDAP accounts or benefit from users assignments to departments or groups correctly.

We recommend that you do not upgrade to version 5.0 if you are currently deploying the following client applications:

- PACS Scan Mobile 3.0 and earlier (Android and iOS platforms)
- MDR-Video Touch 2.0 and earlier

Backup PACSGear Enterprise Server configuration files.

Prior to performing an upgrade, you must back up PACSGear Enterprise Server. To back up the necessary configuration files, complete the following steps.

1. On your local drive, create a folder to store all backup files and save the installer file. For example, `C:\Hyland Support`.

2. Go to the URL that your Hyland representative provided. On the **Download** page, click the link provided.
3. Browse to the location where PACSGear Enterprise Server is currently installed. This is usually *C:\Program Files (x86)\PACSGear\PACSGear Core Server*.

Note:

If you are not using the default location, take note of the which drive and folder the software is currently installed. You will need to specify this custom location during the upgrade.

4. Copy the following directories and paste them into a backup folder. For example, *C:\Hyland Support\Backup folder*.
 - Config
 - Dicomfiles
 - Failed_jobs
 - Jobs
 - Logs
 - PACSScanWebSvc
 - PGAPPS
5. Optional. If you are using Web Forms, to download all forms, complete the following substeps.
 1. Log into **PACSGear Enterprise Server**.
 2. Click **Web Forms** and then click **Manage Forms**.
 3. Click **Download All Forms**.
 4. Save the file to the backup folder you just created. For example, *C:\Hyland Support\Backup*.
6. To verify the location of the SQL database, complete the following substeps .
 1. Go to the *C:\Program Files (x86)\PACSGear\PACSGear Core Server\config* directory.
 2. Using a text editor, open the **server.config** configuration file.
 3. In the **<IML_DB_CONNECTION_STRING>** section, make note of the **data source**, **user**, and **pwd** values. You need to confirm this information during installation.

Example

```
<IML_DB_CONNECTION_STRING>

metadata=res://*/ImageLinkEFWDataModel.csdl|res://*/ImageLinkEFWDataModel
.ssd1|res://*/ImageLinkEFWDataModel.msl;

provider=System.Data.SqlClient;

provider connection string=&

quot;

data source=(local)\PACSGear;

initial catalog=ImageLink;

integrated security=false;

user=pacsgear;

pwd=fKondSVt121Bk1tI2ZY9SBqsdRhUeiC4OMCshWXPIrk=;
```

```
MultipleActiveResultSets=True;

App=EntityFramework&amp;

quot;

</IML_DB_CONNECTION_STRING>
```

7. In a browser, go to PACSGear Enterprise Server and make note of whether the URL is using http or https.
8. To verify if you are using an account, other than Local Account, to log on to the PACSGear Enterprise Server service, complete the following substeps.
 1. At the **Start** menu, enter **run** and then hit **Enter**.
 2. In the **Run** dialog box, in the **Open** box, enter **services.msc** and then click **OK**.
 3. In the **Services** list, right-click **PACSGear Enterprise Server** and select **Properties**.
 4. In the **PACSGear Enterprise Server Properties** dialog box, click the **Log On** tab.
 5. Verify **Local System account** is selected. If it is not selected, verify that your administrator knows the username and password credentials. This information is needed to reconfigure the settings after the upgrade.

Install PACSGear Enterprise Server

To upgrade from PACSGear Core Server 4.2 to PACSGear Enterprise Server 5.0, complete the following steps.

1. Browse to the folder that contains the zip file you downloaded earlier. For example, *C:\Hyland Support*.
2. Right-click **PGEnterprise5.x.zip** and select **Extract All**
3. In the directory that contains the installation files, right-click the **PACSGEAR Enterprise Server Setup.exe** file and select **Run as administrator**.
4. In the **Welcome to the InstallShield Wizard for PACSGEAR Enterprise Server** dialog box, click **Next**.
5. On the **License Agreement** page, read to the bottom of the license agreement, click **I accept the terms in the license agreement**, and then click **Next**.
6. On the **Settings** page, type the IP address or hostname of the PACSGear Enterprise Server and then click **Next**.

Note: If the server requires a secure connection, select the **Use HTTPS** check box. To use HTTPS you must install a signed certificate and configure IIS for https.

7. On the **Custom Setup** page, complete the appropriate options and then click **Next**.
 - If you are installing to a default location, accept the default location values.
 - If you are installing to a different location, click **Change** and in the **Change Current Destination Folder** dialog box, browse to the appropriate location, and then click **OK**.
 - If you are using the server authentication credentials, accept the **Login ID** and **Password** default values.
 - If using a custom login, in the **Login ID** and **Password** boxes, enter the appropriate credentials.
8. On the **Ready to Install the Program** page, click **Install**.
9. On the **InstallShield Wizard Completed** page, click **Finish**.

10. In the PACSGear Enterprise Server Installer Information dialog box, click **Yes** to restart the server. The system restarts the server.
11. Optional. If you were using custom log on credentials for your service account, complete the following substeps to reconfigure those settings.

Note:

The service name is now PACSGear Enterprise Server.

1. At the **Start** menu, enter **run** and then hit **Enter**.
 2. In the **Run** dialog box, in the **Open** box, enter **services.msc** and then click **OK**.
 3. In the **Services** list, right-click **PACSGear Enterprise Server** and select **Properties**.
 4. In the **PACSGear Enterprise Server Properties** dialog box, click the **Log On** tab.
 5. Click **This account** and enter the username and password credentials that you want to use for this service account.
 6. Click **OK**.
 7. Right-click **PACSGear Enterprise Server** and select **Restart**.
12. Reconfigure all exclusions you configured prior to the upgrade to include the new PACSGear Enterprise Server service name.