



PowerScribe[®] 360 Reporting

Upgrade Manual



**The latest version of this manual is available from the
Oracle iSupport Library.**

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Manual Revision History **History-1**

Pre-Upgrade Checklist

Step	Task	Information
Pre Install		
	Review Upgrade Questionnaire	Review for possible conflicts.
	Confirm Remote access	Review and Update CRM as appropriate.
	Confirm User IDs and Passwords	Review and Update CRM as appropriate.
	Verify OS Configuration	Windows Server 2012 Installation and Configuration Manual — 889676 Windows Server 2008 R2 Installation and Configuration Manual — 889675
	Verify and upgrade, if necessary, MS SQL to the latest supported version	Microsoft SQL 2016 Installation and Configuration Manual — 889784 Microsoft SQL 2014 Installation and Configuration Manual — 889678 Microsoft SQL 2012 Installation and Configuration Manual — 889677
	Confirm if using PS360 Faxing	See If site will FAX out of PS360 Downgrade PDF version on Application Server
	Is there a hot spare?	See Upgrading Systems with Mirrored Hot Spare Configuration (Hot Spares on version 3.0.x and lower) or See Upgrading a System Which Uses “AlwaysOn SQL”
	Is LDAP enabled?	If LDAP is enabled, disable LDAP before upgrading. After the upgrade is complete, enable LDAP.
Install		
	Upgrade from V1.x	Use Software Installation Manual — 889718
Post Install		
	Is there a Hot Spare?	Hot Spare Installation and Configuration — 889715 Client Hot Spare — 889719
	Perform Checkout	System health checks tool is on the DML: https://private.filesanywhere.com/Nuance/fs/v.aspx?v=8972658a9e61b47a9e
	Is LDAP disabled?	If LDAP is disabled, enable LDAP after the upgrade is complete.

Preliminary Steps



If you experience an issue using the tool, revert to the manual uninstall / reinstall process outlined in the standard install manual for your version.

Backup the System Data

System Snapshot

- Have the Client take a system snapshot (VM or otherwise) of the Application and SQL server before starting this process.
-

Backup the Nuance Data Folder

- Make a backup copy of the x:\Nuance\ directory and sub folders.
 - Place the backup(s) in a safe location, preferably in a place other than the server itself.
-

Upgrading Systems with Mirrored Hot Spare Configuration (Hot Spares on version 3.0.x and lower)

If the site has the Mirrored Hot Spare configuration in use (e.g. SQL mirroring), perform the following:

1. Break the mirror between the production and Hot Spare systems and turn off mirroring.
2. Disable and delete the Hot Spare Windows scheduler jobs used to replicate profiles, waves, and logs on both the production and hot spare systems
3. If not already performed, you will need to upgrade the operating system of the MSSQL server to the Windows Enterprise version by applying the new/proper license keys.
4. If not already performed, you will need to upgrade the MSSQL server application to the Enterprise version by applying the new/proper license keys.

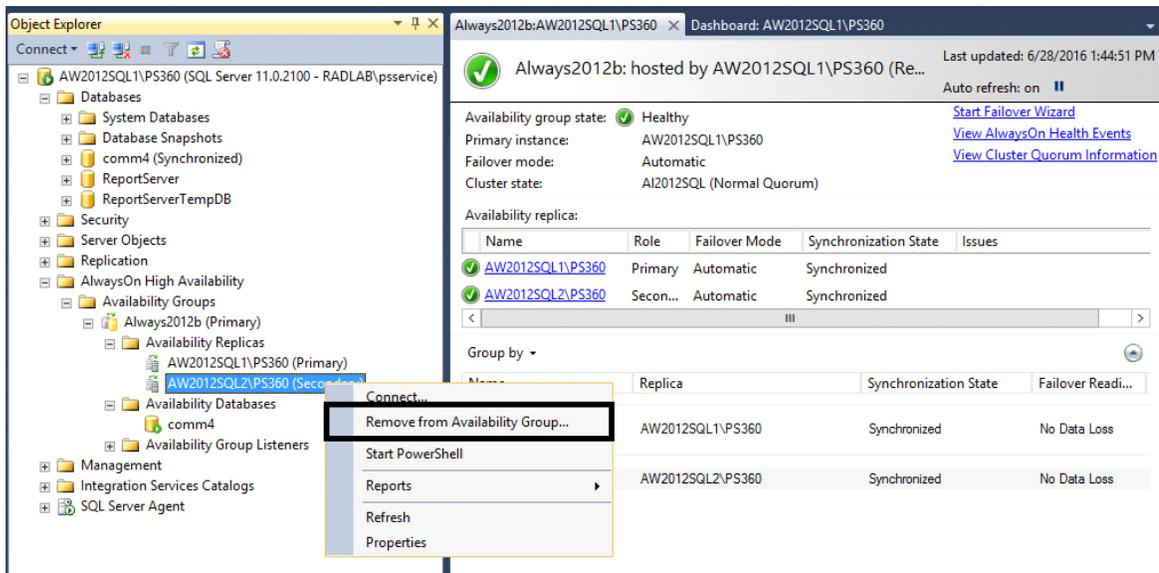
Upgrading a System Which Uses “AlwaysOn SQL”

The following provides the steps for upgrading the PowerScribe 360’s Comm4 database on a system running SQL AlwaysOn High Availability:

1. Stop all Nuance Application Services.
2. Make sure that the site's Primary server is set as the Primary Database server. If not, fail it over to the Primary server.

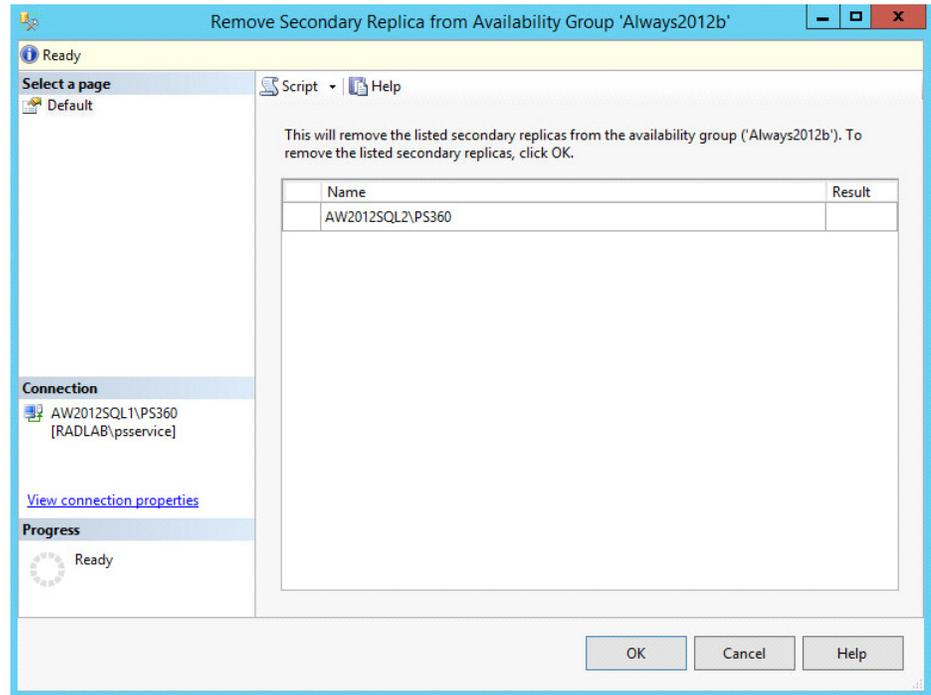
Remove Secondary Replica

1. Log in to the SQL Enterprise Manager to the Primary server.
2. Expand **AlwaysOn High Availability**.
3. Expand **Availability Replicas**.
4. Right-click the Secondary Replica, and select **Remove from Availability Group**.



The Remove Secondary Replica from Availability Group dialog displays.

5. On the Remove Secondary Replica from Availability Group dialog, click **OK** to remove the Secondary Replica.

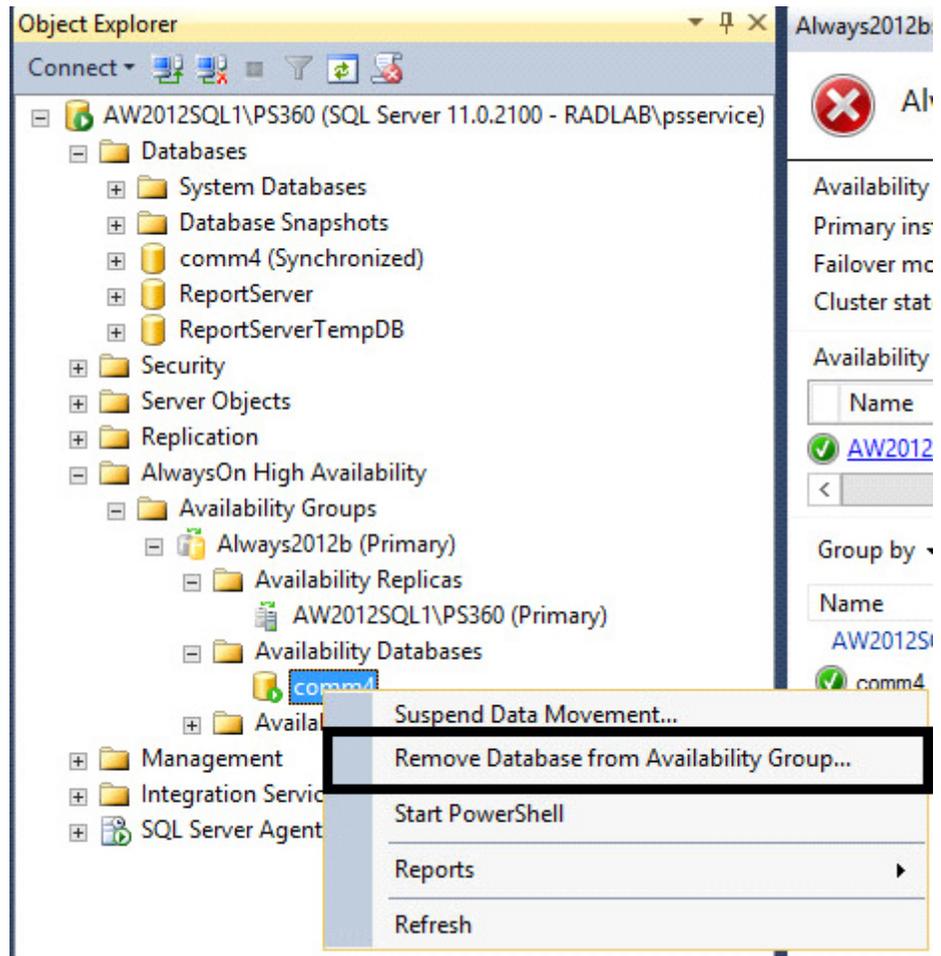


Remove Comm4 Database from Availability Databases

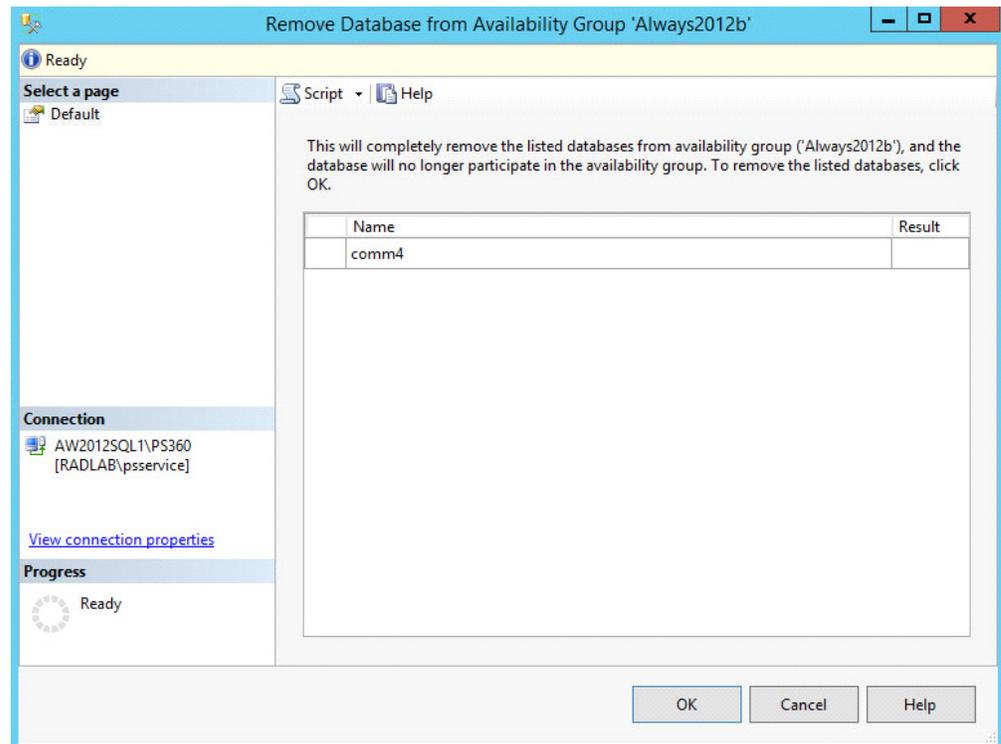
Next follow these steps to remove the Comm4 Database from the Availability Databases before you upgrade it.

1. Expand **AlwaysOn High Availability**.
2. Expand **Availability Databases**.

3. Right-click **Comm4** database, and select **Remove Database from Availability Group**.



The Remove Database from Availability Group dialog displays.



4. On the Remove Database from Availability Group dialog, click **OK** to remove the database.
5. Run DBSetup as you normally would pointing at the Primary SQL server.

Verify Access to IPs and Ports

Allow Internet access to the following IPs and ports. Verify the server has access to at least 2 of these URLs during the Application install. Access to them can be removed after the install is complete. These URLs are only used when running the Client Administration Configuration Tool later in this process.

<http://timestamp.globalsign.com/scripts/timestamp.dll>

202.176.218.10:80

202.176.218.11:80

202.176.218.12:80

<http://timestamp.comodoca.com/authenticode>

91.199.212.132:80

<http://tsa.starfieldtech.com>

173.201.19.11:80

68.178.177.11:80

<http://sha256timestamp.ws.symantec.com/sha256/timestamp>

If the site does not allow access to the Internet from the application server you will need to download the PS360ClientCabFileSigner tool to allow proper generation of the publication off line (without Internet) so a proper timestamp is applied.

Apply All Firmware and Microsoft Updates

Before beginning, run the Microsoft Updates tool and ensure all current Critical and Important updates are applied to the system. This is to help ensure that IE is at version 11 and that .Net Framework 4.5 is also installed.

Also, if the server was sold by Nuance and is under a maintenance contract, update the HP firmware and applications.

Cleanup Windows Accounts

Window accounts that were previously used in PowerScribe 360, PowerScribe or RadWhere may no longer be used.

Delete all existing Windows accounts previously used by the application, except for the accounts which were created as specified in [P36A064 — PowerScribe® 360 Reporting Accounts and Passwords for PS360 Installation](#).

Run the SQL Account Manager Tool

Prior to upgrading the Comm4 database from a previous version, you must make sure the SQL accounts are using the proper passwords.

1. Verify if the SQL account PS360User exists.
2. If it does not, create the account using the **SQL User Management Tool**.

Upgrade Process

If the version of PowerScribe does not have the Client Admin icon, manually delete the folders. If the Client has a separate Services server, you will need.

Software Download

1. Create a folder **X:\Software\360_Install\<Version to Upgrade>**.
 2. Download the PowerScribe 360 Version software you are upgrading to and place it in the X:\Software\360_Install\<Version to Upgrade> folder.
 3. Right-click each step from the PowerScribe_360_Install Folder and choose **Extract All** to extract each step to the **X:\Software\360_Install\<Version to Upgrade>** folder.
-

Client Admin Cleanup

1. Double-click the **Cleanup ClientAdmin** icon on the desktop.

The PS360 Reporting Client Cleanup Tool dialog displays.



2. Check the boxes and click **Delete Folders**. The application closes.
3. If the version of PowerScribe 360 Reporting you are upgrading does not have the Client Admin Cleanup Tool on the desktop, you need to manually delete the folders indicated above.
4. If the Client has a separate Mobile Server or separate Reporting Services server, you will need to repeat this process on those servers.

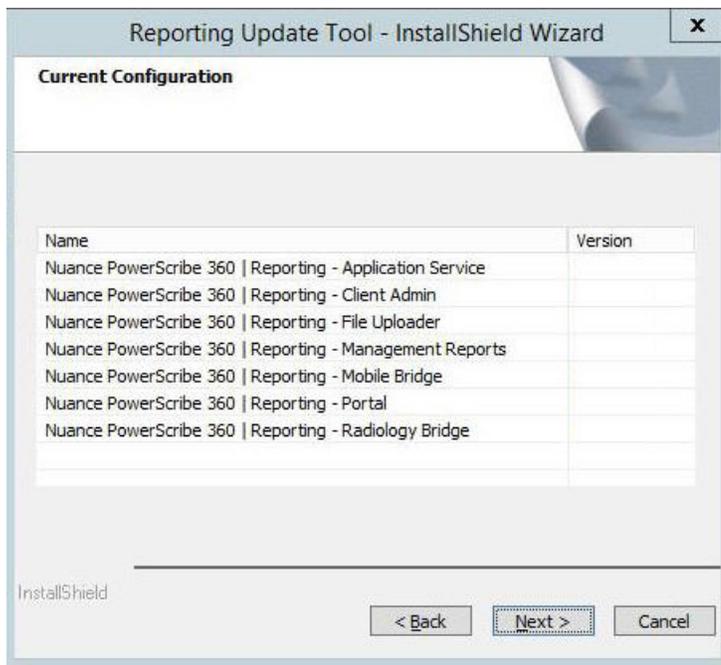
Run Upgrade Tool



Be sure you are using the [latest Upgrade Tool](#).

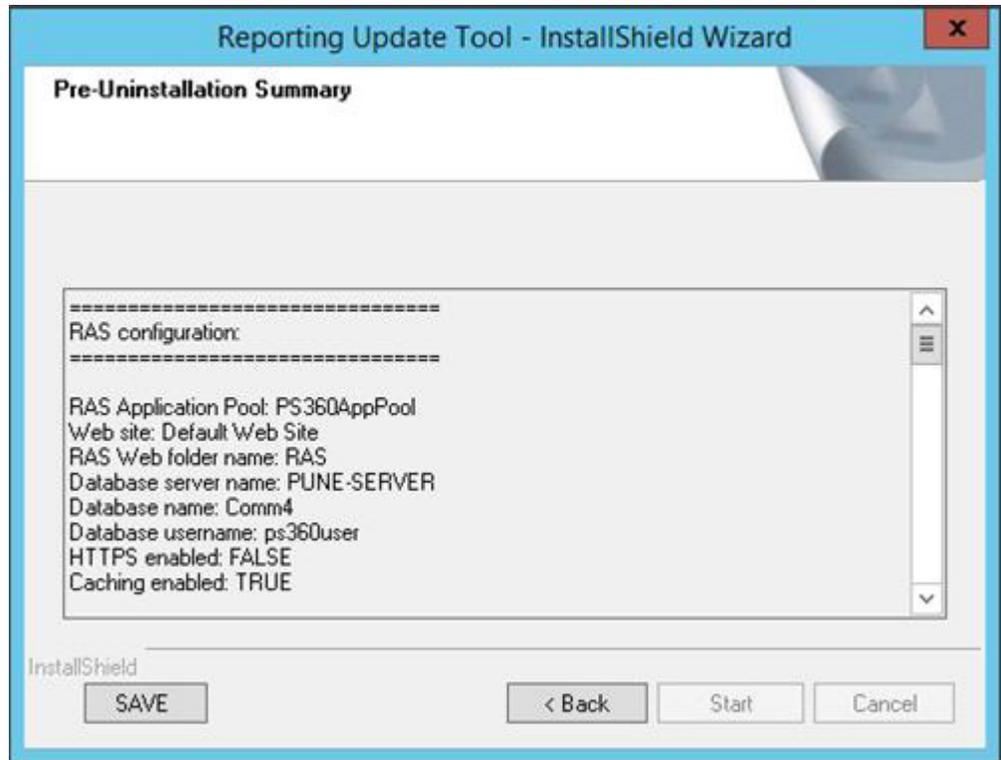
Use the Upgrade Tool version 2.0.4.0 for PowerScribe 360 Reporting versions up to 3.5.x, and version 4.0.0.5 for PowerScribe 360 Reporting 4.x versions.

1. Right-click the Upgrade Tool exe, and choose **Run as Administrator**.
The Report Update Tool Welcome dialog displays.
2. Click **Next**. The Installed components and versions display on the Current Configuration dialog.



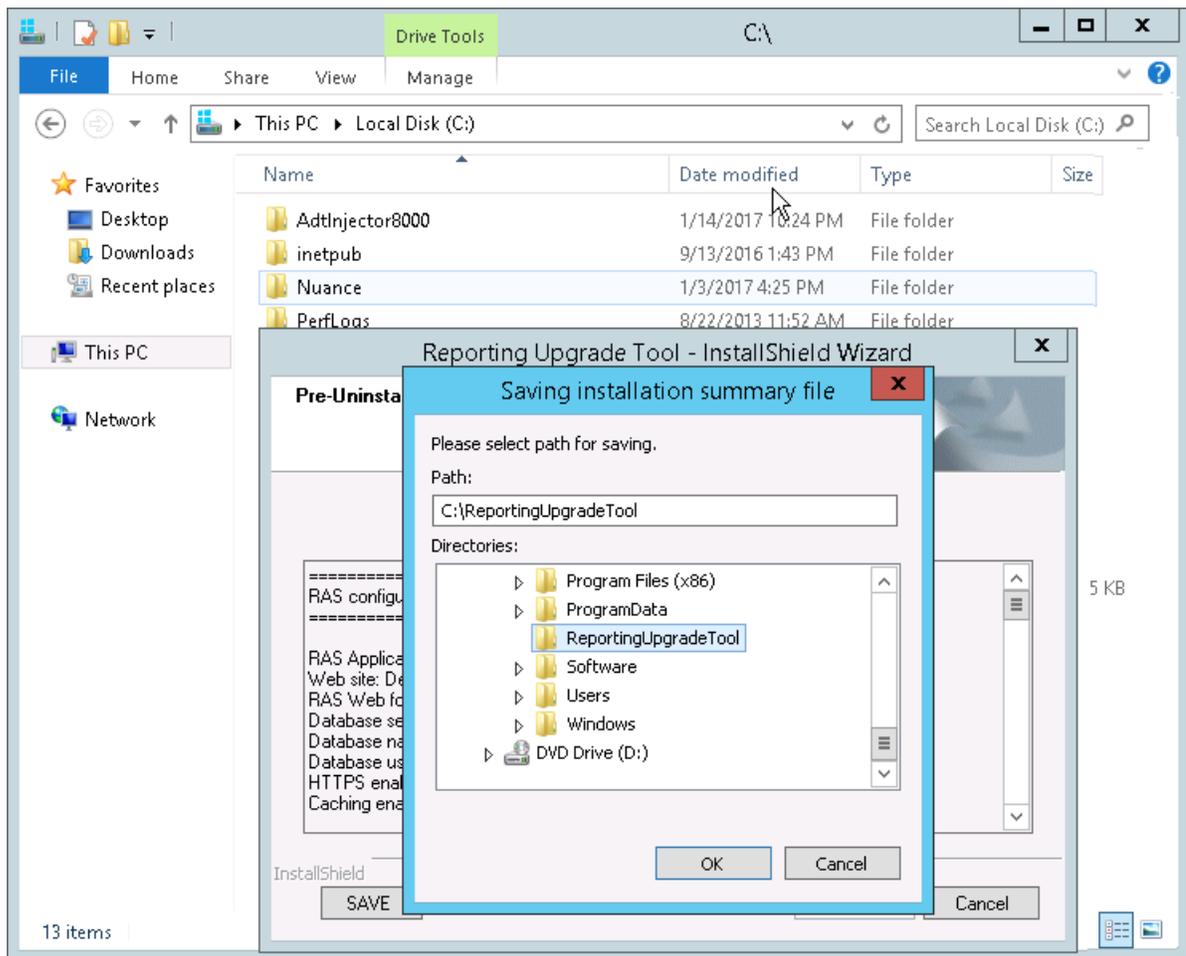
3. Click **Next**.
The dialog boxes for each installed component are displayed along with the configuration information. Do not make changes, this is only for review.
4. The Application Service Dialog displays; click **Next**.
5. The Portal Configuration Dialog displays; click **Next**.
6. The Radiology Bridge Configuration dialog displays; click **Next**.
7. The Mobile Bridge Configuration dialog displays; click **Next**.
8. The File Uploader Configuration dialog displays; click **Next**.
9. Reporting Service Configuration dialog box displays; click **Next**.
The Check Reporting Service connection message displays.

10. Client Administration Configuration dialog box displays; click **Next**.
11. Once, all the Configuration dialog boxes for each component are done, the utility displays a dialog providing a Summary of the configuration information of all the present components.

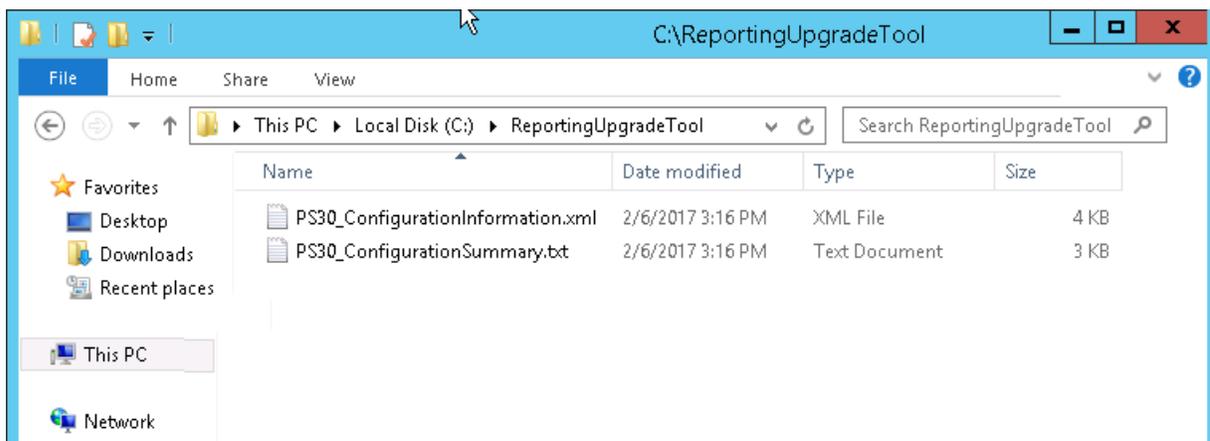


12. Click **SAVE**. This must be done to create the config file for the upgrade.
13. Save file to location where you can easily access it.

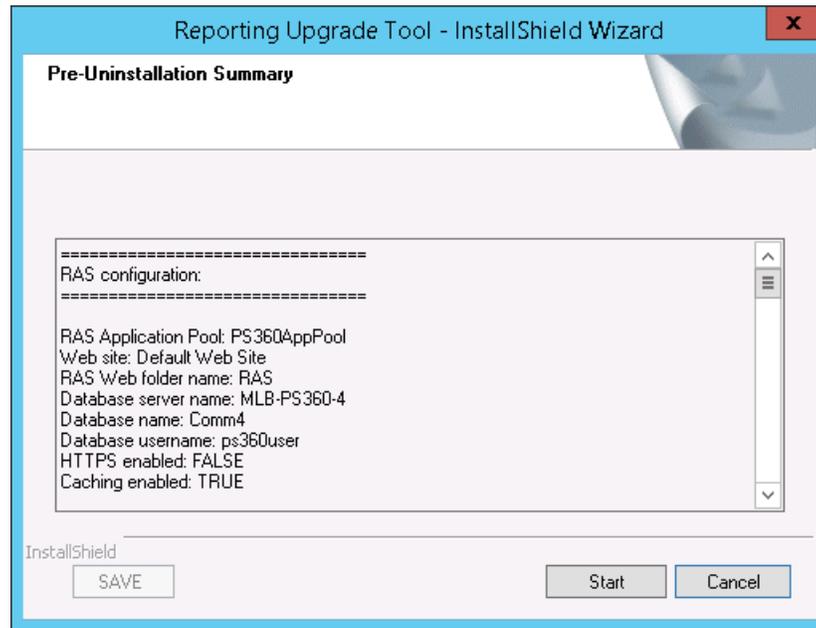
The Saving Installation summary file dialog displays.



14. Click **OK**. This saves the configuration information to the default desired location in two formats.

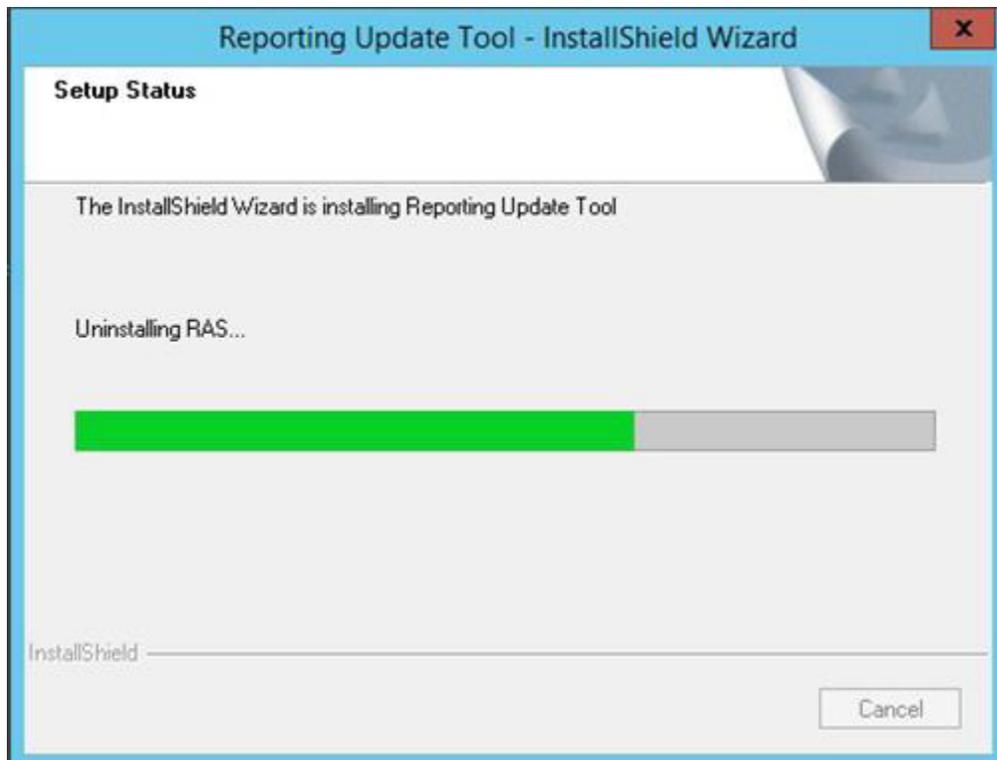


The Pre-Uninstallation Summary dialog now displays the SAVE button disabled, and the Start button enabled.

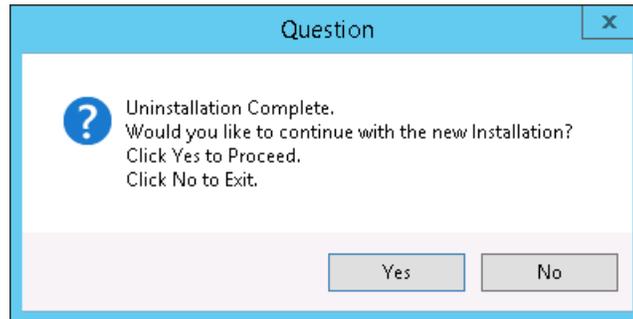


15. Click **Start**.

The Setup Status dialog displays the uninstall process.

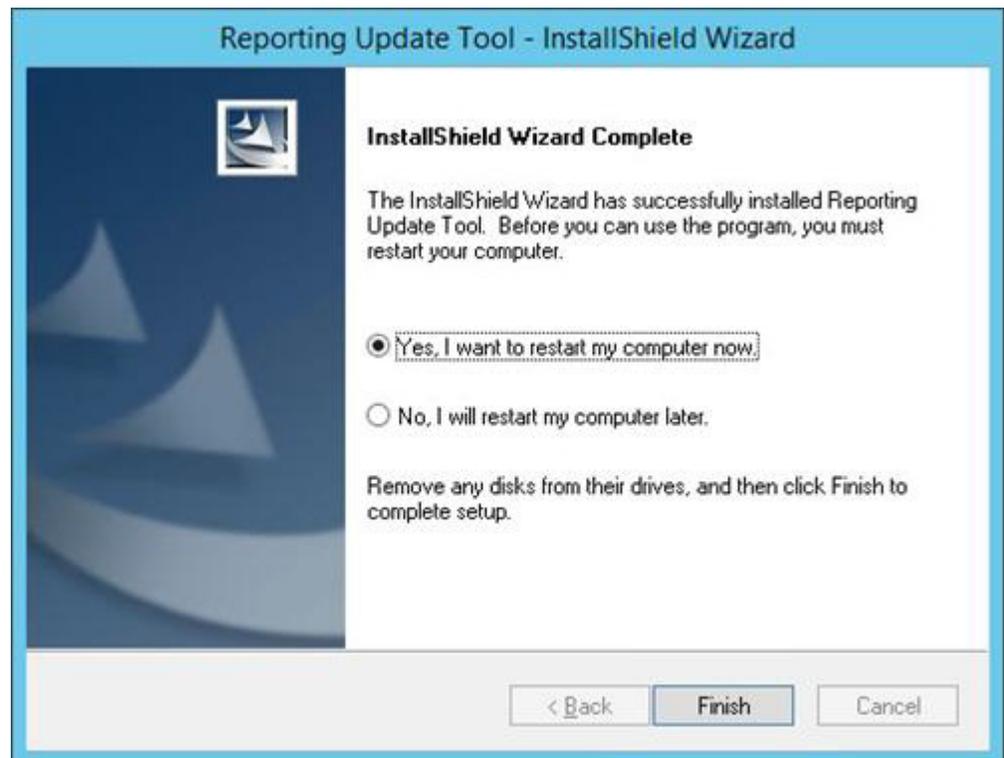


Once, all the components are uninstalled, a popup questions you if you want to continue the installation



16. Make sure you click **No**.

The InstallShield Wizard Complete dialog displays.



17. Click **Finish** to reboot server.



IMPORTANT

A reboot is required at this point in the process.

Run Database Upgrade



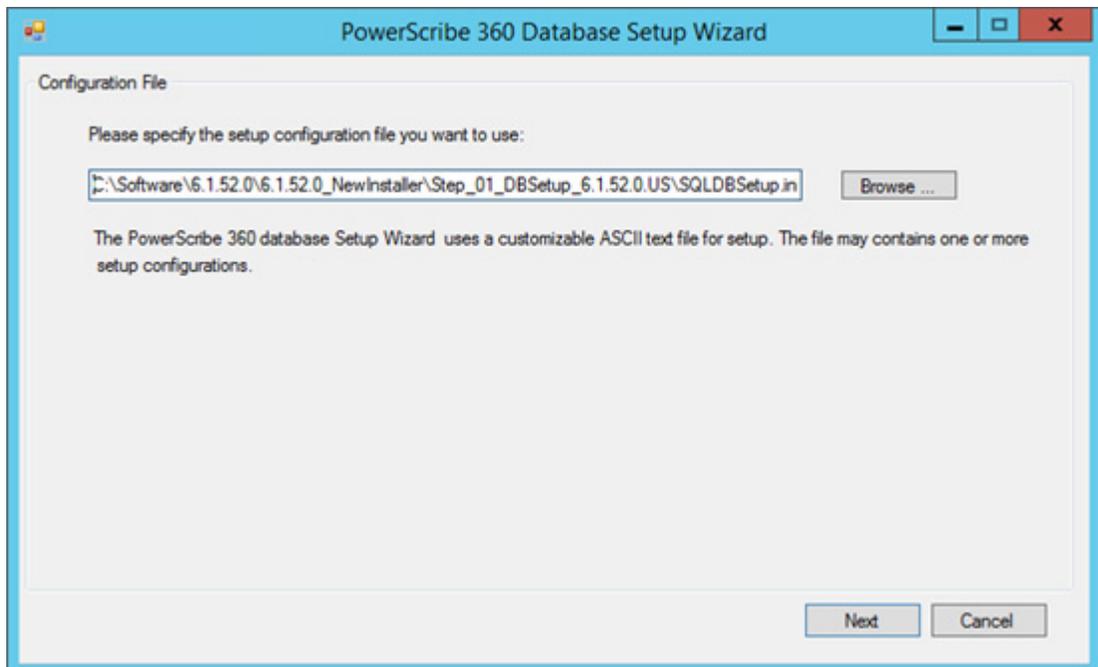
For a cluster configuration, update the database only once on the Virtual SQL Server Instance.

1. In the **X:\Software\360_Install\<Version>\Step_01_DBSetup_X.x.xx.x** folder, double-click **DBsetup.exe**.

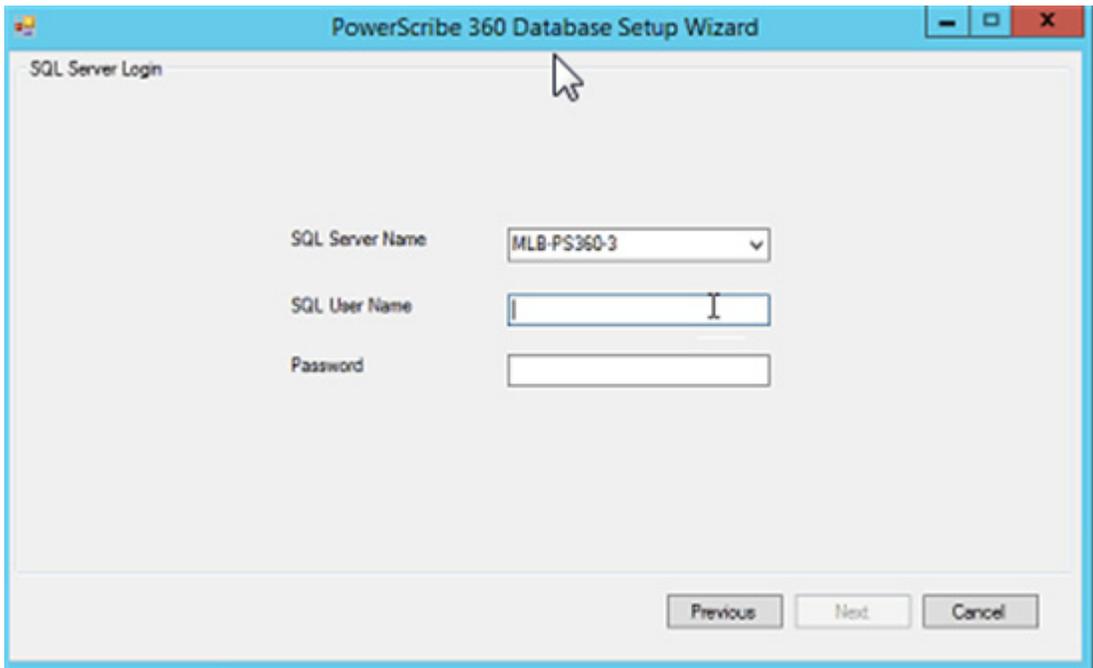


2. Click **Run**.

The Configuration File dialog displays.



3. The SQL Server Login dialog displays; click **Next**.

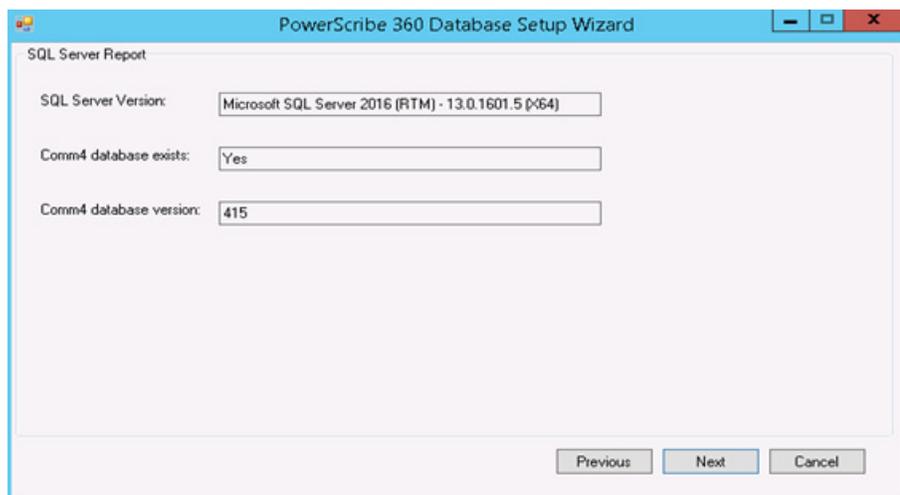


4. Enter the Server Name.



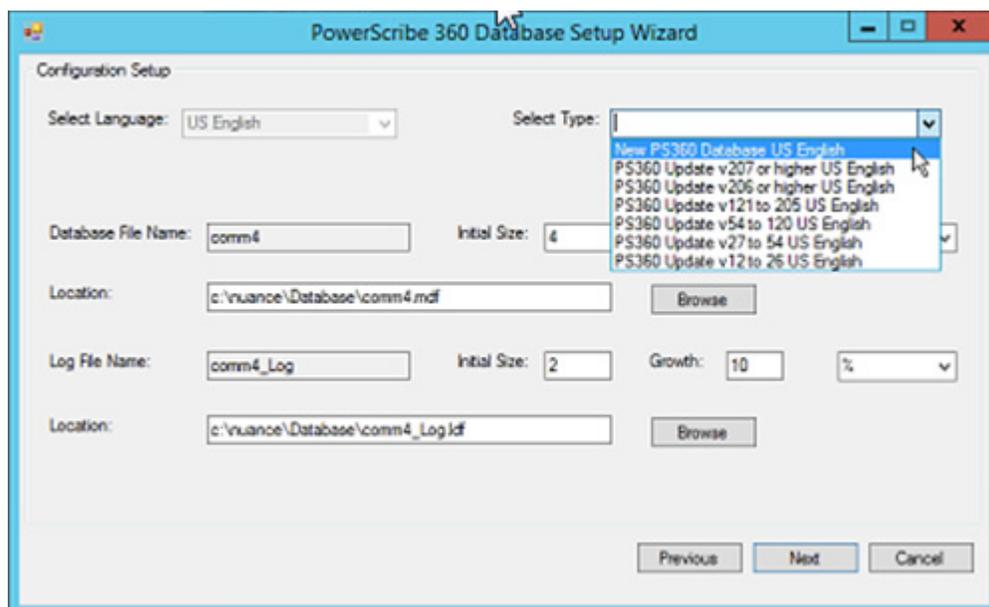
If the server is a cluster, use the SQLClusterName.

5. Enter the SQL User Name **sa**.
6. Enter the Password.
7. Click **Next**.



8. Take note of the Comm4 database version.
9. Click **Next**.

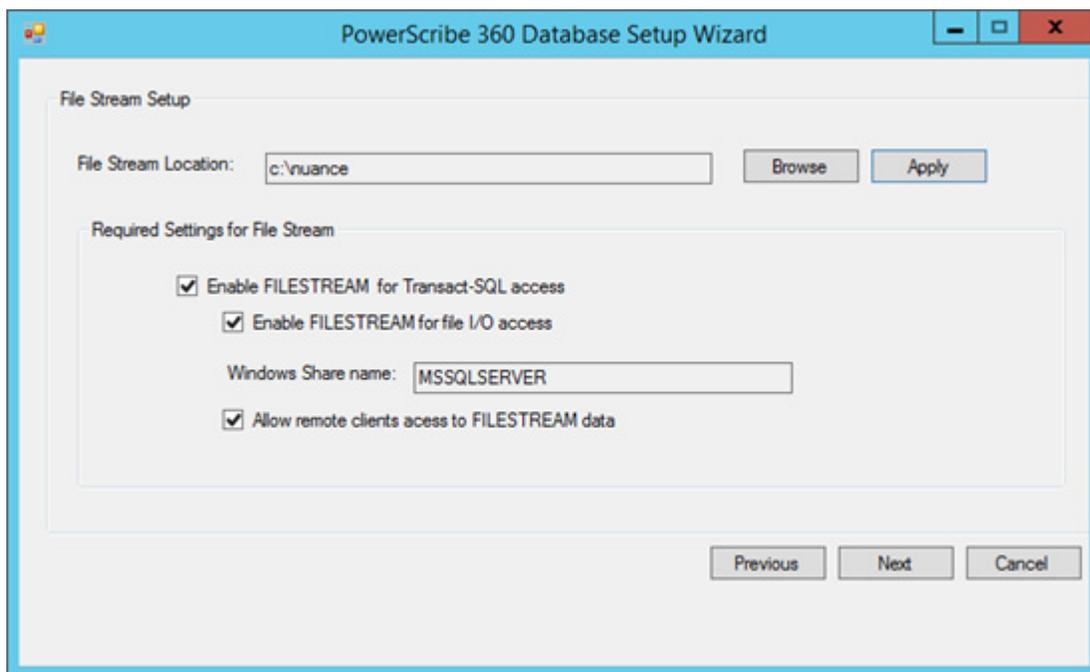
The Configuration Setup dialog displays.



10. From Select Type, select the proper upgrade selection. **Do not** select New PS360Database US English.
11. Click **Next**.



For V3.5 and above, the File Stream Setup dialog displays.



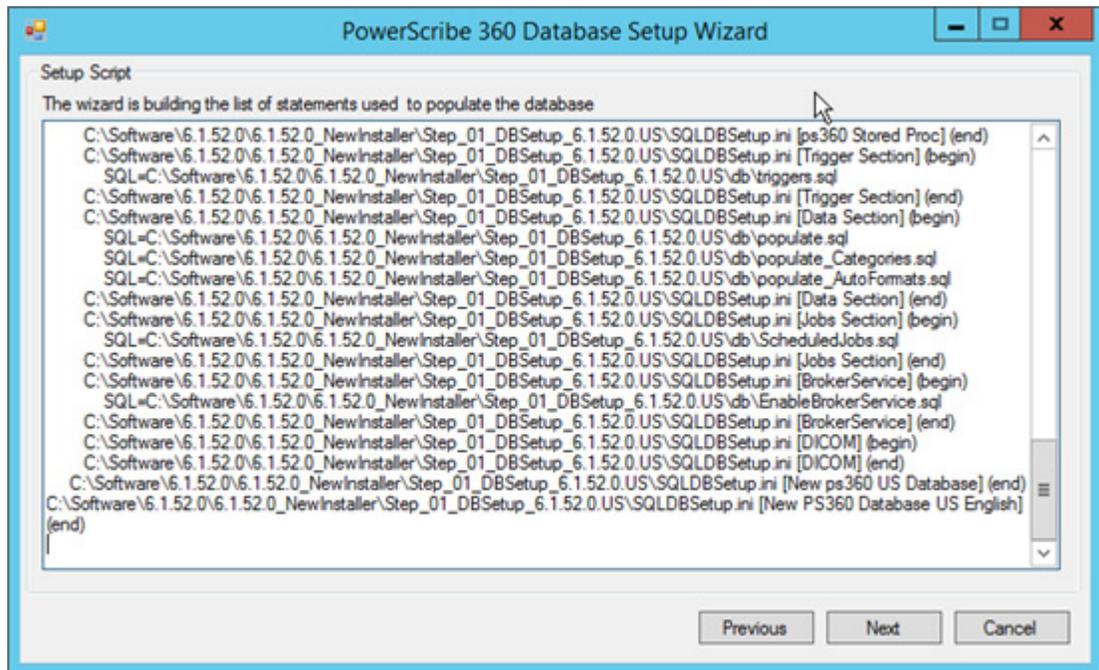
12. Change the File Stream Location drive to X:\Nunace\FileStream.



In order to activate the boxes below, you need to update the location directory.

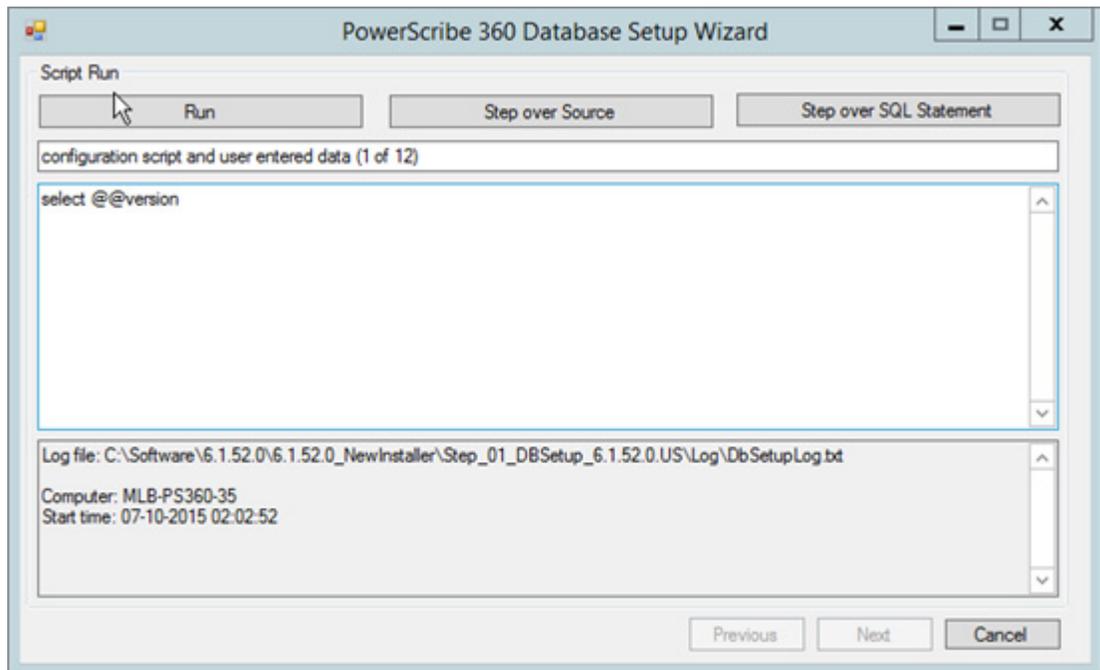
13. Click **Apply**, and then click **Next**.

The Setup Script dialog displays and the wizard builds the list of statements used to populate the database.



14. Click **Next**.

The Script Run dialog displays.



15. Click **Run**.
Wait for the installation to finish.
 16. Click **OK** on the Success dialog.
 17. Click **Exit**. The new upgrade of the database is complete.
 - a. Right-click the Database Properties and select **Options**.
 - b. From the Recovery model list, select **Full**.
 18. Click **OK**.
-

Update Database Statistics (V 3.5.1 and below ONLY)

1. Download the [PS360 Update All Statistics.txt file from Confluence](#).
 2. Save the file with the sql extension.
 3. Open the script in SQL Management Tool.
 4. Run the script against the COMM4 Database.
-

Set DB Recovery Level

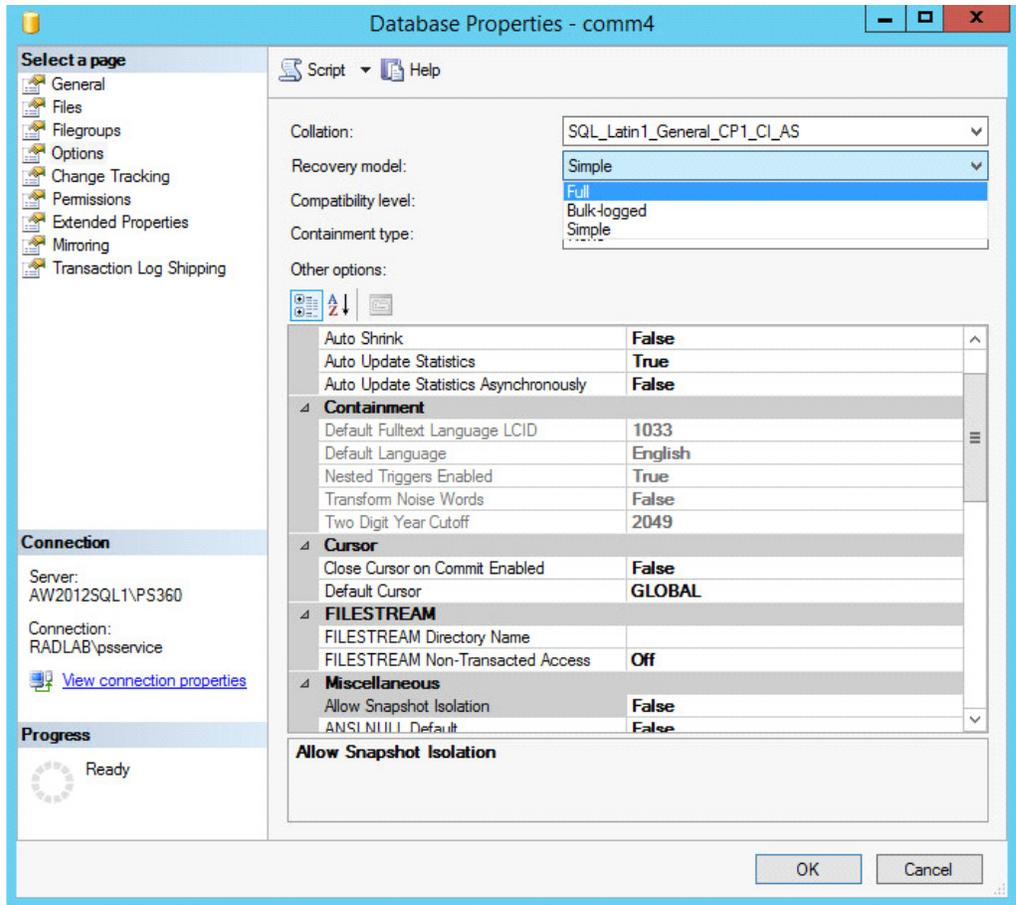
Next, use the following steps to prep the database to be added back to the Availability Group.

When the database upgrade is finished, the Comm4 Database will need to be changed from Simple Recovery Model to Full.

1. Right-click the **Comm4** Database, and select **Properties**.

The Database Properties dialog displays.

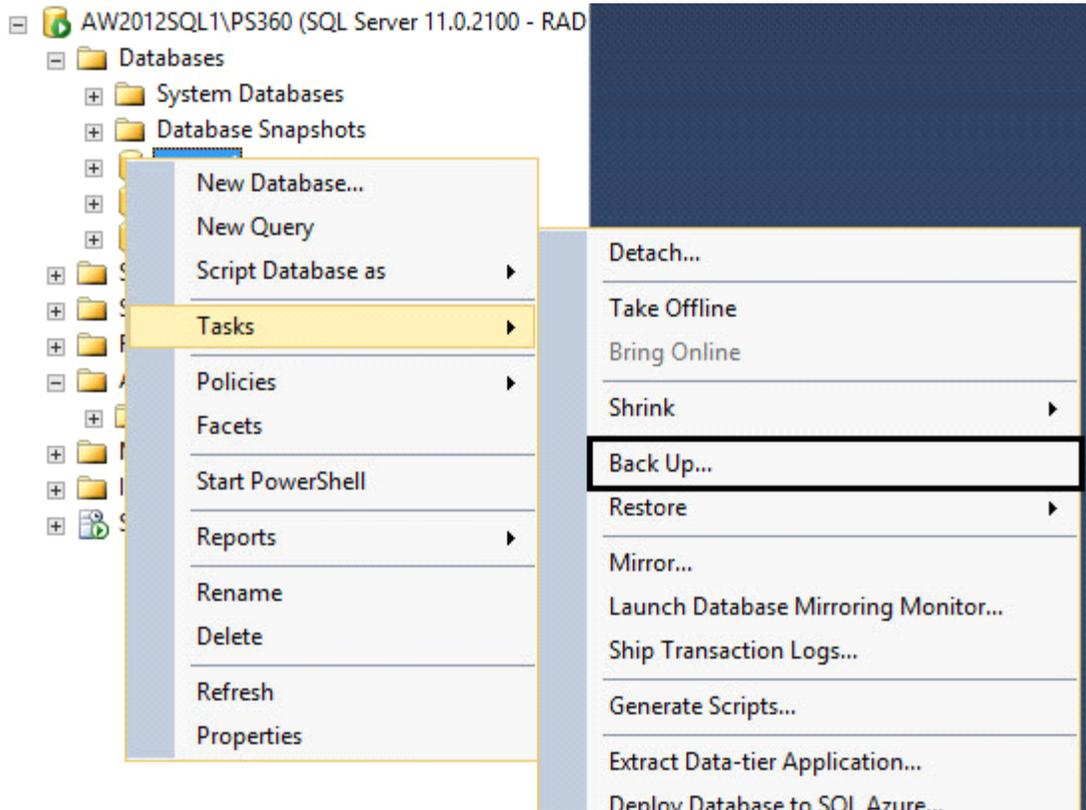
2. Select **Options**.
3. From the Recovery Model list, select **Full**.



4. Click **OK**.

Backup the Comm4 Database

1. Right-click the **Comm4** database.
2. Select **Tasks**.
3. Select **Back Up**.



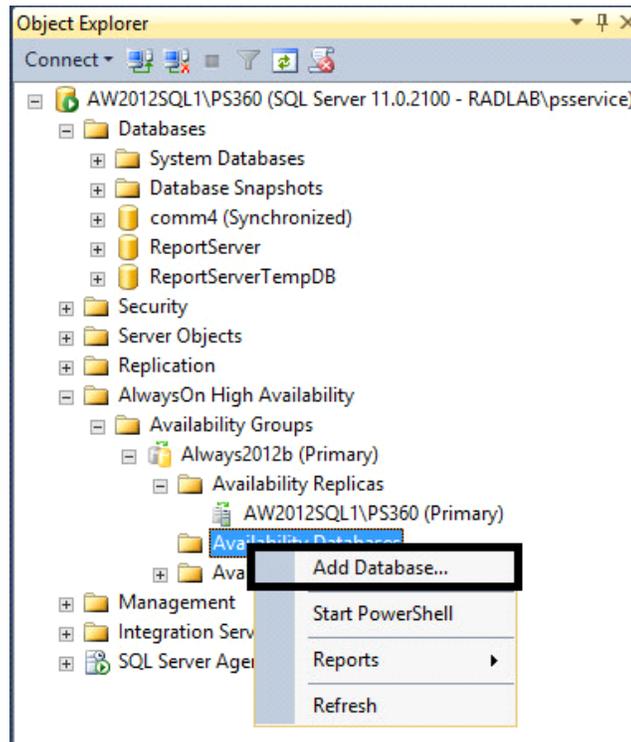
If needed, change the backup location. Any location is fine, just be sure to set the Backed Up flag to True.

4. Click **OK**.
 5. When the backup job is finished, click **OK**.
-

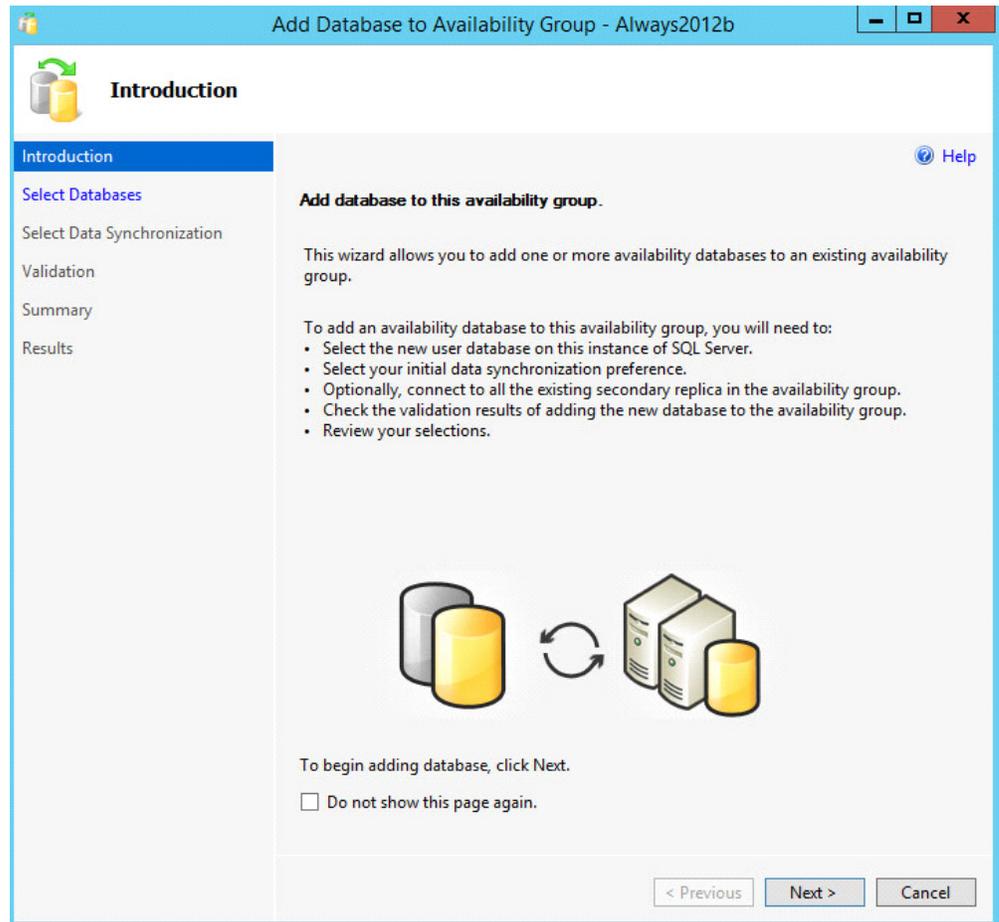
Add Comm4 Database Back into Availability Group (For systems with Hot Spare at v3.5.1 and above)

1. Expand **AlwaysOn High Availability**.
2. Expand **Availability Databases**.

3. Right-click **Availability Databases** and select **Add Database**.

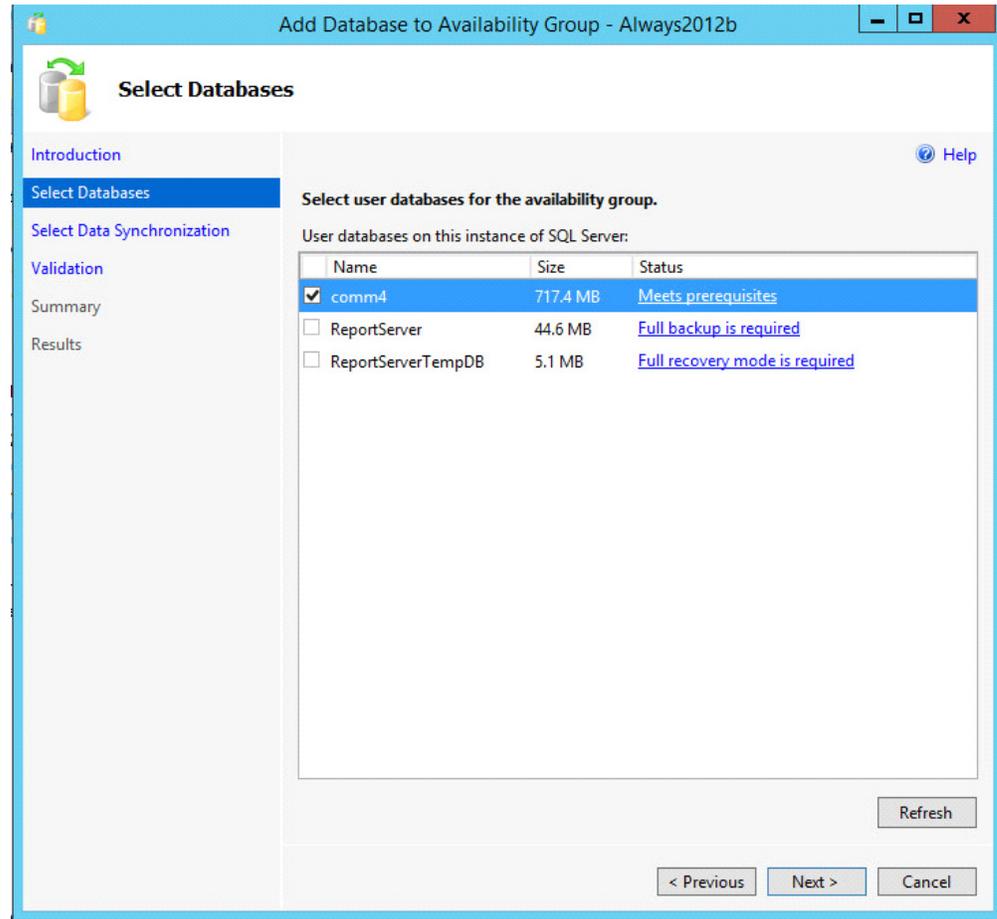


The Add Database to Availability Group Introduction dialog displays.



4. On the Add Database to Availability Group dialog, click **Next**.

The Add Database to Availability Group Select Databases dialog displays.



5. Check the **Comm4** database.



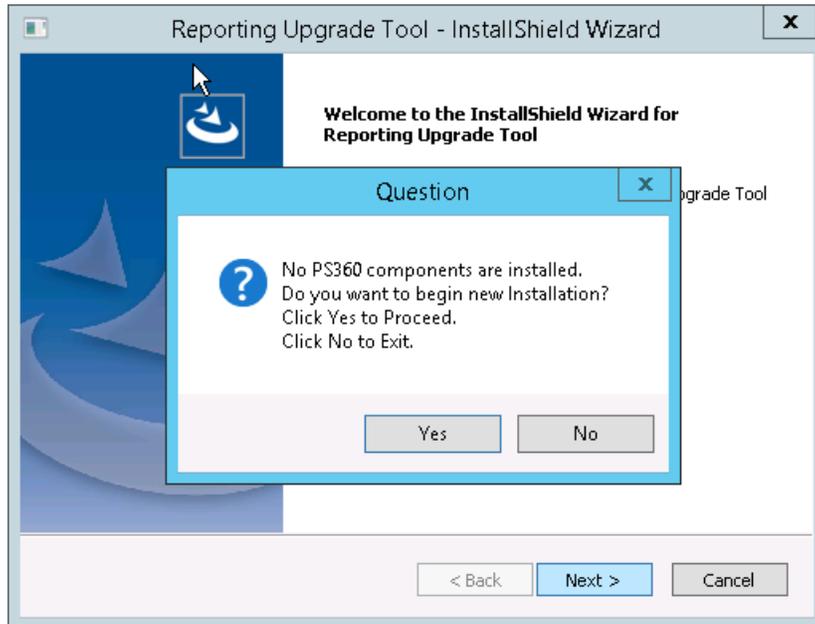
If Comm4 is grayed out, re-run prerequisites steps for Full Backup or Full recovery mode.

6. Click **Next**.

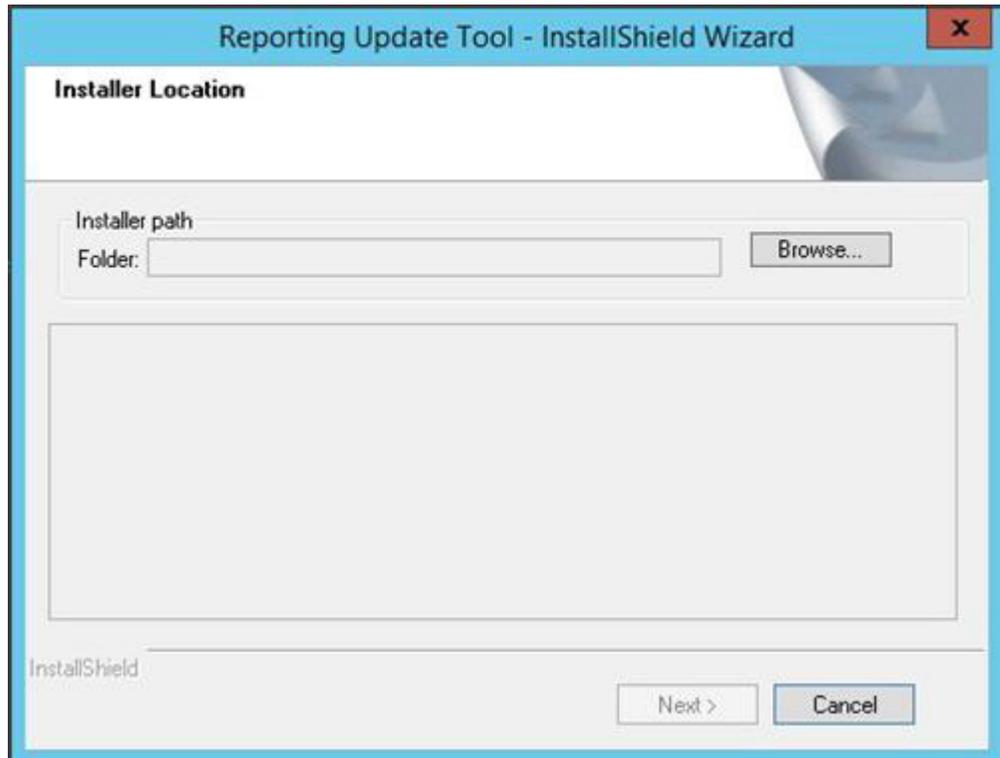
Completing the Upgrade - Installing Your New Version

1. Right-click the Reporting Upgrade Tool exe, and select **Run As Administrator**.
2. Click **Next**.

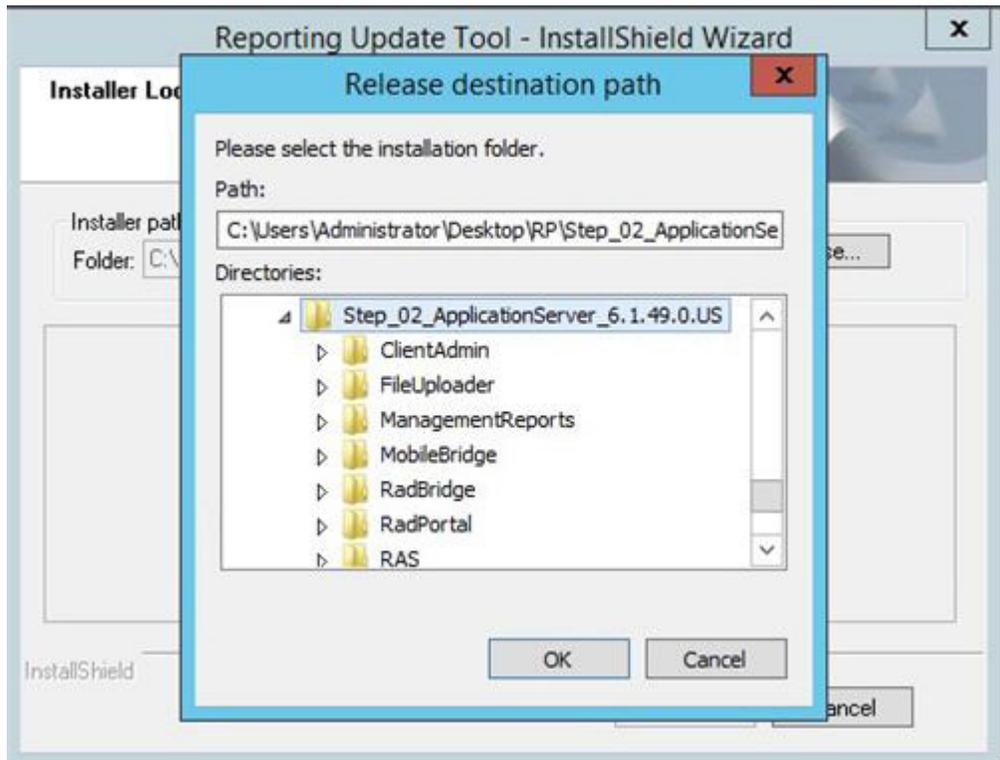
A popup question dialog displays.



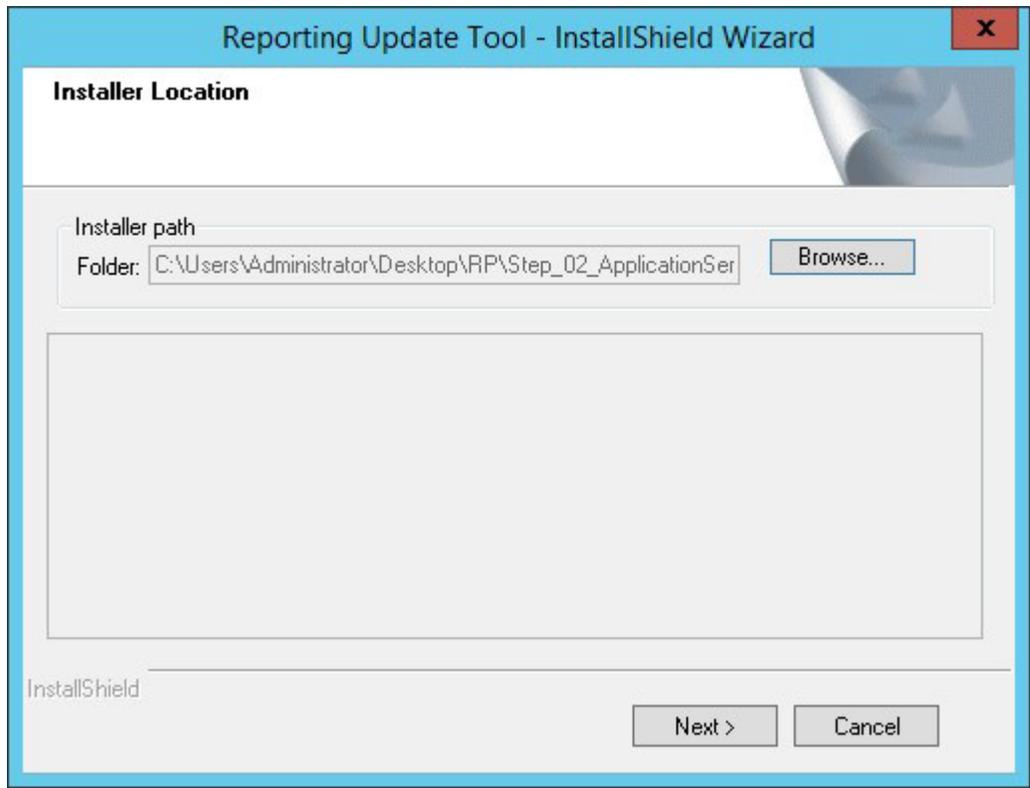
3. Click **Yes**. The Installer Location dialog displays.



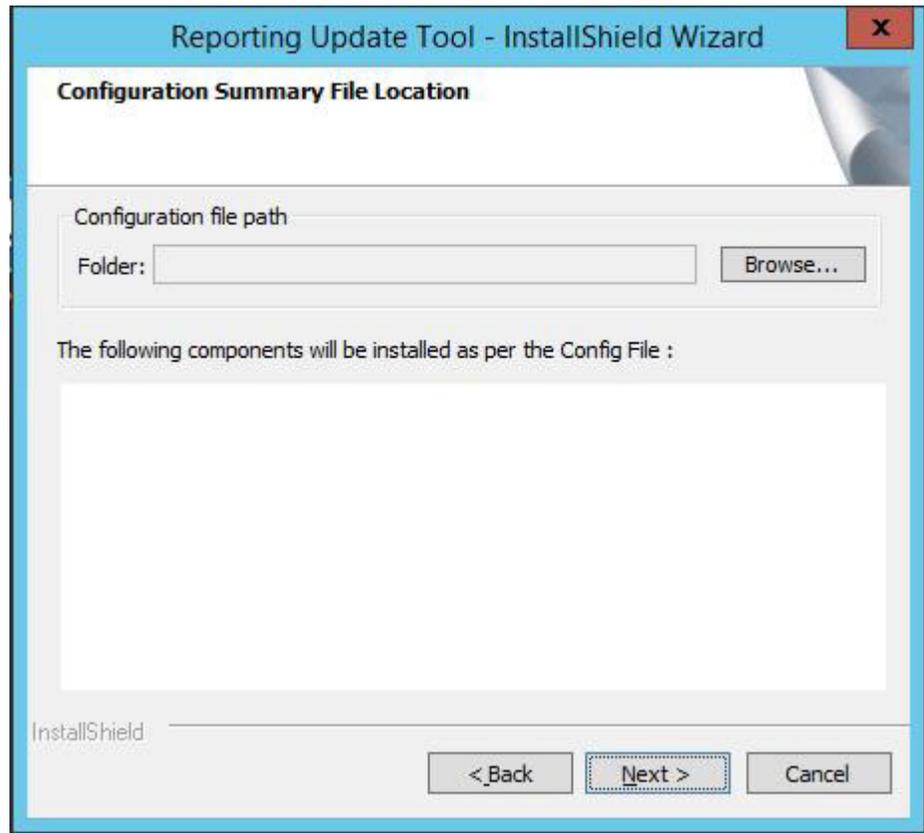
4. Click **Browse** and navigate to the location of the extracted Step 2 folder for the new PowerScribe 360 version.



5. Click **OK**. The Reporting Update Tool utility will validate the path to check if the new Installer. The **Next** button will not be enabled until a path is provided.
6. Click **Next**.



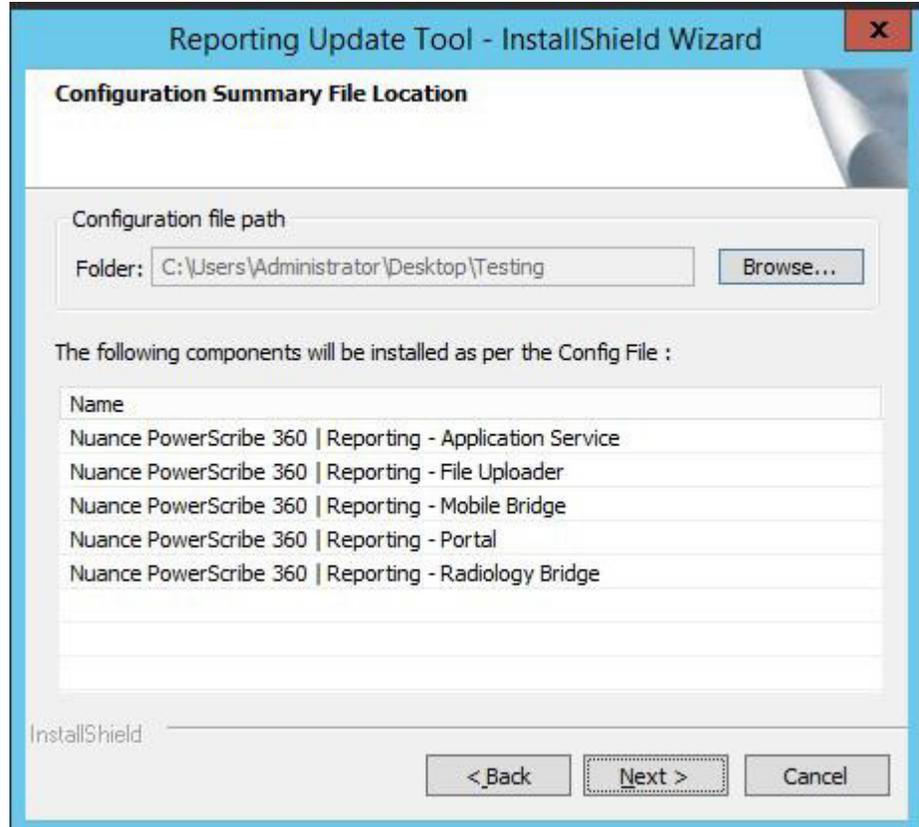
The Configuration Summary File Location dialog displays.



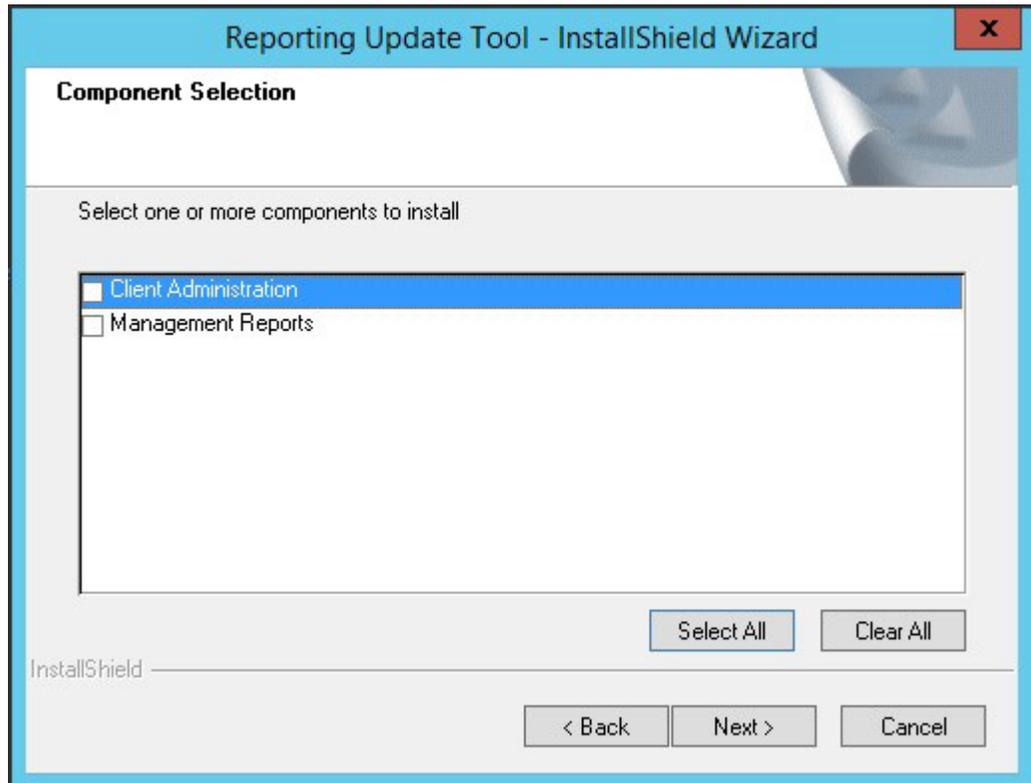
7. Click **Browse** and navigate to the location of the PS30_ConfigurationInformation.xml file you saved earlier. The **Next** button will not be enabled until a path to PS360_ConfigurationInformation.xml is provided.

8. Click **Next**.

The Configuration Summary File Location dialog lists the components included in the new version along with those which were previously not installed on that server.

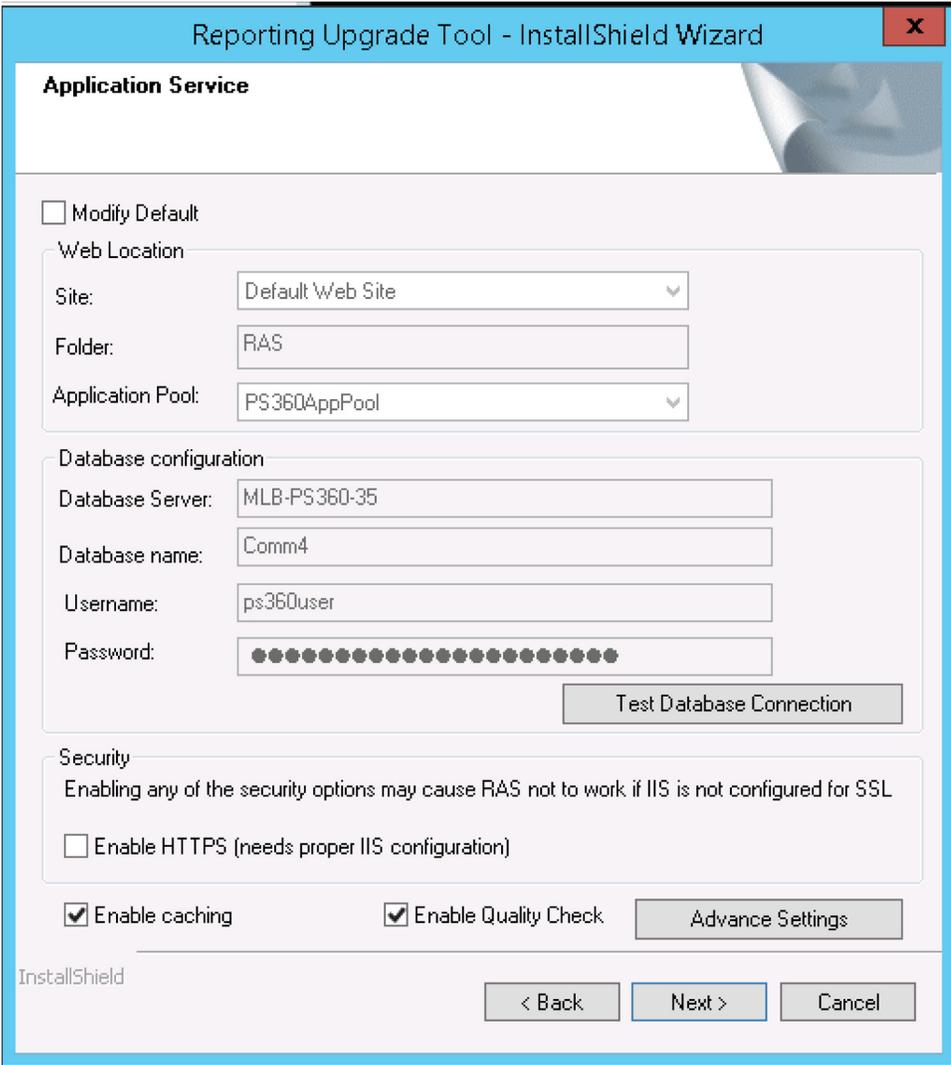


Optional Screen: If there are components that were not previously installed the Component Selection dialog displays.



9. Check any component that was not previously installed, if you want them to install now, and then click **Next**.
10. Selected components will be installed with their default values. Dialogs for each installed component are displayed along with configuration information which is extracted from the Configuration Information File. These settings should not be changed to keep the configuration exactly like the previous version. Click **Next** for each displayed dialog.

Below are two sample screen shots you see of dialogs that will display.



11. When the Portal Configuration dialog displays, be sure to check the Enable caching box if it is not checked.

Portal Configuration

Modify Default

Web Location

Site: Default Web Site

Folder: RadPortal

Application Pool: PS360AppPool

Database configuration

Database Server: BN-AFANDEL15

Database name: Comm4

Username: ps360user

Password:

Test Database Connection

Rad Portal Configuration

Test RAS Connectivity

Protocol	Server name	Virtual path	Port
http	BN-AFANDEL15	RAS	

Enable caching Enable SpeechAnywhere Enable Portal Web Farm

Web Service Log Folder:

Folder Path: C:\Nuance\Log Browse...

InstallShield

< Back Next > Cancel



*The **Web Service Log Folder field** option is available on the Portal Configuration dialog during upgrades to V4 and higher.*

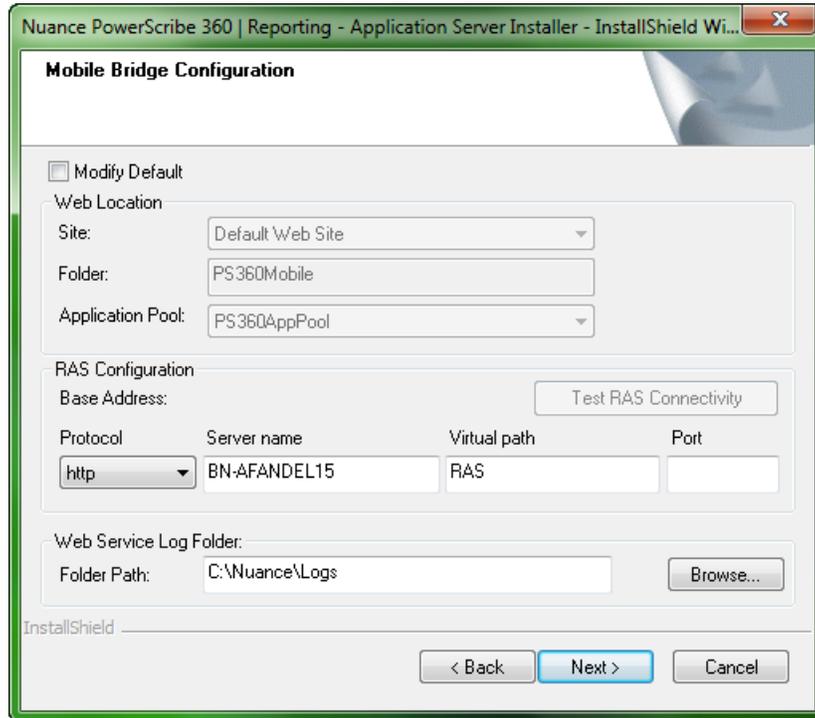
12. **OPTIONAL STEP:** If the Web Service Log Folder on a system upgrade to V4 and higher is *not* C:\Nuance\Log, change the folder path to point to the Nuance\Log directory.

13. When the Mobile Bridge Configuration dialog displays, be sure to check the Enable caching box if it is not checked.

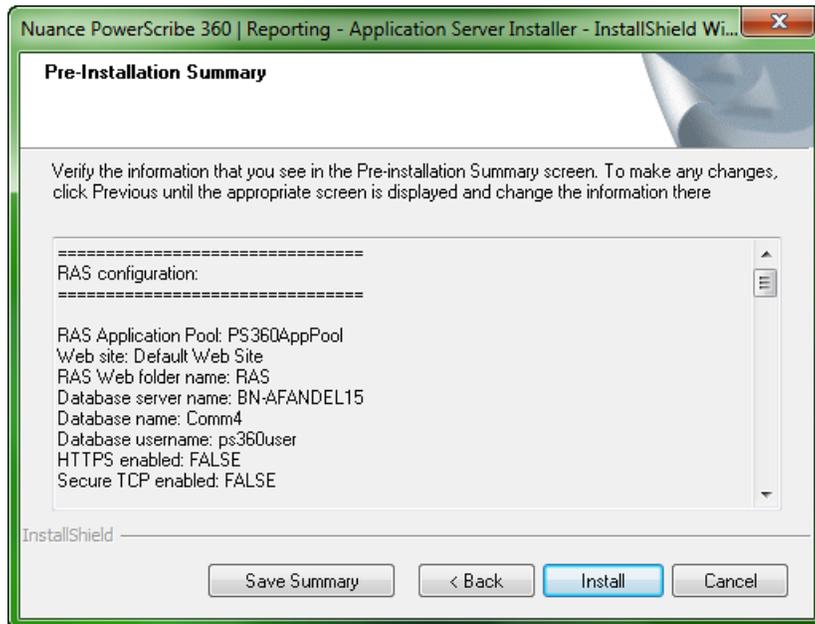


The **Web Service Log Folder field** option is available on the Mobile Bridge Configuration dialog during upgrades to V4 and higher.

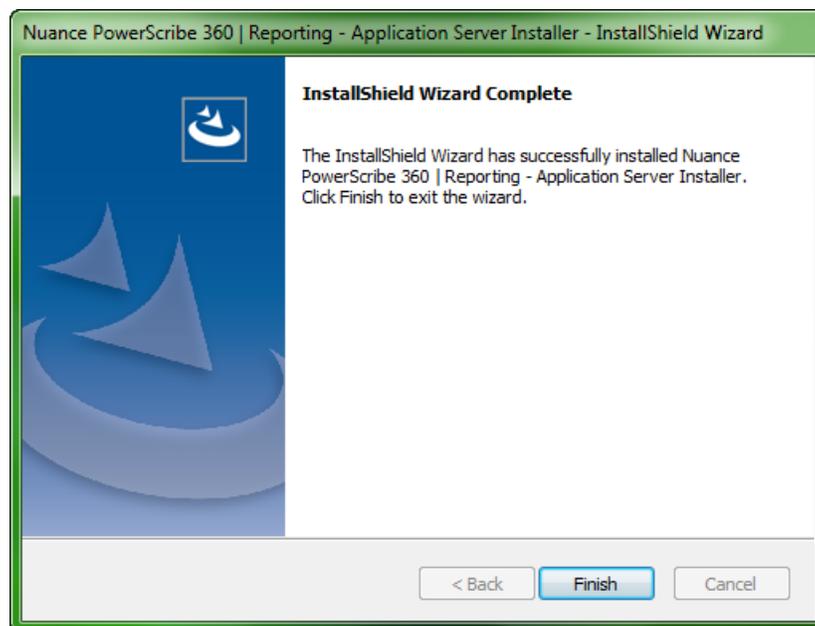
14. If the Web Service Log Folder on a system upgrade to V4 and higher is *not* C:\Nuance\Logs, change the folder path to point to the Nuance\Logs directory.



15. Once all of the install dialogs have been completed, the Pre-Installation dialog displays. Click **Install**.



16. Once all the components are installed, the InstallShield Wizard Completed dialog displays. Click **Finish**.



Client Administration Configuration Tool



For a Cluster Configuration, use the Application Cluster Virtual Name for the URL and the SQL Virtual Cluster Name for SQL connections.

If you are upgrading a DOD or a site where the server does not have access to the Internet, download and use the [latest version](#) of the PS360 Client Cab File Signer. The tool can be downloaded from the DML under PowerScribe 360 Reporting\Support Utilities\Client Cab File Signer.

The PS 360 Client Cab File Signer utility provides the means to create a PS 360 signed ClientSetup.cab file outside of using the Client Administration application on the PS 360 application server. Using this utility in conjunction with the updated Client Administration application to allow building the ClientSetup.cab file without signing, customers like the Department of Defense that do not allow access to the signing timestamp server can deploy from the Application server URL.

To disable Cab signing in the ClientAdmin Utility, edit the ClientAdmin.exe.config and set TurnOffCabSigning to True. The feature is supported in PS 360:

v3.5.1,
v3.0.1 (PS360v301ClientAdminUpdate-4-7-2016.zip),
v2.5.3 (PS360v253ClientAdminUpdate-4-7-2016.zip) and
v2.0.3 (PS360v203ClientUpdate-50713-5-31-2016.zip)

Once the ClientSetup.cab is created with the utility, use it to replace the one located in the <drive>:\inetpub\wwwroot\PS360ReportingClient\Client folder.

The tool will sign the ClientSetup.cab using sha256. This should allow the site to install MS KB 3123479.



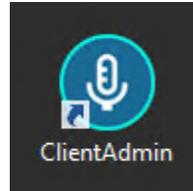
PS 360 v3.5.1 has been updated to support sha256. This tool is not required for PS 360 v3.0.2, v3.5.1 and greater.

To use this tool, you must first download and [install the proper hot fix version](#) of the Client Cab File Signer Utility.

- v3.5.x
- v3.0.1
- v2.5.3
- v2.0.3

Run Client Admin Utility

1. Click the new Client Administration icon on the desktop.



The Client Administration Tool dialog displays.

The screenshot shows a window titled "PowerScribe 360 | Reporting - Client Administration Tool". The window contains several sections for configuration. Under "Client Installer", the "Install Type" section has three radio buttons: "Create Web Installer" (selected), "Create Shared Folder Installer", and "Create DVD Installer". The "Create Web Installer" section includes a "Web Site / Folder" dropdown set to "Default Web Site", a "Server Path" dropdown set to "http" and a text box containing "MLB-PS360-3/PS360ReportingClient". The "Create Shared Folder Installer" section has a "Publication Destination" text box with a browse button. The "Create DVD Installer" section has a "DVD Destination Path" text box with a browse button. Below this are "Dragon Source Path" and "Dragon Installers" (with checkboxes for "Dragon 12 General Medicine", "Dragon 12 Radiology", "Dragon 12 Transcription", and "Dragon Service Pool"). The "Integration Components" section has "Source Path" and "Publication Source Path" text boxes with browse buttons. There is a checkbox for "Include Disclaimer Banner (ONLY for DOD setup)". The "RAS Server Site" section has a dropdown set to "http" and a text box containing "MLB-PS360-3/RAS". The "Publication Version" is set to "5.7.22.1" with "Regenerate" and "Generate..." buttons. The "Dragon User Profiles" section has a "Path" text box with a browse button, "Maximum Allowed Content Length" set to "750" MB (with a note "max value is 1 GB"), an "Account Name" text box, and a "Web Site" dropdown set to "Default Web Site" with a "Setup Site" button. A "Close" button is at the bottom right.

2. Check the **Create Web Installer** option with Default Web Site and PS360ReportingClient for the Web Site/Folder options.



Do not select the shared folder installer.

- a. If you are installing to a cluster, set the URL to the virtual cluster name.

3. Check the **Create DVD Installer** box.
 - a. Set the DVD Destination Path: X:\Nuance\DVD Install
4. Set the **Dragon Source Path**.

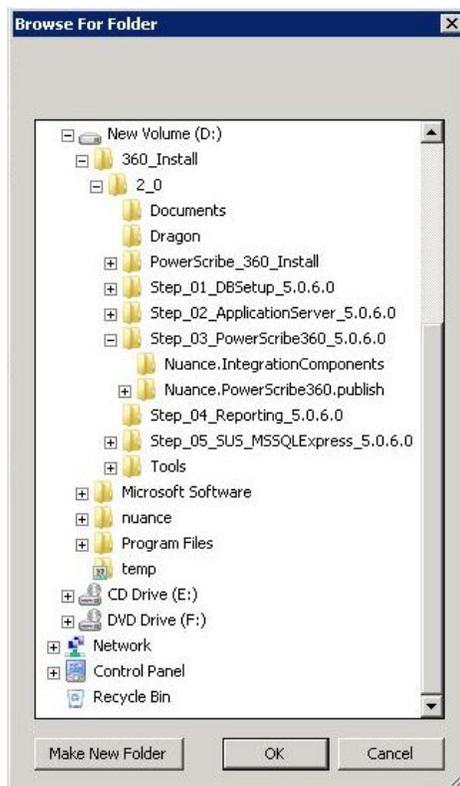


You should be installing the [latest version of the Dragon software](#) for your new version.

IMPORTANT

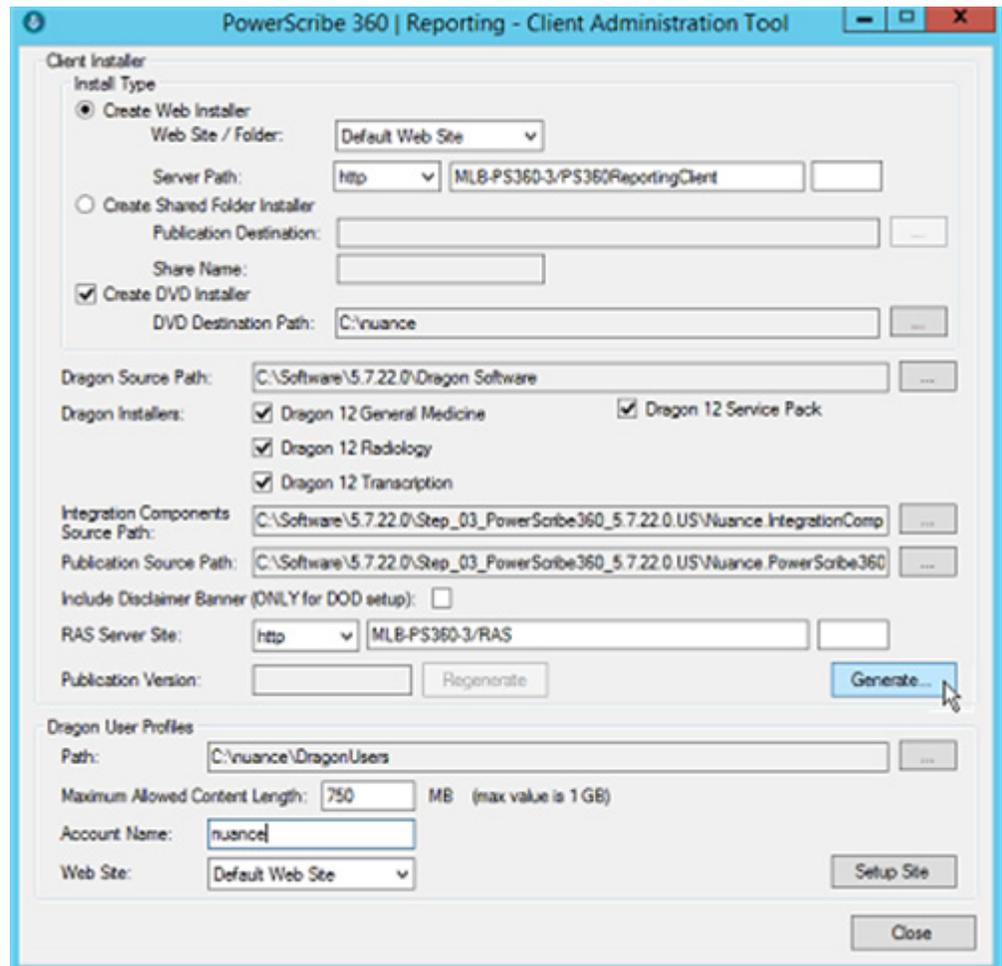
- a. To find this source path, use the ellipses button for this entry and browse to the location where you extracted the Dragon disk/image files.

The application will detect **Dragon Installers** available and check them appropriately.
5. Enter the **Integration Components Source Path** and the **Publication Source Path**.
 - a. To find these source paths, use the ellipses buttons for each entry and browse to the location where you extracted the Step_03_PowerScribe360_X.x.xx.x files. These will be in the path under that step.



6. Click **OK**.

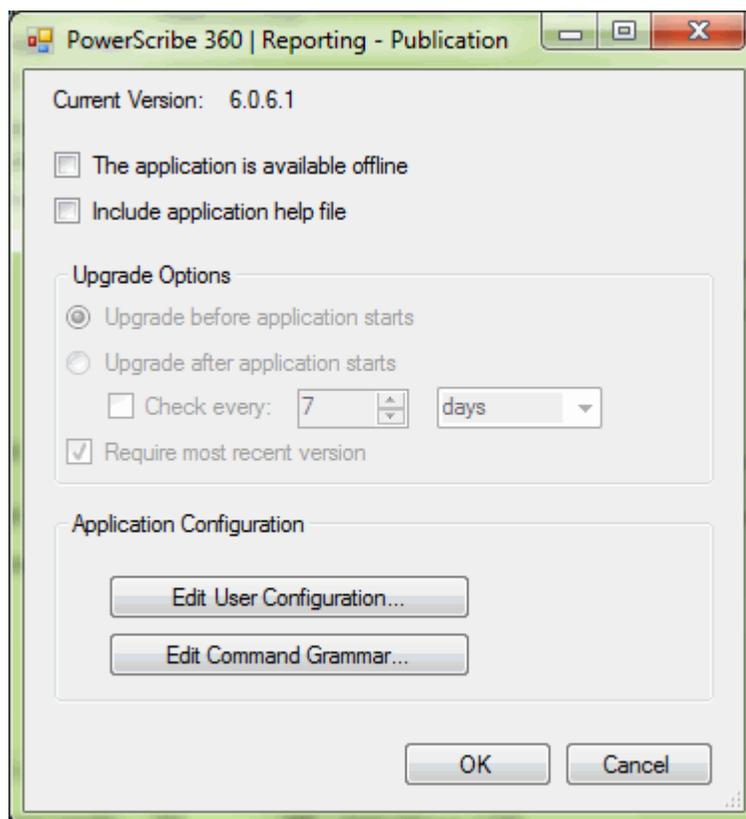
The Client Administration Tool dialog displays.



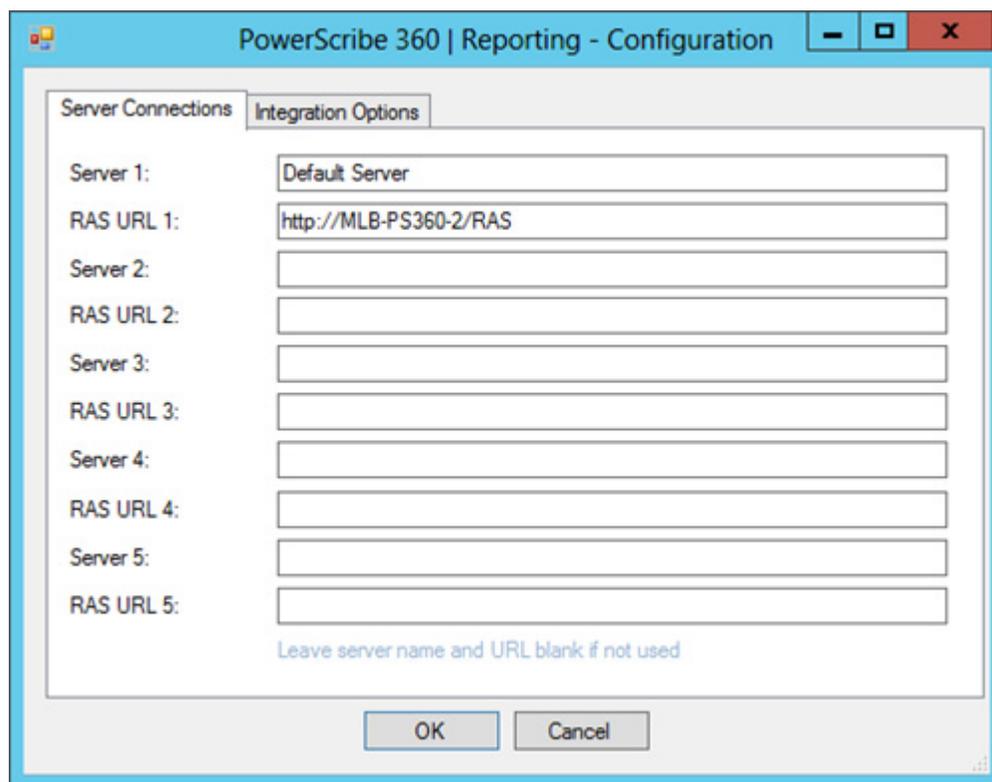
If this is a DOD facility, you should enable and add a site security message by checking the box.

7. Verify the RAS server site URL setting. If installing to a cluster, you must change the server name to the virtual cluster name.
8. Click **Generate**.

The Publication dialog displays.



9. Click **Edit User Configuration**.



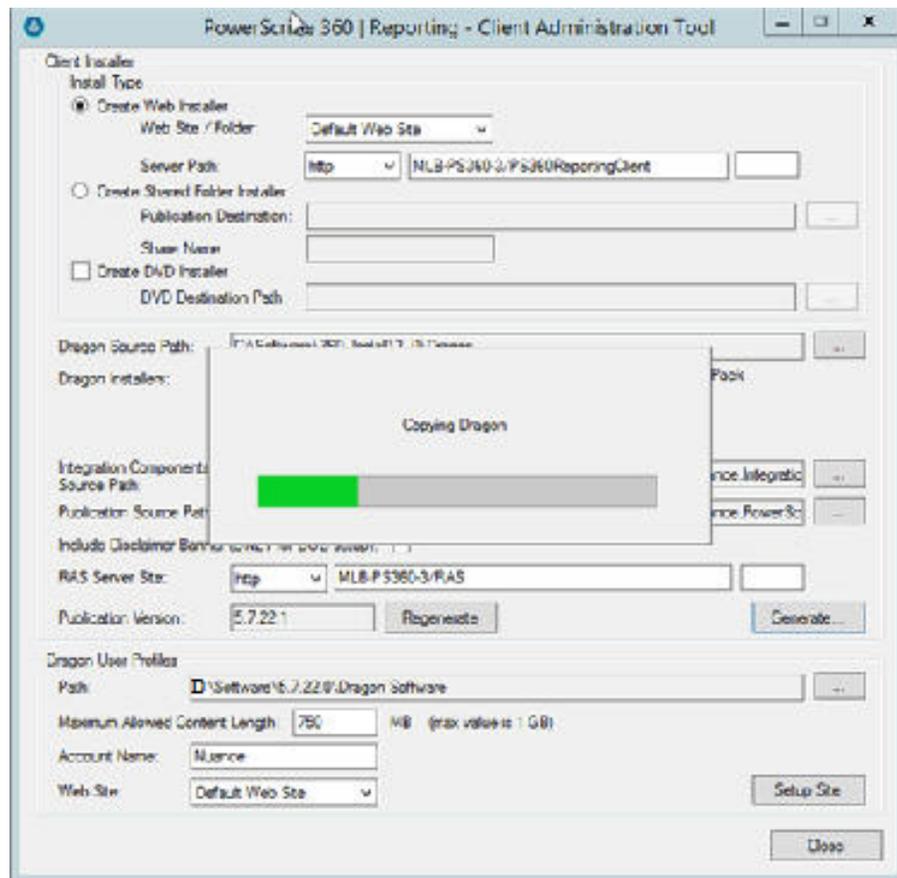
Confirm that the **actual server name** is entered in place of localhost.

10. Click on the **Integration Options** tab.
11. Enter or verify that the port is 9090 and click **OK**.

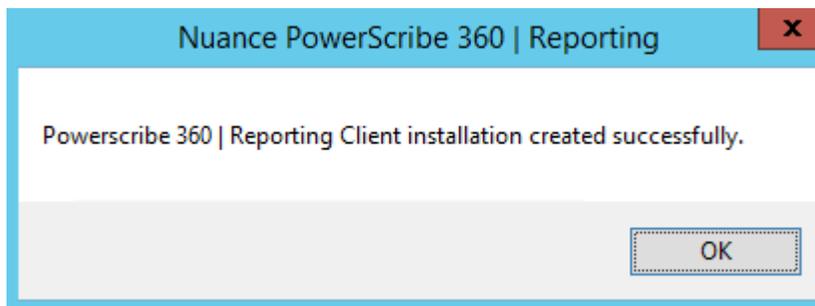
The Publication dialog displays.

12. Click **OK** to generate the publication. Wait while the publication is generated. You are returned to the Client Administration Tool dialog.

After the generation of the publication, you will note that the Publication Version now appears.



The PowerScribe 360 Reporting Client successful install dialog displays.



13. Click **OK**.
14. Click **Close**.

If site will FAX out of PS360 Downgrade PDF version on Application Server

If the site is using PS360 for faxing (direct from PS360), you will need to uninstall the version of PDF that was installed with the application server (8.1) and down grade / install Nuance PDF v7.1.

This issue impacts v3.x and v4.x and is not required for other versions.

PowerShare Accelerator

1. Verify the version of PowerShare Accelerator that is installed on the application server.
2. If the version is NOT 2.3.4, download the latest version (2.3.4) from the Definitive Media Library and upgrade the current installation.
3. Run the new installer to upgrade.
4. When asked, click **YES** to “Preserve config”.

Apply Post Installation Hot Fixes

Download and apply all available hot fixes for the version you have upgraded. Hot fixes to apply for each version are listed below.

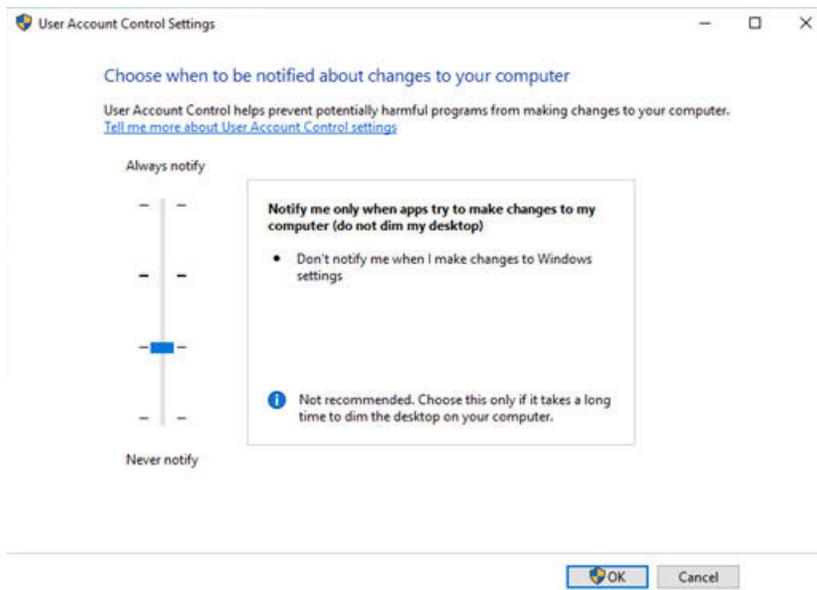


Review the Patches and Hot Fixes Table for the [latest updates](#), so the installer can be sure what additional HF's have to be applied on top of patches. For example, 3.0.1 Patch 2 contained a RadBridge and RadPortal update, however newer RadBridge and RadPortal hot fixes override what was in the patch.

Enable UAC

In order for Remote Diagnostics to properly operate, it requires that the User Account Control (UAC) settings be enabled on the servers. This should be set to the second (2nd) lowest setting.

1. From **Start** select **Control Panel**.
2. On the **Control Panel**, click **User Accounts**.
3. On the **User Accounts** window, click **User Accounts**.
4. On the **User Accounts** tasks window, click **Turn User Account Control on or off**.
5. Adjust **UAC** to the level shown below:



6. Click **OK**.
7. Click **Restart Now** to apply the change right away, or click **Restart Later**, and then close the **User Accounts** tasks window.

Mobile Server

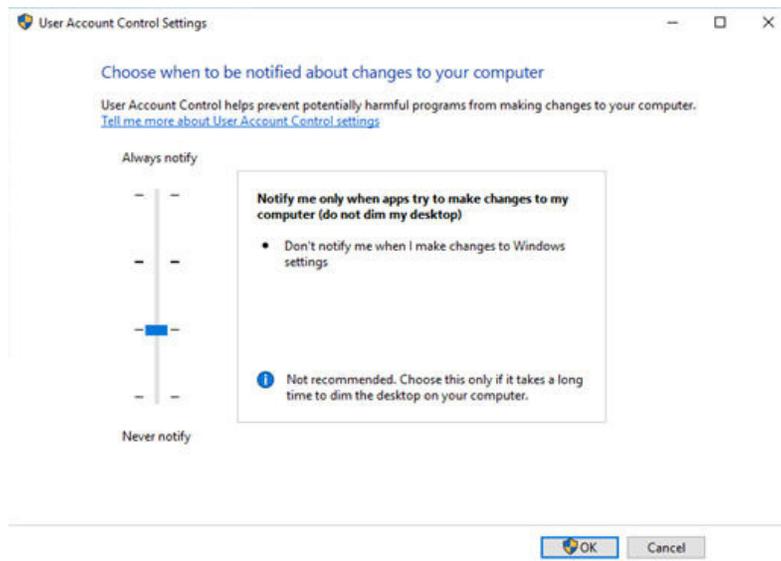
If the mobile Server application was not installed on the main Application Server, perform the upgrade process on the Mobile server platform.

1. Verify the Remote Diagnostics configuration.
-

Enable UAC

In order for Remote Diagnostics to properly operate, it requires that the User Account Control (UAC) settings be enabled on the servers. This should be set to the second (2nd) lowest setting.

1. From **Start** select **Control Panel**.
2. On the **Control Panel**, click **User Accounts**.
3. On the **User Accounts** window, click **User Accounts**.
4. On the **User Accounts** tasks window, click **Turn User Account Control on or off**.
5. Adjust **UAC** to the level shown below:



6. Click **OK**.
7. Click **Restart Now** to apply the change right away, or click **Restart Later**, and then close the **User Accounts** tasks window.

Speech Server (SUS)

Verify Dragon Version

If you are performing an upgrade from a previous version of PowerScribe 360 Reporting:

1. Verify that the SUS server has the latest version of [Dragon Software installed](#).
2. To verify the Dragon version, perform the following on the SUS server:
 - a. From start, click **Dragon SDK Client edition 12.5**.
 - b. Click **show Dragon Log**. This will open the C:\Users\<Windows User>\AppData\Roaming\Nuance\Dragon SDK Client Edition12 directory.
 - c. Double-click **dragon.log**.

The Version is provided at the top of the dragon.log.

For example: 08:20:03.105 Dragon NS ActiveX Components: File
C:\Program Files (x86)\Nuance\Dragon SDK Client
Edition12\Program\dnstk10.dll: Version 12.52.150.151

-
-
-
- d. If the Version is lower than the latest version, you must upgrade the Dragon client on the SUS server and SUS nodes before upgrading the SUS application.

Upgrade Dragon SDK Medical Software on SUS

1. Copy the **Dragon12DOT5PS360SP##.exe** file to the SUS machine.
2. Double-click the file.
3. Click **Update**.
4. Click **Finish**.
5. Reboot the server (if prompted).

Verify SUS Version

1. Verify the SUS version is the [latest version](#).
 - a. If the versions are up to date for Dragon and SUS, set the Services to run under the services account. Use the same services account you used for the services on the application SQL server.
 - ◆ DistributedManagementFramework: Agency
 - ◆ SQL Server
 - ◆ SQL Server Agent
 - ◆ SPARK host manager service
 - ◆ SPARK speech node manager
 - ◆ SPEECH utility server
 - ◆ SPARK core services
 - b. If the Dragon is up-to-date, but SUS is not, skip to [Uninstall Applications](#) section below.
 - c. If the neither versions are up to date for Dragon or SUS, continue to the next step.
-

Uninstall Applications

Uninstall SUS (if not correct version):

1. Stop the following services:
 - ◆ **SPARK host manager service**
 - ◆ **SPARK speech node manager**
 - ◆ **SPEECH utility server**
 - ◆ **SPARK core services**
2. Open **Windows Task Manager** and click the **Processes** tab.
3. Sort the processes alphabetically by **Image Name**.
4. Highlight the **Nuance.ConversionServer.ClientApp.exe** process, click **End Process**, and confirm the action.
5. From the **Control Panel/Programs and Features**, uninstall the **Speech Utility Server** software.
6. Open Microsoft SQL Server Management Studio.
7. Right-click the **SPARK database** and delete it.

Uninstall SQL Express (if not correct version)

Go to **Control Panel/Programs and Features** and uninstall the **MS SQL Express** software.

Verify the Folders are Properly Configured

On SUS, verify that the folder named Nuance (and it's sub folders) have Full Control for both the folder permissions and the share permissions assigned to the service account you created.

Ensure the Everyone account is not assigned to folder or share permissions.

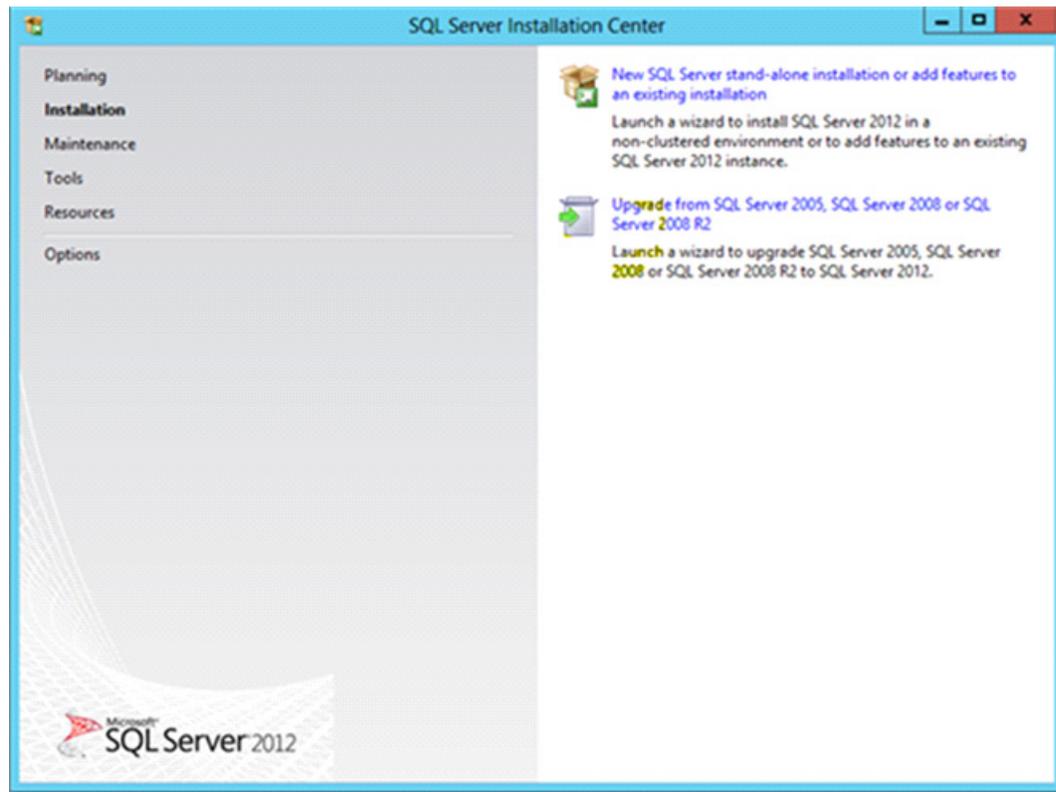
Upgrade Microsoft SQL Server Express



You should always upgrade to the latest Microsoft SQL Express software version supported by your version.

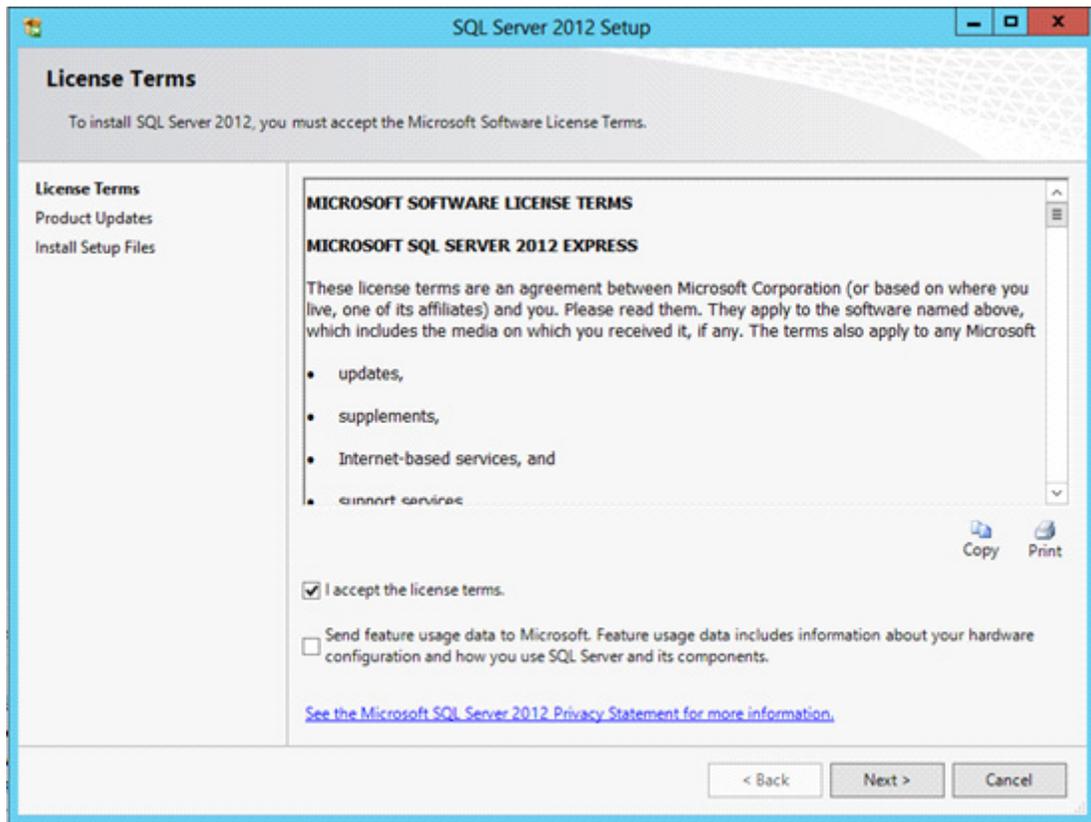
IMPORTANT

1. Download and extract the zip folder.
2. Double-click the installation file. The SQL Server Installation Center dialog displays.



3. Select **Upgrade from SQL Server 2005, SQL Server 2008, or SQL Server 2008 R2**.

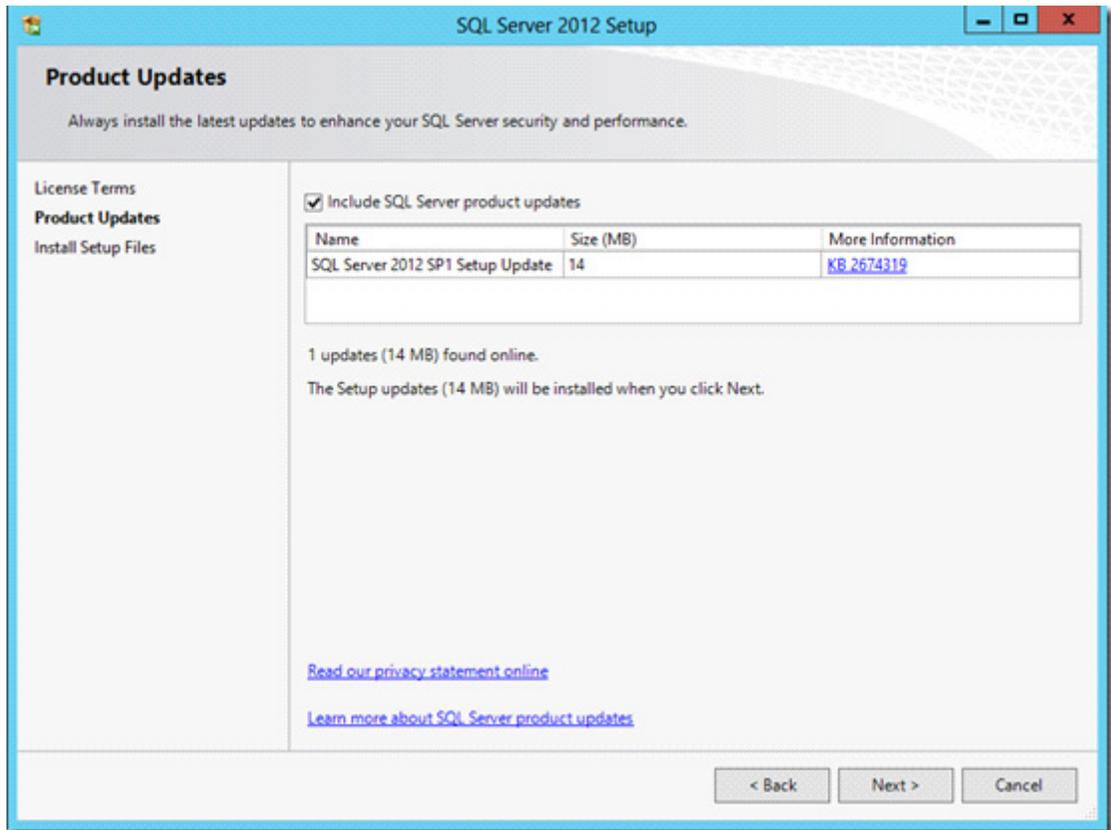
The License Terms dialog displays.



The wizard lists information about product updates available to install.

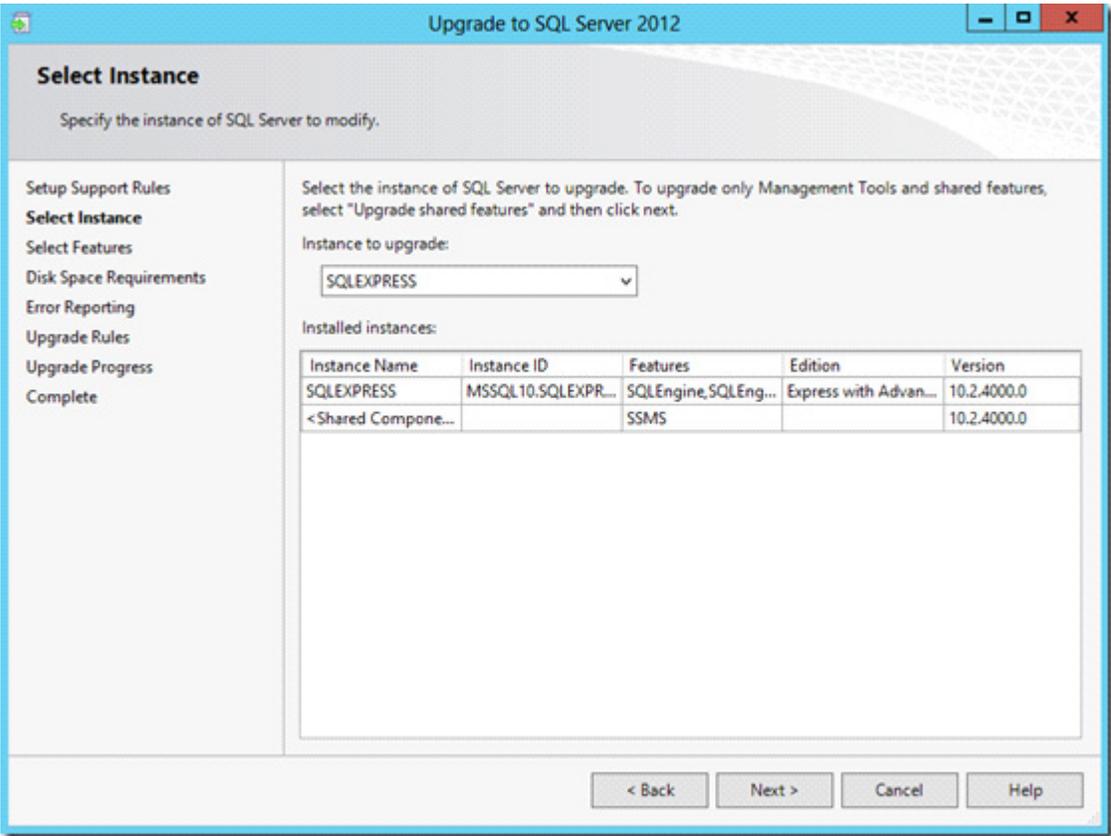
4. Check **I accept the license terms**, and click **Next**.

The Product Updates dialog displays.



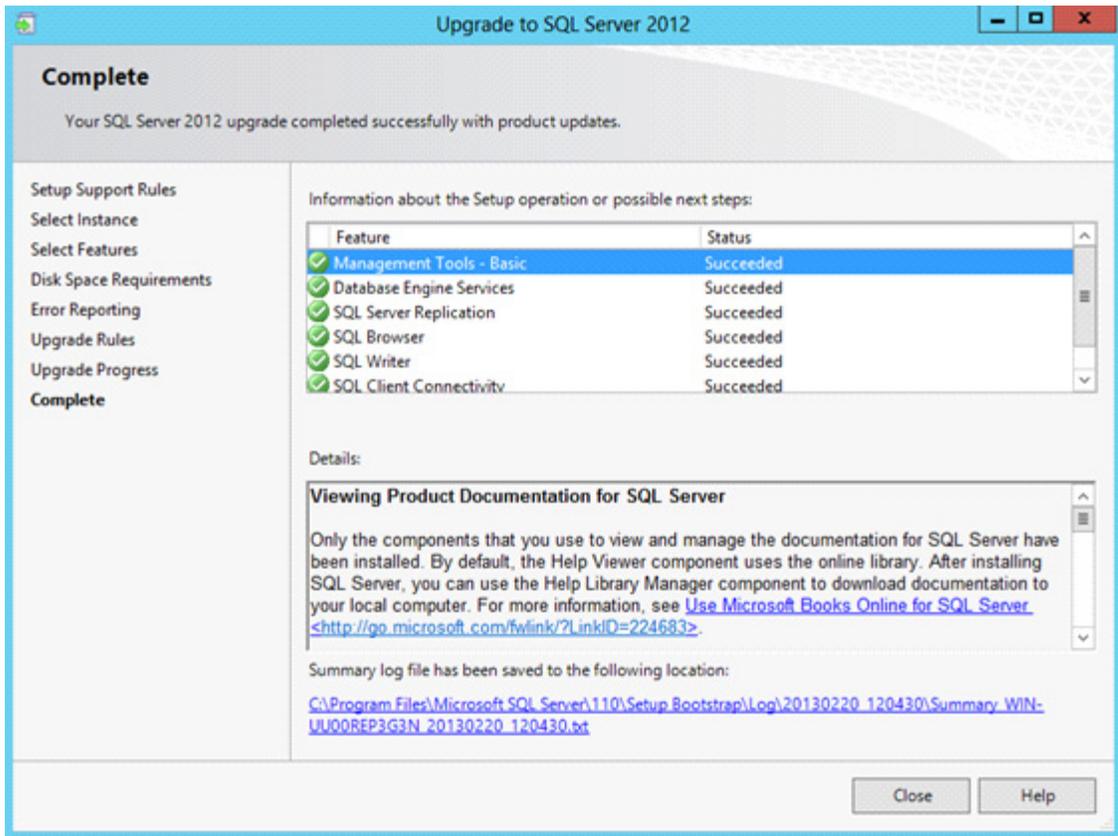
5. Check **Include SQL Server product updates**, and click **Next**.

The Select Instance dialog displays.



6. Click **Next**.

The Complete dialog displays.



7. Click **Close**.

Install the SUS Software

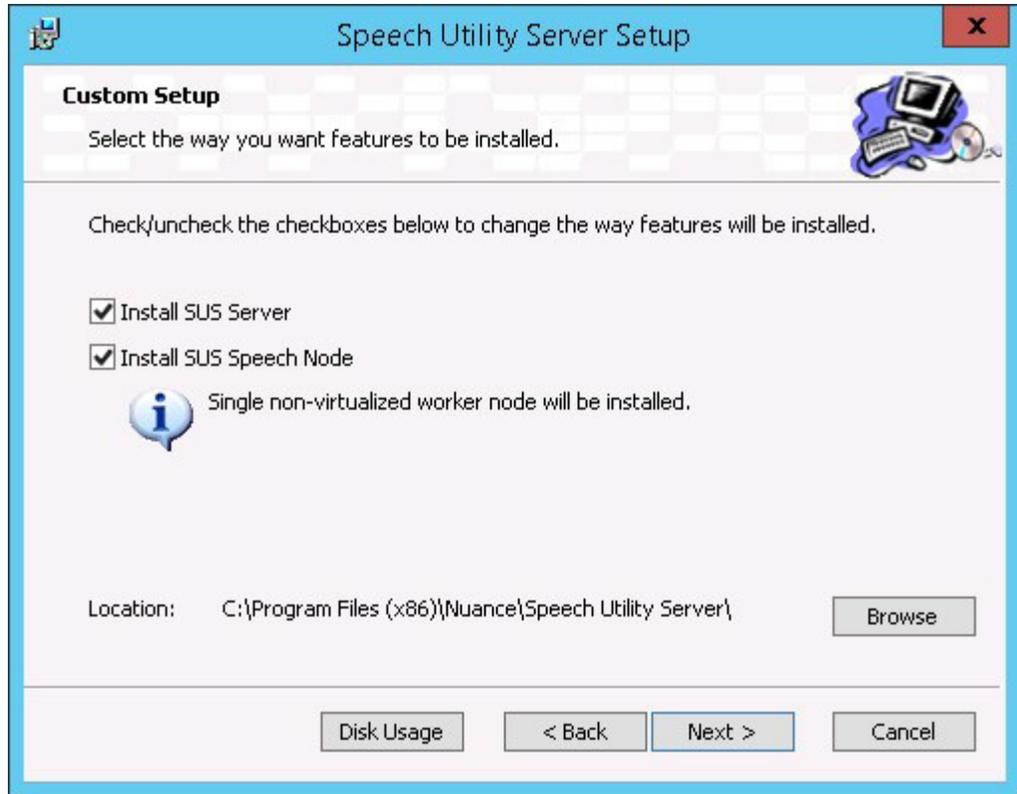
Step 2 - Welcome Window

Navigate to the **setup.exe** and double-click it to start the installation.



Step 3 - Feature Selection Window

1. Click **Next** on the Welcome dialog to display the Custom Setup dialog.



2. If this is the main SUS Server or a Profile Storage SUS server, check both of the following:
 - ◆ **Install SUS Server**
 - ◆ **Install SUS Speech Node**

OR

 - ◆ If this an additional SUS Server, check only the **Install SUS Speech Node** option.
3. Click **Next**.

Step 4 - Server Settings Window

After completing the steps above with the proper selections, click **Next** to continue to reach the dialog below to display the Speech Utility Server Setup dialog. You must enter the destination directories for the logs. The following is an example:

Speech Utility Server generic settings

Please specify the following settings for the proper configuration

Folder path for Dragon log files:
C:\Nuance\Jobs\ Browse

Folder path for Speech Utility Server log files:
C:\Nuance\Logs\ Browse

This server is used as the Profile Storage File Server
Database server name or connection string:
.\SQLEXPRESS

Folder path of SQL Server database files on database server:
C:\Nuance\Data\

Use SQL Server Authentication - credentials specified in connection string

< Back Next > Cancel

1. Enter/verify the location for the paths to the Dragon log files and SUS log files for this server, using the correct drive letters and folder names.



If this is going to be a Profile Server, check This server is used as the Profile Storage file server.

DECISION

2. Set the database server name or connection string to:
.\SQLEXPRESS
3. Set the Folder path for the SQL database files to **C:\Nuance\Data**.
4. Click **Next** to continue to reach the following dialog and enter the server settings.

Step 5 - RAS and Profile Storage File Server Settings

The following dialog is only an example.

Speech Utility Server - server settings

Please specify the following settings for server configuration

RAS URL:

Profile server IP address:

Profile folder local path:

Administrator user account on the Roaming Profile Storage File Server. Can be blank if the speech node is running under an account with Administrator privileges to the Profile Storage File Server:

User name:

Password:

Confirm Password:

< Back Next > Cancel

RAS URL

For non-cluster configurations, use the host name for the Application Server.

For cluster configurations, use the FileShare Service Host Name.

Profile Server IP Address

For non-cluster configurations, this is the IP address of the file server that acts as the Roaming Profile storage and must be specified here. **Do not use the host name.**

For cluster configurations, use the IP address assigned to the FileShare Service Host Name.



If this is a Remote Profile Storage Server, the option will not be shown.

Profile Folder Local Path

This is the location where the user profiles are stored, for example:

- Location on the application server where user profiles are stored
\\<servername>\DragonUsers.

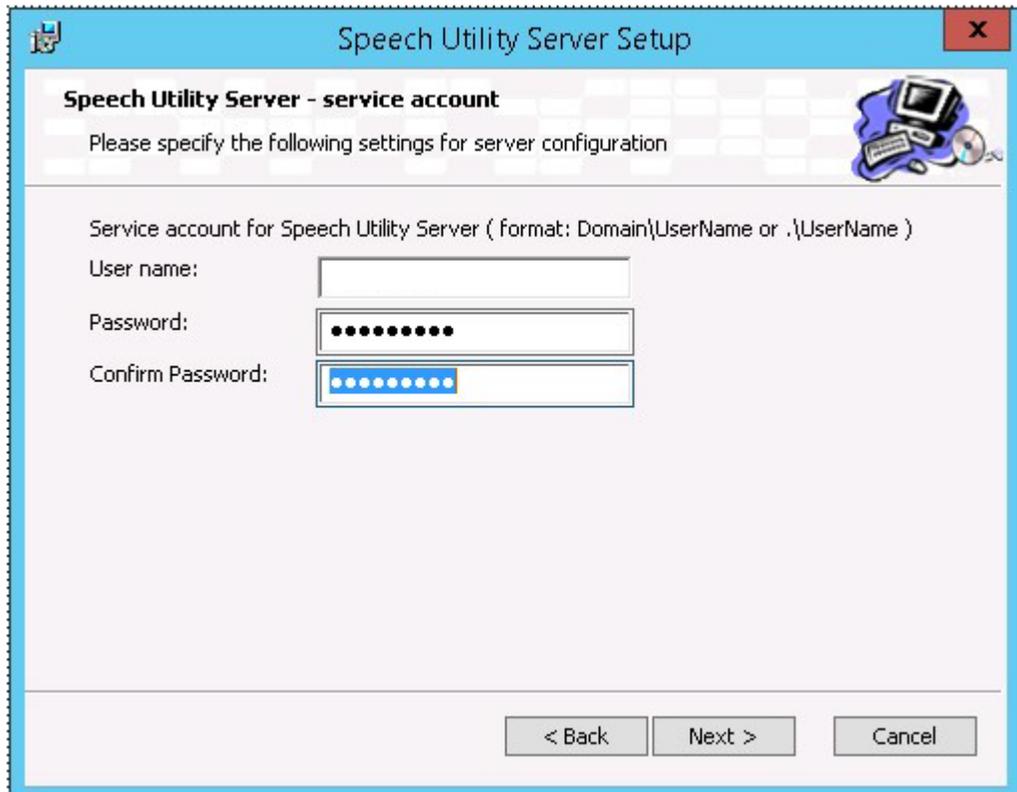


If this is a Remote Profile Storage Server, the option will not be shown.

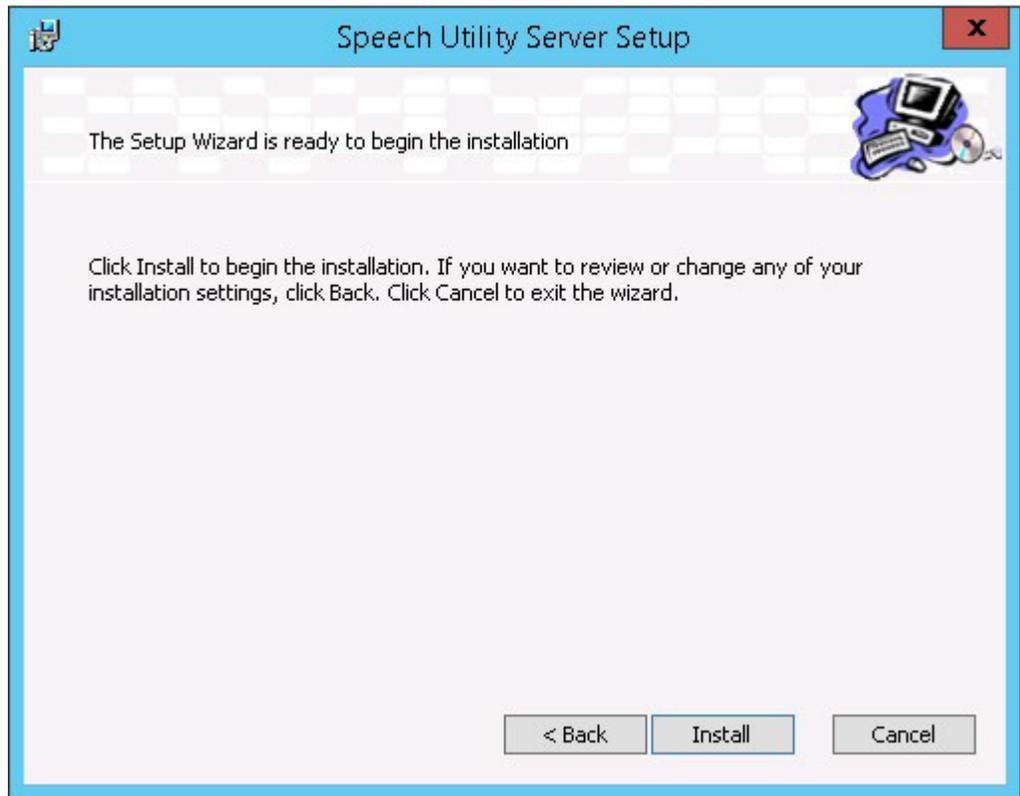
5. Enter Service account name and password as \<Service Account>.

Step 6 - Service Account for SUS

After clicking **Next** in the section above, the following dialog displays.

A screenshot of a Windows dialog box titled "Speech Utility Server Setup". The dialog has a blue header bar with the title and a close button (X). Below the header, the text "Speech Utility Server - service account" is displayed in bold. Underneath, it says "Please specify the following settings for server configuration". There is a small icon of a computer and a CD on the right side. The main area contains three input fields: "User name:" with an empty text box, "Password:" with a text box containing ten black dots, and "Confirm Password:" with a text box containing ten blue dots. At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel".

6. Enter the Windows Service Account Name and password account you used on the Application, SQL, and Mobile server.
7. After entering the information, click **Next** to display another dialog for the Speech Node that is nearly the same as the one above.
8. Enter the same Windows Service Account Name and password account you used on the Application, SQL, and Mobile server.
9. Click **Next**.



10. Click **Install**.

SUS uses a tool to execute commands remotely on the file server hosting the User profiles.

The installer launches the PSEXEC tool at the end of the installation to force the user to accept the EULA if you have never accepted it on the same box.

After the installation is complete, the following dialog displays.



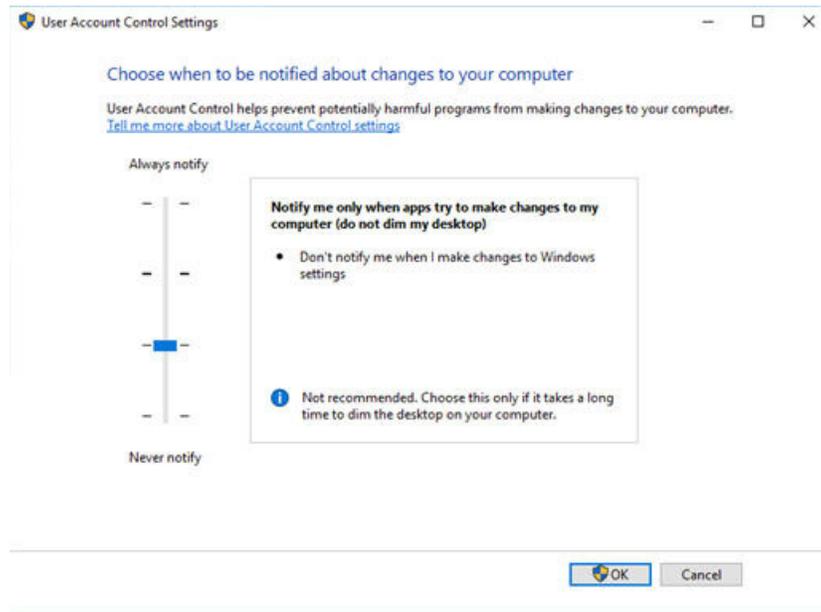
11. Click **Finish** and close all windows.
-

Enable UAC

In order for Remote Diagnostics to properly operate, it requires that the User Account Control (UAC) settings be enabled on the servers. This should be set to the second (2nd) lowest setting.

1. From **Start** select **Control Panel**.
2. On the **Control Panel**, click **User Accounts**.
3. On the **User Accounts** window, click **User Accounts**.
4. On the **User Accounts** tasks window, click **Turn User Account Control on or off**.

5. Adjust **UAC** to the level shown below:



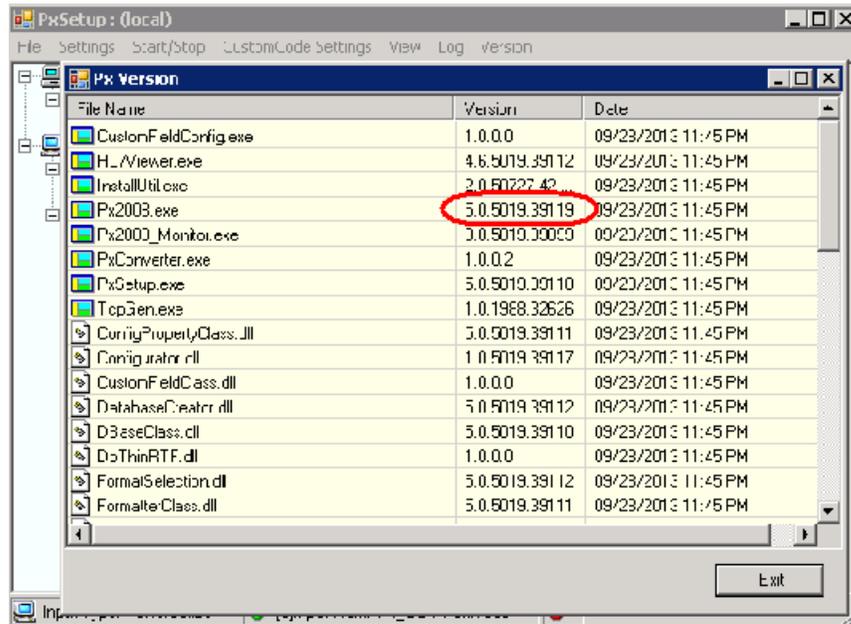
6. Click **OK**.
7. Click **Restart Now** to apply the change right away, or click **Restart Later**, and then close the **User Accounts** tasks window.
8. Verify Remote Diagnostics Configuration.
9. Reboot the server.

PowerXpress

When upgrading the PowerScribe 360 system, you must also upgrade the PX2008 to the [latest](#).

Version Check

The following example shows how to check the current version on the PowerXpress Server.



If the version is not at the latest v6.0, use the following steps to upgrade from V5x or V6, to the latest V6:

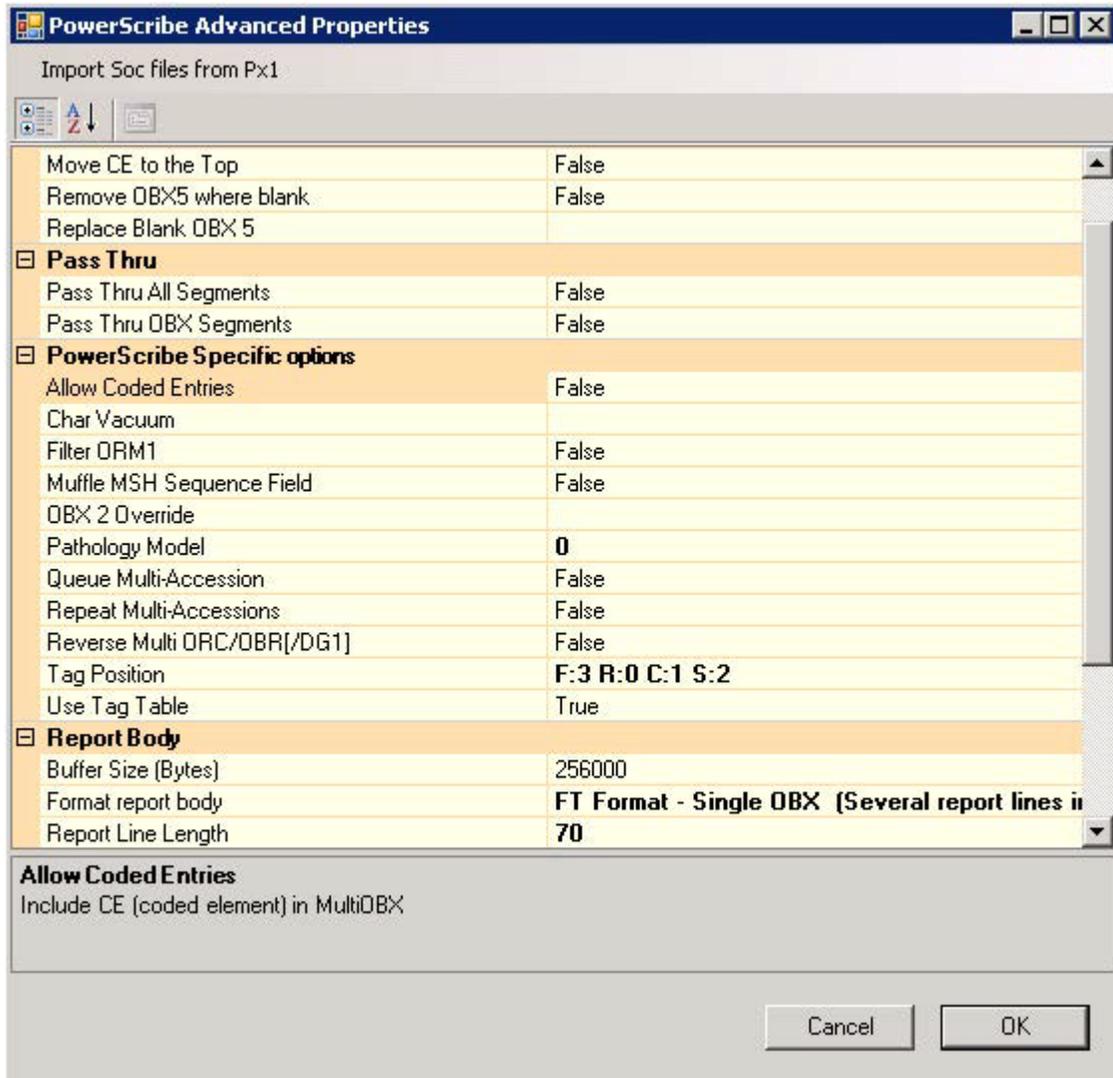
- [Upgrade V5.x to V5.0.56416](#)
- [Upgrade V5.0.5641 to V6.x](#)
- [Upgrade V6 - V6.0.6219](#)

Upgrade V5.x to V5.0.56416

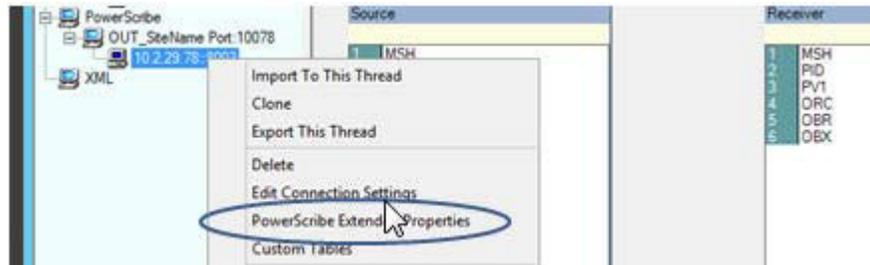
When upgrading to PowerScribe 360 Version 2.X, the PowerXpress Server must be running the latest version. You are required to uninstall PowerXpress 2008 and install the latest supported version.

Preparation

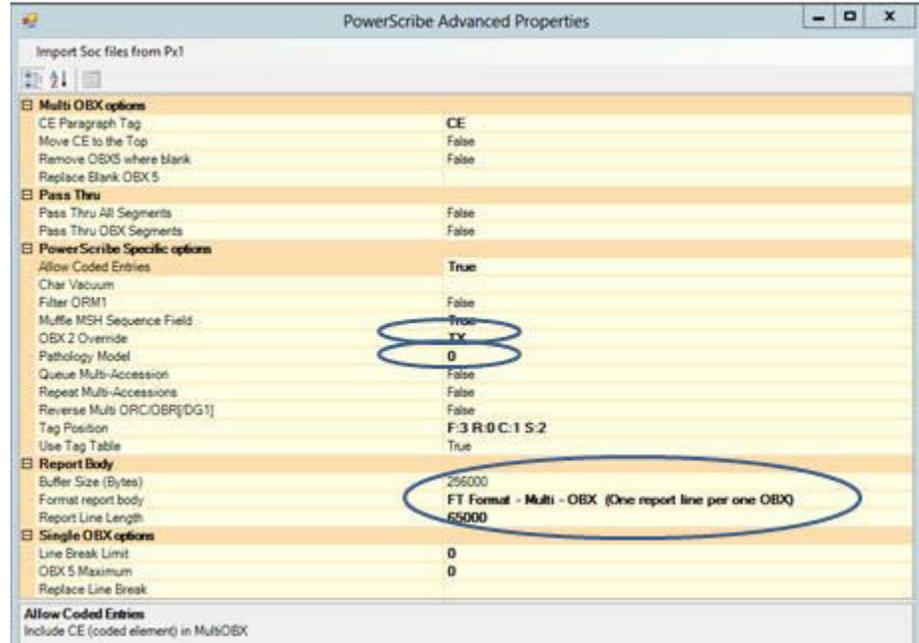
1. Create the following folders:
 - ◆ C:\Px2008_<Old Version>\Install
 - ◆ C:\PX_DB_BACKUP
2. Stop Px2008 Service.
3. Create a backup of existing Px2008 folder and store in safe place.
4. Right-click on Px2008 outbound connection, and select Extended properties. The Power Scribe Advanced Properties dialog displays.



- a. To view extended properties, right-click outbound to RIS connection and select “PowerScribe Extended Properties”:

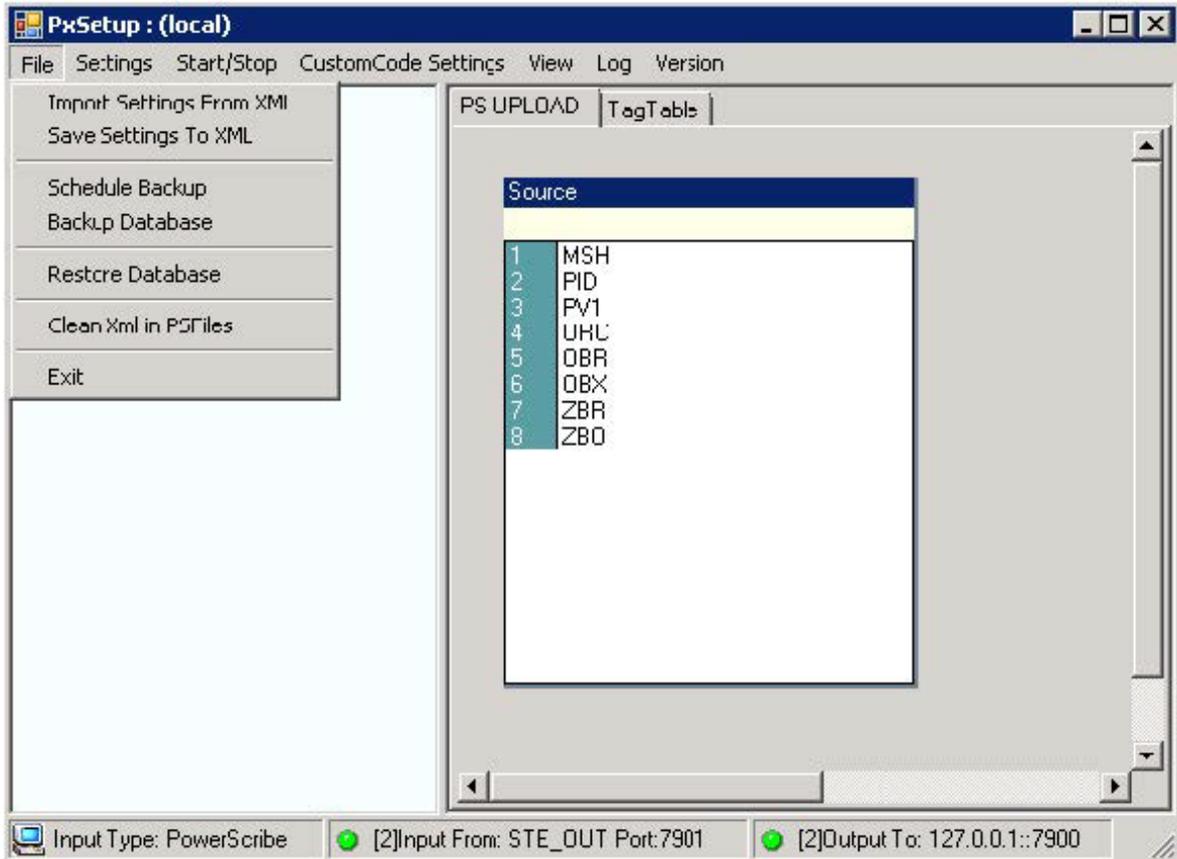


You will see points of concern circled.

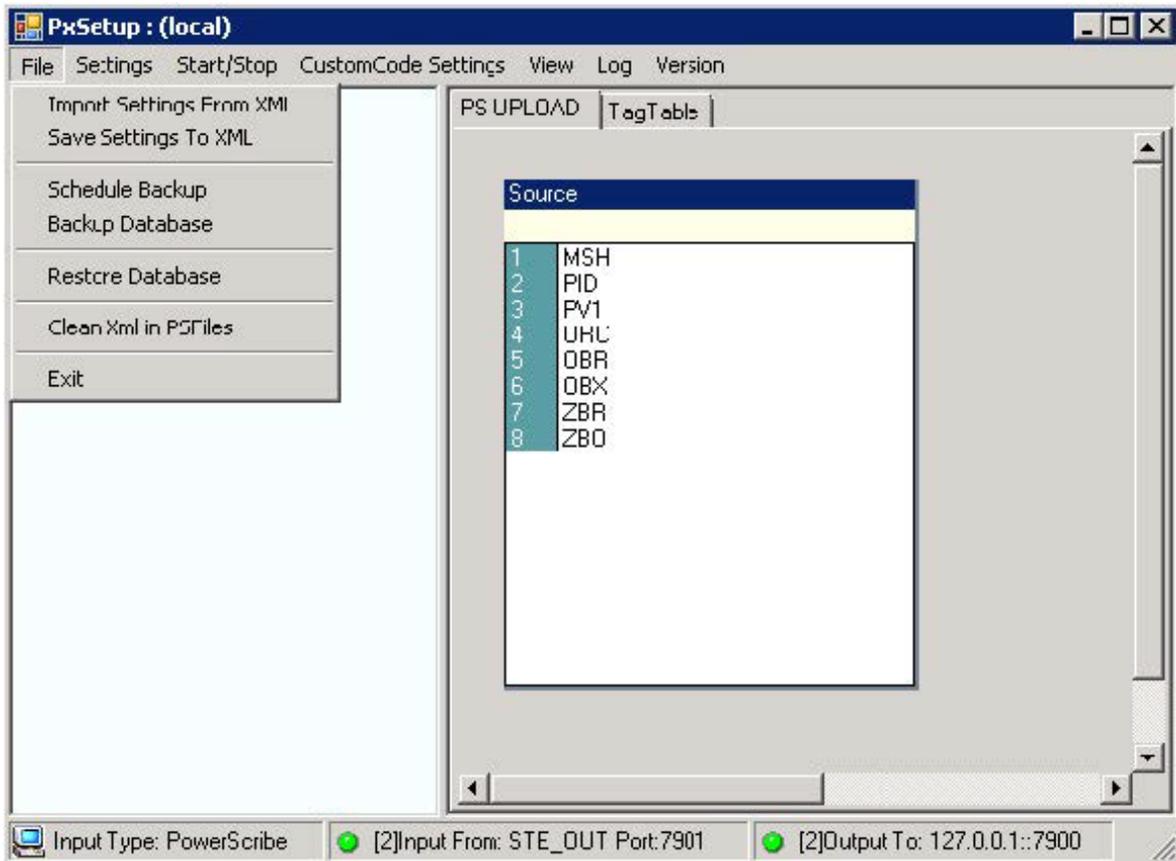


5. On the PowerScribe Advanced Properties dialog, scroll to check the following Allowed Code Entries:
 - ◆ Pathology Model: If not set to 0, (zero), set to 0.
 - ◆ Report Body, Format report body - If this is set to TX format - Single OBX (Several report lines in one OBX per transmission), then check the output after the install to make sure that this is still TX (OBX|1|TX|...). If it is not, please contact support.
6. Create an Install folder.
7. Create the following folders in the Install folder:
 - ◆ A folder with an appropriate name for the current version of Px
 - ◆ A folder with an appropriate name for the update version of Px

8. From the PxSetup Files menu, select **Backup Database**.

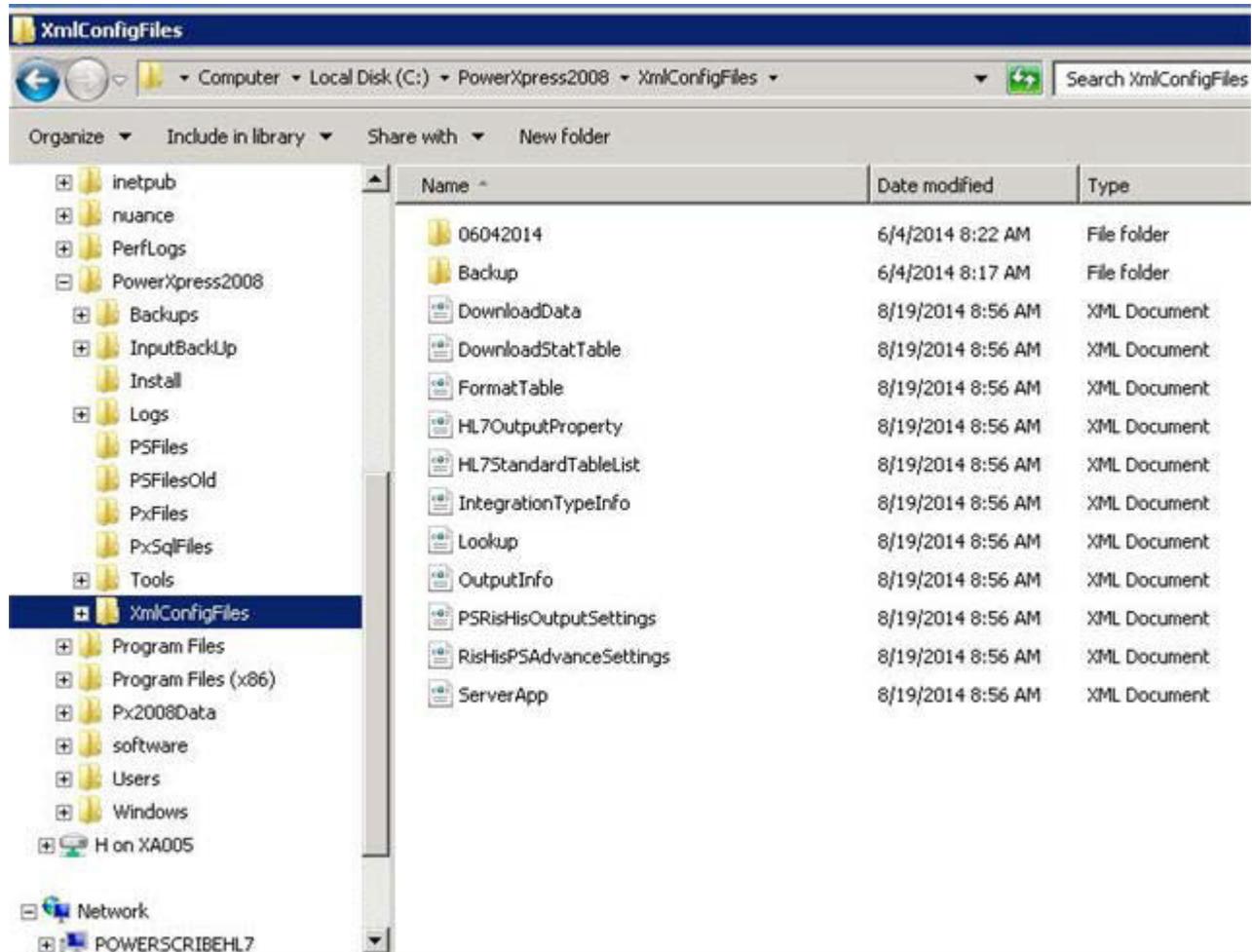


9. From the PxSetup Files menu, select **Save Settings to XML**.



10. Copy the new files from the following sub folders in the Install folder:

- PSFiles
- XmlConfigFiles



- Take a snapshot of the RadBridge setting and save the image file to the Install folder.

The screenshot shows the Nuance RadBridge Administration web interface. At the top, there is a navigation bar with tabs for Setup, Accounts, AutoText, Bridge, Sites, Speech, and System. The current page is 'Administration' with a 'Sign out' link. Below the navigation bar, a status message indicates that the Nuance RadBridge Service is currently running and provides options to stop or restart the service.

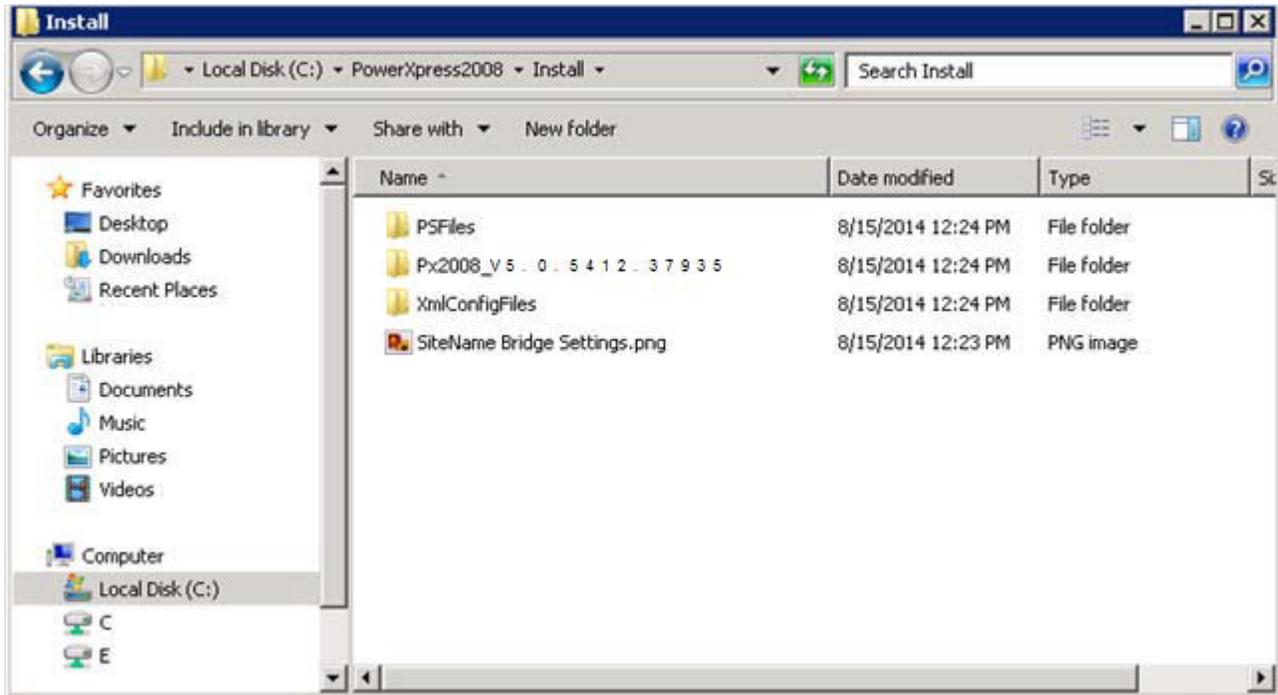
The main configuration area is titled 'STE Test' and includes the following sections:

- General:** Name: STE Test, Description: Test server, Site: Test Site 2.
- Interface:** HL7.
- Inbound:**
 - Active
 - Listen Port: 10077
 - Listen IP: []
 - Remote Host: []
 - Create HL7 mapping...
- Outbound:**
 - Active
 - Transmit Port: 10078
 - Transmit IP: 10.2.12.64
 - Create HL7 mapping...
- Options:**
 - HIS Type: []
 - Match existing visits by visit number: [False]
 - Sending Application:** PS360
 - Match entered orders by placer number: [False]
 - Receiving Application: []
 - Match physicians by name: [True]
 - Sending Facility: []
 - Ignore physicians without ID: [False]
 - Receiving Facility: []
 - Interpret patient external ID as MPI: [False]
 - Send dictated status updates: Never
 - Escape non-printable characters: [False]
 - Maximum line length: 0
 - Import escaped text as RTF: [False]
 - Interpret Sending Facility as:** Location Identifier
 - Send original signer as addendum observer: [False]
 - Trigger Event Code: R01
 - Send preliminary addenda: [False]
 - Log file directory: []
 - Send preliminary results: [True]

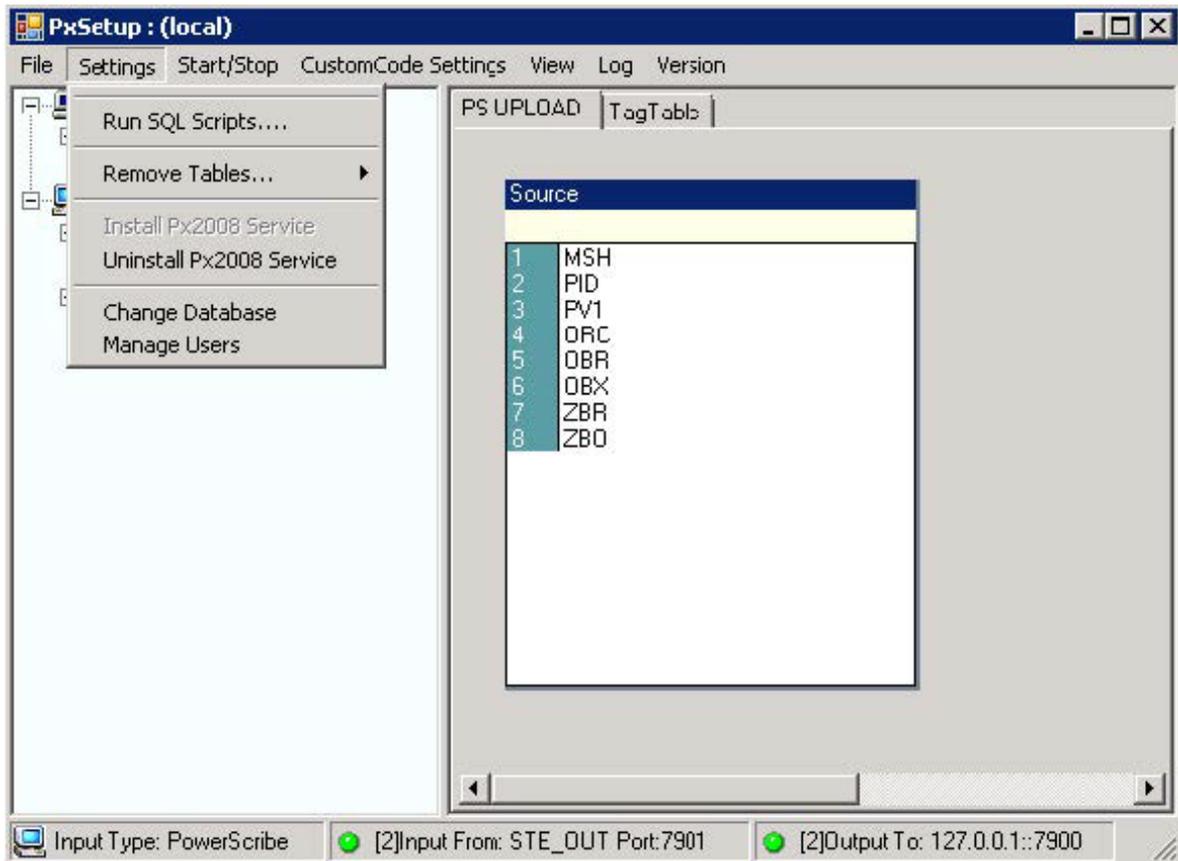
- Copy the Px2008.MSI file if present to the Install folder.
- Copy the new Px2Ps_Installer.msi to C:\Px2008_<New Version>\Install.

In the end, You should now see the following in this folder:

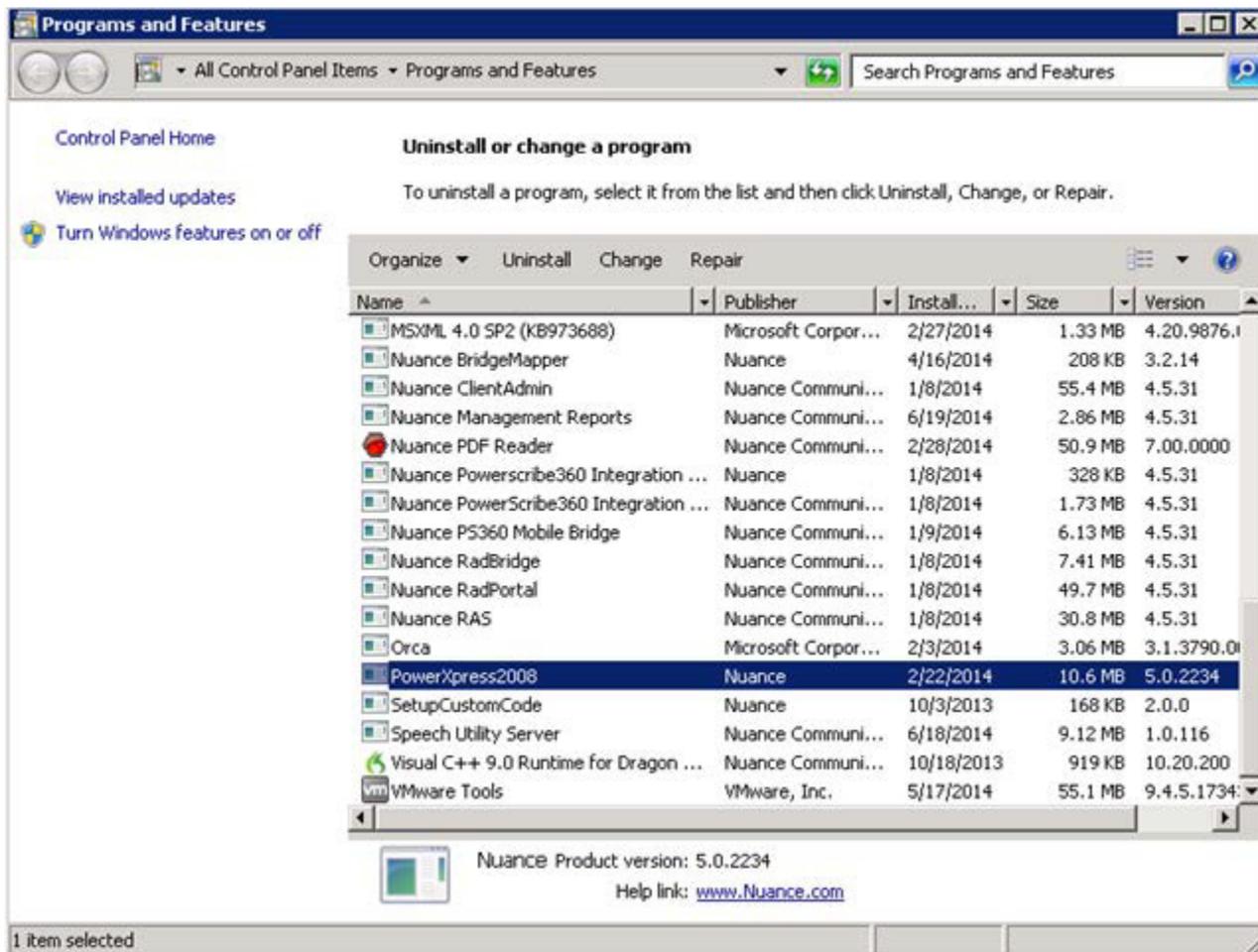
- ◆ PNG image of Bridge settings
- ◆ XML config files
- ◆ PSFiles
- ◆ Latest Px2Ps_Installer.msi version posted on the Definitive Media Library



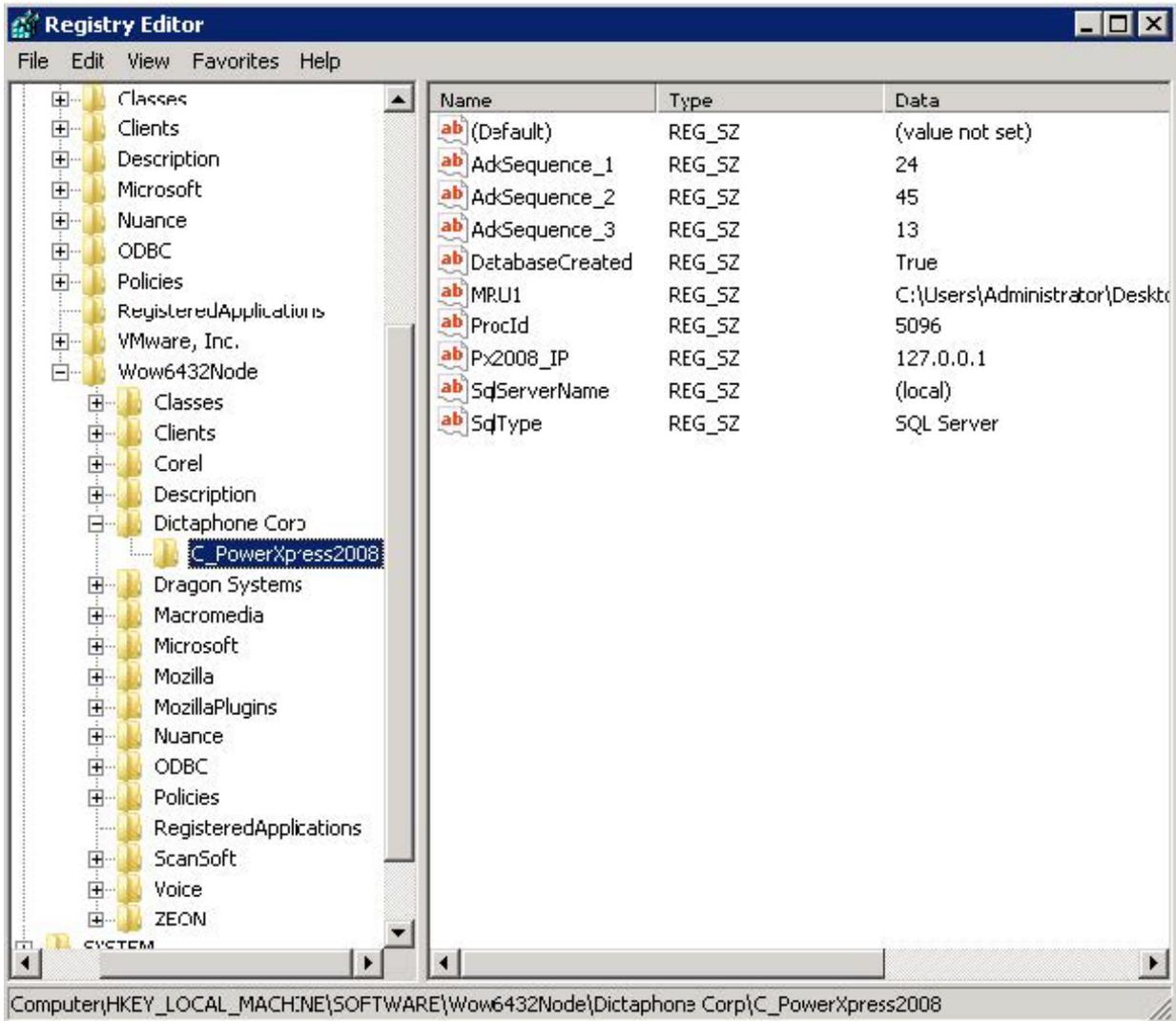
14. From the Settings menu, select **Uninstall Px2008 Service**.



- From the Control Panel, Programs and Features list, select **PowerXpress2008** and click **Uninstall**.

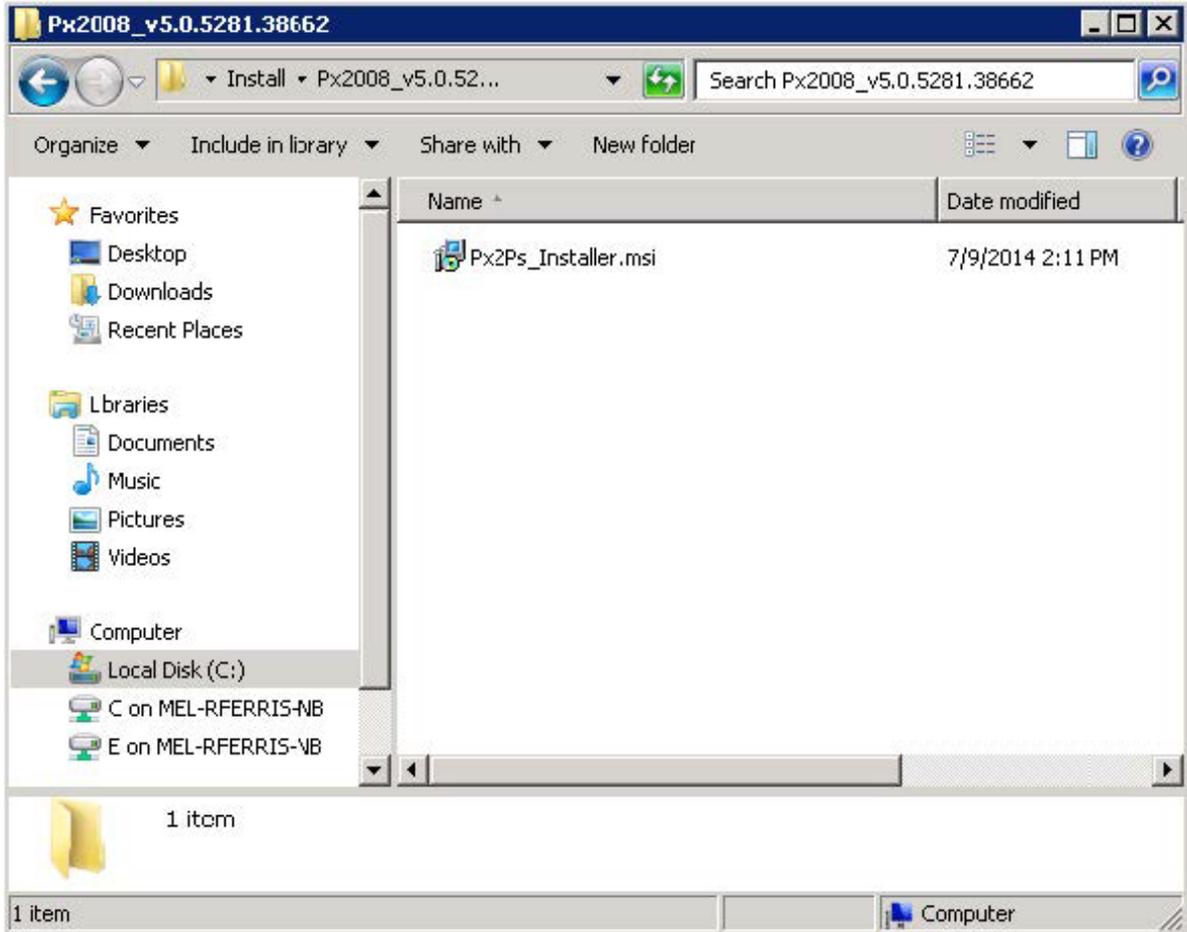


16. Once Px2008 is removed, clean the Registry and delete Dictaphone Corp Key.



Install Px2008

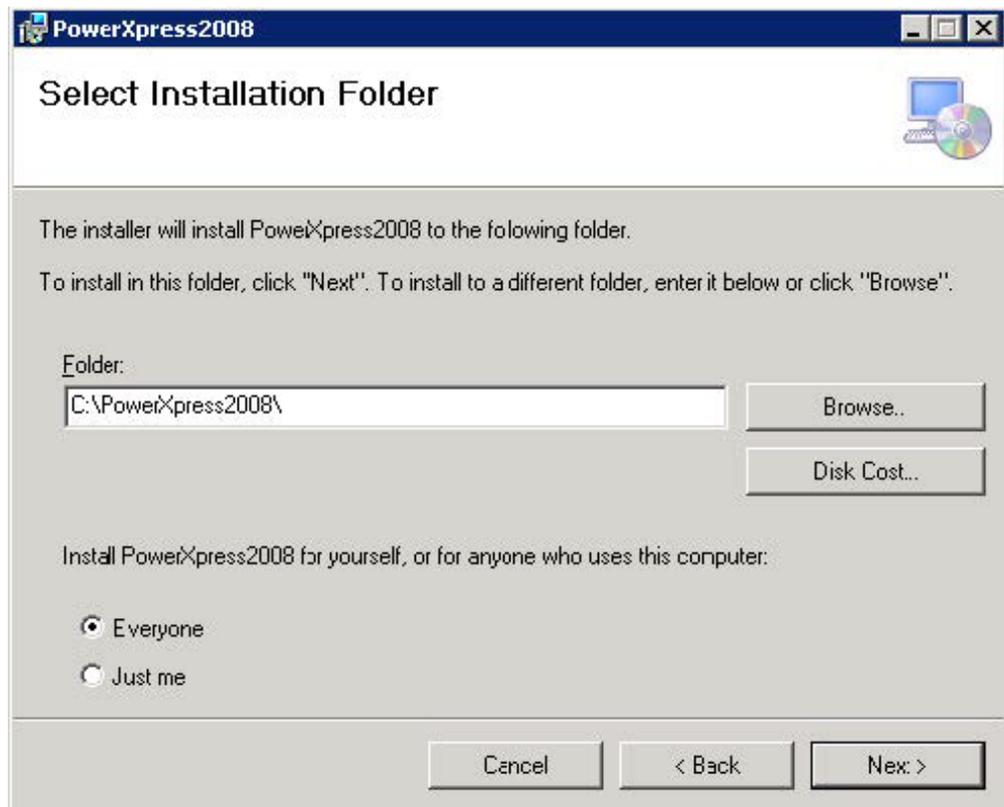
1. Double-click **Px2Ps_Installer.msi**.



The Welcome to the PowerXpress2008 Setup Wizard displays.

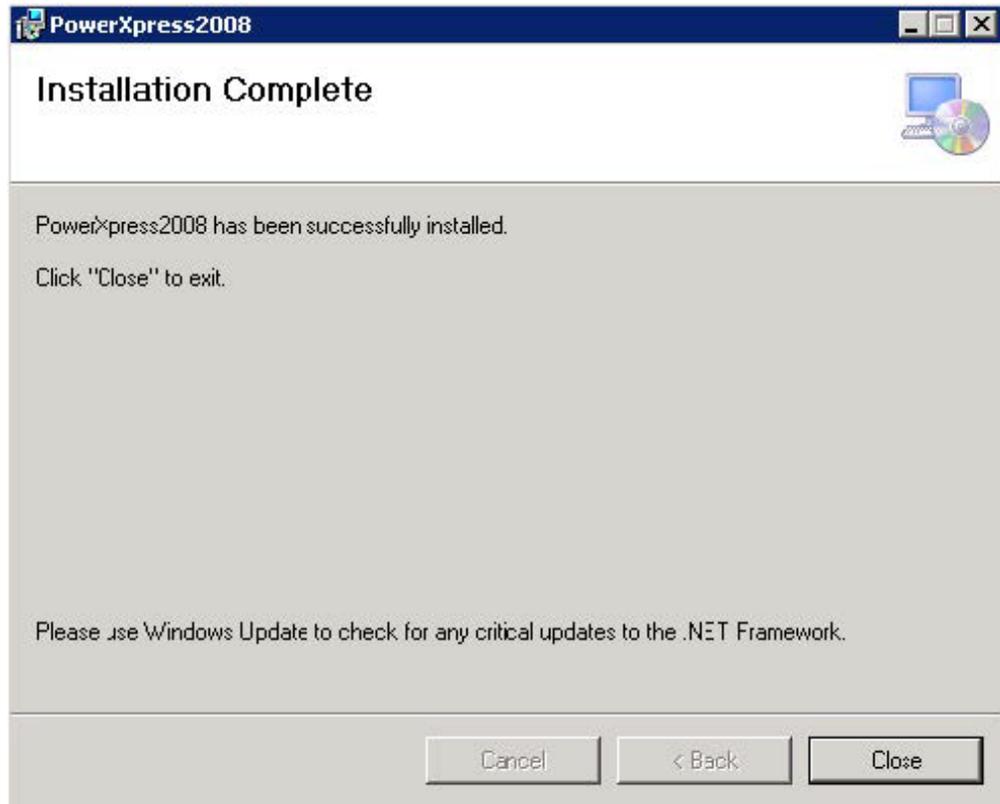


2. Click **Next**. The Select Installation Folder dialog displays.



Ensure to install the software in the correct location where the Px2008 folder resides.

3. Click **Next** until the Install Complete dialog displays.



4. Click **Close**.

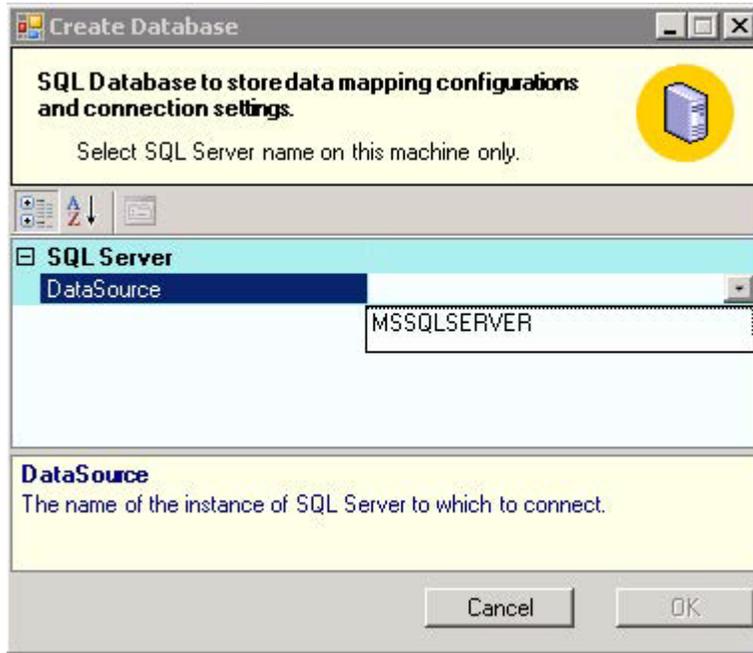
Wait for the three PX2008 icons (monitor, setup, and app) to display.

5. Double-click the PX2008 setup icon. The PowerXpress2008 login dialog displays.

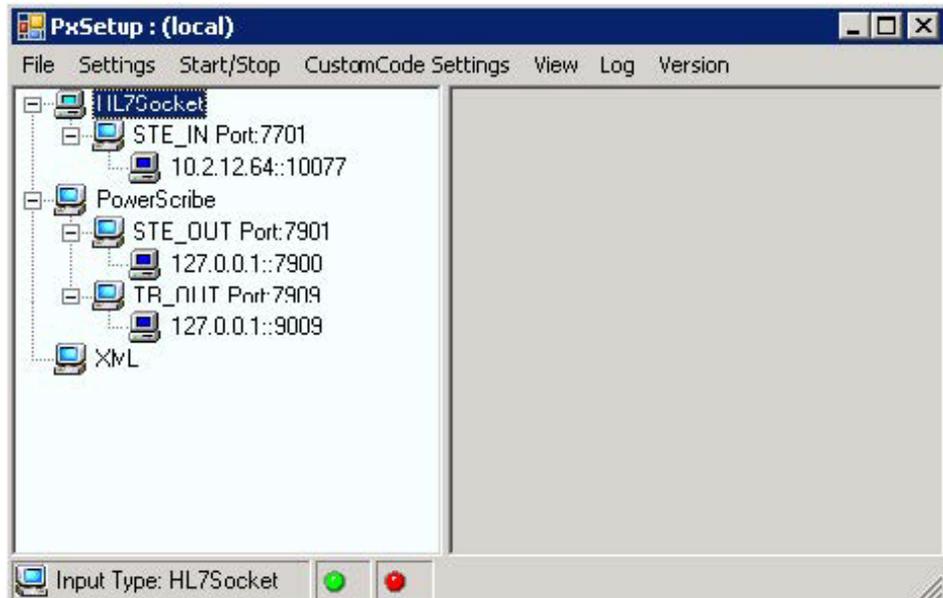


6. Enter ... in Log Name, and click **OK**.

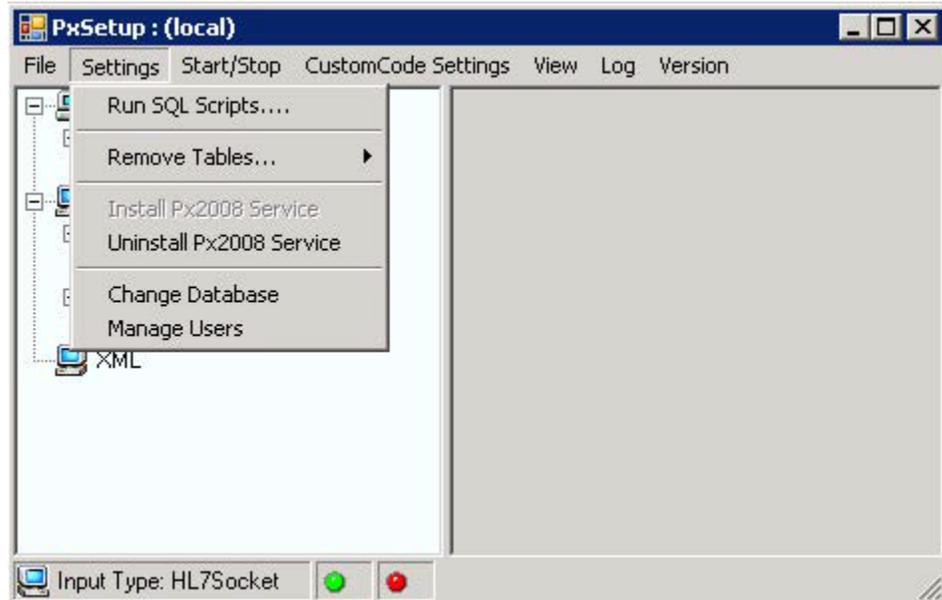
The Create Database dialog displays.



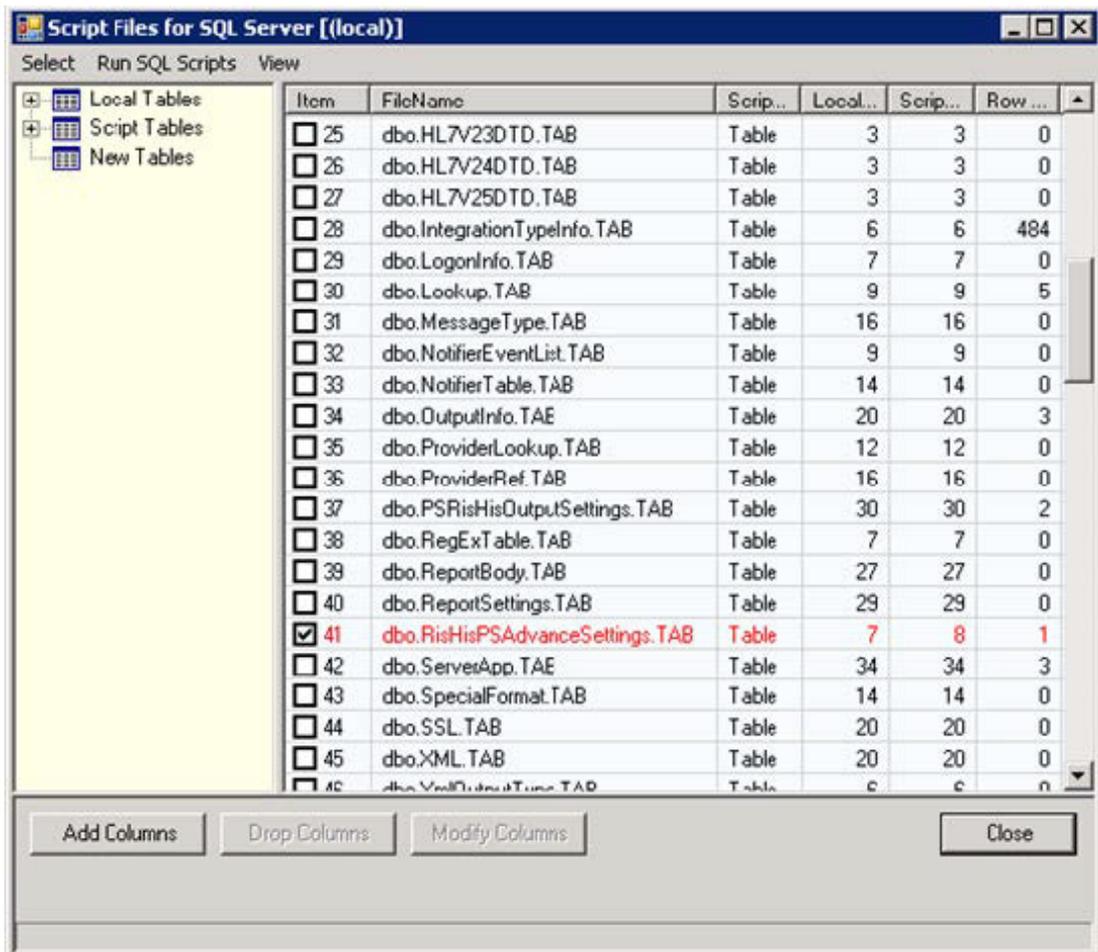
7. Select the SQL DB namespace, and click **OK**. The PxSetup dialog displays.



8. From the Settings menu, select **Run SQL Scripts**.

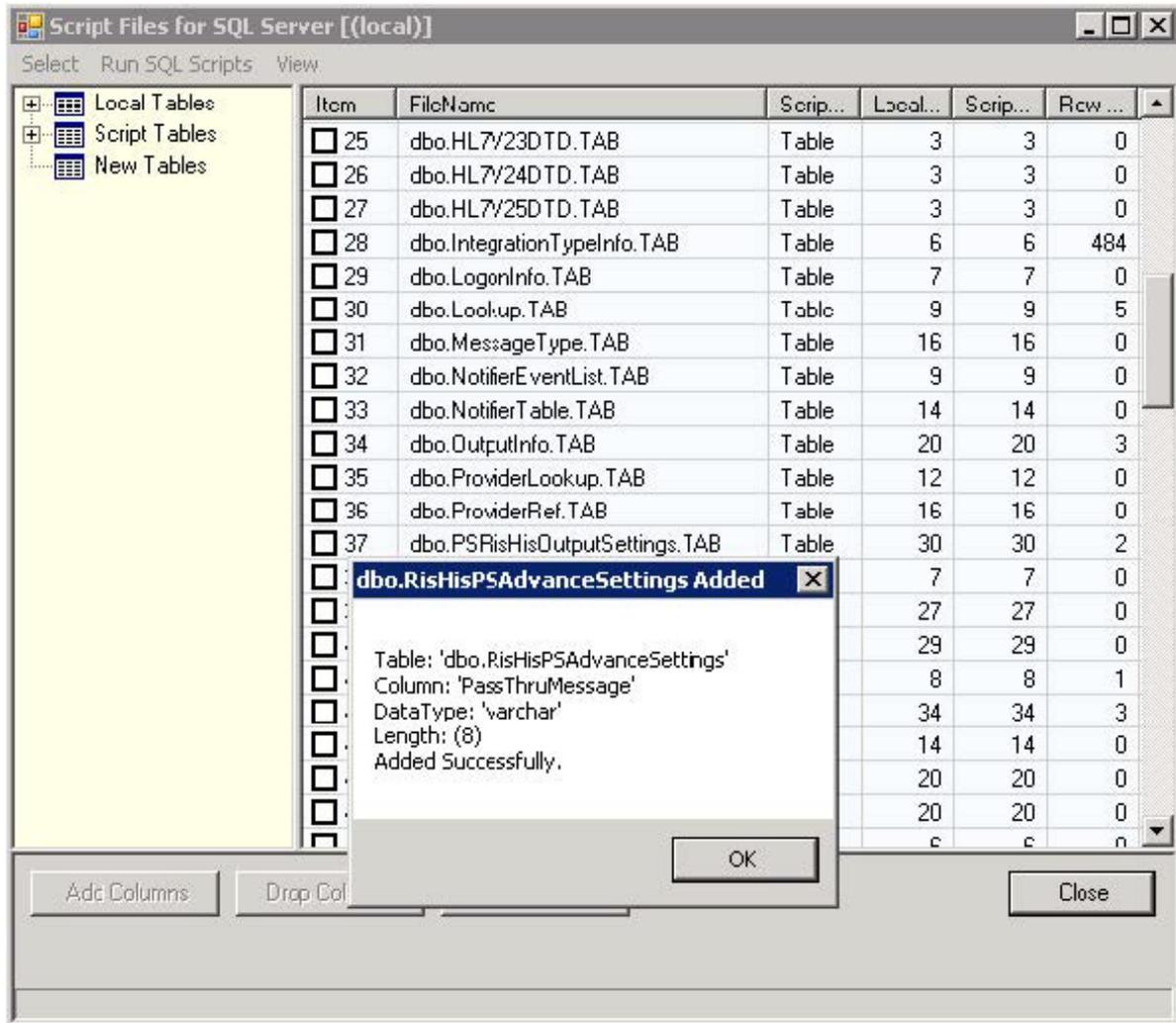


The Script Files for SQL Server dialog displays.



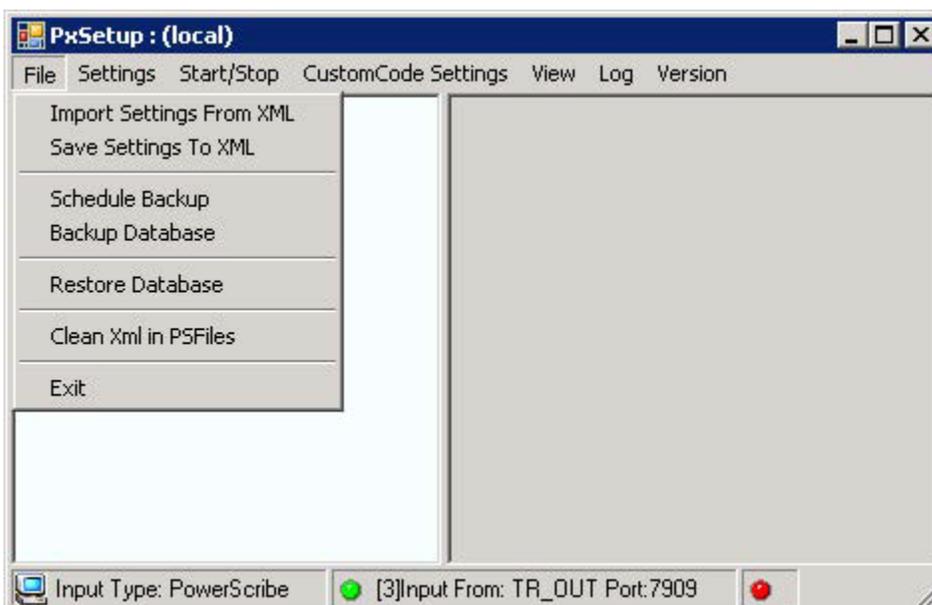
9. Scroll the list, and check a red script, and then click **Add Columns**.

The Added dialog displays.

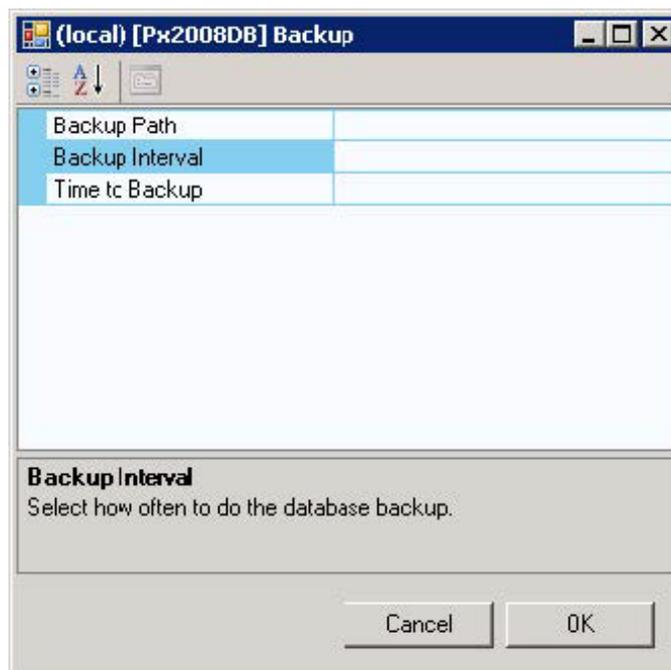


10. Click **OK**.
11. Repeat Step 10 and Step 11 for all the red scripts in the list. * There could be only 1 or there may be several scripts*
12. Click **Close**.

13. From the File menu, select **Schedule backup**.

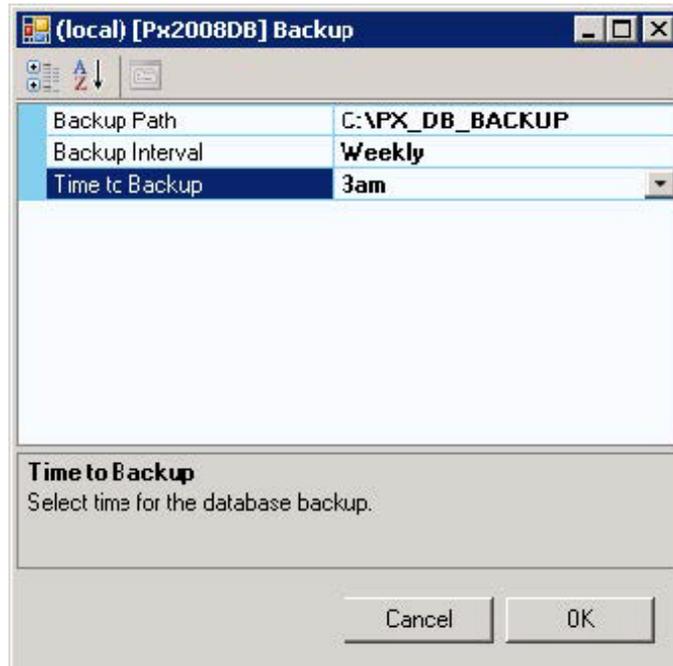


The Backup dialog displays.



14. Set up the following scheduled backup as shown below:

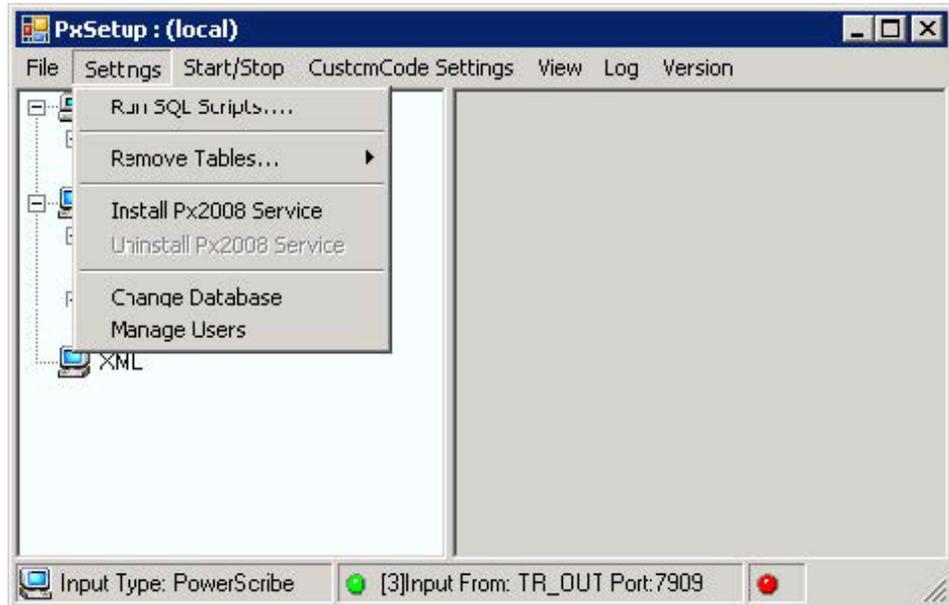
- ◆ Backup Path: PX_DB_BACKUP
- ◆ Backup Interval: Weekly
- ◆ Time to Backup: 3am



15. Click **OK**. The Backup Database completed dialog displays.



16. Click **OK**.
17. If install option is grayed out and only uninstall is available, reboot-the server. Install option should now be available.



The InstallUtil.exe runs and the Install Successfully dialog displays.

```

C:\PowerXpress2008\InstallUtil.exe
See the contents of the log file for the C:\PowerXpress2008\Px2008.exe assembly'
s progress.
The file is located at C:\PowerXpress2008\Px2008.InstallLog.
Installing assembly 'C:\PowerXpress2008\Px2008.exe'.
Affected parameters are:
  logtoconsole =
  assemblypath = C:\PowerXpress2008\Px2008.exe
  i =
  logfile = C:\PowerXpress2008\Px2008.InstallLog
(local)
Installing service Px2008...
Service Px2008 has been successfully installed.
Creating EventLog source Px2008 in log Application...

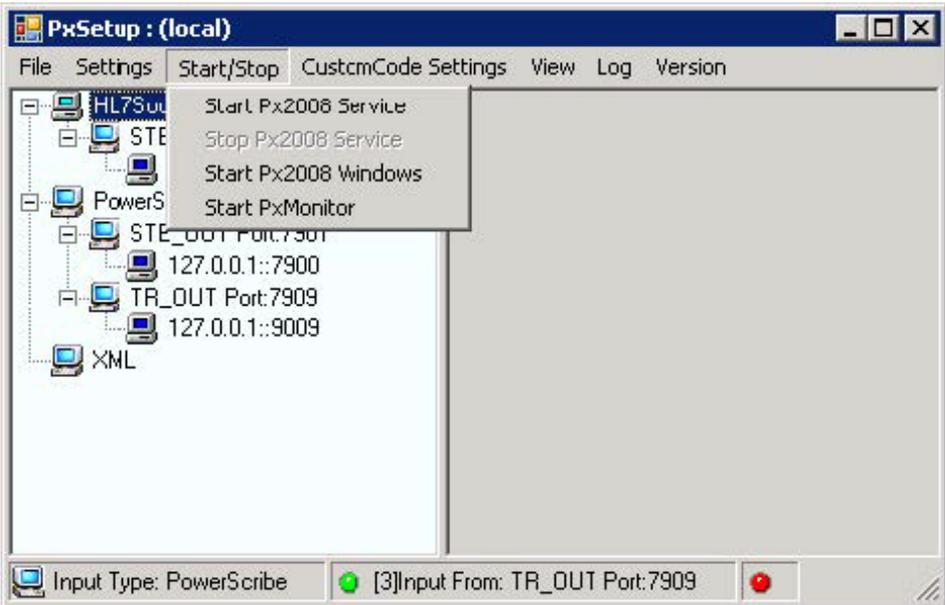
The Install phase completed successfully, and the Commit phase is beginning.
See the contents of the log file for the C:\PowerXpress2008\Px2008.exe assembly'
s progress.
The file is located at C:\PowerXpress2008\Px2008.InstallLog.
Committing assembly 'C:\PowerXpress2008\Px2008.exe'.
Affected parameters are:
  logtoconsole =
  assemblypath = C:\PowerXpress2008\Px2008.exe
  i =
  logfile = C:\PowerXpress2008\Px2008.InstallLog

```

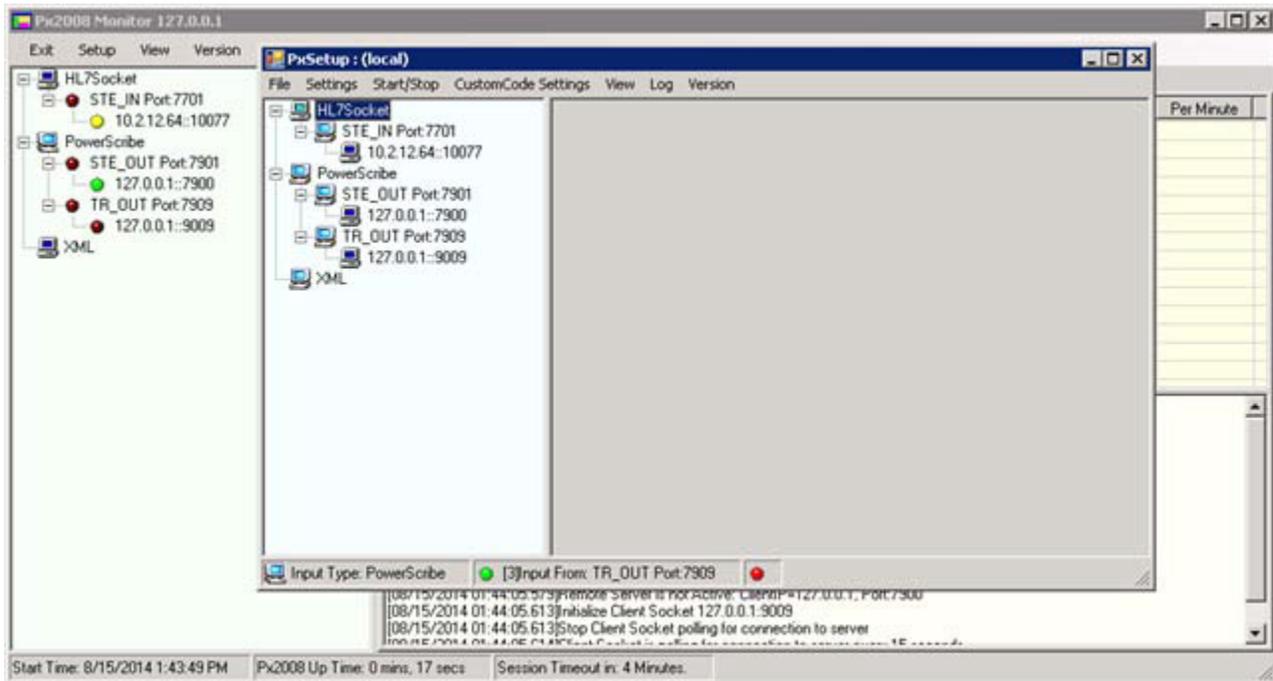
The Installed Successfully dialog displays.



- 18. Click **OK**.
- 19. From the PxSetup Start/Stop menu, select **Start PS2008 Service**.



The Px2008 Monitor dialog displays.



20. From the Start/Stop menu, select **Start PX2008 Service**.

Upgrade V5.0.5641 to V6.x

The Px2008 V6 is a standalone HL7 interface that no longer requires an SQL database to run. Use the following procedures to backup Px2008 V5.x and install the [latest version](#) of Px2008 V6 software.

Preparation

PSFiles Folder

1. Clean up the PSFiles folder by moving any PX200DB_YYMMDDHHMMSS.zip files from the DB backups, if any exist.

XMLConfig Files Folder

1. Clean up the XMLConfig files folder that exists in C:\PowerXpress2008\XmlConfigFiles.

Backup PX2008 V5 Files

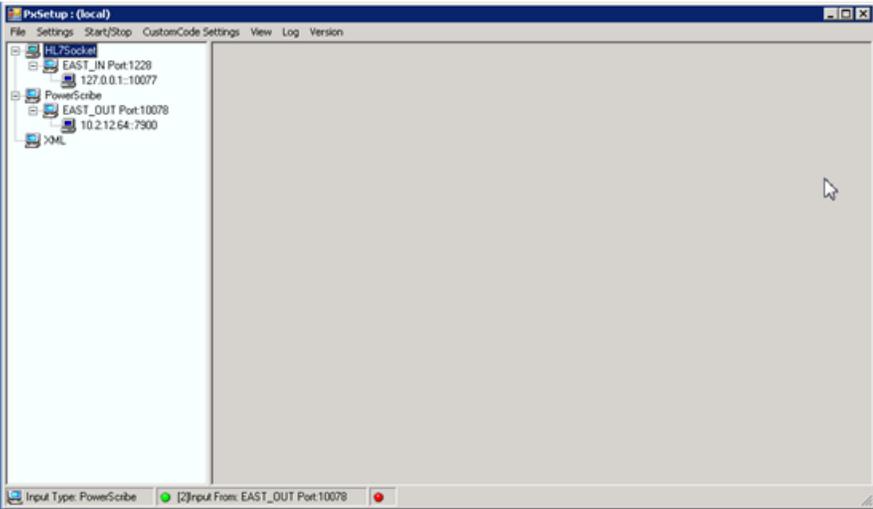
1. Double-click the Px2008Setup icon,  on the desktop.

The PowerXpress2008 Login dialog displays.

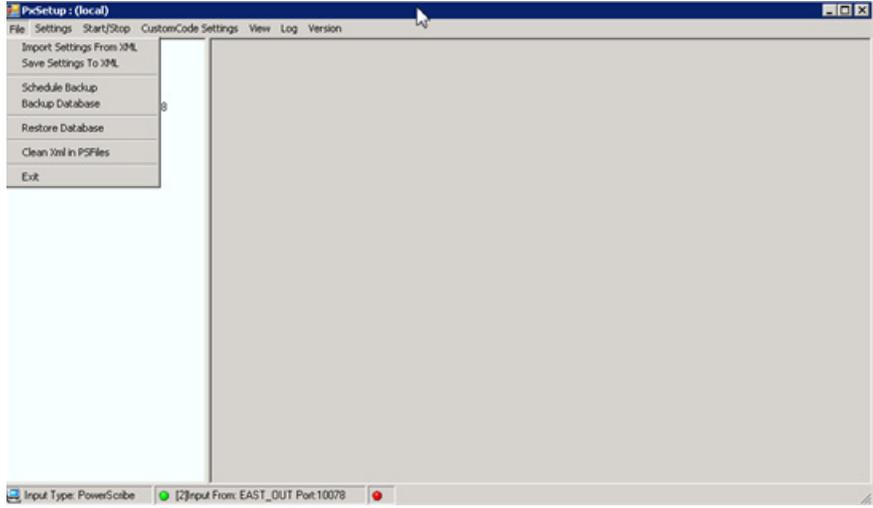


2. Enter ... in the Login Name without entering the Password.

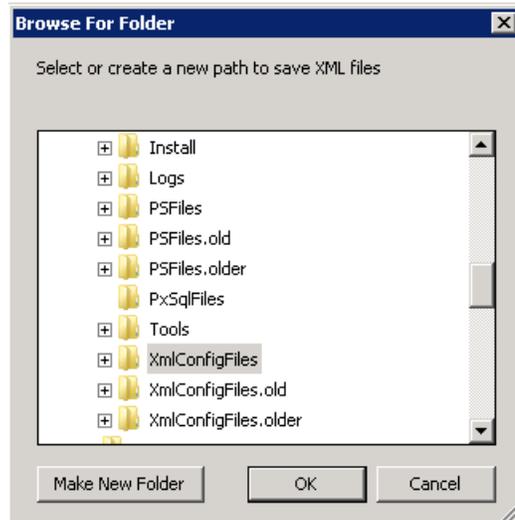
The PxSetup dialog displays.



3. From the File menu, select **Save Settings To XML**.



The Browse For Folder dialog displays.

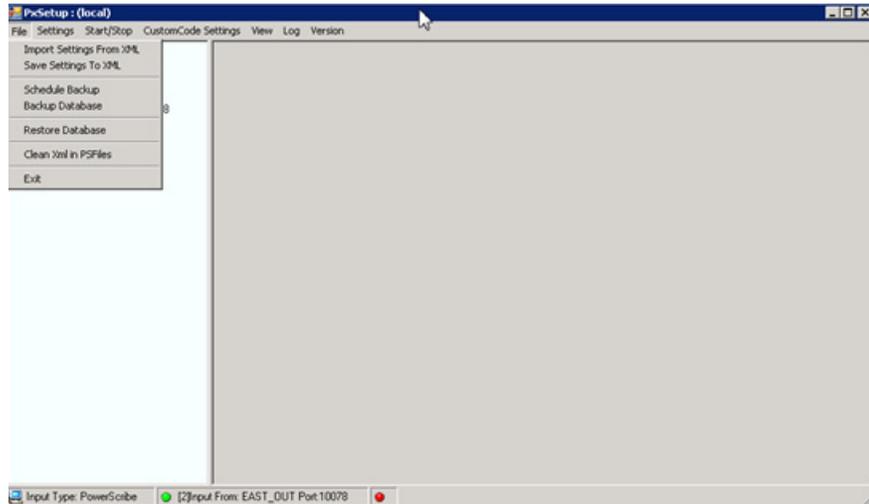


The default save location is to the C:\PowerXpress2008\XmlConfigFiles folder.

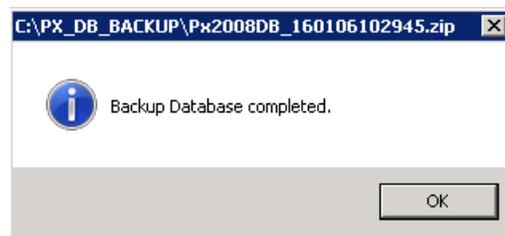
4. Click **OK**.

The current configuration is saved to C:\PowerXpress2008\XmlConfigFiles folder.

5. From the File menu, select **Backup Database**.



A current PX2008 database is created and the Backup Database completed dialog displays.

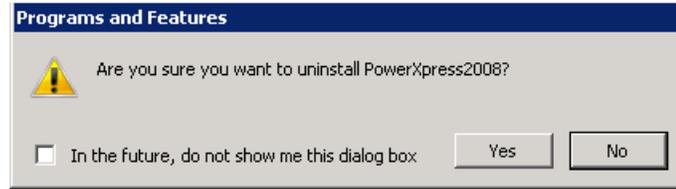


6. Click **OK**.
7. For upgrades on the current server:
 - a. Keep a copy of the C:\PowerXpress2008 folder.
 - b. In the C:\PowerXpress2008 folder, delete all files except for the files in C:\PowerxPress2008\Psfles and C:\PowerxPress2008\XmlConfigFiles.
8. For new servers or VM servers, move a copy of the C:\PowerxPress2008\Psfles and C:\PowerxPress2008\XmlConfigFiles folders to the new or VM servers.

Uninstall PX2008 V5 from Control Panel

1. From the Px2008 Start/Stop menu, select **Stop Px2008 Service**.
2. From the Px2008 Settings menu, select **Uninstall Px2008 Service**.
3. From the Control Panel, select Programs and Features.
4. Right-click PowerXpress2008, and select **Uninstall**.

The Program and Features dialog displays.

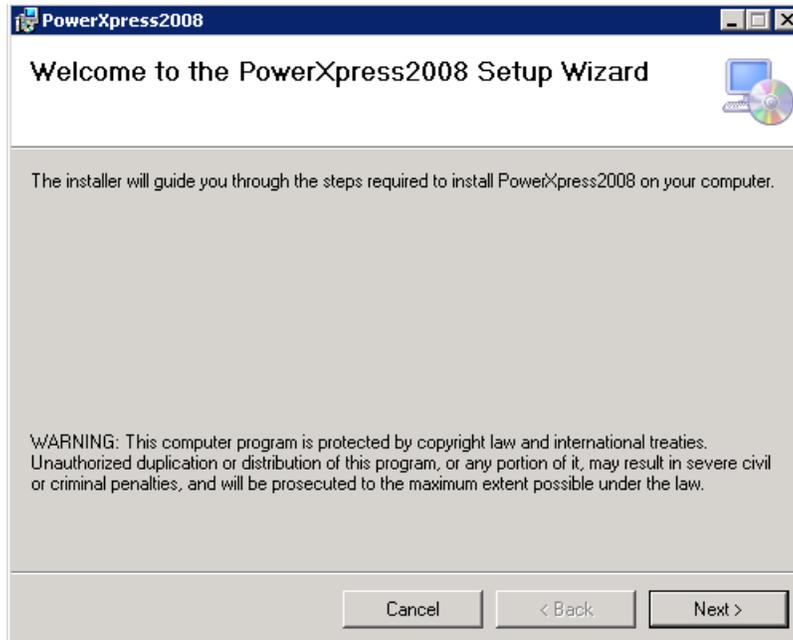


5. Click **Yes**.

Install PX2008 V6.x

1. Create folders for:
 - a. **Existing Server Installs** - The server should have a cleaned PowerXpress2008 folder on the root drive that only contains the PSFiles and XMLConfigFiles folders saved from V5.x.
 - b. **New Server Installs** - Create a PowerXpress2008 folder and copy of the PSFiles and XMLConfigFiles folders saved from V5.x.
2. Create a folder:
 - ◆ C:\PowerXpress2008\Install
3. Download and unzip the PX2008 zipped (Px2008_v6.0.5846.zip) software from the Definitive Media Library to the C:\PowerXpress2008\Install folder.
4. Right-click on setup_Px2008_6.0.6092, and run as administrator.

The Welcome to the PowerXpress2008 Setup Wizard displays.



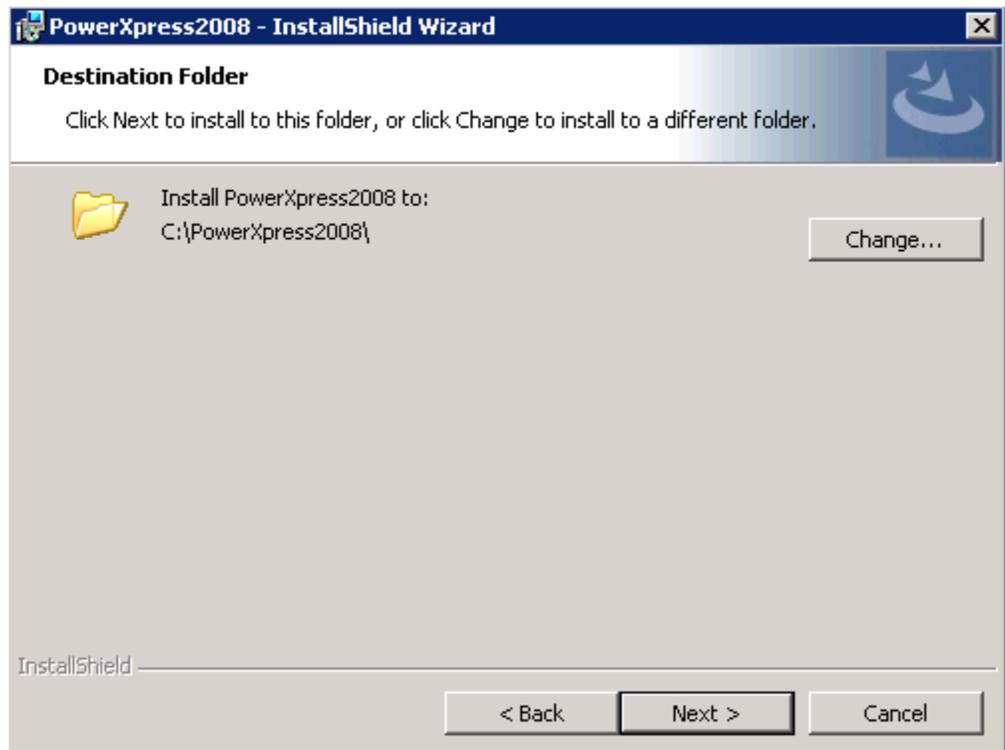
5. Click **Next**.

License Agreement dialog displays.



6. Select **I accept the terms in the license agreement** and click **Next**.

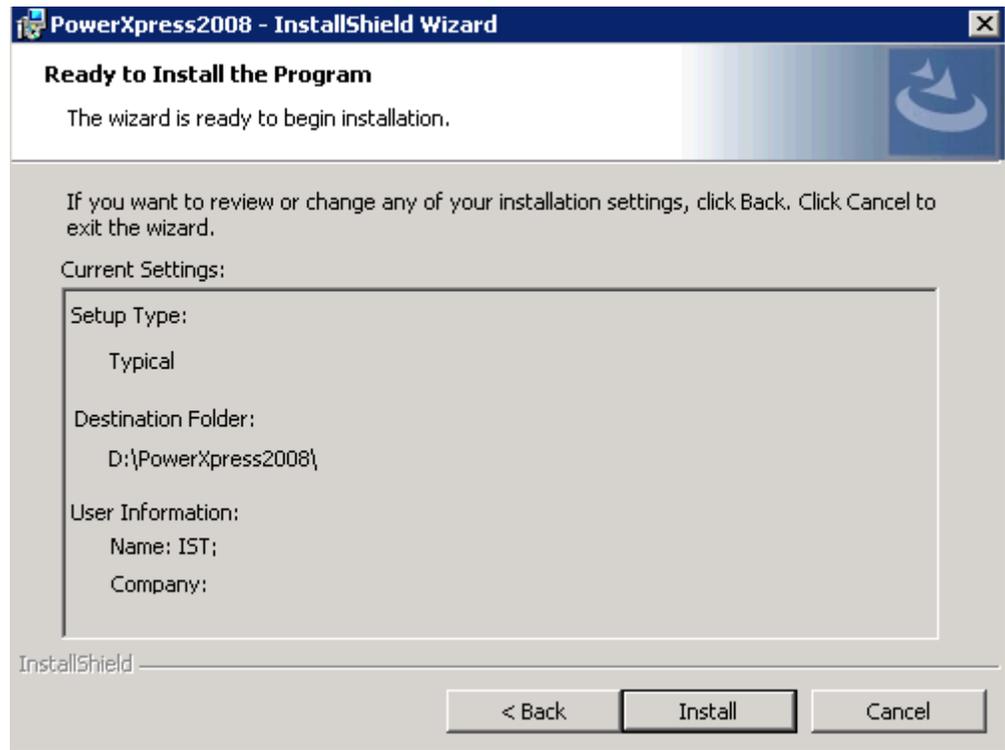
The Select Installation Folder dialog displays.



The default install Folder is C:\PowerXpress2008\.

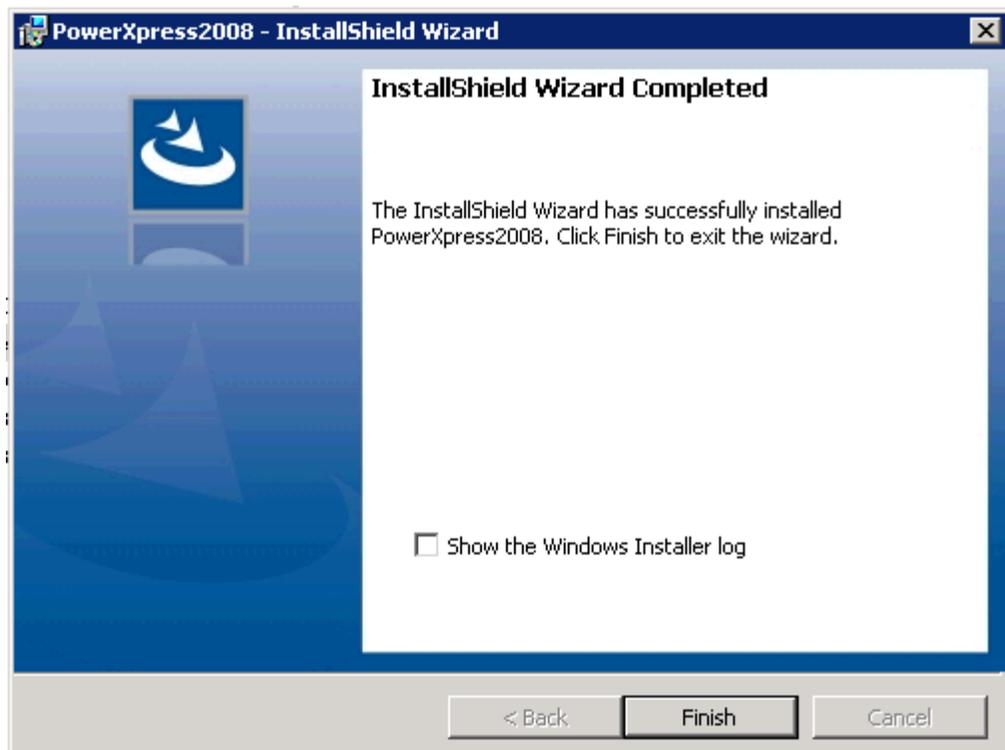
7. Confirm the destination folder, and click **Next**.

The Ready to Install the Program dialog displays.



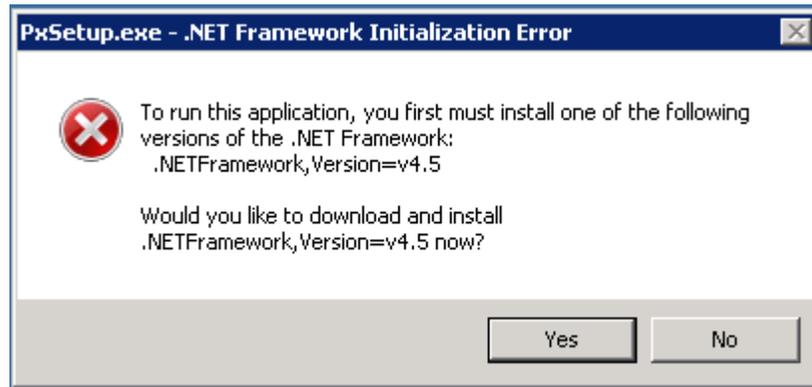
8. Click **Install**.

The software installs and the Installation Wizard Completed dialog displays.

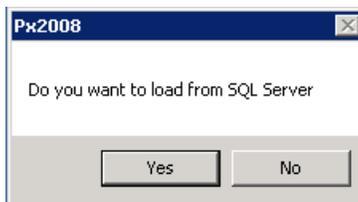


9. Click **Finish**.

10. If .NET Framework Version 4.5 is not installed, the following .NET Framework Initialization Error displays.



11. Double-click the Px2008Setup icon,  on the desktop. The Px2008 dialog displays.



12. Click **No**.
13. The PowerXpress2008 Login dialog displays.

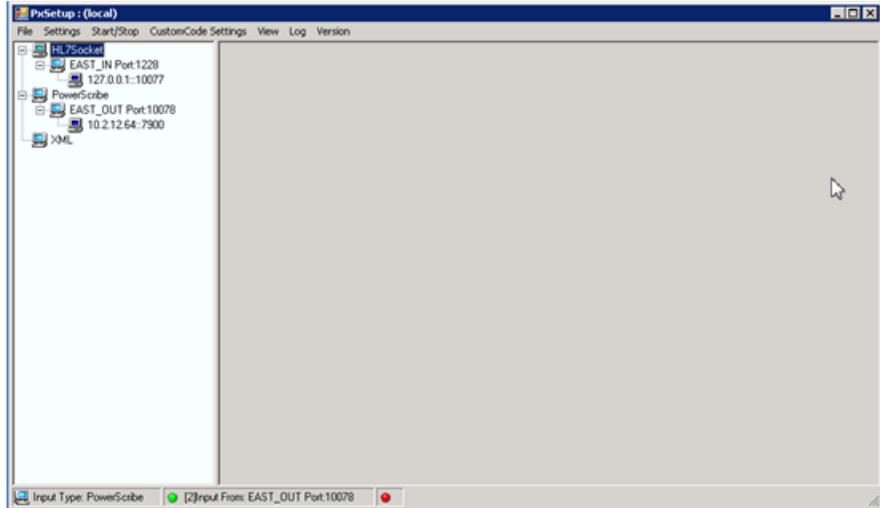


14. Enter ... in the Login Name without entering the Password.

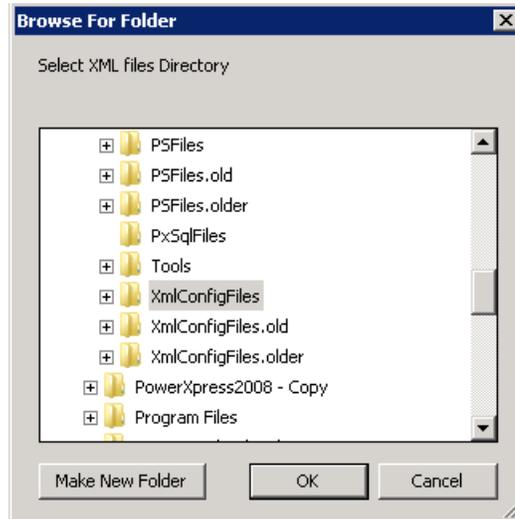


*If a Path not found dialog displays, click **Yes**.*

The PxSetup dialog displays.



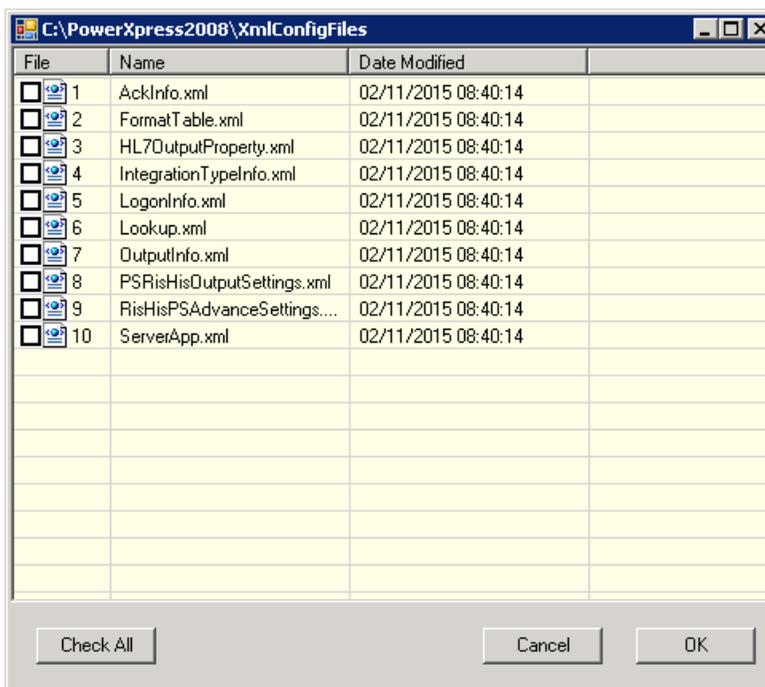
15. From the File menu, select **Import Settings from XML**.
The Select XML files Directory dialog displays.



The default should be PowerXpress2008\XmlConFigFiles.

16. Click **OK**.

The XmlConfigFiles dialog displays.



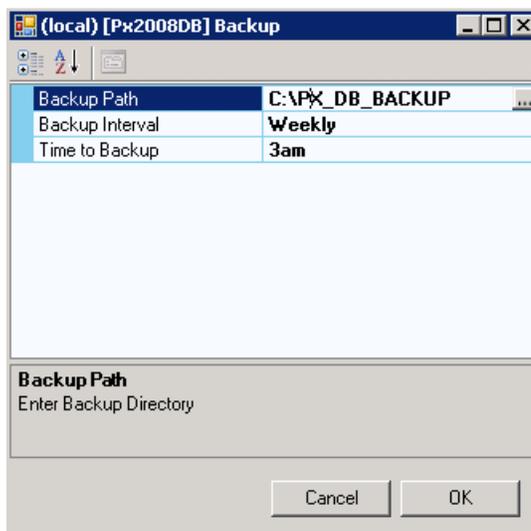
17. Click **Check All**, and then click **OK**.

You will see the XMLConfigFiles Load and the IP and Ports will display.

Schedule PX2008 Backup

1. From the PxSetup, select from the File menu, **Schedule Backup**.

The Backup dialog displays.



2. Select or create the Backup Path to **C:\PowerXpress2008 Backup**.
3. Set the Backup Interval to **Weekly**.

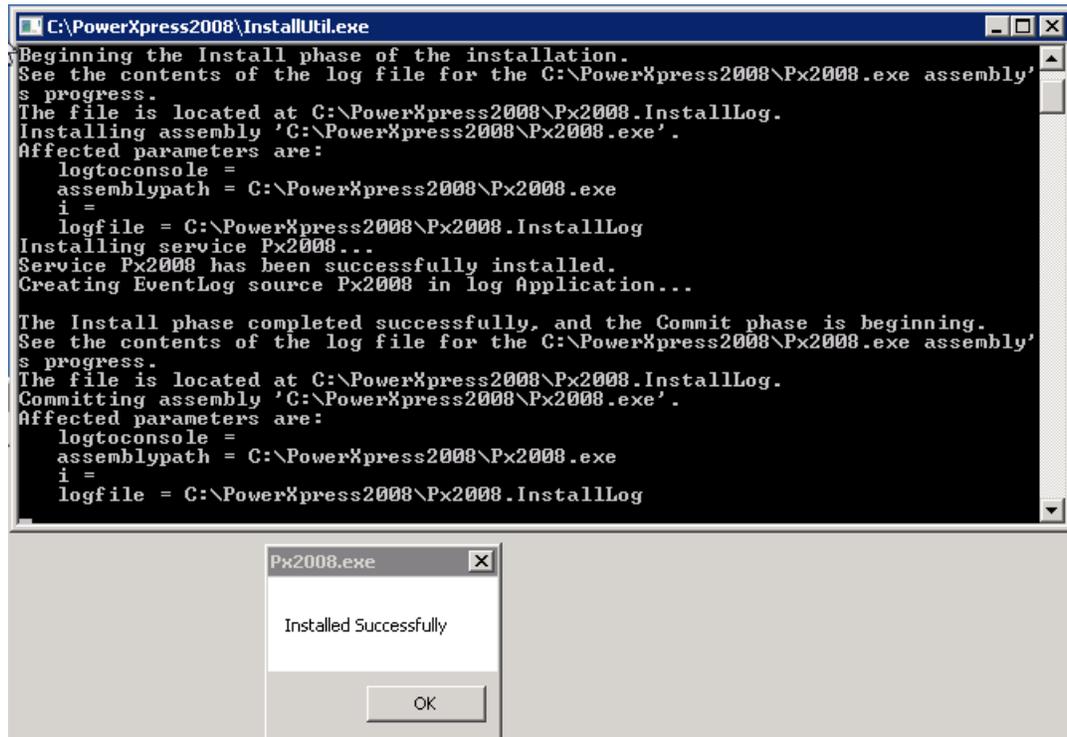
4. Set the Time to Back to **3am**.
5. Click **OK**.
6. From the File menu, select **Backup Database**.

The Backup Database completed dialog displays.



7. Click **OK**.
8. From the Settings menu, select **Install Px2008 Service**.

The DOS screen displays and the Installed Successfully dialog displays.



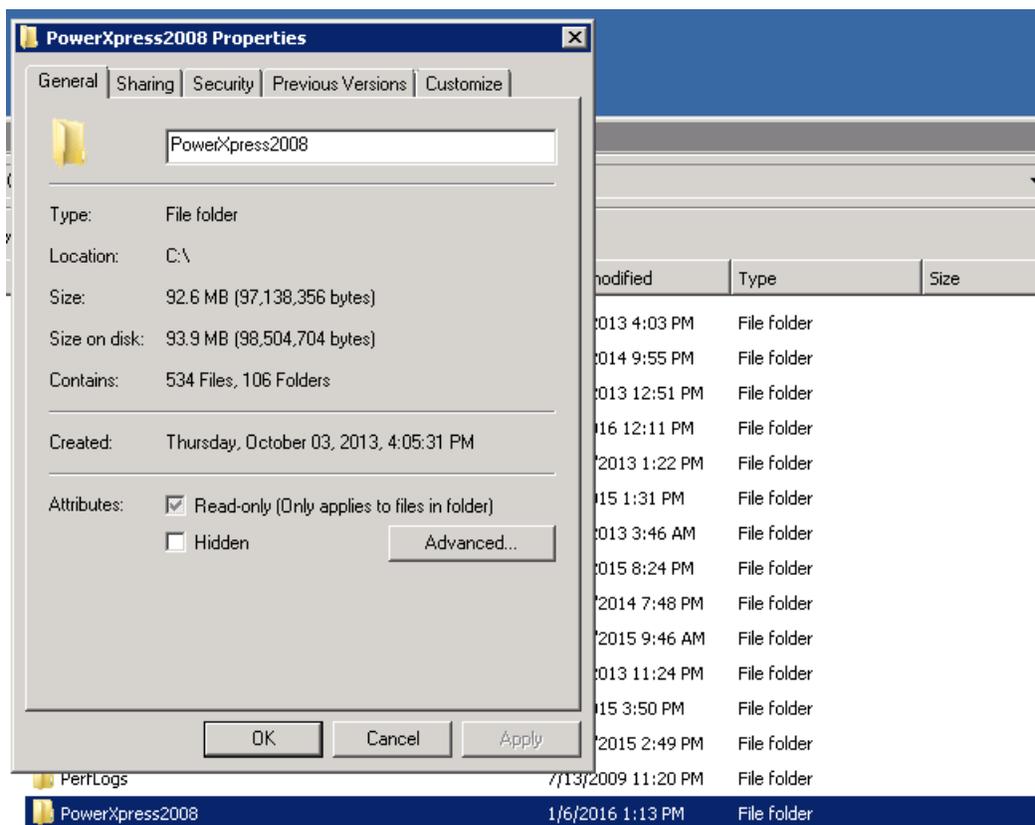
9. Click **OK**.

Set File and Exe Properties

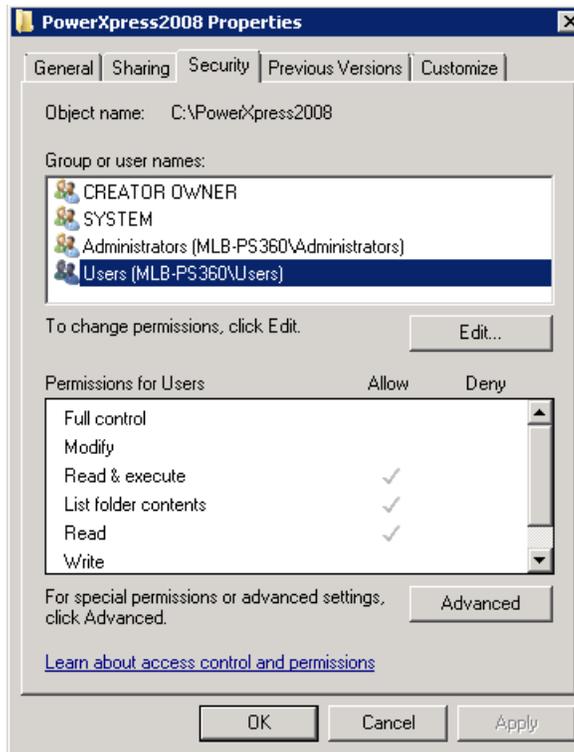
1. From Windows Explorer, navigate to the C:\PowerXpress2008 folder.

2. Right-click the PowerXpress2008 folder and select **Properties**.

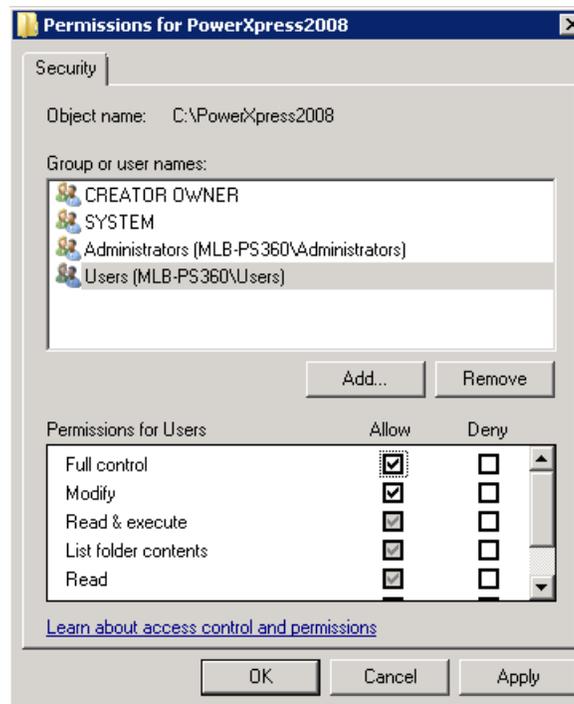
The Properties dialog displays.



3. Select the Security tab, and then select Users.

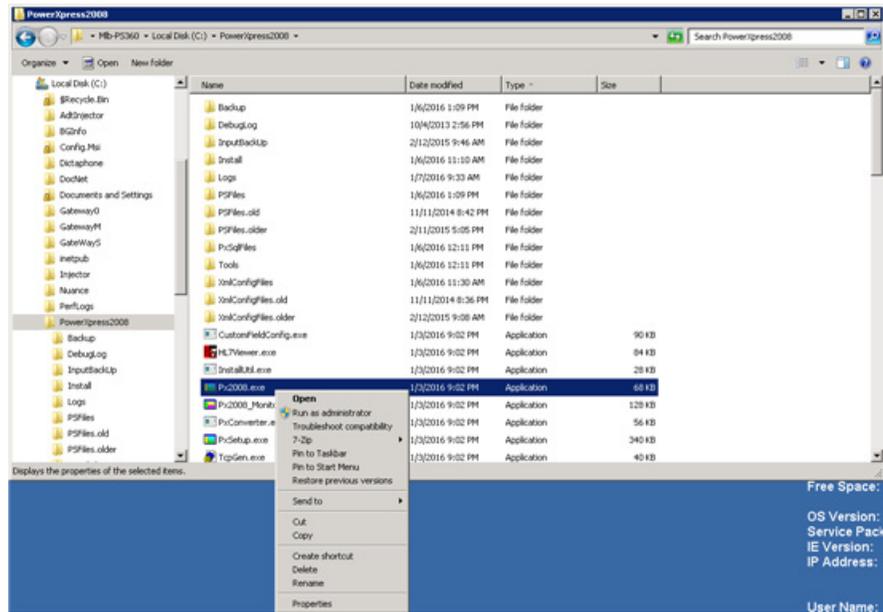


4. Select Edit to change User Permissions to Full Control.

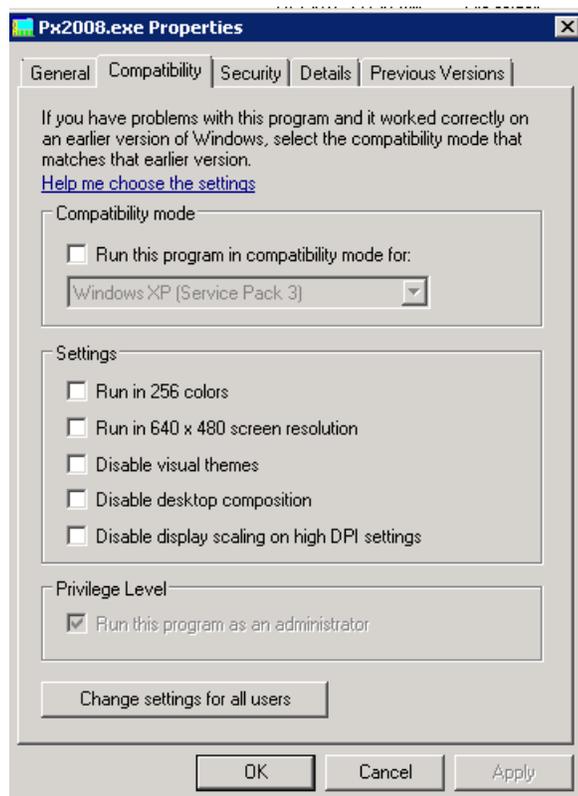


5. Check all the Allow Permissions options for Users for Full Control, and click **OK**.
6. On the Security dialog, click **OK** to save the Properties settings.

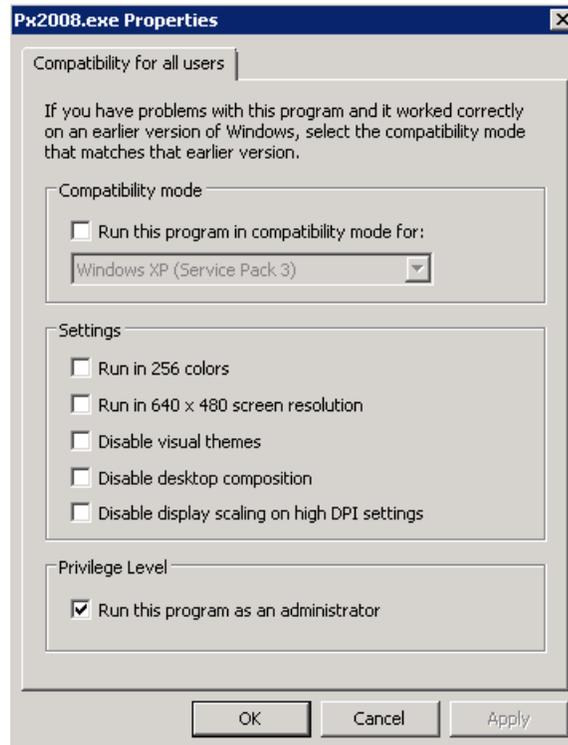
7. Set the PX2008.exe, Px2008_Monitor.exe, and PxSetup.exe programs to run as administrator as follows:
 - a. From Windows Explorer, navigate to program *.exe file. The default program location is C:\PX2008.
 - b. Right-click the program *.exe file, and select **Properties**.



- c. Select the Compatibility tab, and click **Change settings for all users**.



The Compatibility for all users dialog displays.

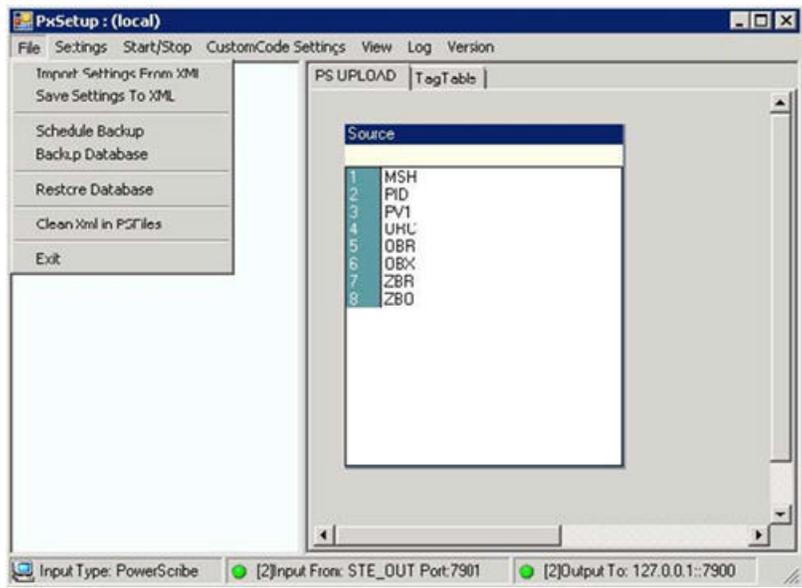


Click **Run this program as administrator** and click **OK**.

- d. Click **OK** to save the Properties.
- e. Repeat the above steps for each *.exe program file.

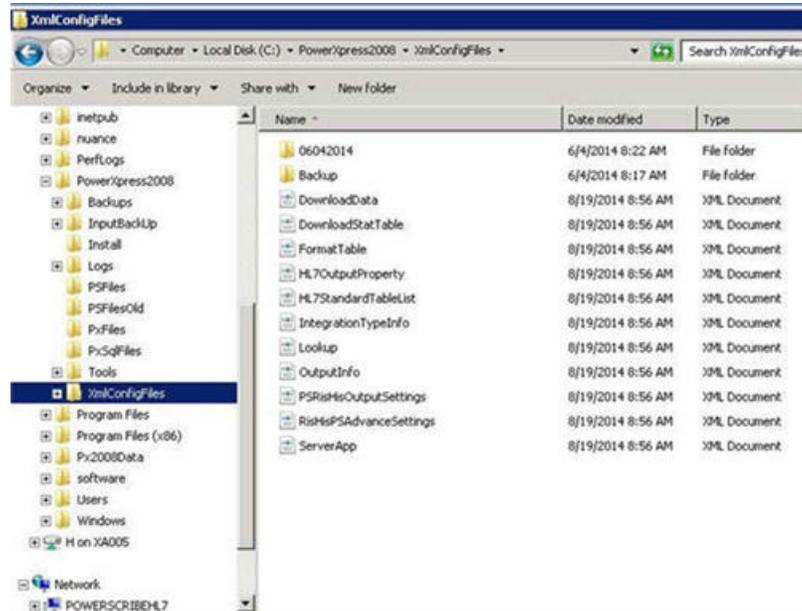
Upgrade V6 - V6.0.6219

1. Create the following folder:
C:\Px2008_<Old Version>\Install
2. Stop Px2008 Service.
3. Create a backup of the existing Px2008 folder and store it in safe place.
4. Create an Install folder.
5. Create the following folders in the Install folder:
 - ◆ A folder named for the current version of Px
 - ◆ A folder named for the update version of Px
6. From the PxSetup Files menu, select **Save Settings to XML**.

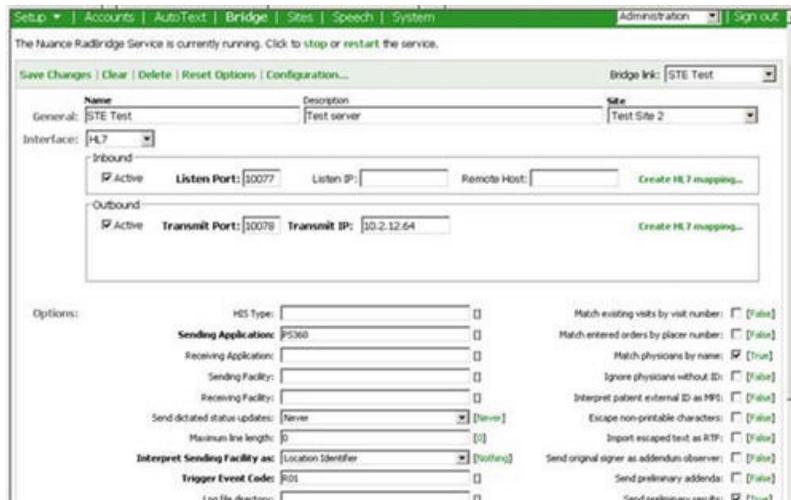


7. Copy the new files from the following sub folders in the Install folder:

- ◆ PSFiles
- ◆ XmlConfigFiles



8. Take a snapshot of the RadBridge setting, and save the image file to the Install folder.

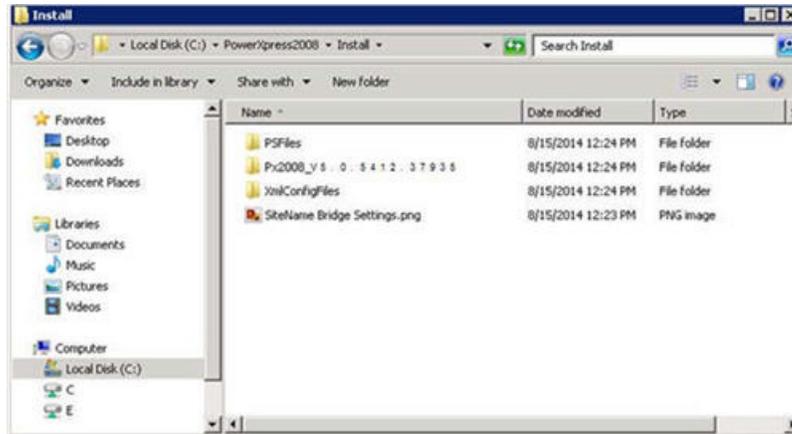


9. Copy the Px2008.MSI file if present to the Install folder.

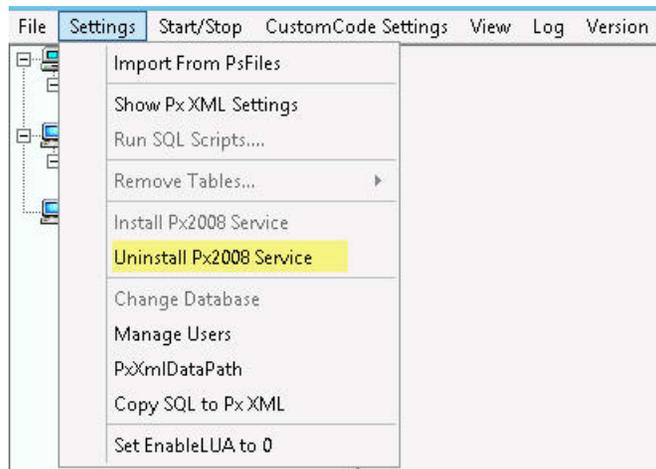
10. Copy the new Px2Ps_Installer.msi to C:\Px2008_<New Version>\Install.

You should now see the following in this folder:

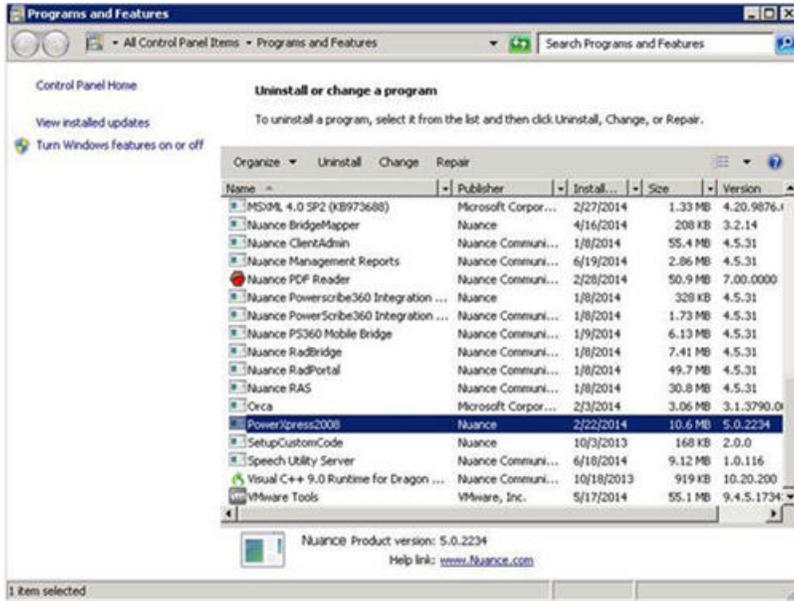
- ◆ PNG image of Bridge settings
- ◆ XML config files
- ◆ PSFiles
- ◆ Latest Px2Ps_Installer.msi version posted on the Definitive Media Library



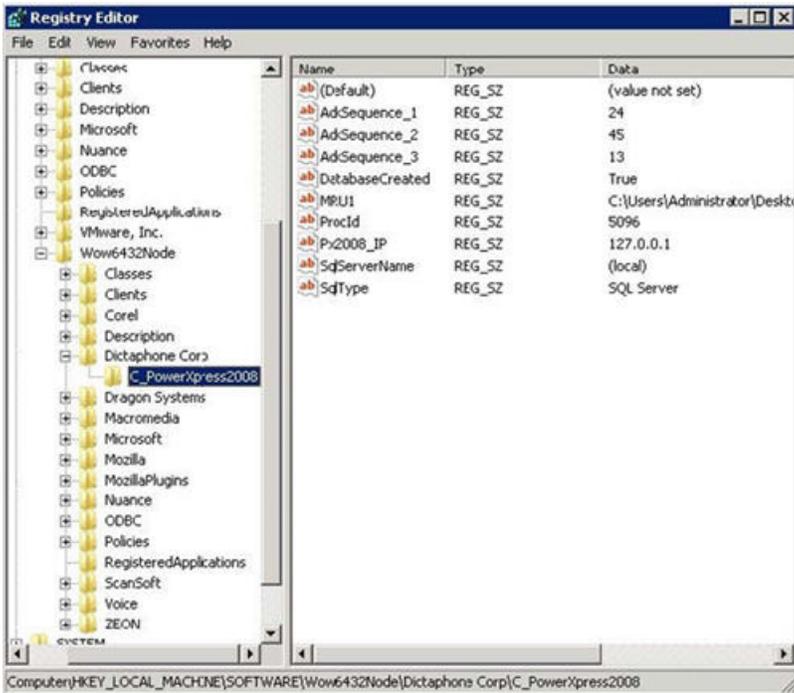
11. From the settings menu, select **Uninstall Px2008 Service**.



12. From the Control Panel, Programs and Features list, select **PowerXpress2008**, then and click **Uninstall**.



13. Once Px2008 is removed, clean the Registry and delete Dictaphone Corp Key.



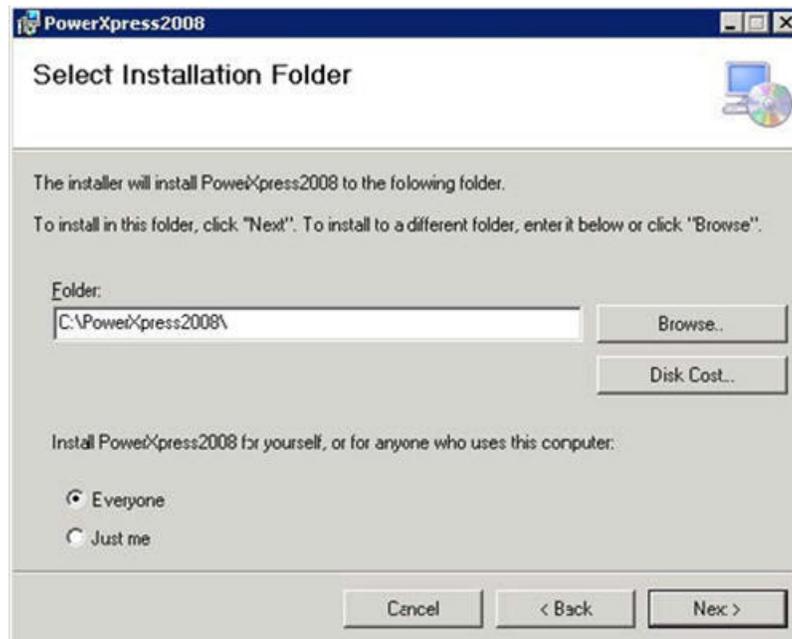
Install Px2008 6.0.6219

1. Double-click **Px2Ps_Installer.msi**.

The Welcome to the PowerXpress2008 Setup Wizard displays.

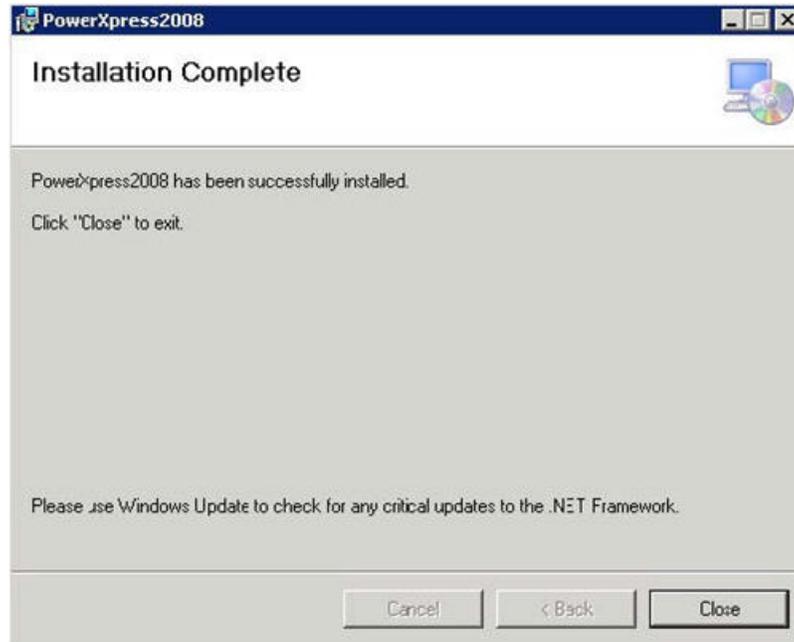


2. Click **Next**. The Select Installation Folder dialog displays.



Ensure to install the software is in the correct location where the Px2008 folder resides.

3. Click **Next** until the Install Complete dialog displays.

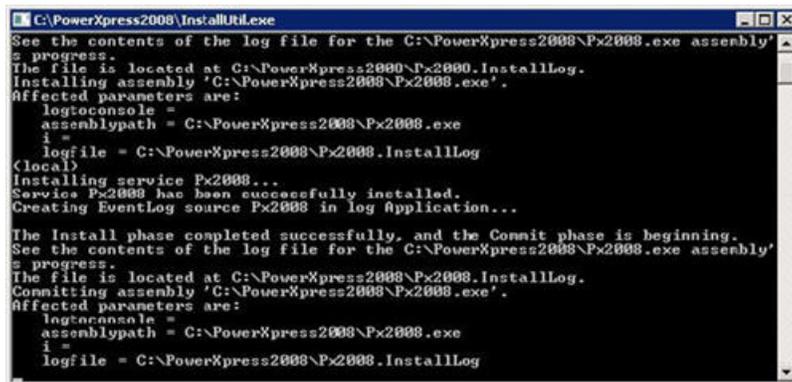
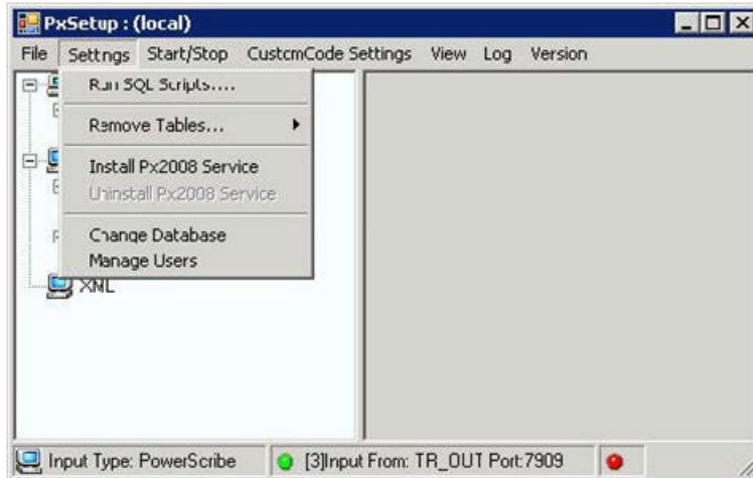


4. Click **Close**.
5. **Double-click** the PX2008 setup icons. The PowerXpress2008 login dialog displays.

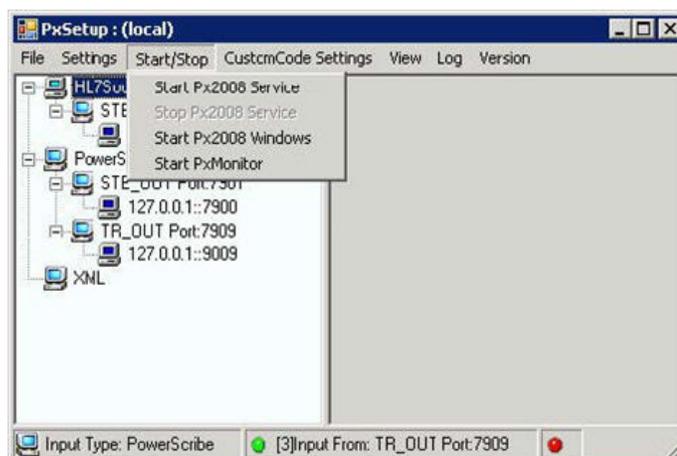


6. Enter ... in Login Name, and click **OK**.

7. From Settings select **Install Px2008 Service**.



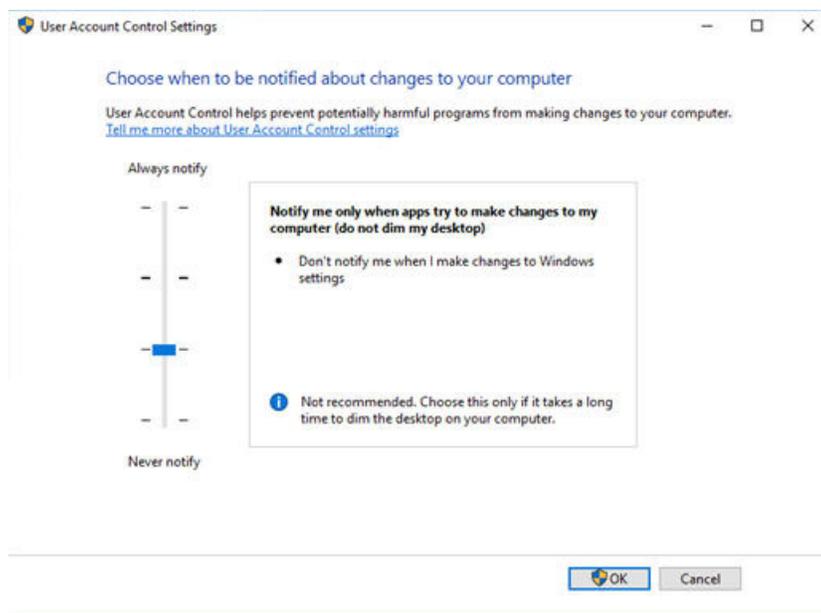
8. Click **OK**.
9. From the PxSetup Start/Stop menu, select **Start PS2008 Service**.



Enable UAC

In order for Remote Diagnostics to properly operate, it requires that the User Account Control (UAC) settings be enabled on the servers. This should be set to the second (2nd) lowest setting.

1. From **Start** select **Control Panel**.
2. On the **Control Panel**, click **User Accounts**.
3. On the **User Accounts** window, click **User Accounts**.
4. On the **User Accounts** tasks window, click **Turn User Account Control on or off**.
5. Adjust **UAC** to the level shown below:



6. Click **OK**.
 7. Click **Restart Now** to apply the change right away, or click **Restart Later**, and then close the **User Accounts** tasks window.
 8. Verify Remote Diagnostics Configuration.
-

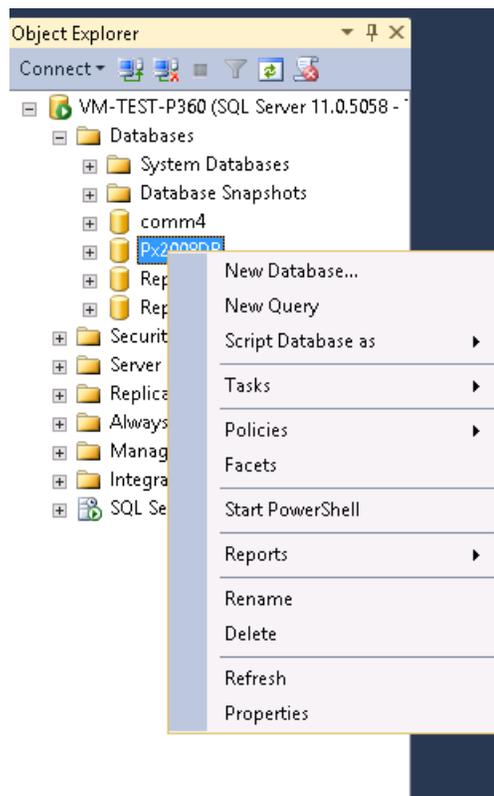
Set Services to use the Services Account

Verify the following services are running under the same Windows Services account.

- DistributedManagementFramework: Agency
- PX2008

Delete Px2008DB

1. Open Microsoft SQL Server Manager Studio.
2. Expand Databases.
3. Right-click on Px2008DB, and select **Delete**.



Uninstall MSSQL Express

1. Open Control Panel > Programs and Features.
2. Select MSSQL Express, and choose Uninstall.

Upgrade Add-On Products / Modules

Hot Spare

Re-enable the SQL AlwaysOn if the system has a hot spare. Refer to [Hot Spare Installation and Configuration](#) — 889715.

Upgrade ModLink V2.2

Pre Upgrade

1. Download ModLink 2.2 installer.
 - a. Currently at www.pacsgear.com/download/ModLink2.2.0.zip
 2. If not already there create a folder on the C:\ drive called ModLink support.
 3. Create a folder within that called ModLink Installer 2.2.
 4. Unzip ModLink2.2.0.zip into the installer folder in the support folder
 5. Create another folder in the ModLink support folder called [ModLink x.x backup YYYYMMDD].
 6. Open a new window and find where ModLink is currently installed.
 - a. 1.1-2.0: default location is C:\Program Files (x86)\Perceptive Software\ModLink.
 - b. 2.1 and later: default location is C:\Program Files (x86)\Lexmark\ModLink.
 7. Copy the CONFIG, DATA, and LOG folders to the backup folder you created.
 8. Stop the ModLink service and close ModLink.
-

Upgrade

1. Run the ModLink install.
 - a. Right click on ModLink Setup.exe.
 - b. Go through the prompts.
 - c. ct should install .Net 4.5 if needed.
 - d. It will upgrade ModLink to the 2.2.
 - e. Upgrading from 2.0 or 2.1 is supported. For any version older than 2.0 please contact Lexmark.

Post Upgrade

1. Open ModLink and confirm the service is running and that ModLink has been upgraded.
 - a. Help ->About
2. If Modlink Web Forms was installed prior to the upgrade.
 - a. Go to C:\Program Files (x86)\Lexmark\ModLink Web Forms\PGAPPS\web.config.
 - b. Right click and select edit.
 - c. Confirm that the ModLink section is pointing to the correct location. If they are upgrading from an older version it might be pointing to an older folder location.

```
<!-- ML items need to point to local ModLink install-->  
<add key="ConfigFolderPath" value="C:\Program Files  
(x86)\Lexmark\ModLink\config"/>  
<add key="ModlinkDataPath" value="C:\Program Files  
(x86)\Lexmark\ModLink\DATA\MODLINK_DATA"/>  
<add key="FWDAPIJobPath" value="C:\Program Files  
(x86)\Lexmark\ModLink\DATA\JOBS\FORWARD"/>  
<add key="HL7APIJobPath" value="C:\Program Files  
(x86)\Lexmark\ModLink\DATA\JOBS\HL7"/>  
<add key="DICOMXMLOutputPath" value="C:\Program Files  
(x86)\Lexmark\ModLink\DATA\SR\XML_OUT"/>  
<add key="HL7XMLOutputPath" value="C:\Program Files  
(x86)\Lexmark\ModLink\DATA\HL7\HL7_XML"/>
```

Upgrade ModLink Web Forms V1 to V2

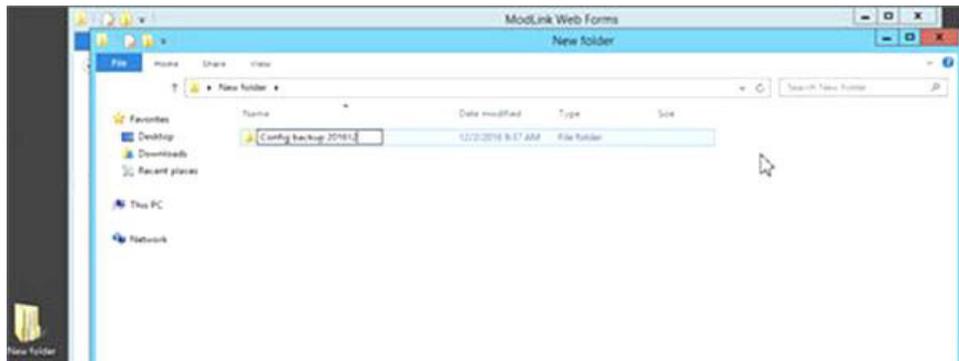
Pre Upgrade

Several days prior to performing the upgrade from V1.0 Web Forms to V2.0, you must :

1. Copy the **ModlinkWebForms** database file from the Lexmark > ModLink Web Forms > PGAPPS > App Data folder
 2. Email the file to Lexmark (Gregory Masek gregory.masek@lexmark.com)
Lexmark runs the V1.0 ModlinkWebForms database through a converter for V2.x.
 3. Save the converted V2.0 ModLinkWebForms file for the [Post Upgrade Process Step 2](#).
-

Backup the Config Files

1. To save the settings for V1.0 Web Forms, create a new folder on the desktop called Config Backup with the date of the backup in the folder name, for example (Config Backup 20170202):



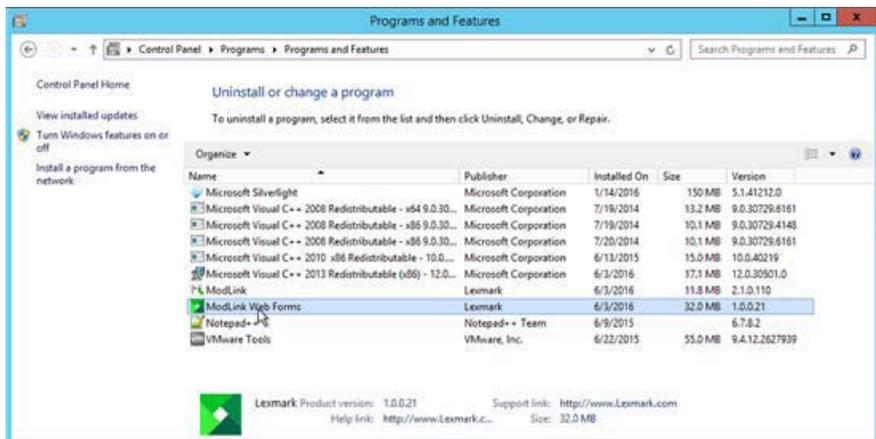
2. From C:/Program files (x86) /Lexmark/ModlinkWebForms/ directory, copy the configuration settings config folder into the backup folder you just created.

Upgrade Process

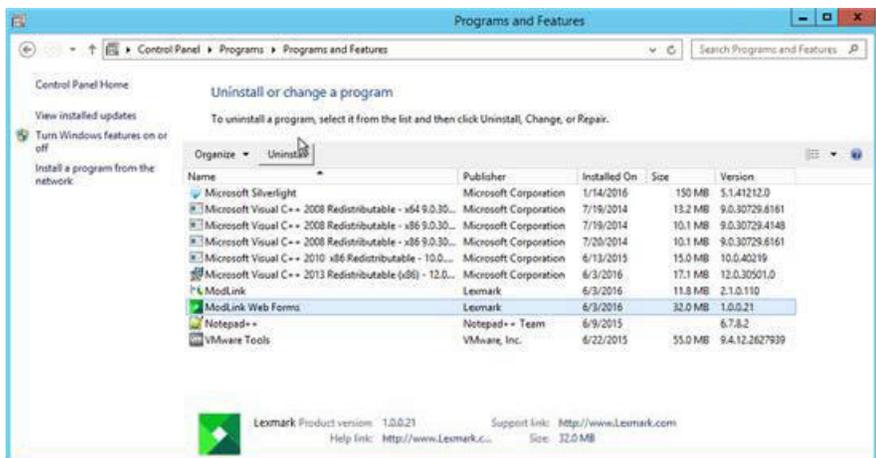
1. From the Control Panel > Programs, click **Uninstall a program**.



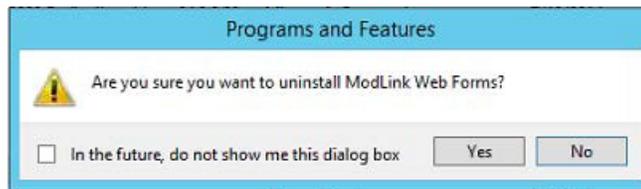
2. The Uninstall or change program dialog displays.



3. In the program list, select **ModLink Web Forms**, and click **Uninstall**.

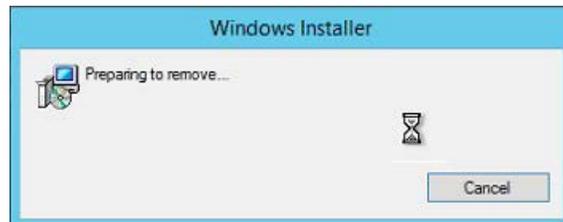


The confirmation message appears.

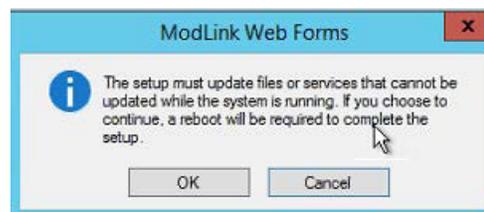


4. Click **Yes**.

The Preparing to remove dialog displays.

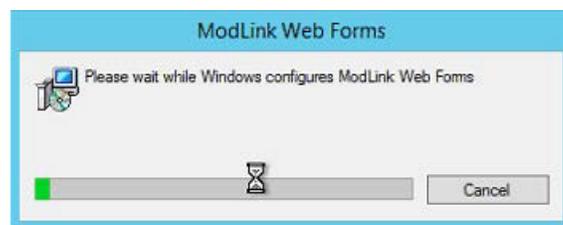


The ModLink Web Forms dialog displays.



5. Click **OK**.

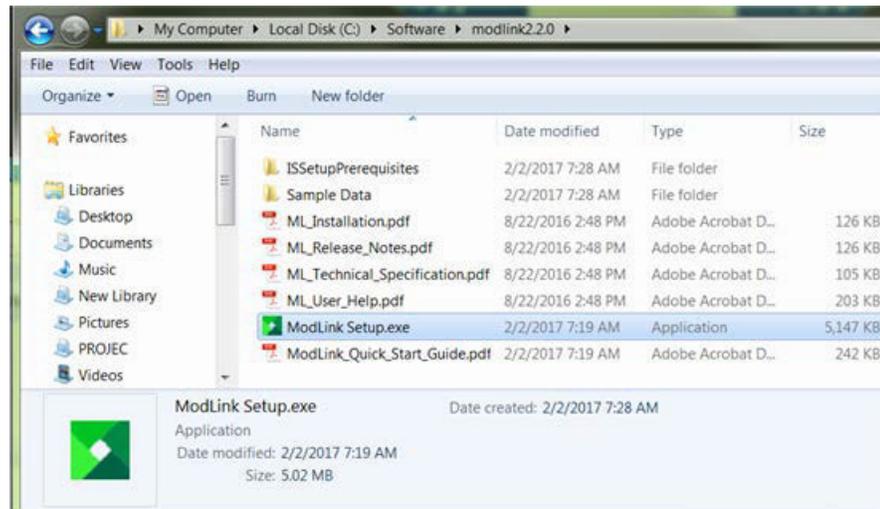
The following dialog displays.



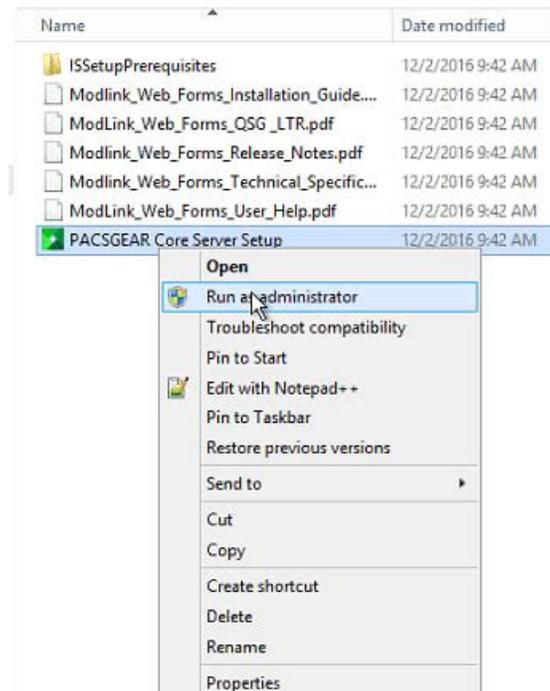
After the uninstall, the Lexmark/ModLink Web Forms folder remains.

6. Delete the ModLink Web Forms folder, and then select **Restart** to reboot.

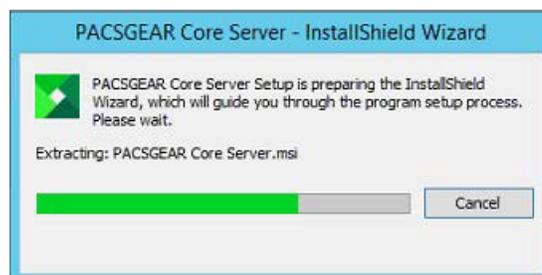
7. Download and unzip the ModLink software from the Definitive Media Library.



8. Right-click **ModLink Setup.exe**, and select **Run as administrator**.



The PACSGEAR Core Server InstallShield Wizard dialog displays.



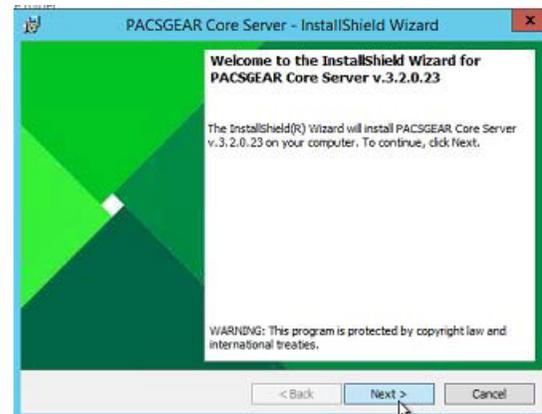
After the files are extracted, the Windows Installer dialog displays.



The Welcome dialog displays. Please wait message displays. This may take a few minutes.

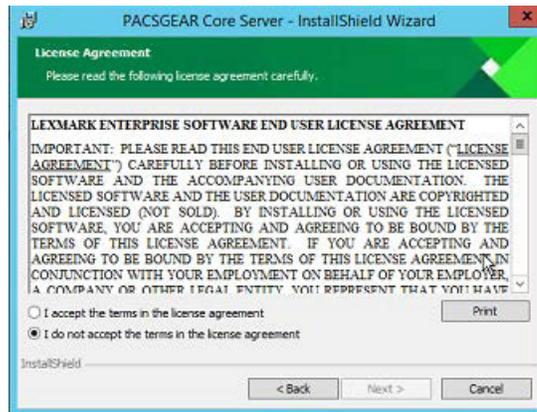


Then the PACSGEAR Core Server dialog displays.



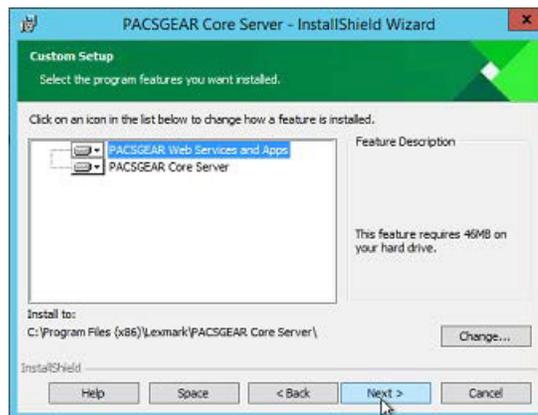
9. Click Next.

The License Agreement dialog displays.



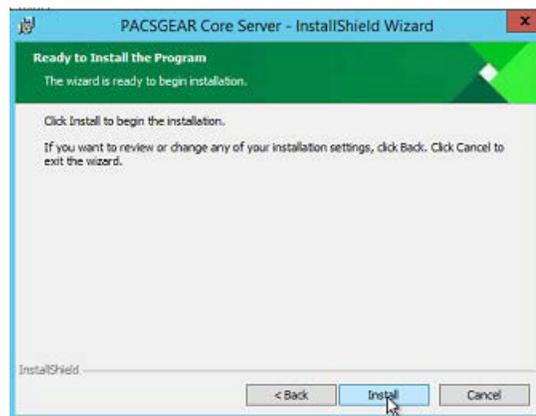
10. Select **I accept the terms in the license agreement**, and click **Next**.

The Custom Setup dialog displays.



11. Click **Next**.

The Ready to Install the Program dialog displays.



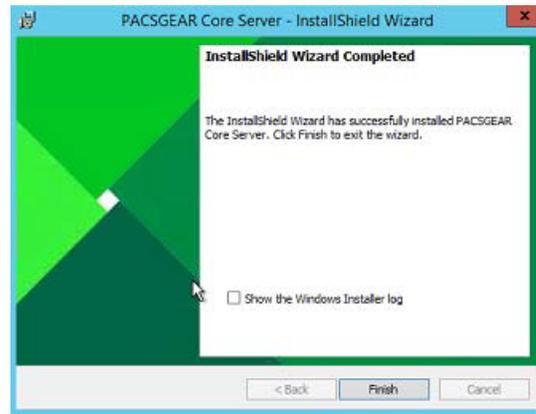
12. Click **Install**.

The Installing PACSGEAR Core Server dialog displays. This may take several minutes.



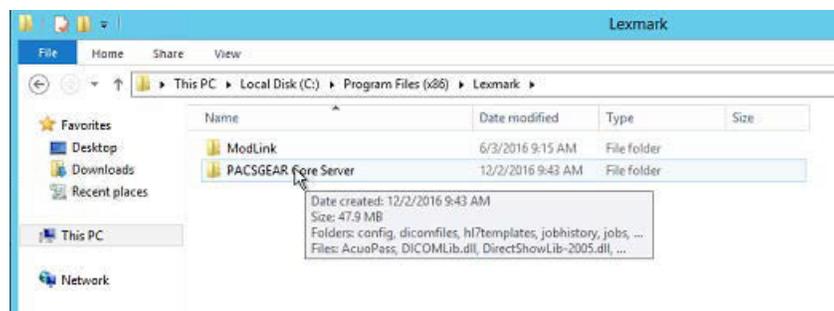
13. Click **Next**.

The InstallShield Wizard Completed dialog displays.

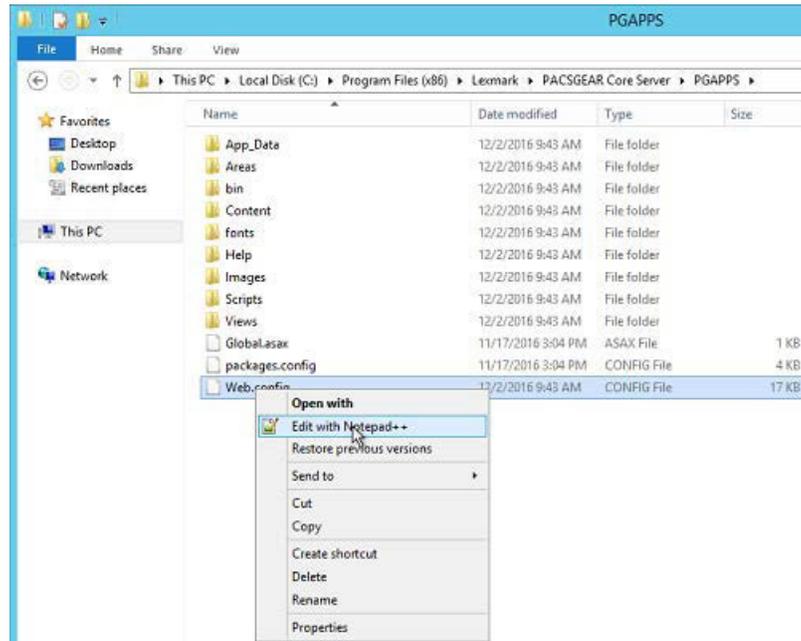


14. Click **Finish**.

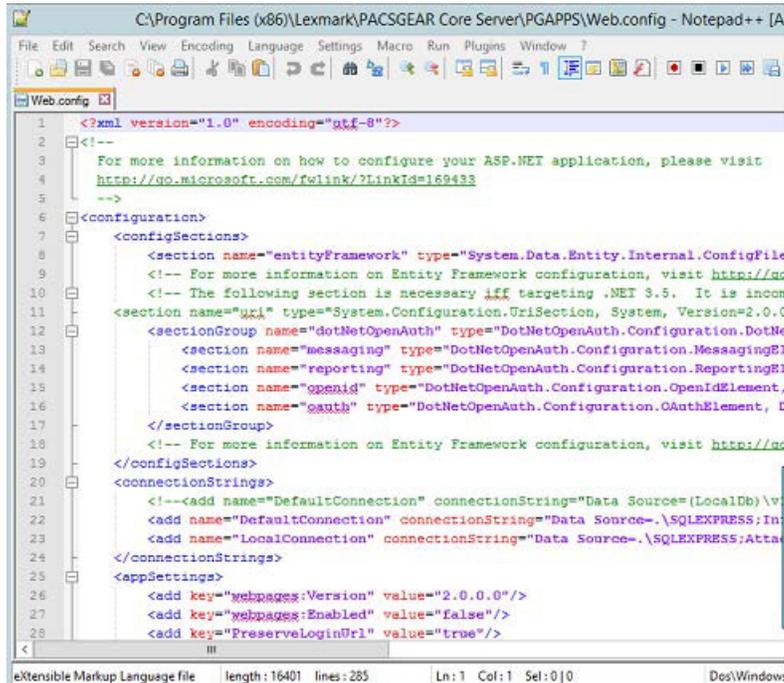
The PACSGEAR Core Server software is installed in the C:\Program Files (x86)\Lexmark directory.



15. In the C:\Program Files (x86)\Lexmark\PACSGEAR Core Server\PGAPPS folder, select Web.config and edit the file with Notepad++ or Notepad.



The xml config code displays.



- Verify the ModLink value paths are pointing to the local ModLink install, and if necessary, change the value paths to the local ModLink install location where the software is installed:

```

47 <!-- ML items need to point to local ModLink install-->
48 <add key="ConfigFolderPath" value="C:\Program Files (x86)\Lexmark\ModLink\config"/>
49 <add key="ModlinkDataPath" value="C:\Program Files (x86)\Lexmark\ModLink\DATA\MODLINK_DATA"/>
50 <add key="FWDAPITJobPath" value="C:\Program Files (x86)\Lexmark\ModLink\DATA\JOBS\FORWARD"/>
51 <add key="HL7APIJobPath" value="C:\Program Files (x86)\Lexmark\ModLink\DATA\JOBS\HL7"/>
52 <add key="DICOMXMLOutputPath" value="C:\Program Files (x86)\Lexmark\ModLink\DATA\SR\XML_OUT"/>
53 <add key="HL7XMLOutputPath" value="C:\Program Files (x86)\Lexmark\ModLink\DATA\HL7\HL7_XML"/>
54 <!--point this at PSM job server-->
55 <add key="SERVER_JOB_FOLDER" value="C:\Program Files (x86)\Lexmark\FACSGEAR Core Server\jobs"/>

```

Post Upgrade Process



If upgrading from Web Forms 1.0 to Web Forms 2.0 a new license key from Lexmark will not be needed if upgrading on the same VM/Server.

- Open current License XML file located in ModLink 2.x config folder or the 1.0 Web Forms "config" folder. Location will depend on where products were installed. Default locations are:

- C:\Program Files (x86)\Lexmark\ModLink
- C:\Program Files (x86)\Lexmark\ModLinkWebForms\

- Open the "license.xml file and record the <KEY> alphanumeric code.

****Note, this will only work if installing on same VM if a new VM or server is used a new license file will need to be generated.*

```

<?xml version="1.0"?>
<ArrayOfLicense xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <License>
    <Product>MODLINKFORMS</Product>
    <SystemID>d10c-892900-00</SystemID>
    <Key>ZKRNJGJMRZZR</Key>
    <Expiration>never</Expiration>
    <Site />
  </License>
</ArrayOfLicense>

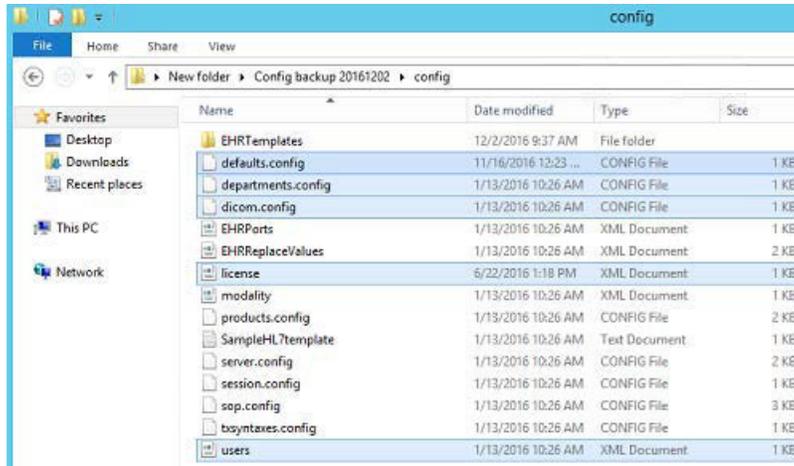
```

Record the Alpha Numeric entry from the <Key> entry

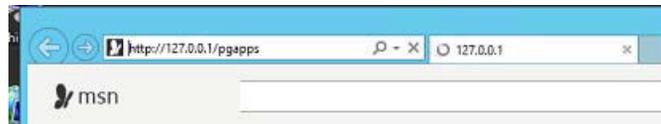
- When starting WebForms for the first time, after the upgrade, enter the license key from the above xml file into the License key file and select OK.

- Copy and paste/replace the following files from the Config Backup folder you created, to the newly installed config folder:

- ◆ defaults.config
- ◆ departments.config
- ◆ dicom.config
- ◆ license
- ◆ users

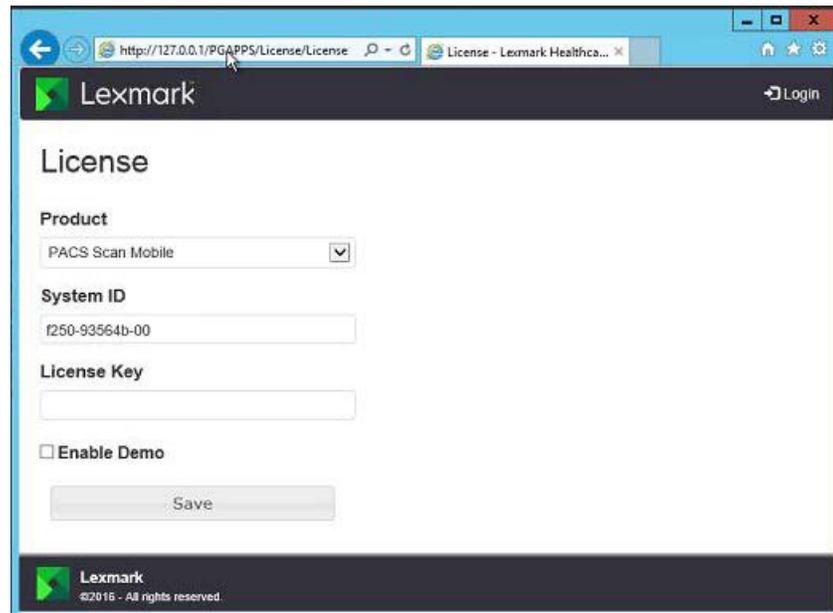


2. Replace the **V1.0** ModlinkWebForms database file with the converted **V2.0** ModLinkWebForms database file in the Lexmark > ModLink Web Forms > PGAPPS > App Data folder > ModlinkWebForms folder.
3. Launch a web browser, and go to <https://127.0.0.1/pgapps>



The Lexmark License dialog displays.

NOTE: During the V1 install, the client received a License key. The license key is required to log in for WebLink Web Forms.

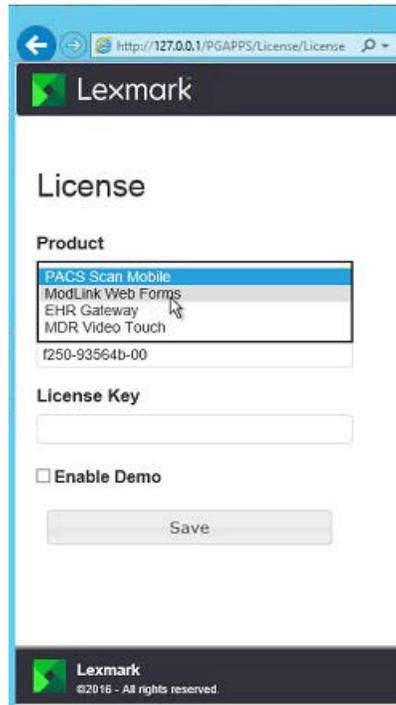


The screenshot shows a web browser window with the URL `http://127.0.0.1/PGAPPS/License/License`. The page title is "License - Lexmark Healthca...". The main content area is titled "License" and contains the following fields and controls:

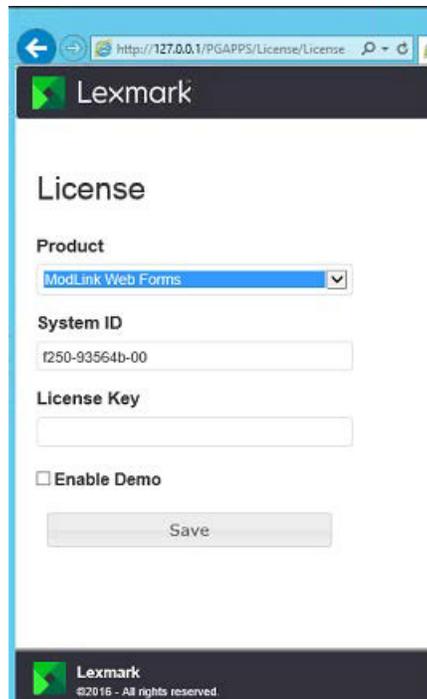
- Product:** A dropdown menu with "PACS Scan Mobile" selected.
- System ID:** A text input field containing "f250-93564b-00".
- License Key:** An empty text input field.
- Enable Demo:** A checkbox that is currently unchecked.
- Save:** A button at the bottom of the form.

The Lexmark logo and "©2016 - All rights reserved." are visible in the footer of the page.

- From the Product list, select **ModLink Web Forms**.



The License dialog updates.



5. Enter the License Key, and click **Save**.

The screenshot shows a web browser window with the URL <http://127.0.0.1/PGAPPS/License/License>. The page title is "Lexmark License". The form contains the following fields:

- Product:** A dropdown menu with "ModLink Web Forms" selected.
- System ID:** A text input field containing "1250-00".
- License Key:** A text input field containing "BVIY FGBT".
- Enable Demo:** An unchecked checkbox.
- Save:** A button with a mouse cursor hovering over it.

The License checks and the Login dialog displays.

The screenshot shows a "Login" dialog box with a green header. It contains the following fields:

- User name:** A text input field.
- Password:** A text input field.
- Log In:** A button.

6. Enter the User name and Password, and click **Log In**.

The Dashboard displays.

The screenshot shows the Lexmark Dashboard. The navigation menu includes: Home, ModLink, Tools, Settings, Logs, Help, and a user profile for 'admin'. The dashboard content is as follows:

- Server Status:** A table with columns 'Component' and 'Status'.

Component	Status
Server Status	Running
Server Version	3.2.0.23
- Job Status:** A table with columns 'Date', 'Message', and 'Station'. It displays "No data available in table".
- 5 Most Recent Logs:** A table with columns 'Date', 'Type', and 'Message'.

Date	Type	Message
12/2/2016	INFO	Server running
12/2/2016	INFO	Starting server...
12/2/2016	INFO	Verifying license...
12/2/2016	INFO	Checking port done.

Upgrade mPower

Backup DB

Move this copy to another server for security. Refer to iSupport Solution 19963: mPower Backup and Restore Procedures.

Upgrading



You must first upgrade the system to Montage 3.0 before proceeding with a newer version. Refer to PN [889681](#) — PowerScribe® 360 Reporting Montage Installation Manual for upgrading to 3.0 if necessary.

1. Run the Windows Update to get the latest patches.
2. Disable UAC and reboot.
3. Reboot the server.
4. Check the Indexer task to make sure it ran the night before. If so move to the next step, but if not, enable it, run it and wait for it to complete. This could take hours to do so you may want to check this to see if it is running before the upgrade date.
5. Backup the settings.py and montage-modules.json files.
6. If the Montage server has SSL enabled and Cert installed in Windows, any prior installation of HTTPS certificates in Apache, need to be manually migrated after the upgrade.

Follow the HTTPS Certificate Migration guide (currently page 47 in 3.2 manual) to move them from C:\ProgramFiles(x86)\Apache Software Foundation\Apache2.2 to C:\montage\config\ssl and edit C:\montage\config\apache.conf for the appropriate SSLCertificateFile and SSLCertificateKeyFile. Requires a restart of the Montage Apache Service.

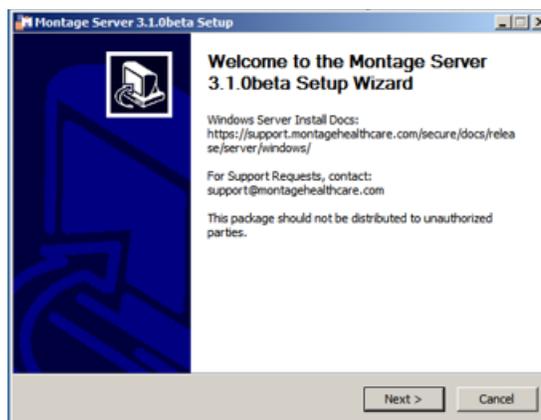
7. Check to see if the logs have been relocated. If so, the new log file and location should be setup in the settings.py before the upgrade runs.

Example below:

```
LOGGING['handlers']['indexer_file']['filename'] =  
'D:\\montage\\data\\logs\\montage-indexer.log'
```

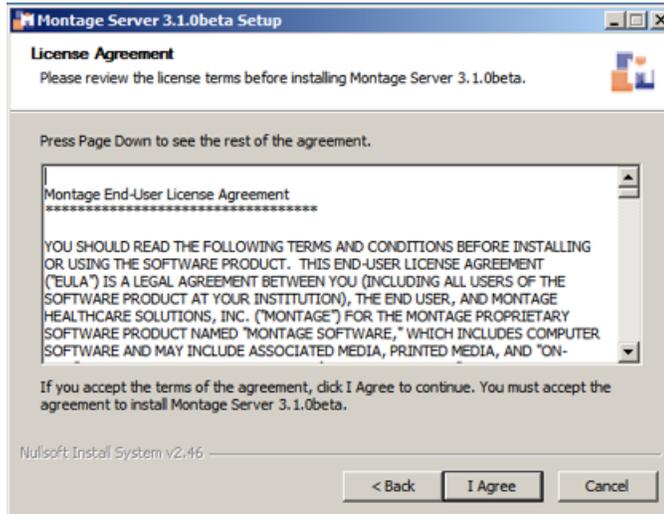
8. Backup the DB and rename it for safe keeping.
9. Disable any tasks that are scheduled (DB backup and Montage Indexer).
10. Stop all services, and set them to Manual except for PostgreSQL.
11. Backup the Montage\Config folder, all of the log files in Montage\data\logs and the media folder in c:\montage\data\media. Note: the log files could be on a separate drive than C.

12. Run the Montage installer. It will detect and upgrade all required components.
The Welcome dialog displays.



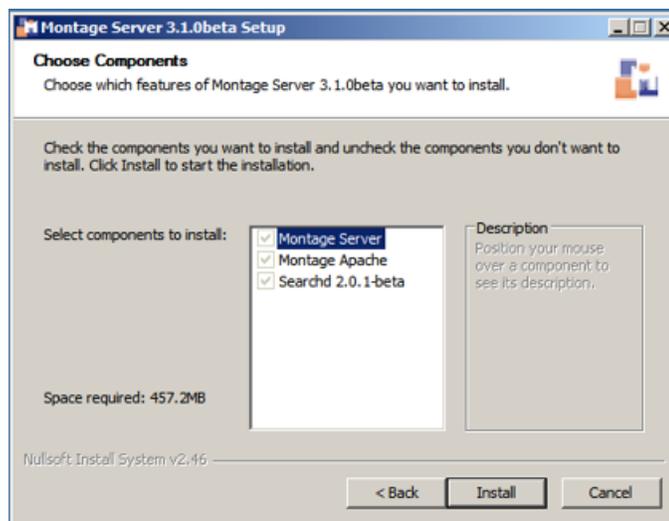
13. Click **Next**.

The Montage License Agreement dialog displays.



14. Click **I Agree**.

The Montage installation will install all components listed. Checks to determine the system state are encompassed within the install components.



15. Click **Install**.

The installer will take a few minutes.

Reboot Server

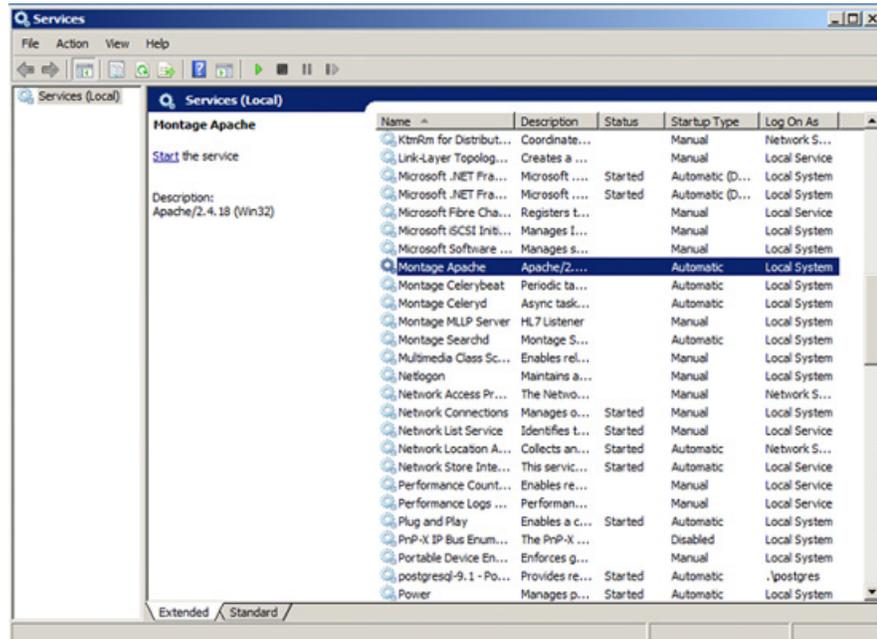
Reboot the Server.

Check Services

Once mPower is upgraded, you need to confirm that the Services are started.

Verify that the “Montage Apache”, “Montage Searchd”, “Montage Celeryd”, and “Montage Celerybeat” services are running. If they are stopped, start them.

WARNING: Only start “Montage MLLP Server” if it Montage is receiving HL7 messages.



16. On a Win 2008/R2 server, an error message may appear, *The installer has detected in the settings.py file possible incompatibilities for Montage >=3.2.*
 - a. Check the file **C:\montage\incompatible.txt** to make sure there are no issues that need to be addressed.
17. When the installer is finished, restart the Montage Celerybeat, Montage Celeryd, Montage Apache, Montage Searchd, and Montage MLLP Listener (if using HL7).
 - a. This should start a full index. You can check this by looking in the file called **montage-indexer.log**. A Full re-index will run when the CeleryD service starts and could take several hours.
 - b. If it does not automatically start after the upgrade completes, run the new Indexer as follows.



A full index command is:

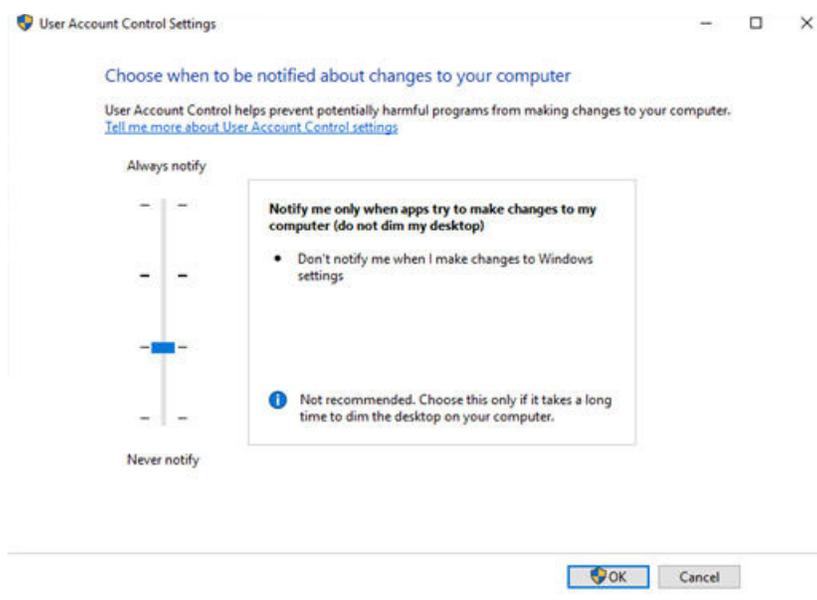
```
C:\montage\lib\montage-3.2.x\bin\montage run_indexer --full --all
```

18. Log in to the Montage web page.
19. Check all logs, especially the incompatible.txt and c:\montage\lib\montage-3.2.x\install.log for errors.
20. Check to see if the scheduled indexer task is gone. It should have been removed via the upgrade.
21. Re-enable the Montage Database Backup task.
22. Set all services back to Automatic if they are not set after the upgrade.

Enable UAC

In order for Remote Diagnostics to properly operate, it requires that the User Account Control (UAC) settings be enabled on the servers. This should be set to the second (2nd) lowest setting.

1. From **Start** select **Control Panel**.
2. On the **Control Panel**, click **User Accounts**.
3. On the **User Accounts** window, click **User Accounts**.
4. On the **User Accounts** tasks window, click **Turn User Account Control on or off**.
5. Adjust **UAC** to the level shown below:



6. Click **OK**.
7. Click **Restart Now** to apply the change right away, or click **Restart Later**, and then close the **User Accounts** tasks window.
8. Verify Remote Diagnostics Configuration.

Set Services to use the Services Account

Verify the following services are running under the services account.

- DistributedManagementFramework: Agency
-

Update CRM

1. Update the connection information with correct information, creating / correcting a connection for each server.

Remote Access: RA Log Add New

	Type	Phone/IP	Description	User Name	Password
Connect	DTS		Desktop Streaming Connection		
Connect Edit	TS Client	172.22.100.209	HL7	psservice	PSS3rvic3
Connect Edit	TS Client	172.22.100.207	SQL / WEB	psservice	PSS3rvic3
Connect Edit	TS Client	172.22.100.208	SUS	psservice	PSS3rvic3
Connect Edit	TS Client	172.22.100.210	Test Svr	psservice	PSS3rvic3

2. Update the Version Information, indicating the correct version of each component.

Choose Software Field: **Choose Version**

Choose Version Number:

Date Version Updated:

Enter date in mm/dd/yyyy format or click on calendar icon

OK **Cancel**

[Click here to view software.com to find the software version.](#)

- Image Accelerator Ver
- LUTN Accelerator Ver
- MS SQL Version
- Mobile Server Ver
- Module Version
- Mortgage Version
- OS Acc Server
- OS GUS Server
- PS360
- PowerScribe Version - Test
- PowerScribe Version - Prod
- RRS Version
- SUS Dragon Ver
- SUS Version

Version Information: Add New

Software Description	Software Version	Date Updated
Client Dragon Version	12.52.150.151	2016-02-11
LUTN Accelerator Ver	2.3.1	2016-02-11
MS SQL Version	SQL 2008 R2	2014-10-23
PowerScribe Version - Test	PS360 v2.5.3	2016-04-04
PowerScribe Version - Prod	PS360 v2.5.3	2016-04-04
SUS Dragon Ver	12.51.150.151	2016-04-04
SUS Version	2.5.1.2	2016-04-04

3. Update / correct user IDs and Passwords, correcting and removing (blanking out) incorrect IDs / passwords no longer valid.

Comments:

Use Client VPN client to attachments. Customer not out of using Powerscribe on 08-10-15 - see email for attachments

- Update/correct user IDs and Passwords, correcting and removing (blanking out) incorrect IDs/passwords no longer valid.

IDs and Passwords:

ID	
Edit	Nuance
Edit	PS360User ps3
Edit	RUMC\psservice
Edit	admin
Edit	sa

- Go to the Equipment Information.

Equipment Information: [Edit](#)

Description	Value
System Name	360 TEST System

- Click **Edit**.
- Update the relevant information related to activation codes and URLSA for add-ons.

Svc Center: Description: RUMCPS3601 -PS360 Reporting Server SW, V2.5, File Model: PS360SW F25 Serial: PSS0022421

System Name: PS360 v2.5.3 INFO Go Live Date: [Edit](#) Enter date in mm/dd/yyyy format or click on calendar icon

Date Checkout Performed: [Edit](#) Enter date in mm/dd/yyyy format or click on calendar icon Name of FSE Performing Checkout:

360 Install Type: 360 Assure URL:

360 CR Integrated: 360 CR License:

360 CR ID: JX8C-QM7V 360 Mobile ID: 172.22.100.207

360 mPower Integrate: 360 mPower ID:

360 PwrShr LUTN ID: JEE6-JFQV 360 PwrShr IMG ID: 172.22.100.210

360 SpchAnywher P ID: 360 SpchAnywher L ID:

360 StatDX ID: 360 StatDX Group:

360 Quality Check ID: GE IW integration 360 Quality Chk URL:

Appendix 1 - Troubleshooting

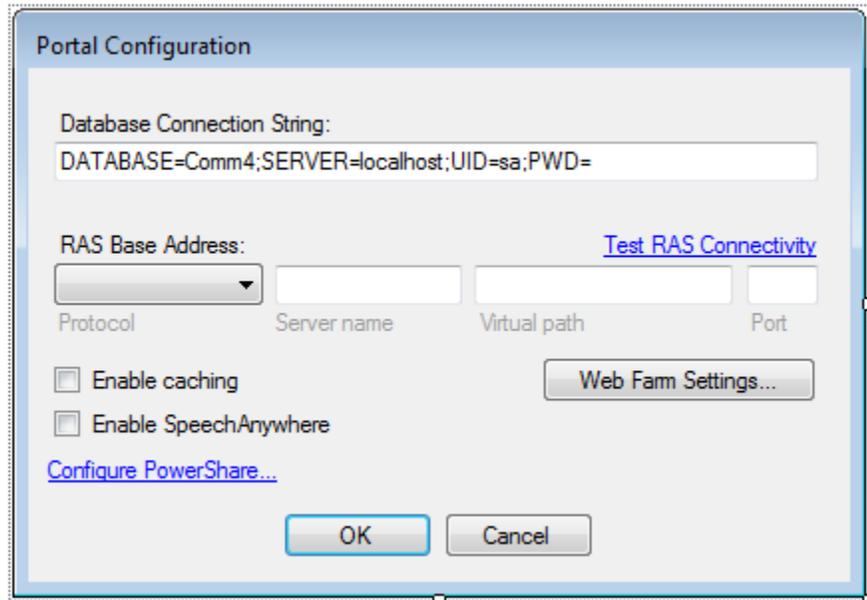
Password Conversion Issues

If, after performing the upgrade, and you cannot log into the Portal with the correct ADMIN password, you may need to rerun the password conversion. This can fail during the upgrade process if the connection to RAS is interrupted.

To convert the passwords if the upgrade password fails during the upgrade process, perform the following:

1. From the C:\inetpub\wwwroot\RadPortal folder, right-click **PortalConfigUI.exe** and select **Run as Administrator**.

The Portal Configuration dialog displays.



2. On the Portal Configuration dialog, click **OK**.



If there are any account passwords that need to be converted, the Utility will convert them and will present a dialog with the following:

"Security upgrade succeeded. {0} account passwords have been converted to one-way salted hashes." << {0} Number of accounts converted.

Login Issues

V4.0 DBSetup Update - BypassLDAP Flag

ISSUE: Unable to login to default administrator account after running v4.0 DBSetup update.

In version 4.0, during the DBSetup process, a new flag, BypassLDAP, is added to the accounts table. If LDAP is enabled on the system prior to running the DBSetup, the BypassLDAP flag is set to 0 (false). This can potentially lock access to the default administrator (admin) account.

If this occurs, run the following script to set the BypassLDAP flag to 1 (true) to login to the default administrator account.

```
update account
set bypassldap = 1
where loginname = 'admin'
```

Note this can also occur if LDAP is turned on, but the configuration is incorrect or the LDAP server is inaccessible, all accounts that do not have the BypassLDAP flag set to true would be inaccessible.

Manual Revision History

Note: In this table the most recent changes are first by date.

Date	Sec	Page	Change (Paragraph, Sentence, Figure, Table, etc.)	Initials
3/31/17	1	124	<p>Add to upgrade steps beginning of page 1-124, before step 1:</p> <ol style="list-style-type: none"> 1. Run Windows Update to get updated to latest patches. 2. Disable UAC and reboot 3. Reboot the server 4. Check the Indexer task to make sure it ran the night before. If so move to the next step, but if not, enable it, run it and wait for it to complete. This could take hours to do so you may want to check this to see if it is running before the upgrade date 5. Backup the settings.py and montage-modules.json files. 6. Does the Montage server have SSL enabled and Cert installed? If so, in Windows, any prior installation of HTTPS certificates in Apache, need to be manually migrated after the upgrade. Follow the HTTPS Certificate Migration guide (currently page 47 in 3.2 manual) to move them from C:\ProgramFiles(x86)\Apache Software Foundation\Apache2.2 to C:\montage\config\ssl and edit C:\montage\config\apache.conf for the appropriate SSLCertificateFile and SSLCertificateKeyFile. Requires a restart of the Montage Apache Service 7. Check to see if the logs have been relocated, if so, the new log file and location should be setup in the settings.py before the upgrade runs. Example below. LOGGING['handlers']['indexer_file']['filename'] = 'D:\\montage\\data\\logs\\montage-indexer.log' 8. Backup the DB and rename it for safe keeping. 9. Disable any tasks that are scheduled (DB backup and Montage Indexer). 10. Stop all services, and set them to Manual except for PostgreSQL. 11. Backup the Montage\Config folder, all of the log files in Montage\data\logs and the media folder in c:\montage\data\media. Note: the log files could be on a separate drive that C. 	BW

Date	Sec	Page	Change (Paragraph, Sentence, Figure, Table, etc.)	Initials
3/31/17	1	126	<p>Add the following to the end of the steps original steps:</p> <p>12. If on Win 2008/R2 server, an error message may appear “The installer has detected in the settings.py file possible incompatibilities for Montage >=3.2,”.</p> <p>a.Check the file C:\montage\incompatible.txt to make sure there are no issues that need to be addressed.</p> <p>13. When the installer is finished, restart the Montage Celerybeat, Montage Celeryd, Montage Apache, Montage Searchd, and Montage MLLP Listener (if using HL7).</p> <p>a.This should start a full index. Check this by looking in the file called montage-indexer.log. A Full re-index will run when the CeleryD service starts and could take several hours.</p> <p>b.If it does not automatically start after the upgrade completes, run the new Indexer as follows.</p> <p>i.Note: a full index command is C:\montage\lib\montage-3.2.x\bin\montage run_indexer --full --all</p> <p>14. You should now log into the Montage web page.</p> <p>15. Check all logs especially the incompatible.txt and c:\montage\lib\montage-3.2.x\install.log for errors.</p> <p>16. Check to see if the scheduled indexer task is gone. It should have been removed via the upgrade.</p> <p>17. Re-enable the Montage Database Backup task.</p> <p>18. Set all services back to Automatic if they are not set after the upgrade</p>	BW
3/17/17	1	41	Added PowerShare Accelerator section.	BW

Date	Sec	Page	Change (Paragraph, Sentence, Figure, Table, etc.)	Initials
2/15/17	1	1	Change SQL content for Upgrade vs install.	SP/BW
	1	1	Add Row before Install for Disable LDAP if it is ENABLED	MS
	1	1	Add Row at the end of Post Install: Re-enable LDAP, if disabled.	MS
	1	46	Insert new content for SQL Express email.	BW
	1	47-57	Delete entire SQL 2012 section.	BW
			SUS Graphics unnecessary to update, no changes	MS
	1	67	Change title from: Upgrade V6 - V6 to Upgrade V6 - V6.0.6219	BW
	1	67-73	Delete/move the section Upgrade V6 - V6 pgs 1-67 through 1-73to pg 1-112 just before Enable UAC.	BW
	1	70	Delete Note: If the PX2008 version is lower than Px2008_v5.0.5641, you must first upgraded to PX 2008_v5.0.5641 before continuing Upgrade V5. to V6.	BW
	1	71	Change title Install Px2008 from 6.0.6037.37685 to Install Px2008 from 6.0.6219	BW
	1	74	Change title Upgrade V5x to V6x to Upgrade V5x to 5.0.5641	BW
	1	74	Delete subtitle Upgrade V5.x to V5.0.5641	BW
	1	112	Insert Upgrade V6 - V6.0.6219 pgs 1-67 through 1-73 to pg just above Enable UAC.	BW
	1	116	Delete/move the Post Upgrade NOTE ONLY with steps 1-3 to just below Post Upgrade Process title.	BW
	1	125	Insert the Post Upgrade NOTE and steps 1-3 from 1-116 to just below Post Upgrade Process title.	BW BW
	1	133	Replaced image - step 1.	BW
	1	133	Replaced image - step 2.	BW
	1	134	Replaced image - step 4.	BW
	1	134	Replaced image - step 7.	BW
	App	1	New section placeholder	MS
App	2	Delete entire section to Upgrade AutoTexts.	BW	
App	2	Added Login Issues section to cover LDAP.	MS	
2/13/17	1	33	Modified Step	MS
	1	35	Typos	MB
	1	61	Add RAS	MB
	1	62	Step 5 Enter Service account name and password as \<Service Account>	MB
2/9/17	1	115	Add note at the top of the WebForms section. (was pg 1-127)	BW
2/9/17	1	42	Step 11: Changed reference to be sure to check the Enable SpeechAnywhere box to Enable caching, if not checked.	BW
	1	42	Replaced Portal Configuration dialog that includes the Web Service Log Folder.	
	1	42	Added Note: The Web Service Log Folder field option is available on the Mobile Bridge Configuration dialog during upgrades to V4 and higher.	
	1	42	Added Optional Step 12.	
	1	42	Add New Step 13 for Mobile Bridge.	
	1	43	Added Optional Step 14 for Mobile Bridge.	
	1	43	Added new image for Mobile Bridge	
	1	44	Added Step 15 and new image for Pre-Installation Summary.	
	1	44	Updated Step 16 (no boot option on dialog) and image for Complete dialog.	

Date	Sec	Page	Change (Paragraph, Sentence, Figure, Table, etc.)	Initials
2/8/17	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10 29 29 29 29 42 43 44 48 49 51 51 53 74	Version for 4.0n Upgrade tool is not in DML - Brian? Replaced graphic Deleted step a: Right-click the Database Properties and select Options. Deleted step b: From the Recovery model list, select Full. Deleted step 18. Click OK. New graphic - Matt New graphic - Matt, Mobile Bridge Change Note to icon. Delete graphic 1 Delete graphic Change This issue only impacts v3.x and is not required for any other version. to This issue impacts v3.x and v4.x and is not required for other versions. Delete Set Services to Use the Service Account section content. Delete Set Services to Use the Service Account section content. Delete Set Services to Use the Service Account section content.	Team
2/6/17	1	143	Removed RD section.	BW
2/6/17	1 1 1 1 1	20 20 21 22 35	Replaced graphic 1 Replaced graphic 2 Replaced graphic Replaced graphic 2 Replaced graphic	MS
2/3/17	1 1	127- 136 139	Added new process steps for ModLink Web Forms V1 to V2 Updated title for Solution 19663 to mPower	SP
2/3/17	cover 1-8 1-10 1-50 1-54 1-127		Remove from the product name.	SP
1/26/17	1	7 9 10 10 11 12 13 13 15 16 16 17 17 17 18 20 20 21 24 29	Add url http://sha256timestamp.ws.symantec.com/sha256/timestamp Delete both graphics and delete note about graphics. Delete: This version MUST be used for any upgrade to 3.5 and above. Update linked document. Delete graphic. Whiteout versions. Delete graphic Delete graphic Delete graphic Delete graphic 1 Delete graphic 2 Delete graphic 1 Delete graphic 2 Add note The check reporting message will display. Delete graphic Update graphic 1 - Matt Update graphic 2 - Matt Delete graphic 2 Update graphic 1 - Matt Updated steps for PS3600 Update All Statistics.txt file for Confluence.	Team
1/18/17	1	125	Added Hot Spare instructions for SQL AlwaysOn.	MB/BW

Date	Sec	Page	Change (Paragraph, Sentence, Figure, Table, etc.)	Initials
12/1/16	1	49 50 51 52 53 54	Removed steps 14, 15 Removed steps 16-18, 20 Removed steps 21-23 Removed steps 24-27 Removed steps 28-30 Removed step 31	SEP
11/15/16	1	1 37 43 58	typos	SEP
11/14/2016	1 1 1 1 1 1 1 1	12 13 15 16 17 39 40 41	Updated/replaced image. Updated/replaced image. Updated/replaced image. Updated/replaced image. Updated/replaced image. Optional Screen text/replaced image. Updated/step/image 10. Added step/image 11.	SEP
10/13/2016	1	124	Added Steps to take a backup of Montage DB. Added Section 2 of Montage 3.1 installation manual. Add Page 3-4 of Montage 3.1 installation manual.	SEP
10/6/2016	All	All	Changes found after a test run of the upgrade process.	SEP
9/29/2016	All	All	This version contains over 160 edits. It has been reorganized and many of the sections have been deleted.	SEP
8/19/2016	1	151	Replaced CRM step 7 image.	SEP
8/12/2016	1	145	Added Notes.	SEP
8/9/2016	1	92 141	Added Px2008 separate instructions. Updated the entire Final Steps section.	SEP
7/20/16	1	68	Updated for Client Hot Fix for 2.0.3	SEP
7/18/16	1	68	Updated, 2.5.3, 2.5.2, and 2.5.1 Client Hot Fixes for July.	SEP

Date	Sec	Page	Change (Paragraph, Sentence, Figure, Table, etc.)	Initials
7/8/16	1	1 55 62 68 69 70 93 93 108 114 115 115	<p>Added 3.0.1 Software Installation Manual</p> <p>Added The feature is supported in PS 360 v3.5.1, v3.0.1, v2.5.3 and v2.0.3 ONLY.</p> <p>To use this tool you must first install the proper hot fix version of the Client Admin Utility. v3.0.1 (PS360v301ClientAdminUpdate-4-7-2016.zip), v2.5.3 (PS360v253ClientAdminUpdate-4-7-2016.zip) and v2.0.3 (PS360v203ClientUpdate-50713-5-31-2016.zip)</p> <p>Added DOD note.</p> <p>Changed to 2.5.3. or higher</p> <p>Added heading Update Worklists</p> <p>Replaced all installs with a table identifying the patch/hot fixes to apply</p> <p>Changed title Upgrade PX2008 to Pxxv6.0.5951 or higher.</p> <p>Deleted Note about monitoring server.</p> <p>Deleted Disable SQL Express</p> <p>Deleted steps 1-5</p> <p>Added Uninstall MSSQL Express</p> <p>Added two steps.</p> <p>Removed important icons</p> <p>Deleted several paragraphs.</p> <p>Moved Verify to top of page.</p> <p>Added new section, Upgrading an existing server</p> <p>Modified step 3.</p> <p>Added new content. after step 3.</p>	SEP
7/5/16	1	8	Added Upgrade AlwaysOn SQL section.	SEP
6/27/16	1	57	Added V3.5.1 Client Update (b6.5.28.2) and V3.5.1 Client Update UK (b6.5.28.2)	SEP
6/24/16	1	53	Added V2.5.3 Client Update (b5.5.72.16).	SEP
6/21/16	1	56	Added V3.0.1 Radportal Update (b6.0.27.16).	SEP
6/13/16	1 1 1	2 39 53	<p>Added internet access for IPs and ports.</p> <p>Added Troubleshooting section.</p> <p>Added steps for V3.5.1 RadBridge Update 6.5.28.1 US (PS360v351RadBridgeUpdate-65281-6-13-2016-US) and/or V3.5.1 RadBridge Update 6.5.28.1 UK (PS360v351RadBridgeUpdate-65281-6-13-2016-UK)</p>	SEP
6/10/16	1 1	44 50	<p>Added worklist information and file cabinet information.</p> <p>Added step 13 for V2.5.3 RadPortal Update (5.5.72.15) PS360v253RadPortal-557215-6-9-2016.zip.</p>	SEP
5/27/16	1	51	Added v3.0.1 RadBridge Update (6.0.27.16)	SEP

Date	Sec	Page	Change (Paragraph, Sentence, Figure, Table, etc.)	Initials
5/25/16	1	4	PowerScribe® 360 Reporting Windows Server 2008 R2 Installation and Configuration Manual.	SEP
	1	5	Delete all existing Windows accounts previously used by the application, except for the accounts which were created as specified in P36A064 —	
	1	43	Accounts and Passwords for PS360 Installation	
	1	44	Set Services to Use the Services Account	
	1	54	Set Services to use the Services Account	
			If the Versions are up-to-date for Dragon and SUS, verify the DistributedManagementFramework: Agency, SPARK and SUS Services are running under the services account created as specified in P36A064, then skip to PowerXpress Upgrade.	
	1	62	Delete note.	
	1	71	Set Services to use the Services Account	
			Enter the PS360 Windows Service Account created as specified in P36A064.	
	1	73	Set Services to use the Services Account	
	1	74	Set Services to use the Services Account	
	1	1	If the PX2008 version is lower than Px2008_v5.0.5641., you must first upgraded to PX 2008_v5.0.5641. before continuing to install v6.0.5951.	
	1	1	Set Services to use the Services Account	
1	1	Set Services to use the Services Account		
1	1	Verify the following services are running under the services account created as specified in P36A064.		
5/17/16	1	2	Added Validate Nuance PDF Reader Version (Upgrading to V 2.5.x ONLY)	SEP
	1	4	Added Apply All Firmware and Microsoft Updates section.	
5/09/16	1	2	Removed Disable Mirroring	SEP
	1	5	Added Upgrading Systems with Mirrored Hot Spare Configuration	
	1	49	Added Password Conversion Issues and Upgrade AutoTexts	
	1	99	Updated Remote Diagnostic	
4/28/16	1	48	Updated for 3.0.1 Patch 2	SEP
4/25/16	1	All	Updated for V2.5.1, 2.5.2, and 2.5.3 patches.	SEP
3/23/16	1	7	Add note about when to use the upgrade tool.	SEP
02/19/16	1	2	Added Warning about Nuance PDF software.	SEP
		83	Modified Montage Upgrade section.	
		85	Added more steps to the Final Steps.	
01/22/16	1	38	Clarified the important note about 2.5.2 patch 1 or lower.	SEP
01/12/16	1	1	Added note for Nuance PDF Application.	SEP
	1	42	Added Mobile Server Certificates (All Systems Below v3.5) and Upgrade Mobile Server sections.	
	1	64	PowerXpress Upgrade section updated for new version.	
	1	79	Added Delete PX2008DB.	
	1	80	Added Delete SQL Express.	
	1	84	Added Final Steps	
11/23/15	1	All	Draft Version	SEP