

PACS Client Upgrade

Quick Reference Guide
(For Philips Documentation)

DOCUMENT REVISION HISTORY

<i>Revision #:</i>	<i>Revision Date:</i>	<i>Revised by:</i>	<i>Description:</i>
001	Oct 22, 2020	Michael Schultz	Initial Version
002	Oct 23, 2020	Paul Sloman	Updated Version
003	Oct 24, 2020	Lynn Crook	Updated Version
004	Sept 22, 2023	Michael Schultz	Updated Version
005	October 20, 2023	Michael Schultz	Additional sections for Enterprise and Radiology added.
006	March 17 th , 2025	Andrew Quach	Updated Version

RELATED DOCUMENTS

<i>Title:</i>	<i>Description:</i>
IntelliSpace Radiology 4.7 Client Installation and Upgrade Guide	Philips instructions for Installation and Upgrade of PACS

Contents

Document Classification	2
Purpose of Document.....	2
Uninstalling PACS 4.7.17 Instructions	3
Installing IntelliSpace PACS Enterprise Client.....	4
Launching the PACS Enterprise Application	8
Installing IntelliSpace PACS Radiology Client.....	9
Launching the PACS Radiology Application	14
Accessing IntelliSpace PACS Enterprise Client via Internet Explorer.....	15

Document Classification

Internal: information that is generally available to health stakeholders and approved non-health stakeholders

Purpose of Document

This document is intended to be a quick reference guide to help end users and non-SHA Information Technology resources with the installation/upgrade of Radiology and Enterprise clients for IntelliSpace PACS 4.7.57. This document should be used in conjunction with the above referenced Philips documentation.

Note: A complete uninstallation of the previously installed version of PACS client is a requirement prior to proceeding with the installation of the new version.

Please note this only applies if you *installed* the Enterprise or Radiology client of PACS on your computer. If you access PACS client via the website, the new upgrade will automatically be installed, by the Philips package manager, when you go to the website: <https://pacs.ehealthsask.ca/>.

This document is intended for use in conjunction with the Philips Documentation **IntelliSpace Radiology 4.7 Client Installation and Upgrade Guide** In case of discrepancies, please follow the Philips documentation.

NOTE: If you encounter problems or issues while using this reference sheet or Philips documentation, please call the eHealth Saskatchewan Service Desk at 1-888-316-7446.

Uninstalling PACS 4.7.17 Instructions

Please refer to Page 12 of **IntelliSpace Radiology 4.7 Client Installation and Upgrade Guide** Ensure you have logged out of PACS and your browser is closed.

1. Click on the Start Menu.
2. Go to Windows System -> Control Panel -> Programs and Features (Programs>Uninstall a program).
3. Uninstall each of the following. (If installed)
 - a. IntelliSpace PACS Enterprise 4.7.17.0
 - b. IntelliSpace PACS Radiology 4.7.17.0
 - c. Philips Medical Systems IntelliSpace PACS Clinical Applications
4. Navigate to C:\Program Files (x86)\Philips\
 - a. Delete the “IntelliSpace PACS *Enterprise*” folder (if it exists)
 - b. Delete the “IntelliSpace PACS *Radiology*” folder (if it exists)
5. Navigate to C:\Users\%username%\AppData\Local\PPM\
 - a. Delete all files and folders within the PPM folder
6. Reboot the computer.

Installing IntelliSpace PACS Enterprise Client

Please refer to Page 25, 26 of **IntelliSpace Radiology 4.7 Client Installation and Upgrade Guide**

Installing the Standalone Client:

1. If you are going through these steps remotely, **please ensure you are first connected to VPN.**
2. Turn **off** Pop Up Blockers
3. Go to <https://pacs.ehealthsask.ca/installers>
4. Click the link for “**IntelliSpace Radiology – Enterprise (.exe)**”
5. Click “Run” when the window pops up at the bottom:
- Or, you can save the executable file to your local computer and double-click when ready.

PHILIPS

IntelliSpace Radiology Installers

- **Standalone Installers**
 - [IntelliSpace Radiology - Enterprise \(.exe\)](#)
End users with appropriate privileges should use this file to install IntelliSpace Radiology - Enterprise.
 - [IntelliSpace Radiology \(.exe\)](#)
End users with appropriate privileges should use this file to install IntelliSpace Radiology.
- **MSI Installation Packages**
 - [IntelliSpace Radiology - Enterprise \(.msi\)](#)
This file is to be used for automated rollout ONLY, and should not be used by an end user to install IntelliSpace Radiology - Enterprise.
 - [IntelliSpace Radiology \(.msi\)](#)
This file is to be used by Radiology Administrators ONLY. It should not be used to install IntelliSpace Radiology on an individual workstation.
- **Package Manager Download**
 - [PhilipsPackageManager](#)
This file is to launch PhilipsPackageManager. Once launched it will register itself.

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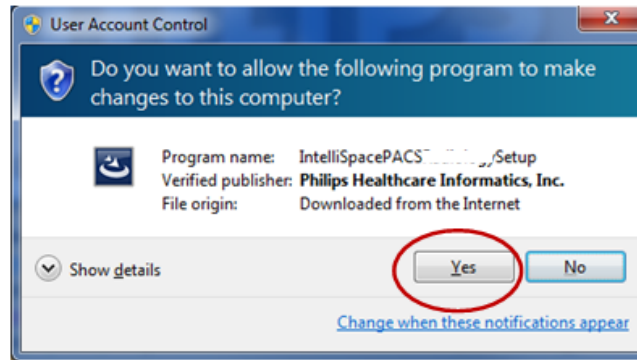
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Do you want to run or save **IntelliSpacePACSEnterpriseSetup.exe** (317 MB) from uat.pacs.ehealthsask.ca?

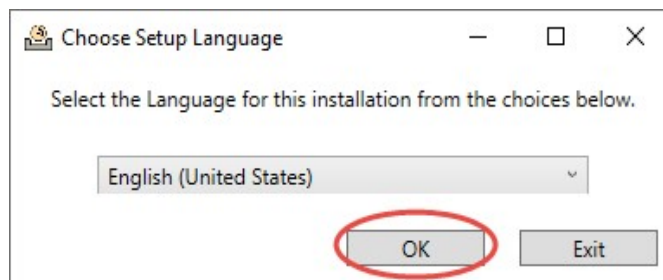
This type of file could harm your computer.

Run Save Cancel

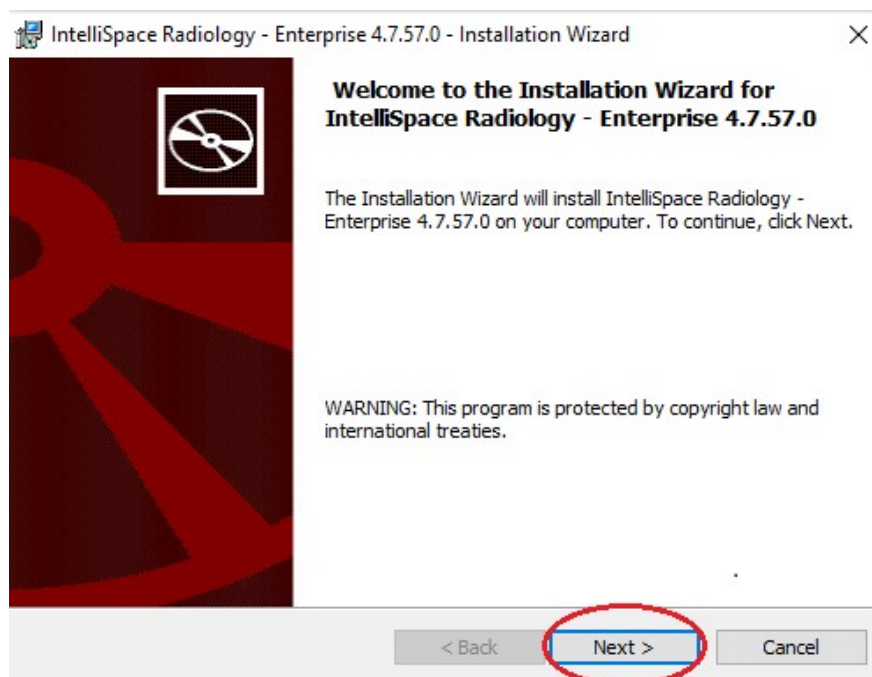
6. Click **“Yes”** on the **“User Account Control”** window, if asked



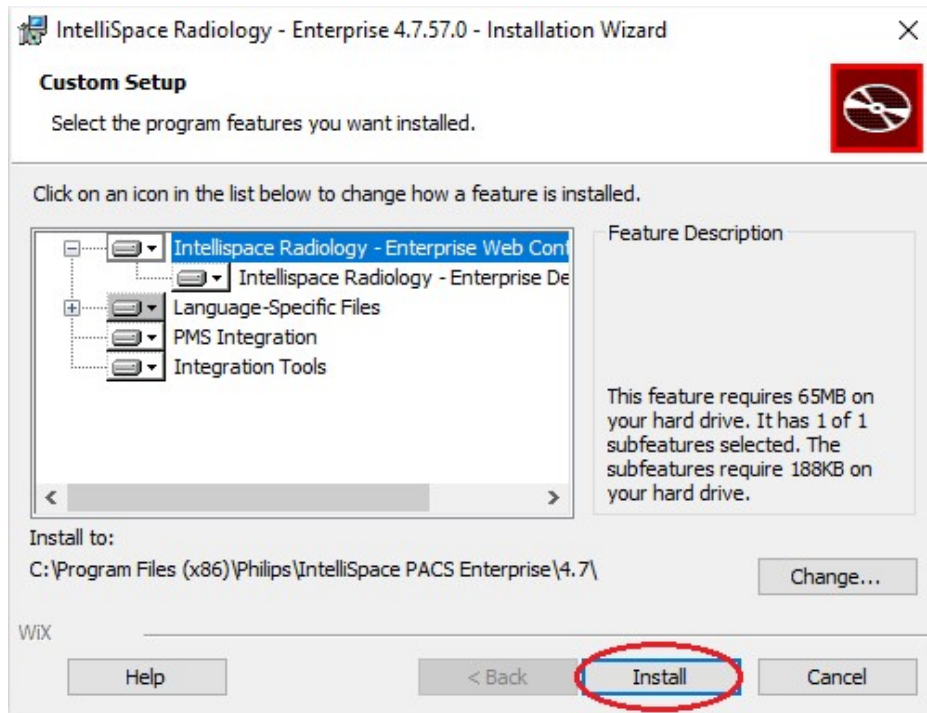
7. When prompted ensure **English (United States)** is selected, then click **“OK”**



8. The IntelliSpace PACS Enterprise **4.7.57.0 Installation Wizard** window will pop up. Click **“Next”**

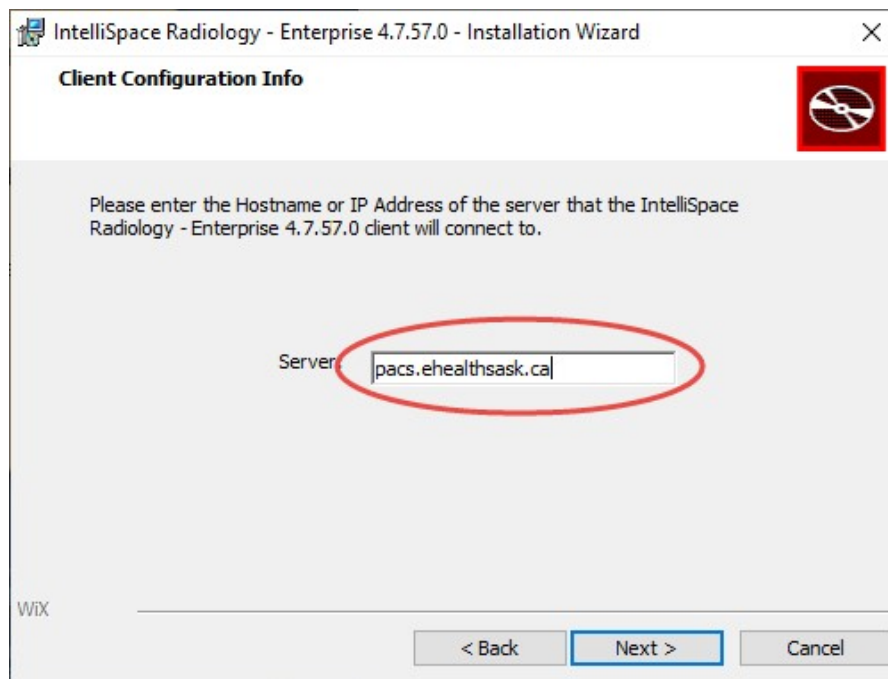


9. Click **“Install”** on the Custom Setup screen

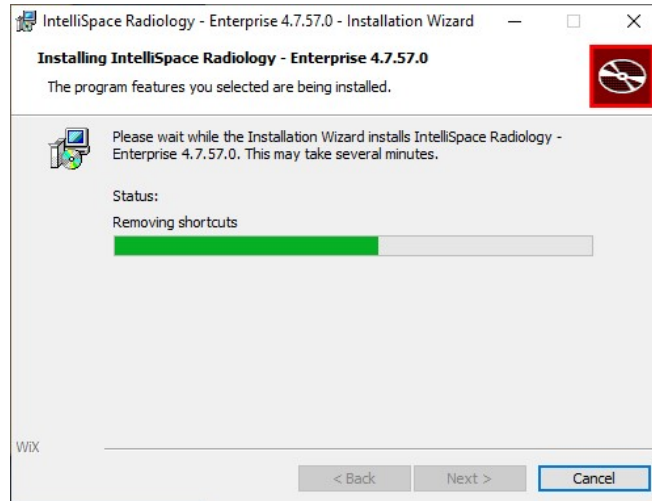


10. Client Configuration screen requires that Server = **pac.s.ehealth.sask.ca**. Then click NEXT

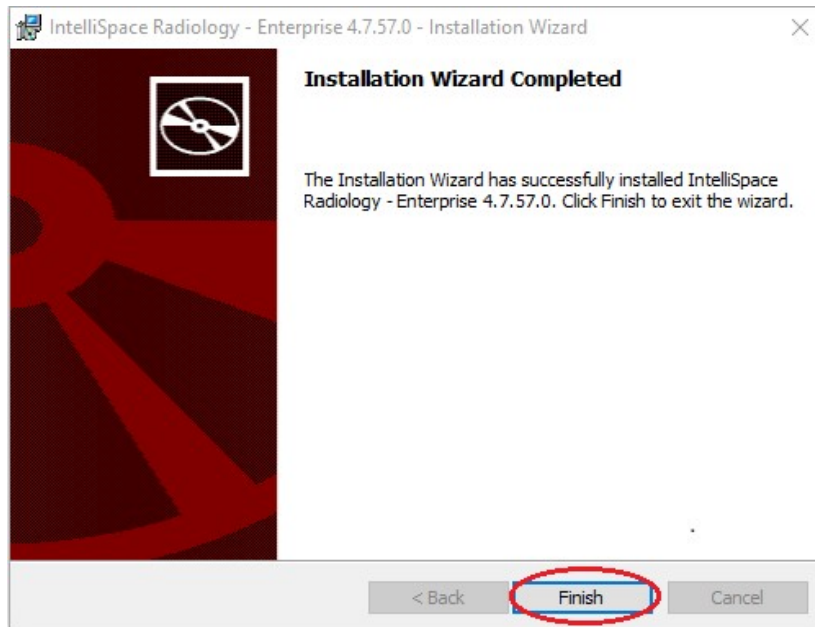
NOTE: If the server prompt does not come up the new version of PACS will **default** to the Server used by the prior version of PACS.



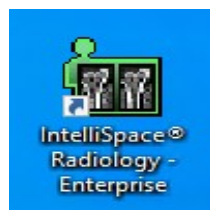
11. A status window will display:



12. When successful, you will get the Install Wizard Completed screen. Click **“Finish”**

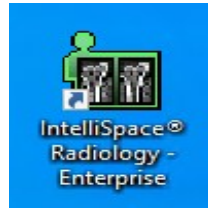


The new version of PACS successfully installed and the application icon will appear on your desktop.



Launching the PACS Enterprise Application

1. To launch the application, double click the IntelliSpace PACS Enterprise or Radiology icon on the desktop or start menu:



2. The Philips IntelliSpace Log On Window will appear and display version **4.7**.

A screenshot of the Philips IntelliSpace Radiology - Enterprise logon window. The window has a dark blue background. At the top center is the Philips logo. Below the logo is a white text box containing the following text: "The Information in PACS is confidential personal health information. By accessing this system you agree to be legally bound to the PACS Services/Access Policy". Below this text is the title "IntelliSpace Radiology - Enterprise" and "Release 4.7" (highlighted with a red box). Below the title is a small lock icon and the text "The current connection is secure. Logon". Below this are five input fields: "User Name" (text box), "Password" (text box), "Log on to" (dropdown menu with "eHealthSask" selected), "Logon Mode" (dropdown menu with "Password" selected), and "Location" (dropdown menu with "Main Location" selected). Below the input fields is a "Log in" button. At the bottom of the window is a small copyright notice: "Copyrights and all other proprietary rights in any software and related documentation ("Software") made available to you rest exclusively with Philips or its licensors. No title or ownership in the Software is conferred to you. Use of the Software is subject to the end user license conditions as are available on request."

3. Fill out the logon information the same way you have done in the past
 - a. User Name = same as before
 - b. Password= same as before
 - c. Log On To = domain where your log on credentials were created
 - d. Logon Mode = Password
 - e. Location = Main Location

Installing IntelliSpace PACS Radiology Client

Please refer to Page 25, 26 of **IntelliSpace Radiology 4.7 Client Installation and Upgrade Guide**

Installing the Standalone Client:

13. If you are going through these steps remotely, **please ensure you are first connected to VPN.**
14. Turn **off** Pop Up Blockers
15. Go to <https://pacs.ehealthsask.ca/installers>
16. Click the link for “IntelliSpace Radiology (.exe)”
 - NOTE ** “IntelliSpace Radiology (.exe)” is for Radiologist use only****
17. Click “Run” when the window pops up at the bottom:
 - Or, you can save the executable file to your local computer and double-click when ready.

PHILIPS

IntelliSpace Radiology Installers

- **Standalone Installers**
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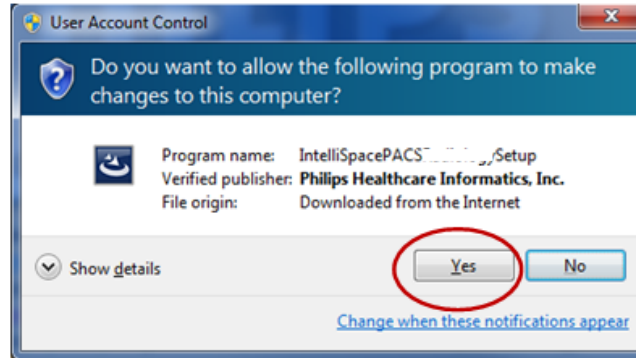
All rights are reserved. Reproduction or transmission in whole or in part, in any form or by any means electronic, mechanical or otherwise, is prohibited without the prior written consent of the copyright owner. Copyrights and all other proprietary rights in any software and related documentation (“Software”) made available to you rest exclusively with Philips or its licensors. No title or ownership in the Software is conferred to you. Use of the Software is subjected to the end user license conditions as are available on request. To the maximum extent permitted by law, you shall not decompile and/or reverse engineer the software or any part thereof.

Do you want to run or save **IntelliSpacePACSEntriseSetup.exe** (317 MB) from uat.pacs.ehealthsask.ca?

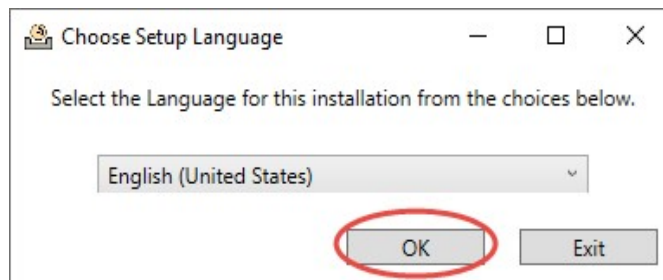
This type of file could harm your computer.

Run Save Cancel

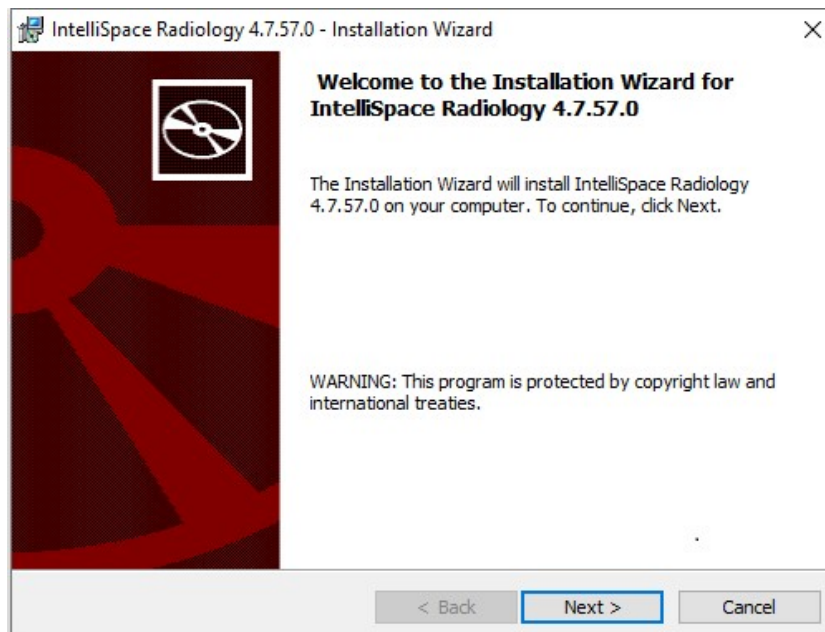
18. Click **“Yes”** on the **“User Account Control”** window, if asked



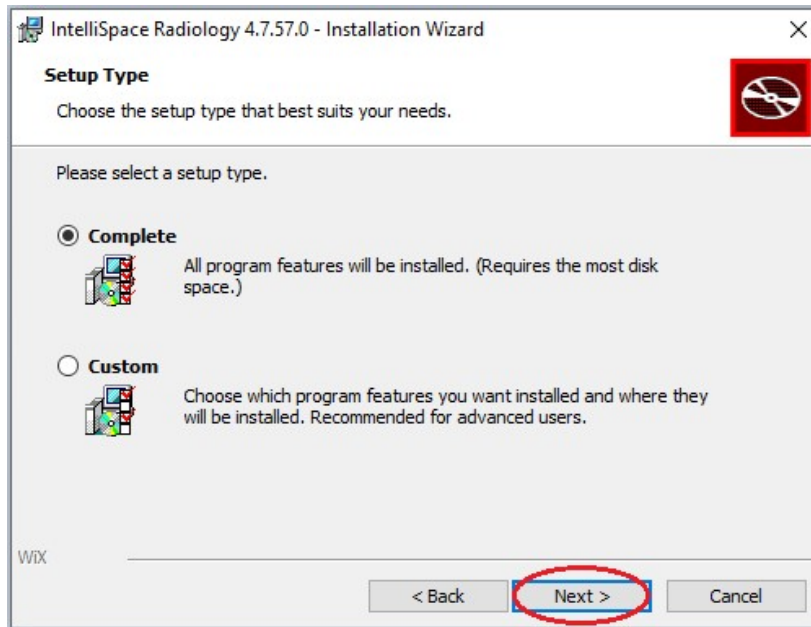
19. When prompted ensure **English (United States)** is selected, then click **“OK”**



20. The IntelliSpace PACS Radiology **4.7.57.0 Installation Wizard** window will pop up. Click **“Next”**

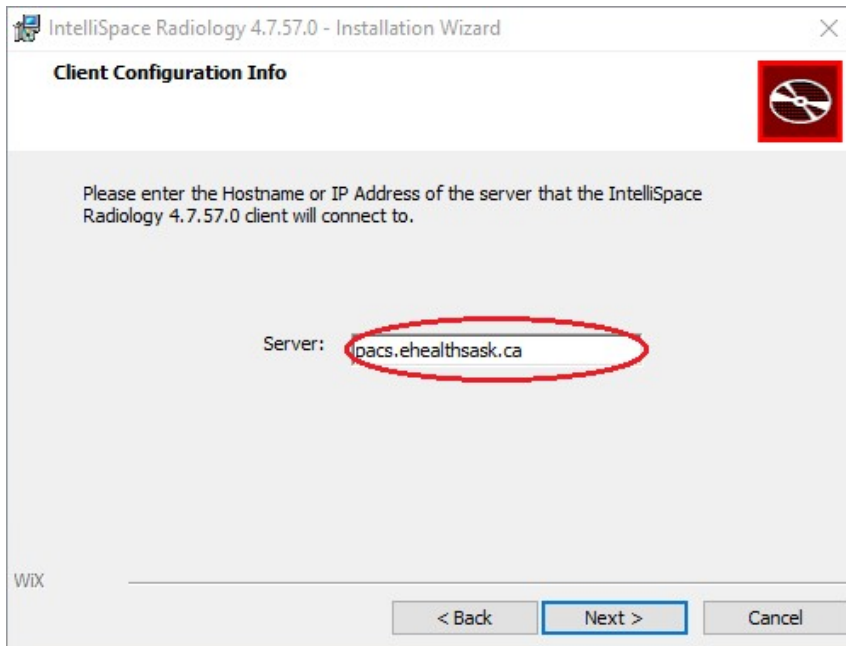


21. Ensure Setup type is Complete and click “Next

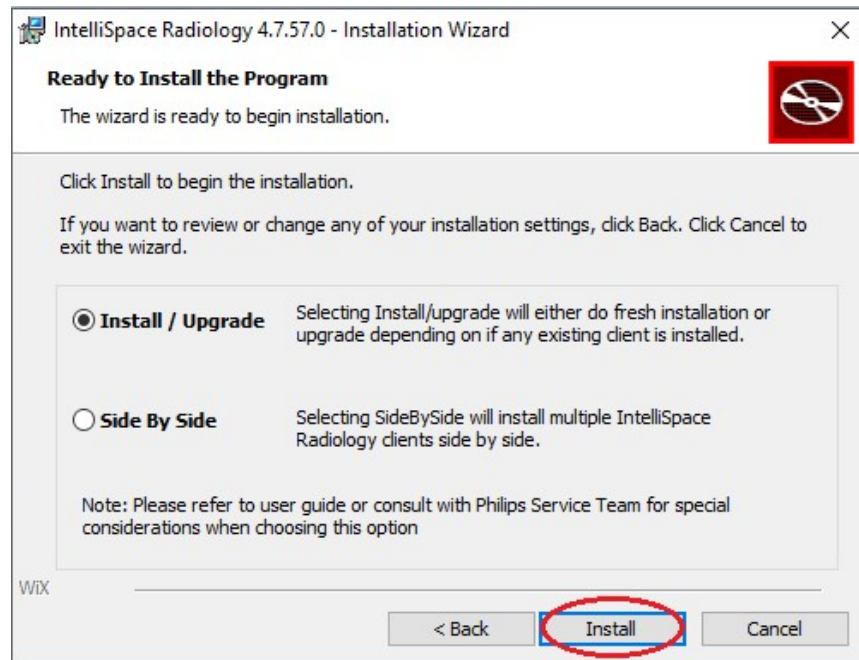


22. Client Configuration screen requires that Server = **pac.s.ehealthsask.ca**. Then click NEXT

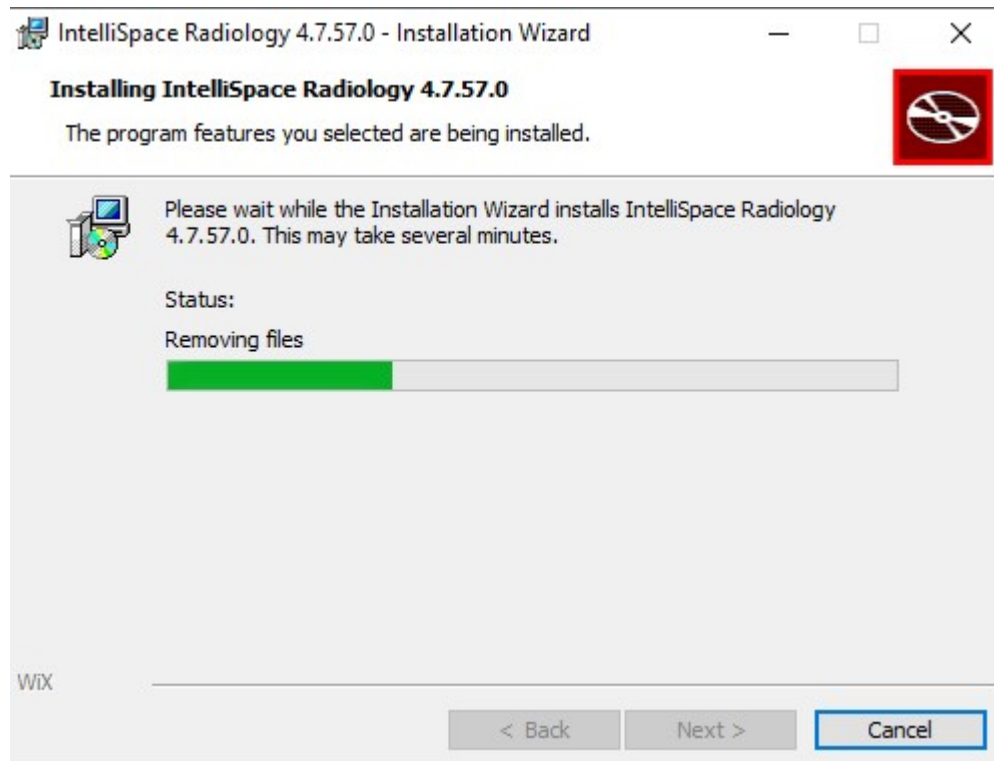
NOTE: If the server prompt does not come up the new version of PACS will **default** to the Server used by the prior version of PACS.



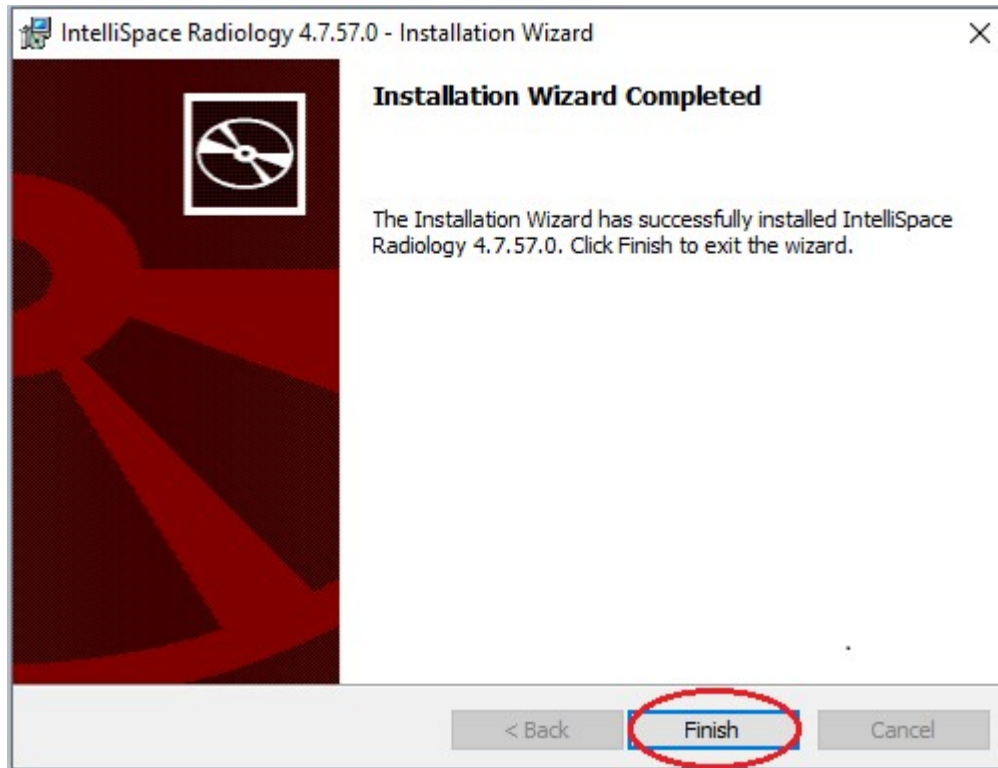
23. Ensure Install/Upgrade is selected and choose "Install".



24. A status window will display:



25. When successful, you will get the Install Wizard Completed screen. Click **“Finish”**



The new version of PACS successfully installed and the application icon will appear on your desktop.



Launching the PACS Radiology Application

4. To launch the application, double click the IntelliSpace PACS Enterprise or Radiology icon on the desktop or start menu:



5. The Philips IntelliSpace Log On Window will appear and display version 4.7.

 A screenshot of the Philips IntelliSpace Radiology - Enterprise logon window. The window has a dark blue background. At the top center is the Philips logo. Below it, a white text box contains the message: "The Information in PACS is confidential personal health information. By accessing this system you agree to be legally bound to the PACS Services/Access Policy". Underneath is the title "IntelliSpace Radiology - Enterprise" and "Release 4.7" (highlighted with a red box). A small lock icon and the text "The current connection is secure. Logon" are visible. The logon form includes:

- User Name:
- Password:
- Log on to:
- Logon Mode:
- Location:

 A "Log in" button is at the bottom. At the very bottom, there is a small copyright notice: "Copyrights and all other proprietary rights in any software and related documentation ('Software') made available to you rest exclusively with Philips or its licensors. No title or ownership in the Software is conferred to you. Use of the Software is subject to the end user license conditions as are available on request."

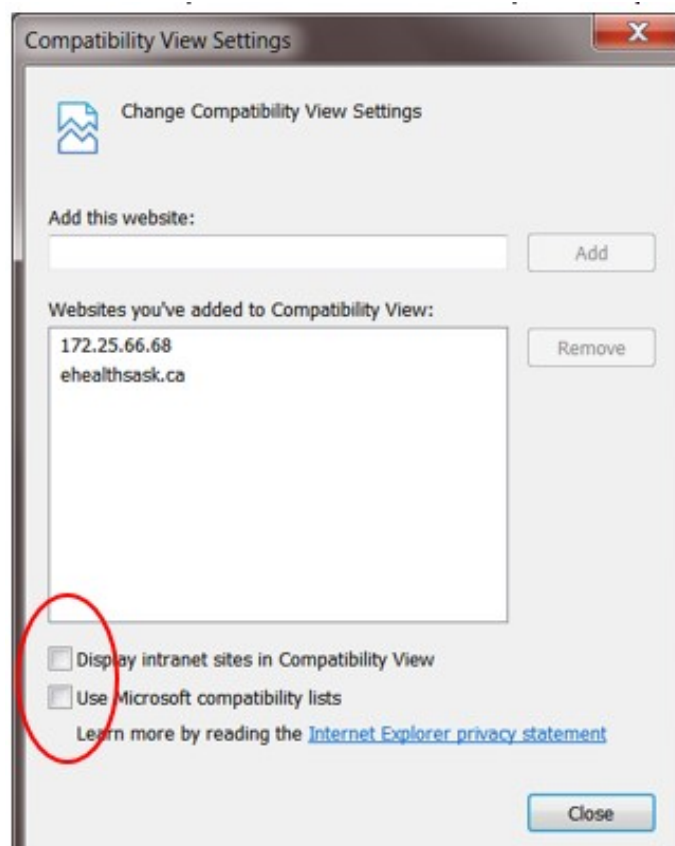
6. Fill out the logon information the same way you have done in the past
 - a. User Name = same as before
 - b. Password= same as before
 - c. Log On To = domain where your log on credentials were created
 - d. Logon Mode = Password
 - e. Location = Main Location

Accessing IntelliSpace PACS Enterprise Client via Microsoft Edge

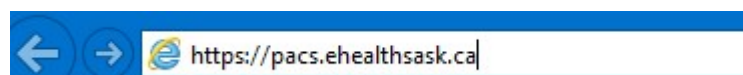
Please refer to Page 36 of **IntelliSpace Radiology 4.7 Client Installation and Upgrade Guide**

Internet Explorer (IE) 10 or 11, Edge (Internet Explorer Mode) are the supported Web Browsers.

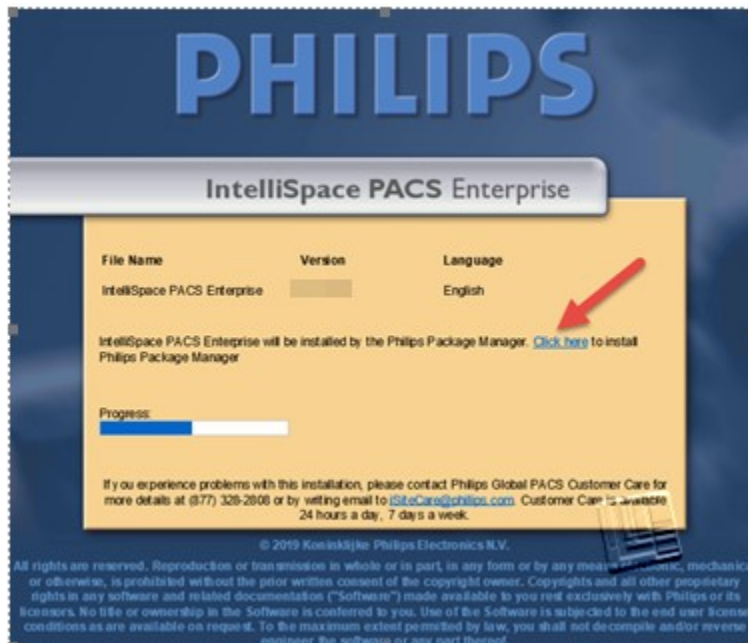
1. Compatibility view should **not** be enabled.
2. From the IE “Tools” navigate to the Compatibility View Settings
3. Internet Explorer > Tools > Compatibility View
4. Ensure that the below options are **unchecked**.



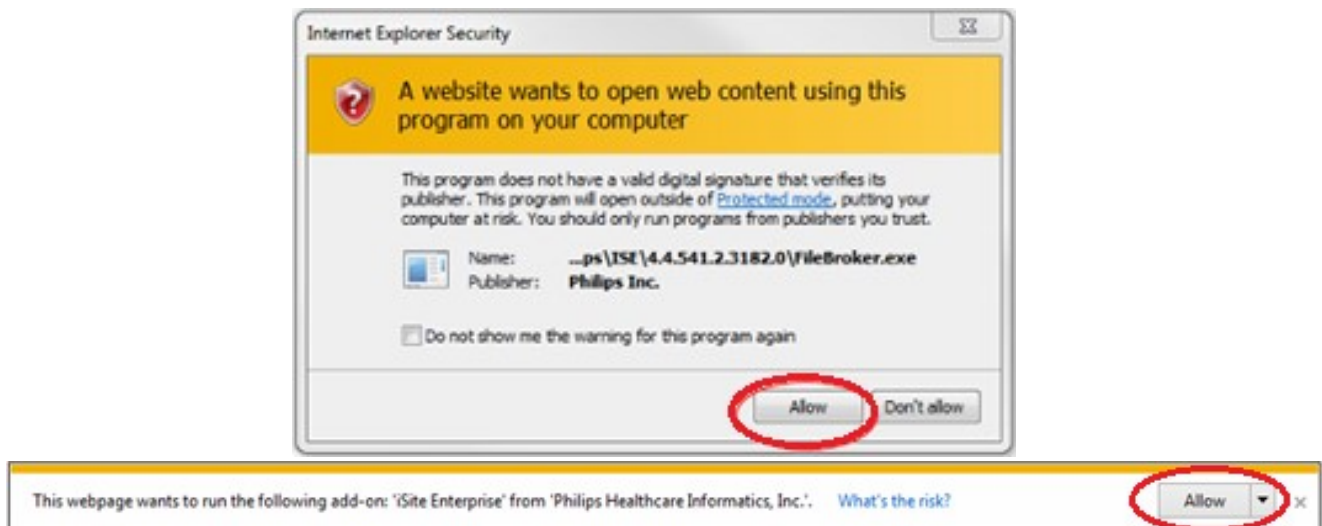
5. To access PACS, ensure you are connected to CNET directly or via VPN.
6. Open up Internet Explorer and browse to <https://pacs.ehealthsask.ca>



- On a new installation the Philips Package Manager will launch and display **PACS 4.7.57** with a progress bar to show the application is installing. If install does not automatically begin then click on the **“Click here”** link, depending on your browser connection. Please be patient.



- Depending on your security permission on the computer, you may have to “allow” the installation:



9. After the install is complete. The PACS Logon page will appear as below with PACS version displaying as **Release 4.7**

The Information in PACS is confidential personal health information. By accessing this system you agree to be legally bound to the PACS Services/Access Policy

IntelliSpace Radiology - Enterprise
Release 4.7

The current connection is secure.
Logon

User Name

Password

Log on to

Logon Mode

Location

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10. It is recommended to bookmark this page for easy access.
11. Your log on credentials remain the same
- User Name = same as before
 - Password= same as before
 - Log On To = domain where your log on credentials were created
 - Logon Mode = Password
 - Location = Main