

Perceptive Image Service for Epic

Installation Guide

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Image Service for Epic Installation

What is Perceptive Image Service for Epic?

The Perceptive Image Service for Epic solution allows a user to access images stored in Perceptive Content directly from the Epic interface.

The solution also provides a method for Epic users to combine separate TIFF image pages of a document into a single, multi-page TIFF file. Epic requests images by their document ID and, if necessary, page number. After receiving the images from Perceptive Content, Image Service then formats the image content as either a multi-page TIFF or a single-page JPEG.

Install and Configure

Download Perceptive Image Service for Epic

To download Perceptive Image Service for Epic, complete the following steps.

1. Go to the Lexmark Enterprise Software website at www.perceptivesoftware.com and log in to the Customer Portal.
2. In the **Downloads** page, search for the latest build of **Perceptive Image Service for Epic**, as shown by the highest build number.
3. Download the Epic Image Service {version}.msi file.

Configure a Perceptive Image Service for Epic view in 7.x.x

Create a document view in 7.x.x

Before you can use Perceptive Image Service for Epic, you must create a view in Management Console. This view provides information to Image Service, such as when a document was created and last modified. To create a new view, complete the following steps.

When you install Perceptive Image Service for Epic, the installer lets you set the view name for "Perceptive Content View." The Image Service for Epic view you create must match the `PerceptiveContentViewName` setting in the `appSettings` section of the `ImageService.exe.config` file.

1. If using Perceptive Content 7.0 or higher, in **Management Console**, select a department.
2. Click **Views**, and then on the Document tab, click **New**.
3. In the **New View** dialog box, add the following information.
 - **Name.** Type `Image Service for Epic`.
 - **Description.** Optional. Type a description.
4. Click **OK**

Next Modify the view in View Designer to define conditions, column layout, filters, and view security.

Configure the document view in 7.x.x

To make a view active or to disable a view in View Designer, complete the following steps.

1. In **Management Console**, in the left pane, select a department.
2. Select **Views**, and on the **Document** tab, select **New**.
3. In the **New View** dialog, enter a name such as `Image Service`.
4. Select **OK**.
5. Select the view and click **Modify**.
6. In **View Designer**, in the **Designer** toolbar, select **Properties**, and perform the following actions.
 1. On the **View Properties** dialog box, on the **General** tab, select the **Is active** check box.
 2. On the **Security** tab, under **Users and Groups**, select **Add**.
 3. In the **Select Users and Groups** dialog, on the **Groups** tab, under **Search Results**, highlight the user or group system account that accesses **Integration Server**, select **Add**, and select **OK**.
 4. In the **Privileges** section, highlight the recently added user or group system account, and select **Allow All**.
 5. Select **OK**.
7. In **View Designer** in the **Preview** pane, select **Columns**, and complete the following actions.
 1. Select the **Columns**.
 2. Right-click anywhere in the dialog box and then click **Clear All**.
 3. Select the check box next to the **Document ID**, **Created**, and **Modified** columns.
 4. Select **OK**.
8. In the **Designer** toolbar, select **Save**.

Next See the Binary Data Retrieval API section of the Epic documentation for information on how to configure Epic to use the Perceptive Image Service for Epic.

Configure a Perceptive Image Service for Epic view in 6.7.x

Create a document view in 6.7.x

To create a document view in 6.7.x, complete the following steps.

1. In **Management Console**, in the left pane, click **Views**.
2. In the right pane, click the appropriate tab, and then click **New**.
3. In the **New View** dialog box, define a name and description for this view and click **OK**.

Next, modify the view in **View Designer** to define conditions, column layout, filters, and view security.

Configure the document view in 6.7.x

To make a view active or to disable a view in View Designer, complete the following steps.

1. In **View Designer**, in the **Designer** toolbar, click **Properties**.

2. In the **View Properties** dialog box, on the **Security** tab, grant access to the user or group system account that accesses **Integration Server**.
3. In the **Preview** pane, to select the columns to display, complete the following substeps.
 1. Click the button.
 2. Right-click anywhere in the dialog box and then click **Clear All**.
 3. Select the check box next to the **Document ID**, **Created**, and **Modified** columns.
 4. Click **OK**.
4. In the **Designer** toolbar, click the **Save** button.

Next Refer to the Binary Data Retrieval API section of the Epic documentation for information on how to configure Epic to use the Perceptive Image Service for Epic.

Install Perceptive Image Service for Epic

To install Perceptive Image Service for Epic, complete the following steps.

1. Navigate to the folder where you extracted Epic Image Service {version}.msi and double-click the file.
2. On the **Image Service for Epic Installer** page, click **Next**.
3. On the **End-User License Agreement** page, read through to the end of the agreement, click the **I accept the terms in the License Agreement** button, and then click **Next**.
4. On the **Destination Folder** page, accept the default installation location or click **Change** to select a different installation directory and then click **Next**.
5. On the **Ready to install Perceptive Image Service for Epic** page, click **Install**.
6. On the **Integration Server Configuration** page, complete the following steps.
 1. **Server Base Address**, type the https address, IP address, LAN IP address, local host, or machine name of the computer that hosts **Integration Server**.
 2. On **Port**, type the port number of the computer that hosts **Integration Server**.
 3. On **User**, type the user name for the system account that accesses **Integration Server**.
 4. On **Password**, type the password for the system account that accesses **Integration Server**.
 5. To verify that you can connect to the instance of **Integration Server**, click **Test**.

Note: If you do not validate the Integration Server during installation, you must start the Image Service manually.

6. Click **Next**.
7. On the **Image Service Configuration** page, complete the following substeps.
 1. In **Service Base Address**, type the full URI of the **Image Service** in the format `https://<host>:<port>`.

Note: Epic uses this address to communicate with Image Service.

Note: The port you use for the service base address must not conflict with other services on the same machine.

Note: A signed certificate, with a private key installed, must be bound to the port used for the service base address.

Note: The address you are connecting the service to must be enabled for SSL. For more information on configuring SSL, see the 'SSL/TLS considerations' section of the Perceptive Integration Server on Tomcat Installation Guide.

2. In **Perceptive Content View**, enter the name of the document view you created.
3. Click **Next**.

Note: If your organization does not support SSL, you can disable the SSL portion of Image Service in the **imageservice.exe.config** file, by changing `behaviorConfiguration=SSLBehavior` to `behaviorConfiguration=NonSSLBehavior`, and `bindingConfiguration=SSLBehavior` to `bindingConfiguration=NonSSLBinding`. You must also update the host base address and AppSettings IP to an http address, and update the 8080 port to a non-SSL port. You must restart the service for these changes to take effect.

Set a logging directory

To specify the directory where Image Service records the logging files, complete the following steps.

1. Navigate to `[drive:] \Program Files (x86) \Perceptive Software \Image Service for Epic`.
2. Open the `ImageService.exe.config` file.
3. Under **ImageServiceLibrary.Properties.Settings**, set **LogDirectory** to the directory where you want to save the logging files.

Use Image Service Logging

You will want to turn on logging if images do not load in Image Service. To troubleshoot when images do not load in Image Service, complete the following steps.

1. In the **ImageService.exe.config** file, set **DebugLoggingEnabled** to `true`.
2. Reopen the document that would not load the image.
3. Check the application log file for errors in the directory you set in `ImageService.exe.config`.

Start the Perceptive Image Service for Epic service

If you did not validate Image Service during installation, you will need to start it manually after installation. To start the Image Service, complete the following steps.

1. On your Windows desktop, right-click the **Computer** shortcut and click **Manage**.
2. In the **Computer Management** dialog box, in the left pane, expand **Services and Applications** and click **Services**.
3. In the **Services** pane, right-click **Perceptive Image Service for Epic**, and click **Start**.