

Perceptive Image Service for Epic

Installation Guide

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Image Service for Epic Installation

What is Perceptive Image Service for Epic?

Perceptive Image Service for Epic allows a user to access images stored in Perceptive Content directly from the Epic Image Retrieval API.

Epic requests images by their document ID and, if necessary, page number. After receiving the images from Perceptive Content, Image Service 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.

- To obtain Perceptive **Image Service** for Epic, contact Hyland Software Technical Support group at (440) 788-5600.

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 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 **Integration Server Configuration** page, complete the following steps.
 1. In **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. In **Port**, type the port number of the computer that hosts **Integration Server**.
 3. In **Resource Path**, type the folder name for the **Integration Server** install on the web application server.
 4. In **User**, type the user name for the system account that accesses **Integration Server**.
 5. In **Password**, type the password for the system account that accesses **Integration Server**.
 6. 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.

7. Click **Next**.
8. Click **Install**.
9. Click **Finish**.

6. 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. A signed certificate, with a private key installed, must be bound to the port used for the service base address. 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. Click **Next**.
7. Optional. If your organization does not support SSL, you can disable the SSL portion of **Image Service** in the **imageservice.exe.config** file, by changing the following settings.
 - Change `behaviorConfiguration=SSLBehavior` to `behaviorConfiguration=NonSSLBehavior`
 - Change `bindingConfiguration=SSLBehavior` to `bindingConfiguration=NonSSLBehavior`

Note: You must update the `baseAddress`, found under `services`, to a non-SSL host and port. You must also update IP and Port values, found under `appSettings`, to a non-SSL host and 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.
4. Restart the service.

Use Image Service Logging

If an image does not load in Image Service, you can enable logging to review the application log file. To enable logging in Image Service, complete the following steps.

1. In the **ImageService.exe.config** file, set **LogLevel** to one of the following options.

Level	Description
0	Logging is turned off.

Level	Description
1	Only error messages are logged.
2	Error and warning messages are logged. Note that warnings are not errors but they indicate near-error states such as missing data.
3	Logs information messages in addition to warnings and errors. On new installations the default LogLevel is set to 3.
4	Logging is set to debug. If the LogLevel is not specified or an incorrect value is used, the LogLevel is set to 4.

2. Restart the service.
3. Reopen the document that would not load the image.
4. 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**.