PATHOGEN ASSET CONTROL SYSTEM

# PACS Maintenance and Support Plan



SI-P-5-8-001-00 **Revision 7** 

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# 1. Revision History

Revision	Issue Date	Comments				
1	10/16/2018	Draft prepared. Supervisor review.				
2	10/17/2018	Supervisor review.				
3	10/18/2018	Technical Writer Review:				
		o Title				
		<ul> <li>Table of Content</li> </ul>				
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		<ul> <li>Introduction</li> </ul>				
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4	11/05/2018	Additional Review:				
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		<ul> <li>Reference Documents</li> </ul>				
		<ul> <li>Instruction steps</li> </ul>				
5	12/12/2019	Document update:				
		<ul> <li>5.2.3.1/5.2.3.2 PACS Database Backup/Restore</li> </ul>				
		Procedure				
		<ul> <li>5.4 PACS Patching Procedure</li> </ul>				
6	09/10/2020	Document update:				
		<ul> <li>3 Reference Documents</li> </ul>				
		<ul> <li>5.4 PACS Patching Procedure</li> </ul>				
		<ul> <li>PACS Patching Procedure from 5.8.23, 5.8.31, 5.8.38,</li> </ul>				
		5.8.45, 5.8.455, 5.8.501, 5.8.502, 5.8.503, 5.8.650,				
		5.8.671, 5.8.681, 5.8.684, 5.8.690 to 5.8.702 using one				
		patch				
		• PACS Patching Procedure from 5.6.28, 5.7.18, 5.8.11,				
_		5.8.21 to 5.8.702 using one patch				
7	02/10/2021	Document update:				
		• 2 Classification				
		<ul> <li>2.3 Applicable Product Version(s)</li> <li>2.8 Structure Descention</li> </ul>				
		<ul> <li>3 Reference Documents</li> <li>5 2 Bestware Proceedures</li> </ul>				
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## 2. Introduction

#### 2.1. About Software

Pathogen Asset Control System (PACS) is an electronic system for accounting, management, and control of biological agent stocks. The application is designed to monitor receiving, transfer, movement, destruction of agents, and other actions performed with biological materials. The system allows tracking samples and strains of any kind. Each item in the repository is marked with a unique barcode label. The barcode technology used with a barcode scanner allows fast and error-free data input and provides an extra level of pathogen asset tracking security. With the help of barcode technology, repository control (material movement, repository inventory etc.) gets fast and convenient.

PACS is a highly customizable tool, which can be configured to meet local needs and regulations, simplify the data entry process, and organize data in an appropriate order. Extensive search and reporting capabilities allow users to output necessary data set in appropriate formats.

## 2.2. Organizational Requirements

Maintenance is performed by the developer, a separate maintainer, or by a third-party organization. It is important that the organization responsible for maintenance be identified in writing with full responsibilities. The Maintenance Plan accomplishes this. The maintainer should develop the Maintenance Plan as well as the supporting procedures. Since software maintenance activities invoke the use of organizational resources, it is recommended that the highest level of management in the organization approves of this undertaking and approves the final version of the plan and the procedures. Other functions that should also review and approve this plan include Software Quality Assurance, Software Engineering, Software Testing, Project Management (when applicable), the organization's Software Configuration Management Function (when applicable), and the customer (when applicable).

## 3. CLASSIFICATION

#### 3.1. AREA

- Hardware
  - o Off-site Backup
  - RDX Cartridges Replacement
  - o Printers Maintenance
  - o Equipment Lifecycle
- Software
  - Backup Configuration
    - PACS Backup Strategy
    - Backup Jobs
    - PACS Database Backup/Restore Procedure
  - Third-party (non-PACS) Software
    - Microsoft Software
- PACS Support Overview

- PACS Helpdesk
- PACS Patching Procedure

#### 3.2. INSTRUCTION TYPE

• Maintenance and Support

#### 3.3. APPLICABLE PRODUCT VERSION(S)

- Windows Server 2019/2016/2012/2012 R2 Standard Edition
- Microsoft SQL Server 2019/2017/2016/2014/2012 Standard Edition, 2019 Express Edition
- Pathogen Asset Control System (PACS) 5.8.834

## **4. REFERENCE DOCUMENTS**

This instruction has the following reference documents:

<b>Document Abbreviation</b>	Document Official Name	Link (if applicable)
SSD	SI-P-5-8-002-00 PACS SSD – (Country) – (City) – (Short Site Name)	https://blackandveatch.sharepoint.com/:x:/r/ teams/SP/EIDSSPACS_Wiesbaden/_layouts/1 5/Doc.aspx?sourcedoc=%7BD1FCCC3B-6534- 44B6-9238- CC8961BB2ADE%7D&file=PACS%20SSD%20- %20(Country)%20-%20(City)%20- %20(Short%20Site%20Name)%20New%20Sit es.xlsx&action=default&mobileredirect=true
PACS SERVER/WORKSTATION CONFIGURATION GUIDE	SI-P-5-8-001-00 PACS SERVER&WORKSTATION CONFIGURATION GUIDE	https://blackandveatch.sharepoint.com/:w:/r /teams/SP/EIDSSPACS_Wiesbaden/08xImple mentation/Training%20Materials/Manuals/SI -P-5-8-001- 00%20PACS%20SERVER%26WORKSTATION% 20CONFIGURATION%20GUIDE.docx?d=w0bd c8de8692a4028aab6884324d37cfe&csf=1&e =hywBqf

## **5. PREREQUISITES**

This instruction has the following prerequisites:

1) The PACS SERVER/WORKSTATION CONFIGURATION GUIDE instruction shall precede the current instruction.

## 6. INSTRUCTION STEPS

#### 6.1. EQUIPMENT LIFECYCLE

1) It is recommended to refresh equipment according to equipment lifecycle defined by OEM manufacturer.

2) Standard server equipment warranty shall be extended with Care Pack Services (or similar) to cover all period of operation.

Recommended equipment lifecycle:

Equipment Type	Default Warranty Period	Recommended Lifecycle
Server Equipment	3 у	5 years w/ extended Care Pack
		Services (or similar)
Desktop Equipment	3 у	3 у
Peripherals	1 y	5 y

#### 6.2. BACKUP PROCEDURES

#### 6.2.1. PACS backup strategy

- 1) PACS SQL database backup/rotation:
  - a. Schedule Daily, time should be specified according to SSD;
  - b. Path VM BACKUP drive (E:\SQLBackup\);
  - c. Backup stack depth last 7 daily and 2 weekly backups.

This procedure is applicable for both, network and standalone types of installation.

- 2) VM backup drive backup/rotation:
  - a. Schedule Daily, time should be specified according to SSD;
  - b. Path Host RDX removable drive (F:\\_Daily\);
  - c. Backup stack depth last 7 daily backups.
- 3) Full VM backup/rotation:
  - a. Schedule Weekly, time should be specified according to SSD, Saturday/Sunday;
  - b. Path Host RDX removable drive (F:\\_Weekly\);
  - c. Backup stack depth last 2 weekly backups.

Backup jobs are automated and run according predefined schedule. System administrator is responsible for checking if backup jobs complete successfully.

## 6.2.2. Backup jobs result check

System administrator shall check backup jobs results and log files on the weekly basis.

To check PACS SQL database backup/rotation scheduled job results:

- 1) Log in to the PACS SQL virtual machine using login credentials according to SSD;
- 2) Open **rotate\_day\_log.txt** log file in the *F*:\*BACKUP\\_rotate\\_logs*\ folder;
- 3) Check backup results for the last 7 days;
- 4) Open **rotate\_week\_log.txt** log file in the *F:\BACKUP\\_rotate\\_logs*\ folder;
- 5) Check last backup results.

To check VM backup drive backup/rotation scheduled job results:

- 1) Log in to the host server;
- Open BackupLog.txt log file in D:\Hyper-V\\_VHDX\_BACKUP\VMNAME\_VHDX\_BACKUP\ folder;

 Check backup results for the last 8 days.
 Note: For detailed backup job log file please refer ExportLog.txt log file in G:\\_Day\VMNAME\YYYY.MM.DD\ folder.

To check Full VM backup/rotation scheduled job results:

- 1) Log in to the host server;
- Open BackupLog.txt log files in D:\Hyper-V \\_VM\_EXPORT\VMNAME\_EXPORT\
- Check backup results for the last week.
   Note: For detailed VM export job log file please refer ExportLog.txt log files in G:\\_Week\VMNAME\YYYY.MM.DD\ folder.

#### 6.2.3. Manual Backup/Restore procedure

#### 6.2.3.1. PACS Database backup

- 1) Close PACS application if it is opened.
- 2) From the Start menu, run SQL Server Management Studio.



3) Enter login credentials either for **SQL Server** or **Windows Authentication**. Click the **Connect** button.

🖵 Connect to Server		×
	SQL Server	
Server type:	Database Engine	~
Server name:	PACSVM\SYSTEM	~
Authentication:	SQL Server Authentication	~
Login:	sa	~
Password:		
	Remember password	
	Connect Cancel Help	Options >>

4) Expand the **Databases** item, right-click on **PACS**, and from the right-click menu navigate to **Tasks->Back Up...** The **Back Up Database – PACS** window opens.



5) In the **General** window click the **Add** button. The **Select Back Up Destination** window opens.

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Destinations on disk  File name: StSCU Backup PACS bak  G SQL Backup PACS bak  Concel  OK  Cancel  Cancel	for frequently used files.				Description:				
Destinations on disk     Image: Content state					Backup set will expire:				
File name:     Destination     Backup device     OK Cancel	Destinations on disk				After:	0	i a	iys	
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Contents OK Cancel OK Cancel			$\sim$						JIIIOYO
OK Cancel OK Cancel								Co	ontents
OK Cancel OK Cancel			_				0	<b>V</b> (	Densel
		OK	Cancel				0		ancel

- 6) Type the unique name for a backup, e.g. *PACS17.3.2014.bak*.
- 7) Click the **Ok** button. The **Select Back Up Destination** window closes.
- 8) Click **Options** menu in **Back Up Database PACS** window and select **Verify Backup** when finished. Click the **Ok** button.
- 9) The Back Up Database PACS window closes. The confirmation window opens.
- 10) Click the **Ok** button to confirm the process.

#### 6.2.3.2. PACS Database restore

1) From the Start menu, run SQL Management Studio.



2) Enter login credentials either for **SQL Server** or **Windows Authentication**. Click the **Connect** button.

🖵 Connect to Server	:	×
	SQL Server	
Server type:	Database Engine	
Server name:	PACSVM\SYSTEM	1
Authentication:	SQL Server Authentication	-
Login:	sa	7
Password:	*****	Ī
	Remember password	
		_
	Connect Cancel Help Options >>	٦

 Right-click on Databases item, and from the right-click menu select Restore Database. The Restore Database window opens.

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🖯 🗀 Datab	bases						
🗄 🗀 Sys	stem Databa	ises					
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(H) (H)	New Data	ibase					
ΞC	New Que	ry					
	Script Da	tabase as 🔹 🔸					
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E C	Facets		Bring	Online			
	Start Pow	erShell	Shrin	ik	•		
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E Ser	Rename		Reste	ore	•	Database.	
🗄 🗀 Rej	Delete		Gene	rate Scripts		Files and	Filegroups
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	Descention		Exua	Ci Data-tier Application			
	Propertie	s	Depl	oy Database to SQL Azure	B		
			Expo	rt Data-tier Application			
			Regi	ster as Data-tier Applicatio	on		
			Ung	ade Data-tier Application			
			opgi	ade bata del Application.			
			Delet	te Data-tier Application			
			Impo	ort Data			
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No backupset s	elected to be rest	ored.	Help				
General		and a series of the	, icip				
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options		O Databas	e				Ŧ
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		Dat	abase				
		Destination					
		Databare					
		Restore to:					Timeline
		Restore plan					
		Backup sets t	o restore:				
		Restore Nav	ne Component	Type Server Database Positio	n First LSN I	ast LSN Checke	ont LSN Full I
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ew connection p	roperties						
Ready		•		m			×
						Verify	Backup Media
					ОК	Cancel	Help
					~	Conce	rich

4) Ensure the **Device** radio-button is selected. Click the **Browse** button next to the **Device** radio-button. The **Specify backup devices** window opens.

Select backup devices		- • ×
Specify the backup media ar	nd its location for your restore operation.	
Backup media type:	File	
Backup media:		
		Add
		Remove
		Contents
	OK Cance	el Help

5) Click the **Add** button. The **Locate Backup File** window opens.

📋 Locate Backup File - S	FUP\SQLEXPRESS			- • •
Backup File location:	C:\Backups			<b>Q</b>
C: SRecycle. Bin Backups C: Documents and PerfLogs Program Files Program Files Program Jolas Program J	i Settings :86) Information	PACS bak		
File name:	PACS.bak		Backup Files(*.bak;*.tr	n) 🔻
			ОК	Cancel

- 6) Select the folder where the backup file is stored. Select the backup file name. Click the **OK** button.
- 7) The Locate Backup File window closes. The selected file is in the Backup media box on the Specify Backup Devices window.

		1
Backup media type:	File	J
васкир media: C:\Backups\PACS.bak		Add
		Remove
		Contents

8) Click the **OK** button. The **Specify Backup Devices** window closes. The selected backup set in in the **Backup sets to restore** box.

🔆 Restore Database - PACS							
🚺 Ready							
Select a page General	🔄 Script 👻 📑 Help						
These options	Source 💮 Database:						Ŧ
	Oevice:	C:\Back	ups\PA	CS.bak			
	Database:	PACS	PACS				
	Destination Database:	PACS					•
	Restore to:	The last	backup	taken (Wednesday, September 03, 2	014 8:!	Tir	neline
	Restore plan Backup sets to restore:						
	Restore Name	Component	Туре	Server	Database	Position	First LSN
	PACS Datab	ase Database	Full	PACSSTANDALONE\SQLEXPRESS	PACS	1	1355800
Connection							
말 (local)\SQLEXPRESS [sa]							
View connection properties							
Progress							
One Done	<				V	erify Back	⊦ up Media
				ок	Cancel		Help

- 9) Select the **Restore** checkbox prior to the selected backup set in the **Backup sets to restore** box. Click the **OK** button.
- 10) Wait for the database to be restored. Close **Restore Database** window.

#### 6.2.4. Off-site backup

- 1) PACS host server is equipped with HP RDX Removable Disk Backup System.
- 2) RDX Cartridges shall be rotated on the monthly basis by system administrator.
- 3) RDX Cartridges shall be stored in their protective cases in a safe place (preferably not in the same building where server is located).

#### 6.2.5. RDX Cartridges replacement procedure

#### 6.2.5.1. Unload cartridge

1) Press the **Eject** button on the front panel.



1 - Cartridge activity LED; 2 - Eject button

*Note: On the internal model, the Eject button is to the right of the cartridge slot.* 



Front panel of an internal drive

 The drive completes any task it is currently performing and ejects the cartridge. When the cartridge has been ejected by the unit, grasp the exposed sides of the cartridge and pull it straight out.

#### 6.2.5.2. Inserting cartridge

- 1) Insert a cartridge into the unit with the keyed corner facing the upper left corner of the RDX Removable Disk Backup System. The cartridge fits in only one orientation. (The write-protect tab is on the back right of the cartridge.)
- 2) Push the cartridge gently into the unit until it locks into place with a clicking sound.



1 - Write protect tab; 2 - Keyed corner

#### 6.3. PRINTERS MAINTENANCE

Please refer to documentation provided by OEM manufacturer.

#### 6.4. PACS PATCHING PROCEDURE

For this procedure log in to OS of the PACS VM under the domain Administrator account and upload the **PACS Patch** file from PACS Country Specific installation package to a directory on the PACS VM local drive.

1) Run as Administrator the **PACSpatch.exe.** 

The **PACS Update Installation** window appears.



- 2) The **Update PACS database** window appears. Specify the **Server** and **Database** values according to **PACS Configuration** section in the SSD document for the current VM.
- 3) In the User field, type *sa* and in the **Password** field, type the password according to **Microsoft SQL Server Configuration** section in the SSD document for the current VM.

🔯 Update PACS data	abase	x
Update PAC	S database to 5.8.834	
G SQL		
Server	(local)\SYSTEM	
Database	PACS	
Administrator	sa	
Password	*****	
	Ok Can	cel

4) Click the **Ok** button. The **PACS database installation** window opens.

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Туре	Message	Time	1
Info	Maintenance file 'ShrinkDb_PACS'.'cmd' has been created in the folder 'C:\Pr	3/1/2021 10:08:12	
Info	Scheduler task MaintenanceShrink_PACS has been created successfully.	3/1/2021 10:08:12	
Info	Adding scheduler task MaintenanceIndexes_PACS	3/1/2021 10:08:12	
Info	Creating maintenance file 'Rebuild_Or_Reorganize_Indexes_PACS'.'sql' in the	3/1/2021 10:08:12	
Info	Maintenance file 'Rebuild_Or_Reorganize_Indexes_PACS'.'sql' has been crea	3/1/2021 10:08:12	
Info	Creating maintenance file 'Rebuild_Or_Reorganize_Indexes_PACS'.'cmd' in th	3/1/2021 10:08:12	
Info	Maintenance file 'Rebuild_Or_Reorganize_Indexes_PACS'.'cmd' has been cre	3/1/2021 10:08:13	
Info	Scheduler task MaintenanceIndexes_PACS has been created successfully.	3/1/2021 10:08:13	
Info	Adding scheduler task SearchEngineCache_PACS	3/1/2021 10:08:13	
Info	Creating maintenance file 'SearchEngineCache_PACS'.'sql' in the folder 'C:\Pr	3/1/2021 10:08:13	
Info	Maintenance file 'SearchEngineCache_PACS'.'sql' has been created in the fol	3/1/2021 10:08:13	
Info	Creating maintenance file 'SearchEngineCache_PACS'.'cmd' in the folder 'C:\P	3/1/2021 10:08:13	
Info	Maintenance file 'SearchEngineCache_PACS'.'cmd' has been created in the f	3/1/2021 10:08:13	
Info	Scheduler task SearchEngineCache_PACS has been created successfully.	3/1/2021 10:08:13	Ľ
<	III	>	

- 5) Wait for the configuration process to complete.
- 6) Click the **Close** button. **PACS database installation** window closes. The PACS database is updated.
- 7) Run **PACS** application to initialize the update process of the application itself. This final process may take several minutes.

<b>8</b>	PACS Update	x
Installing updates		

8) Wait until the installation is complete.

<b>8</b>	PACS Update	x
Updates were installed successfully		
	ОК	

#### 6.5. PACS SUPPORT

- 1) If users have a problem or a question related to the PACS software, they can register a support request on the web PACS helpdesk portal by following the link: <u>http://support.btrp.net</u>
- 2) To register a ticket via the web portal, please enter your email on the welcome page and click the **Login** button.

$\leftrightarrow$ $\rightarrow$ O $\odot$ support.btrp.net/portal	20 ☆ ☆ & &
EIDSS & PACS Help Desk Portal	
Home Help Reports	Not signed in sign in now
Welcome to EIDSS & PACS Help Desk Portal To start your session with Helpdesk, please, enter your e-mail below. For additional information about Helpdesk, please, refer to the Help tab above.	Sign in to view open help requests Email:
Please sign in to fill out this form.	Login

3) Then fill out the form with the information you have and click the **Submit** button.

For help with pelow.	an IT issue you are experiencing, please complete the form
Summary:	*
Description:	
Country:	× *
Site Name:	*
User Name:	
Optional Attachment:	Browse Clear Attachment

4) After receiving a user's request PACS Support Team will reply in the next 24 hours.