



IMPORTANT PRODUCT INFORMATION - Merge PACS-

Inability to Launch Viewer After new Microsoft IE9 Security Update KB2744842

- Issue** Microsoft IE 9 security update KB2744842 prevents launching of Merge PACS (Halo) viewer. This is apparently related to security changes introduced in this patch.
- Affected Product(s)** Merge PACS 6 with “Halo” viewer any version
- TIP** To find your software version, log in to the product and click on the Help tab.
- Instructions** Have your patch distribution server set to NOT install this patch. If the patch is already installed you have several options:
1. Use another browser to launch the viewer such as IE8 , Firefox or Chrome
 2. Uninstall security patch KB2744842 from workstation using control panel. The viewer can then be launched via IE9
 3. Use the MSI installer for Merge PACS (Halo) viewer and launch from the desktop
- Product Updates** This is under investigation by Merge Engineering. It is JIRA PAX-16034. Updates will be posted on the Merge Product Security Website
- Contact Information** If you have any questions regarding this issue or need any assistance, please contact Merge Customer Service at (877) 741-5369 or support@merge.com.