Installation guide

Cornerstone 9.2 Software

Upgrading the software on the Cornerstone database server

Note: You must complete the software installation on your Cornerstone* database server before you start the installation on any other computer.

IMPORTANT: For Windows* Server 2019 and Windows* 10 computers with fast startup mode enabled, shutting down before installation does not reset the system uptime. You must restart the system.

1. Restart the server immediately before proceeding.
2. After restarting, double-click the Update Launcher or Service Pack Launcher icon on your desktop.
3. Click Next on the remaining prompts to complete the installation.†
4. When the installation is complete, click Finish to restart the server. If the server does not restart automatically within a few minutes, restart it manually.
5. After the server restarts, log in to Windows. The software upgrade will finalize while Windows is starting.

IMPORTANT: If your clinic has multiple servers, follow the instructions immediately below for upgrading terminal services servers that are not running a Cornerstone database. If your clinic has only one server, skip to the last section of this document for instructions on installing the software on your workstations.

Upgrading a terminal services server that is not running a Cornerstone database

To upgrade a terminal services server:

1. Verify your installation type:
   a. Press + R to open the Run window, and then type regedit.exe; click OK.
   b. Go to HKEY_LOCAL_MACHINE > SOFTWARE > Wow6432Node > IDEXX Cornerstone Settings.
   c. Make sure the following information appears in the registry:
      - Machine Type = Workstation
      - TSS Only = TRUE
      - Terminal Services = TRUE
      If the registry settings are different from the above, continue with step 2.
      If the settings are the same as the above, skip to step 5.
2. Press + R, type Control Panel and click OK, and then select Programs and Features.
3. In the list of programs, select Cornerstone and click Change. Follow the prompts to remove the software.
4. Restart the terminal services server.
5. Press + R to open the Run window, and then type explorer.exe.
6. Click Network on the left, and then go to your Cornerstone Database Server (server/csserver) > CstoneShare > Install > Release.
7. Double-click setup.exe.
8. If prompted to Copy & Install or Ignore, choose Copy & Install.
9. Follow the prompts until asked to choose an Install Type.†
10. Select Workstation, and then click Advanced. Do not select Server.
11. Click Next and follow the remaining prompts to complete the installation.
12. When the installation is complete, click Finish to restart the server. If the server does not restart automatically within...

† If you are not prompted to continue the process, your third-party antivirus software may be blocking the installation. Consult your IT professional.
Upgrading thick-client workstations

Note: If you use an IDEXX Digital Imaging system, we recommend upgrading the capture station after you upgrade the server but before you upgrade the remaining thick-client workstations. To upgrade the capture station, use the same thick-client directions below.

Automatic installation

1. Restart the workstation immediately before proceeding with the following steps.
2. Log in to Windows using a staff login.
3. Open the Cornerstone software.
4. Follow the prompts to complete the installation.†
5. When the installation finishes, click Reboot Now to restart the workstation.

Note: If the installation fails or displays errors, close out of the installation process and try the manual installation method, but choose Copy & Install when prompted, instead of Ignore.

Manual installation

1. Restart the workstation immediately before proceeding with the following steps.
2. Log in to Windows as an administrator.
3. Press + R to open the Run window, and then type explorer.exe; click OK if necessary.
4. Click Network and go to Cornerstone Database Server > CstoneShare > Install > Release.
5. Double-click setup.exe to begin installation.
6. If prompted to Copy & Install or Ignore, choose Copy & Install.
7. Follow the prompts to complete the installation.†
8. Click Finish to restart the workstation.

† If you are not prompted to continue the process, your third-party antivirus software may be blocking the installation. Consult your IT professional.

After installation

- If any windows appear blank, right-click within the window and then select Refresh.
- Review recent changes to Cornerstone.