

## On-premises Cornerstone 9.3 Software

**IMPORTANT:** You must be using Cornerstone\* 8.5 Software or later to upgrade to Cornerstone\* 9.3 Software. Contact customer support for assistance if your software is earlier than Cornerstone 8.5.

Upgrading to the latest on-premises Cornerstone Software  release involves two simple steps:

1. Upgrade the server.
2. Upgrade the remaining thick workstations.

**IMPORTANT:** Always restart the server(s) and thick workstations just before installing the upgrade.

See [full details on the upgrade experience](#), including estimated times.

### Step 1: Upgrade 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, you must **Restart** to properly reset all timers and programs for installation.

1.  **IMPORTANT: Restart the server before proceeding.**  
**Note:** If using Mobile Computing, sync and undo the laptops before the upgrade.
2. After restarting, close **all** running programs and applications, such as Google Chrome\*, Slack\*, QuickBooks\*, and anti-virus programs like Kasperksy\*, McAfee\*, etc. You do not need to manually stop database services—this will be done for you as part of the installation process.
3. Double-click the **Update Launcher** or **Service Pack Launcher** icon on your desktop.
4. Click through the remaining prompts to complete the installation.† Any connections or services, including the IDEXX VetLab\* Station and database server, will be stopped by the installer.
5. When the installation is complete, click **Continue** to restart the server. If the server does not restart automatically within a few minutes, restart it manually.
6. After the server restarts, log in to the Windows\* operating system. The software upgrade will finalize while Windows is starting.
7. Click through the remaining prompts as needed to complete the server upgrade. **Note:** There may be a pause after the Windows operating system loads before the final installation window appears.

When the server upgrade is done, your thin-client workstations and connected hardware and software are ready to use.

**Multiple-server practices only:** After upgrading the main server, follow the instructions below to upgrade any terminal services server that is not running a Cornerstone database.

**To upgrade Cornerstone on a terminal services server (TSS) that is not running a Cornerstone database:**

1. Log out of all thin clients that are connected to the server, and then log in to the TSS console as an **administrative** user.
2. Press  + **E** to open the File Explorer window.
3. Click **Network** and go to **Cornerstone Database Server>CstoneShare>Install>Release**.
4. Double-click **setup.exe** to begin the installation.
5. When prompted, click **Copy & Install**.
6. Follow the prompts to complete the installation. You do not need to restart the computer. Cornerstone is now installed, and connected thin workstations are ready to use.

### To install Cornerstone on a new TSS:

1. Follow the instructions above to install Cornerstone, but in the **Setup type** selection window, select **Workstation** and then click the **Advanced** button to install as a Terminal Services Server.
2. Follow the prompts to complete the installation.

## Step 2: Upgrade thick-client workstations

### Install from server (automatic install)

1.  **Restart** the workstation immediately before proceeding with the following steps.
2. Log in to Windows as an administrator or have administrator credentials available to enter when prompted.
3. Open the Cornerstone software.
4. Follow the prompts to complete the installation.†

**Note:** If the installation fails or displays errors, close out of the installation process and try the network installation method.

### Install over network (manual install)

1.  **Restart** the workstation immediately before proceeding with the following steps.
2. Log in to Windows as an administrator or have administrator credentials available to enter when prompted.
3. Press  + **E** to open the File Explorer window.
4. Click **Network** and go to **Cornerstone Database Server>CstoneShare>Install>Release**.
5. Double-click **setup.exe** to begin installation.
6. When prompted, click **Copy & Install**.
7. Follow the prompts to complete the installation.†

## After installation

- If any windows appear blank, right-click within the window and then select **Refresh**.
- Remember, only a Cornerstone administrator can create a new or reset an existing password. Support can assist in cases where the only administrator password is lost.
- Review recent changes to Cornerstone in the release notes.

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