Installation Guide

This installation guide is for customers who have Cornerstone* Software version **8.4 NEXT** with the integrated diagnostic imaging module. If your software does not meet these requirements, or if you need additional assistance, contact IDEXX Cornerstone Customer Support at **1-800-695-2877**. For help with digital imaging, contact IDEXX Diagnostic Imaging Customer Support at **1-877-433-9948**.

⚠️ **IMPORTANT**

- Upgrade the IDEXX-PACS* software first; see instructions below.
- You **must** complete the installation of Cornerstone* 8.5 NEXT software on your server **before** you install Cornerstone on workstations.
- Mobile computing module users only:
  - Cornerstone 8.5 NEXT software does not allow you to create IDEXX Reference Laboratories orders on computers actively running the mobile computing module. However, you can always use VetConnect* PLUS to place IDEXX Reference Laboratories test orders from those computers. You can then enter the charges into Cornerstone software.
  - Cornerstone 8.5 NEXT software does not allow you to request or capture diagnostic images on computers actively running the mobile computing module. No diagnostic imaging information will be displayed. You can, however, import nondiagnostic images through Image Explorer.

Plan for your upgrade

Identify your software versions

For Cornerstone software:

1. Go to **Help > About IDEXX Cornerstone**. The version number is at the top of the window.
2. Click **OK** to close the window.

If the Cornerstone version is earlier than 8.4NEXT, do not continue with the upgrade because the steps below do not apply. Contact IDEXX Cornerstone Customer Support at **1-800-695-2877** for instructions.

For IDEXX-PACS software:

1. On **each** IDEXX-PACS computer (server or workstation), start the IDEXX-PACS software and then click **Help** ❓ **> About IDEXX Capture**. The version number is near the top of the window.
2. Click **OK** to close the window.

   If IDEXX-PACS is **version 4.2.1 or later**, then IDEXX-PACS is already up to date on that computer. Perform the upgrade only on computers with IDEXX-PACS 4.2.0 or earlier.

Confirm that your hardware and Internet browser meet specifications

- For workstations and peer-to-peer servers, we recommend a computer that:
  - Is less than 5 years old.
  - Has **at least** 4 GB of memory (8 GB or more recommended for optimal performance).
  - Is running the Windows* 7 Professional or later operating system with Internet Explorer* version 10 or later recommended.
    IMPORTANT: Cornerstone software is no longer supported on the Windows Server* 2003 or Windows* XP operating systems.

- To use Internet-based services in the Cornerstone software (such as IDEXX Reference Laboratories request forms, VetConnect PLUS, etc.) the server and the workstations used to access the services must be connected to the Internet.
- For more information, including details on dedicated servers and thin-client workstations, see the *Hardware and Operating System Guidelines*.

Estimate upgrade time

The time required to upgrade ranges from about 60 minutes to several hours, depending on database size, Cornerstone version, hardware, operating systems, and number of workstations. We recommend upgrading no more than three workstations at a time.

Time estimates:

- **30–60 minutes** to upgrade the IDEXX-PACS server.
- **20 minutes** to upgrade the IDEXX-PACS image-capture computer.
- **20 minutes** to upgrade the IDEXX-PACS software on each workstation where you want to view diagnostic images. You can upgrade 3 workstations at a time.

   Tip: For IDEXX-PACS upgrades, you do not need to perform the upgrade on every workstation, just those where you want image viewing capability. You can always upgrade IDEXX-PACS at a later time, should you decide you need to view images on a particular workstation.

   Note: The installation of IDEXX PACS software on the viewing stations is not required if you use IDEXX Web PACS for image viewing. IDEXX Web PACS includes a web-based DICOM* viewer that allows you to view your images from any computer without installing software. To learn more, visit idexx.com/discoverwebpacs or call 1-855-627-6573.

- **1–3 hours** to complete the Cornerstone upgrade on the server.
- **30 minutes** to complete the Cornerstone upgrade on each workstation. You can upgrade three workstations at a time.

Review and train on changes and enhancements in the new release

- Refer to the *Cornerstone 8.5 NEXT and the IDEXX-PACS 4.2.1 Release Notes* to familiarize yourself with the changes in the software. Share the *Release Notes* or the pertinent information with the staff who will use the updated features.
- You do not need to set up any new security settings for staff to use the features in the new version.
   Note: You may choose to set a new security option that restricts item deletion from the Patient Visit List.

Prepare on day of upgrade

Here is the process you will follow to prepare for and perform the upgrade:
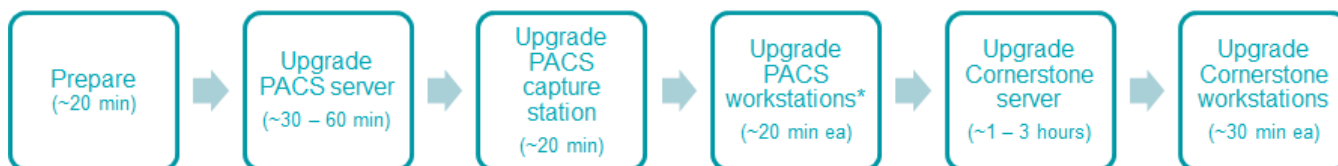
Prepare mobile computers (if you use the mobile computing module):

Tip: Although mobile computers running Cornerstone 8.3 NEXT do not need to be synchronized first, for a smoother and more efficient upgrade, we recommend that you synchronize and undo all mobile computers before upgrading.

Get ready

1. If you have an IDEXX VetLab* Station connected to your Cornerstone software, shut it down.

2. If you are upgrading your system at the close of your business day, complete End of Day processing and system backup as usual.

3. Close all open programs, including Cornerstone software and IDEXX-PACS software, on all computers. **Restart and log in to all computers with Cornerstone software installed,** including the server and image-capture workstation.

4. Close or disable any programs that might block the upgrade, including:

   - Antivirus programs—unless your antivirus software is Trend Micro*, purchased from and configured by IDEXX (i.e., leave Trend Micro running).

   - Any server-based programs, such as QuickBooks*.

   - Any programs that run a database.

   You're ready to start the upgrade process.

Upgrade your IDEXX-PACS and Cornerstone software

Upgrade your IDEXX-PACS software

- You must be logged on to your IDEXX-PACS server as a Windows* administrator, and you must log on to the IDEXX-PACS* software with administrator privileges. If you use auto logon, you have administrator privileges.

- You cannot capture images or use IDEXX-PACS while the software is being updated.

- Upgrade IDEXX-PACS computers in this order:

   a) IDEXX-PACS server (the computer that stores the database and image files). If you have just one IDEXX-PACS computer, that computer is the server.

   b) Image-capture computer (if it is not the server).

   c) Other computers.

To upgrade the software:

1. On the IDEXX-PACS server, shut down the database as follows:

   a. Double-click the **Sybase** icon in the lower right corner of your desktop.
      Tip: You may need to click a small arrow in the taskbar to find the icon.

   b. Click **Shutdown**.

2. Click **Upgrade Now** in the upgrade message on the server, and then follow the prompts. The upgrade message appears only when an upgrade is available.

   OR

   If the upgrade message has been closed, in IDEXX-PACS click **Help** ? > **Install Updates**, and then click **Install now** to start the installation.

3. When the upgrade is complete:

   a. Restart the computer, and then start the **IDEXX-PACS** software. The software may take a moment or two to open the first time.

   b. Follow the onscreen instructions to update the database and complete the upgrade.

4. Upgrade the image-capture computer next, followed by other workstations where you want to view diagnostic images. (You do not have to upgrade workstations where you use IDEXX Web PACS for image viewing.)

   a. Double-click the IDEXX-PACS icon on the workstation desktop.

   b. Click **Upgrade Now**.

   c. Click **Install** in the IDEXX-PACS InstallShield* Wizard window, and then click **Next**.

   d. Select **Yes** to restart your computer, and then click **Finish**.

      Tip: Do not upgrade more than three computers at the same time.

Upgrade the Cornerstone server

Reminder: You must install the Cornerstone software on your server **before** you install it on workstations.

1. Restart your Cornerstone server, if you have not already done so, before continuing with the following steps.

   Note: If you have not installed the latest Windows updates, the updates will be installed while the computer is shutting down and restarting. This may add a few minutes to the restarting process.

2. After the server restarts, double-click the **Update Launcher** icon on the desktop (it may be labeled **Service Pack Launcher**).

3. In the first window, select the **second option** (to continue without restarting the server). Because you already restarted the server in step 1, you do not need to restart it now.

4. Follow the remaining prompts to complete the installation.

   Note: Do not install Cornerstone software or start the IDEXX-PACS software on any workstation until the steps above are complete.

5. When the installation is complete, click **Finish** to restart the server. If the server does not restart automatically within a minute or so, restart it manually.

6. After the server has restarted, log on to the Windows operating system. The upgrade is finalized while Windows is restarting; this takes 5–10 minutes.

7. To start the Cornerstone software, double-click the Cornerstone icon on the desktop, or go to
   Start > Programs > Cornerstone > Cornerstone.

Note: After you complete the upgrade process, the Cornerstone database and IDEXX services (related background programs) will start automatically in the background whenever you start your Cornerstone server. You won't see anything happening, and no icon will appear in the Windows system tray. You don't need to click any icons on your desktop to start the database.

If installing from a DVD:

Insert the Cornerstone DVD into the DVD drive; installation usually starts automatically.

If the installation does **not** start automatically:

1. Click the Windows **Start** button and select **Run**.

2. Type the letter of the DVD drive followed by *:\Install Cornerstone.exe* (e.g., D:\Install Cornerstone.exe), and then click **OK**.

3. In the Cornerstone Update Available box, click **Install**.

Note: If a DVD drive is not available, you can install from a shared DVD drive on the network by running the setup.exe file.

Save time in the future! *Accept the terms of the IDEXX SmartService Agreement during the installation process. You will receive future upgrades automatically on your server.*

Remember: You must be logged on to the Cornerstone server for Cornerstone to work with your IDEXX-PACS digital imaging system.

Use your thin-client workstations and connected hardware and software

Once you have upgraded your Cornerstone server, you can use the Cornerstone software and the IDEXX-PACS software on any thin-client workstations in your practice, without any additional actions. You can also restart the IDEXX VetLab Station, if applicable.

Upgrade your thick-client workstations and mobile computers from the server

⚠️ Before you upgrade your thick-client workstations and mobile computers, make sure you have completed the Cornerstone server upgrade as described above.

Complete the following steps on all thick-client Cornerstone workstations; up to three workstations can be updated at the same time.

REMINDER: To use Install From Server, you do **not** need to be logged on as an administrator.

1. On the workstation, double-click the **Cornerstone** icon on the desktop, or go to **Start > Programs > Cornerstone > Cornerstone** to start Cornerstone.

    The following message appears: *The Cornerstone server is running a more recent version of Foundation than this computer. An update was found on the server. Do you wish to install it now?*

2. Click **Yes**. The Cornerstone software closes, and the new version is installed automatically from the server using the Cornerstone Install from Server feature; you do not need to click through the usual installation wizard windows.

    Note: If you click **No** when asked if you want to install the update, the Cornerstone software closes. The Cornerstone software will not run on the workstation until the system detects that the workstation version matches the server version.

3. When the installation window states that the update is finished, click **Reboot Now** to restart the workstation.

IMPORTANT: If any Inventory or Communication windows appear blank, right-click within the window and then select **Refresh** to populate the window with information. You need to do this **only once** on the first empty window you find in each workstation.

Installing manually

You can also install the workstation software manually by navigating to the server's Install folder from the workstation, and then double-clicking **setup.exe**. To install manually, you must be logged on to the Windows operating system as an administrator. Contact Customer Support for administrator privileges if needed.