

New Activation Key for Module Changes: Using CDs/DVDs to Reinstall the Cornerstone* Software

The following instructions guide you through updating your Cornerstone* Practice Management Software with a new activation key to add or remove modules.

IMPORTANT: You must reinstall Cornerstone software on the server and workstations, which requires the Cornerstone software to be down for the entire reinstallation. The update can take from 30 minutes to a few hours, depending on database size, Cornerstone version, server specifications, and other factors.

If you have questions, contact Cornerstone Support at 1-800-695-2877 for assistance.

These instructions apply only if all of the following are true: -


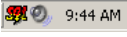



- Cornerstone version is 8.3 NEXT **or earlier**.
- You use CDs/DVDs to install Cornerstone software.
- Your activation key is for adding/removing Cornerstone modules.

Note:

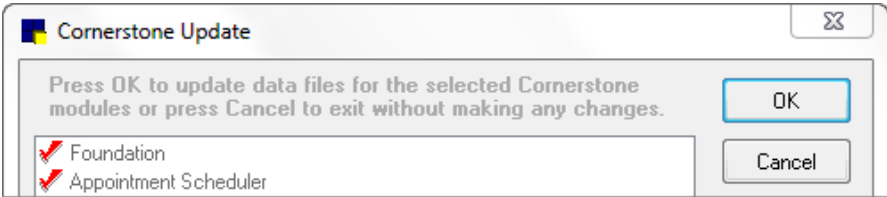
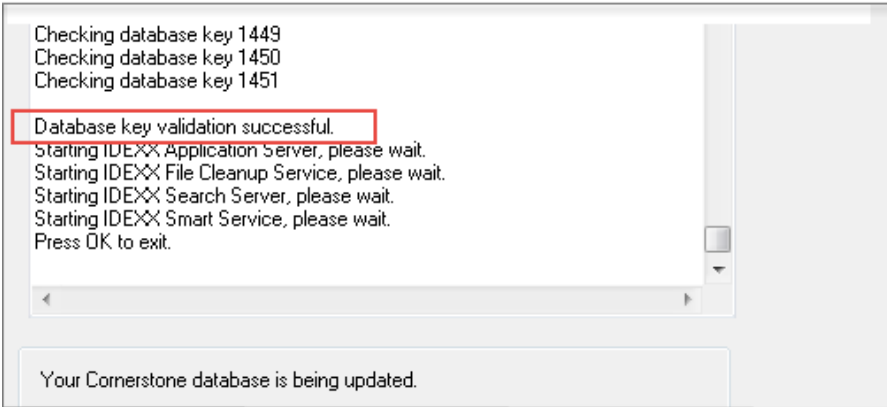
- If you install Cornerstone from files on your server (as opposed to using CDs/DVDs), use the [alternate instructions](#) found at idexx.com/cornerstoneresources, under “Hardware and Computer System Information.”
- If your new activation key is only for changing the number of seats/users, use [these instructions](#).

Before you begin

- You will need the CD/DVD for the full release version of your currently installed Cornerstone software. It will be labeled “Release.”
- If you have upgraded to a service pack, you will also need the service pack CD. It will be labeled “Service Pack.”
Contact Cornerstone Support at 1-800-695-2877 if you cannot locate your installation CD(s) or DVD(s) or if you are unsure of the disc versions.
- **IMPORTANT:** If your practice has the **mobile computing** module, you must synchronize and undo all mobile computers before continuing

Step	Task
<p>Step 1: Verify the installed version of Cornerstone</p>	<ol style="list-style-type: none"> 1. From the Cornerstone menu bar, click Help > About IDEXX Cornerstone. 2. On the first or second line of the window, locate and write down (below) the version number. It will read Cornerstone #.#.## or Cornerstone build #.#.##.##. Version number: _____ Be sure to write down all numbers listed.
<p>Close Cornerstone software on all computers and shut down other systems</p>	<ol style="list-style-type: none"> 1. Run End of Day processing, and perform your backup as usual. 2. Close any programs that are open, including Cornerstone software, on all computers including the server; leave all computers on, including the computer you use for capturing radiographs. 3. If your practice uses the IDEXX SmartLink* In-house Laboratory module with the IDEXX VetLab* Station, shut down the IDEXX VetLab Station. 4. If your practice has an IDEXX LaserCyte* Dx Hematology Analyzer, IDEXX VetTest* Chemistry Analyzer, or Abaxis* VetScan* Analyzer connected directly to your Cornerstone system (not through an IDEXX VetLab* Station), do the following on the computer that is your Cornerstone laboratory workstation: <ol style="list-style-type: none"> a. Press CTRL+ALT+DELETE, select Task Manager or Start Task Manager, and click the Processes tab. b. Select vscom32.exe in the list, and then click the End Process button. A message asks you to confirm that you want to do this. c. Click Yes or End Process. <p>If you have any other analyzer or diagnostic device connected directly to your Cornerstone system (not through an IDEXX VetLab Station), call Cornerstone Support at 1-800-695-2877 for instructions.</p> <p>IMPORTANT: To avoid altering your Cornerstone default image storage location, if your images are stored in a location other than your server, that workstation must remain logged into Microsoft* Windows* until you complete "Step 5: Update the database" below.</p>
<p>Step 3. Close Cornerstone database</p>	<ol style="list-style-type: none"> 1. On the server, right-click the Cornerstone database icon  in the system tray next to the time , and then click Exit. <p>You may need to click the show hidden icons button  or  to see all icons.</p> <p>Note: If there is no Cornerstone database icon  in the system tray:</p> <ol style="list-style-type: none"> a. Press CTRL+ALT+DELETE, and then click Task Manager or Start Task Manager. b. Click the Processes tab, and select dbsrv7.exe. If dbsrv7.exe is not listed, this means: <ul style="list-style-type: none"> • The database has been closed already. You can close the Task Manager window. OR • You are not on the Cornerstone server. Close the Task Manager window, and then repeat these steps on the server. c. Click End Process, and then click Yes or End Process.

Step	Task
<p>Step 4: Reinstall Cornerstone software on the server</p>	<ol style="list-style-type: none"> 1. Insert the release CD/DVD into the server CD/DVD drive. If the installation does not start automatically, start it manually as follows: Click Start > Run and then type d:\setup.exe. The Welcome window appears. Note: If the CD/DVD drive is not the D: drive, use the letter for the correct drive (e.g., e:\setup.exe). 2. On the Welcome window, click Next. 3. On the License Agreement window, select Accept, and then click Next. 4. On the Activation Key window, enter the new activation key (including the dashes), and then click Next. 5. On the Setup window, do not change the server type selection (the correct server type is already selected); click Next. 6. When the message about backing up your database appears, click OK. 7. When a message appears stating that the backup was completed successfully, click OK. 8. On the Select Features window, verify that the module you are adding or removing is listed in the list of modules with a check mark, and then click Next. All modules included in the activation key are displayed with a check mark and the destination where Cornerstone will be installed. Note: If the module is not checked in the window, contact Cornerstone Support. 9. On the Start Copying Files window, click Next. 10. When you see a message that you must update the database to complete the installation, click OK. 11. On the Install Shield Wizard Complete window, select the Yes, I want to restart my computer now option, and then click Finish. The server restarts. 12. If you are reinstalling only a full release version of the Cornerstone software (no service packs), continue to the next section “Step 5 Update the database”; otherwise, complete steps 13–14. 13. Stop the database, if it was restarted. 14. To install service packs, follow steps 1–11 above using the service pack CDs/DVDs; when Cornerstone is at the same version as it was before you started updating your activation key, proceed to the next section, “Step 5. Update the Database.”

Step	Task
<p>Step 5: Update the database</p>	<p>Perform the database update immediately after changing the activation key on the server and before opening the Cornerstone software on any computer.</p> <p>The database update can take from 30 minutes to a few hours, depending on database size, Cornerstone version, server specifications, and other factors.</p> <p>IMPORTANT: During the following process, the Microsoft* Windows* task manager may report that Cornerstone is not responding. However, if no error message appears and if you can still move the mouse pointer, then the update is running.</p> <ol style="list-style-type: none"> 1. Start the Cornerstone database using your normal process. 2. To update the database, on the server click Start > Run. 3. Type c:\cstone\csupdate.exe and then click OK. 4. If you see a message reminding you to shut down your IDEXX VetLab* Station, make sure the IDEXX VetLab Station computer is shut down, and then click OK. 5. On the Cornerstone Update window, click OK.  <p>Additional prompts may appear asking if you want Cornerstone to automatically print the Itemized Audit Trail during end of day processing and if you want to use Backup Verification Assistant.</p> <ol style="list-style-type: none"> 6. Read through the prompt messages and make selections as needed. These options can be turned on or off at any time by Cornerstone Support, if needed. 7. Ensure the text in the white window states "Database key validation successful" under all the "Checking database key" entries, and then click OK.  <p>If "Database key validation successful" is not listed, contact Cornerstone Support at 1-800-695-2877.</p> <ol style="list-style-type: none"> 8. Restart the server. <p>You can now continue with your normal daily processes on the server and can use Cornerstone on any thin-client workstations.</p> <p>Note: All thick-client workstations must be reinstalled with the new activation key before you can use Cornerstone software on them. See the next section.</p>

Step	Task
<p>Step 6: Install Cornerstone on thick-client workstations</p>	<p>Reinstall Cornerstone on each workstation using the installation CDs or DVDs. Follow the same instructions found in “Step 4. Reinstall Cornerstone on the server.”</p> <p>Remember: If you’re reinstalling both a full release and a service pack, be sure to reinstall the full release first, and then the service pack.</p> <p>As soon as the reinstallation is complete on a workstation, you can use Cornerstone on that workstation.</p>
<p>Step 7: Verify the activation key has been updated on all workstations</p>	<p>For each workstation, verify that the activation key has been updated and the practice ID is correct:</p> <ol style="list-style-type: none"> 1. From the menu bar, click Help > About IDEXX Cornerstone. The About IDEXX Cornerstone window opens. 2. Click More...., and then ensure that the activation key under Clinic information is the new activation key and that the practice ID is correct. If the key and ID are correct, you can continue using Cornerstone on this computer. If the Activation Key was not automatically updated on a workstation, close Cornerstone software, and repeat the instructions in “Step 6: Install Cornerstone on thick-client workstations.” 3. Repeat the steps above to verify the key on each workstation. <p>If you experience difficulties after reinstalling the Cornerstone software on the workstation, contact Cornerstone Support at 1-800-695-2877.</p>

