

## 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: -**

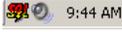
- Cornerstone version is 8.3 NEXT **or earlier**.
- You use CDs/DVDs to install Cornerstone software.
- Your activation key is for adding/removing Cornerstone modules.

**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](http://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><b>Step 1: Verify the installed version of Cornerstone</b></p>	<ol style="list-style-type: none"> <li>1. From the Cornerstone menu bar, click <b>Help &gt; About IDEXX Cornerstone</b>.</li> <li>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.</li> </ol>
<p><b>Close Cornerstone software on all computers and shut down other systems</b></p>	<ol style="list-style-type: none"> <li>1. Run End of Day processing, and perform your backup as usual.</li> <li>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.</li> <li>3. If your practice uses the IDEXX SmartLink* In-house Laboratory module with the IDEXX VetLab* Station, shut down the IDEXX VetLab Station.</li> <li>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"> <li>a. Press <b>CTRL+ALT+DELETE</b>, select <b>Task Manager</b> or <b>Start Task Manager</b>, and click the <b>Processes</b> tab.</li> <li>b. Select <b>vscom32.exe</b> in the list, and then click the <b>End Process</b> button. A message asks you to confirm that you want to do this.</li> <li>c. Click <b>Yes</b> or <b>End Process</b>.</li> </ol> </li> </ol> <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><b>IMPORTANT:</b> 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><b>Step 3. Close Cornerstone database</b></p>	<ol style="list-style-type: none"> <li>1. On the server, right-click the Cornerstone database icon  in the system tray next to the time , and then click <b>Exit</b>.</li> </ol> <p>You may need to click the show hidden icons button  or  to see all icons.</p> <p><b>Note:</b> If there is no Cornerstone database icon  in the system tray:</p> <ol style="list-style-type: none"> <li>a. Press <b>CTRL+ALT+DELETE</b>, and then click <b>Task Manager</b> or <b>Start Task Manager</b>.</li> <li>b. Click the <b>Processes</b> tab, and select <b>dbsrv7.exe</b>. If dbsrv7.exe is not listed, this means:             <ul style="list-style-type: none"> <li>• The database has been closed already. You can close the Task Manager window. OR</li> <li>• You are not on the Cornerstone server. Close the Task Manager window, and then repeat these steps on the server.</li> </ul> </li> <li>c. Click <b>End Process</b>, and then click <b>Yes</b> or <b>End Process</b>.</li> </ol>

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

Step	Task
<p><b>Step 5: Update the database</b></p>	<p>Perform the database update <b>immediately after</b> changing the activation key on the server and <b>before</b> 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><b>IMPORTANT:</b> 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"> <li>1. Start the Cornerstone database using your normal process.</li> <li>2. To update the database, on the server click <b>Start &gt; Run</b>.</li> <li>3. Type <b>c:\cstone\csupdate.exe</b> and then click <b>OK</b>.</li> <li>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 <b>OK</b>.</li> <li>5. On the Cornerstone Update window, click <b>OK</b>.</li> </ol>  <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"> <li>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.</li> <li>7. Ensure the text in the white window states "Database key validation successful" under all the "Checking database key" entries, and then click <b>OK</b>.</li> </ol>  <p>If "Database key validation successful" is not listed, contact Cornerstone Support at 1-800-695-2877.</p> <ol style="list-style-type: none"> <li>8. Restart the server.</li> </ol> <p>You can now continue with your normal daily processes on the server and can use Cornerstone on any thin-client workstations.</p> <p><b>Note:</b> 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><b>Step 6: Install Cornerstone on thick-client workstations</b></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><b>Remember:</b> 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><b>Step 7: Verify the activation key has been updated on all workstations</b></p>	<p>For <b>each workstation</b>, verify that the activation key has been updated and the practice ID is correct:</p> <ol style="list-style-type: none"> <li>1. From the menu bar, click <b>Help &gt; About IDEXX Cornerstone</b>. The About IDEXX Cornerstone window opens.</li> <li>2. Click <b>More....</b>, and then ensure that the activation key under <b>Clinic information</b> is the new activation key and that the practice ID is correct.  <p>If the key and ID are correct, you can continue using Cornerstone on this computer.</p> <p>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.”</p> </li> <li>3. Repeat the steps above to verify the key on each workstation.</li> </ol> <p>If you experience difficulties after reinstalling the Cornerstone software on the workstation, contact Cornerstone Support at 1-800-695-2877.</p>

