

Cornerstone New Activation Key

Document notes

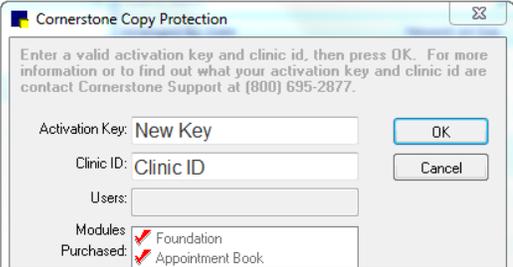
The following information will guide you through updating your Cornerstone* Software with your new activation key.

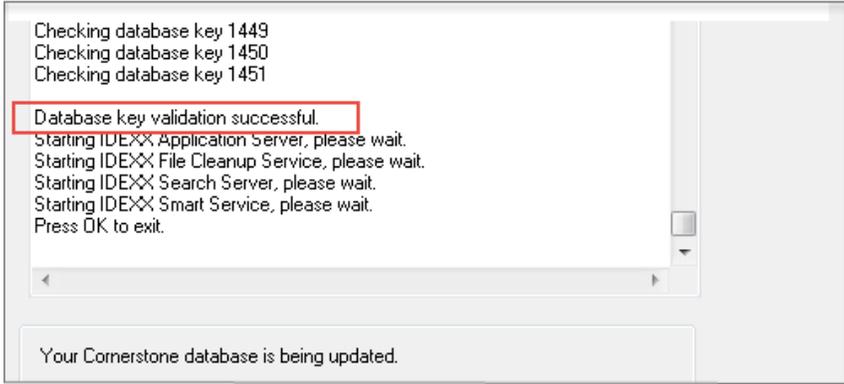
IMPORTANT: This update can take from 30 minutes to a few hours, depending on database size, Cornerstone version, server specifications, and other factors. If you have questions, contact Cornerstone Support at 1-800-695-2877.

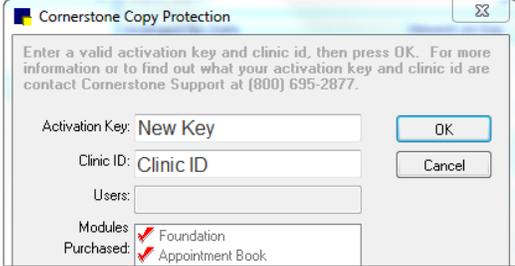
Note: These instructions are **only** for activation keys needed for:

- Additional Cornerstone user/seat changes.
- A change in practice ownership requiring a change in clinic ID and activation key.
- Cornerstone module changes for Cornerstone version **8.4 NEXT and later**. If you are adding or removing Cornerstone modules for a version of Cornerstone **earlier than 8.4 NEXT**, follow these [alternate instructions](#) found at idexx.com/cornerstoneresources, under “Hardware and Computer System Information.”

IMPORTANT: If your practice has the **mobile computing module**, you must synchronize and undo all mobile computers **first**, before continuing.

Step	Task
<p>Step 1: Close Cornerstone on all computers; ensure database is running</p>	<ol style="list-style-type: none"> 1. Confirm that the database is running on the server. Tip: If the database is not running, start the Cornerstone Database using your normal process. 2. Close the Cornerstone software on the server and on all workstations, leaving the database running on the server.
<p>Step 2: Update activation key</p>	<p>On the Cornerstone Server:</p> <ol style="list-style-type: none"> 1. Click Start > Run. 2. Type c:\cstone\csupdate.exe -u (there is a space between .exe and -u), and then click OK. Note: If Cornerstone is installed in a different directory, substitute that path instead (for example, if Cornerstone is installed on the D: drive, the path would be d:\cstone\csupdate.exe -u). 3. On the Cornerstone Copy Protection window, update the activation key with the new key, including all the dashes, and then press TAB. 4. Verify that the number shown in the Users box has changed correctly; click OK. 

Step	Task
<p>Step 3: Update Cornerstone database</p>	<p>You must perform the database update immediately after changing the activation key on the server and before opening the Cornerstone software on any computer. 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 still running.</p> <ol style="list-style-type: none"> 1. On the server, click Start > Run. 2. Type c:\cstone\csupdate.exe and click OK. Note: If Cornerstone is installed in a different directory, substitute that path instead; see the example in step 2 above. A message may appear stating "If you have not already shut down your IDEXX VetLab* Station, please shut down your IDEXX VetLab Station before continuing." 3. If there is an IDEXX VetLab Station in the practice, shut it off now, and then click OK. 4. In 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"> 5. 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. 6. 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 the "Database key validation successful" message is not listed, contact Cornerstone Support at 1-800-695-2877.</p>

Step	Task
<p>Step 4: Verify activation key has been updated on all workstations</p>	<ol style="list-style-type: none"> Open Cornerstone on all workstations and follow these steps to verify that the activation key has been updated and that the practice ID is correct: <ol style="list-style-type: none"> From the menu bar, click Help > About IDEXX Cornerstone. The About IDEXX Cornerstone window opens. Click More...., and then ensure 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. Repeat this process on each workstation until all workstations have been checked. <p>Note: If the activation key was not automatically updated on a workstation, close the Cornerstone software, and continue with step 5 to manually change the key. If you experience difficulties after manually changing the activation key on the workstation, contact Cornerstone Support at 1-800-695-2877.</p>
<p>Step 5: Manually update activation key on Workstations</p>	<p>On the Cornerstone workstation:</p> <ol style="list-style-type: none"> Click Start > Run. Type c:\cstone\csupdate.exe -u (there is a space between .exe and -u), and then click OK. <p>Note: If Cornerstone is installed in a different directory, substitute that path instead (for example, if Cornerstone is installed on the D: drive, the path would be d:\cstone\csupdate.exe -u).</p> On the Cornerstone Copy Protection window, update the activation key with the new key, including all the dashes, and then press TAB. Verify that the number shown in the Users box has changed correctly; click OK.  <ol style="list-style-type: none"> Open Cornerstone and confirm that the key has been updated (see step 4). Repeat these steps on any Workstations that did not update automatically.

