New Activation Key for Module Changes: Using Server Files 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:

- Your Cornerstone software version is 7.6 through 8.3 NEXT.
- You use files on your server to install Cornerstone software.
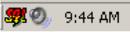- Your activation key is for adding/removing Cornerstone modules.

Note:

- If you install Cornerstone using CDs/DVDs (as opposed to using files on your server), 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.
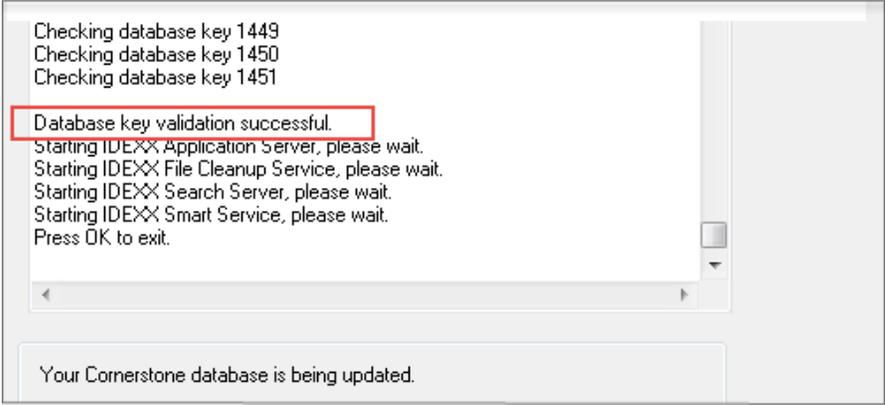
Before you begin

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

Step	Task
Step 1: **Verify the installed version of Cornerstone**	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.

Step	Task

Step 2: **Close Cornerstone software on all computers and shut down other systems**	1. Close any programs that are open, including the Cornerstone software, on all computers including the server; leave all computers on, including the computer you use for capturing radiographs.
	
	2. If your practice uses the IDEXX SmartLink* In-house Laboratory module with the IDEXX VetLab* Station, shut down the IDEXX VetLab Station.
	
	3. 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:
	
	   a. Press **CTRL+ALT+DELETE**, select **Task Manager** or **Start Task Manager,** and then click the **Processes** tab.
	
	   b. Select **vsccom32.exe**, 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**.
	
	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.
	
	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.

Step 3. **Close Cornerstone database**	**Cornerstone version 7.6:**
	
	1. On the server, right-click the Cornerstone database icon 🔳 in the system tray next to the time 🔳 9:44 AM and then click **Exit**.
	
	You may need to click the show hidden icons button 🔳 or 🔳 to see all icons.
	
	Note: If there is no Cornerstone Database icon 🔳 in the system tray:
	
	   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:
	     • 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**.
	
	Cornerstone version 8.3 or later:
	   1. Click **Start > Programs** or **All Programs > Cornerstone > Cornerstone Database Server**. The IDEXX Database and Services window opens.
	   2. Click **Stop All** to stop the database and all services.

Step	Task

Step 4:
Reinstall
Cornerstone
software
on the server
	1. On the server, double-click **Computer** or **My Computer**, and then navigate to **Local Disc (C:) > Cstone > Share > Install**.
	2. Right-click the **Release folder** and then click **Copy.**
	3. Navigate to **Local Disc (C:) > Windows > Temp**; right-click within the **Temp** folder and then click **Paste**.
	4. Open the Release folder from the Temp folder and double-click **setup.exe**.
	5. On the Welcome window, click **Next**.
	6. On the License Agreement window, select **Accept** and then click **Next**.
	7. On the Activation Key window, enter the new activation key (including the dashes), and then click **Next**.
	8. On the Setup window, do **not** change the server type selection (the correct server type is already selected); click **Next**.
	9. When the message about backing up your database appears, click **OK**.
	10. When a message appears stating that the backup was completed successfully, click **OK**.
	11. 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.
	12. On the Start Copying Files window, click **Next**.
	13. When you see a message that you must update the database to complete the installation, click **OK.**
	14. 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.
	15. If you are reinstalling **only** a full release version of the Cornerstone software (no service packs), **continue to step 5** below; otherwise, complete **steps 16–17**.
	16. Stop the database if it was restarted.
	17. To install service packs:
	   a. On the server, double-click **Computer** or **My Computer**, and then navigate to **Local Disc (C:) > Cstone > Share > Install**.
	   b. Right-click the **Service Pack** folder and click **Copy**.
	   c. Navigate to **Local Disc (C:) > Windows > Temp**; right-click within the **Temp** folder and click **Paste**.
	   d. Open the Service Pack folder from the Temp folder and double-click . The Welcome window appears.
	   e. Follow **steps 5–14** above to complete the installation.
	   f. 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."
	
	To avoid future confusion, when all upgrades are complete, delete the **setup.exe** file from the server desktop.

Step	Task
Step 5: **Update the database**	Perform the database update **immediately after** changing the activation key on the server and **before** reinstalling Cornerstone on any of the thick-client workstations. **IMPORTANT:** The database update can take from 30 minutes to a few hours, depending on database size, Cornerstone version, server specifications, and other factors. 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**. 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. 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.** If "Database key validation successful" is not listed, contact Cornerstone Support at 1-800-695-2877. 8. On the server desktop (the main screen), double-click **Computer** or **My Computer**. 9. Navigate to **Local Disc (C:) > Windows > Temp**. 10. Click the **Release** folder to highlight it, and then hold down the keyboard **CTRL** key while you click the **Service pack** folder (if you installed a service pack). 11. Now that both folders are highlighted, right-click on one of the folders and select **Delete**. 12. Restart the server. You can now continue with your normal daily processes on the server and can use Cornerstone on any thin-client workstations. **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.

Step	Task
Step 6: **Install Cornerstone on thick-client workstations**	**Remember:** If you're reinstalling both a full release and a service pack, be sure to reinstall the full release first, and then install the service pack. As soon as the reinstallation is complete on a workstation, you can use Cornerstone on that workstation. 1. To install from the files located on the Server, click **Start > Run**. 2. Type **server** and click **OK**. 3. **Note:** If the name of the Cornerstone server is not Server, you'll need to change this to the server's actual name (e.g.,\\\\cstone-svr). 4. Navigate to **Cstone Share > Install > Release.** Double-click **setup.exe.** 5. The Welcome window appears . 6. On the Welcome window, click **Next.** 7. On the License Agreement window, click **Accept** and click **Next**. 8. Enter the new activation key (including the dashes), and then click **Next**. 9. On the Setup window, **Workstation** should already be selected; click **Next.** 10. On the Select Features window, click **Next**. 11. All modules included in the activation key are displayed with a check mark and the destination where Cornerstone will be installed 12. On the Start Copying Files window, click **Next.** 13. On the Install Shield Wizard Complete window, click the **Yes, I want to restart my computer now** option, and then click **Finish**. The workstation now restarts. 14. If you need to reinstall a service pack, follow steps 1–10 above, except that in step 3, navigate to the **Service Pack** folder (instead of the Release folder).
Step 7: **Verify the activation key has been updated on all workstations**	For **each workstation,** verify that the activation key has been updated and the practice ID is correct: 1. From the menu bar, click **Help > About IDEXX Cornerstone**. The About IDEXX Cornerstone window appears. 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. If you experience difficulties after reinstalling the Cornerstone software on the workstation, contact Cornerstone Support at 1-800-695-2877.