Cornerstone 9.1 Software

Upgrading the software on the Cornerstone database server

Note: You must complete the software installation on your **Cornerstone* database server** before you start the installation on any other computer.

IMPORTANT: For Windows* Server 2019 and Windows* 10 computers with fast startup mode enabled, shutting down before installation does **not** reset the system uptime. You must restart the system.

1. **Restart** the server immediately before proceeding.
2. After restarting, double-click the **Update Launcher** or **Service Pack Launcher** icon on your desktop.
3. Click **Next** on the remaining prompts to complete the installation.†
4. When the installation is complete, click **Finish** to restart the server. If the server does not restart automatically within a few minutes, restart it manually.
5. After the server restarts, log in to Windows. The software upgrade will finalize while Windows is starting.

IMPORTANT: If your clinic has **multiple servers,** follow the instructions immediately below for upgrading terminal services servers that are **not** running a Cornerstone database. If your clinic has only **one** server, skip to the **last section** of this document for instructions on installing the software on your workstations.

Upgrading a terminal services server that is not running a Cornerstone database

To upgrade a terminal services server:

1. Verify your installation type:

    a. Press [⊞] + **R** to open the Run window, and then type **regedit.exe;** click **OK.**
    b. Go to **HKEY_LOCAL_MACHINE > SOFTWARE > Wow6432Node >IDEXX Cornerstone Settings**.
    c. Make sure the following information appears in the registry:
       - Machine Type = **Workstation**
       - TSS Only = **TRUE**
       - Terminal Services = **TRUE**

       If the registry settings are **different** from the above, continue with **step 2**.

       If the settings are **the same** as the above, skip to **step 5**.

2. Press [⊞] + **R,** type **Control Panel** and click **OK**, and then select **Programs and Features**.
3. In the list of programs, select **Cornerstone** and click **Change**. Follow the prompts to remove the software.
4. **Restart** the terminal services server.
5. Press [⊞] + **R** to open the Run window, and then type **explorer.exe**.
6. Click **Network** on the left, and then go to your Cornerstone Database Server **(server/csserver) > CstoneShare > Install > Release**.
7. Double-click **setup.exe**.
8. If prompted to **Copy & Install** or **Ignore**, choose **Copy & Install**.
9. Follow the prompts until asked to choose an **Install Type**.†
10. Select **Workstation**, and then click **Advanced**. Do **not** select Server.
11. Click **Next** and follow the remaining prompts to complete the installation.
12. When the installation is complete, click **Finish** to restart the server. If the server does not restart automatically within

† If you are not prompted to continue the process, your third-party antivirus software may be blocking the installation. Consult your IT professional.

Upgrading thick-client workstations

Note: If you use an IDEXX Digital Imaging system, we recommend upgrading the capture station **after** you upgrade the server but **before** you upgrade the remaining thick-client workstations. To upgrade the capture station, use the same thick-client directions below.

Automatic installation

1. **Restart** the workstation immediately before proceeding with the following steps.
2. Log in to Windows using a staff login.
3. Open the Cornerstone software.
4. Follow the prompts to complete the installation.[†]
5. When the installation finishes, click **Reboot Now** to restart the workstation.

Note: If the installation fails or displays errors, close out of the installation process and try the manual installation method, but choose **Copy & Install** when prompted, instead of **Ignore**.

Manual installation

1. **Restart** the workstation immediately before proceeding with the following steps.
2. Log in to Windows as an **administrator**.
3. Press ⊞ + **R** to open the Run window, and then type **explorer.exe**; click **OK** if necessary.
4. Click **Network** and go to **Cornerstone Database Server > CstoneShare > Install > Release**.
5. Double-click **setup.exe** to begin installation.
6. If prompted to **Copy & Install** or **Ignore**, choose **Copy & Install**.
7. Follow the prompts to complete the installation.[†]
8. Click **Finish** to restart the workstation.

[†] If you are not prompted to continue the process, your third-party antivirus software may be blocking the installation. Consult your IT professional.

After installation

- If any windows appear blank, right-click within the window and then select **Refresh**.
- Review recent changes to Cornerstone.

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