On-premises Cornerstone 9.5 Software

IMPORTANT: For you to install Cornerstone* Software 9.5, the Cornerstone database server must be a 64-bit operating system (whether a peer-to-peer server, a standalone system, or a checked-out mobile computer). Review current hardware and operating system guidelines before upgrading, and ensure there is adequate disk space available on your server for both the installation files (2.9 GB) and a copy of your database file. Thick workstations will require 1.9 GB of available space for the installation files. You must be using Cornerstone* 8.5 Software or later to upgrade to Cornerstone 9.5 Software. Contact customer support for assistance if your software is earlier than Cornerstone 8.5.

Upgrading to the latest on-premises Cornerstone Software 🖥 release involves two simple steps:

1. Upgrade the server. **Note:** This release reflects final changes to PowerBuilder and Sybase* SQL Anywhere version upgrades. Based on your currently installed version, the upgrade may also include a database rebuild.

2. Upgrade the remaining thick workstations.

   IMPORTANT: Always restart the server(s) and thick workstations just before installing the upgrade. If using Mobile Computing, sync and undo the laptops before the server upgrade; failure to do so may lead to data loss.

See full details on the upgrade experience, including estimated times.

Step 1: Upgrade the Cornerstone database server

IMPORTANT: For Windows* Server 2019, Windows Server* 2022, Windows* 10, and Windows* 11 computers, you must **restart the computer before upgrading**. We recommend using the restart option, instead of using shutdown, to properly reset all timers and programs for installation

1. ⚠ **IMPORTANT:** Restart the server before proceeding.

2. Before starting the upgrade:

   - Review any currently running anti-virus programs. If you are using a third-party anti-virus program (i.e., not Trend Micro managed by IDEXX), then ensure a folder exclusion is set up for the root Cornerstone directory (e.g., C:\cstone). This will help ensure that any real-time protection does not interfere with or quarantine any files during the upgrade or while running Cornerstone or other IDEXX services.

   - Make sure all connections to the database are closed, including any third-party applications and integrations that may be running in the background.

3. Double-click the **Update Launcher** icon on your desktop.

4. Click through the remaining prompts to complete the installation.[†] Any connections or services, including the IDEXX VetLab* Station and database server, will be stopped by the installer.

5. When the installation is complete, click **Continue** to restart the server. If the server does not restart automatically within a few minutes, restart it manually.

6. After the server restarts, log in to the Windows* operating system. The software upgrade will finalize while Windows is starting. **IMPORTANT:** If you have any third-party integrations or applications that access the database, disable these immediately upon startup to prevent interference with the upgrade process. Restart these once the upgrade has completed.

7. Click through the remaining prompts as needed to complete the server upgrade. **Note:** There may be a pause after the Windows operating system loads before the final installation window appears.

After you click **Finish**, the server upgrade is complete. Your thin-client workstations and connected hardware and software are ready to use.
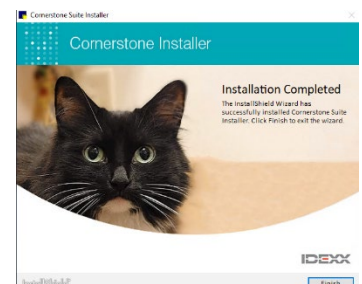
† If you are not prompted to continue the process, your third-party antivirus software may be blocking the installation. Consult your IT professional.

Multiple-server practices only: After upgrading the main server, follow the instructions below to upgrade any terminal services server that is not running a Cornerstone database.

To upgrade Cornerstone on a terminal services server (TSS) that is not running a Cornerstone database:

Follow the Workstation upgrade instructions in Step 2, below.

To install Cornerstone on a new TSS:

1. Log in to the TSS console as an administrative user.
2. Press ▦+**E** to open the File Explorer window.
3. Click **Network** and go to **Cornerstone Database Server>CstoneShare>Install>Release**.
4. Double-click **setup.exe** to begin the installation.
5. in the Setup type selection window, select **Workstation**, and then click the **Advanced** button to install the software as a Terminal Services Server.
6. When prompted, click **Copy & Install**.
7. Follow the prompts to complete the installation. You do not need to restart the computer.
   Cornerstone is now installed, and connected thin workstations are ready to use.

Step 2: Upgrade thick-client workstations

The instructions below apply to 64-bit workstations. For 32-bit workstations, contact customer support for the installation files.

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

Install from server (automatic install)

1. ⚠ **Restart** the workstation immediately before proceeding with the following steps.
2. Log in to Windows as an administrator or have administrator credentials available to enter when prompted.
3. Open the Cornerstone software.
4. Follow the prompts to complete the installation.†

Note: If the installation fails or displays errors, close out of the installation process and try the network installation method.

Install over network (manual install) (recommended when upgrading from Cornerstone* 8.7 or earlier)

1. ⚠ **Restart** the workstation immediately before proceeding with the following steps.
2. Log in to Windows as an administrator or have administrator credentials available to enter when prompted.
3. Press ▦ + **E** to open the File Explorer window.
4. Click **Network** and go to **Cornerstone Database Server>CstoneShare>Install>Release**.
5. Double-click **setup.exe** to begin installation.
6. When prompted, click **Copy & Install**.
7. Follow the prompts to complete the installation.†

After installation

- If any windows appear blank, right-click within the window and then select **Refresh**.
- Remember, only a Cornerstone administrator can create a new or reset an existing password. Support can assist in cases where the only administrator password is lost.
- Review recent changes to Cornerstone in the release notes.

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

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