# IDEXX Reference Laboratories
# Directory of Services download instructions

**Note:** These instructions **do not** apply to IDEXX Cornerstone* Practice Management Software versions 8.4 NEXT or later. The Directory of Services is updated automatically in these versions.

If your practice is running Cornerstone software version 7.5 or earlier, you must manually update laboratory invoice item prices. If your practice is running Cornerstone software version 7.6 or later, see the *What's New in 7.6* document for instructions on using the price update utility to update invoice item prices.

If you require a software upgrade, contact your IDEXX Cornerstone Sales Representative at 1-800-283-8386.

## Requirements

- You must be logged into the Microsoft* Windows* operating system with administrative rights.
- You must perform the update on the server first and then on each thick-client workstation.

**Note:** Practices using Remote Desktop Services (formerly known as Terminal Services) do not need to update thin client workstations.

**To download the update file:**

**Note:** You do not have to close the Cornerstone software to download the file.

1. On your Cornerstone server, open an Internet browser and type *idexx.com/labsdirectory* in the browser's address box.
2. If you receive a security warning message, click **Yes**. If you are prompted to run or save the file, click **Save**.
3. In the Save As window, select the **Desktop** location, and then click **Save**. The file is saved to your desktop.
4. If a download complete message appears, click **Close**.

**To install the update file on the server:**

**Note:** You do not have to close the Cornerstone software to perform the update.

1. Locate the *idexx-reference-laboratories-directory-of-services-update.exe* file on your desktop, and double-click the icon to start the installation.
2. If you see a security warning asking if you are sure you want to run the software, click **Run**.
3. After the installation setup is complete, click **Next**.

   The update loads any new prices, profiles, and subprofiles into the Cornerstone database.

   **Note:** If you are loading the updates on more than one computer, the following window appears only once on the server and does not appear on the workstations.
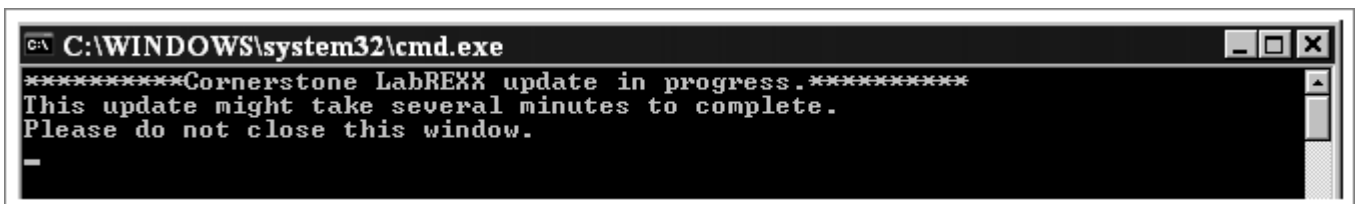


4. When the update is complete, click **Finish** in the Directory of Services window. The installation speed depends upon your computer's configuration.

**To update the Directory of Services on workstations:**

Once the server has been updated, you can update each of your thick-client workstations.

**Note:** You do not have to close the Cornerstone software to perform the update.

1. Open the update file from each workstation in your network using one of the following methods:
   - Save the update file to a shared folder on your network.
   - Copy the update file to a DVD or USB drive.
   - Download the file following the instructions in the "To download the update file" section on the previous page.
2. On each workstation, repeat the steps in the "To install the update file on the server" section on the previous page.
3. After successfully updating the Directory of Services on all necessary workstations, you can delete the update file from the desktop of your server and workstations, the shared folder, and any other locations where it was saved.

## Troubleshooting

If you run into unexpected errors, ensure that your Cornerstone software is version 6.2 through 8.3 NEXT and that you have downloaded the update file to a computer that is running the Cornerstone software before calling IDEXX Customer Support (1-800-695-2877).

## Recommendations

- IDEXX releases an updated IDEXX Reference Laboratories Directory of Tests and Services several times a year. All the updates include new profiles; the first update of the year also includes price updates. You must download the update to make use of these profiles.
- Never change the names of preloaded tests and profiles. Changing these names will cause results to not match their corresponding requests.
- Never create custom profiles for IDEXX Reference Laboratories because this creates Not Requested results.
- When all workstations have been updated, you can delete the installation file from the desktop or other locations on your computer or network.