

CS R4+

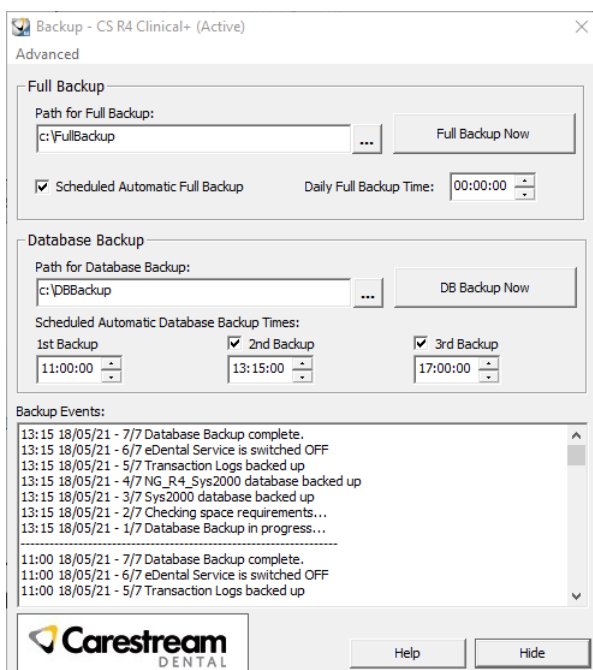
Update Instructions

This Job Aid is aimed at system administrators and explains how to update the CS R4+ practice management software.

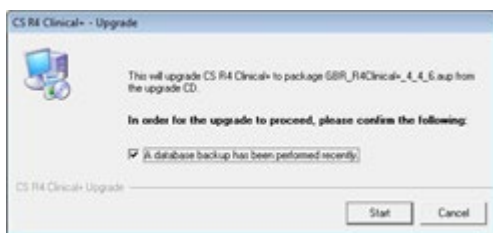
Updating CS R4+ on the Server

Before updating CS R4+ you must make sure that all workstation computers are shut down and that a database backup has been completed on your server PC.

- 1 Ensure everyone is logged out of CS R4+, then click the backup icon in the Windows taskbar. The **Backup – CS R4 Clinical+** window is displayed.



- 2 Click **DB Backup Now** to start the backup process.
- 3 Once the backup has finished and Database Backup complete is displayed in the Backup Events panel, click **Hide**.
- 4 Go to <https://softwaredownload.csdental.com/en-GB> to download the update. Enter your customer number as shown on your update email and practice postcode.
- 5 Once the download has finished, right click on the file, and select **Run as administrator**.
- 6 When the **CS R4+ Clinical+ - Upgrade** window is displayed, tick the box to confirm that you have completed a database backup and then click **Start**.



- 7 If you are prompted to close the CS R4+ application before installation, click **Yes**.
- 8 The update process will then start by copying information to the sever, displaying several progress windows during this process.
- 9 Once the files have been copied, the **CS R4 Clinical+ - Auto Installer** window will be displayed. This stage could take a few minutes to complete.
- 10 Once the process has finished, the **Restart Windows** window will be displayed. Click **No**.
- 11 Double click CS R4+. The **CS R4 Clinical+ - Updating Database** window is displayed. This process will take several minutes and may display a status of Not Responding. However, it may still be working in the background so please do not restart anything until prompted to do so.
- 12 Once the database update has finished the **Restart Windows** window will be displayed again. Click **Yes**.
- 13 Once the server has restarted log in to CS R4+ to complete the update.

Updating CS R4+ on the Workstation

Once you have logged into CS R4+ on the server, turn on each workstation and launch CS R4+. The **Application Updater** window will be displayed.



When the update has completed, restart each workstation. You can now log into CS R4+ and start to use it.

Information about the Changes in this Update

The changes to CS R4+ introduced in this update are described in the What's New guide supplied with the update and in the CS R4+ help file which is available on every workstation. To read the description in the help file, click **Help** or press **F1** and then chose What's New on the help file's home page.

