

## How to Install Upgrades

You are able to get the latest upgrades on the [MediNotes Technical Support downloads web page](#). Enter your username and password. If you have not registered, go to the [Registration page](#) and enter the requested information. There is a link to recover your password if you have forgotten it. You may also use the Online Update option located in the Tools menu to automatically download the upgrade.

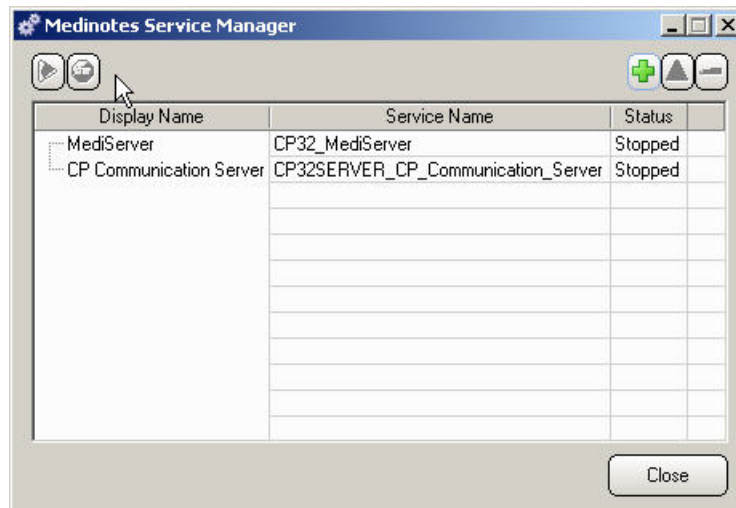
Before performing the upgrade, make sure that you have backed up the database. MediNotes **strongly** recommends using the Backup feature located in Tools > Backup to ensure a valid copy of your database has been made.

Make sure that all users have closed MediNotes e and that no instances of the application are running on workstations or the server. The initial upgrade should be performed on the server. Each workstation will then need to be upgraded.

Open the ASAServices application. This is located in the Start menu in All Programs > Medinotes > Utilities



Ensure that all services are stopped. To stop a service, click on the service name and then click the stop sign.



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Ensure that any auxiliary applications (HL7, AutoSync, etc.) are also shut down before starting the upgrade.

Begin the upgrade by double-clicking on the downloaded upgrade file. The process will run automatically. Accept the license agreement and double-check to make sure that the installation path is correct. Once the installation is complete, you will be prompted to restart the computer. If you choose not to restart, you will need to start the MediServer service in ASA Services and any auxiliary applications. Do not start the CP Communications Server service until you have upgraded the database. If you restart the CP Communications Server before upgrading the database, you will get an error and the upgrade will fail. Launch the MediNotes e application and you will be prompted to upgrade the database. Once this is complete, the upgrade on the server is finished. If you restart the server, before you launch MediNotes e you will need to open ASA Services and stop the CP Communications Server **ONLY**. Open MediNotes e and you will be prompted to upgrade the database. After the upgrade is complete, restart the CP Communications Server by clicking on the green traffic light in the ASA Services box.

After the upgrade to the server is complete, as each workstation launches MediNotes e the user will be prompted to upgrade the application. If you are using the Online Updater, this will be done automatically from the server, eliminating the need to upgrade each workstation manually. If you are not using Online Update, you will need to either download the upgrade to each workstation, or put the upgrade on an accessible network location and run the downloaded upgrade from there. The process is the same as on the server, with the exception that you do not need to shut down the MediServer and CP Communications Server services. When the installation is complete, launch MediNotes e and you will be prompted to upgrade the database. Once that is complete, the MediNotes e will launch and you can begin working with the program.

If you have any questions, please contact MediNotes Technical Support via  
phone 515-327-8854  
e-mail [support@medinotes.com](mailto:support@medinotes.com)  
or chat <http://www.medinotes.com/chat.htm>