

ImproMed/ImproMed Equine Service Release Update to 19.21.0 or Higher

If you are on ImproMed or ImproMed Equine 19.20 or higher, follow the instructions below to update to version 19.21.0 or higher.



If you are on a version older than 19.20, contact the Implementations Team for assistance: 800.925.7171 ext. 91029 or email improvedupdates@covetrus.com.

On Every Computer



BEFORE YOU PROCEED!

- o Be sure to update ImproMed [ImproMed Equine] on all workstations.
- o For mobile computers, refer to "Mobile Editions" on page 2.

1. Open ImproMed or ImproMed Equine.
2. From the Ribbon, click on **Help | Check for Updates**.
3. Click **Download Latest Version**.
4. In the Save As dialog box, save to the **Desktop**.
5. Click **Save**.
6. After the update has been downloaded and saved, close the dialog boxes.
7. Close ImproMed.
8. From the Windows Desktop, right-click on the ImproMed_All_19.xx.x.xxxx.exe file and choose the option to **Run as administrator**. If prompted to allow the app to make changes, click **Yes**.



If the workstation does not allow the user to make changes, you may need to log off Windows as the user and log back on as Administrator. Make note of the Windows User Name before you log off!

9. From the WinZip Self-Extractor, click **Yes** to Load ImproMed 19.xx.x (Build xxxx).
10. From the Update ImproMed dialog box, click **Load Update**.
11. When the update is finished, click **OK** on the message.



If you don't see the update loader it may be behind the progress bar.

12. If you logged onto Windows as Administrator, log off and log back in as the normal Windows User.
13. Open ImproMed or ImproMed Equine.

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Mobile Editions

If your business is running ImproMed or ImproMed Equine on a mobile device, the mobiles must be present during the upgrade. Each mobile needs to be synced **before** any updates are done on any computer.

1. From the mobile computer, sync to the server.
2. Load the service release on the server then open the program
3. Resync to the mobile.
4. Install the service release of the program onto the mobile computers.