



ImproMed[®] and ImproMed Equine[®] Updating to version 19.x

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Before You Proceed:

If you are running:

- Replication
- Mobile replication
- A version of our software older than 6.0

You are not eligible for a self-update. Please email our team at improvedupdates@covetrus.com, or call 855-478-7920 ext. 91029, or visit <https://softwareservices.covetrus.com/improved-launch-form-2> and we will be happy to help you plan your update.

Pre-Upgrade

STEP 1 – Log in as administrator

If not logged in as **Administrator on the main database server**, ensure the following:

1. You have the rights to complete the update (uninstall / reinstall as needed).
2. You know a Windows user that has the appropriate rights.
3. Your Local IT is available to adjust settings as needed.

STEP 2 – Download installation files

1. Create a folder for your installation files.
 - o We recommend adding a named folder to your existing Program DVD on the server, if you have one.

Example: c:\Program DVD\v19.21

2. Use the link provided to download the files and save them to the location you created.

ImproMed: [Download ImproMed program files](#)

ImproMed Equine: [Download ImproMed Equine program files](#)

3. When the files have finished downloading, right-click and "extract here".

STEP 3 – Ensure everyone is out of the software

1. Open **Support Tools**.
2. Verify through **View Connections** that no users are in the software
 - o Anything with the Program Name of **ImproMed Infinity** means that the software is open there.
 - o **Host Name** is the name of the computer.
 - o If you see multiple of the same Host Name, but with different Host Process ID numbers, that is a Terminal Server with multiple connections.

V48	ImproMed Infinity	203	1428	4300
V48	ImproMed Infinity	0	0	4300
V48	ImproMed Infinity	1700	106	1928
V48	ImproMed Infinity	0	0	1928

Please note: Other items may be listed; such as, services that are running, which is fine.

- o Right-click in the window and select **Refresh** to update the screen as they close the program.
 - o Once all the connections are gone, close the window.
3. If this is a Terminal Server, or if you have a Terminal Server, make sure all users have signed out.
 - a. Open the **Task Manager**.
 - b. Click the **Users** Tab, and make sure all users log out correctly.



This consists of closing the program **AND** logging off the user, not just closing the session.

- c. If there are still users listed, but they show disconnected, select the user and click **Logoff (or Sign off)**.
- d. Once all users are logged appropriately, close the window.

Full Text Indexing

If you have Full Text Indexing in use, tear it down.

1. From the **Windows Start** menu, open **ImproMed | Setup Full Text Indexing**.
2. Chose the appropriate Server from the **Servers** drop-down list.

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3. Expand the Database.
4. Right-click on the Database.
5. Click **Delete Catalog**.
6. Close **Setup Full Text Indexing**.

STEP 4 – Run a backup

1. Create a folder for the backup.
 - a. Browse to the same location where the install files are located.
EXAMPLE: c:\Program DVD\v19.21
 - b. In a blank portion of the window, right-click, and select **New | Folder**.
 - c. Title the folder: **Pre 19.X Backup**.



Replace the 19.X with the appropriate version (IE 19.21)

2. Run the Backup.
 - a. Open **Support Tools**.
 - b. Under Databases select the appropriate database .
 - c. Click **Backup**.
 - d. Click ... and browse the folder created in Step 1 (*Create a folder for the backup*).
 - e. Select the folder.



The folder icon should look open.

- f. Under **File type:** PreXXXX_MMDDYYYY.ibu.



- o Replace the XXXX with the appropriate version (IE Pre1921_)
 - o MMDDYYYY should be the date the backup is run.
-

- g. Click **OK**.

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- h. Verify the **Backup as COPY_ONLY** option is checked.
- i. Click **Backup**.
- j. Once completed, you will get the message that the backup is done, click **OK**, and close out of the Backup Window.

Upgrade Servers

Terminal servers

If the computer is a Terminal Server, change the computer into Install Mode.

1. From the Windows Start menu, open **Command Prompt**.
2. Type: **change user /install** and press **Enter**.

You will get the following message: *User session is ready to install applications.*

3. Close the window.

STEP 1 – Install the latest software



If, at any point, you are asked to restart the computer, please do so and restart the setup.exe when ready.

1. Navigate to the Installer.

EXAMPLE: c:\Program DVD\v19.21\19.21.0 ImroMed Media\ImroMed 19.21.0



The path will vary depending on what version you are updating to.

2. Locate and open the installer.
3. If prompted by the Prerequisites Setup Wizard, click **Next**.

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The following items are needed for the software to operate. By default, it will check whatever is needed and you will just need to click Next.

- o .NET Framework 3.5 SP1
 - o .NET Framework 4.7.2
 - o Visual Studio 2005 Primary Interop Assemblies
 - o Microsoft SQL Server System CLR Types
 - o SQL Server Native Client 2008R2 SP3 x64
 - o Microsoft SQL Server 2005 x64 Backward Compatibility Components
 - o Microsoft SQL Server 2008 Management Objects
 - o Microsoft SQL Server 2008 Replication Management Objects
 - o Microsoft Synchronization v2.1
 - o Microsoft ProviderServices v2.1
 - o Microsoft Interop Forms Redistributable Package 2..0a
 - o DHTML Edit Control
 - o Visual C++ 2005 SP1 x86 (MFC Security Update)
 - o Visual C++ 2008 SP1 x86 (MFC Security Update)
 - o Visual C++ 2010 SP1 x86 (MFC Security Update)
 - o Microsoft OLE DB Driver for SQL Server x64
4. Check the box **I agree to the End User Licensing Agreement & Terms and Conditions** and click **INSTALL**.
 5. When the Message comes up that the software was successfully installed, click **Finish**.

IF TERMINAL SERVER – Change Computer into Execute Mode

1. Open **Command Prompt**.
2. Type: **change user /execute** and press **Enter**.

You will get the following message: *User session is ready to execute applications.*

3. Close the window.

STEP 2 – Load database updates

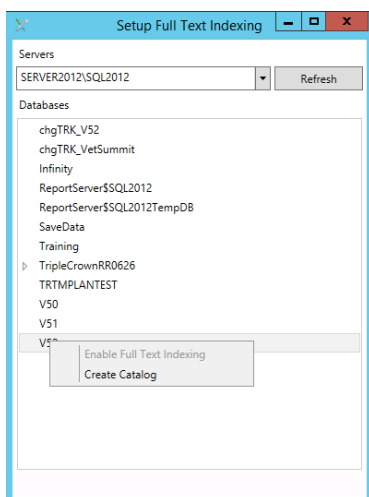
1. Open the software.
2. Click **OK** at the Server Selection.

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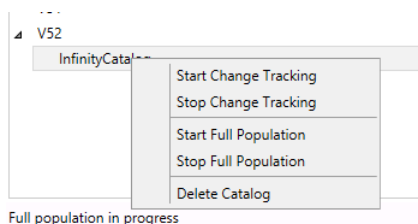
3. Enter the appropriate password and click OK at the Login Screen.
4. When you see the prompt: *This database needs to be updated to work with the latest version of the software. Would you like to load the update(s) now?*, click Yes.
5. If you see the prompt, *Your license for the MODULE has expired. This module is no longer available on your system. Please call ImproMed at (800) 925-7171 for assistance*, click OK.
6. Repeat steps 1-5 as needed for each database.

IF FULL TEXT INDEXING WAS REMOVED – Set it Back Up

1. Open Setup Full Text Indexing.
2. Right-click on the appropriate database and select Create Catalog.

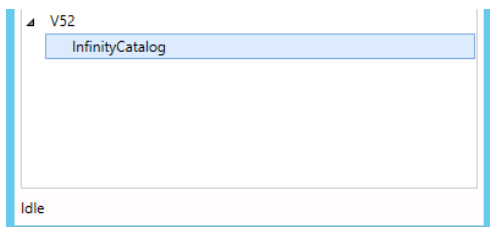


3. Expand the database.
4. Right-click on **InfinityCatalog** and select to **Start Full Population**.



5. It will show Full population in progress while it is running.
6. Once it is finished, it shows Idle.

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You may need to click off of the database/catalog and re-select it to refresh the status.


IF WORLDPAY DEVICE ATTACHED – Update triPOS & Initialize Device



Most devices should automatically initialize after you update triPOS, however if they do not, follow the directions below to initialize the device.

1. Navigate to the location and run the triPOS Installer.

EXAMPLE: c:\Program DVD\v19.10\19.10.1 ImproMed Media\Integrations\Vantiv – Element

2. Click **Yes** on the Update Window when prompted: **Would you like to update triPOS to 5.15.0 using the existing settings?**
3. If not already open, open the software.
4. Click on  | **File | Workstation Preferences.**
5. Select the **Credit Card** tab.
6. Confirm the settings are still the same.
7. Click **Initialize.**



The screen on the device should change. Once it comes back to the welcome screen, you successfully initialized the device.

Upgrade Workstations

STEP 1 – Log in as administrator

If not logged in as Administrator, ensure the following:

1. You have the rights to complete the update (uninstall / reinstall as needed).
2. You know a Windows user that has the appropriate rights.
3. Your Local IT is available to adjust settings as needed.

STEP 2 – Install the latest software



If, at any point, you are asked to restart the computer, please do so and restart the setup.exe when ready.

1. Navigate to the Installer.

EXAMPLE: \\server\Program DVD\v19.21\19.21.0 ImproMed Media\ImproMed 19.21.



The path will vary depending on what version you are updating to.

2. Locate and open the installer.
3. If prompted by the Prerequisites Setup Wizard, click **Next**.



The following items are needed for the software to operate. By default, it will check whatever is needed and you will just need to click Next.

- o .NET Framework 3.5 SP1
- o .NET Framework 4.7.2
- o Visual Studio 2005 Primary Interop Assemblies
- o Microsoft SQL Server System CLR Types
- o SQL Server Native Client 2008R2 SP3 x64
- o Microsoft SQL Server 2005 x64 Backward Compatibility Components

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- o Microsoft SQL Server 2008 Management Objects
 - o Microsoft SQL Server 2008 Replication Management Objects
 - o Microsoft Synchronization v2.1
 - o Microsoft ProviderServices v2.1
 - o Microsoft Interop Forms Redistributable Package 2..0a
 - o DHTML Edit Control
 - o Visual C++ 2005 SP1 x86 (MFC Security Update)
 - o Visual C++ 2008 SP1 x86 (MFC Security Update)
 - o Visual C++ 2010 SP1 x86 (MFC Security Update)
 - o Microsoft OLE DB Driver for SQL Server x64
4. Check the box **I agree to the End User Licensing Agreement & Terms and Conditions** and click **INSTALL**.
 5. When the Message comes up that the software was successfully installed, click **Finish**.

IF WOLRDPAY DEVICE IS CONNECTED – Update triPOS

1. Navigate to the location and run the triPOS Installer.
EXAMPLE: \\server\Program DVD\v19.10\19.10.1 ImproMed Media\Integrations\Vantiv – Element
2. Click Yes on the Update Window when prompted: Would you like to update triPOS to 5.15.0 using the existing settings?



STEP 3 – Log off as administrator

Log off as administrator user and back in as the normal user.

*IF WORLDPAY DEVICE ATTACHED – Re-Initialize the Device



Most devices should automatically initialize. However, if they do not, follow the directions below.

1. If not already open, open the software.
2. Click on   | **File | Workstation Preferences**.
3. Select the **Credit Card** tab.
4. Confirm the settings are still the same.

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5. Click **Initialize**.





The screen on the device should change. Once it comes back to the welcome screen, you successfully initialized the device.

Post Installation Tasks

Follow the steps below if you would like to set up the **CareCredit** Integration.

1. Enable the integration.
 - a. If not open already, open the software
 - b. Open the **CareCredit Settings** located on the Quick Access toolbar above the Ribbon.



- c. On the **Account** Tab:
 - 1) Click **Enable**.
 - 2) Enter in **Merchant ID**.
 - 3) Choose **Payment Method**.
 - d. Click **Apply**.
 - e. Go to **Owner Information** and link the appropriate fields.
 - f. Click **Apply** and **OK**.
2. To enable processing through the conclude screen of invoicing (those who don't have CareCredit card swipes).
 - a. Click on   and go to **Setup | Patient Processing | Payment Methods**.
 - b. Find your CareCredit payment method from the drop-down list at the top.
 - c. Go into **Edit** mode at the right.
 - d. Under **Payment Type**, scroll to the top of the list and select "**CareCredit**".
 - e. Click **OK** to save the setting.