



Dear Valued Client,

*****ATTENTION*****

This upgrade requires the Microsoft DotNet Framework 4.5 to operate. If you are using Windows 8 or older, you may need to install the DotNet Framework 4.5 separately on all computers before upgrading the Practice-Web software. **DOTNET 4.5 IS NOT COMPATIBLE WITH WINDOWS XP OR SERVER 2003. IF YOU ARE RUNNING EITHER OF THESE OPERATING SYSTEMS, DO NOT PROCEED WITH THE UPGRADE AND PLEASE CALL SUPPORT FOR ASSISTANCE.**

Update Instructions for Practice-Web version 17.1

1. If you are using any Windows operating system older than Windows 10, please check to make sure you have the Microsoft DotNet Framework 4.5 installed on all your computers. Go to the Windows Control Panel, click on "Programs" and then "Programs and Features." If you see DotNet Framework 4.5, please proceed to next step. If you are using Windows 8 or older, you may need to install the DotNet Framework 4.5 separately on all computers before upgrading Practice-Web. [Click here for a link to download the DotNet Framework 4.5.](#)
2. Close Practice-Web Dental on all workstations except the main computer (server).
3. **Create a backup from the "Manage" module and save it to an external drive.** [Click here](#) to see a video tutorial on back-up assistance
4. While in Practice-Web Dental, select the "Help" menu and click on "Update."
5. From the "Update" dialog, change or enter the Update Code as **PWMTC171**.
6. Click on "Check for Updates" then click on "Download."
7. After the download is complete, you will receive the message "Download successful, click on the OK button." Practice-Web Dental will close itself.
8. Type in the password [] in the next dialog and click "OK."
9. Keep clicking on the "Next" buttons until you reach "Finish" and then click on the "Finish" button.
10. Start Practice-Web Dental (server only). When asked to convert the database from the previous version to the new version, click on the "OK" button.
11. WAIT until the message that the database conversion is successful, then click on the "OK" button.
12. Now go to each workstation and start Practice-Web Dental. The software will state that you are trying to run an older version but your database is currently running a newer version. Click on the "OK" button. Then enter the same password and click on "OK." Follow the prompts until the "Finish" button.

On your desktop, you will see an icon titled "**WhatsNewInVersion17x.PDF**". Double-click on this icon to view the new features in version 17.1. Adobe Acrobat reader 7.0 or higher is required. **If you have any questions or need help, please call [1-800-845-9379](tel:1-800-845-9379), Option 2.**

Please CALL 800-845-9379 ext 2 for password.

On your desktop, you will see an icon titled "What'sNewInVersion17x.PDF". Double-click on this icon to view the new features in version 17.1. Adobe Acrobat reader 7.0 or higher is required.

Warm regards,

Practice-Web Support