

Update Instructions for Practice-Web

1. **ATTENTION:** If you are using a Windows operating system older than Windows 10, please 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.** **IF YOU ARE RUNNING WINDOWS XP OR SERVER 2003, DO NOT PROCEED WITH THE UPGRADE AND PLEASE CALL SUPPORT FOR ASSISTANCE.**
2. Close Practice-Web 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 watch a tutorial on back-up assistance.
4. While in Practice-Web, select the "Help" menu and click on "Update."
5. From the "Update" dialog, change or enter the Update Code. Contact Support at support@practice-web.com or 800.845.9379, Option 2 for the **Update Code**.
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 will close itself.
8. Enter the password in the next dialog and click "OK." Contact Support at support@practice-web.com or 800.845.9379, Option 2 for the **Password**.
9. Keep clicking on the "Next" buttons until you reach "Finish" and then click on the "Finish" button.
10. Start Practice-Web (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. 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.
13. After the update, click on List Menu and select Procedure Codes. Then click on Tools button (lower left). Make sure that "D codes" is checked, then click on Run Now. This will update the procedure codes. This is only necessary once a year.

On your desktop, you will see an icon titled "WhatsNewInVersion___.PDF". Double-click on this icon to view the new features in this version. **A useful icon for "Practice-Web Help" has also been added to your Desktop.** (Adobe Acrobat Reader 7.0 or higher is required.)