



Complete Clinic Software

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How to Install Updates to Complete Clinic Software

You can obtain updates for Complete Clinic Software from two sources:

- 1) If you have an internet connection at your facility you can update CCS via the internet from the "Check Updates" form. The update will be downloaded directly to your system from our server computer.
- 2) If you do not have an internet connect at your facility, you can download an update file at home from our website to a flash (USB) drive and then take it to the clinic and install the update from the flash drive.

Requirements to Run the Procedure:

1. You must have a paid up software support subscription.
2. You must have access to a DSL or Cable Internet connection.
3. Complete Clinic Software must be shut down on all terminals except the terminal running the update procedure.
4. Access to install the update requires a level 9 password.
5. If you have the remote laptop module, all data must be transferred back to the server computer before updating both computers.

What to do when installing update via the internet:

(Note: you will need your serial number and activation key to do this procedure)

1. From the main screen, go to <F11 Utilities> then <C: System Maintenance Procedures> and <L: Check for Updates> and enter a level 9 password.
2. This will open the CCS form entitled "Retrieve and Install Updates". The form displays your current program release date and your current user manual release date.
3. On the "Check for Updates" form, click on the green button labeled <F12 Check for Updates>. This button will download a small file from the server that will show you the latest release dates available for the program.
4. If your Software Support Subscription is current, the buttons to download the updated program file will become active and you can proceed.
5. To install the program, click on the button labeled <Download Program>. This will retrieve the installation file from the CCS server and copy it to your computer. When finished, the <Install Program Update> button will turn green and become active. When you click on this button, the main system will shut down and a new program will start that will install the updated files. **When it finishes, it will restart the main CCS system, and take you to the screen where you can enter your serial number and activation key.** After you enter those, the system will complete the update process and take you to the main screen showing your clinic name. At this point you are ready to start using the updated system.

Note: After the update is finished, you can verify that it installed correctly by going to <F11 Utilities> then option <A. Information About Your System>. The date in the green box at the top of the form should show the new release date.

IMPORTANT NOTES: If you regularly transfer backup copies of your clinic files to your home computer, you must apply the update to both computers before doing another file transfer. If you have purchased the remote laptop module, you must apply the update to both your office computer and your remote laptop computer after the files have been transferred from the remote laptop to the server and before you send them back to the laptop.

Steps to install an update from a flash drive.

1. At the website, you can access the download page from the Customer Support Menu or from the link in the right hand sidebar. You will be asked to login in. Your serial number is your user name and the activation key is your password.
2. The download page offers a file (update.exe) to be downloaded.
3. Take the flash drive containing update.zip to the clinic and plug it into your server computer. Note: all computers should be out of CCS.
4. Double click on the file update.exe to start the file extraction program. The default location is c:\vetccs. If your system is installed in a different location, type in the path to that location.
5. After the files have been copied from your flash drive, **start the main CCS system, and you will be taken to a screen where you can enter your serial number and activation key.** After you enter those, the system will complete the update process and take you to the main screen showing your clinic name. At this point you are ready to start using the updated system.
6. Note: After the update is finished, you can verify that it installed correctly by going to <F11 Utilities> then option <A. Information About Your System>. The date in the green box at the top of the form should show the new release date.

IMPORTANT NOTES: If you regularly transfer backup copies of your clinic files to your home computer, you must apply the update to both computers before doing another file transfer. If you have purchased the remote laptop module, you must apply the update to both your office computer and your remote laptop computer after the files have been transferred from the remote laptop to the server and before you send them back to the laptop.