

5.1 Upgrade Instructions

Before you begin

Make sure Power Practice is closed on all the computers.

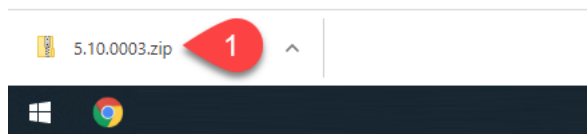
Upgrade the server first before upgrading the rest of the workstations.

Use the table to the right to plan for sufficient time to complete the upgrade.

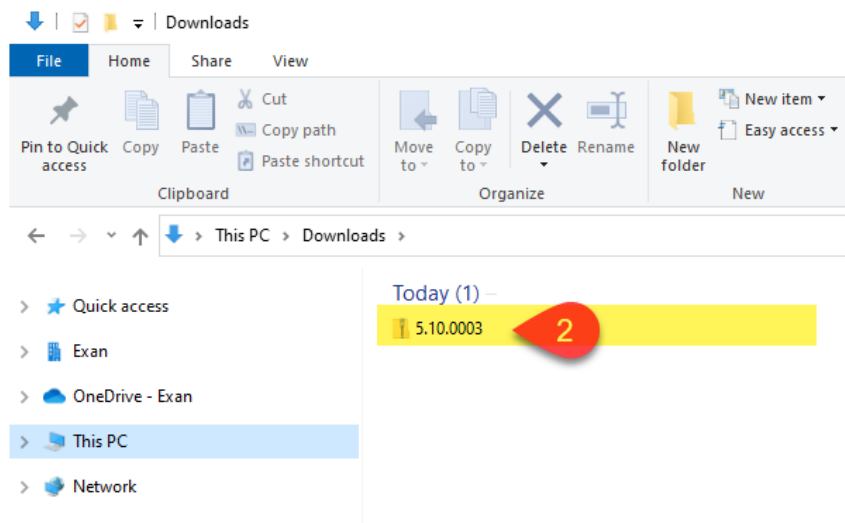
Number of computers	Est. time for upgrade
5	30 minutes
10	1 hour
20	1.5 hour

Steps

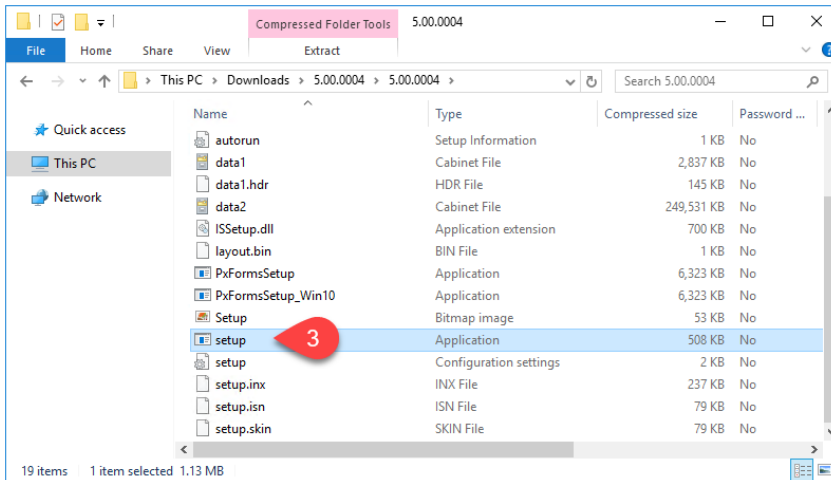
NOTE: These screenshots were taken from a Windows10 computer using Google Chrome; your experience may differ slightly. In most cases it's OK to select "Yes", "OK", "Allow", or "Run" if you encounter any pop up messages that are different from the screenshots below.



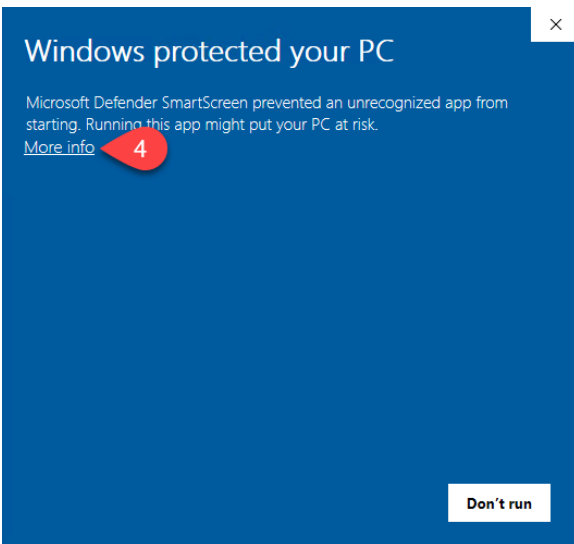
Open the zip file you downloaded.



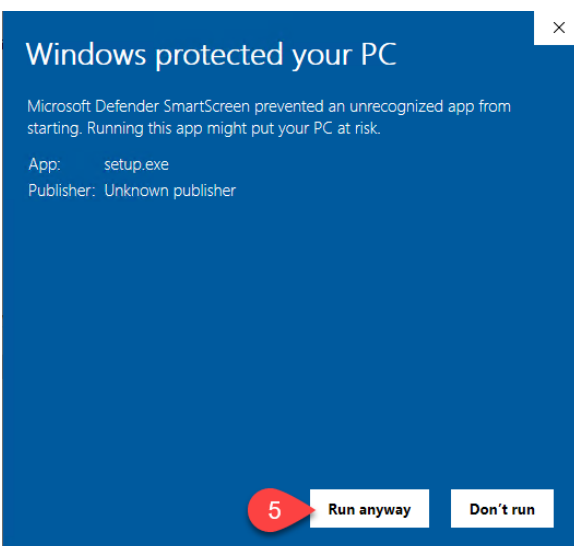
Double click the folder in the pop up window.



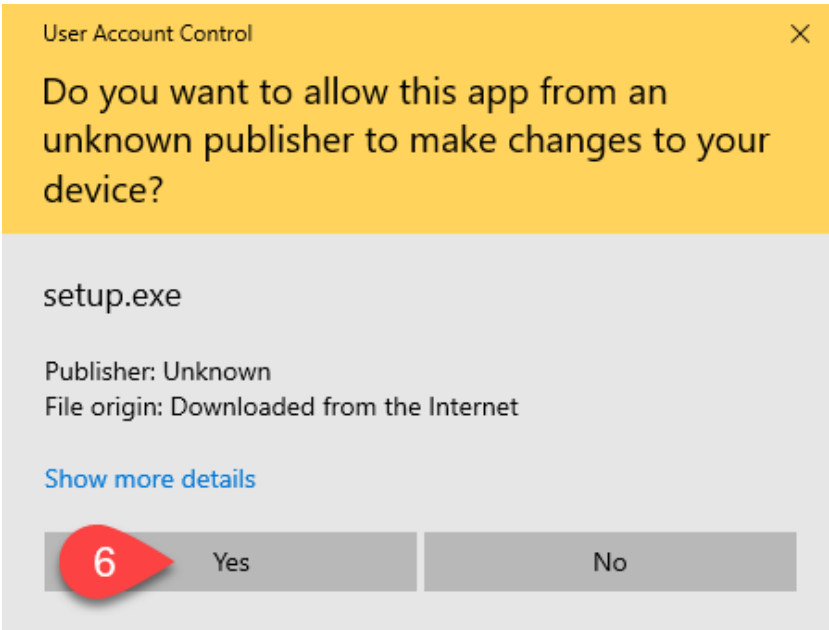
Double click the setup file.
(The correct setup file is listed as an Application in the Type column)



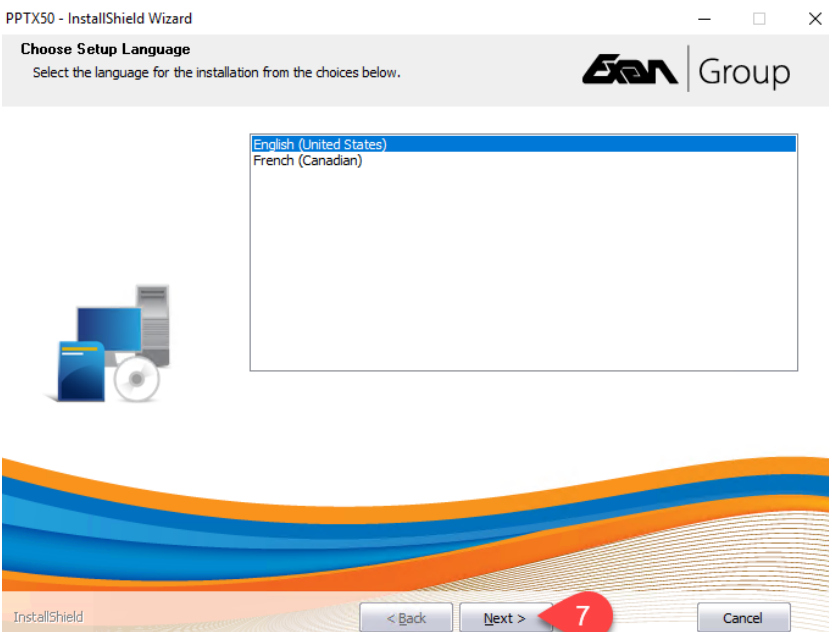
Select the More Info option.
(Windows 10 only)



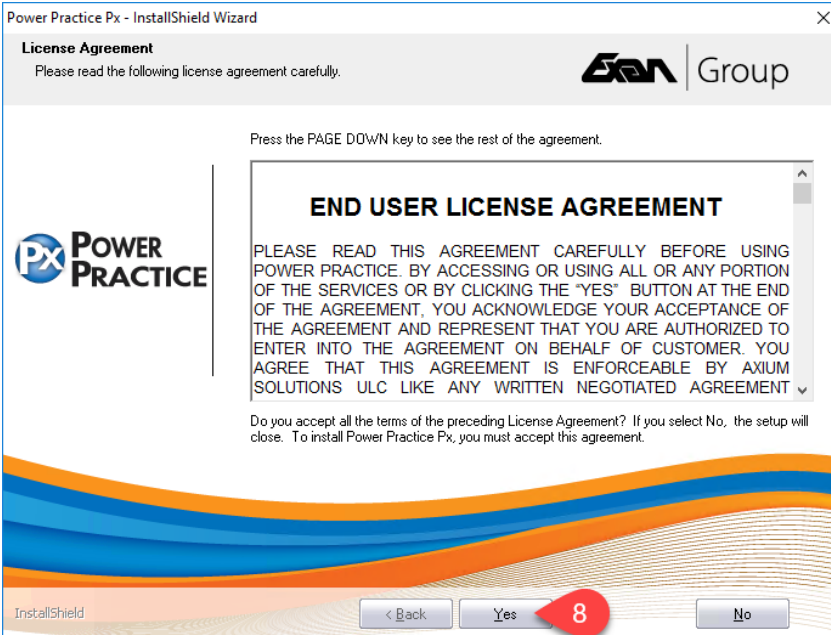
Select the Run anyway button.
(Windows 10 only)



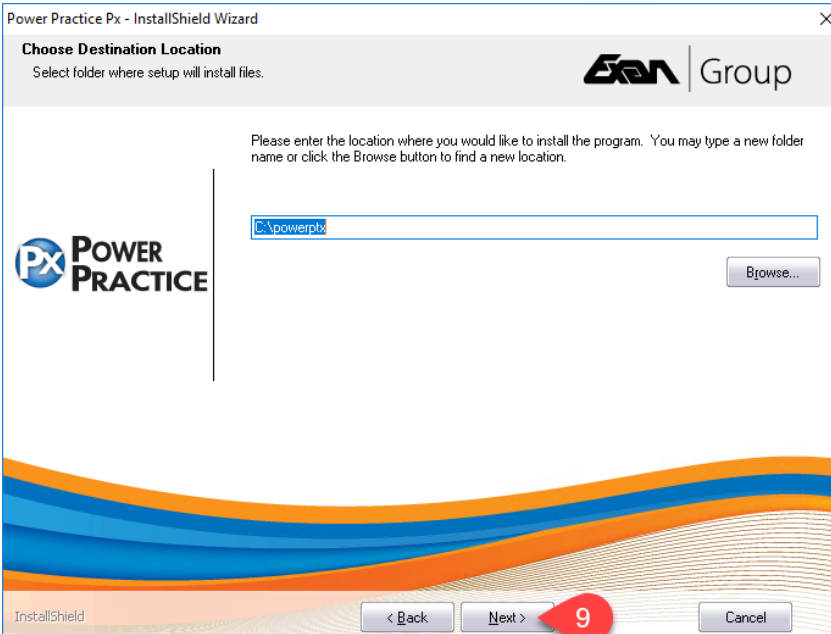
Select the Yes button.
(Windows 10 only)



Select the Next button.

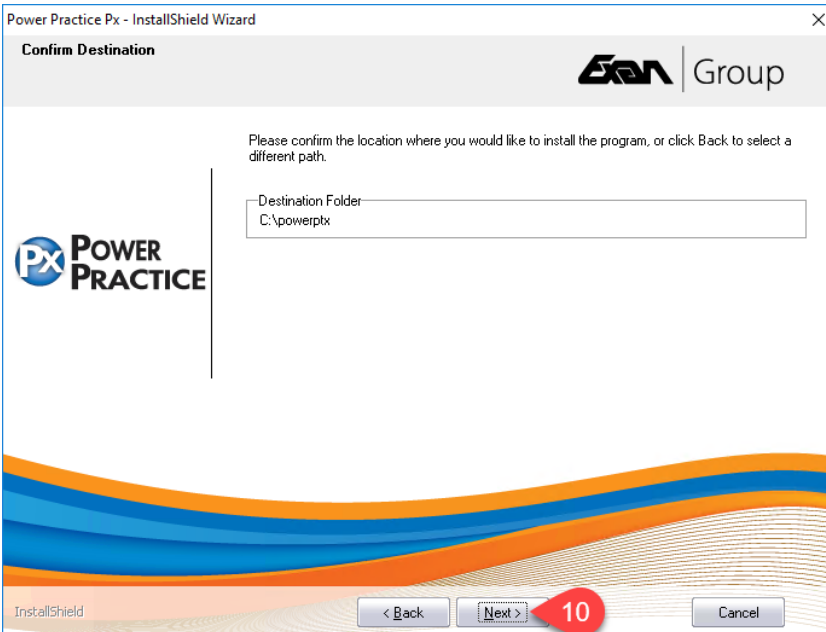


Select the Yes button.

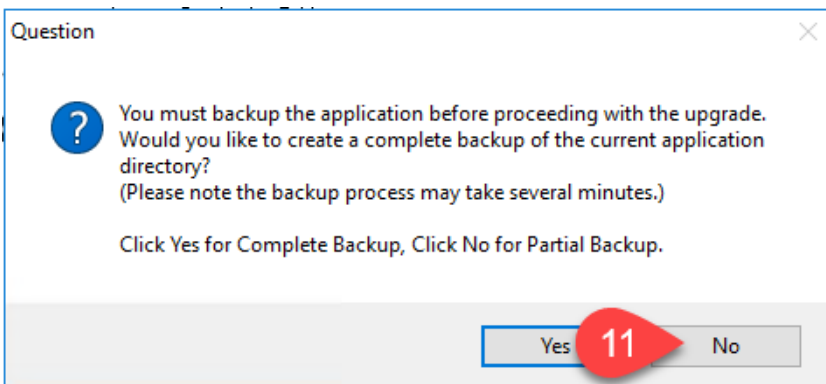


Select the Next button.

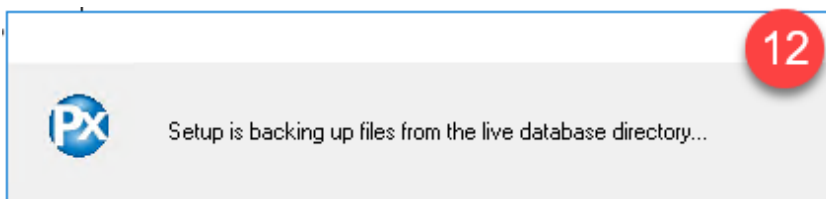
(The C drive is the default drive where Power Practice is installed. Double check with your office technician if they installed it in a different drive before proceeding.)



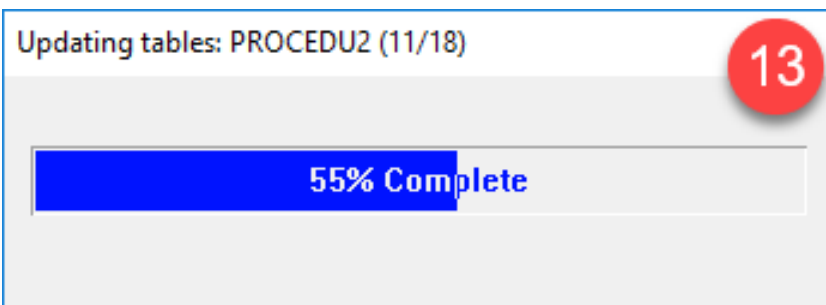
Select the Next button.



Select the No button.
(Your office should already have a separate back up set up by your office technician. If unsure, click Yes and perform the back up only on the server computer. The backup will take some time to complete depending on your entire database size and network speed.)



The upgrade will now take a couple minutes to backup the database.



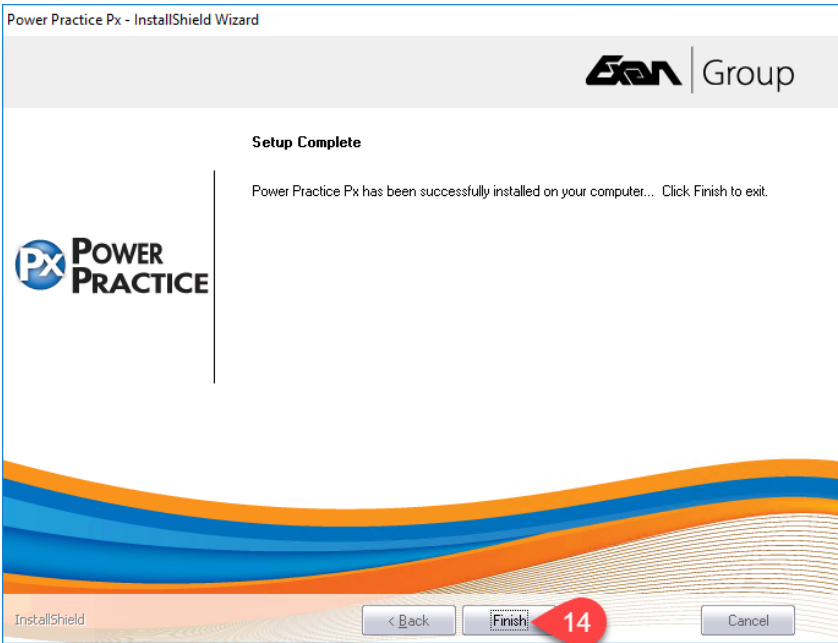
Then the upgrade will start and take a couple more minutes.

Note: This step is only for the server upgrade, workstation upgrades will skip this step.



www.PowerPractice.ca
info@hexansoftware.com

Phone: 1-888-808-6223
Fax: 604-468-6850
10172 152a Street, Surrey, BC, V3R 1J7



Select the Finish button.

**Your server is now updated.
Repeat the steps for the
rest of the workstations,
selecting No for step 11.**