

4.9 UPGRADE INSTRUCTIONS

Please note that Power Practice version 4.9 will not work on Windows XP. Windows 7 and above is required for this upgrade.

If you are unfamiliar with loading program updates or backing up your system, please call your hardware tech.

Windows 10 may not work with mapped drives. Please use UNC path when setting the path from workstations to server (in station.ini)

TO PREPARE FOR UPGRADE

Determine which station is your main server and where Power Practice is installed. You can find the installation path by right-clicking on the icon and selecting "open file location".

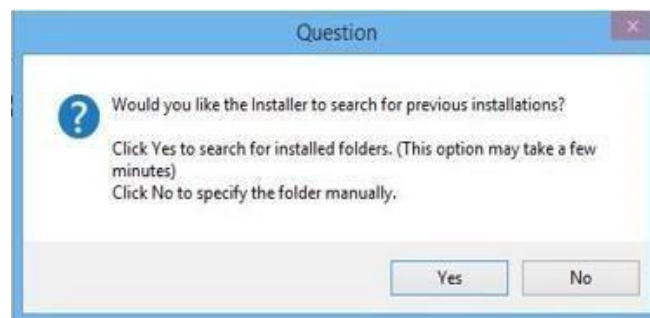
Everyone will need to exit Power Practice in order to perform the upgrade. Make sure that you also close the EDI Manager if your office uses this. Server will need to be updated first, followed by the workstations.

THE UPGRADE PROCESS

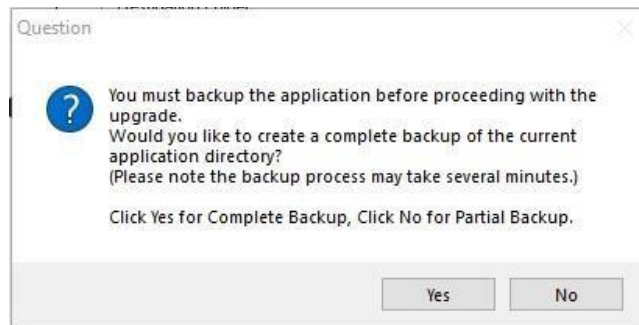
- Download the Installation file from <http://clientfiles.powerpractice.ca/Power%20Practice/PowerPractice/>. The InstallShield Wizard should start when you open setup.exe.

You may be asked to install Microsoft Visual C++, if so, choose the Install button and proceed. If you get an error saying the installation of Microsoft Visual C++ 2010 Redistributable Package (x86) appears to have failed, do you wish to continue? Choose Yes.

- Choose the Upgrade option. You will need to say Yes to the licensing agreement.
- If you know the Power Practice path, you can say NO to this pop up and browse to the path manually. Choosing YES will list all the installations of Power Practice on your computer. Make sure to choose the correct path from the list given. Once the path has been chosen, the next screen will ask you to confirm the Destination.



- Press "YES" to perform a full backup. **We strongly recommend you say "YES" on the server.** Please note that the backup process may take some time depending on the size of the powerptx folder. On workstations you can say "NO".



Press "Finish" once the setup is complete. You may now proceed with updating the workstations.

NOTE: If Power Practice does not open after the upgrade, you may need to turn off CEIP (Customer Experience Improvement Program). Do a search for it and select "No, I don't want to participate in the program."

After the Install / Upgrade:

ICA: Verify that you have the latest version of the ICA application. (Please visit <https://www.goitrans.com/> to check for the latest version.

FORMS: If the office uses Forms and have IIS already installed, you will need to run the PxFomsSetup.exe (for Windows 7 Pro and Windows 8) or PxFomsSetup_win10.exe (for Windows 10) again. These files can be found on <http://clientfiles.powerpractice.ca/Power%20Practice/PowerPractice/FormsSetup/>

If you have any questions, please contact support at (604) 468-6820 Option 2 or 1-888-808-6223 Option 2