



## chirosuite v5 Update Guide

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**Think before you Print!** The great thing about a PDF is that you can read through it, open it over and over again, search it, and generally get all the information you need without every printing it out on paper. Do what you can to help the environment!

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## Before you Begin!

A few things to go through before we begin the update...

We have spent a lot of time & energy in the past years simplifying the update process for you to the point that following through this brief little document, I believe anyone can update themselves! However, support is the most important thing to us - so if you are uncomfortable, unsure, or just want a little hand holding, then do feel free to give us a call & SCHEDULE a time to help you update. We CANNOT do updates on the spot when you call - we are happy to help, but will schedule a time with you that works best for everyone!

Next, a little harping - I personally never read instructions so I understand that, I really do. It is only when that process fails that I take the time to read through the instructions I was provided and that almost always solves my problem. Now, imagine being without **chirosuite** for ½ the day because the update didn't work properly and everyone else did the exact same thing so you can't get through on phones or email. I'm not saying you have to read the instructions, I am just saying that these instructions hold your hand through the entire process to make sure it works exactly how it should. It is a long document but there are lots of great pictures ☺

## Make sure to Stretch before Updating

Ok, you don't really have to stretch, but you do have to perform a little computer maintenance before doing the update! If you are performing these maintenance routines on a regular basis already then you can probably hop over this step, but for the majority of you that don't (and I know who you are), please take the time to do so now... the ChiroSUITE update is a great excuse to get some of those housekeeping tasks performed!

## Backup, Backup, Backup!

Before you do anything you need to backup your **chirosuite** data file - **if you are already doing this on a nightly basis with our Online Backup & you have received an email today saying we got it & it's good, then you are covered** - **everyone else, MAKE SURE YOU BACKUP!** Running the Repair, Compact and Backup is the first step and will make a backup to your local disk drive. If you are not also backing up to an external device, a USB key, or another computer on the network then please also "Send Data to Technical Support" under the support tab to make sure there is more than 1 backup copy available.

## CheckDisk

1. open My Computer, right-click on the disk to check (usually the C: drive)
2. click Properties, then the Tools tab
3. click the [Check Now] button
4. make sure there is a check mark in only the top box - "Automatically fix file system errors"
5. click [Start] and you should be prompted with something like "the drive is in use, do you want to schedule the check disk for next time you restart your computer?". \*\*
  - a. Windows XP users answer [Yes],
  - b. Windows Vista & Windows 7 users answer [Schedule disk check]
6. close all open windows and restart your computer from the Start button in the bottom left of your screen

\*\* ( if this is NOT your main hard drive and is not in use, the Check Disk will occur immediately, I recommend not using the computer while this process is running )

## Windows Updates

This is very important for several reasons having nothing to do with **chirosuite** and should help keep your computer running smoothly. We recommend it for **chirosuite** because that is how we roll here at Sunbaked Software! When we build a **chirosuite** update, it always grabs the most current files that we run, so installing it into your computer when it hasn't been updated can sometimes cause issues!

There are too many variables to launch Windows Update and run only the updates and installs you need for me to explain them all here. Hopefully you have a computer tech who takes care of you, a friend or family member who is geekier than thou, or just a good understanding of computers.

The Windows Update can also typically be configured in the Control panel to actually download and run updates for you automatically - the process isn't 100% but really helps you stay on top of critical updates and make the whole process quicker by downloading the updates in the background. If you are really confused about the whole thing then typically a little flattery and maybe some beer goes a long way to getting Brock to help you ☺

### **Anti-Virus Updates (VERY IMPORTANT TO READ)**

Sunbaked Software will no longer access your computer if there is no legal, up to date, anti-virus software! I don't think we need to harp on this too much - hopefully we do that enough when we get you signed up & going on **chiroSUITE** to begin with!

The couple of quick things I am going to mention in here...

- It is not enough to have your virus definitions updated daily, you also need to be running the latest version of their anti-virus software. So check their site & get updated to the latest version - I don't know of any programs that charge for that update!
- I personally recommend getting something with a firewall built in as well but this is up to you.

### **Know thyself - or at least, the Type of Install you are**

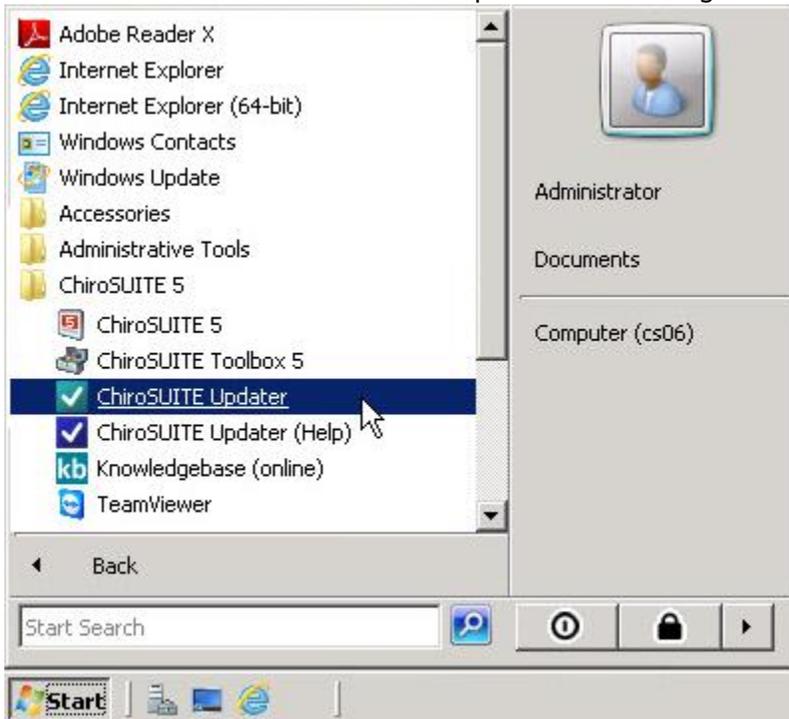
Although ChiroSUITE is always the same, the type of install you are running will just depend on what you have in your clinic. You could just be running a single computer, multiple computers, multiple computers with a true server (not the fake type that so many of you run), a terminal server setup, or even a Sunbaked hosted install.

So first the easy ones - if you are running a terminal server or Sunbaked hosted terminal server than the updates will be done automatically for you, typically within 4-5 business days of the general release.

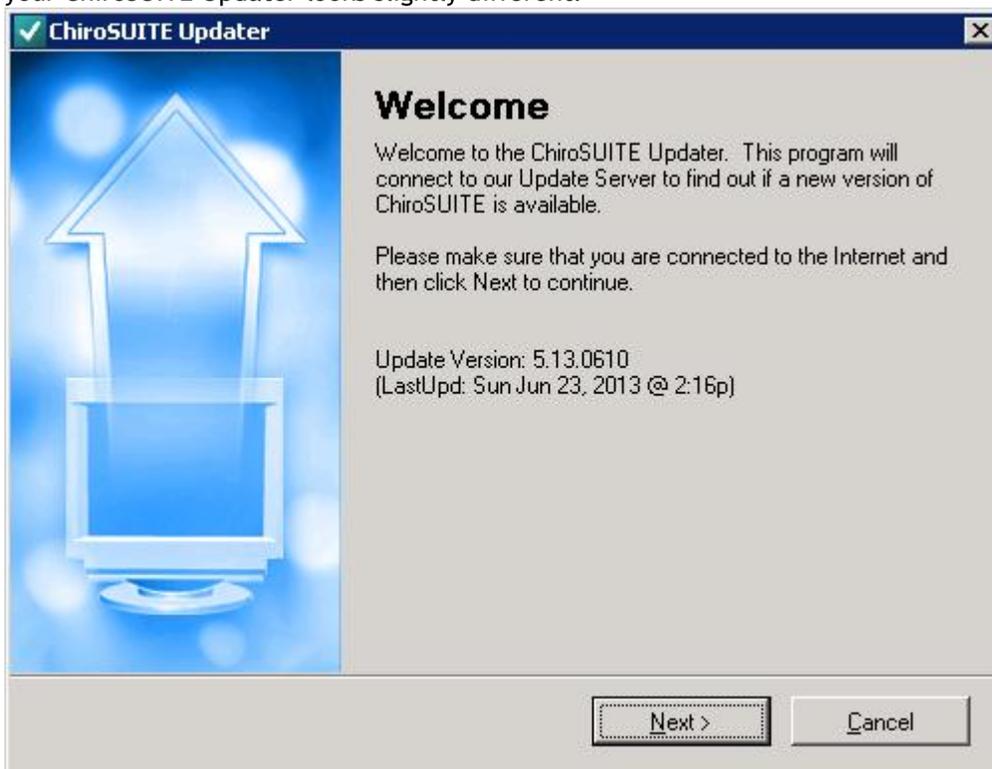
For everyone else you only really need to know 1 thing - which computer holds the data? When it comes time to update (and I assume you have already done all your Windows Updates, Virus checks, and everything else) you will want to exit out on each computer, do your backup, and then run the update first on the computer with the data. Once the update is complete please logon to ChiroSUITE, walk through the data updating steps, print off your update listing, and logon to ensure everything looks good. Then at a pandemonium pace you can quickly update all the others (they will not prompt you to update data on each one, that is only for the first computer).

## Clickie Clickie

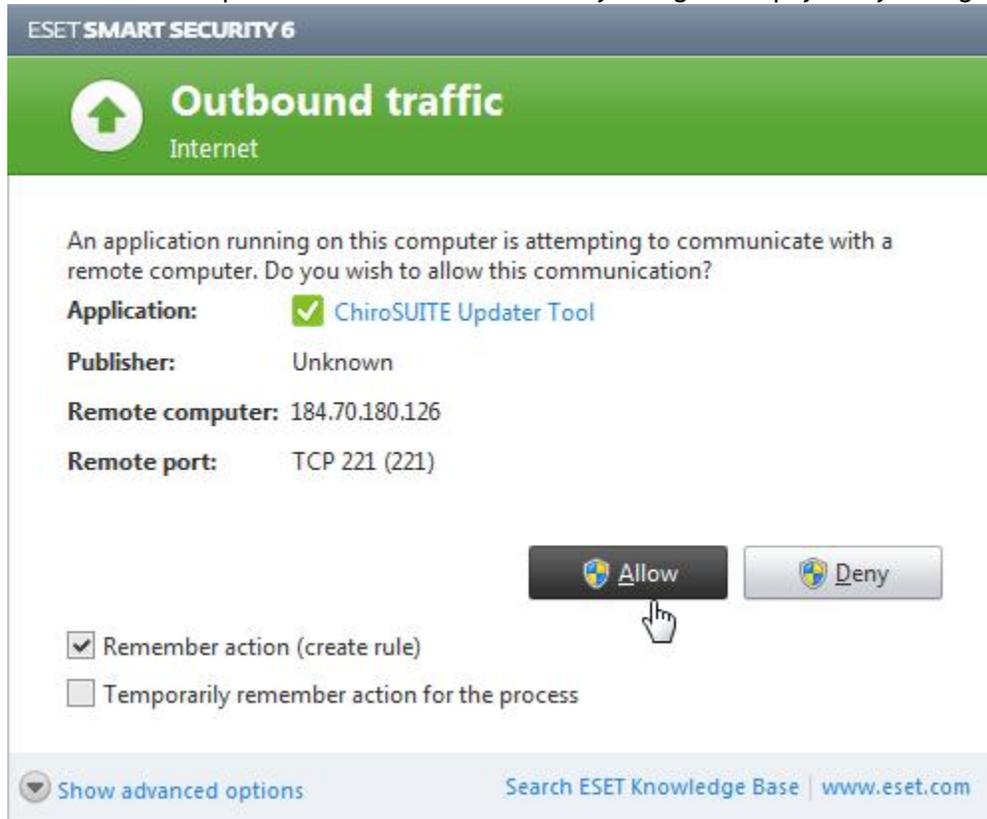
In v5 we have installed a “ChiroSUITE Updater” shortcut right in the ChiroSUITE 5 menu on your start button.



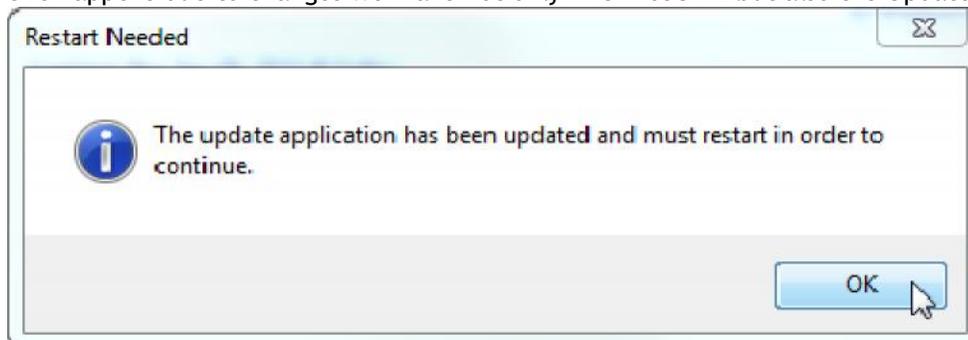
The ChiroSUITE Updater will launch & walk you through various screens to check for an update online, download that update, and install. Graphics & exact verbiage vary by version number so don't be worried if your ChiroSUITE Updater looks slightly different.



We use ESET at Sunbaked Software - regardless of what you run though, you may receive a security warning from your security software warning you of the ChiroSUITE Updater connecting to another computer. Since you launched the program & made the request you can trust the event - you can also verify the 184.70.180.126 address on the request. This server number rarely changes & is physically sitting about 10 feet from me ☺



During the update process you may need to let your ChiroSUITE Updater restart with a new version. Very often this happens due to changes we make not only in ChiroSUITE but also the Updater.



Once you get through all of these updates please launch your ChiroSUITE to walk through any data updates that occurred as well. You should only receive a data updates screen in ChiroSUITE on the first computer - that is why it is so important to let the first computer finish before you update all the others!

Congratulations! You've survived, you're updated, it's probably time for a patio somewhere ☺