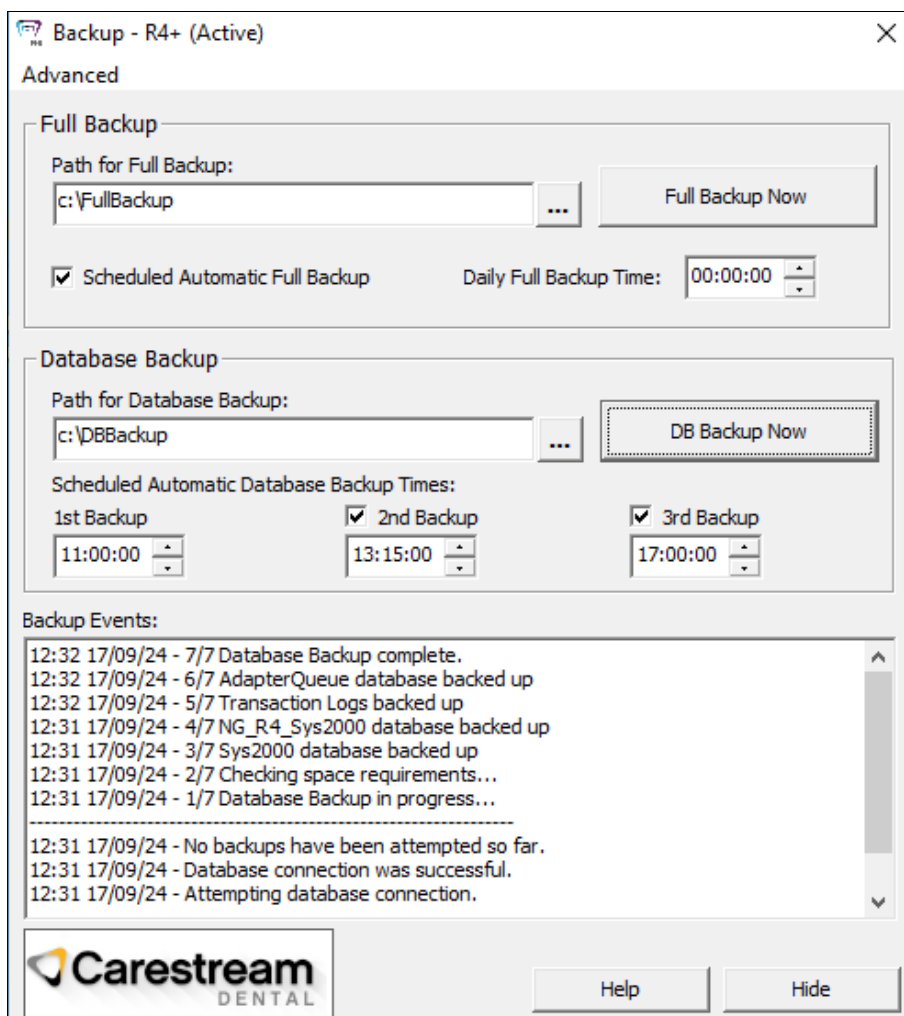# Upgrading R4+ Software

This three-page handout provides the instructions to upgrade the R4+ software to a newer version. It is intended for system administrators who install and upgrade the software.

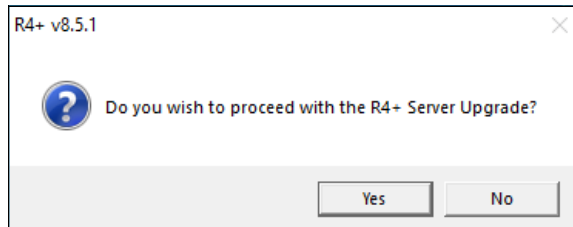## Updating R4+ on the Server

To upgrade the R4+ software on the server:

1   Make sure all staff are logged out of the software and have shut down their workstation computers.

2   To back up the database on the server PC, click the **Backup** icon in the Windows taskbar. The **Backup** – **R4+** window is displayed.
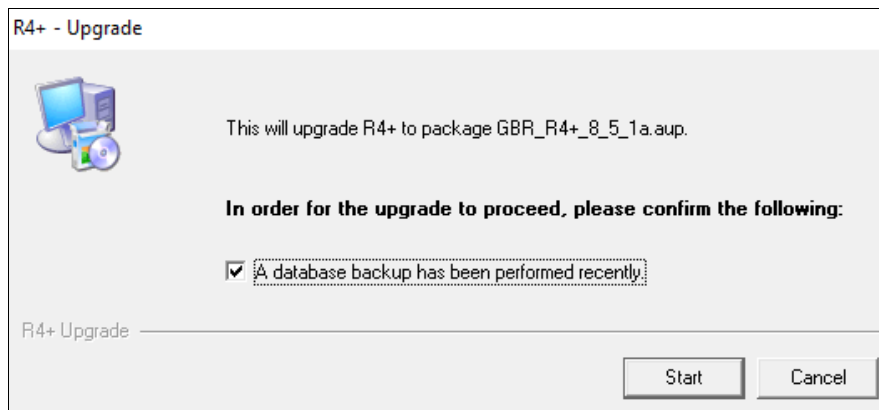
3   Click **DB Backup Now** to start the backup process.

4   When the backup is finished and **Database Backup complete** is displayed in the **Backup Events** panel, click **Hide**.

5   Go to https://softwaredownload.csdental.com/en-GB to download the update. Enter your customer ID number, as shown in your update email, and the practice postcode.

6   Right-click the downloaded file and select **Run as administrator**.

7   When the download is finished, a confirmation message is displayed. Click **Yes**.

8   When the **R4+ Clinical+ – Upgrade** window is displayed, select the option to confirm that you have completed a database backup and then click **Start**.

9   If you are prompted to close the R4+ application before installation, click **Yes**. The update process begins by copying information to the sever, displaying several progress windows during this process.
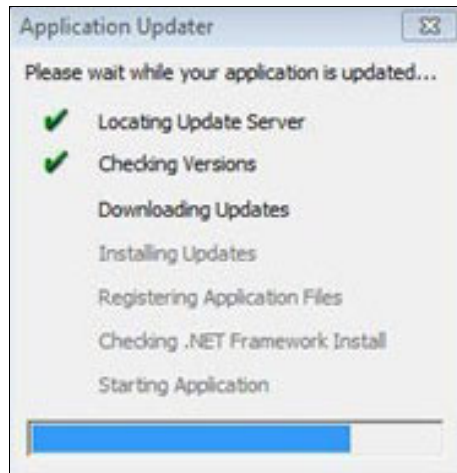
     When the files have been copied, the **R4+ – Application Updater** window is displayed.

     Note: This process can take a few minutes to complete.

10   When the process has finished, the **Restart Windows** window is displayed. Click **No**.

11   Double-click **R4+**. The **R4+ – Upgrading Database** window is displayed. This process takes several minutes and might display a **Not Responding** status. However, it can be working in the background so do not restart the PC until prompted to do so.

12   When the database update has finished, the **Restart Windows** window is displayed again. Click **Yes**.

13   When the server has restarted, log in to R4+ to complete the update.

Updating R4+ on the Workstations

After you have logged in to R4+ on the server, turn on each workstation and launch the R4+ software. The **Application Updater** window is displayed.

When the update has completed, restart each workstation and log into R4+.

Note: If R4+ does not load on a workstation PC, reboot the PC and select **Start > R4+ > R4+**. When asked **Update R4 Clinical+**, click **Yes** and reboot the PC again when prompted.

For more information, see the R4+ online help.