

# Care Systems Version 9 Installation Guide

## Steps to installing Care Systems 9 and upgrading an existing installation



Computer Software Specifically Designed for  
**Aged Care Management**

### Disclaimer

This document is meant as a guide only and should not be taken as a definitive instruction. It is the user's sole responsibility to ensure that the operational procedures adopted for Care Systems software are appropriate for their facility and achieve the desired result.

Care Systems' Support Services may be used to supplement and clarify the information in this document. Care Systems' normal support charges will apply.

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# 1 Choosing Which Installation to Download

## 1.1 Standalone Installer vs CD Image

Care Systems Version 9.7 like previous versions of Care Systems allows you to download just the Care Systems installer as well as a file which has the installer and all prerequisites. However, unlike in previous versions, if the standalone installer requires a prerequisites, and can't find the appropriate installer, it will automatically download it.

To put it simply...

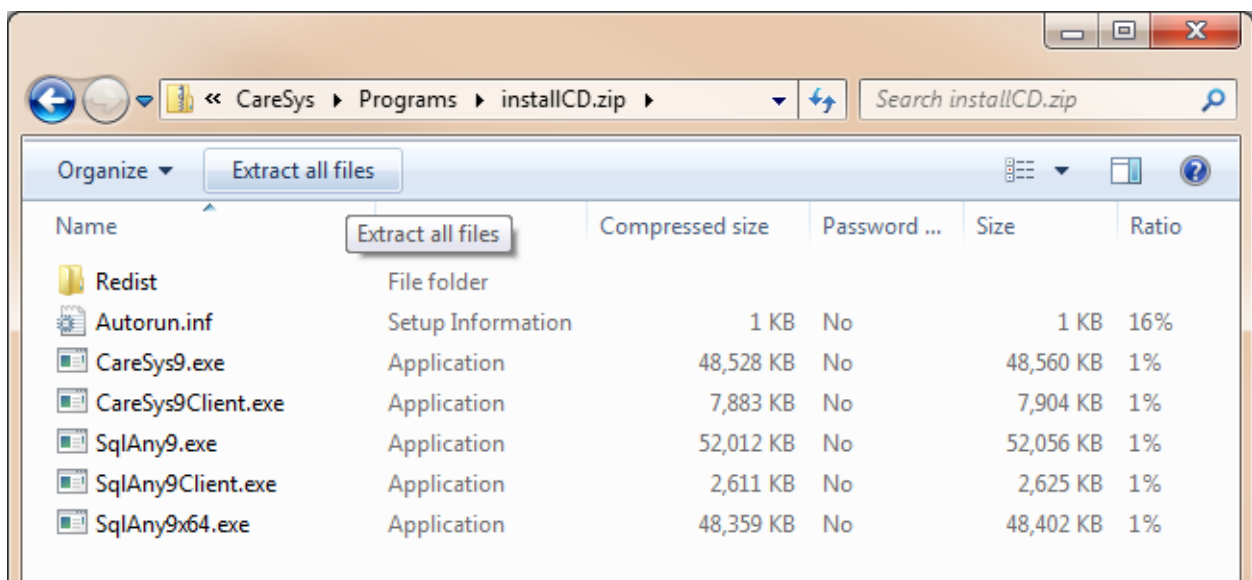
- Standalone installer – a small download which will only download the required prerequisites if it can't find the installer in the current directory or in the installation's install directory.  
**The standalone installer is available from**  
<http://downloads.caresystems.com.au/9.07.00/caresys9.exe>
- CD image – a much larger download which avoids the need for anything to be downloaded later.  
**The CD image is available from**  
<http://downloads.caresystems.com.au/9.07.00/CareSys9CDImage.zip>

## 1.2 Extracting the CD Image

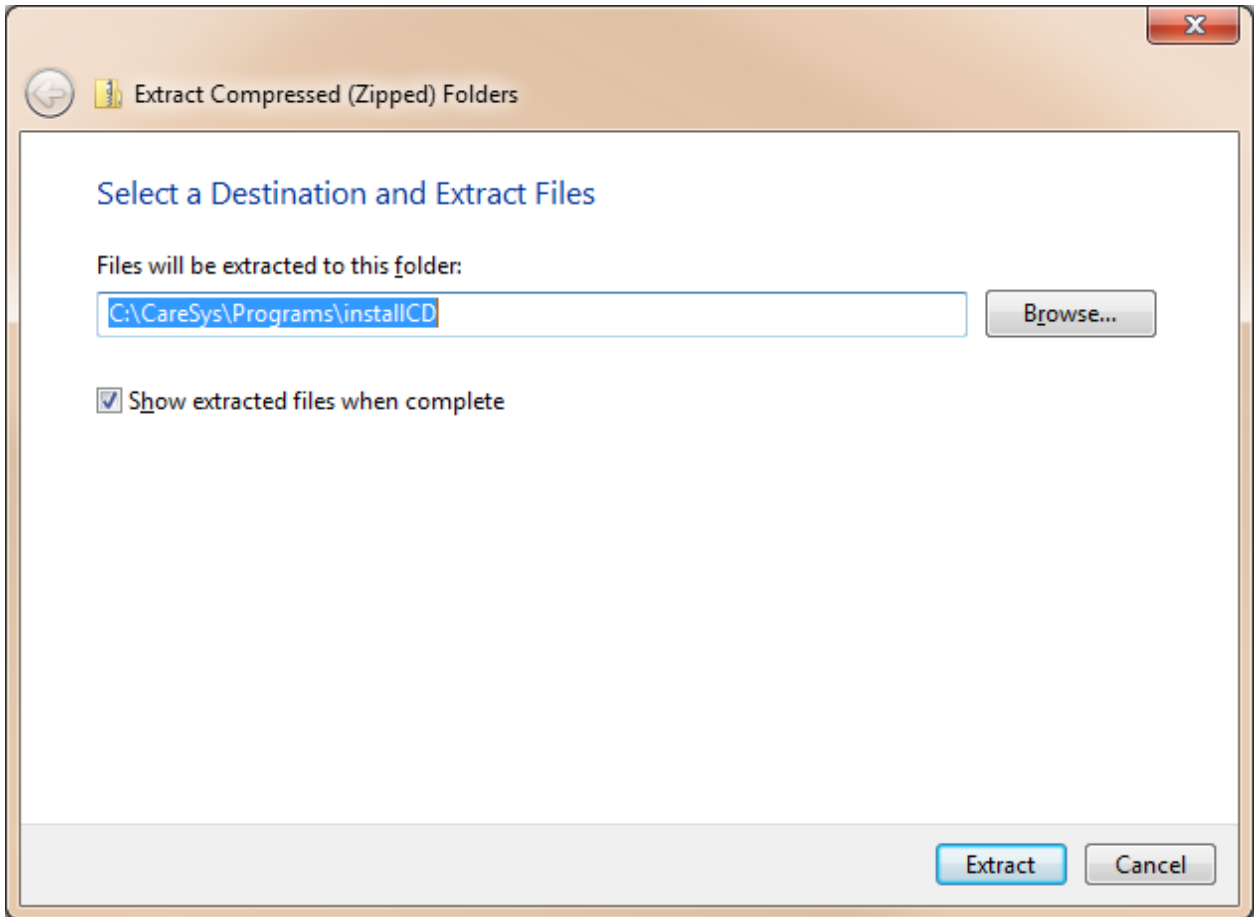
If you choose to use the CD image

The following instructions are if you choose to use the CD image and assume you will use Windows 7 or XP's default compression utility. If you have a compression utility, please refer to your support documentation to determine how to extract this file.

Download the CD image file to your caresys\programs folder on the server, and double click on it.



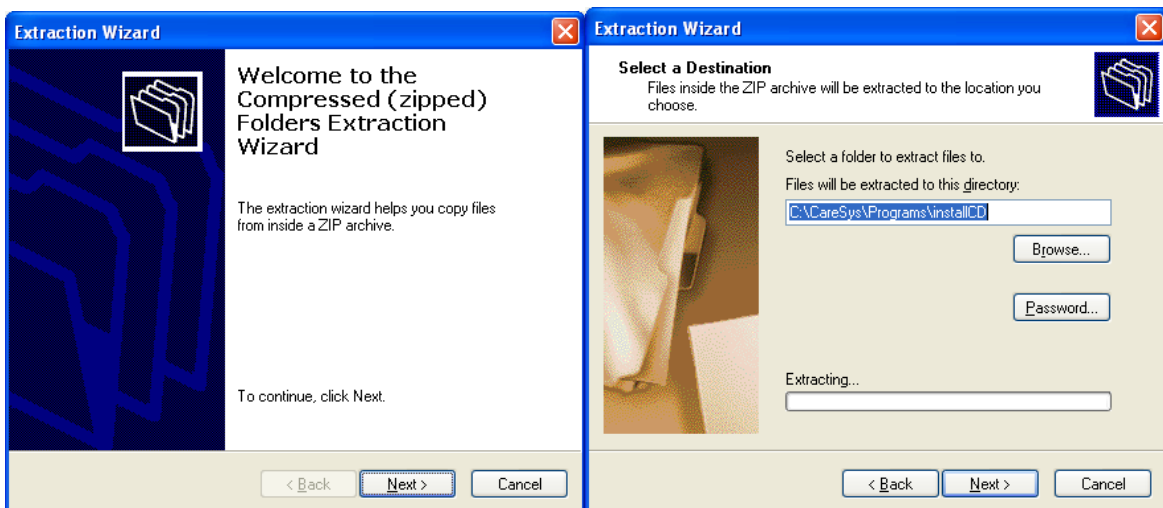
Select all files in the folder, and click **Extract all files**.



In Windows 7, you only have one screen. Modify the extracted directory if necessary (recommended for advanced users only).

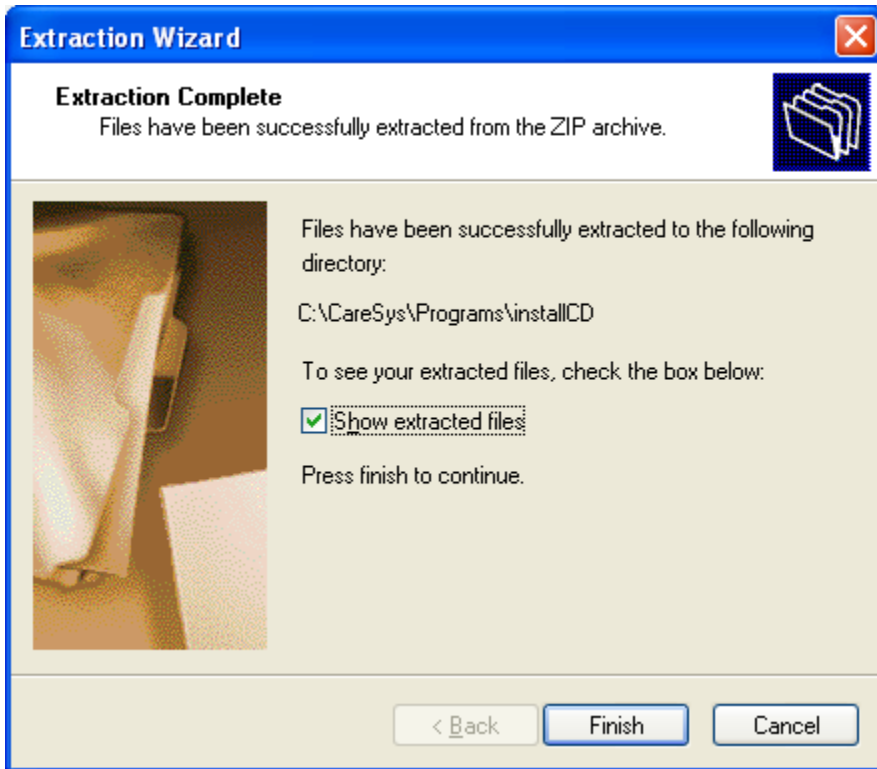
Make sure **Show extracted files when complete** is ticked so you will automatically be taken to this location upon completion.

Click **Extract** to extract the files to this folder.



In Windows XP, Click **Next**.

Modify the extracted directory if necessary (recommended for advanced users only), and click next to extract the files to this folder.



Click Finish, and double click the [Caresys9.exe](#) or [Caresys9client.exe](#) to install the relevant files as per instructions in the sections below

## 2 Preparing to Upgrade

### 2.1 Introduction

Before you upgrade your existing Care Systems 9 programs and database, it is strongly advised that a backup of your database & programs is taken.

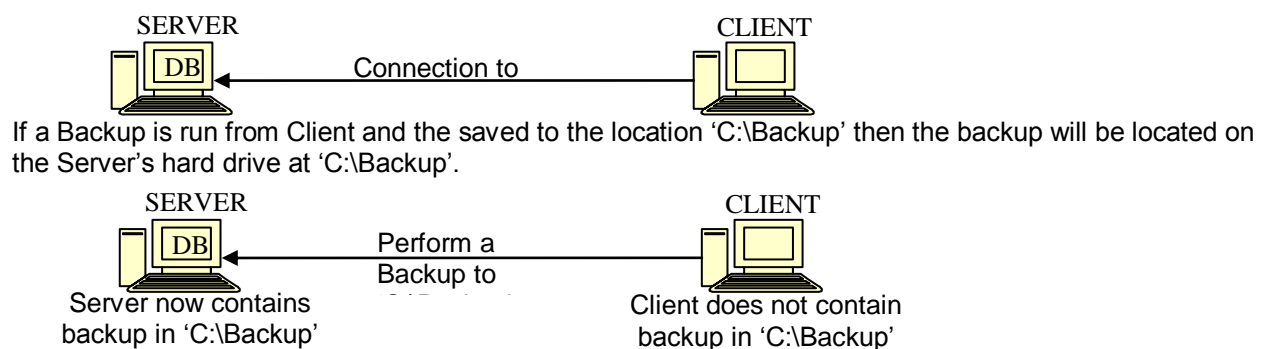
Database backups can be run using DBcare

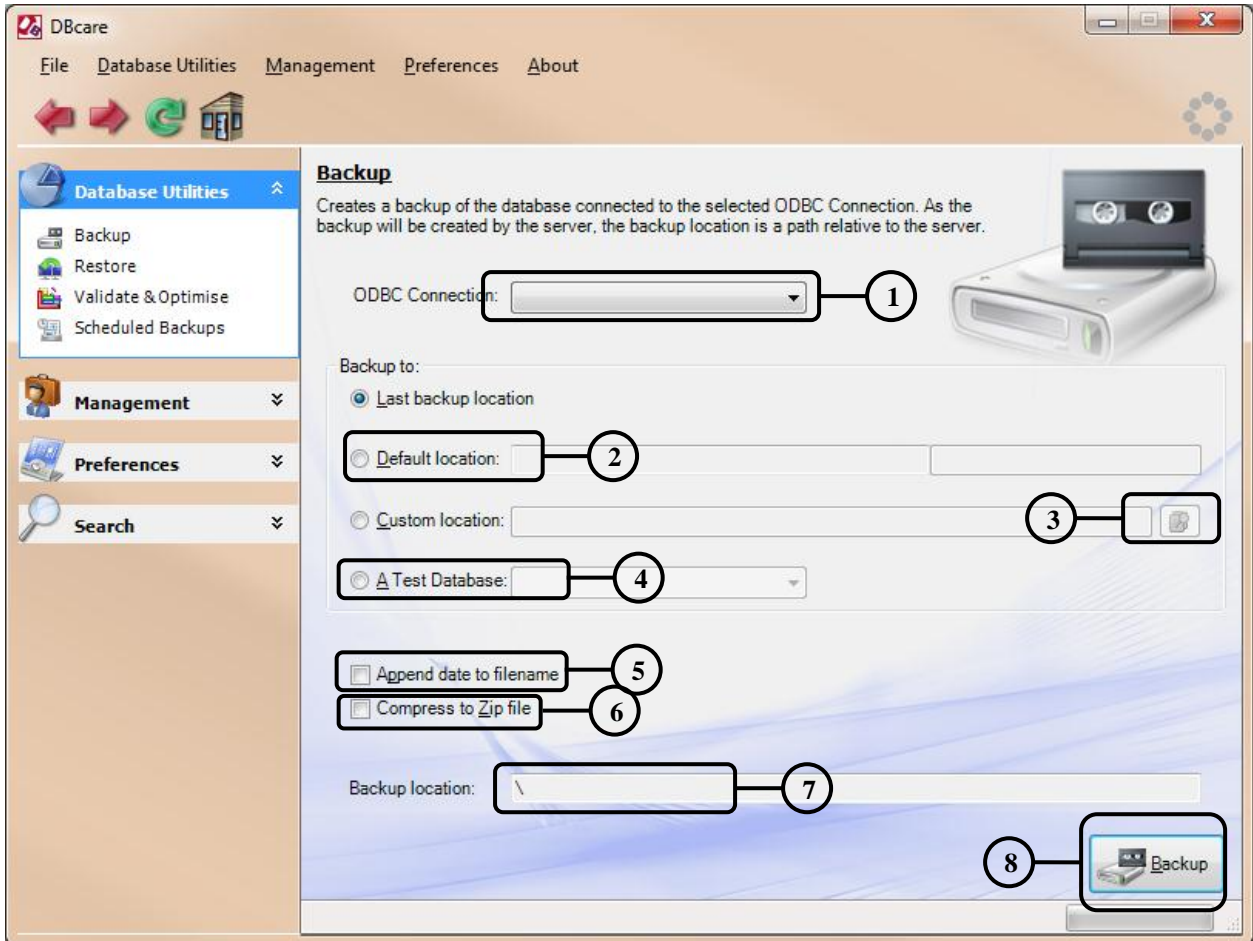
Backups of program files can be made by simply copying the contents of the programs folder to a backup location.

Instructions for backing up your database/s and program files follow.

### 2.2 Database Backup (from the DBcare user guide)

It is important to remember the backup will be saved on the computer hosting the database server. This means the backup will be saved to a path relative to the computer hosting the database server.

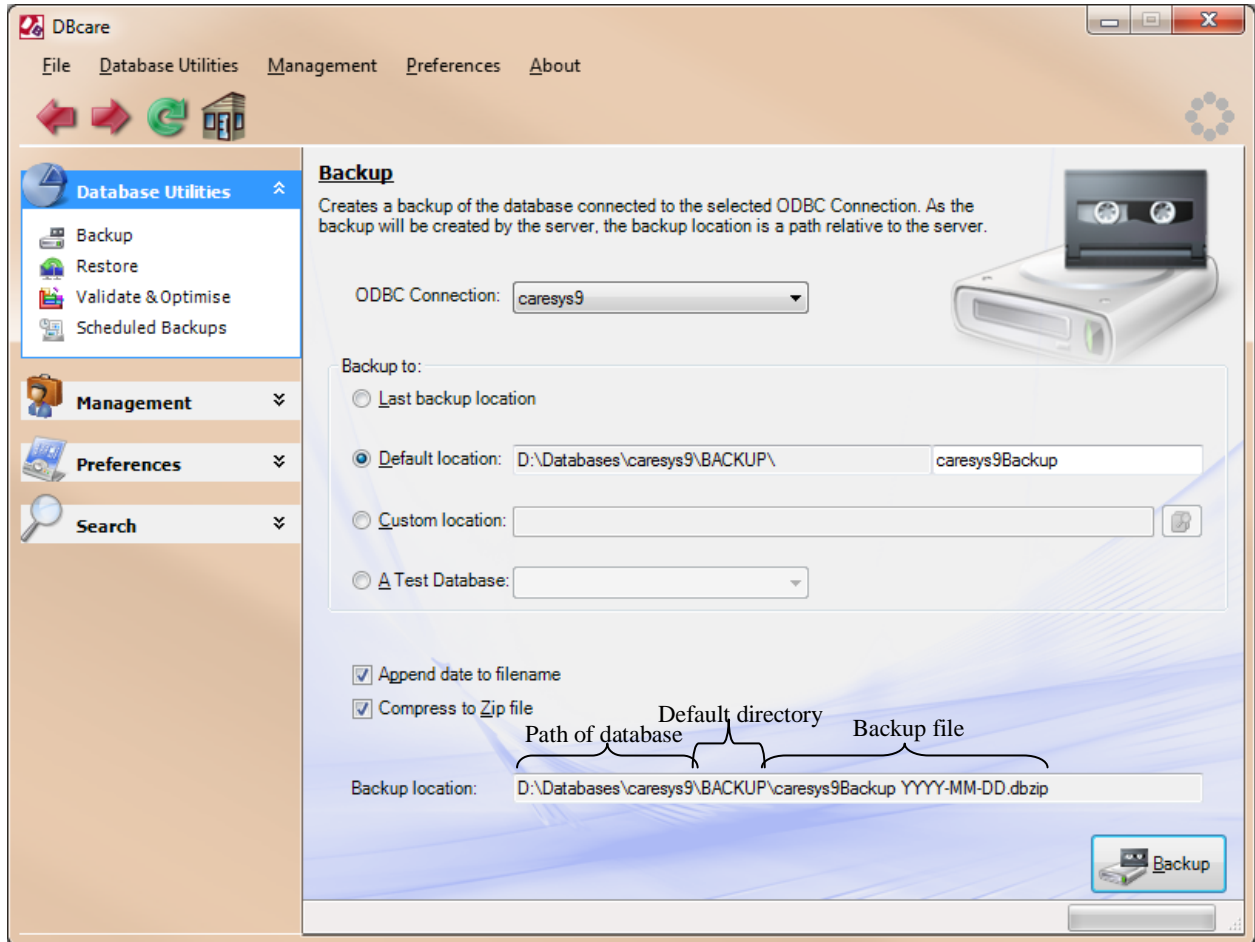




1. [ODBC Connection](#): Used to select the SQL Anywhere 9 database you wish to backup.
2. Default Location: The second text box is used to specify the name to give the backup. The default location can be changed in [General Configuration](#).
3. Browse: Used to browse the folder hierarchy on the server computer to choose a backup location.
4. Test Database: If you are on the server machine you can copy a database to another existing connection (on the same machine) to use for testing. Note: This will override the test database and you will lose all information in it.
5. Append Date: Appends the current date to the end of the chosen name.
6. Compress to Zip: Saves the backup as a [Zip File](#).
7. Backup Location: The absolute path on the server where the backup will be saved.
8. Backup: Start creating the backup.

### 2.2.1 An Example of the Backup Process

A backup of 'caresys9' is to be taken, so this is selected from the ODBC connection list. The backup name will be 'caresys9Backup', the "Default location" radio button is clicked and 'caresys9Backup' is entered. "Append date" is selected so the backup date is easily identified. "Compress to zip file" is selected to save disk space. "Backup location" shows the name of the file and where it will be saved. The form now looks like this:

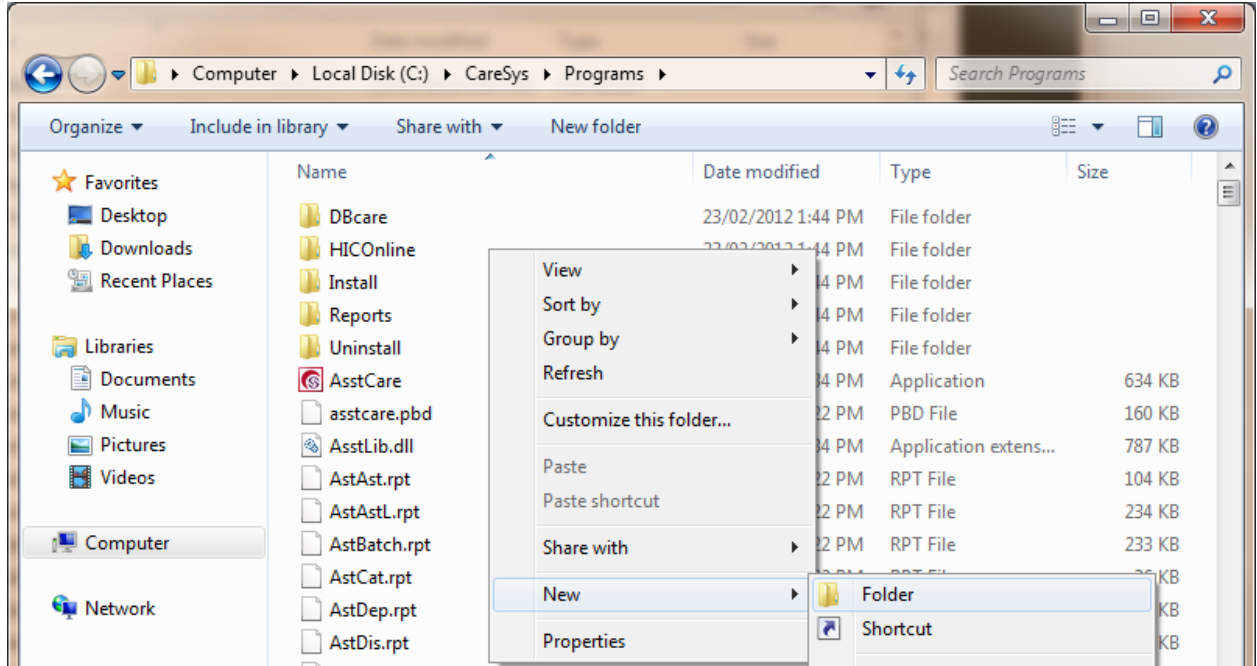


When the backup is run, YYYY-MM-DD will be replaced by the current date.

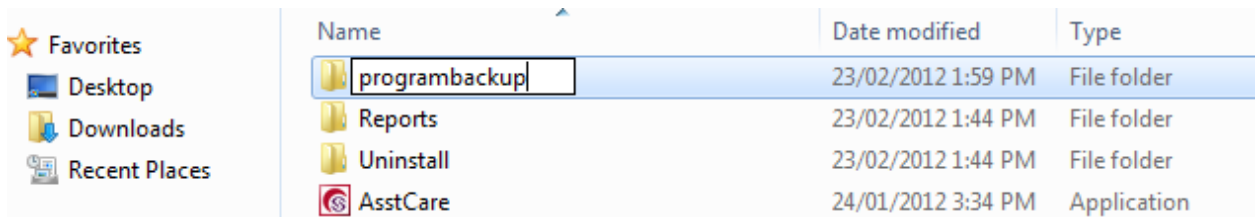
## 2.3 Program Files backup

In Windows Explorer, select the folder where the Care Systems 9 programs are located.

Right click and select **New > Folder**

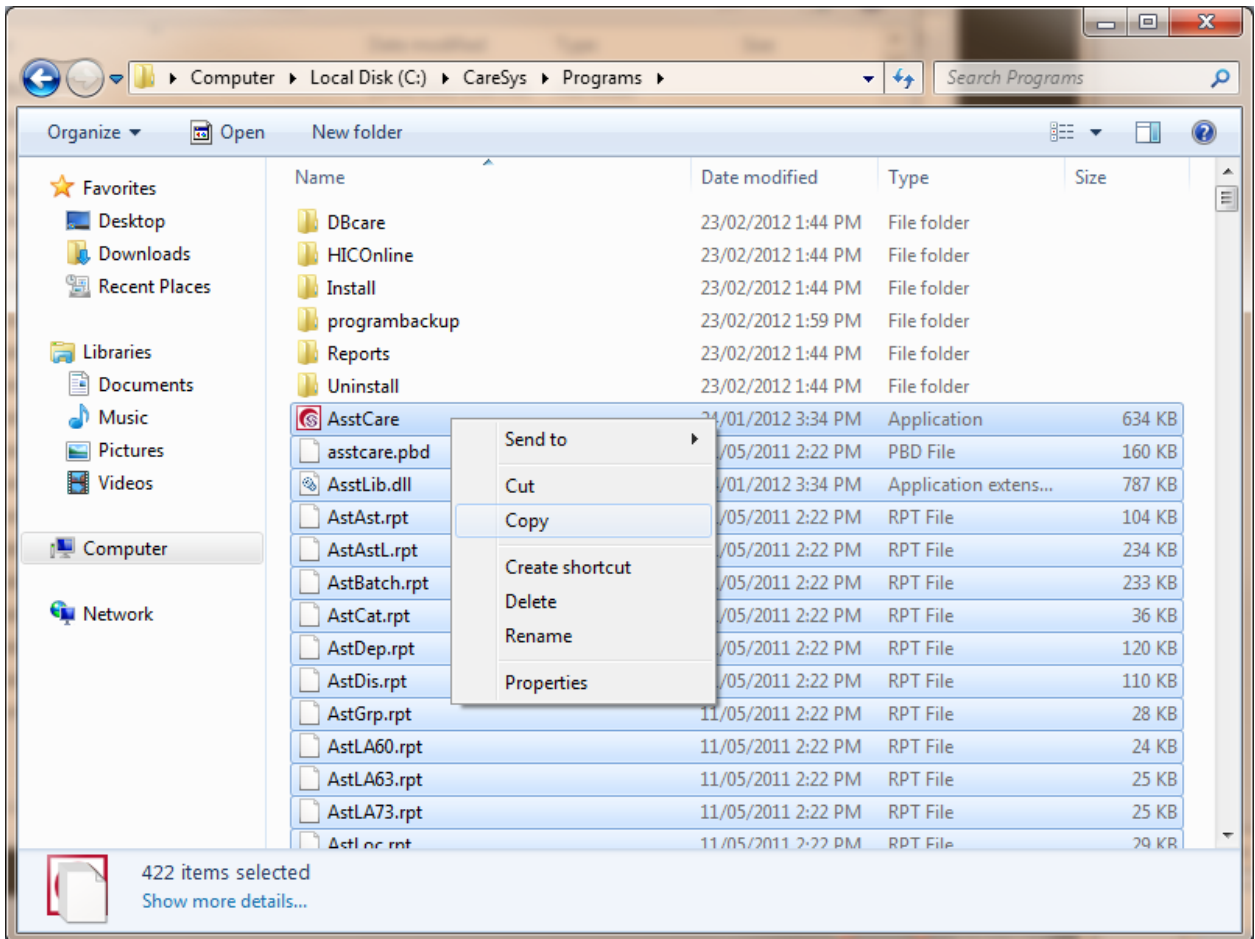


Create a folder called “programbackup” or similar

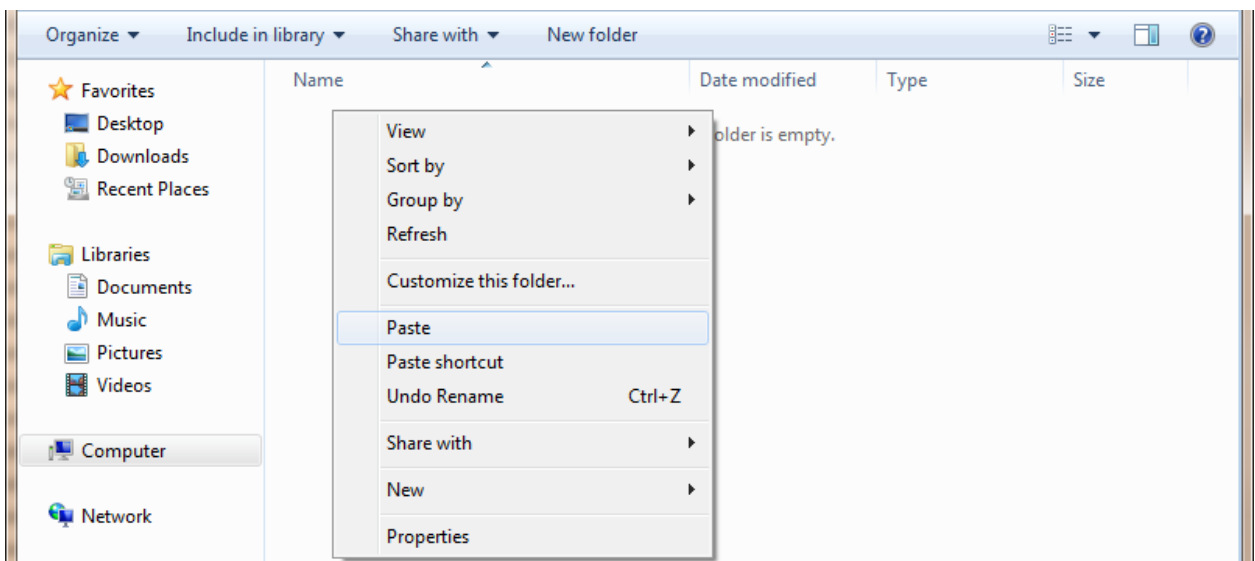


Select all files in the folder (you do not need to include any sub-folders in your selection). Approximately 400 files should be selected.

**Right click and select Copy**



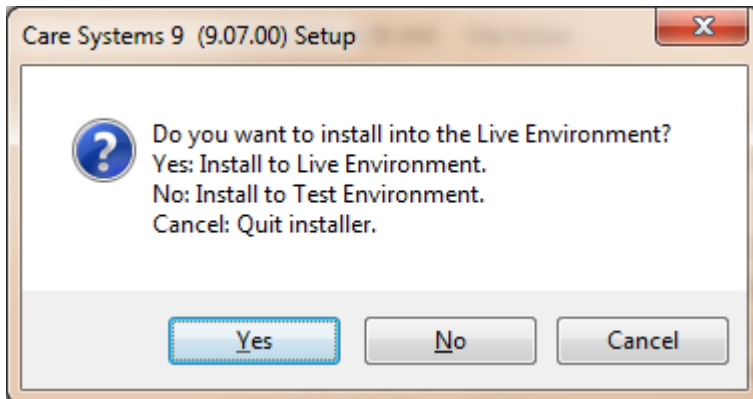
**Open the "programbackup", Right Click and select Paste**



## 3 Care Systems Installations

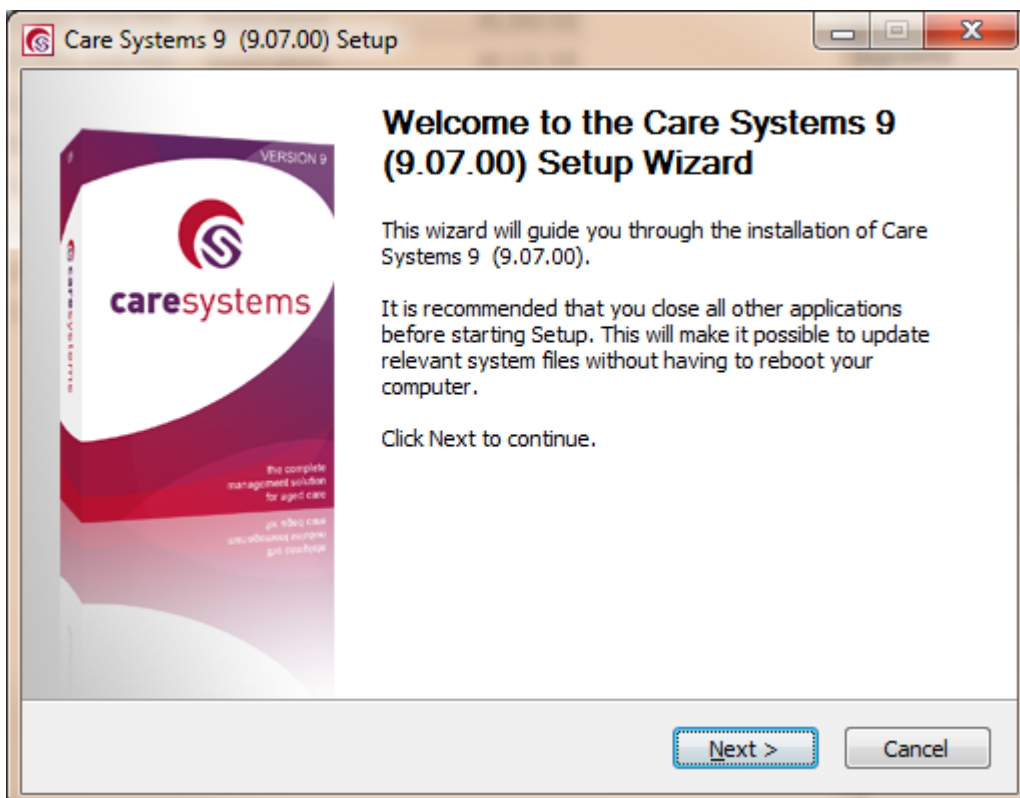
### 3.1 Care Systems Installer (on Server)

Run caresys9.exe

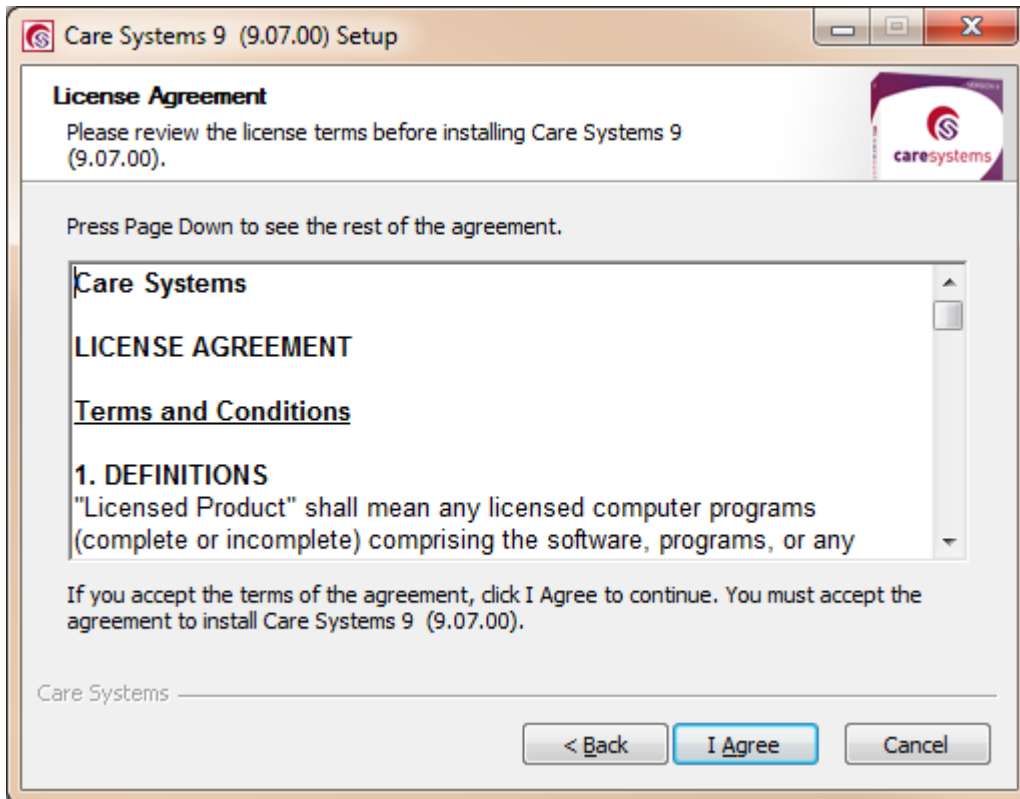


If you want to do a real install, click **Yes**.

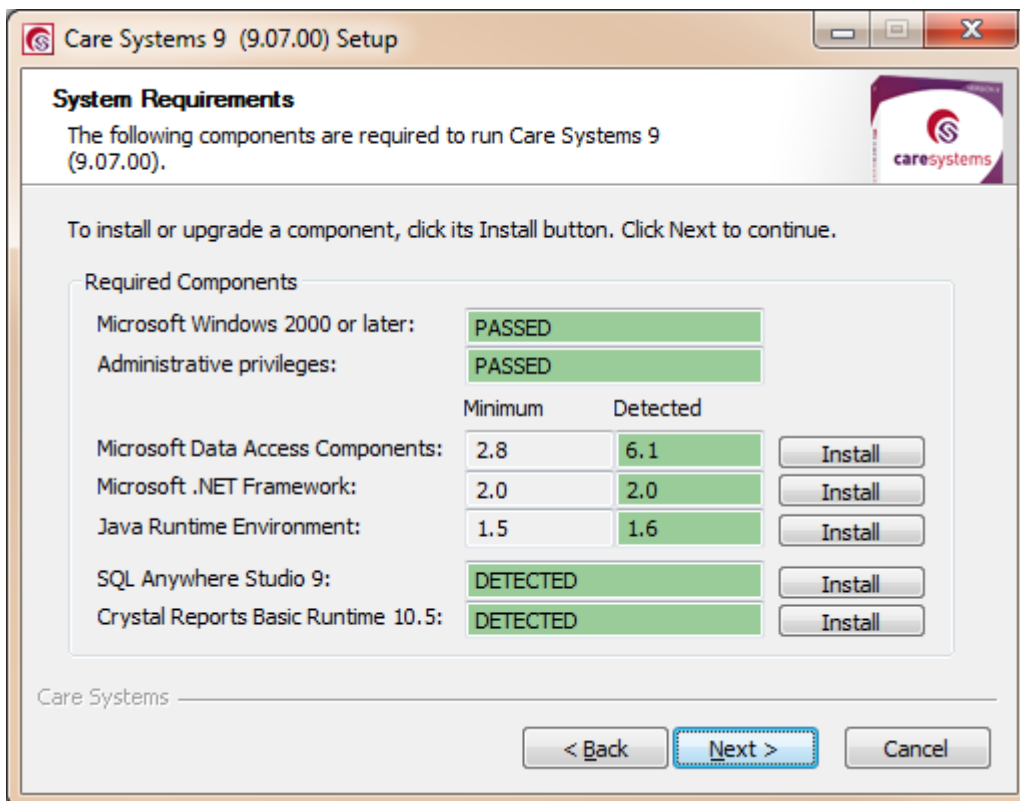
If you want to install the program files to test, but wish to keep the old install during the testing, click **No**.



Click **Next**



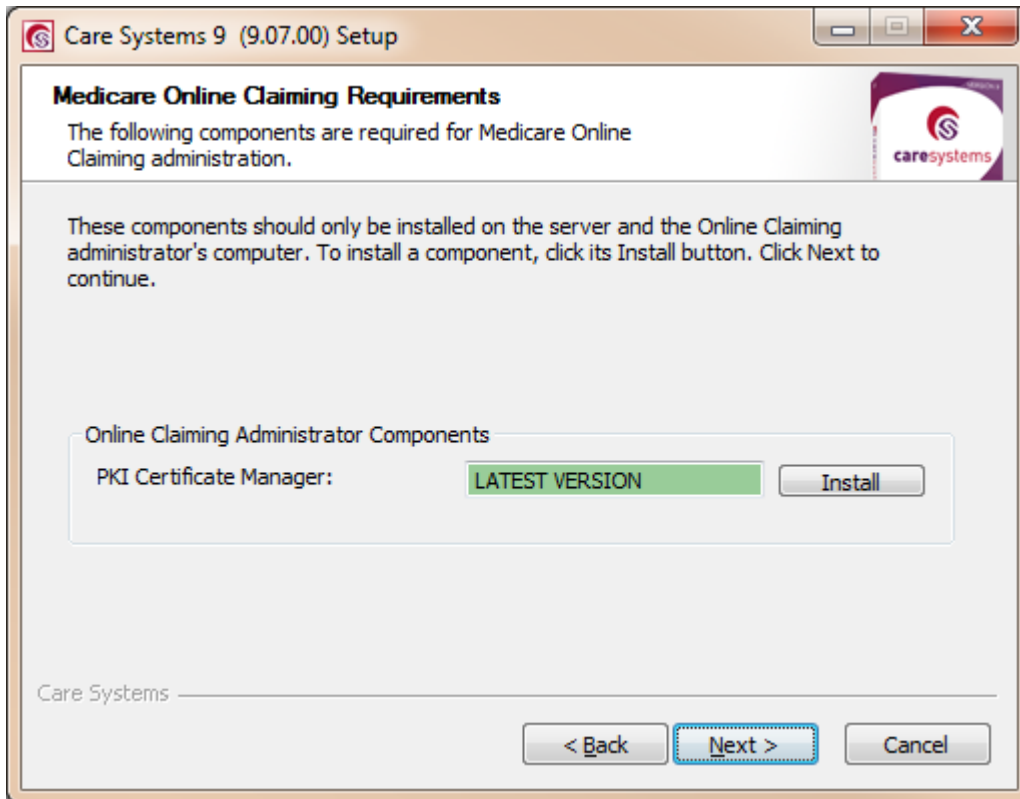
Check the License agreement, and click **I Agree** to continue.



If there are any items in **Red** you must install them before continuing. Individual prerequisites installation instructions are in the section below.

Items in **Green** are already installed and do not need to be installed again

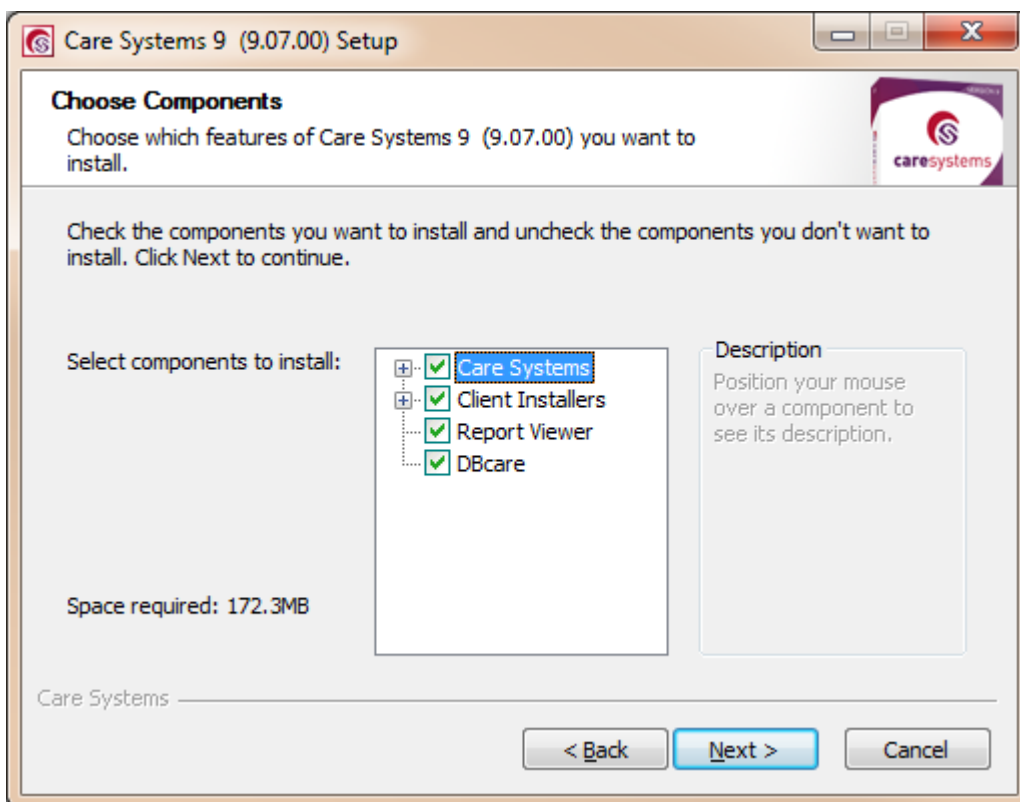
Once all required components are installed, click Next to continue.



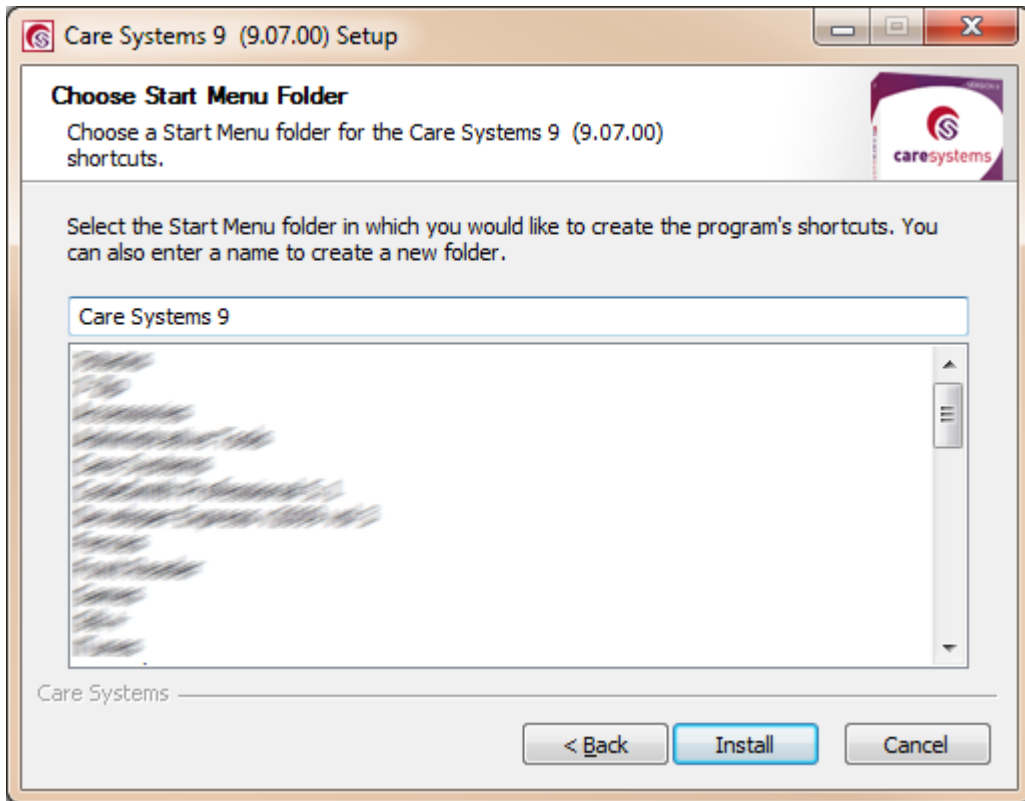
If this computer is to be used to administer the MediCare online claiming function, install the PKI Certificate Manager if it is not already installed.

See detailed instructions on installing this component in the section below.

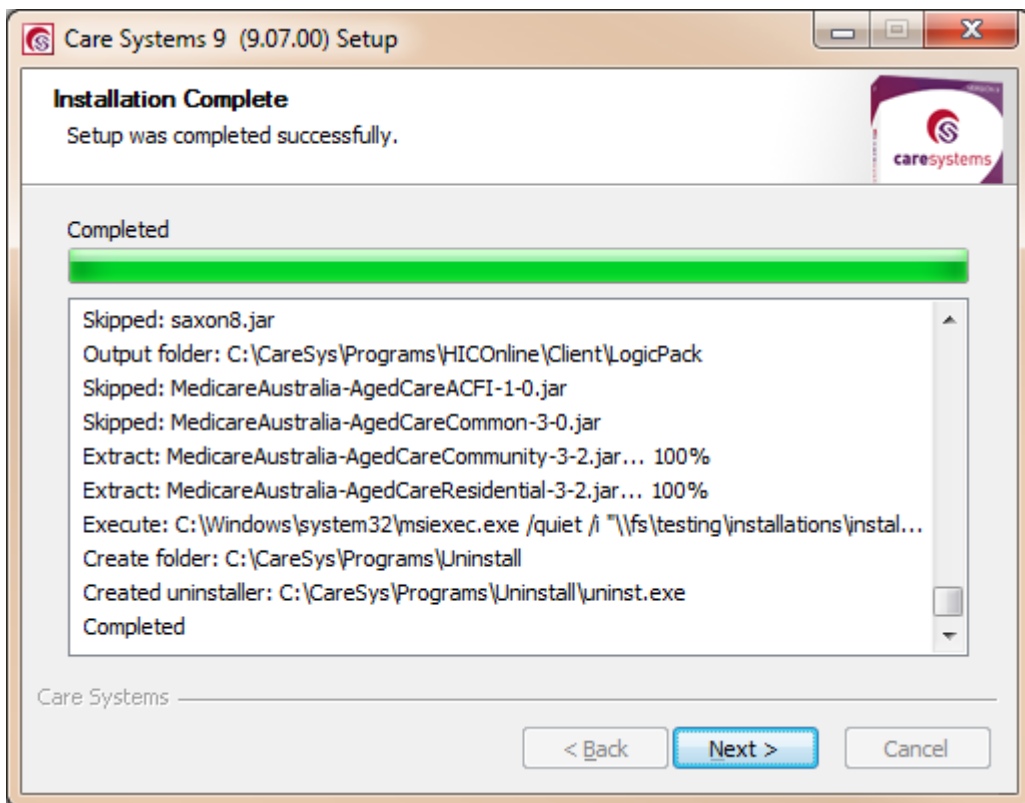
Once the certificate manager is installed, click **Next** to continue.



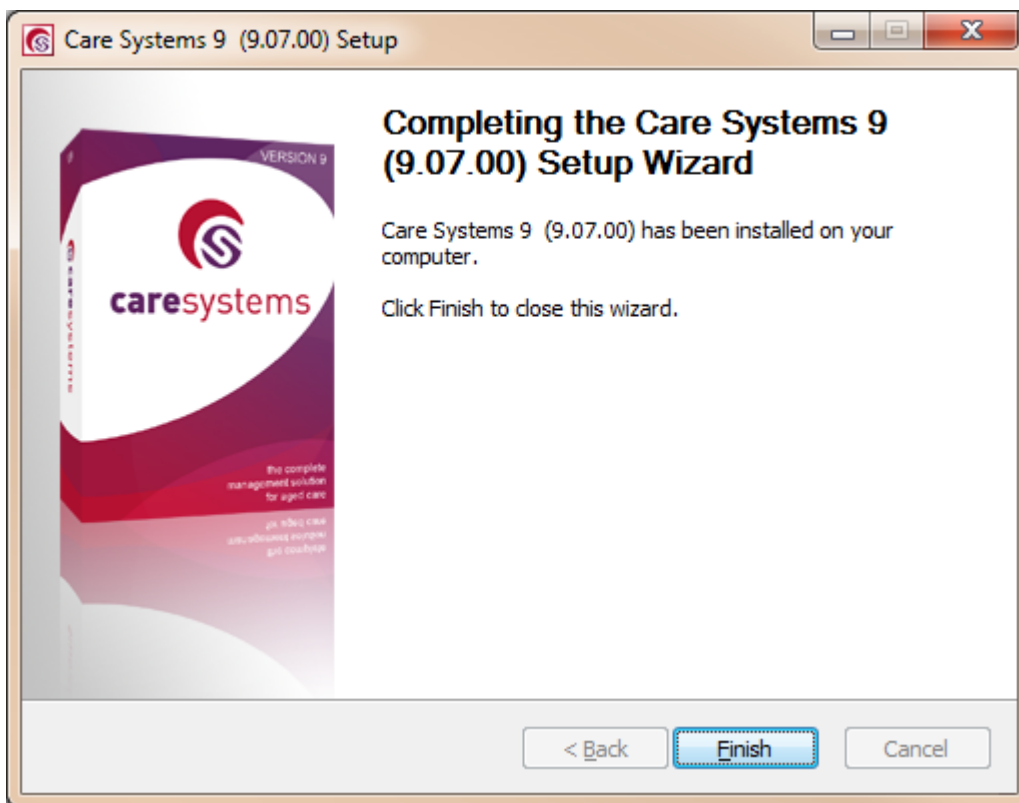
Select all options and click **Next** to continue.



Click **Install** to continue



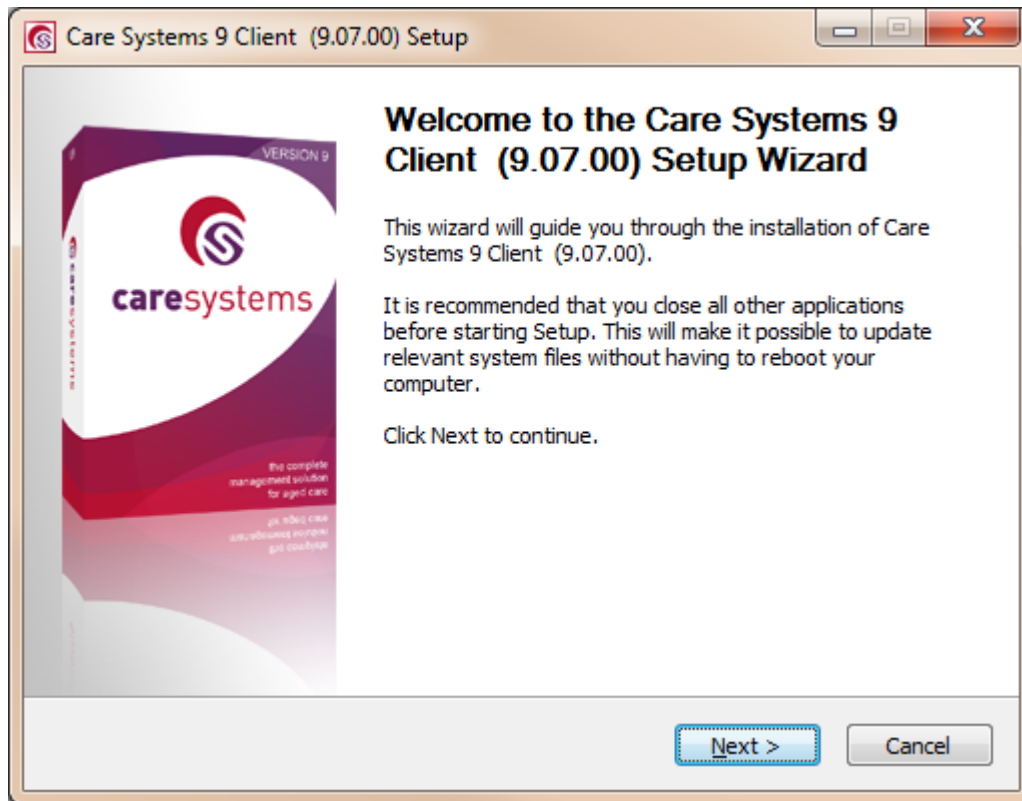
Click **Next**



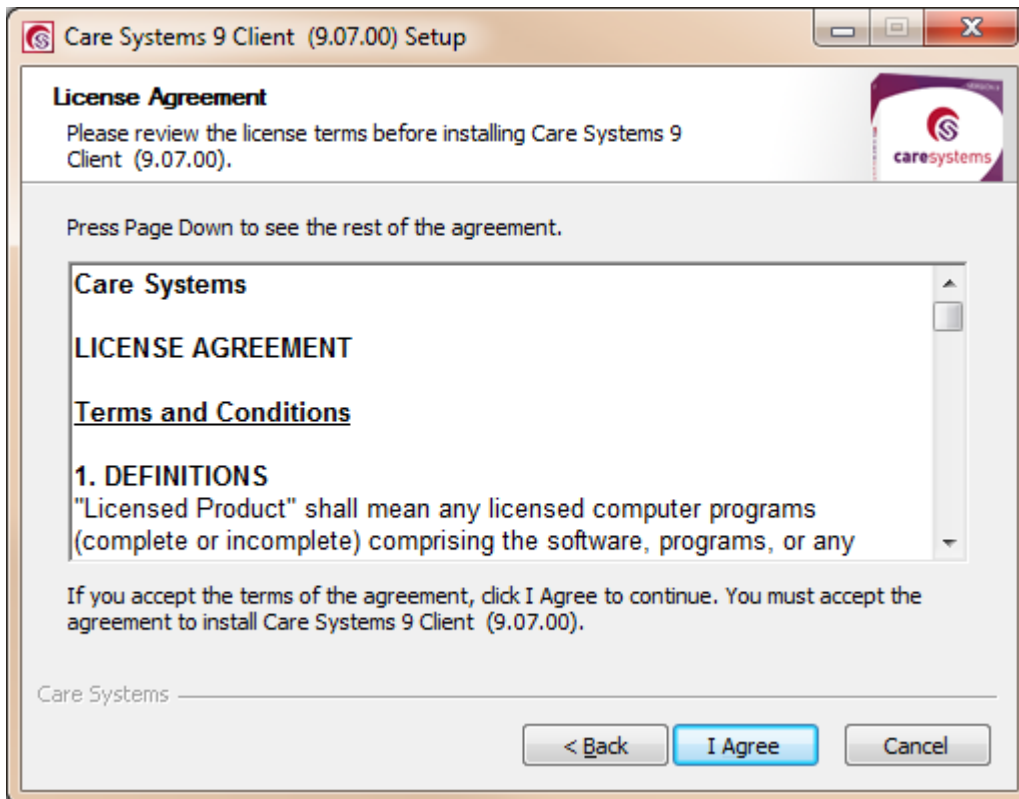
Click **Finish**.

## 3.2 Care Systems Client Installer

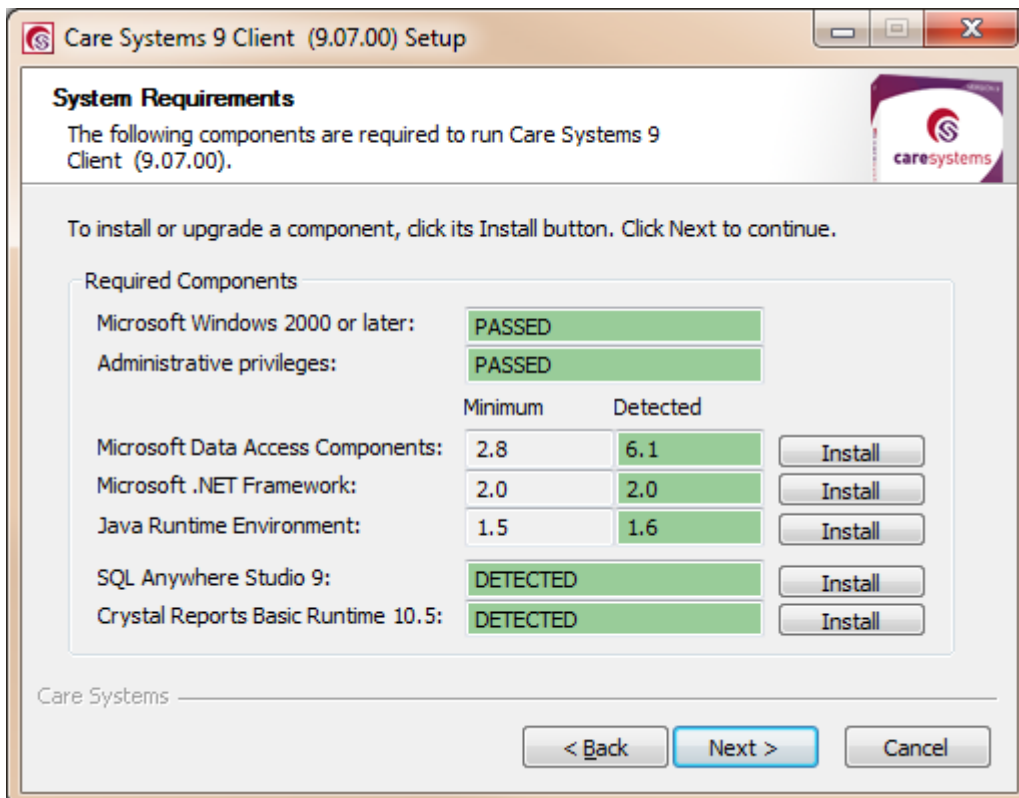
Run caresys9client.exe



Click **Next**

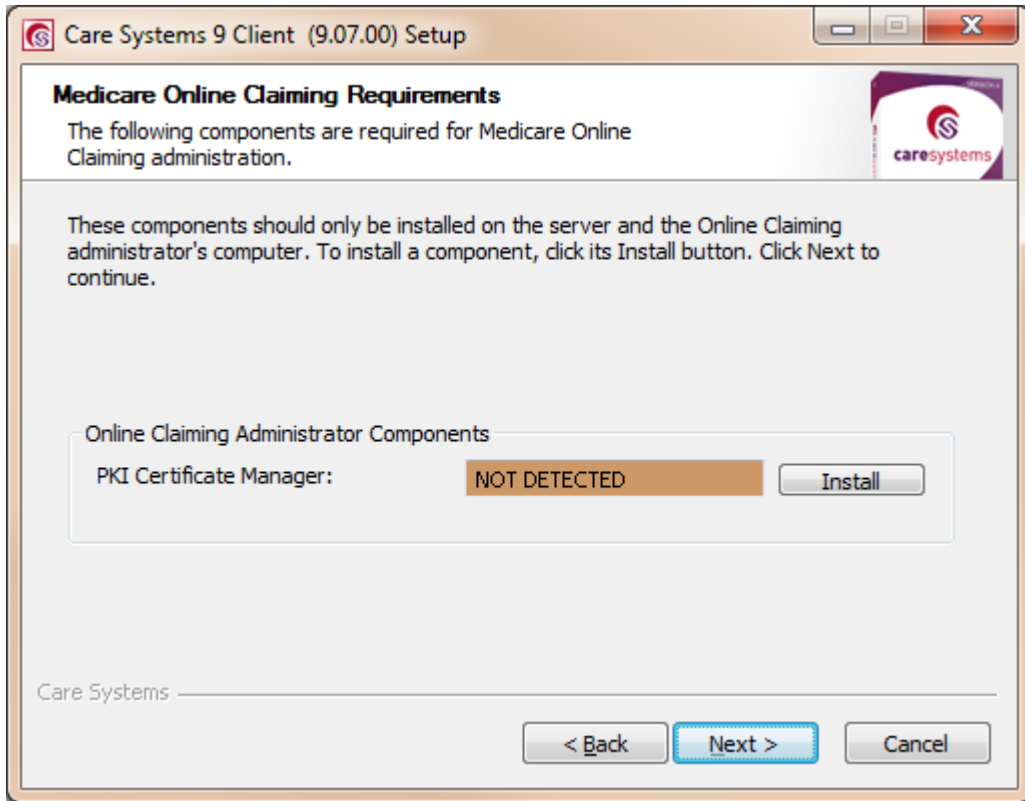


Check the License agreement, and click **I Agree** to continue.

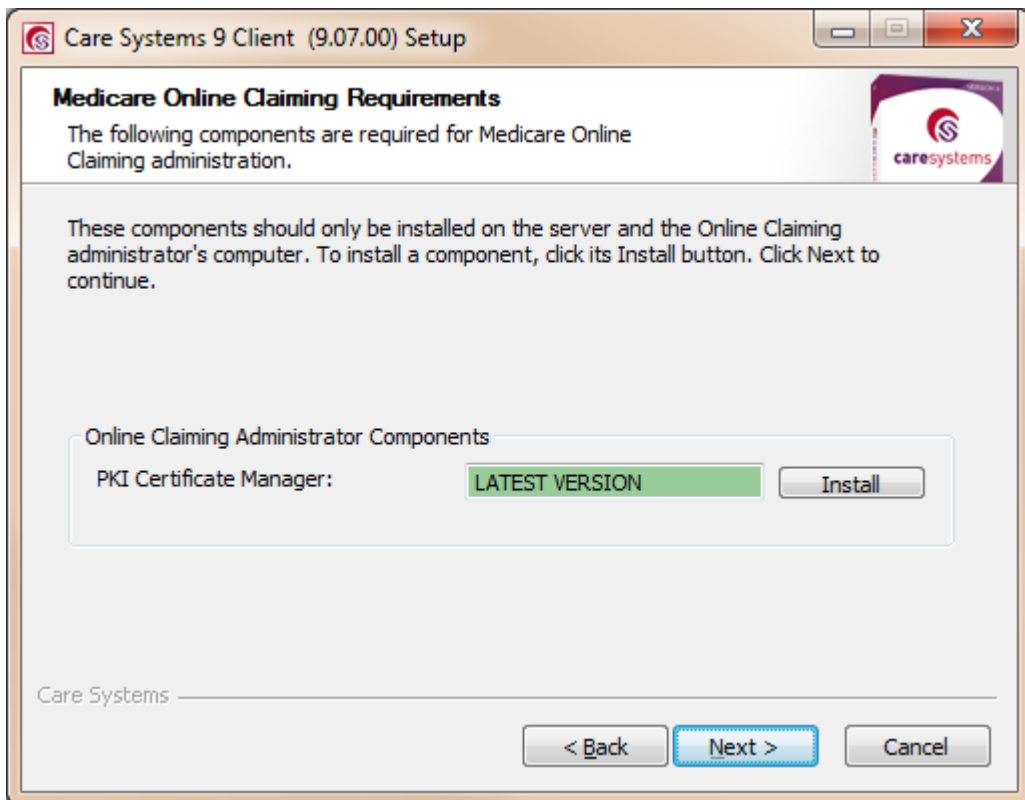


As with the server install, click the Install Button to install Crystal Reports Basic Runtime 10.5 if it is not already installed. Once installed, click next. See detailed instructions below for installing this component.

Once all required components are installed, click Next to continue.

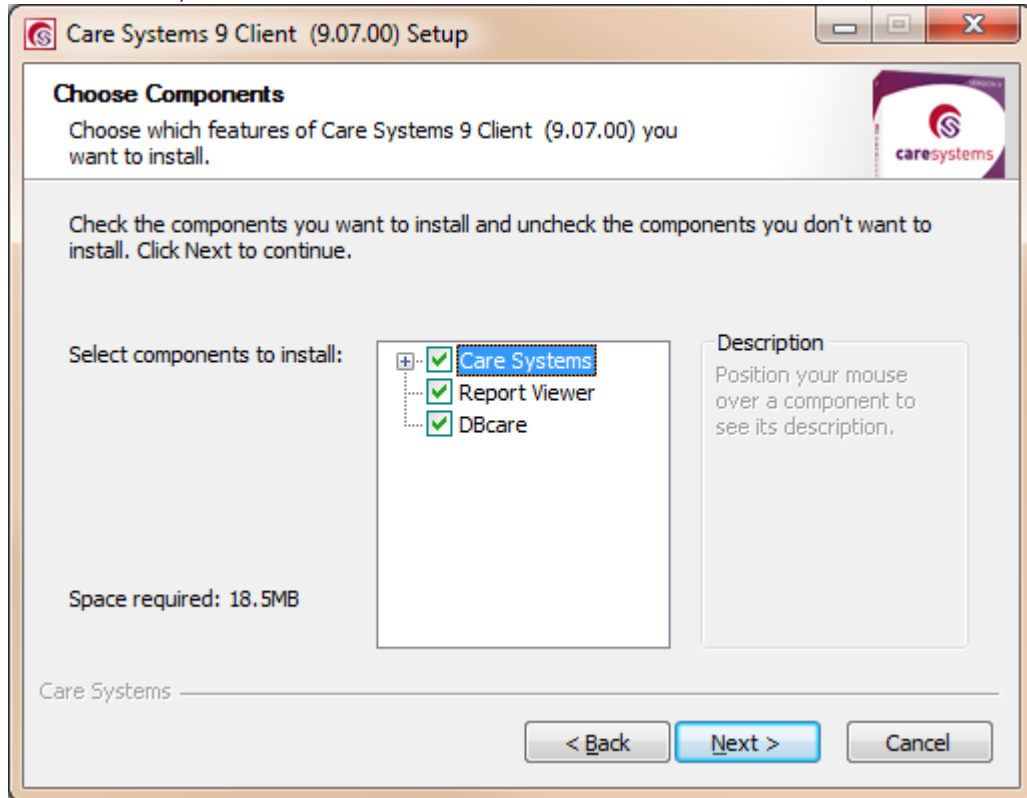


If this computer is to be used to Administer the MediCare online claiming function, install the PKI Certificate Manager if it is not already installed. See detailed instructions on installing components in the section below.

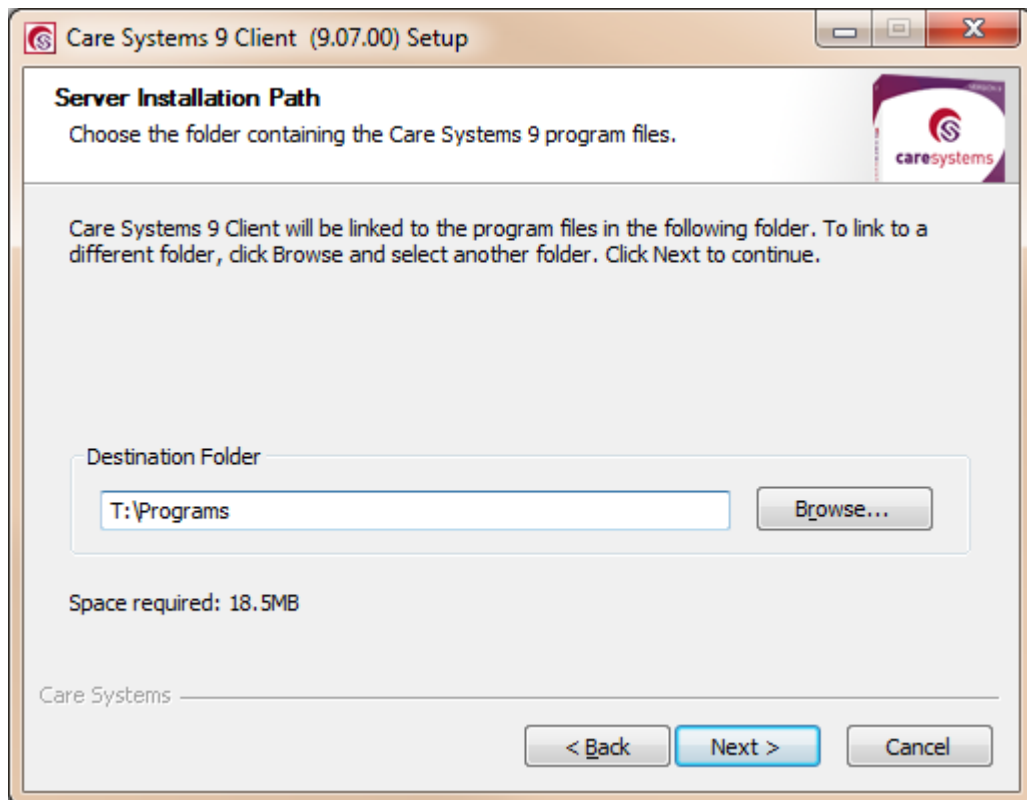


Once all Online Claiming components are installed, click Next to continue.

Once installed, click next to continue.

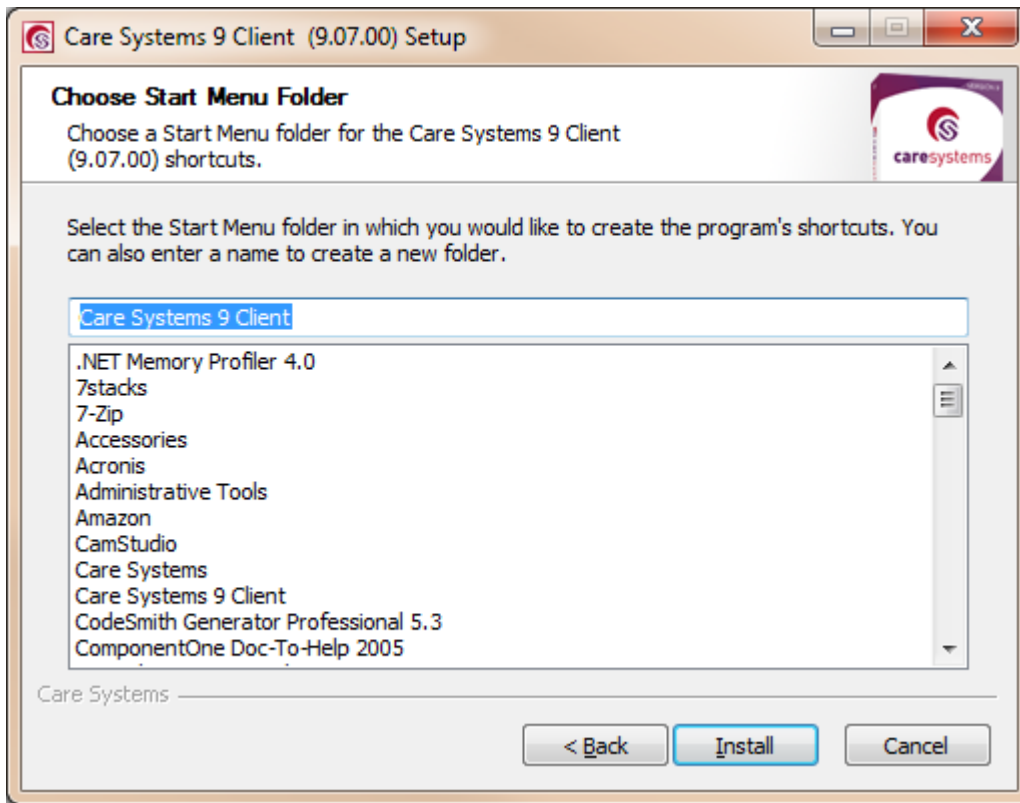


Select all options and click Next to continue.

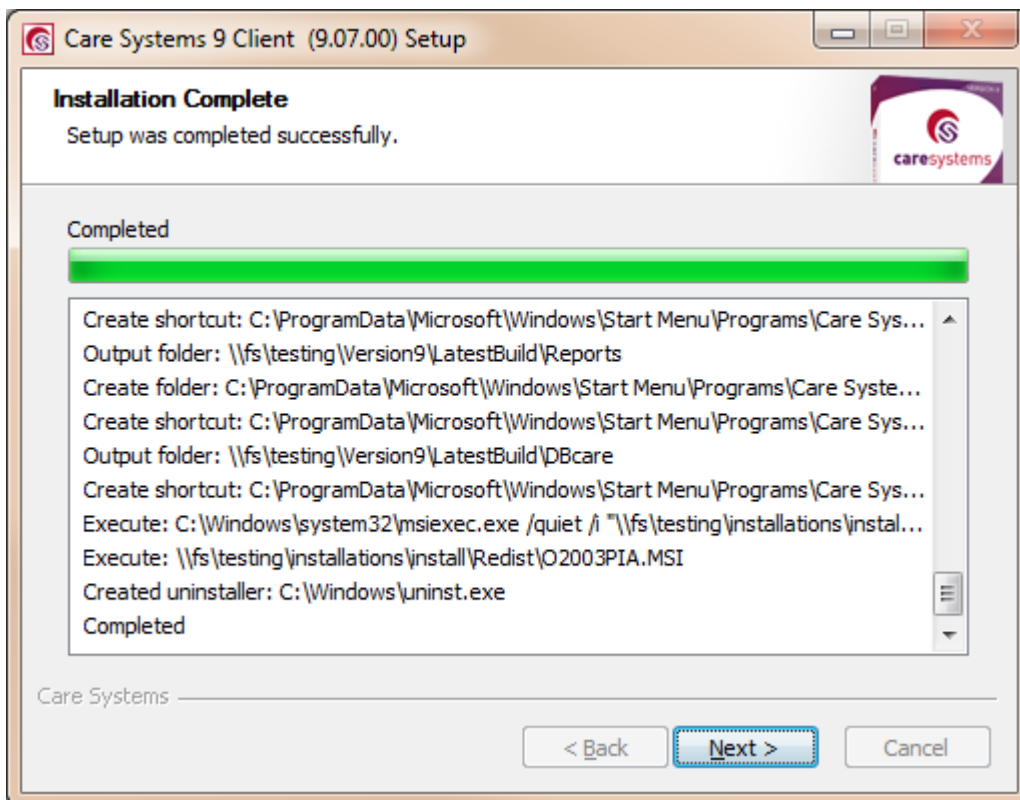


Check the installation path points to the caresys\programs share on the server

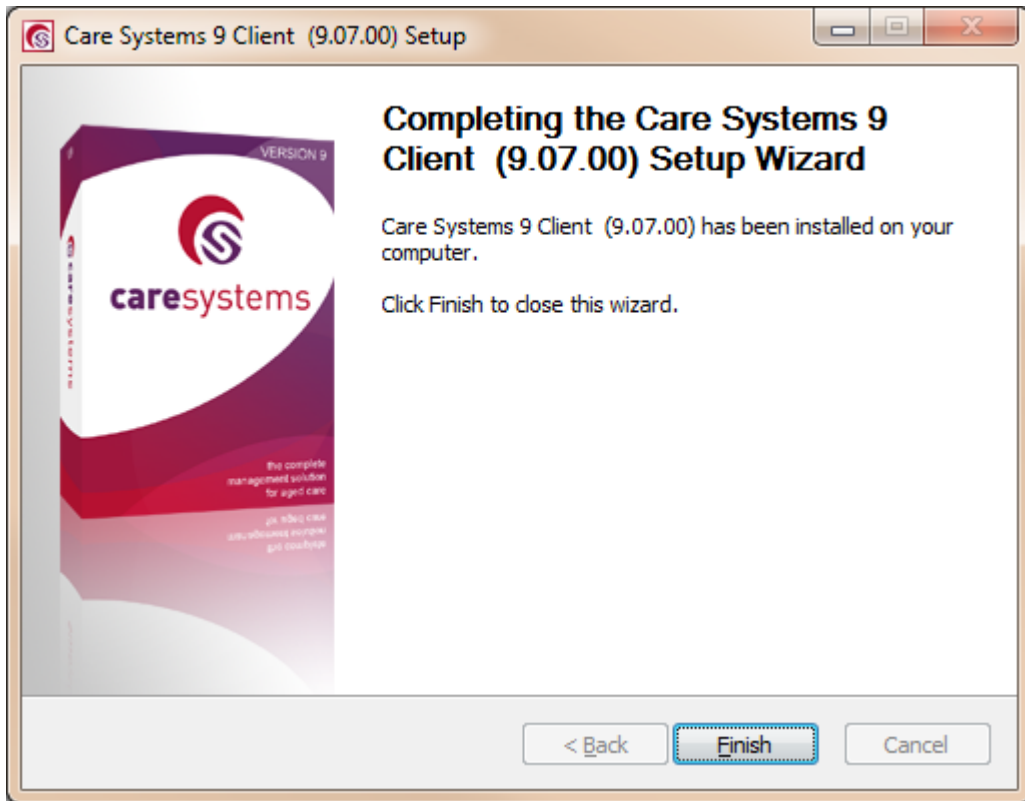
and click Next to continue.



Click Install to continue



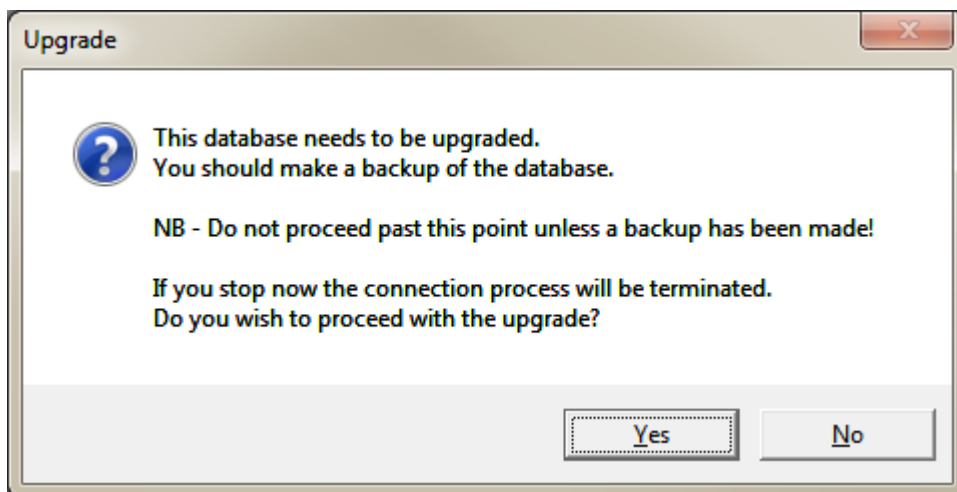
Click Next



Click Finish

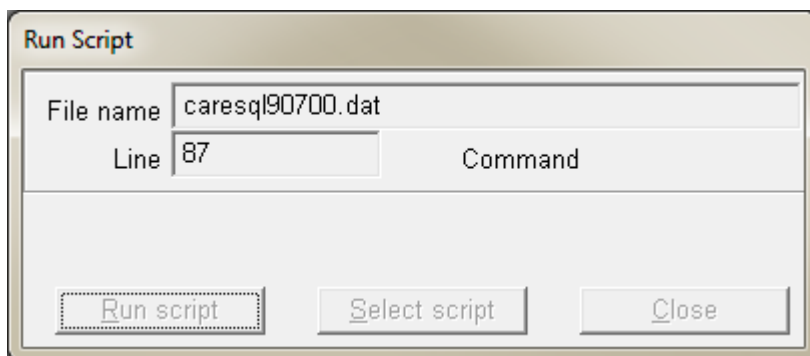
## 4 Upgrading your database

When starting the new Care Systems 9.7 programs and connecting to your database for the first time, a database upgrade will need to be performed. The following message will appear:

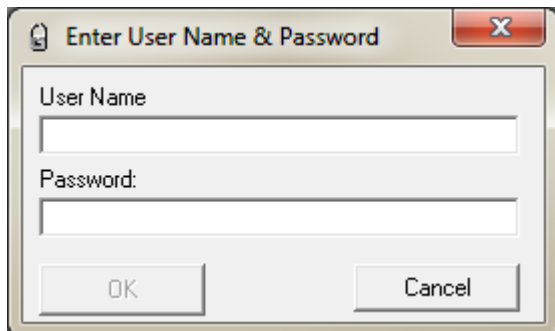


If your database has been backed up, press Yes to proceed.

As the database upgrade is processed, a screen similar to the following will be displayed. Several upgrade file names (with name caresql???.dat) may appear in this window during the upgrade process.



When the process is complete, the normal logon screen should appear:



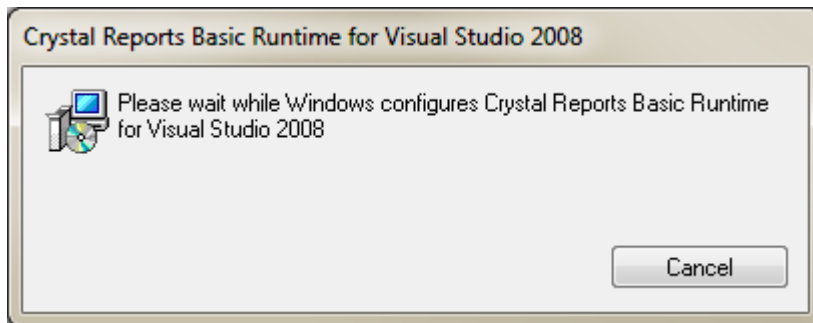
If this does not occur, please contact Care Systems for assistance.

## 5 Appendix 1: Prerequisite Installations

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### 5.1 Crystal Reports Basic Runtime for Visual Studio 2008

Crystal Reports is used for presenting reports in Care Systems modules. It should install without requiring user interaction. You will see a screen like the one below describing which step the installer is up to.



## 6 Appendix 2: Optional Installations

### 6.1 PKI Certificate Manager Installation

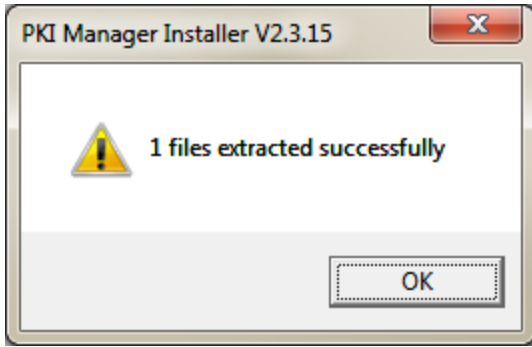
The PKI Certificate Manager is only required if this computer is to be used to Administer the MediCare online claiming function.



Click I Agree to continue



Click Install to continue



Click Ok to exit the installation

---

## 6.2 Care Systems Reporting Services Installation

Required files:

Microsoft SQL Server Express Edition:

<http://www.microsoft.com/download/en/details.aspx?id=184>

Microsoft SQL Server Management Studio:

<http://www.microsoft.com/download/en/details.aspx?id=7011>

Sharperlight Install:

Latest Meta file

### 6.2.1 Install Microsoft SQL Server if not already present

### 6.2.2 Set up a Sharperlight database on SQL Server

### 6.2.3 Install Sharperlight

<http://servername:8080/CareSysReportingrest/list>

## Appendix 3: x64 Installation

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### 6.3 x64 Operating Systems supported

Windows Vista Business  
Windows Vista Enterprise  
Windows Vista Ultimate  
Windows 7 Professional  
Windows 7 Enterprise  
Windows 7 Ultimate  
Windows Server 2003  
Windows Server 2008  
Windows Server 2008 R2

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### 6.4 x64 Installation Files

<http://downloads.caresystems.com.au/x64/InstallCDx64.zip>

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### 6.5 x64 Installation Procedure

The installation procedure for x64 is the same as that for x86 operating systems, with the exception that the Sybase SQL Anywhere software (SQLAny9x64.exe) must be installed before running the Care Systems 9 Installation (Caresys9.exe)

SQL Anywhere should not be installed using the option within the Care Systems 9.5 installer.