

To avoid potential delays, reboot and install any available windows updates on each machine prior to installing Eaglesoft 18.

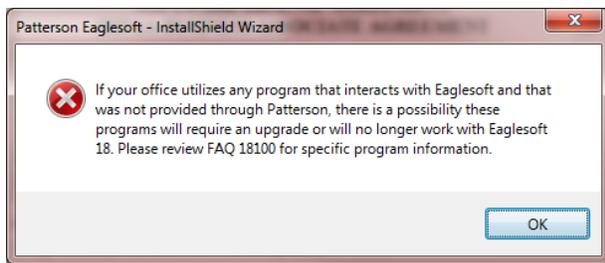


**STOP:** By proceeding with this installation, you acknowledge there is a risk that any products currently interfacing with Eaglesoft that are not provided through Patterson, may no longer integrate with Eaglesoft after this update. Please review **FAQ 18100** before continuing with this installation. You may need to consult your provider directly for assistance prior to installation if your office utilizes any program that was not authorized by Patterson to integrate with Eaglesoft.

**NOTE:** We recommend using a static IP address on your Eaglesoft database server machine.

**THE DATABASE UPGRADE MAY TAKE HOURS TO COMPLETE DEPENDING ON THE SIZE OF YOUR DATABASE AND THE SPEED OF YOUR COMPUTER.**

1. **Eaglesoft Version 18 will require all users to have a password** with a minimum of 8 characters. Set up your passwords for all users now to streamline this process. For easy instructions, reference **FAQ 4685** on <https://pattersonsupport.custhelp.com>.
2. **Please review all installation instructions before beginning the installation.** You should have one (1) disc labeled *Eaglesoft Version 18*.
3. **Close all running programs** including the *Eaglesoft* server.
4. **Make a backup** (same as daily backup).
5. **Log into Windows with Administrative Rights before installing.** To operate Eaglesoft afterward, you must have Power User Rights in Windows.
6. **Run any outstanding Windows Updates** on your office computers.
7. **Install Eaglesoft Version 18 on your Server machine first.** After the database upgrades successfully, install the rest of the machines.
8. **Insert the disc** into the DVD-ROM drive. The following Eaglesoft Installation screen will automatically appear. If not, click on **Start** and choose **Run**. Type "**D:\lessetup.exe**" in the open field. (If the DVD-ROM drive on your computer is represented by a letter other than 'D', substitute the appropriate letter) and click **OK**.
9. **Please be patient.** The estimated time for **installing** this product is between **5 and 30 minutes** depending upon the speed of your computer.



10. **After reviewing any Third Party Integrations, select OK to continue.**



11. Beginning with your server machine, single-click **Install EagleSoft**.

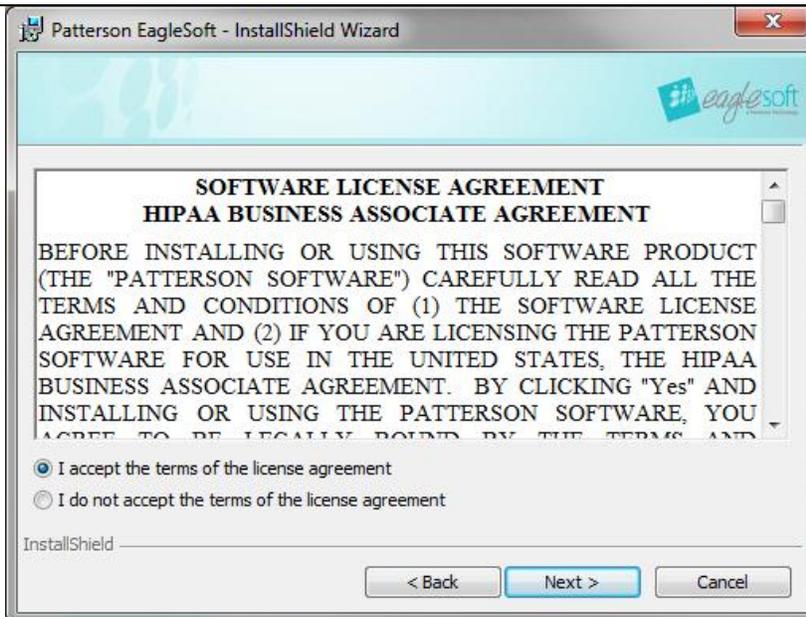
**Windows 10 Users:** If there is no response, select **Alt | Tab** to see if an Eaglesoft message box is open. If so, click **OK** to close the message box and continue with the installation.



12. Select your country and select the **Next** button.

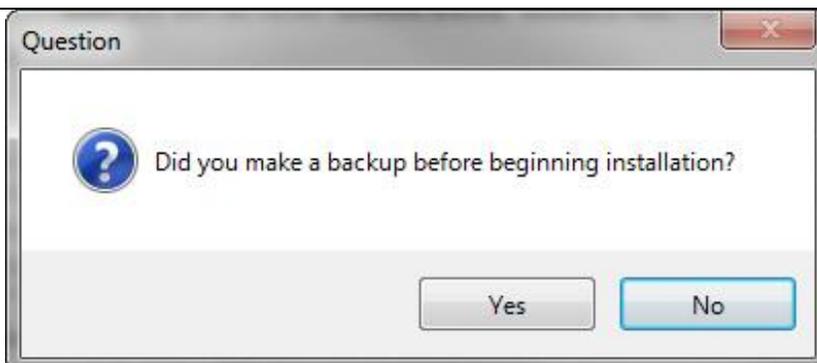


13. Click **Next**.



14. Read the License Agreement. If you agree to the terms, select the radio button **I accept the terms in the license agreement**.

15. Click **Next**.



**NEW CUSTOMER INSTALLATIONS:** Skip to the next step.

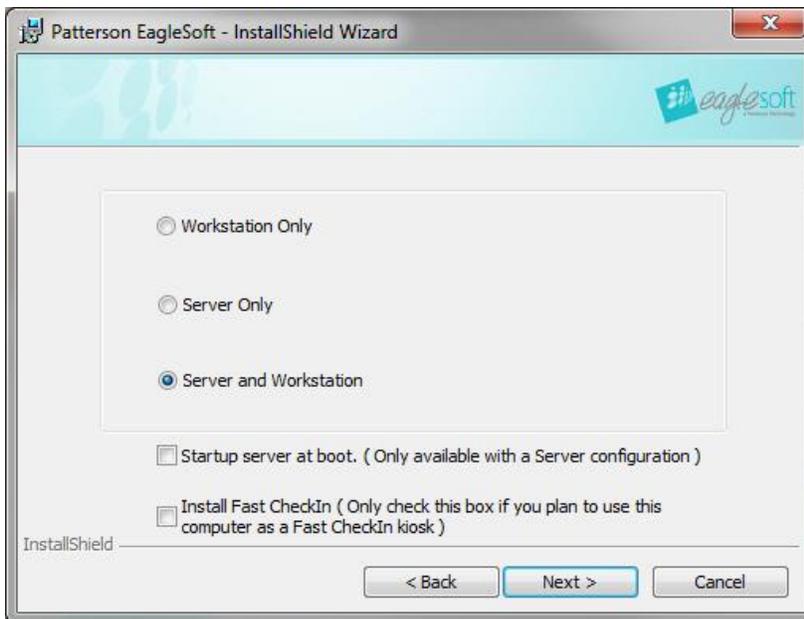
(This screen will not appear)

16. Click **Yes if your backup is complete**. Click **No** to cancel installation.



The license number is attached to the outside of the Eaglesoft box.

17. Click **Next**.



**Single Computer Offices:** Skip to the Next Step

(This screen will not appear)

**Workstation Only** – this machine functions only as a workstation and does not store your data.

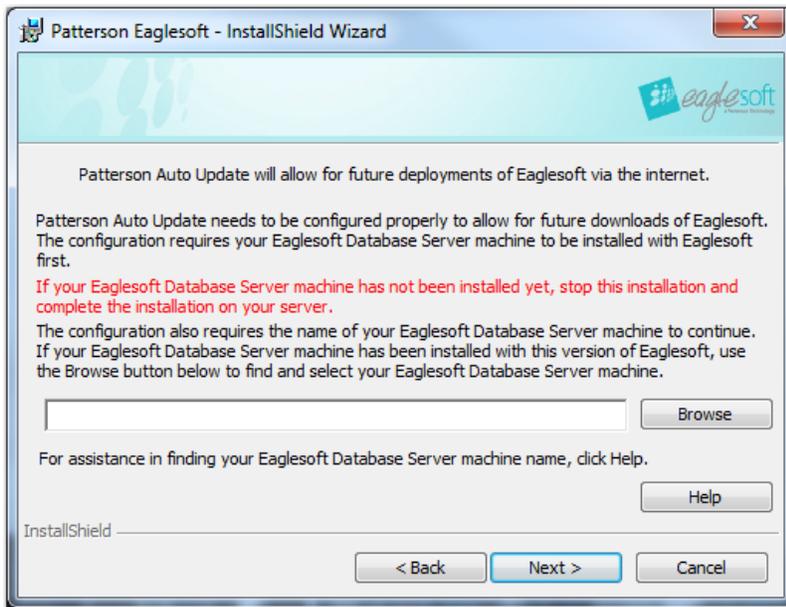
**Server and Workstation** - this machine functions as a workstation and server, which stores your data.

**Server Only** - this machine is only used to store your data.

Select the checkbox to **Startup Server at boot** to start the server automatically at startup (optional). This step applies to the Server machine only.

Select the check box **Install Fast CheckIn** to install the Fast CheckIn patient kiosk on this computer. (optional)

18. Click **Next**.



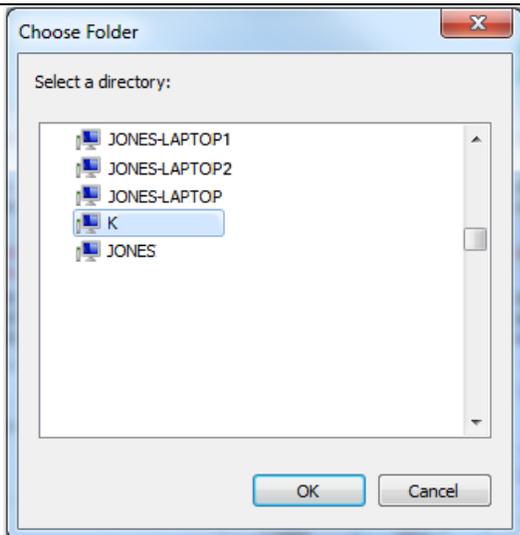
#### WORKSTATION ONLY:

1. Enter the Server name or select the Browse button.

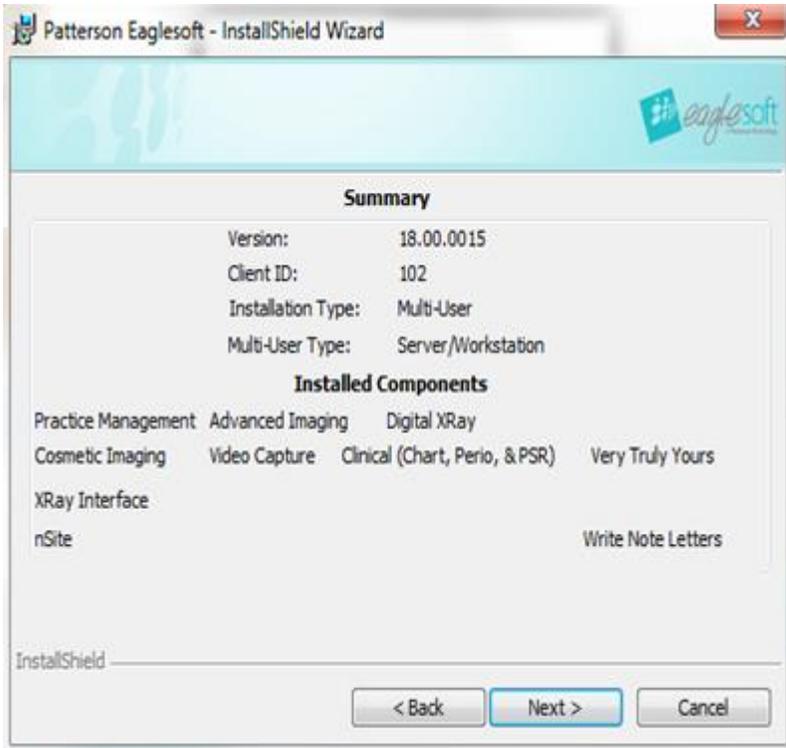
Select the **Help** button to assist in locating your Server name, if needed.

To locate your server name:

1. Select Start | Run and enter CMD.
2. Select OK.
3. In the DOS window, enter hostname and select Enter.

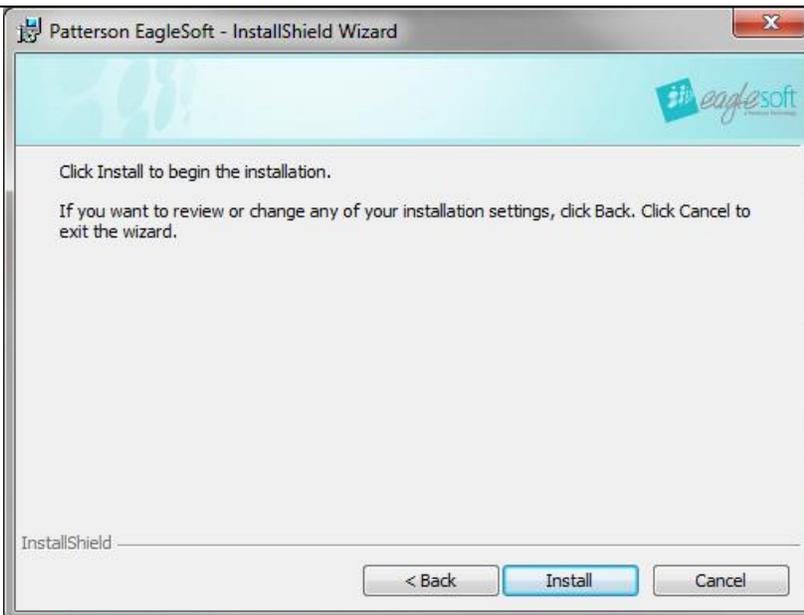


2. After selecting **Browse**, locate the Server in the Choose Folder window and select **OK**.
3. After returning to the previous screen, select **Next**.



Verify the Summary information.

19. Select **Next**.

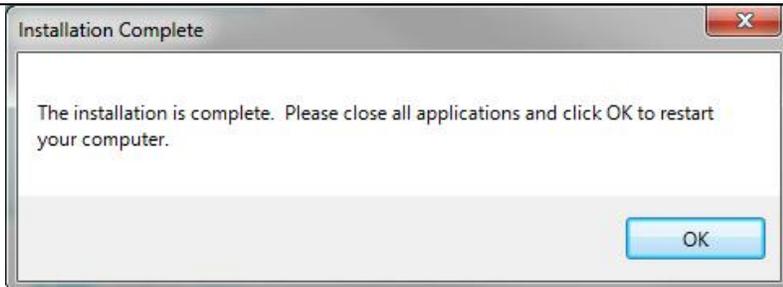


20. Click **Install**.

Note: If you do not have the required version of .NET on this machine, it will be installed at this time. This may require an additional reboot before finishing the Eaglesoft installation.



21. Click **Finish**.



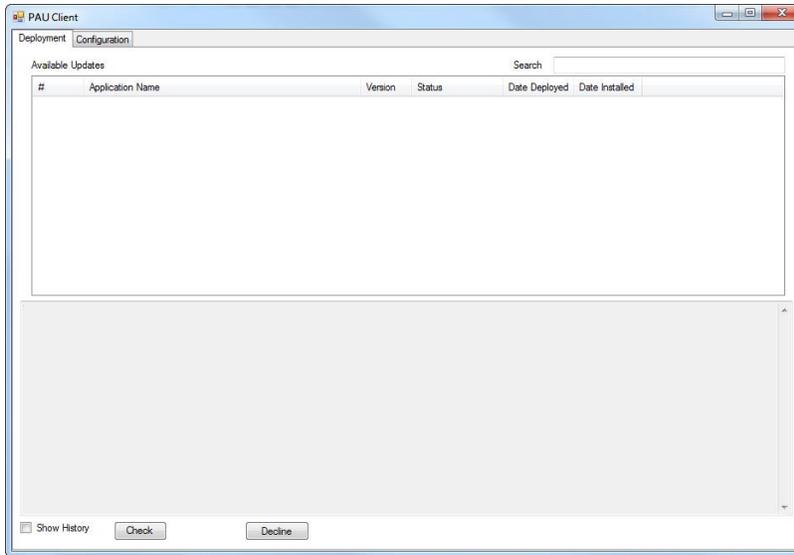
22. Click **OK**.



After rebooting, the Finishing Patterson Installation window appears.

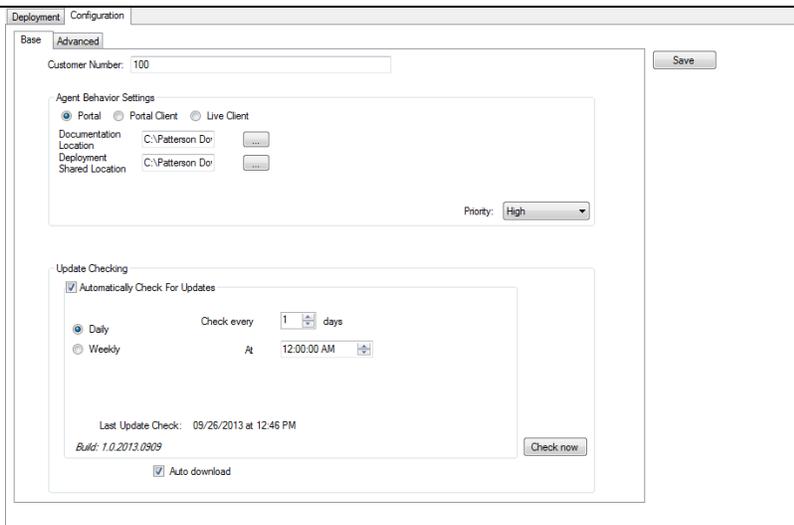
Please be patient while the Installation finishes.

Windows 8.1 Users Only:  
At this point, log back into Windows with Administrative Rights to complete the installation.



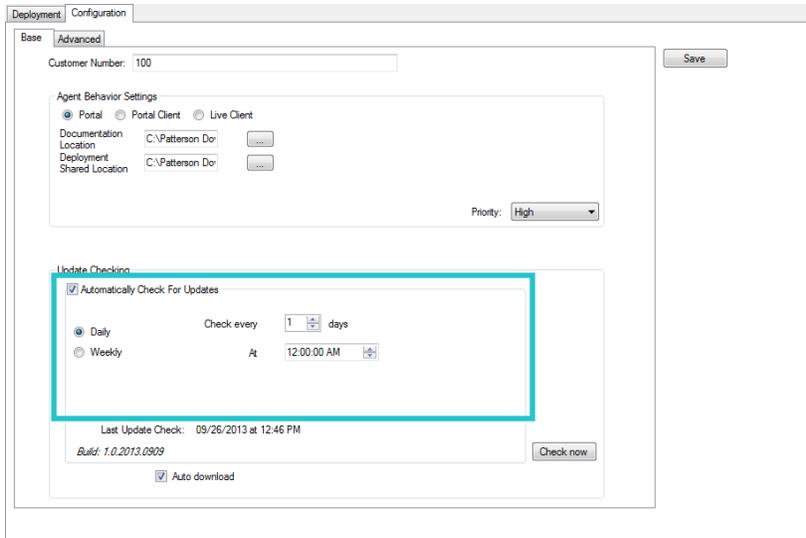
**After you reboot your computer:**

The Patterson Auto Update (PAU) screen will appear. This new utility will allow you to receive future updates to Eaglesoft over the Internet without using CDs.



The first machine that is installed that has Internet access will be designated as the Portal machine.

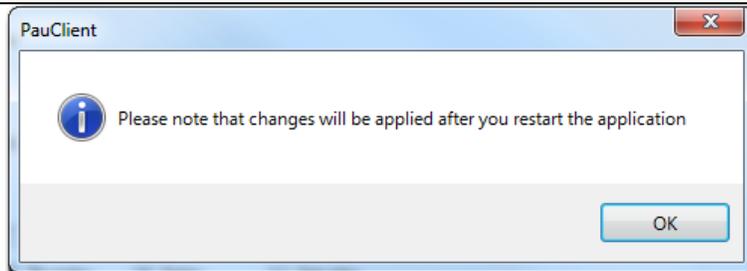
The other machines in your office will be designated as the Portal Client.



**Patterson recommends leaving the PAU to Daily.**

To set the frequency:

1. Select the **Configuration** tab.
2. Next, select the **Base** tab.
3. In the **Update Checking** area, set the **Daily** day number to determine how often to check for updates.  
OR
4. Select the **Weekly** radio button to check for updates once a week instead.
5. Select **Save**.



Select **OK**.

## **MULTI USERS:**

### **Repeat steps 4-18 for each machine on your network.**

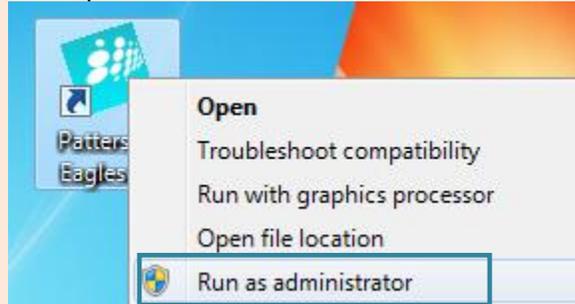
Once the installation has been completed on the Server machine, you may start the Eaglesoft Server to allow the database to upgrade. A status bar will appear to show your database is being upgraded.

\*\*\* Remember, do not start Eaglesoft until the database upgrade has completed and the new version of Eaglesoft has been installed on this machine.

**NOTE: THE DATABASE UPGRADE MAY TAKE HOURS TO COMPLETE DEPENDING ON THE SIZE OF YOUR DATABASE AND THE SPEED OF YOUR COMPUTER.**

## **Windows 8.0, 8.1 and Vista Users:**

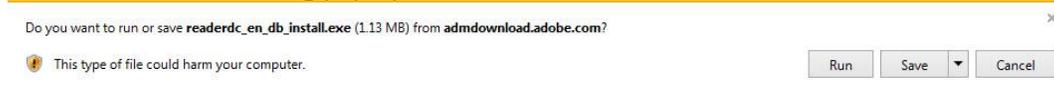
After installing **Workstation Only** on your workstations, you will need to right-click on the Eaglesoft desktop icon and select **Run As Administrator** the first time you open Eaglesoft on that computer.



## **Installing Adobe Acrobat Viewer**

1. In order to use .pdf files in SmartDoc, you must download the Adobe Acrobat Viewer.
2. To download, open a browser and enter <https://get.adobe.com/reader> and select the Install Now button.

3. Select Run in the following pop-up window:



4. Once the download completes, select Finish.