

Upgrading CAREWare 6

Purpose	Upgrade CAREWare 6 by installing the Business Tier and HTTP Server files for the current build.
Who should do this	IT staff who maintain the CAREWare Business Tier and HTTP Server.
Use this guide when you need to	Upgrade CAREWare to the latest build.
Main warning	Stop the CAREWare Business Tier and HTTP Server applications and services before running the installers.

Quick path

Download installation files → Stop services → Install Business Tier → Install HTTP Server → Refresh browser screens.

Important: To run the installation files, the CAREWare Business Tier and CAREWare HTTP Server applications and services must be stopped.

Before upgrading

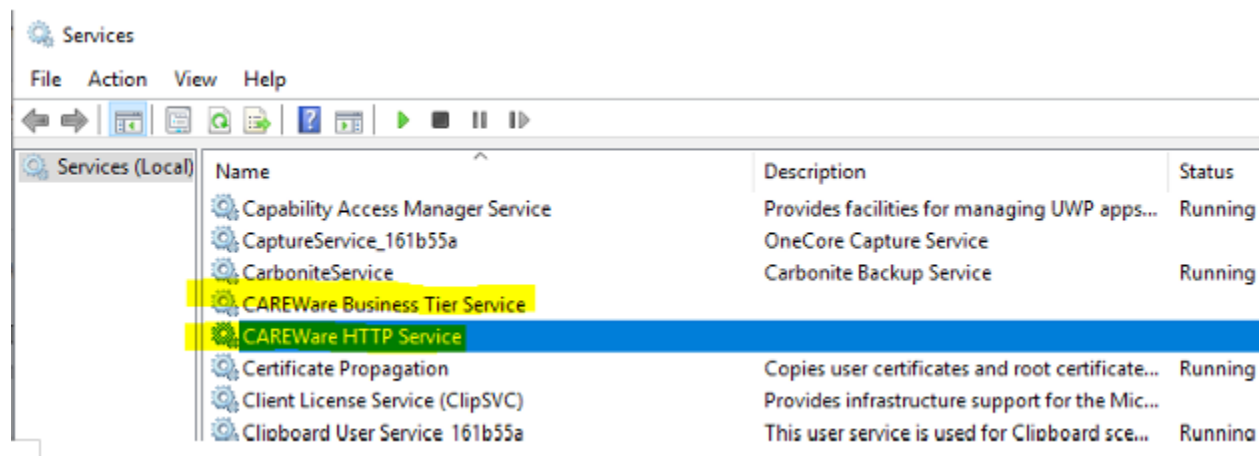
CAREWare 6 is upgraded by installing the CAREWare Business Tier and CAREWare HTTP Server installation files for the current build. In order to run the installation files, the CAREWare Business Tier and CAREWare HTTP Server applications and services must be stopped.

[Here](#) are some things to consider when upgrading CAREWare.

Upgrade CAREWare to the latest build

Follow these instructions to upgrade CAREWare to the latest build:

Step 1. Download the CAREWare Business Tier and HTTP Server by clicking [here](#).



Step 2. Open Local Services on the CAREWare Business Tier Server.

Step 3. Click *CAREWare Business Tier Service*.

Step 4. Click *Stop Service*.

Step 5. Click *CAREWare HTTP Service*.

Step 6. Click *Stop Service*.

Step 7. Right-click the *CWBTSetup.exe* file that was downloaded.

Step 8. Click *Properties*.

- Step 9.** Check *Unblock*. (This sets the application as safe to install.)
- Step 10.** Click *Apply*.
- Step 11.** Click *OK*.
- Step 12.** Right-click *CWBTSetup.exe*.
- Step 13.** Click *Run as Administrator*.
- Step 14.** Click *Run*.
- Step 15.** Click the bubble for *I accept the agreement*.
- Step 16.** Click *Next*.
- Step 17.** Click *Install*.
- Step 18.** After the installation is complete, click *Finish*.
- Step 19.** Right-click the *CWHTTPSetup.exe* file that was downloaded.
- Step 20.** Click *Properties*.
- Step 21.** Check *Unblock*. (This sets the application as safe to install.)
- Step 22.** Click *Apply*.
- Step 23.** Click *OK*.
- Step 24.** Right-click *CWHTTPSetup.exe*.
- Step 25.** Click *Run as Administrator*.
- Step 26.** Click *Run*.
- Step 27.** Click the bubble for *I accept the agreement*.
- Step 28.** Click *Next*.
- Step 29.** Click *Install*.
- Step 30.** After the installation is complete, click *Finish*.
- Step 31.** Open the login screen in a browser.
- Step 32.** Press *CTRL-F5*.
- Step 33.** Log into CAREWare.
- Step 34.** Click *Find Client*.
- Step 35.** Press *CTRL-F5*.

How to confirm it worked

To see changes after an upgrade, each user needs to press CTRL-F5 at the login screen and the Find Client screen. Check the Build number under System Information > System Info Details > RW CAREWare Business Version. Newer builds also have a build number badge in the lower left corner.



Troubleshooting and common questions

If an error occurs while running the CWBTSetup or CWHTTPSetup installer, verify that CAREWare services are stopped and all CAREWare applications, such as the CW Admin or HTTP Server applications, are closed. Once the services are stopped and applications are closed, click Retry to continue.

Related References

Document	Use it for
Considerations When Upgrading CAREWare	Review things to consider when upgrading CAREWare.
CAREWare Installation Files Approved for Production	Download the CAREWare Business Tier and HTTP Server installation files.
Patch Notes	Review changes for each build of CAREWare.