

This document provides instructions for installing all CAREWare components, and it provides hyperlinks to the files you will need. We highly recommend following these instructions in order.

The new build 969 of CAREWare requires .NET Framework 4.5.2 to be installed on the server. Installation instructions for .NET Framework 4.5.2 are found [here](#).

1. Download the complete CAREWare Setup package [here](#).
2. Run the *RWCAREWareBuild881Setup.exe* file.
3. Click *Finish* to extract the files to the CW_Setup_Build881 folder
4. Click *OK*.

Server Side Installation

Business Tier Installation

1. Verify [all CAREWare prerequisites](#) are met.
2. Download the business tier installer file for build 969 [here](#).
3. Click *Run*.
4. Click *Next*.
5. Click *I accept the terms in the license agreement*.
6. Click *Next*.
7. Click *Next*. (click *change* to change the location where the business tier will be installed)
8. Click *Install*.
9. Click *Finish*.
10. Once the business is installed successfully, a Windows Administrator will need to [grant the 'write' permission](#) to the associated file path for the tier installed.
11. If the business tier is installed on a [64-bit machine](#), then a Windows Administrator will need to [enable the Message Queuing Server](#).

Database Installation

1. Run the *RWCAREWareBuild881Setup.exe* file.
2. Check second option in the install package to install a SQL Server 2014 Express CAREWare Database.
3. Continue installation of data tier as normal. (Click [here](#) for guide)

* The full CAREWare setup file contains build 881 installation files for the business tier, client tier, and a SQL Server 2014 Express database installer. This file is available to give a user everything they need to start using CAREWare. In order to install CAREWare for the current build you wish to use, install the business tier of that build, which can be downloaded from HRSA [here](#). Follow the instructions [here](#) to upgrade the business tier.

If error 1920 occurs during installation, the server may need a service pack update. Review the system requirements for .NET Framework 4.5.2 from [here](#).

If the error "Login Failed for User cwbt" occurs, follow the instructions [here](#) to resolve the error. [Here](#) is additional information about the database connection string.

You may encounter the error code 2869 if installing CAREWare on a Windows Vista or newer OS.

This is due to the User Access Control (UAC) being enabled by default from Microsoft or the Windows user account not having elevated permissions. Follow the instructions [here](#) to resolve the error 2869.

Client Side Installation

1. Click [here](#) to download the client tier installer for build 969.
2. Click *Run*.
3. Click *Next*.
4. Click *I accept the terms in the license agreement*.
5. Click *Next*.
6. Click *Next*. (click *change* to change the location where the client will be installed)
7. Click *Install*.
8. Click *Finish*.
9. Once the client tier is installed successfully, a Windows Administrator will need to [grant the 'write' permission](#) to the associated file path for the client tier installed.
10. [Add the server IP address or hostname to the client tier server list](#).
11. Login to CAREWare as normal.

All client tier installations on Windows 7 and Vista can also encounter the error code 2869. Follow the instructions [here](#) to resolve the error 2869.

Once the above steps are completed you will have completed the entire installation and configuration process for CAREWare on both the server and client sides and completed a custom installation to the latest release build available!

If you encounter any issues during the installation process outlined above that are not specifically covered, then please provide us with the error message details. You can attach the cw_event file to an email at cwhelp@jprog.com.

These files are located at C: Program Files\CAREWare\RW CAREWare Client Tier (RW CAREWare Business Tier). The file is called cw_events_X_XX.txt. Where X_XX is the date the error occurred.

If a cw_event file was not generated, email us the error message that popped up.

Please let us know if you have any questions regarding the outlined procedure above or if you encounter any issues during the installation by contacting the [CAREWare Help Desk](#).