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 52 of CAREWare requires .NET Framework 4.5.2 to be installed on the server. Installation instructions for .NET Framework 4.5.2 can be found here.

Note: Some servers have experienced a compatibility issue with the Bcrypt.dll file causing an error when starting the CAREWare Business Tier Service. This issue can be resolved by updating the .NET Framework to 4.8 here.

Business Tier Installation

1. Download the business tier installer file for build 52 here.
2. Click Run.
3. Click *I accept the agreement*.
4. Click *Next*.
5. Click *Install*.
6. Click *Finish*.

A Windows administrator needs to enable the Message Queuing Server.

Note: Some users reported being unable to add or update clients after upgrading, even with message queuing enabled. This usually happens because a compatibility issue prevents the EURNGenerator.exe application from starting properly. This can be resolved by setting the EURNGenerator.exe to run as Windows XP Service Pack 3 and to run as administrator for all users.
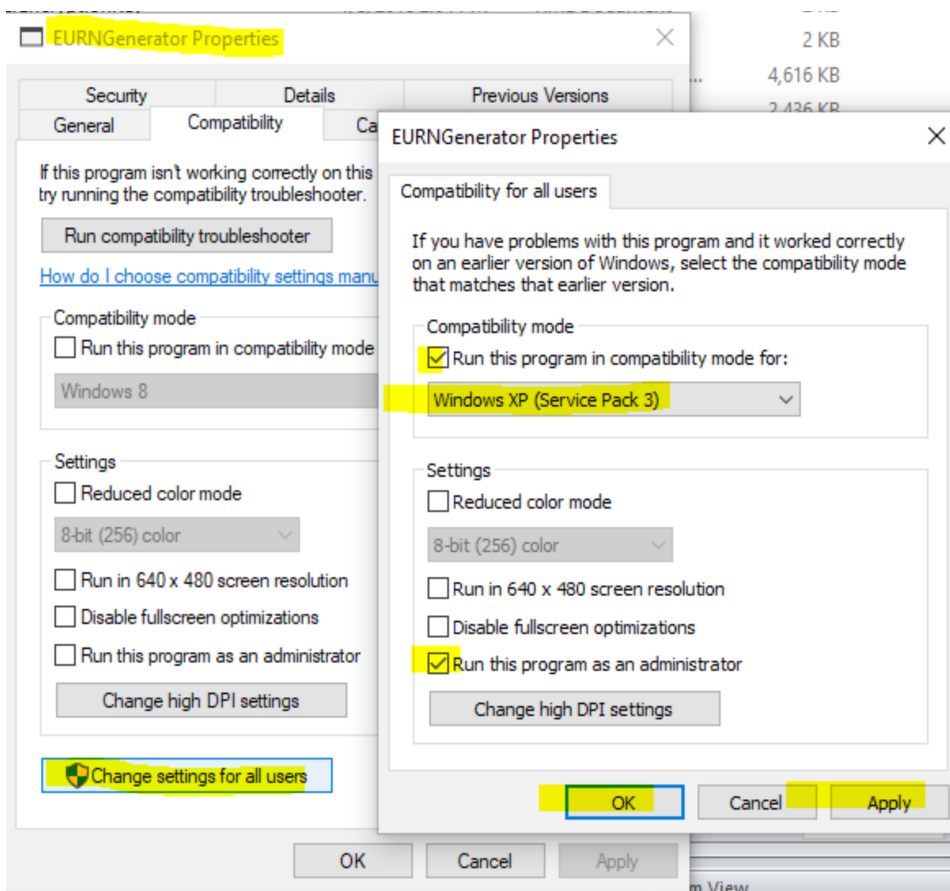
HTTP Server Installation

1. Download the http server installer file for build 52 here.
2. Click Run.
3. Click *I accept the agreement*.
4. Click *Next*.
5. Click *Install*.
6. Click Next (If this is an upgrade, there may be a prompt to Automatically close the applications. If so, select that and click Next.)
7. Click *Finish*.

Database Installation

Note: A SQL Server Database Instance needs to be installed prior to running the CAREWare Database Setup file.

1. Download the database setup file for build 52 here.

2. Right click the *CAREWare6DatabaseSetup* file.

3. Click *Run as Administrator*.

4. Click the SQL Server Instance. (If the instance is not listed or there are no instances listed, it is likely the instance installed is unnamed. Install a named instance, name the already installed instance, or manually add the cw_data database to the unnamed instance using the queries here. A CAREWare database backup is needed to complete the database setup using these queries. Click here to download a clean CAREWare database backup to set up CAREWare, or use a backup from the current CAREWare database.)

5. Click *Next*.

6. Enter the *SA* password.

7. Click *Next*.

8. Check *Create BusinessTierSettings.xml* File.

9. Click *Finish*.

10. Click *Yes*.

Note: SQL Server 2008 is no longer supported by Microsoft. In some cases, queries or data tier updates for CAREWare require SQL Server 2012 or newer. Users with 2008 should upgrade SQL Server before upgrading CAREWare.

Once all three components are installed, configure the database connection string to connect the CAREWare Business Tier to cw_data by following the instructions here.

Note: In CAREWare 6, the business tier automatically stops if the connection to the database fails. CAREWare will try a second time to connect after 45 seconds. After that, the CAREWare Business Tier Service needs to be started using CW Admin or in Local Services.

Note: Some users reported a conflict with port 8000 when restarting the business tier. To resolve this complete the following steps:

1. Stop the CAREWare Business Tier Service

2. Wait a minute.

3. Start the CAREWare Business Tier Service.

Note: In some cases, ports need to be opened for users to connect. CAREWare 6 uses ports 8000 for the business tier and 8080 for the user connection by default. If TLS encryption is used, the default port is 443. The network should allow incoming and outgoing communication on those ports, or other ports should be selected for CAREWare to use if another program is using them.

Note: If the CAREWare Business Tier Service continues to stop, it may be that the database was restored using SQL Server Management Studio rather than CAREWare. In that case, run the following query in SQL Server Management Studio and then start the business tier:

> Use cw_data
>
> Exec sp_changedbowner 'cwbt'

Note: If CAREWare 6 has been installed and the CAREWare 5 database needs to be restored, follow the instructions here.

Note: If CAREWare is being upgraded from an earlier build or the database was restored from a backup, the data tier update process will start. Users can log in once the data tier update process completes.The length of time it takes to complete varies based on the server's hardware and software specifications, network speeds, and the size of the database.

Providers with a large number of clients, users, and/or providers may experience a long data tier update process or timeout errors during the upgrade. (This is less likely for smaller, independent providers.); Notably, there is a data tier update that changes the encryption algorithm, and this can take a long time to complete. Turning off PII Encryption can improve the speed of that update and reduce timeouts for the generation of the client list while the business tier is initializing. PII encryption can be turned back on after the upgrade process is complete if the provider prefers to leave data at rest encrypted.

Once the CAREWare Business Tier successfully connects to cw_data, users can log in using an internet browser. The default URL is *http://localhost:8080/rs/index.htm* for a connection locally on the CAREWare Business Tier server; replace localhost with the name of the server or IP address to connect from another computer on the network.

Note: CAREWare works with any HTML 5-supported browser. Internet Explorer does not support the neessary HTML 5 components.

Note: Some users reported a blank login screen when attempting to connect to CAREWare 6 using the URL. Ask the users to press CTRL-F5 or CTRL-Shift-R to complete a hard reload or restart the CAREWare Business Tier Service. This issue can also occur if users attempt to log into CAREWare 6 using Internet Explorer.

Note: If users have staff logging in from home or from an office remote from the network, HIPAA requires a TLS Certificate, a VPN connection, or another secure remote connection into the network. Some servers manage TLS certificates using IIS, which can be configured for CAREWare by following the instructions here.

Once the above steps for the installation and configuration process for CAREWare on the server are completed, users should have access to the latest build of CAREWare.

If any issues occur during the installation process outlined above that are not specifically covered, then please provide us with the error message details. Email us the error message from the System Logs by following these instructions:

Use the error key to get the error message by searching the system log for today's date.

1. Click *Administrative Options*.
2. Click *Server Management*.
3. Click *Search System Logs*.
4. Paste the error key in the search field.
5. Press *Enter*.
6. Email the error message.

If the Search System Log button is grayed out, then grant permission to the user.

To grant the Permission *Search System Log*, access the Central Administration domain:

1. Click *Administrative Options.*
2. Click *Provider User Manager.*
3. Click *Manage Users.*
4. Select your username.
5. Click *Manage.*
6. Click *Manage Permissions.*
7. Search for *Search System Log.*
8. Select the permission.
9. Click *Grant Individual Permission.*

or

Email the cw_events file from the CAREWare Business Tier folder on the CAREWare server located at C:\Program Files\CAREWare Business Tier by default.

The CAREWare Help Desk answers email sent to cwhelp@jprog.com.