

We have provided a short description and link of each step in the order the installation should be completed to ensure you get the most up to date build of CAREWare with SQL Server 2008 Express.

The new build 875 of CAREWare requires .Net Framework 4.5.1 to be installed on the server. Installation instructions for .Net Framework 4.5.1 are found [here](#).

Server Side Installation

1. Verify [all CAREWare prerequisites](#) are met.
2. Download the Business Tier Setup file for build 875 from [here](#).
3. [Install the business tier](#) for build 875. *
* Begin on step #4 once the page “How do I upgrade the business tier” opens from this link.
4. Download the full CAREWare setup file appropriate for the server from the links below:

[32 bit](#) - 32 bit operating systems *

[64 bit](#)- 64 bit operating systems *

5. Extract the RWCAREWareSetup.exe file to the default location:
C:\CW_Setup and allow auto execution of the RWCAREWareInstaller.
6. Check the second check box only.
7. Continue installation of data tier as normal (Click [here](#) for guide)
8. 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.
9. If the business tier is installed on a [64-bit machine](#), then a Windows Administrator will need to [to enable the Message Queuing Server](#).

* The full CAREWare setup file contains build 705 installation files for the business tier and client tier, as well as a SQL Server 2008 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. In the case of this installation, we are installing build 875.

If error 1902 occurs during installation, the server may need a service pack update. Review the system requirements for .Net Framework 4.5.1 from [here](#). Additional instructions on resolving error 1902 can be read [here](#).

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. You complete the installation of CAREWare using one of the methods below:

1. [Turn of UAC](#) *
- OR
2. [Complete installation as Administrator](#)

* The CAREWare Help Desk does not suggest doing so because it is a security feature for these operating systems.

Client Side Installation

1. Download the client tier setup file for build 875 from [here](#).
2. Complete installation as normal. *
* Same as steps #3 above for the business tier. Begin on page 4.
3. 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.
4. [Add the server IP address or hostname to the client tier server list](#).
5. Login to CAREWare as normal.

All client tier installations on Windows 7 and Vista can also encounter the error code 2869. The same installation methods listed above are to be considered and used.

Once the above steps are completed you will have the 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 simply copy and paste the entire details of the error message into your email response.

It may also be necessary for us to view the event log created by CAREWare after installation is completed successfully and you attempt to login for the first time. If this occurs please send us the event file for the day of the error. The CW Business Tier log files are located in the CW Business Tier folder. The default location path is C:\Program Files\CAREWare\RW CAREWare Business Tier. The files will be labeled as cw_events_X_XX.txt and cw_logs_X_XX.xml, where X is the date. We will need both files in order to view them properly.

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](#).