Updating Avimark

18.10.0 or Higher

AVIMARK®

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Guidelines Before Updating

⚠️ **BEFORE PROCEEDING with the Update, the following criteria must be met:**

1. To update to Avimark 18.10.0 or higher, you MUST be running Client Server. See "Appendix A: Installing Client/Server" on page 11.

2. No workstations can be in Standalone mode. See "Appendix B: Standalone Mode" on page 16.

3. Any computer running Windows XP or Vista will NOT work with Avimark 18.10.0 and above. Please review the Hardware Requirements.

4. Check your version of Avimark by going to **Help > About Avimark** from the Client Information Display. If you are running Avimark Version 2011.0.7 or below, **do not proceed** without first speaking with Technical Support to learn about the Updating Procedure.

For assistance, call 877-999-2838 or email AvimarkUpdates@covetrus.com or submit an update request form.

This version includes **Antech's** online platform, **HealthTracks**, through an immersive experience. This upgrade will enhance your ordering and result-viewing processes with HealthTracks.

Advantages of the Immersive Experience:

- **Access to HealthTracks:** Seamless integration with your software.

- **Test Guide:** Comprehensive insights into all available tests.

- **Advanced Features:** Immediate access to AI recommendations, new analyzers, and trending options for both Reference Lab and In-House Diagnostics.

Important Notes:

1. **Early Experience Program (EEP):** This is a pilot program, and some changes (e.g., hot keys will not work in the immersive view) are expected.

2. **No Rollback:** Once installed, the immersive experience cannot be reverted.

Installing the Update

Open Avimark Guardian

1. With your mouse over the Avimark Guardian icon on the Desktop, **right-click** and from the shortcut menu, choose **Run as administrator**.
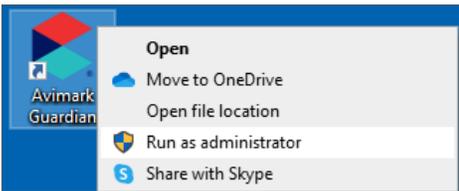
2. In Avimark Server Guardian, with the option **Open Avimark Server** selected, click **Run**.
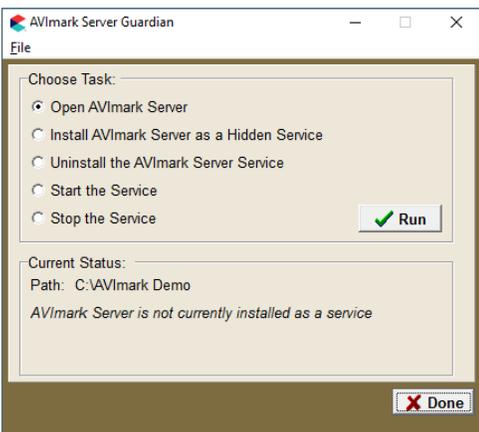
3. The Avimark Server opens.

Run a Backup

1. Before backing up your Avimark files, be sure all workstations have closed Avimark.

2. From Avimark Server, click on **Utilities > BACK UP Avimark Files**.
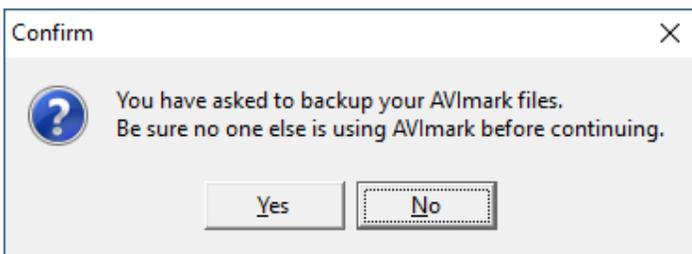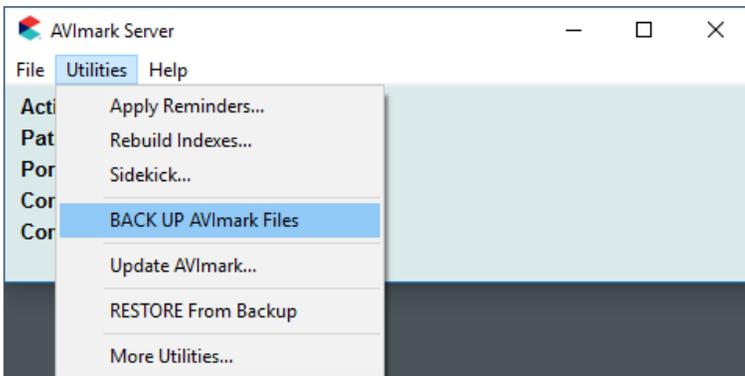
3. Click **Yes** to proceed with the backup.
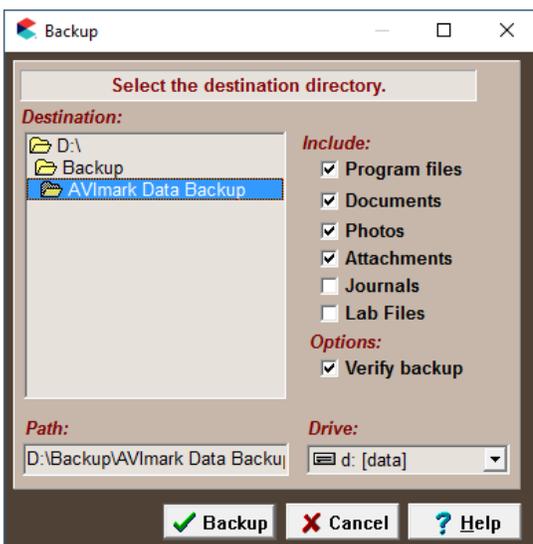
Backup Options

1. Select the option **Program files** and **Verify backup** then click **Backup.**

2. Once the backup is finished, a **Backup verified successfully** message will appear. Click **OK** on the message.
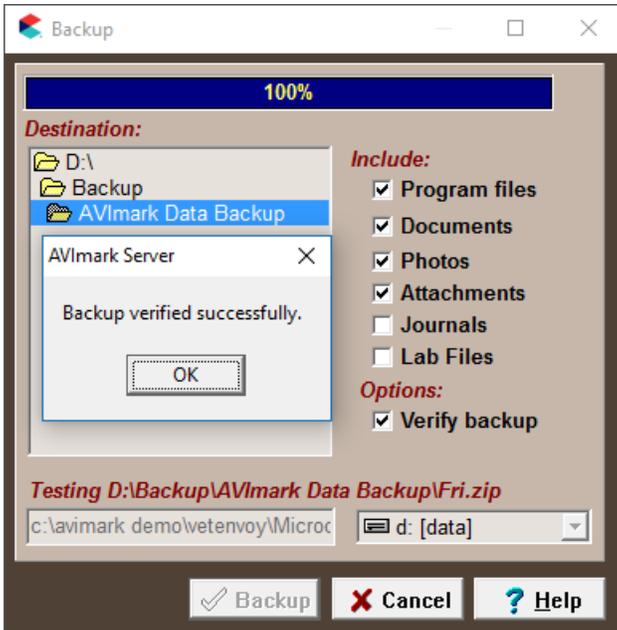
3. Open Windows File Explorer and navigate to the backup location. Verify the backup has size and today's date.
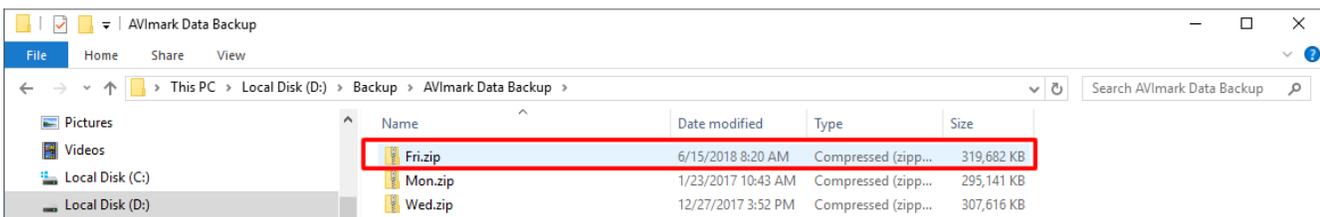
Download and Install the Update

1. If you closed Avimark Server, follow the steps on page 4 to open Avimark Guardian and Avimark Server.

2. From Avimark Server, click on **Utilities > Update Avimark**.
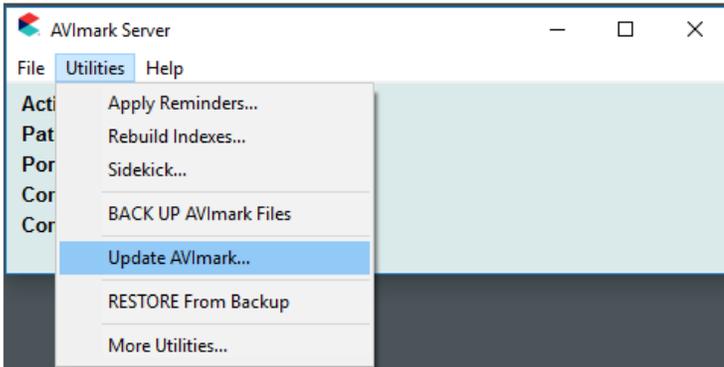
3. Click **Yes** on the message to proceed with the download.
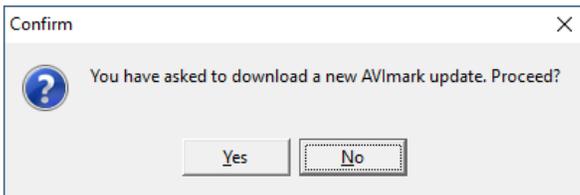
4. The Avimark Update Assistant will open.

5. Read the Agreement and check **I Have Read and agree to the terms...** Click **Next**.

6. Select **Download the latest official release**. Click **Next**.
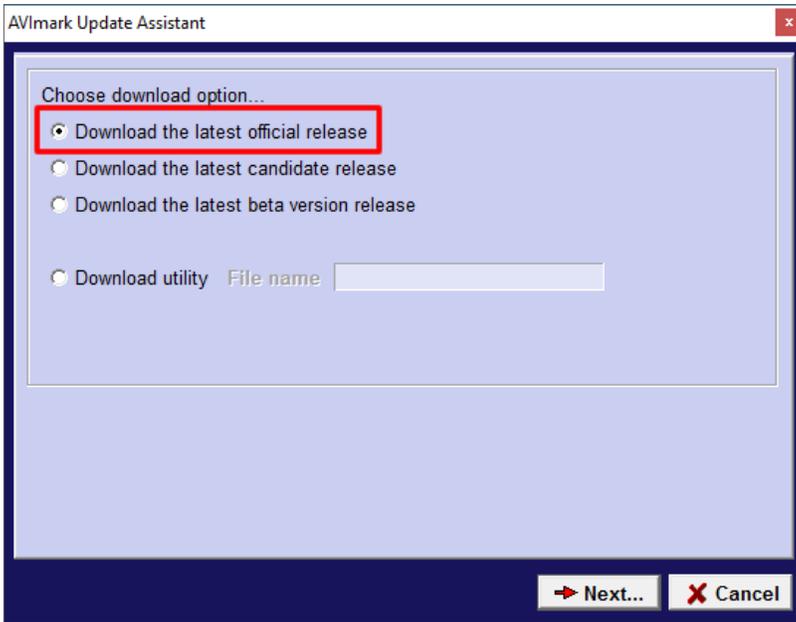
7. This will take you to the Download option. You will see that it displays the new version, old version and the unique Avimark zip file that is downloaded into the Avimark folder.
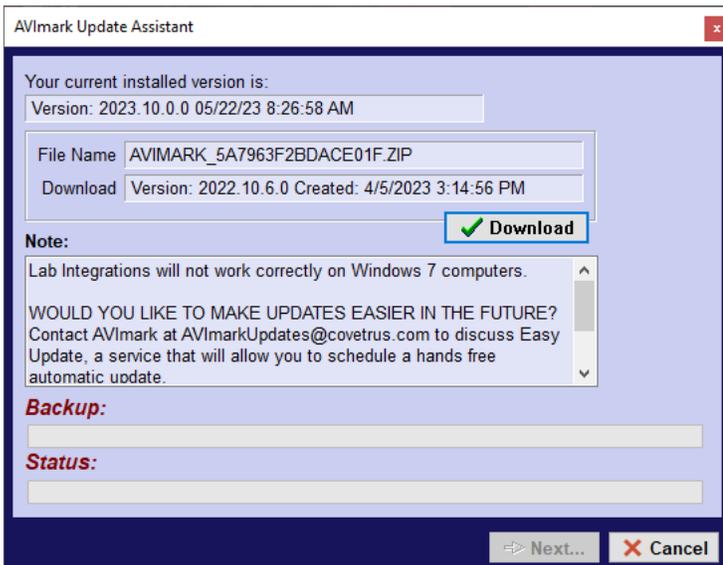
8. Click **Download**. It will start downloading the file from the Avimark download site and place it in the Avimark folder.
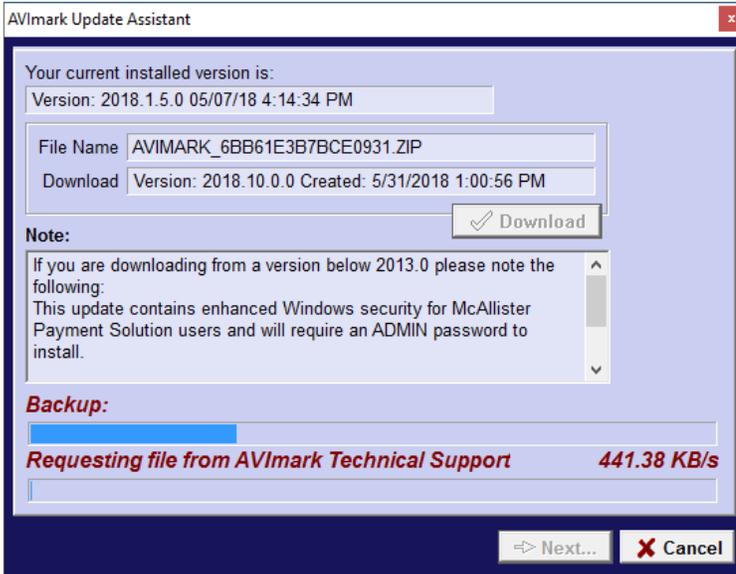
9. After the files have been downloaded, it will start the install process.
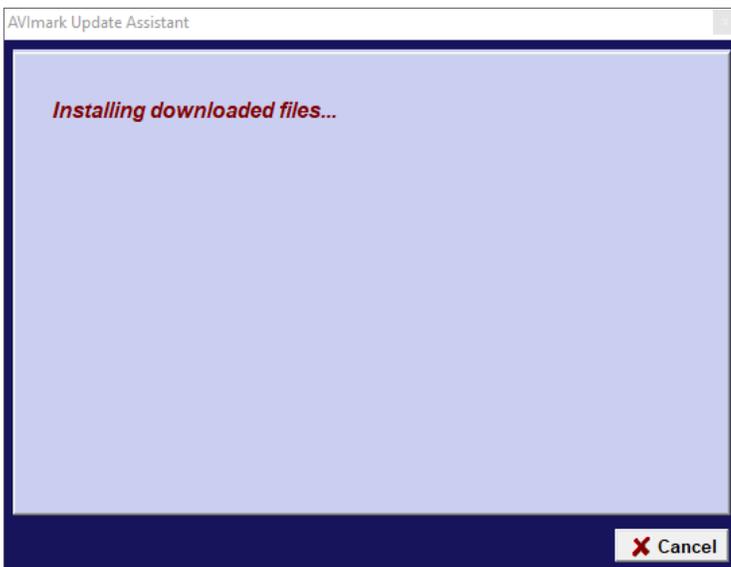
10. Click **Run** for both prompts that will appear for Security Updates.
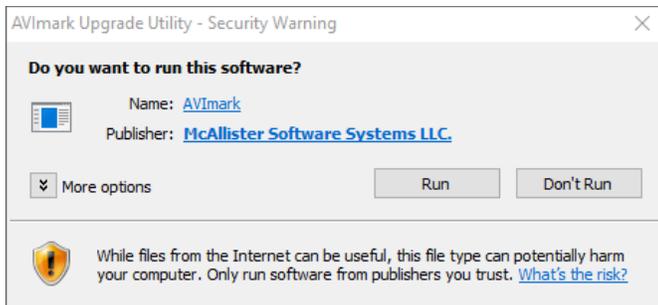
11. Click **Update** to proceed with the update process.
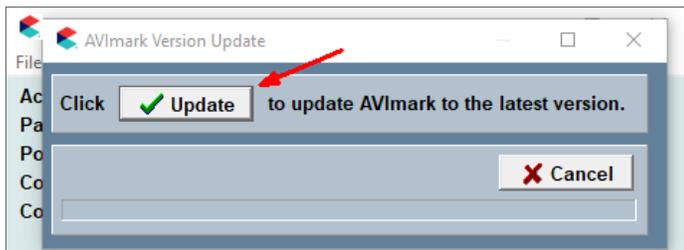
12. Before the actual file update happens, the program will automatically rebuild the Reminder and Entry History indexes. These are some of the larger indexes so please allow for enough time for this process.

13. Once the rebuild is complete, you will proceed with the update process and at the end, it will rebuild any indexes that need it, this will include the Reminder and Entry History indexes again along with any others that have issues.

14. Open Avimark Guardian and verify the Service is running after update.

Appendix A: Installing Client/Server

Client/Server Edition

To determine if you are running the Avimark Client/Server Edition:

1. Open Avimark.
2. From the menu bar, click on **Help > About Avimark**.
3. At the very top it will indicate if you are running the Client/Server Edition. If you are, you are good to go for updating to 18.10.0 or higher.
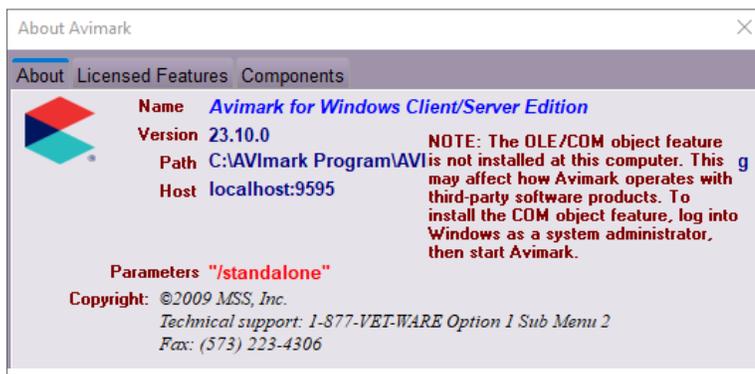
Client/Server: Explanation and Benefits

As of 2018 versions of Avimark, running Avimark through Client Server is mandatory. This option allows Avimark to access the data files in a more direct way asking for larger sets of information instead of the previous method that had more requests for smaller sets of information causing undue slowness for some clinics because of network traffic generated. It also allows all of the workstations to talk to the Avimark server service which will get the information from the server which helps to eliminate file locking errors.

Using the Client/Server application can be defined as:

- Client — Avimark.exe [program]
- Server — Avimarkserver.exe [Application program]
- AvimarkGuardian.exe [Service program]

These files will be inactive until you switch to using Client/Server.

The main change you will notice when using the Client/Server feature is the new AvimarkGuardian program. The AvimarkGuardian is an executable program that will run in the background on your server to allow AvimarkServer.exe to be run as a Service. It can be set up to start with Windows and can be thought of as a "controller" to control the AvimarkServer.exe file.

A new shortcut, AvimarkGuardian.exe, will need to be created on the Server. In addition to using Client/Server on your local network, you can also connect to Avimark through the internet.

If you run more than one active database and wish both to run Client/Server, you will need to contact Avimark Technical Support to set up the second database.

Switch from Classic to Client/Server

1. Open your Avimark folder on the server, locate the file **AvimarkGuardian.exe**, right-click on it, and click **Send to > Desktop (Create Shortcut.)**

2. On the Shortcut to Avimark Guardian, **right-click > Run as Administrator**. The Avimark Server Guardian window opens.
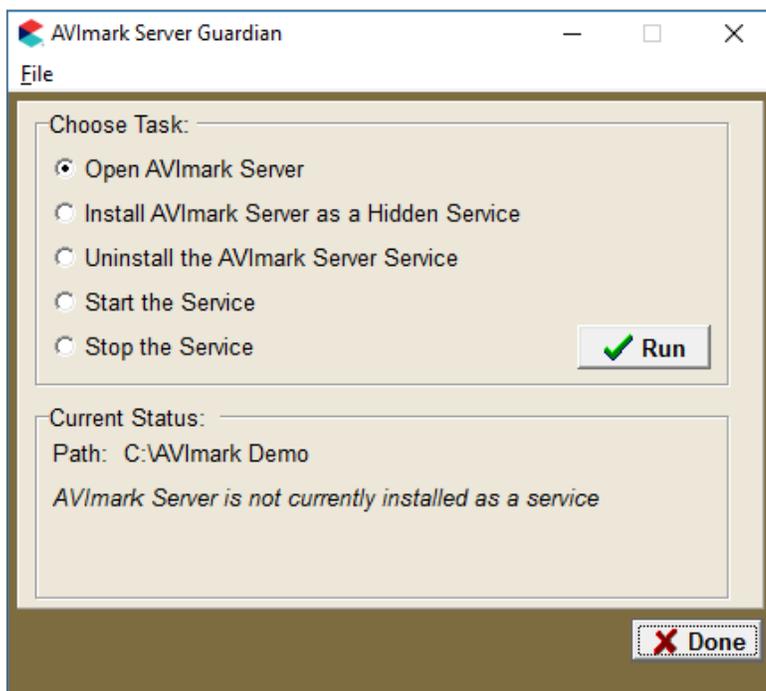
3. Click **Open Avimark Server** and click **Run**.

4. At the top, click on **File > Options**. Set a four digit password and leave the port to **9191** then click **Done.**

5. Close the Avimark server window and, in the Avimark Server Guardian window, choose **Install Avimark as a Hidden Service** and click **Run**. The message at the bottom will change once this is completed to, "Avimark Server is currently running as a service."

⚠️ *If the message at the bottom displays, "Avimark Server is installed as a service, but is not currently running," click Start the Service, and click Run.*

6. Click **Done** on the Guardian window.

7. (*optional*) If double-clicking on the Avimark.exe icon does not connect you to the server window, try connecting this way:

   On the Avimark Shortcut, **right-click > Properties**. At the end of the **Target** field (after the .exe) add a **space** then type **/connect** (*see the image below for an example*). Click **Apply** and then **OK**.
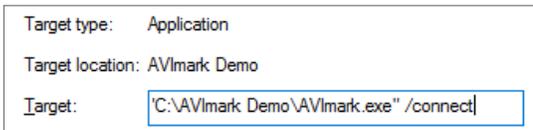
⚠️ *When finished installing Client Server, you will remove the /connect from the properties.*

8. Open **Avimark**.

9. The screen below should open. Click **Connect as Client/Server** and check the option to **Save Changes**, and click **Next**. (*Save changes will make this option global so all your other computers will connect this way. Without this option checked only this computer will connect this way for this log on only.*)

10. The next screen provides the fields to enter in the server name, password, and port number.
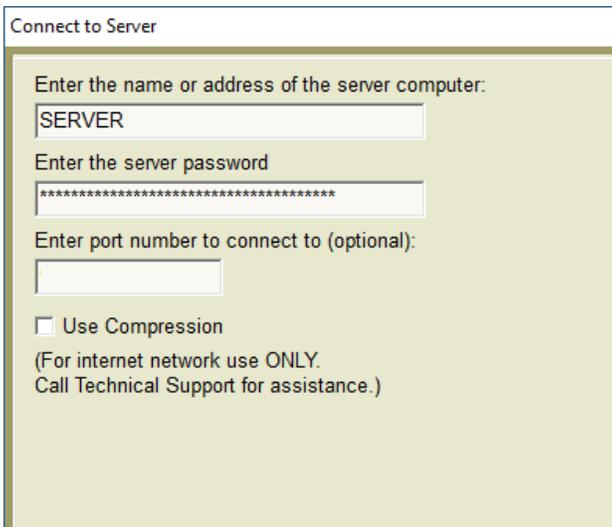
    a. **Name** or **address** of the computer should be the server's full name or the IP address of the server.

⚠️ *Only use the IP address for the address box if the server has a static IP.*

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    b. The **server password** is a password created by Avimark for additional security. You should not have to change this option unless you changed the Avimark server password.

    c. The port number is defaulted to 9191 unless you have changed the Avimark server port. You should **leave this option blank**.

    d. **Use Compression** should remain unchecked unless you are primarily accessing Avimark through the internet instead of on a local network or if you use wireless on most of your workstations.

⚠️ *If you use a firewall, you will need to make sure the Avimarkserver.exe and Avimark.exe are excluded from the firewall. Also, the designated port number is unblocked on the firewall. If you need help setting up your firewall, contact Avimark Support.*

⚠️ *Several functions previously located in the Utilities menu have been moved and must be accessed through the Avimark Guardian. To access these options: rebuild indexes, backup Avimark files, updateAvimark, Sidekick, and Apply Reminders. You will close Avimark on all computers and the server then double-click on Avimark Guardian and click Run. Click Utilities and make your selection.*

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11. Fill out a Support Request Form letting us know your clinic name, phone number, and that you switched to Avimark Client/Server.

   This is important because Tech Support is keeping track of our users on Client/Server. This enables us to track improvements in speed-related problems and make sure if any Client/Server-specific issues were ever to arise, we would be able to contact you quickly via e-mail.

Appendix B: Standalone Mode

Determine if in Standalone Mode

To check if a workstation is in standalone mode, follow the steps below.

1. Right-click on the Avimark Shortcut located on the workstation's desktop.

2. Select **Properties** from the shortcut menu.

3. In the **Target** field, look for **/standalone** after the **exe**.
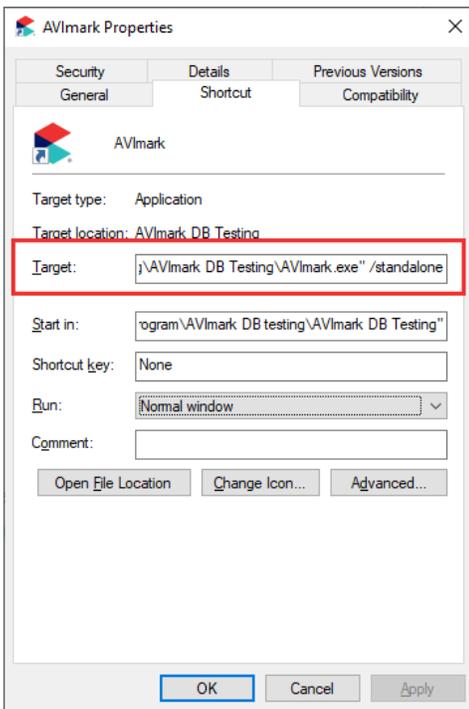
4. If **/standalone** is in the Target field, use your backspace or delete key to remove it.

5. Following the directions under "Switch from Classic to Client/Server" on page 12, this will connect the workstation to the server.

OR

You may go to **Help > About Avimark** and next to **Parameters**, it will show if in "/standalone".