Any non-Patterson software that interacts directly with Eaglesoft may require an upgrade to continue interacting with Eaglesoft 18. Please see FAQ 18100 for a list of specific software programs.

NOTE: We recommend using a static IP address on your Eaglesoft database server machine.

1. Please review all installation instructions before beginning the installation. You should have one (1) compact disc labeled Eaglesoft Version 18.
2. Close all running programs including the Eaglesoft server.
3. Make a backup (same as daily backup).
4. Log into Windows with Administrative Rights before installing. To operate Eaglesoft afterward, you must have Power User Rights in Windows.
5. Run any outstanding Windows Updates on your office computers.
6. Insert the compact disc into the CD-ROM drive. The following Eaglesoft Installation screen will automatically appear. If not, click on Start and choose Run. Type “D:\essetup.exe” in the open field. (If the CD-ROM drive on your computer is represented by a letter other than ‘D’, substitute the appropriate letter) and click OK.
7. Please be patient. The estimated time for installing this product is between 5 and 30 minutes depending upon the speed of your computer.
8. Install Eaglesoft Version 18 on your Server machine first. After the database upgrades successfully, install the rest of the machines.
9. Select OK to continue.
10. Beginning with your server machine, single-click **Install Eaglesoft**.

11. Select your country and select the **Next** button.
12. Click **Next**.

13. Read the License Agreement. If you agree to the terms, select the radio button **I accept the terms in the license agreement**.

14. Click **Next**.

**NEW CUSTOMER INSTALLATIONS**: Skip to the next step.

*(This screen will not appear)*

15. Click **Yes**. Click **No** to cancel installation.
The license number is attached to the outside of the Eaglesoft box.

16. Click Next.

**SINGLE USERS:** Skip to the Next Step
(This screen will not appear)
**Workstation Only** – this machine functions only as a workstation and does not store your data.

**Server and Workstation** – this machine functions as a workstation and server, which stores your data.

**Server Only** - this machine is only used to store your data.

Select the checkbox to **Startup Server at boot** to start the server automatically at startup (optional). This step applies to the Server machine only.

Select the check box **Install Fast CheckIn** to install the Fast CheckIn patient kiosk on this computer. (optional)

17. **Click Next.**

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**WORKSTATION ONLY:**

1. Enter the Server name or select the Browse button.

Select the **Help** button to assist in locating your Server name, if needed.

To locate your server name:

1. Select Start | Run and enter CMD.
2. Select OK.
3. In the DOS window, enter hostname and select Enter.
2. After selecting **Browse**, locate the Server in the Choose Folder window and select **OK**.

3. After returning to the previous screen, select **Next**.

Verify the Summary information.

18. Select **Next**.
19. Click **Install**.

Note: If you do not have the required version of .NET on this machine, it will be installed at this time. This may require an additional reboot before finishing the Eaglesoft installation.

20. Click **Finish**.

21. Click **OK**.
After rebooting, the Finishing Patterson Installation window appears.

Please be patient while the Installation finishes.

Windows 8.1 Users Only:
At this point, log back into Windows with Administrative Rights to complete the installation.

After you reboot your computer:

The Patterson Auto Update (PAU) screen will appear. This new utility will allow you to receive future updates to Eaglesoft over the Internet without using CDs.

The first machine that is installed that has Internet access will be designated as the Portal machine.

The other machines in your office will be designated as the Portal Client.
Patterson recommends leaving the PAU to Daily.

To set the frequency:
1. Select the Configuration tab.
2. Next, select the Base tab.
3. In the Update Checking area, set the Daily day number to determine how often to check for updates.

   OR

4. Select the Weekly radio button to check for updates once a week instead.
5. Select Save.

Select OK.
MULTI USERS:

Repeat steps 4-18 for each machine on your network.

Once the installation has been completed on the Server machine, you may start the Eaglesoft Server to allow the database to upgrade. A status bar will appear to show your database is being upgraded.

*** Remember, do not start Eaglesoft until the database upgrade has completed and the new version of Eaglesoft has been installed on this machine.

NOTE: THE DATABASE UPGRADE MAY TAKE HOURS TO COMPLETE DEPENDING ON THE SIZE OF YOUR DATABASE AND THE SPEED OF YOUR COMPUTER.

Windows 8.0, 8.1 and Vista Users:

After installing Workstation Only on your workstations, you will need to right-click on the Eaglesoft desktop icon and select Run As Administrator the first time you open Eaglesoft on that computer.

Installing Adobe Acrobat Viewer

1. In order to use .pdf files in SmartDoc, you must download the Adobe Acrobat Viewer.

2. To download, open a browser and enter [https://get.adobe.com/reader](https://get.adobe.com/reader) and select the Install Now button.

3. Select Run in the following pop-up window:

   ![Pop-up window showing options Run as administrator, Open, Troubleshoot compatibility, Run with graphics processor, Open file location](image)

4. Once the download completes, select Finish.