How do I...

Update PracticeMaker with New files?

You need to update your existing PracticeMaker program with some new or updated files. These files end in New.fp5.

(if you are running a version other than 5 or 5.5, instructions will be the same just use the proper .fp# extension, such as .fp3 or .fp7)

You need to do this on your server machine. Make sure that everyone is out of PracticeMaker (don't just log out, they need to quit the program) and aware that they cannot go back into the program until you are done. Make sure you have a current backup. If one hasn't been done already, do one before proceeding. Read all instructions before beginning!

If you are running FileMaker Server on Windows, go into Services and stop FileMaker Server services.

If you are running FileMaker Server on Mac OS 9.x or earlier, quit FileMaker Pro Server.

If you are running FileMaker Server on Mac OS 10.x or later, and you use FileMaker Server Config, go into Server Config and stop FileMaker Server services.

When Server is no longer serving the files, you can put the NEW.fp5 files into your PracticeMaker folder. Make sure you have already unzipped/unstuffed the files and put them in the folder without any additional folders.

There are two methods for updating files. The version of PracticeMaker you are using will determine which method you may use. The number of files you are updating will also determine your method. Differentiate the two methods as **single file update** and **multiple file update**. If the single file update does not work with your system, you can still use the multiple file method.

Single File Update Method

Go into your PracticeMaker folder. You have already copied your NEW file into this folder.

Double-click on the New.fp5 file. It will ask for a password. Enter the HIGHEST level password you have for opening files (this is not the password you use to log into the software and it is not the password you use to go to the administrator sections of the program).

If you are taken to a screen that tells you to "Click anywhere to continue" then you will need to follow the multiple file update instructions.

You will get a message that this is a new and empty file and give you the option to import the data from your original database. Click OK and follow the on-screen prompts.

When the import is complete you will need to rename your databases (the New one and the original one). Rename the original one to end in Old.fp5 **first** and put it into your PracticeMaker Archive folder. Rename the second file to remove the "New". There should be no spaces between the end of the file name and the ".fp5".

Double-click on Office Startup and log in as usual. Make sure that the new file opens properly and your data has been imported.

You may now Quit PracticeMaker and restart FileMaker Pro server.

Multiple File Update Method

Go into your PracticeMaker folder. You have already copied your NEW files into this folder.

Double-click on 1.Office Startup.fp5. It will ask for a password. Enter the HIGHEST level password you have for opening files (this is not the password you use to log into the software and it is not the password you use to go to the administrator sections of the program). Log in as you normally would (you need to have administrator privileges)

Once startup is complete, go to Preferences and go to the Utilities tab. It will ask for the administrator's password. Enter it.

There is a section on the Utilities screen for Database updating. Choose the database you wish to update from the drop-down list. Follow the on-screen prompts.

When you are finished, Quit PracticeMaker and look at the PracticeMaker folder. Make sure that the original files were renamed and moved to the PracticeMaker Archive folder and the NEW files were renamed to remove the NEW. If you still see the New files, you will need to rename the original and new files. Rename the original one to end in Old.fp5 **first** and put it into your PracticeMaker Archive folder. Rename the second file to remove the "New". There should be no spaces between the end of the file name and the ".fp5".

Double-click on Office Startup and log in as usual. Make sure that the new file opens properly and your data has been imported.

You may now Quit PracticeMaker and restart FileMaker Pro server.

Updating Files That Do Not End In New.fp5

You may receive some files that do not end in New.fp5. These are either files that do not store information (such as ECS Creator or ECS Module), files whose content is not modified (such as 1.Office Startup), or files that are used just for printing (such as Forms or Claims Printing).

Before you move these files into your PracticeMaker folder, rename the original files to end in Old.fp5. Copy the new files into your PracticeMaker folder.

If you have customized the layouts in Forms or Claims Printing. You will need to copy the modified layouts from your original files into your new files. If you do not already have instructions, please contact us for assistance.

If you have added information to your Calendar, PickList or PickList User modules, you will need to add this again to the new files.

You do not need to do anything besides move the original files to your archive folder for Practice Data, Office Startup, ECS Analysis, ECS Creator, and ECS Module.