



Installing CORE Service Packs

These basic instructions are for users who already have a CORE product installed and are installing a service pack update. If you have not yet installed CORE, please refer to the CORE Installation Guide for detailed instructions on a new product installation.

The instructions below are written in the order they should be performed. If you have multiple products installed, please execute the appropriate steps in the order they are listed on this page. Skip the sections for products you do not have installed.

CORE Server

- Before installing the service pack, ensure the CORE services are running. Open the task manager and view the Service tab. Look for CORE90NetLDI and CORE90Stone. These must be running. If they are not running, start them using the corresponding shortcuts in the CORE 9.0 Server program group from the Windows start menu. NetLDI must be started first and CORE90Stone started second.
- Download the server service pack installer to your desktop.
- Right click on the installer and select Run As Administrator. (Even if you have an Administrator account, you should do this. Recent changes to Windows have affected permissions and often require this step.)
- From here, click through the prompts and then run the installer to upgrade your existing CORE Server installation.
- After the installation completes, open the CORE upgrade log (at c:\CORE90Server\logs\COREUpgrade.out by default) using any text editor. Confirm that the second to last line reads "CORE 9 Server service pack # was successfully installed". If the notification states that the installation failed, please contact our support team.
- **Note:** For proper operation, the service pack level for a CORE Server, CORE2net and all CORE Integrated Desktop installations that connect to it must be kept in sync. Once the server is upgraded, a client desktop will not be able to connect to the server until it is upgraded to the same service pack level.

CORE Integrated Desktop

- Before installing the service pack, ensure that CORE is closed.
- Download the CORE Integrated Desktop installer to your desktop.
- Right click on installer and select Run As Administrator. (Even if you have an Administrator account, you should do this. Recent changes to Windows have affected permissions and often require this step.)
- From here, click through the prompts and run the installer to upgrade your existing CORE Integrated Desktop installation. Note that this must be done for every desktop installation.
- After the installation, launch CORE and log in as any user. From the Help menu, select About CORE to open the information dialog. Confirm that bolded line at the bottom of the white pane references the service pack installed. If not, please contact our support team.

CORE2net

- Download the CORE2net service pack installer to your desktop.
- Right click on installer and select Run As Administrator. (Even if you have an Administrator account, you should do this. Recent changes to Windows have affected permissions and often require this step.)
- From here, click through the prompts and run the installer to upgrade your existing CORE2net installation.
- Open your Task Manager and view the Processes tab. Select the option to show processes from all users. If there is an httpvtcc90.exe process running, use the Task Manager to End the Process.
- Then Launch the CORE Integrated Desktop and open the Administrative Tools panel.
- Click Admin > Server > Start CORE2net Server.
- You can confirm that it started by looking for the httpvtcc90.exe process in the Task Manager (again, confirm that the option to show processes from all users is selected).
- If the process started without error, and you completed the CORE Server upgrade above, then you have successfully applied the service pack to CORE2net. (CORE2net won't start if the service pack does not match the server.)

CORE University Edition

- Before installing the service pack, ensure that CORE University Edition is closed.
- Download the CORE 9 University Edition installer to your desktop.
- Right click on installer and select Run As Administrator. (Even if you have an Administrator account, you should do this. Recent changes to Windows have affected permissions and often require this step.)
- From here, click through the prompts and the installer will run.
- After the installation, launch CORE University Edition. From the Help menu, select About CORE University to open the information dialog. Confirm that bolded line at the bottom of the white pane references the service pack installed. If not, please contact our support team.

If you have any questions or concerns, please email us at support@vitechcorp.com or call 540-951-3999.