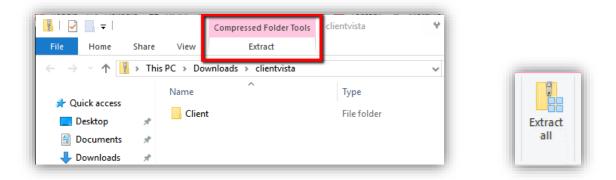
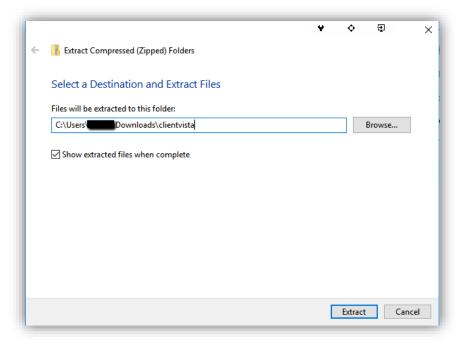
## Installing Crystal PM Client Version



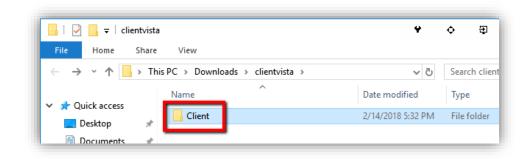
- 1. <u>Click here</u> or go to <u>www.crystalpm.com/clientvista.zip</u> to download Crystal.
  - a. If asked what you would like to do with the file, click on Save.
- 2. Once the download completes, open the **clientvista.zip** folder.
- 3. Extract the .zip file by clicking on Extract at the top of Windows Explorer. Then click Extract all.



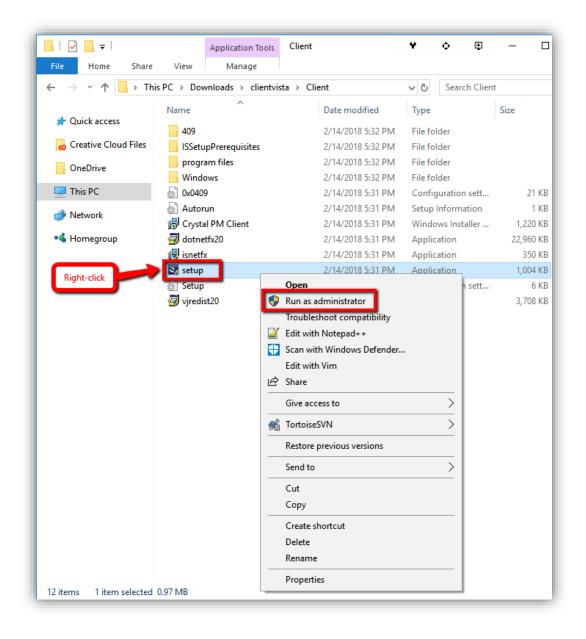
4. In the Extract Compressed (Zipped) Folders window, make sure **Show extracted files when complete is checked** and click **Extract**.



5. After the file has been extracted, open the **Client** folder



6. Right-click on the Setup.exe application and choose Run as administrator.



7. You may get a pop up asking if you want to allow the app to make changes to your device, click **Yes**. This may ask for a user name and password instead. You will need to enter the Administrator User Name and Password.

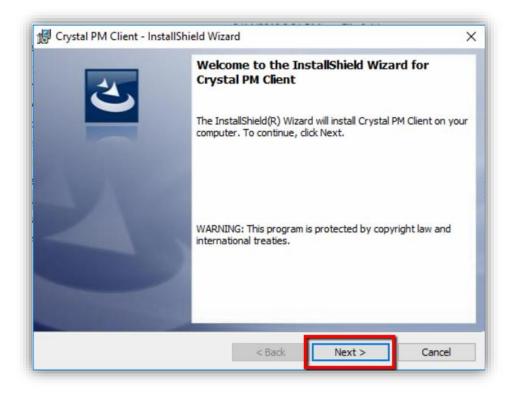
Do you want to allow this a unknown publisher to make device?	
setup.exe Publisher: Unknown File origin: Hard drive on this comput Show more details	ter
Yes	No

8. Click Install. You may get two windows asking if you want to run this file, click **Run** on both. \*\*If the installer gets an error please take a look at the **Troubleshoot section located on Page 7**.\*\*

	Client - InstallShield Wizard rystal PM Client requires the following items to be installed on your computer. Click istall to begin installing these requirements.
Status Pending	Requirement Visual JSharp .NET Redistributable Package 2.0
	Install Cancel

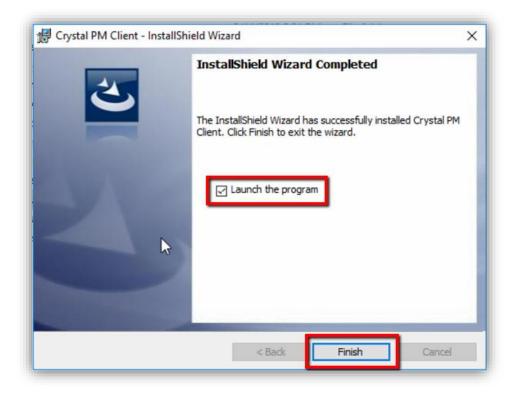
Open File - Security Warning	Open File - Security Warning
Do you want to run this file?	Do you want to run this file?
Name:        to Tech\Downloads\clientvista\Client\isnetfx.exe           Publisher:         Acresso Software Inc.           Type:         Application           From:         C:\Users\Opto Tech\Downloads\clientvista\Client	Name:        Lech/Downloads/clientvista\Clientviredist20.exe           Publisher:         Microsoft Corporation           Type:         Application           From:         C:\Users\Opto Tech\Downloads\clientvista\Clien
Run     Cancel     Always ask before opening this file	Run Cancel
While files from the Internet can be useful, this file type can potentially harm your computer. Only run software from publishers you trust. <u>What a the risk?</u>	While files from the Internet can be useful, this file type can potentially harm your computer. Only run software from publishers you trust. <u>What's the risk?</u>

9. Continue installing by clicking on **Next** in the InstallShield Wizard.



10. Choose the I accept the terms in the license agreement option and click Next

License Agreement		4
Please read the following license	agreement carefully.	
Crystal Practice Mana	gement	,
End User License Agre		
CAREFULLY READ THE FO		
INSTALLING THIS SOFTW. BY AND ARE BECOMING A		
DI AND AND DECONING A		
NOT AGREE TO ALL OF T	HE TERMS OF THIS AGR	
		EEMENT,
TERMINATE THIS INSTAL		EEMENT,
TERMINATE THIS INSTAL DISC.		EEMENT,
TERMINATE THIS INSTAL DISC.	LATION AND DESTORY T	EEMENT,
TERMINATE THIS INSTAL DISC. License Grant	LATION AND DESTORY T	EEMENT,
TERMINATE THIS INSTAL DISC. License Grant The prokess contains I accept the terms in the license	LATION AND DESTORY TH	EEMENT, HE COMPACT
TERMINATE THIS INSTAL DISC. License Grant The prokess contains I accept the terms in the license	LATION AND DESTORY TH	EEMENT, HE COMPACT
DISC. License Grant	LATION AND DESTORY TH	EEMENT, HE COMPACT



12. Type in the **name or IP address of your server computer** in the Server Name text box and click **Connect**. \*This is NOT case sensitive.\*

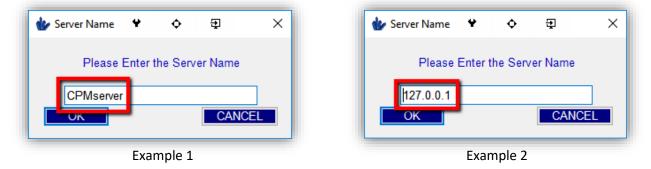
If you do not know the name of your server computer, follow the steps on the next page:



1. If you are already running Crystal in your office, on another computer that is **NOT** your server computer, open Crystal and click on the top where it says **Configuration**. Then click on **Server**.

	cation 1] Crystal PM Configuration Station EHR Import / Ex	port Support	Messages	Help	Backup	Tasks
	Server			•	20	Change Use
Pat	Tablet Version			ords	Admin	Logout
	Scanner Options		>	orac		Display
•	<ul> <li>WebCam (DirectX)</li> </ul>					1: Lo
_	WebCam (WIA)					1. 20
Da	Signature Pad					
10/	iPad					
	Visioffice					
	Sign-In List		>			
	Hide Sign-In / Most Freq Used on Searc	h				
	Import Spex UPC CD					
	Do Not Fit to Screen					
	Create Separate Ini File for Current Wine	dows User				
	Set Current Screen Size as Default					
	Set Current Screen Location as Default					
	Synchronize Client					
_	Edit Ini File			_		
	CPM Companies Tool		ΠΟΝ	S		$\sim$

 A pop up with the name of the server it is connected to will appear. In Example 1 below, the server name is CPMserver. Here, you would use CPMserver as the server name on your client computers. If your server name is displayed as 127.0.0.1 (Example 2) this is your actual server computer and is NOT the server name used to connect Crystal on other computers. Do not use 127.0.0.1 as the server name in a client computer.



3. If the server name says 127.0.0.1, you can find the name of that computer by clicking on Help and then clicking on About inside of Crystal. Next to COMP Login: it will tell you your ComputerName\_UserName. You will only want to use the computer name that is before the underscore or ( \_ ) symbol.



1. If the installation gets the error shown below, please follow the following steps:



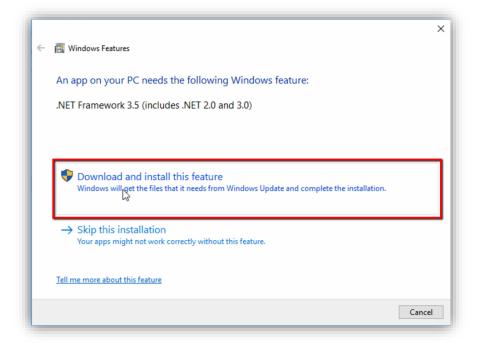
2. Inside of the Client folder, instead of clicking on Setup, right-click on the **dotnetfx20.exe** and choose **Run as administrator.** 

📙 🛛 🛃 🗖 🖛 🗍 Client			♥ ♦ ₽	- 0
File Home Share	View			
$\leftarrow$ $\rightarrow$ $\checkmark$ $\uparrow$ $\square$ $\Rightarrow$ Th	is PC → Downloads → clientvista	> Client	✓ טֿ Search Clie	nt
	Name	Date modified	Туре	Size
> 📌 Quick access	409	2/14/2018 5:32 PM	File folder	
> 👩 Creative Cloud Files	ISSetupPrerequisites	2/14/2018 5:32 PM	File folder	
> OneDrive	program files	2/14/2018 5:32 PM	File folder	
	Windows	2/14/2018 5:32 PM	File folder	
> 💻 This PC	🔊 0x0409	2/14/2018 5:31 PM	Configuration sett	21 KB
> 🔿 Network	📓 Autorun	2/14/2018 5:31 PM	Setup Information	1 KB
	🔀 Crystal PM Client	2/14/2018 5:31 PM	Windows Installer	1,220 KB
> 🔩 Homegroup	🚭 dotnetfx20	2/14/2018 5:31 PM	Application	22,960 KB
	😼 isnetfx	2/14/2018 5:31 PM	Application	350 KB
	🔄 setup	2/14/2018 5:31 PM	Application	1,004 KB
	🔊 Setup	2/14/2018 5:31 PM	Configuration sett	6 KB
	🚰 vjredist20	2/14/2018 5:32 PM	Application	3,708 KB

3. You may get a pop up asking if you want to allow the app to make changes to your device, click **Yes**. This may ask for a user name and password instead. You will need to enter the Administrator User Name and Password.

User Account Control	>
Do you want to allow th changes to your device	
dotnetfx.exe	
Verified publisher: Microsoft Co File origin: Hard drive on this c	
Show more details	
	No

4. Choose to Download and install this feature. It will take about 10 minutes to install.



5. Once installation is complete, restart your computer and install Crystal using the instructions above.