Instructions for Moving AVImark to a new Server
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It is strongly recommended prior to attempting to move AVImark to contact technical support.
Failure to follow proper steps may result in loss of data.

IMPORTANT INFORMATION

Note: Moving AVImark is simplified by having the old server and the new server on your network together. Once the transition is fully complete, the old server may be removed from the network if desired. If this is not possible, please call technical support for alternate instructions.

Requirements before moving AVImark

- If you use the Client/Server service of AVImark, steps must be taken prior to moving AVImark. Please call technical support at 1-877-838-9273 Option 1 for assistance.

- If you use the Attachments feature of AVImark, or are uncertain if you do, please call technical support at 1-877-838-9273 Option 1 for assistance. Failure to do so could result in the inability to retrieve your attachments within AVImark.

- If you use Dragonfly and your AVImark server is also acting as your Dragonfly server, please call 1-877-838-9273 option 1 sub option 8. If Dragonfly is not located on your AVImark server it is not necessary to call until after you move AVImark.

- If you use the Sync Service on the server computer, steps must be taken prior to moving AVImark. To verify that you are using Sync Service, go to the Services on the server computer and look for AVImark Vetlogic Database Synchronization Service. If it is installed please call tech support at 877-838-9273 Option 1 for assistance.

Requirements after moving AVImark

- If you use Data Vault, please call Todd McAllister at 1-888-538-8348 after moving AVImark. Failure to do so will result in your data not being backed up.

- If you use PetWise, you must call PetWise Support (the Columbia office) at 1-800-874-1446 to reset the service.

- If you use IVLS Bi-Directional communication with AVImark, please contact our Lab support department at 1-877-838-9273 option 1 sub option 3 or email lab@avimark.net.

- If you are using the AVImark Time Clock and your server is the Time Server, please call technical support 1-877-838-9273 for assistance in setting this back up.

- If you use McAllister Payment Solutions (MPS) to process credit cards, please call 1-877-838-9273 option 1 sub option 2.

- If you use the eMinders service, please call 1-877-838-9273 option 1 sub option 8.
• If you use **Intelligent Inventory** in conjunction with AVImark, and it is installed on your server, please call technical support 1-877-838-9273 for assistance in setting this back up.

If you use any ancillary product or service in conjunction with AVImark not detailed above, please check with AVImark support prior to switching servers.

**Note for Windows XP Pro servers:**

Be aware this operating system has an option checked to automatically search for network printers and folders and that option should be unchecked prior to installing printers on the computer. Failing to do so may result in the inability to print through AVImark. This option can be found by opening the printer folder and clicking Tools/Folder Options/View. If you already have printers in the printer folder with the word Auto in front of them, refer to the document on our web site called Windows XP automatically installed printers or feel free to call technical support at 1-877-838-9273 Option 1 for assistance.

Please refer to our Hardware Requirements document and the AVImark Installation Guide prior to attempting to move AVImark. Both documents are available at [http://www.avimark.net/support/downloadable-documents](http://www.avimark.net/support/downloadable-documents). If you have any questions about your hardware setup or the installation of AVImark please call 1-877-838-9273 option 1 or email support@avimark.net.

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**Table of Contents**

Setting up the new server when not using Client Server ...........................................3

Setting up the new server when using Client Server .....................................................5
Folders used in conjunction with AVImark:

In addition to the AVImark folder, the program uses other directories: Attachments, Documents, Forms, and Photos, etc. If these directories are located inside the AVImark folder, it simplifies the process of moving AVImark to the new server.

To determine where you have these set in AVImark go to the Options maintenance window, to access this window on your CID locate the Wrench icon on the speedbar (for older versions of AVImark this icon is a hammer, wrench and a screwdriver). Verify the locations of your Documents, Forms, Photos and File Attachments. If you need help locating these or they are not located within the AVImark folder, we recommend you contact technical support prior to moving AVImark.

**IMPORTANT NOTE:**

In order to assure any attachments you have linked to AVImark are moved correctly, you must know if you ever stored any attachments outside of the AVImark folder. If you are uncertain of this, contact technical support at 1-877-838-9273 Option 1 for assistance. Failure to do so could result in the inability to retrieve your attachments within AVImark.

If you currently use, have used or are uncertain you use file attachments; we recommend you contact support prior to moving AVImark. This is to ensure all attachments are transferred to your new server. Failure to do so can result in the inability to access some or all attachments within AVImark.

**Setting up the new server when not using Client Server**

Note: If you have not done so already, verify the location of your Photos, Documents, Forms and Attachments as stated above.

1. Have AVImark closed on all computers and be at the new server.

2. If all of the directories mentioned above (Documents, Photos, Forms, and Attachments) are located inside the AVImark folder, and you have verified you have no attachments stored outside of AVImark, you can simply copy the AVImark folder from the old server to the new server.

   If the directories for Documents, Photos, Forms and Attachments are not located within the AVImark folder we recommend contacting technical support for assistance prior to moving AVImark.

3. Set up sharing on the new server. You will either share just the AVImark folder (if the other directories are inside it) or you will share the entire drive (if the other directories are on the same drive). Set up sharing with full access, allowing other users to change the files.

   Note: We recommend sharing just the AVImark folder.

4. If you have the option to Use Simple File sharing (Windows XP option) or Use Sharing Wizard (Windows Vista, Windows 7 and Server 2008 option) on the new server, make sure that option is **not** checked.

5. Make sure that all users log into the new server as either a power user or administrator.
6. Open the AVImark folder on the new server and create a UNC shortcut by right clicking on AVImark.exe and click Send to/Desktop (create shortcut). Do not map the drive to AVImark. If the server is either Vista, Windows 7 or Server 2008 right click/Properties on the AVImark shortcut and click on the Shortcut tab. Click the Advanced button and click the option to Run as Administrator and click OK.

7. Open AVImark from the desktop shortcut and immediately rebuild the Attachment index. If you get any rebuild error messages, do not proceed. Stop and call technical support, failure to do so will result in the inability to access attachments within AVImark. If you do not receive error messages, proceed to the next step.

8. Delete all of the old AVImark shortcuts from all computers.

9. Create new UNC shortcuts on the workstations. Do not map the drive to AVImark. To create a UNC shortcut from a workstation, go through My Network Places and open the AVImark folder on the new server and right click on AVImark.exe and click Send to/Desktop create shortcut. For Vista and newer operating systems, set the shortcut to Run as Administrator as specified in step 6.

10. Be logged in as Administrator on the new server and open AVImark if it is not already open. Go to Help/About AVImark. If you have a Systems Settings tab, click Correct on the Oplocks and/or Caching messages. Afterwards, you will need to reboot the server for these settings to take effect.

11. Open AVImark on the workstations and make sure you are able to print documents within AVImark. If you receive errors or the document fails to print, please contact technical support.

12. Please visit our website www.avimark.net and click Support/Downloadable Documents. Click Hardware Documents and scroll to the Recommended Settings. Print and review the documents named Windows Settings and Windows Firewall and make the necessary setting corrections for caching, power management, and other settings specific for your operating system.

13. If you’re using Data Vault, PetWise, IVLS Bi-Directional, or any other integration please follow the instructions listed under the “Important Information” section on page 1.
Setting up the new server when using client server

Note: If you have not done so already, verify the location of your photos, documents and attachments as stated on page 3.

The server computers information is stored in the AVImark.ini file. When moving the AVImark folder to a new location you must tell the AVImark.ini file what computer the AVImarkServer.exe program is located.

Note: If you need additional assistance setting up client server feel free to check out our website www.avimark.net and click Support/Downloadable Documents/AVImark Documents/Other/Client Server document or call technical support at 1-877-838-9273 Option 1 for assistance.

Review the documents

1. You will first need to close AVImark on all computers and be at the old server.

2. Delete the AVImark.ini file from the AVImark folder.

3. Double click on the AVImarkGuardian desktop shortcut.

4. Click uninstall AVImarkServer as a Service and click Run.

5. If all of the directories mentioned on page 3 in the section entitled “Folders used in conjunction with AVImark” (Documents, Photos, Forms, and Attachments) are located inside the AVImark folder, and you have verified you have no attachments stored outside of AVImark, you can simply copy the AVImark folder from the old server to the new server.

   If the directories for Documents, Photos, Forms and Attachments are not located within the AVImark folder contact technical support prior to moving AVImark for assistance.

6. Have AVImark closed on all computers and be at the new server.

7. Set up sharing on the new server. You will either share just the AVImark folder (if the other directories are inside it) or you will share the entire drive (if the other directories are on the same drive). You will set up sharing with full access, allowing other users to change the files.

   Note: We recommend sharing just the AVImark folder.

8. If you have the option to Use Simple File sharing (Windows XP option) or Use Sharing Wizard (Windows Vista, Windows 7 and Server 2008) option on the new server, make sure that option is not checked.

9. Make sure that all users are logging into the new server as either a power user or administrator.

10. Open the AVImark folder on the new server and create a UNC shortcut by right clicking on AVImark.exe and click Send to/Desktop (create shortcut). Do not map the drive to AVImark. If the server runs Vista, Windows 7 or Server 2008, right click/Properties on the AVImark shortcut and click on the Shortcut tab. Click the Advanced button and click the option to Run as Administrator and click Ok.
11. You will also need to create a UNC shortcut to the avimarkguardian.exe the same way as shown in step 10.

12. Double click the avimarkguardian shortcut on the new server’s desktop.

13. The option to Open AVImarkServer should be checked, click Run.

14. In the blue AVImark Server window, click File then Options and assign a new port and password. The port can be 9191 typically the password will be 123. Click Ok.

15. In the AVImarkguardian window, click Install AVImark Server as a hidden Service and click Run. When the status at the bottom of the window shows that the AVImark server is currently running as a service, click the X in the upper right hand corner to close this window.

16. In Windows XP, hold down the F9 key and double click on the AVImark.exe to open the “Connect to Server” window. In Windows Vista, Windows 7 and Server 2008, right click and click Properties on the AVImark shortcut. Right click and Copy on the Target path. Click the Start menu and paste the target path in the search field above the Start button. Click after the last character in the target path and hit the spacebar. Type /connect. Your path will look similar to this: c:\avimark\avimark.exe /connect.

17. Choose the option Connect to Application server on the network or internet, Click Next. Enter the name of the new Server computer then enter the same user-defined password and port that you entered in step 14. Click OK.

18. Open AVImark from the desktop shortcut and immediately rebuild the Attachment index. If you get any rebuild error messages, do not proceed. Stop and call technical support, failure to do so may result in the inability to access attachments within AVImark. If you do not get error messages, proceed to the next step.

19. Remove the /connect from the Target path.

20. Delete all of the old AVImark shortcuts from all computers.

21. Create new UNC shortcuts on the workstations. Do not map the drive to AVImark. To create a UNC shortcut from a workstation, go through My Network Places and open the AVImark folder on the new server and right click on AVImark.exe and click Send to/Desktop (create shortcut). For Vista, Windows 7 and Server 2008 computers, set the shortcut to Run as Administrator as specified in step 10.

22. Be logged in as an Administrator on the new server and open AVImark. Go to Help/About AVImark. If you have a Systems Settings tab, click Correct on Oplocks and/or Caching messages. Afterwards, you will need to reboot the server for these settings to take effect.
23. Open AVImark on the workstations and make sure you are able to print documents within AVImark. If you receive errors or the document fails to print, please contact technical support.

24. Please visit our website www.avimark.net and click Support/Downloadable Documents. Click Hardware Documents and scroll to the Recommended Settings. Print and review the documents named Windows Settings and Windows Firewall and make the necessary setting corrections for caching, power management, etc. specified for your operating system.

25. If you are using Data Vault, PetWise, IVLS Bi-Directional, or any other integration please follow the instructions listed under the “Important Information” section on page 1.