

Install Instructions for HAVEN 10.4

Print or save and read these instructions and return to the HAVEN Download page to continue

ALL HAVEN USERS NEED TO INSTALL HAVEN 10.4

Below are the instructions to install HAVEN 10.4. **NOTE:** This setup program contains all the files needed to upgrade from version 8.0 or greater

IMPORTANT - CURRENT HAVEN USERS – Before continuing:

- Be sure to complete and export all non exported assessments
- Make a copy of the HAVEN folder (the default location is C:\HAVEN) to your desktop
- Locate the database (hha.mdb) by opening the “About” screen from the Help menu in HAVEN (the data path is in the “About” screen in HAVEN 8.1 and 9.3) and make a note of the location.
 - **If the location is not C:\HAVEN then make a copy of hha.mdb to the desktop.**

**Call the help desk if you need help creating a
backup copy of the HAVEN folder and database.**

1. Download the software by clicking the HAVEN 10.4 link.
2. Select the **Save** button (save to the desktop if prompted) and the download will begin
 - If the checkbox next to “Close this dialog box when download completes” is checked, click the box to clear the check.
3. Click “**Close**” once the download has completed
4. Extract the contents of SetupHAVEN104.zip (located on the desktop) to a temporary directory (e.g., C:\TEMP\). Then double-click the file SETUP.EXE, which will be located in the temporary directory.
5. Follow the “InstallShield Wizard” instructions
 - Note: ONLY change the directory if your HAVEN software has been installed to another drive. C:\HAVEN is the default location.
6. **RESTART the PC** after the HAVEN install has finished and BEFORE opening HAVEN 10.4
7. Login to your HAVEN software to confirm that version 10.4 is displayed at the top of the login page
8. If HAVEN prompts you to enter your Agency information:
 - Open the Administration menu and select Maintain Agency Database
 - Enter the required information
 - Click Save

CURRENT HAVEN USERS (that have updated from a previous version)

IF PATIENTS ARE NOT DISPLAYED:

- Open the Administration menu and select Preferences
 - Select the Location tab
 - Click the Browse button that is to the right of the line labeled Location
 - Select the folder that was indicated as the location of the database file (hha.mdb) in the About screen of the previous version of HAVEN and click the OK button

Contact the QIES Help Desk if you need further assistance.

help@qtso.com or 800-339-9313