

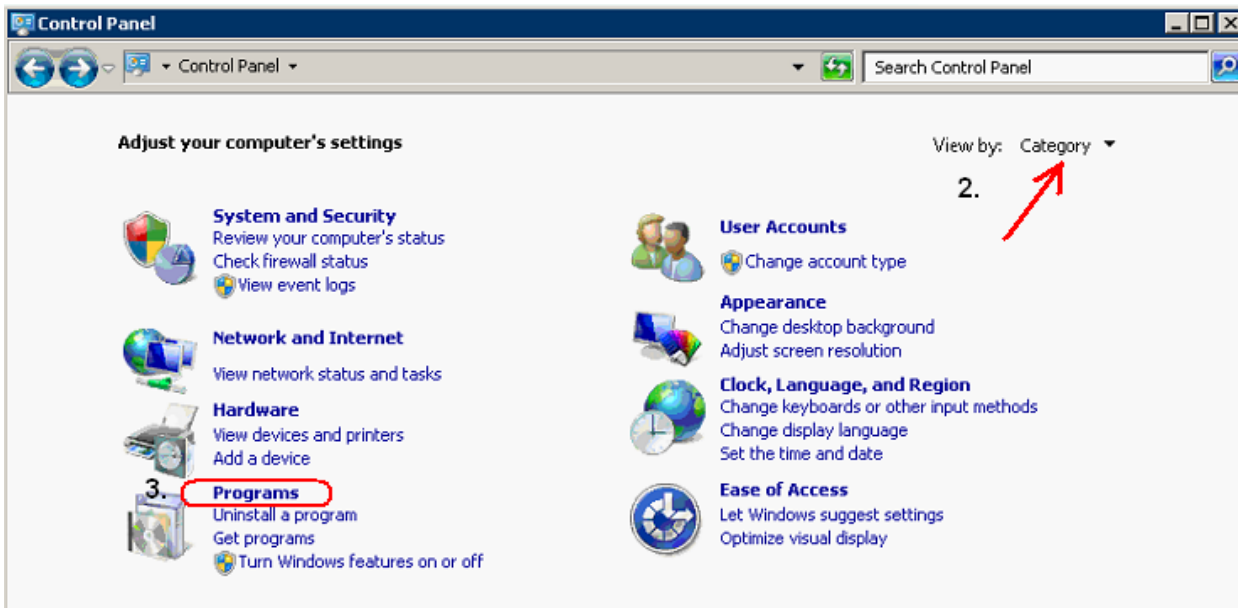


## Installing/Updating on Windows 2008/2012 Terminal Servers

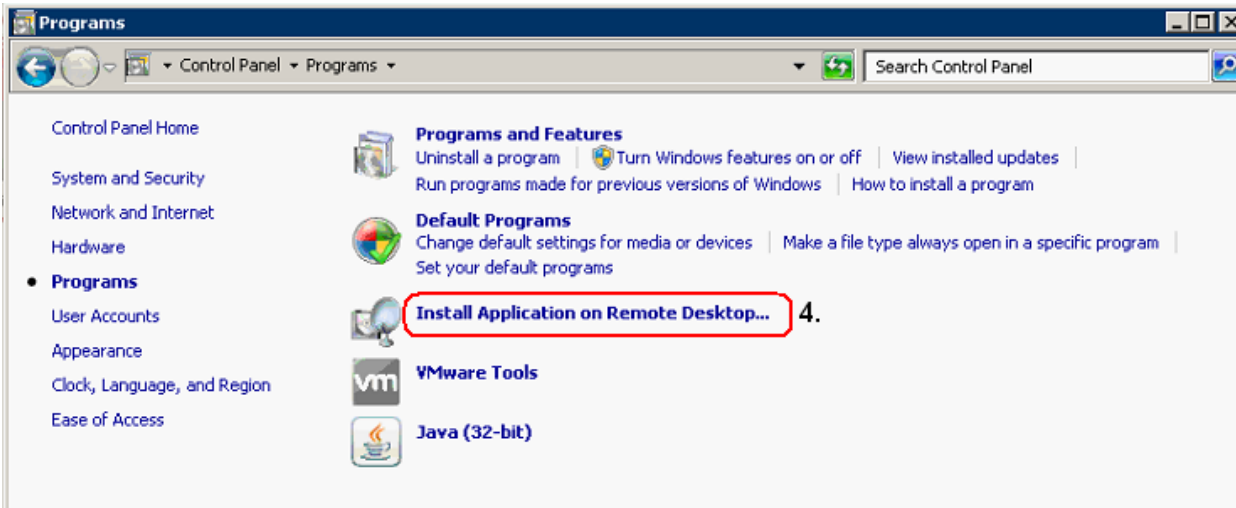
It is important for agencies running a Terminal Server to install our software and any updates to our software correctly. If they do not, they will not be able to run the software properly. ClientBase in particular will throw an “Unable to load midas.dll” error to the remote desktop users when trying to open profiles.

With previous versions of Windows Server edition operating systems, the procedure was to go to the Control Panel, Add/Remove Programs, and then Add a New Program. This has changed on Windows 2008. Please see the steps and screenshots below to help you with this process.

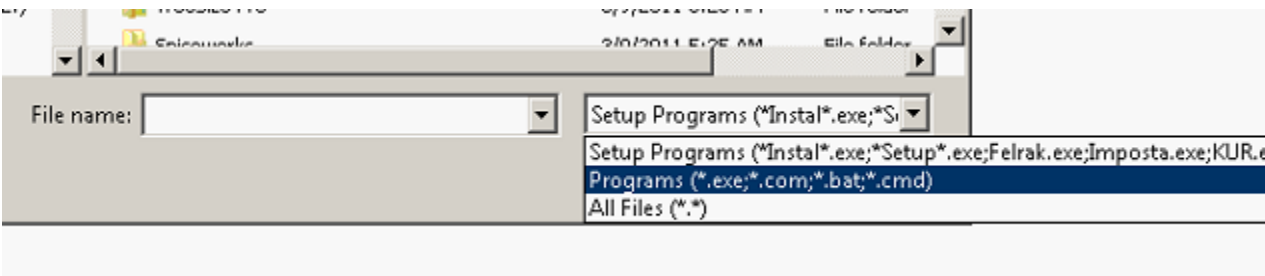
1. Open the Control Panel
2. In the upper right, set it to View by Category.
3. Click on Programs.



4. Click on Install Application on Remote Desktop...



5. When the wizard starts, click Next. It will first try to install from Disk or CD, but will then allow you to browse. When you browse to find the setup file or update, you may have to click the drop down in the corner and switch to Programs, and not just Setup files:



6. Select the setup or update to run, click Next and then run through the install wizard as usual. When done, you'll click Finish to leave install mode.

### Another Option:

If unable to follow the directions above, this method should also work.

1. Open a command prompt.
2. Type "change user /install" and hit enter.
3. Run the installation/update program.
4. When done go back to the command prompt and type "change user /execute"