

ATTENTION: ACTION REQUIRED BEFORE 10/23/2014 OR IVES WILL STOP WORKING ON YOUR COMPUTER

Because of security vulnerabilities with the certificate hashing encryption algorithm called SHA1, the industry is not allowing any certificate to be renewed with that algorithm, but instead they have replaced it with a new one. The IVES certificate is due to expire on 10/24/2014. In order for you to continue to use the IVES application you must run the new prerequisites (which include this new certificate algorithm).

A required software update is available for download. Please click on the link to download and install the update. IVES will cease to work on 10/23/2014 if this update has not been installed on your computer. If you do not have administrative privileges on your machine, you may need to contact your system administrator in order to install the software. Installing the software prior to 10/23/2014 is fine, and IVES will continue to function.

Link to Software: [Netsmart VR BA Prerequisites Setup Wizard](#)

The software is also available from our login page under the **View Application Prerequisites** button.

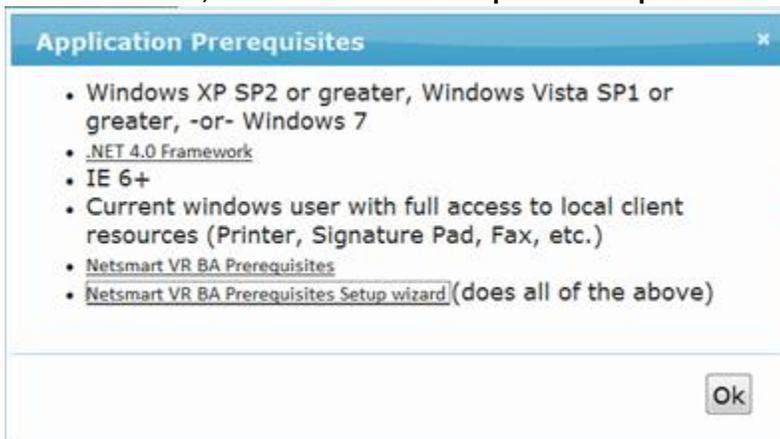
IVES UPDATE FAQs

- 1. *What happens if a user does not update their Prerequisites prior to Oct 23, 2014 and they try to access IVES?***
IVES will not start properly and they will not be able use the IVES application.
- 2. *Can a user update their Prerequisites before Oct 23, 2014?***
Yes, the user can update their Prerequisites at any time. It's a one-time process that should take less than 3 minutes. Once completed, the user can immediately log into IVES.
- 3. *Does a user need to "uninstall" the previous Prerequisites prior to installing the new Prerequisites?***
No, the user only needs to install the new Prerequisites.
- 4. *What about new users?***
New users will just need to follow standard new user install procedures; the new user Prerequisites will be up to date.
- 5. *What needs to be updated for existing users?***
Existing user only needs to install the new Prerequisites.
- 6. *Do I need Administrative rights to my computer?***
Yes, the Prerequisite installer needs Administrative rights. If you do not have administrative rights to your computer, you will need to contact your IT department and have them install this for you.
- 7. *How do I install the Prerequisites?***

- a. From the login page, click **View Application Prerequisites**:



- b. Click the last link, **Netsmart VR BA Prerequisites Setup wizard**:



- c. Run the file:



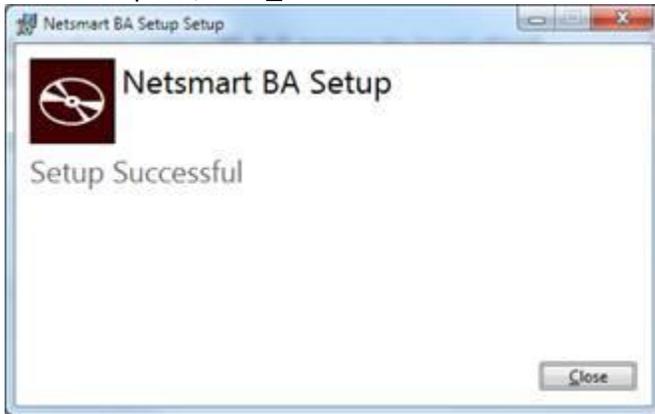
- d. Check "I agree..." and **Install**:



Depending on your version of Windows, it might ask if you are sure you want the unknown publisher to make changes to your computer, click **Yes**. This is also where you might need

administrative rights. If you do not have rights on your computer, it will prompt for an administrative login to continue.

- e. When complete, click **C**lose:



- f. You should now be able to log into IVES as usual.