



# J A D E

## Bp Premier Server Move Guide

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Last updated: August 2018

Intended for usage with Bp Premier version Jade SP2 and later. Some features in this User Manual may be available only in versions later than Jade.

## Moving Bp Premier to a new server

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Moving your installation of Bp Premier from one server machine to another requires planning. You may need to involve your practice's IT support.

These instructions assume that you are working in a conventional server environment, and not a terminal server.

Some tasks require you to open a separate knowledge base topic. Right-click a link and select **Open in new tab**, or click with the middle mouse button to open knowledge base topics in a new browser tab.

Follow the instructions in each section in order.

## Prepare for migration

### Obtain the Bp Premier installation media

Check the website [www.bpssoftware.net](http://www.bpssoftware.net) for the latest version of Best Practice. Download the .ISO program upgrade file from the [Downloads](#) page.

Best Practice Software recommend upgrading to the latest version of the software. However, if you are using an older version of the software, you can use that version's installation DVD to install Bp Premier on the new server.

To check the version of Bp Premier in use at the practice, log into Bp Premier and select **Help > About**.

### Obtain the latest drug update

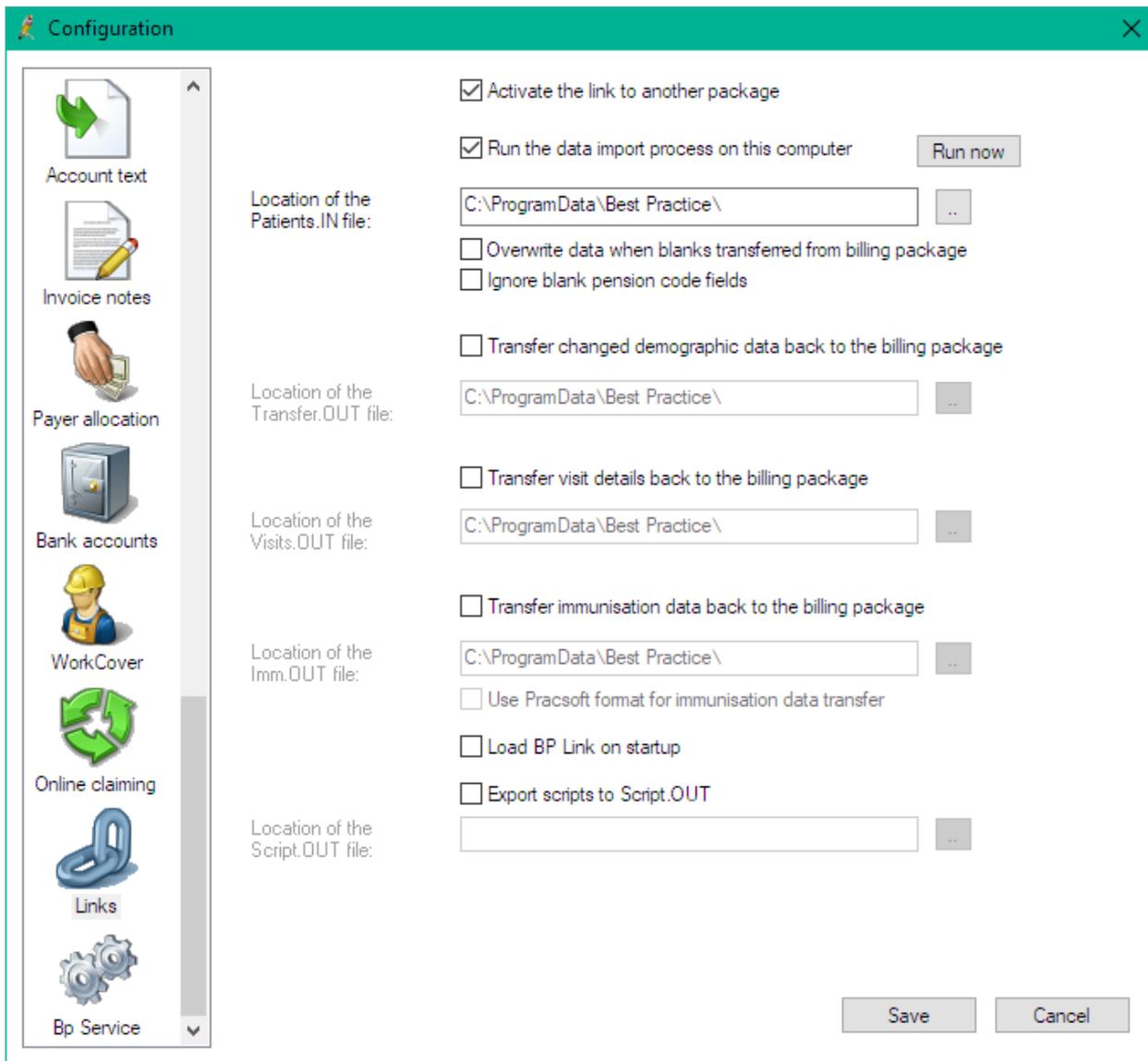
Download the latest drug update from the Best Practice Software website:

1. Open the Best Practice Software website [www.bpssoftware.net](http://www.bpssoftware.net) in a browser.
2. Select **Resources > Bp Premier Downloads** from the menu.
3. Under the **Data Updates** section, click the **Data Update** type for the month you need to install. The row will expand to show the update details.
4. Click **Download** to download the .exe file to the default Downloads folder, or right-click the **Download** button and select **Save link as...** or **Save target as...** to download the file to a known location.

In most cases, the latest comprehensive drug update will be sufficient. However, if you are using an older version of Bp Premier, this will depend upon which version of the Best Practice installation DVD you have. If you are unsure which drug database to download, contact Best Practice Support or email [support@bpssoftware.net](mailto:support@bpssoftware.net).

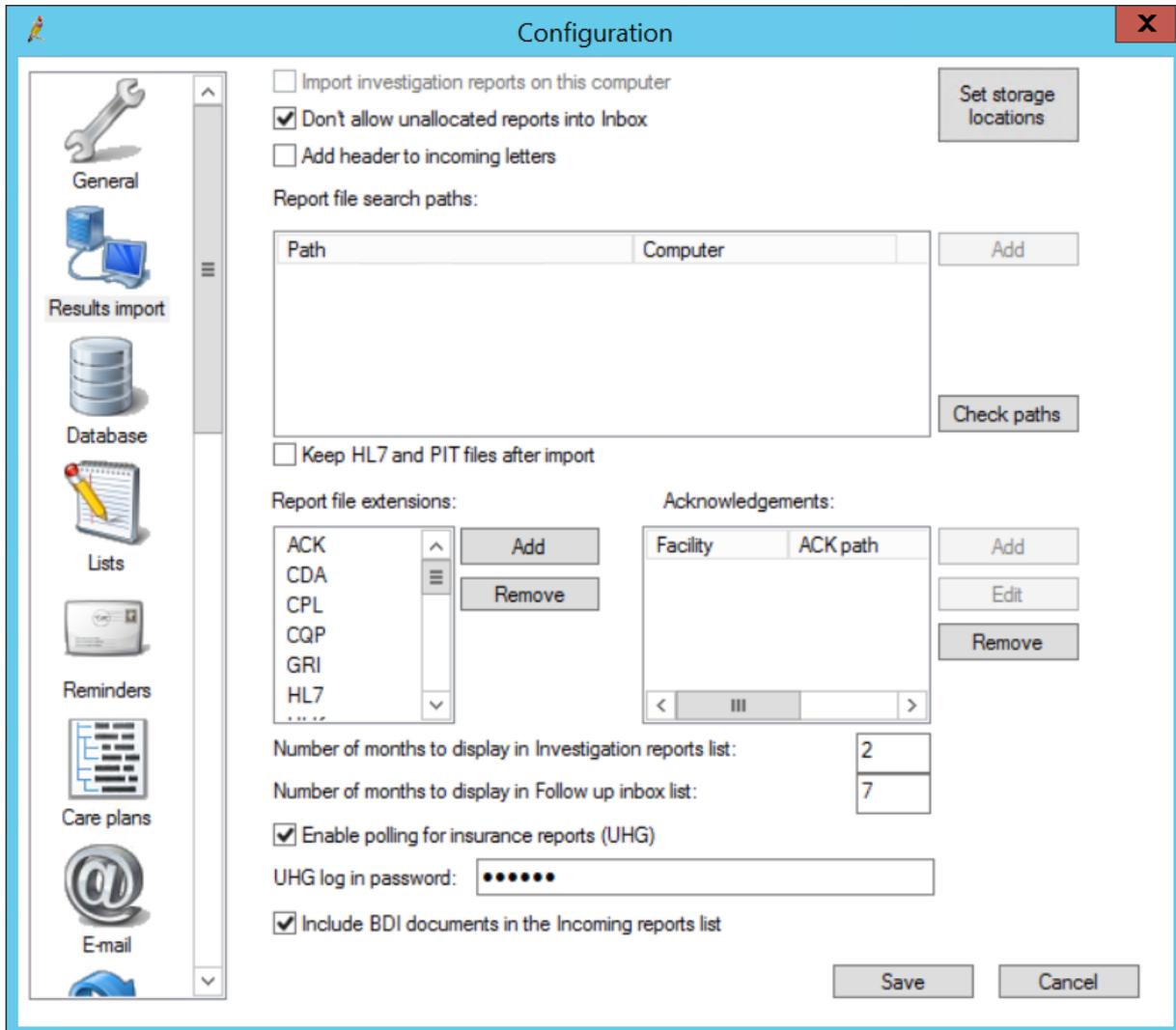
### Record link information

1. Open Bp Premier and select **Setup > Configuration** from the main screen.
2. Select the **Links** tab and save a screen capture or make a note of all entries.



## Record results import information

1. Open Bp Premier and select **Setup > Configuration** from the main screen.
2. Select the **Results Import** tab and save a screen capture or make a note of all settings.



## Record messaging providers

1. Open Bp Premier and select **Setup > Configuration**.
2. Select the **Messaging** tab.
3. Double click on each messaging provider listed and make a screen capture or make a note of all the entries.

Messaging provider

Provider name: HealthLink

Use as default messaging provider     Send CDA eReferrals

Path for incoming messages:  
C:\Users\BP\Documents\Best Practice\Incoming

Path for outgoing messages:  
C:\Users\BP\Documents\Best Practice\Outgoing

Use the same path on all computers

Account ID (if applicable): bpsoft

Password: ●●●●●●●●

Launch URL: http://bpsoft11:5099/forms-directory/    Port Number: 8080

Updated 13/07/2016

Load Config    Save    Cancel

## Record scanning information

This step does not apply if your practice does not use a document scanner.

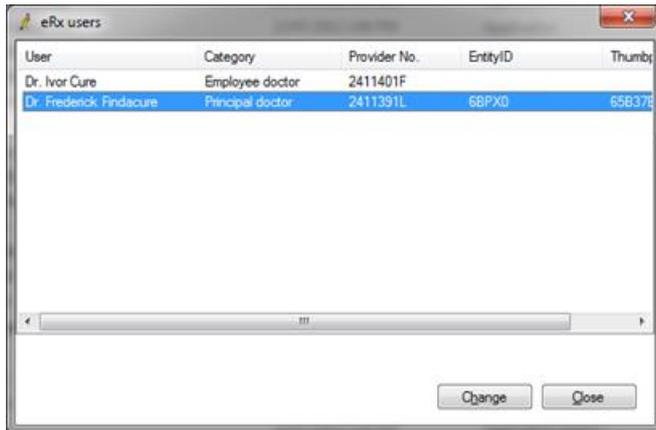
1. From the main screen of Bp Premier, open a patient record.
2. Select **Patient Visit > Correspondence In**, and click **Scan**. The **Scan document** screen will appear.
3. Make a note of the default settings (such as the **DPI** setting).

## Record Medicare Online information

1. From the main Bp Premier screen, select **Setup > Configuration > Online Claiming**.
2. Record all settings on this screen, such as Location name, Location code, A5 vouchers, and Path to certificate store.
3. Click **Check Certificate Expiry record certificate details**.
4. Browse to the folder C:\ProgramData\BPOne\ on the existing server. Take a copy of the file *HIC.psi*. This is the certificate store file and will need to be copied to this folder on the new server.

## eRx Script exchange

1. Browse to the folder C:\Program Files\Best Practice Software\BPS and run *eRx Setup.exe*.
2. Click **Setup users**.
3. If there are any users listed with Entity IDs, the site uses eRx Script Exchange.



4. Browse to the folder C:\Program Files\Best Practice Software\BPS\eRx and take a copy of the file *Erx.ScriptExchangeAdapter.StandardAdapter.exe.Config*.
5. Copy this file and store in a known folder. You will need to copy the eRx configuration file to the new server after installation and run the file *eRx Setup.exe*.

Preparation for moving the server is now complete.

## Install Bp Premier on new server

1. Log all users out of the current server.
2. Perform a backup of the data using BP Backup.
3. Install Bp Premier on the new server.
4. Restore the backup made in step 2 to the new server.
5. Stop the SQL Server database instance on the old server. Consult the SQL Server documentation or your database administrator for instructions on stopping the database.

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**IMPORTANT** Best Practice Software recommend stopping your old database and keeping it inactive until you are satisfied that the new live server is functioning without any problems. You can then uninstall Bp Premier and SQL Server from the old server.

If your old database remains running and connected to the network, workstations that have not been updated may make updates to the old database instead of the new database.

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## Update registry to point to server

After moving a Bp Premier server, you must edit the Windows registry on each workstation to connect to the new server. You will need the Bp Premier server's IP address or hostname. You can run 'ipconfig' to identify a machine's IP address, or 'hostname' to obtain a machine's hostname.

### Obtain server hostname or IP address

1. Log in to Windows on the Bp Premier server.
2. From the Windows Desktop, go to **Start > Apps > Windows System > Command Prompt**.
3. Type 'hostname' at the prompt and press enter. The command prompt will return the computer's hostname on the next line.
4. If you need the IP address, type 'ipconfig' at the prompt and press Enter.
5. The IP address will be listed under the active ethernet card's **IPv4 Address**. In the following example, the IP address is '192.168.1.10'.

```

C:\Users>ipconfig

Windows IP Configuration

Wireless LAN adapter Local Area Connection* 15:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :

Wireless LAN adapter Local Area Connection* 14:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :

Ethernet adapter Ethernet 2:

    Connection-specific DNS Suffix  . : teambp.bpsoftware.com.au
    Link-local IPv6 Address . . . . . : fe88::f999:2ddf:662f:d297%1
    IPv4 Address. . . . . : 192.168.1.10
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 19.68.11.1

Wireless LAN adapter Wi-Fi:
  
```

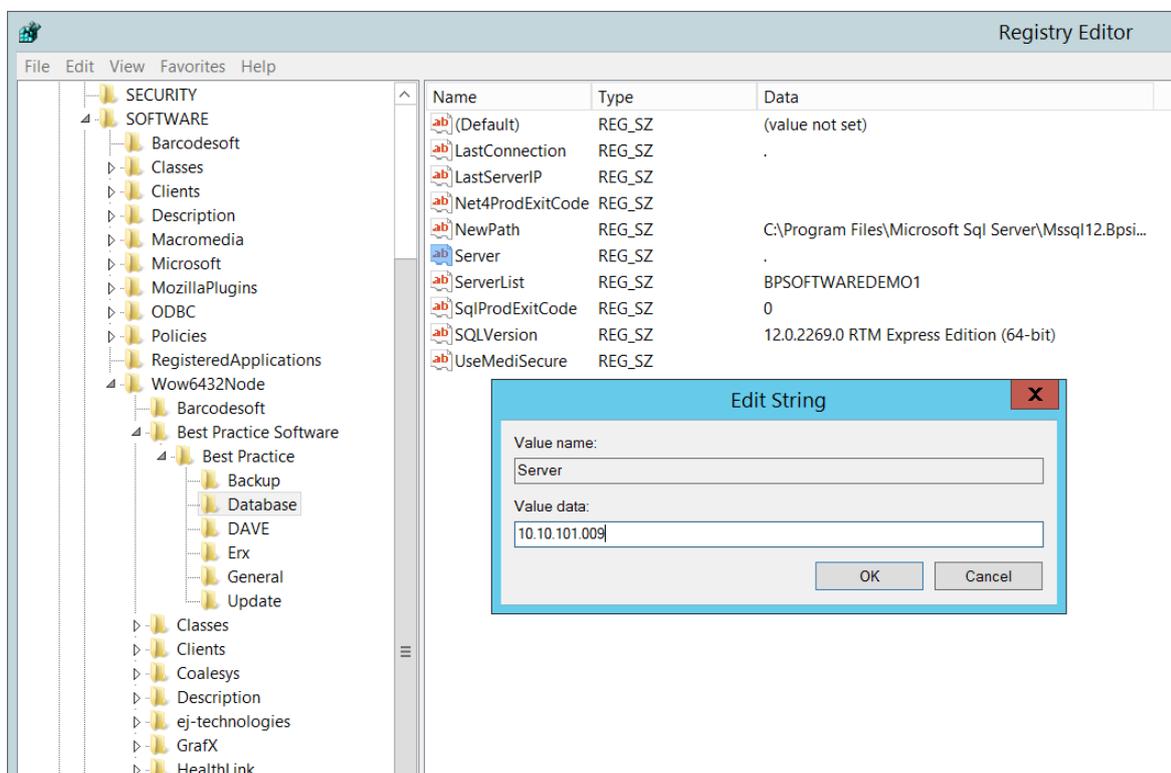
## Update workstation registry

---

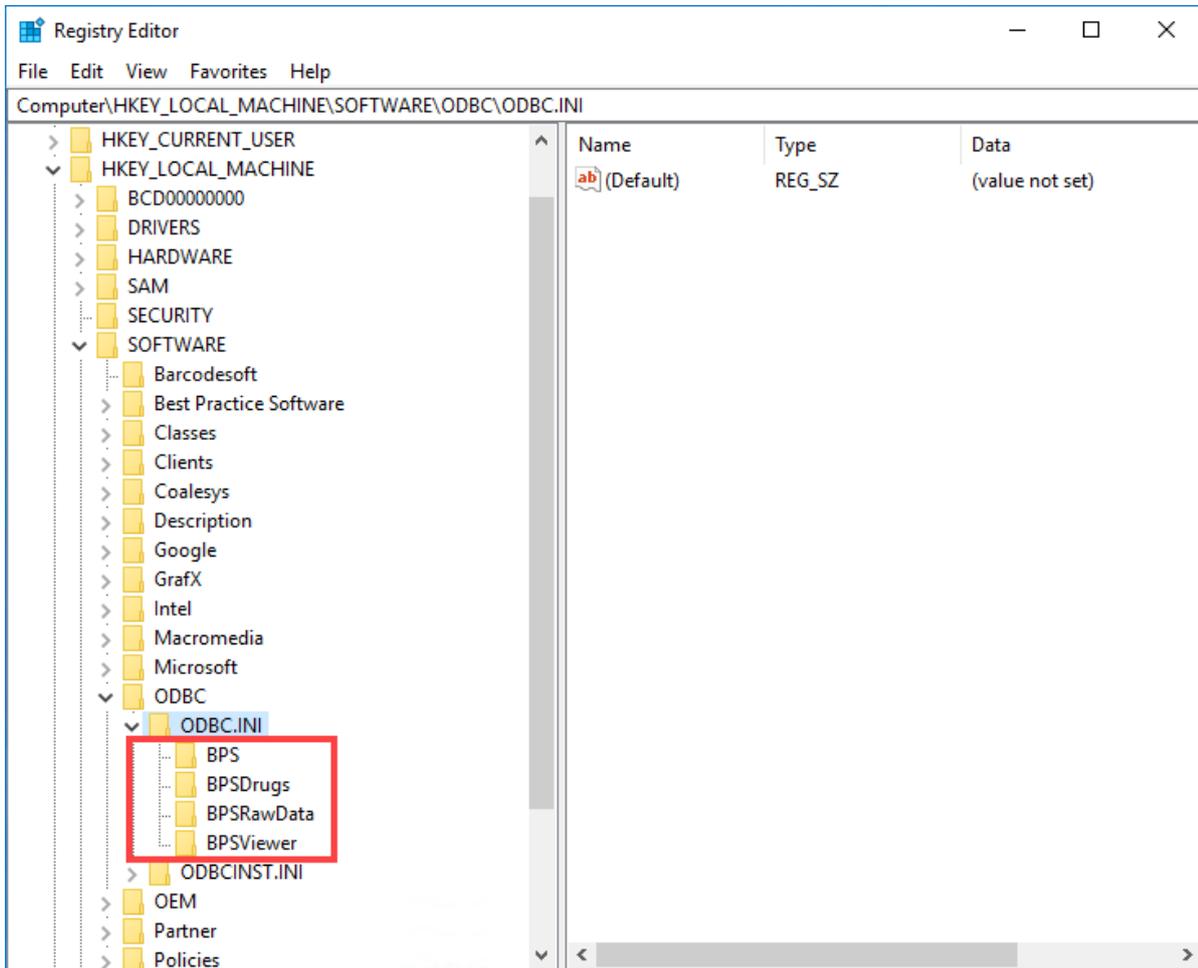
**IMPORTANT** Updating the Windows Registry incorrectly has risks. Update only the entries indicated in the instructions. Record initial values on entries that you change, in case an entry needs to be restored.

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1. Log in to Windows on a Bp Premier workstation.
2. Open the Windows command prompt.
3. Type in 'regedit' and press Enter. The **Registry Editor** will open.
4. Scroll down to the following folder:
  - On 32-bit operating systems, scroll to HKEY\_LOCAL\_MACHINE > Software > Best Practice Software
  - On 64-bit operating systems, scroll to HKEY\_LOCAL\_MACHINE > Software > Wow6432Node > Best Practice Software.
5. Scroll to Best Practice Software > Best Practice > Database.
6. You will see an entry for **Server** on the right hand side. Double-click this and an **Edit String** dialog box will appear.



7. Type in the hostname or IP address for the Bp Premier server into the **Value data** field.
8. Click **OK**.
9. Locate the registry folder HKEY\_LOCAL\_MACHINE > Software > ODBC > ODBC.INI. If this folder contains any sub-folder starting with **BPS**, delete these keys.



10. Log in to Bp Premier on the workstation.
11. Modify a test patient's record on the workstation with a minor change and save the changes.
12. Log in to the Bp Premier server and view the patient's record you just modified. If the change is visible, the workstation has successfully connected to the new server.
13. Occasionally, this setting will not work the first time. If the workstation cannot connect to the Bp Premier server, repeat steps 4—8 to update the registry and test the connection to the server again.

Repeat steps 1—12 for each Bp Premier workstation.

## Finalise installation

Finalising the server move involves setting up configuration for your practice's workflows and clinical integrations on the newly moved server.

## Update drug database

Install all drug database updates that are required to bring the installation to the latest version. Browse to the Best Practice Software web site [www.bpssoftware.net](http://www.bpssoftware.net) to obtain the latest drug data update.

## Start BP Service

To start BP Service, go to Control Panel > Services in Windows, locate 'Bp Service', right-click and select Restart or Start Service. Your IT support can assist with starting Windows services.

## Create any required directories

If you needed to create specific Windows folders up on your previous Bp Premier server, such as export and import folders for results importing, you will need to create the same directories on the new server. If you are also reinstalling other software such as PracSoft Pathology Download software, you must point these applications to the new folders on the new server.

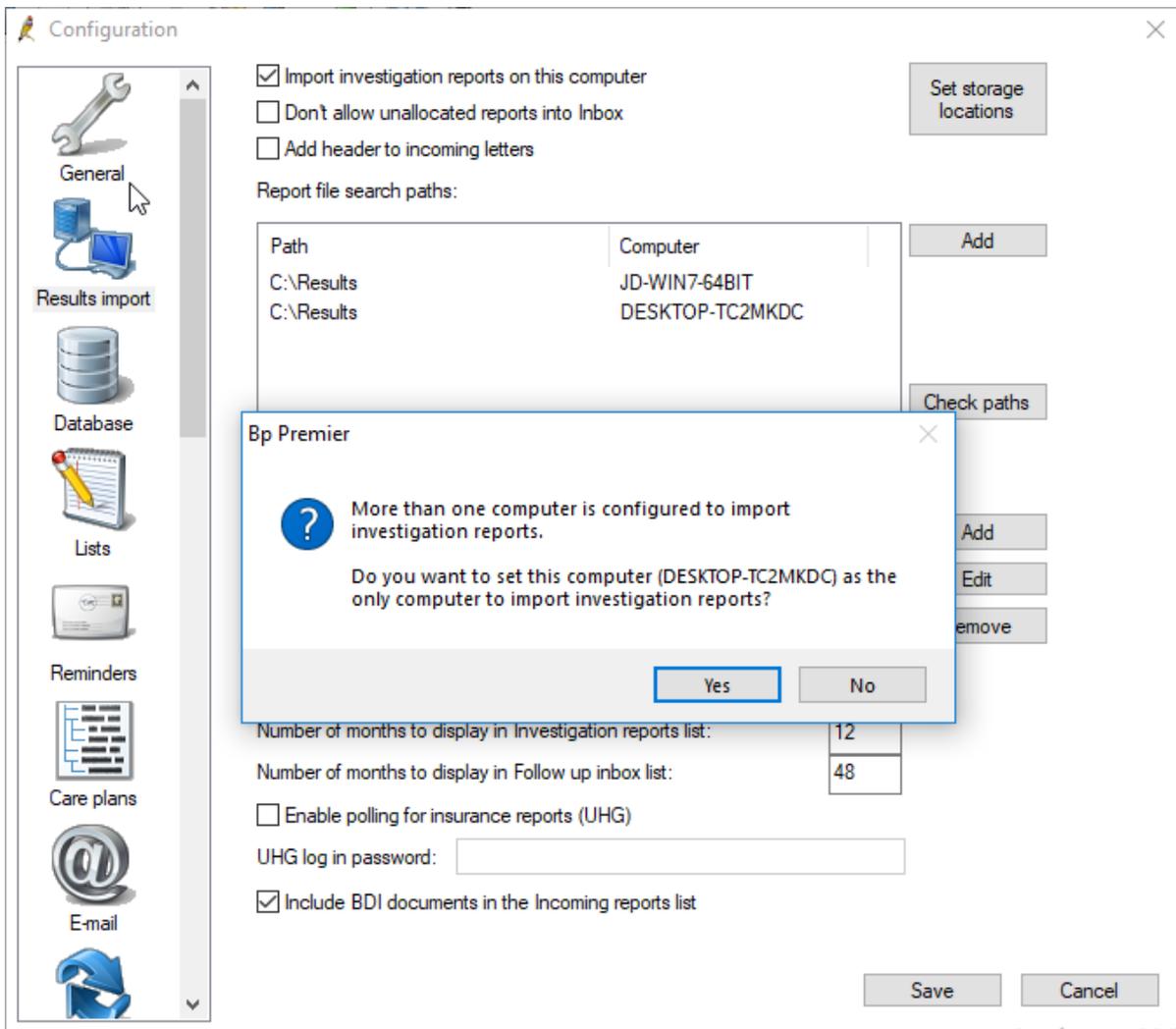
## Backup schedule

1. From the Bp Premier main screen, select **Setup > Configuration**.
2. Select the **Bp Service** tab.
3. Check the **Use Bp Service for running automated backups** check box.
4. Click the **Configure Automated Backup** button.
5. Use the settings saved in [Moving Bp Premier to a new server on page 3](#) to reconfigure the backup schedule.
6. Tick the box **Delete old backups in same folder** if you don't want to keep old backup files.
7. Click **Save**.

## Results import

Install any result download software required by your pathology or imaging labs, just as if you were installing Bp Premier for the first time.

1. From the Bp Premier main screen, select **Setup > Configuration**.
2. Select the **Results Import** tab.
3. Use the settings saved in [Record results import information on page 4](#) to reconfigure results import.
4. Bp Premier will recognise that you have previously set up results import on a different computer and alert the user.



5. Click **Yes**. All links to old results import will be deactivated, and the new server configuration will be used for all future results import.
6. Click **Save** to save your configuration.

## Messaging Providers

Obtain and install any messaging software from your secure messaging software vendor, just as if you were installing Bp Premier for the first time.

1. If you obtained the utility to clear out old messaging provider paths from the Best Practice database, run the utility on the new server.
2. From the Bp Premier main screen, select **Setup > Configuration**.
3. Select the **Messaging** tab.
4. Use the settings saved in [Record messaging providers on page 5](#) to reconfigure messaging providers.

## Email (Optional)

1. From the Bp Premier main screen, select **Setup > Configuration**.
2. Select the **Email** tab.
3. Use the settings saved in [Moving Bp Premier to a new server on page 3](#) to reconfigure email. Confirm with your IT support whether email settings remain the same for your new Bp Premier server.

## Scanning

1. If your practice scans documents from the Bp Premier server, you must install the scanner software on the new server machine.
2. Perform a test scan from Best Practice: open a Patient visit, select **Correspondence In**, and click **Scan**.
3. Use the settings saved in [Record scanning information on page 6](#) to reconfigure your scanner. Scan a test document in to confirm the scanner works correctly.

## Medicare Online

On the new server:

1. Close Bp Premier.
2. Copy the HIC.psi file you copied in [Record Medicare Online information on page 6](#) to the folder C:\ProgramData\BPOne\.
3. Change the permissions of the file HIC.psi so that all users on the network have full access to the file.
4. Share the folder C:\ProgramData\BPOne\ on the network so that all users have full access to this folder.
5. Open Best Practice and select **Setup > Configuration > Online Claiming**.
6. Check that the settings are exactly as you recorded in [Record Medicare Online information on page 6](#) and click **Save**.
7. Select **View > Patients**. Select a patient and open their record. Click the **Medicare/DVA Eligibility check** button. If Bp Premier connects to Medicare, configuration is correct.

On each workstation that uses Bp Premier Management:

1. Open Bp Premier and select **Setup > Configuration > Online Claiming**.
2. Ensure that the field **Path to certificate store** is a UNC path that points to the shared folder \BPOne\ on the new server, for example, '\\newservername\BPOne'. If the field does not contain a UNC path to this folder, enter the correct path and click **Save**.
3. Select **View > Patients** from the Bp Premier main screen. Select a patient and open their record. Click the **Medicare/DVA Eligibility check** button. If Bp Premier connects to Medicare, configuration is correct.

## eRx script exchange

Search for 'configure eRx' in the Bp Premier Knowledge base for more information.

New server configuration is now complete.

## Uninstall Bp Premier from old server

After all workstations have been redirected to the new server, and you have tested that:

- updates from workstations are visible from the new server
- the new server connects to Medicare
- results import is working
- messaging services are working

you can uninstall your old version of Bp Premier and reconnect the machine to the network.

## Troubleshoot installation

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If you receive the error 'Unable to connect to servername\BPSINSTANCE' when you try to log in to Bp Premier after installing a new client, or the Bp Premier server will not launch, work through the sections below relating to installation issues. If you cannot resolve the issue from the solutions below, see [Troubleshoot general client connections on page 19](#) for more issues and resolutions.

### Install log cannot be found

If you receive the error 'Install.log cannot be found' while trying to install the software, this usually means that a previous Bp Premier installation did not complete successfully.

You may require the assistance of your practice's IT to perform some of the steps.

If you have attempted to install Bp Premier previously on the computer, you must uninstall **all** components of the previous installation and rerun the installation.

### Did SQL Server install on the server?

1. On the Bp Premier server, navigate to the following path in a file explorer:

```
C:\Program Files\Microsoft SQL Server-
\MSSQL<version>.BPSINSTANCE\MSSQL\Data\
```

Where <version> is the version number for the SQL Server database you installed. For example, if you installed SQL Server 2014 Express, look in the folder:

```
C:\Program Files\Microsoft SQL Server\MSSQL12.BPSINSTANCE\MSSQL\Data\
```

All of the following files should be present in the folder:

- BPSPatients.mdf
- BPSPatients\_log.ldf
- BPSDocumentsinbox.mdf
- BPSDocumentsinbox\_log.ldf
- BPSDocuments1.mdf
- BPSDocuments1\_log.ldf
- BPSDRUGS.mdf
- BPSDRUGS\_log.ldf
- BPSSAMPLES.mdf
- BPSSAMPLES\_log.ldf
- BPSSampleDocs1.mdf
- BPSSampleDocs1\_log.ldf
- BPSSampleDocsInbox.mdf
- BPSSampleDocsInbox\_log.ldf

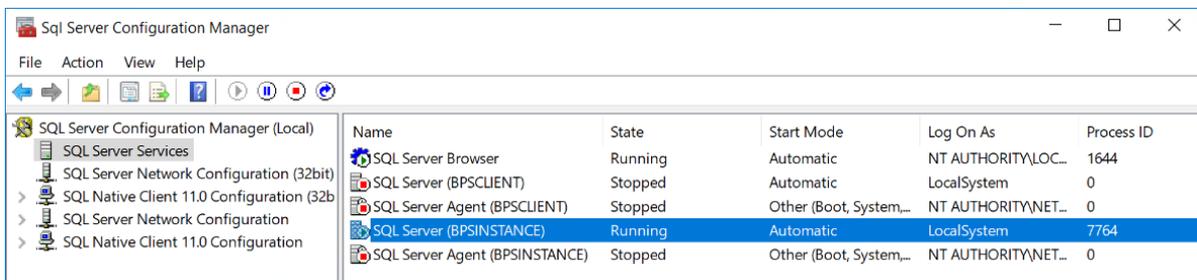
- master.MDF
- mastlog.ldf
- model.MDF
- modellog.ldf
- MSDBData.mdf
- MSDBLog.ldf
- tempdb.MDF
- templog.ldf

If the files are not present or the SQL configuration manager is unavailable, the SQL server installation failed. You must uninstall and reinstall the database.

Check that the operating system of the client machine is supported for the version of SQL Server installed with the server. Database component installation can fail if you try to install a SQL Server version that is not supported.

### Is the BPSINSTANCE service running on the server?

1. On the Bp Premier server, select **Start > Programs > Microsoft SQL Server > SQL Server Configuration manager**.
2. Select **SQL Server Services** from the list on the left.
3. In the window to the right, check that the **State** column for **SQL Server (BPSINSTANCE)** says 'Running'. If not, right-click **SQL Server (BPSINSTANCE)** and select **Start** to start the instance manually.



If the instance cannot be started, there is an issue related to the operating system or an incompatibility with existing programs.

4. Navigate to the following path in a file explorer: `C:\Program Files\Microsoft SQL Server-\MSSQL<version>.BPSINSTANCE\MSSQL\Log\`.
5. Look for errors in the SQL Server **ERRORLOG** file. You can open these files in Notepad or WordPad. Your IT Support can assist in using the log files to troubleshoot.
6. If the BPSINSTANCE service is running, but the database files aren't present in the DATA folder (see [Did SQL Server install on the server? on the previous page](#)), database installation was not successful. Reinstall the database and check if the database files listed have been installed. If they have not, contact Best Practice Software General Products Support Support for assistance.

## Have the TCP/IP ports been set so clients can access the server?

If you have installed a client but cannot find the Bp Premier server, your firewall settings may be preventing detection. The Bp Premier server Windows firewall must allow connections to and from Bp Premier clients. This is normally configured during installation, but you may need to run a utility to set the port values correctly.

1. On the Bp Premier server, open an Internet browser and go to the Best Practice Software website [www.bpsoftware.net](http://www.bpsoftware.net).
2. Select **Updates > Utilities** from the menu.
3. Under **Utility H SQL Port Utility**, enter your site ID and email address and click **Login**. The **Login** button will change to **Download**. Click **Download** to download the utility file **BPS\_SQLportsV2.exe**.
4. Double-click the utility file. The utility will open at the welcome screen. Click **Next**.
5. The utility will show the ports that must be opened for server-client connection. You can make the changes manually, or tick **Configure Firewall** and click **Finish** to have the utility configure the port settings.

## Does your Windows user account have limited permissions?

If you are logged in as a Windows user with limited permissions, you may be restricted from installing applications successfully. Bp Premier installation must be run from a Windows Administrator account.

Check the Bp Premier installation log files in the folder C:\Program Files\Best Practice Software\BPS\BPSupport\INSTALL.log. This log file lists all files that were copied during the install process, and will log any copy errors due to insufficient user permissions.

To change Windows permissions, contact your IT technician or refer to:

- <http://support.microsoft.com/default.aspx/kb/279783>
- <http://www.microsoft.com/windows/windows-vista/features/user-account-control.aspx>.

## Is your firewall preventing access to the database?

Some firewall systems can stop SQL servers from operating. You may need to adjust your firewall settings to allow connection.

To adjust your windows firewall settings, contact your IT technician or refer to:

- <http://support.microsoft.com/kb/875357>
- <http://www.microsoft.com/windows/windows-vista/features/firewall.aspx>.

If you run third party software that has a built-in firewall, you will need to contact the software's product support or your IT technician for assistance.

As a short term solution to verifying the problem, you may wish to disable all firewalls for the duration of a test to connect to the database.

## Is your Antivirus preventing SQL installation or connection?

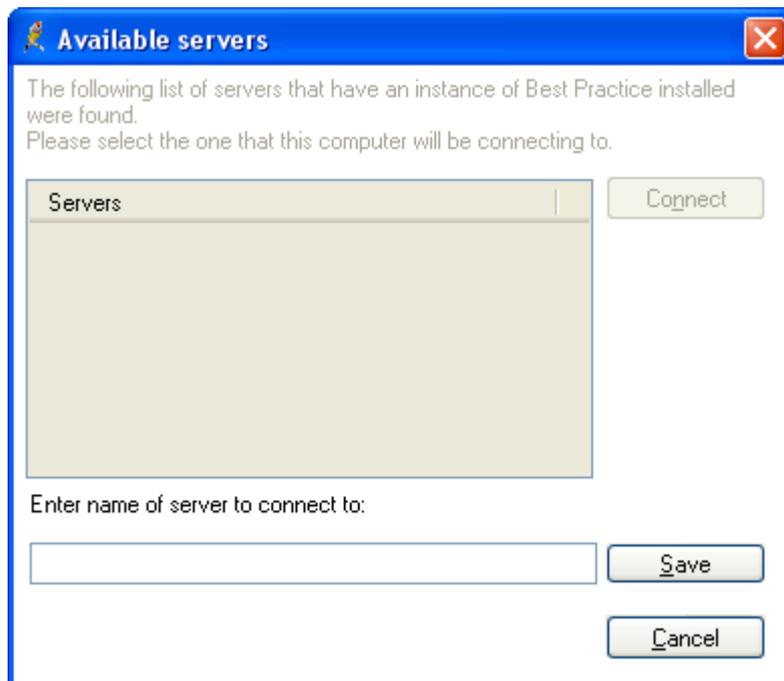
Some antivirus software program can stop applications from installing correctly. You may need to adjust your firewall settings to allow connection.

If you have an antivirus software application that could impact prevent SQL from installing correctly, you may need to disable the software during the installation process and when starting Best Practice Software for the first time.

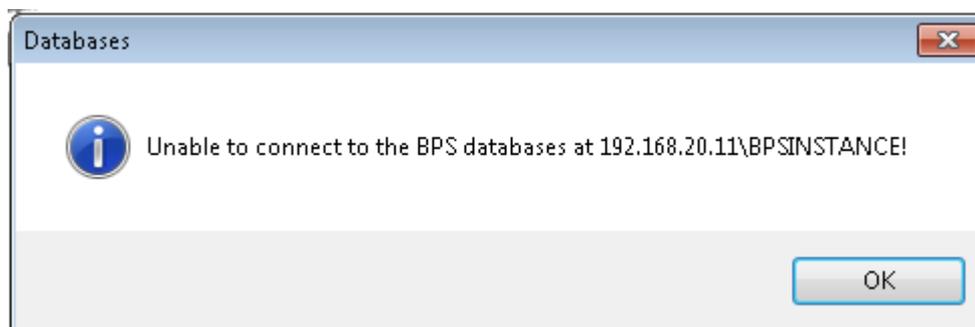
## Troubleshoot general client connections

If a workstation has trouble connecting to the Bp Premier server after being added to the network, or after changes to your practice's network, follow the instructions below to troubleshoot the client-server connection.

If a Bp Premier client cannot connect to the server, the **Available Servers** list is blank:



or the error 'Unable to connect to the server\BPSInstance Server' appears.



Work through the possible problems and solutions below.

## Check network connection

Check the following items if existing installations have server connection problems.

### Physical problems

1. Are other workstations in the practice able to connect to the Bp Premier server?
2. Is the server turned on?
3. Is the network cable plugged in to the computer correctly?
4. Are the cables from the client connected to the server or network switch?
5. Is the network card in the computer connected and seated properly, if there is a network card?

### Internet access

Open your internet browser and enter the website [www.microsoft.com.au](http://www.microsoft.com.au). Does the browser display Microsoft's website? If not, contact your network administrator for assistance. If yes, continue.

The next two tests require that you access the command prompt on your PC. You will need to know the name of the Bp Premier server on your practice network.

1. Select the Windows flag in the bottom left, click the down arrow to view applications, and open the **Command Prompt** under **Windows System**. The Windows command prompt will appear.
2. In the black command prompt box, type:

```
ping <Bp server name>
```

3. Press Enter.

If unsuccessful, the ping will time out or return an error message that it could not find the host. Contact your network administrator for assistance.

If the ping is successful, the command prompt will return your server's IP address. Write down the IP address. Continue diagnosing the problem.

4. In the command prompt, type:

```
ipconfig
```

5. Press Enter. The command prompt will return a set of information about the workstation's IP configuration.
6. In the section of the returned information titled **Ethernet adapter**, look at the value for 'Media State'. If the 'Media State' is 'Media Disconnected', a problem exists with your network card or the cable plugged into it. Contact your network administrator for assistance.
7. Go to the Windows Control Panel and open **Network Connections**, **Manage Network Connections**, or **Network and Internet**, depending on your Windows version.
8. Check that your current network connection is enabled and active. If not, contact your Network administrator for assistance.

## TCP/IP settings

If the resolutions above do not work, make sure that **Enable LMHOSTS lookup** and **Enable NetBIOS over TCP/IP** are enabled in your Windows TCP/IP configuration. Your IT support can assist. You must restart the **SQL Server Browser** service after any changes to TCP/IP configuration.

## Check firewalls

If your practice's network has firewalls installed, this can often be an issue for new installations of Bp Premier. If there is a firewall active on the server, you will need to open the appropriate ports to allow access by workstations.

You will need the Bp Premier installation DVD.

### If your server uses Windows firewall

1. Log in to Windows on the Bp Premier server as an administrator.
2. Make sure that Windows firewall is turned on.
3. Insert the Bp Premier Installation DVD and wait for the initial installation screen to appear.
4. Click **Utilities** and select the option for **BP SQL Ports**. This will run an installation utility and walk you through enabling the ports.
5. Close the utility when done.
6. Go to a workstation and try to log in to Best Practice again.
7. If the workstation still cannot connect to the server, continue with [Check dynamic ports below](#).

### If your server uses third-party firewall software

1. Log in to Windows on the Bp Premier server as an administrator.
2. Make sure that the third-party firewall is turned on.
3. Insert the Bp Premier Installation DVD and wait for the initial installation screen to appear.
4. Click **Utilities** and select the option for **BP SQL Ports**. The installation utility will open.
5. Click **Next** to display the list of ports required by Bp Premier. The ports will need to be opened in your firewall.
6. Close the utility when done.
7. Open the required ports on the server using your firewall configuration software.
8. Go to a workstation and try to log in to Bp Premier again.
9. If the workstation still cannot connect to the server, continue with [Check dynamic ports below](#).

## Check dynamic ports

On some systems, the dynamic port will not be displayed and could block the connection from a workstation. You will need to check SQL server to identify these ports.

1. Go to **Programs** or **Apps** > **Microsoft SQL Server** > **SQL Server configuration Manager**.
2. Select **SQL Server Network Configuration**.

3. Select **Protocols for BPSINSTANCE**.
4. Double click on the protocol **TCP/IP**.
5. Click on **IP Addresses**.
6. Scroll to the bottom and identify the entry for 'TCP Dynamic Ports'. This is the dynamic port that needs to be opened within the firewall.
7. Open the dynamic port on the server using your firewall configuration software.
8. Go to a workstation and try to log in to Bp Premier again.

If you still cannot connect to the server, you may need to check that the Windows registry entry is pointing to the correct server.

## Update registry to point to server

After moving a Bp Premier server, you must edit the Windows registry on each workstation to connect to the new server. You will need the Bp Premier server's IP address or hostname. You can run 'ipconfig' to identify a machine's IP address, or 'hostname' to obtain a machine's hostname.

### Obtain server hostname or IP address

1. Log in to Windows on the Bp Premier server.
2. From the Windows Desktop, go to **Start > Apps > Windows System > Command Prompt**.
3. Type 'hostname' at the prompt and press enter. The command prompt will return the computer's hostname on the next line.
4. If you need the IP address, type 'ipconfig' at the prompt and press Enter.
5. The IP address will be listed under the active ethernet card's **IPv4 Address**. In the following example, the

IP address is '192.168.1.10'.

```

C:\Users>ipconfig

Windows IP Configuration

Wireless LAN adapter Local Area Connection* 15:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :

Wireless LAN adapter Local Area Connection* 14:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :

Ethernet adapter Ethernet 2:

    Connection-specific DNS Suffix  . : teambp.bpsoftware.com.au
    Link-local IPv6 Address . . . . . : fe88::f999:2ddf:662f:d297%1
    IPv4 Address. . . . . : 192.168.1.10
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 19.68.11.1

Wireless LAN adapter Wi-Fi:
    
```

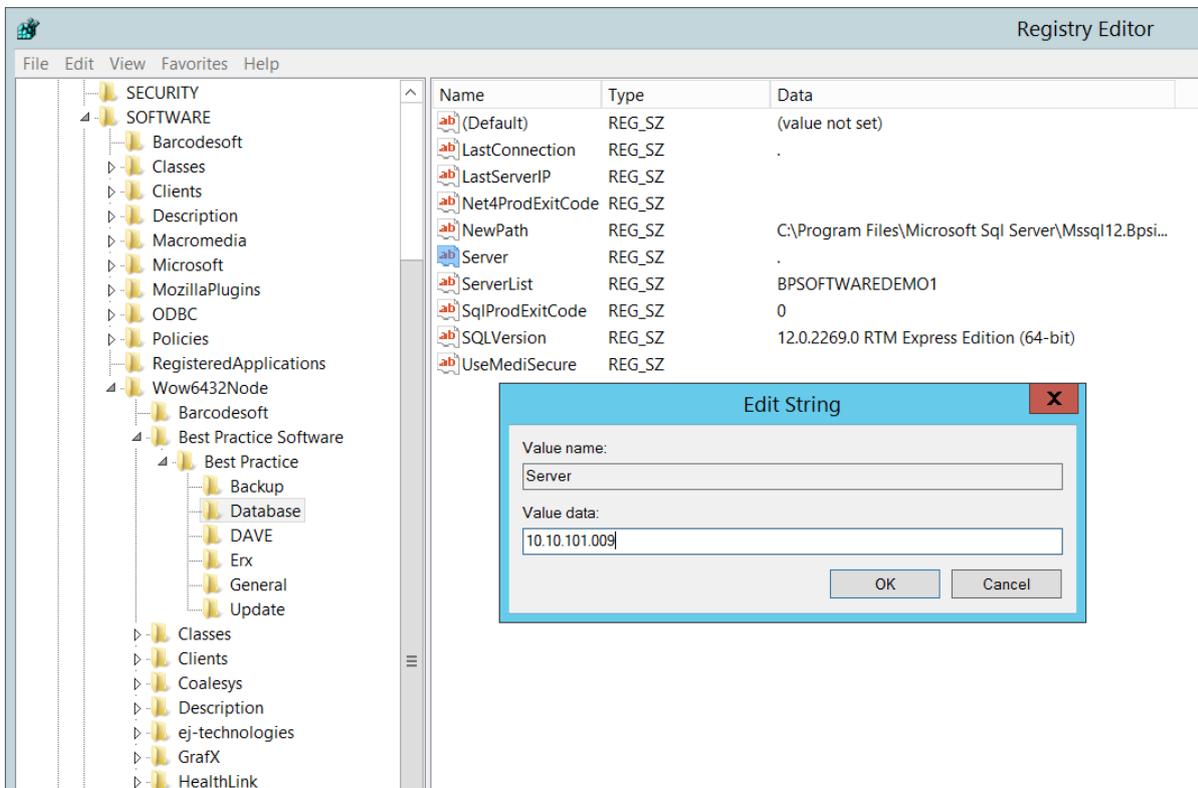
## Update workstation registry

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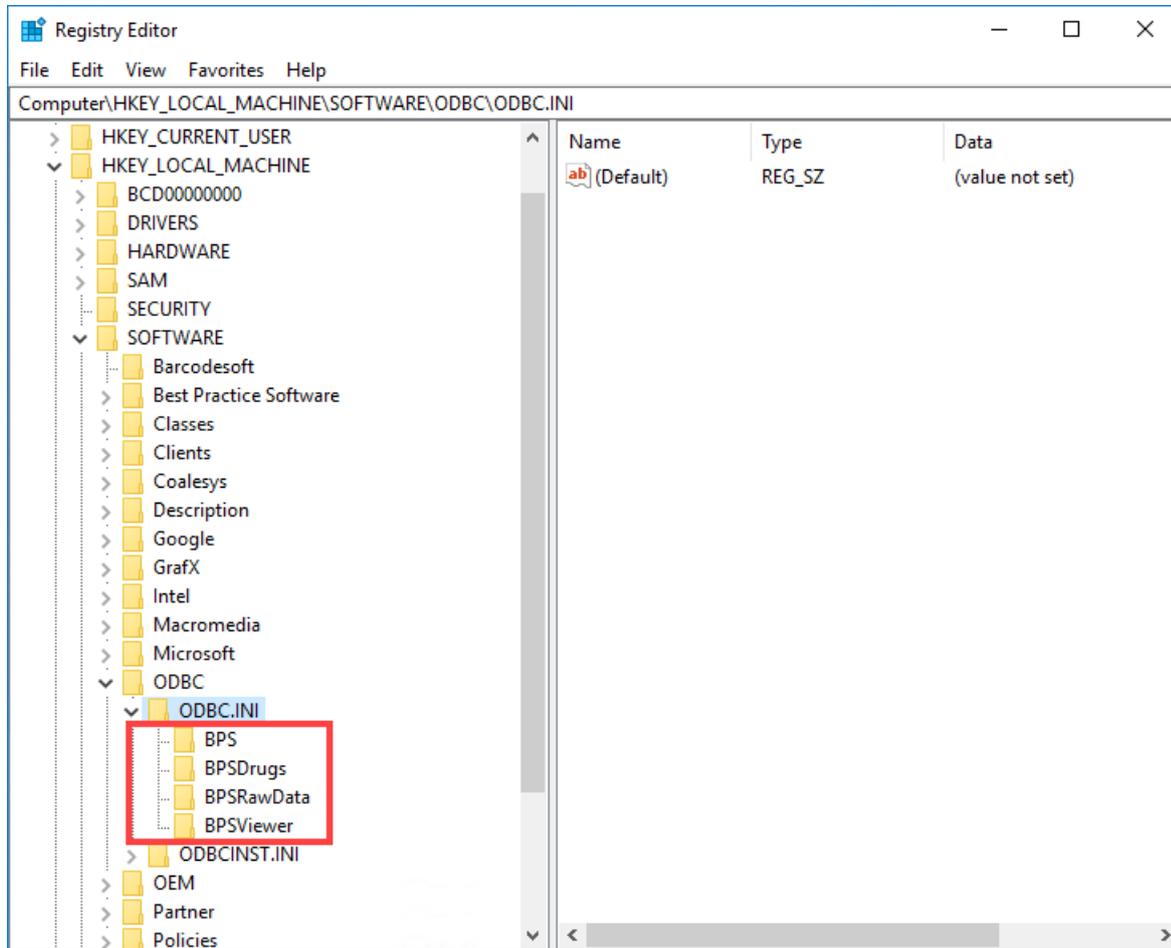
**IMPORTANT** Updating the Windows Registry incorrectly has risks. Update only the entries indicated in the instructions. Record initial values on entries that you change, in case an entry needs to be restored.

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1. Log in to Windows on a Bp Premier workstation.
2. Open the Windows command prompt.
3. Type in 'regedit' and press Enter. The **Registry Editor** will open.
4. Scroll down to the following folder:
  - On 32-bit operating systems, scroll to HKEY\_LOCAL\_MACHINE > Software > Best Practice Software
  - On 64-bit operating systems, scroll to HKEY\_LOCAL\_MACHINE > Software > Wow6432Node > Best Practice Software.
5. Scroll to Best Practice Software > Best Practice > Database.
6. You will see an entry for **Server** on the right hand side. Double-click this and an **Edit String** dialog box will appear.



7. Type in the hostname or IP address for the Bp Premier server into the **Value data** field.
8. Click **OK**.
9. Locate the registry folder HKEY\_LOCAL\_MACHINE > Software > ODBC > ODBC.INI. If this folder contains any sub-folder starting with **BPS**, delete these keys.



10. Log in to Bp Premier on the workstation.
11. Modify a test patient's record on the workstation with a minor change and save the changes.
12. Log in to the Bp Premier server and view the patient's record you just modified. If the change is visible, the workstation has successfully connected to the new server.
13. Occasionally, this setting will not work the first time. If the workstation cannot connect to the Bp Premier server, repeat steps 4—8 to update the registry and test the connection to the server again.

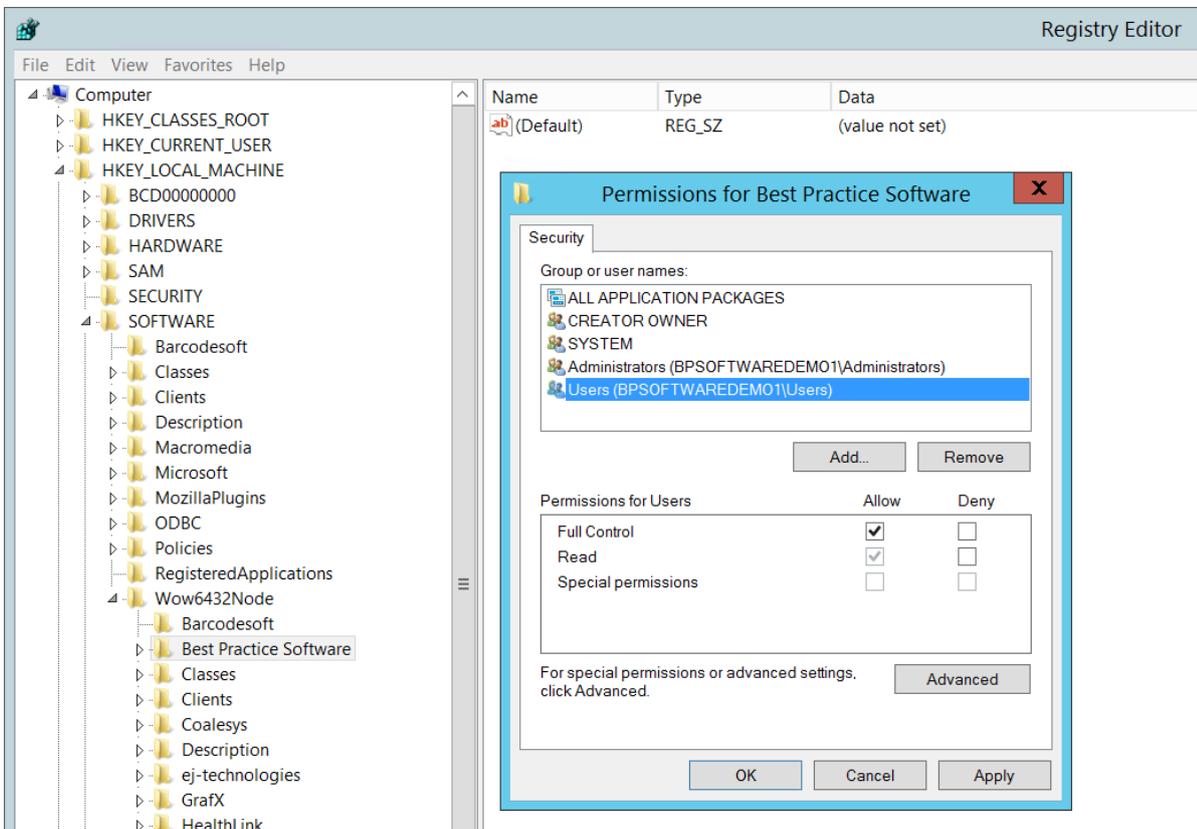
Repeat steps 1—12 for each Bp Premier workstation.

## User is prompted to reconnect each login

If a Bp Premier workstation prompts a user to reconnect to the server each time you log in, the issue is most likely related to the Windows user having limited permissions to update the registry.

1. Log in to the workstation as a Windows administrator.
2. Log in to Bp Premier and connect to the server.
3. Close Bp Premier.

4. Open the Windows command prompt.
5. Type in 'regedit' and press Enter. The **Registry Editor** will open.
6. Scroll down to the following folder:
  - On 32-bit operating systems, scroll to HKEY\_LOCAL\_MACHINE > Software > Best Practice Software
  - On 64-bit operating systems, scroll to HKEY\_LOCAL\_MACHINE > Software > Wow6432Node > Best Practice Software.
7. Right-click on the folder **Best Practice Software** and select **Permissions**. The **Permissions for Best Practice Software** screen appears.
8. Select a user group to which the user who cannot connect to server belongs (most likely 'Users' or 'Everyone').
9. Tick the box in the **Allow** column for **Full Control**. Click **Ok**.



10. Close the Registry Editor.
11. Log out as administrator and back in as the Windows user who cannot connect to server.
12. Log in to Bp Premier and connect to the Bp Premier server.
13. Log out and back in to Bp Premier to test that the problem is resolved.

## Terminal servers unable to connect to server

The steps above apply to troubleshooting terminal server workstations in addition to PC workstations. However, if your practice has a terminal server that will not connect to the Bp Premier server, the steps below may resolve the issue.

1. Log in to the terminal server that is unable to connect to the server.
2. Open the Windows command prompt.
3. Type in 'regedit' and press Enter. The **Registry Editor** will open. If Windows displays a UAC control dialog, click **Yes**.
4. Scroll down to the following folder: HKEY\_LOCAL\_MACHINE > SOFTWARE > Wow6432Node > Microsoft > Windows NT > CurrentVersion > Terminal Server > Install > Software > Best Practice Software > Best Practice > Database.
5. You will see an entry for **Server** on the right hand side. Double-click this and an **Edit String** dialog box will appear.
6. Type in the IP address for the Bp Premier server into the **Value data** field.
7. Click **OK**.
8. Log in to Bp Premier again on the workstation.

