



# JADE

## Bp Premier Installation Guide

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Last updated: October 2019

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.

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## About this guide

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This guide is a resource for Bp Premier users and administrators who are installing a **new** Bp Premier server or client. The *Installation Guide* can be used for both trial and live installations.

The guide does not provide explicit instructions on how to upgrade from an existing installation of Bp Premier, although Bp Premier users who are upgrading may find the troubleshooting information in this guide useful. For instructions on how to upgrade, and information on new features, consult the *Bp Premier Release Notes* for the version of Bp Premier you are upgrading to.

To access the Bp Premier online knowledge base, select Help > Online from the software after installation.

### Before you use this guide

The machine on which you are installing the SQL Server database and Bp Premier server, or a Bp Premier client, must meet the minimum hardware and operating system requirements.

## Select the database to install

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You do not need to obtain a licence for Microsoft SQL Server or install a database before you install Bp Premier. The Bp Premier installer will install a version of SQL Server Express suitable for the Bp Premier server's specifications.

By default, the installer will select to install **SQL Server Express 2016 SP1**. However, if the server computer's operating system cannot support 2016 SP1, the installer will select the most recent version of SQL Server Express that your version of Windows can support.

### SQL Server Express Edition

SQL Server Express edition is a free database suitable for practices that do not require database storage for patient records greater than 10GB, and do not have a large number of simultaneous users (for example, greater than 30).

Practices can accumulate very large numbers of documents, such as referrals, reminders, recalls, mailouts, and correspondence with other providers. If your practice accumulates document storage that exceeds 10GB, the Bp Premier database will accommodate this growth by reorganising the database internally. This process is completely transparent to Bp Premier users and requires no action.

However, if your practice accumulates more than 10GB of **patient** data, you will need to perform some maintenance on your SQL Server database, or purchase a licence for a 'full' version of SQL Server and perform an upgrade to allow the database to grow to larger than 10GB in size.

### What if I already have a full SQL Server licence and want to use it with Bp Premier?

If your practice already has a licence for a full edition of SQL Server:

1. Install Bp Premier and select the default SQL Server **Express** database that matches the full edition you have a licence for.
2. Contact Best Practice Software General Products Support after installing Bp Premier. Support can then provide a utility to upgrade your database to the full edition.

### How do I find out the size of my database?

You can use database inspection tools, such as SQL Server Management Studio (SSMS), to view the size of a database. Your practice's IT support or database administrator can find this information. You could also look at the size of the database files on disk.

Depending on your version of SQL Server, SQL Server Management Studio is installed when you install the database. In later versions of SQL Server, you may have to install SSMS yourself. Review the [Microsoft documentation](#) for information on installation.

Best Practice Software recommend checking the size of the database at regular intervals, and if it is likely that the 10GB limit will be reached in the next year, begin planning for a database upgrade.

## What if my patient database is nearing 10GB?

If your site's Patients database grows past a certain percentage of the maximum size, Bp Premier will advise with a database size warning when users log in.

Call Best Practice Software General Products Support to discuss your practice's database requirements. You may need to purchase a licence for a 'full' edition of Microsoft SQL Server and upgrade your Bp Premier database to the full edition.

Best Practice Software Support have utilities that can carry out an edition upgrade. The database upgrade will not cause any data loss or require reinstallation of Bp Premier.

## I want to upgrade my database to a newer version

If you are using an older version of Microsoft SQL Server, you may wish to upgrade to a newer version to take advantage of improvements in speed and functionality, especially if you have recently upgraded your Bp Premier server's specifications.

## Install the Bp Premier server

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Bp Premier installation requires administrator permissions to install software and configure Windows components. Before starting any of the instructions below, log in to the server computer as a Windows Administrator, or have your IT support carry out the installation.

### Changing a trial version to a licensed version

If you have already successfully installed a trial or evaluation copy of Bp Premier on the server machine, and the installation is working smoothly, you do **not** need to uninstall and reinstall the software if you intend to use the machine as the production server. To upgrade from a trial version of Bp Premier to a licensed version, you only need to enter the licence key issued to you after purchase from Best Practice Software. After you supply the licence key at the login prompt, all of the functionality permitted by your licence will be available.

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**NOTE** The only exception would be if your site recorded data in the trial server database that you do not intend to keep. In this instance, you will have to manually delete the data from the database, or uninstall and reinstall the database. Best Practice Software recommend that trial sites use the **Samples** database for any staff training or practice with the software during the trial phase. See [Access the samples database on page 26](#) for more information.

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## Before you begin

Always install a new Bp Premier server first, then install workstations.

If you need to view PDF release documents, such as the *Bp Premier Release Notes* or *System Requirements*, you will need [Adobe Reader](#) installed.

Before you start the installation, you should know the following information:

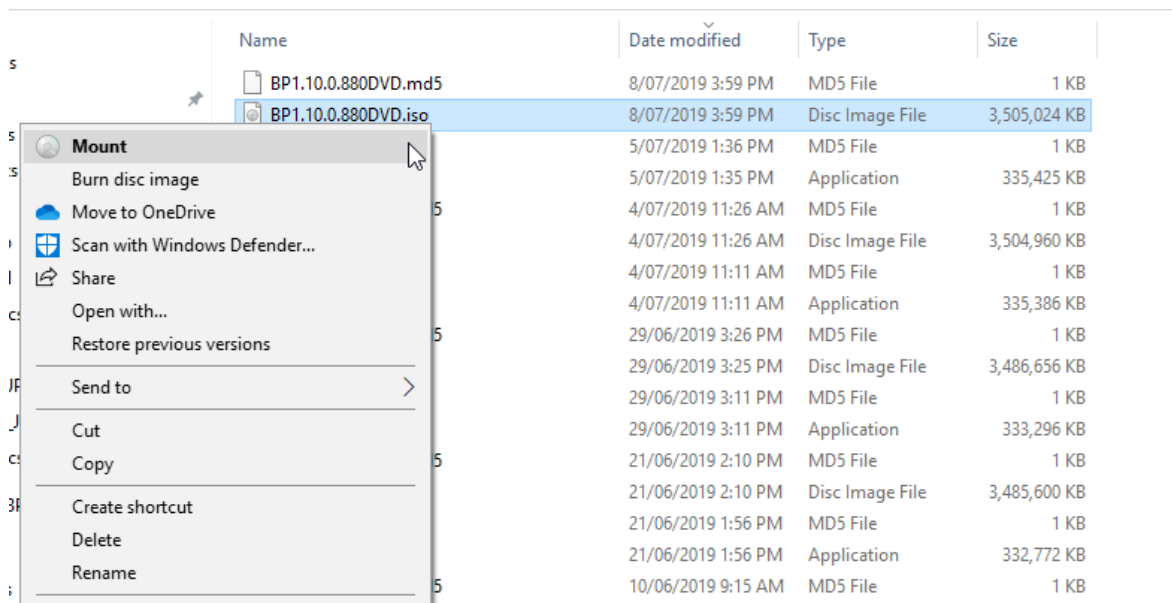
- Will your practice use Bp Premier for Management-type functions such as billing, the appointment book, the waiting room, and Medicare and DVA online claiming?
- Will your practice be using the default SQL Server Express Engine, or does your practice have a licence for a full edition of SQL Server that you intend to use as the database?
- If you are installing a live production version of Bp Premier, you will need your practice's **Site ID Number** and **Licence code** to activate the software, supplied to you by your Best Practice Software Sales or your Commercial Enterprise representative.

### Obtain installation media

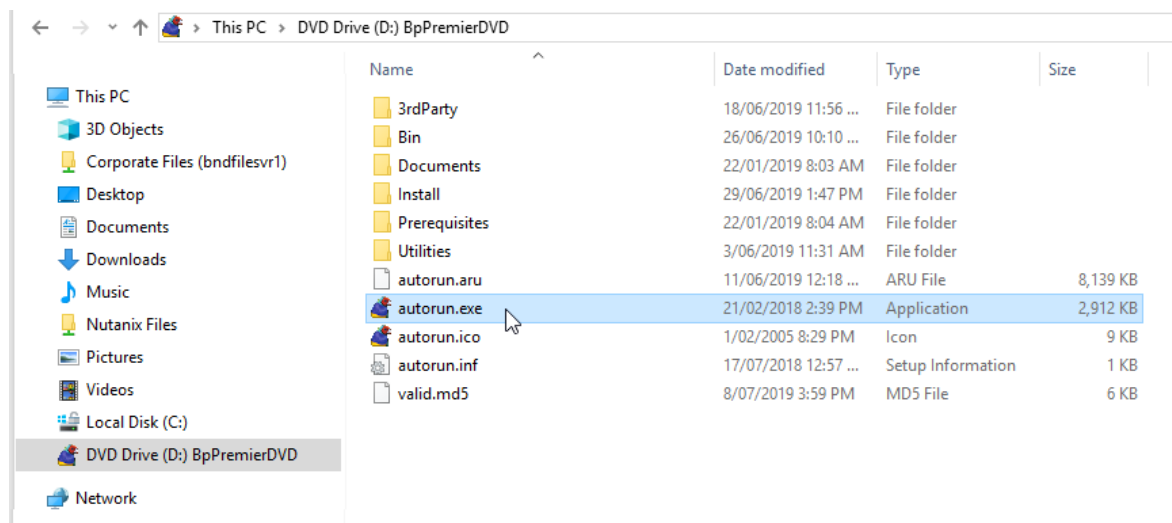
If you are installing Bp Premier for the first time, you will have received an *Installation DVD* for the latest version of Bp Premier, or downloaded an ISO file, which is a disc image file. Insert the DVD into the machine you will use as the Bp Premier server. If the installation process does not start automatically, navigate to the DVD contents in a file explorer and double-click **Autorun.exe**.

For versions Jade and later, you may have been supplied with link to a disc image file (.iso). Follow the instructions below to 'mount' the ISO file and start the installation.

1. Download or copy the .iso file (such as **BP1.10.0.880DVD.iso**) to your Bp Premier server.
2. Open a Windows File Explorer and browse to the downloaded file.
3. Right-click the file **BP<version>.iso** and select **Mount**.



4. In File Explorer, select **This PC** from the left hand side. A new DVD Drive **BpPremierDVD** will appear, indicated by the Best Practice Software bird icon. Windows has mounted the ISO file and considers the file a virtual DVD.



5. Select **DVD Drive BpPremierDVD** to show the contents of the mounted ISO.

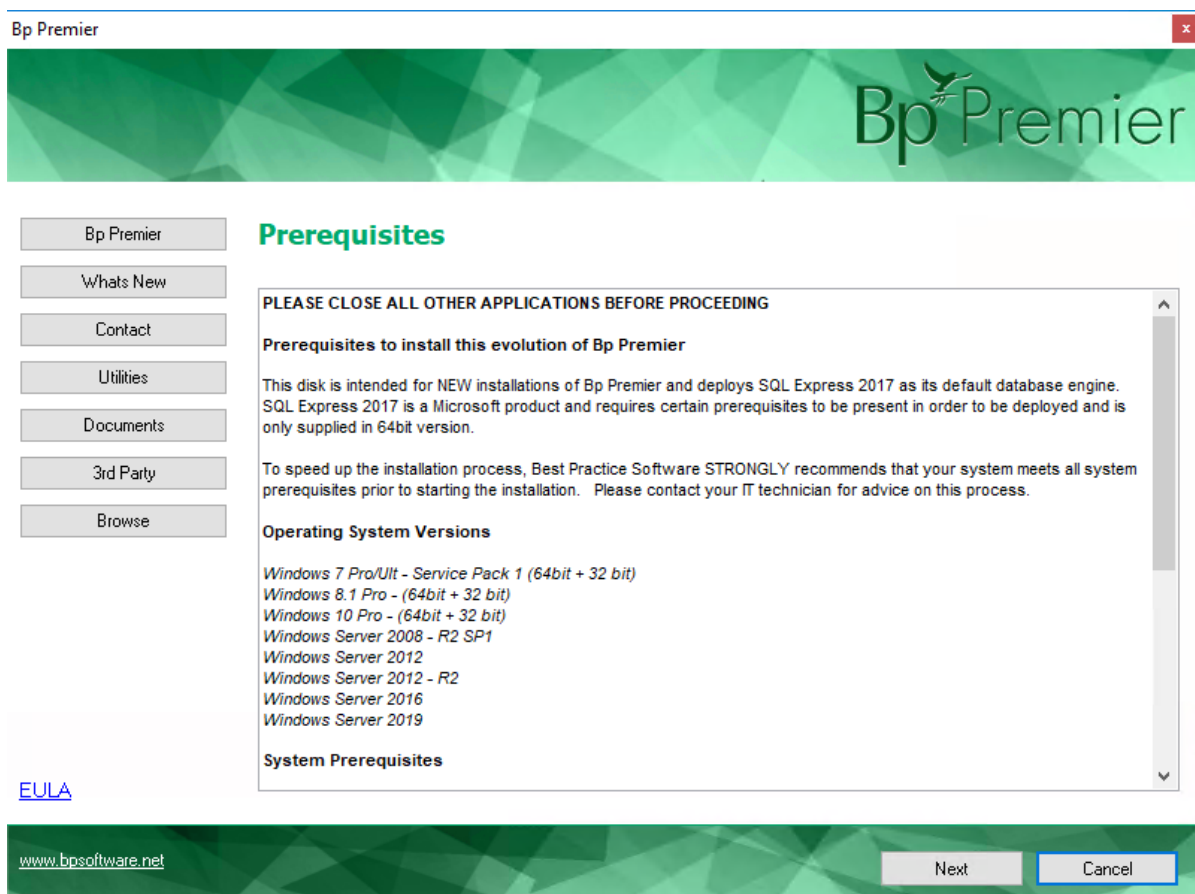


- Double-click the application file **autorun.exe** to start the installation. Follow the instructions in the installation wizard.

## Install Bp Premier Server

**NOTE** The Bp Premier version number displayed in the following example screenshots may not match the exact version you are installing.

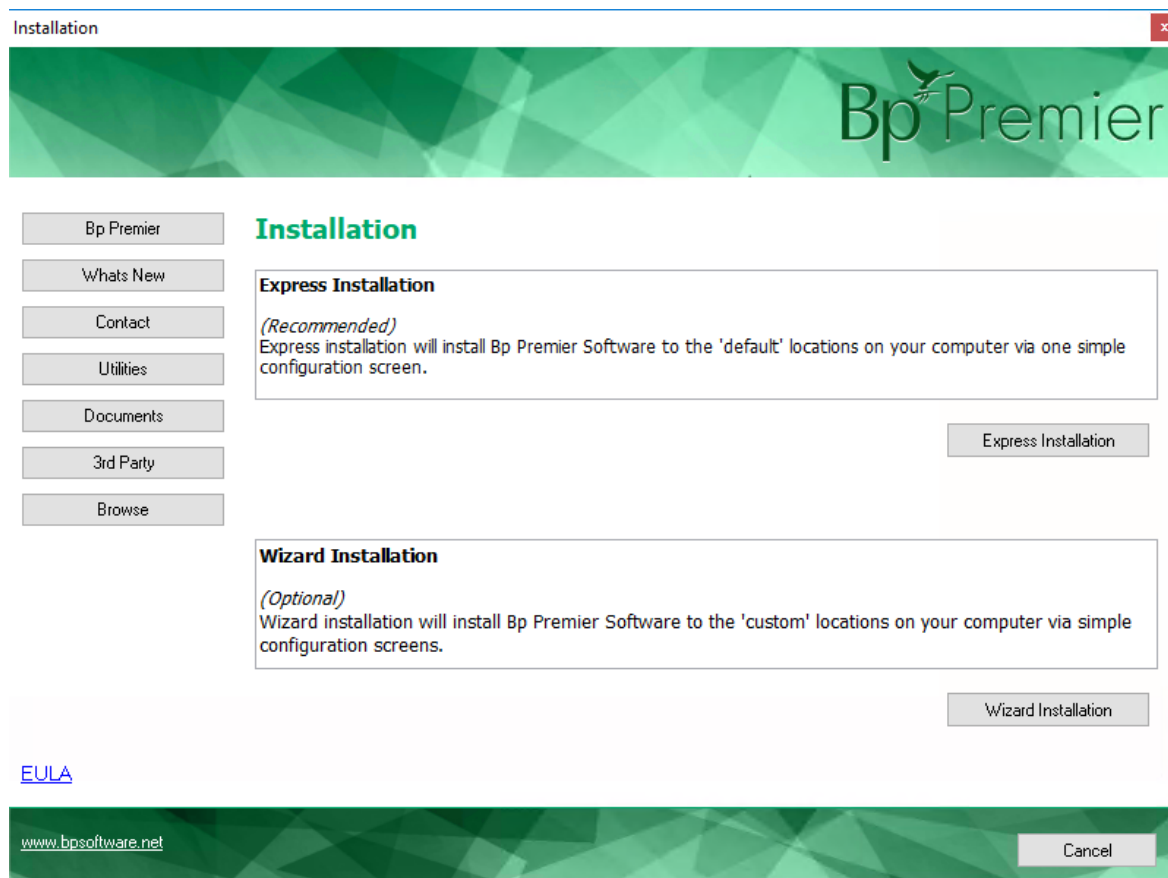
- Insert the *Installation DVD* or double-click **Autorun.exe**.
- If you have User Access Control or SmartScreen enabled on Windows, Windows will ask if you want to allow the installer to make changes to your device. Click **Yes**.
- The installer will open at the **Prerequisites** panel. This screen lists the supported operating systems.



- The buttons on the left hand side provide further installation options:

Bp Premier	Prerequisites home screen.
What's New	Provides a link to the <i>Bp Premier Release Notes</i> for the version you are installing.
Contact	Contact details for Best Practice Software, including Sales and Support.
Utilities	Provides some utilities that can be run after installation to configure TCP/IP ports automatically.
Documents	Key release documents for the version of Bp Premier you are installing, including the release notes, upgrade checklists from previous versions, system requirements, and known issues.
3rd Party Products	Options to install several 3rd party integrations <b>after</b> successfully installing a Bp Premier server or workstation, such as Argus or HealthLink.
Browse	Opens the DVD contents in a file explorer.

- Make sure your server computer meets the requirements and click **Next**. The installation option panel is displayed.



6. If you need to install Bp Premier in a specific location on the server computer, such as a hard drive that is not mapped to 'C:\', click **Wizard Installation**. Otherwise, click **Express Installation**.
7. If you selected a Wizard Installation, the database selection screen will appear. If you selected an Express Installation, go to step 10.

SQL Express Edition	Operating System Platform	Installation Type
<input checked="" type="radio"/> SQL Express 2017 <small>(Windows 8.1 and above) (Windows Server 2012 R2 and above)</small>	<input checked="" type="radio"/> x64 based operating systems	<input checked="" type="radio"/> Server <input type="radio"/> Client
<input type="radio"/> SQL Express 2016 SP1 <small>(Windows 8 and above) (Windows Server 2012 and above)</small>	<input type="radio"/> x64 based operating systems	<input type="radio"/> Server <input type="radio"/> Client
<input type="radio"/> SQL Express 2014 SP2 <small>(Windows 7 SP1 and above) (Windows Server 2008 SP2 and above)</small>	<input type="radio"/> x86 based operating systems <input type="radio"/> x64 based operating systems	<input type="radio"/> Server <input type="radio"/> Client

☐ **Medicare Online Module** - This option will take precedence over your existing Medicare Australia online claiming settings. I understand the information regarding these settings and agree to continue.

**End User Licence Agreement**  
Best Practice Software

1. Introduction

☐ I Agree    On installation of Bp Premier, any persons opening or subsequently using Bp Premier, will be deemed to be a user and is subject to the terms and conditions of the Best Practice Software Licence Agreement. I understand the above information regarding these settings and agree to continue.

☒ I Disagree

Version 1.10.0.880

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## What SQL Server version should I select?

The installer will automatically select the most recent version of Microsoft SQL Server Express edition that your operating system will support. If you select a recent version that is not supported by the version of Windows running, the installer will alert the user and return to the database selection screen.

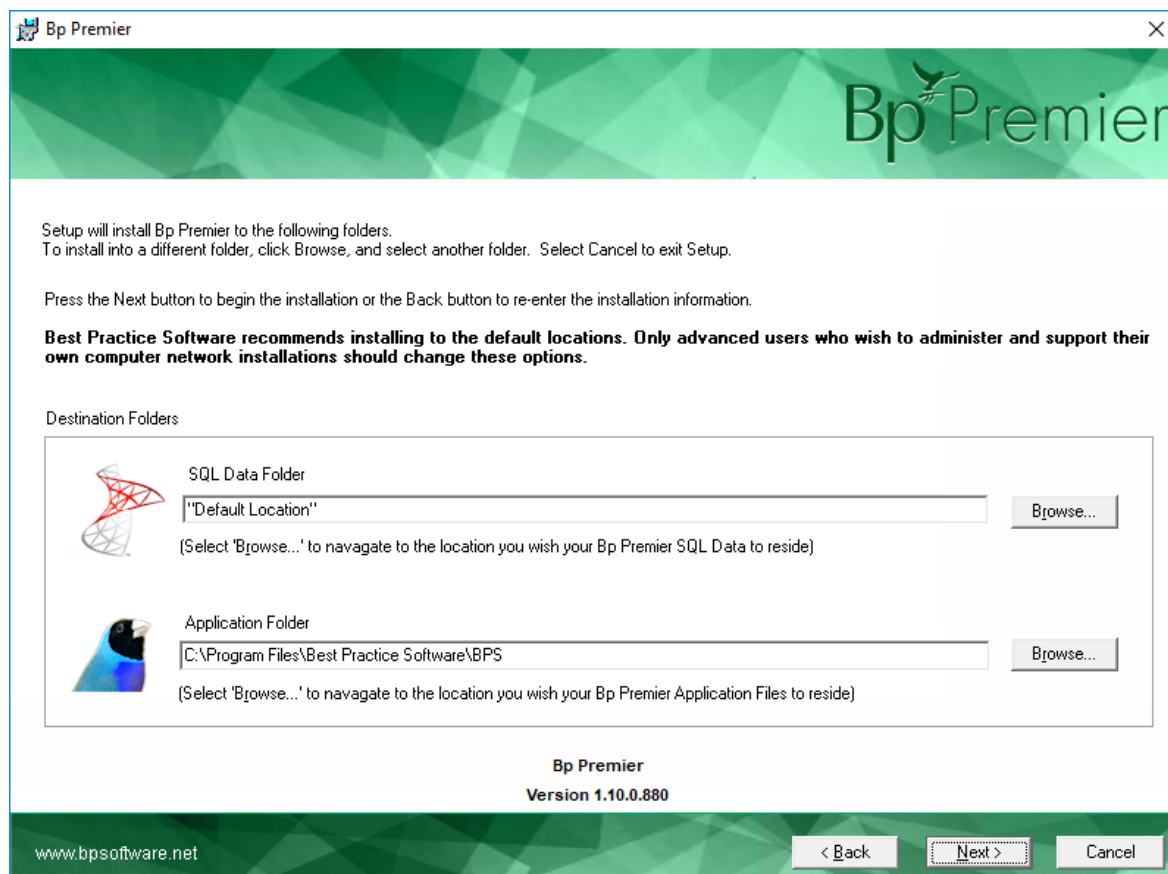
Most practices will **not** need to change the default option in this screen. You only need to change the default option selected here if your practice has an existing licence for a full edition of SQL Server (such as SQL Server 2012 Standard Edition) and you plan to upgrade to the full edition. If this applies, select the Express version that matches the full version you plan to upgrade to.

8. Ensure the **Server** option is selected in the **Installation Type** column, as shown.
9. The **Medicare Online Module** allows Bp Premier to connect to Medicare to verify patient Medicare and DVA eligibility and send patient and bulk bill claims online.

The selection in this screen depends on whether your practice uses Bp Premier Management (for billing, appointment book, waiting room), or is linked to another software package for these functions:

Do you use Bp Premier Management ?	Action
Yes	Tick the box. You will use Bp Premier Management for Medicare online claiming.
No	Untick the box. Online claiming will be managed by another software package.
Unsure	Leave the box at the default setting. Medicare Online Claiming can be installed or deactivated after installing Bp Premier.

10. Select **I agree** at the bottom of the screen and click **Next**.
11. The next screen displayed is the destination folders screen.



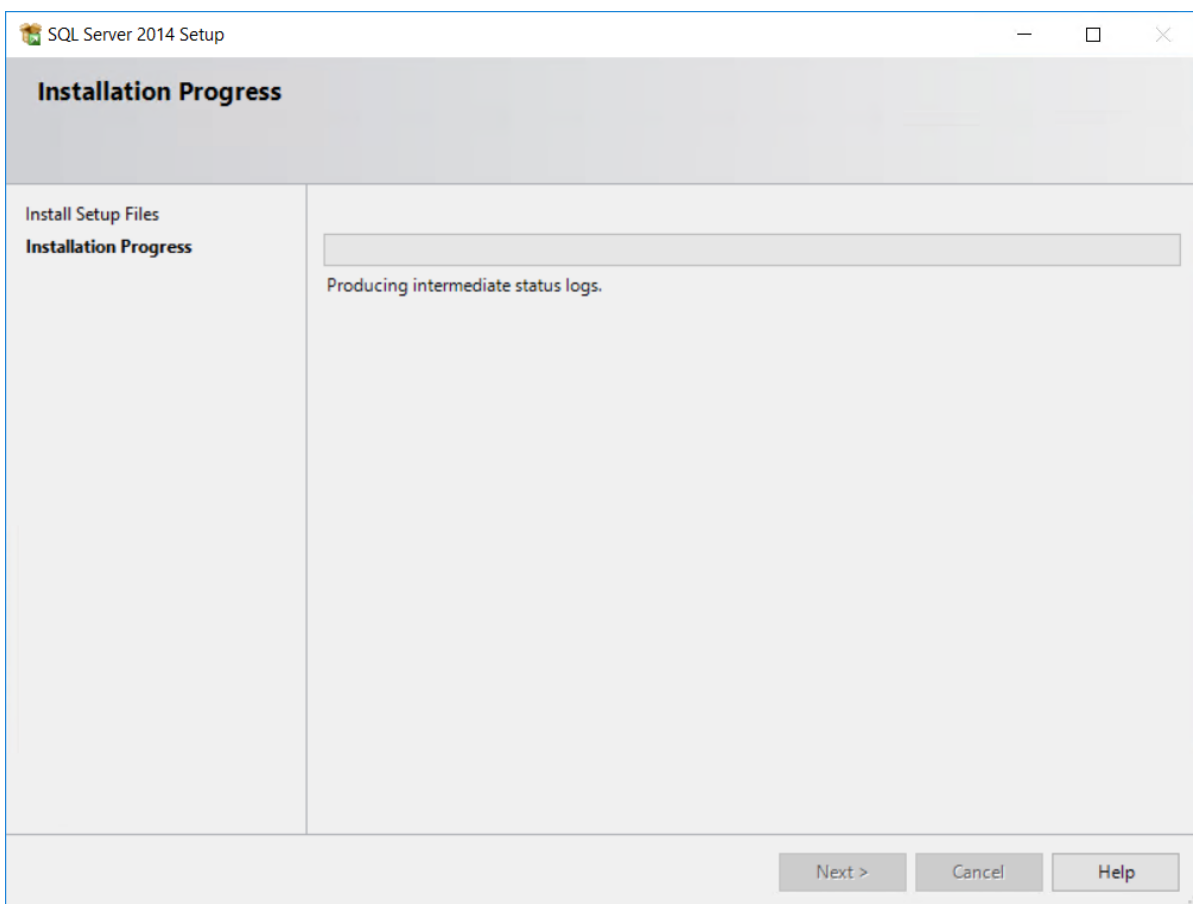
12. Click **Browse** to change the installation destination for the SQL Server database or Bp Premier server application.

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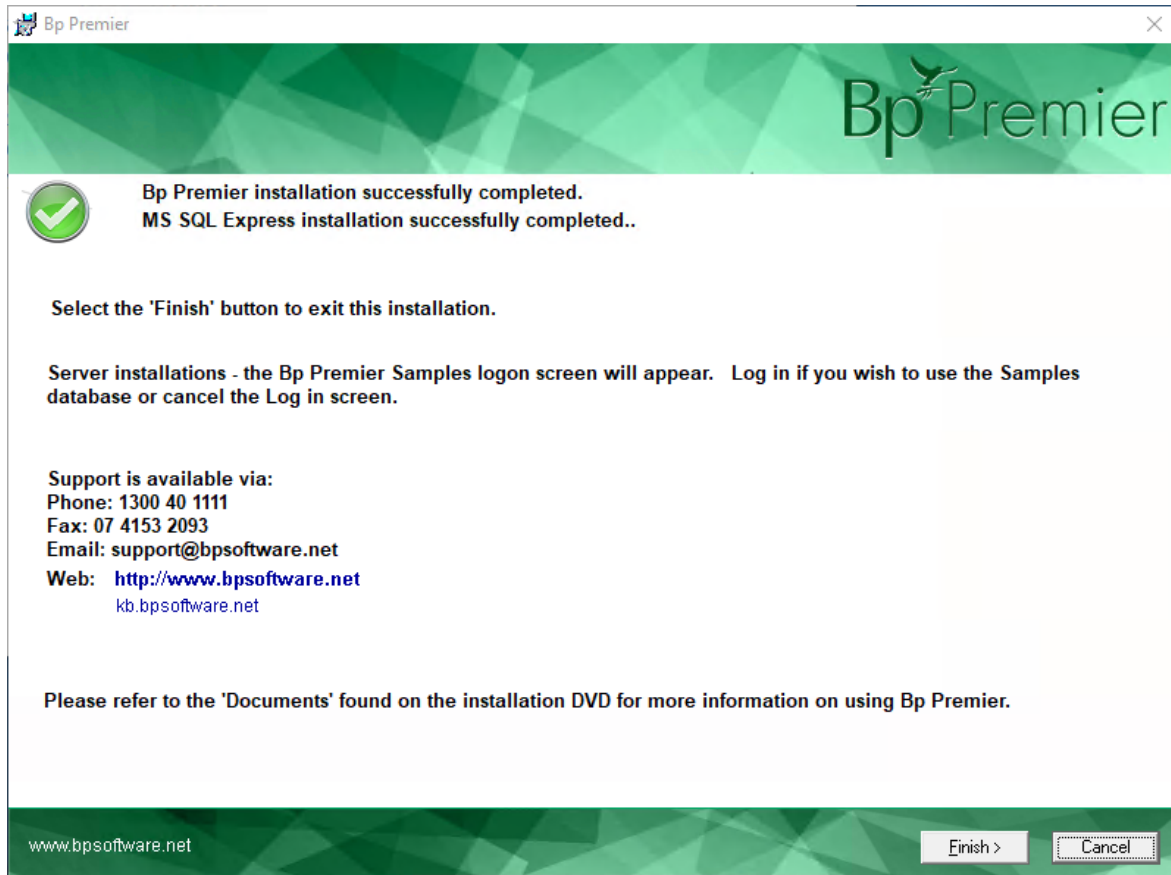
**IMPORTANT** Make sure you communicate to those staff who will be configuring the software what the new installation folders are. All configuration articles in the Bp Premier Knowledge Base assume that Bp Premier has been installed in the default location. Configurers will need to be able to browse to utilities supplied when Bp Premier is installed.

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13. Click **Next**.
14. The installer will begin installing the database. After a short while, the **SQL Server Setup** screen will appear while the selected version of SQL Server is being installed.



15. Various screens display during the installation. You do not need to do anything in this screen while the installation proceeds. After some time, Bp Premier will be installed, and you will be presented with the Finish screen.



16. Click **Finish** to end the installer.
17. Bp Premier will automatically open using the samples database, which is a small database of 'dummy' patient records useful for training and familiarisation. You can return to the samples database at any time. Exit Bp Premier.

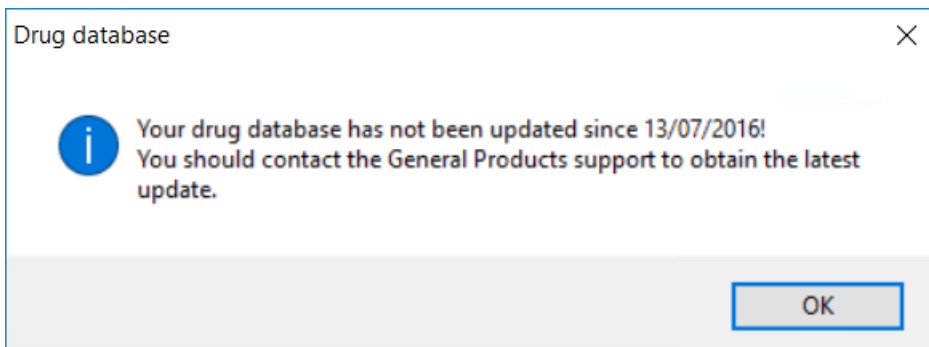
The installer will place shortcuts on the desktop:

- Best Practice — Starts Bp Premier.
- Best Practice Samples — Starts Bp Premier using the samples database.

## Log in to Bp Premier

1. Double-click the Best Practice icon on the desktop to start Bp Premier.
2. If monthly drug and data updates have been made available since the last software release, Bp Premier will alert that your drug database is out of date. Before you can start using Bp Premier as a live server, you should install the most recent comprehensive data update. See [Update the drug database on page 29](#) for more information.





3. Bp Premier will prompt you to enter your practice details:

Practice details

Practice name: Smith Street Medical Practice

Location: Main surgery

Address 1: 17 Smith Street

Address 2:

City/Suburb: Toowong

Postcode: 4066

Phone: 0740232184

A/H phone:

Fax:

E-mail: smithstgp@netmail.com

Health Identifier: 8003629876543210

☐ Evaluation only

Site ID Number: 2222

Licence Code: 12AA-34BB-56CC-78DD-90EE

\* Not all functions are available in evaluation mode

Save Cancel

4. Most of the fields in this screen are mandatory. The **Health Identifier** (your practice's HPI-O number), **Site ID Number**, and **Licence Code** must be valid to save these values.

- Click **Save**. The **New user** screen will appear, so that an administrator user can be created. The first user created can only be a Practice manager or Principal Doctor.

**New user**

Title:

First name:

Surname:

Category:

Home phone:

Mobile phone:

Pager:

E-mail:

Qualifications:

☐ Inactive

Provider No.:

Prescriber No.:

Registration No.:

Health Identifier:

CPD No.:

☐ Full time ☐ Part time ☐ Locum

☐ Vocationally registered ☐ DVA LMO

☐ Has appointments

☐ Has accounts ABN No.:

☐ Requires a referral for Medicare billing

Default account type:

Default Item No.:

Usual location:

☐ Make notes confidential

- Click **Save**.
- Enter and confirm a password for the new user and click **Save**.
- Bp Premier will prompt you to log in using the password you just created.
- You can now begin configuring and using the software.

## After a successful server installation

- Install any third-party software that your practice requires. See [Install third-party software on page 18](#) for more information.
- You may need to update your drug database.
- Install Bp Premier clients on all workstations.



4. Configure the Clinical and Management components of Bp Premier for the first time to get your live site running.
5. Import patient data from your previous practice management software, if applicable.
6. Import contacts saved from a previous installation of Bp Premier.

## Install third-party software

Bp Premier installation requires administrator permissions to install software and configure Windows components. Before starting any of the instructions below, log in to the server computer as a Windows Administrator, or have your IT support carry out the installation.

### Install third-party software

1. Insert the *Installation DVD* or browse to the DVD contents and double-click **Autorun.exe**.
2. If you have User Access Control or SmartScreen enabled on Windows, Windows will ask if you want to allow the installer to make changes to your device. Click **Yes**.
3. The installer will open at the **Prerequisites** panel.



4. Click the **3rd Party** button on the left hand side. The **3rd Party** panel will be displayed.



5. Click the hyperlink for any 3rd party software. The **3rd Party Providers** panel will be displayed.

Welcome

3rd Party Providers

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Bp Premier  
First in GP Software

**Indigo**

**MediSecure**  
www.medisecure.com.au

☒ **Electronic Transfer of Prescriptions**  
MediSecure's core business is a prescription exchange service (PES), which facilitates the electronic prescribing and dispensing of prescriptions.

**Argus**  
www.argusconnect.com.au

☒ **Secure Messaging**  
Argus, a computer program that enables health service providers to securely exchange clinical documents between their computer systems.

**HL HealthLink** | Certainty in Care  
www.healthlink.net

☐ **Electronic Referrals**  
Bp Premier now comes complete with HealthLink SmartForms. This innovative technology will change the way your practitioner's complete medical forms making them quick and easy to complete and even easier to know they got to the right place.

**healthshare**  
www.healthshare.com.au

☐ **Free Patient and GP Fact Sheets**  
Healthshare Fact Sheets offers quick and easy access to over 1,000 Patient and GP education fact sheets from Australia's leading health organisations.

**cdmNet**  
www.precedencehealthcare.com

☒ **cdmNet online service**  
cdmNet is an online service that makes it easier for GPs, practice nurses and other healthcare providers to manage chronic disease and preventive care.

**Product Installation**  
Please select a provider, by selecting the tick boxes above, to install their product to your system. Then select the 'Next >' button.

www.bpssoftware.net

3rd Party Providers Guide

Next > Cancel

6. Tick the 3rd party components that your practice requires and click **Next**. The **3rd Party Providers Guide** link provides more information about installing Argus.

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**NOTE** If you have not installed HealthLink before, you will need to contact HealthLink and create an account to install the HealthLink client.

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7. Depending on the software you selected, information screens will supply more information about the component being installed. Click **Next** or **Finish** to proceed.
8. After third-party software is installed, the **3rd Party Providers** panel will be displayed again. Click **Finish** to exit the installer.

## Install a Bp Premier client

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Bp Premier installation requires administrator permissions to install software and configure Windows components. Before starting any of the instructions below, log in to the server computer as a Windows Administrator, or have your IT support carry out the installation.

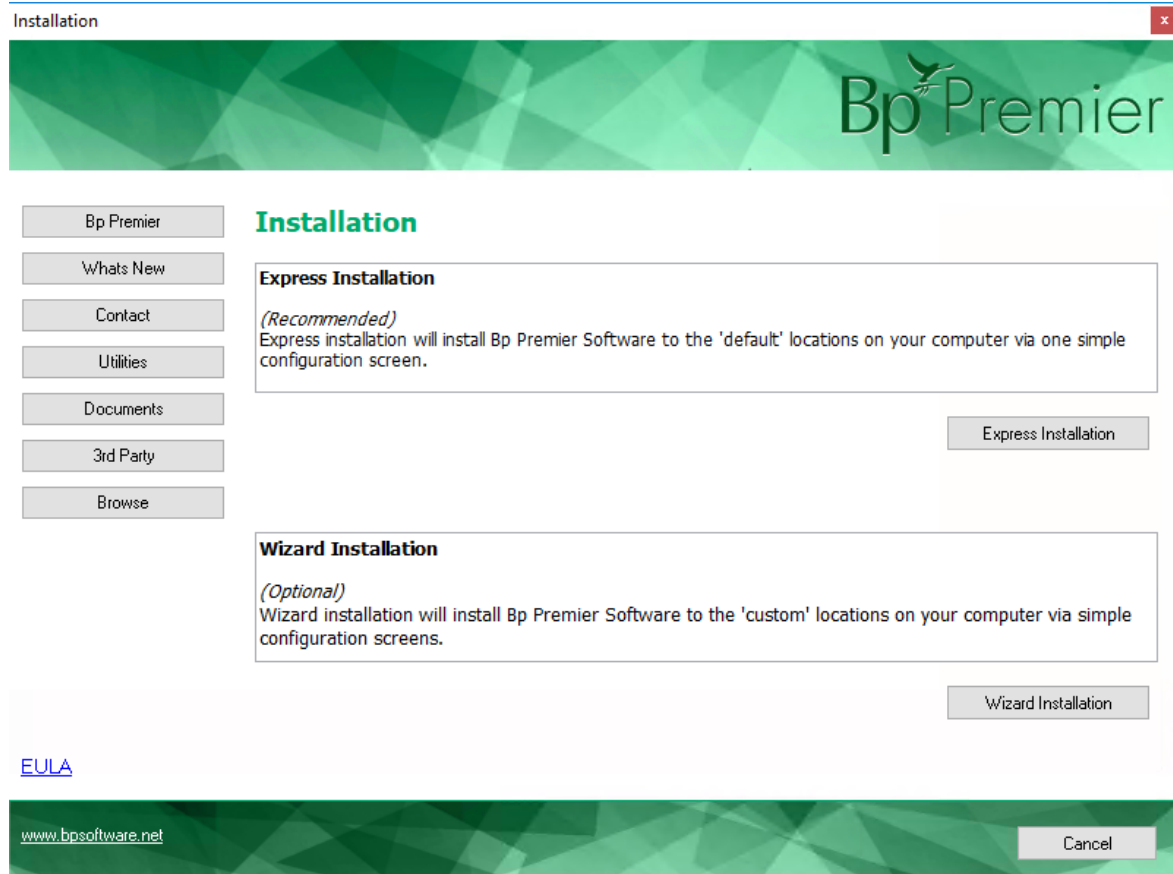
### Before you begin

If you have partially installed a Bp Premier client on the computer, completely uninstall Bp Premier and the SQL Server database from that machine before installing. See [Uninstall Bp Premier and SQL Server on page 50](#) for more information. The installer may attempt to upgrade the existing installation, or the install process may halt, if components of a prior installation still exist.

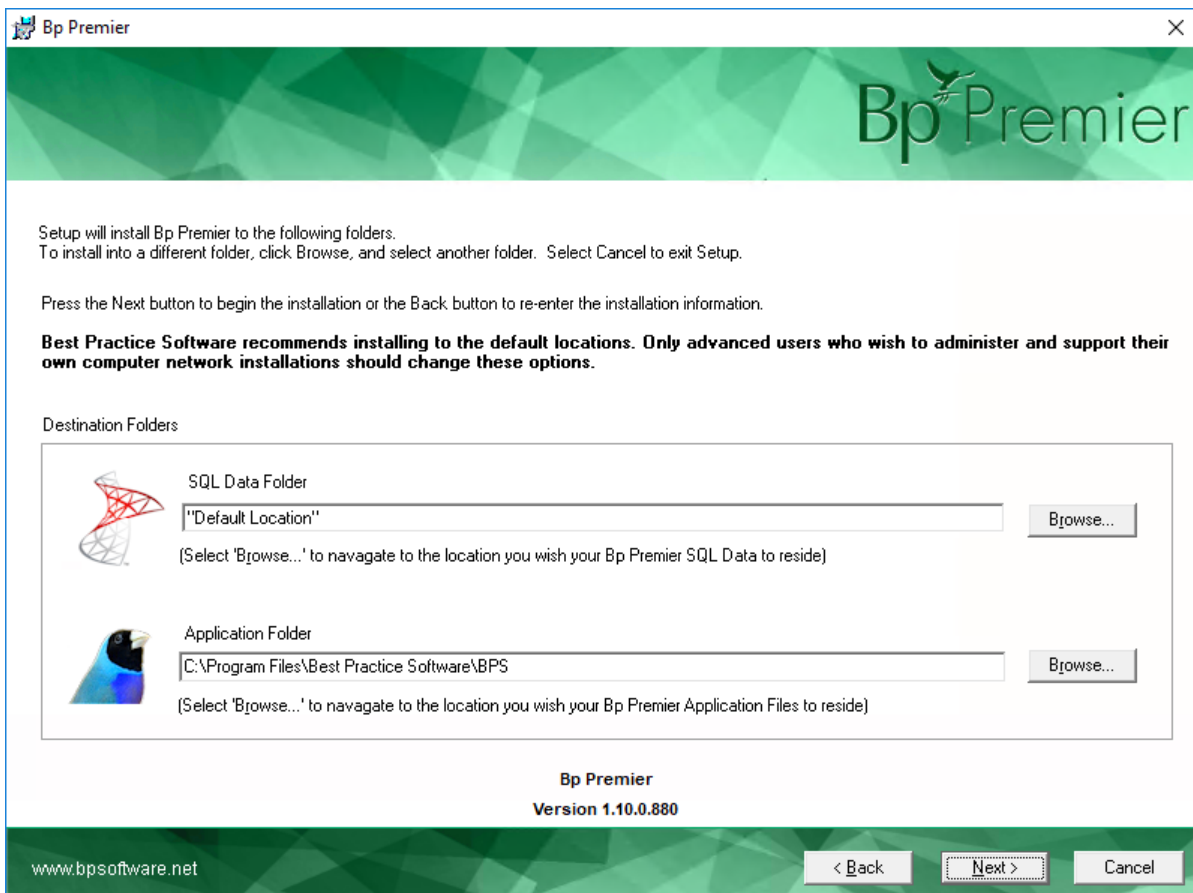
You will need to know the computer name or IP address of the Bp Premier **server** that the workstation will connect to.

### Install Bp Premier Client

1. Insert the *Installation DVD* or browse to the installation DVD contents and double-click **Autorun.exe**.
2. If you have User Access Control or SmartScreen enabled on Windows, Windows will ask if you want to allow the installer to make changes to your device. Click **Yes**.
3. The installer will open at the **Prerequisites** panel. Click **Next**. The installation panel is displayed.



4. If you need to install the client files for Bp Premier in a specific location on the workstation, such as a hard drive that is not mapped to 'C:\', click **Wizard Installation**. Otherwise, click **Express Installation**.
5. If you selected a Wizard Installation, the Destination Folders screen will appear. If you selected an Express Installation, go to step 8.



6. Click **Browse** to change the installation destination for the SQL Server database files or Bp Premier client application.

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**IMPORTANT** Make sure you communicate to those staff who will be configuring the software what the new installation folders are. All configuration articles in the Bp Premier Knowledge Base assume that Bp Premier has been installed in the default location. Configurers will need to be able to browse to utilities supplied when Bp Premier is installed.

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7. Click **Next**.
8. The next screen displayed is the database selection screen.



**Bp Premier**

Windows 10 Enterprise

SQL Express Edition	Operating System Platform	Installation Type
<input checked="" type="radio"/> SQL Express 2017 <small>(Windows 8.1 and above) (Windows Server 2012 R2 and above)</small>	<input checked="" type="radio"/> x64 based operating systems	<input type="radio"/> Server <input checked="" type="radio"/> Client
<input type="radio"/> SQL Express 2016 SP1 <small>(Windows 8 and above) (Windows Server 2012 and above)</small>	<input checked="" type="radio"/> x64 based operating systems	<input type="radio"/> Server <input checked="" type="radio"/> Client
<input type="radio"/> SQL Express 2014 SP2 <small>(Windows 7 SP1 and above) (Windows Server 2008 SP2 and above)</small>	<input type="radio"/> x86 based operating systems <input checked="" type="radio"/> x64 based operating systems	<input type="radio"/> Server <input checked="" type="radio"/> Client

☐ **Medicare Online Module** - This option will take precedence over your existing Medicare Australia online claiming settings. I understand the information regarding these settings and agree to continue.

**End User Licence Agreement**  
Best Practice Software

1. Introduction

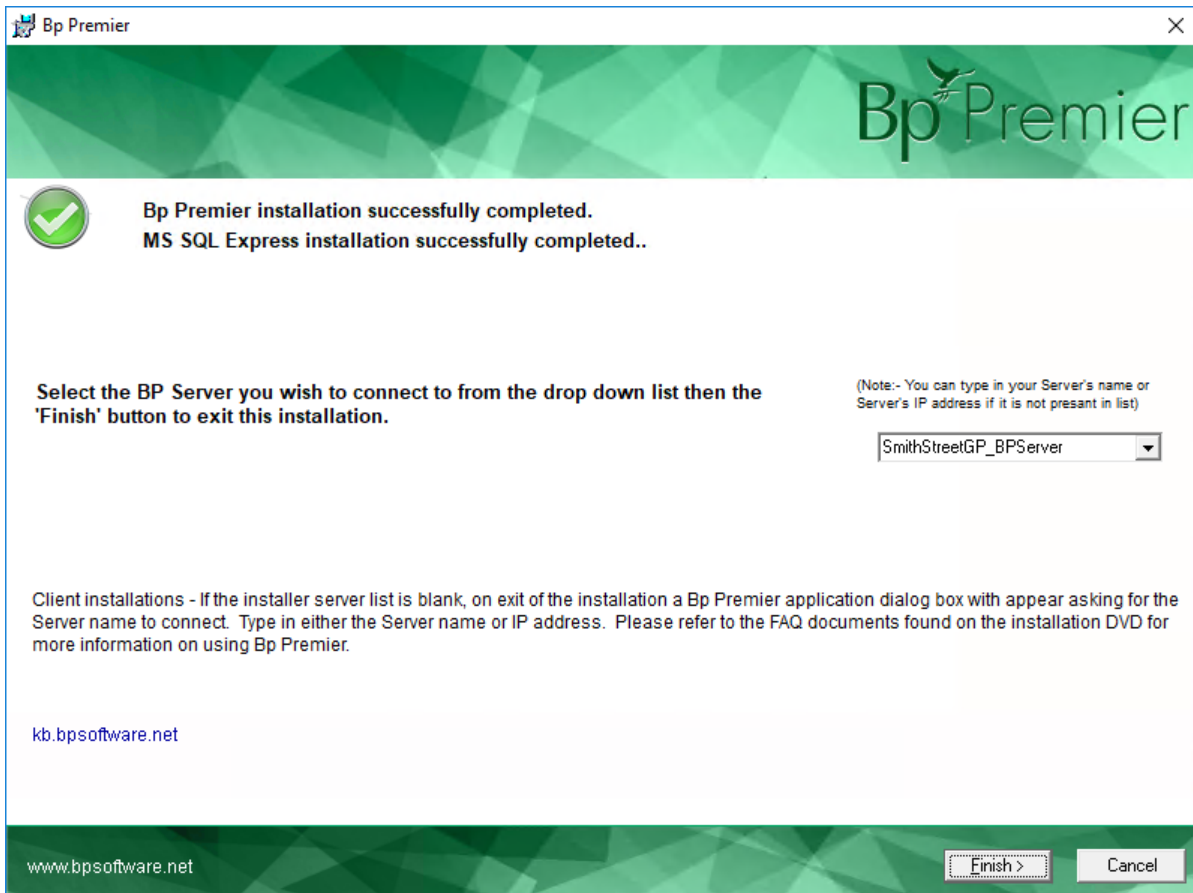
☐ I Agree    On installation of Bp Premier, any persons opening or subsequently using Bp Premier, will be deemed to be a user and is subject to the terms and conditions of the Best Practice Software Licence Agreement. I understand the above information regarding these settings and agree to continue.  
☒ I Disagree

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9. In the row that matches the database version you installed during the server installation, select **Client**, as shown.
10. The **Medicare Online Module** allows the Bp Premier workstation to connect to Medicare to verify patient Medicare and DVA eligibility and send patient and bulk bill claims online. If any users will be submitting online claims from this workstation, you must tick the option to install the Medicare module. The Medicare module can be installed at any time after Bp Premier installation.
11. Select **I agree** at the bottom of the screen and click **Next**. Client and SQL Server component installation will begin.
12. At the **Finish** screen, select the name of the Bp Premier server computer this client will connect to from the list on the right hand side. If the server name does not appear in the list, enter the IP address or computer name into the text field and click **Finish**.





13. The client will attempt to connect to the server. If successful, client installation is complete. Otherwise, the installer may prompt to reselect the server you want to connect to.
14. Repeat for each workstation that requires Bp Premier.

The client installation will place a **Best Practice** icon on the desktop. Double-click this icon to start Bp Premier.

If you cannot detect or connect to the Bp Premier server you installed, consult [Troubleshoot installation on page 37](#).

You can also connect to the Bp Premier server from the software:

1. Log in to the Bp Premier workstation you just installed.
2. Select **Setup > Configuration > Database**.
3. Click **Change** next to the **Connect to** field and select the computer name for the server you want to connect this workstation to.

## Access the samples database

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Bp Premier ships with a samples database that can assist in training new practice staff and familiarising users with the software without the danger of making changes to actual patient data or the live database.

## Frequently asked questions

### How do I use the samples database?

During installation, a shortcut to the samples database called 'Best Practice samples' is installed on the server or workstation desktop.

1. Double-click the **Best Practice samples** icon on the desktop.
2. Log in using one of the usernames listed in What users are there? below.
3. Enter a password of 'samples' and click **Ok**.
4. Use the software as normal. Any changes made to configuration or patient data will be limited to the samples database. Access to Bp Premier functionality will be limited to the permissions set for the user selected in step 2.
5. Log out of the samples database when you are finished training.

### What users are there?

Available users in the samples database include:

Username	User Category
Dr. Fredrick Findacure	Principal doctor
Dr. Ivor Cure	Employee doctor
Ms Nadine Nurse	Practice nurse
Miss Jenny Reception	Junior receptionist
Ms Susan Senior Reception	Receptionist
Mrs Diabetes Educator	Diabetes educator
Mrs Psychology Specialist	Psychologist
Mr IT Technician	Guest

The password for all users is 'samples'.

Each user is granted the default user permissions for their user role. As Principal doctor, logging in as Dr. Fredrick Findacure will grant access to the most functionality.

## Can I add users to the samples database?

No. This prevents users accidentally adding data intended to be live to the samples database, which is not backed up and may be replaced in future releases.

However, you can edit the users that are supplied with the samples database, if you log in as a user with user edit permissions. You can also create new patients in the samples database.

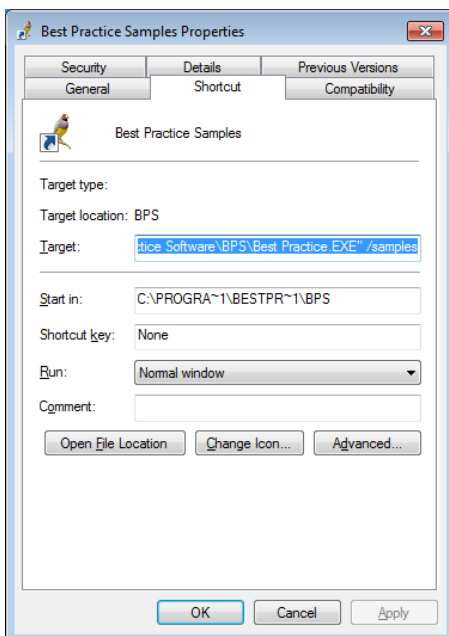
## Is the samples database backed up?

No. The samples database is not included in manual or scheduled backups using the Bp Premier backup utility.

## How do I recreate the samples shortcut on my desktop?

If the default shortcut to the samples database has been removed from your desktop, you can recreate it.

1. Browse to the folder C:\Program Files\Best Practice Software\BPS.
2. Right-click on the file **Best Practice.exe** and select **Send to > Desktop (create shortcut)**.
3. Go back to the Windows desktop.
4. Right-click the new shortcut for Best Practice and select **Properties**. Select the **Shortcut** tab.
5. At the end of the **Target** field, add the text '/samples'.



6. Click **Apply**.
7. Close the shortcut **Properties** screen.
8. Right-click the new short cut and select **Rename**.
9. Name the shortcut 'Best Practice Samples'.

10. Double-click the samples shortcut to confirm it opens the Samples database. A message will indicate Bp Premier has connected to the Samples data.

## Update the drug database

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Best Practice Software releases Data Updates (also called 'drug updates') roughly at the beginning of each month. Updated information includes:

- Pharmaceutical Benefits Scheme (PBS) changes
- MIMs medicine information
- Medicare Benefits Schedule (MBS) fee updates
- Updated and new word processor templates
- Updated and new management reports.

Data (drug) updates are available for download from [www.bpsoftware.net](http://www.bpsoftware.net). From the menu at the top, select **Resources > Bp Premier Downloads**, and scroll down to the **Data Updates** section. The most recent data update is always listed at the top of the list.

## Frequently asked questions

### How do I find out when a new Data Update is available?

As soon as they are available for download, Best Practice Software emails the primary contact for each practice the notice that a new Data Update is available, usually through Best Practice Software's **Elevate** newsletter. Watch for this newsletter in your primary contact's email address, or the email address you nominated to receive system update notifications.

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**TIP** If you cannot find the **Elevate** e-newsletter in your nominated email inbox, check your email client's spam or junk folder. Make sure to mark Elevate emails as 'not junk' so that they are received in your regular inbox and you never miss a Data Update notification.

---

Read the information provided with the update link to ensure that your system has the prerequisite program and drug updates. Each month, two types of updates are made available:

- Incremental - if your system has the previous month's update
- Comprehensive - if you have missed at least one previous data update.

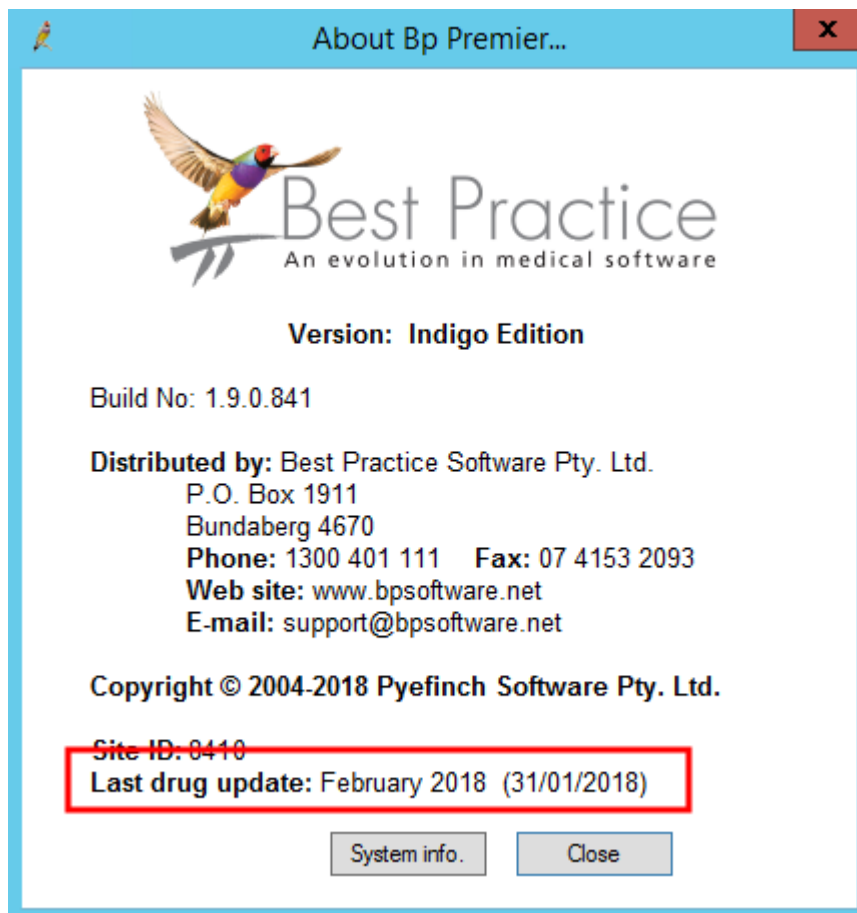
If you would like to be notified about updates, contact the Best Practice Software relationship support team on +61 7 3223 7700.

### How do I find out what's in a data update?

From February 2019, Best Practice Software publish the contents of a Data Update in a What's New section of the online Knowledge Base. Select Help > Online in the software to open the knowledge base in your default browser.

## I don't know if I need a comprehensive or incremental Data Update

To check the drug database version you currently have installed, log in to Bp Premier and select **Help > About** and inspect the **Last Drug Update** field.



In this example, the last drug update to be applied was February 2018. If the current date is July 2018, the drug database is several months out of date and you would download the most recent **comprehensive** Data Update. If the current date is April 2018, you would only need to download the **incremental** March 2018 update for the previous month.

If you are not sure which update you require, contact General Products Support.

## How often should I apply a Data Update?

Best Practice Software advise keeping your installation of Bp Premier up to date with the latest **monthly** Data Update to ensure that providers are prescribing up-to-date medication and that your Medicare claims use the current fees. A reminder message will appear when logging into Bp Premier if the last drug database update is more than three months old.

## Do I need to back up the Bp Premier database before applying a Data Update?

Best Practice Software recommend backing up your database immediately prior to all Program and Data Updates as a precaution.

## Can I back up and restore the drug database?

Yes. You can set a configuration option to automatically back up the drug database every time you install a monthly Data update. You can also back up the drug database on the server, and restore the drug database on the server or a workstation.

## Do I need special permissions to apply a Data Update? Do I need to log everyone out?

After you download the Data Update file, you must run the file as a **Windows Administrator**. The Data Update installer requires some administrator-level access to install components. If you are not sure whether you are logged in to the Bp Premier server as a Windows administrator, your IT support can assist.

If your Windows operating system has User Account Control or Windows SmartScreen enabled, Windows may ask you for confirmation when you double-click the data update file. Click **Yes** or **Run anyway** to proceed.

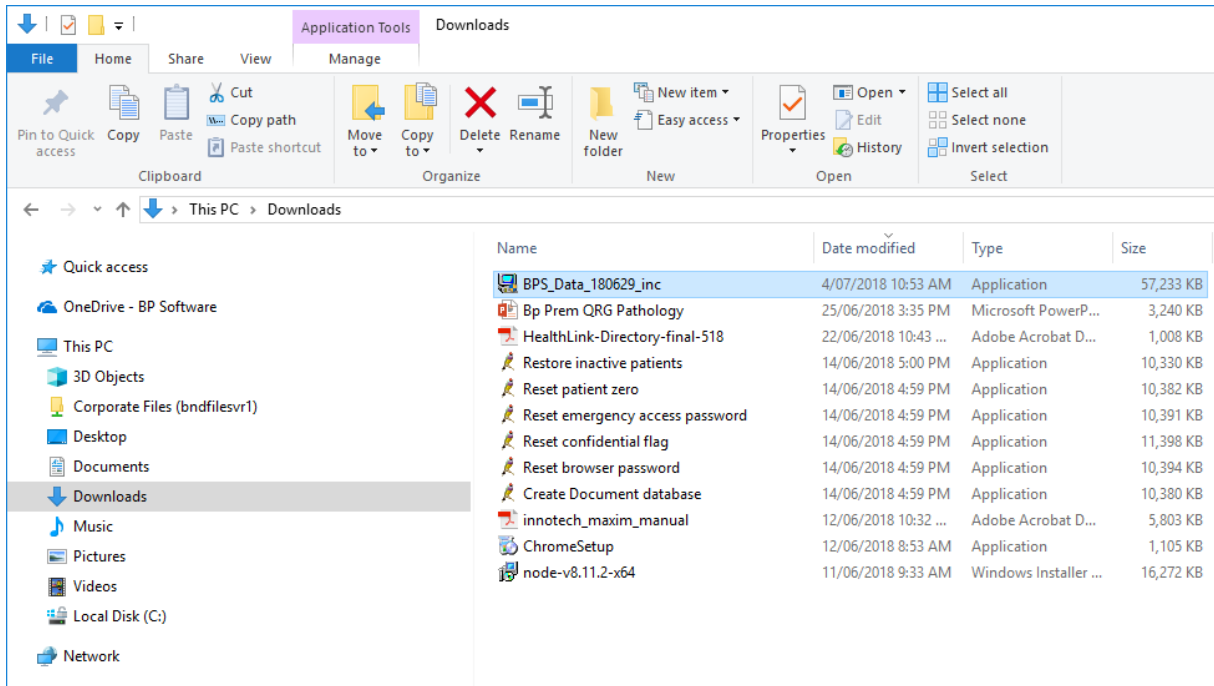
You do **not** need to log users out of Bp Premier to install the data update. You can run a data update during business hours with users logged in.

## I downloaded the Data Update, but I can't find the file

If you don't specify to download a file to a specific location on your computer, files are downloaded to the default Windows downloads directory for your Internet browser. For most browsers, the default location will be This PC > Downloads, or My Computer > Downloads, or a similar path depending on your version of Windows.

In the example, the incremental update for 29/06/2018 has been downloaded to the Windows **Downloads** folder.



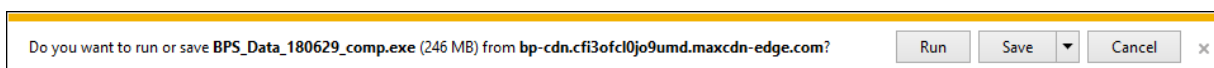


## Download the Bp Premier Data Update

**TIP** The Bp Premier data (drug) update only needs to be installed on the Bp Premier server and can be run LIVE meaning that all users can be accessing the system while the update is being performed.

1. Open the Best Practice Software website [www.bpsoftware.net](http://www.bpsoftware.net) in a browser.
2. Select **Resources > Bp Premier Downloads** from the menu.
3. Under the **Data Upates** 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.

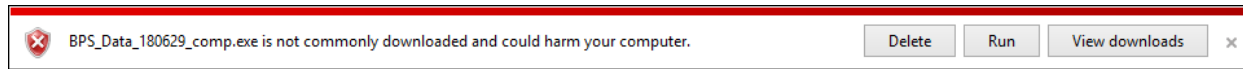
Always download the file to a local folder before running the file. If you receive the following message from Internet Explorer:



Do not click **Run**, but click **Save** instead. The file will be downloaded to your Windows downloads folder.

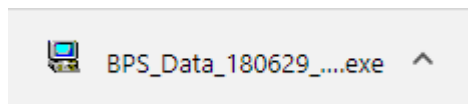


If you are using Internet Explorer, you will receive a message similar to the following when the download is complete:

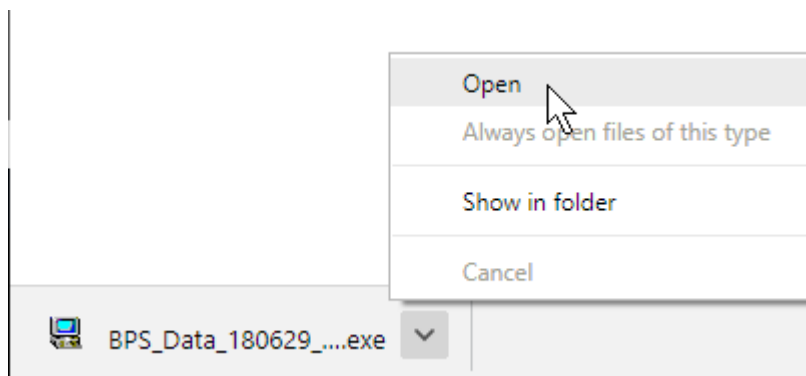


If you downloaded the file from the Bp Premier server computer, you can click **Run** to start the Data Update install.

If you are using another browser, such as Chrome, the download notification will appear at the bottom of the browser:

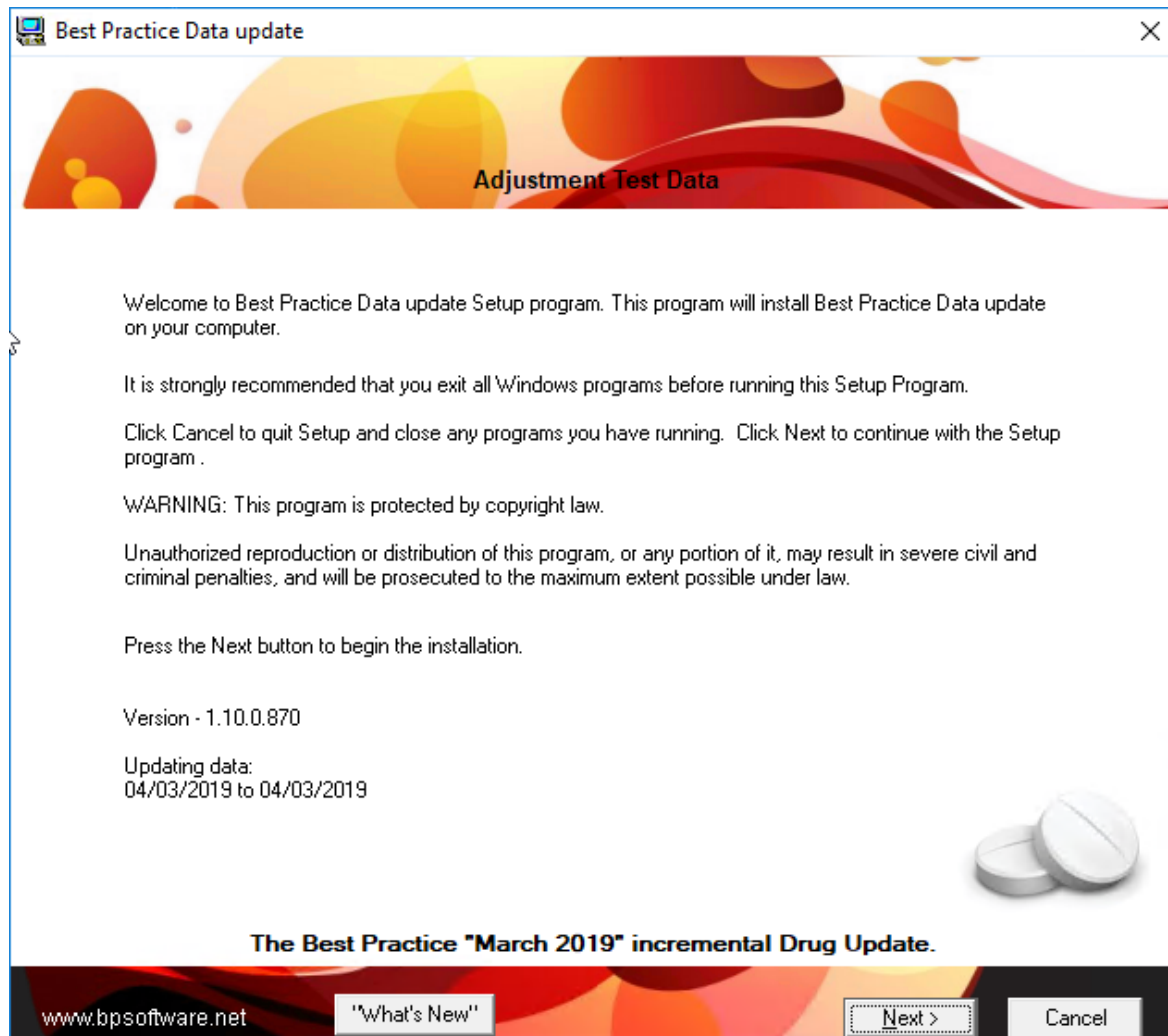


If you downloaded the file from the Bp Premier server computer, you can click the notification or click the up arrow and select **Open** to run the Data Update install. If you need to copy the file to the Bp Premier server, click the up arrow and select **Show in folder** to view the contents of the download folder and copy the file.

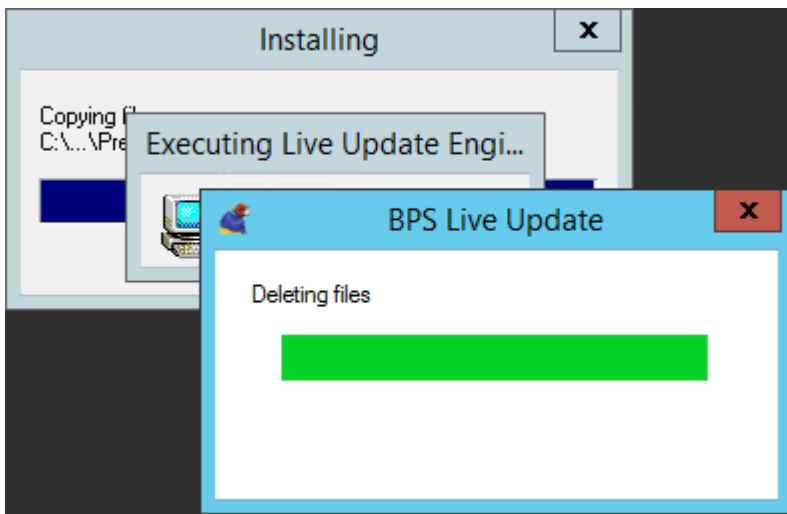


## Install the Data Update

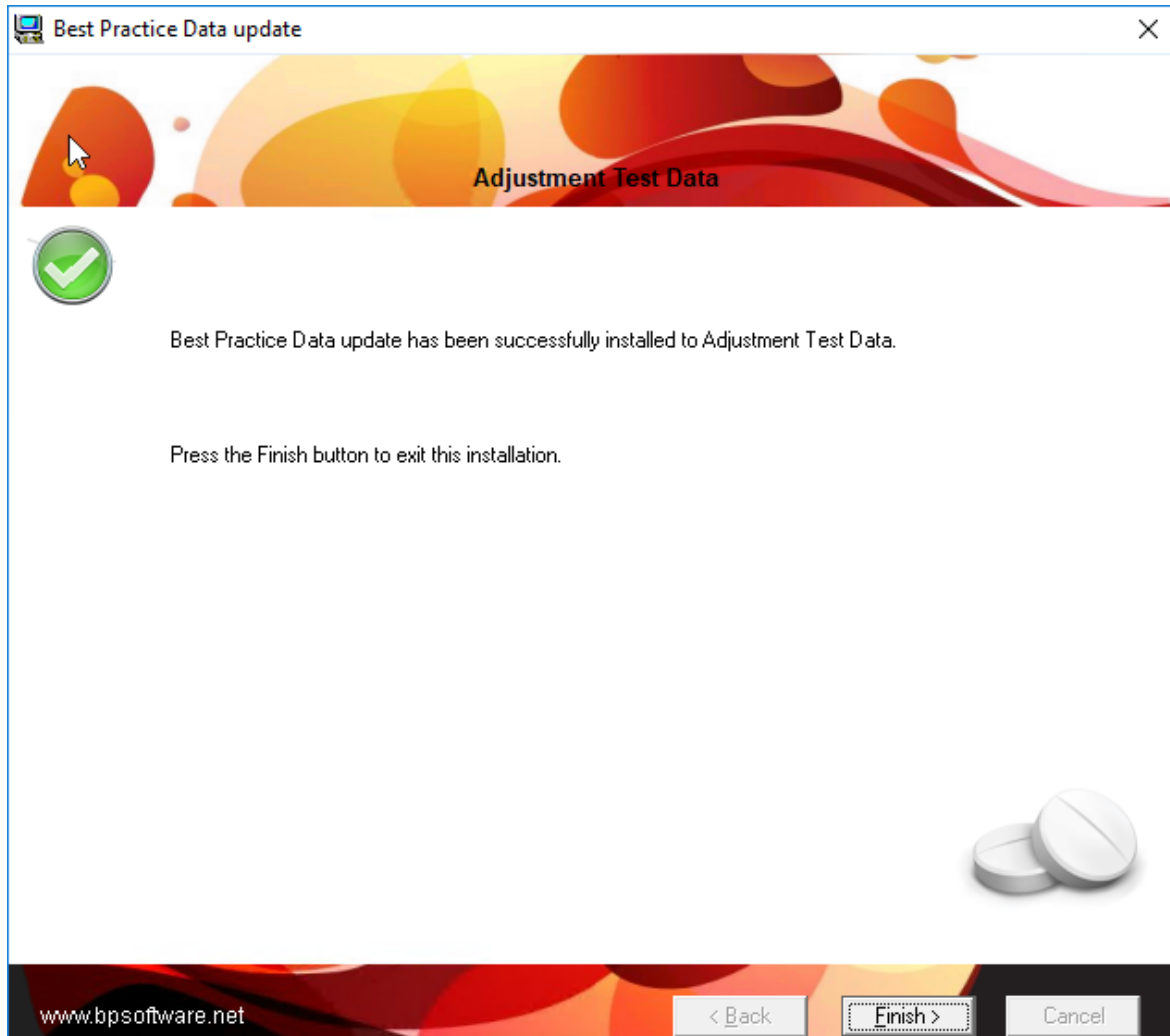
1. Run the Data Update file you downloaded on the Bp Premier server computer as a Windows Administrator.
2. If Windows User Access Control or SmartScreen asks for confirmation, click **Yes** or **Run Anyway** to proceed. The Data Update install screen will appear.



3. Click **Next**. The installer will begin installing the Data Update. This will take a few minutes, depending on the size and type of the update (comprehensive updates will take longer). Progress will be indicated on screen. Do not close any of the installation screens while the Data Update is being installed.



4. When Data Update installation is complete, the **Finish** screen will be displayed.



Data Update installation is complete.

## Troubleshoot installation

---

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 41](#) 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

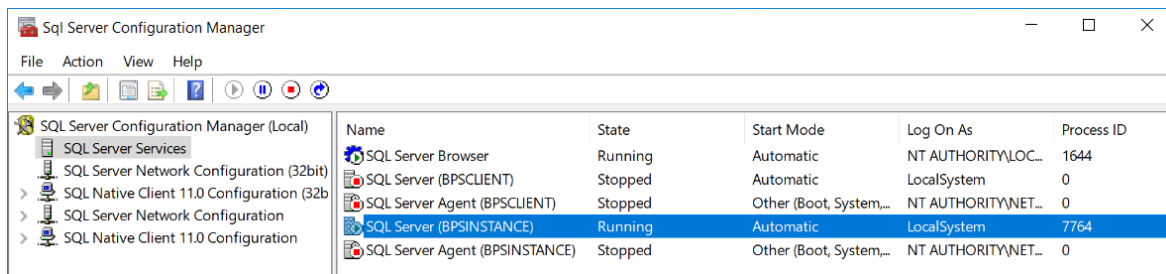
- master.MDF
- mastlog.ldf
- model.MDF
- modellog.ldf
- MSDBData.mdf
- MSDBLog.ldf
- tempdb.MDF
- templog.ldf

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.

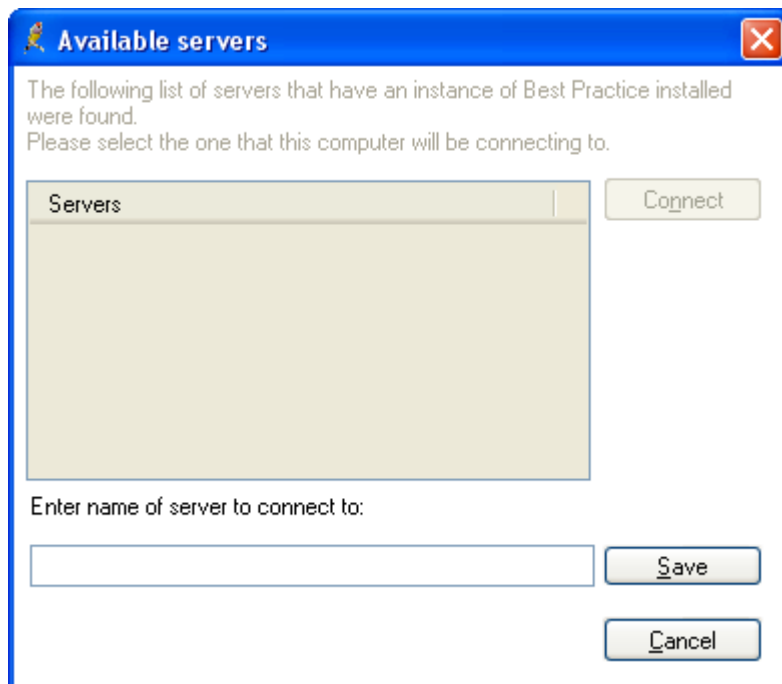
If you have an antivirus software application that could impact prevent SQL from installing correctly, you may need to disable the software during the installation process and when starting Best Practice Software for the first time.



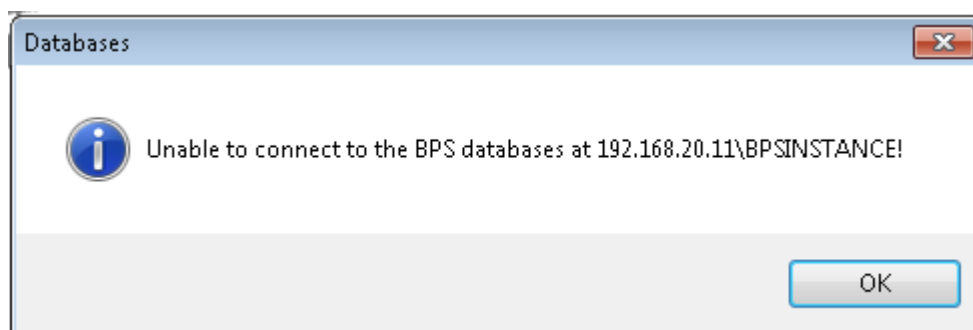
## Troubleshoot general client connections

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:
  
```

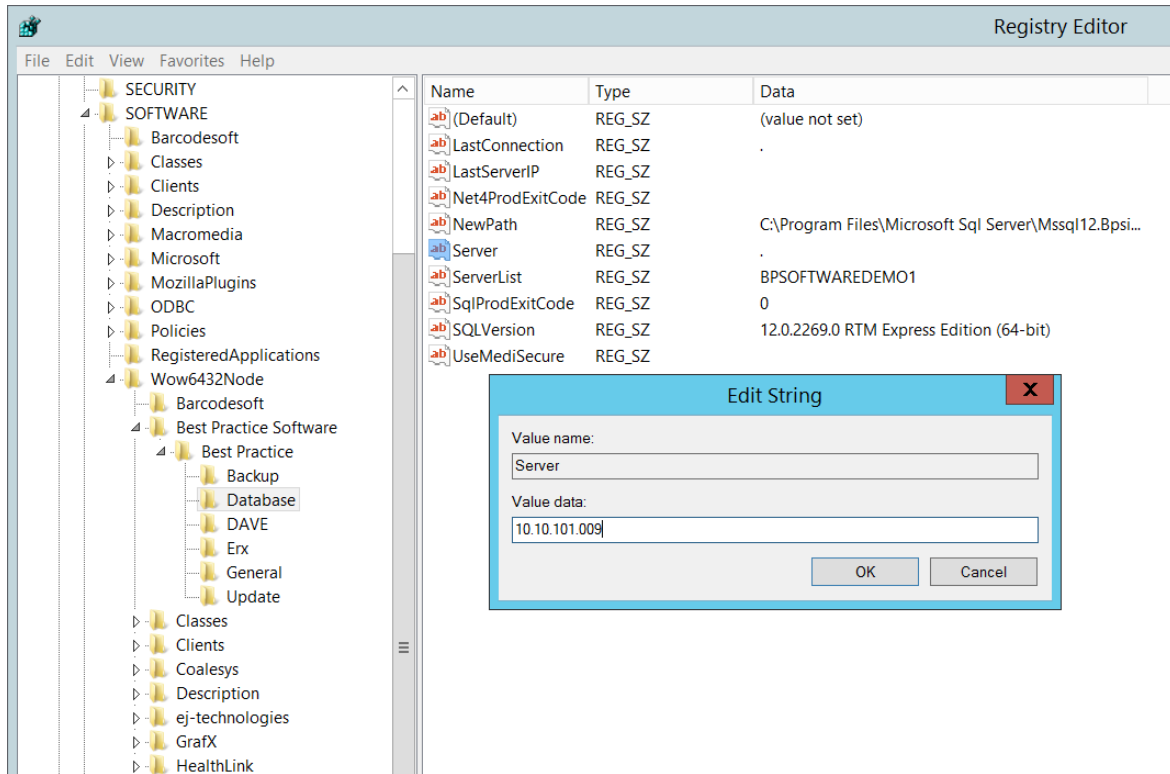
## Update workstation registry

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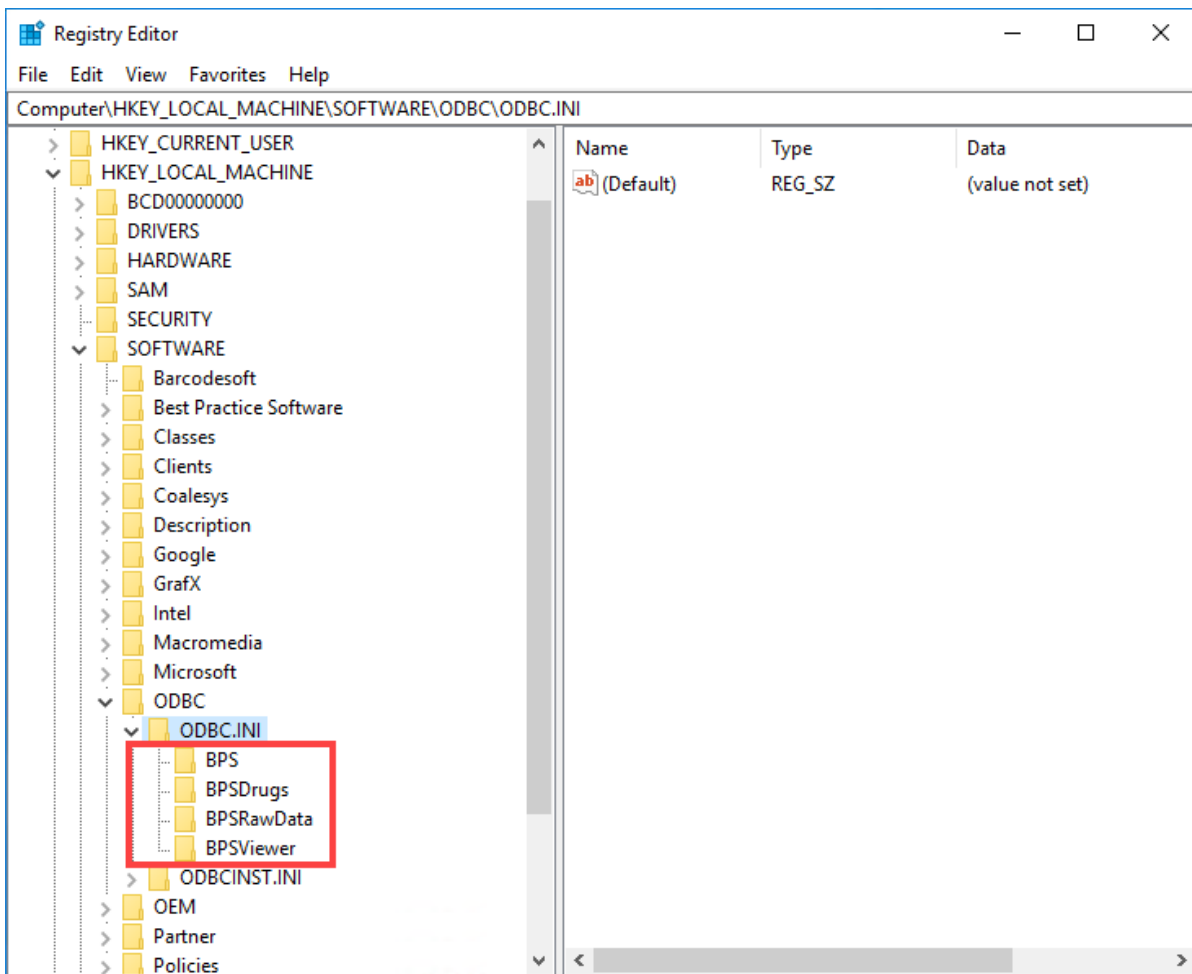
**IMPORTANT** Updating the Windows Registry incorrectly has risks. Update only the entries indicated in the instructions. Record initial values on entries that you change, in case an entry needs to be restored.

---

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.

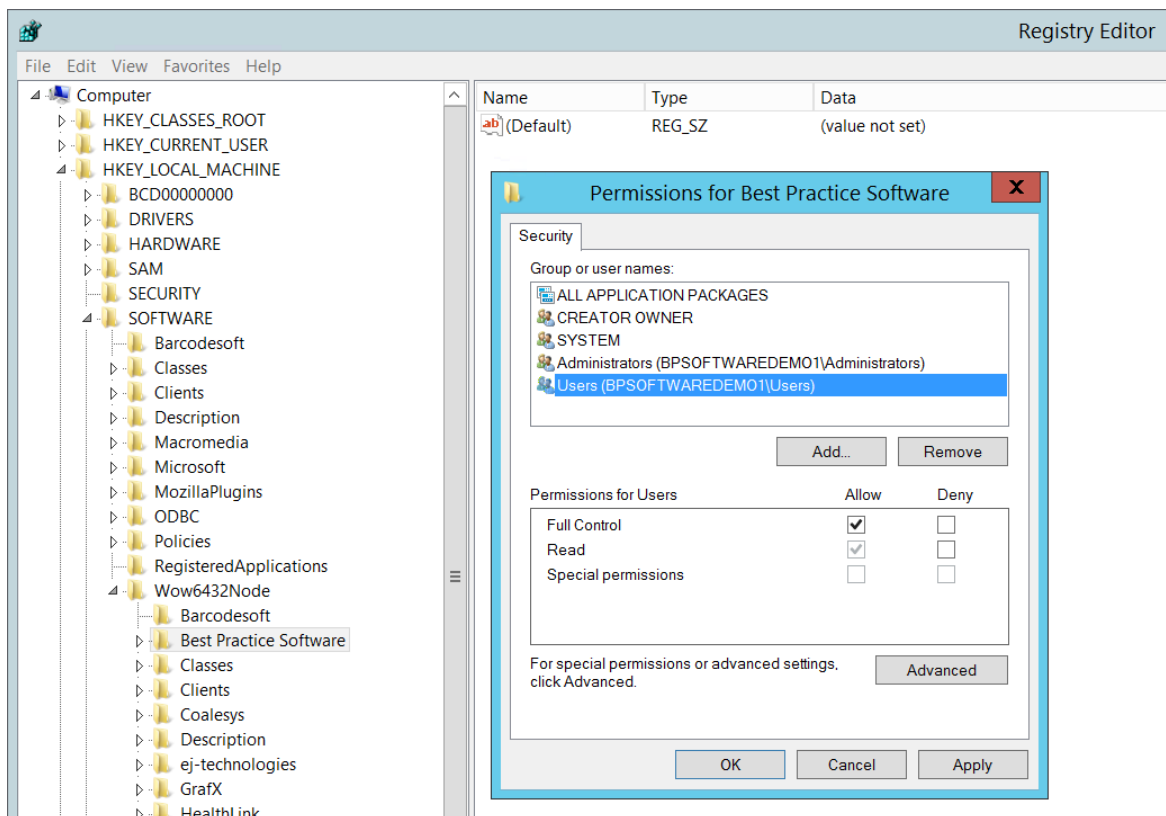
## User is prompted to reconnect each login

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.

## Uninstall Bp Premier and SQL Server

---

Uninstalling Bp Premier completely requires you to:

1. Remove the Bp Premier program.
2. Delete any remaining registry entries.
3. Remove the \Program Files\Best Practice Software folder.
4. Stop Bp-related Windows Services.
5. Remove the SQL Server database.

Bp Premier uninstallation will require administrator permissions to remove software and configure Windows components. Before starting any of the instructions below, log in to the server computer as a Windows Administrator, or have your IT support carry out the installation. If you have Windows User Access Control or SmartScreen enabled, Windows will prompt for confirmation to proceed for some instructions.

---

**IMPORTANT** If you are using a live version of Bp Premier and are uninstalling the server, **always** perform a backup of the Bp Premier database and test a restore before uninstalling the database.

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## Uninstall Bp Premier

Follow the instructions below to completely uninstall a Bp Premier client or server.

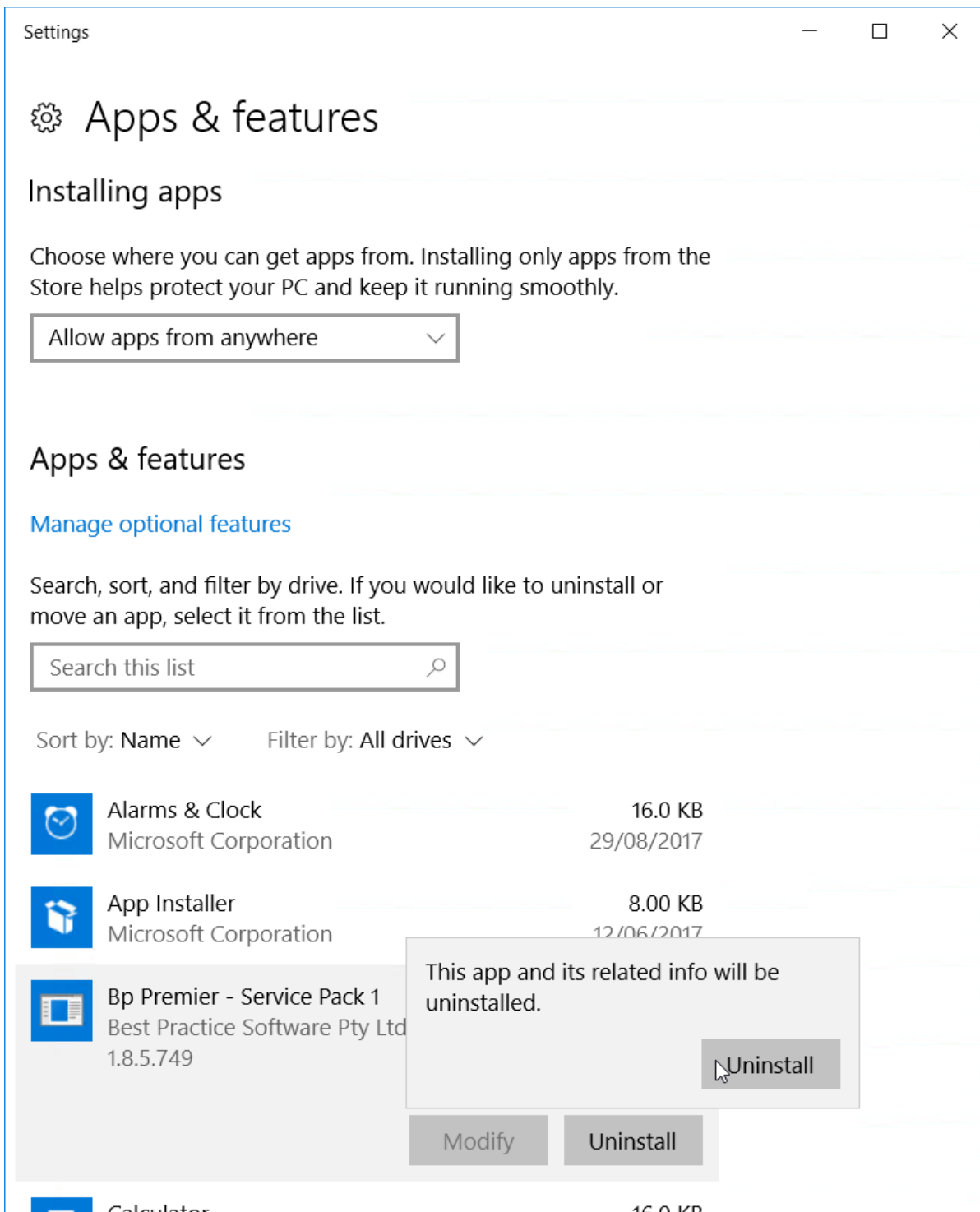
### Remove the Bp Premier program

1. On the computer on which you are uninstalling Bp Premier, close Bp Premier and any windows and applications you have open.
2. Open Windows **Add and Remove Programs**. The path will depend on the version of Windows, but is available from **Start > Control Panel**.
3. Select Bp Premier in the list and click **Uninstall**.

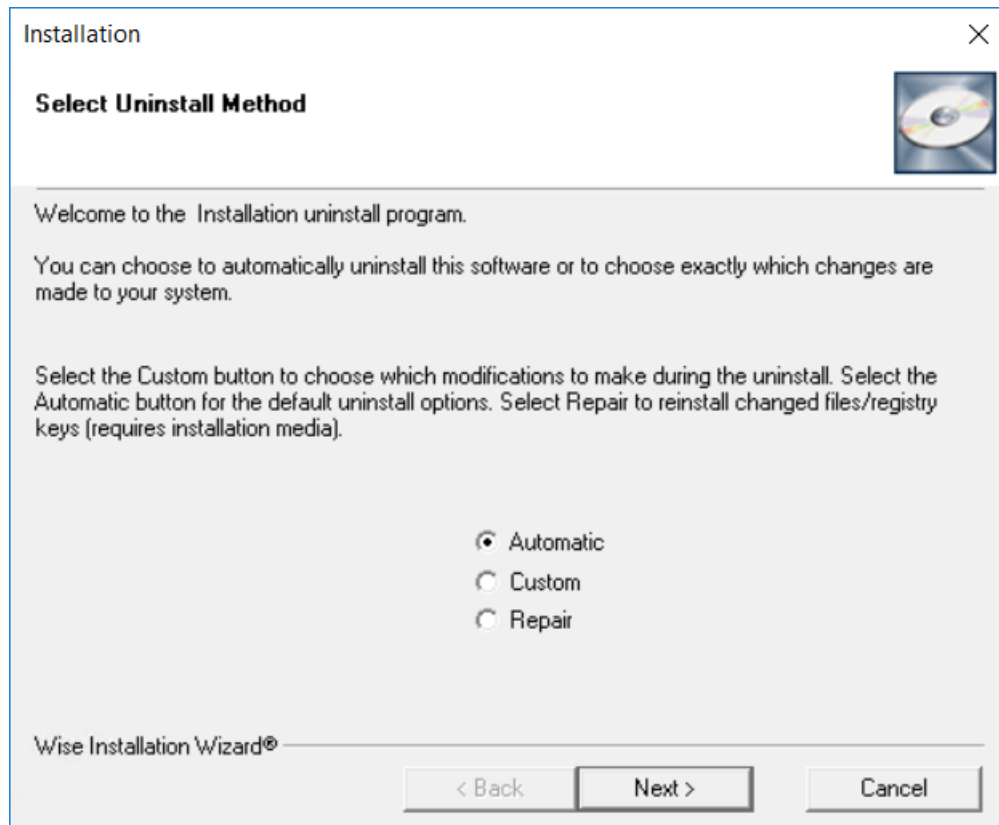
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**NOTE** The following example shows how to uninstall Bp Premier from **Add and Remove Programs** in Windows 10. The process is similar, but the screens may be different to your version of Windows. If you need help uninstalling the program, your IT support can assist.

---



4. A **User Access Control** popup may request confirmation that you want to remove the software. Click **Yes**. The Windows Installation uninstall program will appear.



5. Leave **Automatic** selected and click **Yes**. Click **Finish** in the next screen. Windows will remove the major components of Bp Premier and exit the uninstaller.

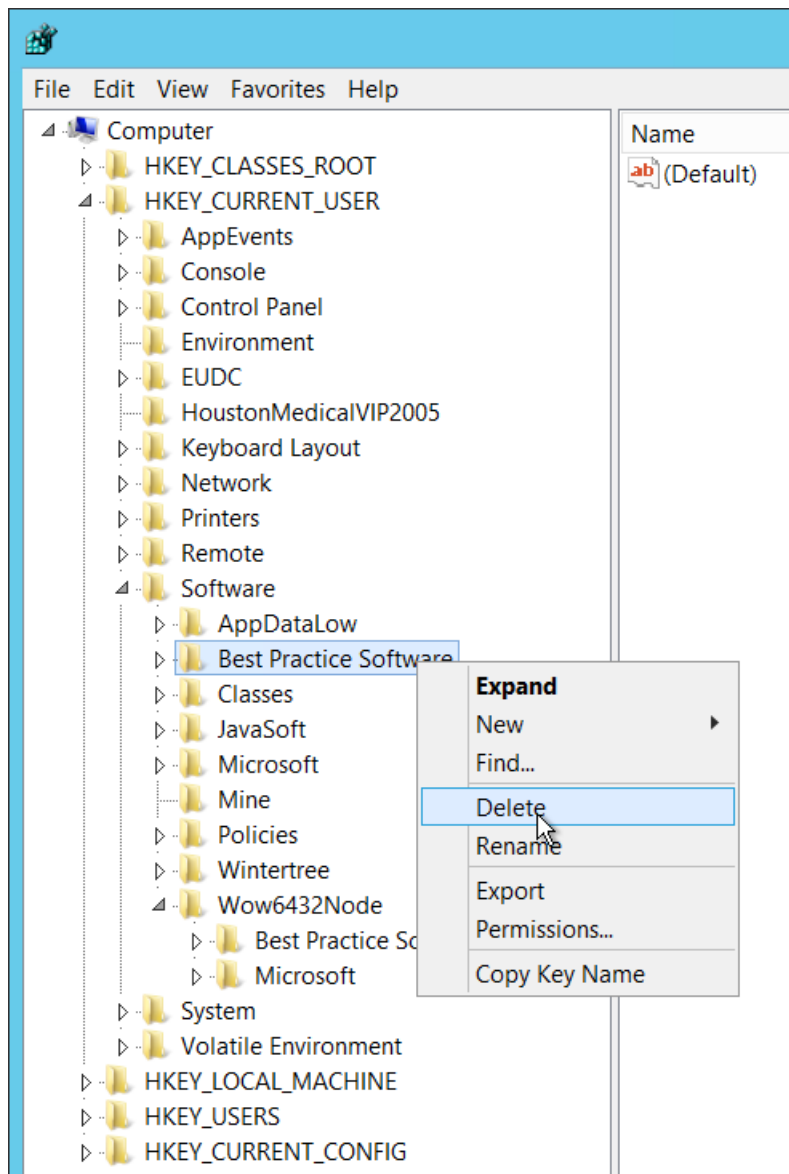
#### Delete registry entries

6. Open the Windows command prompt or Run dialog, type 'regedit', and press Enter. Or search for 'registry editor' in the Windows search bar. The Windows Registry Editor will appear.

7. Delete the following folders:

- HKEY\_CURRENT\_USER \ Software \ Best Practice Software
- HKEY\_CURRENT\_USER \ Software \ Wow6432node \ Best Practice Software (if computer is 64-bit)
- HKEY\_LOCAL\_MACHINE \ Software \ Best Practice Software (if computer is 32-bit)
- HKEY\_LOCAL\_MACHINE \ Software \ Wow6432node \ Best Practice Software (if computer is 64-bit)

To delete a folder, expand the tree until the folder is visible, right-click, and select **Delete**.



8. Close the registry editor.

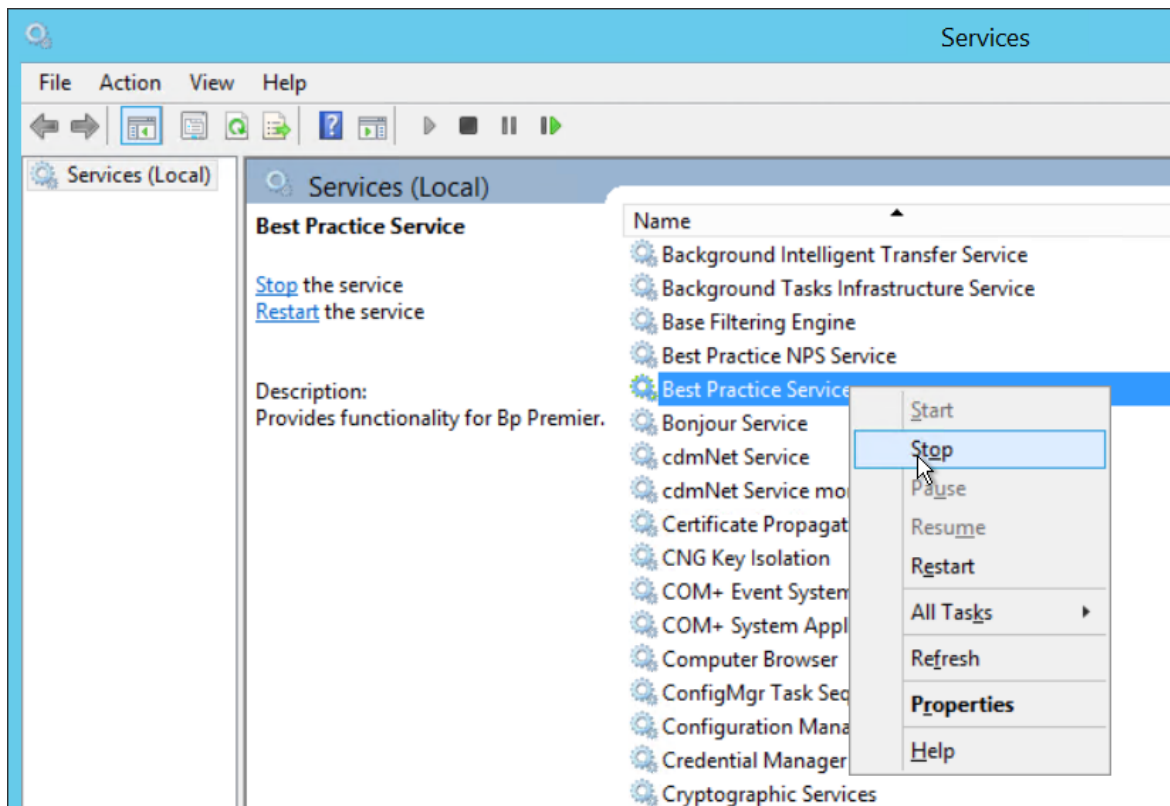
## Remove the Best Practice Software folder

9. In a Windows file explorer, browse to C:\Program Files.
10. Right-click the folder **Best Practice Software** and select **Delete**. A message will display: 'Are you sure you want to move this folder to the Recycle Bin?' Click **Yes**.

Windows may alert that files in the folder you are trying to delete are still in use. If so, you must stop some services before you can delete the folder.

## Stop services

11. Go to **Start** or **Apps** > **Control Panel** > **Administrative Tools** > **Services** to open the **Services** window. The exact path will depend on your version of Windows.
12. Right-click on the following services and select **Stop**:
  - Best Practice NPS Service
  - Best Practice Service
  - Best Health App Receiving Service
  - eRx Standard Adapter Service
  - eRx Standard Adapter Store and Forward Service



13. Close the services screen.
14. Repeat steps 9–10 to delete the Best Practice Software folder.



## Uninstall SQL Server database

15. Follow the instructions in the section that applies to your Windows version:
  - [Uninstall SQL Server on Windows Server 2003 or Windows XP on the facing page](#)
  - [Uninstall SQL Server on Windows Server 2008 R2 on page 59.](#)
16. In the **Services** window, check if the service **SQL Server (BPSINSTANCE)** exists. If this service is still running, you have not fully deleted the SQL Server database.
17. Restart the computer.

Bp Premier is now completely uninstalled.

## Uninstall the database

The instructions below describe how to completely uninstall an **Express** edition of SQL Server. If your practice uses a **full** edition of SQL Server, Best Practice Software recommend consulting your IT support or database administrator to uninstall the full SQL Server edition database

SQL Server uninstallation will be slightly different depending on the version of SQL Server that was installed. The instructions below describe how to uninstall Bp Premier for **SQL Express 2008 R2** on a variety of operating systems. The process will be very similar for any later Express edition of SQL Server.

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**IMPORTANT** The instructions in this section assume that only Bp Premier uses SQL Server installed on the Bp Premier server, and will completely remove all SQL Server functionality. If you have other applications installed on the Bp Premier server computer that use SQL Server, do not remove SQL Server shared features, and only remove the BPSINSTANCE database. Best Practice Software recommend consulting your IT support or database administrator if you need to uninstall the Bp Premier database in a shared environment.

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### Which version of SQL do I have installed?

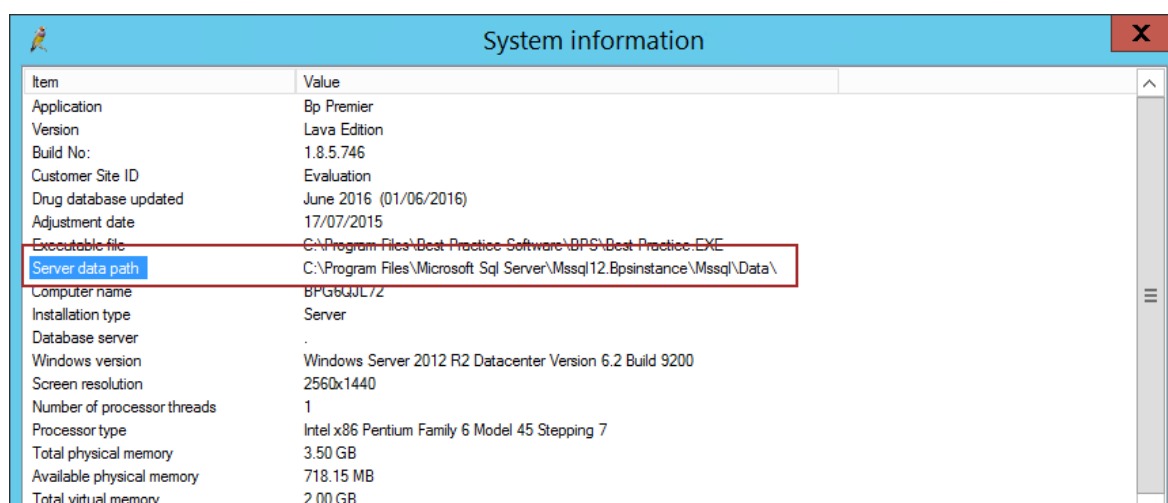
1. Log in to Bp Premier on the server that you are about to uninstall.
2. Select **Help > About > System info** from the main screen.
3. Scroll to the bottom of the list to where it says SQL Server Version.

Version number	Named version
8.00 Desktop Engine	SQL MSDE (Microsoft SQL Desktop Engine)
9.00	SQL Server 2005
10.0	SQL Server 2008
10.50	SQL Server 2008 R2
11.0	SQL Server 2012

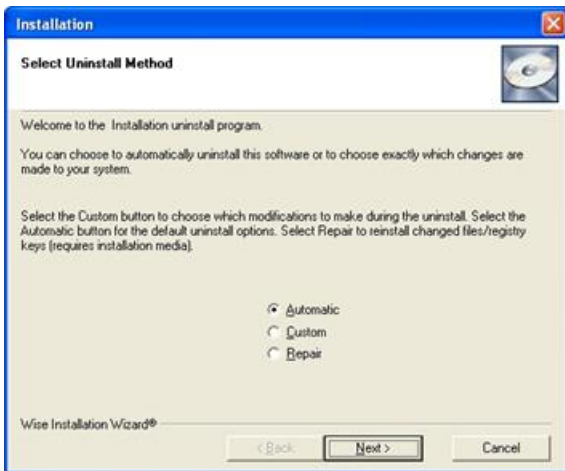
Version number	Named version
12.0	SQL Server 2014
13.0	SQL Server 2016

## Uninstall SQL Server on Windows Server 2003 or Windows XP

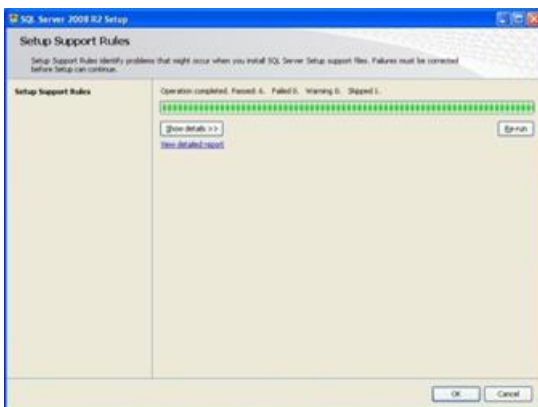
1. Log in to Bp Premier on the machine you are uninstalling.
2. Go to **Help > About > System Info**.
3. Record the **Server data path** (the folder will be manually cleared later).



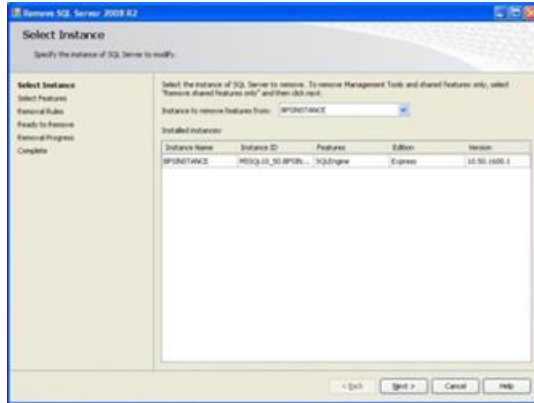
4. Close Bp Premier.
5. Click on **Start > Control Panel > Add or Remove Programs**. The **Add / Remove Programs** screen will appear.
6. Select **Best Practice SQL Express Edition**.
7. Click **Change/Remove**. The **Select Uninstall Method** screen will appear.



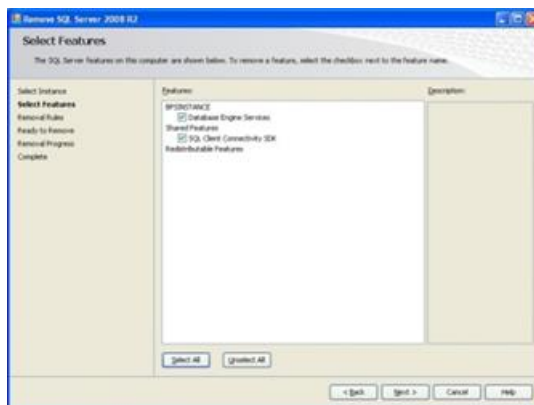
8. Select **Automatic** and click **Next**. The **Perform Uninstall** screen will appear. Click **Finish** to complete the uninstall process.
9. You may be prompted to reboot the machine. If you are uninstalling from the server, make sure that no users are accessing the machine before rebooting. Return to the **Add / Remove Programs** screen after the reboot.
10. From the **Add / Remove Programs** screen, select **Microsoft SQL Server 2008 R2** and click **Change/Remove**. The **SQL Server 2008 R2 Add / Repair / Remove** screen will be displayed.
11. Click **Remove**. The **Setup Support Rules** screen will appear and will run through the Setup Support rules validation.



12. Click **OK**. The **Select Instance** screen will appear.
13. Select **BPSInstance** if you are uninstalling from a server, or select **BPSClient** if you are uninstalling from a workstation.

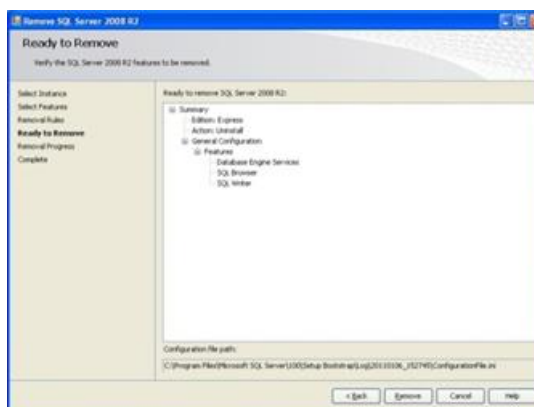


14. Click **Next**. The **Select Feature** screen will appear.

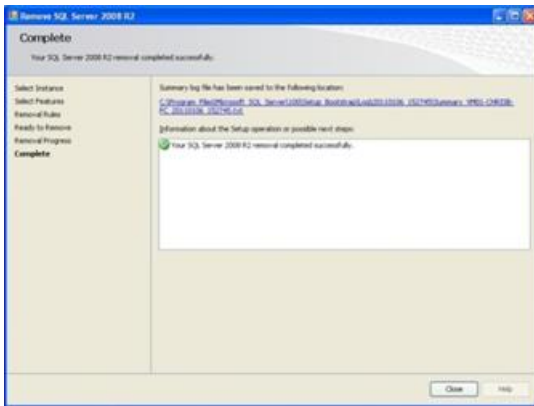


15. Click **Select All** to remove all components. Click **Next**. The **Removal Rules** screen will appear.

16. Click **Next** to continue. The **Ready to Remove** screen will appear.



17. Click **Remove** to continue. The **Removal Progress** screen will appear and the removal of SQL will proceed. The **Complete** screen will be displayed when the removal process has completed.



18. Click **Close** to continue. The next step is to remove the legacy files and folders that cannot be removed by the automated install.
19. Using Windows file explorer, browse to the 'Microsoft SQL Server' folder of the database path that was recorded in [step 3](#).

For example, if the database path is:

```
C:\Program Files\Microsoft Sql Server-
\MSSQL12.Bpsinstance\MSSQL\Data\
```

browse to the folder C:\Program Files\Microsoft Sql Server\.

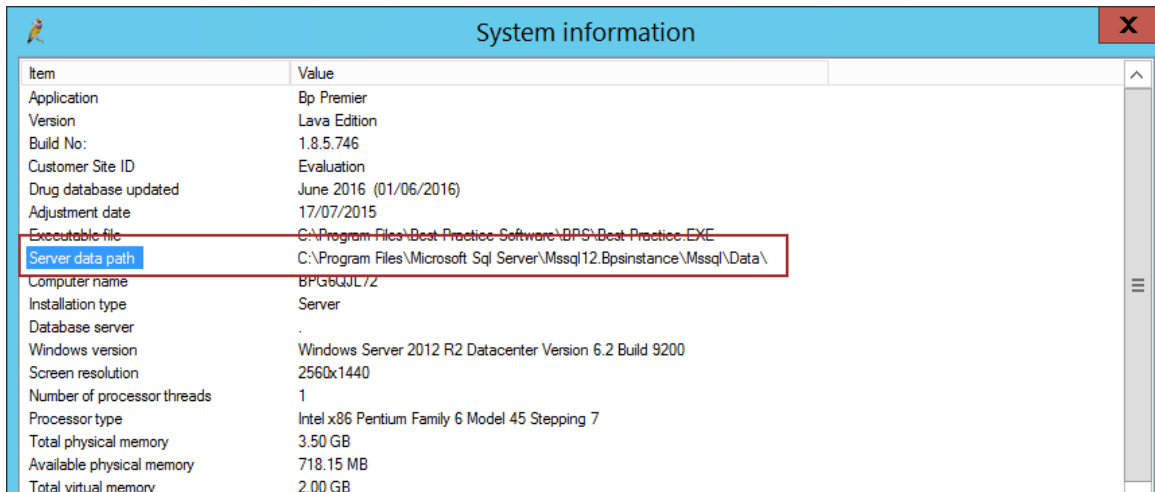
20. Delete the entire 'instance' subfolder. In the example above, delete the folder 'MSSQL12.Bpsinstance'.
21. If Windows prevents you from deleting any files in the subfolder, you may not have permission to delete the files, or a service may still be running. Contact your Network Administrator for advice.

Bp Premier uninstallation is complete.

## Uninstall SQL Server on Windows Server 2008 R2

1. Log in to Bp Premier on the machine you are uninstalling.
2. Go to **Help > About > System Info**.

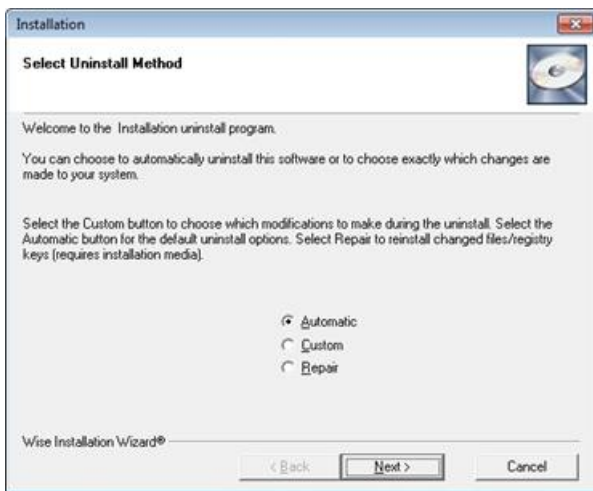
- Record the **Server data path** (the folder will be manually cleared later).



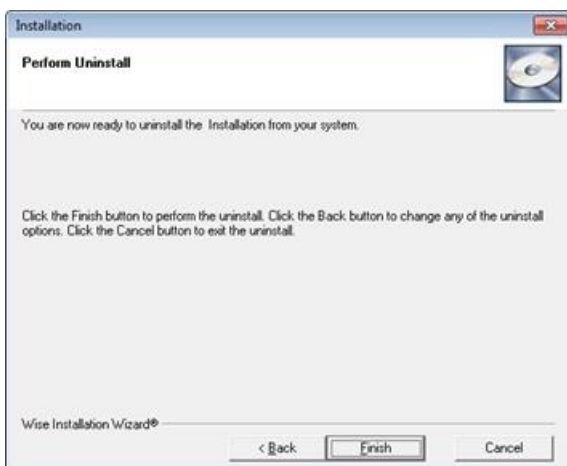
- Close Bp Premier.
- Select **Start>Control Panel**.
- Select **User Accounts** and click **Change User Account Control Settings**.
- Make sure that the **Use User Account Control (UAC) to help protect your computer** option is not ticked (Windows Vista) or set to **Never notify** (Windows 7). If turned on, turning UAC off will instigate a reboot of the computer.



- From the Control Panel, under **Programs**, click **Uninstall a Program**. The list of installed programs will appear.
- Right-click **Best Practice SQL Express Edition** and select **Uninstall**. The **Select Uninstall Method** screen will appear.

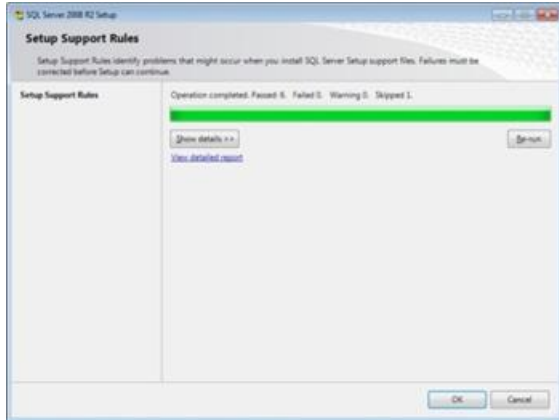


10. Select **Automatic** and click **Next**. The **Perform Uninstall** screen will appear.

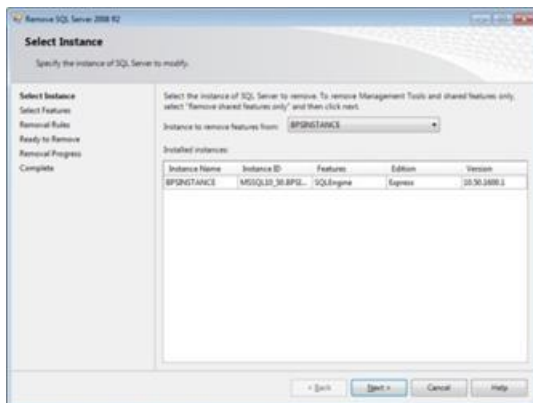


11. Click **Finish** to complete the uninstall process. You may be prompted to reboot the machine. If this is the server, make sure that no users are accessing the machine before rebooting.
12. Click on **Start > Control Panel > Programs > Programs and Features**.
13. Right-click **Microsoft SQL Server 2008 R2** and select **Uninstall**. The **SQL Server 2008 R2 Add / Repair / Remove** screen will be displayed.
14. Select **Remove**.
15. The **Setup Support Rules** screen will appear and will automatically run through the Setup Support rules validation.
16. Click **OK**.

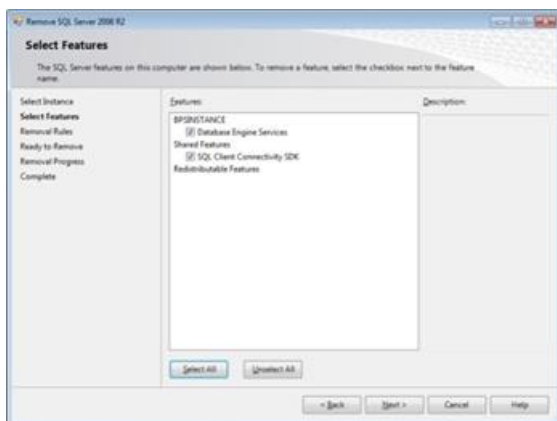




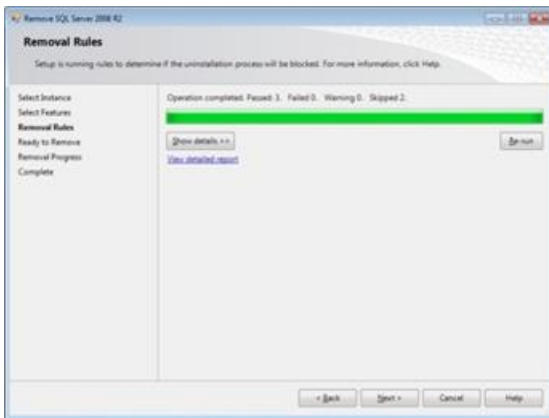
17. The **Select Instance** screen will appear. Select **BPSInstance** if you are uninstalling from a server or **BPSClient** if you are uninstalling from a workstation.



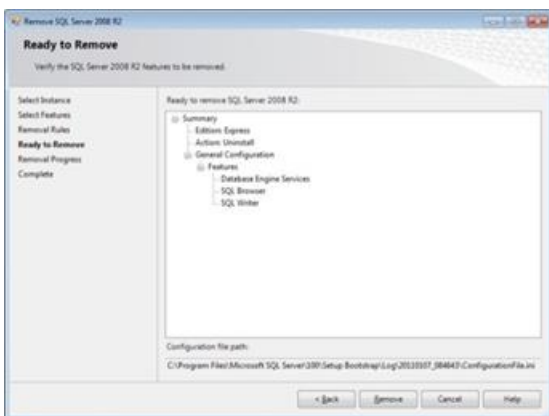
18. Click **Next**. The **Select Feature** screen will appear. Click **Select All** to remove all components.



19. Click **Next**. The **Removal Rules** screen will appear.



20. Click **Next** to continue. The **Ready to Remove** screen will appear.



21. Click **Remove** to continue. The **Removal Progress** screen will appear and the removal of SQL will proceed.
22. The **Complete** screen will be displayed when the removal process has completed. Click **Close** to finish.
23. Using Windows file explorer, browse to the 'Microsoft SQL Server' folder of the database path that was recorded in [step 3](#).

For example, if the database path is:

```
C:\Program Files\Microsoft Sql Server-
\MSSQL12.Bpsinstance\MSSQL\Data\
```

browse to the folder C:\Program Files\Microsoft Sql Server\.

24. Delete the entire 'instance' subfolder. In the example above, delete the folder 'MSSQL12.Bpsinstance'.
25. If Windows prevents you from deleting any files in the subfolder, you may not have permission to delete the files, or a service may still be running. Contact your Network Administrator for advice.

Bp Premier uninstallation for MS SQL Server 2008 R2 is complete.

