# Bp Premier Orchid

# **Bp Premier Installation Guide**

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Intended for usage with Bp Premier version Saffron SP3 Rev1 and later. Some features in this User Manual may be available only in versions later than Saffron SP3 Rev1.

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# About this guide

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

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 2019**.

# 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.

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, install Bp Premier and select the default SQL Server **Express** database that matches the full edition you have a licence for.

After installing Bp Premier, follow the instructions in **Upgrade SQL Server for Bp Premier on page 23** to upgrade the database to your licence.

### 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

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.

**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.

# 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 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 downloaded an ISO file (which is a disc image file) for the latest version of Bp Premier.

Follow the instructions below to 'mount' the ISO file and start the installation.

- 1. Download or copy the .iso file (such as BP1.12.0.990DVD.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**.

Name		Date modified	Туре	Size
Archive		26/10/2021 1:46 PM	File folder	
BP1.11.2.951DVD.iso		01/10/0001 0-00 DM	Diana lunage File	3,996,800 KB
BP1.11.2.951DVD.md5	Mount		e	1 KB
	Burn disc	image		
	🕀 Scan with	Windows Defender		
	🖻 Share			
	Open witl	h		
	Give acce	ss to	>	
	Restore p	revious versions		
	Send to		>	
	Cut			
	Сору			
	Create sh	ortcut		
	Delete			
	Rename			
81 GB	Properties	5		

4. The DVD contents may open automatically. If not, in the 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. If the DVD contents is not already open, select **DVD Drive BpPremierDVD** to show the contents of the mounted ISO.
- 6. 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.

- 1. Insert the Installation DVD or 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. This screen lists the supported operating systems.

ier	
pPre	emier Orchid
Bp Premier	Prerequisites
Contact	
Utilities	PLEASE CLUSE ALL OTHER APPLICATIONS DEFORE PROCEEDING
	Prerequisites to install this evolution of Bp Premier
3rd Party	This disk is intended for NEW installations of Bp Premier and deploys SQL Express 2019 as its default database engine.
Browse	SUL Express 2019 is a microsoft product and requires certain prerequisites to be present in order to be deployed and is only supplied in 64bit version.
	To speed up the installation process, Best Practice Software STRONGLY recommends that your system meets all system prerequisites prior to starting the installation. Please contact your IT technician for advice on this process.
	Operating System Versions
	Windows 8.1 Pro - (64bit + 32 bit)
	Windows 10 Pro - (64bit + 32 bit)
	Windows 11 Pro Windows Server 2012
	Windows Server 2012 - R2
	Windows Server 2016
	Windows Server 2022
	Windows Gerver 2022
	System Prerequisites
	Next

4. The buttons on the left hand side provide further information about Bp Premier and installation:

Bp Premier	Prerequisites home screen.

Contact	Contact details for Best Practice Software, including Sales and Support and knowledge bases.
Utilities	Provides some utilities that can be run after installation to configure TCP/IP ports automatically.
3rd Party	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.

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

nstallation	
<b>Bp</b> <sup>Pre</sup>	emier Orchid
Bp Premier	Installation
Contact	Express Installation
Utilities	(Recommended)
3rd Party	configuration screen.
Browse	Evoress Installation
	Wizard Installation
	(Optional) Wizard installation will install Bp Premier Software to the 'custom' locations on your computer via simple configuration screens.
	Wizard Installation
	Cancel

- 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. Windows User Account Control will prompt to proceed. Click **Yes**. The command prompt will briefly open as the installation starts.
- 8. If you selected either installation method, the database selection screen will appear.

📸 Bp Premier

•						
<b>Bp</b> Premie	er Orchid					
SQL Express Edition	Operating System Platform	Installation Typ	e			
SQL Express 2019	C	Server				
(Windows 8.1 and above) (Windows Server 2012 R2 and above)	x64 based operating systems	C Client				
C SQL Express 2017	С	© Server				-
(Windows 8 and above) (Windows Server 2012 and above)	x64 based operating systems	C Client				
C SQL Express 2016 SP1	C	Server				-
(Windows 8 and above) (Windows Server 2008 SP2 and above)	x64 based operating systems	C Client				
	End User Licence	Agreement				^
	Best Practice So	ftware				
Introduction						
Your use of the Best Practice End User Licence Agreement (A Agreement, Acceptance of this	Software (Software) is conditional upon ` .greement). By installing, copying or other Acreement binds You and all of Your emolo	You agreeing to be bour wise using the Softwar wees.	nd by the terms re, You accept a	and conditions set and agree to be bo	t out in this ound by this	~
IAgree On installation of Bp Prem	ier, any persons opening or subsequently using B	p Premier, will be deemed to	o be a user and is	subject to the terms	and conditions	of
Best Practice Software Lic I Disagree	ence Agreement. I understand the above informa	tion regarding these setting:	s and agree to cor	ntinue.		
	Version 1.12.0					
<u>Prin</u>	t		< <u>B</u> ack	<u>N</u> ext >	Cance	el

### 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 2017 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.

- 9. Select the **Server** option in the **Installation Type** column, as shown.
- 10. The **Medicare Online Module** is a legacy feature whose functionality has been replaced in Saffron SP3 and later by Medicare Web Services. You are no longer required to Install the Medicare Online Module.
- 11. Select I agree at the bottom of the screen and click Next.
- 12. If you selected the **Wizard Installation** option, the destination folders screen will appear. If you selected **Express Installation**, skip to step 14.

📸 Bp Premier



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

**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.

#### 14. Click Next.

15. 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.

Х

髕 SQL Server 2019 Setup		-		$\times$
Installation Progress				
Install Setup Files Installation Progress	ConfigEvent_SQL_WRITER_SqlWriter_Cpu64_Install_GetDefaultConfig_validation	) )		
		Next >	Cance	2

16. You do not need to do anything in this screen while the SQL Server installation proceeds. After some time, Bp Premier will be installed, and you will be presented with the Finish screen.

🗒 Bp Premier



- Click Finish to end the installer. 17.
- 18. 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.

Einish >

Cancel

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

At the end of the installation, Bp Premier will prompt you to log in to the samples database for evaluation, warn-1. ing that nothing in the samples database is permanent.

Samples		×
1	You have logged in to the Bp Premier sample database! The password for Dr. Findacure is 'samples', without the quotation marks.	
	Please note that any data that you record while in in the sample database may not be permanently saved.	
	ОК	

- 2. Click **Ok** to proceed to the login screen. The password for all users in the samples database is 'samples'.
- 3. If you have finished evaluation and are using Bp Premier as a Production installation for the first time, close down Bp Premier.
- 4. Double-click the Best Practice icon to log in to Bp Premier production database. Bp Premier will prompt you to enter your practice details for the first time.

🚶 Practice details	S	×
Practice name:		
Smith Street Med	ical 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	
	<u>Save</u> <u>Cancel</u>	

- 5. 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.
- 6. 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:	~	Usual location:	Main surgery
First name:		Provider No.:	Location Manager
Sumame:		Prescriber No.:	
Category:	Practice manager $\checkmark$	Registration No.:	
Home phone:		Health Identifier:	
Mobile phone:		CPD No.:	
Pager:		O Full time	O Part time O Locum
E-mail:		Vocationally registe	ered DVA LMO
Qualifications:	Qualifications	Has appointments	Send appointment notices via App
		Has accounts	ABN No:
		Business name:	
		Requires a referral	for Medicare billing
	Add Edit Delete	Default account type:	Direct Bill
		Default Item No:	
	Force password change on next login	Make notes confid	ential
	Set reports		HeSA key
			Save Cancel

- 7. Click Save.
- 8. Enter and confirm a password for the new user and click **Save**.
- 9. 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

- 1. Install any third-party software that your practice requires. See **Install third-party software on the next page** for more information.
- 2. You may need to update your drug database.
- 3. 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. Rerun the installation file or DVD you used to install your version of Bp Premier. You can obtain this from the Resources > Downloads page of www.bpsoftware.net.
- 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**.

Bp Premier		x
<b>Bp</b> Prer	mier Orchid	
Bp Fremier	Prerequisites	
Contact		
Itilities	PLEASE CLOSE ALL OTHER APPLICATIONS BEFORE PROCEEDING	<u> </u>
Oundes	Prerequisites to install this evolution of Bp Premier	
3rd Party	This disk is intended for NEW installations of Bp Premier and deploys SQL Express 2019 as its default database engine.	
Prouse	SQL Express 2019 is a Microsoft product and requires certain prerequisites to be present in order to be deployed and is	
DIOWSE	ony supplied in orbit version.	
	To speed up the installation process, Best Practice Software STRONGLY recommends that your system meets all system prerequisites prior to starting the installation. Please contact your IT technician for advice on this process.	
	Operating System Versions	
	Windows 8.1 Pro - (64bit + 32 bit)	
	Windows 10 Pro - (64bit + 32 bit) Windows 11 Pro	
	Windows Server 2012	
	Windows Server 2012 - R2	
	Windows Server 2016 Windows Server 2019	
	Windows Server 2022	
	System Prerequisites	
	Next Cancel	

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

Bp <sup>Pre</sup> Pre	emier Orchid
Bp Premier	3rd Party
Contact	
Utilities	<u>cdmNet</u>
3rd Party	Digital Health Library
Browse	HealthLink
	MediSecure
	3rd Party Product Installation Cancel

4. Click a hyperlink to go to the home page in your browser and see more information about each third party product. Otherwise, click **3rd Party Product Installation** at the bottom to begin installing. Windows User Account Control will prompt to continue. Click **Yes**.



😼 Welcome

# Bp<sup>P</sup>remier|Orchid



#### ☑ Secure and safe transmission of prescription information

eRx script exchange is integrated into Bp Premier and therefore is already installed. Do you need to configure eRx?



#### Electronic Transfer of Prescriptions

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

If you are unsure which Prescription exchange provider you are using we recommend contacting your preferred provider directly.



#### 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.



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.

#### **Product Installation**

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

<u>N</u>ext > Cancel

X

5. Tick the 3rd party components that your practice requires and click **Next**. The **3rd Party Providers Guide** link provides more information about the clinical products that integrate with Bp Premier.

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

- 6. Depending on the software you selected, information screens will supply more information about the component being installed. Click **Next** or **Finish** to proceed.
- 7. 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

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. 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.

Installation		x
<b>Bp</b> Prer	mier Orchid	
Bp Premier	Installation	
Contact	Express Installation	
Utilities	(Recommended)	
3rd Party	configuration screen.	er via orie simple
Browse	E C	rpress Installation
	Wizard Installation	
	(Optional) Wizard installation will install Bp Premier Software to the 'custom' locations on your com configuration screens.	puter via simple
	W	/izard Installation
		Cancel

- 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. The next screen displayed is the database selection screen.

3 Premie	er Orchid				
SQL Express Edition	Operating System Platform	Installation 1	Гуре		
<ul> <li>SQL Express 2019</li> </ul>	C	C Server			
(Windows 8.1 and above) (Windows Server 2012 R2 and above)	x64 based operating systems	<ul> <li>Client</li> </ul>			
C SQL Express 2017	c	Server			
(Windows 8 and above) (Windows Server 2012 and above)	x64 based operating systems	C Client			
C SQL Express 2016 SP1	С	Server			
(Windows 8 and above) (Windows Server 2008 SP2 and above)	x64 based operating systems	C Client			
	End User Licence A	greement			
	Best Practice Sol	tware			
Introduction Your use of the Best Practice End User Licence Agreement (Ag Aareement. Acceptance of this A IAgree On installation of Bp Premi Best Practice Software Lice I Disagree	Software (Software) is conditional upon Y greement). By installing, copying or other Aoreement binds You and all of Your employ er, any persons opening or subsequently using Bp ence Agreement. I understand the above informat Version 1.12.0.	You agreeing to be b wise using the Softw vees. Premier, will be deem ion regarding these set 990	ound by the terms ware, You accept a ed to be a user and is tings and agree to cor	and conditions set and agree to be bo subject to the terms titnue.	out in this und by this and condition:

- 6. In the row that matches the database version you installed during the server installation, select **Client**, as shown.
- 7. The **Medicare Online Module** is a legacy feature whose functionality has been replaced in Saffron SP3 and later by Medicare Web Services. You are no longer required to Install the Medicare Online Module.
- 8. Select I agree at the bottom of the screen and click **Next**. Client and SQL Server component installation will begin.
- 9. 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**.
- 10. 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.
- 11. 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 45.

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.

# Upgrade SQL Server

The below links point to Microsoft articles on upgrading your edition or version of SQL Server.

For example, follow the links to find instructions on how to upgrade:

- an Express edition to SQL Server 2019 Standard (upgrading the edition)
- an older version to SQL Server 2019 Express (upgrading the version)

Upgrading from the Express edition to a Standard or Enterprise edition is necessary if your database is approaching the 10 Gb size limit for the Express edition.

Upgrade to a Different Edition of SQL Server

Upgrade to a New Version of SQL Server

You will need the installation media for the version or edition of SQL Server you are upgrading to. SQL Server 2019 Express upgrade file can be downloaded here.

Back up your existing database immediately prior to the upgrade.

# Notes

If you are required to select an instance of SQL server to upgrade, select 'BPSINSTANCE'.

🗑 Upgrade to SQL Server 2019					-		×
Select Instance Specify the instance of SQL Ser	ver to modify.						
Upgrade Rules Select Instance Select Features Feature Rules Upgrade Progress Complete	Select the instance of features" and then of Instance to upgrades BPSINSTANCE Installed instances:	of SQL Server to upgrad lick next. :	e. To upgrade only	shared features, sel	ect "Upgrac	de shared	
	Instance Name	Instance ID	Features	Edition	Ver	sion	
				< Back Nex	xt >	Cancel	

If you are upgrading to SQL Server 2012 or higher, the following message will appear twice during the upgrade:

'Login failed for user <HOSTNAME>\<Username>. Reason: The account is disabled.'

Click **Cancel** to proceed with the installation every time this message appears.

🛃 Upgrade to S	QL Server 2019		_		$\times$
Upgrade	Progress				
Upgrade Rules Select Instance Select Features Feature Rules		SqlEngineConfigAction_upgrade_shutdowninstance_Cpu64			
Upgrade Progre Complete	Microsoft SQL Se The foll- Login fa Click 'Re Ø Help 🗎 Co	ver 2019 Setup owing error has occurred: iled for user 'DESKTOP-TC2MKDC\BpAdmin'. Reason: The account is disabled. etry' to retry the failed action, or click 'Cancel' to cancel this action and continue setu opy message	up.		
			Next >	Cancel	1

# Access the samples database

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.

### What can I test in the samples database?

The samples database is designed for users new to Bp Premier to familiarise themselves with fundamental clinical and management workflows like booking and following up appointments, taking patient notes, creating pathology and imaging requests, and managing users and user rosters.

Any function that requires a valid credential to connect to a third party, such as My Health Record, Medicare claiming, or submitting a prescription to a PES will probably not be able to be completed because of the limitations of the samples environment.

### Access and 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 Samples database users 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.

### Samples database users

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.

You cannot add new users to the samples database. 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.

### Recreate the samples shortcut

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'.

🏌 Best Practice S	Samples Properties	×			
Security	Details	Previous Versions			
General	Shortcut	Compatibility			
Best Practice Samples					
Target type:					
Target location:	BPS				
<u>T</u> arget:	tice Software\BPS\Bes	t Practice.EXE" /samples			
<u>S</u> tart in: Shortcut <u>k</u> ey:	C:\PROGRA~1\BESTP	R~1\BPS			
<u>R</u> un:	Normal window	-			
Comment:					
Open <u>File</u> Lo	cation Change Ico	n A <u>d</u> vanced			
	ОК	Cancel Apply			

- 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

**NOTE** As of Saffron SP2, you can set data updates to download and install automatically.

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**. 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.

**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.

Ŕ	About Bp Premier X
	Best Practice An evolution in medical software
	Version: Indigo Edition
	Build No: 1.9.0.841
	Distributed by: Best Practice Software Pty. Ltd. P.O. Box 1911 Bundaberg 4670 Phone: 1300 401 111 Fax: 07 4153 2093 Web site: www.bpsoftware.net E-mail: support@bpsoftware.net
	Copyright © 2004-2018 Pyefinch Software Pty. Ltd.
	Site ID: 0410 Last drug update: February 2018 (31/01/2018)
	System info. Close

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.

# 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.

	Dication Tools Downloads				
Pin to Quick Copy access	Manage Move Copy to to Delete Rename	New item •	Properties	Select all Select none Invert selection	
Clipboard	Organize	New	Open	Select	
← → × ↑ 🕂 > This PC > Downloa	ads				
🔹 Quick access	Name		Date modified	Туре	Size
	🔙 BPS_D	ata_180629_inc	4/07/2018 10:53 /	AM Application	57,233 KB
🕋 OneDrive - BP Software	🔃 Bp Pre	醇 Bp Prem QRG Pathology		M Microsoft PowerP	. 3,240 KB
This BC	🔁 Health	Link-Directory-final-518	22/06/2018 10:43	Adobe Acrobat D	1,008 KB
	📌 Restor	🚶 Restore inactive patients		PM Application	10,330 KB
JU Objects	📌 Reset	patient zero	14/06/2018 4:59	PM Application	10,382 KB
Corporate Files (bndfilesvr1)	🚶 Reset o	emergency access password	14/06/2018 4:59	PM Application	10,391 KB
E Desktop	📌 Reset e	confidential flag	14/06/2018 4:59 F	PM Application	11,398 KB
Documents	📌 Reset I	browser password	14/06/2018 4:59	PM Application	10,394 KB
🕂 Downloads	🚶 Create	Document database	14/06/2018 4:59	PM Application	10,380 KB
b Music	🟃 innote	ch_maxim_manual	12/06/2018 10:32	Adobe Acrobat D	5,803 KB
E Picturer	🐻 Chron	neSetup	12/06/2018 8:53	AM Application	1,105 KB
Videor	🔂 node-	v8.11.2-x64	11/06/2018 9:33	AM Windows Installer	16,272 KB
a videos					
Local Disk (C:)					
Arrow Network					

# 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 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.

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

Do you want to run or save BPS_Data_180629_comp.exe (246 MB) from bp-cdn.cfi3ofcl0jo9umd.maxcdn-edge.com?	Run	Save	-	Cancel	×
					1

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:

8	BPS_Data_180629_comp.exe is not commonly downloaded and could harm your computer.	Delete	Run	View downloads	×
					-

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.

	Open N
	Always open files of this type
	Show in folder
	Cancel
BPS_Data_180629exe	~

# Install the Data Update

1. Run the Data Update file you downloaded on the Bp Premier server computer as a Windows Administrator.

If you are unable to open the Data Update file, your anti-virus software or firewall may be blocking you from opening it.

To unblock the file, right-click the Data Update file icon and select **Properties**. The Properties screen will appear.

Tick **Unblock** in the security section at the bottom of the General tab, then click **Apply** and **OK**.

BPS_Data_201029_comp Properties					
General Security Details Previous Versions					
BPS_Data_201029_comp					
Type of file:	Application (.exe)				
Description:	Best Practice Clinical Update				
Location:	Location: C:\Source\BPS Source\Drug Data Updates				
Size:	Size: 306 MB (321,388,544 bytes)				
Size on disk:	306 MB (321,388,544 bytes)				
Created:	Today, 19 November 2020, 7 minutes ago				
Modified:	Today, 19 November 2020, 6 minutes ago				
Accessed:	Today, 19 November 2020, 7 minutes ago				
Attributes:	Read-only Hidden Advanced				
Security:	This file came from another computer and might be blocked to help protect this computer.				
	OK Cancel Apply				

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.

🖳 Best Pr	💂 Best Practice Data update 🛛 🕹 🗙				
	Adjustment Test Data	_			
5	Welcome to Best Practice Data update Setup program. This program will install Best Practice Data update on your computer.				
	It is strongly recommended that you exit all Windows programs before running this Setup Program.				
	Click Cancel to quit Setup and close any programs you have running. Click Next to continue with the Setup program .				
	WARNING: This program is protected by copyright law.				
	Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under law.				
	Press the Next button to begin the installation.				
	Version - 1.10.0.870				
	Updating data: 04/03/2019 to 04/03/2019				
The Best Practice "March 2019" incremental Drug Update.					
www.bp	software.net "What's New" Cancel				

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.

# Upgrade the drug database automatically

Best Practice Software releases Data Updates (also called 'drug updates') roughly at the beginning of each month. As of Saffron SP2, you have the option to set up Data Updates to download and apply automatically when they are released.

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.

# Set up automatic Data Updates

**NOTE** To set data updates to apply automatically, you must have the **Configuration** permission set to **Allow** access.

- 1. From the Bp Premier home screen, select **Setup** > **Configuration**. The Configuration screen will appear.
- 2. Select **Bp Service** from the left-hand menu.

🗶 Configuration		×
Park assured	Use BP Service for running automated backups* Configure Automated Backup	
	Use BP Service for sending automated appointment reminders* Configure Appointment Reminders	
WorkCover	Use BP Service for importing links on this machine	
3	Use BP Service for importing results on this machine	
Online claiming	Use BP Service for importing Argus messages on this machine	
Links	Use BP Service for automatically deploying the data update Configure Data Update	
69		
Bp Service	* You can only configure automated backup and automated appointment reminders on the Bp Premier database server	
	Options are disabled if they are not configured to be used	
Security		
PRODA V	Save Ca	ncel

3. Tick Use Bp Service for automatically deploying the data update and click Configure Data Update. The Data Update Deployment screen will appear.
| 🤾 Data Update Deployment        | × |
|---------------------------------|---|
| Check for updates:              |   |
| On service restart              |   |
| O Every 60 minutes              |   |
| Daily at 12:00 AM               |   |
| On completion, send message to: |   |
| COVID19 Bookings                | ^ |
| Mr John Doe                     |   |
| Ms Norah Nurse                  |   |
| Mr Peter Paediatrician          |   |
|                                 | ~ |
| Save Close                      |   |

- 4. Select an option for when, or how often Bp Premier should check for data updates.
- 5. Select which practice staff should receive a notification on completion of the data update. At least one staff member must be selected.
- 6. Click Save.

Automatic data update set up is complete.

### Frequently asked questions

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

Best Practice Software publish the contents of a Data Updates 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.

If I am automatically updating, does this mean I no longer need to worry about comprehensive or incremental data updates?

Yes. Since data updates will occur automatically every month, there is no need to worry about which type of data update needs to be applied.

What happens if the automatic data update occurs during business hours?

Data updates can be applied during business hours, with no disruption to your software.

Do I need to leave the server switched on if I've set the data update to run at night?

Yes. If, for example you have set your server to check for data updates daily at 10 pm, you will need to ensure that the server is powered on, and that a user is logged into Windows for the data update to download and apply successfully. The user can lock the server to prevent unauthorised access.

If a data update revision is released and I've set up automatic data updates, will I need to manually apply it?

No, data update revisions will also be applied automatically.

## Install Bp Premier silently

Bp Premier server and client installations support silent or unattended installations for users and IT services that require this functionality. This feature is most applicable for multiple client installations to be deployed in parallel across a large network, substantially reducing the rollout time.

**IMPORTANT** Silent installations are a non-standard installation. Users of this feature should be familiar with Windows batch files and command line usage. Access to the C:\ folder is required.

### Silent installation types

Installation type	Description
New installation	Silent installs using a mounted ISO file for completely new installations and read a configuration file instead of presenting choices to the user through the installation wizard.
	You will still have to copy some files to the server PC and all client PCs that you are installing Bp Premier on.
Program Update	Updates do not require a configuration file. Append the '/s' parameter after the program upgrade .exe file from the command line on the server and then all clients.
Data Update	You can run a data update while users are still logged into Bp Premier. Append the '/s' parameter after the data update .exe file from the command line, on the Bp Premier server only.

### New installation

- 1. Ensure the server or client meets all prerequisites according to the most recent *System Requirements* for your version of Bp Premier **before** you run a silent installation.
- 2. Mount the new installation .ISO file to a shared network location that the server and each client is able to access on your practice network.
- 3. Copy the contents of the mounted ISO to a known folder on the shared network location, such as 'BPSaffron'.

The setup file **BP\_SQLEx\_Setup.exe** can now be called on by UNC path or a mapped drive in the batch file, however your network is configured. By using a shared network, you do not have to copy the ISO contents to each server and workstation.

4. Create the silent configuration file **BPconfig.ini** using the guidelines in this article. Copy the configuration file to the root C:\ drive of the server and each client you are installing or upgrading Bp Premier.

The silent install will automatically find the configuration file.

5. Create an install.bat text file which runs the **BP\_SQLEx\_Setup.exe** command with the '/s' option in the subfolder **Install** that you just copied. The following example runs the setup file from a shared computer using a UNC path: \\<Computername>\BPSaffron\Install\BP\_SQLEx\_Setup.exe /s

Where 'BPSaffron' is the name of the folder you copied the mounted file to, in this example.

If the path to the setup file contains spaces, you will need to surround the entire path in double quotes:

"\\<Computername>\BP Premier Saffron\Install\BP\_SQLEx\_Setup.exe" /s

- 6. Run the install.bat file as a Windows Administrator or elevated mode. The installation process requires some administrator-level permissions.
- 7. The new installation will proceed silently.

#### Prompts during silent installation

If you have set up the configuration file correctly, the installer will not prompt for any usernames, passwords, or any details from the user at all after the installer begins. If you are prompted to enter a username or password, check the config file is set up correctly and the command line parameters are correct.

#### Third-party integrations

The silent install option does not configure third-party integrations. If you are running a silent upgrade and you need to enable any third-party integrations, you will need to go to Setup > Configuration > Database > Setup Third-party Integrations and tick the integrations you want to enable.

See Partner Network for more information.

### Program update

Before you start a silent program update:

- 1. Review the known issues to see if any issues may affect your practice, and any workarounds you can apply.
- 2. Back up your existing database before upgrading and **test that the backup restores successfully**. Store the backup file in a known location that is not the server.
- 3. If any laptops have a database downloaded for remote use, upload all remote data to the Bp Premier server.
- 4. Log out all users of Bp Premier and close all instances of the application before you start the upgrade of the server or workstation.
- 5. Upgrade the Bp Premier server first and then ALL workstations at the same time. Workstations that are not upgraded will be unable to access new features following the upgrade of the server.

### Data update

To install the comprehensive data update, the silent command-line option would look like:

.\BPS Data 180801 comp.exe /s

To install the incremental data update, the silent command-line option would look like:

.\BPS\_Data\_180801\_inc.exe /s

## Creating the configuration file

The configuration file is called **BPconfig.ini** and **must** be placed in the C:\ folder.

A sample configuration file can be found on the Bp Premier installation DVD at X:\Install\BPConfig\BPconfig.ini, where X is your computer's DVD drive letter.

BPconfig.ini is a plain text file and looks like:

[BP\_CONFIG] AppName=Best Practice Software CompanyURL=https://www.bpsoftware.net/ Options=3,2,1,1,1,1 ProgPath=C:\Program Files\Best Practice Software\BPS DataPath= ServerName=

The file **must** contain at least the following entries:

[BP\_CONFIG] Options= ProgPath= DataPath=

#### Options

Options represents the options a user would select if stepping through the installation wizard.

**IMPORTANT** The silent install options for selecting the SQL Server version have changed for Saffron. You will need to update any configuration file that has previously been used to upgrade Bp Premier.

Order	Install selection	Options
1	SQL Server Version	SQL Server Express 2016 SP1 = 1
		SQL Server Express 2017 = 2
		SQL Server Express 2019 = 3

# Bp Premier | Orchid

Order	Install selection	Options
2	SQL Server platform	X64 (64-bit) = 2
		This will always be set to 2.
3	Installation type	Server = 0
		Client = 1
4	Install Medicare Australia On Line?	NoInstall = 0
		Install = 1
5	Do you agree with the Bp Premier End User Licence Agreement?	LicenceAgreement = 1
		Setting this to 0 will exit the installation.
6	Unattended installation	Unattended = 1
		Must be set to 1 for a silent installation.

Options must be listed in the order above, and all options must have a value. For example, 'Options=3,2,1,,,' is not a valid entry.

'Options=3,2,1,1,1,1 ' would install with the following options: SQL Sever Express 2017, 64-bit platform, Client, Install MAOL, agree to EULA, unattended.

**IMPORTANT** Setting the LicenceAgreement value to '1' indicates acceptance of the terms and conditions of the Best Practice Software End User Licence Agreement , as if you clicked **Yes** in the installation wizard. Run the installation in non-silent mode to view the EULA.

#### ProgPath

ProgPath indicates the folder to install the Bp Premier server or client. Best Practice Software recommend setting this to the default install location:

ProgPath=C:\Program Files\Best Practice Software\BPS

#### DataPath

DataPath indicates the folder to install the database. Best Practice Software recommend leaving this entry blank to install to the default location:

DataPath=

### **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 49 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.

Sql Server Configuration Manager				_		×
File Action View Help						
🗢 🏓 🙇 🗟 🗟 🖉						
<ul> <li>SQL Server Configuration Manager (Local)</li> <li>SQL Server Services</li> <li>SQL Server Network Configuration (32bit)</li> <li>SQL Native Client 11.0 Configuration (32b)</li> <li>SQL Server Network Configuration</li> <li>SQL Native Client 11.0 Configuration</li> </ul>	Name SQL Server Browser SQL Server (BPSCLIENT) SQL Server (BPSCLIENT) SQL Server (BPSINSTANCE) SQL Server (BPSINSTANCE)	State Running Stopped Stopped Running	Start Mode Automatic Automatic Other (Boot, System, Automatic	Log On As NT AUTHORITY\LOC LocalSystem NT AUTHORITY\NET LocalSystem	Process ID 1644 0 0 7764	
	SQL Server Agent (BPSINSTAINCE)	Stopped	Other (Boot, System,	NTAUTHORITY/NET	0	

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. Open the computer's file explorer and navigate to **BP.PortsUtility.exe** in **C:\Program Files\Best Practice Software\BPS\BPSupport**.
- 2. Right click on **BP.PortsUtility.exe** and select **run as administrator**. The **Bp Ports Setup Utility** will open.

3. Ensure all the checkboxes on the left are ticked, and click **Ok**.

💐 В	p Ports Setup Utility		×
	Name	Protocol	Port
✓	File & Print Sharing - Subnet	TCP	139
✓	Bp Dynamic - SQL Express	TCP	1635
✓	File & Print Sharing - Subnet	UDP	137
✓	SQL Browser - Scope Sensitive	TCP	1433
✓	SQL Browser - Scope Sensitive	UDP	1434
✓	FHIR	TCP	9000
✓	FHIR URL port reservation	TCP	9000
			Ok Cancel
Selecte	ed items will be created. Pre-exis	ting items	s are replaced.

#### 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:

- https://support.microsoft.com/default.aspx/kb/279783
- https://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:

- https://support.microsoft.com/kb/875357
- https://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 Antivirus or secure access software 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.

Some operating system or third-party software that controls encryption and access to the computer's hard disk and peripheral devices, such as Windows BitLocker, can also prevent installation of Bp Premier. If Bp Premier repeatedly fails to install and BitLocker is activated, temporarily deactivate BitLocker, install Bp Premier, and reactivate after a successful installation.

### 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:

🕺 Available servers	
The following list of servers that have an instance of Best Pr were found. Please select the one that this computer will be connecting t	actice installed o.
Servers	Co <u>n</u> nect
Enter name of server to connect to:	
	<u>S</u> ave
	<u>C</u> ancel

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



Work through the possible problems and solutions below.

### Check the client and server are the same version

This step is particularly important if you are re-engaging a workstation like a remote laptop or a desktop client that has not been used as a Bp Premier client for some time.

Client computers must run the same version of Bp Premier as the server, otherwise the client-server connection will not be successful.

To check the version of a client without starting Bp Premier:

- 1. In Windows File Explorer, go to C:\Program Files\Best Practice Software\BPS.
- 2. Right-click on the file Best Practice.exe and select Properties.
- 3. Click the **Details** tab and view the product version.

🔒   🔽 📑 =	Application Tools	BPS				_	
File Home Share View	Manage						~ 📀
← → · ↑ 📙 > This PC > Loca	I Disk (C:) → Prog	gram Files → Best Pra	actice Software → I	BPS	ٽ ~	Search BPS	م
	N	lame	^	Date modified	Type	Size	^
📌 Quick access		🕹 ΔrausSetun FXF		8/10/2020 12·20 ΔM	Application	10 333 KB	
🛄 Desktop	* 1	Attach databases.E	XE	8/10/2020 12:20 AM	Application	10,329 KB	
🕹 Downloads	*	Rest Practice Samp	les	8/10/2020 12:20 AM	Shortcut	1 KB	
Documents	- * .	Rest Practice.EXE		8/10/2020 12·20 AM	Application	40,506 KB	
Pictures	* [	Best Practice.exe.	🤾 Best Practice.E	XE Properties		× 9 KB	
Jade SP upgrade files	· · · · · ·	🕴 Billing utility.EXE	General	Compatibility	Digital Signatures	10,460 KB	
ladeSP4		BP Link.EXE	Security	Details	Previous Versions	12,373 KB	
NASH Contificato	[	BP Link.exe.config				8 KB	
		Rp Partner.exe	Property	Value		11,382 KB	
PCEHR		🚴 BP Program Back	Description -			2,085 KB	
len OneDrive	-	Remote.EXE	File description	Best Practice		11,796 KB	
This PC		BP.AuthorisedSQ	File version	1.10.4.910		64 KB	
	L	BP_NPSService.ex	Product name	Best Practice		112 KB	
		BP_NPSService.ex	Product version	Jade SP4 Edition		D KB	
Desktop	L	BP_INPSService.in	Copyright	Copyright © 2004-2020 Pyefin	ch Softwa	2 KB	
Documents	L	BP_INPSService.in	Size Date modified	39.5 MB 8/10/2020 12:20 AM		A2 KB	
🕂 Downloads			Language	English (United States)		14 880 KB	
b Music	6	BPS Backup EXE	Original filename	Best Practice.EXE		10 440 KB	
Pictures		BPS Browser, EXE				11,474 KB	
🖵 Shares		BPS Check databa				10,495 KB	
🐺 Videos		BPS Letter mover.				10,365 KB	
Local Disk (C:)	و	BPS Utilities.EXE				15,310 KB	
CD Drive (E:) cidata		BPS.ico				9 KB	
DVD Drive (E) BnPremierDVD		BPSAttach.log				1 KB	
	[	BPUtility.dll	Remove Properties	s and Personal Information		28 KB	
💣 Network	[	BPUtility.tlb				3 KB	
	4	Bulk document ir		OK	Cancel Appl	<sub>у</sub> 20,800 КВ	~
156 items 1 item selected 39.5 MB							

You can view the version of the Bp Premier server by selecting Help > About within the software.

If the client version is not the same as the server version, you must upgrade the client to the same version. Use the same installation media that you used to upgrade the Bp Premier server. You can also download recent program updates from bpsoftware.net.

## 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**. 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'.

Command Prompt — 🗖	x
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.

- 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. Navigate 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. Navigate 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. Navigate to HKEY\_CURRENT\_USER\Software\Best Practice Software\Best Practice\Database and repeat steps 6-8.
- 10. Locate the registry folder HKEY\_LOCAL\_MACHINE > Software > ODBC > ODBC.INI. If this folder contains any subfolder starting with **BPS**, delete these keys.



- 11. Log in to Bp Premier on the workstation.
- 12. Modify a test patient's record on the workstation with a minor change and save the changes.
- 13. 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.
- 14. 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.

### Delete Best Practice registry keys and folders under virtualstore

#### Delete registry keys under virtualstore

- 1. Log into Windows on the Bp Premier workstation that is not connecting to the server.
- 2. Open the Windows command prompt.
- 3. Type in 'regedit' and press Enter. The Registry Editor will open.
- 4. Select **HKEY\_LOCAL\_MACHINE** > **Software** in the left-hand pane, and select **Edit** > **Find...** in the top menu.

0

5. In the **Find what:** field, enter 'virtualstore' and under **Look at**, ensure **Keys** is ticked, and **Values** and **Data** are unticked.

Regist	try Editor				
File Edi	it View Favorites	Help			
Compute	er\HKEY_LOCAL_MAG	CHINE\SOFTW	VARE		
<pre>     Co     Co</pre>	MPUTER HKEY_CLASSES_ROO HKEY_CURRENT_US HKEY_LOCAL_MACH BCD00000000 COMPONENTS DRIVERS	DT ER HINE	Name ab) (Default)	Type REG_SZ	Data (value not set)
	HARDWARE SAM Schema SECURITY SOFTWARE SYSTEM HKEY_USERS HKEY_CURRENT_CO	Find what: Look at Keys Values Data	virtualstore		× Find Next Cancel

#### 6. Click Find Next.



- 7. If you cannot find any registry keys called virtualstore, no further action is required. If you do find a virtualstore registry key, check if there are any Best Practice-related keys under it and delete them.
- 8. Check if the registry key ODBC.INI exists under virtualstore. If there are any Best Practice-related keys under ODBC.INI, delete them.
- 9. Repeat steps 4 8 for **HKEY\_CURRENT\_USER > Software**.
- 10. Log in to Bp Premier on the workstation. Modify a test patient's record on the workstation with a minor change and save the changes.
- 11. 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.

### Delete folders under virtualstore

1. In the client computer's file explorer, navigate to C:\Users\(your user profile)\AppData\Local\VirtualStore\Program Files.



2. If there is a Best Practice Software folder here, delete it.

## 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.

ش.					Registry Editor	
File Edit View Favorites Help						
Computer  KEY_CLASSES_ROOT	^	Name	Type REG_SZ	Data (value not set)		
▷ - L HKEY_CURRENT_USER ▲ - L HKEY_LOCAL_MACHINE ▷ - L BCD00000000		🖡 Perm	hissions for Be	est Practice Software	X	
<ul> <li>- L DRIVERS</li> <li>- L HARDWARE</li> </ul>		Security				
P → SAW → SECURITY 4 → SOFTWARE Barcodesoft		ALL APPLIC & CREATOR & SYSTEM	ATION PACKAGE	S		
<ul> <li>Directestic</li> <li>Classes</li> <li>Directestic</li> <li>Directestic</li> </ul>			& Administrate & Users (BPS	OFTWAREDEMO	EDEMO1\Administrators) 1\Users)	- 1
<ul> <li>D- Macromedia</li> <li>D- Microsoft</li> <li>D- MozillaPlugins</li> </ul>		Pormissions for	Lisore	Add Remove	2	
<ul> <li>DBC</li> <li>Policies</li> <li>RegisteredApplications</li> <li>Wow6432Node</li> </ul>	=	Full Control Read Special perm	issions			
Barcodesoft     Best Practice Software     Classes     Clients     Coalesys			For special per click Advanced	nissions or advanc	ed settings. Advanced	
<ul> <li>- L Description</li> <li>- L ej-technologies</li> <li>- L GrafX</li> <li>- L HealthLink</li> </ul>			OK	Cancel App	bly	

- 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**.
- 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**

### Overview

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. Uninstall the SQL database.
- 6. Delete the SQL instance folder.

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.

### Confirm your version of MSSQL and record the server data path

- 1. Log in to Bp Premier on the server that you are about uninstall.
- 2. Select **Help > About > System info** from the main screen.
- 3. Record the Server data path (the folder will be manually deleted later).

🤾 System information		×
ltem	Value	^
Application	Bp Premier	
Version	Jade SP3 Edition	
Build No:	1.10.3.908	
Customer Site ID	Evaluation	
Drug database updated	July 2020 (06/07/2020)	
Adjustment date	20/08/2020	
Executable file	C:\Program Files\Best Practice Software\BPS\Best Practice.EXE	
Server data path	C:\Program Files\Microsoft Sql Server\Mssql14.Bpsinstance\Mssql\Data\	
Computer name	BP1S453M2	
Installation type	Server	
Database server	(local)	

4. Scroll to the bottom of the list to where it says **SQL Server Version**, and record the value. An example of how the value may look is 15.0.2000.5 RTM Express Edition (64-bit).

Version number	Named version
10.50	SQL Server 2008 R2
11.0	SQL Server 2012
12.0	SQL Server 2014
13.0	SQL Server 2016
14.0	SQL Server 2017
15.0	SQL Server 2019

5. Close Bp Premier.

### **Uninstall Bp Premier**

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

- Remove the Bp Premier Program
- Delete registry entries
- Remove the Best Practice Software folder

## 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.

**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.

Settings	- 🗆 X
🕸 Apps & features	
Installing apps	
Choose where you can get apps from. Store helps protect your PC and keep i	Installing only apps from the
Allow apps from anywhere	$\checkmark$
Apps & features	
Manage optional features	
Search, sort, and filter by drive. If you v move an app, select it from the list.	would like to uninstall or
Search this list	R
Sort by: Name 🗸 🛛 Filter by: All dri	ves 🗸
Or Alarms & Clock Microsoft Corporation	<b>16.0 KB</b> 29/08/2017
App InstallerMicrosoft Corporation	8.00 KB
Bp Premier - Service Pack 1 Best Practice Software Pty Ltd	This app and its related info will be uninstalled.
1.8.5.749	္လUninstall
	Modify Uninstall
Calculator	16.0 KB

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.

stallation X
Select Uninstall Method
Velcome to the Installation uninstall program.
You can choose to automatically uninstall this software or to choose exactly which changes are nade to your system.
Select the Custom button to choose which modifications to make during the uninstall. Select the Automatic button for the default uninstall options. Select Repair to reinstall changed files/registry keys (requires installation media).
<ul> <li>Automatic</li> </ul>
C Custom
C Repair
Wise Installation Wizard®
< Back. Next > Cancel

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

### Delete registry entries

1. 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.

- 2. 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**.

<b>B</b>			
File Edit View Favorites Help			
File       Edit       View       Favorites       Help         Image: Computer       Image: Computer       Image: Computer       Image: Computer         Image: Image: Computer       Image: Computer       Image: Computer       Image: Computer         Image: Image: Computer       Image: Computer       Image: Computer       Image: Computer       Image: Computer         Image: Image: Computer       Image: Computer       Image: Computer       Image: Computer       Image: Computer         Image: Image: Computer       Image: Computer       Image: Computer       Image: Computer       Image: Computer         Image: Image: Computer       Image: Computer       Image: Computer       Image: Computer       Image: Computer         Image: Computer       Image: Computer       Image: Computer       Image: Computer       Image: Computer         Image: Computer       Image: Computer       Image: Computer       Image: Computer       Image: Computer         Image: Computer       Image: Computer       Image: Computer       Image: Computer       Image: Computer         Image: Computer       Image: Computer       Image: Computer       Image: Computer       Image: Computer         Image: Computer       Image: Computer       Image: Computer       Image: Computer       Image: Computer       Image: Computer	05		Name (Default)
▷ ▲ Remote ⊿ ↓ Software ▷ ↓ AppDataLow ▷ ↓ Rest Practice Softw	ara		
<ul> <li>→ ↓ Classes</li> <li>→ ↓ JavaSoft</li> <li>&gt; ↓ ↓ Microsoft</li> </ul>		<b>Expand</b> New Find	•
<ul> <li>→ Mine</li> <li>&gt; → Policies</li> <li>&gt; → Wintertree</li> <li>△ → Wow6432Node</li> <li>&gt; → Rest Practice So</li> </ul>		Delete Rename Export Permissions	
<ul> <li>Best Practice Science Sci</li></ul>		Сору Кеу Na	me

3. Close the registry editor.

## Remove the Best Practice Software folder

- 1. In a Windows file explorer, browse to C:\Program Files.
- 2. 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**.

**NOTE** On the later versions of BP Premier, this folder is deleted with the uninstall. If this folder does not exist, you can move on to uninstalling the database.

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

- 3. 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.
- 4. Right-click on the following services and select **Stop**:
  - Best Practice NPS Service
  - Best Practice Service
  - Best Practice Messaging Service
  - Best Health App Receiving Service
  - eRx Standard Adapter Service
  - eRx Standard Adapter Store and Forward Service
  - Bp HL Forms Service



- 5. Close the services screen.
- 6. Repeat steps 1-2 to delete the Best Practice Software folder.

If you find the services will not stop, restart the PC and repeat steps 1-2.

### Uninstall the database

These instructions describe how to completely uninstall an **Express** edition of MSSQL. If your practice uses a **full** edition of MSSQL, Best Practice Software recommend consulting your IT support or database administrator to uninstall the full edition database. Check the MSSQL version you recorded in Confirm your version of MSSQL and record the server data path to see whether you have the express or full version.

**IMPORTANT** Alwaysback up the Bp Premier database on Production or live sites before uninstalling the database.

The MSSQL uninstall wizard may appear slightly different, depending on the version of MSSQL that was installed and your version of Windows. The instructions below describe how to uninstall **SQL Express 2017** on Windows 10. The process below can be followed for any supported version of MSSQL.

If you need to uninstall an older version of MSSQL, instructions for removing SQL Server 2008 R2 are available from the version Indigo knowledge base.

**IMPORTANT** The instructions in this section assume that only Bp Premier uses MSSQL installed on the Bp Premier server, and will completely remove all MSSQL functionality. If you have other applications installed on the Bp Premier server computer that use MSSQL, do not remove any MSSQL **shared features** in step XX, 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.

MSSQL will need to be uninstalled on both workstation (client) and server machines.

## Uninstall MSSQL 2017 on Windows 10

### Uninstall the BPSINSTANCE database

1. From the Windows desktop, search for 'Control panel' in the bottom left search box. Open the **Control panel** app. If you cannot see this option, you may not have permission to access the control panel.



2. Select Uninstall a program. The Programs and features screen will appear.

0	Programs and Features					×
←	→ ✓ ↑ 🚺 → Control Pa	nel > Programs > Programs and Features	ٽ ~	Search Prog	rams and Featu	res 🔎
	Control Panel Home	Uninstall or change a program				
	View installed updates	To uninstall a program, select it from the list and then	click Uninstall, Change, or Repair.			
•	Turn Windows features on or					
	off	Organize 🔻 Uninstall/Change			· = = =	- ?
		Name	Publisher	Installed On	Size	Version
		📧 Bp Premier	Best Practice Software Pty Ltd	20/08/2020		1.10.3.908
		Browser for SQL Server 2017	Microsoft Corporation	20/08/2020	11.0 MB	14.0.1000.
		📧 eRx Management Service	eRx Script Exchange	20/08/2020	2.17 MB	4.2.18297.
		📧 eRx Standard Adapter	eRx Script Exchange	20/08/2020	2.35 MB	4.2.18297.
		Microsoft ODBC Driver 13 for SQL Server	Microsoft Corporation	20/08/2020	8.50 MB	14.0.1000.
		Microsoft OneDrive	Microsoft Corporation	20/08/2020	145 MB	20.134.070
		Microsoft Report Viewer 2015 Runtime	Microsoft Corporation	20/08/2020	25.7 MB	12.0.2402.
		Microsoft SQL Server 2005 Backward compatibility	Microsoft Corporation	20/08/2020	46.0 MB	8.05.1054
		Microsoft SQL Server 2012 Native Client	Microsoft Corporation	20/08/2020	9.71 MB	11.3.6540.0
		Microsoft SQL Server 2017 (64-bit)	Minnest Committing	20/08/2020		
		Microsoft SQL Server 2017 Setup (Englis)	/Change	20/08/2020	42.1 MB	14.0.1000.
		Microsoft SQL Server 2017 T-SQL Language Service	Microsoft Corporation	20/08/2020	7.92 MB	14.0.1000.
		Microsoft System CLR Types for SQL Server 2014	Microsoft Corporation	20/08/2020	9.32 MB	12.0.2000.
		闄 Microsoft Visual C++ 2013 Redistributable (x64) - 12.0	Microsoft Corporation	20/08/2020	20.5 MB	12.0.30501

- 3. Right-click the entry for your version of MSSQL and select Uninstall/Change.
- 4. If Windows prompts to confirm you want to proceed, click **Yes**. The **SQL Server 2017** screen will appear with options.



5. Click **Remove**. The MSSQL uninstall wizard will open at the **Select instance** panel.

鷺 Remove SQL Server 2017					_		×
Select Instance Specify the instance of SQL	Server to modify.						
Global Rules Select Instance Select Features Feature Rules Ready to Remove Removal Progress	Select the instance features only" and t Instance to remove BPSINSTANCE Installed instances:	of SQL Server to remove then click next. features from:	. To remove share	ed features only, sele	ct "Remove	shared	
Complete	Instance Name BPSINSTANCE	Instance ID MSSQL14.BPSINST	Features SQLEngine	Edition Express	Ver 14.0	sion ).1000.169	9
				< Back Ne	ext >	Cance	el

6. Select 'BPSINSTANCE' from **Instance to remove features from** dropdown. If BPSINSTANCE is one of many instances available to remove, remember this for the next step. Click **Next**.

🏂 Remove SQL Server 2017		_		×
Select Features				
The SQL Server features on this name.	computer are shown below. To remove a feature, select the checkbox next	to the feature		
Global Rules Select Instance Select Features Feature Rules Ready to Remove Removal Progress Complete	Features: BPSINSTANCE ☐ Database Engine Services Shared Features ☐ SQL Client Connectivity SDK Redistributable Features	Description:		
	Select All Unselect All < Back	Next >	Cancel	

#### 7. Tick Database Engine Services under BPSINSTANCE.

If other database instances were available in step 10, leave all options under **Shared Features** unticked. This will leave any shared features available to the remaining database instances.

If BPSINSTANCE was the only selection, tick the **Shared Features** options also to remove these features.

8. Click **Next**. The uninstall wizard will process rules to determine if removal is permitted.

🏂 Remove SQL Server 2017		_		×
Feature Rules				
Setup is running rules to deter	nine if the uninstallation process will be blocked.			
Global Rules	Operation completed. Passed: 2. Failed 0. Warning 0. Skipped 0.			
Select Instance				
Select Features	Chann dataile a a		D.	
Feature Rules	Show details >>		Re-I	un
Removal Progress	View detailed report			
Complete				
	< Back Next >		Cance	

9. If there are no blockers, the wizard may move automatically on to the **Ready to Remove** panel. Otherwise, click **Next**.

🏂 Remove SQL Server 2017	- 🗆 X
Ready to Remove	tures to be removed.
Global Rules Select Instance Select Features Feature Rules <b>Ready to Remove</b> Removal Progress Complete	Ready to remove SQL Server 2017:
	< Back Remove Cancel

10. Click **Remove**. The uninstall wizard will remove the Bp Premier database instance. The **Complete** screen will be displayed when the removal process has completed.

🏂 Remove SQL Server 2017			_		×
Complete					
Your SQL Server 2017 removal	completed successfully.				
Global Rules	Information about the Setup operation of	or possible next steps:			
Select Instance	Feature	Status			
Select Features	Database Engine Services	Succeeded			
Feature Rules	SQL Browser	Succeeded			
Ready to Remove	SQL Writer	Succeeded			
Removal Progress	Setup Support Files	Succeeded			
Complete					
	Summary log file has been saved to the f	ollowing location:			
	C:\Program Files\Microsoft SQL Server\1 TC2MKDC 20200820 124203.txt	40\Setup Bootstrap\Log\20200820_124203	Summar	y DESKTO	<u>-90</u>
				Close	

11. Click **Close** to finish.

Delete the database instance folder

1. Using Windows file explorer, browse to the 'Microsoft SQL Server' folder of the database path that was recorded in Confirm your version of MSSQL and record the server data path.

For example, if the database path is:

C:\Program Files\Microsoft Sql Server\MSSQL14.Bpsinstance\MSSQL\Data\

browse to the folder C:\Program Files\Microsoft SQL Server.
📙   🕑 📑 =   Microsoft SQL Server – 🗆 🗙					
File Home Share	e View				~ 🕐
$\leftarrow$ $\rightarrow$ $\checkmark$ $\uparrow$ $\square$ $\Rightarrow$ This PC $\Rightarrow$ Local Disk (C:) $\Rightarrow$ Program Files $\Rightarrow$ Microsoft SQL Server $\Rightarrow$ $\checkmark$ $\overline{\mathbb{O}}$				Search Microsoft SQL	Server 🔎
<ul> <li>✓ Quick access</li> <li>✓ Desktop</li> <li>✓ Downloads</li> <li>✓ Documents</li> <li>✓ Pictures</li> </ul>	Name ^ ^ / / / / / / / / / / / / / / / / /	Date modified 20/08/2020 12:17 20/08/2020 1:03 PM 20/08/2020 1:03 PM 20/08/2020 1:03 PM 20/08/2020 12:19	Type File folder File folder File folder File folder File folder	Size	
<ul> <li>FBS</li> <li>Music</li> <li>Software</li> <li>Videos</li> <li>OneDrive</li> <li>This PC</li> <li>Metwork</li> </ul>	MSSQL14.BPSINSTANCF	20/09/2020 12:20 Open Dpen in new window Pin to Quick access Scan with Windows Defender Give access to Restore previous versions nclude in library Pin to Start Send to Cut Copy Create shortcut Qelete Rename			

- 2. Right-click the folder and select Delete. In the example above, the folder 'MSSQL14.BPSINSTANCE' is being deleted.
- 3. 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. Stop all SQL services or log in as a Windows administrator.
- 4. In the **Services** window, check if the service **SQL Server (BPSINTANCE)** exists. If this service is still running, you have not fully deleted the MSSQL database.

Restart your computer to finalise the uninstall process.

Bp Premier uninstallation is complete.

## Troubleshooting

For advice on troubleshooting installation and uninstallation issues, see Troubleshoot installation on page 45.

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. Follow the instructions in this section to completely remove all components of a previous installation, and retry the installation.