

Bp Premier Installation Guide

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Best Practice Software Pty Ltd
PO Box 1911
Bundaberg Queensland Australia 4670
www.bpssoftware.net

Best Practice Software New Zealand Ltd
PO Box 1459
Hamilton New Zealand 3240

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Last updated: 20 July 2021

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

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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 (for example, greater than 30).

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

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

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

If your practice already has a licence for a full edition of SQL Server, 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 34](#) 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:

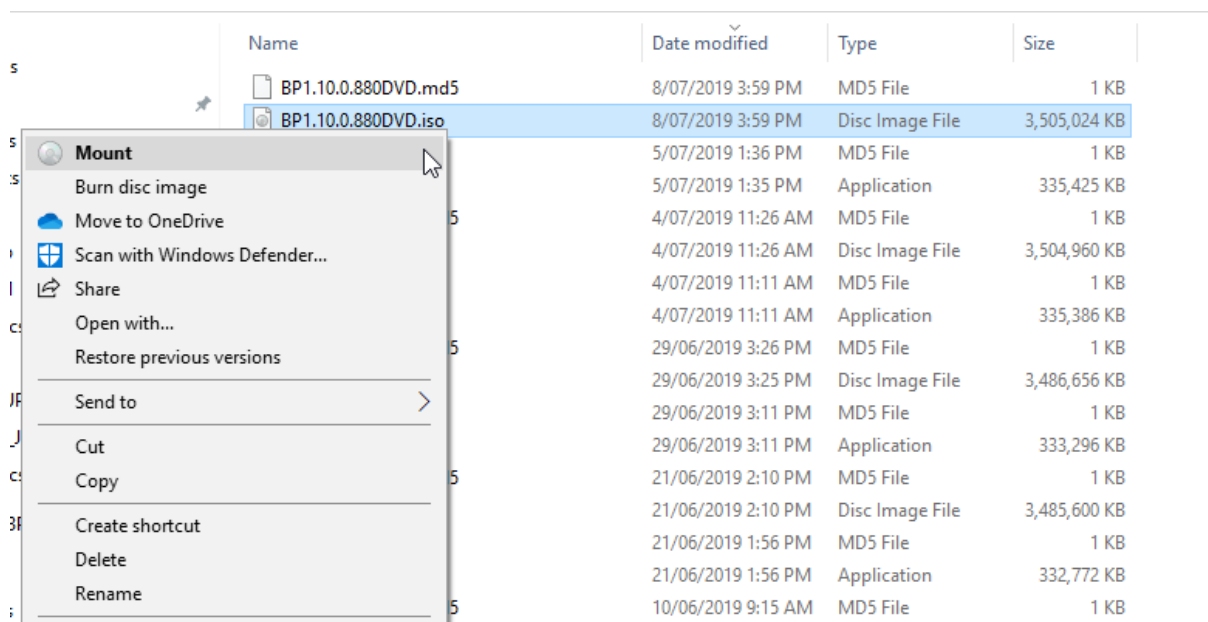
- Will your practice be using the default SQL Server Express Engine, or does your practice have a licence for a full edition of SQL Server that you intend to use as the database?
- If you are installing a live production version of Bp Premier, you will need your practice's **Site ID Number** and **Licence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

Obtain installation media

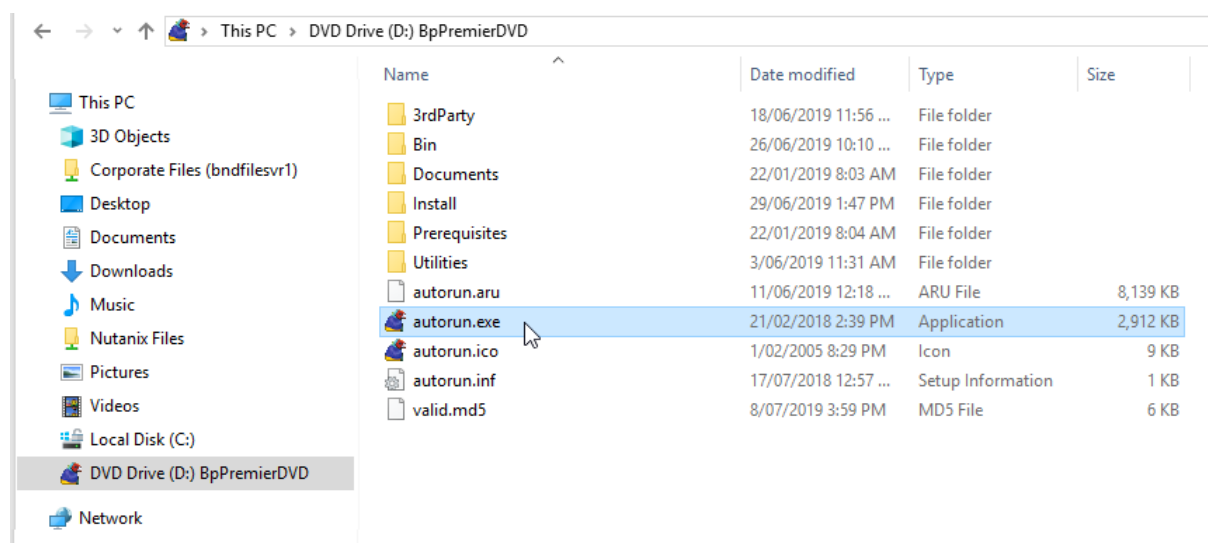
If you are installing Bp Premier for the first time, you will have downloaded an ISO file (which is a disc image file) for the latest version of Bp Premier.

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

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



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

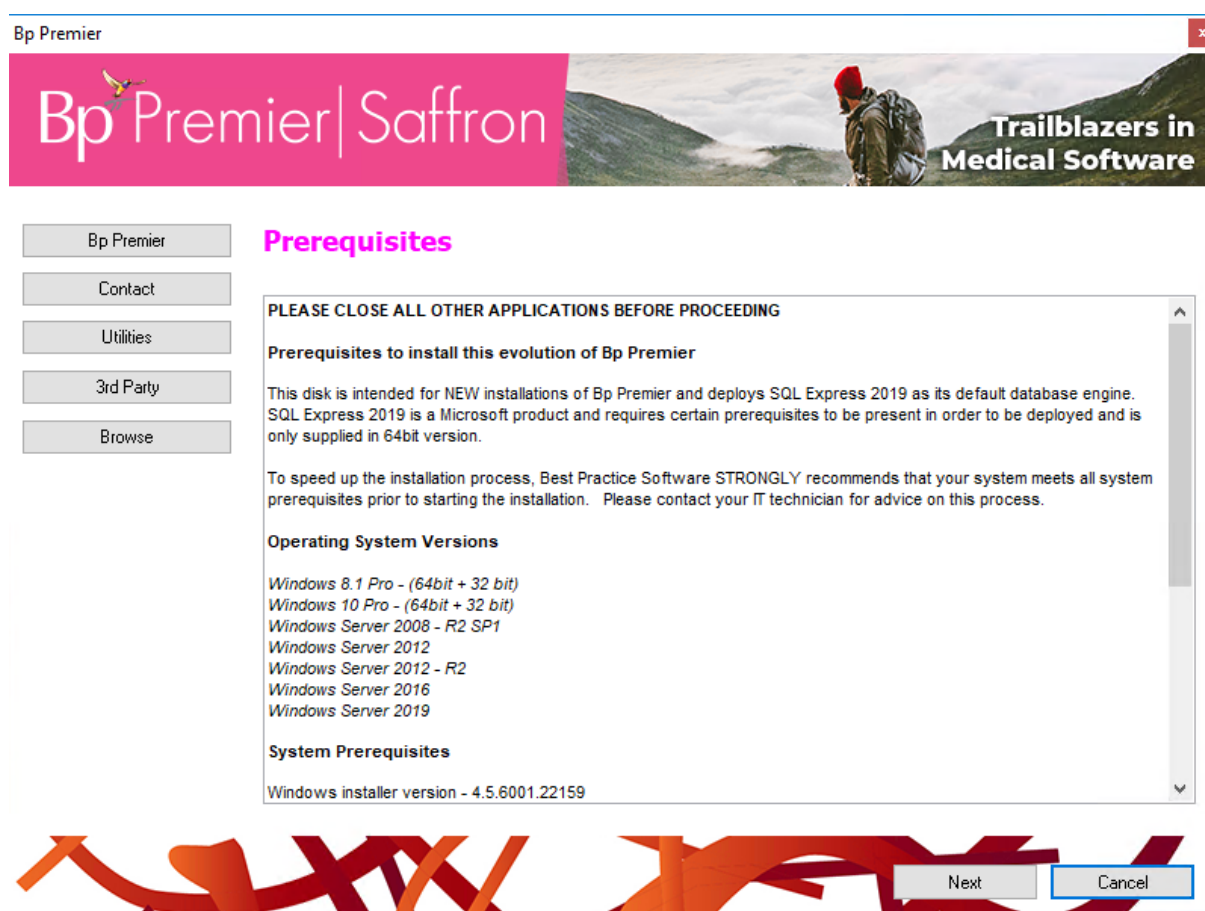


5. Select **DVD Drive BpPremierDVD** to show the contents of the mounted ISO.
6. Double-click the application file **autorun.exe** to start the installation. Follow the instructions in the installation wizard.

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.

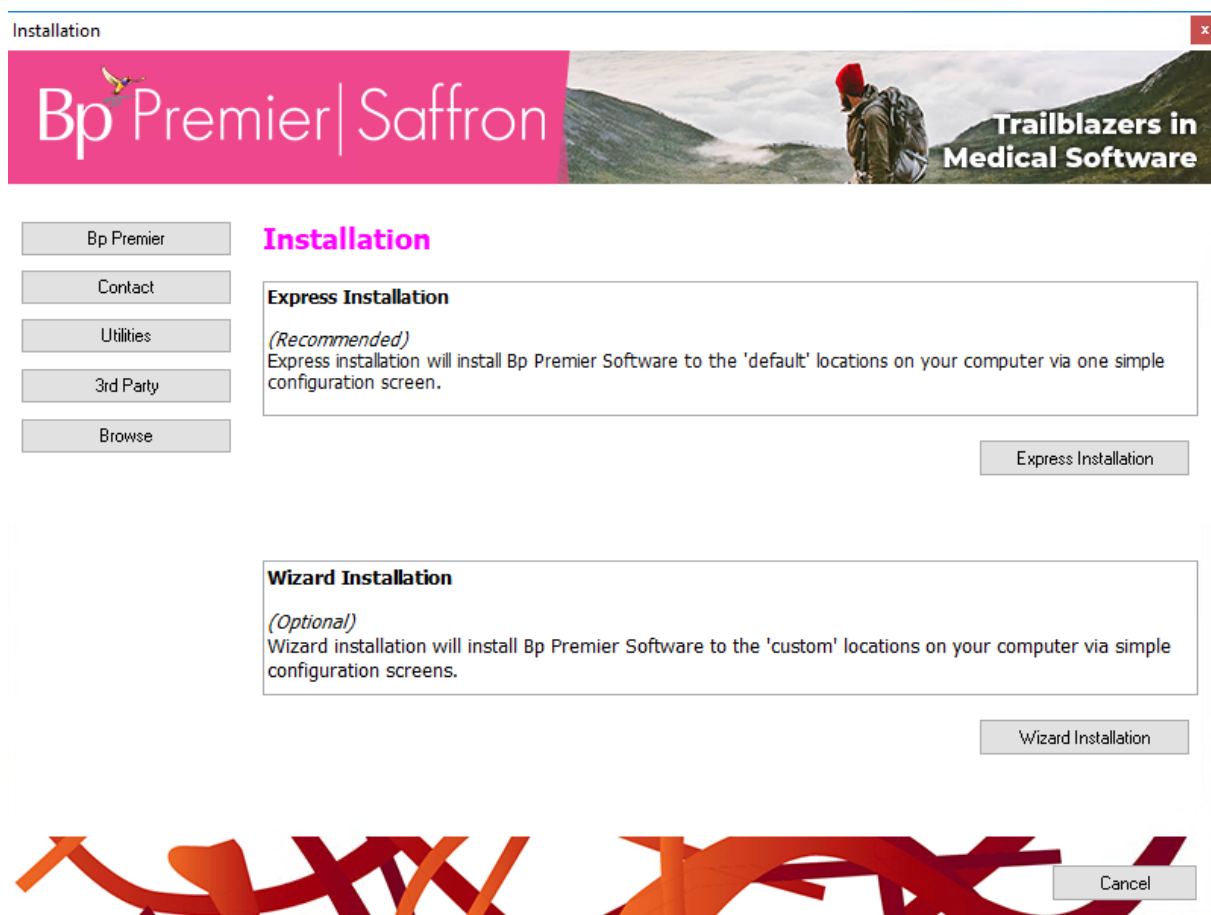


4. The buttons on the left hand side provide further information about Bp Premier and installation:

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 after successfully installing a Bp Premier server or workstation, such as Argus or HealthLink.
Browse	Opens the DVD contents in a file explorer.

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



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

SQL Express Edition	Operating System Platform	Installation Type
<input checked="" type="radio"/> SQL Express 2019 <small>(Windows 8.1 and above) (Windows Server 2012 R2 and above)</small>	<input checked="" type="radio"/> x64 based operating systems	<input checked="" type="radio"/> Server <input type="radio"/> Client
<input type="radio"/> SQL Express 2017 <small>(Windows 8 and above) (Windows Server 2012 and above)</small>	<input type="radio"/> x64 based operating systems	<input type="radio"/> Server <input type="radio"/> Client
<input type="radio"/> SQL Express 2016 SP1 <small>(Windows 8 and above) (Windows Server 2008 SP2 and above)</small>	<input type="radio"/> x64 based operating systems	<input type="radio"/> Server <input type="radio"/> Client

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

End User Licence Agreement

Best Practice Software

1. Introduction

4. Your use of the Best Practice Software (Software) is conditional upon You agreeing to be bound by the terms and conditions set out in this

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

☒ I Disagree

Version 1.11.1.933

Print < Back Next > Cancel

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.

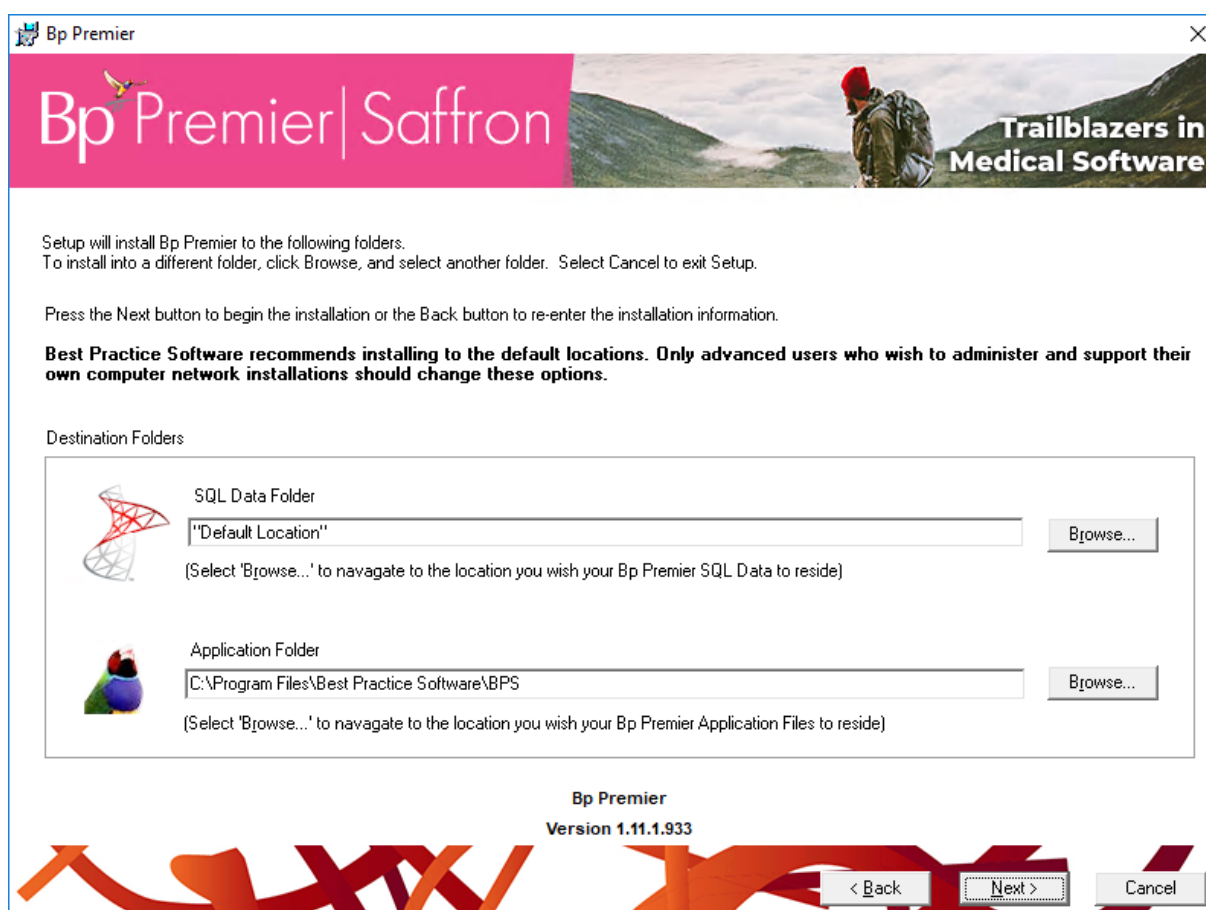
Most practices will **not** need to change the default option in this screen. You only need to change the default option selected here if your practice has an existing licence for a full edition of SQL Server (such as SQL Server 2017 Standard Edition) and you plan to upgrade to the full edition. If this 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** allows Bp Premier to connect to Medicare to verify patient Medicare and DVA eligibility and send patient and bulk bill claims online.

The selection in this screen depends on whether your practice uses Bp Premier for billing, appointment book, and Medicare claiming, or is linked to another software package for these functions:

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

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.

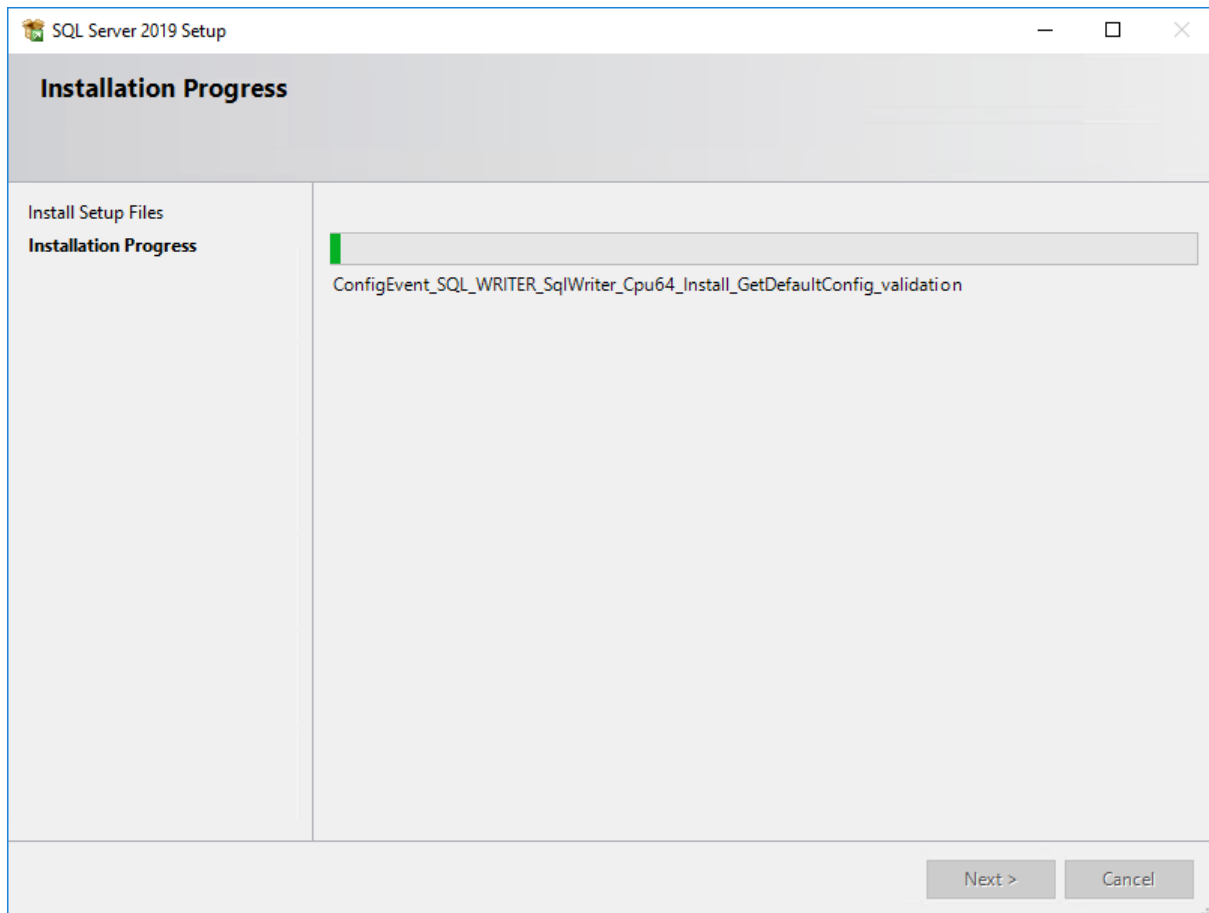


13. Click **Browse** to change the installation destination for the SQL Server database or Bp Premier server application.

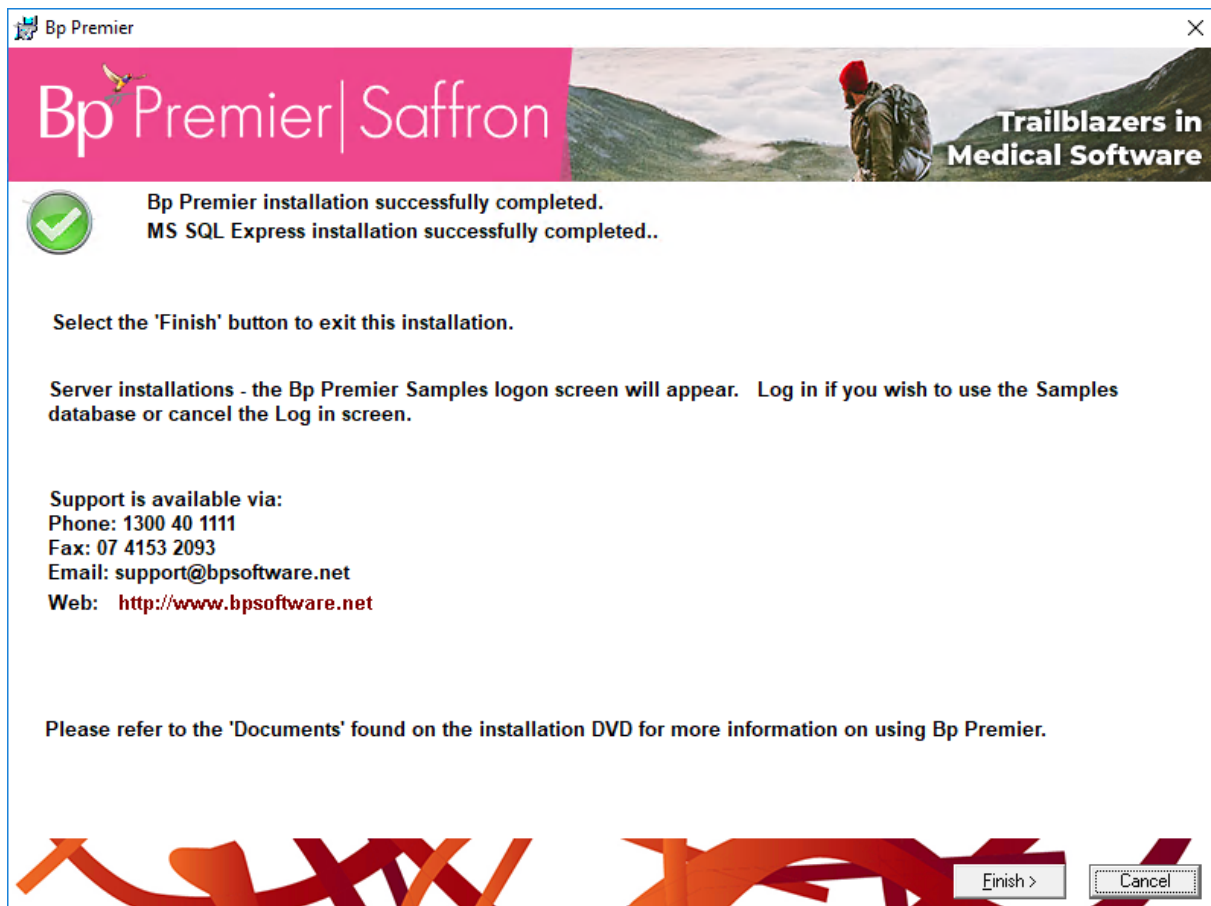
IMPORTANT Make sure you communicate to those staff who will be configuring the software what the new installation folders are. All configuration articles in the Bp Premier Knowledge Base assume that Bp Premier

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.



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.



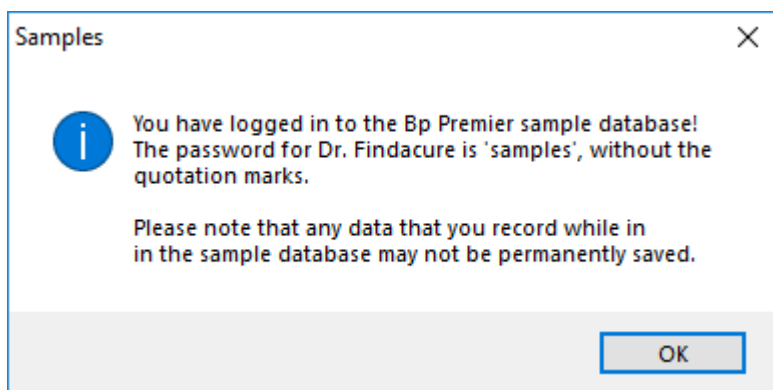
17. Click **Finish** to end the installer.
18. Bp Premier will automatically open using the samples database, which is a small database of 'dummy' patient records useful for training and familiarisation. You can return to the samples database at any time. Exit Bp Premier.

The installer will place shortcuts on the desktop:

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

Log in to Bp Premier

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



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

Practice name: Smith Street Medical Practice

Location: Main surgery

Address 1: 17 Smith Street

Address 2:

City/Suburb: Toowong

Postcode: 4066

Phone: 0740232184

A/H phone:

Fax:

E-mail: smithstgp@netmail.com

Health Identifier: 8003629876543210

☐ Evaluation only

Site ID Number: 2222

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

* Not all functions are available in evaluation mode

Save Cancel

- Most of the fields in this screen are mandatory. The **Health Identifier** (your practice's HPI-O number), **Site ID Number**, and **Licence Code** must be valid to save these values.
- Click **Save**. The **New user** screen will appear, so that an administrator user can be created. The first user created can only be a Practice manager or Principal Doctor.

New user

Title:

First name:

Surname:

Category:

Home phone:

Mobile phone:

Pager:

E-mail:

Qualifications:

☐ Inactive

Usual location:

Provider No.:

Prescriber No.:

Registration No.:

Health Identifier:

CPD No.:

☐ Full time ☐ Part time ☐ Locum

☐ Vocationally registered ☐ DVA LMO

☐ Has appointments ☐ Send appointment notices via App

☐ Has accounts

☐ Requires a referral for Medicare billing

Default account type:

Default Item No.:

☐ Make notes confidential

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

You can now begin configuring and using the software.

After a successful server installation

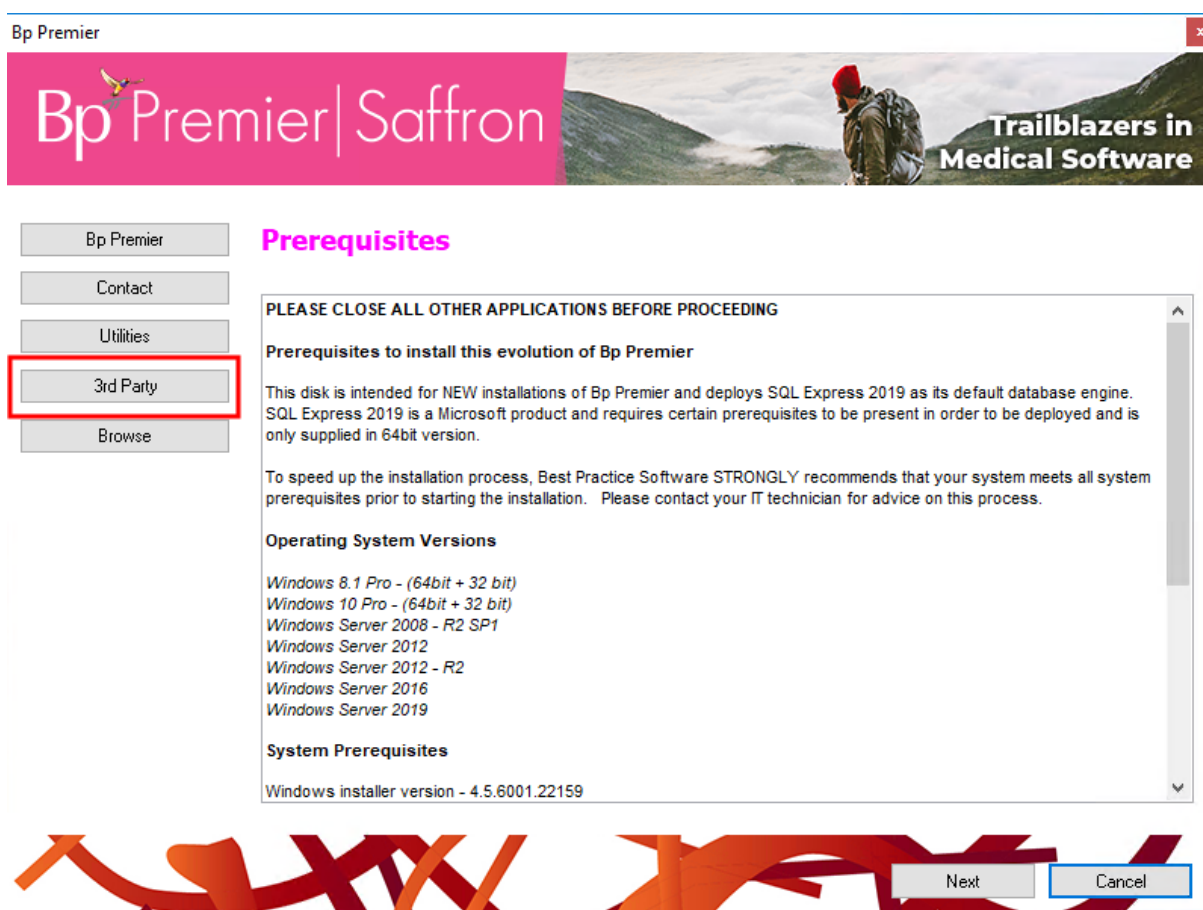
- Install any third-party software that your practice requires. See [Install third-party software on the next page](#) for more information.
- You may need to update your drug database.
- Install Bp Premier clients on all workstations.
- Configure the Clinical and Management components of Bp Premier for the first time to get your live site running.
- Import patient data from your previous practice management software, if applicable.
- 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.bpssoftware.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**.



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

3rd Party

Bp Premier | Saffron



Trailblazers in
Medical Software

Bp Premier

Contact

Utilities

3rd Party

Browse

3rd Party

[cdmNet](#)

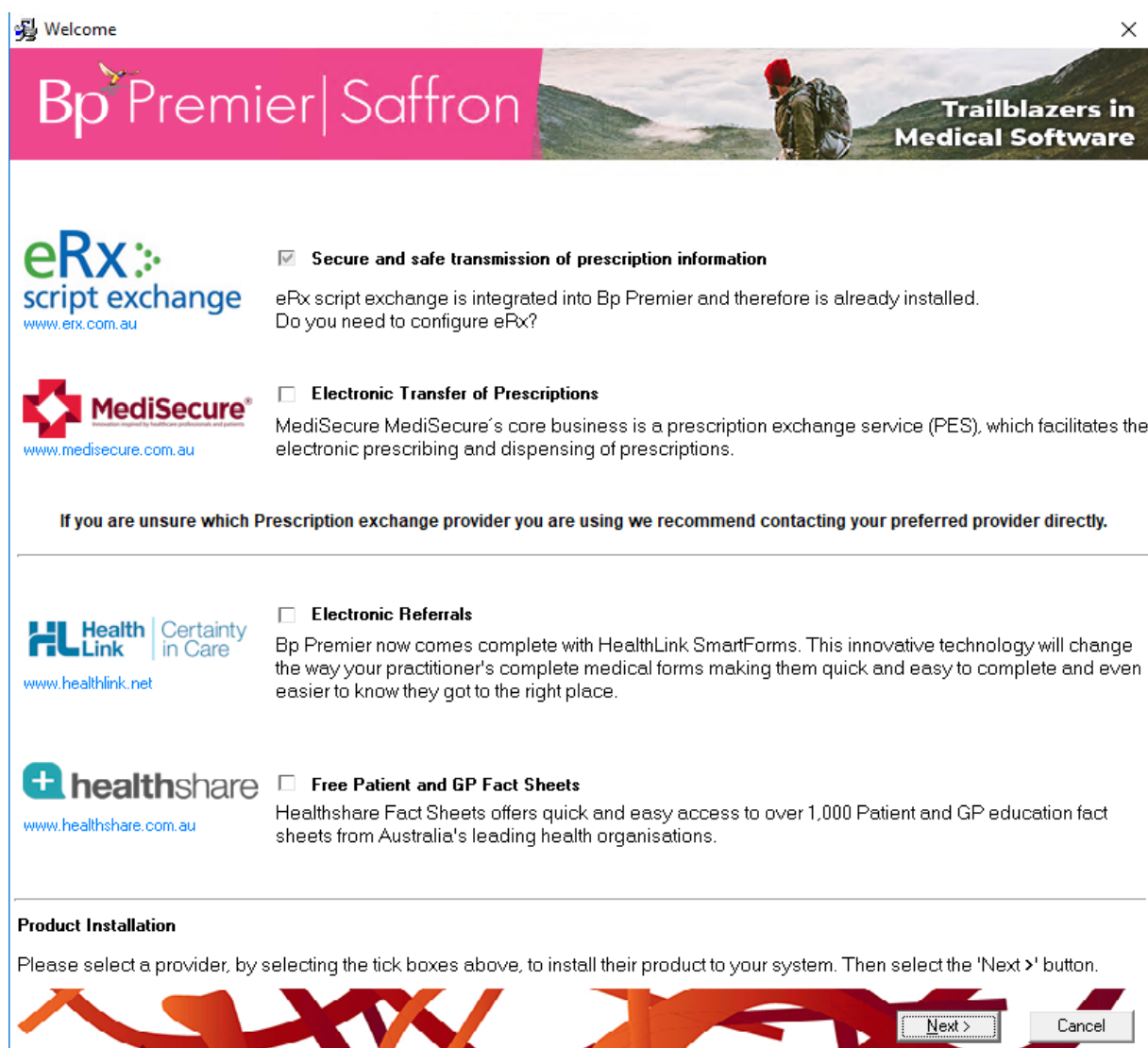
[Digital Health Library](#)

[HealthLink](#)

[MediSecure](#)



- 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 Premier | Saffron

Trailblazers in Medical Software

eRx script exchange
www.erx.com.au

☒ **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?

MediSecure
www.medisecure.com.au

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

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

HealthLink | Certainty in Care
www.healthlink.net

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

healthshare
www.healthshare.com.au

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

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

Next > **Cancel**

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.

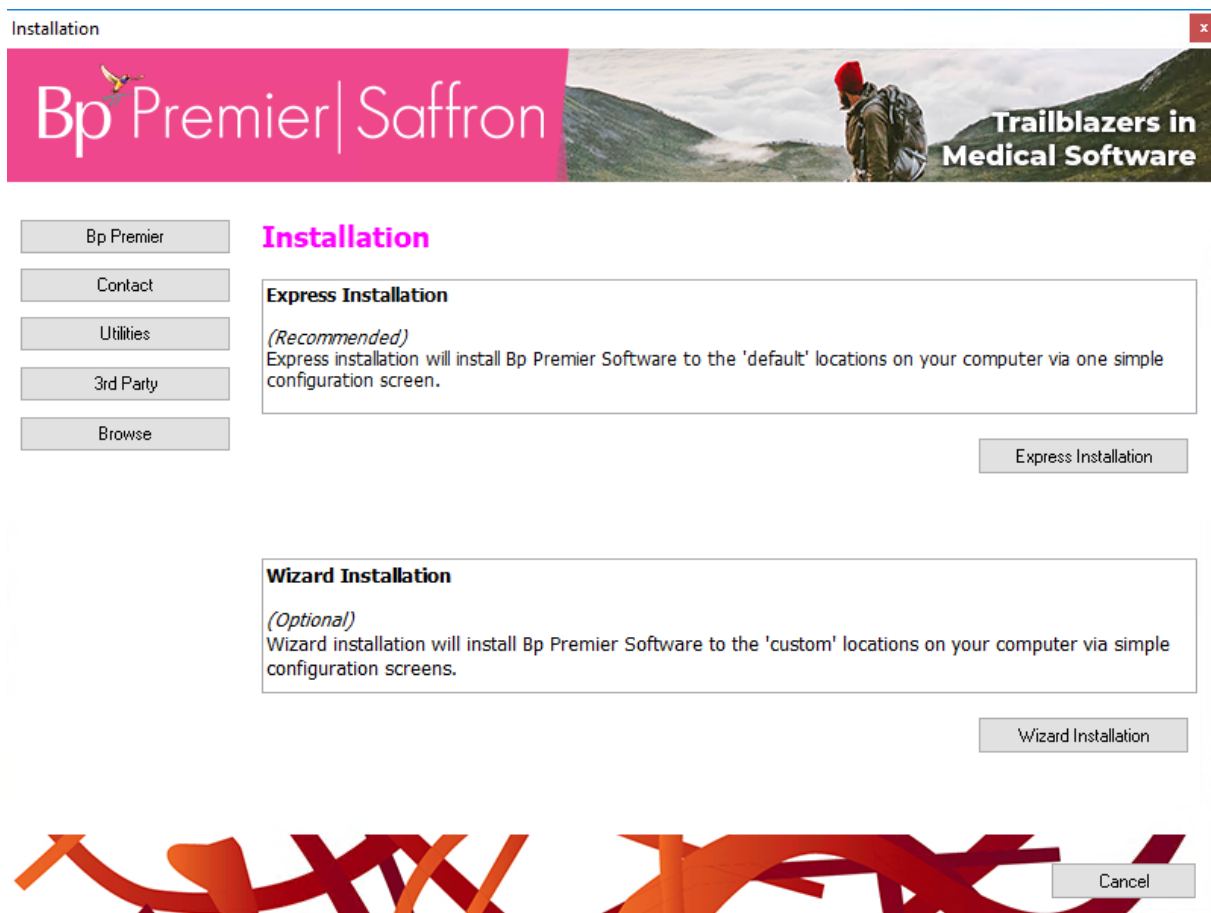
Before you begin

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.



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.

6. In the row that matches the database version you installed during the server installation, select **Client**, as shown.
7. The **Medicare Online Module** allows the Bp Premier workstation to connect to Medicare to verify patient Medicare and DVA eligibility and send patient and bulk bill claims online. If any users will be submitting online claims from this workstation, tick the option to install the Medicare module. The Medicare module can also be installed at any time after Bp Premier installation.
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 49](#).

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 instructions below show how to upgrade the version or edition of Microsoft **SQL Server**. For example, follow the instructions to upgrade:

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

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.

This [Microsoft knowledge base](#) article provides more information on upgrading to SQL Server 2019.

These instructions can be used if you are running Bp Premier version Summit (1.8.4.642) or later. Check your version by clicking Help > About in Bp Premier.

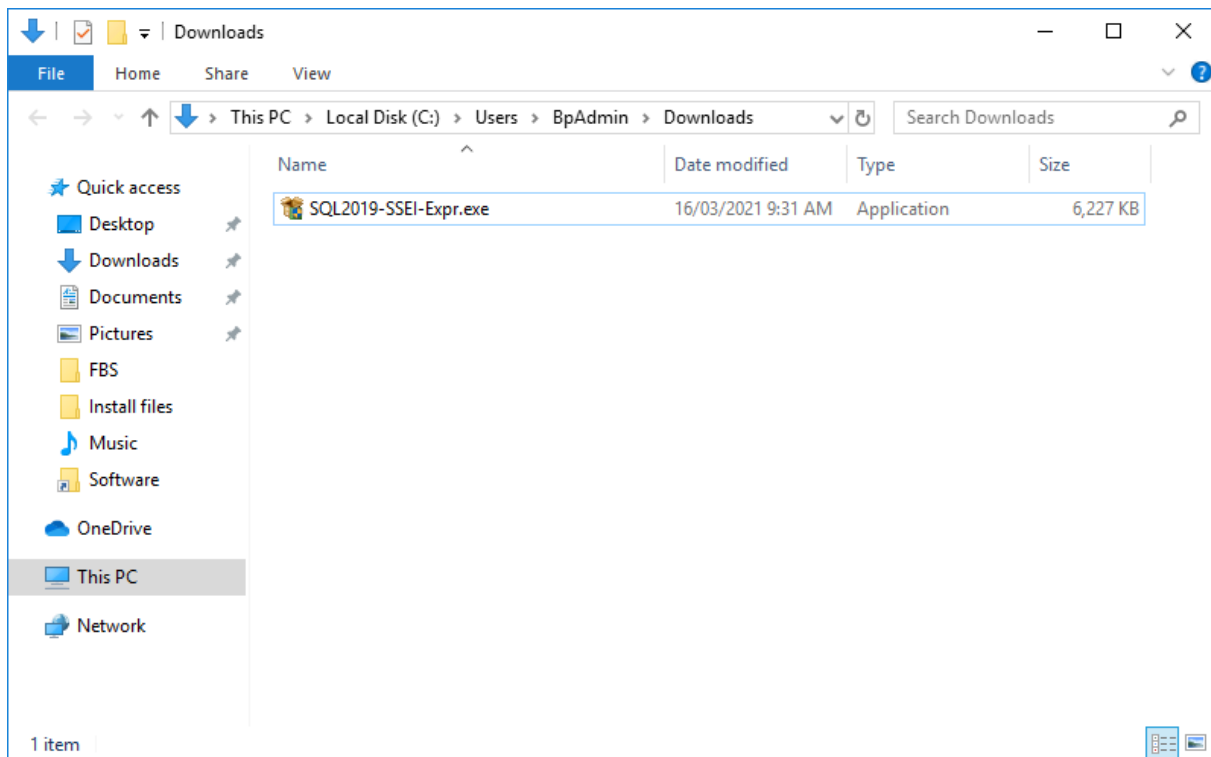
Before you begin

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](#).

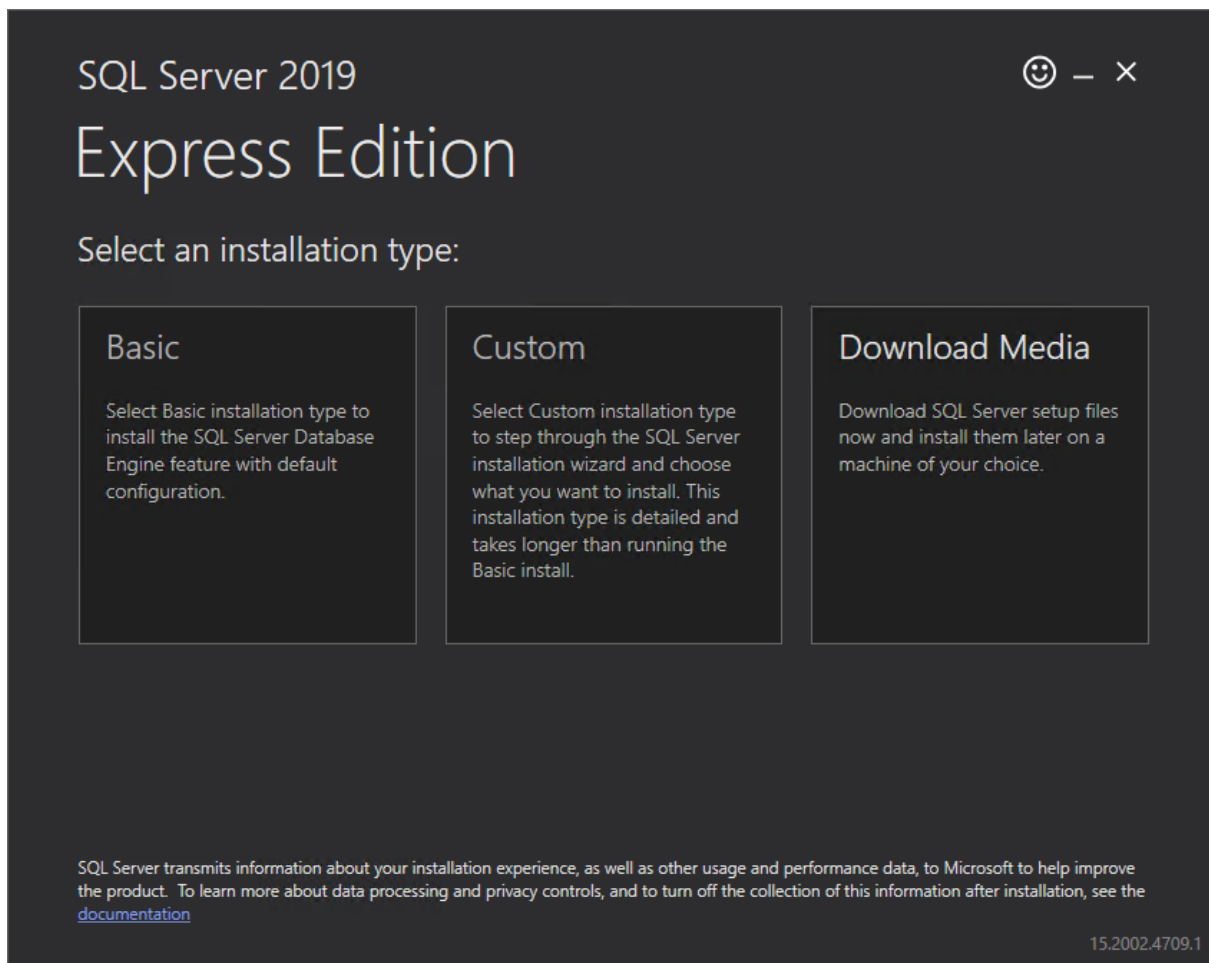
Back up your existing database immediately prior to the upgrade.

Upgrade SQL Server version or edition

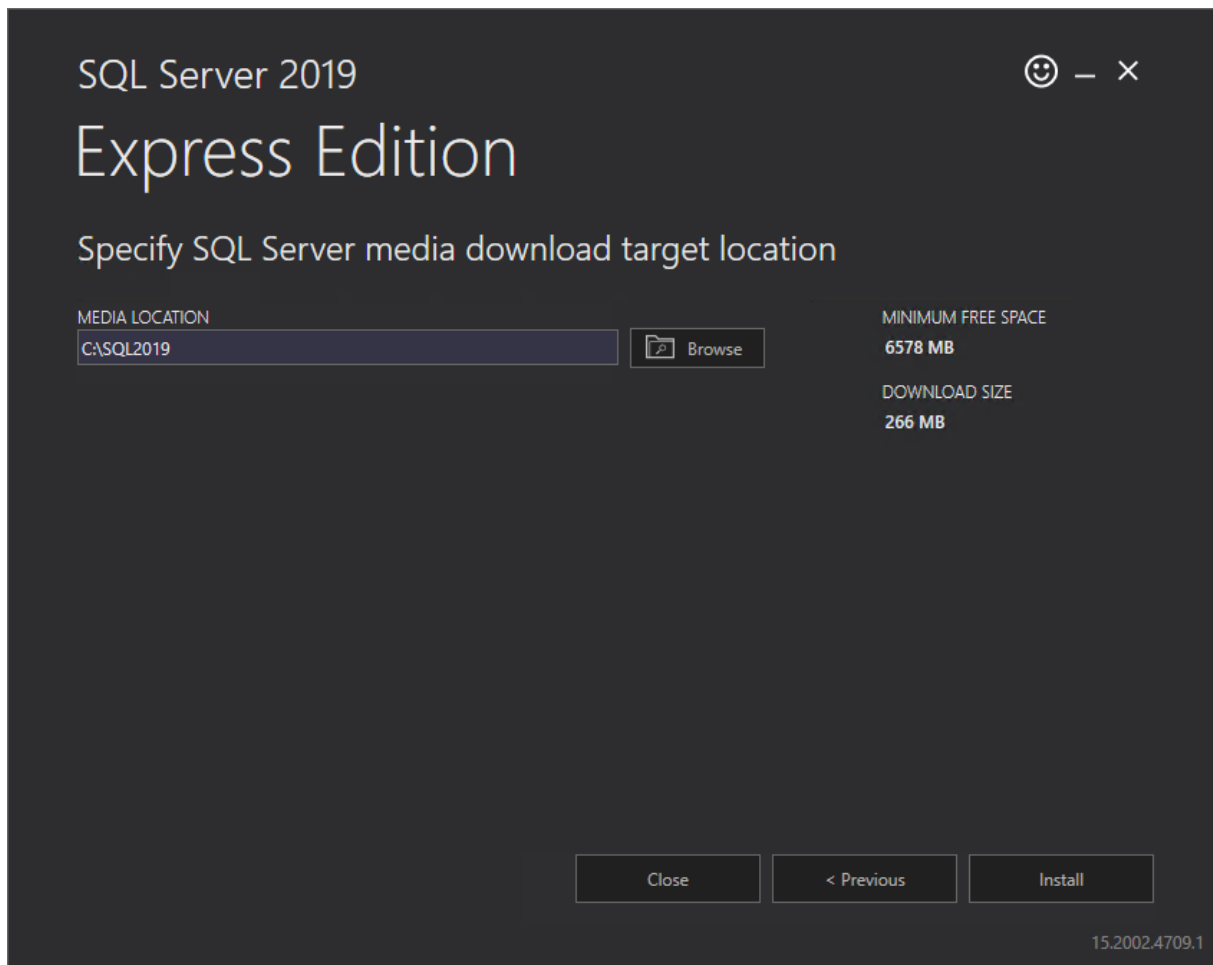
1. If you have downloaded the SQL Server Express upgrade file, the upgrade may start automatically after downloading. If it doesn't, navigate to where you downloaded the file (probably your Downloads folder) and double-click the file to start.



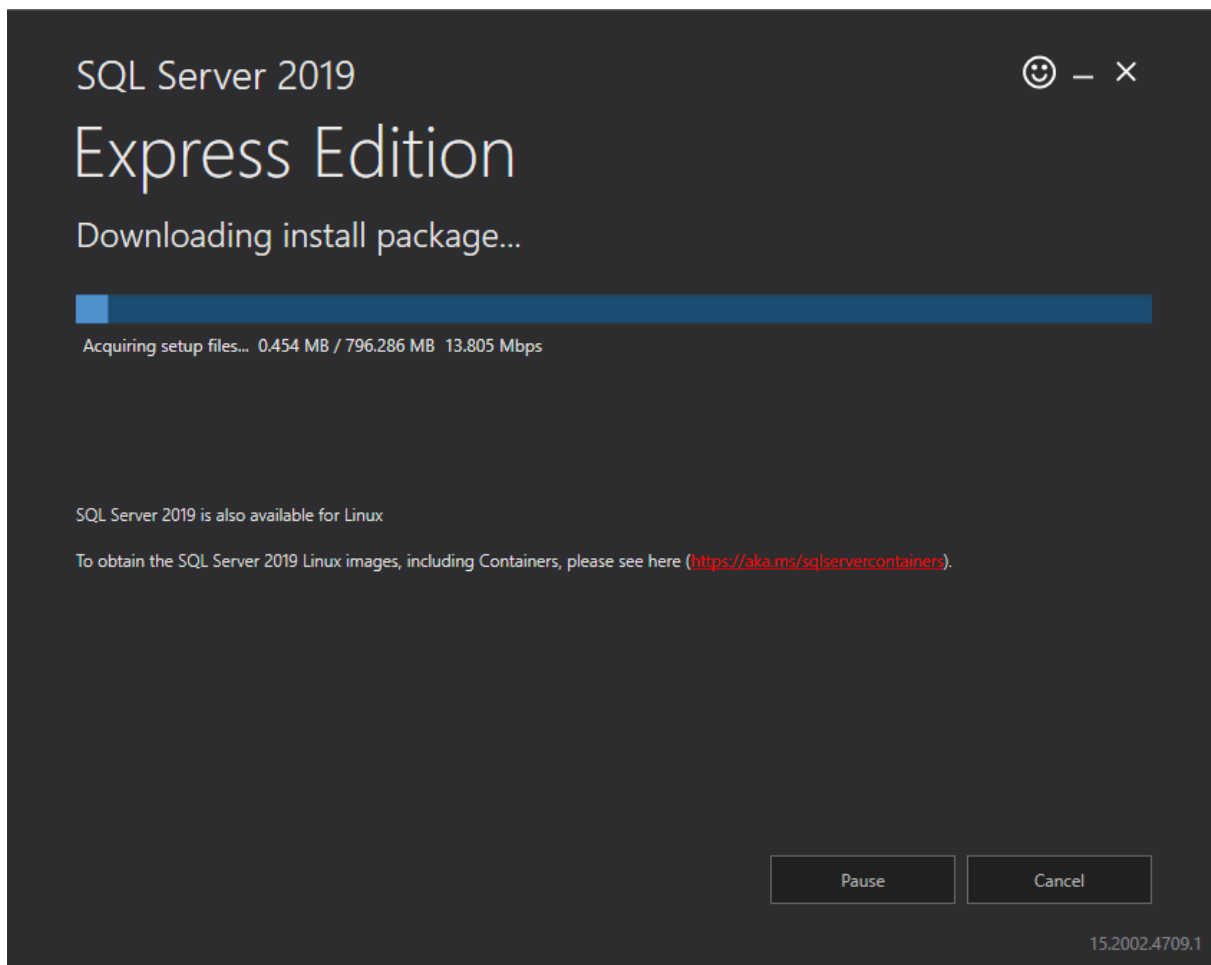
If you are upgrading to a licensed edition of SQL Server, double-click the start file for the installation, probably called **setup.exe** or similar. The installation wizard will open.



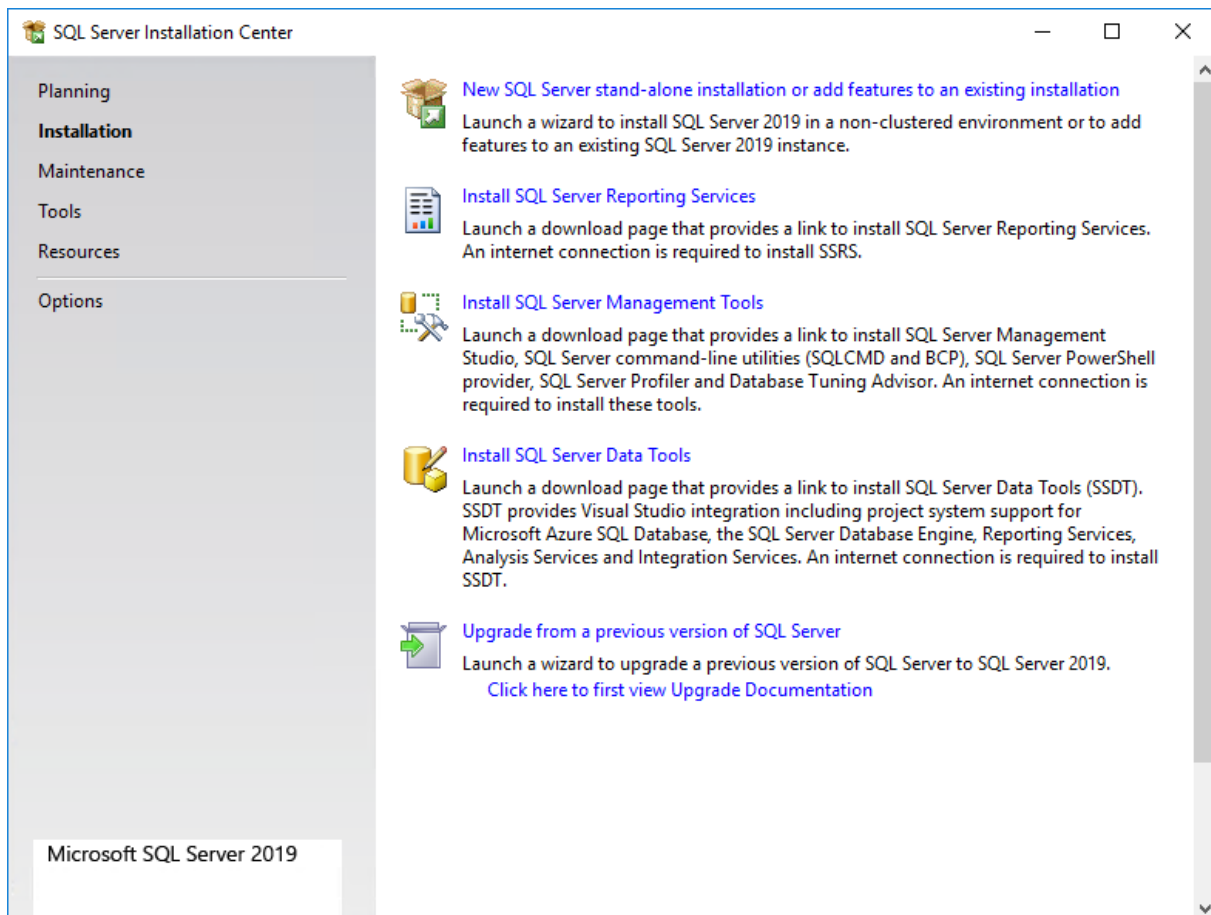
2. Click the **Custom** installation. The wizard will prompt you to enter the location to install the SQL 2019 components.



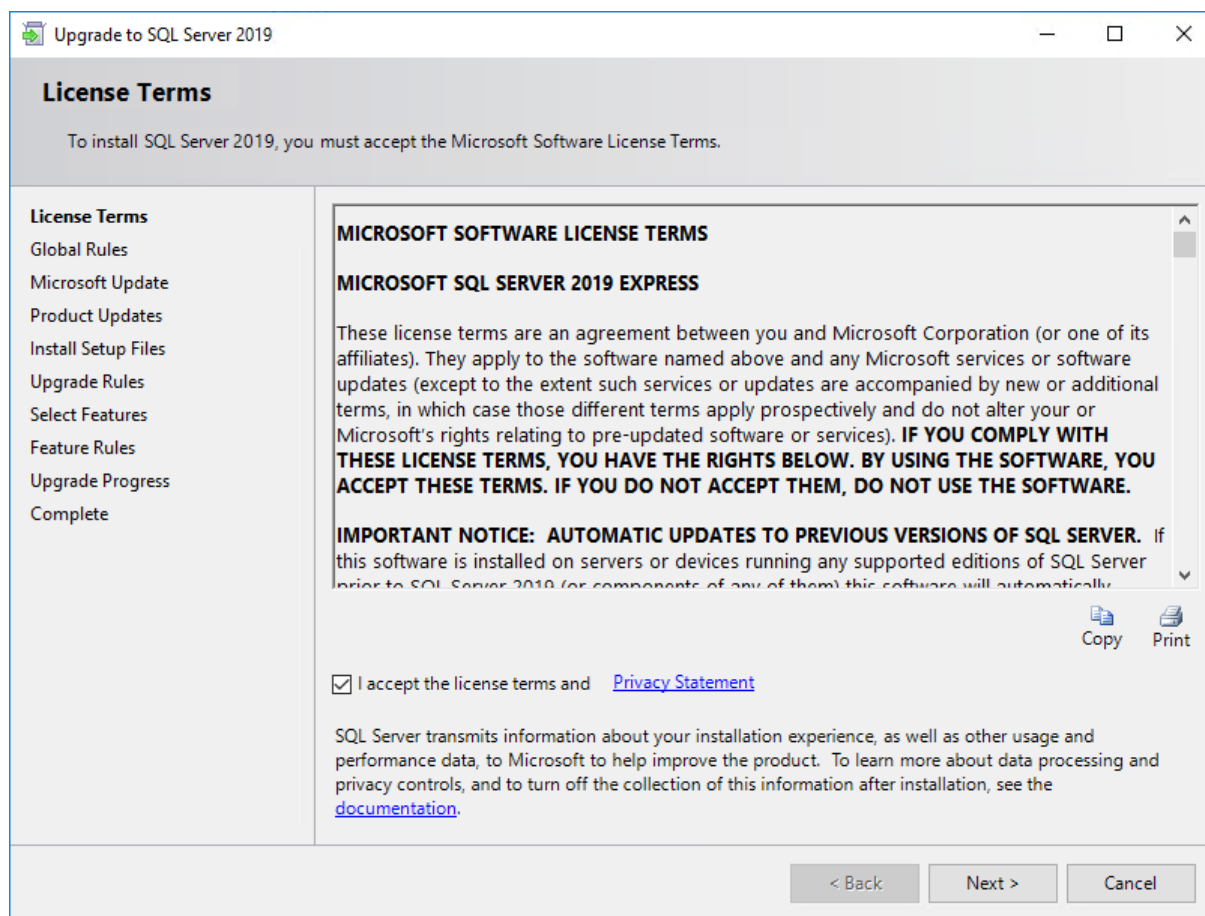
3. You can leave the default location and click **Install**. The wizard will begin installing components.



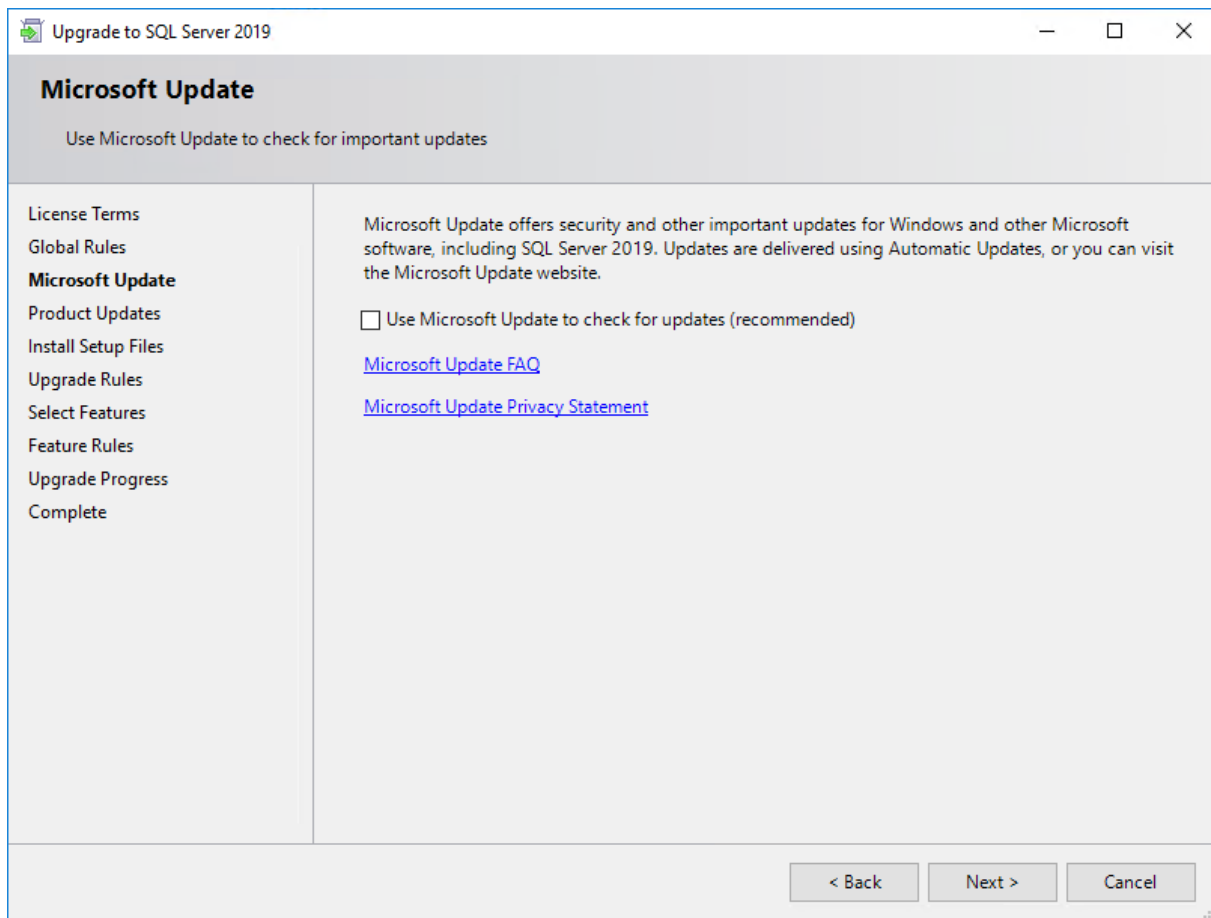
4. After the components have been installed, the SQL Server Installation Center will open.



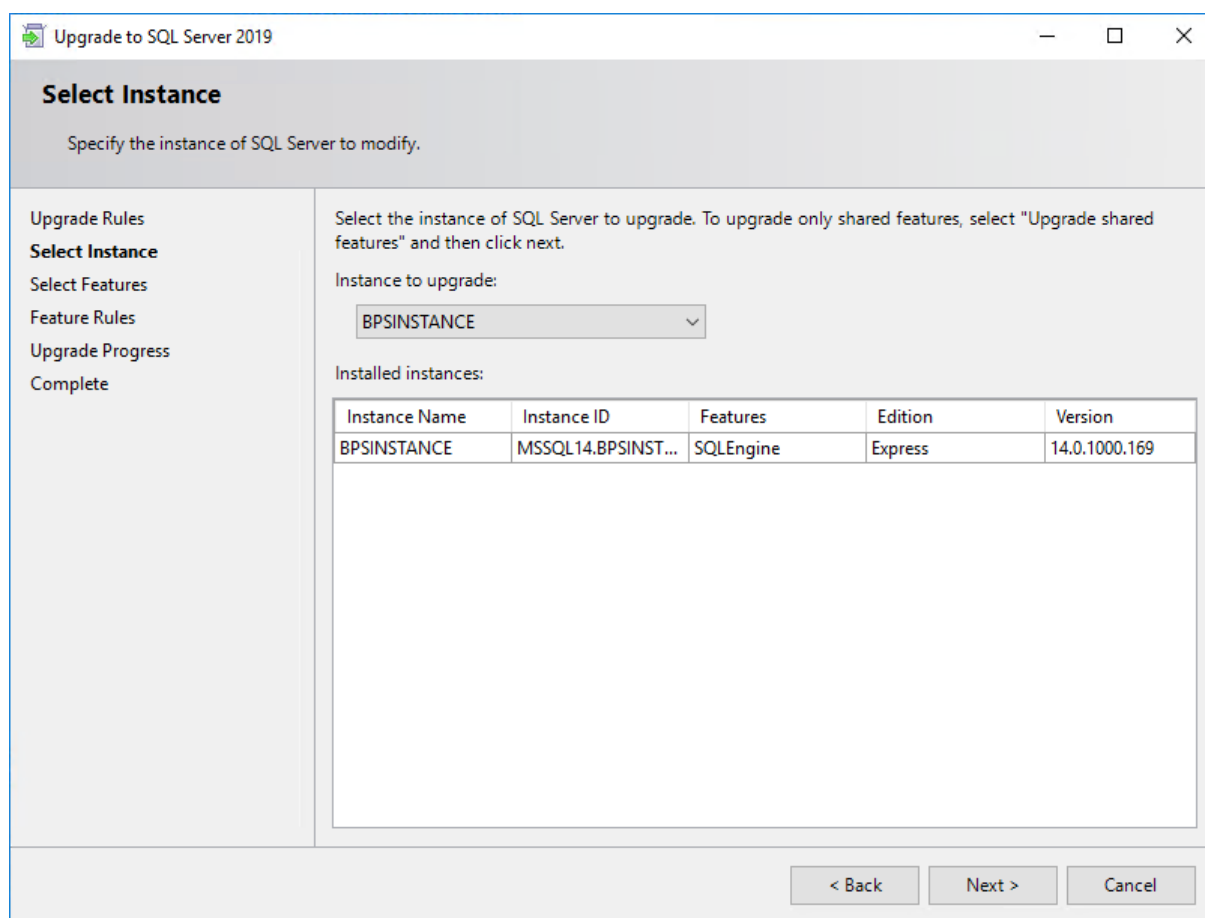
5. Click the option **Upgrade from a previous version of SQL Server**.



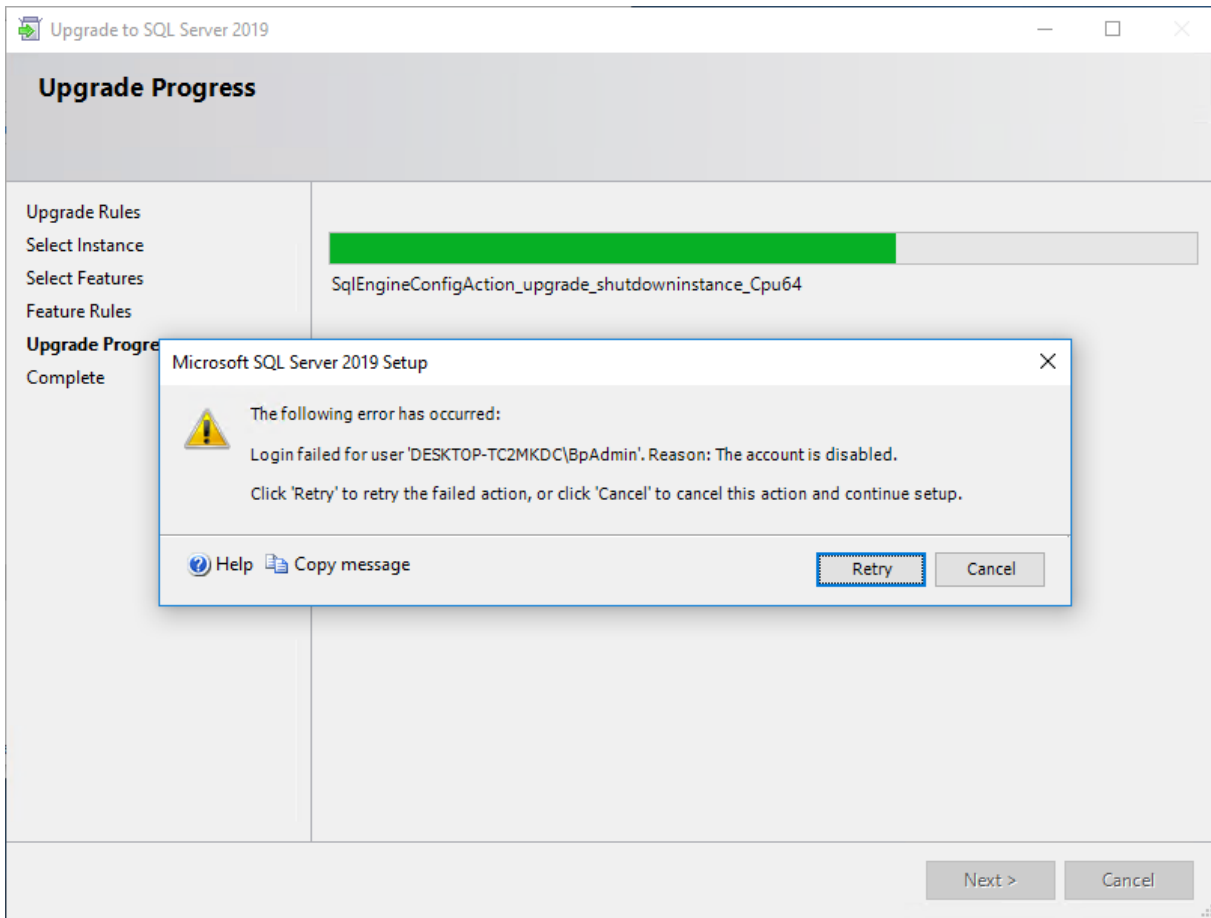
6. Tick **Accept the license terms** and click **Next**.



7. Tick **Use Microsoft Update to check for updates (recommended)** if your practice wishes to check for updates to SQL Server automatically. Ticking or not ticking this option will not affect installation. Your practice's IT policies will determine if you should tick this option. Click **Next**.

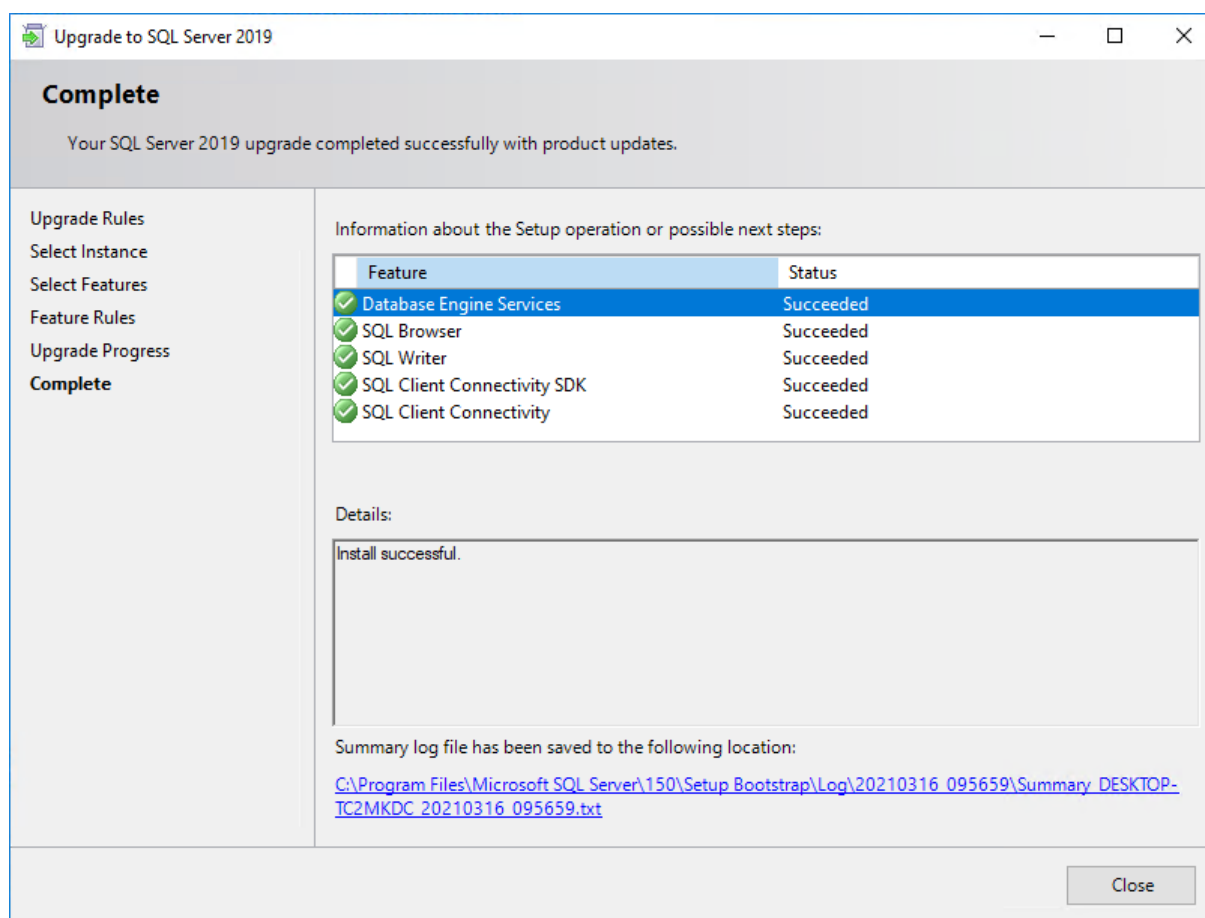


8. Select 'BPSINSTANCE' from **Instance to upgrade** and click **Next**. The installation wizard will begin running rule checks.
9. If you are upgrading to SQL Server 2012 or higher, the following message will appear twice during the upgrade:
 'Login failed for user <HOSTNAME>\<Username>. Reason: The account is disabled.'
10. Click **Cancel** to proceed with the installation every time this message appears.



IMPORTANT This message is generated because of changes to database access in recent versions of Bp Premier, and is the **only** message that you can safely click **Cancel** on to proceed with the upgrade. If you receive any other error messages, you will have to handle those error messages case by case.

11. The following screen will appear when SQL Server upgrade is complete.



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.

Frequently asked questions

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.

How do I use the samples database?

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

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

What users are there?

Available users in the samples database include:

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

The password for all users is 'samples'.

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

Can I add users to the samples database?

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

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

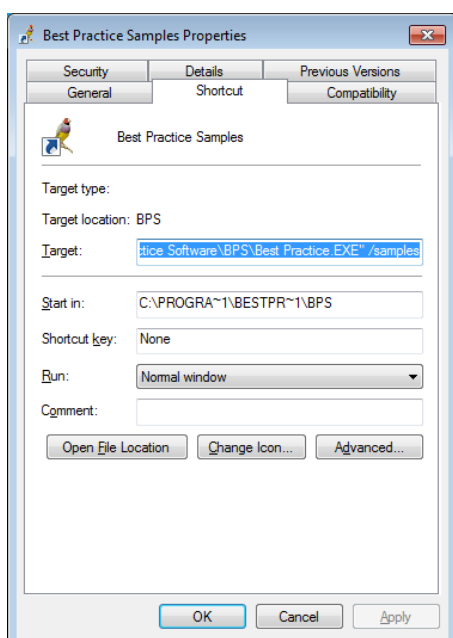
Is the samples database backed up?

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

How do I recreate the samples shortcut on my desktop?

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

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



6. Click **Apply**.
7. Close the shortcut **Properties** screen.
8. Right-click the new short cut and select **Rename**.

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

Update the drug database

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

IMPORTANT

If you are downloading and running the **October 2020 Revision 1 Data Update**, note that this Data Update Revision will need to be **run outside of business hours**. The Data Update Revision makes changes to the database, and if run during business hours may result in errors.

No users or applications should be accessing the system whilst this update is run.

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.

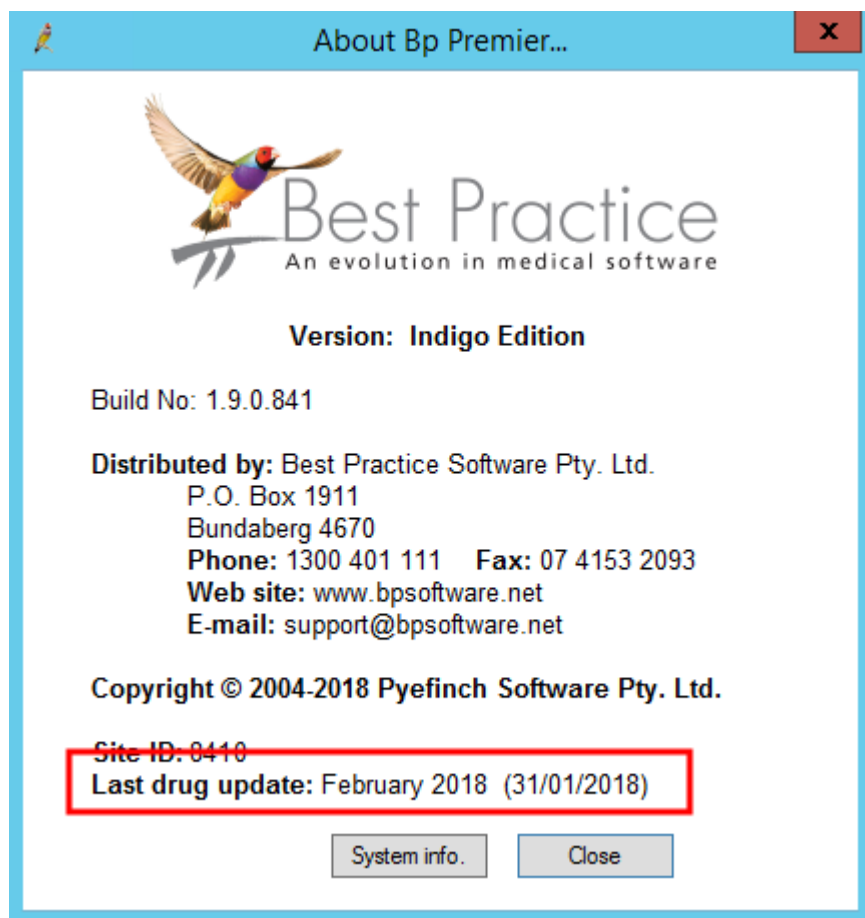
If you would like to be notified about updates, contact the Best Practice Software relationship support team on +61 7 3223 7700.

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.



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

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

How often should I apply a Data Update?

Best Practice Software advise keeping your installation of Bp Premier up to date with the latest **monthly** Data Update to ensure that providers are prescribing up-to-date medication and that your Medicare claims use the current fees. A

reminder message will appear when logging into Bp Premier if the last drug database update is more than three months old.

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

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

Can I back up and restore the drug database?

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

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

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

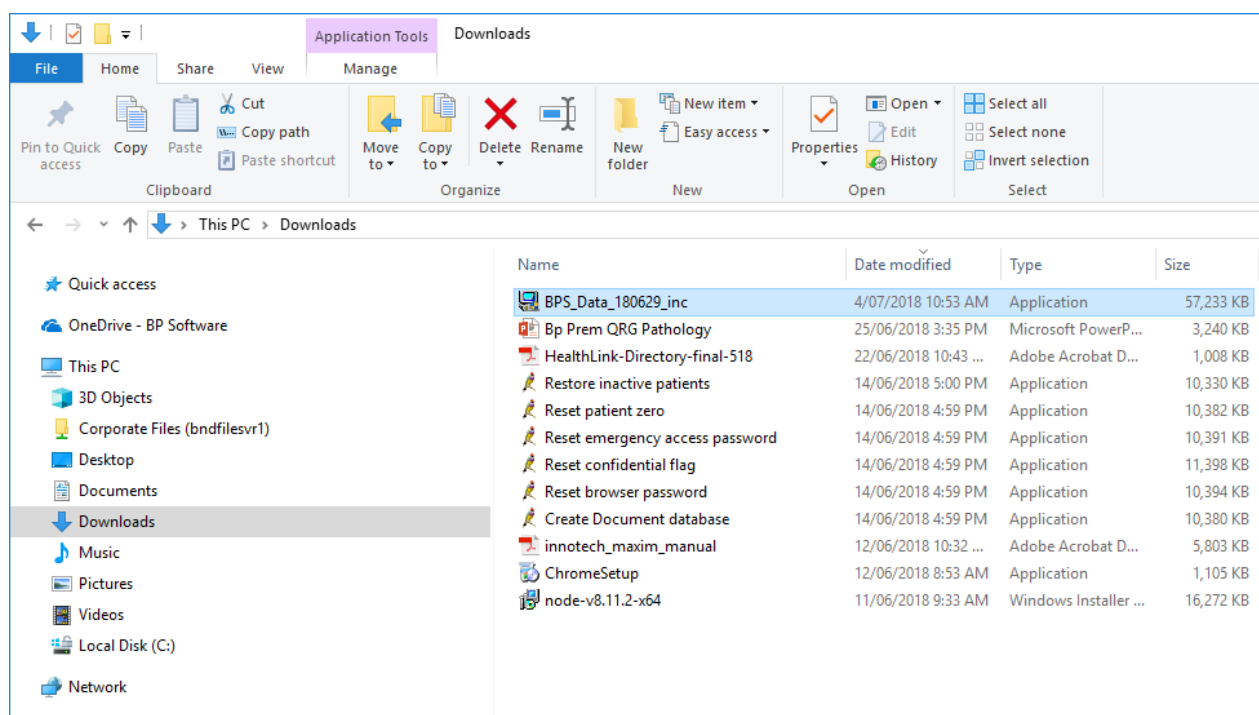
If your Windows operating system has User Account Control or Windows SmartScreen enabled, Windows may ask you for confirmation when you double-click the data update file. Click **Yes** or **Run anyway** to proceed.

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

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

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

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

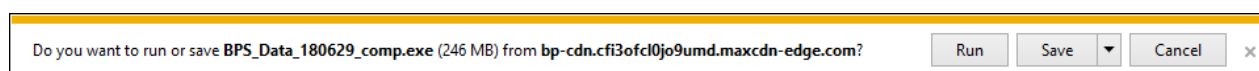


Download the Bp Premier Data Update

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

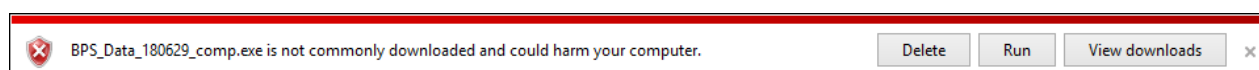
1. Open the Best Practice Software website www.bpsoftware.net in a browser.
2. Select **Resources > Bp Premier Downloads** from the menu.
3. Under the **Data Updates** section, click the **Data Update** type for the month you need to install. The row will expand to show the update details.
4. Click **Download** 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:



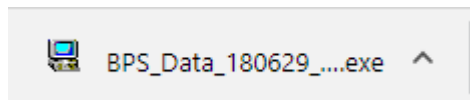
Do not click **Run**, but click **Save** instead. The file will be downloaded to your Windows downloads folder.

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

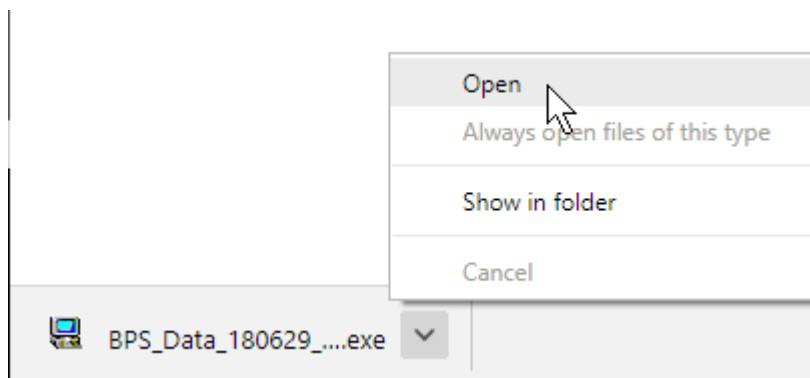


If you downloaded the file from the Bp Premier server computer, you can click **Run** to start the Data Update install.

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



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



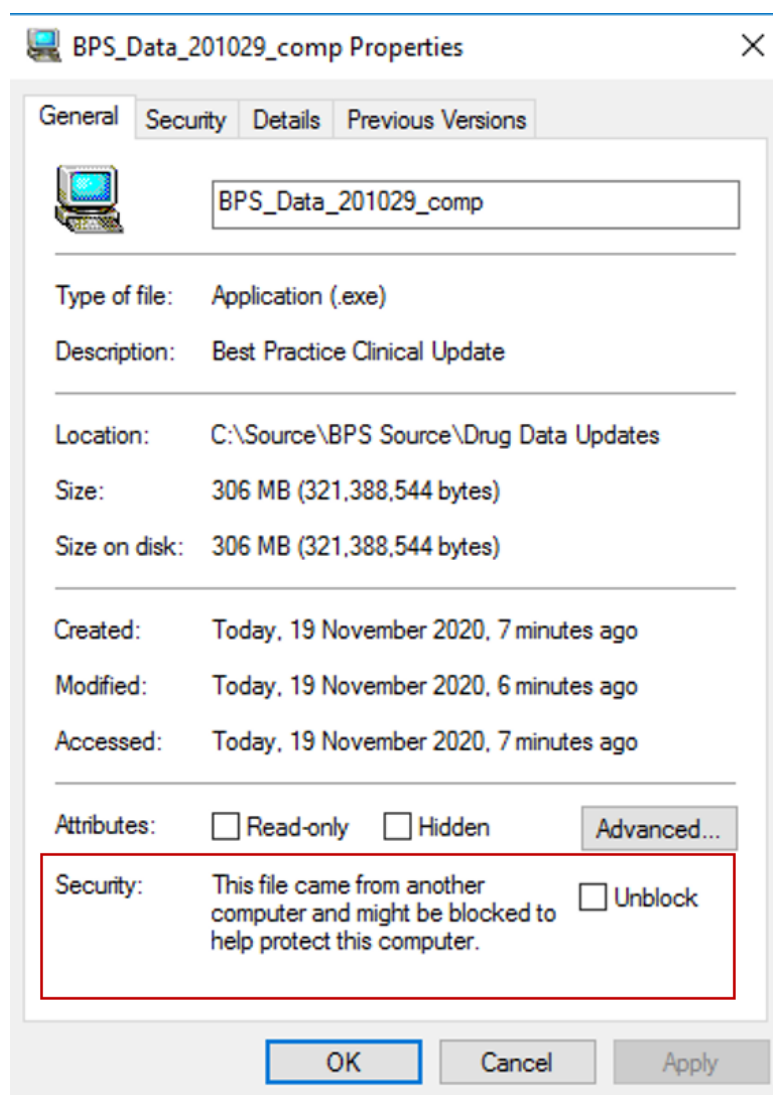
Install the Data Update

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

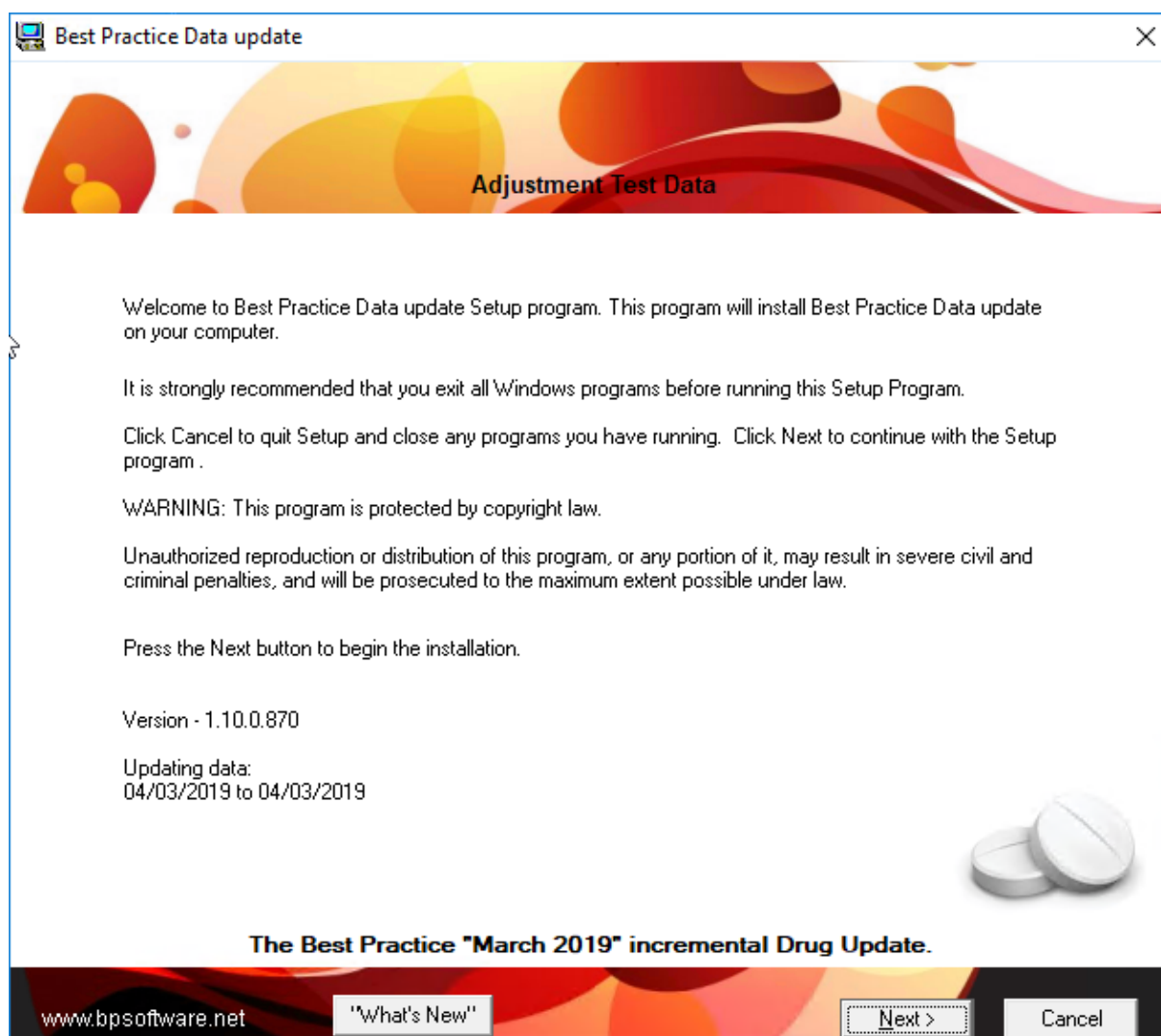
If you are unable to open the Data Update file, your anti-virus software or firewall may be blocking you from opening it.

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

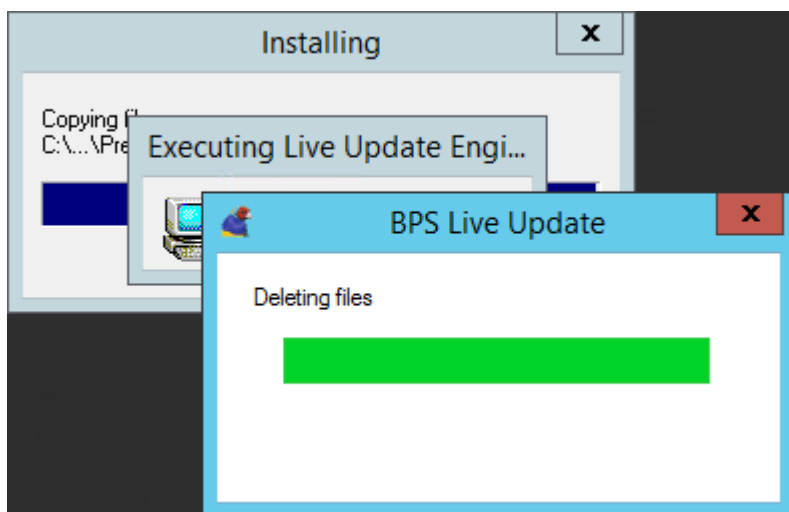
Tick **Unblock** in the security section at the bottom of the General tab, then click **Apply** and **OK**.



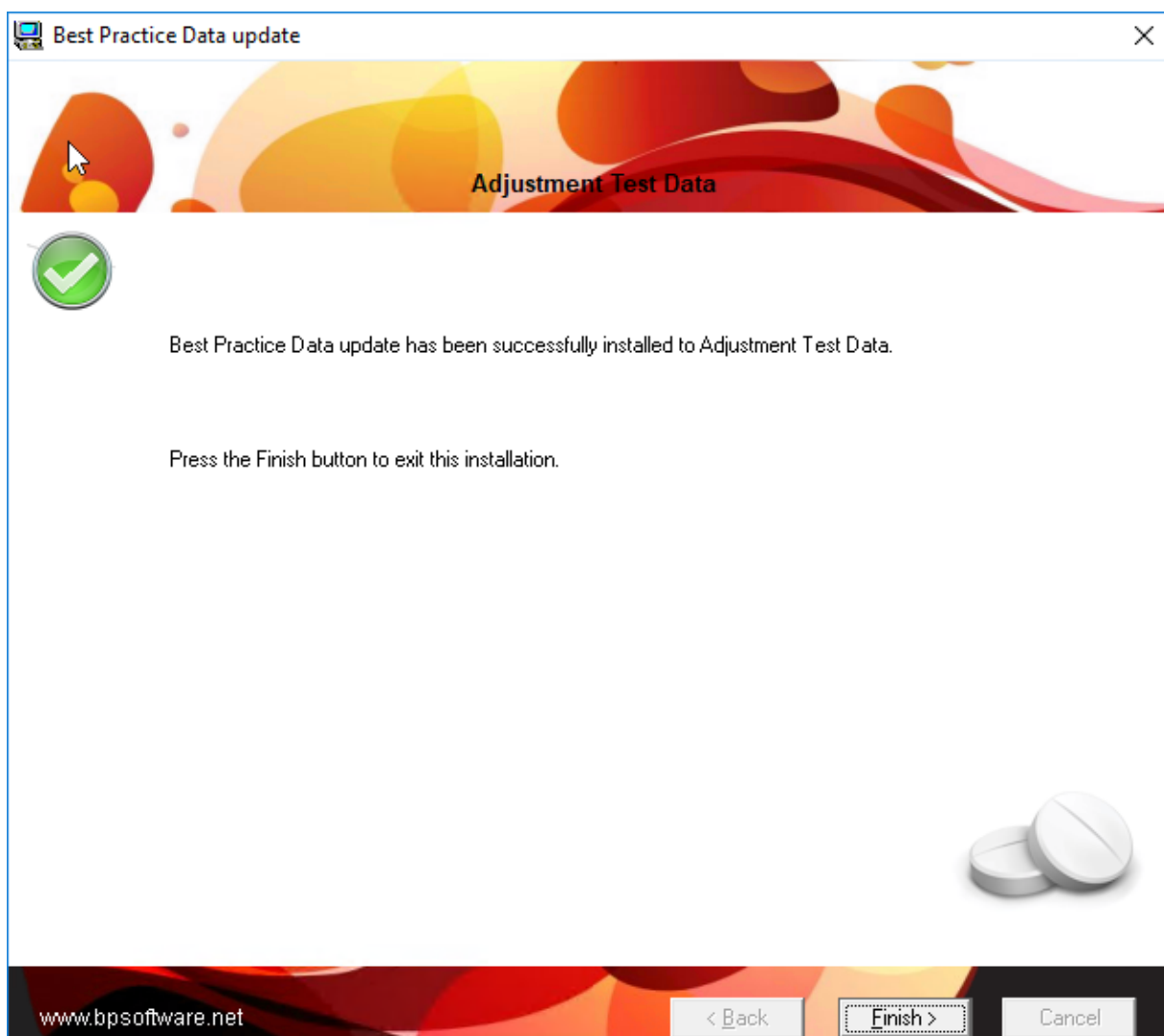
2. If Windows User Access Control or SmartScreen asks for confirmation, click **Yes** or **Run Anyway** to proceed. The Data Update install screen will appear.



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



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



Data Update installation is complete.

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	<p>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.</p> <p>You will still have to copy some files to the server PC and all client PCs that you are installing Bp Premier on.</p>
Program Update	<p>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.</p>
Data Update	<p>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.</p>

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
2	SQL Server platform	X64 (64-bit) = 2 This will always be set to 2.

Order	Install selection	Options
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 52](#) 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
- BPSPDocumentsinbox.mdf
- BPSPDocumentsinbox_log.ldf
- BPSPDocuments1.mdf
- BPSPDocuments1_log.ldf
- BPSPDRUGS.mdf
- BPSPDRUGS_log.ldf
- BPSSAMPLES.mdf
- BPSSAMPLES_log.ldf
- BPSSampleDocs1.mdf
- BPSSampleDocs1_log.ldf
- BPSSampleDocsInbox.mdf
- BPSSampleDocsInbox_log.ldf
- master.MDF
- mastlog.ldf

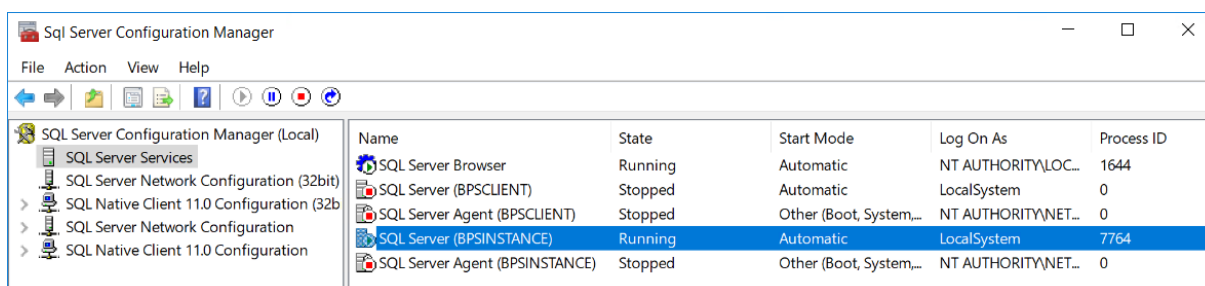
- model.MDF
- modellog.ldf
- MSDBData.mdf
- MSDBLog.ldf
- tempdb.MDF
- templog.ldf

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

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

Is the BPSINSTANCE service running on the server?

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



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

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

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

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

1. On the Bp Premier server, open an Internet browser and go to the Best Practice Software website www.bpsoftware.net.
2. Select **Updates > Utilities** from the menu.

3. Under **Utility H SQL Port Utility**, enter your site ID and email address and click **Login**. The **Login** button will change to **Download**. Click **Download** to download the utility file **BPS_SQLportsV2.exe**.
4. Double-click the utility file. The utility will open at the welcome screen. Click **Next**.
5. The utility will show the ports that must be opened for server-client connection. You can make the changes manually, or tick **Configure Firewall** and click **Finish** to have the utility configure the port settings.

Does your Windows user account have limited permissions?

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

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

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

- <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.

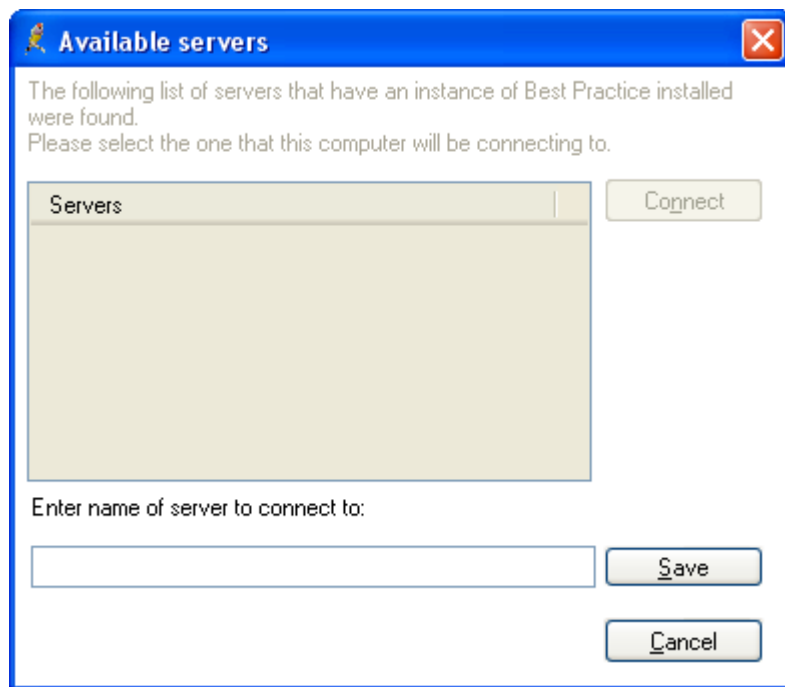
If you have an antivirus software application that could impact prevent SQL from installing correctly, you may need to disable the software during the installation process and when starting Best Practice Software for the first time.

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.

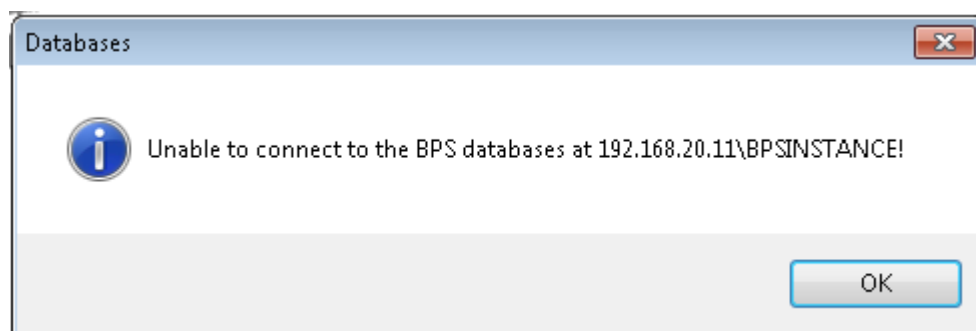
Troubleshoot general client connections

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:



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



Work through the possible problems and solutions below.

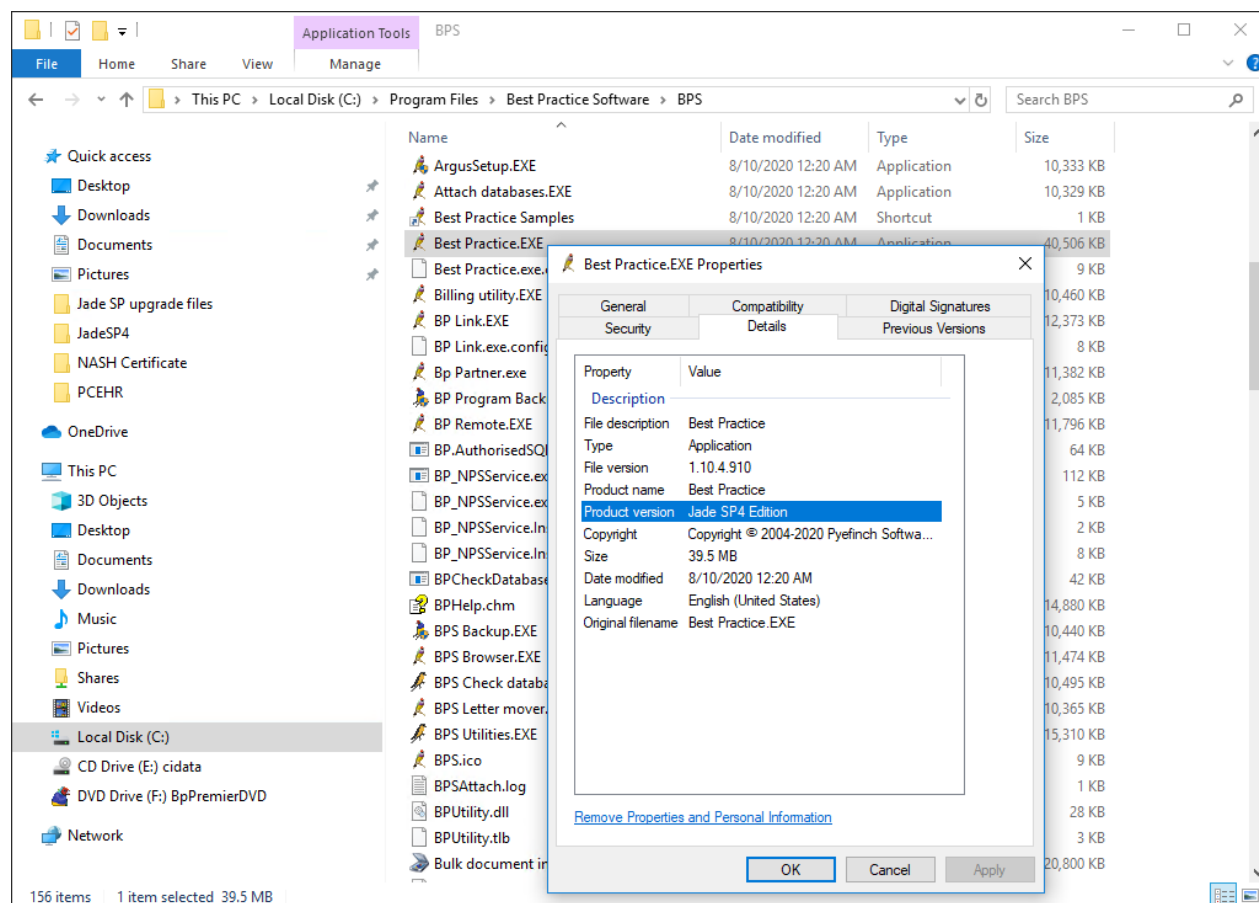
Check the client and server are the same version

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.

Since the Lava release, clients are required to 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.



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.

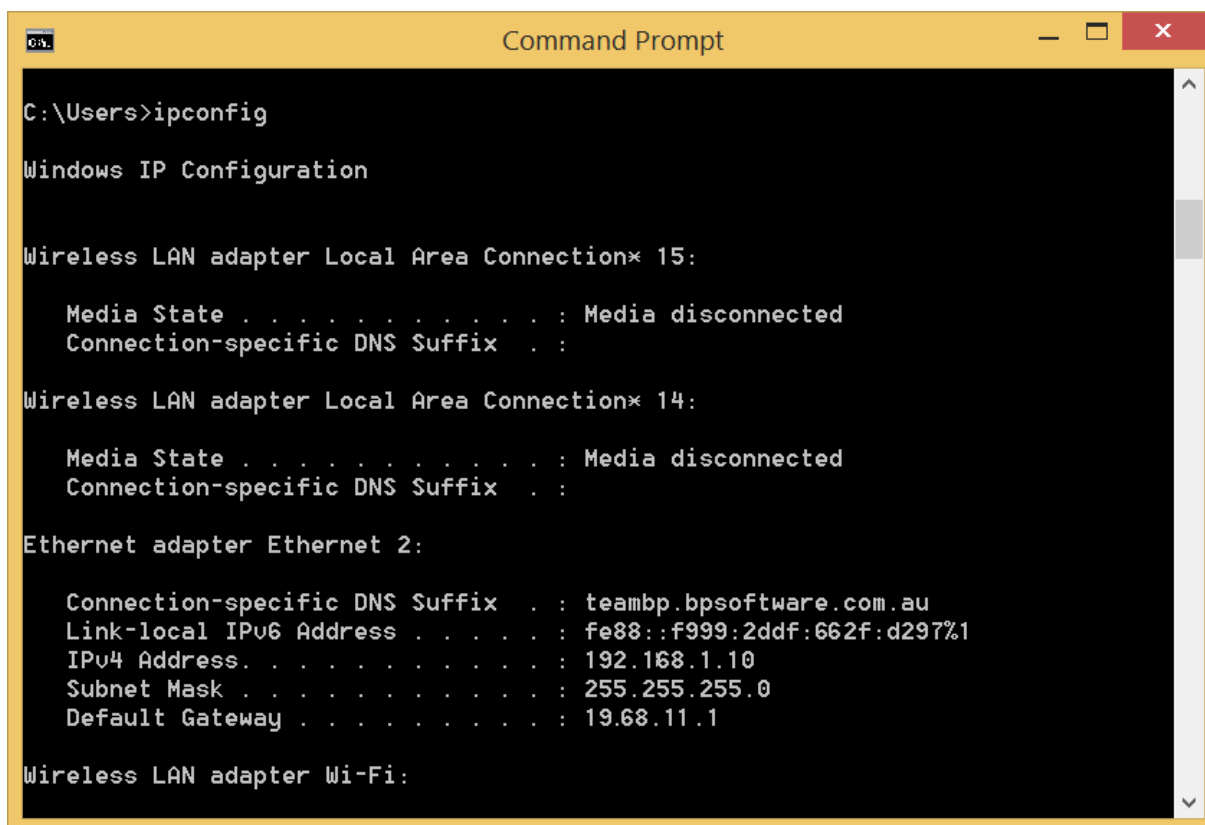
If you still cannot connect to the server, you may need to check that the Windows registry entry is pointing to the correct server.

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'.



```
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

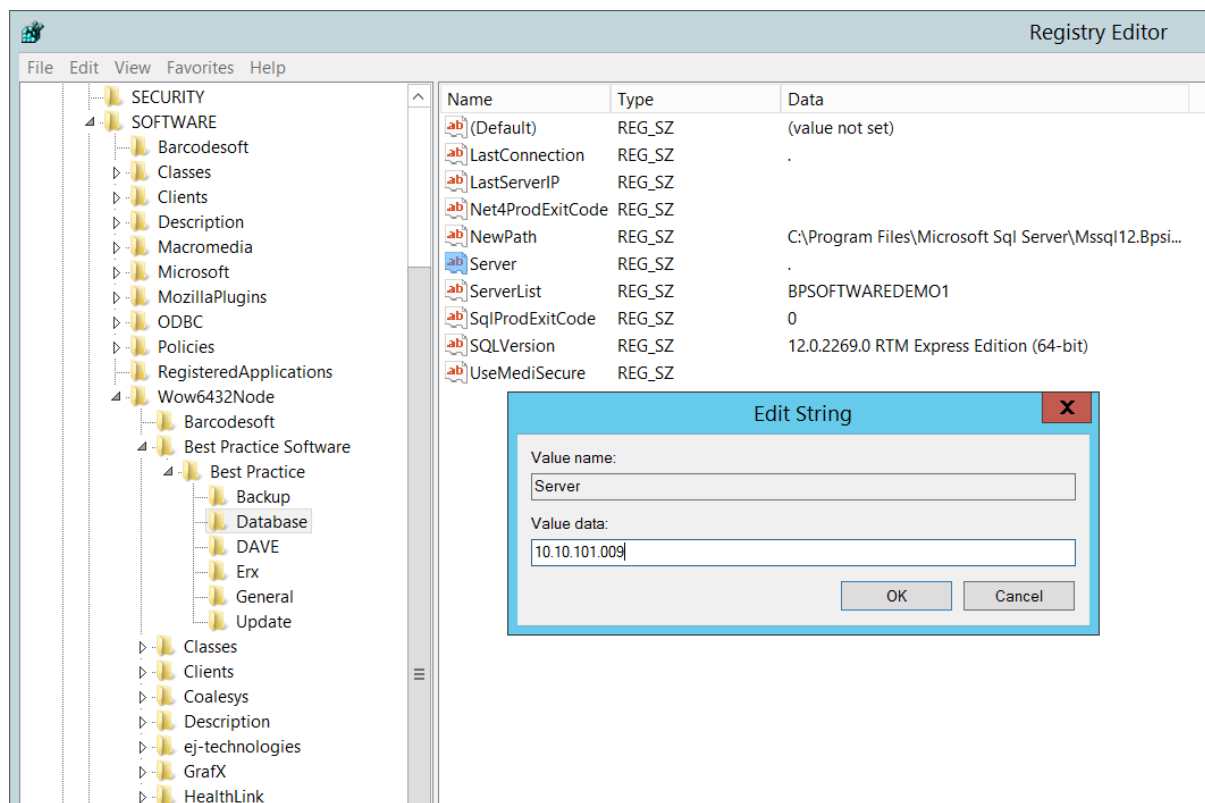
Wireless LAN adapter Wi-Fi:
```

Update workstation registry

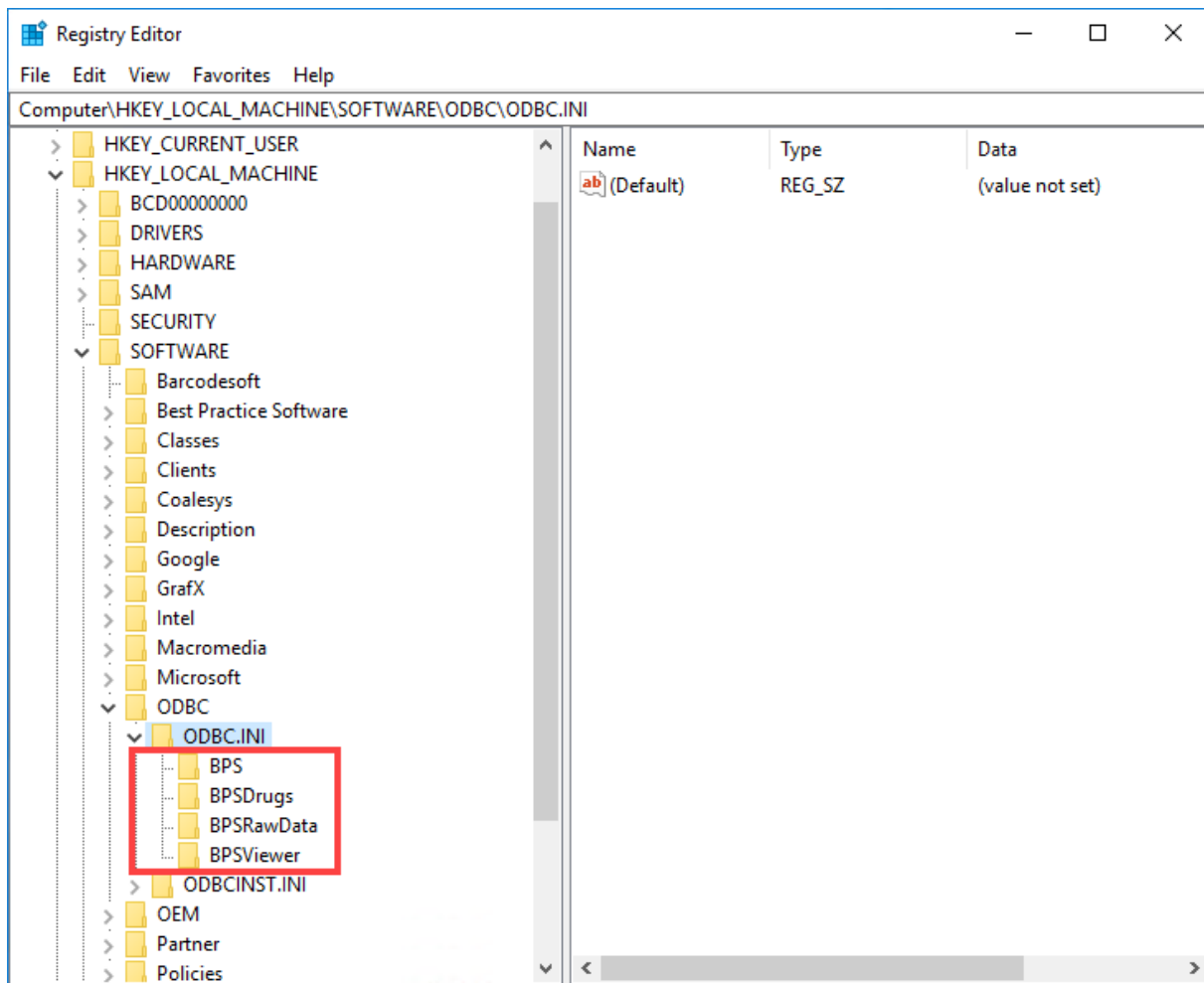
IMPORTANT Updating the Windows Registry incorrectly has risks. Update only the entries indicated in the instructions. Record initial values on entries that you change, in case an entry needs to be restored.

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. Scroll down to the following folder:

- On 32-bit operating systems, scroll to HKEY_LOCAL_MACHINE > Software > Best Practice Software
 - On 64-bit operating systems, scroll to HKEY_LOCAL_MACHINE > Software > Wow6432Node > Best Practice Software.
5. Scroll to Best Practice Software > Best Practice > Database.
 6. You will see an entry for **Server** on the right hand side. Double-click this and an **Edit String** dialog box will appear.



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



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

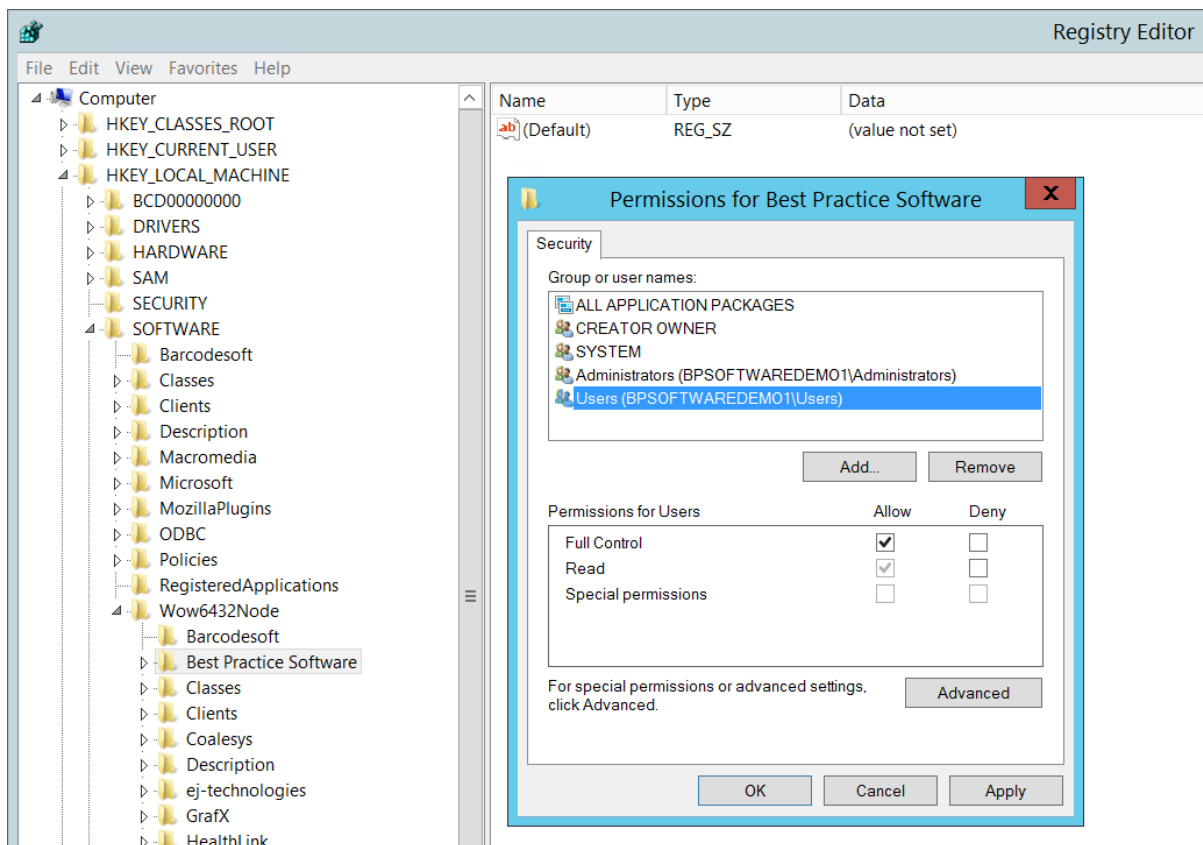
Repeat steps 1—12 for each Bp Premier workstation.

User is prompted to reconnect each login

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

1. Log in to the workstation as a Windows administrator.
2. Log in to Bp Premier and connect to the server.
3. Close Bp Premier.
4. Open the Windows command prompt.
5. Type in 'regedit' and press Enter. The **Registry Editor** will open.

6. Scroll down to the following folder:
 - On 32-bit operating systems, scroll to HKEY_LOCAL_MACHINE > Software > Best Practice Software
 - On 64-bit operating systems, scroll to HKEY_LOCAL_MACHINE > Software > Wow6432Node > Best Practice Software.
7. Right-click on the folder **Best Practice Software** and select **Permissions**. The **Permissions for Best Practice Software** screen appears.
8. Select a user group to which the user who cannot connect to server belongs (most likely 'Users' or 'Everyone').
9. Tick the box in the **Allow** column for **Full Control**. Click **Ok**.



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

Terminal servers unable to connect to server

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

1. Log in to the terminal server that is unable to connect to the server.
2. Open the Windows command prompt.

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

Overview

Uninstalling Bp Premier completely requires you to:

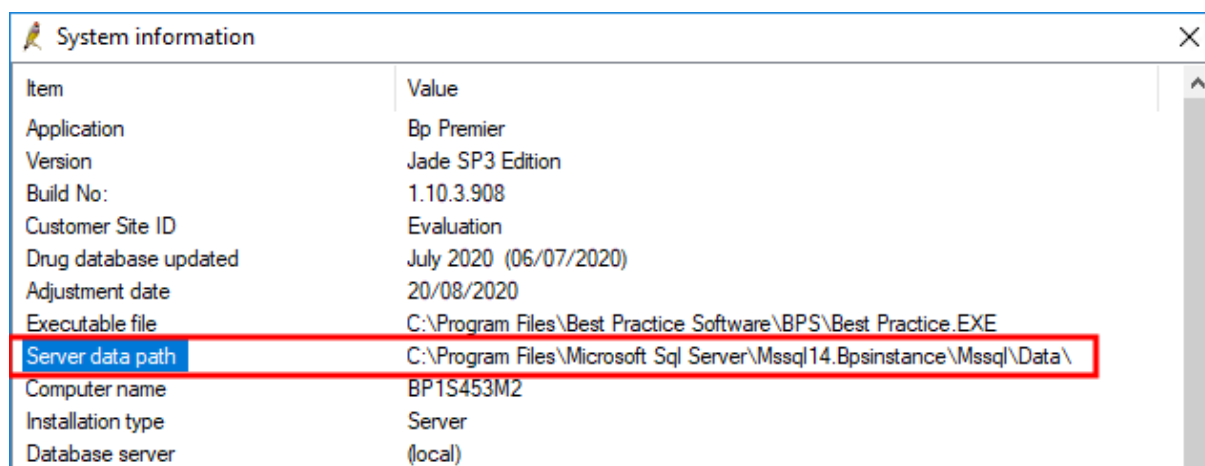
1. Remove the Bp Premier program.
2. Delete any remaining registry entries.
3. Remove the \Program Files\Best Practice Software folder.
4. Stop Bp-related Windows Services.
5. Uninstall the SQL database.
6. Delete the SQL instance folder.

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 to uninstall.
2. Select **Help > About > System info** from the main screen.
3. Record the **Server data path** (the folder will be manually deleted later).



Item	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

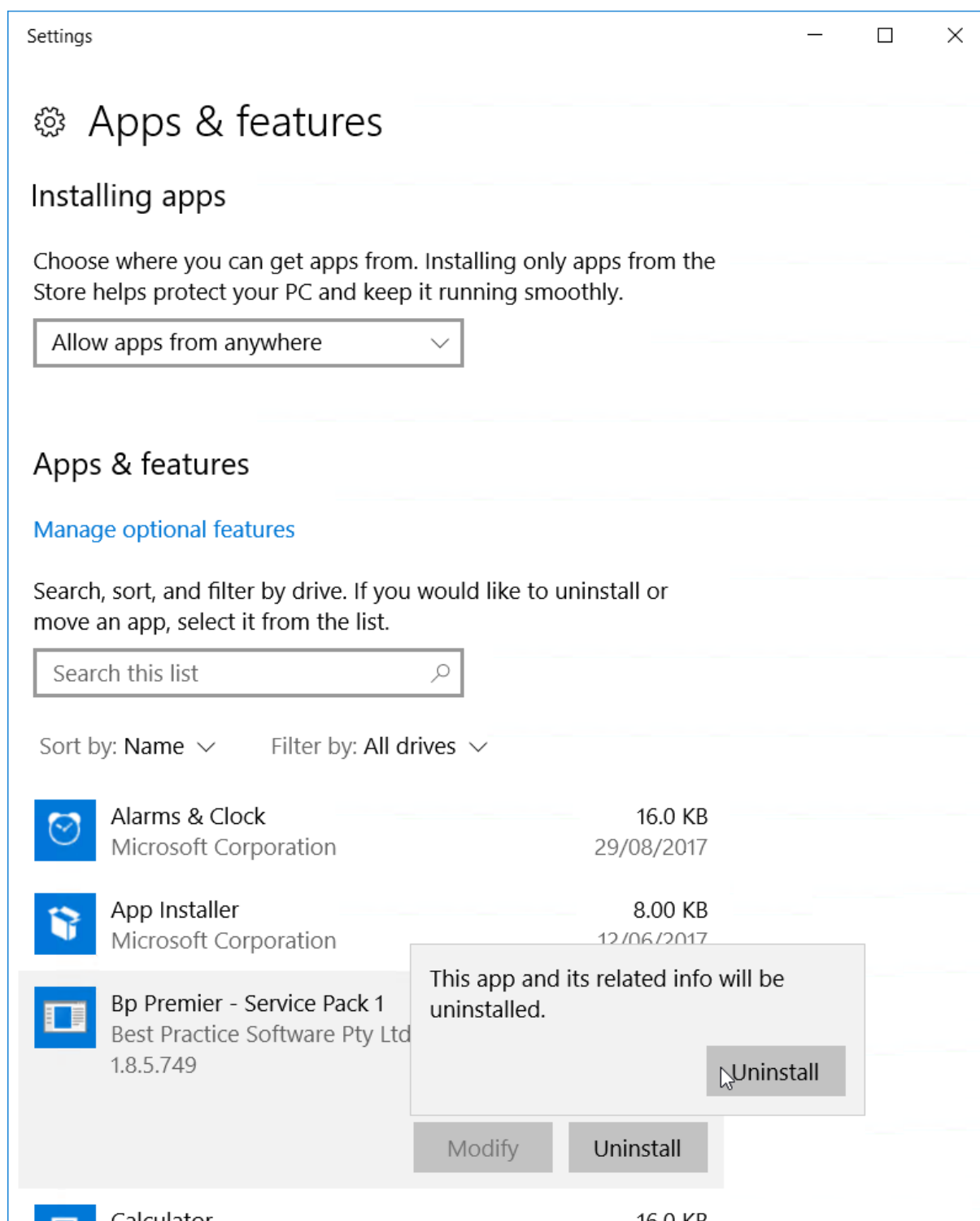
Follow the instructions below to uninstall a Bp Premier client or server.

- [Remove the Bp Premier Program](#)
- [Delete registry entries](#)
- [Remove the Best Practice Software folder](#)

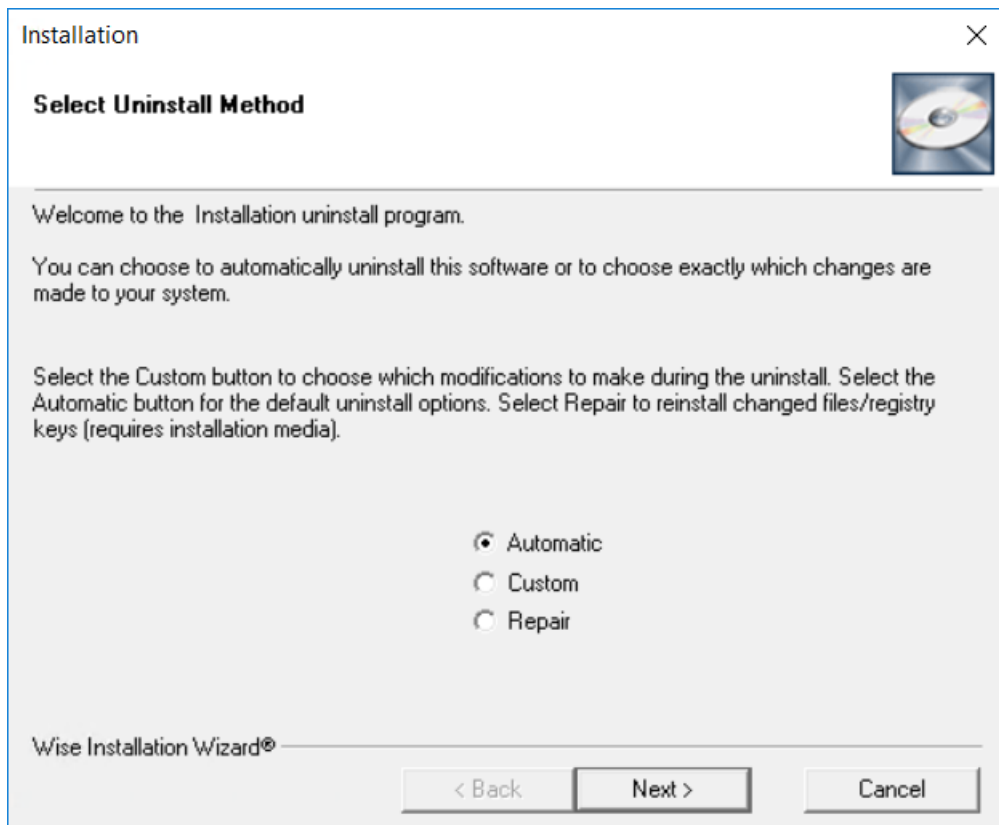
Remove the Bp Premier program

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.



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



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

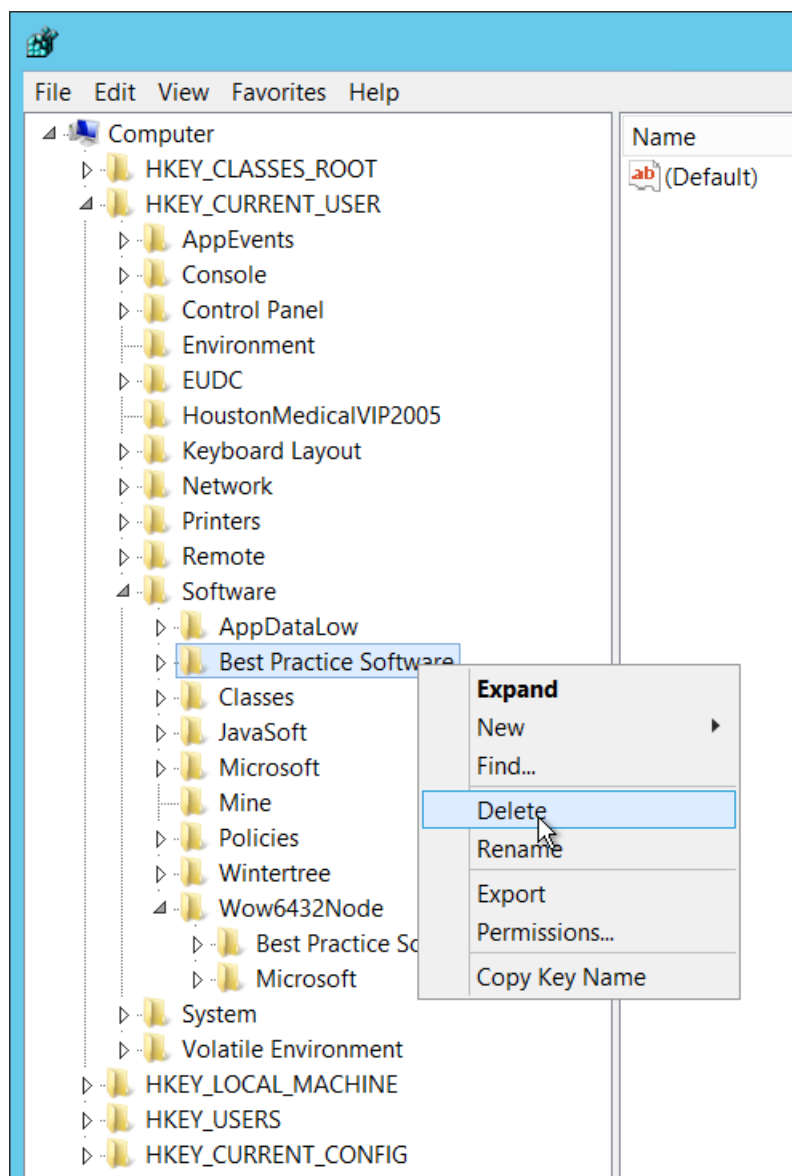
Delete registry entries

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**.



3. Close the registry editor.

Remove the Best Practice Software folder

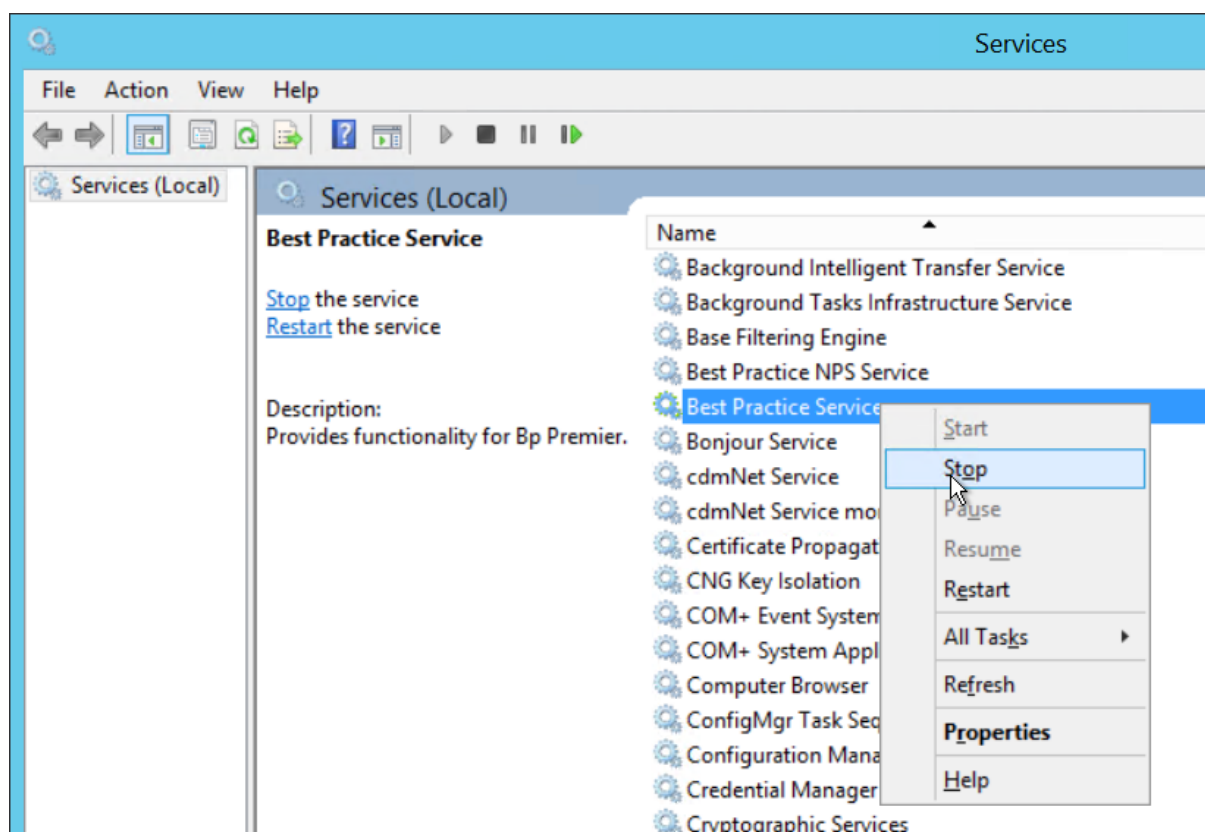
1. In a Windows file explorer, browse to C:\Program Files.
2. Right-click the folder **Best Practice Software** and select **Delete**. A message will display: 'Are you sure you want to move this folder to the Recycle Bin?' Click **Yes**.

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



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 Always back 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](#).

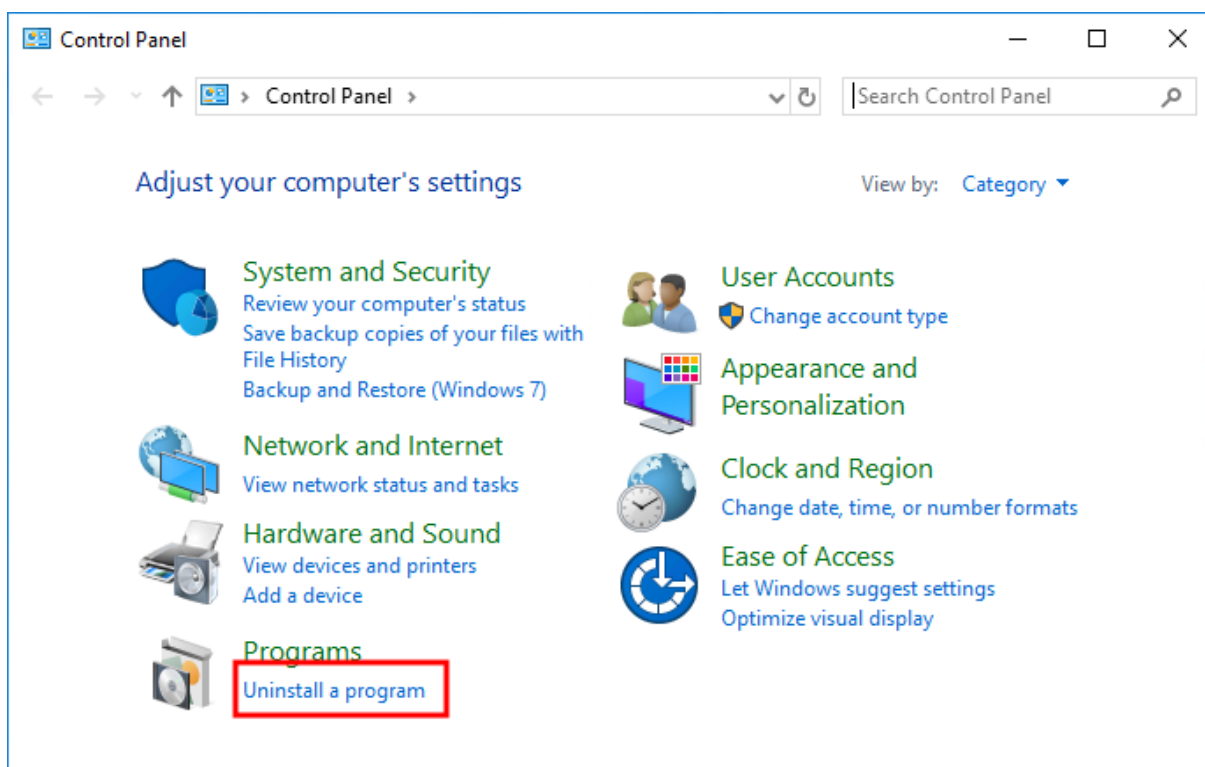
IMPORTANT The instructions in this section assume that only Bp Premier uses MSSQL installed on the Bp Premier server, and will completely remove all MSSQL functionality. If you have other applications installed on the Bp Premier server computer that use MSSQL, do not remove any MSSQL **shared features**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

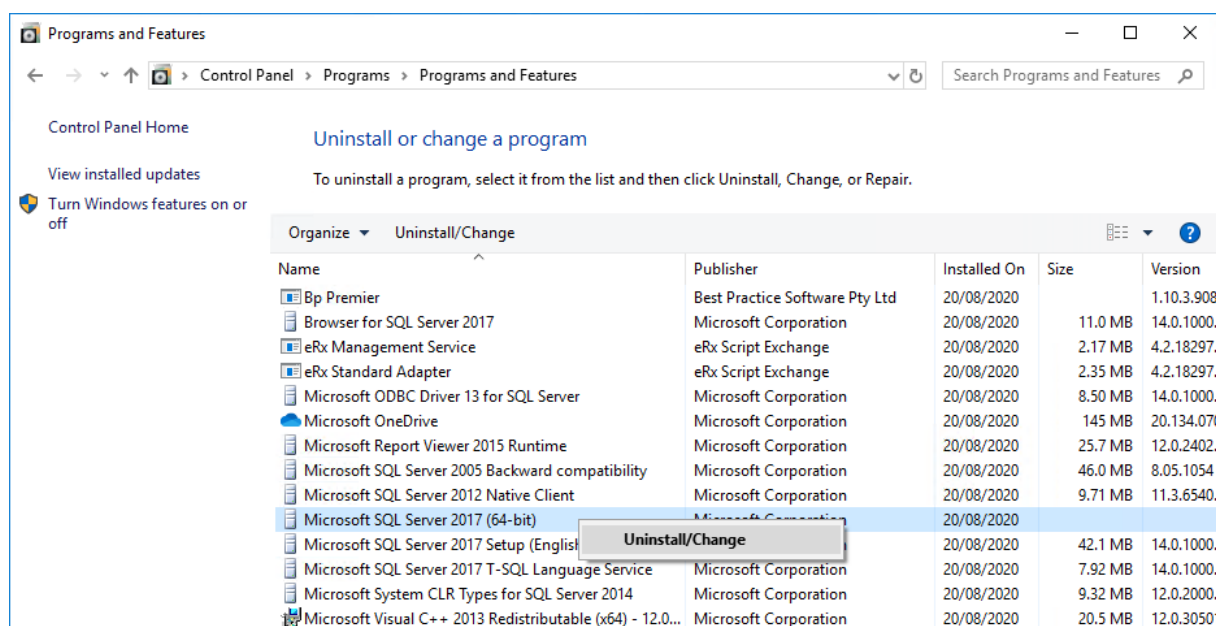
Uninstall MSSQL 2017 on Windows 10

Uninstall the BPSINSTANCE database

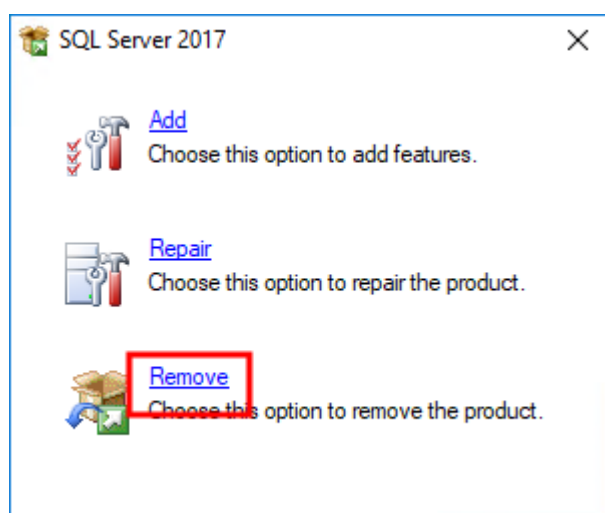
1. From the Windows desktop, search for 'Control panel' in the bottom left search box. Open the **Control panel** app. If you cannot see this option, you may not have permission to access the control panel.



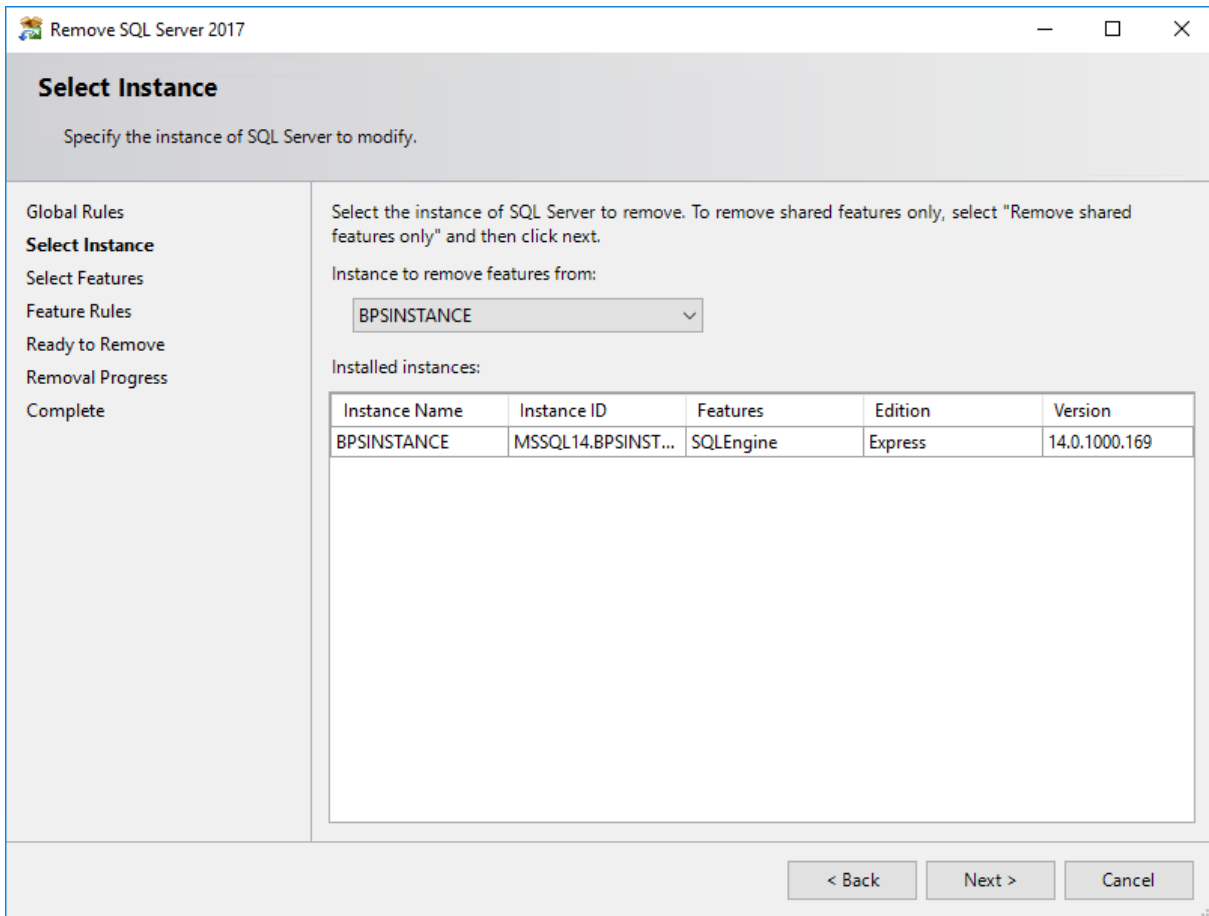
2. Select **Uninstall a program**. The **Programs and features** screen will appear.



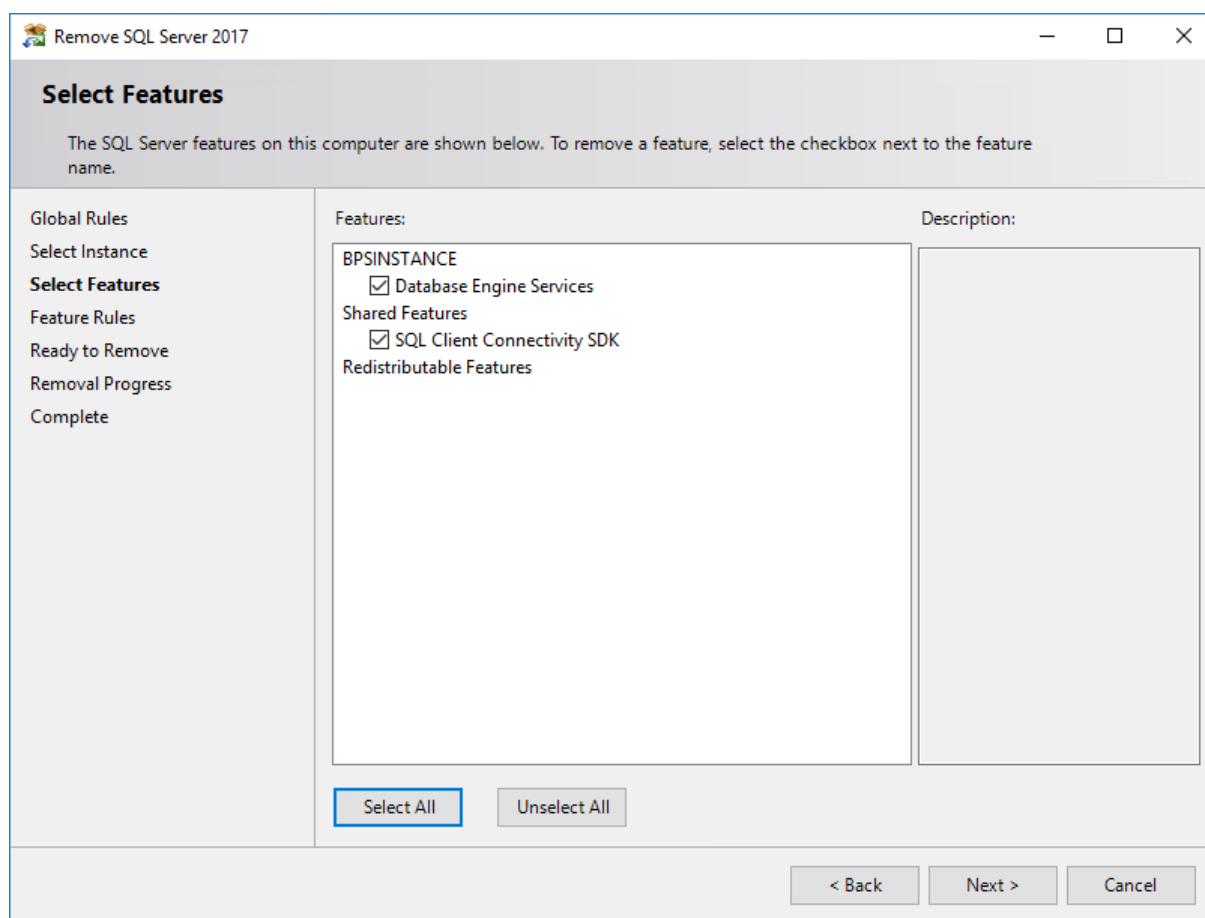
- Right-click the entry for your version of MSSQL and select **Uninstall/Change**.
- If Windows prompts to confirm you want to proceed, click **Yes**. The **SQL Server 2017** screen will appear with options.



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



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**.

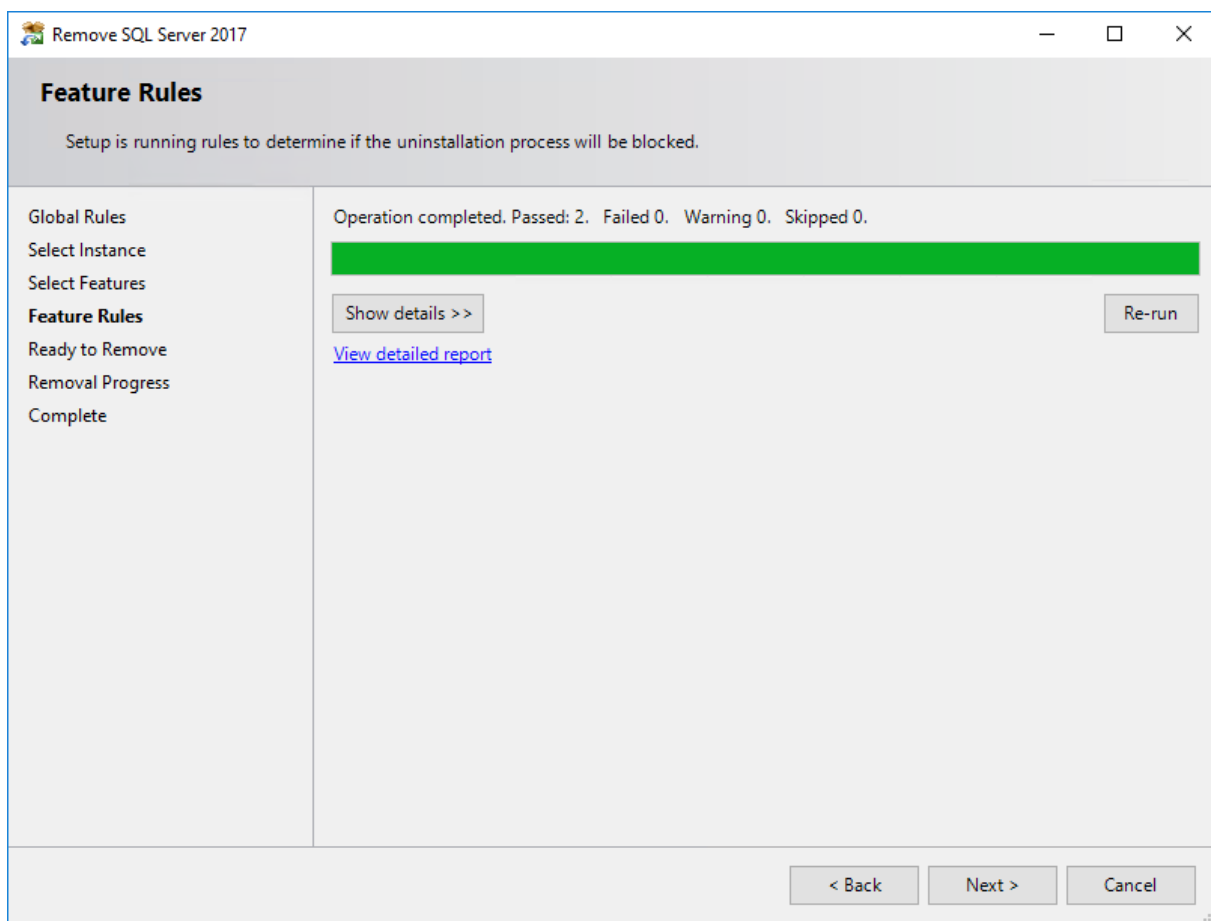


7. Tick **Database Engine Services** under BPSINSTANCE.

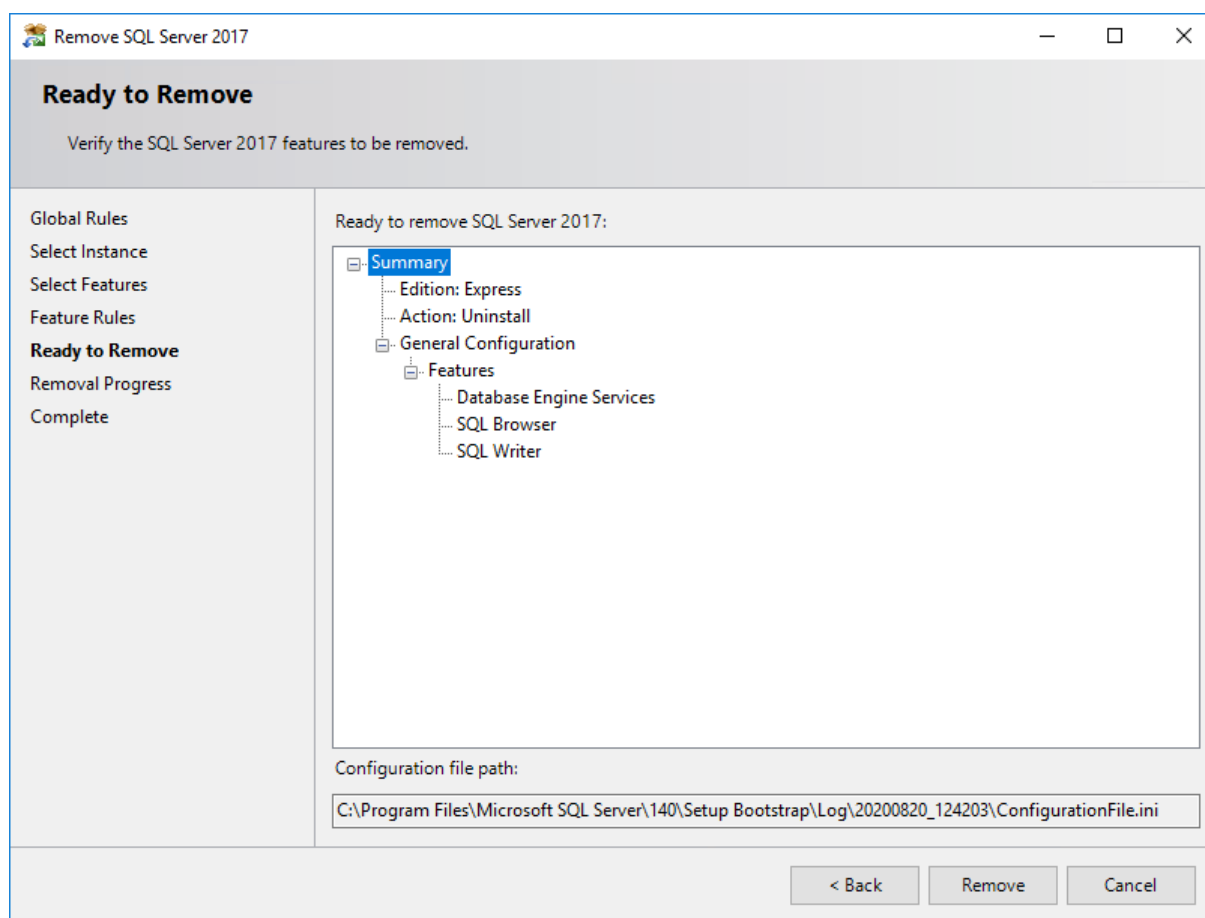
If other database instances were available in step 10, leave all options under **Shared Features** unticked. This will leave any shared features available to the remaining database instances.

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

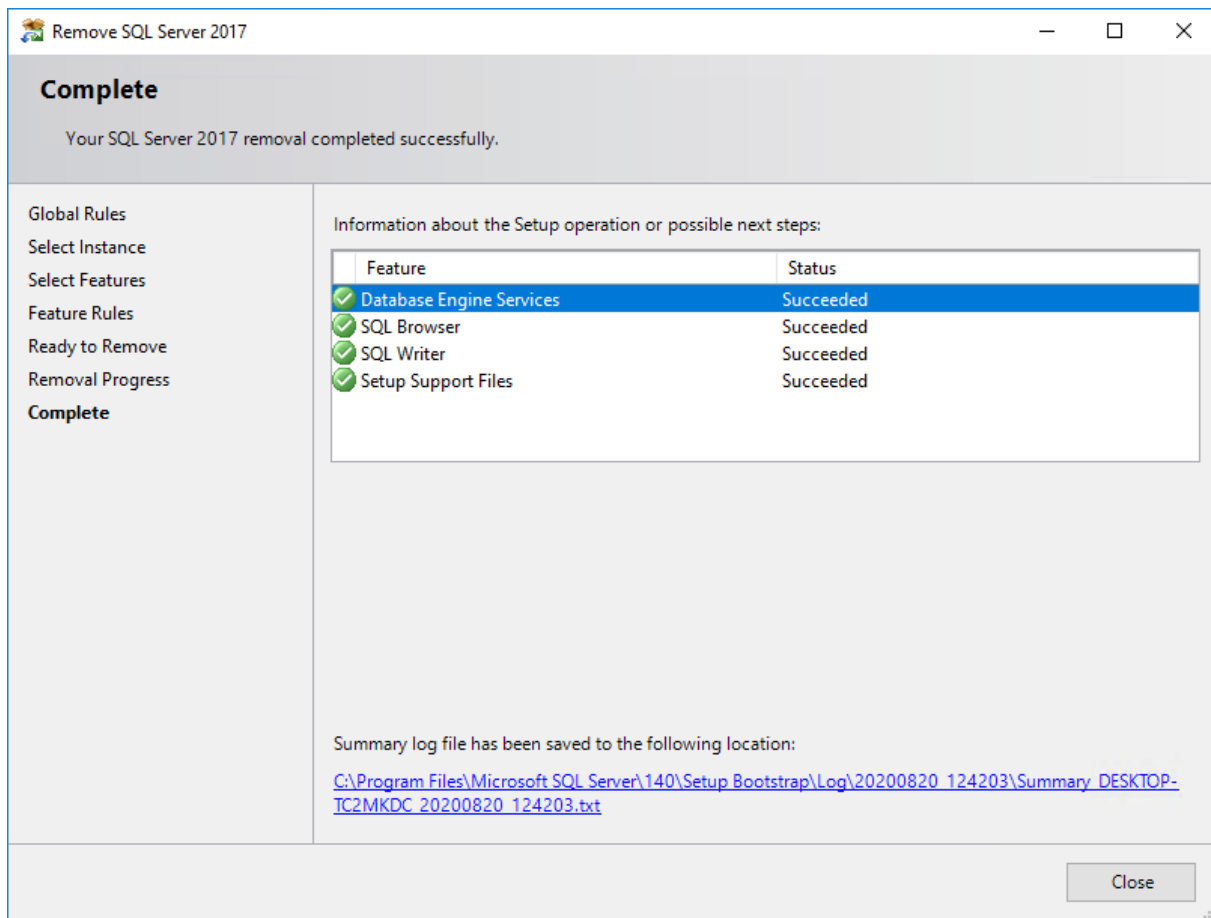
8. Click **Next**. The uninstall wizard will process rules to determine if removal is permitted.



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



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.



11. Click **Close** to finish.

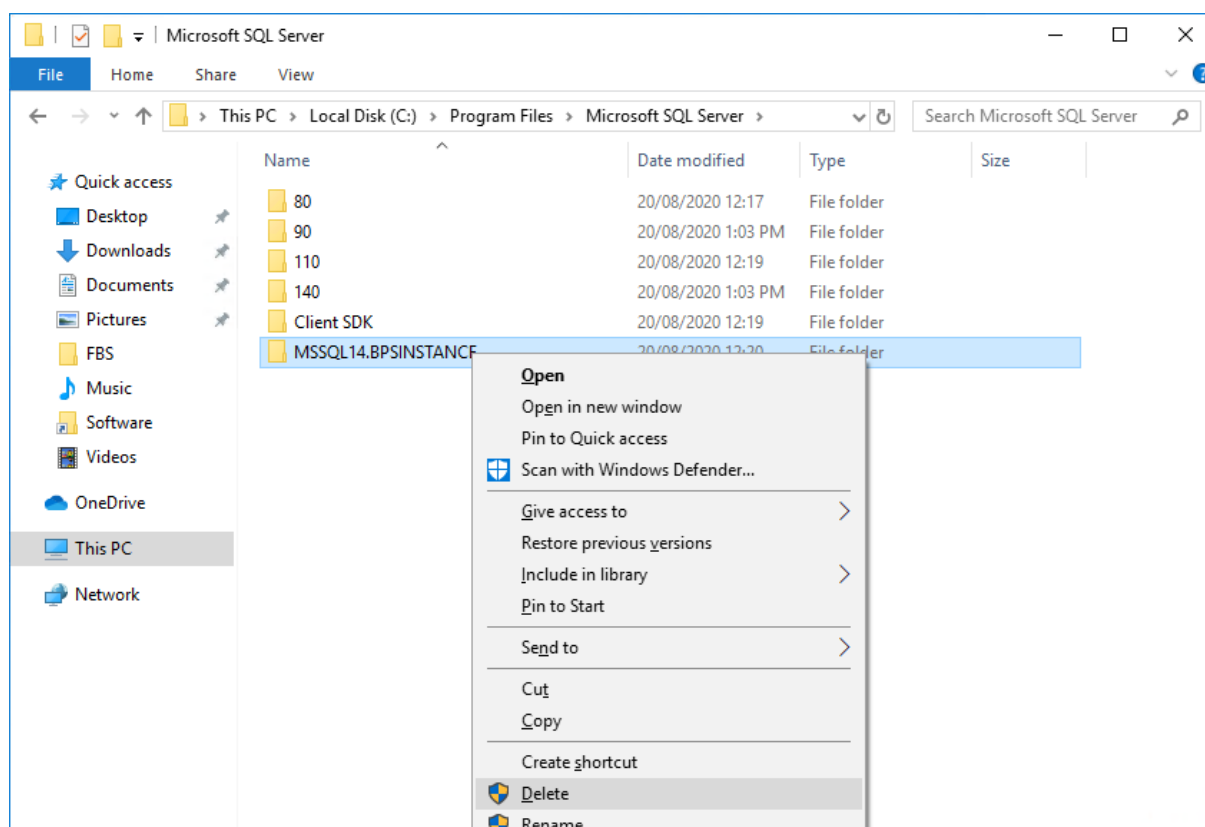
Delete the database instance folder

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.



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 (BPSINSTANCE)** 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 49](#).

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.

