

Install eRx for Bp Premier

STEP 1

Add the Entity ID for each Prescriber

1. On the Bp Premier database server, browse to the folder **C:\Program Files\Best Practice Software\BPS** and double-click on the file **eRx Setup.exe**, or browse to **Start > Best Practice Software > eRx setup**.
2. Log in using your Bp Premier username and password. The **eRx Setup** screen will appear.
3. Enter the name of the Bp Premier server in the **Server name** field.
4. Change the **Port** from the default value if required (you only need to change this if you know that port 3440 is used by another process).
5. Click on the **Setup Users** button to display the **eRx users** screen. This screen lists all providers set up in Bp Premier. For each provider who has registered for eRx, you should have received an **Entity ID**.
6. Complete the following for each prescriber registered for eRx:
 - i. Select the prescriber's name in the list and click **Change**. A second **eRx setup** screen will appear.

The eRx setup window contains the following fields and controls:

- Server name:** A text field with 'localhost' entered.
- Port:** A text field with '3440' entered, and a 'Use defaults' button.
- Ex Install Path:** A text field with 'C:\Program Files (x86)\eRx\' entered, and a browse button (...).
- Buttons:** 'Setup users' (highlighted with a red box), 'Import certificates', and 'Patient consent'.
- Log Ex transactions on this computer:** A checked checkbox.
- Close:** A button at the bottom right.

The eRx users window displays a table of providers. A secondary eRx setup window is open for editing a provider's Entity ID.

User	Category	Provider No.	Location	EntityID	Thumbprint
Dr Cara Cardiologist	Employee doctor	2411391L	Main surgery	6BPX0	A111102DD3A8...
Dr Frederick Findacure	Employee doctor	2411391L	Main surgery	6BPX0	A111102DD3A8...
Mr Stuart Gunter	Employee doctor	2438421A	Brisbane Clinic		
Mr Stuart Gunter	Employee doctor				
Mr Stuart Gunter	Employee doctor				
Mr Peter Paediatrician	Employee doctor				
Dr Kimberlee Skaare	Employee doctor				
Dr Victor Vaccine	Employee doctor				
Dr Victor Vaccine	Employee doctor				

The secondary eRx setup window contains the following fields and controls:

- Enter the eRx Entity ID:** A text field with '6BPX0' entered.
- Enter the certificate file to use:** A text field with a browse button (...).
- Enter the certificate file's password:** A text field.
- Buttons:** 'Save' and 'Cancel'.

The main eRx users window has 'Change' and 'Close' buttons at the bottom right.

ii. Enter the prescriber's **Entity ID**. Entity IDs should not be used more than once; if prescribers work in multiple locations, each user must have a unique Entity ID for each location.

iii. Click on the ... button next to **Enter the certificate file to use** field and navigate to the **NASH certificate**.

- iv. Select the file called **FAC_Sign.p12** and click **OK**.
 - v. In the **Enter the certificate file's password**, enter the PIC password for the NASH certificate.
 - vi. Click **Save**.
7. After entering the prescriber's Entity ID, verify that the **Thumbprint** displayed in the Thumbprint column is the **same for all prescribers**. eRx Script Exchange may cease to function if the Thumbprint does not match.
 8. Click the **Close** button to return to the **eRx setup** screen.

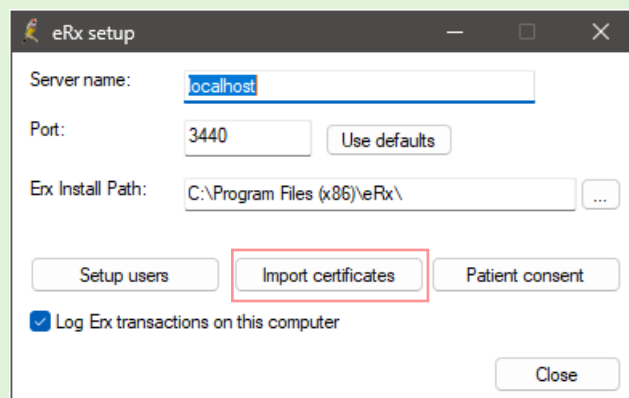
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STEP 2

Import the eRx certificates into Bp Premier

Click the **Import Certificates** button on the **eRx setup** screen. The system will automatically import the eRx certificates.

You may receive a Windows Security Warning about the validity of the eRx Script Exchange certificate. If you have selected the correct **NASH certificate**, click **Yes** to continue.

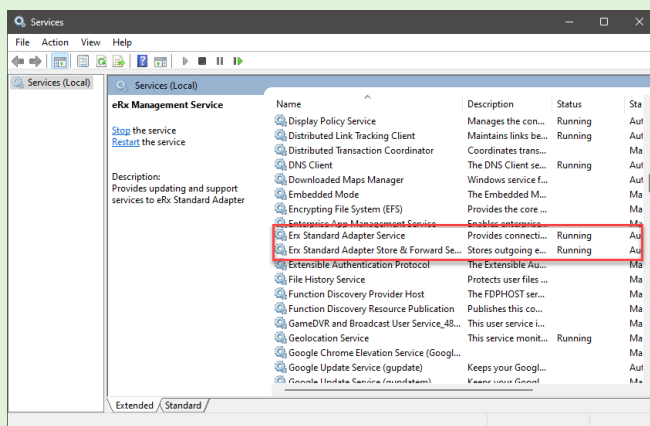


STEP 3

Start the eRx services on Windows

Perform this step on the Bp Premier server only.

1. In Windows, navigate to the **Services** screen. Click the Windows logo in the bottom left. Click the down arrow to open applications and navigate to **Control Panel > Administrative Tools > Services**. The **Services** screen will appear.
2. Scroll down the list and look for **eRx Standard Adapter Service** and **eRx Standard Adapter Store & Forward Service**.



IMPORTANT!

The **eRx Management Service** has been deprecated and no longer needs to be running.

3. Double-click on the **eRx Standard Adapter Service**. Set the **Start up type** to **Automatic**.
4. If the Service Status is 'Started', click **Stop** and click the **Start** button. Otherwise, click the **Start** button.
5. Double-click on the **eRx Standard Adapter Store & Forward Service**. Set the **Start up type** to **Automatic**.
6. If the Service Status is 'Started', click **Stop** and click the **Start** button. Otherwise, click the **Start** button.
7. Check that both services have a status of **Started**.
8. Close the **Services** screen.

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STEP 4

Check that the Ping was successful

1. Using the Windows file explorer, browse to **C:\verx**
2. Right-click on the **erxadapter.log** and select **Open with > Notepad**.
3. To search the log for the prescriber's Entity ID, press **CTRL+ F** from your keyboard and enter the **Entity ID**.
4. If the **Ping operation is successful**, the eRxadapter.log will display a response similar to the one shown in the image below.

```

File Edit View
at System.ServiceModel.Dispatcher.RequestChannelBinder.Request(Message message, TimeSpan timeout)
at System.ServiceModel.Dispatcher.RequestChannelBinder.Request(Message message, TimeSpan timeout)
operation, Object[]
at System.ServiceModel.Channels.ServiceChannelProxy.InvokeService(IMetdataCallMessage metdataCall,
2023-12-21 14:22:31,993 [4] INFO - ServiceChannel is null. Channel Aquired.
2023-12-21 14:22:32,993 [4] INFO - COMPLETED Ping with entityId 6BPX0 and msgType NA
2023-12-21 14:22:33,993 [4] INFO - Ping - 6BPX0|True in: 00:00:00.4240127
2023-12-21 14:22:34,993 [4] INFO - ServiceChannel is null. Channel Aquired.
2023-12-21 14:22:35,040 [4] INFO - The Ping operation successful. The Ping occurred with the User Entity 6BPX0.
Ln 3897, Col 103 100% Windows (CRLF) UTF-8

```

5. After you have configured the services on the server, log out of Bp Premier on each workstation and back in again to activate eRx Script Exchange on each workstation.

Permission issues with eRx configuration

eRx releases new versions of the adapter that transmits scripts to eRx. As part of a Bp Premier server upgrade, the old eRx adapter is uninstalled and replaced with the new version. The eRx adapter files are stored in the folder C:\Program Files\eRx rather than in the folder C:\Program Files\Best Practice Software\BPS\eRx.

If a Bp Premier upgrade or eRx configuration fails due to permissions, access to this folder may be a cause. Practices with IT policies that restrict access to local and network folders will need to provide access to the folder C:\Program Files\eRx for the upgrade.

Prescription barcodes are not printing correctly

1. Navigate to the [Bp Premier downloads](#) page.
2. Find the **Bp Fonts utility** and click **Download**.

You may see a warning that **BpPremier_Fonts_QH.exe** may not be safe to download. You can safely download and keep the file.

3. Navigate to the folder that you downloaded **BpPremier_Fonts_QH.exe** to. Right click the file and select **Run as administrator**.

If the problem has not been resolved, contact Bp Premier support for further troubleshooting.