

Bp Premier Installation Troubleshooting Guide

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Intended for usage with Bp Premier version 1.14.0.1112 and later. Some features in this User Manual may be available only in versions later than 1.14.0.1112.

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 7](#) 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 2019 Express, look in the folder: C:\Program Files\Microsoft SQL Server\MSSQL15.BPSINSTANCE\MSSQL\DATA

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

- BPSPatients.mdf
- BPSPatients_log.ldf
- BPSDocumentsinbox.mdf
- BPSDocumentsinbox_log.ldf
- BPSDocuments1.mdf
- BPSDocuments1_log.ldf
- BPSDRUGS.mdf
- BPSDRUGS_log.ldf
- BPSSAMPLES.mdf
- BPSSAMPLES_log.ldf
- BPSSampleDocs1.mdf
- BPSSampleDocs1_log.ldf
- BPSSampleDocsInbox.mdf
- BPSSampleDocsInbox_log.ldf
- master.MDF
- mastlog.ldf

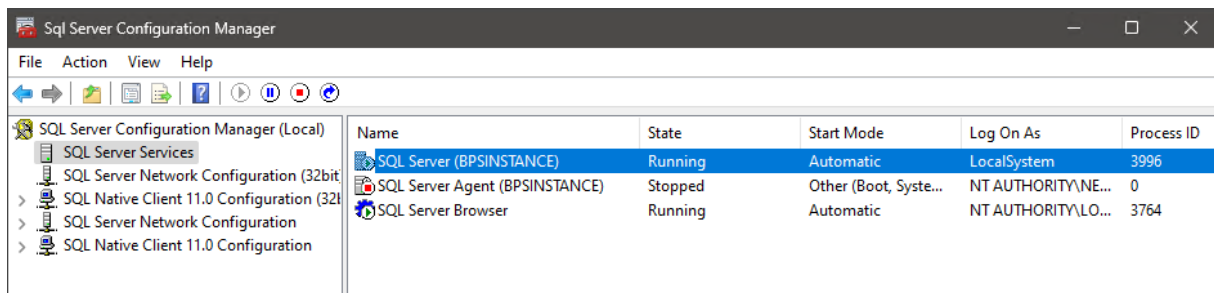
- model.MDF
- modellog.ldf
- MSDBData.mdf
- MSDBLog.ldf
- tempdb.MDF
- templog.ldf

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

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

Is the BPSINSTANCE service running on the server?

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



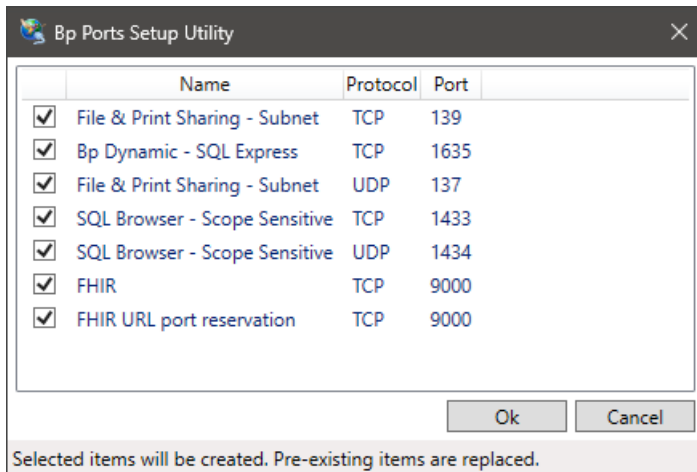
If the instance cannot be started, there is an issue related to the operating system or an incompatibility with existing programs.

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

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

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

1. 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 check boxes on the left are ticked, and click **Ok**.



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:

- [Manage User Accounts in Windows](#)
- [User Account Control \(UAC\)](#)

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:

- [Windows Firewall with Advanced Security troubleshooting guidance](#)
- [Firewall and Network Protection in the Windows Security App](#)

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.

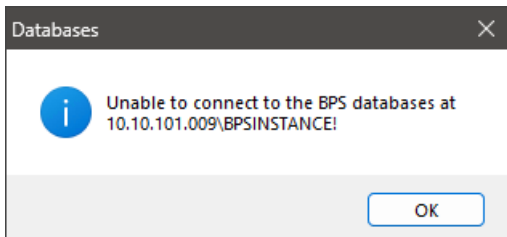
If you have an antivirus software application that could impact prevent SQL from installing correctly, you may need to disable the software during the installation process and when starting Best Practice Software for the first time.

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

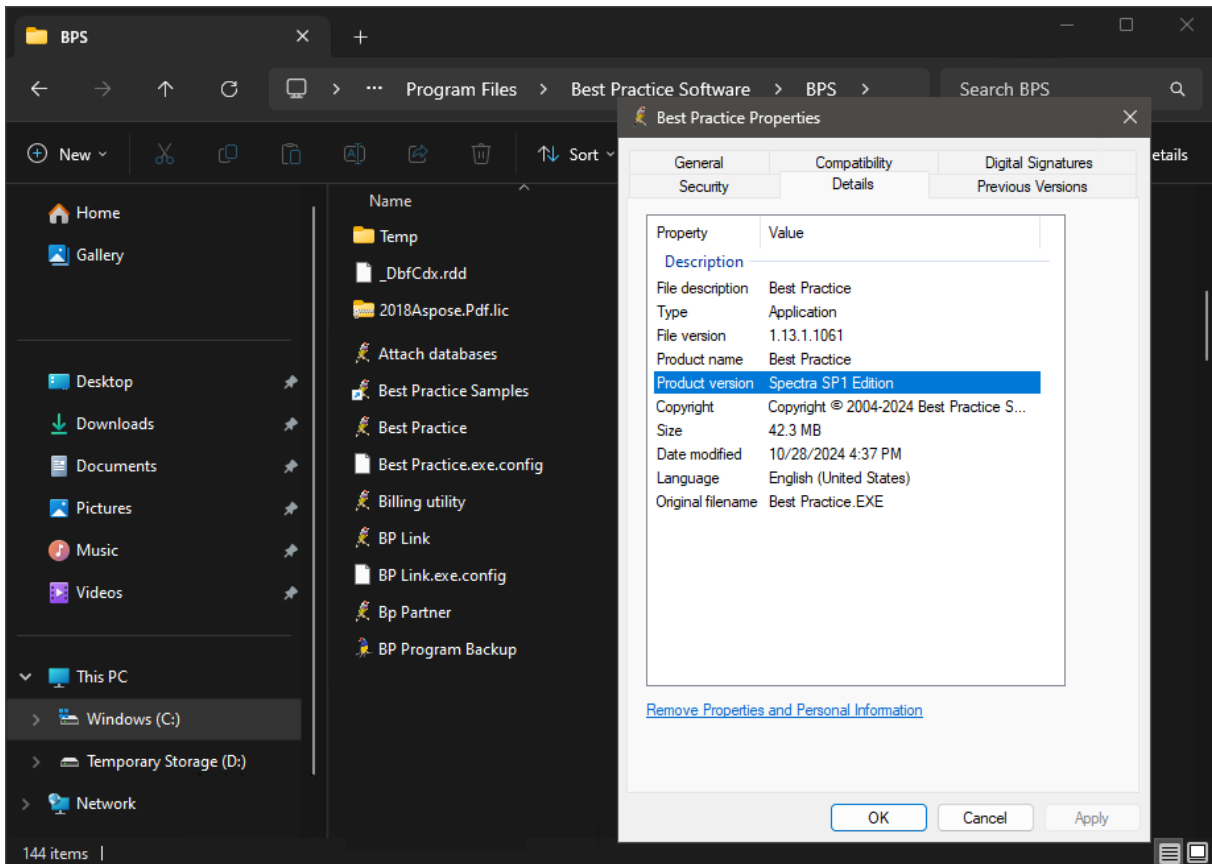
This step is particularly important if you are re-engaging a workstation like a remote laptop or a desktop client that has not been used as a Bp Premier client for some time.

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.



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 bestpracticesoftware.com.

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

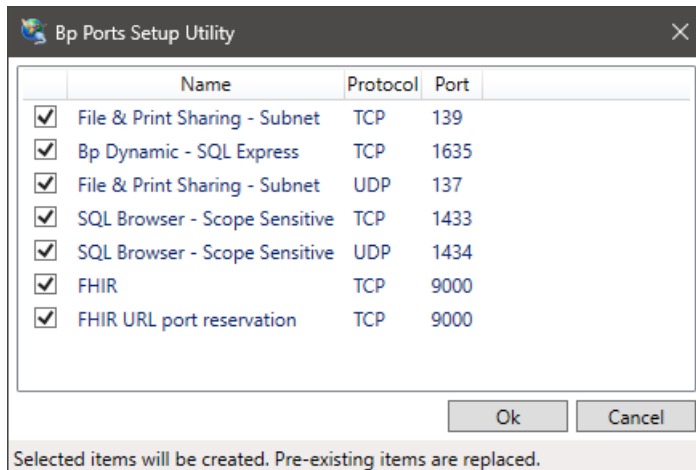
If the resolutions above do not work, make sure that **Enable LMHOSTS lookup** and **Enable NetBIOS over TCP/IP** are enabled in your Windows TCP/IP configuration. Your IT support can assist. You must restart the **SQL Server Browser** service after any changes to TCP/IP configuration.

Check firewalls

If 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.

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. In Windows File Explorer navigate to **BP.PortsUtility.exe** in **C:\Program Files\Best Practice Software\BPS\BPSupport**.
4. Right click on **BP.PortsUtility.exe** and select **Run as Administrator**. The **Bp Ports Setup Utility** will open.



5. Ensure all the check boxes on the left are ticked, and click **Ok**.
6. Go to a workstation and try to log in to Bp Premier 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. In Windows File Explorer navigate to **BP.PortsUtility.exe** in **C:\Program Files\Best Practice Software\BPS\BPSupport**.
4. Right click on **BP.PortsUtility.exe** and select **Run as Administrator**. The **Bp Ports Setup Utility** will open.
5. The list of ports required by Bp Premier will be displayed. 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.

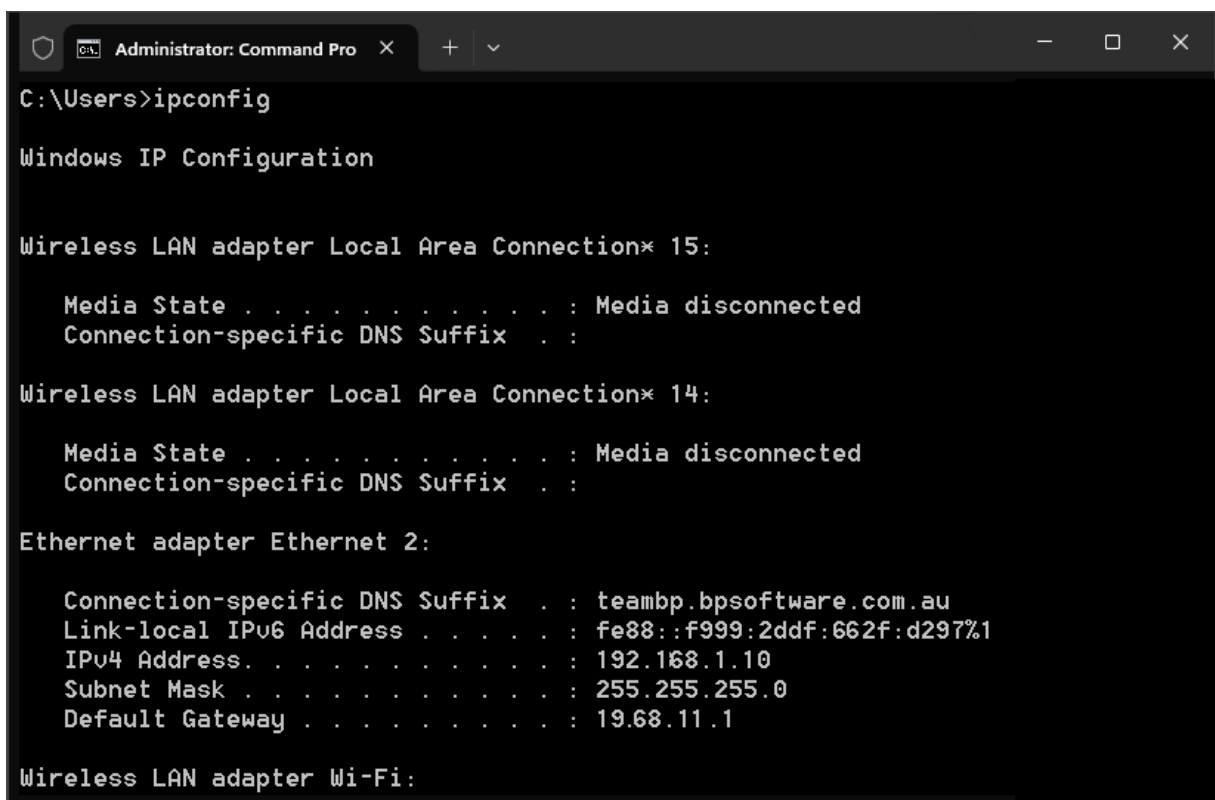
If you still cannot connect to the server, you may need to check that the Windows registry entry is pointing to the correct server.

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'.



```
Administrator: Command Pro x + v
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:

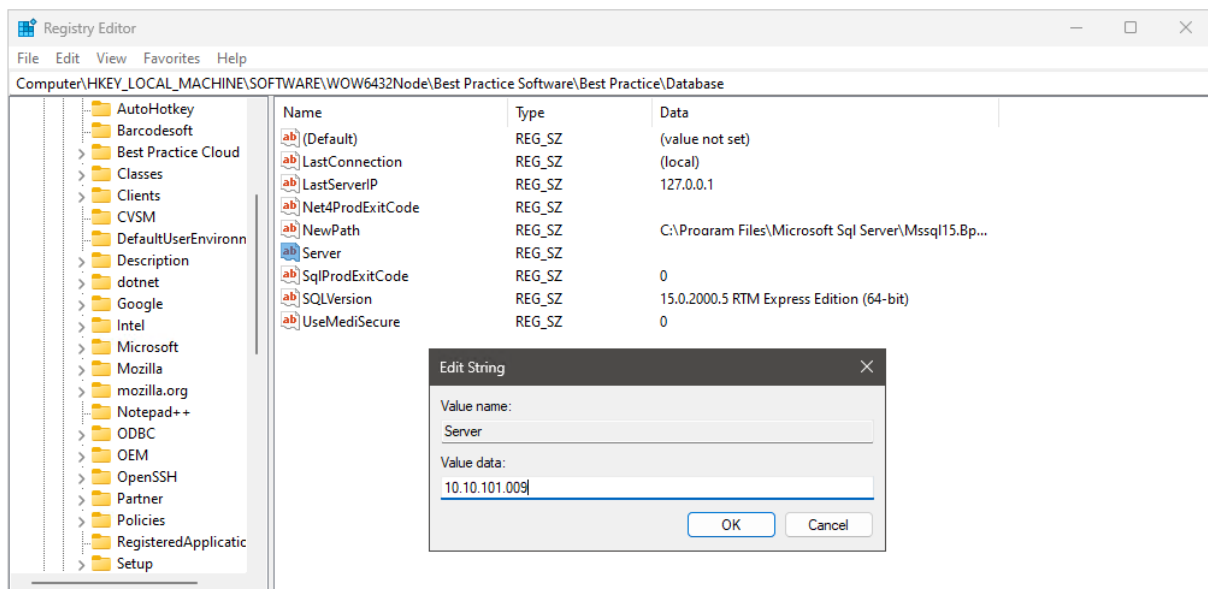
    Connection-specific DNS Suffix  . : teambp.bpsoftware.com.au
    Link-local IPv6 Address . . . . . : fe88::f999:2ddf:662f:d297%1
    IPv4 Address. . . . . : 192.168.1.10
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 19.68.11.1

Wireless LAN adapter Wi-Fi:
```

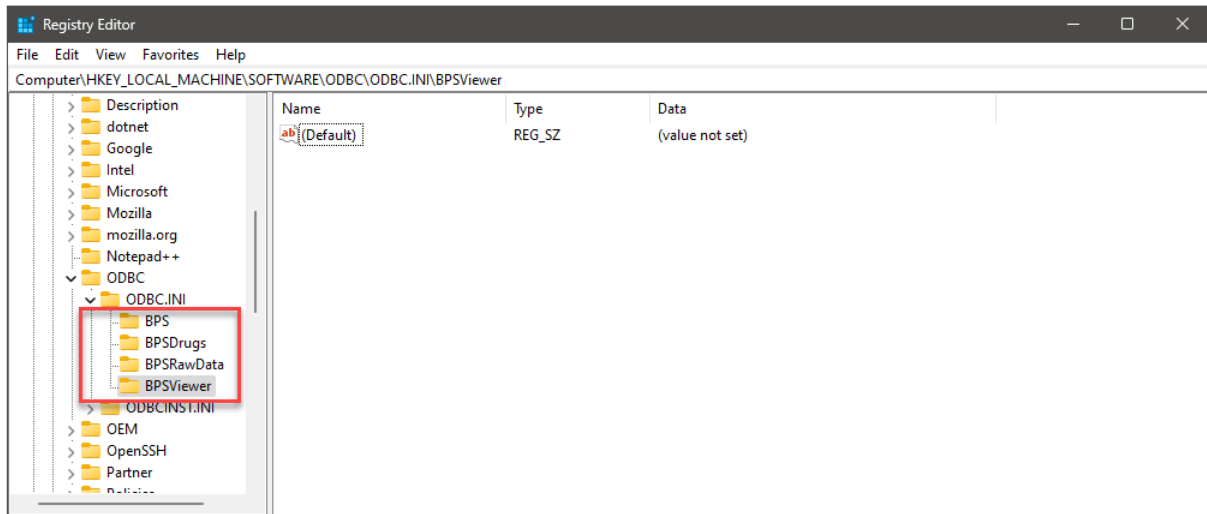
Update workstation registry

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 sub-folder starting with **BPS**, delete these keys.



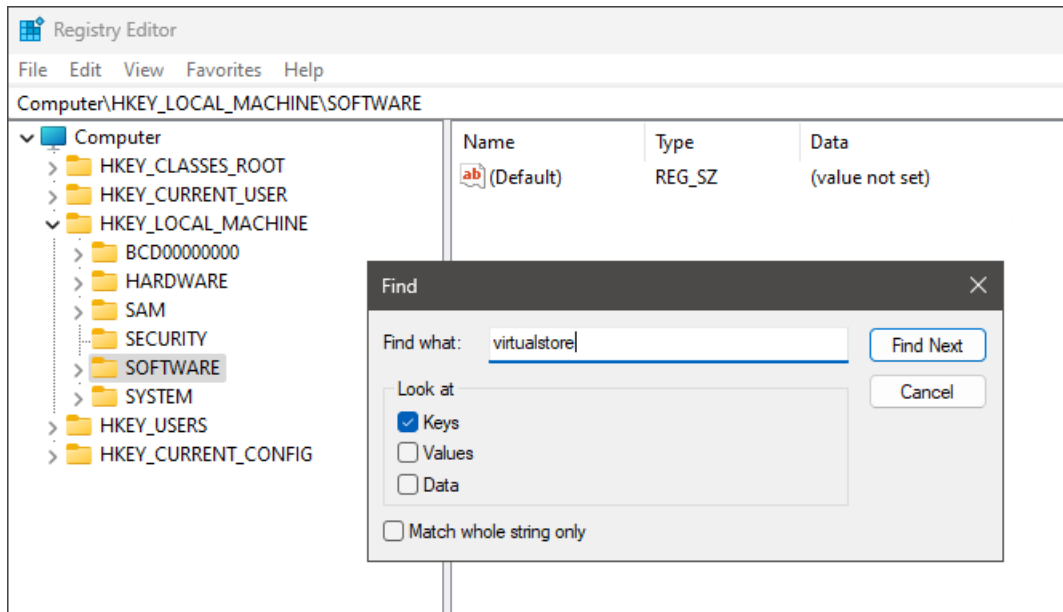
11. Log in to Bp Premier on the workstation.
12. Modify a test patient's record on the workstation with a minor change and save the changes.
13. Log in to the Bp Premier server and view the patient's record you just modified. If the change is visible, the workstation has successfully connected to the 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

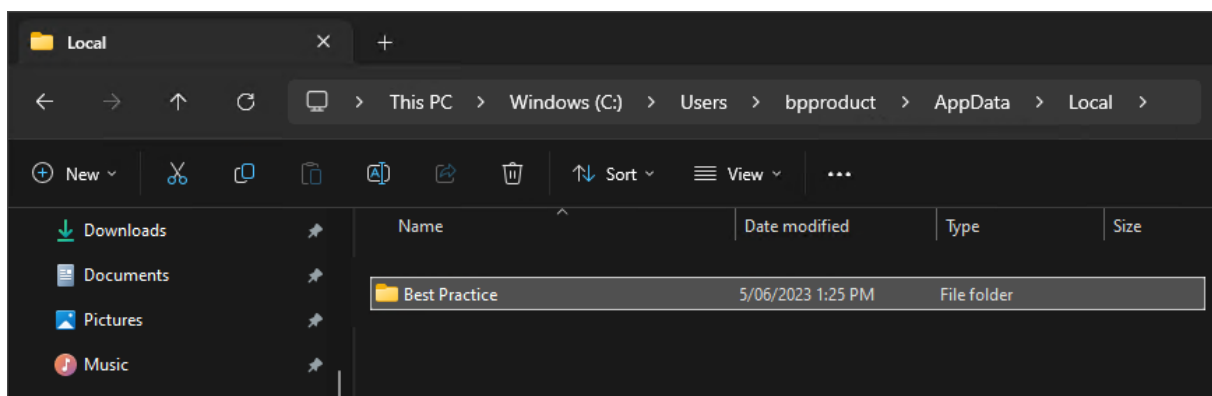
1. Log into Windows on the Bp Premier workstation that is not connecting to the server.
2. Open the Windows command prompt.
3. Type in 'regedit' and press Enter. The **Registry Editor** will open.
4. Select **HKEY_LOCAL_MACHINE > Software** in the left-hand pane, and select **Edit > Find...** in the top menu.
5. In the **Find what:** field, enter 'virtualstore' and under **Look at**, ensure **Keys** is ticked, and **Values** and **Data** are unticked.



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**.

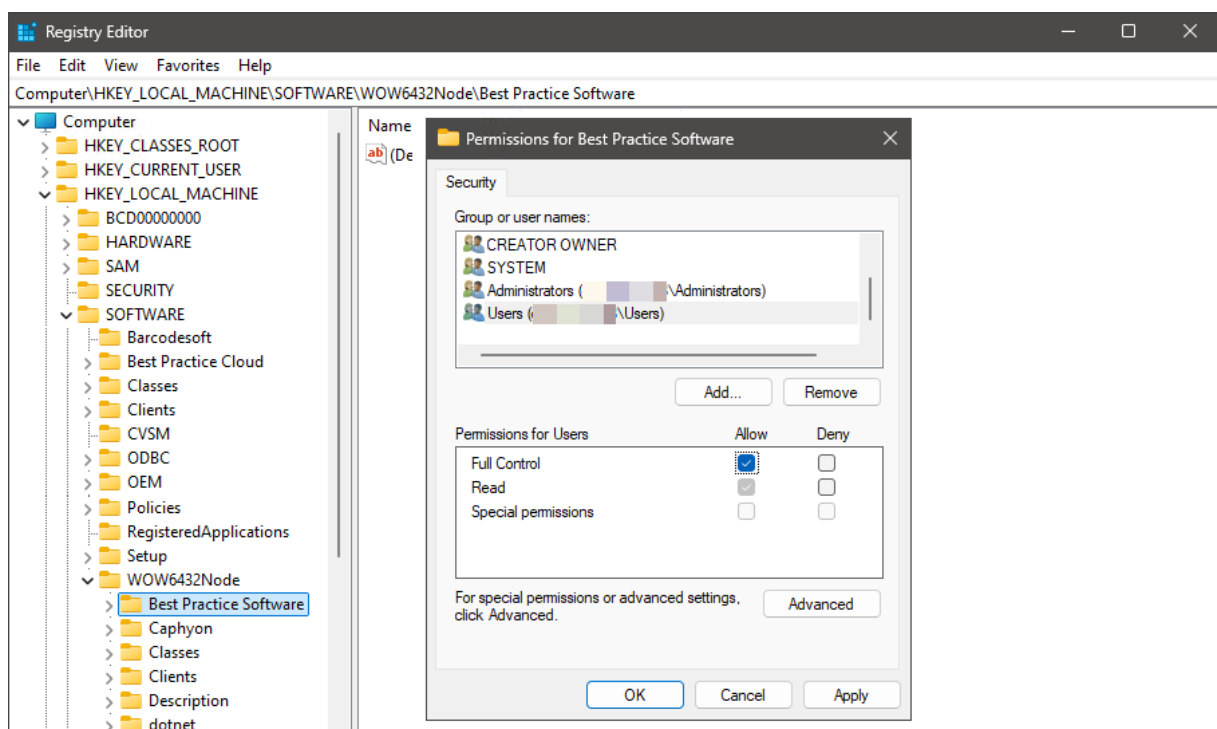


2. If there is a Best Practice folder here, delete it.

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 **Apply** and then **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.

Resolving slowness issues

If your installation of Bp Premier is running slowly, run through the tests in the checklists below to try and resolve the problem before calling Best Practice Software Support. Your practice's IT support can provide assistance with some of the resolutions.

If only certain users are experiencing slowness

User-specific slowness issues are usually not related to Bp Premier and indicate a problem with the PC, network, or Windows user profile.

| Action | Resolution |
|--|--|
| Compare the Windows user permissions for users with slowness issues with the permissions of users with no issues. | Try updating Windows user permissions where a difference might affect performance. |
| Log a user with slowness issues on to another Bp Premier workstation with no reported issues. Does the user still have issues? | If yes, the user may have a corrupt Windows profile. Try creating a new user profile. If no, the problem is probably on the user's PC. |
| Log a user with no issues on to the problem workstation. Does the new user have slowness issues? | If yes, the problem is the user's PC. If no, the problem is probably the first user's Windows account. |
| Has this workstation been configured to import lab results or the Patients.in file? Select Setup > Configuration > Results Import . Is Import investigation reports on this computer? ticked? | If so, untick this option. This option should only be ticked on the Bp Premier server so that only one machine imports results. |
| Check that the slow workstation meets the minimum system requirements for the version of Bp Premier installed. | Upgrade any components that do not meet the minimum requirements. |
| Is Bp Premier slow when typing patient notes? | If so, and your practice uses anti-virus software to regularly scan machines on your network, try excluding the following folders from your anti-virus software's scanning policy: C:\Program Files\Best Practice Software\BPS\Spelling C:\Program Files\Best Practice Software\ C:\Program Files\Microsoft SQL Server\ |
| Run an anti-virus scan | Update your anti-virus software with the latest definitions according to the software's online help, or install a recommended up-to-date anti-virus application and scan the workstation that is slow. |

| Action | Resolution |
|--------------------------------|--|
| Run a check on the hard disk | Use Windows administrative tools to run diagnostics on the workstation's hard disk to identify and repair any errors. |
| Check network connectivity | 'Ping' the Bp Premier server from the workstation to check for unreasonable response times. If so, try a different network port to plug the workstation into, or install a different network card. |
| Check IP address conflicts | If your practice uses static IPs for its network configuration, ensure that other PCs in the network do not share the same IP address. |
| Check Bp Server DNS resolution | By default, the server name is used to connect to the server. DNS problems could cause slowness due to issues resolving the server name. Use the IP address instead to connect. Update the following registry values using REGEDIT on the workstation: <ul style="list-style-type: none"> For 32-bit machines, update HKEY_CURRENT_USER\Software\Best Practice Software\Best Practice\Database and HKEY_LOCAL_MACHINE\Software\Best Practice Software\Best Practice\Database For 64-bit machines, update HKEY_LOCAL_MACHINE\Software\Wow6432Node\Best Practice Software\Best Practice\Database Set the Server value to the IP address of the Bp Premier server. |
| Check driver updates | Out-of-date graphical and hardware drivers can cause slowness issues. Check that the drivers for the workstation are up to date. |
| Reinstall Bp Premier. | If none of the above resolves the issue, uninstall and reinstall the software. |

If all users are experiencing slowness

Practice-wide slowness issues often indicate a problem with the Bp Premier server or database.

| Action | Resolution |
|---|---|
| Log in to the Bp Premier server. Is Bp Premier still running slowly? | If yes, continue troubleshooting below. If no, the problem is probably with an individual workstation. Try resolving using the checklist If only certain users are experiencing slowness on the previous page . |
| Check that the Bp Premier server meets the minimum system requirements for the version of Bp Premier installed. | Upgrade any components that do not meet the minimum requirements. If the number of concurrent users at your practice is more than 10-15 users, the server will need to have greater requirements than the minimum, particularly system memory. You may also need more memory if the machine hosting the Bp Premier server hosts other applications running concurrently. |

| Action | Resolution |
|--|---|
| Check the documents database is configured correctly | <p>View the SQL error logs, found by default at C:\Program Files\Microsoft SQL Server\MSSQL10_50.BPSINSTANCE\MSSQL\DATA.</p> <p>If the log files are not there, log in to Bp and select Help > About > System info to confirm the log file path. Look for repeated instances of 'Starting up database' for the same database.</p> <p>To resolve, run the utility Attach Database.exe from the folder C:\Program Files\Best Practice Software\BPS. Zip and email the log files to support@bpsoftware.net for evaluation.</p> |
| Is Bp Premier slow when typing patient notes? | <p>If so, and your practice uses anti-virus software to regularly scan machines on your network, try excluding the following folder from your anti-virus software's scanning policy:</p> <p>C:\Program Files\Best Practice Software\BPS\Spelling</p> <p>Remove this folder from scanning for all workstations and the Bp Premier server.</p> |
| Has more than one PC been configured to import results or messaging paths? | <p>Results import and messaging provider settings must be configured to run on one machine only, usually the Bp server.</p> <p>Contact Best Practice Software Support, who can provide a utility which will export the full list of machines configured for importing at your practice. Support will provide you with the list after the utility is run.</p> <p>If there are only one or two workstations affected:</p> <ol style="list-style-type: none"> 1. Log in to Bp Premier on the workstation. 2. Select Setup > Configuration > Results Import. 3. If there are paths listed in Report file search paths, write these down so they can be set up correctly on the server, then delete the entries here. 4. Untick Import investigation reports on this workstation? 5. Select the Messaging paths tab. 6. Are there paths listed in Paths set up for this provider? Are any of these paths invalid? They should all be pointing to the same shared folder on the server. <p>If there are numerous workstations affected or out-of-date import or messaging paths, contact Best Practice Software support to obtain a utility to clear all paths so they can be configured correctly on the server</p> |

| Action | Resolution |
|--|--|
| Check Bp Server DNS resolution | <p>By default, the server name is used to connect to the server. DNS problems could cause slowness due to issues resolving the server name. Use the IP address instead to connect.</p> <p>Update the following registry values using REGEDIT on the workstation:</p> <ul style="list-style-type: none"> ■ For 32-bit machines, update HKEY_CURRENT_USER\Software\Best Practice Software\Best Practice\Database and HKEY_LOCAL_MACHINE\Software\Best Practice Software\Best Practice\Database ■ For 64-bit machines, update HKEY_LOCAL_MACHINE\Software\Wow6432Node\Best Practice Software\Best Practice\Database <p>Set the Server value to the IP address of the Bp Premier server.</p> |
| Check database for fragmented indexing | <p>Your IT support or Best Practice Software support can advise on whether fragmented indexing is causing slowness. Best Practice Software support may recommend running the re-index utility.</p> <div style="background-color: #ffe6e6; padding: 10px; margin: 10px 0;"> <p>IMPORTANT Do not run this utility unless Best Practice Software support has advised you to do so.</p> </div> <p>On the server, browse to the folder C:\Program Files\Best Practice Software\BPS and run the file BPS Utilities.EXE. Log in, scroll down and double click on the function Rebuild SQL indexes.</p> <p>Click the Run button. When complete, run the utility again.</p> |
| Check that a backup or background process is not running | <p>A database backup will slow regular Bp Premier use. You should schedule regular backups to be outside of normal opening hours.</p> <p>To check that backups have completed, open Windows Task Manager (Ctrl+Shift+Esc) to ensure that there is no process called 'BPBackup.exe' still running. Check the log file in C:\Documents and Settings\All Users\Application Data\Best Practice\Log to identify when a backup completed.</p> <p>If the machine hosting the Bp Premier server also runs other applications or scheduled tasks in the background, for example, another clinical software application or accounting software, check that the background tasks are not consuming resources such that Bp Premier is affected.</p> |
| Run an anti-virus scan | <p>Update your anti-virus software with the latest definitions according to the software's online help, or install a recommended up-to-date anti-virus application and scan the Bp Premier server.</p> |
| Check peripherals (such as scanners and printers) and any external hard drives attached to local or networked machines | <p>If there is a peripheral or mapped external hard drive that is no longer available on the network or local machine, Best Practice or other programs may have issues trying to access them.</p> <p>Make sure peripheral devices are attached and switched on. If a device has been permanently removed from the network or local machine, delete or update any shortcuts and links that programs may be using to access the devices.</p> |

| Action | Resolution |
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| Check SQL log file growth | <p>View the SQL error logs, found by default at C:\Program Files\Microsoft SQL Server\MSSQL10_50.BPSINSTANCE\MSSQL\DATA.</p> <p>If the log files are not there, log in to Bp and select Help > About > System info to confirm the log file path.</p> <p>Check the size of all the files with the extension .LDF. If any are larger than 2MB, run the Shrink logs utility.</p> <p>NOTE Best Practice Software recommend that you perform a Bp backup prior to using this utility.</p> <p>Run BPS Utilities.EXE from the folder C:\Program Files\Best Practice Software\BPS. Select Shrink log files and select the database or databases which have the large log file. Once run, the size of the logs files should return to less than 1MB.</p> |
| Check SQL version in use meets requirements | <p>By default, Best Practice uses the free version of SQL. The free version of SQL limits the amount of RAM that can be used by the instance, and is only suitable for practices that have up to about 10–15 concurrent users.</p> <p>If the practice has more concurrent users, Best Practice Software recommend that the practice purchase a full version of SQL so that more RAM can be utilised.</p> |
| Check HDD available space | <p>Clear up space on the server HDD:</p> <ol style="list-style-type: none"> 1. Run Windows Disk cleanup. 2. Check the folder C:\Documents and Settings\All Users\Application Data\Best Practice\ is working and the backup folders. Delete any old backup files that might remain from failed backups. 3. Check the folder C:\Program Files\Microsoft SQL Server\MSSQL10_50.BPSINSTANCE\MSSQL\DATA for any files with the extension .LDF that are larger than 1MB. If these files are large, run the Shrink Log File utility. |
| Check hard drive fragmentation on the server | <p>Compressed backups create and delete temporary files each time they are run, which can cause fragmentation of the C:\drive. Use Windows administrative tools to defragment the server hard drive.</p> |
| Run a check on the hard disk | <p>Use Windows administrative tools to run diagnostics on the workstation's hard disk to identify and repair any errors.</p> |
| Check the server event logs for errors or warnings | <p>Check the Server Event Viewer - Application and System section for any errors or warnings that might indicate a problem with the SQL server or the network in general.</p> |
| Check for faulty hardware | <p>Check network devices (cable, hub, interface cards) and replace if any fail. Complete thorough CPU, RAM, and HDD tests.</p> |
| Check power saving settings on the server | <p>Check that the Windows power saving settings are not shutting down or hibernating the Bp Premier server when it should be running.</p> |

| Action | Resolution |
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| Checked stored messages | <p>Bp Premier internal messages are not intended to be kept permanently and for best performance should be deleted on a regular basis.</p> <p>You can use the Delete Messages function in Bp Utilities to clear out all received messages for one or more doctors. You will still need to delete all of your sent messages from within Best Practice.</p> <p>NOTE Messages deleted from the Messages screen or the Delete Messages bulk utility will be deleted permanently. Any notes inserted into a patient record from the Link to Patient function will remain in the patient record.</p> |
| Compare the speed of the system on an alternate server | <p>Install Best Practice on a PC with a reasonable specification (greater than the current machine). Restore the most recent Best Practice backup.</p> <p>Run a speed test, comparing the time it takes to open the same patient on the 'live' server against the 'test' server.</p> |