



Upgrade Guide

This guide assumes that the practice is already running version 7 of Bp Allied. If your practice is running a prior version, please contact Bp Allied Support.

Considerations prior to upgrade

All computers must be running a minimum of Windows 10 or Windows Server 2012. Please review the system requirements and contact Bp Allied Support for additional information.

All computers to be upgraded **MUST** be running the latest Windows Updates. Upgrades may fail if these are not up to date.

Administrative access is required for all computers to enable the upgrade to take place.

Pre-upgrade checklist

This is a check-list to ensure the following items have been considered and requested from Best Practice, if required.

Updated function	Used by customer	Additional information	Complete
All computers comply with new system requirements		Run a minimum of Windows 10 or Windows Server 2012.	
<p>Confirm computer set-up configuration with Bp Allied support (if unknown)</p> <p>This determines the upgrade instructions to use on the following pages.</p>		<ul style="list-style-type: none"> ■ Single Computer ■ Single database shared by multiple computers (direct connection) ■ Fully Hosted ■ Partially Hosted (no recreate required?) ■ Combination Fully and Partially Hosted ■ One or more computers syncing to your own server 	

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What happens during the upgrade?

As well as changes to the user interface, there is an update to the database configuration during this process. The upgrade process **MUST** comply with the notes below:

- The computer that is running as the “server” or “master” database must be upgraded first. Bp Allied cannot be used on any other computers during this process.
- All other computers will be upgraded after the “server” is completed.
- All computers **must** be upgraded to operate together. Computers cannot be on different master versions e.g. some on version 7 and some on version 7 SP2.
- You will need to allow sufficient time for ALL computers to be upgraded. Once started, all computers must be upgraded.
- Ensure that you have logins with Administrative access for all computers.
- Because all upgrades are conducted via the internet, having all computers in the office and accessible to the best internet available is advisable. Poor internet quality will affect how long the upgrade process takes.

The upgrade process includes taking a backup of your database. You can however take your own backup using the option in **Options > Backup** and store this backup in a known location.

How to upgrade

How you upgrade will depend on the type of Bp Allied installation you have and the version you are on. The install scenarios are:

- Fully Hosted
- Single Computer
- Single database shared by multiple computers (direct connection)
- Partially Hosted or Combination Fully and Partially Hosted
- One or more computers syncing to your own server.

Fully Hosted

You will be automatically upgraded by Bp Allied Development when V7 SP2 is released.

Single Computer

If you are running version 7 or above, you can upgrade yourself using the check for updates function.

On the day of release, follow the instructions in the [Appendix: Using Check for Updates to Upgrade](#).

Approximate time for upgrade: 15 minutes

Single database shared by multiple computers

If you are running version 7 or above, you can upgrade your computers to version 7 SP2 without our help.

Please review the steps below on what needs to happen on the upgrade day:

1. Allow sufficient time to perform the upgrades on all computers. Once started, all computers must be upgraded.
2. Ensure that ALL information is saved. Close Bp Allied on all computers.
3. From this point, Bp Allied cannot be used on any computer until after it has been upgraded.
4. On the “server” or computer that is running the master database, follow the instructions in the Appendix: Using Check for Updates to Upgrade
5. Once the server has been upgraded, open Bp Allied and confirm that the upgrade has worked as expected.
6. Upgrade each of the other computers running Bp Allied [Appendix: Using Check for Updates to Upgrade](#). These can be updated simultaneously or consecutively but can’t be used until they have been upgraded.

Approximate time for upgrade:

- Server: 1 hour
- Workstation: 10 - 15 minutes each

Partially Hosted or Combination Fully and Partially Hosted

All versions please call Bp Allied Support on 1300 401 111 or 0800 401 111 to arrange a time to have your setup upgraded. We will need to upgrade your database on our server. You can then choose whether to upgrade the other computers yourself or have us assist.

On the day, the following will need to occur:

1. Allow sufficient time to perform the upgrades on all computers. Once started, all computers must be upgraded.
2. Ensure that ALL syncing computers are synchronised and up to date.
3. Close Bp Allied on all computers.
4. From this point, Bp Allied **cannot** be used on any computer until after it has been upgraded.
5. Call Bp Allied Support to let them know that you are ready to go. They will upgrade your database on our server and any fully-hosted connections.
6. Once this is done, Bp Allied Support will call you, and the upgrade of the practice computers can begin. These can be updated simultaneously or consecutively but **cannot** be used until they have been upgraded.
7. Upgrade each of the other computers running Bp Allied [Appendix: Using Check for Updates to Upgrade](#). These can be updated simultaneously or consecutively but can’t be used until they have been upgraded.

Approximate time for upgrade:

- Server: 1 – 1 ½ hours
- Workstation: 1 hour each

One or more computers syncing to your own server

If you are running version 7 or above, you can upgrade your computer to version 7 SP2 without our help using the check for updates function and upgrading the server first.

Please review the steps below on what needs to happen on the upgrade day:

1. Allow sufficient time to perform the upgrades on all computers. Once started, all computers must be upgraded.
2. Ensure that ALL information is saved and close Bp Allied on all computers.
3. From this point, Bp Allied cannot be used on any computer until after it has been upgraded.

4. On the “server” or computer that is running the master database, follow the instructions in the [Appendix: Using Check for Updates to Upgrade](#)
5. Once the server has been upgraded, open Bp Allied and confirm that the upgrade has worked as expected.
6. Upgrade each of the other computers running Bp Allied [Appendix: Using Check for Updates to Upgrade](#). These can be updated simultaneously or consecutively but can’t be used until they have been upgraded.

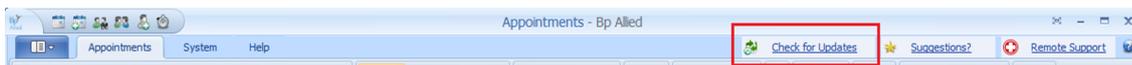
Approximate time for upgrade:

- Server: 1 – 1 ½ hours
- Workstation: 15 mins – 1 hour each

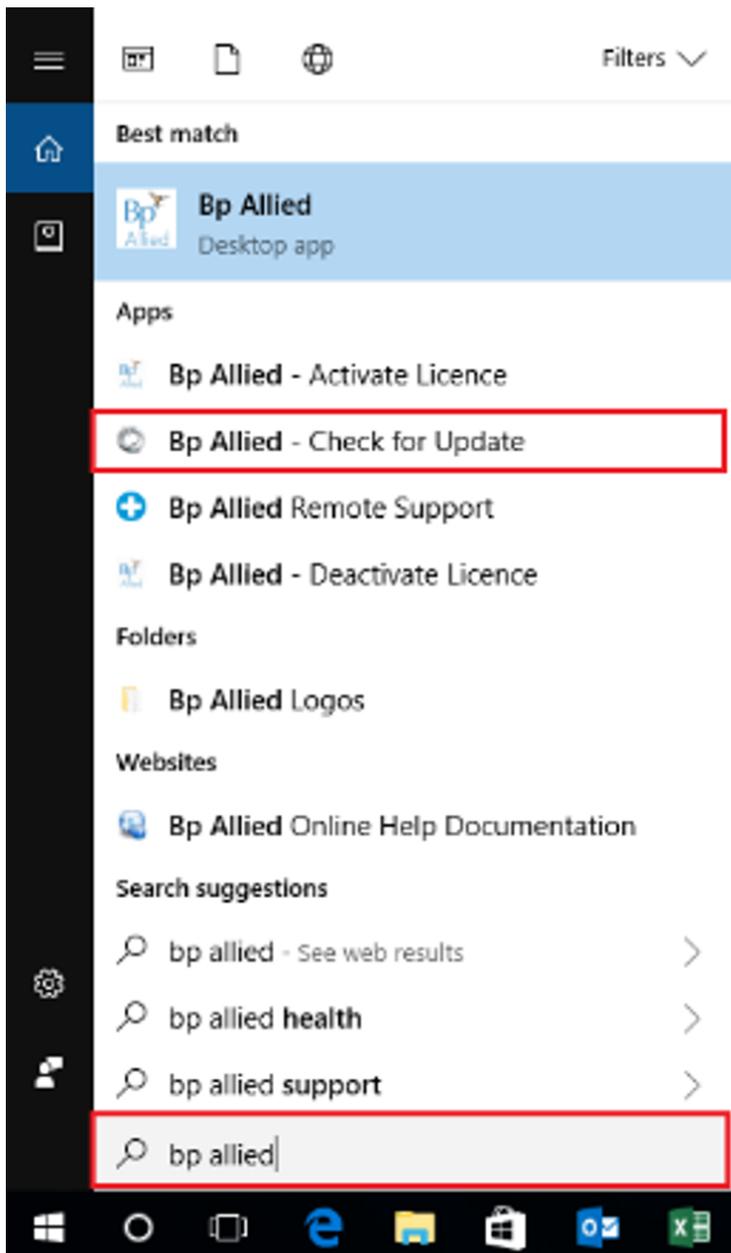
Appendix: Using Check for Updates to Upgrade

This update **MUST** be run on the server (or master computer) first. All other computers running Bp Allied must run a Sync All (if appropriate) and be closed before this is run.

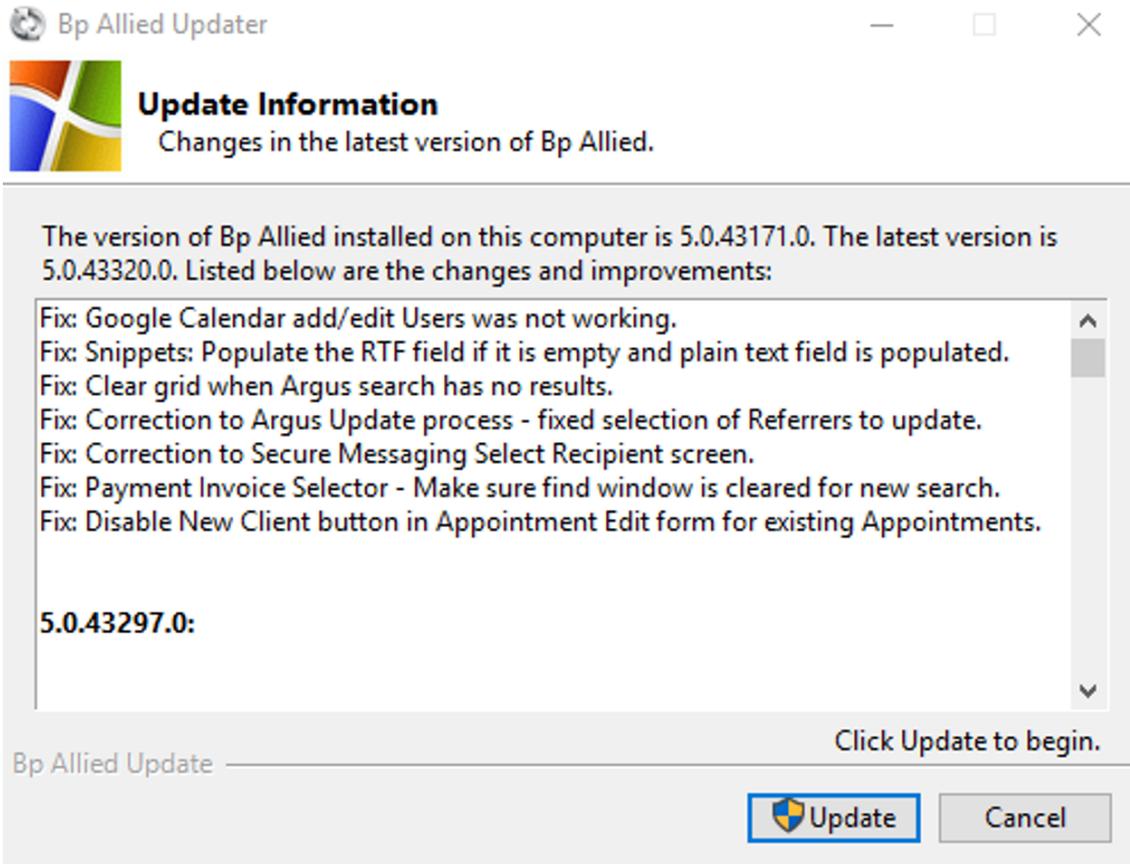
1. Click on **Check for Updates** in the title bar.



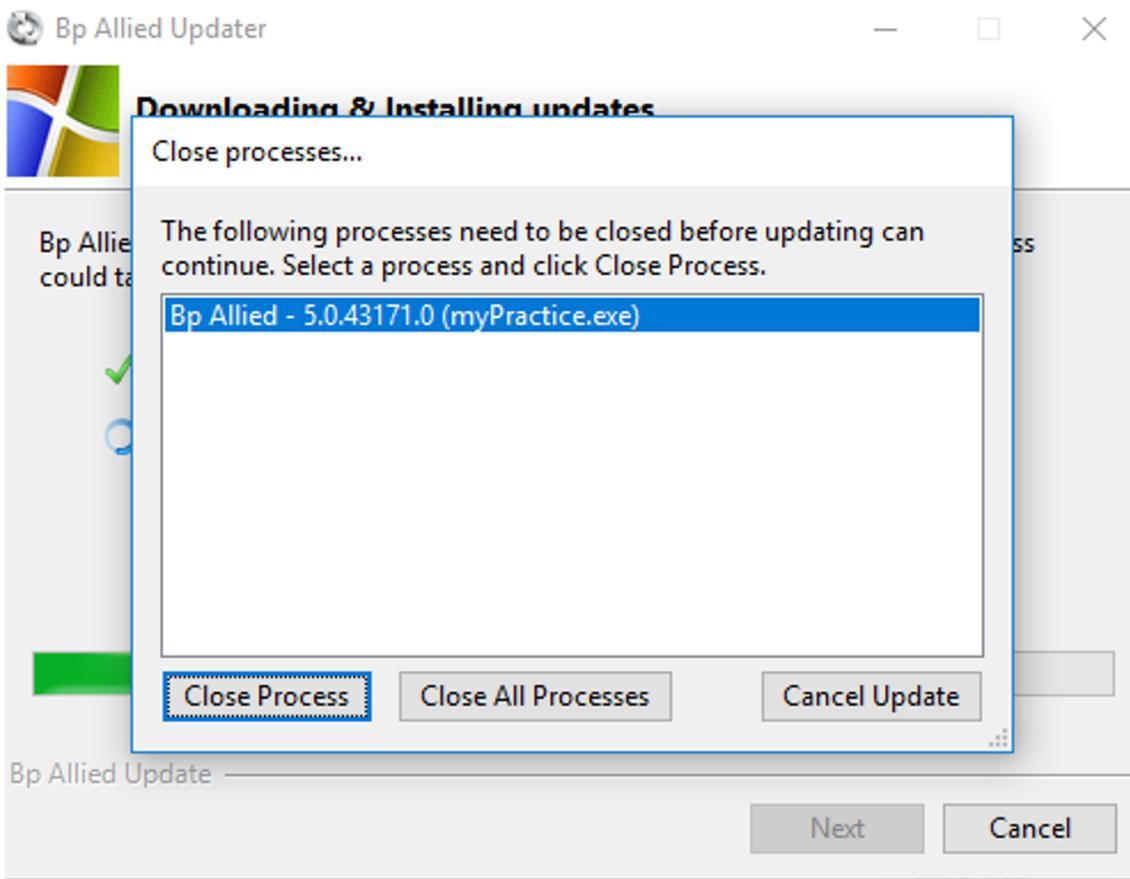
This can also be initiated by searching **Bp Allied Check for Update** in the windows search.



The Bp Allied Updater will display. The latest available update will display in the Update Information screen along with the details of the changes in the update. In this example it displays a V5 update. For V6 the version number will be prefixed with a 6, e.g. 6.0.43344.0



2. Click **Update**.
 3. If the security on the computer asks if you want to make changes, click Yes. The download will start.
- If Bp Allied is open, the following prompt will display.



4. Click **Close Process**. The upgrade should continue.

When the update is completed, the Update Successful screen will display.

5. Click **Finish**.

