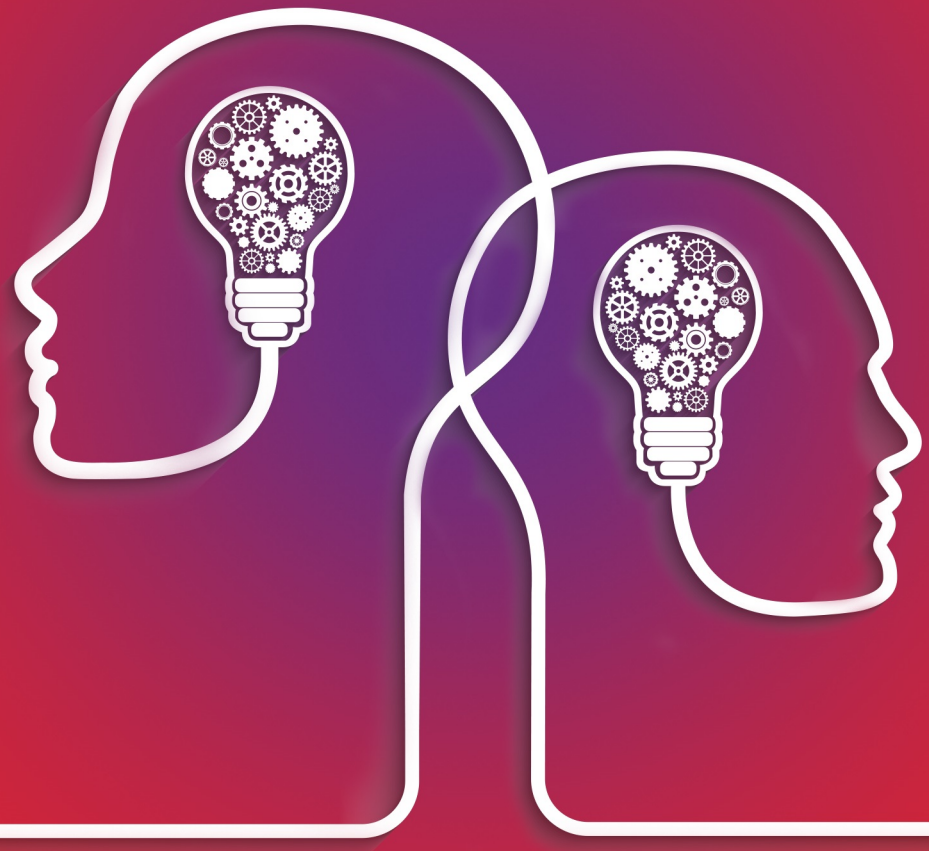
Best Practice
An evolution in medical software

Bp VIP.net

Installation Guide



VIP.net knowledge base

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Last updated: March 2020

About this installation guide

This guides provide complete instructions on how to install a **new** SQL Server database and Bp VIP.net server for the first time.

The guide does not provide instructions on how to upgrade from an existing installation of Bp VIP.net. For instructions on how to upgrade and advice on new features, consult the *Bp VIP.net Release Notes* for the version of Bp VIP.net you are upgrading to.

Before you use this guide

Your practice should have run through a deployment process with a Best Practice Software Commercial Enterprise representative, which aims to capture your practice's requirements, convert data from existing practice management software (if applicable), and prepare your environment for installing the database and Bp VIP.net.

You must ensure that the machine on which you are installing the SQL Server database and Bp VIP.net server meet the system requirements. The Bp VIP.net System Requirements are available from the Bp VIP.net Ruby **Knowledge Base**.

For information about general Bp VIP.net usage, refer to the Bp VIP.net online knowledge base at **http://kb.bpsoftware.net/au/vip.net/2016**.

Bp VIP.net System Requirements

For Bp VIP.net version: Ruby 2.1.517.033 and later

Last updated: 06 August 2019

This document provides the minimum supported operating system and hardware requirements for recent versions of Bp VIP.net. Consult your IT services provider to ensure all technical considerations are managed and Microsoft Best Practices for installing SQL Server are followed.

.NET compatibility

Bp VIP.net version Ruby SP1 2.1.521.013 requires Microsoft **.NET Framework 4.6** to operate successfully. The supported Microsoft Windows versions listed in this document are compatible with .NET 4.6. If you are running an version of Windows not listed in this document, Best Practice Software recommend that you consult your IT provider to consider upgrading your operating system or database before upgrading to Bp VIP.net Ruby.

The following links may assist with the operating system requirements for .NET Framework 4.6:

- **Which .NET version is installed on my PC?**
- **Which Windows versions support .NET 4.6?**

Database Requirements

Storage type, capacity and configuration should be determined with the assistance of your IT service provider. The minimum factors to consider are:

- intended number of concurrent users
- amount of data stored, allowing for growth
- third-party applications on the same server machine
- the type of backup method to be used.

The following links may assist with the hardware and software requirements for installing SQL Server:

- **System requirements for SQL Server 2014**
- **System requirements for SQL Server 2016 and later**

SQL Server Express

SQL Server Express is a free edition of SQL Server that has a database limit of 10GB, intended for small or non-commercial usage. Best Practice Software recommend that the Express Edition is **not** suitable for use with Bp VIP.net and cannot guarantee support for Bp VIP.net in a SQL Server **Express** environment. After the 10GB limit is reached, you will be unable to add records to the database until you upgrade your SQL Server edition. In a normal specialist practice, the 10GB limit can be exceeded quickly.

SQL Server Reporting Services is not available in a SQL Server Express environment.

Installing on a Domain Service

In line with Microsoft **best practices**, installing SQL Server on your Domain Service is **not** supported by Best Practice Software for the installation of VIP.net. SQL Server Reporting Services do not work with this configuration. Later versions of SQL Server prevent installation in this configuration.

Supported Microsoft SQL Server versions

Version	SQL Server 2008	SQL Server 2008 R2	SQLServer 2012	SQL Server 2014	SQL Server 2016
Ruby (517.033)	✗	✓ *Upgrade only	✓ *Upgrade only	✓	✓
Ruby SP1 (521.011) Ruby SP1 Rev 1 (521.013)	✗	✗	✓ *Upgrade only	✓	✓

Notes

- Microsoft ceased extended support of SQL Server 2008 and 2008 R2 in **July 2019**. Best Practice Software cannot guarantee support for running Bp VIP.net on these versions of SQL Server.
- Upgrading your version of Bp VIP.net does not also upgrade the database version. For new install-

ations, Best Practice Software recommend installing a recent version of SQL Server.

- The supported versions listed are inclusive of all SQL Server service packs for that version.

Server Requirements

Apple Macintosh

Apple Macintosh desktop or server operating systems are not supported.

Supported Microsoft Windows desktop versions

Best Practice Software recommend installing the Bp VIP.net server on a Windows Server operating system for reasons of system performance and reliability.

Supported Microsoft Windows server versions

Version	Windows Server 2008 R2 SP1	Windows Server 2012	Windows Server 2012 R2	Windows Server 2016
Ruby (517.033)	✓	✓	✓	✓
Ruby SP1 (521.011) Ruby SP1 Rev 1 (521.013)	✓	✓	✓	✓

Notes

- All versions of Windows Server prior to Windows Server 2008 R2 SP1 are not supported.

Server hardware requirements

Item	Minimum Specifications
Processor	Intel Xeon 5th generation or higher
Notes Recommended minimum processor requirements will be higher if one or more of the following apply: - you have more than six users - your patient database is larger than 10 GB - the Bp VIP.net server machine runs applications other than Bp VIP.net during business hours.	
RAM	8GB or higher
Notes ECC RAM is recommended for best performance. Discuss with your IT service provider if the minimum recommended memory will meet your practice requirements.	

Item	Minimum Specifications
Hard Drive	High speed SATA hard drive Minimum 10GB free space after Bp VIP.net and all third-party applications have been installed.
Notes For servers with large numbers of terminal servers connecting to the database (10 or more), Best Practice Software recommend that an enterprise-grade storage solution is employed to ensure consistent performance for the high volume of data being accessed and written during your practice's business operating periods. Practices with a large number of patients and doctors will require more space than the 10 GB minimum.	
Monitor	15" monitor running a resolution of at least 1280 x 768.
Printer	Any Windows-supported printer.
Notes If installing Bp VIP.net on a terminal session, ensure that the printer is compatible with that operating environment.	
Network	Any network card supporting 1000 Mbps (Gigabit) Ethernet

Workstation Requirements

Supported Microsoft Windows desktop versions

Version	Windows 7 SP1	Windows 8	Windows 8.1	Windows 10
Ruby	✓	✗	✓	✓

Notes

- All versions of Windows prior to Windows 7 SP1 are not supported.
- Best Practice Software recommend installing Bp VIP.net on a version other than a **Home** edition for reasons of system performance and reliability. You should install a 'professional' edition of Windows, such as Windows Pro or Windows Enterprise. The editions available are different for each Windows desktop version.

Supported Microsoft Windows server versions

Version	Windows Server 2008 R2 SP1	Windows Server 2012	Windows Server 2012 R2	Windows Server 2016
Ruby	✓	✓	✓	✓

Notes

- All versions of Windows Server prior to Windows Server 2008 R2 SP1 are not supported.
- Requirements for installing a Bp VIP.net client on a Windows Server operating system are the same as installing the server.

Workstation hardware requirements

Item	Minimum Specifications
Processor	Intel i5 6th generation or higher
RAM	4GB or higher
Hard drive	SATA hard drive
Monitor	15" monitor, running a resolution of at least 1280 x 768.
Printer	Any Windows-supported printer.
Notes If installing Bp VIP.net on a terminal session, ensure that the printer is compatible with that operating environment.	
Network	Any network card supporting 1000 Mbps (Gigabit) Ethernet

Kiosk Requirements

The minimum operating system and hardware specification for Kiosk devices are the same as for a Bp VIP.net workstation. Kiosk must be run on a Microsoft Windows operating system.

If you want to use another platform for Kiosk, such as an Apple iPad, you must create a remote desktop session to the Bp VIP.net server and run Kiosk within the remote session. Best Practice Software Specialist Software Support may not be able to provide assistance in a non-Windows environment.

Install the database

Your practice must obtain a licence for Microsoft SQL Server and install the database before installing Bp VIP.net. The database is **not** installed during the Bp VIP.net installation.

What version of Microsoft SQL Server should I install?

The version and edition of MS SQL Server you decide to install will depend on the requirements and size of your practice. Before deciding which version to install, discuss your database requirements with Best Practice Software Support and your practice's IT resource to determine the most suitable version.

Before you begin, read the **Bp VIP.net Ruby System Requirements** and ensure the computer meets the requirements to install Bp VIP.net and has been updated with the latest Microsoft Windows service packs and updates. The System Requirements also contains guidance on checking your operating system and database comply with Microsoft .NET Framework.

.NET Framework 4.6 requirement

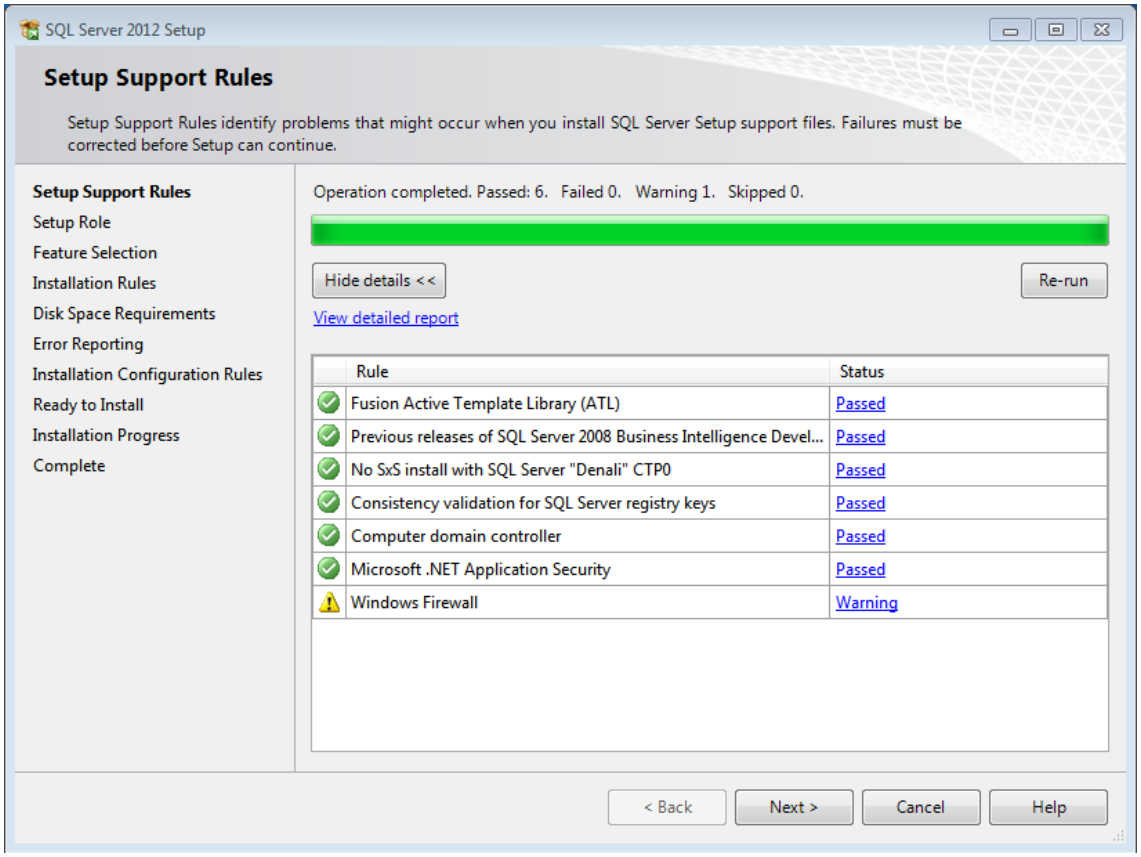
Bp VIP.net Ruby requires Microsoft .NET Framework 4.6 to operate successfully. Depending on the version of Windows running on the Bp VIP.net server computer, and the version of SQL Server you will install, you may need to also install .NET Framework 4.6 before installing SQL Server database and Bp VIP.net.

Your IT services provider can help determine if you need to install .NET 4.6 on your Bp VIP.net server computer.

Install SQL Server

The instructions in this section describe how to install Microsoft SQL Server 2012 R2. The screens may differ slightly for your version of SQL Server, but the installation process will be similar.

1. Insert the SQL Server installation disc, or run the installation executable you have downloaded. The **SQL Server Installation Center** screen will appear.
2. Select **Installation** from the left hand side, and click **New SQL Server stand-alone installation or add features to an existing installation**. The **Setup Support Rules** screen will appear.
3. Run the Setup Support Rules check. If all prerequisites have a **Status** of 'Passed', click **Ok**. Otherwise, quit the installation and correct any errors before resuming installation.
4. In the **Product Key** screen, enter the product key if you have one, or select **Specify a free edition** and select 'Evaluation' from the drop-down. You will have to supply a product key before the SQL Server trial evaluation period ends. Click **Next**.
5. In the **License Terms** screen, tick **I accept the license terms** and click **Next**.
6. In the **Product Updates** screen, tick **Include SQL Server product updates** and click **Next**.
7. The install process will begin. The installation wizard may ask you to restart the server PC. After restarting, if the installation wizard does not reappear, run the installation executable on the DVD or hard disk again to restart the wizard.
8. The **Setup Support Rules** screen will display the result of the post-installation check. If you receive a 'Windows Firewall' warning as shown in the example, it is safe to continue with the installation. Firewall settings will be updated after the complete installation.



9. In the **Setup Role** screen, select **SQL Server Feature Installation** and click **Next**.
10. In the **Feature Selection** screen, expand the **Features** list and select as a minimum the following components:
    - Database engine services
    - SQL Server Replication
    - Full Text Search
    - Data Quality Services
    - Reporting Services
    - SQL Server Data Tools (called 'Business Intelligence Development Studio' in SQL Server 2008)
    - Client Tools Connectivity
    - Integration Services
    - Management Tools – Basic
    - Management Tools – Complete
11. Do not change the **Shared feature default directory**, unless you are installing SQL Server to a different path (for example, installing to the server machine's 'D:\' drive).
12. After the **Installation Rules** screen has finished processing, click **Next**.
13. In the **Instance Configuration** screen, keep 'MSSQLSERVER' as the default **InstanceID** and click **Next**.
14. Click **Next** at the **Disk Space Requirements** screen.

15. At the **Server Configuration** screen, click **Use the Same account for all SQL Server Services**. In the popup, click the down-arrow and choose 'NT AUTHORITY\SYSTEM' as the **Account Name**. Click **OK**. You do not need to type a password into any of the fields. Click **Next**.
16. At the **Database Engine Configuration** screen, click the **Add Current User** button. The logged-in Windows user will be added to the list of SQL Server administrators.

> ***Note:*** *Usually a single SQL Server administrator for the network or domain is sufficient, but you may wish to add other network users who need rights to modify SQL Server settings. Only add additional administrators if you are familiar with Windows networking and authentication.*

17. Set the Authentication mode to **Windows authentication mode**. Click **Next**.
18. In the **Reporting Services Configuration** screen, select **Install and configure** and click **Next**.
19. In the **Error Reporting** screen, tick to **Send Windows and SQL Server Error Reports to Microsoft or your corporate report server**. Your practice's IT policy may determine if you tick this option or not. Click **Next**.
20. In the **Installation Configuration Rules** screen, click **Show Details** to check that all rules have a **Status** of 'Passed'. If there are any problems, you will be unable to continue with the installation until resolved. Click **Next**.
21. In the **Ready to Install** screen, click **Install**. Installation will begin.
22. If the installation was successful, the **Complete** screen will show a summary of the installation. Click **Close**.

Check Management Studio was installed

From Windows on the SQL Server machine, go to **Start** > **Apps** > **Microsoft SQL Server**. There should be an entry for **SQL Server Management Studio**.

If SQL Server Management Studio is not listed, you must rerun the SQL Server installation and in step 10 make sure you select the option to install Management Studio for your version of SQL Server.

If your practice uses 'thick client' workstations, you can now update the firewall settings for your operating system to allow workstations to access the server database.

Update Windows Firewall

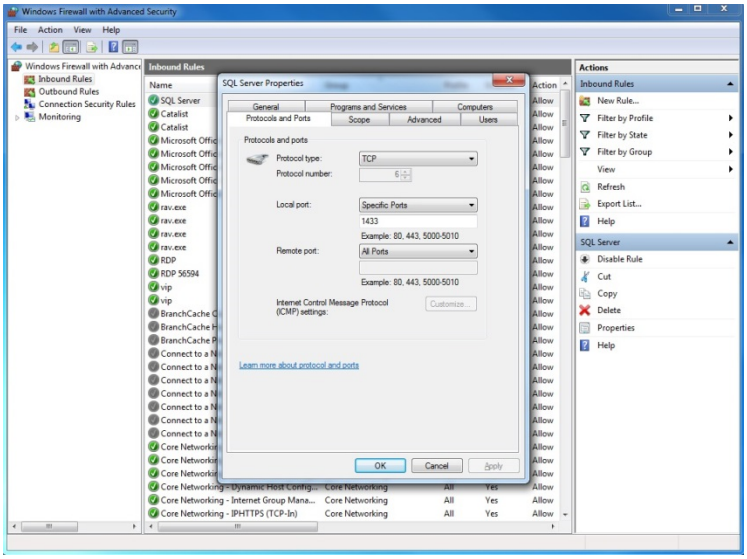
If your practice will use a 'thick client' configuration, in which Bp VIP.net is installed on workstations that connect to the server, you must configure Windows Firewall on the SQL Server machine to allow external computers to connect to the database. Configuration involves creating an inbound rule that allows connections through a specific port.

Follow the instructions below for your version of Microsoft Windows. For more information on configuring Windows Firewall or Windows Firewall with Advanced Security, or if your Windows version is not listed below, search the Microsoft technical knowledge base at **technet.microsoft.com** or consult your IT resource.

Important: *The instructions below assume that your SQL Server database uses the default port* ***1433*** *for incoming connections. If you have configured SQL Server to use a different port, or to use dynamic ports, you must configure Windows Firewall to suit your specific configuration. For large practices with complex networks, Best Practice Software recommend consulting with your IT resource to make sure incoming connections to the database are permitted while security is maintained.*

Windows 7

1. Go to Windows Start > Control Panel.
2. Select **Windows Firewall**.
3. On the left side, choose **Advanced Settings**.
4. On left side, choose **Inbound Rules**.
5. On the right hand side, select **New Rule**.
6. Select **Port** and click **Next**.
7. Select **Specific local ports**, enter '1433', and click **Next**.
8. Select **Allow the Connection** and click **Next**.
9. Tick all profiles **Domain**, **Private**, and **Public**, and click **Next**.
10. Type a **Name** of 'SQL Server' and click **Finish**.



Windows 8

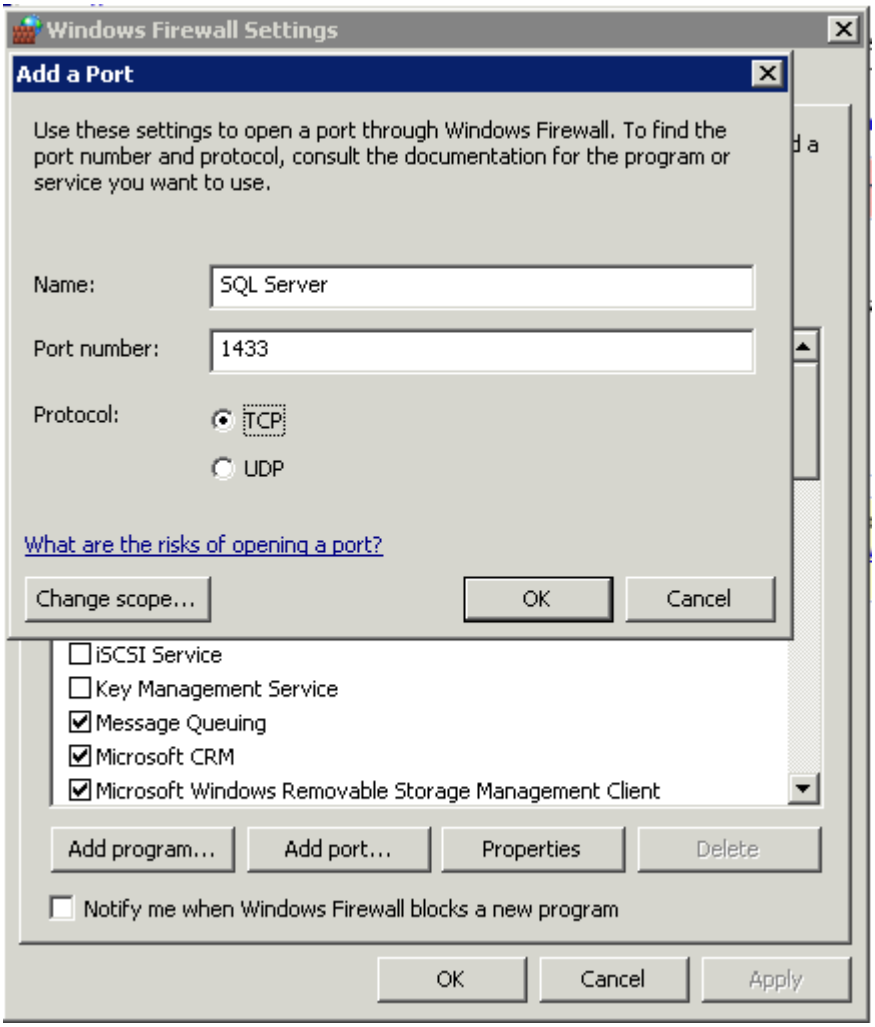
1. Go to Windows Start > Apps > Windows System > Control Panel.
2. Click **System and Security** > **Windows Firewall**. The **Windows Firewall** screen will appear.
3. Click **Advanced Settings**. The **Windows Firewall with Advanced Security** screen will appear.
4. Follow the instructions from step 3 as for **Windows Server 2012 R2 on the next page** below.

Windows 10

1. From the Windows desktop, type 'Firewall' into the search bar next to the Windows icon in the bottom left.
2. Click **Windows Firewall with Advanced Security** from the search results. The **Windows Firewall with Advanced Security** screen will open.
3. Follow the instructions from step 3 as for **Windows Server 2012 R2 on the next page** below.

Windows Server 2008

1. Go to Windows Start > Control Panel.
2. If Windows is in the default Control Panel view, select **Security** > **Windows Firewall**. If in Classic Control Panel view, select **Windows Firewall**.
3. Click **Change Settings**.
4. Select the **Exceptions** tab.
5. Click **Add Port**, enter a name of 'SQL Server', and enter a **Port** of '1433'.
6. Click **OK**.



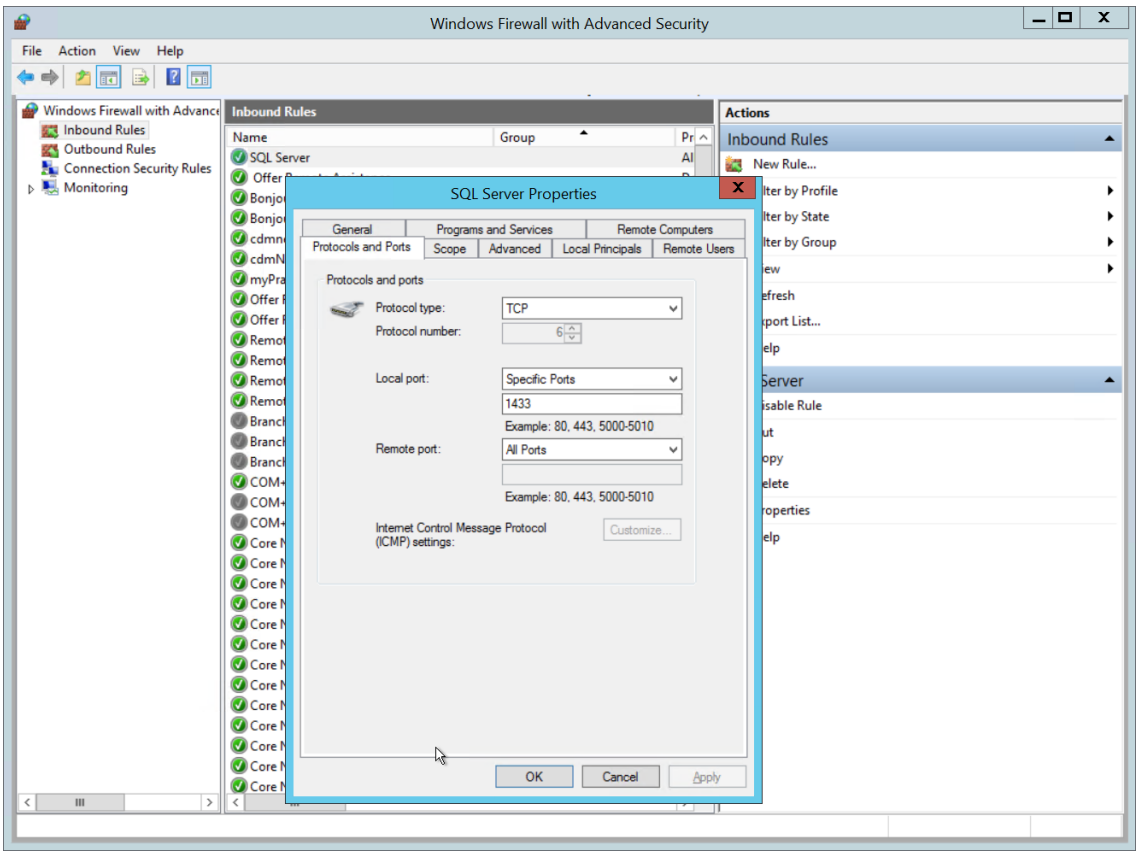
Windows Server 2012 R2

1. Go to Windows Start > Administrative Tools.
2. Double-click **Windows Firewall with Advanced Security**. The **Windows Firewall with Advanced Security** screen will open.
3. Click the **Inbound Rules** tab on the left hand side. Under **Actions** on the right hand side, click **New Rule...**. The **New Inbound Rule Wizard** will appear open at the **Rule Type** tab.
4. Select **Port** and click **Next**.
5. Leave **TCP** selected. Select **Specific local ports** and enter '1433'. Click **Next**.
6. Select **Allow the connection**. Click **Next**.

> ***Note:*** *If your practice's network uses IPsec for increased security, you may need to select* ***Allow the connection if it is secure****.*

7. Tick all profiles **Domain**, **Private**, and **Public**, and click **Next**.
8. Enter a descriptive **Name** such as 'SQL Server', include a **Description** if you want, and click **Finish**.

9. The Inbound Rule will be added to the list as the name you added in step 8. Double-click the rule to view the **Properties**.



Configure SQL Server users

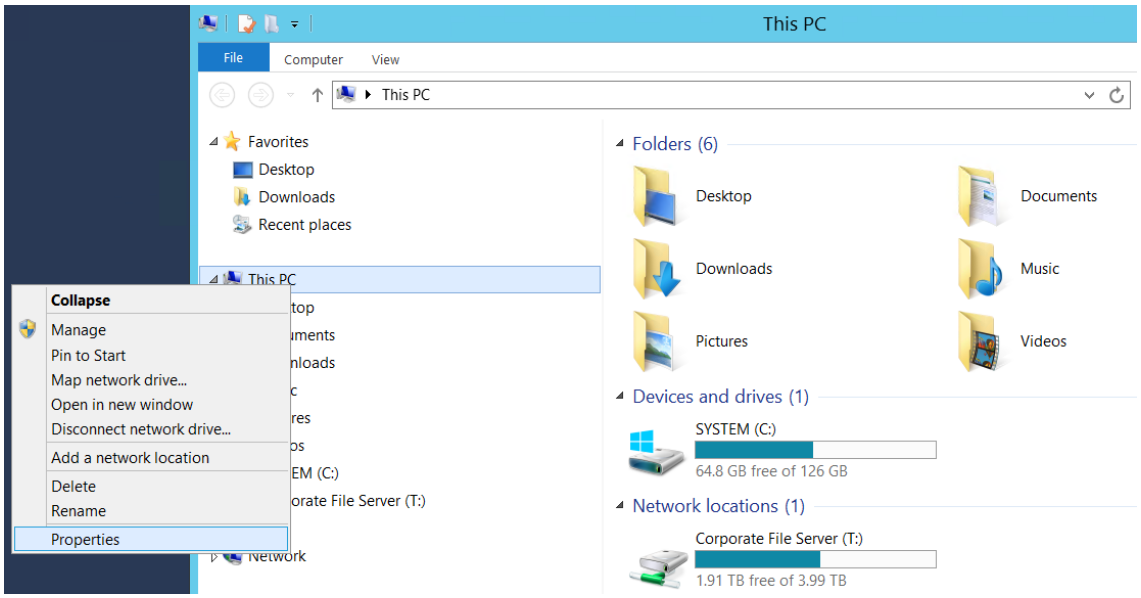
Bp VIP.net users must have their Windows accounts added to the SQL Server database to access the database within Bp VIP.net. The Windows user account must be set up on the local machine or as part of a domain group before you can add the user to SQL Server.

Important: *SQL Server security is a complex issue, and the procedures in this section describe the simplest method for adding a user to your SQL Server database with basic security and assume a closed network. If you wish to fully secure your database in an integrated network or larger practice, Best Practice Software recommend consulting with an SQL Server database administrator.*

You will need to know the computer name of the SQL server machine, and workstations (if you are adding local users to SQL Server).

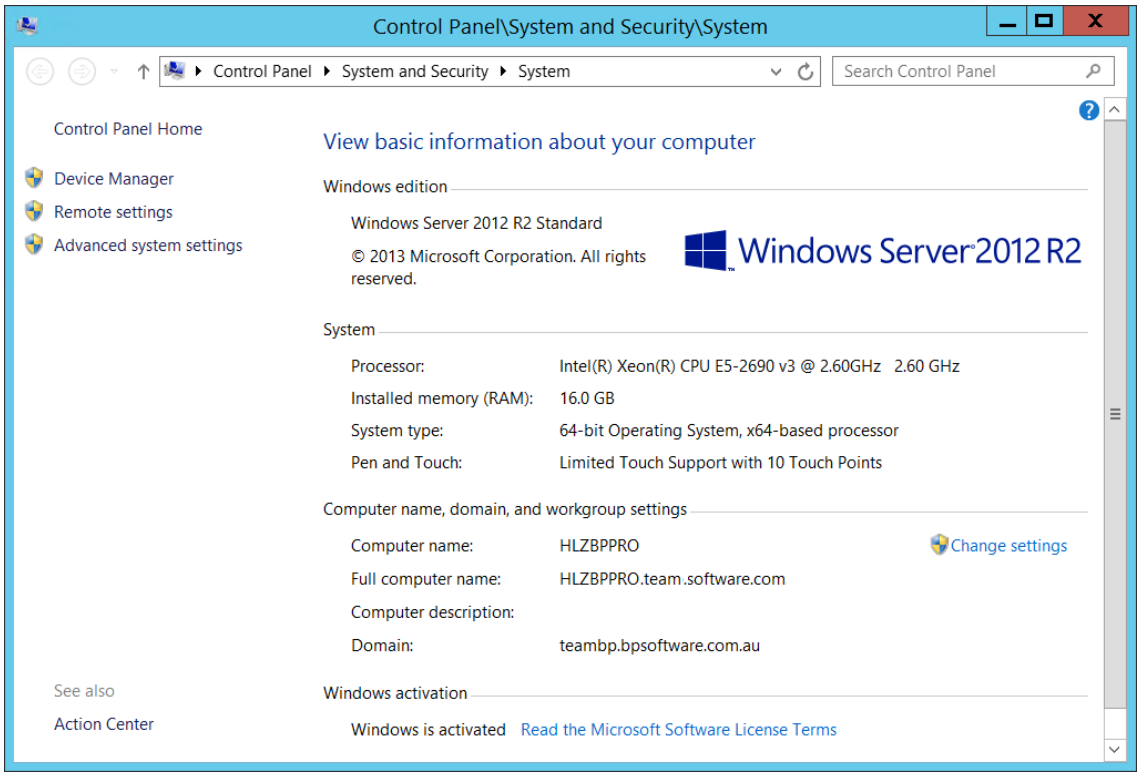
Identify a computer name

1. Log in to Windows.
2. Press Windows+E to open a file explorer. (The Windows key on the keyboard has the Windows logo.)
3. Right-click **My PC** on the left hand side and select **Properties**.



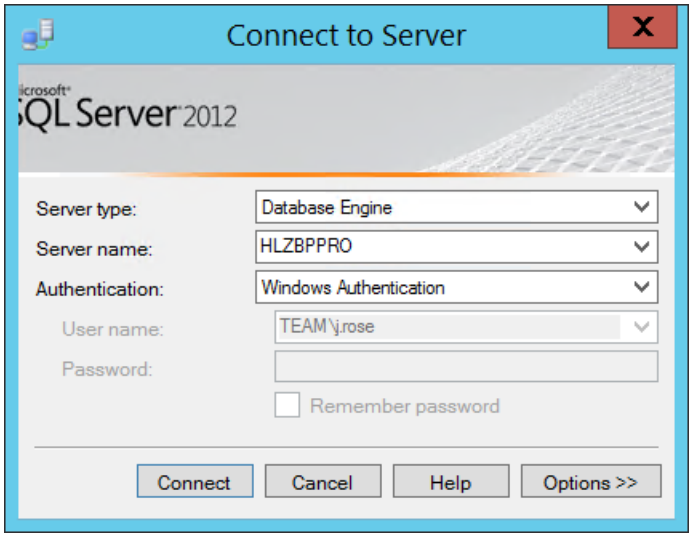
4. The **System** information dialog will appear displaying the **Computer Name**. In the following

example, the computer name is 'HLZBPPRO'.

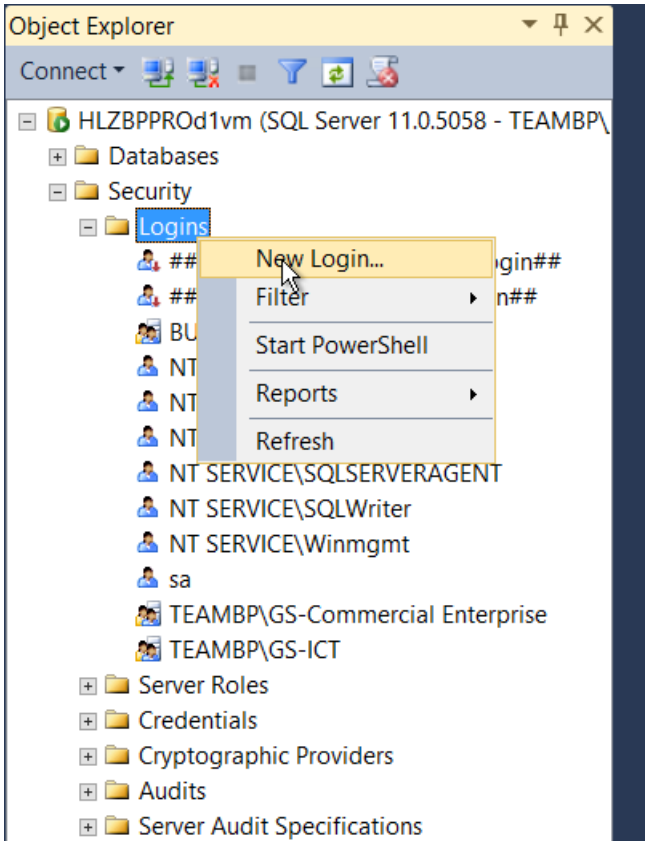


Add a user to SQL Server

1. From Windows on the SQL Server machine, go to **Start** > **Apps** > **Microsoft SQL Server** > **SQL Server Management Studio**. Management Studio will prompt for the database name and login.

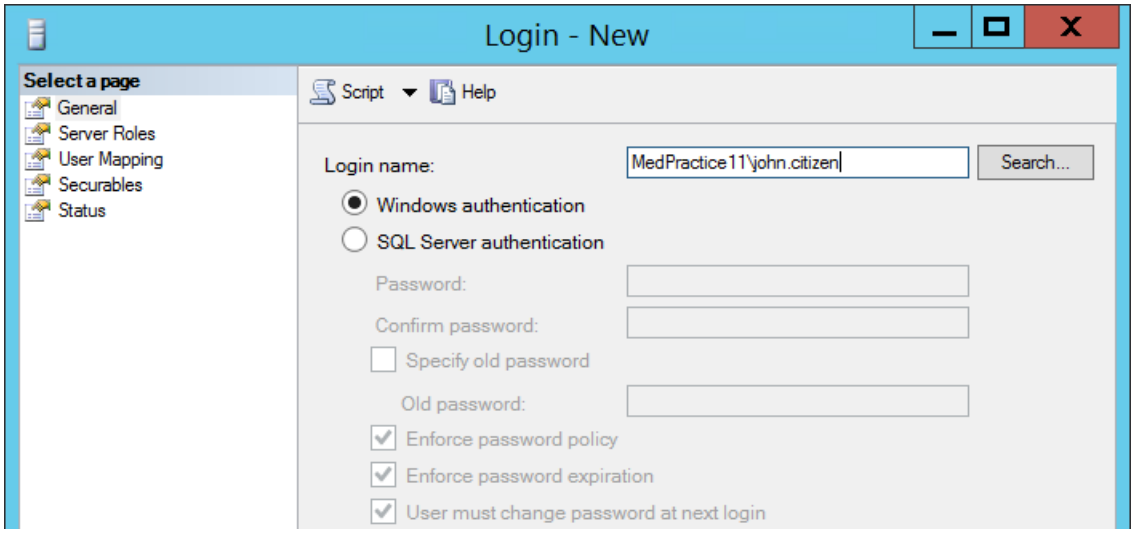


2. Enter the name of the SQL Server machine as the **Server name**, leave **Windows Authentication** selected, and click **Connect** to open Management Studio.
3. From the object explorer, open **Security** > **Logins**. Right-click **Logins** and select **New Login...**.



4. The **Login - New** screen will appear. From the **General** tab, enter the Windows account name you want to add to SQL Server. Enter the name in the format '<PC or domain name>\<user or group name>'.

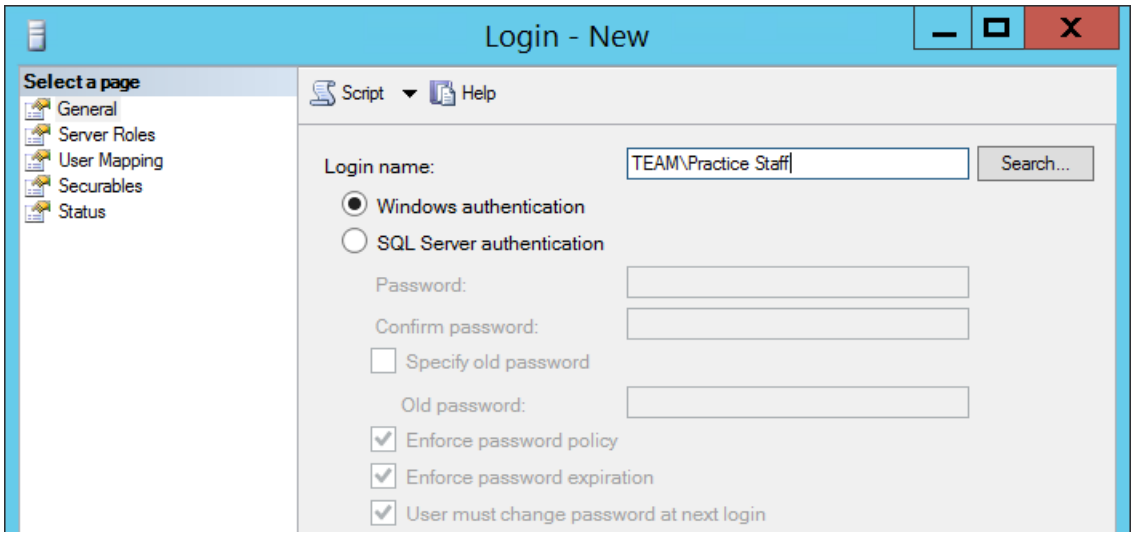
   The following example shows local account 'john.citizen' being added on a computer with a name of 'MedPractice11'.



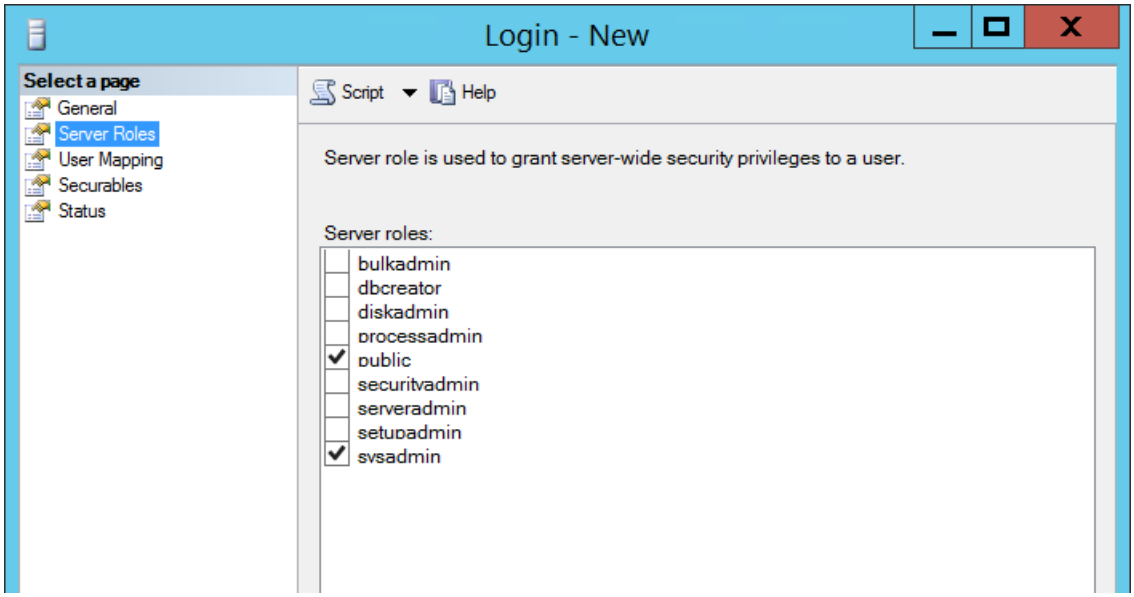
Adding individual users is fine for small practices with only a few users and workstations. In a larger practice, you would add domain groups.

Note: *SQL Server allows domain groups to be added from Active Directory. The group must already exist in Active Directory to be added.*

The following example shows the group 'Practice Staff' from the domain 'TEAM'.



5. Leave **Windows authentication** selected and do not change the other fields in the screen. Click the **Server Roles** tab.
6. The **public** role is selected by default. Tick the **sysadmin** role.



7. Click **OK** to save the user or group. The Bp VIP.net user will now be able to access the database.
8. Repeat steps 3—7 for all Bp VIP.net users or Windows user groups.

SQL Server user addition is complete.

Set up SQL Server reporting services

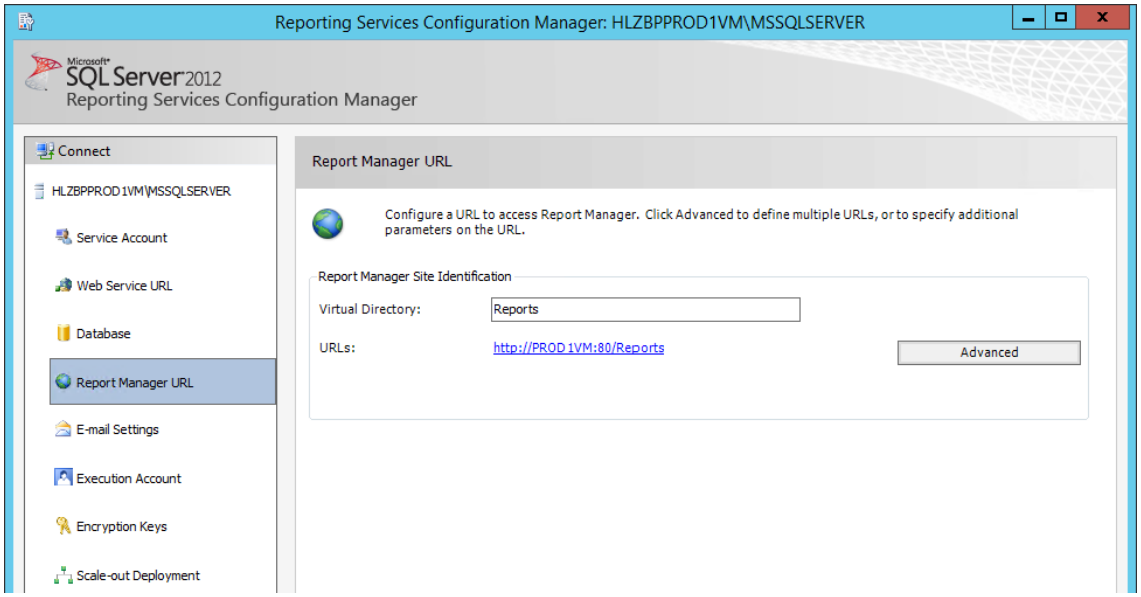
When you install SQL Server as part of a Bp VIP.net installation, you should have selected to install **SQL Server Reporting Services**. If you did not install reporting services during SQL Server installation, rerun the SQL Server installer and select only this component to install them on your existing SQL Server database. Your IT support can assist with installing reporting services.

To set up reporting services for Bp VIP.net:

1. Add the Windows user accounts of Bp VIP.net users who require report access to **Site Settings** and **Folders**. Users can be added from the Report Manager URL configured in Reporting Services Configuration Manager.
2. Run Bp VIP.net as an administrator and start Report Builder. Bp VIP.net will set up reporting services and prompt for the latest data model.

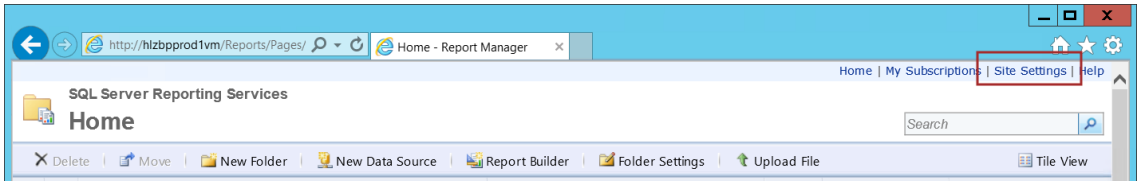
Add access to Site Settings and Folders

1. From the Windows desktop, go to Start > Apps > Microsoft SQL Server > Reporting Services Configuration Manager for your version of SQL Server. The **Reporting Services Configuration Manager** window will open.
2. Select **Report Manager URL** from the tabs on the left. Click the hyperlink listed in the **URLs** field.

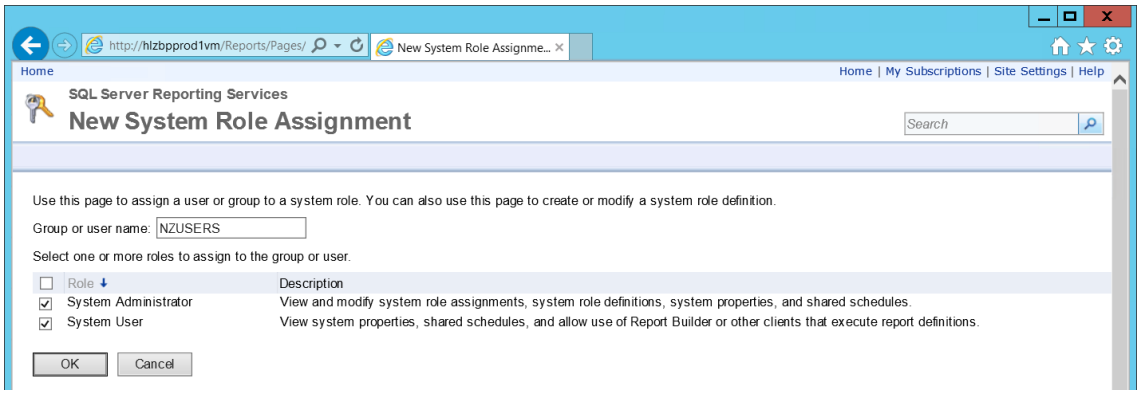


SQL Server Reporting Services Home will open in your default browser.

3. From SQL Server Reporting Services Home, click **Site Settings** in the top right. The **Site Settings** page will load.



4. Select **Security** from the left hand side.
5. Click **New Role Assignment** to open the **New System Role Assignment** page.
6. Enter the **Group or user name** for the first user or user group to add.
7. Tick the roles to assign to the user or user group from the list. In the following example, the user group 'NZUSERS' is about to be added, with the roles of System Administrator and System User.



Important: *Users of Bp VIP.net reporting services must have 'System Administrator' rights for Bp VIP.net reporting to function correctly. User groups from Active Directory can also be added.*

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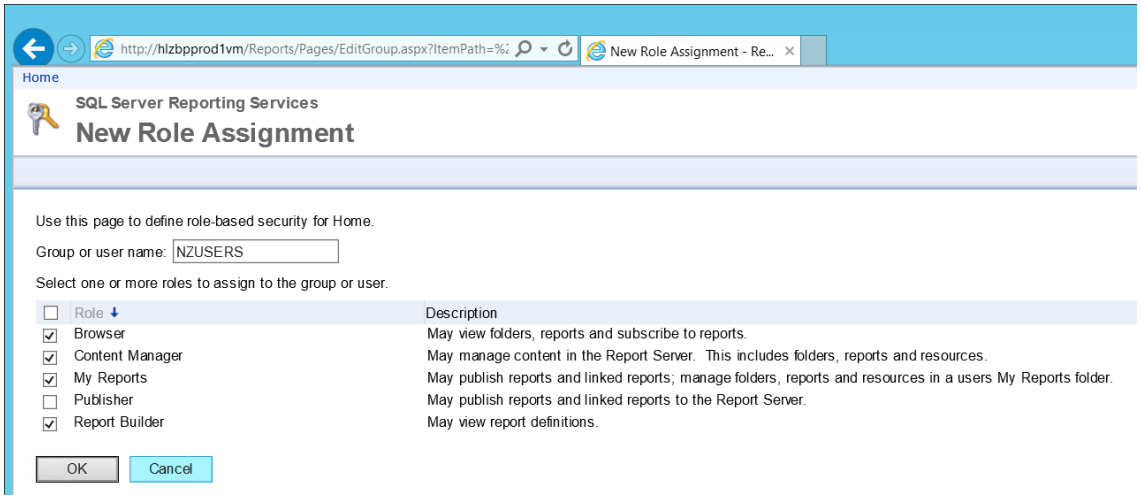
8. CIick **OK** to add the user or user group. Repeat to add as many users and user groups as your practice requires.
9. Click **Home** to return to the SQL Server Reporting Services Home page.
10. Click **Folder Settings** from the menu. The **Security** tab will be displayed.
11. Click **New Role Assignment**. Add the users you added in steps 3—6 here, and assign the Reporting Services roles you want the users or user groups to have. In the following example, the user group 'NZUSERS' is being added to the Home folder, with all roles except Publisher.

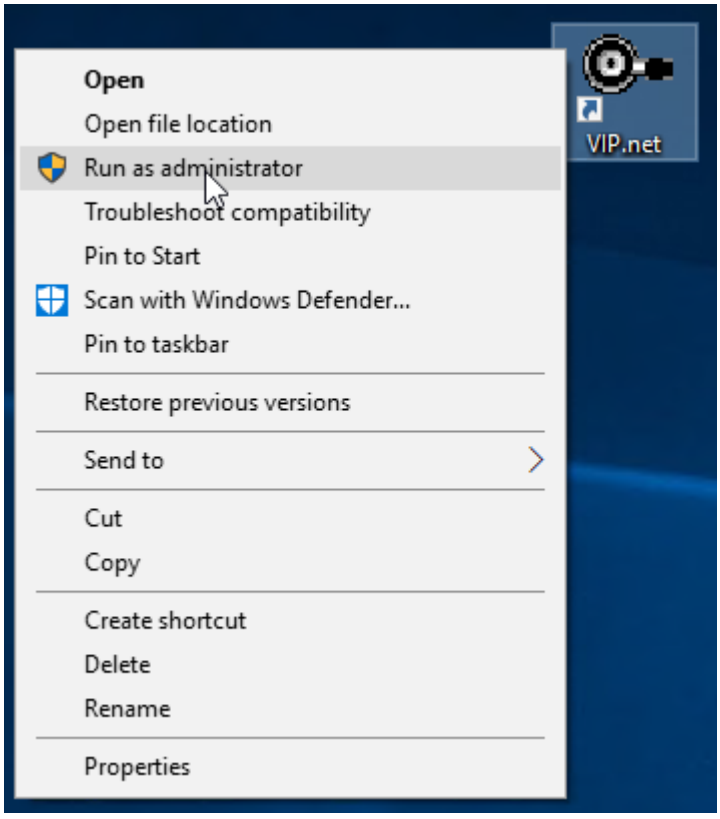


12. Click **OK** to add the user. Repeat until you've added all the users and user groups you created.
13. Close the browser.

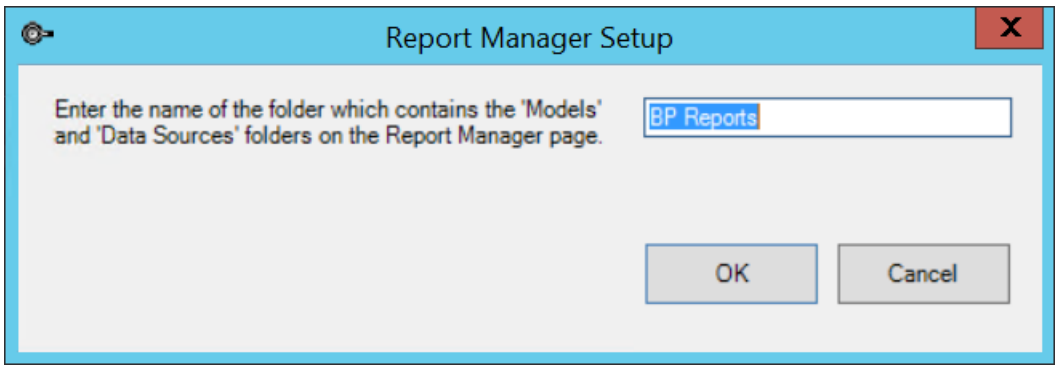
Set up reporting services in Bp VIP.net

To set up Report Builder in Bp VIP.net, you must run the software as a Windows administrator and perform a small amount of configuration.

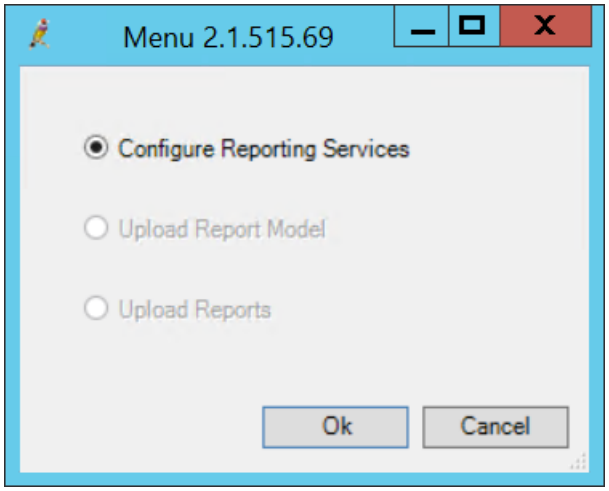
1. Log out of Bp VIP.net.
2. Right-click the Bp VIP.net icon on the desktop and select 'Run as administrator'. You will only need to run as administrator once, for the initial setup.



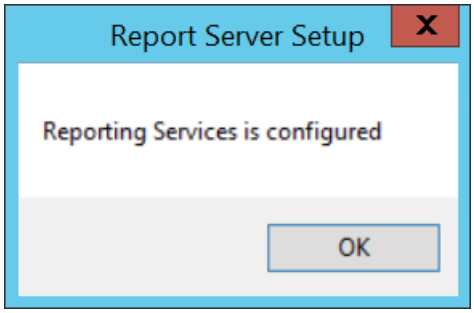
3. In Bp VIP.net, select **Reports** > **Report Builder** from the menu.
4. Bp VIP.net will ask for the name of the reports folder. This is 'BP Reports' by default (unless you have changed the name of the folder in Reporting Services Configuration Manager).



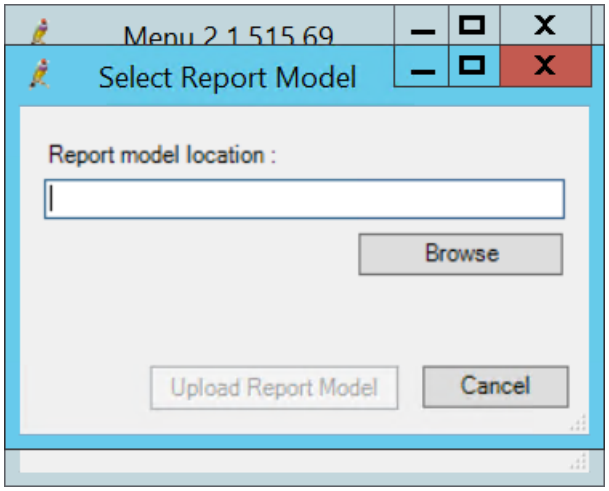
5. Click **OK**. Bp VIP.net will offer an option to **Configure Reporting Services**.



6. Click **OK**. Bp VIP.net will upgrade reporting services and alert the user when finished.



7. Click **OK**. Bp VIP.net will prompt for the location of the new report model.



8. If you have the 'bp' report model on file (for example, if Bp VIP.net Support have supplied you with the zip file), you can browse to the location of the file from here. If not, click **Cancel** to exit.

9. Log in to Bp VIP.net as a Bp VIP.net **administrator** user. Select **Help** > **Update News** from the menu, and click **Get Latest Report Model** at the bottom. Bp VIP.net will download the latest report model for Ruby from the FTP server and alert the user when the model has been loaded. Click **OK** to finish.
10. You can now log out of Bp VIP.net and back in without needing to 'Run as administrator' from Windows desktop.

Install Bp VIP.net

Where do I obtain the installation file?

If you are installing Bp VIP.net for the first time, your Bp VIP.net representative will supply the installation file to you or download the file to your system remotely.

If you are upgrading, you can download the installer file from within Bp VIP.net after the version has been publicly released.

1. Go to **Help** > **Update News** > **Get Latest Version Now**.
2. Copy the file to the Bp VIP.net server machine and double-click the file to begin the installation. The Bp VIP.net InstallShield Wizard will open at the Welcome panel. Click **Next** to begin.
3. In the Destination Folder panel, click **Change** if you need to change the installation folder from the default. Click **Next**.
4. Click **Install** to install Bp VIP.net. If your version of Windows uses User Access Control, click **Yes** to continue.
5. The installer will display the Finish panel when installation is complete. Click **Finish** to close the installer.

The installer will place a Bp VIP.net icon on the Windows desktop and Apps list for later versions of Windows. Double-click on the Bp VIP.net icon to start the software.

You can now create a new database for a new server installation, or connect to an existing server database if you are installing Bp VIP.net on a workstation.

Create the database for a new installation

If you have just installed Bp VIP.net, you may have been supplied with an SQL Server backup file (.bak) that contains data converted from a previous package, or is a database preformatted by Best Practice Software based on information supplied about your practice. You will need to restore this .bak file to your Bp VIP.net SQL Server database before you can start to use the software.

When you first log in to Bp VIP.net, you can supply the location of the .bak file, and Bp VIP.net will create the initial database for you.

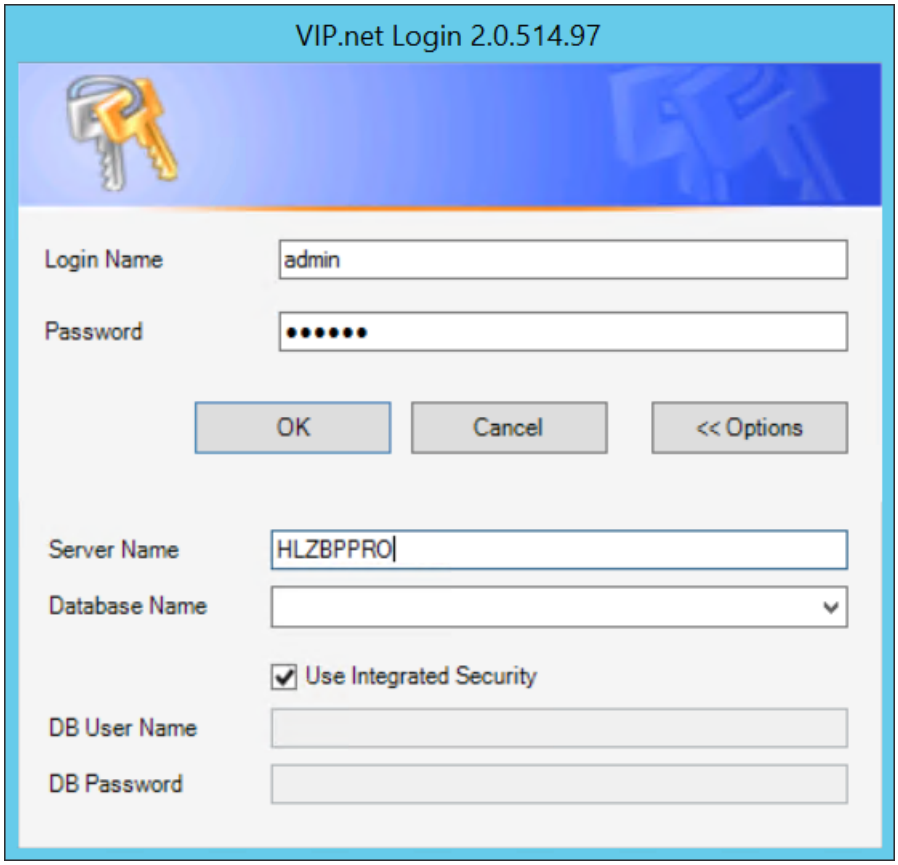
Important: *This method is for new installs only. Do* ***not*** *use this method for restoring a backup to an existing Bp VIP.net database in use. Use SQL Server Management Studio instead.*

Set up a new install database

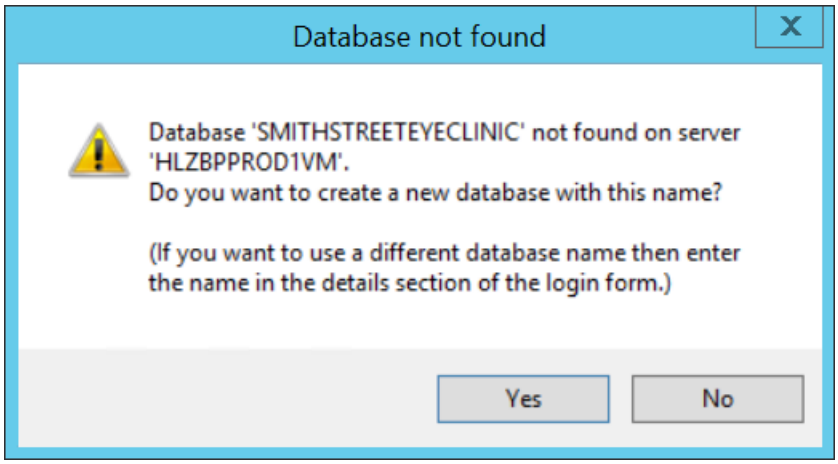
1. Copy the SQL Server .bak file to a location on the machine on which you installed SQL Server , or connect the media containing the backup file (for example, insert a mem stick into the machine).

   Note: *You must restore the .bak file from the machine with SQL Server installed. You cannot restore from a network share.*

2. Start Bp VIP.net. The **Bp VIP.net Login** prompt will appear.
3. Click **Options>>** to open up the database connection otions.



4. Type the name of the computer into the **Server Name** field and tab out of the field. Bp VIP.net will attempt to connect to the SQL Server instance installed.
5. If Bp VIP.net cannot connect, ensure that you have the correct server name and that SQL Server and the Windows firewall have been set up correctly.
6. Enter the name you want to assign to the new database in the **Database Name** field and click **OK**. Bp VIP.net will alert that it cannot find the database, and ask if you want to create a new database.



7. Click **Yes**. Bp VIP.net will prompt for the location of the .bak file. Navigate to the file and click **Open**.
8. Bp VIP.net will prompt for the folder in which to store the new database. Select a folder to store the database files and click **OK**.

   Bp VIP.net will begin creating and upgrading the new database. Do not interrupt the process.

9. The next step depends on the type of .bak file supplied:
   - If Best Practice Software supplied a preformatted database, the database will have a system username and password (such as 'admin / password1') you can use to log in to Bp VIP.net.
   - If the database is generated from converted data, it will not contain a pre-existing username and password. Contact Best Practice Software Support to obtain an initial login credential.
10. Log in to Bp VIP.net with the supplied credentials.
11. Select **File** > **Utilities** > **Import Licence**. (This is the only menu option available at this point.)
12. Click **Import Licence** and browse to the licence file supplied to you by Best Practice Software. Click **OK**.
13. If the licence file is valid, Bp VIP.net will report that the licence file has been successfully imported.

You can now begin using Bp VIP.net.

Install and update MIMS

A MIMS licence is not granted with an installation of Bp VIP.net. If providers at your practice wish to access MIMS information when prescribing, you will need to contact MIMS to provide your Bp VIP.net installation details and purchase a licence. MIMS can be contacted through the following:

Australia

Website: **http://www.mims.com.au/**

Email: **subscriptions@mims.com.au**

New Zealand

Website: **http://www.mims.co.nz/**

Email: **support@mims.co.nz**

Any prescriptions stored in a patient record will not be affected if MIMS is installed or expires.

Install MIMS for the first time

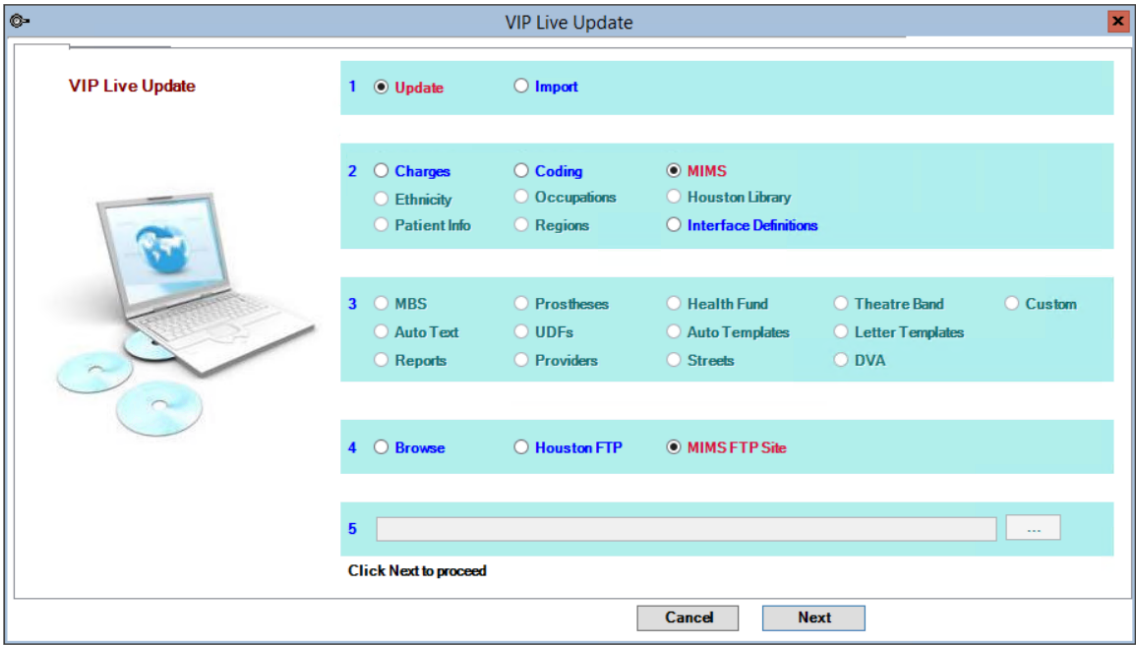
After you have purchased your MIMS licence, contact Bp VIP.net Support on 1300 40 1111 (AU) or 0800 40 1111 (NZ) to arrange the initial installation. Bp VIP.net Support will activate the integrated MIMS database and download a comprehensive update to bring the database up to date.

After the initial installation, any user at your practice can download the monthly update without needing to contact Bp VIP.net.

Download a monthly MIMS update

After you have purchased your MIMS licence, MIMS will provide your practice with a username and password to access the MIMS FTP site.

1. Log in to a Bp VIP.net workstation.
2. Select **File** > **Utilities** > **Live Update**. The **VIP Live Update** screen will appear.
3. In section 1, select **Update**.
4. In section 2, select **MIMS**.
5. In section 5, select **MIMS FTP Site**.



6. Click **Next**. Bp VIP.net will display a login screen. Enter the username and password supplied by MIMS when you purchased your licence and click **OK**.

> ***Note:*** *Best Practice Software Support do not know this information. If you have lost your MIMS username and password, contact MIMS.*

7. Bp VIP.net will show your current MIMS version, the version of the new update, and file size. Tick the checkbox next to the update you want and click **Next**. Bp VIP.net will download the monthly update.

MIMS database updates can be large files. If your practice's Internet speed is slow, it may take some time to download the file.

Back up the database

Bp VIP.net does not have a backup utility internal to the software. You must use SQL server tools (such as Management Studio) or third-party tools to back up the Bp VIP.net database.

Before you begin

Backing up your data is a critical component of data integrity and availability. Best Practice Software strongly recommend that you:

- Develop a database backup plan with regular scheduled backups (such as daily after hours) in consultation with an IT resource or database administrator
- Store a copy of backups off-site in case of disaster recovery
- Maintain a test server and regularly carry out database recoveries to the test server to test backup data integrity.

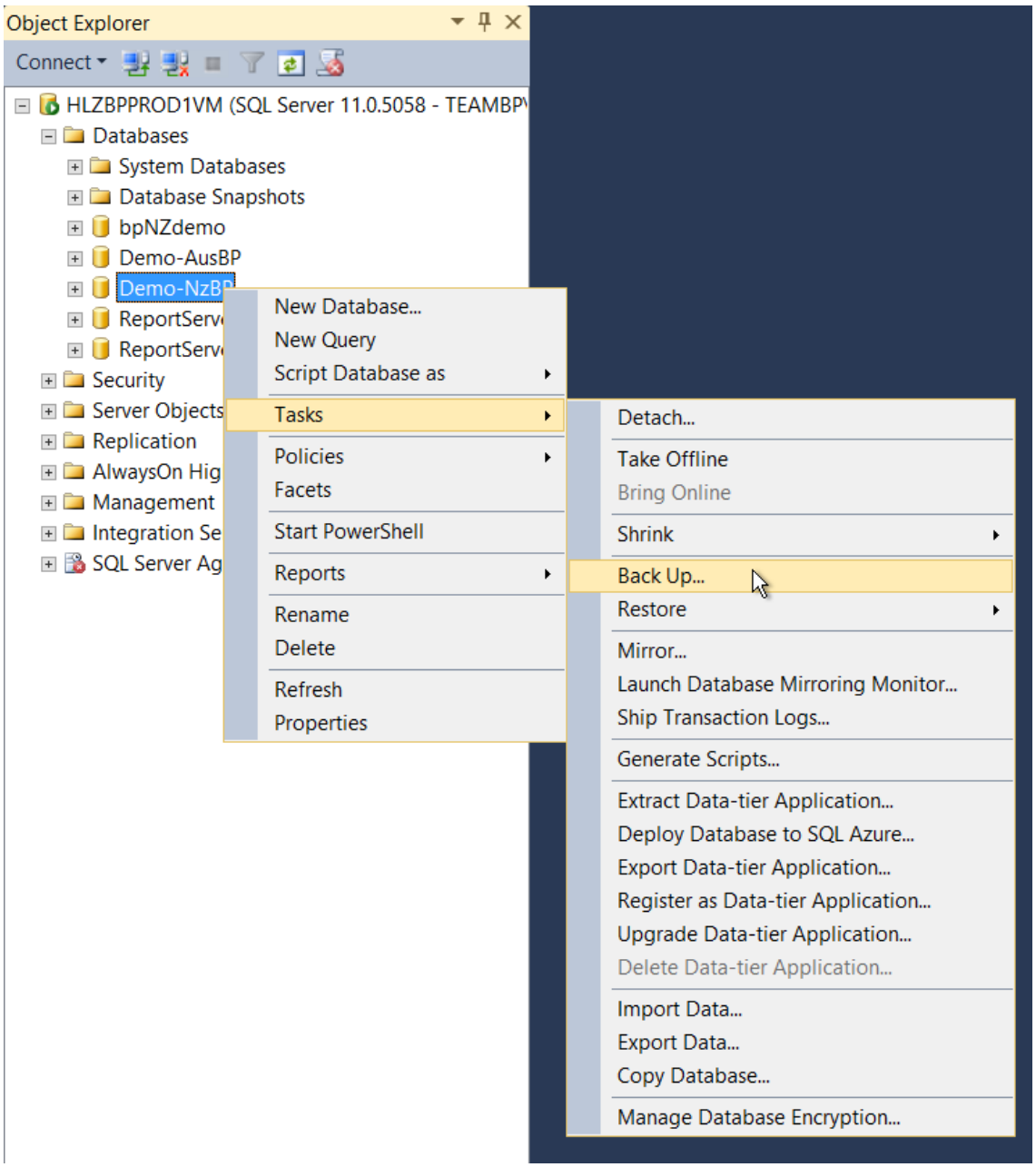
The backup example shown uses SQL Server 2012 Management Studio, which is installed with a SQL Server 2012 database. If you use a third-party tool to back up the database, Best Practice Software Support may not be able to provide assistance on backing up and restoring the database.

If your practice uses a different version of SQL Server, the steps will be similar. Your practice's IT resource can provide assistance.

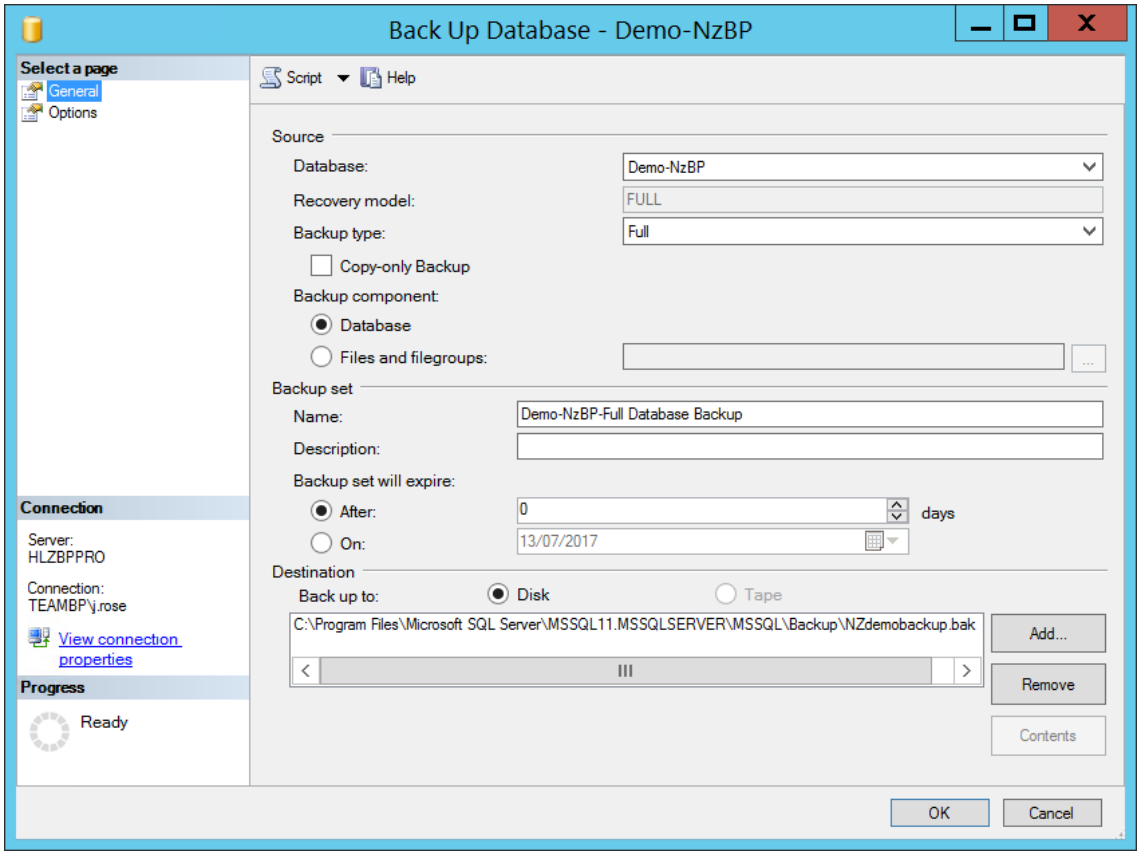
Back up Bp VIP.net with Management Studio

Before you start, ensure there is sufficient space on the database server hard disk to store the backup. To see how large a database is, right-click on the database name in Management Studio and select **Properties**.

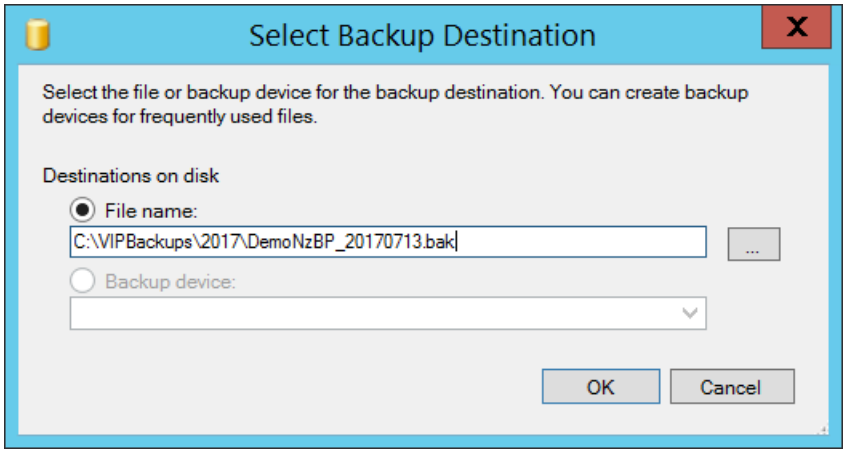
1. Log in to Windows on the machine on which SQL Server has been installed.
2. Navigate to **Start** > **Apps** > **Microsoft SQL Server 2012** > **SQL Server Management Studio**. Management Studio will prompt you to select the database server to connect to.
3. Select the database server to connect and enter the username and password. Management Studio will open with the Object Explorer to the left.
4. From the Object Explorer tree, open the **Databases** node under the server name at the top of the tree. Right-click on the database you want to back up and select **Tasks** > **Back up**.



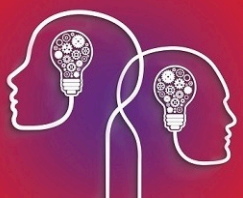
In the example above, the database 'Demo-NzBP' is being backed up. The **Back Up Database** screen will appear.



5. Set the **Backup Type** to 'Full'.
6. In the **Destination** section, click **Remove** to remove the default location. Click **Add**. The **Select Backup Destination** screen appears.



7. Enter the name of the folder and filename you want to save the backup to, or click **...** to navigate to an existing folder.



Note: *You can only back up to a folder or device (such as a USB stick) on the local hard disk. You cannot back up to a network share or mapped network drive. You can copy and move the backup file after the backup is created.*

In the example above, a datestamp has been added to the end of the filename in the format YYYYMMDD. A datestamp will assist in organising your backup files and show the most recent backup without viewing the contents.

Important: *You must add the '.bak' to the filename to indicate a backup file. Management Studio will not do this automatically.*

8. Click **OK** to return to the **Back Up Database** screen. Click **OK** to start the backup. The size of the database and the speed of the database server will determine how long a backup takes.
9. Management Studio will prompt when the backup is complete. Click **OK** to finish.
10. You can now copy or move the backup file to a different location.

Restore the database

Restorations of the Bp VIP.net database must be carried out using SQL Server Management Studio or a third-party backup application.

The steps to restore the database vary slightly, depending on the version of SQL Server you have installed. Consult the documentation for your version of SQL Server for more information on restoring the database. Your IT resource or database administrator can assist.

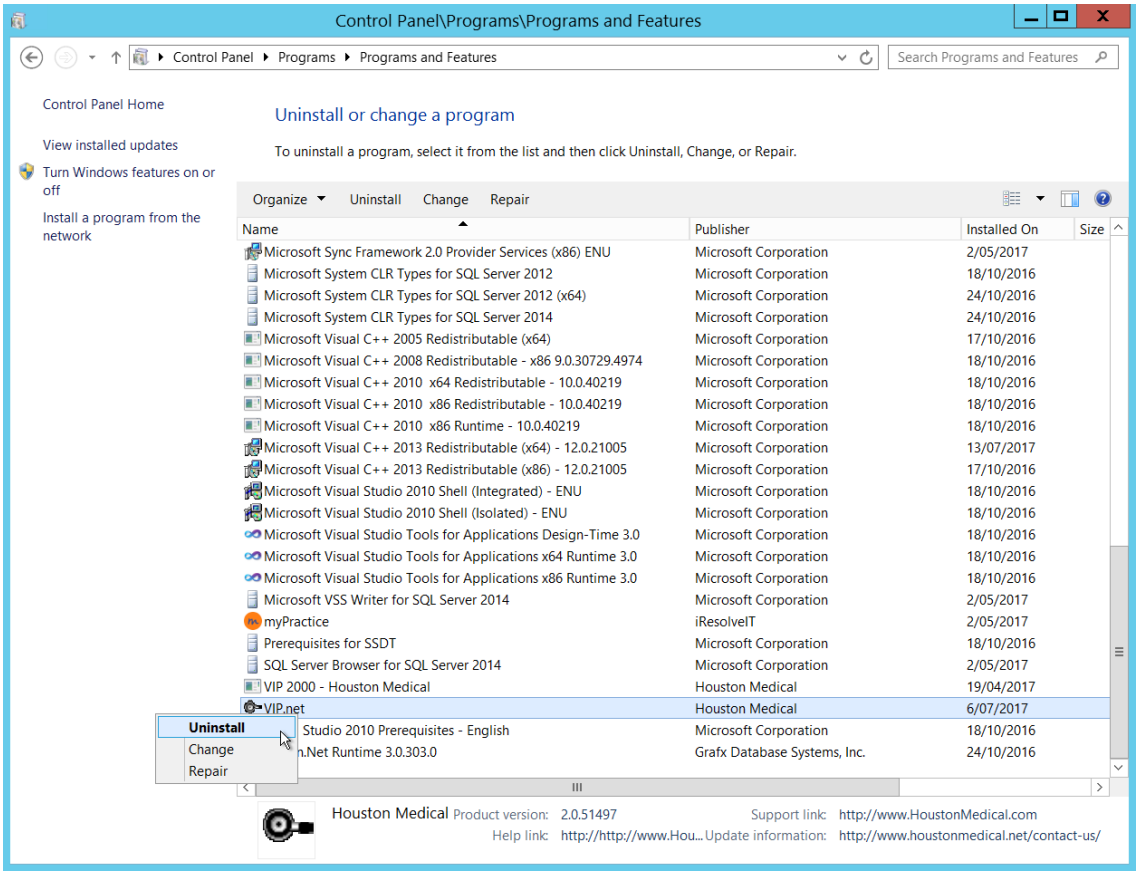
Uninstall Bp VIP.net

Bp VIP.net is uninstalled from a server or workstation using Windows' uninstall program feature. Uninstallation is usually a simple process.

Uninstalling Bp VIP.net removes all files from the installation folder and all subfolders (the default is C:\Program Files (x86)\Houston Medical\VIP.net). The database is not removed or affected by uninstalling Bp VIP.net. If you have images or files stored outside of the installation folder, for example, external images or an archive folder, those files will not be deleted. You must delete those files manually.

Note: *If you want to remove the Bp VIP.net database and all data stored within, you must delete the Bp VIP.net database instance or uninstall the SQL Server database. Consult the documentation for your version of SQL Server for instructions.*

1. From the Windows desktop, depending on your version:
   - select Start > Control Panel > Uninstall a Program
   - select Start > Apps > Control Panel > Uninstall a Program
   - search for 'uninstall' in the taskbar search bar and select **Change or remove a program**.
2. The **Uninstall or change a program** screen will be displayed. Scroll down to **Bp VIP.net**.
3. Right-click **Bp VIP.net** and select **Uninstall**.



4. Windows will prompt for confirmation. Click **OK**. If your version of Windows uses User Access Control, click **Yes**. Bp VIP.net will be uninstalled.