

# Bp Premier Quick Start to Troubleshooting Server Connections

## Troubleshooting connecting to the server after installation

If you receive the error 'Unable to connect to servername\BPSINSTANCE' when you try to log in to Bp Premier, follow the instructions below.

Best Practice Software recommend consulting your practice's IT support before installing any new software or uninstalling other software.

Work through the sections to confirm each component is working correctly.

### Did SQL Server install?

1. Determine if you have a Best Practice SQL instance in the following path:
  - SQL Express 2005 – C:\Program Files\Microsoft SQL Server\MSSQL.x\MSSQL\Data\
  - SQL Express 2008 – C:\Program Files\Microsoft SQL Server\MSSQLx.BPSINSTANCE\MSSQL\Data

Where 'x' is the number of SQL applications installed on the Bp Premier server.

The following files should be present in the folder:

- BPSPatients.MDF
- BPSDOCUMENTS1.mdf
- BPSDRUGS.mdf
- BPSSAMPLES.mdf
- BPSsampleDocs1.mdf
- master.MDF
- model.MDF
- tempdb.MDF.

2. Identify if the SQL configuration manager is installed. Select **Start > Programs > Microsoft SQL Server 2005 or 2008 > Configuration Tools > SQL Server Configuration manager**.

If the files are not present or the SQL configuration manager is unavailable, the SQL server installation has failed.

**Reason for failure:** Issues can occur when your version of SQL does not meet the SQL prerequisites, and the Microsoft SQL install component fails silently. Check that your version of SQL is the minimum required for Bp Premier. See **System Requirements for Bp Premier Lava** in the Bp Premier Knowledge Base for more information.

### Is the BPSINSTANCE service running?

1. On the Bp Premier server, select **Start > Programs > Microsoft SQL Server 2005 or 2008 > Configuration Tools > SQL Server Configuration manager**.
2. Select **SQL Server Services**.
3. In the window to the right, check the **State** column says 'Running'. If not, right-click **SQL Server (BPSINSTANCE)** and select **Start** to start the instance manually.

**Reason for failure:** If the instance cannot be started, there is an issue related to the operating system or an incompatibility with existing programs. Look for errors in the SQL errors logs. There will be a 'log' folder in the same location as the data files identified in **Did SQL Server install? above**.

### Has the TCP/IP port been set?

1. Select **Start > Programs > Microsoft SQL Server 2005 or 2008 > Configuration Tools > SQL Server Configuration manager**.
2. Enable the ports for the TCP/IP protocol. You may need to reboot the server for the new settings to take effect.

### Does your Windows account have limited permissions?

If you are logged in as a Windows user with limited permissions, you may be restricted from installing applications successfully.

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

- <http://support.microsoft.com/default.aspx/kb/279783>
- <http://www.microsoft.com/windows/windows-vista/features/user-account-control.aspx>.

### Is your firewall preventing access to the database?

Some firewall systems can stop SQL servers from operating. You may need to adjust your firewall settings to allow connection.

To adjust your windows firewall settings, contact your IT technician or refer to:

- <http://support.microsoft.com/kb/875357>
- <http://www.microsoft.com/windows/windows-vista/features/firewall.aspx>.

If you run third party software that has a built-in firewall, you will need to contact the software's product support or your IT technician for assistance.

As a short term solution, you may wish to disable all firewalls for the duration of a test to connect to the database.

### Is your Antivirus 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.