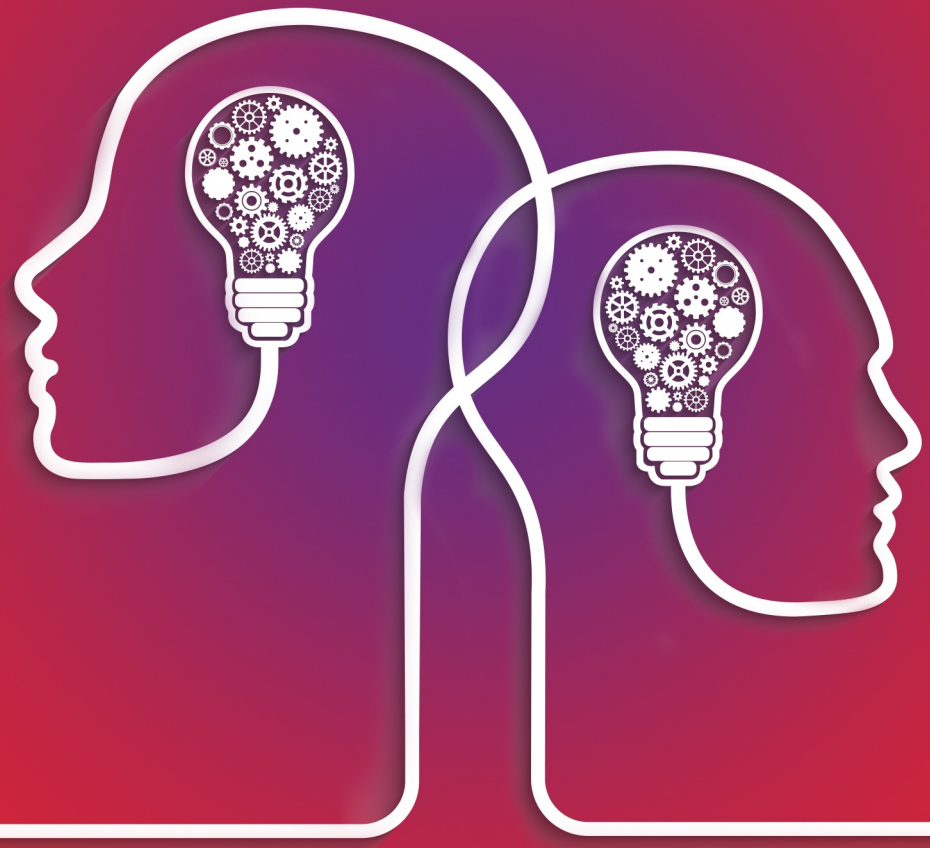
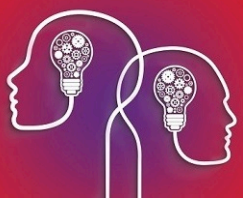
Best Practice
An evolution in medical software

VIP.net
Installation Guide



VIP.net knowledge base



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Last updated: July 2017

This User Manual is sourced from the Best Practice Software VIP.net **Knowledge Base**.

About this installation guide

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

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

You must ensure that the machine on which you are installing the SQL Server database and VIP.net server meet the system requirements. For more information, see **System Requirements for VIP.net on the next page**

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

System Requirements for VIP.net

This document outlines the system requirements to run Best Practice Software VIP.net and is intended as a guide only. Consult your IT services provider to ensure all other technical considerations are managed and, where possible, Microsoft Best Practices are followed.

Information on Microsoft Best Practices can be found at: **https://msdn.microsoft.com/en-us/library/ms143506(v=sql.120).aspx**.

DATA STORAGE

Storage type, capacity and configuration should be determined by your IT provider. Factors to consider are (but not limited to):

- intended number of users accessing the database
- amount of data entered and stored, allowing for growth
- third party applications
- the type of backup method to be used.

SUPPORTED OPERATING SYSTEMS

VIP.net supports installation on the following operating systems:

- Server — Windows Server 2008 R2, 2012, 2012 R2
- Workstation — Windows 7 and above.

SUGGESTED MINIMUM SERVER SPECIFICATION

Item	Minimum specification
Database	The following versions of SQL Server are supported: ■ SQL Server 2008 R2 ■ SQL Server 2012 ■ SQL Server 2014 Edition: Standard or higher. SQL Server 2016 is not yet supported for VIP.net. For more information, contact Best Practice Software specialist product support using the contact details below.
Processor	Intel Xeon i5 or higher. A higher specification processor may be required where the number of users exceeds six or the patient database is larger than 10GB.
RAM	8GB or higher. Discuss with your IT provider and refer to Microsoft Best Practices for how best to scale your solution to meet your requirements.

Item	Minimum specification
Storage	A minimum 10GB of free space after VIP.net has been installed, including all third party applications. For servers that have 10 or more terminal users connecting to the database, Best Practice Software advise employing an enterprise solution to ensure consistent performance for the high volume of data being accessed and written. Engage with your IT consultant and ensure they follow Microsoft Best Practices.
Network	Any network card supporting 1000 Mbps (Gigabit) Ethernet.

SUGGESTED MINIMUM WORKSTATION SPECIFICATION

Item	Minimum Specifications
Processor	Intel Xeon i5 or higher.
RAM	4GB or higher.
Network	Any network card supporting 1000 Mbps (Gigabit) Ethernet.
Monitor	Minimum resolution of 1280 x 768.

NOTICE OF END OF SUPPORT

Microsoft Windows XP and Windows Server 2003 are no longer supported by Microsoft.

Best Practice Software cannot guarantee full compatibility with VIP.net and Specialist Support staff may be unable to assist in troubleshooting problems in these operating environments.

MORE INFORMATION

Contact Best Practice Software via:

	**NZ 0800 40 1111**		**http://forum.bpsoftware.net**
	AU 1300 40 1111		**http://www.bpsoftware.net**
	**support@bpsoftware.net**		**sales@bpsoftware.net**

Install the database

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

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

Important: *VIP.net does not support being installed with an 'Express' edition of SQL Server. The Express edition is a free, limited-size database suitable for small applications that will not grow beyond 10GB. There may be circumstances in which your practice can use VIP.net with an Express version of SQL Server; however, if the size limit is reached, you will be unable to use VIP.net, and Best Practice Software Support may not be able to assist in an Express environment.*

Before you begin, read the VIP.net server **System Requirements for VIP.net on page 4** and ensure the PC to install SQL Server meets the requirements and has been updated with the latest Microsoft Windows service packs and updates.

SQL Server 2008 and .NET Framework installation

If you choose SQL Server 2008 as your database, you may need to install Microsoft .NET Framework 3.5 before you install SQL Server. For all other supported versions of SQL Server, the correct .NET framework is installed during the database installation.

Consult the Microsoft Support centre for more information on detecting and installing .NET 3.5:

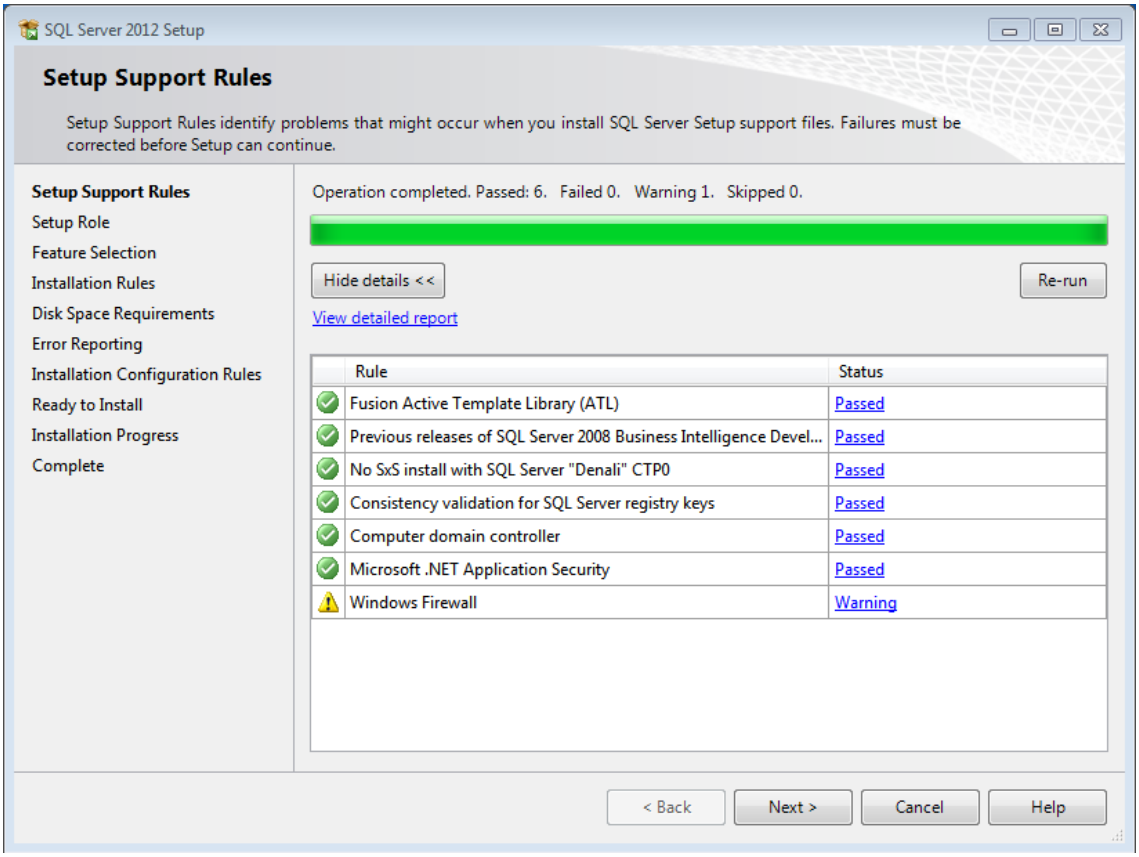
https://support.microsoft.com/en-au/help/2027770/understanding-the-.net-framework-requirements-for-various-versions-of

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.

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**.

You can now update the firewall settings for your operating system.

Update Windows Firewall

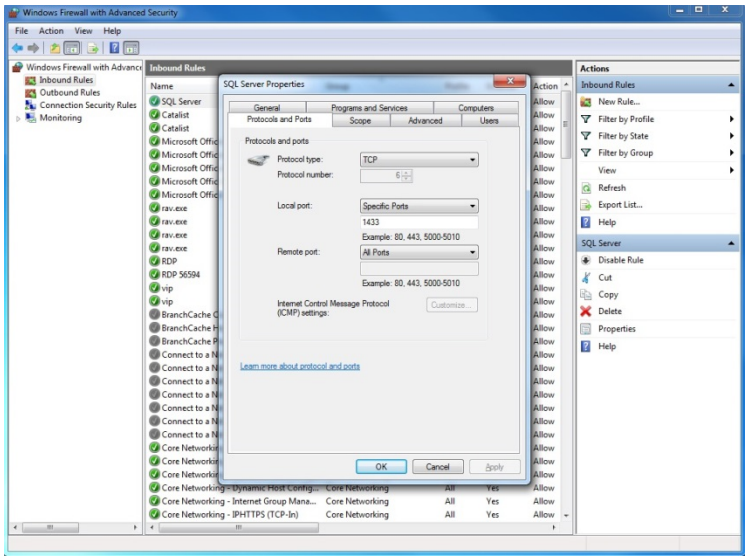
If your practice will use a 'thick client' configuration, in which VIP.net is installed on workstations that connect to the server, you must configure Windows Firewall on the SQL Server machine to allow external computers to connect to the database. Configuration involves creating an inbound rule that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

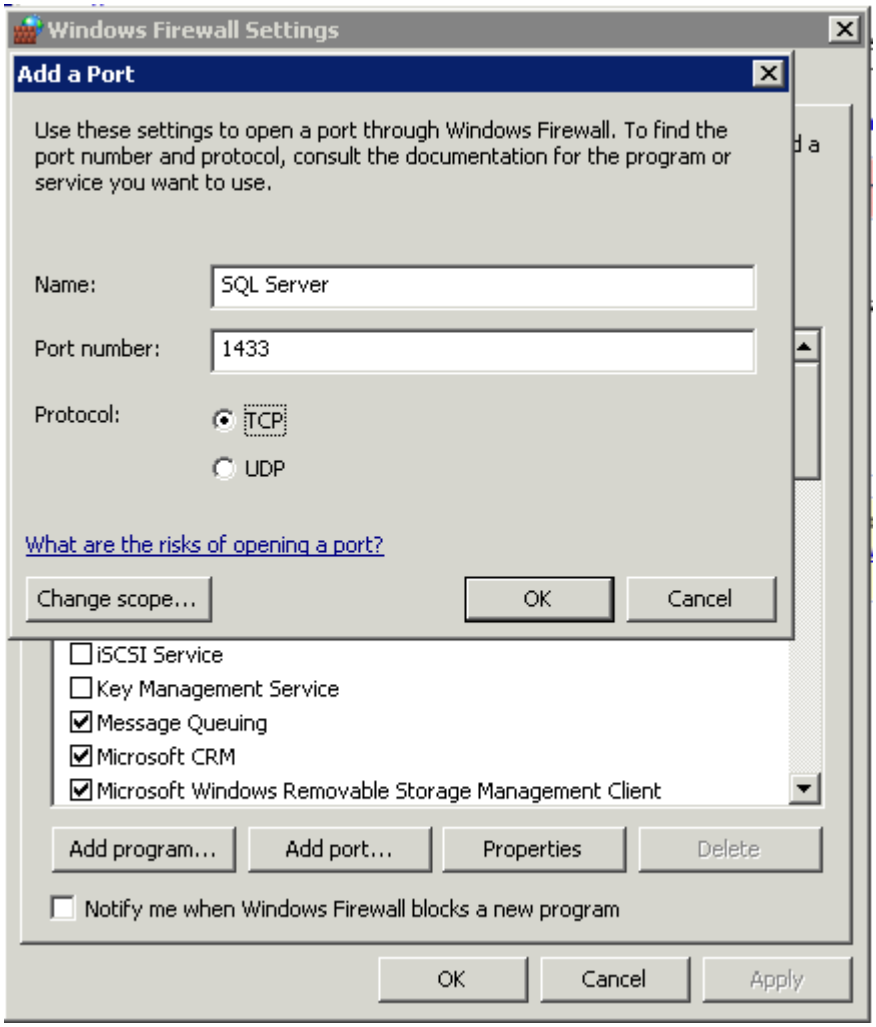
1. Go to Windows Start > Apps > Windows System > Control Panel.
2. Click **System and Security** > **Windows Firewall**. The **Windows Firewall** screen will appear.
3. Click **Advanced Settings**. The **Windows Firewall with Advanced Security** screen will appear.
4. Follow the instructions from step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

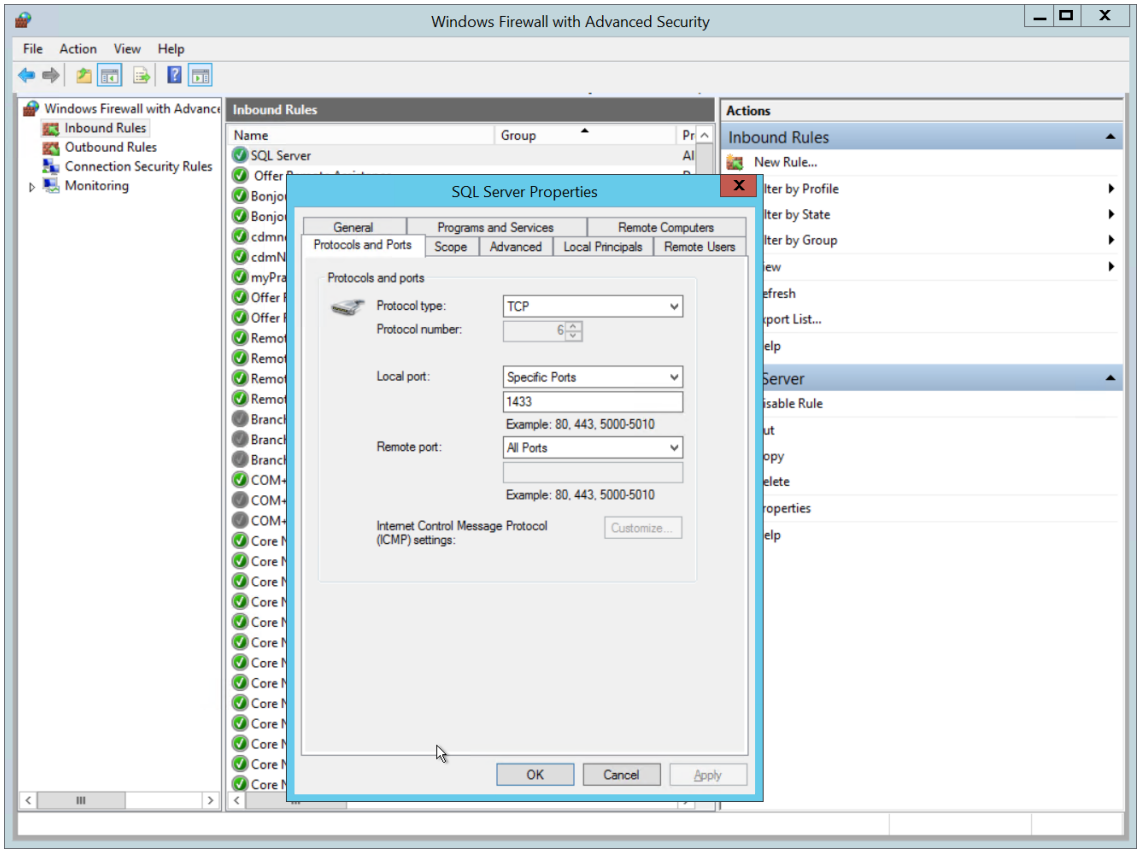


Windows Server 2012 R2

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**.


Windows Firewall with Advanced Security
File Action View Help
Windows Firewall with Advanc
Inbound Rules
Outbound Rules
Connection Security Rules
Monitoring
Inbound Rules
Name
Group
SQL Server
Actions
Inbound Rules
New Rule...
SQL Server Properties
General
Programs and Services
Remote Computers
Protocols and Ports
Scope
Advanced
Local Principals
Remote Users
Protocols and ports
Protocol type:
TCP
Protocol number:
6
Local port:
Specific Ports
1433
Example: 80, 443, 5000-5010
Remote port:
All Ports
Example: 80, 443, 5000-5010
Internet Control Message Protocol (ICMP) settings:
Customize...
OK
Cancel
Apply

Configure SQL Server users

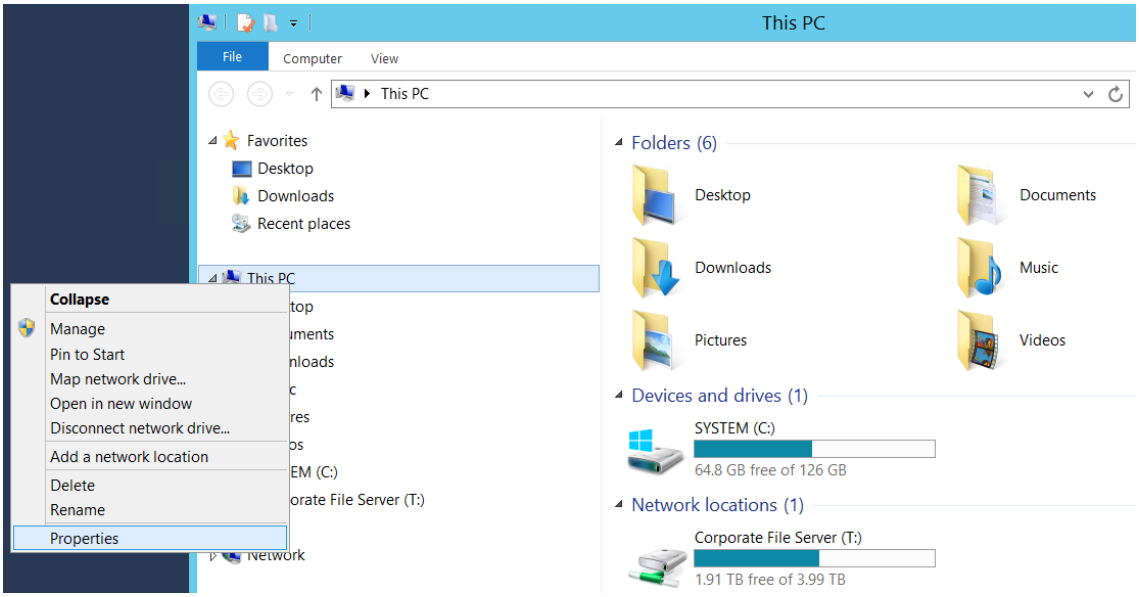
VIP.net users must have their Windows accounts added to a SQL Server database to access the database within VIP.net. The Windows user account must be set up on the local machine or as part of a domain group before you can add the user to SQL Server.

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).

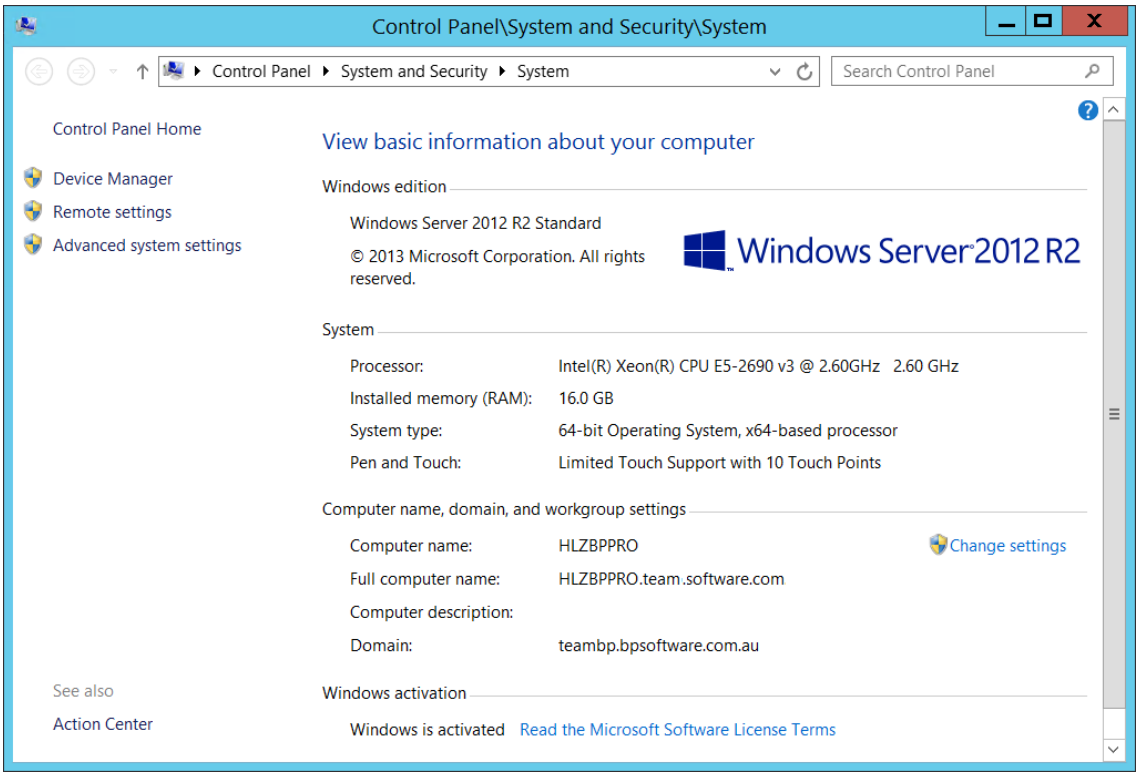
Identify a computer name

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

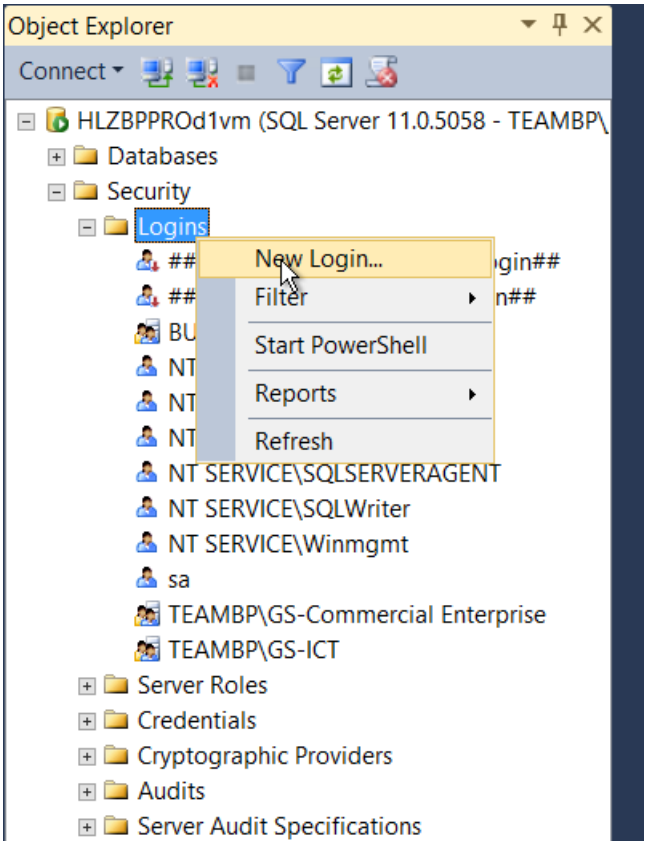
example, the computer name is 'HLZBPPRO'.



Add a user to SQL Server

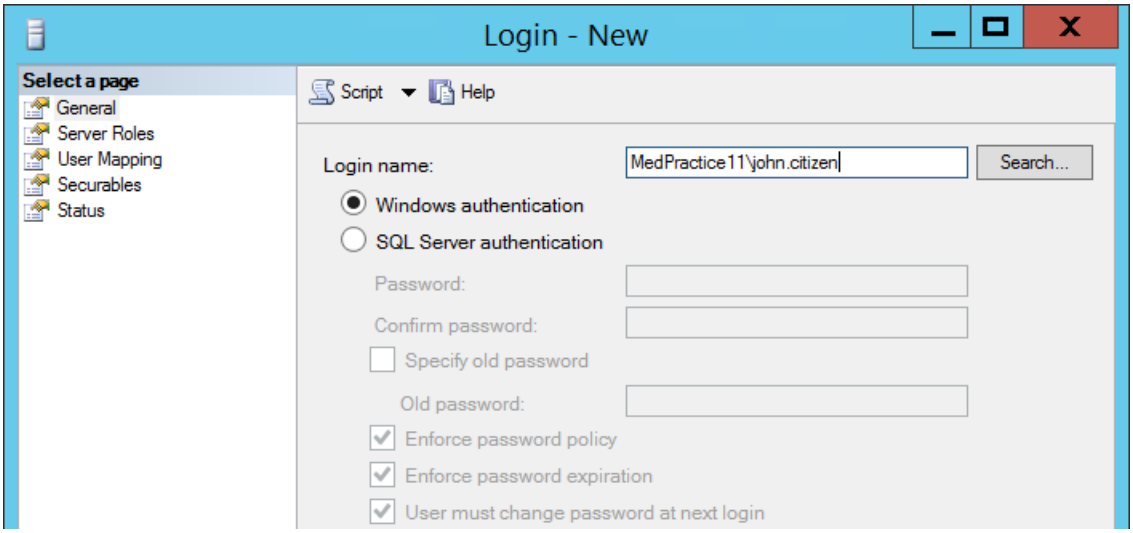
1. From Windows on the SQL Server machine, go to **Start** > **Apps** > **Microsoft SQL Server** > **SQL Server Management Studio**. Management Studio will prompt for the database name and login.

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>'.

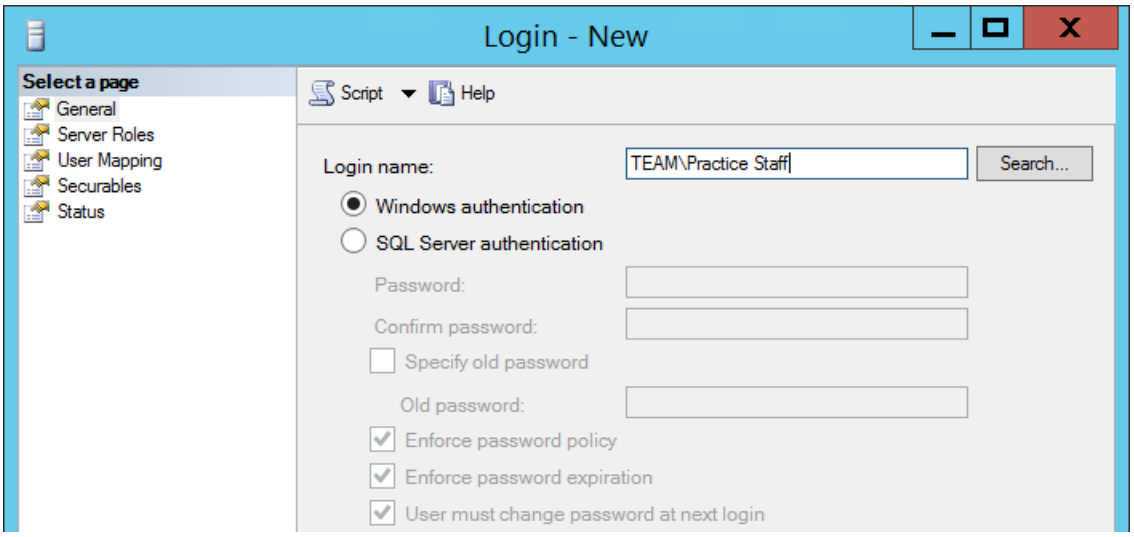
   The following example shows local account 'john.citizen' being added on a computer with a name of 'MedPractice11'.



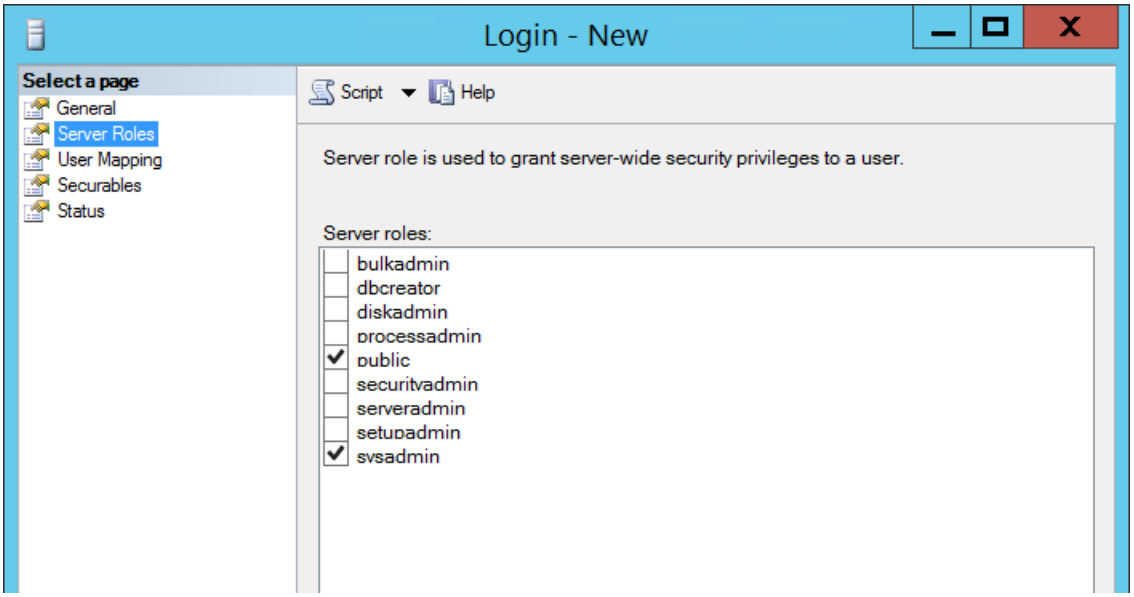
   Adding individual users is fine for small practices with only a few users and workstations. In a larger practice, you would add domain groups.

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 VIP.net user will now be able to access the database.
8. Repeat steps 3—7 for all VIP.net users or Windows user groups.

Set up SQL Server reporting services

If SQL reporting services was not installed when VIP.net was installed at your practice, you must set reporting services up in SQL Server to use VIP.net's reporting functionality.

Before you begin

The instructions assume that a version of SQL Server 2008 or greater has been installed. The procedure below describes how to set up reporting services for SQL Server 2012, but the procedure for other versions of SQL Server will be similar.

You must install Microsoft Internet Information Services (IIS) server on the VIP.net server. Your practice's IT support can help with detecting if Microsoft IIS is installed, and installing Microsoft IIS. If you are unsure, select all of the default options when installing IIS.

Complete the following instructions in order.

Note: *You will need to log in as a Windows user with Windows administrator privileges to perform some of the following steps.*

OBTAIN LATEST REPORT MODEL

The most recent Report Model for VIP.net is contained in the file **HoustonReport_Model.smdl**.

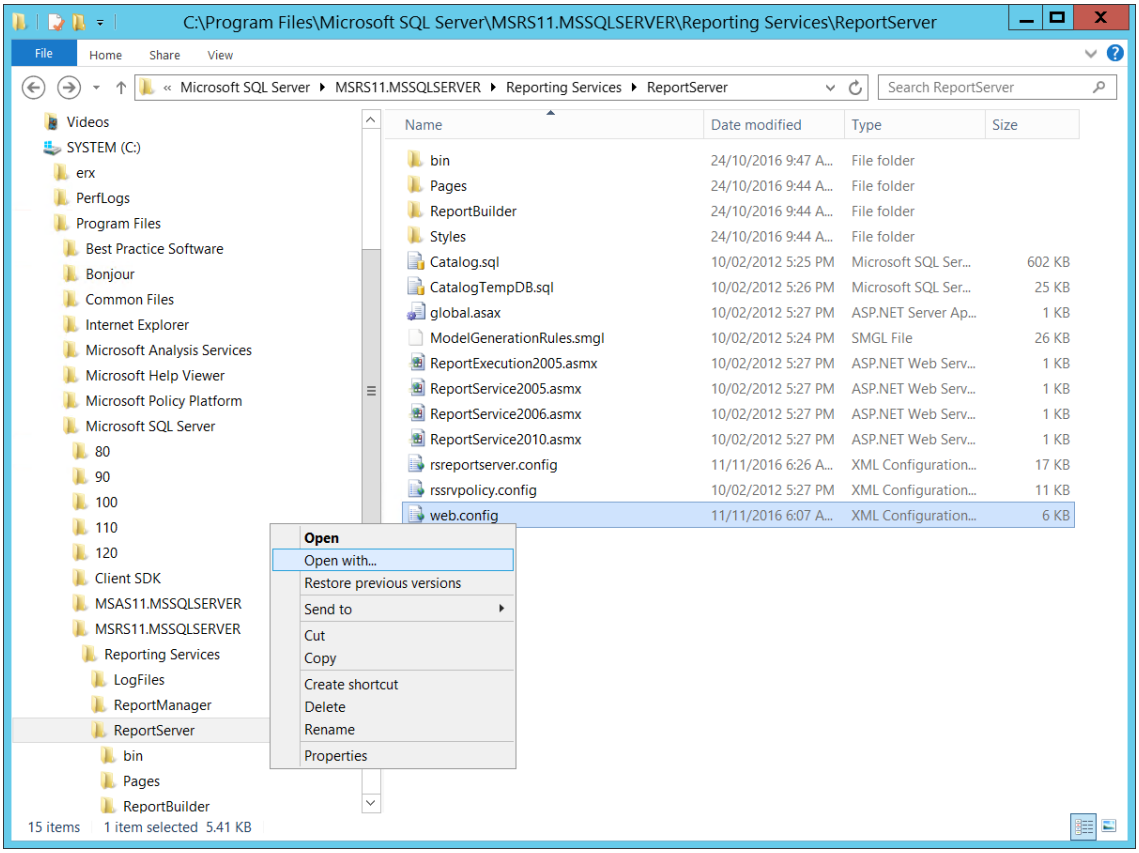
1. Log in to VIP.net as a VIP.net administrator.
2. Select **Help** > **Update News**. The **Update News** page will appear.
3. Click **Get Latest Report Model** at the bottom left. VIP.net will prompt for the location to download the zip file.
4. Save the file to a known location. You will need to use this file later in **Set up models and data sources on page 21**.

UPDATE THE WEB.CONFIG FILE

You need to increase the default size of files that can be uploaded to ASP.

1. On the VIP.net server, open a File Explorer and navigate to the 'Reporting Services\ReportServer' folder for the version of SQL Server you have installed. For example, go to the following path for **MS SQL Server 2012**:

   C:\Program Files\Microsoft SQL Server\MSRS11.MSSQLSERVER\Reporting Services\ReportServer

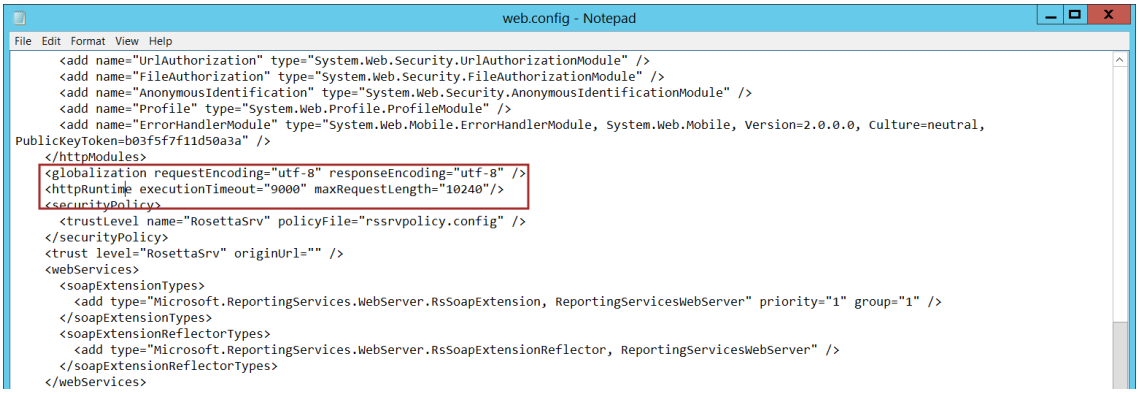


2. Open the file web.config. The file should open automatically in Microsoft Visual Studio (installed with SQL Server). You can also right-click the filename and open with a text editor such as Notepad.
3. Search for the element '<httpRunTime>'. The entry will look like:

```
<httpRuntime executionTimeout="9000" />
```

4. Add the 'maxRequestLength' attribute to the <httpRunTime> element as shown:

```
<httpRuntime executionTimeout="9000" maxRequestLength-
h="10240"/>
```



5. Save and close web.config.

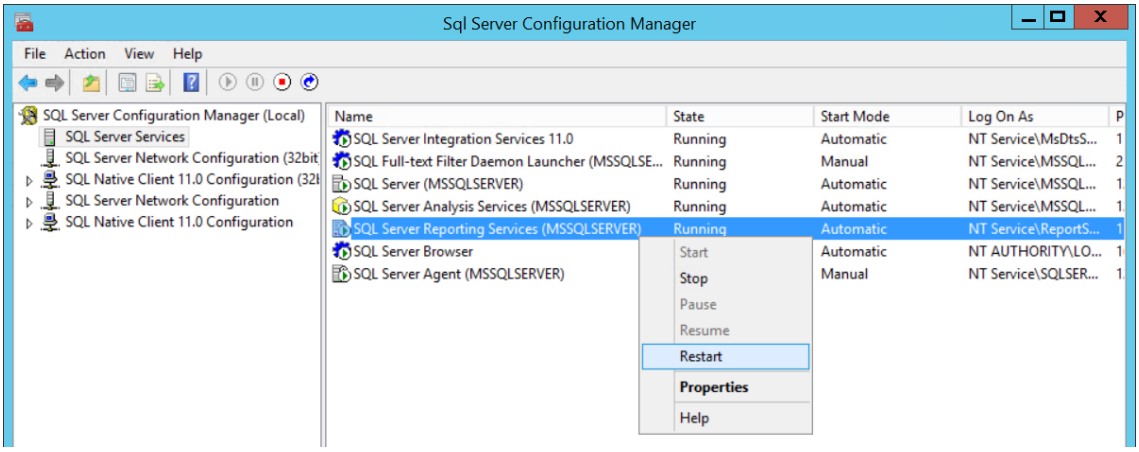
RESTART REPORTING SERVICES

Windows 7 and MS SQL Server 2008

1. In Windows, go to **Start** > **Programs**.
2. Select **Microsoft SQL Server 2008** > **Configuration Tools** > **SQL Server Configuration Manager**.
3. Select **SQL Server Services** in the tree on the left hand side. Right-click **SQL Server Reporting** in the right-hand pane and select **Restart**.
4. Wait until **SQL Server Configuration Manager** shows that the service has restarted.
5. Close SQL Server Configuration Manager.

Windows 8 and later and MS SQL Server 2012

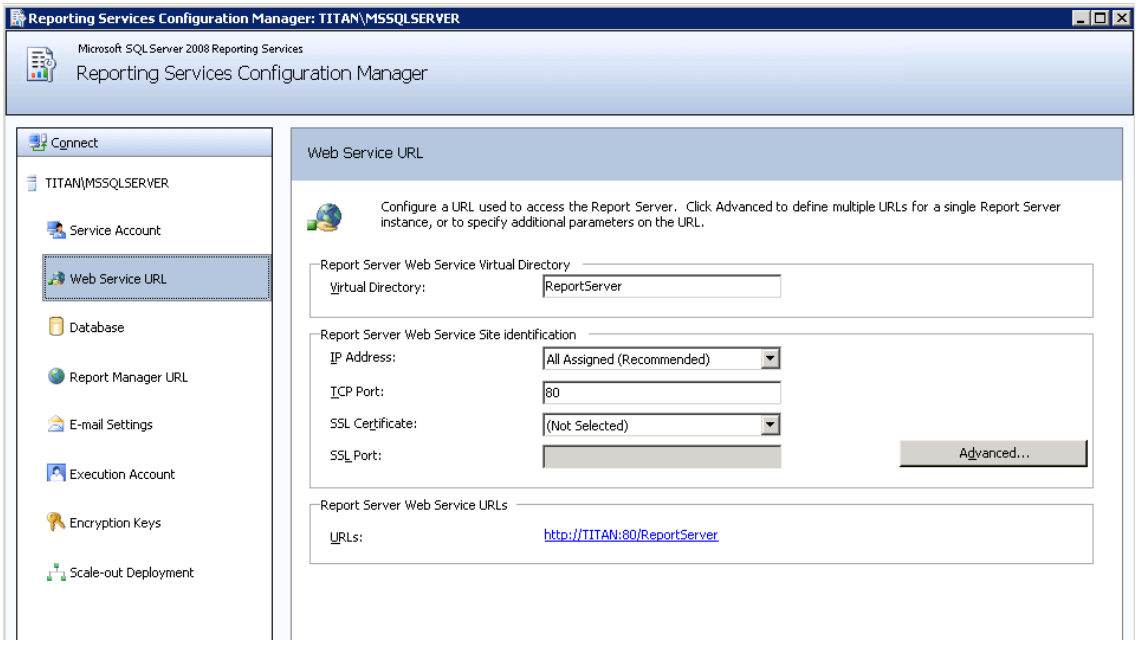
1. Go to **Start** > **Apps**. Double-click **SQL Server Configuration Manager** under **Microsoft SQL Server 2012**. The **Sql Server Configuration Manager** will open.
2. Select **SQL Server Services** in the tree on the left hand side. Right-click **SQL Server Reporting** in the right-hand pane and select **Restart**.



3. Wait until **SQL Server Configuration Manager** shows that the service has restarted.
4. Close SQL Server Configuration Manager.

SET WEB SERVICE URL AND REPORT MANAGER

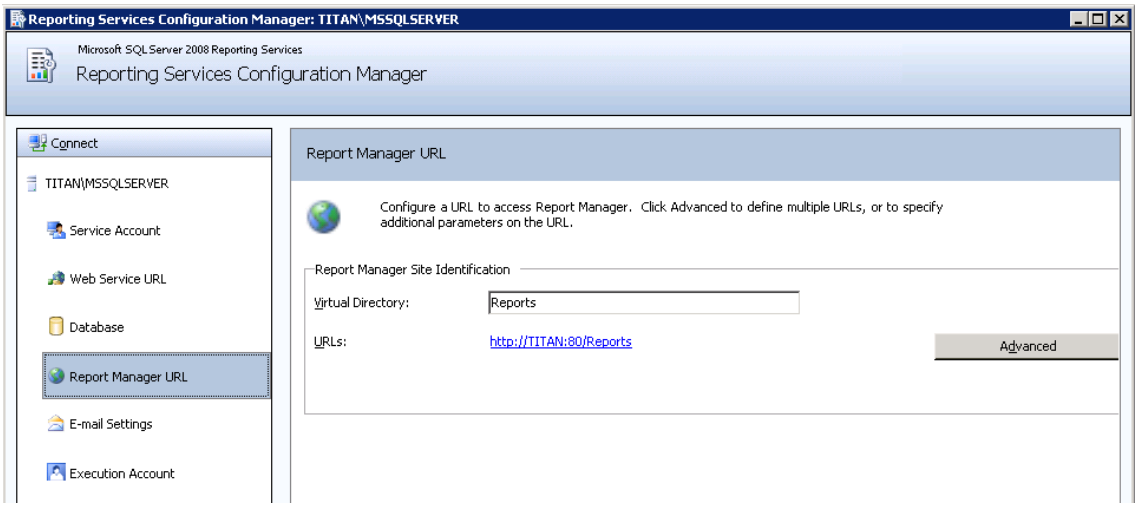
1. In Windows, go to **Start** > **Programs**.
2. Select **Microsoft SQL Server 2008** > **Configuration Tools** > **Reporting Services Configuration Manager**. The **Configuration Manager** will appear, showing a summary screen.
3. Select **Web Service URL** from the left hand side. The **Web Service URL** page will load.



4. Change the field values to those in the screen capture.

   In the **URLs** field, the servername in the example screen capture is 'TITAN' (http://TITAN:80/ReportServer). On your machine, the **URLs** field will show the name of your VIP.net server instead.

5. Select **Report Manager URL** from the left hand side. The **Report Manager URL** page will load.



6. Change the field values to those in the screen capture.

   In the **URLs** field, the servername in the example screen capture is 'TITAN' (http://TITAN:80/Reports). On your machine, the **URLs** field will show the name of your VIP.net server instead.

7. Save and exit Reporting Services Configuration Manager.

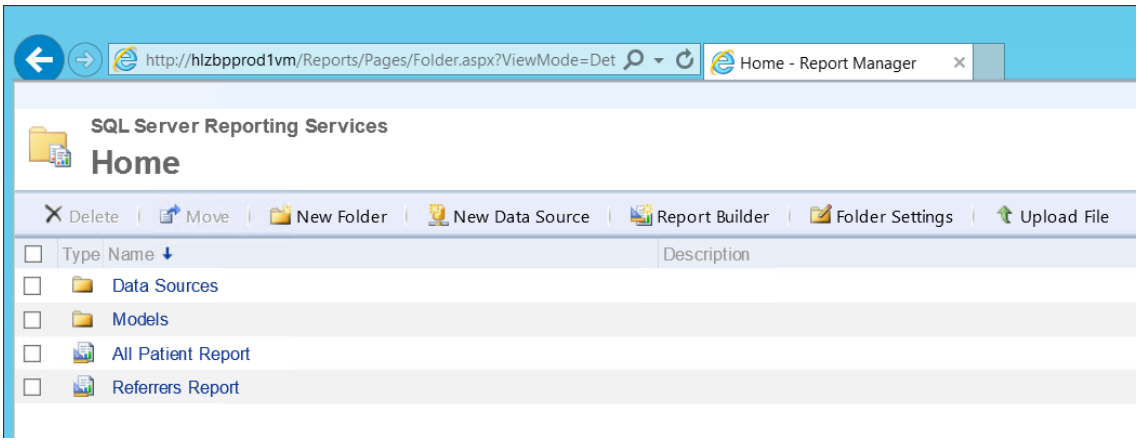
Thick Client environments

If you are setting up reporting services for a thick client environment, you must open port **80** in any software firewall to allow thick-client workstations to access the ASP Reporting Services web page. If your practice uses a single-terminal server setup, this step is not necessary. Your IT Support can assist with configuring the firewall at your practice.

SET UP MODELS AND DATA SOURCES

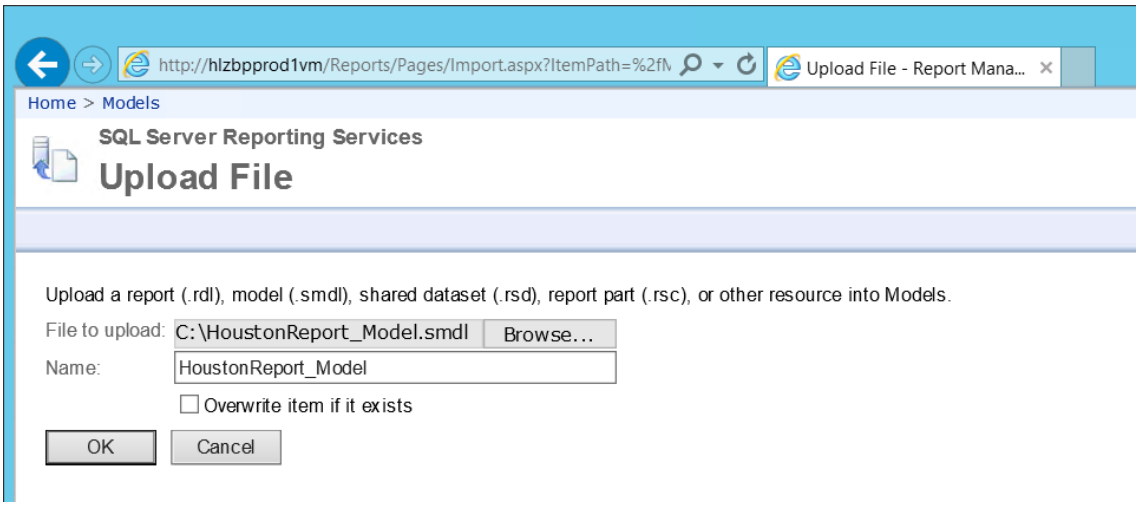
1. Open an Internet browser and enter 'http://<VIPserver>/reports', where <VIPserver> is the name of your VIP.net server. The browser wil open at the **SQL Server Reporting Services Home** page.
2. Click **New Folder** and create a new folder with a **Name** of 'Models'. Click **OK**.
3. Click **New Folder** again and create another folder with a **Name** of 'Data Sources'. Click **OK**.

   The following example shows the two folders in Details view, with two report files. Click **Details View** on the right of the menu to toggle between views.



Note: *The folder names must be 'Models' and 'Data Sources' exactly.*

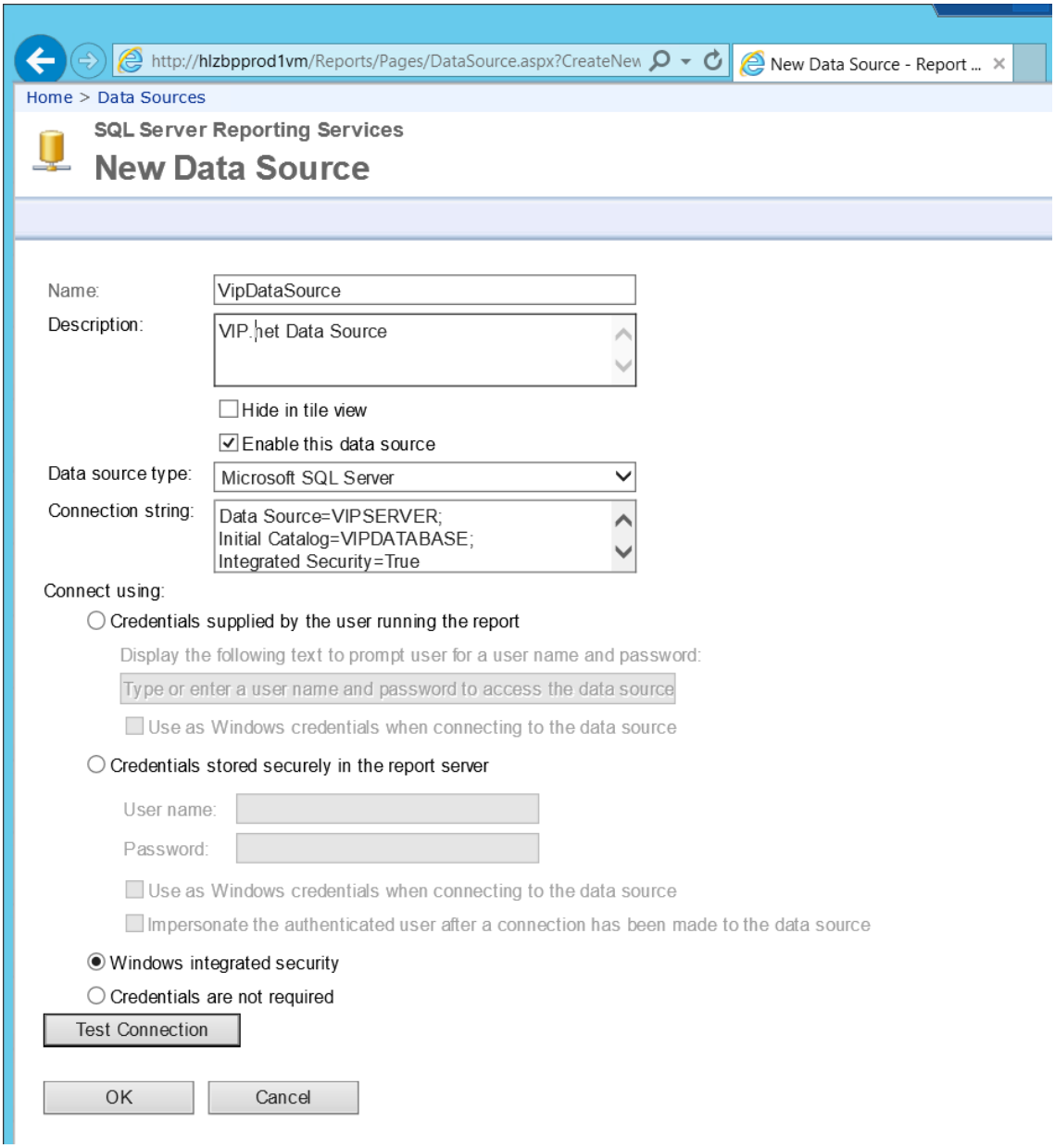
4. Click the **Models** folder to open and click **Upload file** from the menu.



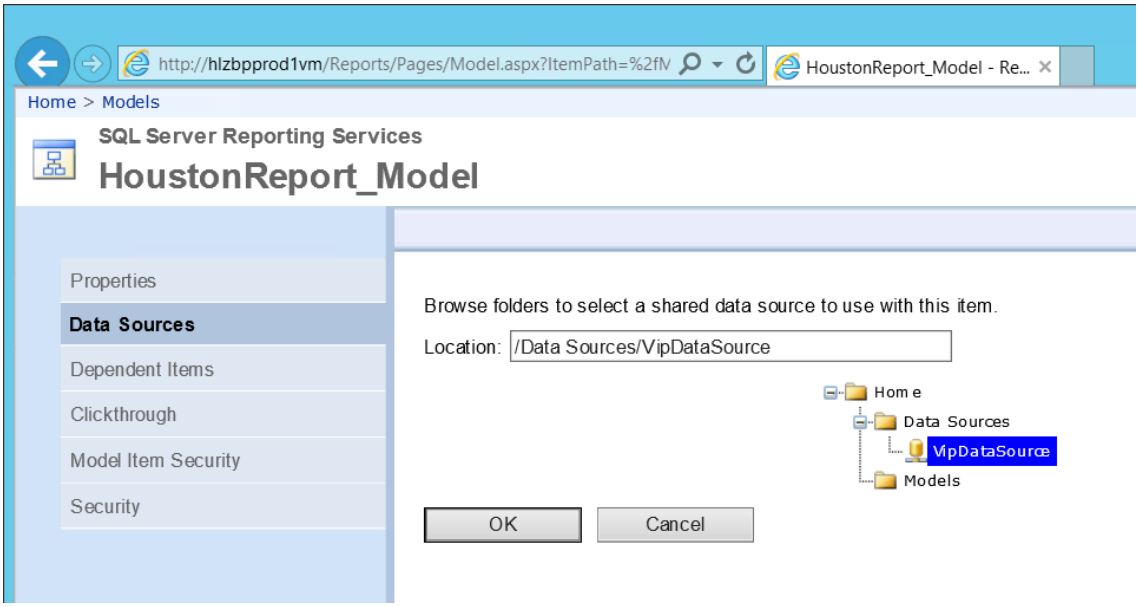
5. Browse to the location in which you stored the file **HoustonReport_Model.smdl**. Select the file, click **Open**, and click **OK** to begin uploading the file. Do not change the filename.
6. Click **Home** in the top right to return to the SQL Server Reporting Services Home page.
7. Click to open the **Data Sources** folder and click **New Data Source**.
8. Complete the following fields:

Field	Description
Name	Enter 'VipDataSource'.
Description	Any meaningful description.
Data Source Type	Select 'Microsoft SQL Server'.
Connection String	Enter: Data Source=<VIPServer>;Initial Catalog=<VIPDatabase>;Integrated Security=True Where <VIPServer> is the name of your VIP.net server and <VIPDatabase> is the name of the SQL Server database used by the VIP.net server.
Connect Using	Select **Windows integrated security**.

9. The page should look like the following. In this example, the Data Source is set to 'VIPSERVER' and the Initial Catalog is set to 'VIPDATABASE'.



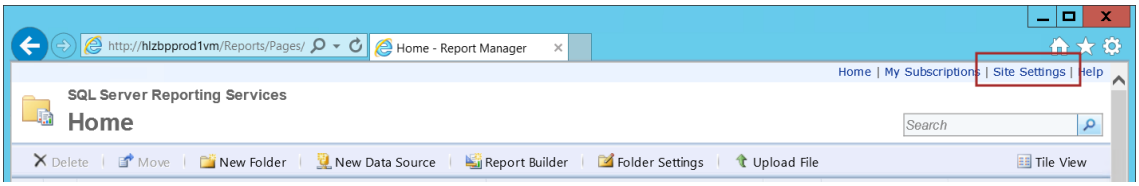
10. Click **OK** to save changes.
11. Click **Home** to return to the SQL Server Reporting Services Home page.
12. Open the **Models** folder. Click the **HoustonReport_Model** file.
13. Select **Data Sources** on the left hand side and click **Browse**.
14. Open the **Data Sources** folder and select **VipDataSource**, the data source you added in step 9.



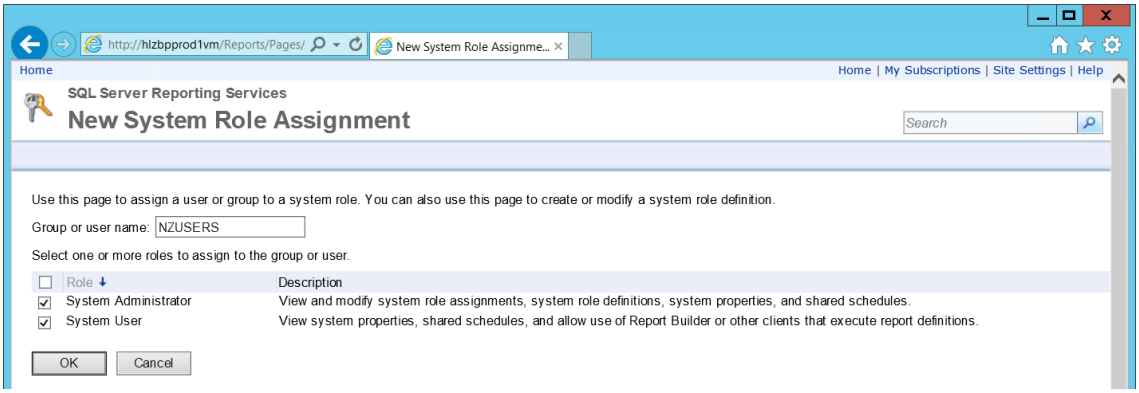
15. Click **OK**. Click **Apply**. Keep the Internet browser open for the next step.

SET UP SECURITY USERS AND GROUPS

1. From SQL Server Reporting Services in your browser, click **Site Settings** in the top right. The **Site Settings** page will load.

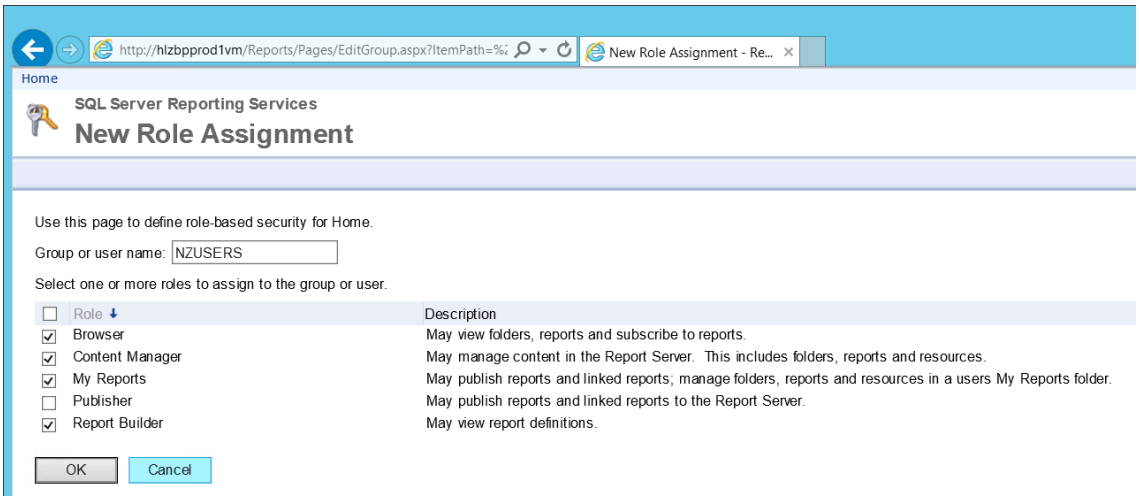


2. Select **Security** from the left hand side.
3. Click **New Role Assignment** to open the **New System Role Assignment** page.
4. Enter the **Group or user name** for the first user or user group to add.
5. Tick the roles to assign to the user or user group from the list. In the following example,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



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

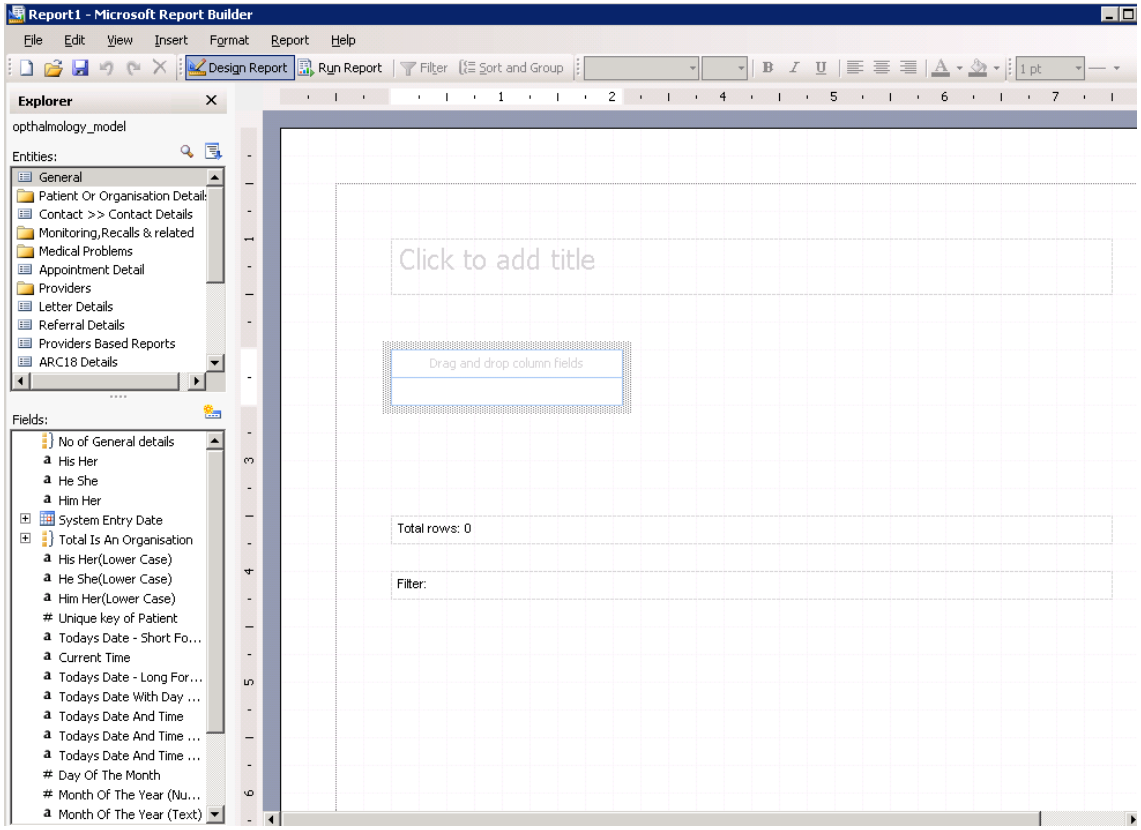
6. CIick **OK** to add the user or user group. Repeat to add as many users and user groups as your practice requires.
7. Click **Home** to return to the SQL Server Reporting Services Home page.
8. Click **Folder Settings** from the menu. The **Security** tab will be displayed.
9. Click **New Role Assignment**. 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.



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

RUN REPORT BUILDER

1. Log in to the VIP.net server. Select **Reports** > **Report Builder**. VIP.net may prompt for the VIP.net server name. Click **OK**. The **Manage Reports** screen will open.
2. Click **New Report** from the row of buttons along the bottom. The ASP report application will load.
3. Click **Run**. The **Microsoft Report Builder** screen will open. The fields from the VIP.net data source will appear on the left hand side if reporting services has been configured correctly.



You can now create reports for your VIP.net installation.

Install VIP.net

Best Practice Software will supply the installation file to you either on DVD or as a downloadable installer file.

1. Insert the DVD or copy the file to the VIP.net server machine and double-click the file to begin the installation. The VIP.net InstallShield Wizard will open at the Welcome panel. Click **Next** to begin.
2. In the Destination Folder panel, click **Change** if you need to change the installation folder from the default. Click **Next**.
3. Click **Install** to install VIP.net. If your version of Windows uses User Access Control, click **Yes** to continue.
4. The installer will display the Finish panel when installation is complete. Click **Finish** to close the installer.

The installer will place a VIP.net icon on the Windows desktop and add a Houston Medical section to the Apps list. Double-click on the 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 VIP.net on a workstation.

Create the database for a new installation

If you have just installed 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 VIP.net SQL Server database before you can start to use the software.

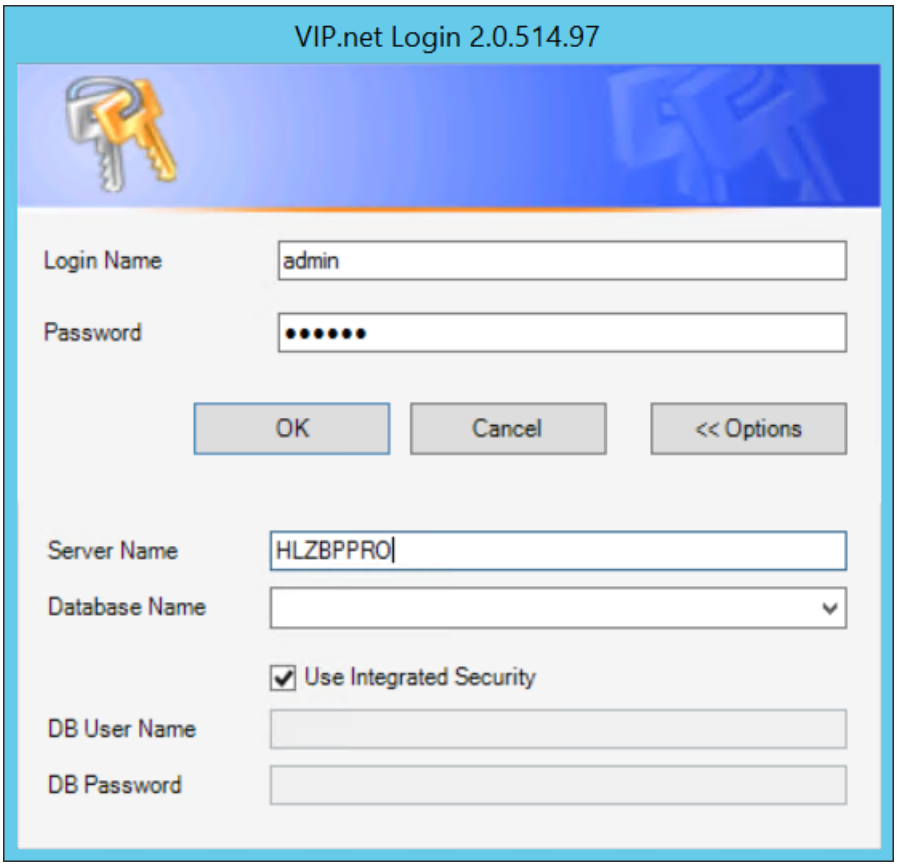
When you first log in to VIP.net, you can supply the location of the .bak file, and VIP.net will create the initial database for you.

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

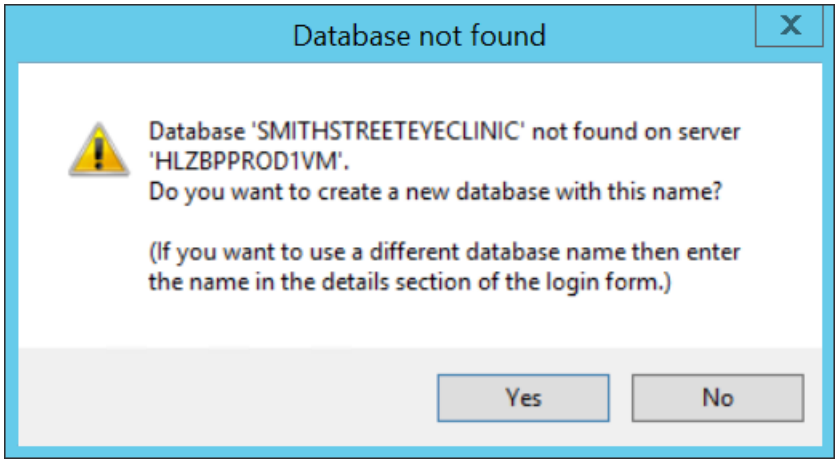
1. Copy the SQL Server .bak file to a location on the machine on which you installed SQL Server , or connect the media containing the backup file (for example, insert a mem stick into the machine).

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

2. Start VIP.net. The **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. VIP.net will attempt to connect to the SQL Server instance installed.
5. If 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**. VIP.net will alert that it cannot find the database, and ask if you want to create a new database.

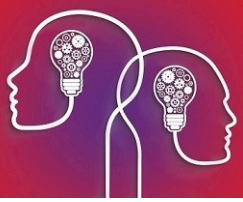


7. Click **Yes**. VIP.net will prompt for the location of the .bak file. Navigate to the file and click **Open**.
8. VIP.net will prompt for the folder in which to store the new database. Select a folder to store the database files and click **OK**.

   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 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 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, VIP.net will report that the licence file has been successfully imported.

You can now begin using VIP.net.



Install and update MIMS

A MIMS licence is not granted with an installation of VIP.net. If providers at your practice wish to access MIMS information when prescribing, you will need to contact MIMS to provide your 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.

INSTALLING MIMS FOR THE FIRST TIME

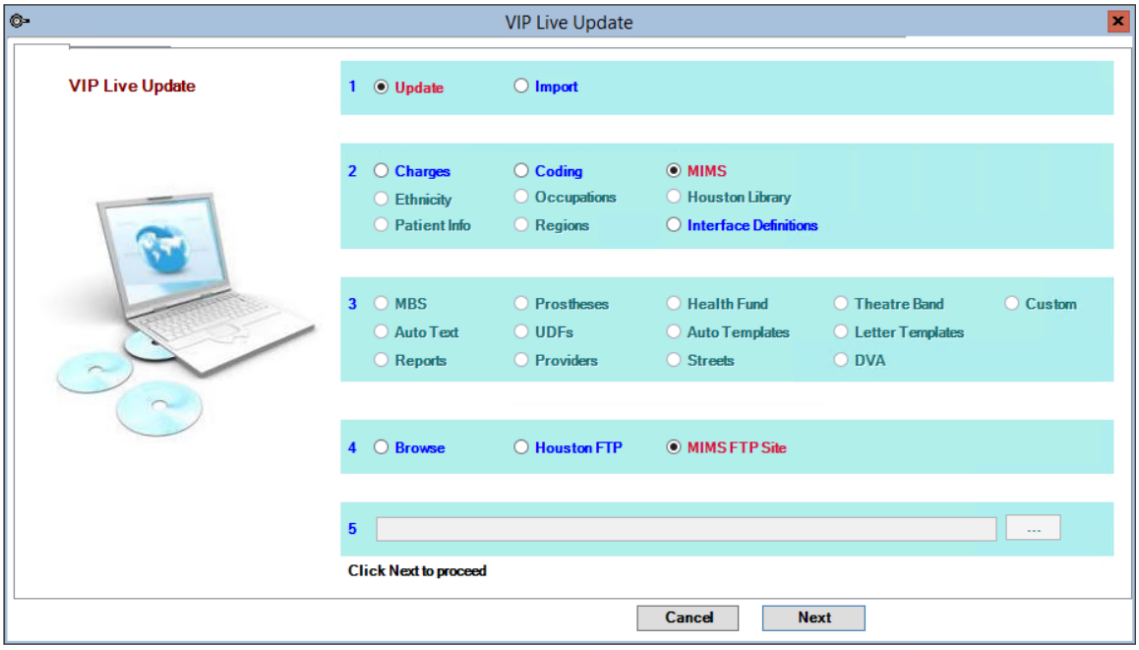
After you have purchased your MIMS licence, contact VIP.net Support on 1300 401 111 (AU) or 0800 401 111 (NZ) to arrange the initial installation. VIP.net Support will activate the integrated MIMS database and download a comprehensive update to bring the database up to date.

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

DOWNLOADING 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 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**.

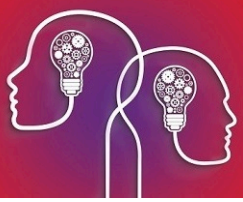


6. Click **Next**. VIP.net will display a login screen. Enter the username and password supplied by MIMS when you purchased your licence and click **OK**.

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

7. 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**. 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

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 VIP.net database.

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 offsite in case of disaster recovery
- Maintain a test server and regularly carry out database recoveries to the test server to test backup data integrity.

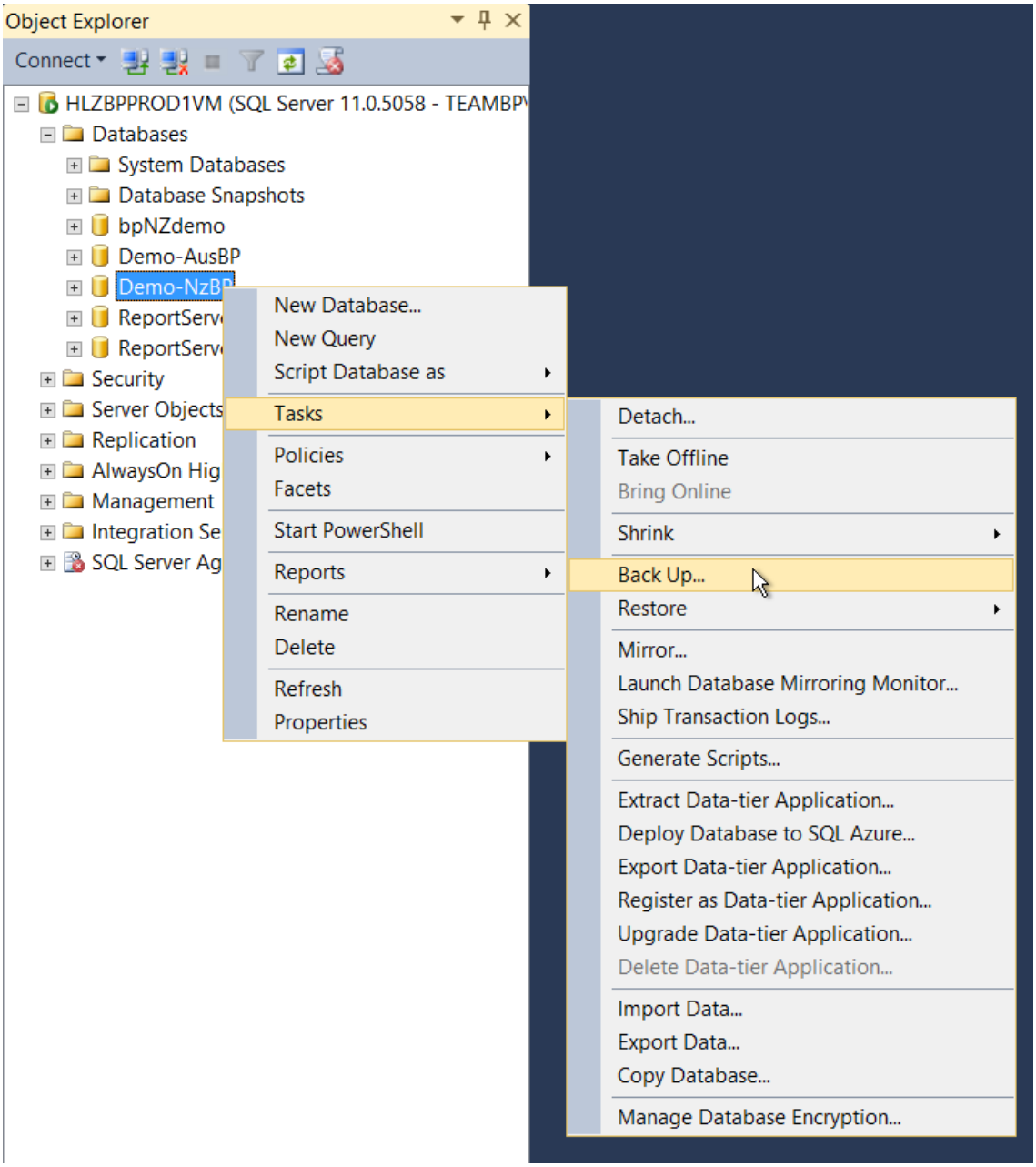
The backup example shown uses SQL Server 2012 Management Studio, which is installed with a SQL Server 2012 database. If you use a third-party tool to back up the database, Best Practice Software Support may not be able to provide assistance on backing up and restoring the database.

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

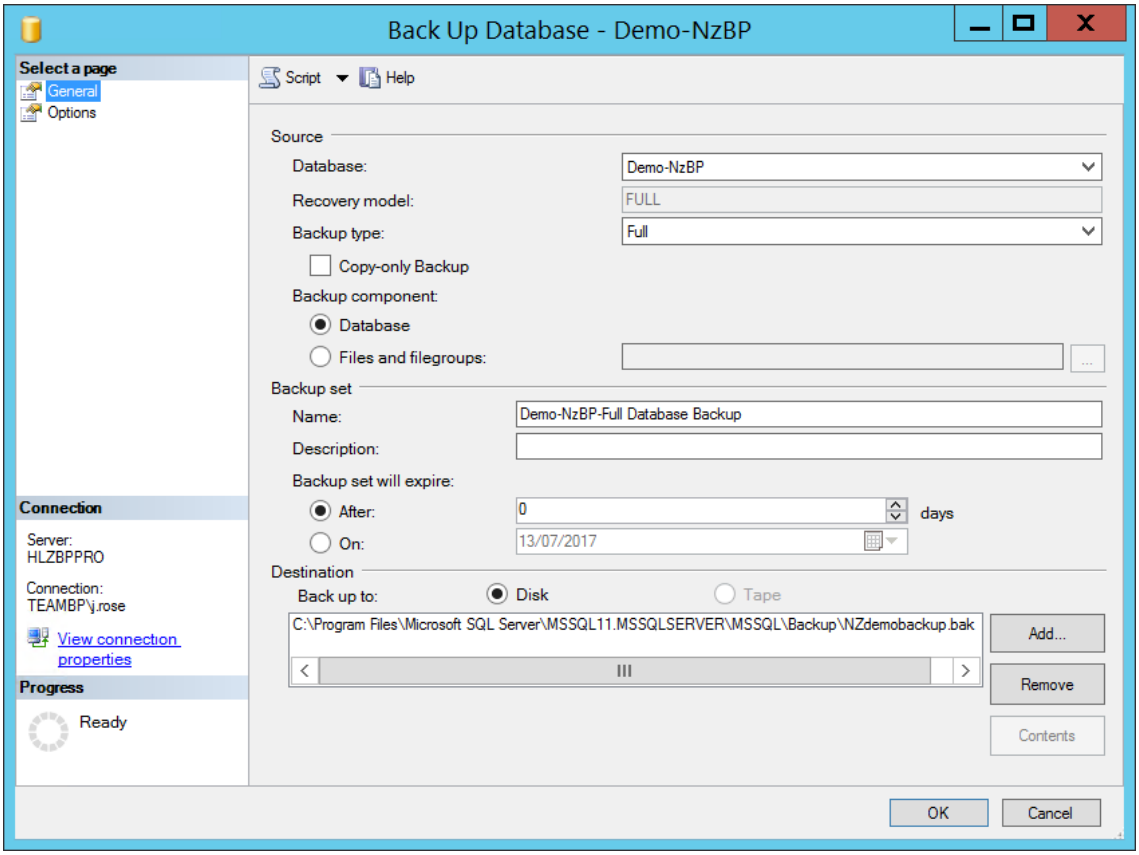
Back up VIP.net with Management Studio

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**.

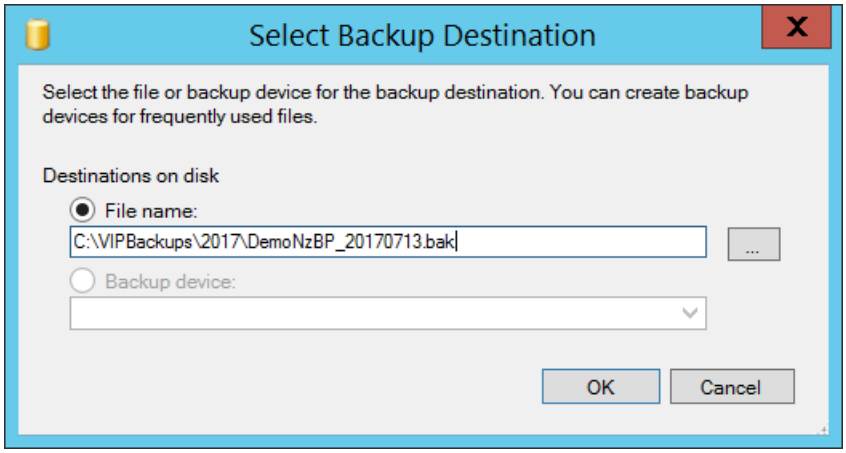
1. Log in to Windows on the machine on which SQL Server has been installed.
2. Navigate to **Start** > **Apps** > **Microsoft SQL Server 2012** > **SQL Server Management Studio**. Management Studio will prompt you to select the database server to connect to.
3. Select the database server to connect and 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 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.

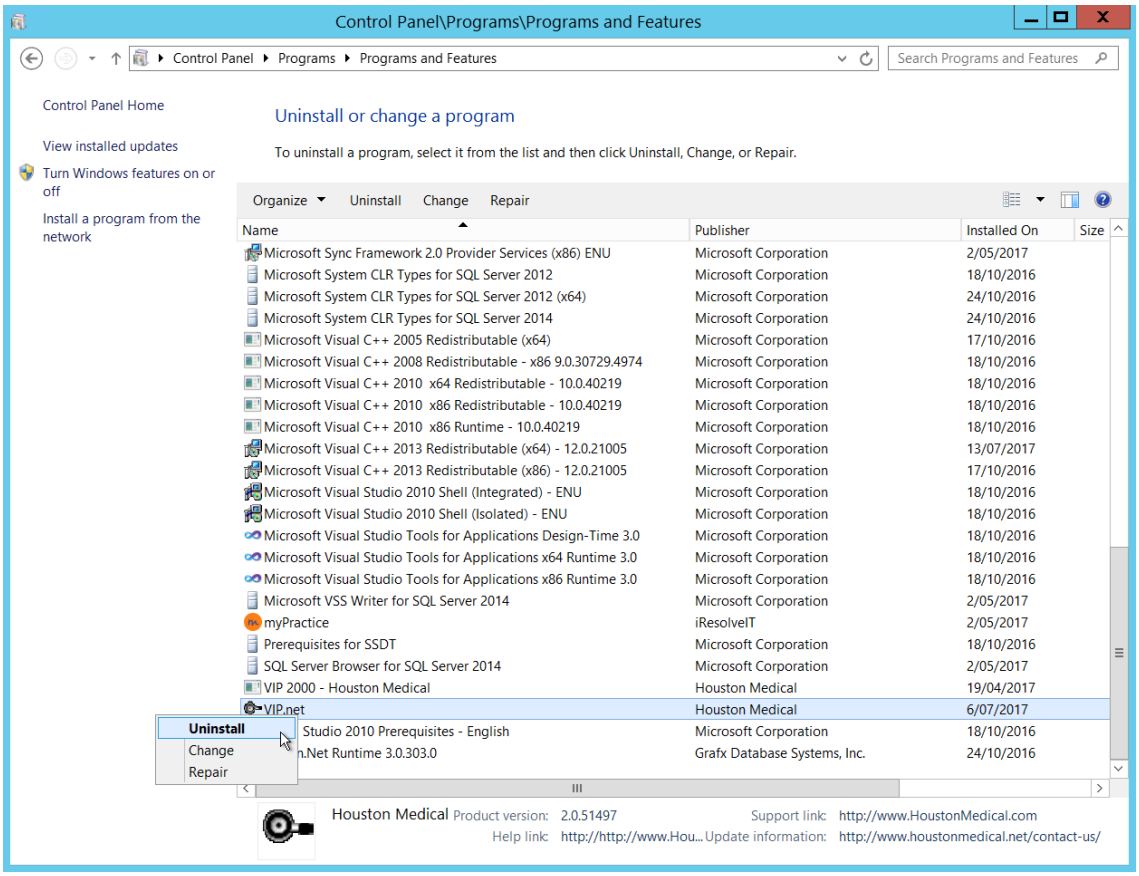
Uninstall VIP.net

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

Uninstalling 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 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 VIP.net database and all data stored within, you must delete the 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 **VIP.net**.
3. Right-click **VIP.net** and select **Uninstall**.



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