



# MedicalDirector®

## Uninstalling and Reinstalling on a Server Computer

MedicalDirector Clinical/PracSoft

This guide describes the process for uninstalling and then reinstalling MedicalDirector Clinical, MedicalDirector PracSoft, and/or SQL Instances on a computer that has been designated the MedicalDirector Clinical and/or PracSoft **Server**.

Note that these instructions are *not* relevant to computers where MedicalDirector Clinical and/or PracSoft were installed in a *Workstation* or *Mobility* scenario.

If you require assistance with these procedures, please contact your System Administrator.

## Important Information

- If you receive any error messages during the installation routine, contact MedicalDirector Customer Care immediately for assistance. It is recommended that you do not attempt to resolve any issues without assistance from MedicalDirector Customer Care.
- If using Medical Director Mobility ensure you have uploaded your downloaded data before you commence any modifications or installations.

## For Terminal Server Users:

- Ensure there are no active or disconnected sessions listed within the Session Manager. Failing to do so may result in the installation process failing or those users that do log in may not be able to use the software successfully.
- The installation of software must always be performed whilst the Server is in 'Install Mode'. This is usually achieved by launching the MedicalDirector Installer through Programs and Features by clicking on the Add New Programs button, then browse to and double-click Setup.exe on the disc. During this procedure a Window should open instructing that it *not* be closed until the install has been completed.

## Before You Begin

*Please contact your System Administrator if you need assistance with the following:*

- Ensure you have the full MedicalDirector Clinical/PracSoft disc release that matches the version of MedicalDirector Clinical/PracSoft you currently have installed. You will need this disc when you eventually reinstall MedicalDirector Clinical and/or PracSoft. If you are unsure as to which version of MedicalDirector Clinical/PracSoft you have installed, run either program and locate the version number, which appears at the top-left of the application window.
- Ensure you have logged into Windows with local Administrative privileges.
- If you participate in MedicalDirector GPRN you will need the MedicalDirector GPRN Installer.

## Determining the Installed Location

Do you have a customised (non-default) installation of MedicalDirector Clinical and/or PracSoft? If so, make note of where the following components are installed – this information is required for the re-installation.

### **SQL location**

Default install location is C:\Program Files\Microsoft SQL Server\~

- MedicalDirector Maintenance > Common > Database Properties > Database Tab
- *32-bit OS*: HKey\_Local\_Machine > Software\Health Communication Network\Server Components\Database\HCN key
- *64-bit OS (3.12+)*: HKey\_Local\_Machine > \Software\ WOW6432Node\Health Communication Network\Server Components\Database\HCN key

### **MedicalDirector Clinical/PracSoft location**

Default install location is C:\Program Files\Health Communication Network\~

- *32-bit OS*: HKey\_Local\_Machine > Software\Health Communication Network\Medical Director\Path
- *64-bit OS (3.12+)*: HKey\_Local\_Machine > Software\ WOW6432Node\Health Communication Network\Medical Director\Path

### Manage Ezy location

Default install location is C:\Manage Ezy\~

- MedicalDirector Maintenance > Configuration, Document Server to display the Manage Ezy location
- *32 Bit OS*: HKey\_Local\_Machine > Software\Health Communication Network\ManageEzy Server\InstallDir
- *64 Bit OS (3.12+)*: HKey\_Local\_Machine > Software\WOW6432Node\Health Communication Network\ManageEzy Server\InstallDir

## General Uninstall Process for a Server

1. Ensure that neither MedicalDirector Clinical nor MedicalDirector PracSoft is running **on any computer**.
2. **Perform a full MedicalDirector backup via MedicalDirector Maintenance**. If any errors are encountered please contact MedicalDirector Customer Care now. *You will require this backup* to restore your patient data if required.
  - 2.1. Double-click the MedicalDirector Maintenance icon on your desktop. The MedicalDirector Maintenance suite opens.
  - 2.2. Locate and double-click the Backup icon within the Common (Maintenance Tasks) section of MedicalDirector Maintenance.
3. Insert the current MedicalDirector Clinical/PracSoft disc, or re-mount the ISO. The **MedicalDirector Installer** application should start immediately. If it does not, browse the disc/ISO, and locate and run Setup.exe. When the installation wizard commences, run through the initial set of prompts until you are presented with the **Computer Role** Screen.
  - 3.1. Click **Enabled Advanced Options** and then click **Uninstall Role**.
  - 3.2. Click the **Next** button when you are ready to proceed. You will be presented with a summary of the components/applications to be uninstalled. Click the **Begin** button to commence. The uninstallation progress will be displayed.
4. Within windows, select Start > Control Panel > Programs and Features (or Add/Remove Programs)
  - 4.1. Uninstall any remaining items beginning with HCN, Manage Ezy, Medicare Online, MedicalDirector.
5. Reinstall MedicalDirector Clinical and/or PracSoft using the latest MedicalDirector Clinical/PracSoft CD, including all MedicalDirector application updates and MDref updates to match the installed version on the workstations.
  - 5.1. For customised installations as noted in **Determine the Installed Location**, access **Advanced Options** during the installation.
  - 5.2. Install any secondary software required (MedicalDirector GPRN Extractor etc).
6. Open MedicalDirector Clinical/PracSoft in Live Data to ensure all the most recent patient data, including correspondence is accessible.
7. MedicalDirector PracSoft Online Claiming user users will need to configure MedicalDirector PracSoft for Online Claiming
  - 7.1. Open MedicalDirector PracSoft. If you are presented with errors regarding online claiming, click OK to these.
  - 7.2. Within MedicalDirector PracSoft select Setup > Workstation Settings, selecting the Online Claiming tab.
  - 7.3. Click the ellipse button and browse to the location of the hic.psi on the server.
  - 7.4. Enter the Store password, select Save > Close

7.5. MedicalDirector PracSoft will now open without error

## Full 'Cleanout' Process for a Server

1. Ensure that neither MedicalDirector Clinical nor MedicalDirector PracSoft is running **on any computer**.
2. **Perform a full MedicalDirector backup via MedicalDirector Maintenance**. If any errors are encountered please contact MedicalDirector Customer Care now. *You will require this backup to restore your patient data if required.*
  - 2.1. Double-click on the MedicalDirector Maintenance icon on your desktop. The MedicalDirector Maintenance suite opens.
  - 2.2. Locate and double-click on the Backup icon within the Common (Maintenance Tasks) section of MedicalDirector Maintenance.
3. Insert the current MedicalDirector Clinical/PracSoft disc, or re-mount the ISO. The **MedicalDirector Installer** application should start immediately. If it does not, browse the CD, and locate and run Setup.exe. When the installation wizard commences, run through the initial set of prompts until you are presented with the **Computer Role** Screen.
  - 3.1. Click **Enabled Advanced Options** and then click **Uninstall Role**.
  - 3.2. Click the **Next** button when you are ready to proceed. You will be presented with a summary of the components/applications to be uninstalled. Click the **Begin** button to commence. The uninstallation progress will be displayed.
4. Within windows, select Start > Control Panel > Programs and Features (or Add/Remove Programs)
  - 4.1. Uninstall any remaining items beginning with HCN, Manage Ezy, Medicare Online, MedicalDirector.
5. If you are required to remove the SQL Instance, please follow the **Process for Removing an Instance** before proceeding.
6. Rename the following folders and windows registry keys, by adding a suffix consisting of the current date. For example, the 'Health Communication Network' folder becomes 'Health Communication Network 25-03-11'.

**Note:** *If you have a non- default installation as noted above 'Determining your Installed location' these are the folder locations that will need to be renamed.*

### For 32 Bit Operating Systems

- **Folder:** C:\Program Files\Health Communication Network\
- **Registry Key:** HKey\_Local\_Machine > Software\Health Communication Network\
- **Registry Key:** HKEY\_Current\_User > Software\Health Communication Network
- **Registry Key for TS sites:** HKEY\_Current\_User > Software\Health Communication Network\

### For 64 Bit Operating Systems (3.12+)

- **Folder:** C:\Program Files(x86)\Health Communication Network\
- **Registry Key:** HKey\_Local\_Machine > Software\WOW6432node\Health Communication Network\
- **Registry Key:** HKEY\_Current\_User > Software\Health Communication Network
- **Registry Key for TS sites:** HKEY\_Current\_User > Software\WOW6432node\Health Communication Network\

7. If you are not using the supplied SQL 2008 Express, you will need to create the **HCNSQL07** and **ESP** instances with the SQL installer as per SQL Server Instances options available from MedicalDirector Customer Care.

- 7.1. Adjust the SQL location if a non-default install location is required.
8. Reinstall MedicalDirector Clinical and/or PracSoft using the latest MedicalDirector Clinical/PracSoft disc/ISO, including all MedicalDirector application updates and MDref updates to match the installed version on the workstations.
  - 8.1. For customised installations as noted in **Determine the Installed Location**, access **Advanced Options** during the installation.
  - 8.2. Install any secondary software required (MedicalDirector GPRN Extractor etc).
9. Restore the backup you created in Step 2, via MedicalDirector Maintenance.
10. Open MedicalDirector Clinical/PracSoft in Live Data to ensure all the most recent patient data, including correspondence is accessible.
11. MedicalDirector PracSoft Online Claiming user users will need to configure MedicalDirector PracSoft for Online Claiming
  - 11.1. Open MedicalDirector PracSoft. If you are presented with errors regarding online claiming, click OK to these.
  - 11.2. Within MedicalDirector PracSoft select Setup > Workstation Settings, selecting the Online Claiming tab.
  - 11.3. Click the ellipse button and browse to the location of the hic.psi on the server.
  - 11.4. Enter the Store password, select Save > Close
  - 11.5. MedicalDirector PracSoft will now open without error

## Process for Removing an Instance

**Note:** If you use full SQL 2005, 2008 or 2012 you **must** have full SQL available to recreate the instance.

1. Uninstall the existing SQL Instance from within windows, select Start > Control Panel > Programs & Features (or Add/Remove Programs).
  - 1.1. Highlight Microsoft SQL 2005, 2008, or 2012(3.15+) click Remove or Uninstall
  - 1.2. Select Instance HCNSQL07, click Next
  - 1.3. Click the Finish button when presented with the completion window
  - 1.4. Repeat 1.1 – 1.3 for the ESP instance.
2. Rename the following folders, by adding a suffix consisting of the current date. For example, the 'MSSQL10\_50.HCNSQL07' folder becomes 'MSSQL10\_50.HCNSQL07 25-03-11'.

### **For 32 Bit Operating Systems**

- **SQL 2005:** C:\Program Files\Microsoft SQL Server\MSSQL.\*
- **SQL 2008:** C:\Program Files\Microsoft SQL Server\MSSQL10.HCNSQL07
- **SQL 2008 R2:** C:\Program Files\Microsoft SQL Server\MSSQL10\_50.HCNSQL07
- **SQL 2012:** C:\Program Files\Microsoft SQL Server\MSSQL11.HCNSQL07

### **For 64 Bit Operating Systems with 32bit SQL (3.12+)**

- **SQL 2005:** C:\Program Files (x86)\Microsoft SQL Server\MSSQL.\*
- **SQL 2008:** C:\Program Files (x86)\Microsoft SQL Server\MSSQL10.HCNSQL07

- **SQL 2008 R2:** C:\Program Files (x86)\Microsoft SQL Server\MSSQL10\_50.HCNSQL07
- **SQL 2012:** C:\Program Files (x86)\Microsoft SQL Server\MSSQL11.HCNSQL07

***For 64 Bit Operating Systems with 64bit SQL (3.12+)***

- **SQL 2008:** C:\Program Files\Microsoft SQL Server\MSSQL10.HCNSQL07
- **SQL 2008 R2:** C:\Program Files\Microsoft SQL Server\MSSQL10\_50.HCNSQL07
- **SQL 2012:** C:\Program Files\Microsoft SQL Server\MSSQL11.HCNSQL07

**Note:** If errors were encountered during the removal of the instance you will need to browse the registry and complete the following:

***For 32 Bit Operating Systems (removing only the instance name)***

- HKey\_Local\_Machine > Software\Microsoft\Microsoft SQL Server
- HKey\_Local\_Machine > Software\Microsoft \Microsoft SQL Server
- HKEY\_Local\_Machine > System > ControlSet001 > Services

***For 64 Bit Operating Systems (3.12+)***

Check the 32-bit system registry locations listed above, and then the following:

- HKey\_Local\_Machine > Software\WOW6432node\ Microsoft > Microsoft SQL Server
- HKey\_Local\_Machine > Software\WOW6432node\Microsoft\Microsoft SQL Server
- HKey\_Local\_Machine > System\ControlSet001\Services

3. Reboot the Server.
4. If you use full SQL, you must recreate the **HCNSQL07** and **ESP** instances. Relevant documentation is available from MedicalDirector Customer Care.
5. Return to **Full 'Cleanout' Process for a Server** Step 6.

MedicalDirector Head Office  
Level 5, 477 Pitt Street,  
HAYMARKET NSW, 2000  
Tel: +61 2 9906 6633  
Fax: +61 2 9906 8910  
[www.medicaldirector.com](http://www.medicaldirector.com)  
A.B.N. 76 068 458 515  
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