



Moving your Data to a New Server

This document will guide you through moving your Medical Director and/or PracSoft data to a new Server computer. It has been divided into 3 manageable sections; Old Server, New Server, Workstations.

If at any stage you encounter any errors please contact HCN Technical Support on 1300 788 802. This guide only covers the installation and moving of HCN-related data and components.

You may need to install other third-party software such as that used for downloading pathology results. If you require assistance with these products, please contact your System Administrator.

Before you Begin

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

- External hard drive or other media for moving the data from the old server to the new server
- Ensure you have the latest full MD/PS CD release
- Ensure you have logged into Windows with local Administrative privileges
- Your PracSoft Store password, or Medicare Australia Location Certificate CD and PIC Passphrase
- If you participate in NSW HealthELink you will need the HealthELink Installer.
- If you participate in HCN GPRN you will need the HCN GPRN Installer.

Determine your installed version of Medical Director/PracSoft

1. Open Medical Director or PracSoft
2. Select Help > About, and note the Installed version

Determine your installed version of the MDref drug database

1. Open Medical Director
2. Select Resources > What's New in MDref, and note the Month (which indicates the installed version)

Please Note: If the old server is to become a workstation please contact HCN Technical Support for the appropriate document 'Converting a Server into a Workstation'.

On the Old Server

1. Turn off Scheduled Document Import (SDI)

- 1.1. Open HCN Maintenance
- 1.2. Select Database Tasks > Medical Director
- 1.3. Run the Manage Communications utility
- 1.4. Within the Manage Communications utility, set Import Database to 'Disabled'

2. Clear the MD Exchange Registration

- 2.1. You will need to contact HCN Technical Support on 1300 7880 802
- 2.2. Provide the Old Server Name and New Server Name

3. Backup the HCN Data

- 3.1. Open HCN Maintenance
- 3.2. Select Database Tasks > Common
- 3.3. Run the Backup utility.

4. Copy the HCN backup to External Media

- 4.1. Copy the HCN Backup to an external drive
 - Default backup location is C:\HCN\Backups.

5. Backup the HIC.PSI (PracSoft users only)

- 5.1. Copy the hic.psi file to the external drive (PracSoft users only)
- 5.2. Default installed location
 - 32 Bit OS - C:\Program Files\Common Files\PKI
 - 64 Bit OS - C:\Program Files x86\Common Files\PKI

On the New Server

1. Install Medical Director/PracSoft

- 1.1. Install the software using the latest full version release CD
- 1.2. Apply any application updates to match the current version installed on the workstations
 - As determined in the 'Before you Begin' section above
 - Update via HCN Automatic Update, or by downloading from the HCN website
- 1.3. Apply MDref updates to match the workstation's current MDref version
 - As determined in the 'Before you Begin' section above
 - Update via HCN Automatic Update, or by downloading from the HCN Website

Please Note: If the installed version is no longer available for download via HCN Automatic Update or from the HCN website, you will need to update the server and workstations to the current version, manually.

2. Restore the HCN Data

- 2.1. Copy the backup from the external media to the local machine
- 2.2. Open HCN Maintenance
- 2.3. Select Database Tasks > Common
- 2.4. Run the Restore utility

3. Reset the Manage Ezy Paths

- 3.1. Open HCN Maintenance
- 3.2. Select Database Task
- 3.3. Run the Configuration utility
- 3.4. Within the Configuration list, select your 'Live Data', and then select the ManageEzy Tab
- 3.5. Click the Update button, and then when prompted click the Use UNC Path button.

4. Restore the PracSoft HIC.PSI (PracSoft users only)

- 4.1. Copy the hic.psi file from the external media to the following location;
 - 32 Bit OS** - C:\Program Files\Common Files\PKI'
 - 64 Bit OS** - C:\Program Files x86\Common Files\PKI' if 64

5. Configure Schedule Document Import (SDI)

- 5.1. Open HCN Maintenance
- 5.2. Select Database Tasks > Medical Director
- 5.3. Run the Manage Communications utility
- 5.4. Set the Import Database to HCN Live Data
- 5.5. Setup Data Transfer tab, ensure the following are ticked for SDI and Manual
 - MD Messages
 - MDX
 - MD Directory

You may need to setup more configurations in the future once your pathology software is installed.

6. Register MD Exchange

- This can be completed when opening Medical Director, or
- 6.1. Select Tools > MD Exchange > Register for MD Exchange
 - 6.2. Follow the prompts to complete the registration

7. Configure PracSoft for Online Claiming

- 7.1. Open PracSoft. If you are presented with errors regarding online claiming, click OK to these.
- 7.2. Within PracSoft select Setup > Workstation Settings.
- 7.3. Select the Online Claiming tab.
- 7.4. Click the ellipse button and browse to the location of the hic.psi on the New Server.
- 7.5. Select Save > Close and reopen PracSoft. PracSoft should now open without errors. If you are presented with any error, please contact HCN Technical Support on 1300 788 802.

On the Workstations

1. Update the Workstation Configuration

- 1.1. Open HCN Maintenance
- 1.2. Select Database Tasks
- 1.3. Run the Configuration utility
- 1.4. Select Live Data. You should receive an error. Click OK to the prompt.
- 1.5. Change the following:
 - Database server: New Server Name\HCNSQL07
 - MD Plus Server ESP Server: New Server Name\ESP
 - Document Server: \\New Server Name\ManageEzy\
- 1.6. Select the ManageEzy tab, and click the Update button
- 1.7. Open Medical Director and ensure you are able to view and save letters and documents.

2. Repeat the above steps for HCN Sample Data

Please Note: If the New Server Name does not appear in the drop down box, you may need to turn off any Antiviral or Firewall Software on the server, then contact HCN Technical Support on 1300 788 802 to obtain a copy of the 'HCN Software Exceptions for Antiviral & Firewall Software'.

3. Configure PracSoft for Online Claiming

- 3.1. Open PracSoft. If you are presented with errors regarding online claiming, click OK to these.
- 3.2. Within PracSoft select Setup > Workstation Settings
- 3.3. Select the Online Claiming tab
- 3.4. Click the ellipse button and browse to the location of the hic.psi on the New Server
- 3.5. Select Save > Close and reopen PracSoft. PracSoft should now open without errors. If you are presented with any error, please contact HCN Technical Support on 1300 788 802.

4. Repeat the above on all workstations

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