



## Uninstalling and Reinstalling on a Server Computer

Medical Director / PracSoft

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

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

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



## Uninstalling and Reinstalling on a Server Computer

### Before You Begin

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

- Ensure you have the latest full MD/PS CD release.
- Ensure you have logged into Windows with local Administrative privileges.
- If you participate in HCN GPRN you will need the HCN GPRN Installer.

### General Uninstall Process for a Server

1. Perform a full backup via HCN Maintenance. If you encounter any errors please contact HCN Technical Support.
2. Do you have a customised (non-default) installation of Medical Director and/or PracSoft? If so, make note of where the following components are installed – this information is required for the re-installation.

**SQL location.** If unsure, check the following:

- HCN 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 > WOW6432Node\Software\Health Communication Network\Server Components\Database\HCN key

**MD/PS installed location e.g. C drive, D drive**

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

**ManageEzy installed location.** If unsure check the configuration:

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

3. Insert the MD/PS CD. When the Installation Wizard starts, follow the prompts through to the 'Computer Role' Screen
  - a. Click '**Enabled Advanced Options**' and then click '**Uninstall Role**'.

*Note: If failures are encountered during the Uninstall Role process, you will need to manually uninstall all remaining HCN content via Add/Remove Programs (XP, 2003) or Programs & Features (Vista, Win 7, 2008).*

4. Select Start > Control Panel > Add/Remove Programs (or Programs & Features)

- a. Uninstall any remaining items beginning with HCN, Manage Ezy or Medicare Online

*Note: If you are unable to uninstall via Add/Remove Programs or Programs & Features due to Install Shield issues, you will need to use the Microsoft Installer Cleanup Utility. This utility needs to be used with extreme caution.*



- b. Reinstall Medical Director and/or PracSoft using the latest MD/PS3 CD, including all HCN updates and MDref updates to match what is installed on the workstation computers.

*Note: If the computer is a Terminal Service computer, you will need to ensure that the Terminal Service Manager (Control Panel > Administrator Tools > Terminal Service Manager) lists only the 'Console' login. No other login should be displayed (even if it is in a disconnected state).*

5. Install any secondary software required (HCN GPRN Extractor, NSW HealthELink, etc).
6. Restore the backup you created in Step 1, via HCN Maintenance.
7. Run Medical Director / PracSoft to ensure all is working correctly and that the most recent patient data is available, including any correspondence recorded.

## Full 'Cleanout' Process for a Server

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1. Perform a full backup via HCN Maintenance. If you encounter any errors please contact HCN Technical Support.
2. Does the site have a default (C: drive) install of the MD/PS program? You will need to check and make note of where the following is installed, for the reinstallation.

**SQL location.** If unsure, check the following:

- HCN 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 > WOW6432Node\Software\Health Communication Network\Server Components\Database\HCN key

**MD/PS installed location e.g. C drive, D drive**

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

**ManageEzy installed location.** If unsure check the configuration:

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

3. Insert the MD/PS CD. When the Installation Wizard starts, follow the prompts through to the 'Computer Role' Screen
  - a. Click '**Enabled Advanced Options**' and then click '**Uninstall Role**'.

*Note: If failures are encountered during the Uninstall Role process, you will need to manually uninstall all remaining HCN content via Add/Remove Programs (XP, 2003) or Programs & Features (Vista, Win 7, 2008).*

4. Start > Control Panel > Add/Remove Programs or Programs & Features
  - a. Uninstall any remaining items beginning with HCN, Manage Ezy or Medicare Online

*Note: If you are unable to uninstall via Add/Remove Programs or Programs & Features, due to Install Shield issues, you will need to use the Microsoft Installer Cleanup Utility. This utility needs to be used with extreme caution.*



5. 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'.

**For 32 Bit Operating Systems**

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

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

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

6. Reinstall Medical Director and/or PracSoft using the latest CD.
  - a. Remember to access '**Advanced Options**' during the installation, if you do not use a default C: Drive
  - b. Install all HCN updates and MDref updates to match what is installed on the workstation computers.

*Note: If the computer is a Terminal Service computer, you will need to ensure that the Terminal Service Manager (Control Panel > Administrator Tools > Terminal Service Manager) lists only the 'Console' login. No other login should be displayed (even if it is in a disconnected state).*

7. Install any secondary software required (HCN GPRN Extractor, NSW HealthELink, etc).
8. Restore the backup you created in Step 1, via HCN Maintenance.
9. Run Medical Director / PracSoft to ensure all is working correctly and that the most recent patient data is available, including any correspondence recorded.

## General Uninstall Process for Removing an Instance

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**Note:** If you use full SQL 2000, full SQL 2005 or full SQL 2008 you **must** have full SQL DISKS available to reinstall the instance.

1. Perform a full backup via HCN Maintenance. If you encounter any errors please contact HCN Technical Support.
2. Determine location of SQL
  - HCN 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 > WOW6432Node\Software\Health Communication Network\Server Components\Database\HCN key
3. Uninstall the SQL Instance
  - a. Select Start > Control Panel > Add/Remove Programs (or Programs & Features)
  - b. Highlight Microsoft SQL 2005 > Change, Remove or Uninstall
  - c. Select Instance (HCNSQL07, ESP, HCNMOB07) > Next > Finish
  - d. Repeat for any other instances that need removing

**Note: If you cannot remove these without error, return now to Step 8 before continuing.**

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4. (Optional) If removing due to a damaged instance:
  - o *32Bit OS*: Rename the C:\Program Files\Microsoft SQL Server\MSSQL.\* folder
  - o *64 Bit OS (3.12+)*: Rename the C:\Program Files (x86)\Microsoft SQL Server\MSSQL.\* folder
5. If you use full SQL, you must recreate the HCNSQL07 and ESP instances. Relevant documentation is available from HCN Technical Support.
6. Insert the MD/PS CD. When the Installation Wizard starts, follow the prompts through to the 'Computer Role' Screen
  - a. Click 'Repair Role' and click 'Begin'.
7. Restore the backup via HCN Maintenance.
8. Run Medical Director / PracSoft to ensure all is working correctly and that the most recent patient data is available, including any correspondence recorded.

**If errors occur during removal:**

1. Browse the Windows Registry and complete the following:

**32bit Operating Systems**

- o HKey\_Local\_Machine > Software\Microsoft\Microsoft SQL Server  
Remove the instance name and related MSSQL folder (eg. HCNSQL07 and MSSQL.1).
- o HKey\_Local\_Machine > Software\Microsoft \Microsoft SQL Server key  
Check 'Installed Instances' entry. If Instance name still listed here, double click the entry and remove ONLY that instance name.
- o HKEY\_Local\_Machine > System > ControlSet001 > Services  
Remove the instance name (eg. MSSQL\$HCNSQL07 or MSSQL\$ESP)

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

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

- o HKey\_Local\_Machine > WOW6432node\Software > Microsoft > Microsoft SQL Server  
Remove the instance name and related MSSQL folder (eg. HCNSQL07 and MSSQL.1).
- o HKey\_Local\_Machine > WOW6432node\Software\Microsoft\Microsoft SQL Server key  
Check 'Installed Instances' entry. If Instance name still listed here, double click the entry and remove ONLY that instance name.
- o HKey\_Local\_Machine > WOW6432node\System\ControlSet001\Services  
Remove the instance name (eg. MSSQL\$HCNSQL07 or MSSQL\$ESP)

2. Reboot the Server computer, and return to step 4 above



The following naming conventions for SQL Instances are used by HCN applications:

| Instance Name | SQL Server Version | Folder Name (C:\Program Files\Microsoft SQL Server\) |
|---------------|--------------------|------------------------------------------------------|
| HCNSYSTEM     | SQL2000            | ~MSQL\$HCNSYSTEM                                     |
| HCNMOBILE     | SQL2000            | ~MSQL\$HCNMOBILE                                     |
| HCNSQL07      | SQL2005            | ~MSSQL.x                                             |
|               | SQL2008            | ~MSSQL10.HCNSQL07                                    |
|               | SQL2008 R2         | ~MSSQL10_50.HCNSQL07                                 |
| HCNMOB07      | SQL2005            | ~MSSQL.x                                             |
|               | SQL2008            | ~MSSQL10.HCNMOB07                                    |
|               | SQL2008 R2         | ~MSSQL10_50.HCNMOB07                                 |
| ESP           | SQL2000            | ~MSQL\$ESP                                           |
|               | SQL2005            | ~MSSQL.x                                             |
|               | SQL2008            | ~MSSQL10.ESP                                         |
|               | SQL2008 R2         | ~MSSQL10_50.ESP                                      |

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