

Software Procedure

SWP-0048 Installing tConsult Server Software Using SQL Back End Servers

Revision: 4

Effective Date: 4/1/2011

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Purpose

The purpose of this document is to provide detailed guidance for installing tConsult Server Software onto a telehealth server that utilizes a SQL Backend Server.

Audience

This document applies to persons who work in the Information Technology department within an organization and have a basic working knowledge of Windows Server 2003 and Windows Server 2008.

Scope

tConsult Software provides a store and forward technology for health organizations to create Telehealth cases for review either locally or to another organization if a relationship exists between the organizations. The tConsult Server software creates a SQL database and installs the necessary services for clients to create Telehealth cases.

Many organizations use dedicated SQL Servers to host all of their databases. tConsult Server software works well with these SQL Back End servers.

The detailed steps as listed will install the tConsult Server software onto a Windows Server 2003 host using a Back End SQL Server.

Additional Resources

SWP-0010 tConsult Server - Licensing

SWP-0015 tConsult Server - Setting Up and Maintaining MSDTC

SWP-0049 tConsult Server - Registering XP_MD5.dll onto a SQL Back End Server

Minimum System Requirements

Front End tConsult Server:

.Net Framework 4.0
Windows Server 2003
MSDTC Configured
a dedicated IP address that clients will use to connect

Back End SQL Server:

Windows Server 2003
SQL 2000/2005 with:
Mixed Mode Authentication
Named Pipes and TCP/IP

SQL User Account of tConsult and secure password with the role of Create Database, SysAdmin and public. Default database should be master.

Note: Images used are representative of the process and may not necessarily reflect the actual version of software; however, the step by step instructions are correct.

Installation of tConsult Server software

1. Log in to the tConsult Front End server using an administrative account.
2. Insert the tConsult Server Software installation disk into the CD-ROM and run the “ServerSetup_x.x.x.x” executable to start the Install Shield Wizard.
3. At the Welcome Screen, click on Next.



Figure 1 – Welcome Splash Screen

4. Accept the default location for the tConsult Server vx.x.x.x and click on Next.

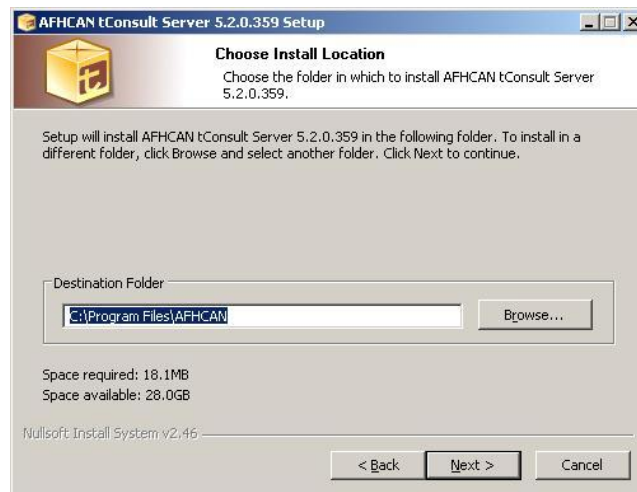


Figure 2 – Destination Folder for tConsult Server software install

5. Web Files Install location should be at E:\Inetpub\AFHCANRoot. Accept this and click on Next.



Figure 3 – Destination Folder for Web Client Files install

6. Install the Data Directory on the D:\AFHCAN as displayed in Figure 4, then click on Install.



Figure 4– Destination Folder for tConsult Server data install

The installation of the software will commence.

7. Once the installation process is complete, the “tConsult Server Manager” window will appear allowing the administrator to install the first Organization.

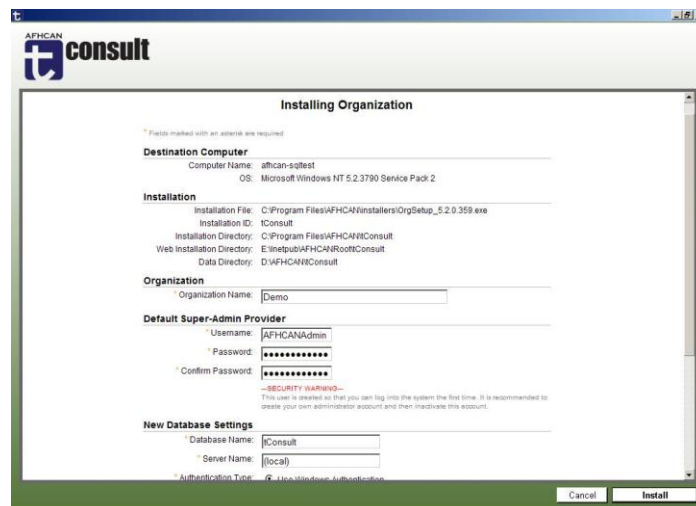
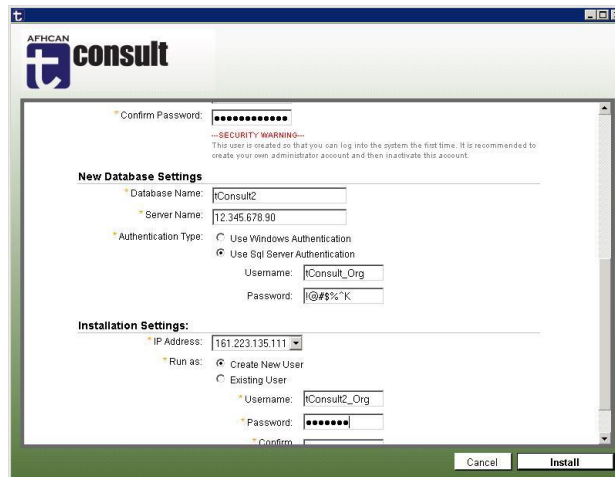


Figure 5 – Creating the First Organization

- a. Enter the new Organization name.
 - b. Define a Super-Admin provider that will be used within the tConsult software. Enter a password for this new provider account.
8. New Database Settings

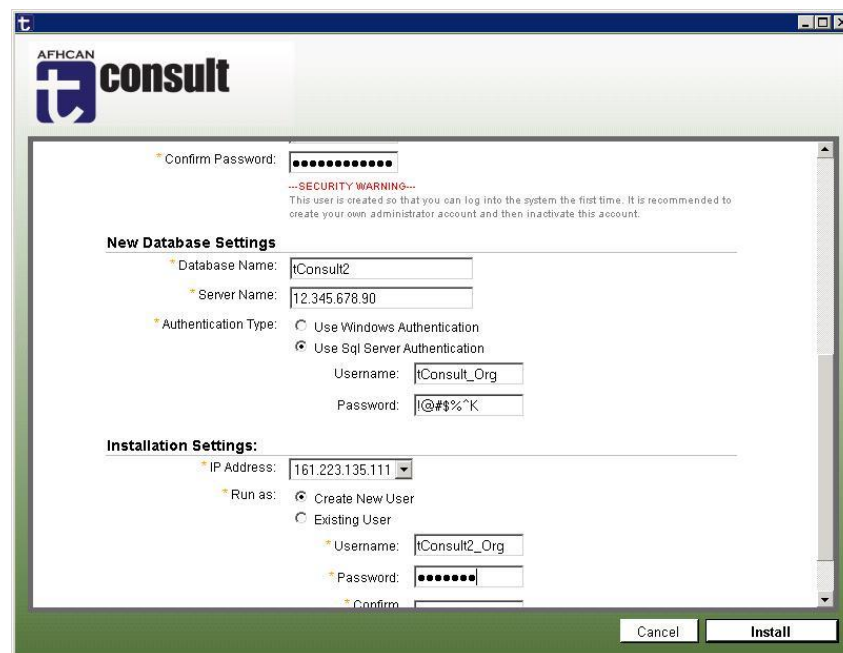
- a. Accept the Database name or enter one in accordance with the organization naming structure. Change the Server Name to point to the SQL Back End Server IP Address, hosting the databases.
- b. Select use SQL Server Authentication and enter the SQL tConsult User name and password created during the prerequisite steps.
Note: Password will be in clear text when entered.



The screenshot shows the 'tConsult' installation dialog box. The 'New Database Settings' section includes fields for 'Database Name' (tConsult2), 'Server Name' (12.345.678.90), and 'Authentication Type' (Use Sql Server Authentication). The 'Installation Settings' section includes fields for 'IP Address' (161.223.135.111), 'Run as' (Create New User), and 'Username' (tConsult2_Org). A 'Security Warning' message is displayed at the top, stating: '---SECURITY WARNING--- This user is created so that you can log into the system the first time. It is recommended to create your own administrator account and then inactivate this account.'

Figure 6 – Creating the First Organization (Continued)

9. Using the scroll bar on the right, continue to the remainder of the Installation Settings dialog box.



This screenshot is identical to Figure 6, showing the 'tConsult' installation dialog box. The 'New Database Settings' section includes fields for 'Database Name' (tConsult2), 'Server Name' (12.345.678.90), and 'Authentication Type' (Use Sql Server Authentication). The 'Installation Settings' section includes fields for 'IP Address' (161.223.135.111), 'Run as' (Create New User), and 'Username' (tConsult2_Org). A 'Security Warning' message is displayed at the top, stating: '---SECURITY WARNING--- This user is created so that you can log into the system the first time. It is recommended to create your own administrator account and then inactivate this account.'

Figure 7 – Creating the First Organization (Continued)

- a. Select the IP address of the Front End tConsult Server

- b. Create a New User entering a *complex* password
Note: For ease of maintenance and keeping with good Security standards, this New User should match the SQL tConsult User account created during the prerequisite phase.
 - c. Click on Install
10. The installation of the tConsult Server Software vx.x.x.x will commence. The reader will see a series of scripts. No action is required on the part of the administrator.
 11. The upgrade wizard will reflect that the installation is complete. Click Finish to close the wizard.



Figure 8 – Creation of Organization Completed

12. Proceed to SWP-0049 tConsult Server - Registering XP_MD5.dll on a SQL Back End Server to complete the process.
13. Open Internet Explorer and enter http://IP_address_of_your_server/ping.htm

The AFHCAN Server Information page should display as seen in Figure 8.

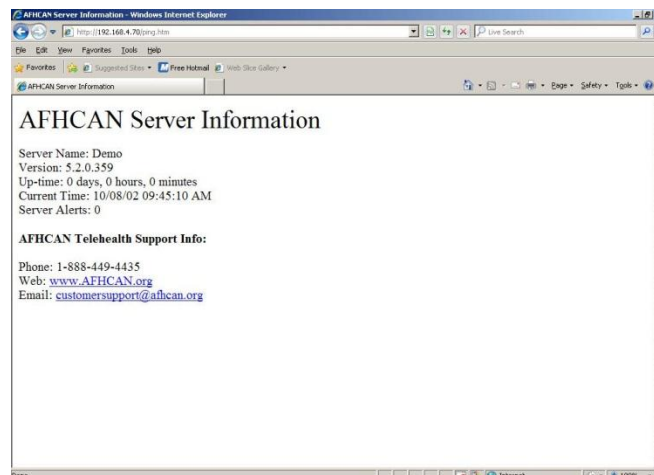


Figure 9 – Ping page

Close Internet Explorer.

tConsult Software is a licensed product. After installation of tConsult Server Software and creating of an organization, it will be necessary to enter licensing information. Please refer to SWP-0010 tConsult Server - Licensing for instructions on obtaining and installing tConsult licenses.

Creating Additional Organizations on the same tConsult Server

tConsult Server software allows multiple organizations to be hosted on the same server. This section discusses the steps necessary for creating an additional organization. When used with a Back End SQL Server, a SQL tConsult User Accounts must be set up per organization in advance on the Back End SQL Server.

1. Open tConsult Server Manager and click on Create New Organization.

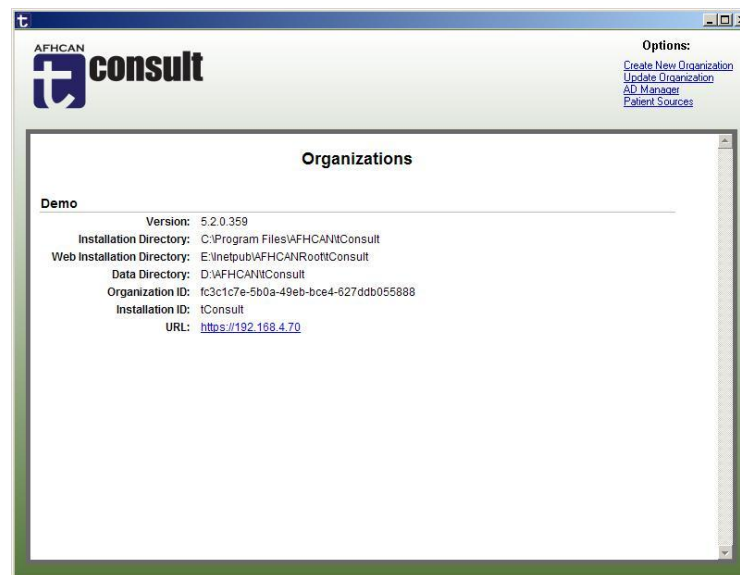


Figure 10 – Creating Additional Organizations

2. As in creating a new organization, enter the new Organizations' name; create a Super-Admin provider and password.

Accept the Database Name.

At the Server Name: Enter the IP Address of the Back End SQL Server

Select Use SQL Server Authentication and enter the appropriate SQL tConsult User name and account.

Installing Organization

* Fields marked with an asterisk are required

Destination Computer
 Computer Name: afhcan-sg1est
 OS: Microsoft Windows NT 5.2.3790 Service Pack 2

Installation
 Installation File: C:\Program Files\AFHCAN\Installers\Orgsetup_5.2.0.359.exe
 Installation ID: tConsult2
 Installation Directory: C:\Program Files\AFHCAN\Consult2
 Web Installation Directory: E:\inetpub\AFHCANRoot\Consult2
 Data Directory: D:\AFHCAN\Consult2

Organization
 * Organization Name: Demo Two

Default Super-Admin Provider
 * Username: AFHCANAdmin
 * Password: *****
 * Confirm Password: *****
 —SECURITY WARNING—
 This user is created so that you can log into the system the first time. It is recommended to create your own administrator account and then inactivate this account.

New Database Settings
 * Database Name: tConsult2
 * Server Name: (local)

Cancel Install

Figure 11 – Creating Additional Organizations Cont'd.

3. Select a new IP address. Each organization must have a unique IP address.

Organization
 * Organization Name: Demo Two

Default Super-Admin Provider
 * Username: AFHCANAdmin
 * Password: *****
 * Confirm Password: *****
 —SECURITY WARNING—
 This user is created so that you can log into the system the first time. It is recommended to create your own administrator account and then inactivate this account.

New Database Settings
 * Database Name: tConsult2
 * Server Name: (local)

Installation Settings:
 * IP Address: 192.168.4.80
 * Run as: Create New User
 Existing User
 * Username: tConsult2
 * Password: *****
 * Confirm Password: *****

Cancel Install

Figure 12 – Creating Additional Organizations Cont'd.

Create a new user with a complex password, matching the SQL tConsult User Account created within Enterprise Manager on the Back End SQL Server.

Click on Install.

4. Repeat this section for each organization.

Uninstalling vx.x.x.x tConsult Server Software

Should the need arise to uninstall vx.x.x.x Server Software, it is important to verify how many organizations may be hosted on a server. Uninstall involves both the tConsult Server Software *AND* an organization. One does not uninstall the other. This section details how to uninstall the tConsult Server Software followed by uninstalling an organization, and cleanup of the disk.

If an administrator only needs to uninstall an Organization, proceed and begin at Step 5.

If tConsult Update Server has been installed and it is to be retained, then copy the E:\Inetpub\AFHCANRoot\AFHCAN\tConsult\Update folder to a safe location – such as E:\Update.

1. Begin by Clicking on Start | All Programs | AFHCAN | Uninstall.

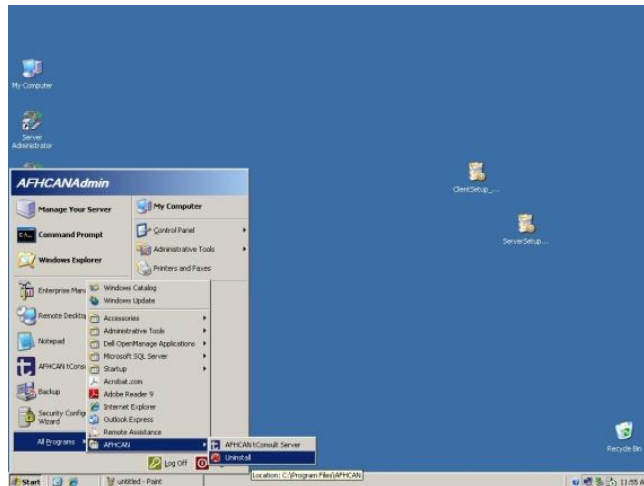


Figure 13 – Uninstalling tConsult Server Software

2. Click on Yes to uninstall the tConsult Server Software.

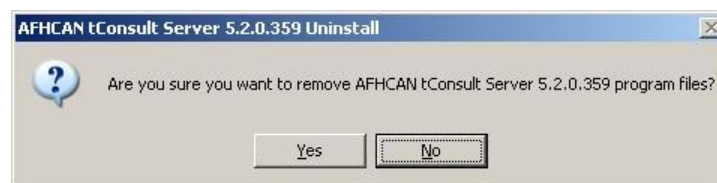


Figure 14 – Uninstalling tConsult Server Software Verification

- The uninstaller will proceed to remove the tConsult Server Software. When complete click on Close.

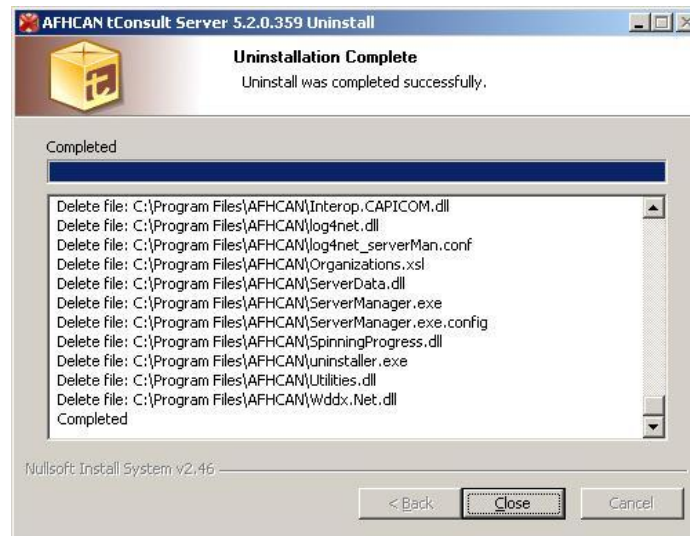


Figure 15 – Completion of tConsult Server Software Uninstall

- Click on OK to acknowledge the successful uninstall.

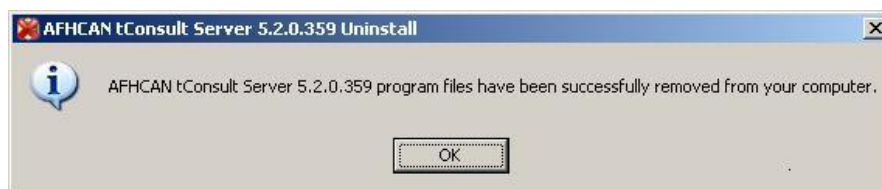


Figure 16– Acknowledging successful tConsult Server Software Uninstall

- Using the Control Panel | Add and Remove Programs, highlight the Organization to be uninstalled and click on Remove.

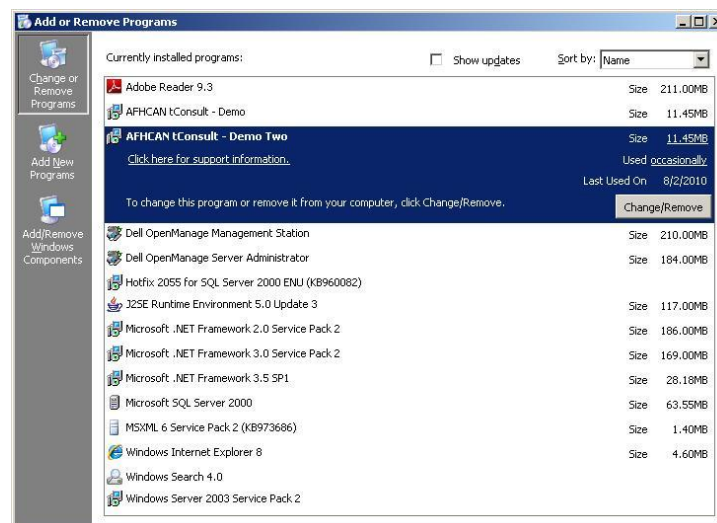


Figure 17 – Uninstalling tConsult Organization

6. Confirm the removal of the Organization by clicking on Yes.



Figure 18 – Verifying the Uninstalling of tConsult Organization

7. A series of scripts will run. When the process is complete, click on the Close button.

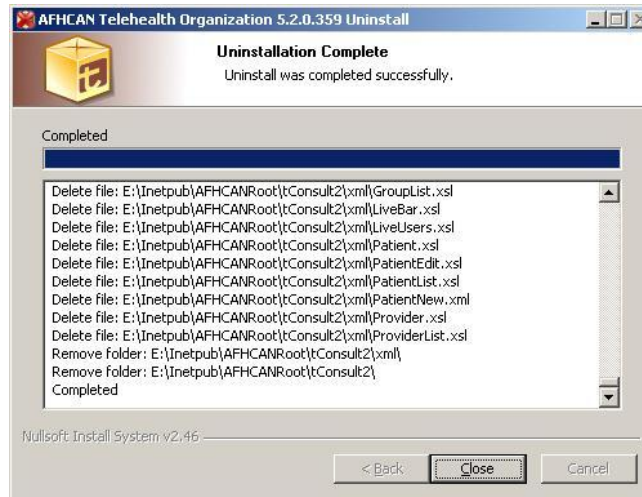


Figure 19 – Completing the Uninstalling of a tConsult Organization

8. Click on OK.

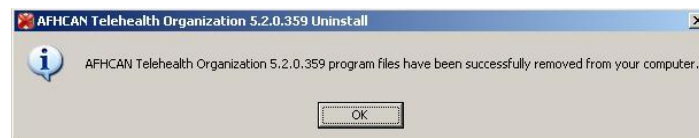


Figure 20 – Acknowledging successful Uninstalling of a tConsult Organization

9. Cleanup the Server by removing the following folders:
 - a. C:\Program Files\AFHCAN
 - b. D:\AFHCAN
10. Verify that the E:\Inetpub\AFHCANRoot\AFHCAN folder is empty.
11. Delete the tConsult Organization database within Enterprise Manager
12. Remove the empty AppPools_*** using IIS Manager.

13. Using regedit is at the readers' own risk. AFHCAN assumes no responsibility for failure to follow the below steps. Using regedit very carefully, remove the Organization and Settings from HKLM\Software\AFHCAN.

End of procedure.