

Software Procedure

SWP-0064 tConsult Server v6.x - Upgrade

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Alaska Native Tribal Health Consortium
Division of Health Information & Technology
4000 Ambassador Drive
Anchorage, AK 99508
Tel: (907) 729-2260
Fax: (907) 729-2269



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Purpose

The purpose of this document is to outline detailed steps necessary to upgrade tConsult Server Software and Organization from v5.0.2.781 (or higher) to v6.x.

Audience

This document applies to persons who work in the Information Technology department or a Systems Administrator within an organization who 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. tConsult Server Software creates and utilizes a SQL database and installs the necessary services for clients to create Telehealth cases.

The detailed steps as listed will upgrade an existing instance of the tConsult Server Software. Steps are included to upgrade an Organization(s).

Additional Resources

SWP-0005 tConsult Server - How to Establish an Authoritative Time Source for tConsult Servers

Minimum System Requirements

- .Net Framework 4.0
- SQL 2005
- Windows Server 2003
- a dedicated IP address that clients will use to connect

Prerequisites Prior to Installing tConsult Server

If installing on Windows Server 2008 x86 with IIS7 and either SQL2005 or SQL2008:

Upgrade to Windows Server 2008 x86 SP2

Run command "C:\Windows\Microsoft.NET\Framework\v4.0.30319\aspnet_regiis.exe" to register the appropriate .NET 4.0 handlers.

Additional Requirement Considerations

The server hosting tConsult Server must be configured to use a valid time source, and the Windows Time Service enabled and started.

A tConsult Server built to tConsult specifications will have only 3 ports open on the firewall. tConsult Cart can be configured to use the tConsult Server host as a time source. If this is desired, the tConsult Server host must also be configured as a time server. This will require UDP port 123 inbound to be enabled on the server firewall.

tConsult Server and tConsult Cart are now using Windows Communication Foundation for user authentication as one of the first steps toward messaging system improvements. This will require TCP port 6968 inbound to be enabled on the server firewall.

Details instructions for establishing a Time Source can be found in *SWP-0005 How to Establish an Authoritative Time Source for tConsult Servers*.

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.

Upgrading tConsult Server Software

This section details those steps that will upgrade the tConsult Server Software.

1. Log in to the tConsult Server using an administrative account.
2. Insert the tConsult Server Software installation disk into the CD-ROM and run the “ServerSetup_6.x.x.x” executable to start the upgrade.
3. The installation routine will detect the earlier version. Click Yes to proceed with the upgrade.

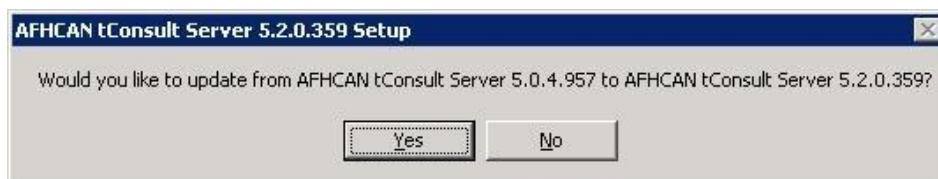


Figure 1 – Getting Started with the Upgrade

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

4. The tConsult Server Software will be installed. No action is necessary.

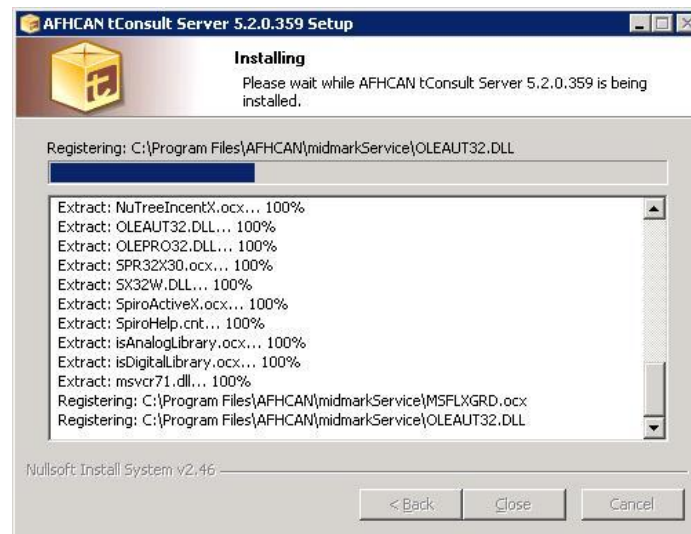


Figure 2 – Installation Progress Window

Upgrading an Organization

The steps detailed here will upgrade an organization.

Note: As with any procedure that could possibly carry risk, always follow the IT best practice to backup any SQL tConsult database prior to beginning an upgrade.

1. Upon completion of the tConsult Server Software upgrade on a single organization server, the reader will see Figure 3. Click Install.

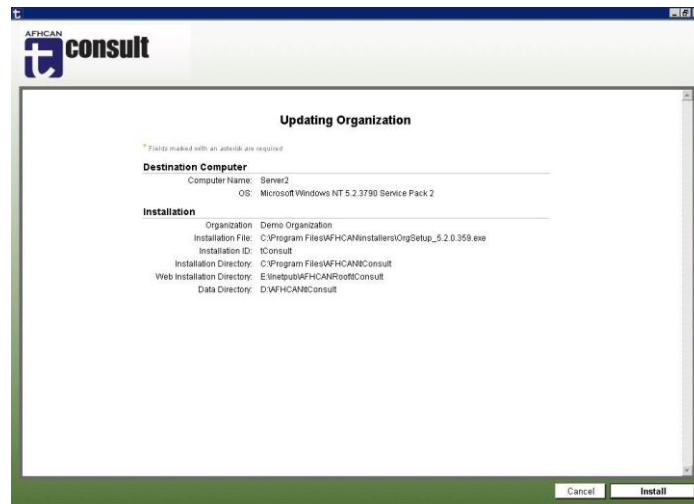


Figure 3 – Upgrading a Single Organization

2. A series of scripts will commence upgrading the organization. No action is necessary.



Figure 4 – Upgrading the Organization Progress Window

3. Click Finish upon completion of the upgrade.



Figure 5 – Completing the Upgrade of a Single Organization

Upgrading a Multi-Organization tConsult Server

If the tConsult Server is a multi-organizational server, repeat this next sequence of steps for each organization.

Note: Always backup any and all SQL tConsult databases first.

1. Click Update Organization in the upper right of the t Consult Server Manager window.

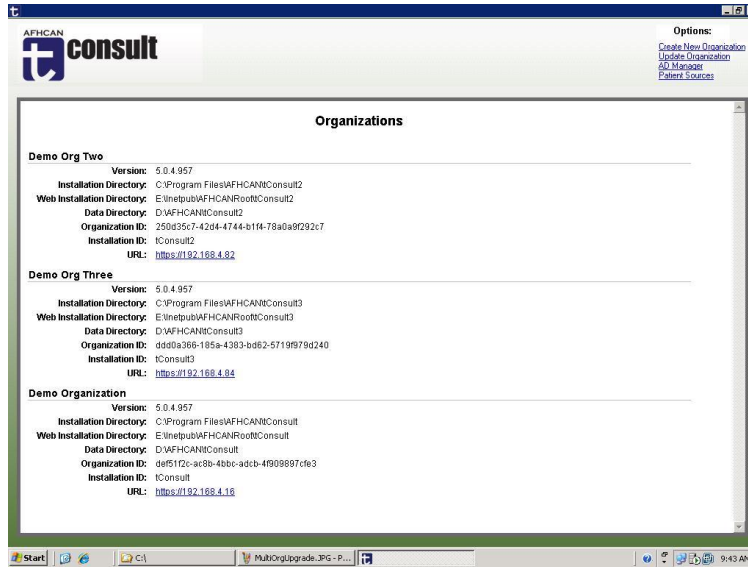


Figure 6 – Upgrading Multiple Organizations

- In the right hand pane, highlight the organization that will be upgraded and then click Next.

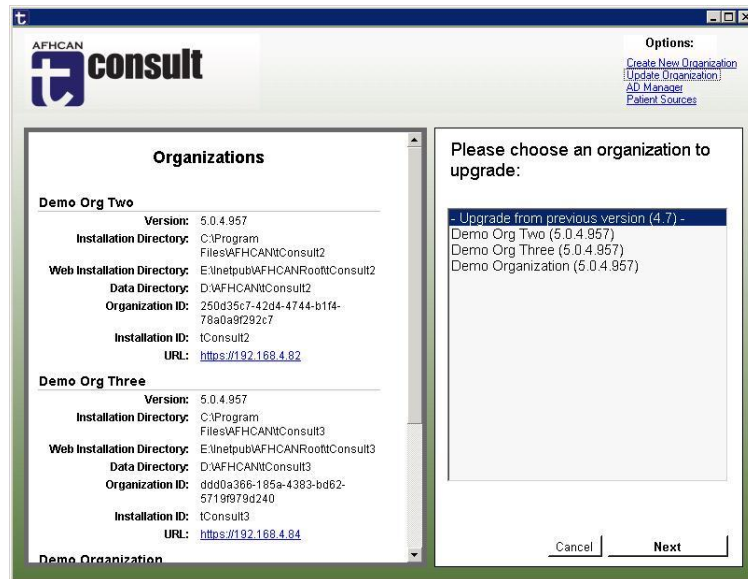


Figure 7 – Selecting the Organization

- Again in the right hand pane, highlight the version of the upgrade and then click Next.

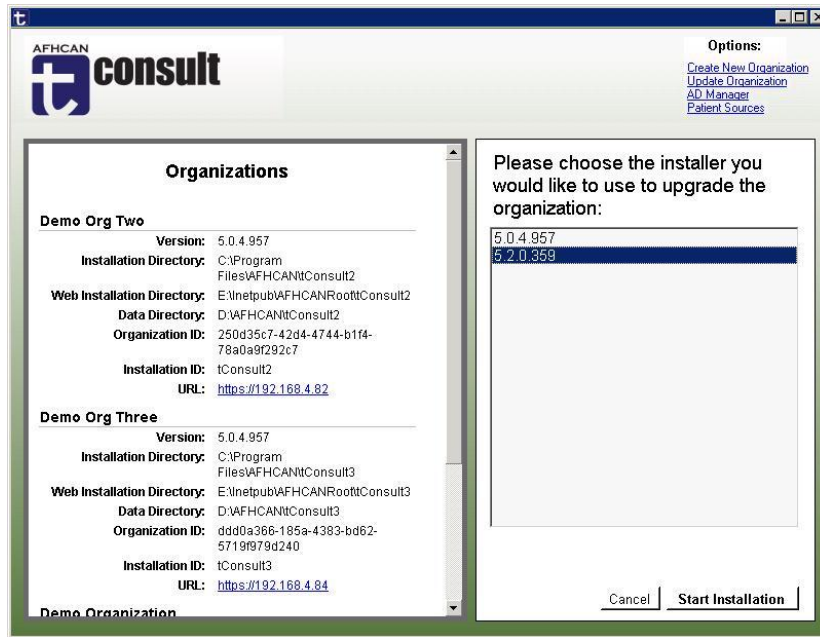


Figure 8 – Selecting the Version

4. Click Install.

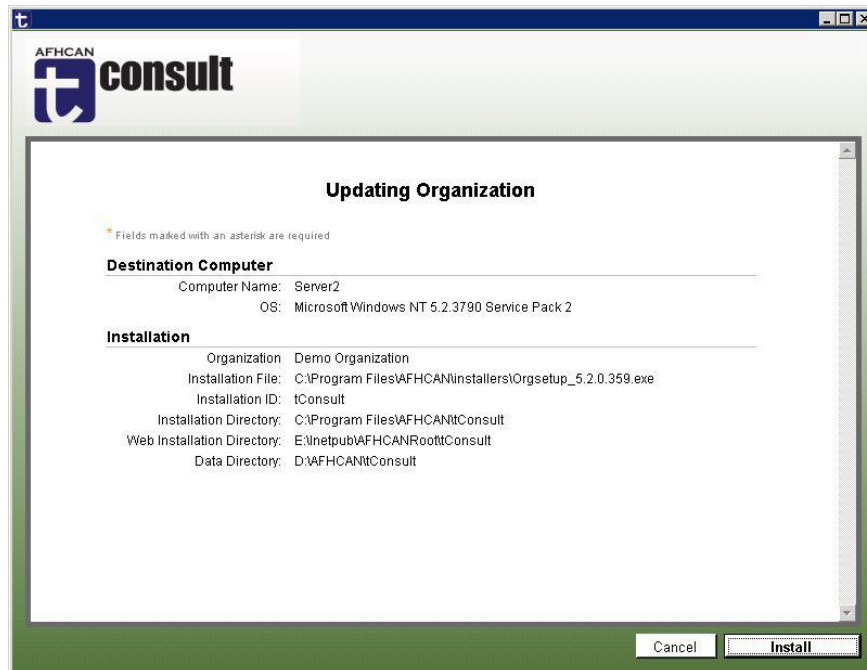


Figure 9 – Beginning the Organization Upgrade

5. A series of scripts will commence upgrading the organization. No action is necessary.

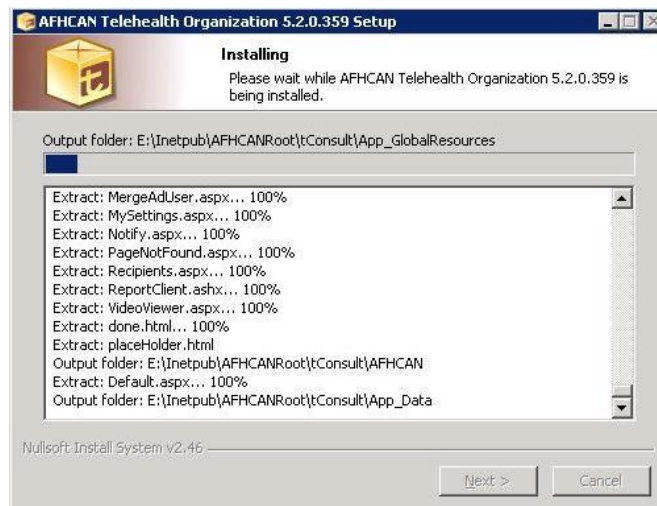


Figure 10 – Upgrading the Organization Progress Window

6. Click Finish upon completion of the upgrade.



Figure 11– Completing the Upgrade of a Single Organization

End of procedure.