

Software Procedure

SWP-0021 Upgrading SQL Server 2000 to SQL Server 2005 on a tConsult Server

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Purpose

The purpose of this document is to detail the necessary steps to upgrade a Telehealth server from SQL Server 2000 to SQL Server 2005.

Audience

This document is written for IT technicians and system administrators who are responsible for building, configuring, or maintaining an AFHCAN tConsult Server. It is assumed readers are familiar with intermediate-level computer terms and concepts.

Scope

All AFHCAN Telehealth Servers have been built and configured using SQL Server 2000 which has reached its end of life for support from Microsoft. The steps detailed here will assist the audience in successfully upgrading their current SQL Server 2000 Telehealth server to SQL Server 2005. There are two types of SQL Server Upgrades: In-Place and Side-by-Side. See the table below to see the differences. This procedure details only how to perform the In-Place Upgrade.

Table 1

SQL Server Upgrade Paths

SQL Server 2005 Component	In-Place Upgrade	Side-by-Side Upgrade
Database Engine	SQL Server Setup (upgrades all databases and preserves server configurations when possible)	One or two servers (use backup/restore, detach/attach, or Copy Database Wizard)

Additional Resources

SQL2005UpgradeTechReference.doc from Microsoft:
<http://www.microsoft.com/downloads/en/details.aspx?FamilyID=3d5e96d9-0074-46c4-bd4f-c3eb2abf4b66&DisplayLang=en>

Backup the Existing Server

This section outlines the steps to prepare a server to do an in-place SQL Server upgrade from SQL Server 2000 to SQL Server 2005.

1. Backup ALL system and user databases (this includes but not limited to: master, msdb, model, ITAssist, CaseDB, tConsult etc.) Use separate folders for each database with the D:\MSSQL\Backup folder.
2. Backup ALL transaction logs for each of the databases using separate folders for each database within the D:\MSSQL\Backup folder.
3. Using Windows 2003 Backup Utility, backup the entire D:\MSSQL\Backup folder; D:\AFHCAN* folders with the blobs and E:\inetpub\AFHCANRoot*, placing the backup in the root of the D:\drive.

NOTE: On an AFHCAN Telehealth server built prior to 2008, it may be D:\ATS and E:\inetpub\WWWRoot folder structure.

Configuring the Existing Server

Changes to existing services and folder permissions need to be set to allow the upgrade to occur.

1. Change the Remote Registry service to Automatic and Start the Service.
2. Assign Users the ability to Read and Execute at the C:\Program Files\Microsoft SQL Server folder level – with inherit to subfolder and files set.

In-Place SQL Server 2000 Upgrade to SQL Server 2005 Process

1. Shut down all tConsultServer Service(s).
2. Insert SQL 2005 Server disk into CD/DVD-Rom. (If doing the upgrade remotely, copy the contents of the SQL Server 2005 Installation CD(s) to a folder on the D:\drive. Click on Install Server components, tools, Books Online, and samples. (If AutoRun is disabled, use Windows Explorer to navigate to the CD/DVD-Rom drive and double click on Setup.exe).
3. Allow Native client and Support files to be installed. When completed, do not click on Next nor Exit the Microsoft SQL Server 2005 setup program.
4. Due to the .Net Framework 3.5 SP1, being installed, .NET runtime searches for the BPAClient.dll in a subfolder called BPAClient. Confirmed by Microsoft in KB2020426, use Windows Explorer, navigate to C:\Program Files\Microsoft SQL Server\90\Setup Bootstrap\BPA folder. Create a new subfolder within the BPA folder called BPAClient (no space).

5. Copy the file BPAClient.dll from the C:\Program Files\Microsoft SQL Server\90\Setup Bootstrap\BPA\Bin folder into the newly created BPAClient folder.
6. Return to the Microsoft SQL Server 2005 Setup program, and click on Next.
7. At the Components to Install screen, select SQL Server Database Services and Workstation Components, Books Online and development tools. Click on Advanced button.
8. Under Client Components:
 - a. Make Business Intelligence Development Studio components unavailable.
 - b. Make Software Development Kit components unavailable.
9. Make the Documentation, Samples and Sample Databases unavailable
10. Accept Default Instance
11. Check SQL Server Database Services 8.00.2039
12. Use Windows Authentication Mode
13. Service Accounts:
 - a. SQL Browser: Use the built-in System account of Local system
 - b. Do not start the SQL Browser service
14. Do not send errors to Microsoft
15. Surface Area Configuration for Features:
 - a. Enable CLR Integration
16. Copy xp_md5.dll from C:\Program Files\Microsoft SQL Server\MSSQL\Binn to C:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Binn
17. Open SQL Server Management Studio to allow the software to initialize
18. Highlight the tConsultX or CaseDB database and select Database Properties.
 - a. Select the Files Page –
 - b. Place a checkmark to allow Full Text Indexing
 - c. Select the Options Page – Change the compatibility level to SQL Server 2005 (90)
 - d. Select the Permissions Page – click on the tConsultX name and scroll in the bottom window pane to Take Ownership. Place a checkmark in the Grant checkbox.
19. Repeat Step 16 for each tConsultX or CaseDB database if a multi-org server.

20. Restart tConsultServer Service, then using IE, check the ping page status:
[Http://ip_address_of_your_server/ping.htm](http://ip_address_of_your_server/ping.htm)
21. Reboot the server
22. After logging back into the server, stop the tConsultServer(s) Service
23. Stop all SQL Services
24. Install SQL 2005-SP3 accepting all defaults
25. At completion do NOT Launch the User Provisioning Tool for Windows Vista after SP3 installation completes
26. Reboot the server
27. Verify that the tConsultServer Service(s) is running. Log into the cart client and create a case. Log into the Web client and create a case. Archive the cases.

End of procedure.