

White Paper >>>



NextGen Trial Hotfix Instructions White Paper

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In as much as possible, default procedures in this guide were developed using the most current Microsoft operating system and most current Microsoft server operating system. When required, procedures in this guide were developed based on the Microsoft Windows 7 operating system and/or Windows Server 2008 and SQL Server 2008, unless otherwise noted. Screen shots in this document were primarily developed using the Windows 7, Windows Server 2008 and SQL Server 2008 systems. Note: Other Windows operating systems that support this product may work differently.

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The following terms may be used interchangeably throughout this document:

- NextGen Ambulatory EHR and NextGen EHR
- NextGen Practice Management and NextGen EPM
- NextGen Optical Management and NextGen Optik
- NextGen Document Management and NextGen ICS
- NextGen Patient Portal and NextMD
- NextGen Remote Patient Chart Synchronization and NextGen PatientSync
- NextGen CHS and NextGen HIE

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Overview

The purpose of this White Paper is to explain steps necessary to install a TRIAL hotfix for NextGen application in your Test and/or Prod environment. Trial hotfixes are provided directly to you and are not tested by Quality Assurance (QA). Trial hotfixes are meant to verify that the issue has been resolved prior to QA validating and releasing the hotfix package. Once you have verified that the issue has been resolved, NextGen will include the task(s) into a cumulative hotfix, which will be tested, approved and released. Trial hotfixes include the item(s) developed to resolve a particular issue in addition to any/all fixes included in the most recently released hotfix.

Caution: You should always install a hotfix in your Test environment first and ONLY after a successful verification of items included in the hotfix package, you should install the hotfix in your Production environment.

NextGen TRIAL hotfixes are identified with the following file naming convention:

NextGen<base release version id>HF<mmddhhmm>.exe

where the trial build timestamp is provided in the part of the delivery file name after the "HF." For example, for a trial hotfix file named as: NextGen5.6.8.13HF10191422.exe should only be installed on top of the base 5.6.8.13 full release and is a trial hotfix that was built on October 19th at 2:42pm.

Summary of Tasks

To apply a hotfix you must complete the following:

- Download the hotfix package from NextGen Healthcare website
- Copy your
- Back up your environment and database(s)
- Stop NextGen-related services (i.e., Rosetta, ICS Remote Scanning, BBP Engine, etc.)
- Run the update utility (see "Running the Update Utility" on page 4)
- Restart stopped services
- Run post-upgrade re-registering and testing (see "THIN Client Re-registration" on page 16)
- If necessary, perform additional setup and installation of new components

Reference: For information on how to backup your environment and database, as well as stop/start NextGen-related services, see the latest available *NextGen Update Utility Guide*.

Running the Update Utility

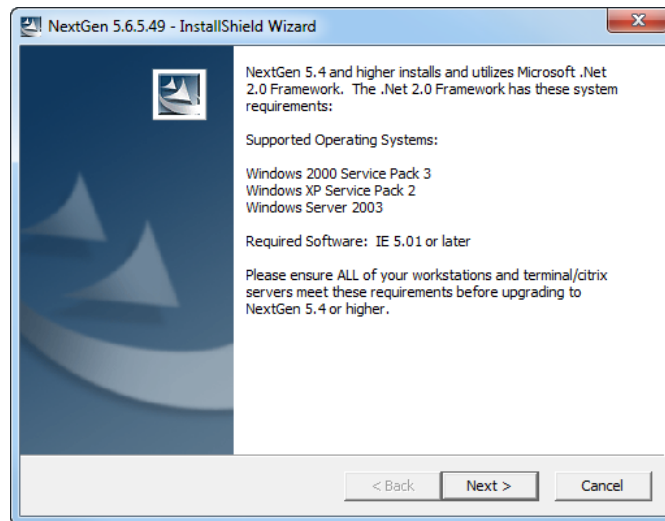
In order to run the upgrade, you must be logged in as a domain administrator on a workstation or server that has the NextGen installed on it.

Caution: Make sure to run the upgrade in your Test environment and thoroughly test it prior to upgrading your Prod environment.

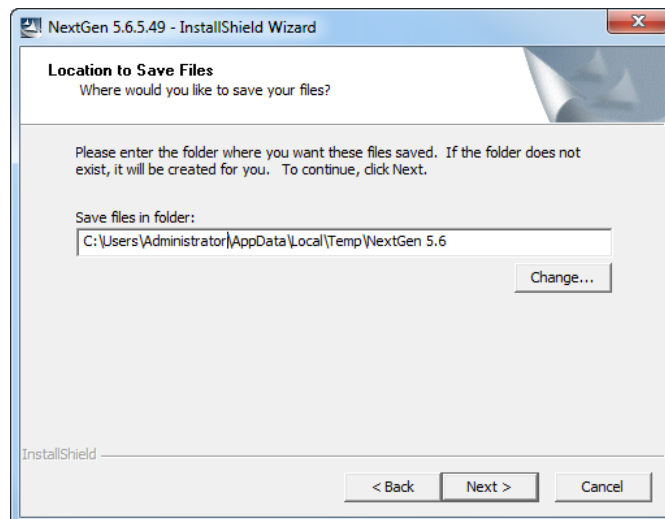
To run the update utility:

- 1 Download the appropriate update utility.
- 2 Double-click the file to launch the install wizard.

The install wizard starts and displays the upgrade version number in the title bar with the system requirements listed below.



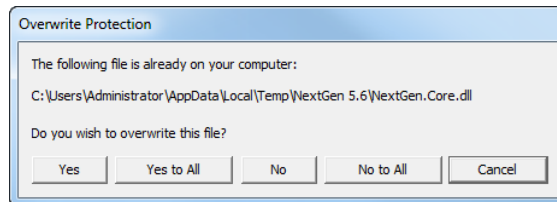
- 3 After verifying the necessary requirements are installed, click **Next**.
The *Location to Save Files* page displays.



By default, the install wizard displays the **Local Settings\Temp\NextGen 5.6** folder of the logged in user. If needed, click **Change** to select a different location.

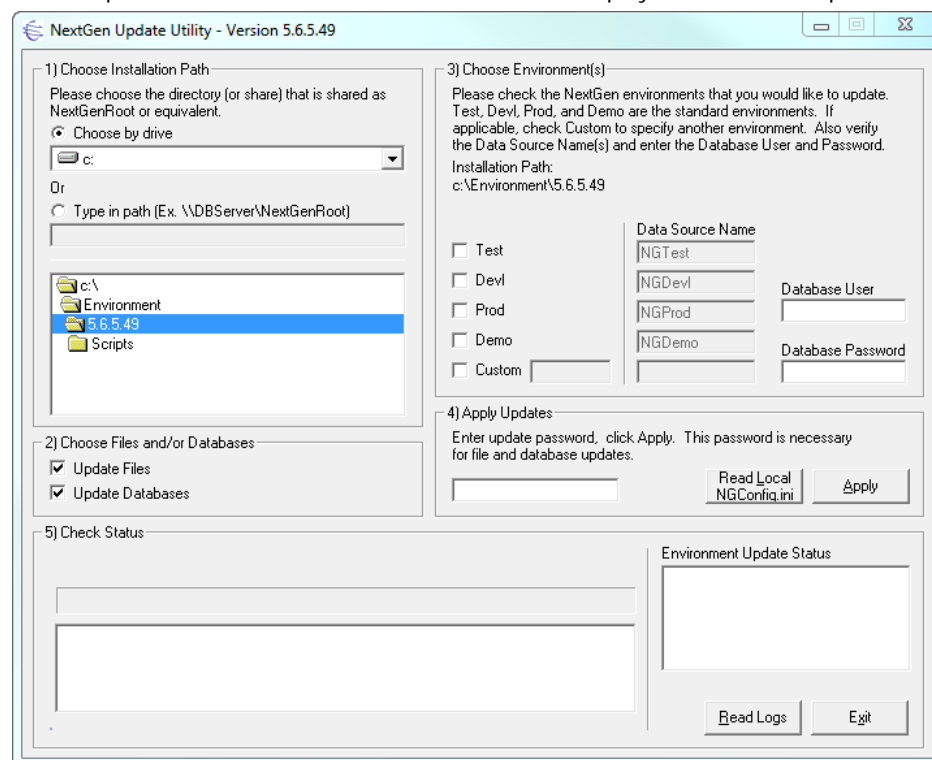
4 Click **Next** to continue.

If you have performed a 5.6 upgrade using the same machine and folder, the following *Overwrite Protection* message displays.



Click **Yes to All** to continue.

The install wizard copies the files to the selected folder and then displays the NextGen Update Utility.



5 You can now begin upgrading.

You can either read the settings from the local ngconfig.ini (see "Using the Ngconfig.ini File" on page 7) to populate the data fields in the utility or enter the information manually (see "Using Manual Entry" on page 10).

Note: In order to run the upgrade, you need domain administrator rights on the workstation or server you are running the upgrade utility on.

Using the Ngconfig.ini File

Use this method to automatically populate installation path and database information from the local ngconfig.ini file.

To perform an upgrade using the ngconfig.ini file:

- 1 If needed, browse to the folder where the upgrade utility was installed, and double-click **vcp.exe**.
The *NextGen Upgrade Utility* dialog box displays.

NextGen Update Utility - Version 5.6.5.49

1) Choose Installation Path
Please choose the directory (or share) that is shared as NextGenRoot or equivalent.
☒ Choose by drive
c: [v]
Or
☐ Type in path (Ex. \\DBServer\NextGenRoot)
[]
c:\
Environment
5.6.5.49
Scripts

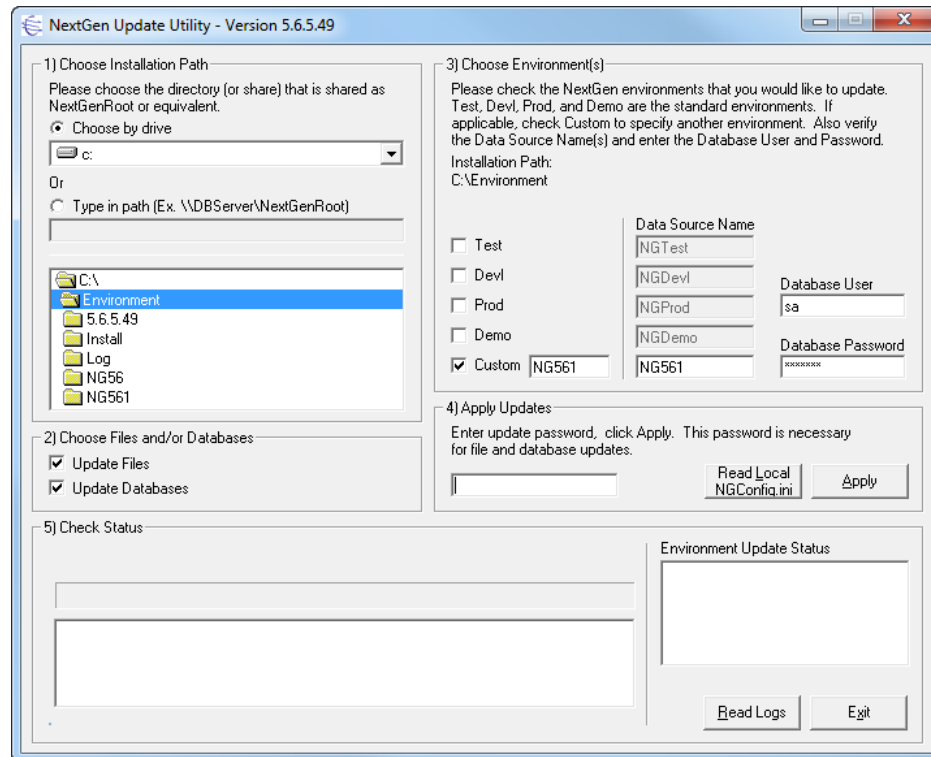
2) Choose Files and/or Databases
☒ Update Files
☒ Update Databases

3) Choose Environment(s)
Please check the NextGen environments that you would like to update. Test, Devl, Prod, and Demo are the standard environments. If applicable, check Custom to specify another environment. Also verify the Data Source Name(s) and enter the Database User and Password.
Installation Path: c:\Environment\5.6.5.49
☐ Test
☐ Devl
☐ Prod
☐ Demo
☐ Custom []
Data Source Name
NGTest
NGDevl
NGProd
NGDemo
Database User
[]
Database Password
[]

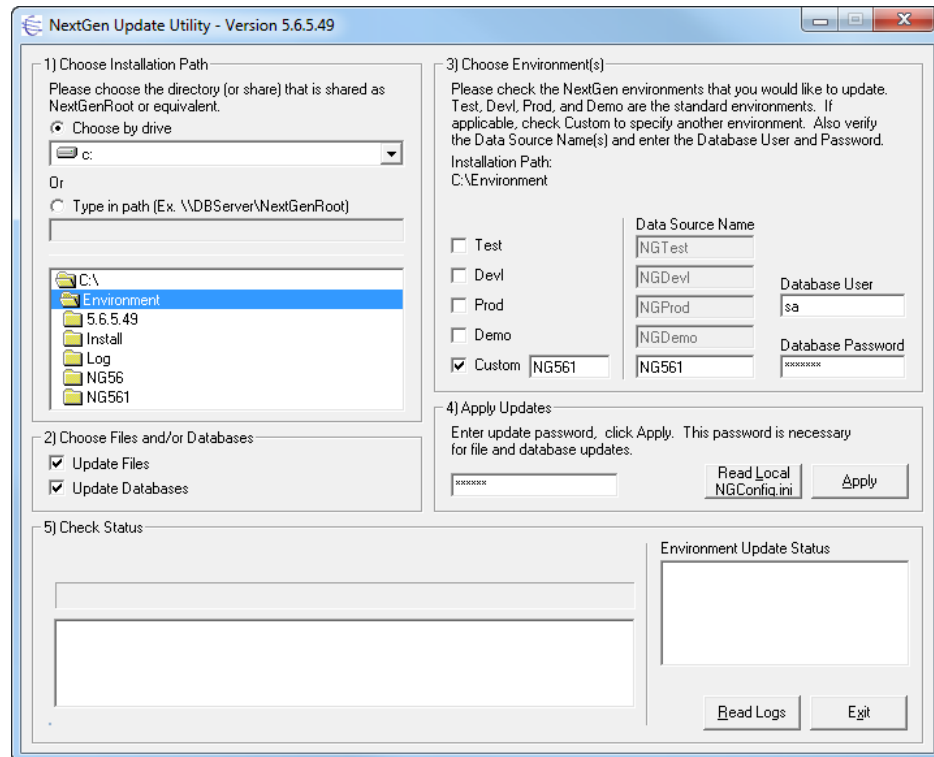
4) Apply Updates
Enter update password, click Apply. This password is necessary for file and database updates.
[]
Read Local NGConfig.ini Apply

5) Check Status
Environment Update Status
[]
Read Logs Exit

- 2 Click the **Read Local NGConfig.ini** button.
The Upgrade Utility reads the local ngconfig.ini file and populates the Installation Path and Database fields accordingly.

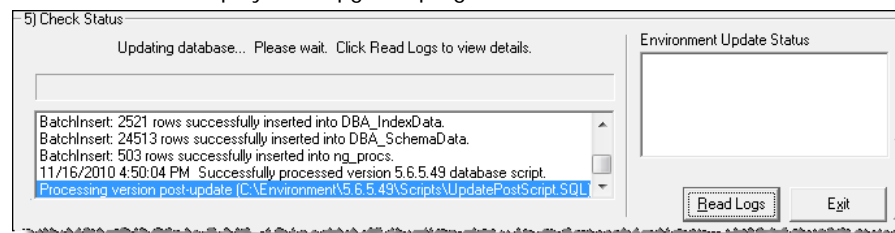


- 3 Verify the following information and if needed, make any changes.
 - In the 1) **Choose Installation Path** section, verify that the drive and/or path are correct.
 - In the 2) **Choose Files and/or Databases** section, verify that the **Update Files** and **Update Databases** check boxes are selected.
 - In the 3) **Choose Environments** section, verify that only one database is selected and that it is correct.
If you are using a "Custom" database, enter the database name.
- 4 In the 4) **Apply Updates** section, enter **fusion** in the update password field.

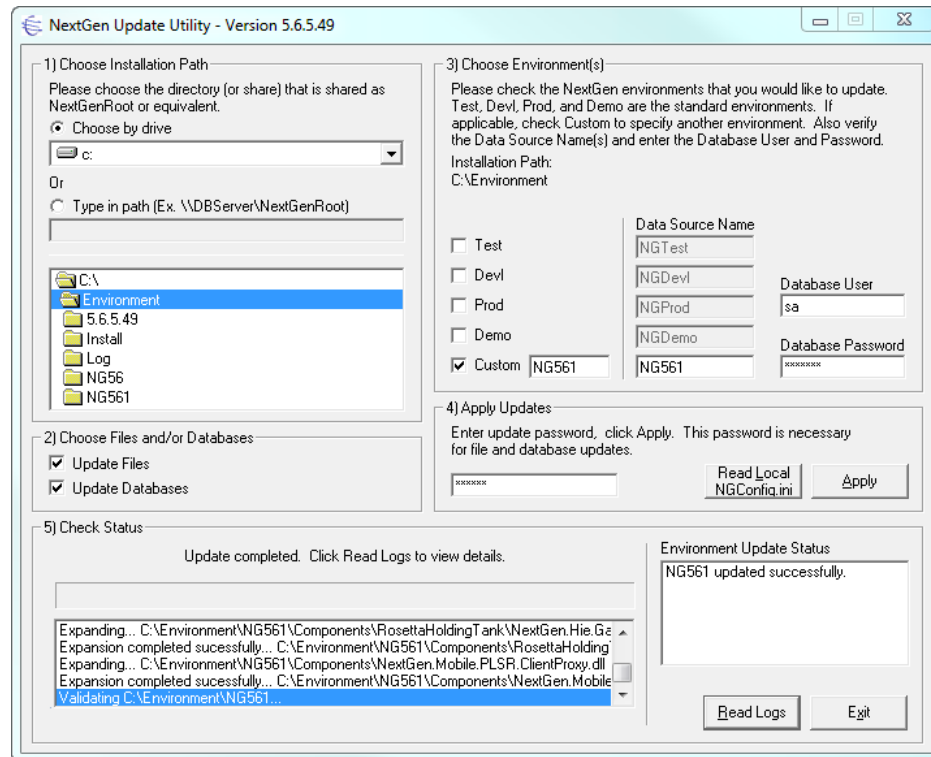


5 Click Apply.

The 5) Check Status section displays the upgrade progress.



The **Environment Update Status** section alerts you when the upgrade has completed successfully or has failed.



- 6 If a failure occurs, you can click the **Read Logs** button to view the errors.

The NextGen Update log file is date stamped (YYYY/MM/DD HH:MM:SS) and typically written to the Log folder under the NextGen Root folder. For example:
 \\DBServer\NextGenRoot\Log\NextGenUpdate20100309115642.log.

Note: In case of a failure, contact NextGen Healthcare Customer Support.

- 7 Double-click the **NextGen5**  icon to start the version control process.

If prompted to restart the computer, click **Yes**.

Note: You must run the version control process on all workstations to re-register upgraded files (see "Post-Upgrade Requirements" on page 15).

Using Manual Entry

To perform an upgrade using manual entry:

- 1 If needed, browse to the folder where the upgrade utility was installed, and double-click **vcp.exe**.
The *NextGen Upgrade Utility* dialog box displays.

NextGen Update Utility - Version 5.6.5.49

1) Choose Installation Path
Please choose the directory (or share) that is shared as NextGenRoot or equivalent.
☒ Choose by drive
c: [v]
Or
☐ Type in path (Ex. \\DBServer\NextGenRoot)
[]
c:\
Environment
5.6.5.49
Scripts

2) Choose Files and/or Databases
☒ Update Files
☒ Update Databases

3) Choose Environment(s)
Please check the NextGen environments that you would like to update. Test, Devl, Prod, and Demo are the standard environments. If applicable, check Custom to specify another environment. Also verify the Data Source Name(s) and enter the Database User and Password.
Installation Path: c:\Environment\5.6.5.49
☐ Test
☐ Devl
☐ Prod
☐ Demo
☐ Custom []
Data Source Name
NGTest
NGDevl
NGProd
NGDemo
Database User
[]
Database Password
[]

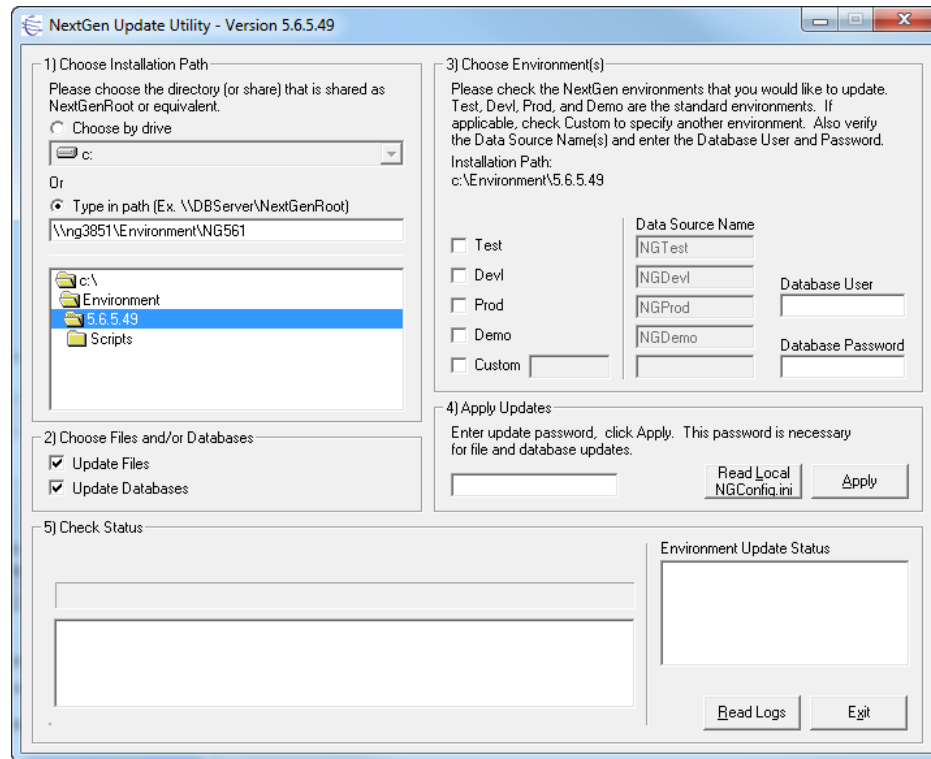
4) Apply Updates
Enter update password, click Apply. This password is necessary for file and database updates.
[]
Read Local NGConfig.ini Apply

5) Check Status
[]
[]
Environment Update Status
[]
Read Logs Exit

- 2 In the **1) Choose Installation Path** section, select one of the following options:

Caution: the default path may not be correct!

- If you are running the update utility on the server, select **Choose by drive** radio-button and select the drive that the **NextGenRoot** directory resides on. In the directory below, double-click on the folder to open it.
- If you are running the update utility on a workstation, select **Type in path** and enter the path \\YourServerName\NextGenRoot under the option you selected, where "YourServerName" should be replaced with the name of your server.



Note: You can copy the Server Drive from your NGconfig.ini file and paste it into the path field.

- 3** In the **2) Choose Files and/or Databases** section, verify that the **Update Files** and **Update Databases** check boxes are selected.
- 4** In the **3) Choose Environment(s)** section:
 - Select the check box next to the environment you are upgrading.

Note: Only upgrade one environment at a time.

The Data Source Name fields becomes active.

- If needed, change the appropriate **Data Source Name**.
- If you are using a "Custom" database, enter the database name.
- Enter the **Database User** and **Database Password** information.

NextGen Update Utility - Version 5.6.5.49

1) Choose Installation Path
Please choose the directory (or share) that is shared as NextGenRoot or equivalent.
☒ Choose by drive
c: [v]
Or
☐ Type in path (Ex. \\DBServer\NextGenRoot)
[]

2) Choose Files and/or Databases
☒ Update Files
☒ Update Databases

3) Choose Environment(s)
Please check the NextGen environments that you would like to update. Test, Devl, Prod, and Demo are the standard environments. If applicable, check Custom to specify another environment. Also verify the Data Source Name(s) and enter the Database User and Password.
Installation Path: C:\Environment

<input type="checkbox"/> Test	Data Source Name	Database User
<input type="checkbox"/> Devl	NGTest	
<input type="checkbox"/> Prod	NGDevl	sa
<input type="checkbox"/> Demo	NGProd	
<input checked="" type="checkbox"/> Custom	NGDemo	
	NG561	Database Password
		NG561

4) Apply Updates
Enter update password, click Apply. This password is necessary for file and database updates.
[] [Read Local NGConfig.ini] [Apply]

5) Check Status
Environment Update Status
[] [Read Logs] [Exit]

5 In the 4) **Apply Updates** section, enter **fusion** in the update password field.

NextGen Update Utility - Version 5.6.5.49

1) Choose Installation Path
Please choose the directory (or share) that is shared as NextGenRoot or equivalent.
☒ Choose by drive
c: [v]
Or
☐ Type in path (Ex. \\DBServer\NextGenRoot)
[]

2) Choose Files and/or Databases
☒ Update Files
☒ Update Databases

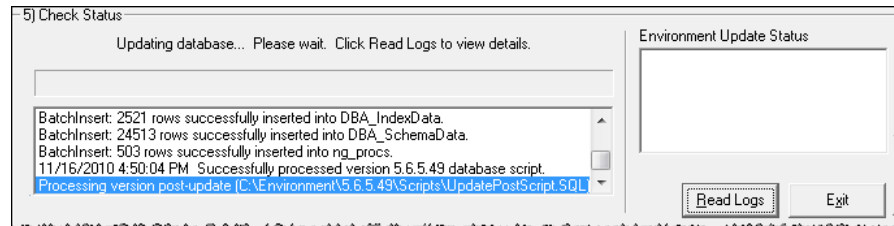
3) Choose Environment(s)
Please check the NextGen environments that you would like to update. Test, Devl, Prod, and Demo are the standard environments. If applicable, check Custom to specify another environment. Also verify the Data Source Name(s) and enter the Database User and Password.
Installation Path: C:\Environment

<input type="checkbox"/> Test	Data Source Name	Database User
<input type="checkbox"/> Devl	NGTest	
<input type="checkbox"/> Prod	NGDevl	sa
<input type="checkbox"/> Demo	NGProd	
<input checked="" type="checkbox"/> Custom	NGDemo	
	NG561	Database Password
		NG561

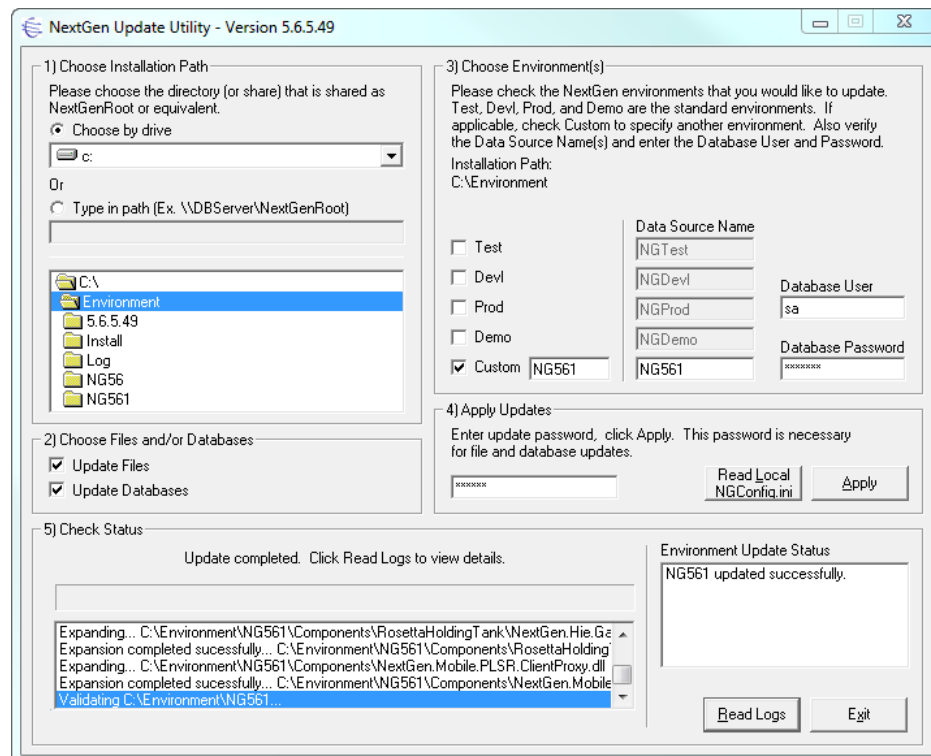
4) Apply Updates
Enter update password, click Apply. This password is necessary for file and database updates.
fusion [Read Local NGConfig.ini] [Apply]

5) Check Status
Environment Update Status
[] [Read Logs] [Exit]

6 Click **Apply**.
The 5) **Check Status** section displays the upgrade progress.



The **Environment Update Status** section alerts you when the upgrade has completed successfully or has failed.



- 7** If a failure occurs, you can click the **Read Logs** button to view the errors.

The NextGen Update log file is date stamped (YYYY/MM/DD HH:MM:SS) and typically written to the Log folder under the NextGen Root folder. For example:

\\DBServer\NextGenRoot\Log\NextGenUpdate20100309115642.log.

Note: In case of a failure, contact NextGen Healthcare Customer Support.

- 8** Double-click the **NextGen5** icon to start the version control process.

If prompted to restart the computer, click **Yes**.

Note: You must run the version control process on all workstations to re-register upgraded files (see "Post-Upgrade Requirements" on page 15).

Post-Upgrade Requirements

After the upgrade is complete, you must test the application via a FAT client first. Then, if there are any Terminal or Citrix® servers, you must update each one.

Moreover, if there are any changes to the default Crystal Reports, you must update the reports you are using.

Finally, you must perform any additional post-upgrade steps required for the version you are upgrading to.

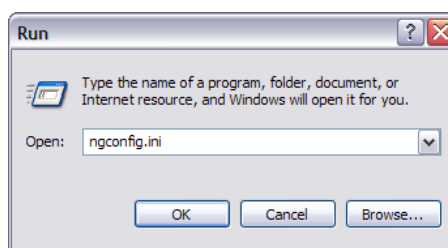
FAT Client Re-registration

Note: Do not test a NextGen FAT client directly on a SQL Server, because it may require a system reboot.

To test the application via a FAT client:

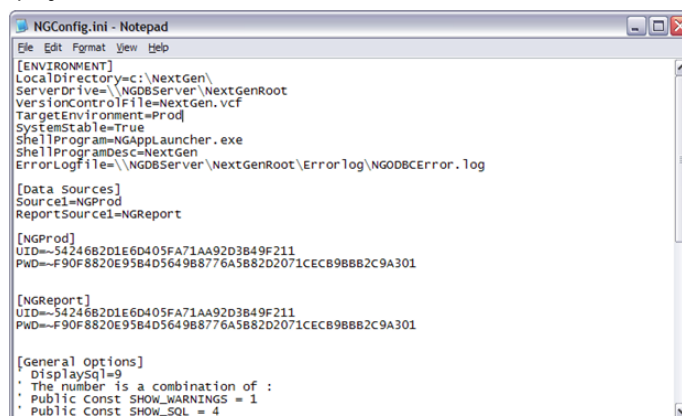
- 1 Log on to the workstation as a local administrator.
- 2 On the Windows taskbar, click the **Start** button > **Run**.

The *Run* dialog box displays.



- 3 Type **ngconfig.ini** and then click **OK**.

The **NGconfig.ini** file displays.



- 4 Verify that the **[Target Environment]** and **[Data Sources]** sections are pointing to the database you just upgraded.

If the system is not pointing to the database that was just upgraded, use the SetDB feature to choose the correct database.

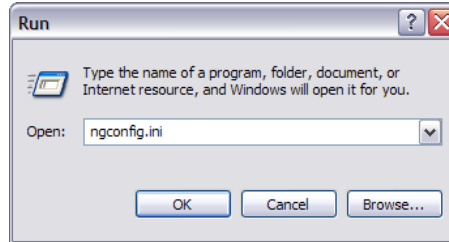
- 5 On your desktop, double-click the **NextGen5**  icon to start the version control process (VCP.exe).
- 6 When the process is finished, restart the workstation as directed.

THIN Client Re-registration

To re-register the application on a Terminal or Citrix server:

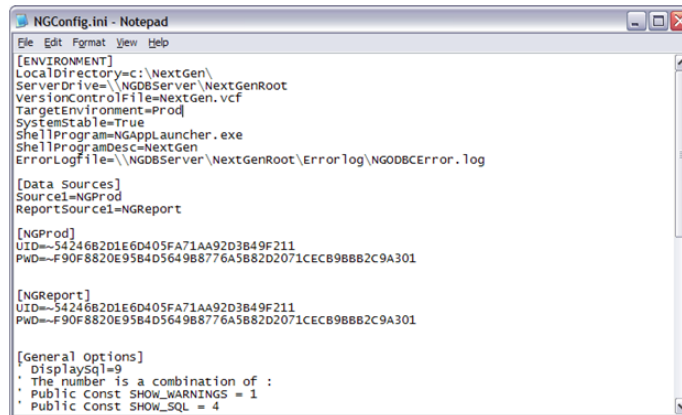
- 1 Reboot the Winframe or Terminal.
- 2 Log on as **Administrator**.
- 3 On the Windows taskbar, click the **Start** button and then click **Run**.

The *Run* dialog box displays.



- 4 Enter **ngconfig.ini** and then click **OK**.

The NGconfig.ini file displays.



- 5 Verify that the **[Target Environment]** and **[Data Sources]** sections are pointing to the database you just upgraded.

If the system is not pointing to the database that was just upgraded, use the SetDB function to choose the correct database.

- 6 On the Windows taskbar, click the **Start** button and then click **Run**.
- 7 Enter **cmd** and then click **OK**.

A command prompt window displays.

- 8 In the command prompt window, type **change user /install** and then press **ENTER**.

- 9 On the Windows taskbar, click the **Start** button and then click **Run**.

- 10 Type **C:\Nextgen\vcp.exe /r** (or the proper VCP.exe path) and then click **OK**.

When the process finishes running, the NextGen Application Launcher login dialog box displays.

- 11 Close the NextGen Application Launcher.

- 12 In the command prompt window, type **change user /execute** and then press **ENTER**.

- 13 From the desktop of the Terminal or Citrix server, open the application and log on.

- 14 Log out.

The Terminal or Citrix server is now updated as a FAT client.

- 15 Open the application via a Terminal or Citrix server connection and make sure that NextGen can be launched in the correct version.

Copy Ancillary Utilities

Not all of the NextGen utilities are automatically copied over from the NextGenRoot\Components folder to your local C:\NextGen folder. If you are using any of such utilities, for example, NextGen Delete Encounter Utility, you must manually copy the .exe file from the Components folder to your local NextGen directory.

Crystal Reports

A set of all standard NextGen® EHR Crystal Reports® are included in NextGen, Versions 5.6 and above. The files reside in the Distributed Reports folder on your server and must be copied to your designated folders in the NextGenRoot directory when upgrading to Version 5.6 or higher.

Applying Hotfix During an Upgrade

If you are applying a hotfix at the same time as your upgrade to an Update Release (5.x.x UDx), you must first perform the full upgrade for the UD release and then apply the hotfix. You can update/register local files once both processes are complete.

Reference: For information on how to perform an upgrade, see the latest available *NextGen Update Utility Guide*.
