

Performance Analytics

Powered by Horizon Business Insight



Upgrading HBI in a Microsoft Windows 2003
Server Environment

Release 15.0
April 2010

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Chapter 1: Before you Begin

This guide provides information and instructions for Horizon Business Insight™ customers who are upgrading an existing Horizon Business Insight system from version 14.0 or higher to Horizon Business Insight version 15.0.

Before you begin, please read this chapter in its entirety to be sure this is the correct document for your use. Once you have done so, follow the instructions section by section in the order presented in this document, unless otherwise instructed.

Who should use this document?

This document describes the procedures required to upgrade your Horizon Business Insight 14.0 system to release 15.0. Use the instructions in this document only if you meet all of the requirements below.

- You are currently actively running your system at Horizon Business Insight 14.0 SP1 or higher
- Horizon Business Insight is running a Windows 2003 SP2 operating system (32-bit or 64-bit) with Microsoft SQL Server 2005 SP2 or 3 in a single-server or multi-server environment.
- You are upgrading your Horizon Business Insight system to release 15.0.

IMPORTANT: If you are installing Horizon Business Insight for the first time, do not use this document. Instead, follow the instructions provided in the applicable document noted below:

- *Installing HBI in a Microsoft Windows 2003 Server Environment.*
 - *Installing HBI in a Microsoft Windows 2008 Server Environment.*
-

Horizon Business Insight environment types

This book provides instructions for the following types of environments. As you proceed through the instructions in this book, be sure to perform the instructions for your environment type.

- Single server (32-bit or 64-bit)environment - Customers running Horizon Business Insight in a single server environment have the Horizon Business Insight software and the SQL Server software installed on the same Windows 2003 server (referred to as the Horizon Business Insight or HBI server).
- Multi-server (32-bit or 64-bit)environment - Customers running Horizon Business Insight in a multi-server environment have the Horizon Business Insight software installed on a Windows 2003 server (referred to as the Horizon Business Insight or HBI server). The SQL Server software is installed on a different Windows 2003 server (referred to as the SQL or database server).

Full system administrator rights required

In order to properly complete the processes described in this manual, you must be logged into the Horizon Business Insight server(s) with full system administrator rights.

Passwords

For security purposes passwords are not provided in this documentation. Certain procedures require you to enter a password. Contact your System or Network Administrator to obtain passwords if necessary.

Important Information for upgrading customers

If you are currently running a version of Horizon Business Insight prior to release 14.0, you cannot upgrade directly to version 15.0. You must perform the upgrade procedures to each version as noted below beginning with the version after the one you are currently running:

- if you are running a release prior to HBI 10.0,
- first, upgrade to release 10.0
- then, apply HBI 10.0 SP2
- next, upgrade to release 11.0
- next, upgrade to release 11.1
- next, upgrade to release 11.2
- finally, upgrade to release 14.0

Note: As you perform the upgrade to each new version of HBI, you must have the Windows Server and SQL Server versions that are supported with the current HBI version installed on your HBI server(s).

When you have upgraded your server to HBI 14.0, you are ready to use the instructions in this guide to upgrade your HBI system to release 15.0.

For upgrade assistance, log an ICSS service order for the Performance Analytics Customer Support Center.

Before you begin, note the following important information:

- The instructions in this guide must be performed on all Horizon Business Insight 14.0 servers.
 - Customers in a multi-server environment must perform all applicable upgrade procedures on the Horizon Business Insight server as well as on the SQL server. Instructions to do so are provided in this document.
 - Follow the instructions to upgrade your server and the related components in the order in which they are presented in this document.
 - Before you begin, be sure that the Horizon Business Insight release 15.0 software has been downloaded from the McKesson Download Central website. You will need to know the network location where the software files were stored when they were extracted from the zip file. The drive letter of this location is represented as x:\ in the instructions in this document.
 - Do not apply the instructions in this document to individual PCs.
-

List of Horizon Business Insight Technical Documents

The table below provides a list of all documents in the Horizon Business Insight Documentation Library that are related to upgrading, installing, migrating and configuring your Horizon Business Insight servers.

The Horizon Business Insight Documentation Library can be downloaded from the McKesson's Download Central website. The document you are currently viewing is shown in **bold** in the table below.

Document title	Description
<i>Installing HBI in a Microsoft Windows 2003 Server Environment</i>	Instructions and information about installing Horizon Business Insight for the first time in a Windows 2003 environment
<i>Installing HBI in a Microsoft Windows 2008 Server Environment</i>	Instructions and information about installing Horizon Business Insight for the first time in a Windows 2008 environment
<i>Upgrading Horizon Business Insight in a Windows 2003 Environment</i>	Instructions and information about upgrading from Horizon Business Insight 14.0 to release 15.0
<i>Migrating your Horizon Business Insight System to a New Environment</i>	Instructions and information about migrating your existing Horizon Business Insight 11.2 or 14.0 system to a new environment
<i>Optional Configuration Guidelines for Horizon Business Insight</i>	Describes the following topics: <ul style="list-style-type: none"> • Browser Settings • Installing Java Runtime Client • Horizon Business Insight Server Configuration window • Using the Support Page • Configuring the Horizon Portlets for use with the Horizon^{WP} Physician Portal • Loading the HPM_System_Monitoring_Statistics script • Changing the HBI splash screen • Setting MIME types mapping • Create a local FTP account • Activating SSL • Configure Multi-Entity Root Folder functionality • User Authentication and Passwords • Backup and Restore Guidelines

Chapter 2: Apply Required Operating System Security Patches and Hot Fixes

This section describes security patches and hot fixes that must be present on your server(s) in order to properly run your operating system with Horizon Business Insight 15.0.

You may have already applied these patches and hot fixes with Horizon Business Insight 14.0 SP2. However, it is essential that you verify that the patches listed in this section are present on your server(s) before you continue with the upgrade.

If you find that one or more of these patches/hot fixes are not present on your server(s), you must apply the missing patches and/or hot fixes before you upgrade your Horizon Business Insight software to release 15.0.

32-bit servers

- Hot fix #936296

Obtain and apply Critical Microsoft Server SP2 hot fix #936296 to the server.

As of this writing, Microsoft has not yet included hot fix #936296 in a Windows 2003 Server service pack. You will be notified via product alert from Performance Management Technical Support when the service pack which includes this hot fix is available from Microsoft.

In the meantime, contact Microsoft at 1-800-642-7676 to request hotfix #936296.

- Hot fix #934016 - Availability of Windows Server 2003 Post-Service Pack 2 COM+ 1.5 Hotfix Rollup Package 12.

Contact Microsoft by phone at 1-800-642-7676 and request the file for hot fix 934016 for 32-bit environment.

- Hot fix #940284 - When you use Internet Explorer 7 to visit a Web site that includes certain VBScript functions, Internet Explorer 7 may crash.

Contact Microsoft by phone at 1-800-642-7676 and request the file for hot fix 940284 for a 32-bit environment.

64-bit servers

- Hot fix #936296

Obtain and apply Critical Microsoft Server SP2 hot fix #936296 to the server.

As of this writing, Microsoft has not yet included hot fix #936296 in a Windows 2003 Server service pack. You will be notified via product alert from Performance Management Technical Support when the service pack which includes this hot fix is available from Microsoft.

In the meantime, contact Microsoft at 1-800-642-7676 to request hotfix #936296.

- Hot fix #934016 - Availability of Windows Server 2003 Post-Service Pack 2 COM+ 1.5 Hotfix Rollup Package 12.

Contact Microsoft by phone at 1-800-642-7676 and request the file for hot fix 934016 for a 64-bit environment.

- Hot fix #940284 - When you use Internet Explorer 7 to visit a Web site that includes certain VBScript functions, Internet Explorer 7 may crash.

Contact Microsoft by phone at 1-800-642-7676 and request the file for hot fix 940284 for a 64-bit environment.

Additional operating system security patches

If you choose to apply other Microsoft service packs, patches or fixes, in addition to those described above as required critical hotfixes, you do so with the understanding that Performance Management Technical Support continues to troubleshoot and escalate, as necessary, any issue that may arise in the customer environment. Under these circumstances, however, additional time may be required to identify a satisfactory solution.

Therefore, we strongly recommend that you take every precaution by backing up your server in the event that the resolution takes longer than you can keep your system unavailable for production. McKesson attempts to validate critical patches, service packs and hot fixes as soon as possible.

Chapter 3: Apply Microsoft SQL Server 2005 Service Pack 3

In order to properly run your Horizon Business Insight system, all HBI database servers must be running Microsoft SQL Server 2005 Service Pack 3.

If you have not already applied Microsoft SQL Server 2005 Service Pack 3, you must do so now. If you have already applied Service Pack 3 to your Horizon Business Insight server, you can skip this chapter.

The instructions in this chapter require that you download Microsoft SQL Server 2005 Service Pack 3 from the Microsoft website at www.microsoft.com and run the executable file. If you have not already downloaded the service pack, you must do so now.

Apply Microsoft SQL Server 2005 Service Pack 3

During the installation, accept all defaults EXCEPT those shown on the windows indicated in the table below.

Window name	Required selection
Ready to Install	After you click Install to begin the update, you may be prompted to reboot the server. Click OK to do so.
Additional Information	<u>Deselect</u> the box to Launch the User Provisioning Tool for Windows Vista after SP2 installation completes .

When you have completed the update, perform the following actions:

- Reboot the HBI database server.
- After you have restarted the server, be sure to navigate to Microsoft SQL Server Management Studio and run an SQL version check.

The proper version for SQL Server 2005 SP3 must indicate the version (9.00) and include notation of service pack 3 (SP3) as shown in the example here:

9.00.XXXX SP3 dated Mar 23, 2007 or later.

Chapter 4: Upgrade Horizon Business Insight Software Components

This chapter provides the information necessary to upgrade your Horizon Business Insight 14.0 software to release 15.0.

Use the instructions in this chapter only if you meet the requirements set forth in “[Chapter 1: Before you Begin](#)”.

The table below lists the topics in this chapter.

Topic	See Page
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Verify environment parameters - HBI server	4-3
Upgrade Horizon Business Insight components - HBI server	4-4
Update security permissions on the HBI folder - HBI server	4-6
Upgrade your SQL database server - Multi-server only	4-7
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Verify upgrade of HBI software and components	4-13
Update your HBI information with PA Customer Support	4-14
Other configuration topics for Horizon Business Insight	4-15

Before you begin

All customers upgrading from Horizon Business Insight 14.0 must follow the instructions provided in this section. Instructions are provided for both 32-bit and 64-bit single server and multi-server environments.

Note: Instructions in this chapter differ slightly depending on whether you are running HBI in a single server or a multi-server environment. Be sure to follow the instructions carefully.

Note the following before you begin the procedures in this section:

- The instructions in this section apply to the HBI 15.0 software upgrade executable file which is available for download from McKesson's Download Central website.

Once you have downloaded the software, you must extract the files from the zip file. The default location for extracting the files is:

c:\McKesson\HBI 15.0\Upgrade

Important: When the file extraction has completed, you will note several folders, subfolders and files in the *Upgrade* directory.

Do not move, reorder or delete any folders or files. It is essential to the success of the upgrade process that this folder structure and the associated file paths remain intact.

In addition, be sure to read the instructions in this book carefully and select and run only the file designated in each procedure.

If you choose to extract HBI 15.0 software files to a different location, be sure that location is known to you. The instructions in this section require you to browse to that location and select various folders and files.

Multi-server customers will be directed in these instructions to run certain SQL upgrade executable files on the SQL database server. Prior to doing so, you must copy the *HBI_Multi_SQL.exe* file and save it to your SQL database server.

- You must be actively running Horizon Business Insight 14.0 or higher in order to properly upgrade to HBI 15.0.
- If there is an antivirus program running on the HBI server, stop it. If you are unsure how to stop the antivirus program, refer to your antivirus software documentation.

Please read through the remainder of this section before you begin and then follow the instructions exactly as provided.

Verify environment parameters - HBI server

The steps in this section verify that your operating system, various related components and your existing HBI software are at the proper release level to upgrade to Horizon Business Insight 15.0.

Step	Task
1	Browse to the location where the Horizon Business Insight 15.0 upgrade software was extracted when it was downloaded from the McKesson Download Central website.
2	<p>Open the ...\Upgrade\ folder and locate the executable file noted below:</p> <p>wtInstallCheck.exe.</p> <ul style="list-style-type: none"> Click on the executable to run the program. Select the HBI Application Server (<i>for both single-server and multi-server environments</i>) and then click Continue. Select OK.
3	<p>When the wtInstallCheck.exe has completed, select one of the following methods to view the log file and verify that the JBoss path is accurate:</p> <p>View log - to open and view the log file immediately.</p> <p>Exit - to close the window. If you choose this option, navigate the log file at the following location and verify that the JBoss path is accurate in the file.</p> <p>x:\HBI\Wtlog\install\HBI_Install_Check_[date]_[HH]_[MM].log</p>
4	Reboot the HBI server now.

Note: If you encounter errors or this process fails, use the log file to determine the issue. You must resolve the issue before continuing. For assistance, log an ICSS service order for the Performance Analytics Customer Support Center.

Upgrade Horizon Business Insight components - HBI server

Follow the steps below to upgrade the HBI components on the Horizon Business Insight 32-bit or 64-bit application server. If you have not already done so, be sure to reboot your server before you complete the steps below.

Step	Task
1	Verify that your antivirus software is not running before continuing with the steps below.
2	Browse to the location where the Horizon Business Insight 15.0 upgrade software was extracted when it was downloaded from the McKesson Download Central website.
3	Open the ...\\Upgrade\\ folder and locate the executable file noted below: 15_0_Upgrade_Files.exe
4	Double-click on the executable file to run it.
5	When prompted to continue, click Yes . Important: As the upgrade process proceeds, progress is displayed on your screen. Please be patient; this may take some time. <u>Do not</u> perform other activities on the server while the file is running.
6	You will be prompted, to View Log or Exit . McKesson recommends that you choose View Log at this time. When you have completed your review, click Exit to close the window. <u>Customers in a single-server 32-bit environment</u> should move on to Step 9 after completing this step.
7 *	*HBI 15.0 64-bit servers only* : Follow the steps below to update the files in the System32 directory: <ul style="list-style-type: none"> • Navigate to the following directory: <i>c:\Windows\syswow64</i> • In the syswow64 directory, manually copy the files noted below: wtscheduler.exe hbiFileFormatChecker.exe • Paste the copied files to the following directory: <i>c:\Windows\system32</i> If the wtschedule.exe already exists in the directory, overwrite it with the copy. When you have completed this step, move on to Step 9.

Step	Task
8 **	<p>**Multi-server customers only**: Complete the following step on the HBI application server to properly set the database server name in JBoss.</p> <ul style="list-style-type: none">• Open the ...\Upgrade\ folder and double-click on the executable noted below to run it: wtPortalMultiserverconfig.exe• The executable file runs quickly, only flashing on your screen. You can check the log file, if desired, as noted below: wtlog\install\hbi_jboss_portal_config_[date]_[HH]_[MM].log <p>When you have completed this step, move on to Step 9.</p>
9	<p>Move on to the next procedure to update the security permissions on the HBI folder.</p>

Update security permissions on the HBI folder - HBI server

Follow the instructions below to add the IUSR local account with Modify permission to the HBI application server.

Step	Task
1	On the Horizon Business Insight server, browse to the directory at the following location: x:\HBI.
2	Right-click on the ...\\HBI folder and select Properties from the shortcut menu.
3	Click the Security tab.
4	Click Add to add the IUSR_[your server name] account. <ul style="list-style-type: none">• Click Locations and select the local server.• Click OK.• Click Advanced.• Click Find Now.• From the Search results box, select a IUSR_[your server name] account.• Click OK and then click OK again
5	Place a checkmark in the Allow column for Modify permission for the account and then click Apply .
6	Click Advanced . <ul style="list-style-type: none">• Place a checkmark in the box to select the option to Replace permission entries on all child objects with entries shown here that apply to child objects.• Click OK.• Click Yes at the security message
7	Click OK .

Important:

Single-server customers: Move on to the section entitled, “[Update HBI server configuration settings - HBI server](#)” on page 4-12.

Multi-server customers: Move on to the section entitled, “[Upgrade your SQL database server - Multi-server only](#)” on page 4-7.

Upgrade your SQL database server - Multi-server only

The procedures in this section apply only to customers in a multi-server environment. You must complete all procedures in this section.

Single server customers should skip this section and move on to the section entitled, “[Update HBI server configuration settings - HBI server](#)” on page 4-12.

The procedures noted below for all multi-server customers are described in the following pages.

Topic	See Page
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Upgrade HBI components - SQL server (multi-server only)	4-10
Update permissions on HBI folder - SQL server (multi server only)	4-11

Once you have finished the procedures described above, you have completed the upgrade to Horizon Business Insight 15.0. You will be directed to perform verification steps on your Horizon Business Insight system.

Before you begin - Copy multi-server upgrade files to SQL server

Before you can perform the required procedures on your SQL database server, make sure that the required files from the HBI 15.0 software upgrade executable file are available on the SQL database server. To do so, follow the steps below:

Step	Task
1	<p>On the HBI application server, navigate to the location where you unzipped the HBI 15.0 software upgrade executable file when you downloaded it from McKesson's Download Central website.</p> <p>The default location is: <i>c:\McKesson\HBI 15.0\Upgrade</i>.</p>
2	<p>Manually copy the following self-extracting zip file and save it on the SQL database server and run it.</p> <p>HBI_Multi_SQL.exe</p>
3	<p>Double-click on the executable file to extract the files.</p> <p>By default the files are extracted to:</p> <p>C:\McKesson\HBI 15.0\SQL\</p> <p>Important: This path is automatically created when you run the executable file noted in the steps above. If you change this path, the upgrade cannot be successfully completed.</p>

Once you have completed the steps above, you are ready to upgrade your SQL database server. All of the files you need to do so are now available on the SQL server.

Move on to the next section to continue.

Verify environment parameters - SQL server (multi-server only)

The steps in this section verify that the operating system, various related components and the existing HBI software on your SQL database server are at the proper release level to upgrade to Horizon Business Insight 15.0.

Step	Task
1	Browse to the following location: C:\McKesson\HBI 15.0 SQL
2	Click on the file noted below to run it. wtInstallCheck.exe.
3	Select Database server and click Continue.
4	Select OK.
5	When the wtInstallCheck.exe has completed, select one of the following methods to view the log file and verify that the JBoss path is accurate: View log - to open and view the log file immediately. Exit - to close the window. If you choose this option, navigate the log file at the following location and verify that the JBoss path is accurate in the file. x:\HBI\Wtlog\install\HBI_Install_Check_[date]_[HH]_[MM].log

Note: If you encounter errors or this process fails, use the log file to determine the issue. You must resolve the issue before continuing. For assistance, log an ICSS service order for the Performance Analytics Customer Support Center.

Upgrade HBI components - SQL server (multi-server only)

Follow the steps below to upgrade the HBI components on the SQL database server.

Step	Task
1	Browse to the following location: <i>C:\McKesson\HBI 15.0 SQL\</i>
2	Double-click on the executable file note below to run it. 15_0_upgrade_files.exe
3	When the installation has completed, and the HBI Application Installation Complete dialog box is displayed, click OK . The log file that is generated during the package installation is noted on the window. Review the log file at the location noted below: <i>x:\HBI\WTlog\Instal\HBI_15_0_Update_MMDDYYYY_HH_MM.log</i>

Update permissions on HBI folder - SQL server (multi server only)

Follow the instructions below to add the IUSR local account with Modify permission to the SQL database server.

Step	Task
1	Browse to the directory at the following location: x:\HBI.
2	Right-click on the ...\\HBI folder and select Properties from the shortcut menu.
3	Click the Security tab.
4	Click Add to add the IUSR_[your server name] account. <ul style="list-style-type: none">• Click Locations and select the local server.• Click OK.• Click Advanced.• Click Find Now.• From the Search results box, select a IUSR_[your server name] account.• Click OK.• Click OK again.
5	Place a checkmark in the Allow column for Modify permission for the account and then click Apply .
6	Click Advanced <ul style="list-style-type: none">• Place a checkmark in the box to select the option to Replace permission entries on all child objects with entries shown here that apply to child objects.• Click OK.• Click Yes at the security message.
7	Click OK .
8	Reboot the SQL database server.

Move on to the next section to upgrade your Horizon Business Insight Server Configuration. Note that the procedure described in the following section must be performed on the HBI application server.

Update HBI server configuration settings - HBI server

The Horizon Business Insight Server Configuration window allows you to load your Horizon Business Insight product key, to establish administrative, user authentication, resource folder security, and SSL and DB settings. The window also provides settings specific to use of the Viewer and options for organizations with multiple entities as well as audit options for each of the HBI websites.

Your Horizon Business Insight server configuration settings were established when you initially installed your Horizon Business Insight system.

You do not need to reestablish any existing settings; however an update is required to implement an enhancement provided with Horizon Business Insight 15.0.

Required tasks for upgrading customers

You must run the wtserverconfig.exe file to add a new registry key in support of the enhancement described below. This enhancement is not optional. All customers must follow the steps in this section.

Follow the steps below to add the new registry key to your server.

Step	Task
1	On the HBI server, browse to the location where the Horizon Business Insight 15.0 software zip file was extracted when it was downloaded from the McKesson Download Central website.
2	Open the ..\Upgrade folder: and run the program named: <ul style="list-style-type: none">Run the following program: <i>wtServerConfig.exe</i>.Select Help About on the Horizon Business Insight Server Configuration window. Verify that the release number displayed is 15.0.Click OK.
3	Reboot the HBI server.

You have now completed the required update to the Horizon Business Insight Server Configuration window.

Note: For details about other options available on this window, refer to the applicable chapter in the document entitled, *Optional Configuration Guidelines for Horizon Business Insight*.

IMPORTANT

All Single-server and Multi-server customers: You have now completed the upgrade to Horizon Business Insight 15.0. Move on to the section entitled, “**Verify upgrade of HBI software and components**” on page 4-13.

Verify upgrade of HBI software and components

Follow the steps below to verify that your HBI software and components have been properly upgraded to release 15.0.

Important: If you cannot properly complete any of the steps below or if you encounter errors during this verification process, log an ICSS service order for the Performance Analytics Customer Support Center.

Step	Task
1	<p>Run the options listed below from the Horizon Business Insight Support Page.</p> <ul style="list-style-type: none"> • Component Instantiation Test • Show Server License Information • Email Test • SQL Information and Check • Show Install Paths <p>To access the Support page, first log into the Horizon Business Insight Administrator web site. Then, modify the text shown in the Address field in your browser as shown below:</p> <p><code>http://[yourservername]/wtadmin/include/support.asp</code></p> <p>If you encounter problems with any of the options listed above, use the Email this page option on the Support page to gather the information necessary for the Performance Analytics Customer Support Center to assist you.</p> <p>Refer to the chapter about the HBI Support Page in the document entitled <i>Optional Configuration Guidelines for Horizon Business Insight</i>.</p>
2	Log into the HBI Viewer website and verify that existing highlights, reports, resources and scorecards can be opened.
3	From an open highlight, select Print and verify that the highlight display is properly printed as a PDF.
4	Log into the HBI Administrator website and grant the Public Dashboard Access privilege to the wtadmin account.
5	<p>Log into the HBI Viewer website and click on Dashboard located at the top of the page. The Public Dashboard Welcome portlet is displayed.</p> <p>Note: You may experience a delay of about thirty seconds when attempting to open the Dashboard for the first time from your workstation.</p>
6	At this point, you can log into the HBI Administrator website and grant the applicable dashboard-related privileges to the users you want to have access to the Personal Dashboard, the Public Dashboard and Dashboard Administration.

Once you have completed the steps above, move on to the final task on the following page.

Update your HBI information with PA Customer Support

Once you have verified that your Horizon Business Insight system has been properly upgraded, McKesson strongly recommends that you notify the Performance Analytics Customer Support Center.

Use the HBI Support Page to do so.

Step	Task
1	Log into the Horizon Business Insight Administrator web site.
2	Modify the text shown in the Address field in your browser as shown below to access the HBI Support page: http://[yourservername]/wtadmin/include/support.asp
3	Select HBI Upgrade Information from the drop down list of Support Page options.
4	Enter the information requested on the page: <ul style="list-style-type: none">• Customer/Hospital Name• Customer/Enterprise ID (<i>optional</i>)
5	Use the e-mail option on the Support page to send the information to: hbiupgrade@mckesson.com If you cannot send e-mail outside of your organization, e-mail the page to yourself and then forward it to the address above.
6	Click OK .

You have now completed the upgrade to Horizon Business Insight 15.0.

Other configuration topics for Horizon Business Insight

Information and instructions related to the Horizon Business Insight configuration topics listed below can be found in the document entitled *Optional Configuration Guidelines for Horizon Business Insight*.

- Browser Settings for Internet Explorer and Firefox
- Installing Java Runtime Client for the Subset Editor
- Horizon Business Insight Server Configuration window
- Horizon Business Insight Support Page
- Configuring the Horizon Portlets for use with the HorizonWP Physician Portal
- Loading the HPM_System_Monitoring_Statistics script
- Changing the HBI splash screen
- Setting MIME types mapping
- Create a local FTP account
- Activating SSL
- Configure Multi-Entity Root Folder functionality
- User Authentication and Passwords
- Backup and Restore Guidelines

