



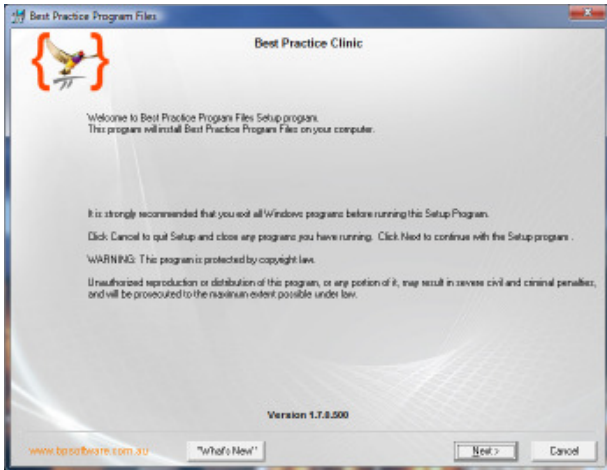
How do I install Best Practice Software program update?

This FAQ is intended to answer common questions about installing a Best Practice Software update.

It is recommended that you perform the update on the Server first. Please ensure you do not have Best Practice running on the machine that you are upgrading when performing the update.



Note: If this is the Server, we recommend that you perform a Best Practice backup prior to applying this update.

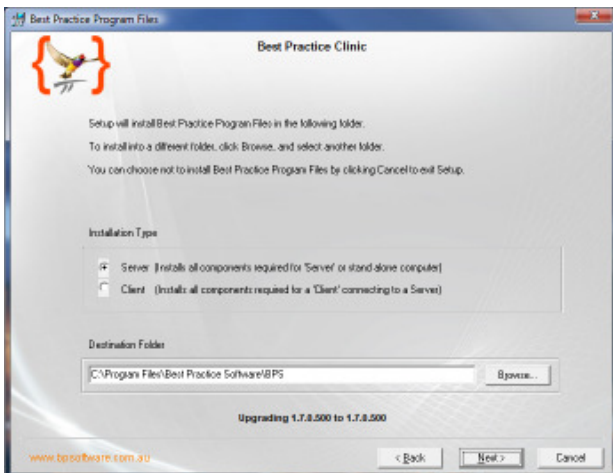


Make sure that you are logged into the computer with 'Administrator Rights'.

Insert the CD in to the drive. The installation process should auto run but if not select Start > Run and type X:\setup (where X=CD Rom drive letter)

The installation screen will appear and will indicate at the bottom the version to be installed. You can click on the 'What's New' button to see details of the changes included in this update.

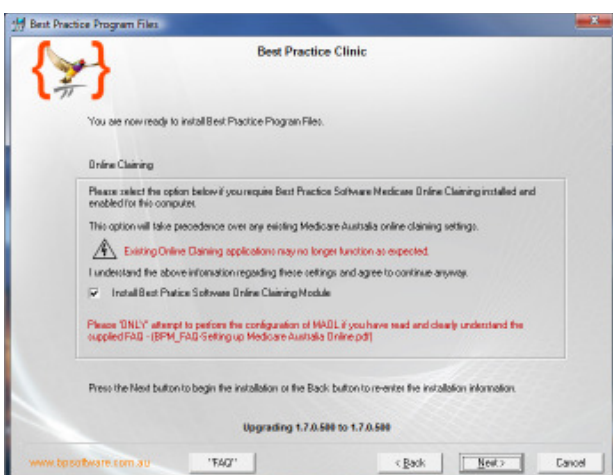
1. Click the '**Next**' button to continue.



Note: Best Practice Update will automatically detect the 'BP Server' or 'BP Client' installation and automatically select the correct radio button.

*You do not need to select the 'Destination Folder' as Best Practice installation update will automatically set this for you.

2. Select '**Next**' to continue with the update.



The next screen displayed will be the Online Claiming installation option.

Please read this screen carefully.

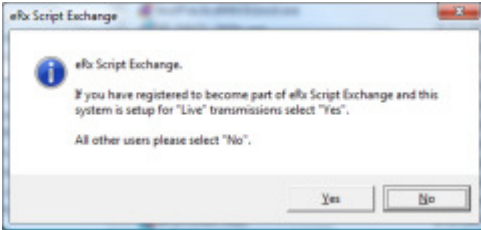
Only tick this box if you wish to use Medicare Online on this machine and you do not currently have another application using Medicare Online.

Click on the **FAQ** button to view details on setting up date configuring Medicare Online.

3. Click '**Next**' to continue.



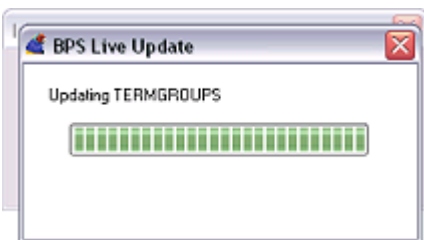
Note: Best Practice update installation will backup your program files as a pre-cautionary measure in the event you need to roll back to the existing version.



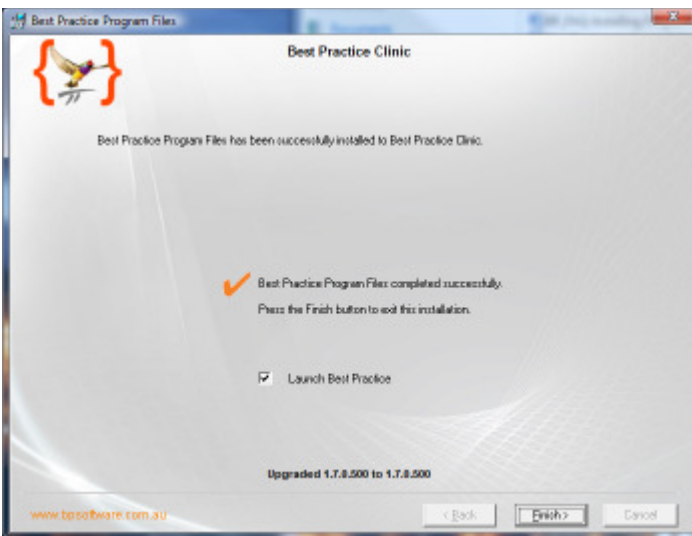
4. Best Practice update will initialise the "eRX Exchange" update.

If you are using "eRX Exchange" select 'Yes'.

All other users select 'No'.



5. Best Practice update will initialise the BP live update engine to update the drug databases if required.



When complete, the installation complete screen will be displayed.

6. Select 'Finished' to complete the update.

MORE INFORMATION

For more information consult the Best Practice Help Library or contact us via:



07 4155 8800



<http://forum.bpssoftware.com.au>



07 4153 2093



<http://www.bpssoftware.com.au>



support@bpssoftware.com.au



sales@bpssoftware.com.au

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