SQL AND CHIROTOUCH UPDATE

Upgrade Process for Microsoft SQL Server and ChiroTouch

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Purpose:

The purpose of this document is to outline how to uninstall your current SQL version and install SQL 2017 which is a prerequisite in order to upgrade to CT 7.2.9. (*Note: ChiroTouch requires **at least** Microsoft SQL Server 2012 but recommends 2017*)

Process:

- Run a backup of the ChiroTouch Database through Windows Task Scheduler
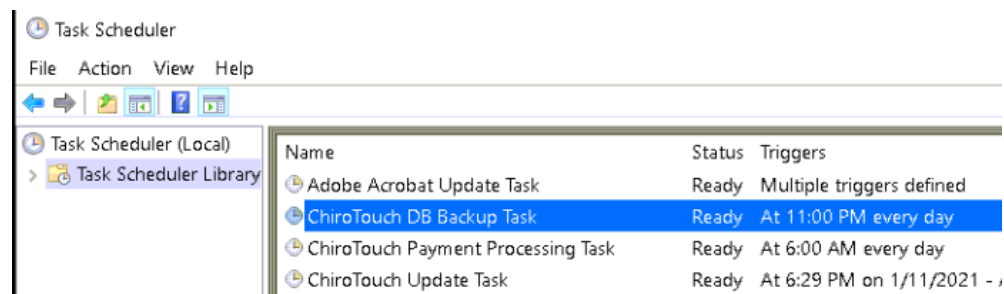
- In the "C:\Program Files (x86)\PSChiro\Database\Backup" directory make sure the backup zips
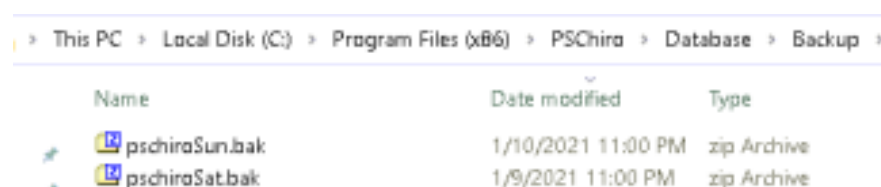
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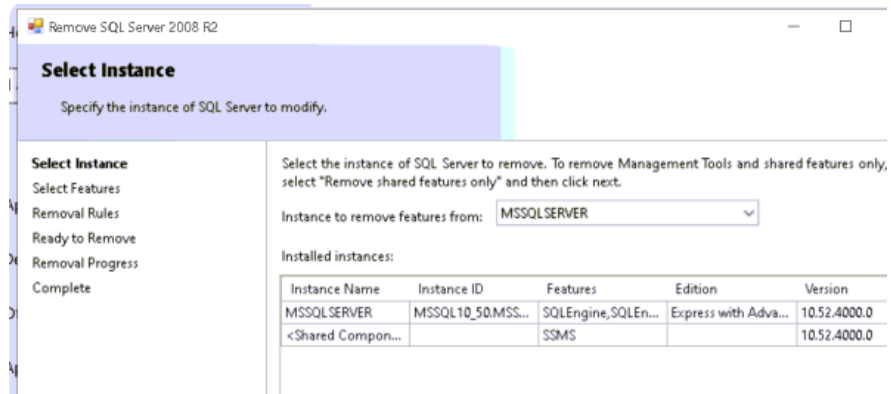- Uninstall the currently installed ChiroTouch Server through "Programs and Features"

- Click Uninstall/Change on Microsoft SQL Server 2008 R2 (may vary on the Version installed)
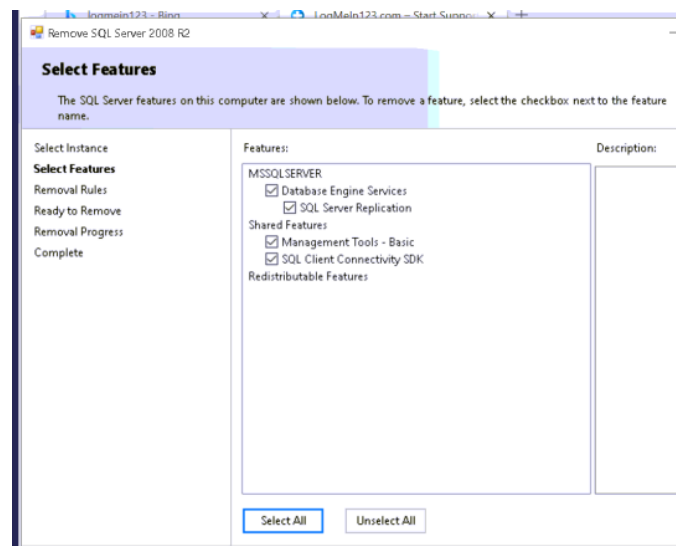
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- Uninstall the **"Default instance"** (MSSQLSERVER) of SQL

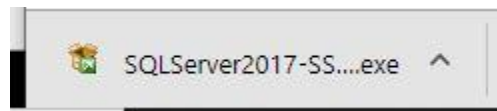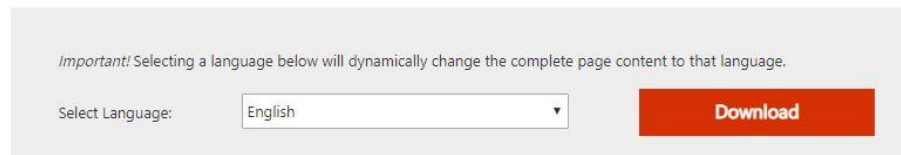- Select all features button to remove all components of SQL 2008 R2

- On the last tab select Remove to uninstall
- Reboot Server
- Navigate to the "C:\Program Files (x86)\PSChiro\Database" folder and locate the files named PSChiro.mdf and PSChiro.ldf. **Rename these files to PSChiro.old.mdf and PSChiro.old.ldf respectively** (*Note: You may need to modify permissions to rename these files*)

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<u>Downloading and Installing SQL Server 2017 Express</u>

- Acquire the SQL 2017 directly from the Microsoft Website.
  - o Using the following URL for Direct Download:
   - ▪ https://download.microsoft.com/download/5/E/9/5E9B18CC-8FD5-467E-B5BF-BADE39C51F73/SQLServer2017-SSEI-Expr.exe

Microsoft® SQL Server® 2017 Express

Important! Selecting a language below will dynamically change the complete page content to that language.

Select Language: English ▼ **Download**

SQLServer2017-SS....exe ∧

****This may take a few minutes depending on the network speeds available. ****

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- Locate the SQLServer2017-SSEI-Expr.exe
- Right-click the installer file and select "**Properties**"
  - o If you see Unblock, "check the box" and hit "**Apply**"
    - ▪ Unblock will disappear
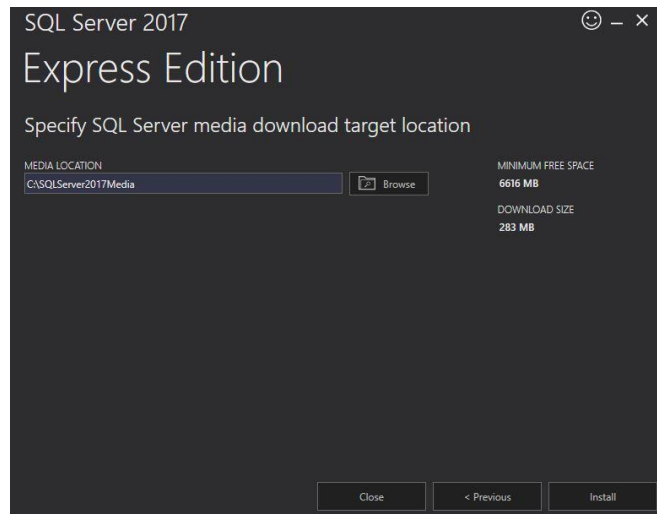 - o Then finally click "**OK**"
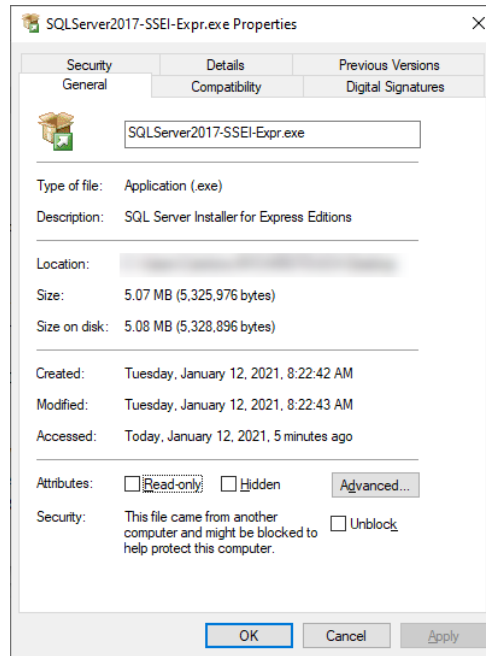
- Next, Launch the Installer
- Select the "**Custom**" setup for installing SQL for a ChiroTouch database.
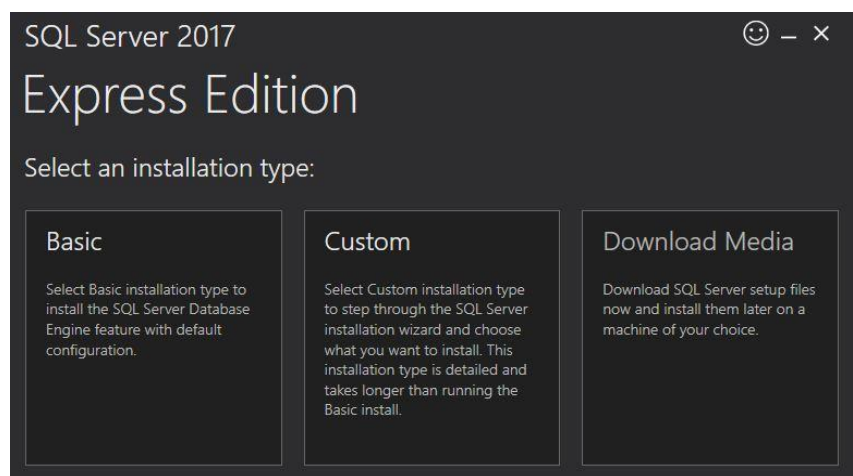
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- On the Next page you will be able to select where you want the media files downloaded. Navigate to the "C:\Program Files (x86)\PSChiro\Database\Setup" folder unless the client requests a different location.
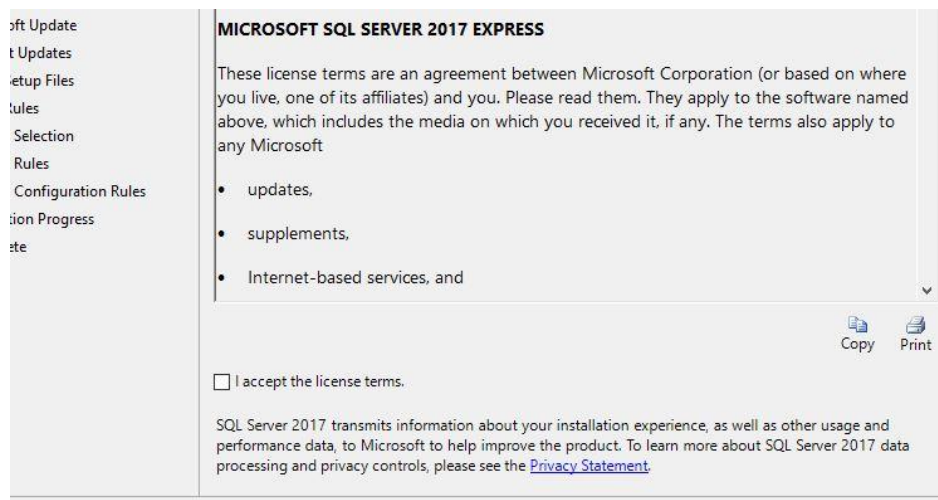- Then click on "Install"

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- The SQL Server installation Center page will open
- On the Installation tab Select **"New SQL Server stand-alone installation or add features to an existing installation"**.
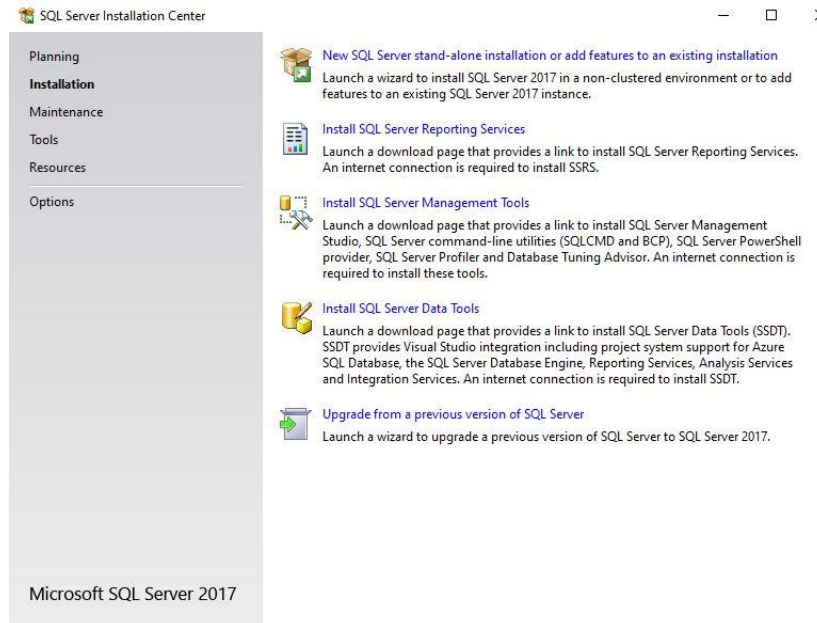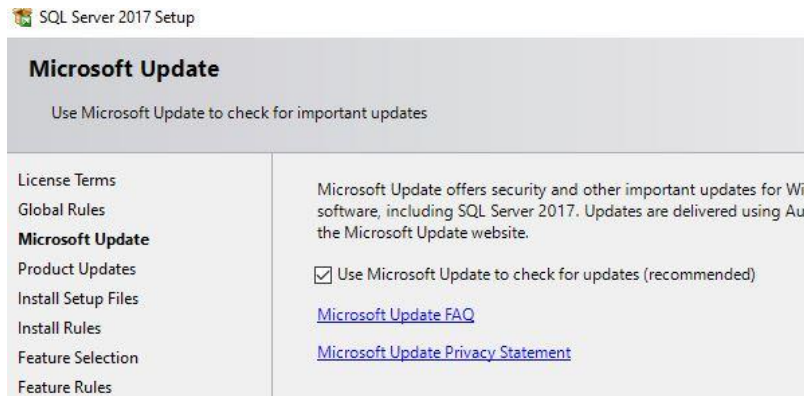

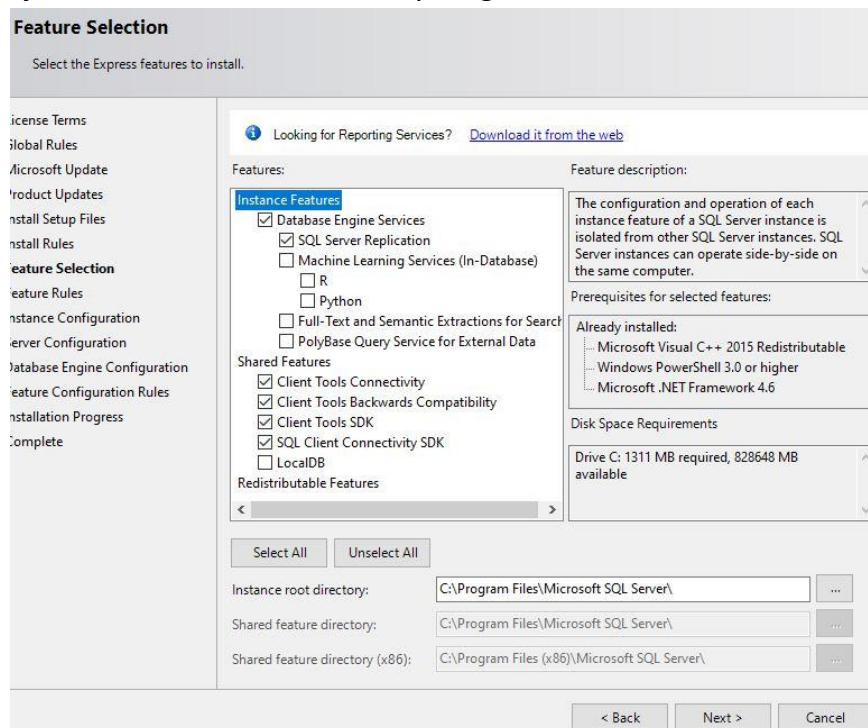- On the License Terms page, check the box for I accept the license terms. Click Next.

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- **(MUST)** Make sure to check the box for "**include SQL Server product updates**." Click Next.

- On the Feature Selection page, make sure "**Database Engine services**" and "**Client Connectivity Tools**" are selected and everything else has been deselected

- On the Instance Configuration page, select "Default Instance." Click Next.
- On the Server Configuration page, change the account name to use **NT AUTHORITY\SYSTEM** instead of MSSQLSERVER for SQL Server Database Engine.
  - Click on the dropdown menu arrow and click on browse

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- o Search for **SYSTEM** account. Click OK.

- o It should now say "**NT AUTHORITY\SYSTEM**." Click Next.
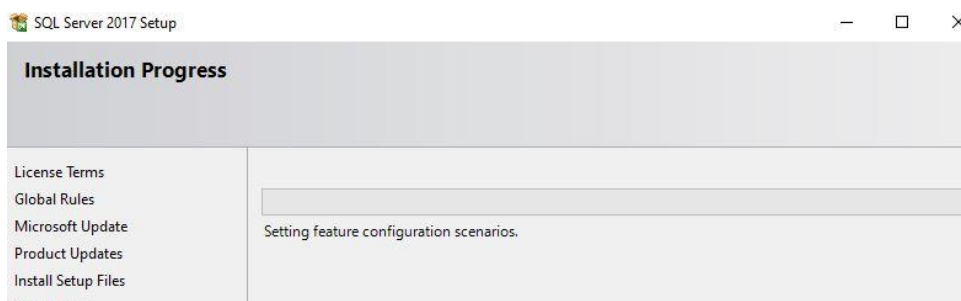
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- On the Database Engine Configuration page, Select **Mixed Mode**. Type in the password for the SA account.
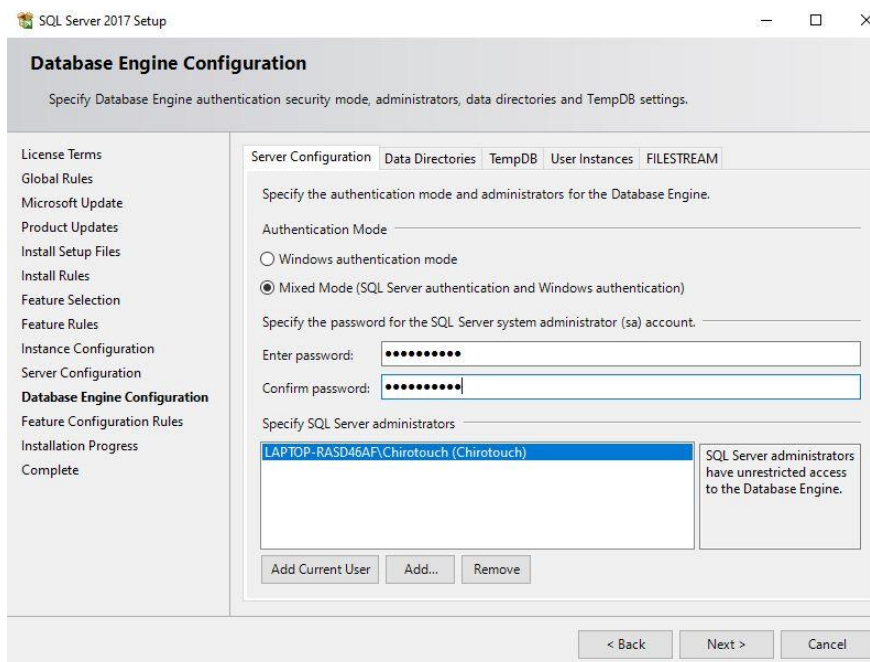

Note: SQL will encounter an error during the install if the computer name and the user account are named the same. Make sure whichever account you are logged in is not named the same as the computer. Example: Server\server. If they are, remove the account and only have the Chirotouch account listed.

- Click Next.
- On the Error Reporting page, click next.
- It should take you to the Installation Progress page.
- Allow it to complete

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- If all is good, you will see all green check marks. Click Close and close all the SQL installation windows.
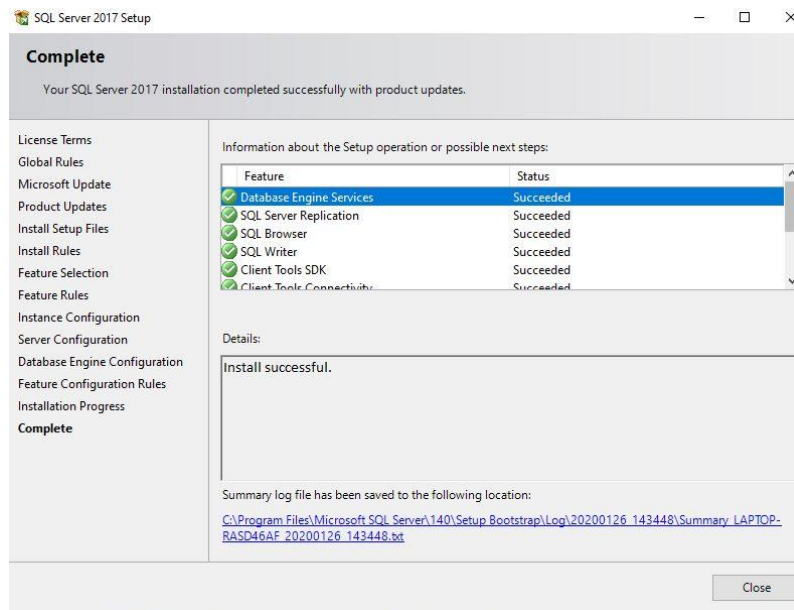
- Open "**SQL Server Configuration Manager**" in the start menu under **Microsoft SQL Server 2017**
- Expand the SQL Server Network Configuration tree and select the Protocols for MSSQLSERVER
- On the right tab make sure both the **Named Pipes and TCP/IP** Protocol are enabled
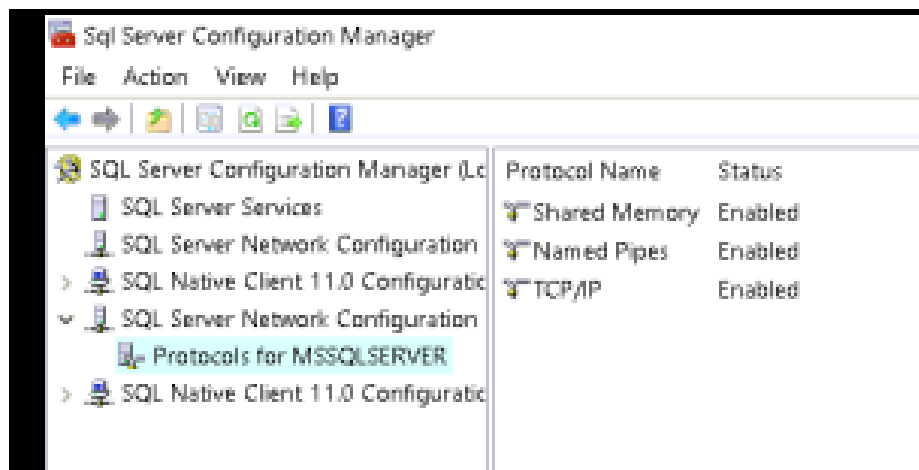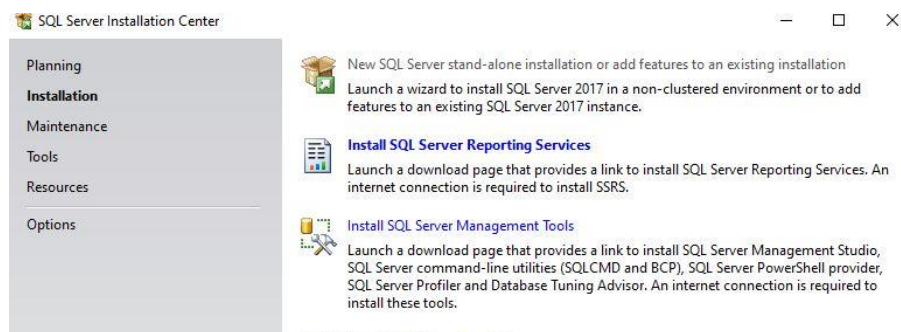
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- Go to **Properties** under the **TCP/IP Protocol** and select the **IP Address tab**
- Enable the server's local IPv4 address.
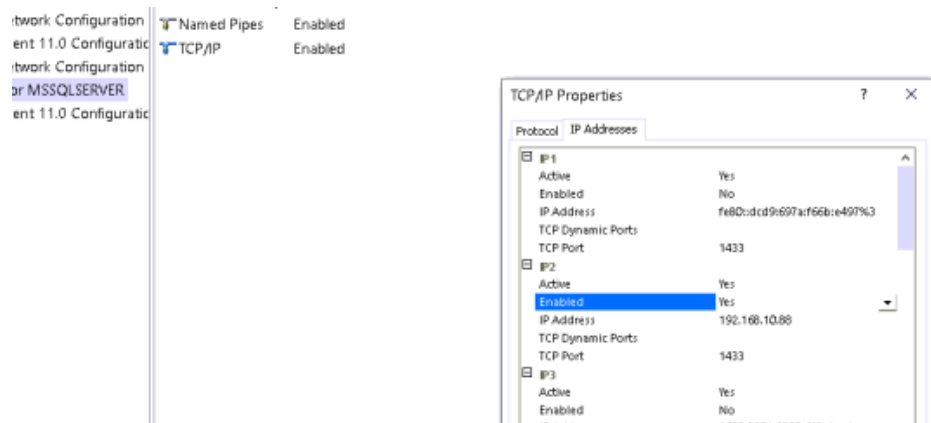
- Click **Apply** and **OK**.
- **Restart** the **SQL service** to apply changes.

- Server Management Studio will need to be downloaded and installed from the SQL Server Installation Center tab.

- Select Install SQL Server Management Tools. It will navigate to the Microsoft Website to download Management Studio 18. Select the download button.
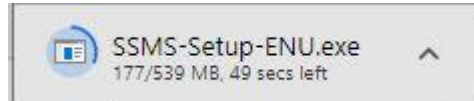
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SSMS is free!

Download SSMS

⊕ **Download SQL Server Management Studio (SSMS)**

SSMS 18.4 is the latest general availability (GA) version of SSMS. If you have a previous GA version of SSMS 18 installed, installing SSMS 18.4 upgrades it to 18.4.

SSMS-Setup-ENU.exe
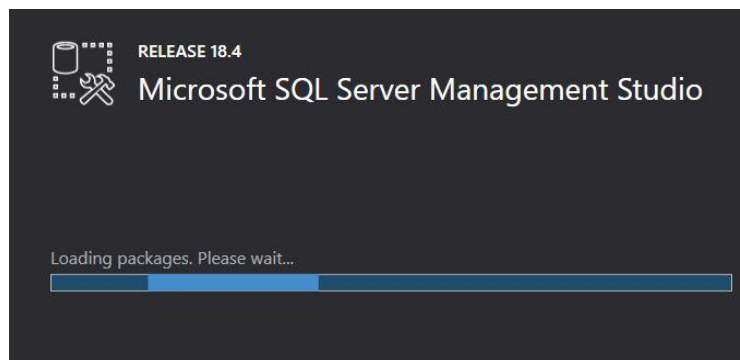177/539 MB, 49 secs left

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- The installer for SQL Server Management Studio will start when selecting the downloaded file.
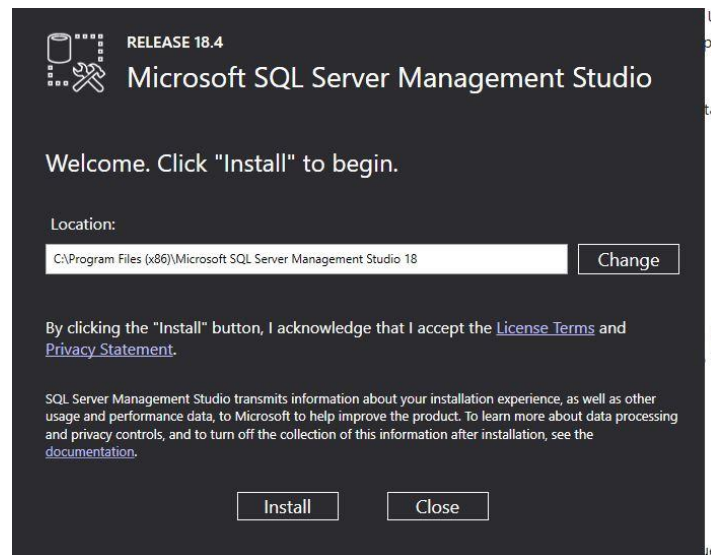
- Select Install to begin installing Management Studio

Once installed a reboot maybe required to finish the installation. If so reboot the computer and check to make sure the program has installed.
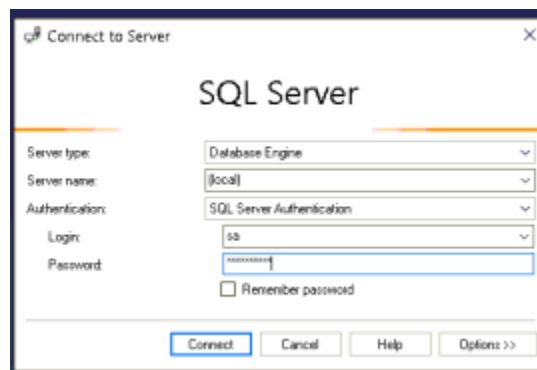
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Restoring the ChiroTouch Database

- Go to the backup that was created during the first part of the process under the **"C:\Program Files (x86)\PSChiro\Database\Backup"** directory and unzip the file to the database folder.
- **Delete** the **Credentials** folder insde the **Database** folder
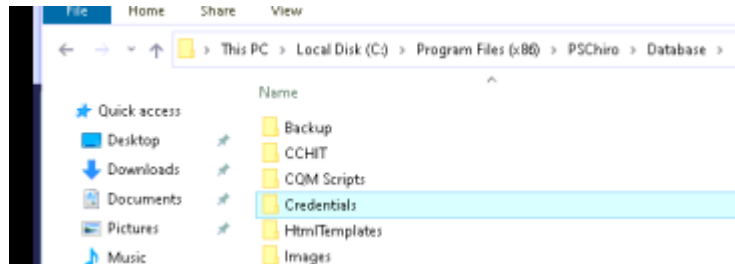
- Launch **SQL Management Studio** and log in with the SA credientials that were set during the install.

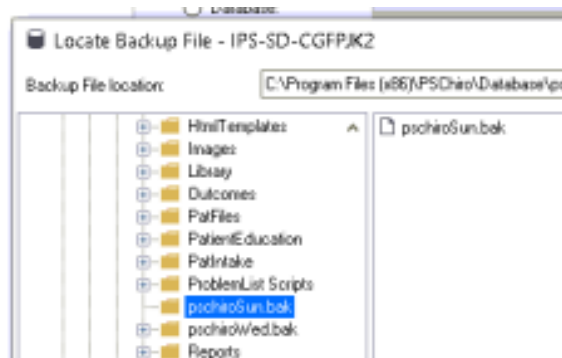- Right Click "**Database**" and select the "Restore Database" selection
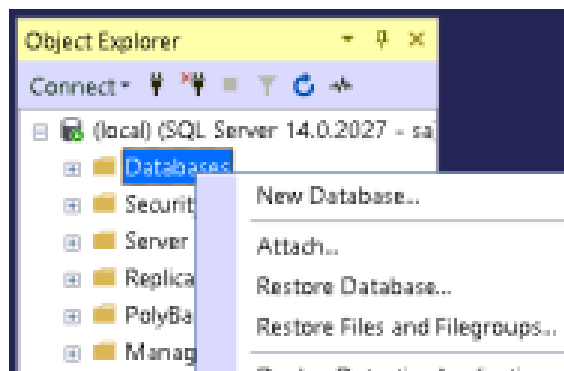
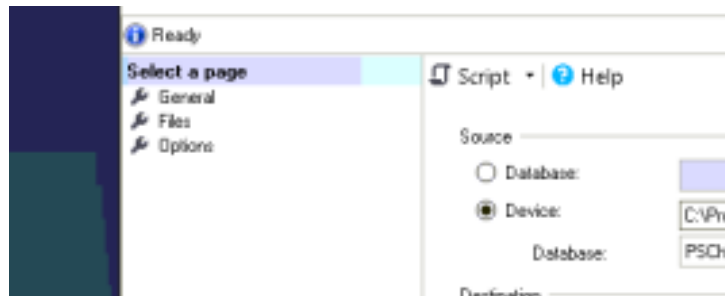- Select the "**Device**" tab and select on the right box
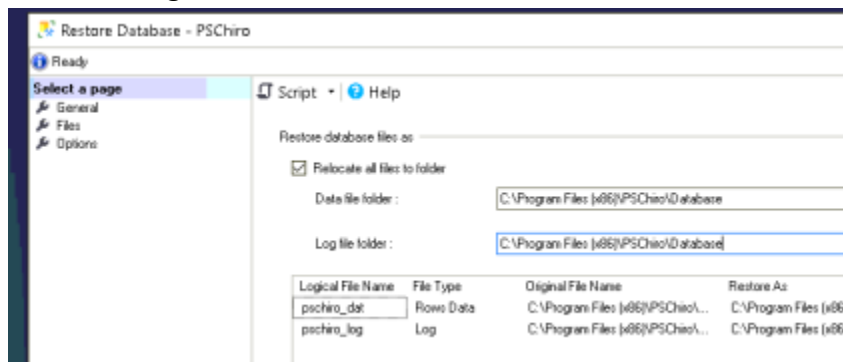
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- Select the Add button to navigate to the unzipped backup folder to restore the PSChiro.bak file (*must have the folder selected on the left panel for the .bak to appear*)
- Select "OK" on the two open tabs

- Next, click on the Files tab

- Click on the Relocate all files to folder box and enter the path to the database folder in the Data file folder and the Log file folder fields.
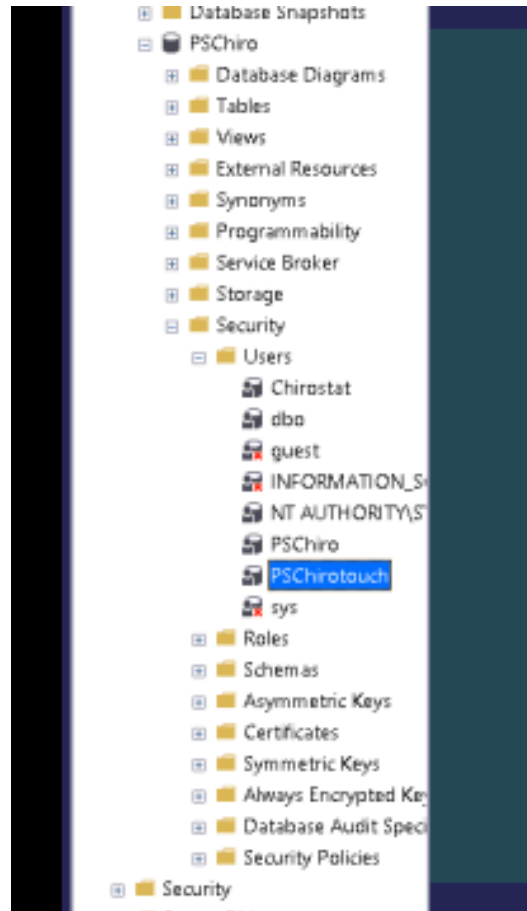
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- To attach the database click on the **OK** button

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- Once the database is attach expand the PSChiro database and navigate to the "**Security**" then under "**Users**"
- **Right-click on PSChirotouch and click Delete**. Accept any prompts that may come up asking if you are certain you want to delete.


**Management Studio can be closed at this point**

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Installing the ChiroTouch Update

- Navigate to the "C:\Program Files (x86)\PSChiro\Database\Setup" folder and locate the 10.0.844.0.zip file.
- Unzip the file to its location. (do not remove the 10.0.844.0 part in the path) A folder named '10.0.844.0' should appear in the C:\Program Files (x86)\PSChiro\Database\Setup folder at this point.
- Navigate into the 10.0.844.0 folder. Inside you will find the files that you will need to run the software update. Start by running ChirotouchServerSetup.exe
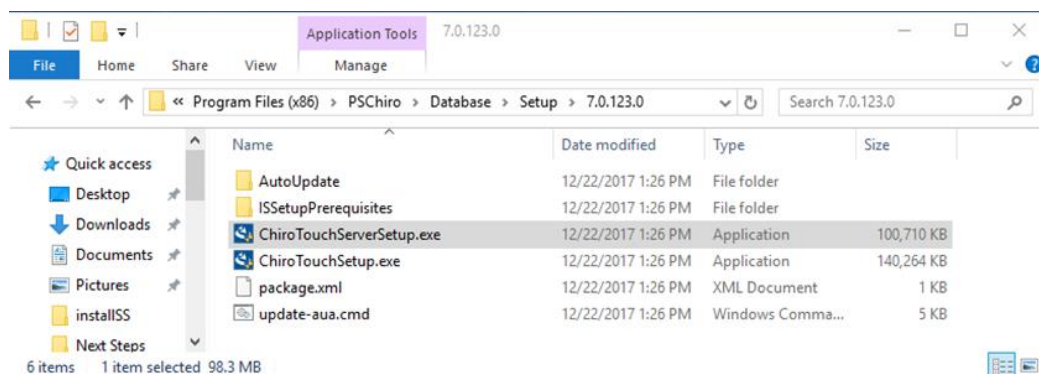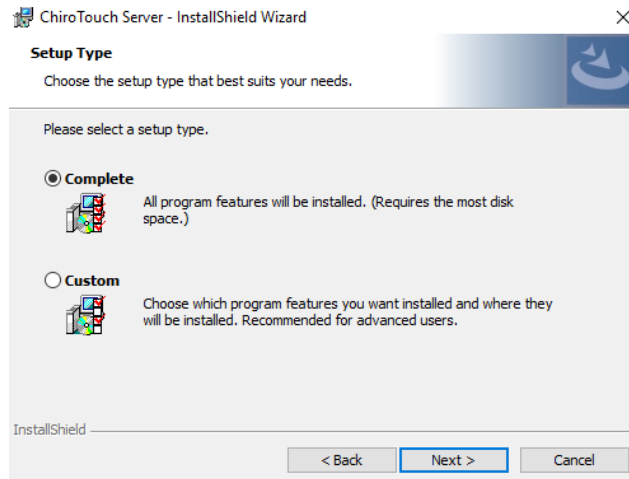

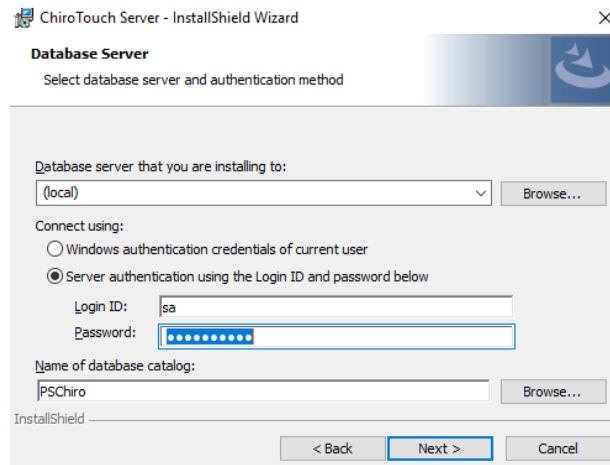- Select the default settings when installing ChiroTouch
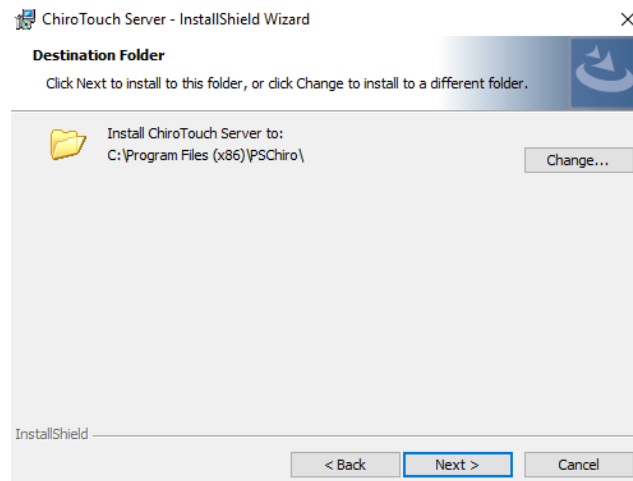
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- On the next panel select **Complete** to do a complete update to all services for ChiroTouch.
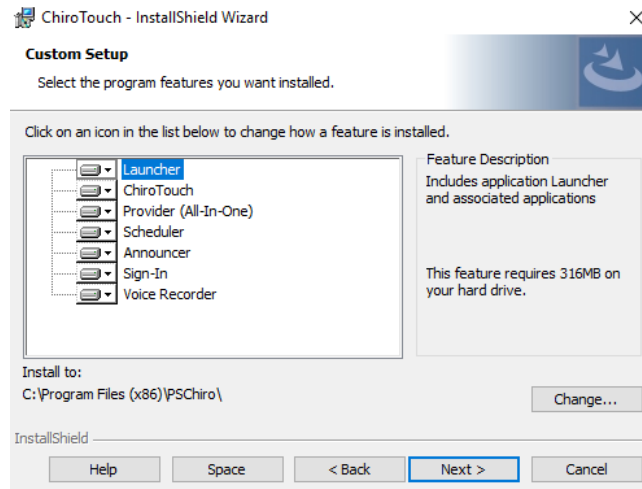

- On the next panel you will need to enter the SA password to connect to the SQL database.

- On the next panel select Install and the program will start to install. Once it is finished select the "Finished" tab on the last panel displayed.

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- When the server setup is complete, run the ChiroTouchsetup.exe.

- On the final panel select Install. The program will begin installing. Once it is finished select the Finish button.

- When the update is complete navigate back to the setup folder and delete the zip version of the software version folder.

If you experence an issue when opening ChiroTouch on the workstations after updatng the server Please see this FAQ.