Installation and Upgrade Guide

International Quality Care

Version: 1.0

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IQCare Installation and Upgrade Guide

1. Pre-requisites

This section outlines IQCare`s installation pre-requisites and the first Time Installation Steps.

1.1 IQCare Installation Pre-requisites

- **Operating System:-** Ensure that your computer is running on Windows 7 Operating System or a higher version,

- **.NET Framework:-** Ensure that you have .net framework version 4.0 or a higher version installed in your computer,

- **MSSQL 2008 R2:-** Ensure that MSSQL 2008 R2 is running on your computer. However, MSSQL 2014 is recommended (https://www.microsoft.com/en-us/download/details.aspx?id=30438),

- **Crystal Reports: -** Ensure that Crystal Reports Decision Engine is running on your computer (http://downloads.businessobjects.com/akdlm/cr4vs2010/CRforVS_clickonce_13_0_19.zip),

- **Computer Specifications:-** In order to efficiently run IQCare, your computer must meet the following specifications:

    i. **Random Access Memory**:- It must have a minimum of 3gb of RAM,

    ii. **Processor Speed**:- It must have a processor speed of at least 2.0 GHZ,

    iii. **HDD**: - It must have a hard disk with a storage capacity of at least 200 Gigabits.

- **MS Office:-** Ensure that you have Microsoft Office Suite installed in your computer,

- **Browsers:-** You must have either of the following browsers installed in your computer:

    i. Google Chrome,

    ii. Mozilla Firefox,

    iii. Internet Explorer, or

    iv. Microsoft EDGE.

- **Internet Information Service: -** Ensure that IIS is enabled to allow 32bit Application if the Computer is based on a 64bit architecture.

- **IQCare Installation Package: -** Ensure that you have the correct IQCare Installation Package.

- **Local Area Network: -** For facilities with multiple users, there must be an existing Local Area Network in place. Depending on your network requirements, the LAN may be wired or wireless. For either of the two network options the following Network Hardware is required:

    i. A Router , and

    ii. A Switch,

- **Power Back Solution: -** In order to ensure that no interruptions affect the usage of the system, a power back solution is required, e.g. UPS, Power Inverter or a Back-up Generator.

- **Routine Maintenance:** - Preventive Maintenance is an essential part of the on-going care for the hardware infrastructure which IQCare runs on. Computers, UPSes and network hardware should be regularly checked and maintained in order to help detect faults beforehand and avoid downtimes.

1.2 IQCare First Time Deployment Steps

To install IQCare EMR on your client/server computer, follow the steps below:

1) Install Internet Information Service (IIS) in your computer,
2) Enable the just installed IIS to allow 32bit applications if the computer has a 64 bit architecture.
3) Install MSSQL 2008 R2 or 2014 versions.
4) Restore the IQCare default data base,
5) Run the IQCare Installation Package, i.e.
   - IQCare Setup,
   - IQCare Service, and then
   - IQCare Management.
6) Set the Connection String.
7) Launch IQCare application.
8) Complete the Post Installation Checklist.

2. Upgrade

The system upgrade process entails four phases, namely:

   a) Pre-upgrade Process,
   b) Upgrade Process,
   c) Upgrade Rollback Process, and
   d) Post - upgrade Process.

2.1 Pre – Upgrade Process

Before upgrading the system, follow the following pre-upgrade steps:

1) Stop the IQ Care service.
2) Back Up IQCare Database.
3) Back Up the following IQCare folders:
   a. IQCare Service,
   b. IQCare Management, and
   c. IQCare which is located in the inetpub folder (\inetpub\wwwroot).
4) Uninstall the following IQCare Applications:
   a. IQCare Service,
   b. IQCare, and
   c. IQCare Management
5) Delete the following folders:
   a. IQCare Service,
   b. IQCare Management, and
   c. IQCare which is located in the inetpub folder (\inetpub\wwwroot).

2.2 Upgrade Process

After successfully running through the pre-upgrade process, you are required to follow the upgrade steps as listed below:

1. Run the IQCare Installation Package:
   i. Setup,
   ii. Service, and
   iii. Management.
2. Execute **batch.bat** file which will prompt you for the following details:
   i. The Server Name and Instance, e.g .\SQLEXPRESS,
   ii. Username,
   iii. Password, and
   iv. Database name which is by default IQCare.
3. This will upgrade the database to the latest version.
4. Configure the Connection String. For more details refer to the user guide.

2.3 Upgrade Rollback Process

In an instance where the upgrade fails, follow the outlined steps to rollback (back-out) the upgrade process:

1. Restore the IQCare Data Base,
2. Restore previously backed up folders, i.e.
   a. IQCare Service,
   b. IQCare Management, and
   c. IQCare which was located in the inetpub folder (\inetpub\wwwroot).
3. Install the older installation package, i.e.
   a. IQCare Service,
   b. IQCare, and
   c. IQCare Management

2.4 Post - Upgrade/Rollback Process

Once the system has been successfully upgraded or rolled back into its initial state, follow the steps below to finalize the upgrade process:-

1. Start IQCare Service,
2. Launch and log into the IQCare System,
3. Complete the Post Upgrade Checklist.

3. Installation/Upgrade/Rollback Checklist

The table below contains a list of check points for validating the installation/upgrade/rollback process.

Figure 1 - 2.5   Installation/Upgrade/Rollback Checklist

Description of check point	Yes	No	Comments
1. **Are you able to log into the system successfully?**	☐	☐	
2. **Are you able to search/find and retrieve a patient`s records successfully?**	☐	☐	
3. **Are you able to register new patient records successfully?**	☐	☐	
4. **Are you able to navigate through the patient encounter?**	☐	☐	
5. **Are you able to view patient scheduled appointments?**	☐	☐	