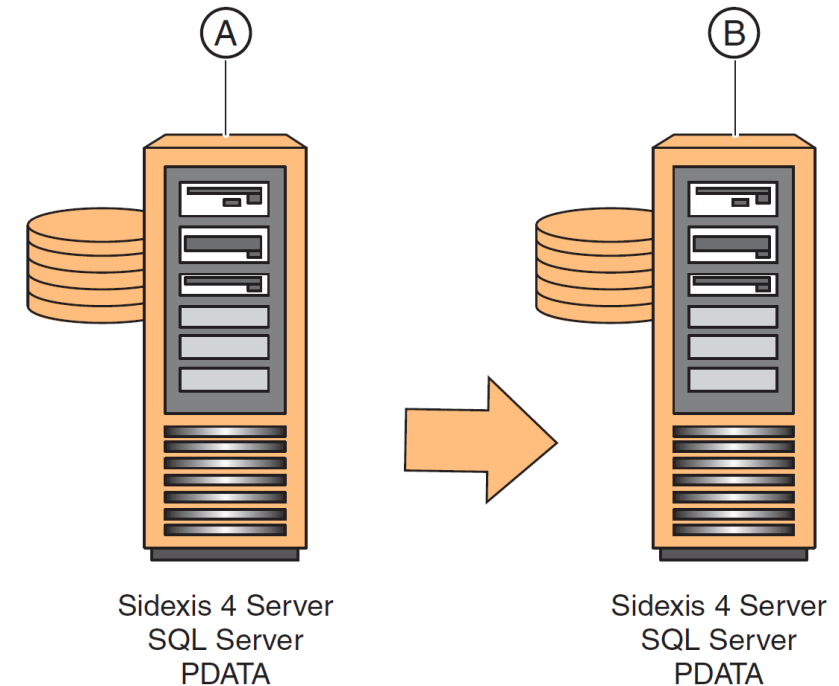


Sidexis 4 Migration Guide

for versions of Sidexis 4.1.x – 4.3.1

Sidexis 4 Migration - Overview

- PDATA is moved by IT provider
- Verify there is a current backup of the SQL Database
- Disable old PDATA share and Uninstall Sidexis Server
(If original location will remain on the network)
- Install SQL Database on New Server Location
- Restore SQL Backup
(SIDEXIS.bak & PDATA_SQLEXPRESS.bak)
- Manual Installation of SQL Database
- Adjust dbo.ProvisioningJob in SQL Tables
- Remote PDATA Preparation
(If PDATA is separate from the Service Location)
- Sidexis 4 Server Installation
- Provision Client workstations to New Server location
- Functional Test
- Tips for Client Re provisioning after Migration



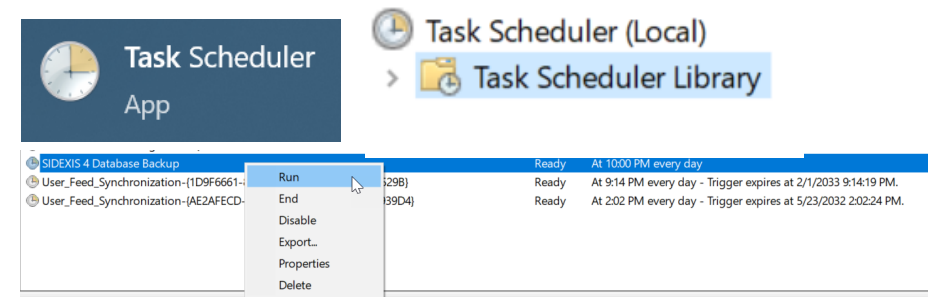
Sidexis 4 Migration – PDATA Move and SQL Backup Verification

PDATA > Backup

Name	Date modified	Type
5f33dded-ddd0-4407-8427-0ed22bcb3844_MASTER.bak	2/1/2023 5:05 PM	BAK File
5f33dded-ddd0-4407-8427-0ed22bcb3844_PDATA_SQLEXPRESS.b...	2/1/2023 5:05 PM	BAK File
5f33dded-ddd0-4407-8427-0ed22bcb3844_SIDEXIS.bak	2/1/2023 5:05 PM	BAK File
7d8a500c-6d9b-4429-9161-db0481de36da_MASTER.bak	8/13/2020 9:11 AM	BAK File
7d8a500c-6d9b-4429-9161-db0481de36da_PDATA_SQLEXPRESS.b...	8/13/2020 9:11 AM	BAK File
d4e4c032-9097-461a-acb2-f2617950529f_MASTER.bak	8/11/2020 10:00 PM	BAK File
d4e4c032-9097-461a-acb2-f2617950529f_PDATA_SQLEXPRESS.bak	8/11/2020 10:00 PM	BAK File
d4e4c032-9097-461a-acb2-f2617950529f_SIDEXIS.bak	8/11/2020 10:00 PM	BAK File
cb8f3cfb-0838-4396-bfea-425744647163_MASTER.bak	8/10/2020 10:00 PM	BAK File
cb8f3cfb-0838-4396-bfea-425744647163_PDATA_SQLEXPRESS.bak	8/10/2020 10:00 PM	BAK File
cb8f3cfb-0838-4396-bfea-425744647163_SIDEXIS.bak	8/10/2020 10:00 PM	BAK File

PDATA must be moved by the office's IT provider to the new Server location. Once that has been performed, you need to verify there is a recent SQL Backup to restore from.

Navigate to PDATA\Backup and check the Date Modified on the most recent .bak files. If no database changes have been done after the most recent backup, you will not need to manually start the backup task.



If a SQL backup needs to be performed:
Open **Task Scheduler** or run **taskschd.msc** on the Old Server.
Select Task Scheduler Library on the left pane.
Search in the Task list for:
SIDEXIS 4 Database Backup
Right click and select Run.

Now check the PDATA\Backup folder on the Old Server location to see if the Master/Sidexis/PDATA_SQLEXPRESS .bak files are created with the current day/time stamp.

Now you will copy those files over to the New Server, typically into the new server's PDATA\Backup folder.

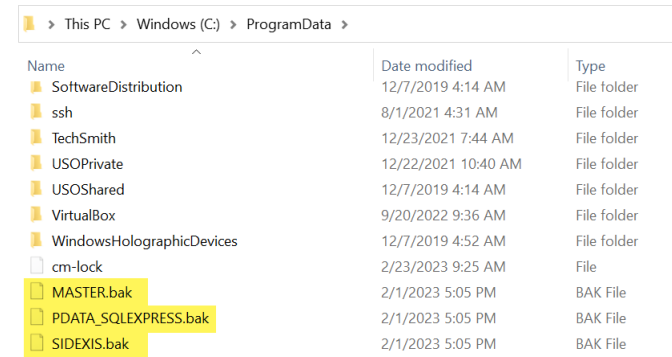
**Recommend renaming the SQL Backup you will restore from to a shorter file name to make it easier selecting the correct one in SQL Management Studio.*

5f33dded-ddd0-4407-8427-0ed22bcb3844_MASTER.bak	2/1/2023 2:05 PM
PDATA_SQLEXPRESS.bak	2/1/2023 2:05 PM
SIDEXIS.bak	2/1/2023 2:05 PM

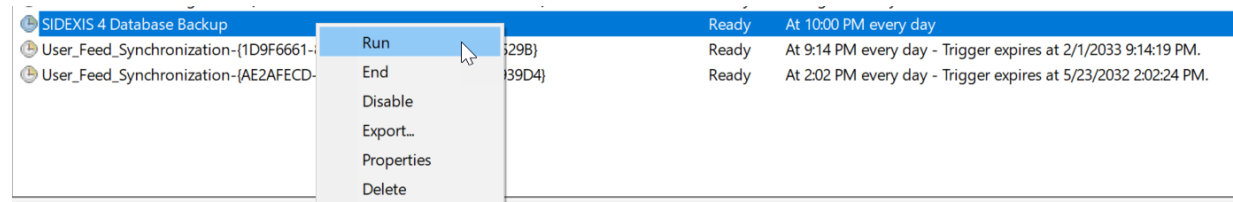
Sidexis 4 Migration – Sidexis 4 Database Backup Task Issue

If you run into an issue with the backup task not creating new backups into the PDATA\Backup directory, there may be an issue with file access in C:\ProgramData. ProgramData houses the .bak files the task creates and then copies it to PDATA\Backup. If a Sidexis 4 upgrade was done at one point, the new version may be unable to overwrite the previous versions backups. You would see a gap from the most recent backup to the current date in the Backup folder.

Delete the previous .bak files located in C:\ProgramData and then re-run the **Sidexis 4 Database Backup** task in Task Scheduler.

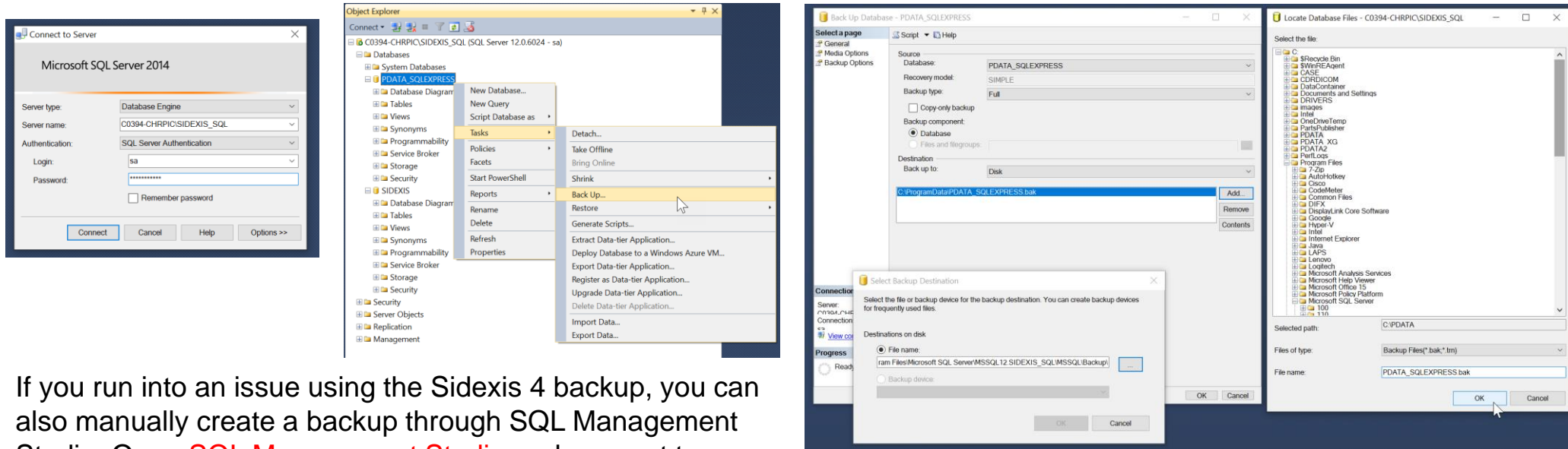


Name	Date modified	Type
SoftwareDistribution	12/7/2019 4:14 AM	File folder
ssh	8/1/2021 4:31 AM	File folder
TechSmith	12/23/2021 7:44 AM	File folder
USOPrivate	12/22/2021 10:40 AM	File folder
USOShared	12/7/2019 4:14 AM	File folder
VirtualBox	9/20/2022 9:36 AM	File folder
WindowsHolographicDevices	12/7/2019 4:52 AM	File folder
cm-lock	2/23/2023 9:25 AM	File
MASTER.bak	2/1/2023 5:05 PM	BAK File
PDATA_SQL EXPRESS.bak	2/1/2023 5:05 PM	BAK File
SIDEXIS.bak	2/1/2023 5:05 PM	BAK File



Task Name	Task Status	Task Schedule
SIDEXIS 4 Database Backup	Ready	At 10:00 PM every day
User_Feed_Synchronization-{1D9F6661-...}	Ready	At 9:14 PM every day - Trigger expires at 2/1/2033 9:14:19 PM.
User_Feed_Synchronization-{AE2AFECD-...}	Ready	At 2:02 PM every day - Trigger expires at 5/23/2032 2:02:24 PM.

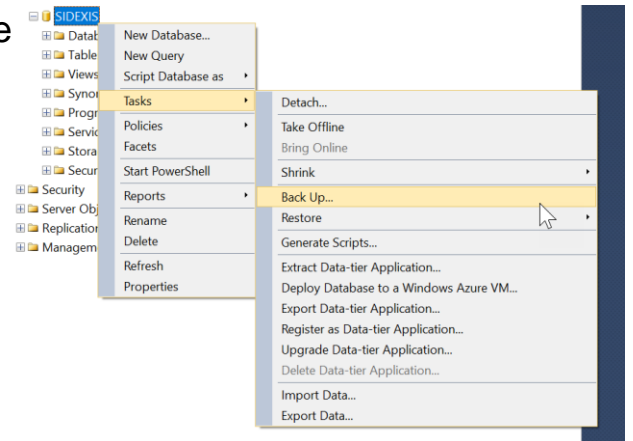
Sidexis 4 Migration – SQL Backup using SQL Management Studio



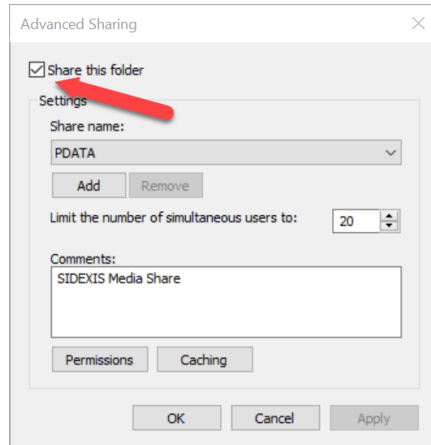
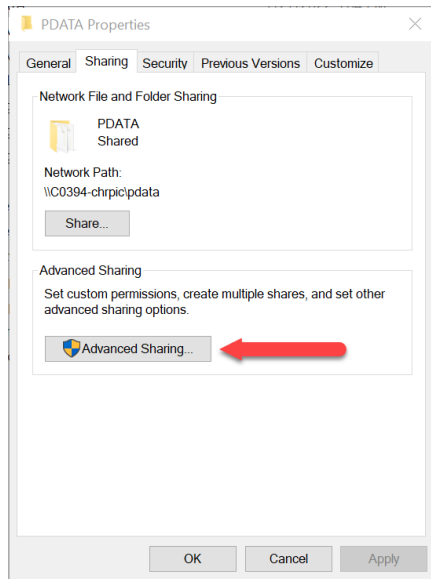
If you run into an issue using the Sidexis 4 backup, you can also manually create a backup through SQL Management Studio. Open **SQL Management Studio** and connect to: **SERVERNAME\SIDEXIS_SQL** Using SQL Server Authentication Login: **sa** Password: **2BeChanged!**

Once connected, navigate in the left panel and open +Databases and right click on **PDATA_SQLEXPRESS** > Tasks > Back up... the Back Up Database window will now display. Backup type: **Full** and select **Add** under the destination. Next you will pick the path, select [...] to open the file browser and select a location and file name for the backup. Be sure to include the extension **‘.bak’**

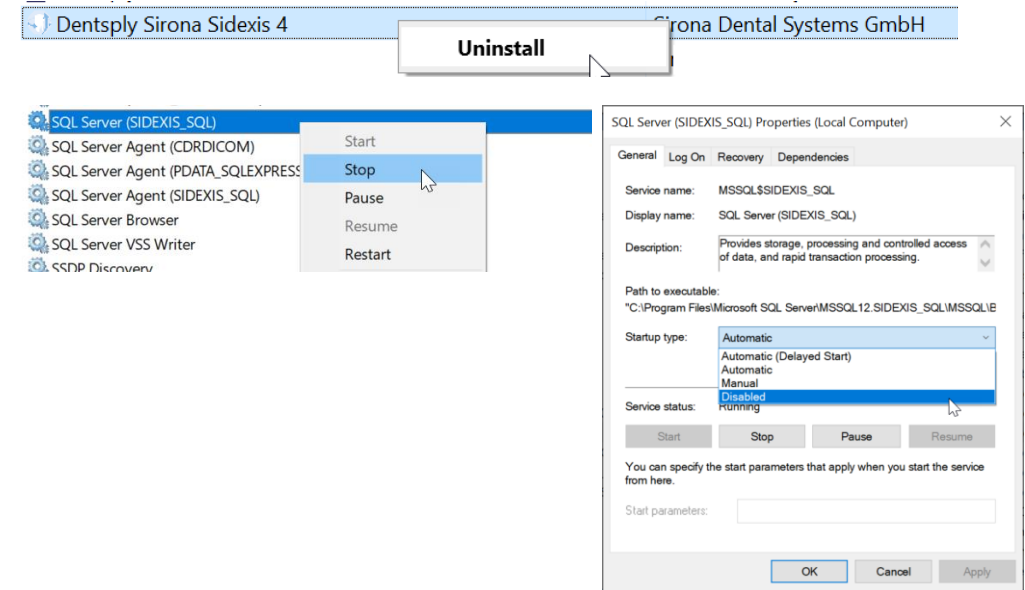
You will now do the same thing for the **SIDEXIS** database in the left panel.



Sidexis 4 Migration – Disable old PDATA Share and Remove Server



PDATA.old



Once the PDATA has been successfully migrated to the New Server, it is always recommended to "un-share" the old PDATA to avoid any conflicts or missing workstations that may have been missed when re-pointing.

Right click PDATA and select Properties.
Select the Sharing Tab and then Advanced Sharing.
Uncheck "Share this Folder" and Apply/Ok and exit out of the PDATA properties.

Another way to un-share the folder is to rename PDATA. Recommend just adding a .old to the end of PDATA in case the old server location will still be accessible and to avoid other technicians from thinking that is the live database location.

Now go through the standard Sidexis Server Uninstall process.

Once that has been completed, open up Windows Services ([services.msc](#))
Scroll down until you find **SQL Server (SIDEXIS_SQL)**
Right click and Stop the service.
Next, Select Properties on the service and then Change the Startup type to:
Disabled
Apply/Ok and then close out the window.

Sidexis 4 Migration – Install SQL on New Server and Database Restore

Sidexis 4 - Installation

1. First install the database server.
2. A master station installation sets the default (central) installation for all client stations.
3. Choose the client installation in the central installation folder PDATA\Setup\Sidexis4 for all other stations.

SQL Server 2014 Management Studio

File Edit View Debug Tools Window Help

Object Explorer

Connect

WIN10-VM\SIDEXIS_SQL (SQL Server 12.0)

Databases

System Databases

Security

Server

Replication

Management Objects

New Database...

Attach...

Restore Database...

Restore Files and Filegroups...

Deploy Data-tier Application...

Import Data-tier Application...

Start PowerShell

Reports

Refresh

Restore Database -

No backupset selected to be restored.

Select a page

General

Script Help

Source

Database:

Device:

Database:

Select backup devices

Specify the backup media and its location for your restore operation.

Backup media type: File

Backup media:

Add

Remove

Contents

OK Cancel Help

Connection

WIN10-VM

Locate Backup File - WIN10-VM\SIDEXIS_SQL

Backup File location: C:\PDATA\Backup

C:\PDATA\Backup

SIDEXIS.bak

File name: SIDEXIS.bak

Backup Files(*.bak;*.trn;*.log)

OK Cancel

Restore Database - SIDEXIS

Ready

Select a page

General

Files

Options

Restore options

Overwrite the existing database (WITH REPLACE)

Preserve the replication settings (WITH KEEP_REPLICATION)

Restrict access to the restored database (WITH RESTRICTED_USER)

Recovery state: RESTORE WITH RECOVERY

Standby file: C:\Program Files\Microsoft SQL Server\MSSQL12.SIDEXIS_SQL\

Leave the database ready to use by rolling back uncommitted transactions. Additional transaction logs cannot be restored.

Tail-Log backup

Take tail-log backup before restore

Leave source database in the restoring state (WITH NORECOVERY)

Backup file: C:\Program Files\Microsoft SQL Server\MSSQL12.SIDEXIS_SQL\

Server connections

Close existing connections to destination database

This may leave the destination database in single-user mode.

Prompt

Prompt before restoring each backup

The Full-Text Upgrade server property controls whether full-text indexes are imported, rebuilt, or reset for the restored database.

Progress

Done

OK Cancel Help

Perform SQL Database installation on the new server.

After it has completed, open **SQL Management Studio**.

Login as the **Sa** user / Password: **2BeChanged!**

Right Click on Databases and select **Restore Database**.

Select Device > Browse button > Add and navigate to the SQL backup files.

Select the **SIDEXIS.bak** and Click OK.

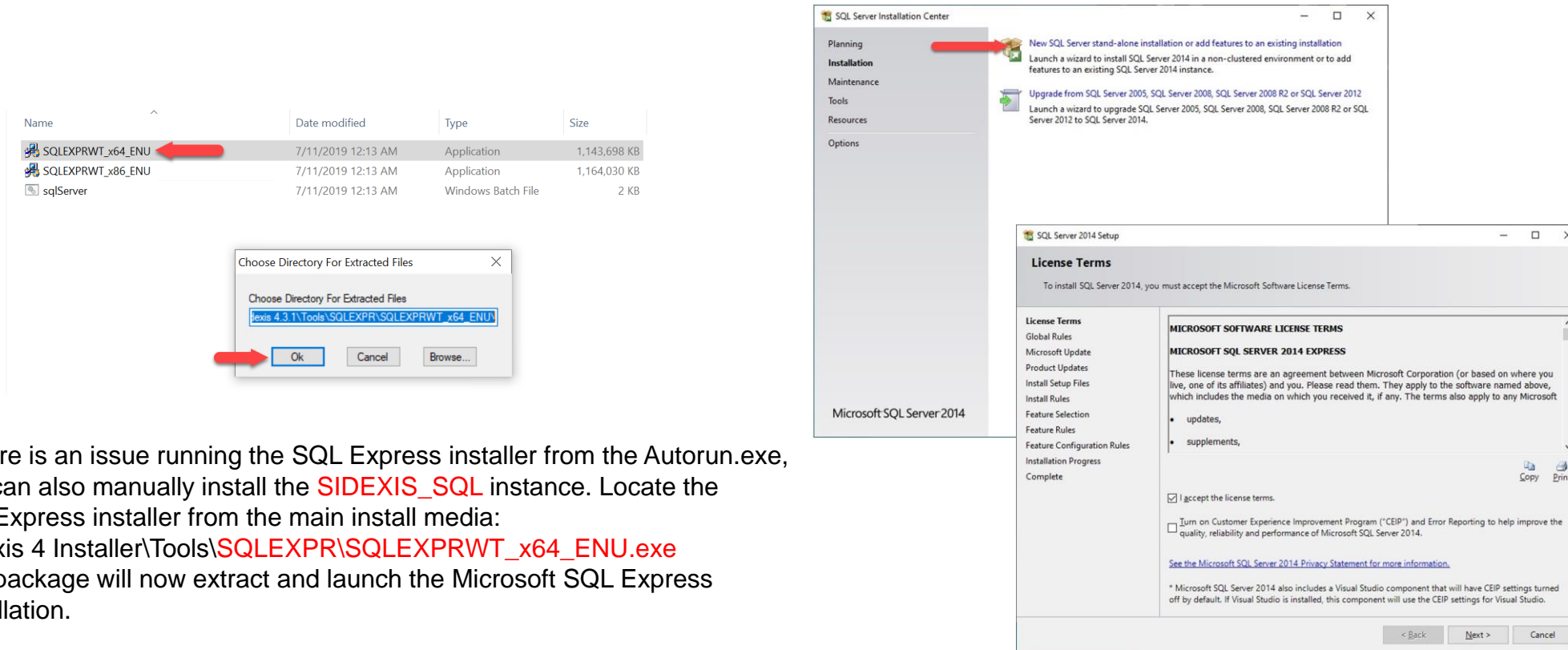
On the Select Backup Devices screen, select OK.

And select OK in the Restore Database Window.

Repeat these steps to also restore the **PDATA_SQLEXPRESS.bak**.

*If the Sidexis 4 Server installation was done before restoring the SQL backup you will need to select Options: **“Overwrite the existing database”** and **“Close existing connections to the destination database”** options then select OK.

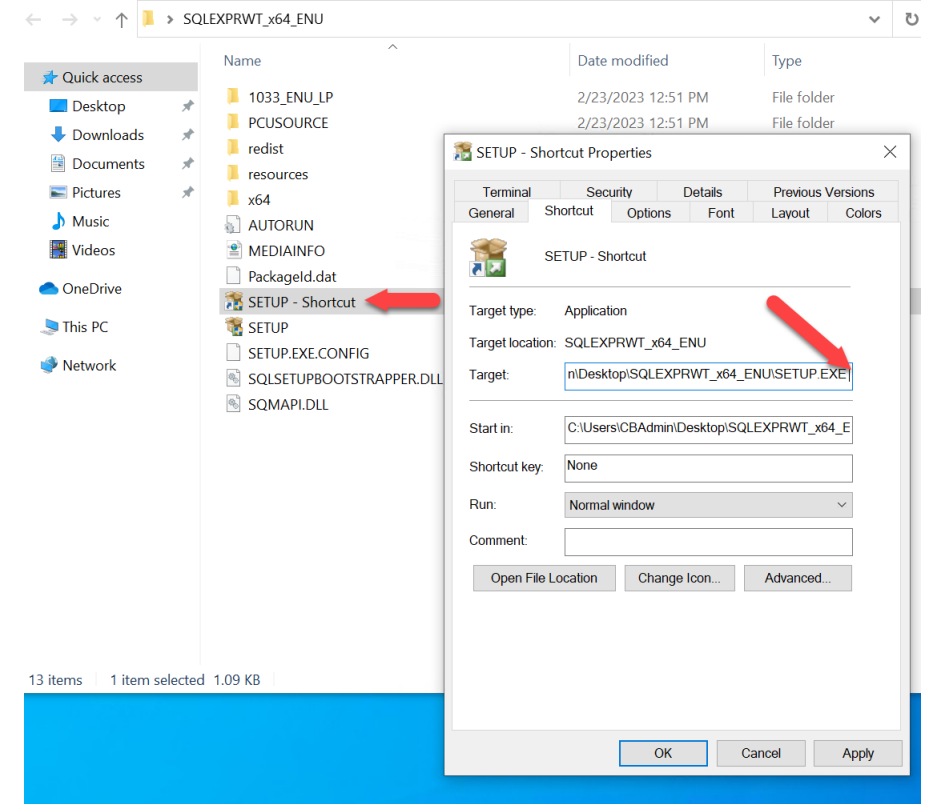
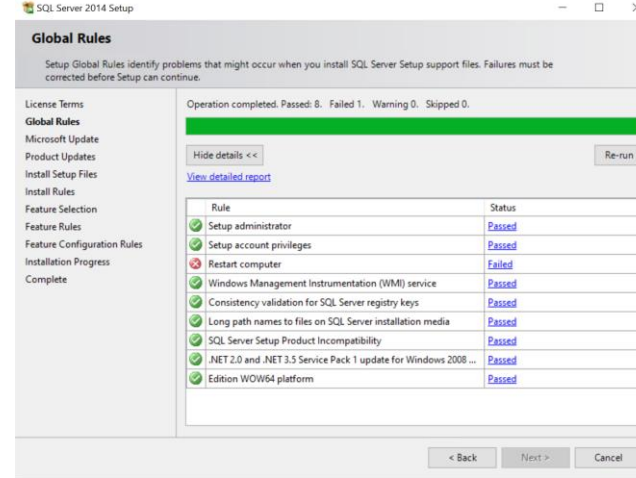
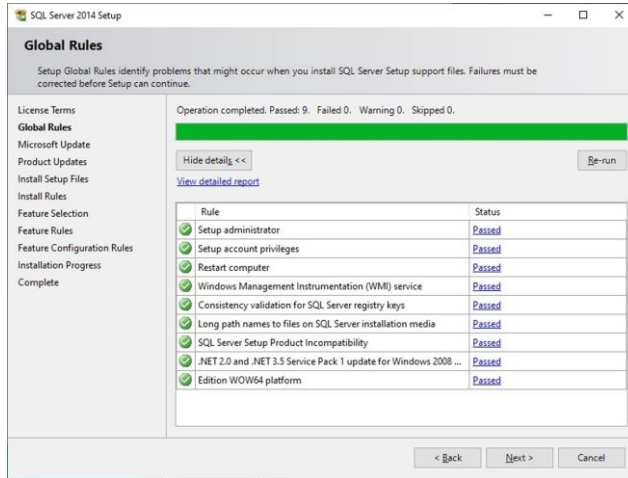
Sidexis 4 Migration – Manual Installation of SQL Express



If there is an issue running the SQL Express installer from the Autorun.exe, you can also manually install the **SIDEXIS_SQL** instance. Locate the SQLExpress installer from the main install media: Sidexis 4 Installer\Tools**SQLEXPRT\SQLEXPRT_x64_ENU.exe**. The package will now extract and launch the Microsoft SQL Express Installation.

Select **New SQL Server stand-alone installation** and move through the license terms.

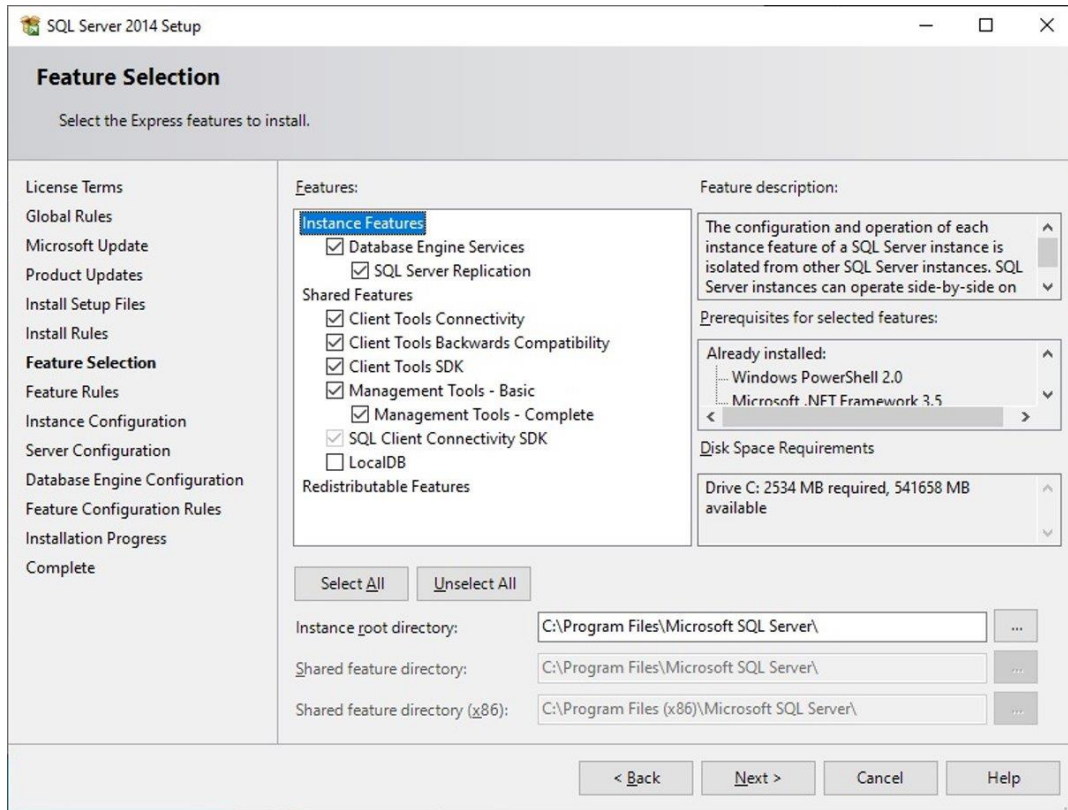
Sidexis 4 Migration – Manual Installation of SQL Express



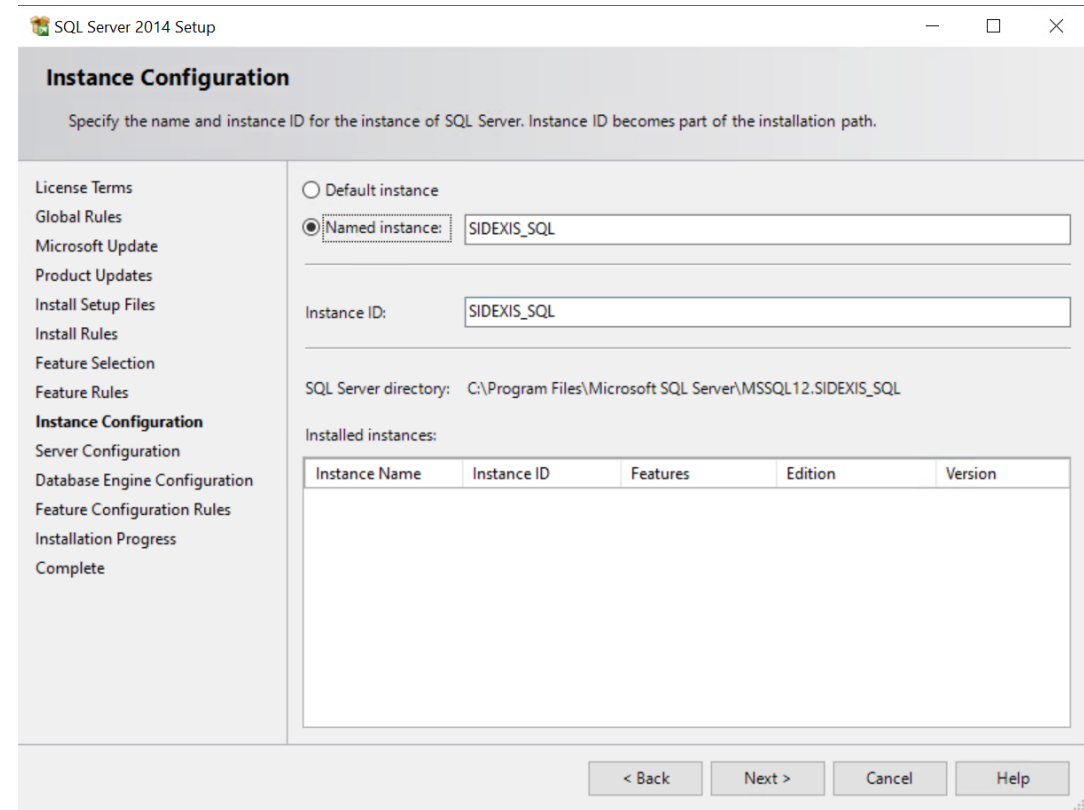
This step will let you know whether a Reboot is necessary in order to proceed with the SQL Installation. There is a workaround that can be used if a Server Reboot is not possible.

If a restart is necessary and you are unable to restart the server, a workaround can be performed. When you run the **SQLEXPRT_x64_ENU.exe** it extracts all the files from the package into a folder "SQLEXPRT_x64_ENU." Open the folder and create a shortcut for **Setup.exe**. Right click and select Properties. In the target field add at the end of the SETUP.exe path:
/SkipRules=RebootRequiredCheck /ACTION=install
Apply/Ok and now run the setup shortcut that has been created.

Sidexis 4 Migration – Manual Installation of SQL Express



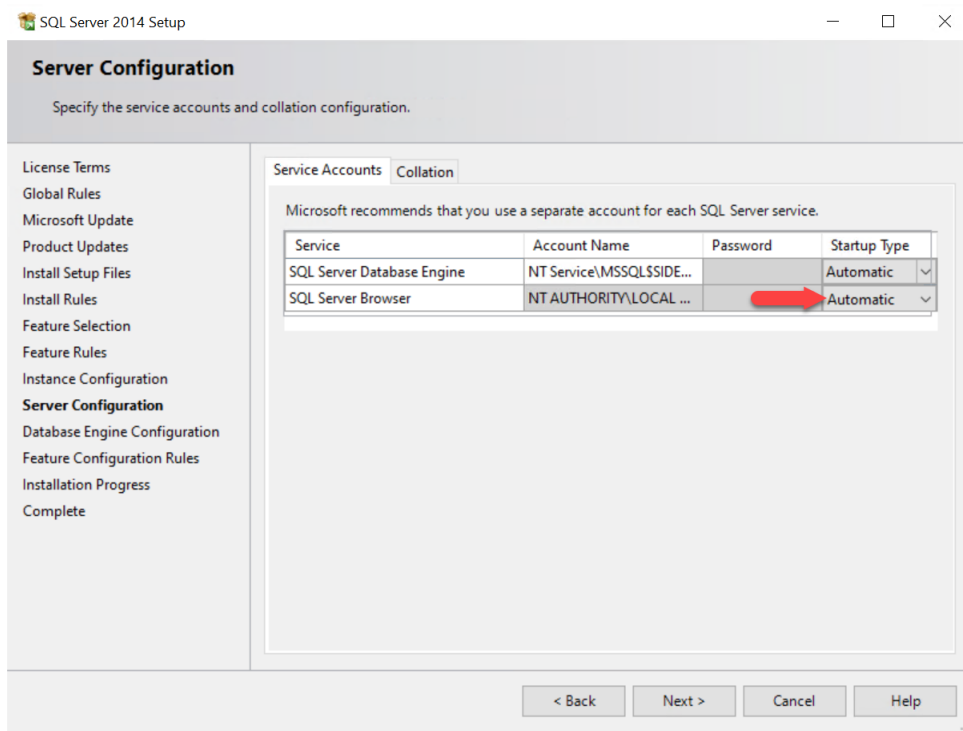
Default Options can be left as is in this step. If a different SQL Instance directory location is needed, this can be changed here.



Select Named Instance and Insert the Sidexis 4 Instance Name: **SIDEXIS_SQL**

Once the Named Instance Field has been filled in, the Instance ID field will auto populate with the instance name.

Sidexis 4 Migration – Manual Installation of SQL Express



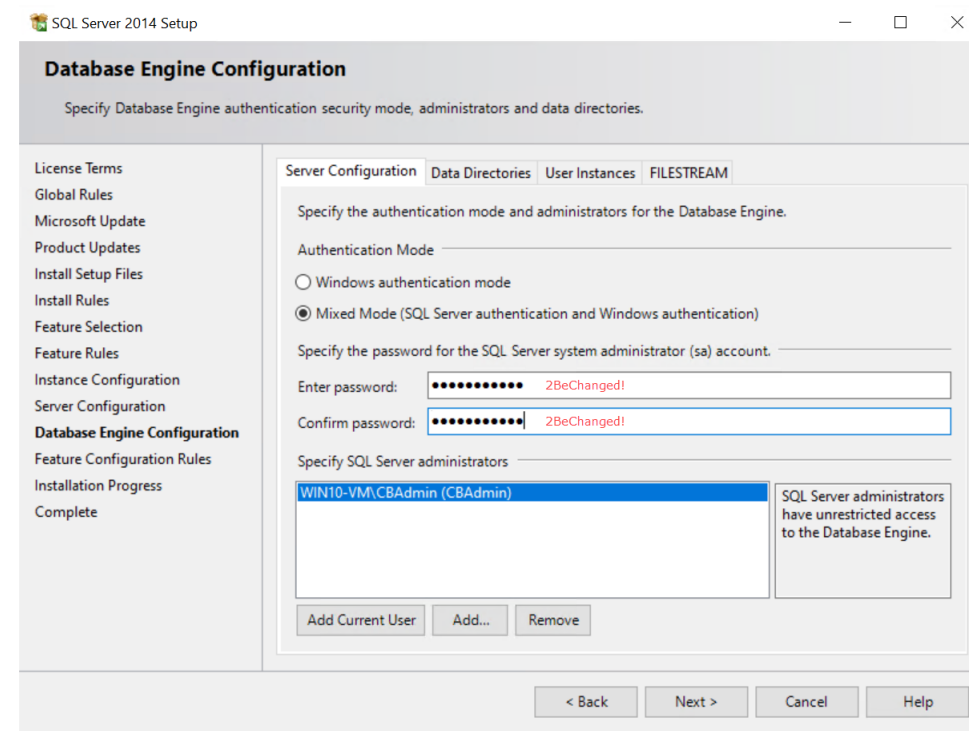
The Database Engine Account name should be Populated by:

NT Service\MSSQL\$SIDEXIS_SQL

Startup Type for Database Engine and Server Browser should be set to:

Automatic

*In certain situations, the Account Name used for Database Engine may need to be changed to NETWORK SERVICE or LOCAL SYSTEM.



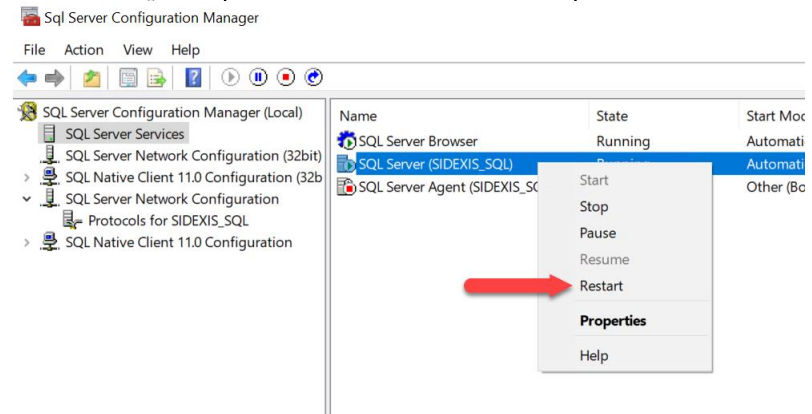
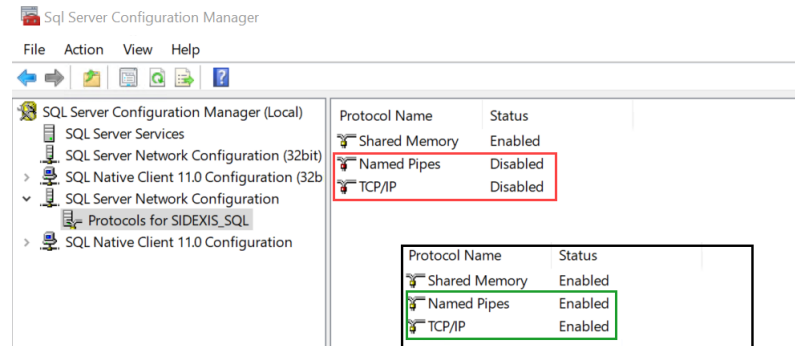
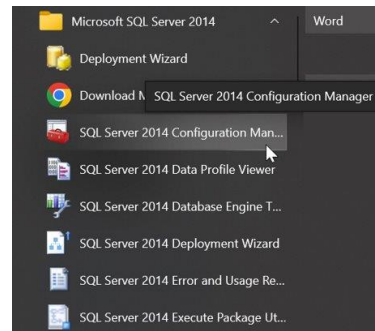
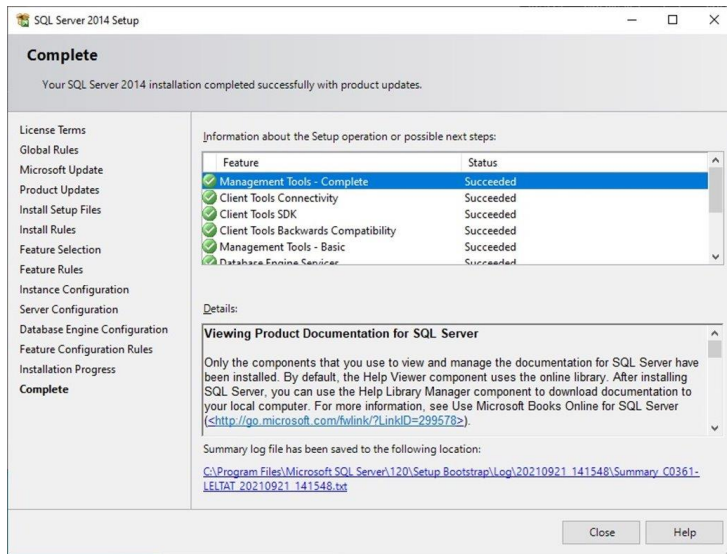
Server Configuration:

Select Mixed Mode

Enter the default **Sa** Account Password: **2BeChanged!**

Then Continue the installation selecting Next.

Sidexis 4 Migration – Manual Installation of SQL Express



After the SQL Instance has been installed, next the Protocols will need to be enabled to allow connection to the Database. Open the **SQL Server Configuration Manager**

Local Path for SQL Configuration Manager:
C:\Windows\System32\SQLServerManager12.msc

Navigate to the SQL Server Network Configuration.

Select Protocols for **SIDEXIS_SQL**

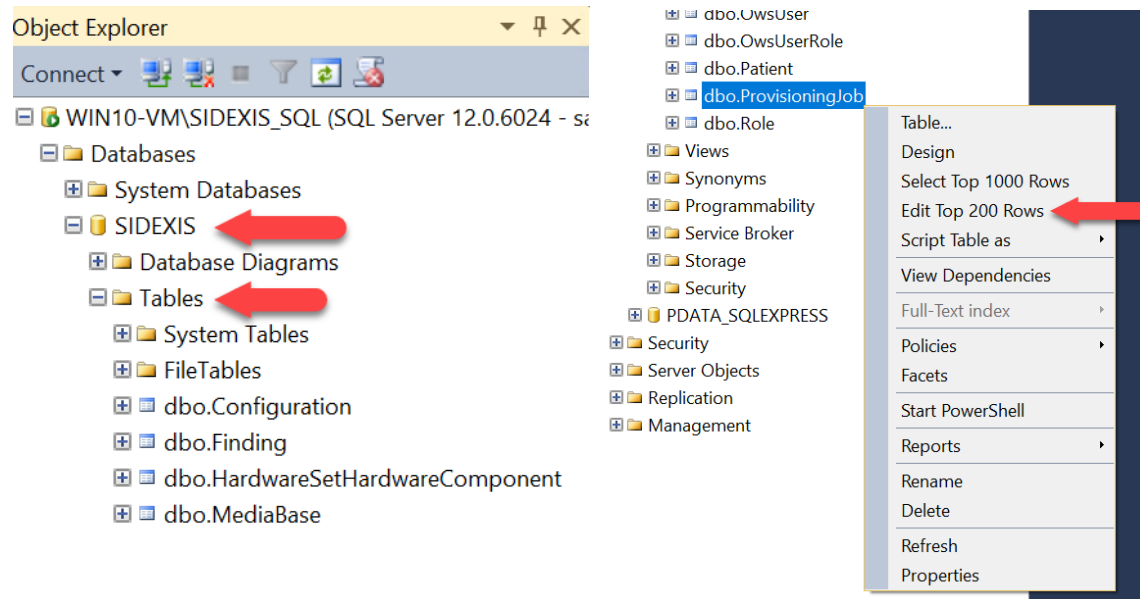
Right Click and Enable **Named Pipes & TCP/IP**

Now the SQL Server Instance needs to be restarted in order for the newly enabled protocols to work.

Select **SQL Server Services**

Right Click on **SQL Server (SIDEXIS_SQL)** and Restart.

Sidexis 4 Migration – Adjust dbo.ProvisioningJob and Sidexis Server Install



The screenshot shows the 'dbo.ProvisioningJob' table data. The table has columns: Id, PackageId, Package, VersionId, Version, TenantId, Tenant, StartedAt, IsContin..., JobType, TargetType, and Target. A row with JobType 0 is selected, and a context menu is open over it. Red arrows point to the 'Id' column, the selected row, and the 'Delete' option in the menu.

Id	PackageId	Package	VersionId	Version	TenantId	Tenant	StartedAt	IsContin...	JobType	TargetType	Target
...	...	SIDEXIS 4	...	4.3.1	NULL	Default	2023-02-...	False	0	1	C0394-CHRPIC
...	...	SIDEXIS 4	...	4.3.1	NULL	Default	2023-02-...	False	0	0	C0394-CHRPIC

dbo.ProvisioningJob will display all installed workstations with Sidexis 4 Including the previous Server location. Locate the column title **TargetType**.

Next you find the line with the value 0 which indicates the previous Sidexis Service location. Select the box to the left of that Server line, it will now highlight the line we want to remove.

Now right click and select Delete.

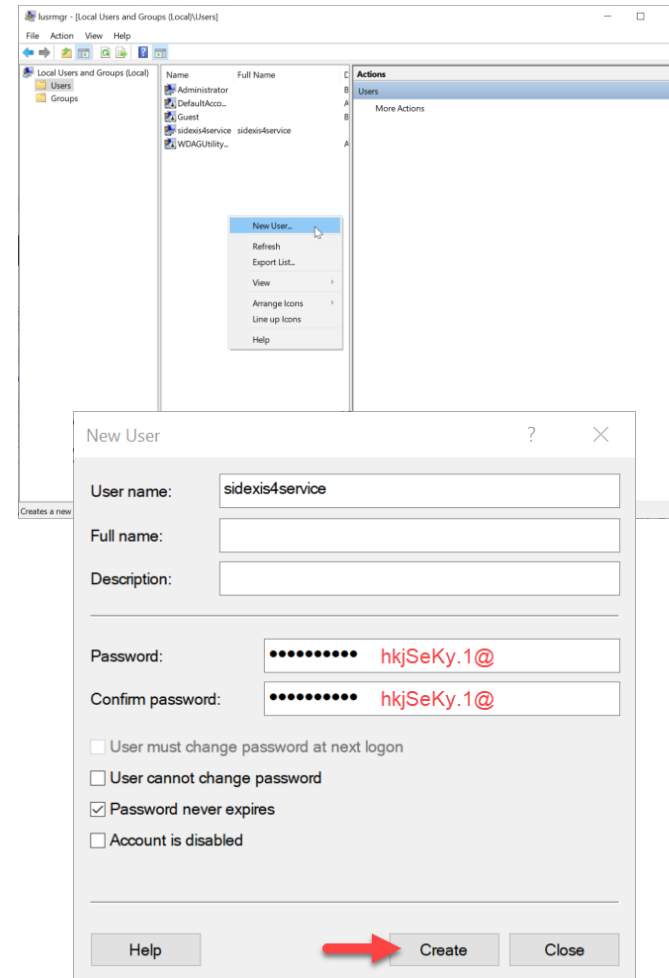
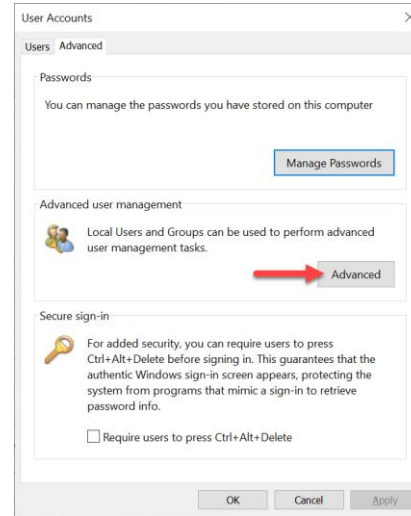
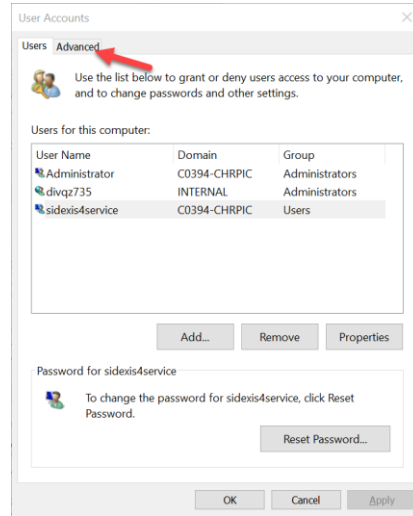
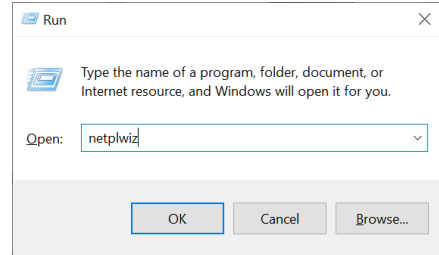
You can now start the Sidexis Server install.

After the database files have been restored into the SIDEXIS_SQL instance, now there is one more step that needs to be done before SIDEXIS 4 Server Installation.

On the left pane, open the SIDEXIS tree, followed by Tables. Right click on the **dbo.ProvisioningJob** table and select **Edit Top 200 Rows**.

Sidexis 4 Migration – Remote PDATA – Creating the Sidexis4service Account

Netplwiz (User Accounts)



If the office has a remote PDATA share on another server or a NAS device, the sidexis4service account needs to be manually be created and added.

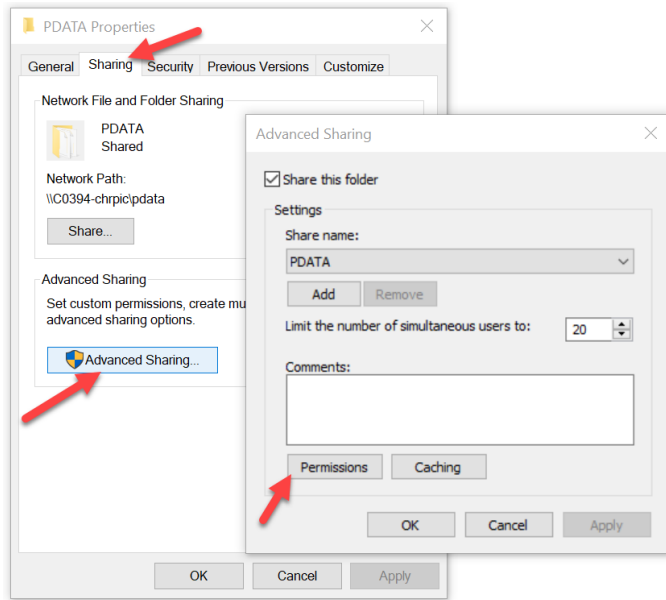
If the PDATA is on a domain, likely a user will need to be created in Active Directory.

Username: sidexis4service

Password: hkjSeKy.1@

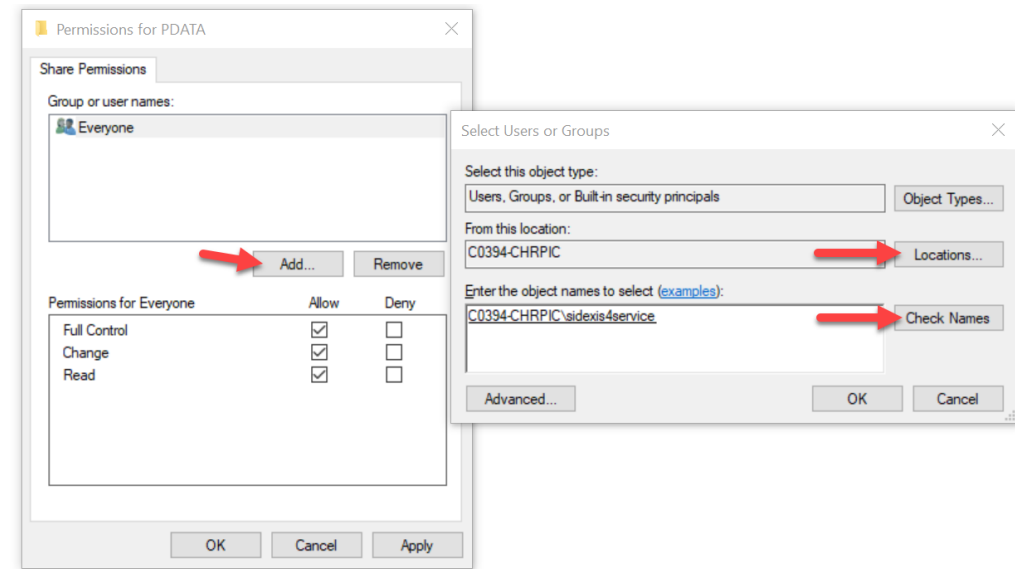
Otherwise, non-domain setups a user can be created using netplwiz (User Accounts)
Next you will need to add the created user to the Sharing Properties of PDATA.

Sidexis 4 Migration – Remote PDATA – Adding Sidexis4service to Share



After the **sidexis4service** account has been created, it now needs to be added to PDATA for the Sidexis 4 Server provisioning to complete successfully.

Open the Properties on the PDATA folder and go to:
Sharing Tab > Advanced Sharing > Check Share this Folder > Permissions > then Add.

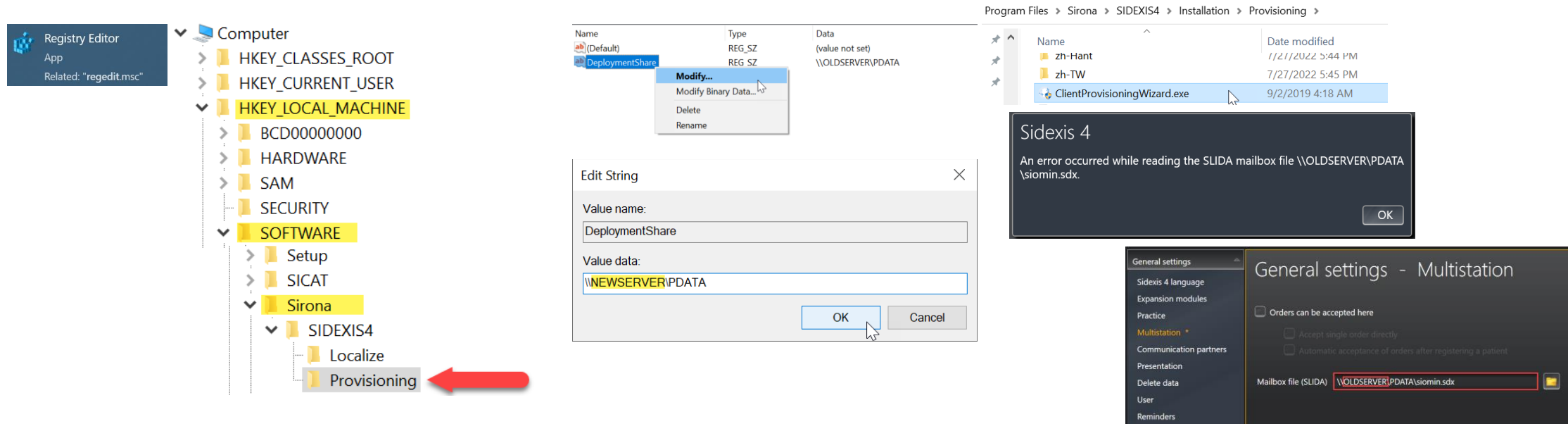


Now you will search for the created sidexis4service account. If this is a local workstation not on a domain, the location field may have the workstation name already there. Then simply typing in sidexis4service into the field below and clicking Check Names, it should select the account. Then you will click Ok and add Full control to the user on the previous screen.

If the account created is a 'domain user', you will select Locations and open the domain name and likely look for a Users section. After selection, type in the sidexis4service field and select Check Names to verify the user has been selected.

Now start the Sidexis 4 Server Installation or Server provisioning step.

Sidexis 4 Migration – Provision Client Workstations to New Server and Testing



After the Server has been successfully installed, open Sidexis 4 and verify the patient list and data. Next, the rest of the workstations will need to be pointed to the new PDATA and Sidexis Service location.

Connect to a client workstation and open up **Registry Editor**.

Select **HKEY_LOCAL_MACHINE\SOFTWARE\Sirona\Provisioning**

You will notice the **DeploymentShare** Key is pointing to the old PDATA location. Right click and select Modify.

Change the **OLDSERVER** to the **NEWSERVER** name in the path and Click OK.

Ensure the workstation does have folder access to the new PDATA path.

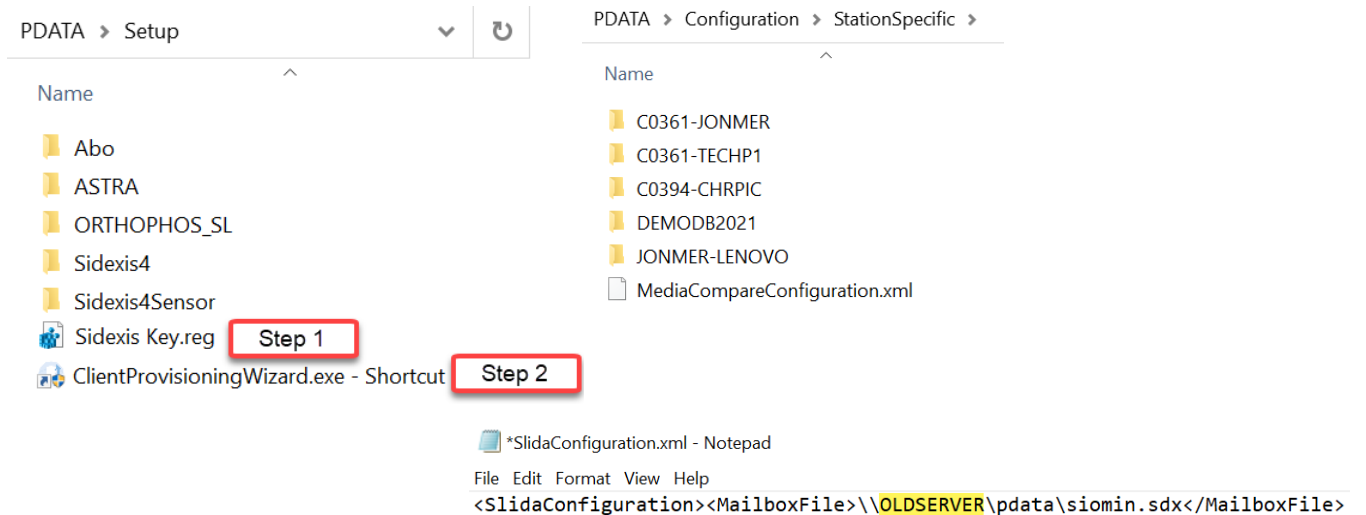
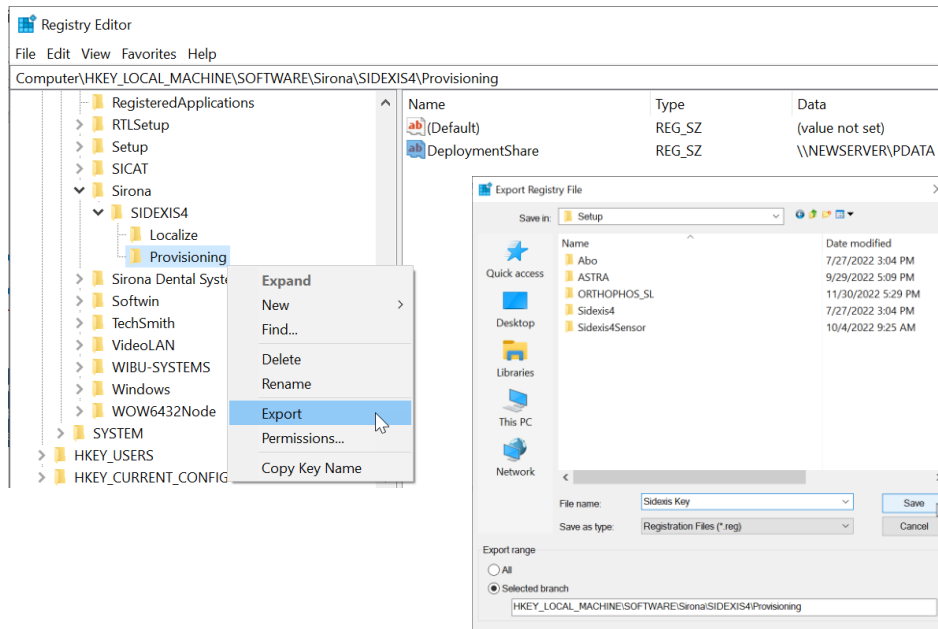
Then navigate to:

C:\Program Files\Sirona\SIDEXIS4\Installation\Provisioning and launch **ClientProvisioningWizard.exe**.

After provisioning has been completed, launch and ensure Sidexis 4 functionality. If a SLIDA Mailbox error appears on launch, go to:

Settings > General Settings > Multistation and correct the **siomin.sdx** path to the new Server location.

Sidexis 4 Migration – Tips for Client Workstations After Migration



An easy way to complete the other workstations after the first Client has been provisioned to the new server location is to **Export** out the **Provisioning** Key after the New Server name has been added to the DeploymentShare Key. Save this .reg file to PDATA\Setup, for easy access from other workstations.

Next, you can also create a **ClientProvisioningWizard.exe** shortcut and also copy that into PDATA\Setup.

Now from the other client workstations just navigate to PDATA\Setup and Run the exported .reg file, select YES to add information to the Registry. Now run the ClientProvisioningWizard shortcut to complete the process.

For the SLIDA Mailbox Error, the multistation path is located in: PDATA\Configuration\StationSpecific\WorkstationName\SlidaConfiguration.xml

Open the file in Notepad and locate the siomin.sdx path. Replace the old server name to the new server location.

Now you can Copy/Paste into all the StationSpecific folders and overwrite. This will change all the workstations to the correct Multistation path and will not require it to be done on each workstation.

