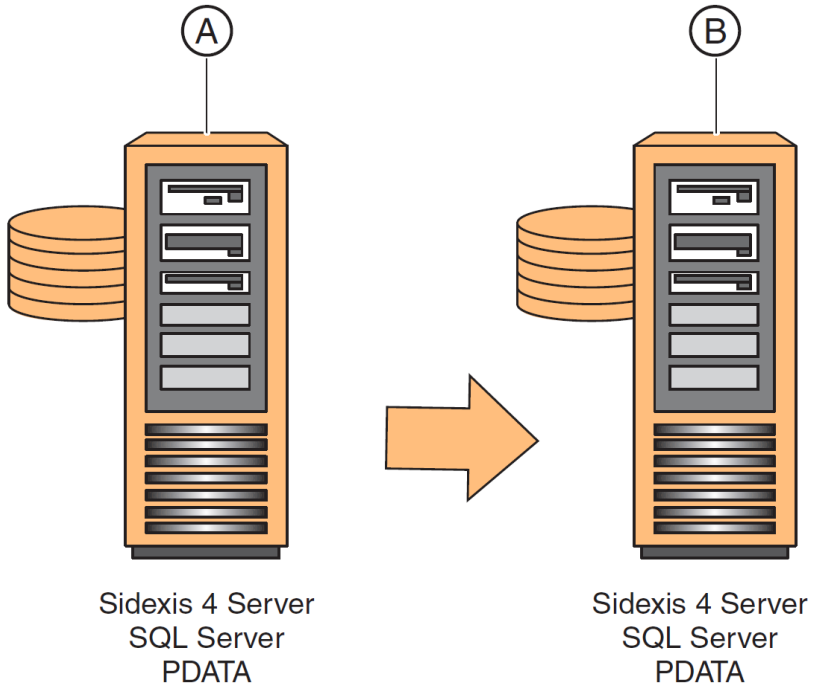
Sidexis 4 Migration Guide

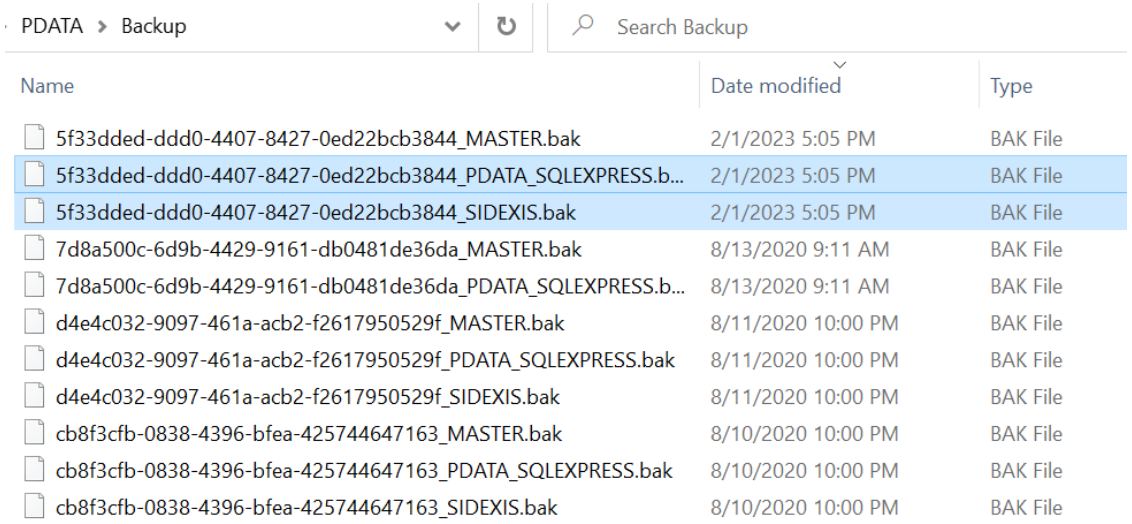
for versions of Sidexis 4.1.x – 4.3.1

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 Reprovisioning after Migration

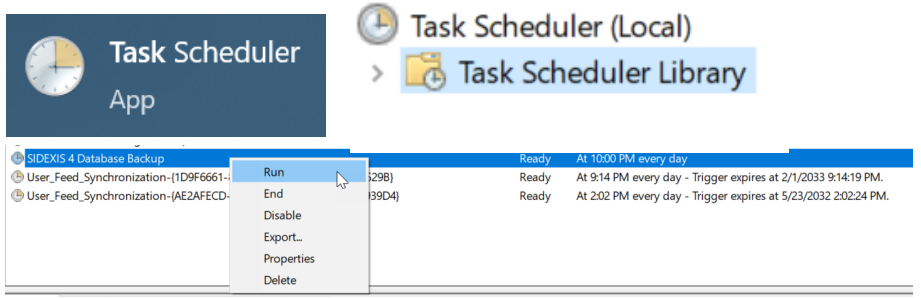


Sidexis 4 Migration – PDATA Move and SQL Backup Verification



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.

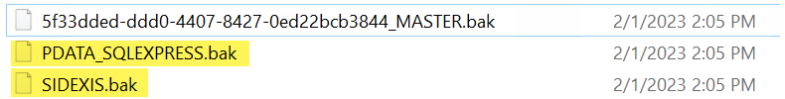


If a SQL backup needs to be performed:
Open Task Scheduler or run taskschd.msc on the Old Server.
Select Task Scheduler Library on the left pane.
Search in the Task list for:
SIDEXIS 4 Database Backup
Right click and select Run.

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.

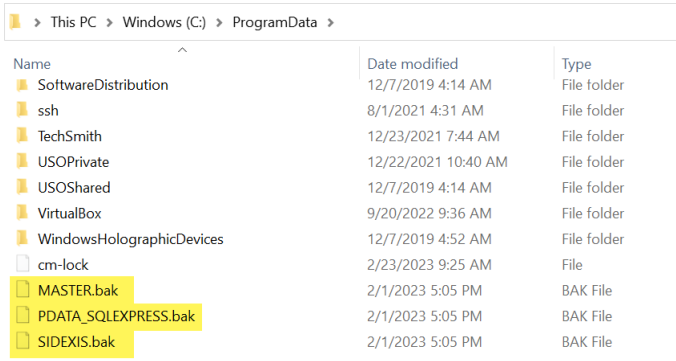
*Recommend renaming the SQL Backup you will restore from to a shorter file name to make it easier selecting the correct one in SQL Management Studio.

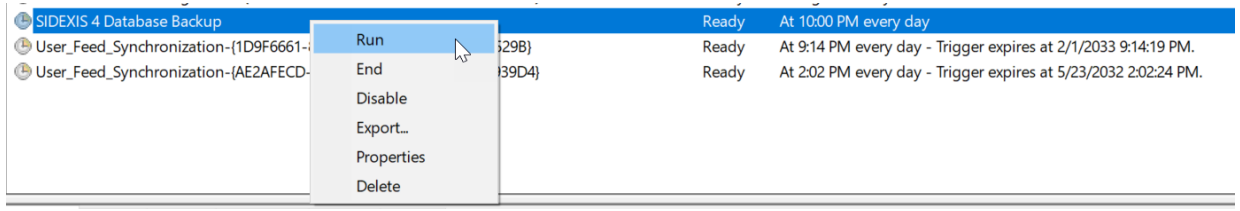


Sidexis 4 Migration – Sidexis 4 Database Backup Task Issue

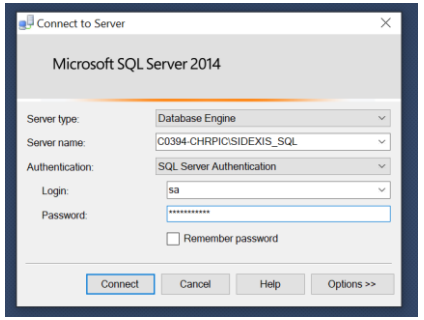
If you run into an issue with the backup task not creating new backups into the PDATA\Backup directory, there may be an issue with file access in C:\ProgramData. ProgramData houses the .bak files the task creates and then copies it to PDATA\Backup. If a Sidexis 4 upgrade was done at one point, the new 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.

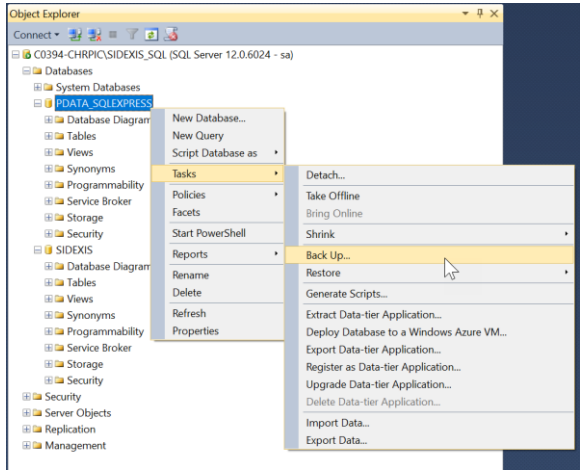
Delete the previous .bak files located in C:\ProgramData and then re-run the Sidexis 4 Database Backup task in Task Scheduler.

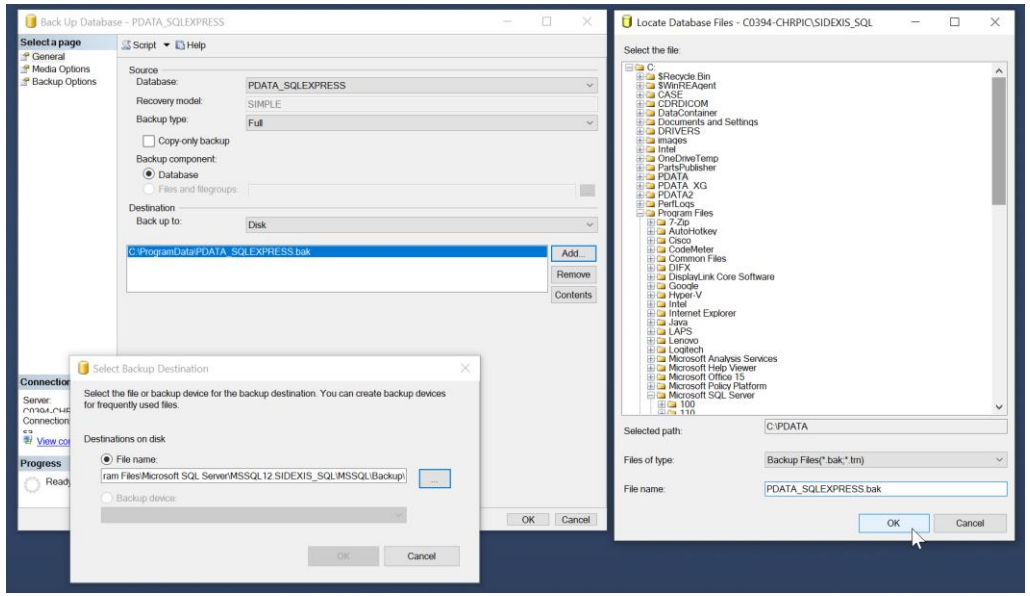




Sidexis 4 Migration – SQL Backup using SQL Management Studio



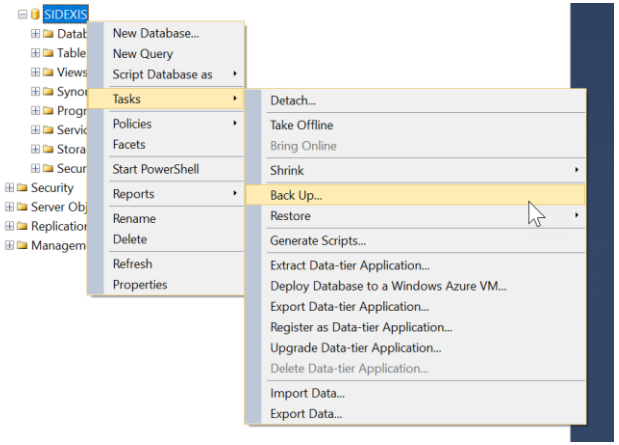




If you run into an issue using the Sidexis 4 backup, you can also manually create a backup through SQL Management Studio. Open SQL Management Studio and connect to: SERVERNAME\SIDEXIS_SQL Using SQL Server Authentication Login: sa Password: 2BeChanged!

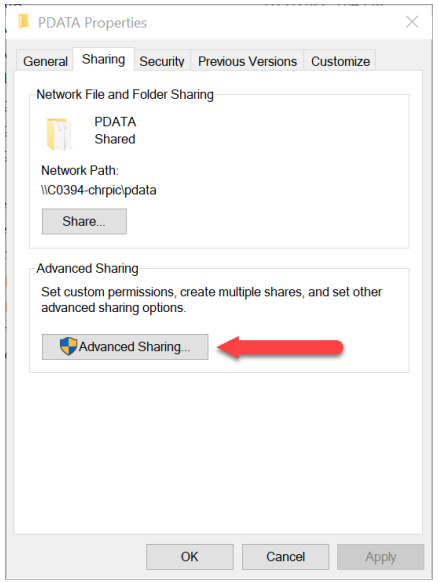
Once connected, navigate in the left panel and open +Databases and right click on PDATA_SQLEXPRESS > Tasks > Back up… the Back Up Database window will now display. Backup type: Full and select Add under the destination. Next you will pick the path, select […] to open the file browser and select a location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

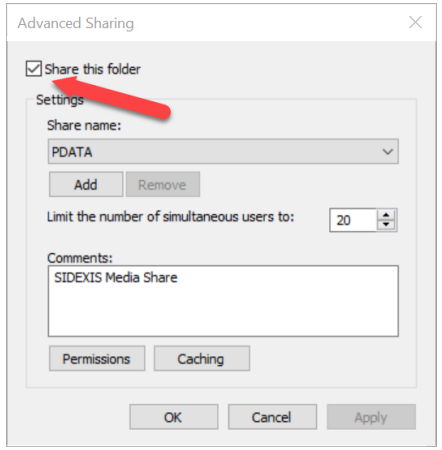
You will now do the same thing for the SIDEXIS database in the left panel.

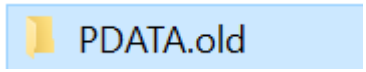


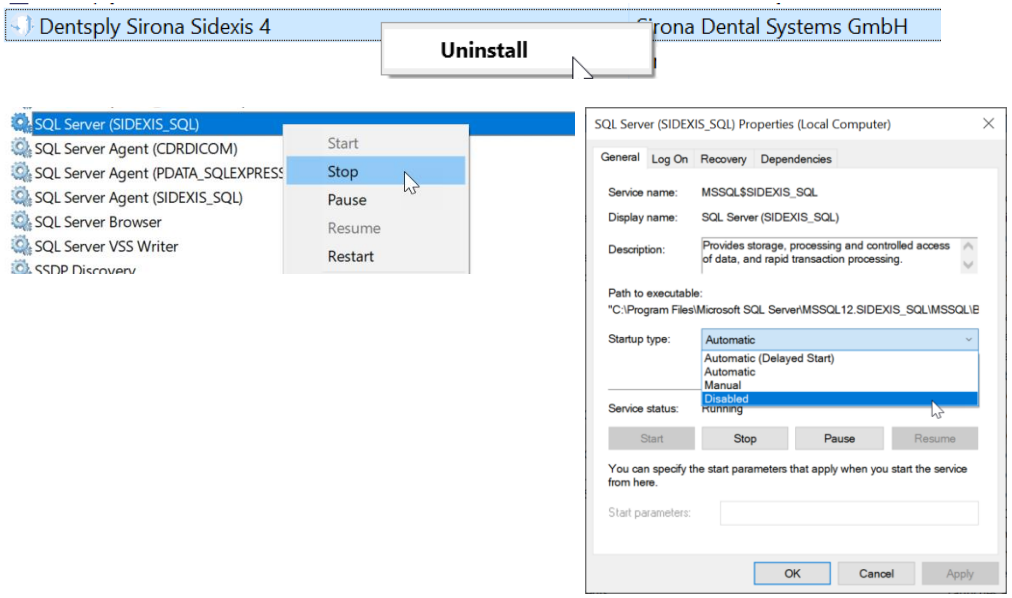
Dentsply Sirona

Sidexis 4 Migration – Disable old PDATA Share and Remove Server









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.

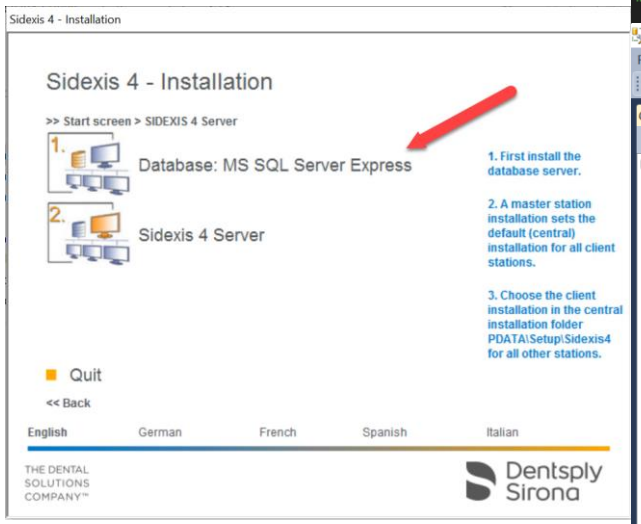
Right click PDATA and select Properties.
Select the Sharing Tab and then Advanced Sharing.
Uncheck "Share this Folder" and Apply/Ok and exit out of the PDATA properties.

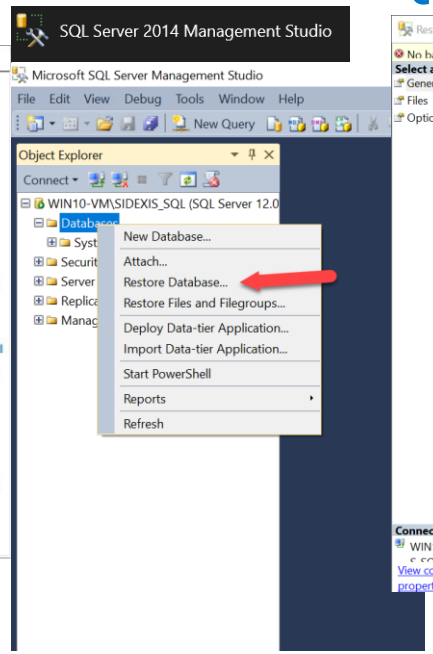
Another way to un-share the folder is to rename PDATA. Recommend just adding a .old to the end of PDATA in case the old server location will still be accessible and to avoid other technicians from thinking that is the live database location.

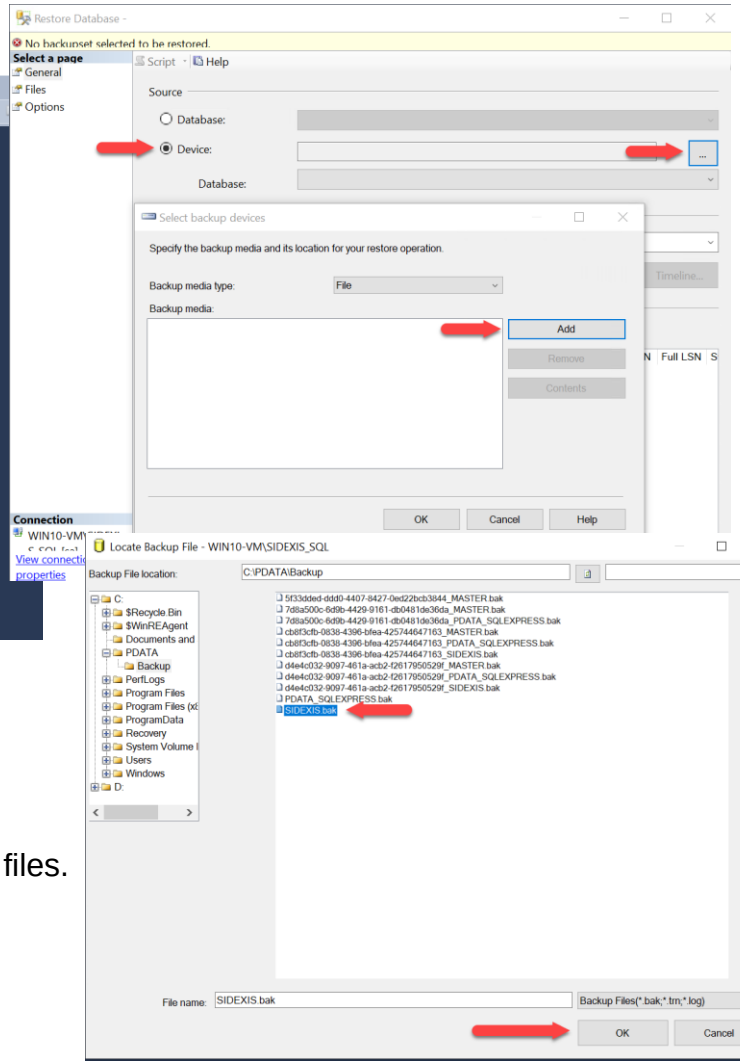
Now go through the standard Sidexis Server Uninstall process.

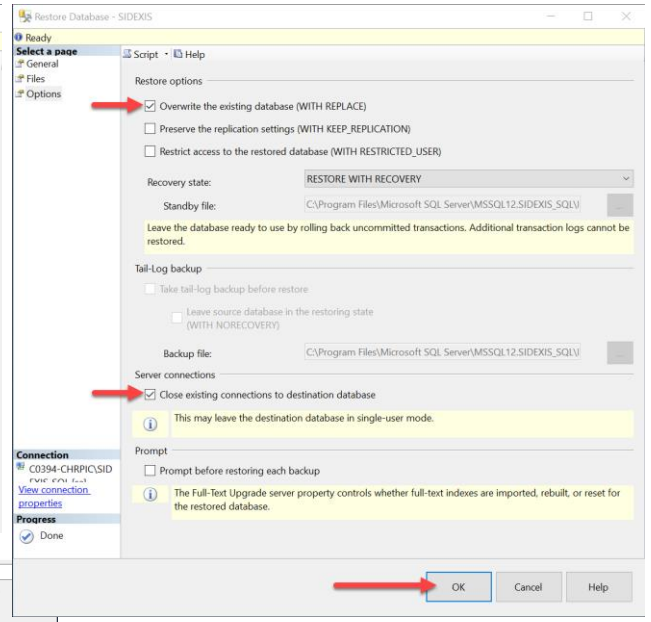
Once that has been completed, open up Windows Services (services.msc)
Scroll down until you find SQL Server (SIDEXIS_SQL)
Right click and Stop the service.
Next, Select Properties on the service and then Change the Startup type to: Disabled
Apply/Ok and then close out the window.

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









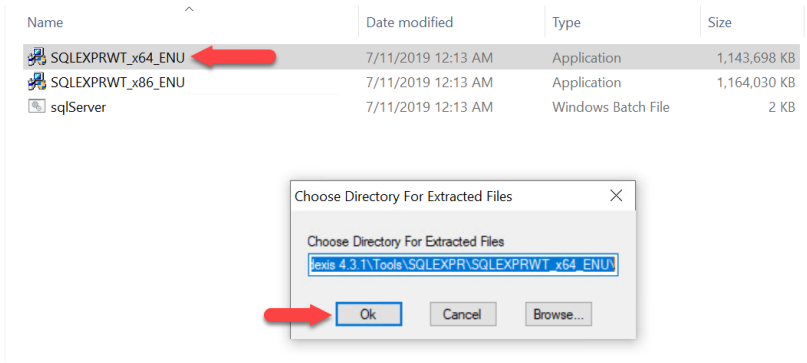
Perform SQL Database installation on the new server.

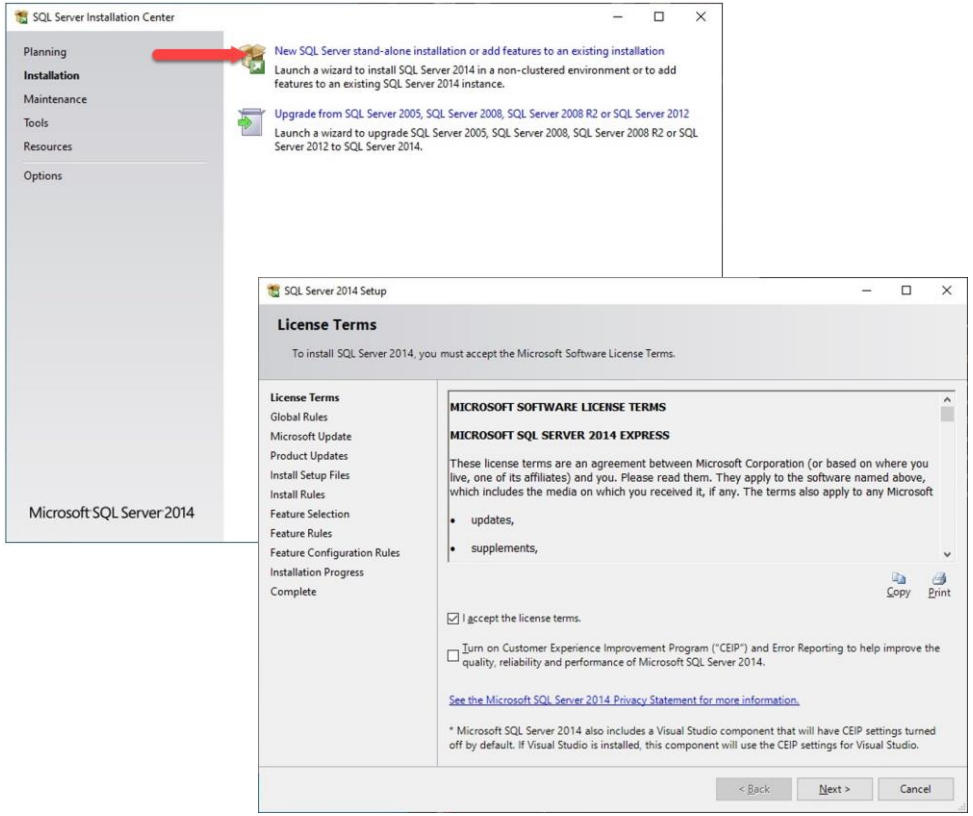
After it has completed, open SQL Management Studio.
Login as the Sa user / Password: 2BeChanged!
Right Click on Databases and select Restore Database.
Select Device > Browse button > Add and navigate to the SQL backup files.
Select the SIDEXIS.bak and Click OK.
On the Select Backup Devices screen, select 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.

Dentsply Sirona

Sidexis 4 Migration – Manual Installation of SQL Express

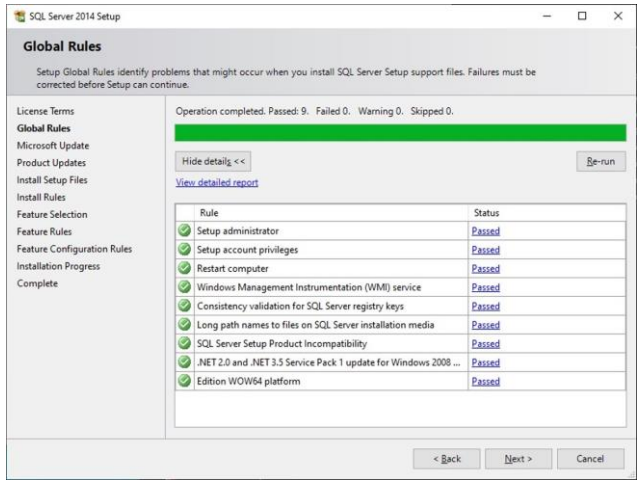


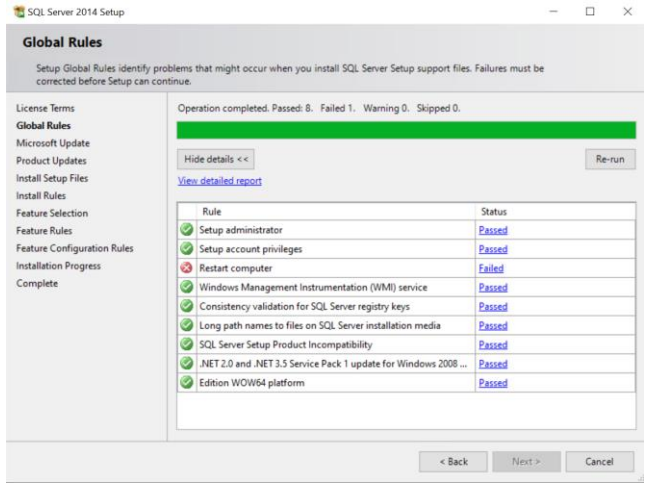


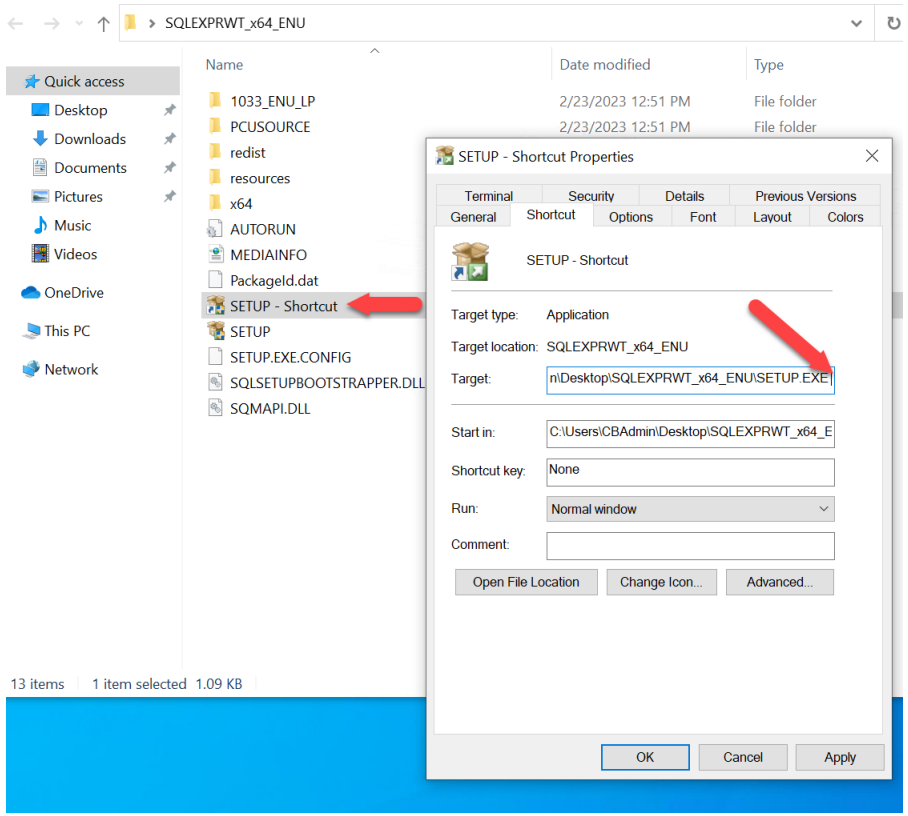
If there is an issue running the SQL Express installer from the Autorun.exe, you can also manually install the SIDEXIS_SQL instance. Locate the SQLExpress installer from the main install media:
Sidexis 4 Installer\Tools\SQLEXPR\SQLEXPRWT_x64_ENU.exe
The package will now extract and launch the Microsoft SQL Express Installation.

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

Sidexis 4 Migration – Manual Installation of SQL Express



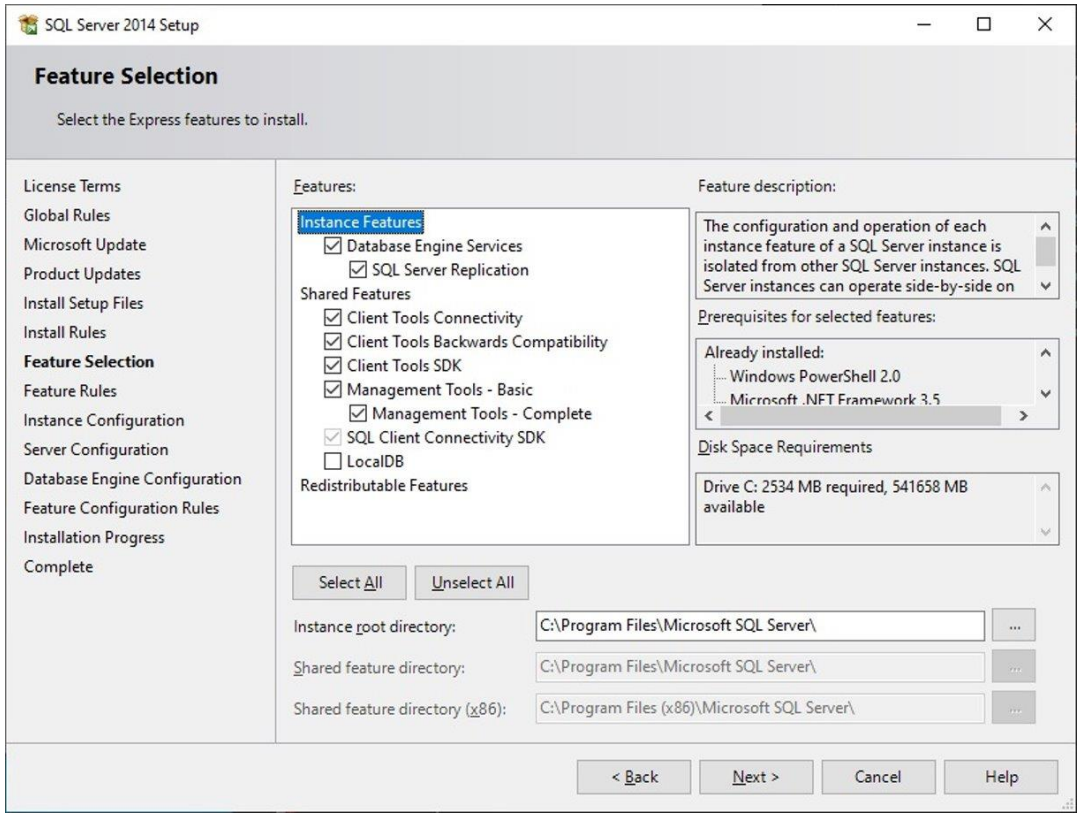




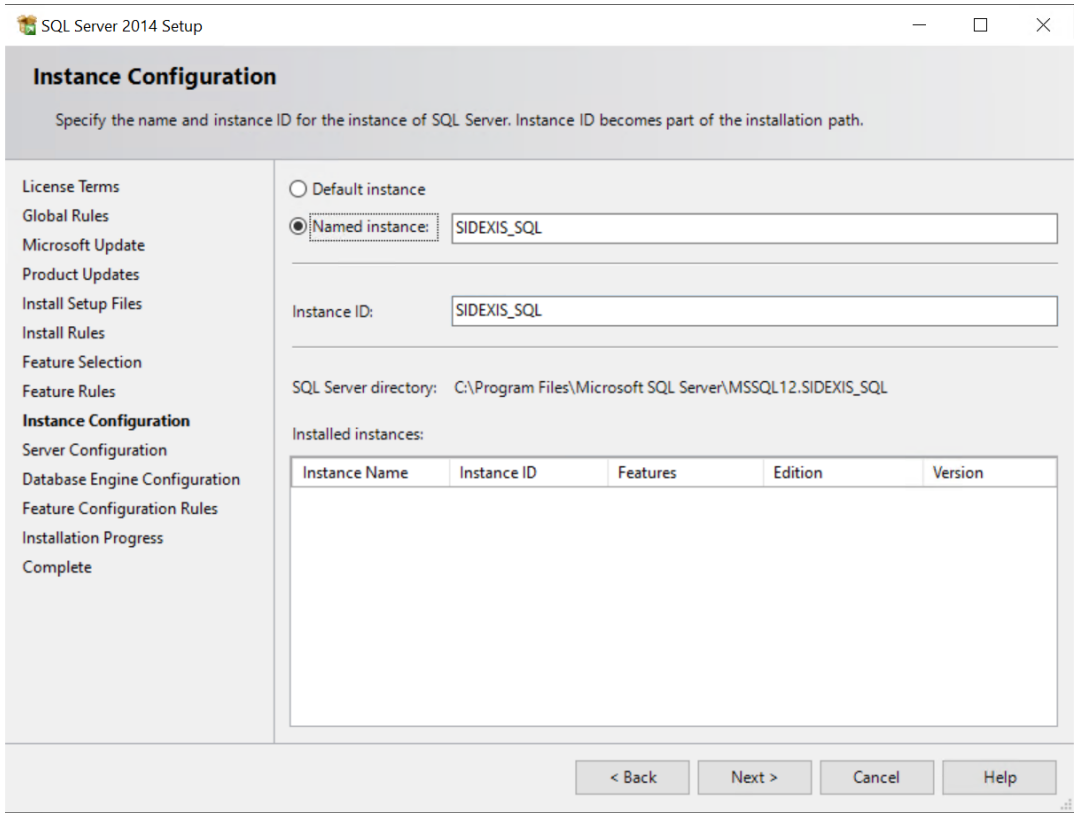
This step will let you know whether a Reboot is necessary in order to proceed with the SQL Installation. There is a workaround that can be used if a Server Reboot is not possible.

If a restart is necessary and you are unable to restart the server, a workaround can be performed. When you run the SQLEXPRWT_x64_ENU.exe it extracts all the files from the package into a folder “SQLEXPRWT_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

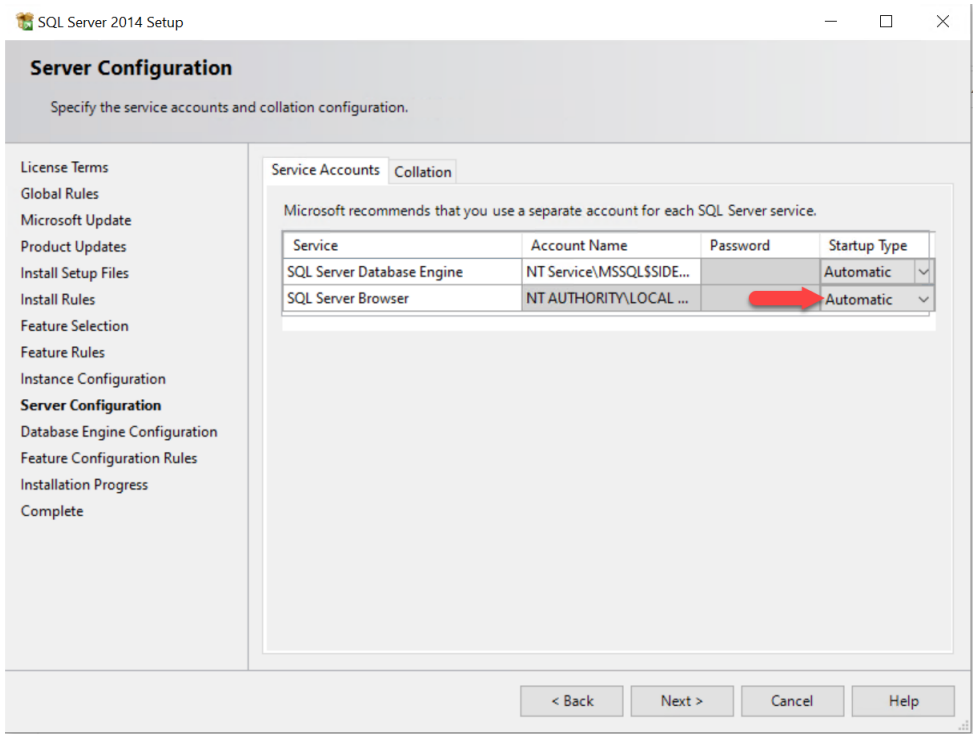


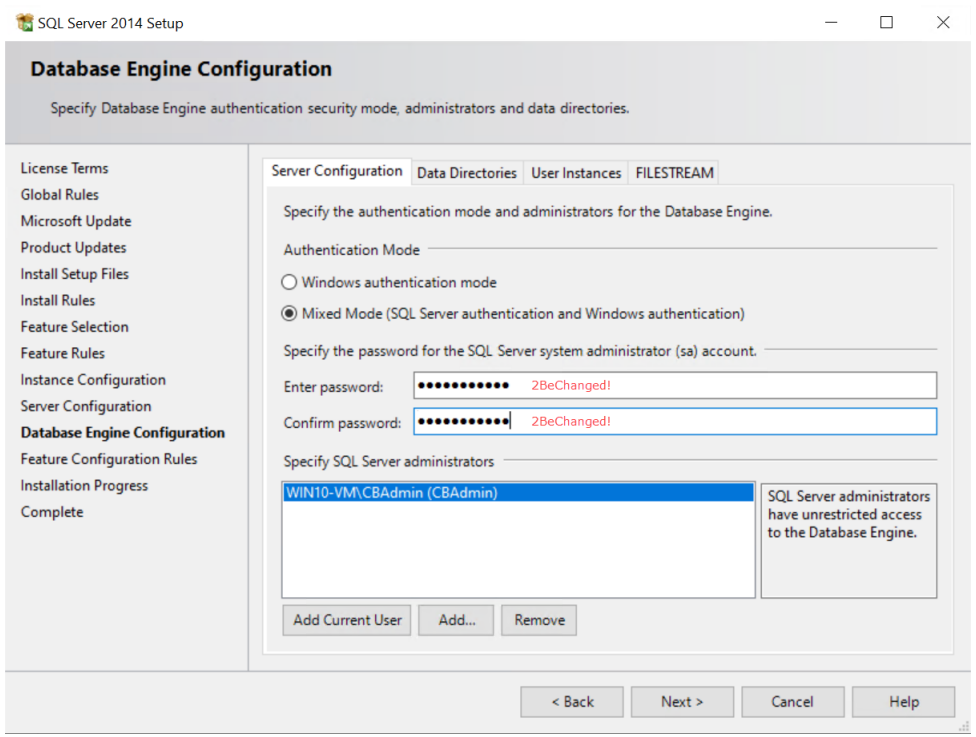
Default Options can be left as is in this step. If a different SQL Instance directory location is needed, this can be changed here.



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



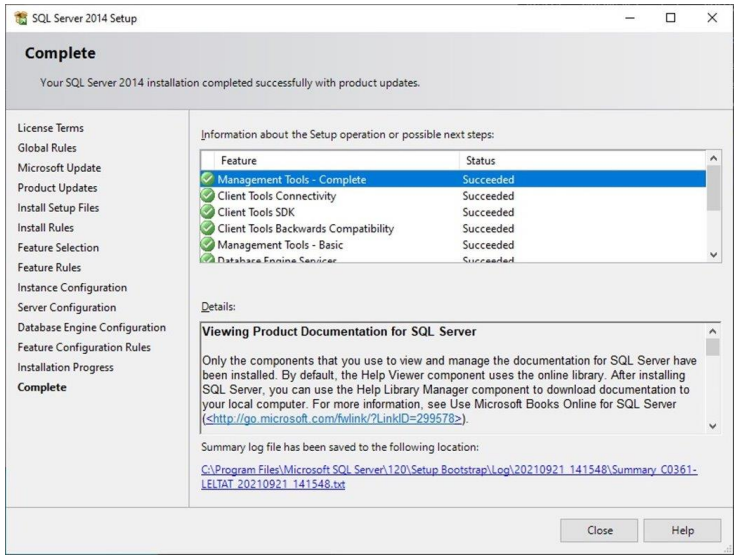


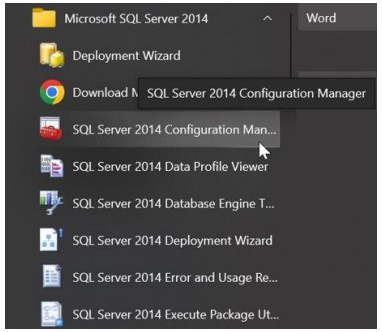
The Database Engine Account name should be Populated by:
NT Service\MSSQL$SIDEXIS_SQL
Startup Type for Database Engine and Server Browser should be set to:
Automatic
*In certain situations, the Account Name used for Database Engine may need to be changed to NETWORK SERVICE or LOCAL SYSTEM.

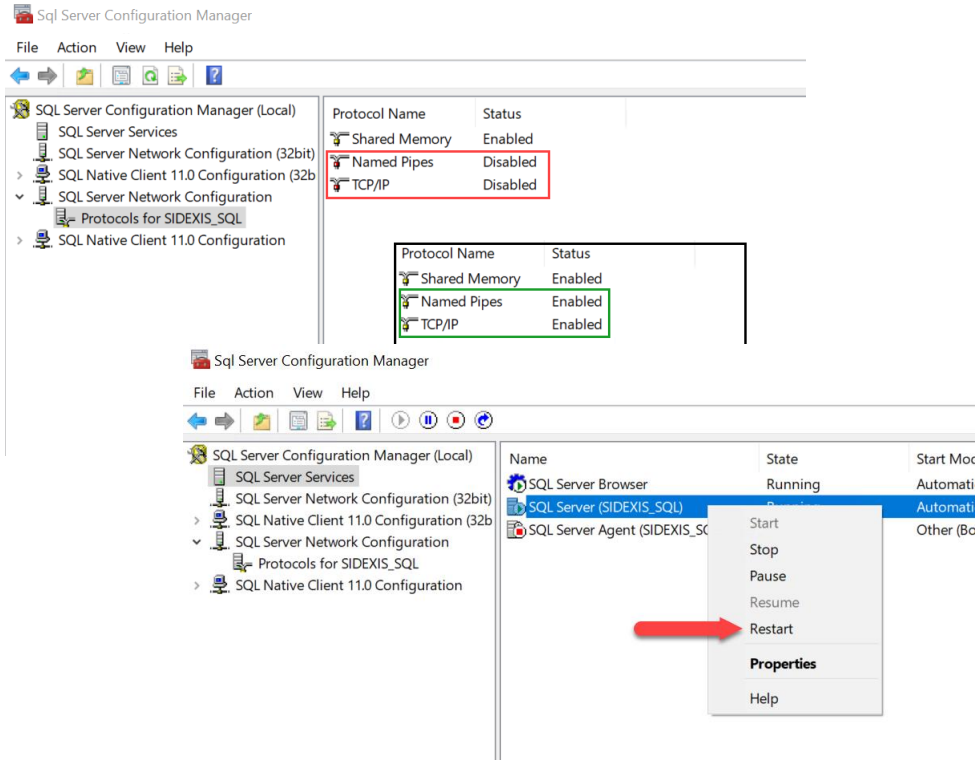
Server Configuration:
Select Mixed Mode
Enter the default Sa Account Password: 2BeChanged!
Then Continue the installation selecting Next.

Dentsply Sirona

Sidexis 4 Migration – Manual Installation of SQL Express





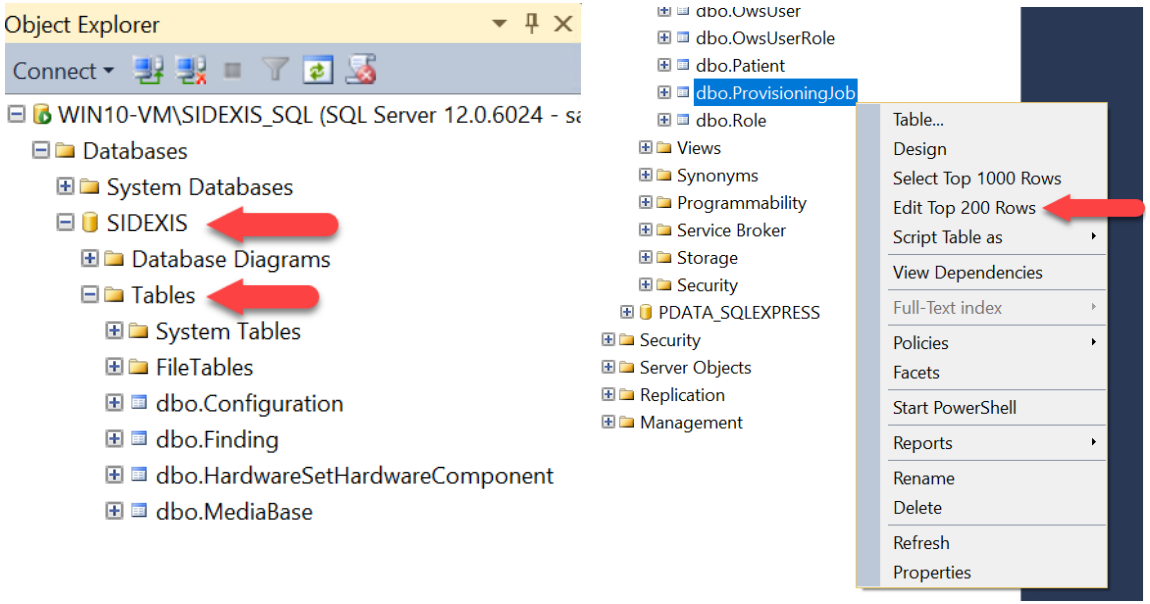


After the SQL Instance has been installed, next the Protocols will need to be enabled to allow connection to the Database.
Open the SQL Server Configuration Manager

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

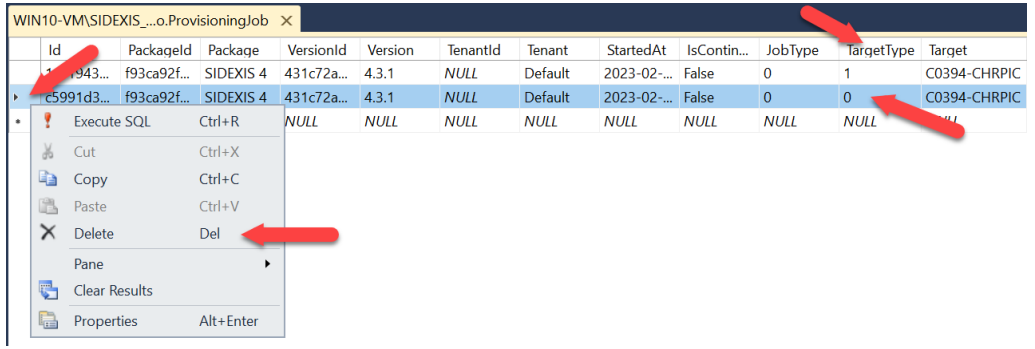
Navigate to the SQL Server Network Configuration.
Select Protocols for SIDEXIS_SQL
Right Click and Enable Named Pipes & TCP/IP
Now the SQL Server Instance needs to be restarted in order for the newly enabled protocols to work.
Select SQL Server Services
Right Click on SQL Server (SIDEXIS_SQL) and Restart.

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



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.



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

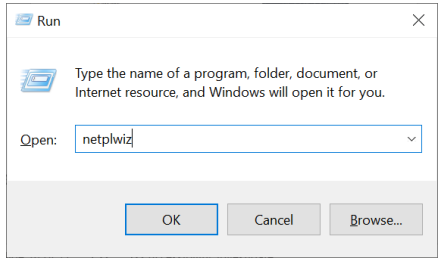
Next you find the line with the value 0 which indicates the previous Sidexis Service location. Select the box to the left of that Server line, it will now highlight the line we want to remove.

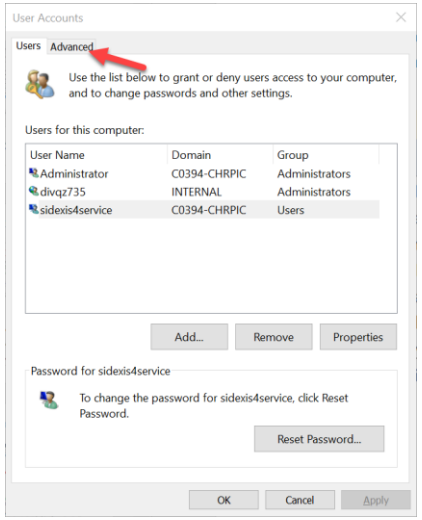
Now right click and select Delete.

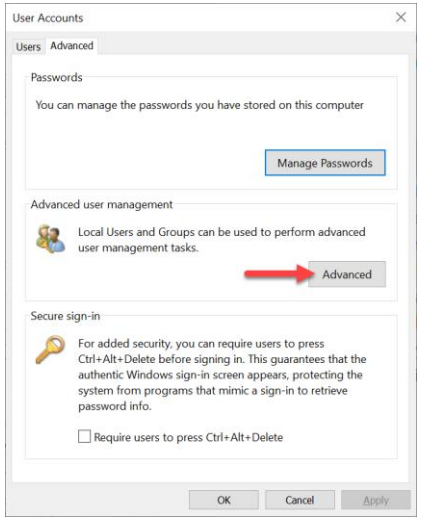
You can now start the Sidexis Server install.

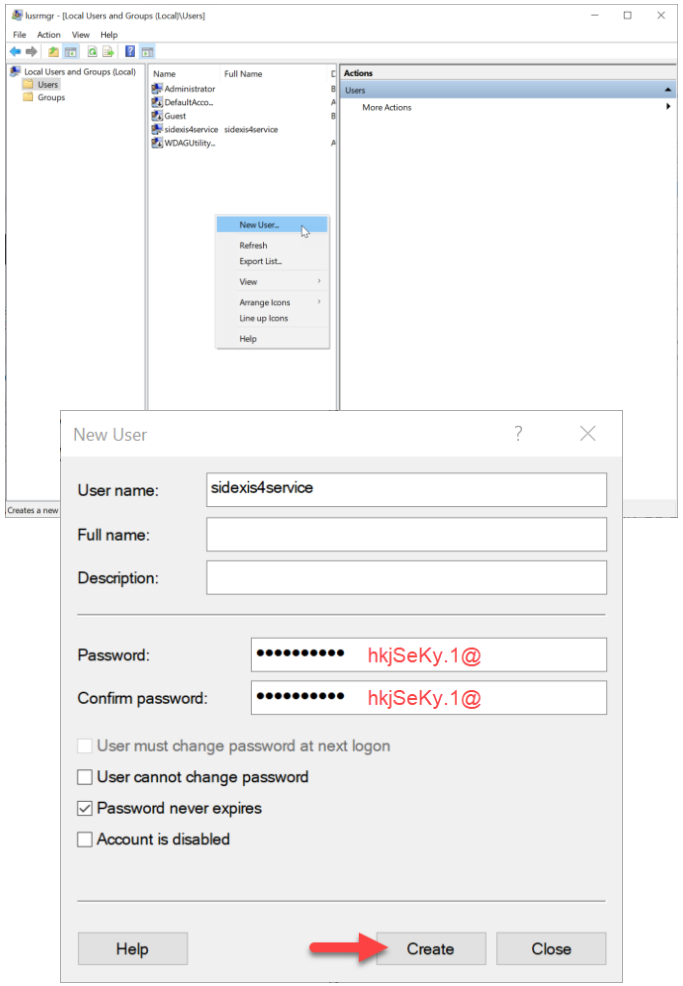
Sidexis 4 Migration – Remote PDATA – Creating the Sidexis4service Account

Netplwiz (User Accounts)







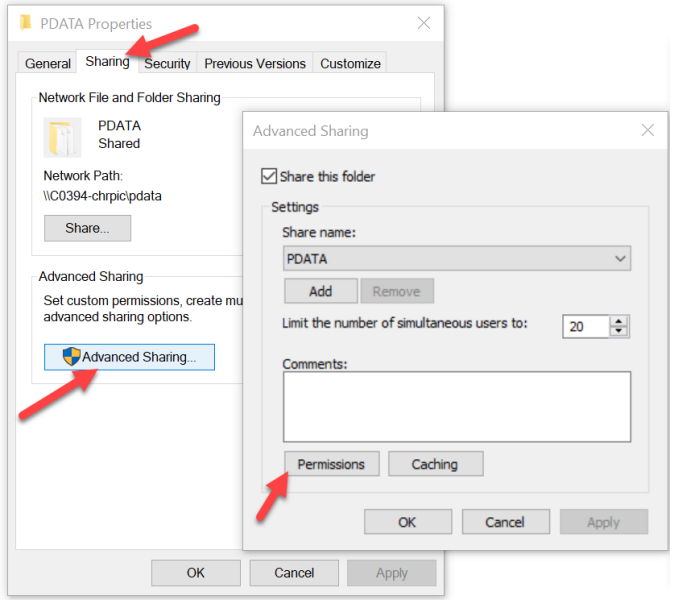


If the office has a remote PDATA share on another server or a NAS device, the sidexis4service account needs to be manually be created and added.

If the PDATA is on a domain, likely a user will need to be created in Active Directory.
Username: sidexis4service
Password: hkjSeKy.1@

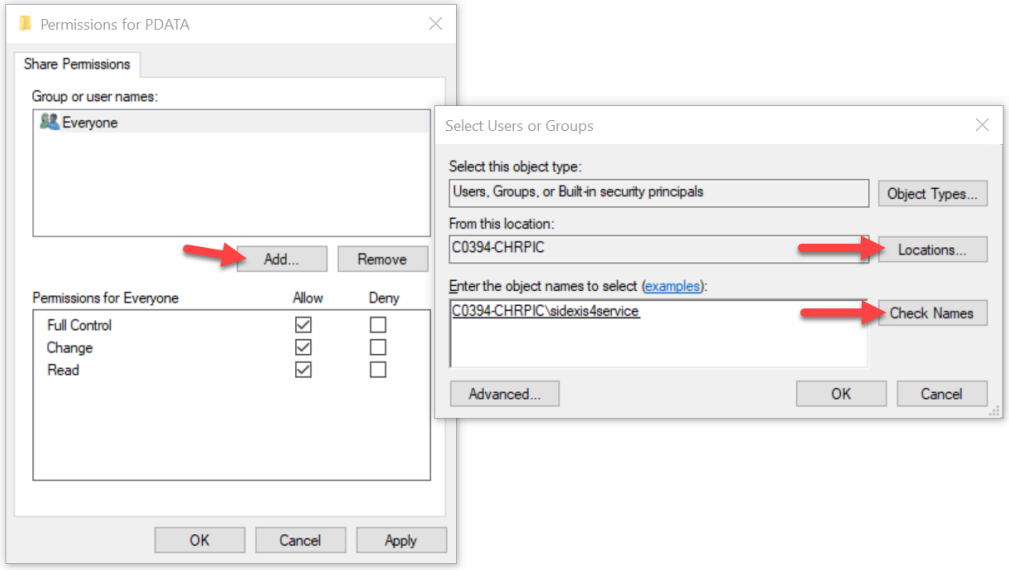
Otherwise, non-domain setups a user can be created using netplwiz (User Accounts)
Next you will need to add the created user to the Sharing Properties of PDATA.

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.

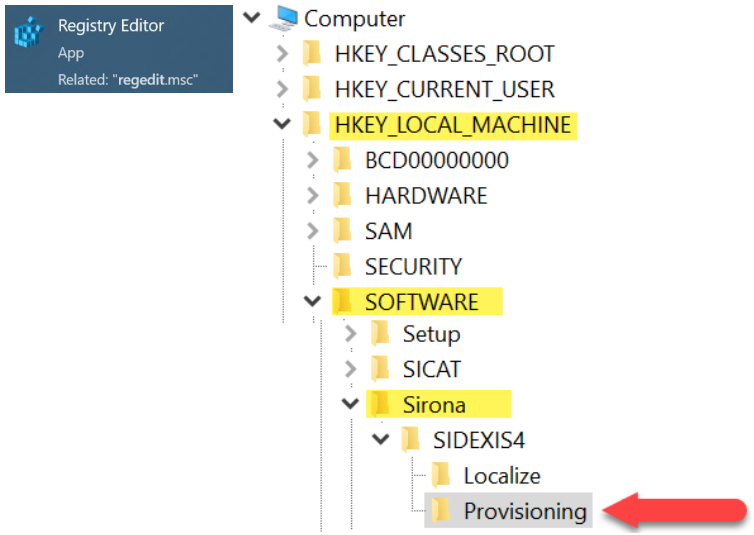


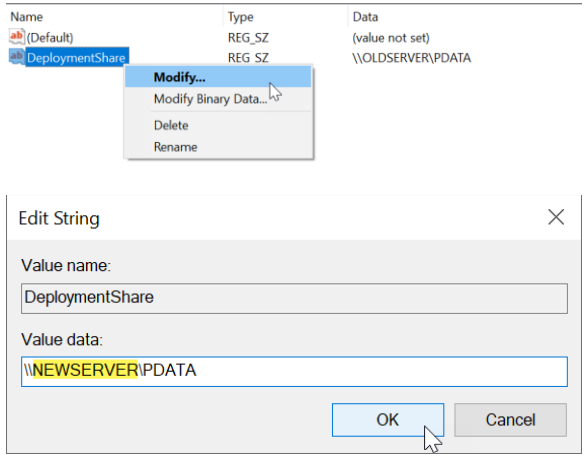
Now you will search for the created sidexis4service account. If this is a local workstation not on a domain, the location field may have the workstation name already there. Then simply typing in sidexis4service into the field below and clicking Check Names, it should select the account. Then you will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

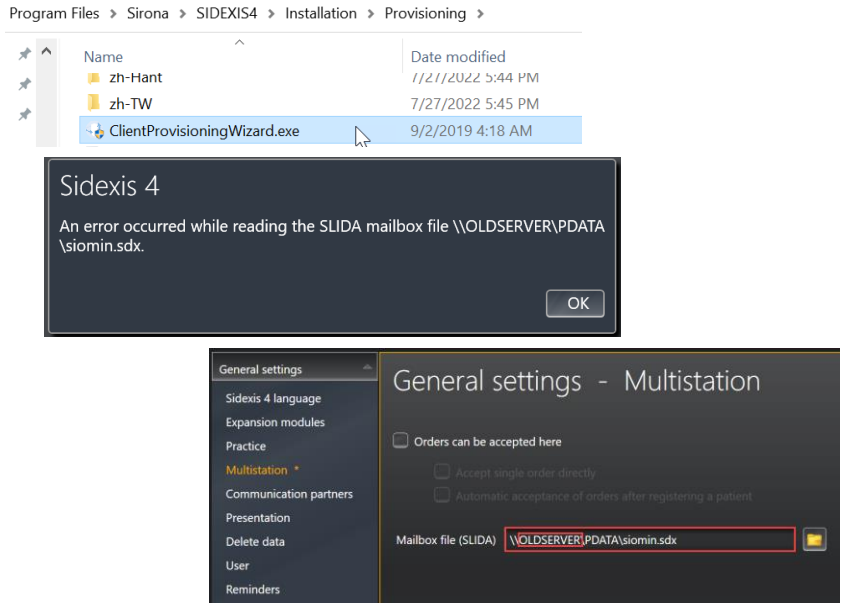
If the account created is a ‘domain user’, you will select Locations and open the domain name and likely look for a Users section. After selection, type in the sidexis4service field and select Check Names to verify the user has been selected.

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.

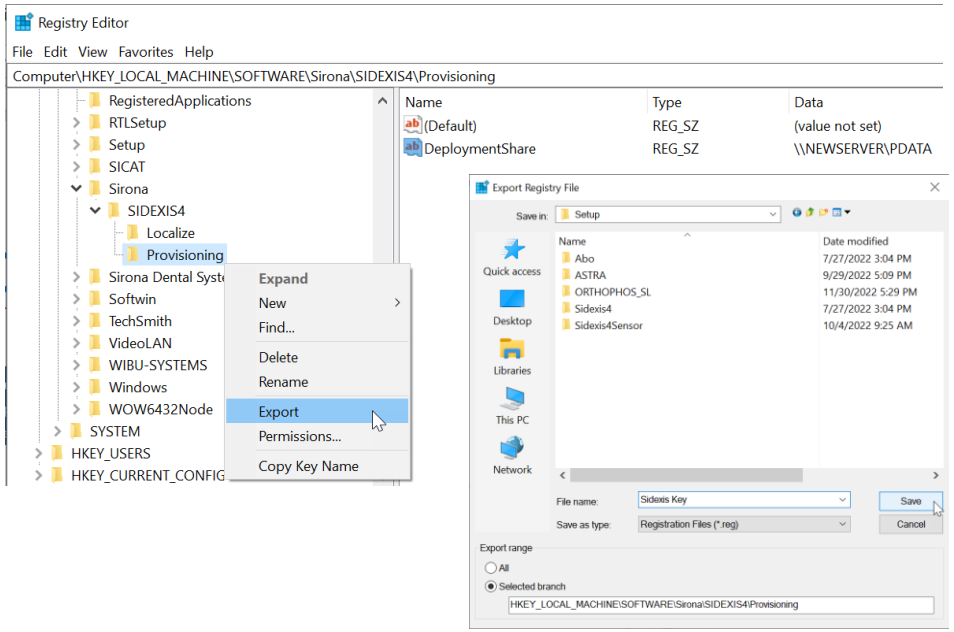
Select HKEY_LOCAL_MACHINE\SOFTWARE\Sirona\Provisioning

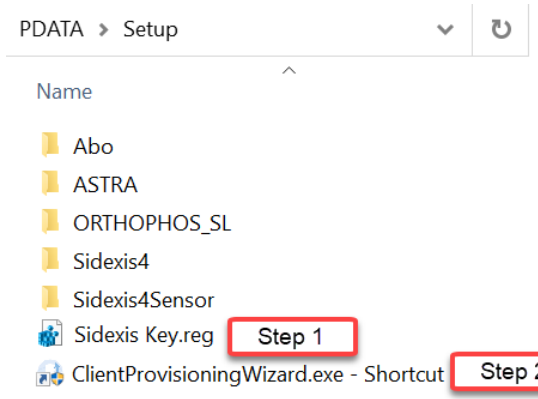
You will notice the DeploymentShare Key is pointing to the old PDATA location.
Right click and select Modify.
Change the OLDSERVER to the NEWSERVER name in the path and Click OK.

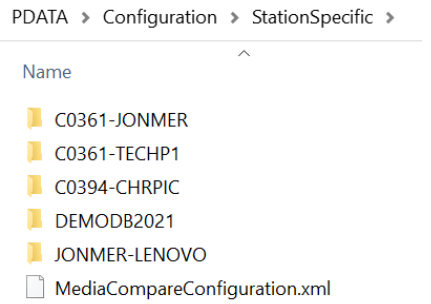
Ensure the workstation does have folder access to the new PDATA path.
Then navigate to:
C:\Program Files\Sirona\SIDEXIS4\Installation\Provisioning
and launch ClientProvisioningWizard.exe.

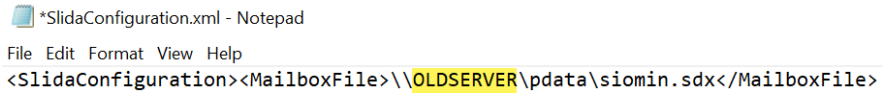
After provisioning has been completed, launch and ensure Sidexis 4 functionality. If a SLIDA Mailbox error appears on launch, go to:
Settings > General Settings > Multistation and correct the siomin.sdx path to the new Server location.

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 ClientProvisioingWizard 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.