

Child PIP v4.0.2 Trouble Shooting Guide

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Issue	Solution
Windows 11	<p>Child PIP v4.0 does work but may give an SQL error that requires a restart after being installed the first time. If you have any windows updates pending it will definitely require a restart.</p> <p>Note: If you allow the automatic upgrade from windows 10 to windows 11, this may break the SQL, requiring a complete reinstall.</p>
Security issues in download or initial run of .exe	<ul style="list-style-type: none">● Be sure to select “Keep file” if “Download anyway” is not an immediately available option● Once file downloaded, if “Run anyway” is not available, right-click on .exe file, go to Properties/General tab/Unblock security settings
Installation block	Run as Administrator
SQL install failed error message OR failed installation	<p>Both SQL and Child PIP must be installed as administrator</p> <p>Try:</p> <ol style="list-style-type: none">1. Pausing anti-virus during installation as anti-virus programmes may be overzealous and block the .exe from running2. Restart machine and try again. Right click the .exe file and select ‘Run as Administrator’3. If these fail, try the Standalone SQL2014 installation4. If you have to uninstall SQL2014, remove only the MNCH instance of SQL Server 2014 and attempt to reinstall again.5. Once SQL is installed, run the standalone Child PIP install, as administrator.6. It may require that all the SQL Server versions that were installed in that computer be removed and SQL Server 2014 installed afresh... but this is a last resort.

	<p>7. If persistent SQL install issues please send SQL log file located here: C:\Program Files (x86)\Microsoft SQL Server\120\Setup Bootstrap\Log\Summary.txt</p>
Frozen 'Hands' & Error-log files	<p>Can be many causes, as this simply means the app has failed to launch (e.g. port conflict, database not able to be created by app due to SQL permissions etc)</p> <ol style="list-style-type: none"> 1. Open Child PIP as administrator 2. Check and send error-logs so that problem can be identified: C:\ProgramData\child-pip\Logs 3. If the logs mention a port conflict, do not attempt to reinstall SQL or Child PIP. The installation was successful but there is another application on your computer that conflicts with Child PIP. Please consult your IT technician. 4. If app or SQL has been installed and uninstalled multiple times, check and remove the following files in this location: ChildPIP.mdf, ChildPIP_log.ldf C:\Program Files (x86)\Microsoft SQL Server\MSSQL12.MNCH\MSSQL\DATA If you remove these files you will have to uninstall SQL 2014 5. Remove only the MNCH instance of SQL Server 2014 6. Run standalone SQL2014 installation 7. Once SQL is installed, run the standalone Child PIP install, as administrator.
Unusual permissions on a machine preventing addition of shortcut to the start menu	<p>Check if this folder exists and contains anything: C:\Users\{YourUserName}\AppData\Local\Programs\childpip</p>
Migration failure	<ol style="list-style-type: none"> 1. Try a few times 2. Get a backup of that facility's v3 database Restore the v3 backup on a test machine and run the migration, then create a v4 backup and send it back

	<p>to the facility and they can restore it</p> <ol style="list-style-type: none"> 3. Send a v4 export by getting a v3 export from the facility; import that into the v3 national database; migrating the national database; create export data file for that facility and send it to the facility for importing into v4 4. Repeated migrations may cause the migrator to fail... Backup DB and then run DropDatabase script to empty v4.0 DB and start afresh
Import failures	<p>If two wards with the exact same name and ward type, the import fails because it can't choose which one to use. This duplicate ward may be in the 'deleted wards' list.</p> <p>Fix:</p> <ul style="list-style-type: none"> • re-name duplicate ward (e.g., add '– deleted' for a deleted ward) • ensure all fields in the ward list are completed, i.e., ward name, ward type, other (if specify selected)
Facilities or Wards not saving	<p>Check for, and complete, any empty fields in the Edit facility ward list.</p> <p>Don't forget to check the Deleted Wards list as well!</p>
"Broken" error when using the tab key after entering the death code	<p>Type in the code, then press ENTER, then TAB.</p>
Generate Raw Data (GRD) GRD PW and functionality	<p>For the PW details for the GRD, please ask your Child PIP Provincial coordinator.</p> <p>GRD instructions for converting text to number are available. Please ask your Child PIP Provincial coordinator.</p>
Installation block	<p>Run as Administrator</p>
CHCs not visible on Clinic dropdown	<p>CHCs added to Hospital List during development, as they admit patients</p>
Port conflict	<p>To identify the process using port 5000, you can follow these steps:</p> <ul style="list-style-type: none"> - Open a command prompt window and enter the following command netstat -ano find "5000" find "LISTEN" - The column on the right of the output will give you the process id, use that to run the next command tasklist /fi "PID eq "2100" (just substitute your process id where I put 2100) - That will give you the name of the running executable - If you know what application that is, you can stop the app if it's not needed - If you need more information, open up Task Manager and go to the Details tab

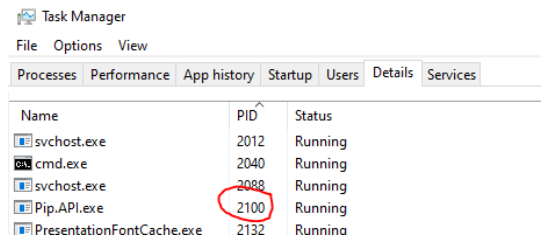
- Find your process in the PID column
- Then you can right click the process and click Open File Location
- This might give you more information about the application and if it's safe to close

In this case, ChildPIP is currently – and correctly - using port 5000, so you'll have to find the app using port 5000 r on your computer and close it

```
C:\Users\Baz>netstat -ano | find "5000" | find "LISTEN"
TCP    127.0.0.1:5000      0.0.0.0:0           LISTENING      2100
TCP    [::1]:5000         [::]:0              LISTENING      2100

C:\Users\Baz>tasklist /fi "PID eq 2100"

Image Name                PID Session Name        Session#    Mem Usage
=====
Pip.API.exe                2100 Console              2           75 672 K
```



Wards not saving

OR

Unable to add a hospital to My hospital list

Ensure no deleted wards with EMPTY fields

Ensure all wards have ALL fields completed – including Other (specify) – Other!!

CHIP SQL Server install failure

Check latest .Net 3.5 installed via Windows Update