



## **Medtech32 Australia Hardware & Software Requirements**

**February 2011**



These Documentations contain important information for Medtech32.  
Please ensure the Technical Documentations are circulated amongst all your  
IT staff and/or IT service providers.  
We suggest these should be filed safely for future reference.

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For further information or any other queries regarding the Hardware & Software Requirements, please contact the Medtech Helpdesk on 1800 148 165 → Option 1, or email [ausupport@medtechglobal.com](mailto:ausupport@medtechglobal.com).

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## Client/Server System Requirements

Below is a list of the minimum and recommended system requirements for an ideal Medtech32 Client/Server environment. The following requirements assumed both the Server and the Workstations will not be running any other applications or services other than Medtech32 and Embarcadero Interbase.

Depending on the volume of transactions and the amount of digital images (such as scanned documents and digital camera photos) that need to be processed, as well as factors such as what other third-party applications or services are running on the computers (such as antivirus and backup software), the exact system requirements could vary.

If in doubt, please consult a Medtech Certified Engineer prior to purchasing any new computing equipment.

System Requirements	Minimum	Recommended
<b>Server Requirements with up to 5 Workstations</b>	Pentium 4 2GHz CPU or Equivalent.	Dual-Core Pentium 1.8Ghz CPU or Equivalent.
	1GB DDR RAM.	2GB DDR2 RAM.
	40GB ATA100 or SATA1 7200rpm HDD.	80GB SATA2 7200rpm HDD.
	Power Surge Protector.	Standard UPS.
	Windows XP/7 Professional.	Windows 2003/2008 Standard Server.
<b>Server Requirements with up to 10 Workstations</b>	Pentium 4 2.4GHz CPU or Equivalent.	Dual-Core Pentium 2.2Ghz CPU or Equivalent.
	2GB DDR RAM.	2GB DDR2 RAM.
	73GB SCSI160 or 80GB SATA1 7200rpm HDD.	2 x 73GB SCSI320 or 2 x 80GB SATA2 7200rpm HDD on RAID1.
	Standard UPS.	Smart UPS with Serial or USB Interface.
	Windows 2003 Standard Server.	Windows 2003/2008 Standard Server.
<b>Server Requirements with up to 25 Workstations</b>	Xeon 2.8GHz CPU or Equivalent.	Dual-Core Xeon 2.4GHz CPU or Equivalent.
	2GB DDR ECC RAM.	4GB DDR2 ECC RAM.
	2 x 73GB SCSI320 or SAS 10000rpm HDD on RAID1.	3 x 73GB SCSI320 or SAS 10000rpm HDD on RAID5.
	Smart UPS with Serial or USB Interface.	Smart UPS with Serial or USB Interface + Redundant Power Supply.
	Windows 2003 Standard Server.	Windows 2003/2008 Standard Server.

System Requirements	Minimum	Recommended
<b>Server Requirements with up to 50 Workstations</b>	2 x Xeon 2.8GHz CPU or Equivalent.	Quad-Core Xeon 2.0GHz CPU or Equivalent.
	4GB DDR ECC RAM.	4GB DDR3 ECC RAM.
	3 x 146GB SCSI320 or SAS 10000rpm HDD on RAID5.	3 x 146GB SCSI320 or SAS 15000rpm HDD on RAID5.
	Smart UPS with Serial or USB Interface.	Smart UPS with Serial or USB Interface + Redundant Power Supply.
	Windows 2003 Enterprise Server.	Windows 2003/2008 Enterprise Server.
<b>Additional Server Requirements</b>	Deploy 2 x physical hard disk drives or RAID disk sets to separate the following functions: 1. Windows OS, Services, Applications, Virtual Memory, and System and Interbase Temp Files. 2. Database Files – i.e. MT32 and BLOB.	Deploy 3 x physical hard disk drives or RAID disk sets to separate the following functions: 1. Windows OS, Services, Applications, and Virtual Memory. 2. System and Interbase Temp Files. 3. Database Files – i.e. MT32 and BLOB.
	CD or DVD Optical Drive (for Medtech32 and Medicare certificates installation and updates).	CD or DVD Optical Drive. (for Medtech32 and Medicare certificates installation and updates).
	Tape or DVDRW or External Hard Disk Drive (for removable off-site data backup).	Tape or DVDRW or External Hard Disk Drive (for removable off-site data backup).
	Fast Ethernet NIC (running TCP/IP protocol only).	Gigabit Ethernet NIC (running TCP/IP protocol only).
	Internal Hardware or External Dial-up Modem (if running FaxTech Server).	Internal Hardware or External Dial-up Modem (if running FaxTech Server).
	Dial-up Internet Connection with Antivirus & Firewall Protection (if running Medicare Australia Online, NSW Healthlink EHR, SA Workcover ePMC, ManageMyHealth™ Portal/SMS, Argus, eClinic eRequest or HealthLink).	Broadband Internet Connection with Antivirus & Firewall Protection (if running Medicare Australia Online, NSW Healthlink EHR, SA Workcover ePMC, ManageMyHealth™ Portal/SMS, Argus, eClinic eRequest or HealthLink).

System Requirements	Minimum	Recommended
<b>Workstation Requirements</b>	Pentium III or Equivalent.	Pentium 4 or Equivalent.
	512MB RAM.	1GB DDR RAM
	1GB Free HDD Space.	2GB Free HDD Space.
	Ethernet NIC (running TCP/IP protocol only).	Fast Ethernet NIC (running TCP/IP protocol only).
	Power Surge Protector.	Power Surge Protector.
	Windows XP Professional.	Windows XP/7 Professional.
	Internal Hardware Modem or External Serial Modem (if running FaxTech Server).	Internal Hardware Modem or External Serial Modem (if running FaxTech Server).
	Dial-up Internet Connection with Antivirus & Firewall Protection (if running Medicare Australia Online, NSW Healthelink EHR, SA Workcover ePMC, ManageMyHealth™ Portal/SMS, Argus, eClinic eRequest or HealthLink).	Broadband Internet Connection with Antivirus & Firewall Protection (if running Medicare Australia Online, NSW Healthelink EHR, SA Workcover ePMC, ManageMyHealth™ Portal/SMS, Argus, eClinic eRequest or HealthLink).

## Peer-to-Peer System Requirements

**NOTE:** Medtech does NOT recommend Peer-to-Peer networks under any circumstances or environment. Client/Server architecture is always the preferred deployment solution (please refer to the "Client/Server System Requirements" section above).

For small networks running a Peer-to-Peer configuration, where the server is also used as a workstation, you will require a minimum specification as follows:

System Requirements	Type	Minimum
<b>Peer-to-Peer Server Requirements</b>	CPU	Pentium 4 2.4GHz CPU or Equivalent.
	Memory	2GB DDR RAM.
	Hard Drive	73GB SCSI160 or 80GB SATA1 7200rpm HDD.
	Power Surge Protection	Standard UPS.
	Operating System	Windows XP/7 Professional.
	Additional Requirements	Refer to "Additional Server Requirements" as stated in the "Client/Server System Requirements" section above.

## Network Requirements

Network Requirements	Type	Recommended
<b>Network Bandwidth Requirements</b>	Server Segment	1Gbps Gigabit Ethernet.
	Client Segment	100Mbps Fast Ethernet.
	Backbone	1Gbps Gigabit Ethernet.
	WAN	Secured Virtual Private Network via public network or Dedicated private network.
	Internet	Broadband Internet, with proper security measures such as Antivirus & Firewall Protection.
<b>Network Device Requirements</b>	Network Interface Card	For small networks: - Unmanaged.  For medium to large networks: - SNMP compatible.
	Layer 1 Device or Hub-less configuration (NOT recommended)	NOT recommended: - Layer 1 Hub. - Cross-over cabling.
	Layer 2 Device	For small networks: - Unmanaged Layer 2 Switch.  For medium to large networks: - Managed Layer 2 Switch with SNMP support.
	Layer 3 Device	As required to isolate Medtech32 segment from other LAN/WAN segments.
	Wireless Device	NOT recommended.
<b>Network Cabling Requirements</b>	Cable Type	Unshielded Twisted Pair (UTP) Category 5e or Category 6 certified.
	Connector Type	Registered Jack RJ45.
	Certification	All cabling segments tested and certified for TIA/EIA-568-B standard.

Network Requirements	Type	Recommended
<b>Firewall / Proxy Requirements</b>	Interbase	Allow TCP Port 3050 on internal LAN/WAN.
	Medtech32	Allow UDP Port 300 on internal LAN/WAN.
	Medicare Australia Online	Allow HTTP on Internet for: - hic.gov.au - medicareaustralia.gov.au
	NSW Healthelink Electronic Health Record	Allow HTTPS on Internet for: - healthelink.nsw.gov.au
	ManageMyHealth™ SMS	Allow HTTP on Internet for: - sms.managemyhealth.co.nz

## Printing Requirements

Printer Requirements	Type	Recommended
<b>Printer Requirements</b>	Driver Compatibility	Windows Driver Model (WDM) compatible.
	Driver Language	Recommended: <ul style="list-style-type: none"> <li>- Printer Command Language 5 (PCL 5)</li> <li>- PostScript (PS).</li> </ul> NOT Recommended: <ul style="list-style-type: none"> <li>- Printer Command Language 6 (PCL 6)</li> <li>- Other manufacturer proprietary languages.</li> </ul>
	Paper Size	MUST be capable of handling both A4 and A5.
	Manual Feed (optional)	For printing pre-formatted forms and letterheads if required.
	Multiple-Trays (optional)	For handling different paper types and paper sizes without manually changing/feeding papers if required.
	Label Printing (optional)	For printing laboratory, medication and mail merge labels if required.
<b>Recommended Printer Models</b>	Recommended (general)	Any standalone Hewlett Packard LaserJet printers.
	Recommended (label)	Any Dymo Label printers.
	NOT Recommended	Any all-in-one multifunction devices.
	Kyocera Incompatibility	It has been reported Kyocera printers may cause intermittent illegible document printouts from Medtech32.

## Printer Deployment Considerations

- It has been reported many all-in-one multifunction devices could cause compatibility issues when printing within Medtech32. If in doubt, please consult a Medtech Certified Engineer to perform proper testing prior to deploying any printers.
- If the practice will be printing on both A4 and A5 papers, then two separate instances of the printer will need to be installed and configured for each paper size.
- When configuring multiple-trays printers in Windows, aside from installing one instance of the printer for each paper size, you will also need to INACTIVATE or DISABLE or make NOT AVAILABLE the unused trays. Any auto-tray-select features will also need to be DISABLED.
- Network Printers with their own IP Addresses will need to be installed as LOCAL printers on the workstations to work efficiently with Medtech32.
- Remote printers will also need to be installed as LOCAL printers on the Terminal Services Server for these printers to work properly in Terminal Services Client sessions.
- "Automatic" Client Printer Mappings should be disabled in Terminal Services Client sessions. Instead, "Static" Server Printer Mappings should be created via Windows logon scripts.
- Where Windows XP or Windows 2003 is installed, ensure Automatic Search for Network Printers and Folders has been DISABLED as a policy.
- Even though no users will be logging onto the Medtech32 Server, a dummy printer MUST be installed on the Server for Medtech32 to function properly.
- All printer names, driver names, and port names MUST conform to the Medtech32 naming convention, i.e. less than 64 characters in length, and avoid using spaces and symbols like \ / : \* ? " < > | in the names.  
**NOTE:** Medtech32 Version 6 (or above) has been enhanced to cope with 221 characters for printer names, which is the maximum length allowed by Windows.
- It has been reported Kyocera printers may cause intermittent illegible document printouts from Medtech32. If the use of Kyocera printers cannot be avoided, Mini PCL5e drivers should be used instead of KX Extended or KPDL drivers.  
**NOTE:** Please consult a Medtech Certified Engineer to perform proper testing prior to deploying any Kyocera printers.

## Scanning and Digital Imaging Requirements

Scanner Requirements	Type	Recommended
<b>Scanner / Digital Camera Requirements</b>	Driver Compatibility	MUST be TWAIN compatible.
	Image Input Format Compatibility (Medtech32 Version 5)	Scanning Module Support: - TIFF - TWAIN  Medtech Draw Support: - BMP - GIF - JPEG - TIFF - TWAIN
	Image Input Format Compatibility (Medtech32 Version 6 or above)	Scanning Module and Medtech Draw Support: - BMP - GIF - JPEG - TIFF - TWAIN
	Image Storage Format Compatibility	Scanning Module Support: - JPEG (conversion only) - TIFF  Medtech Draw Support: - TIFF
	Image Output Format Compatibility	Scanning Module Support: - TIFF
	Paper Size	Capable of handling A4.
	Automatic Document Feeder (optional)	For scanning multiple documents if required.
<b>Recommended Scanner Models</b>	Recommended	- Canon DR-2050C or DR-2580C. - Kodak I30 or I40.
	NOT Recommended	Any all-in-one multifunction devices.
<b>Recommended Digital Camera Models</b>	Recommended	- Canon PowerShot A200.
	NOT Recommended	Any non TWAIN compatible cameras.

## Scanner and Digital Camera Deployment Considerations

- Medtech32 can only interface with TWAIN compliant scanners and digital cameras. Aside from the recommended scanner and digital camera models listed above, Medtech CANNOT guarantee other brands or models can be fully integrated with Medtech32.

**NOTE:** If in doubt, please consult a Medtech Certified Engineer to perform proper testing prior to deploying any scanners or digital cameras.

- It has been reported many all-in-one multifunction devices could cause compatibility issues or could limit scanning functionalities when scanning within Medtech32 – this is especially the case with the low-end models.
- Although Medtech32 Version 6 (or above) has been enhanced to enable scanning directly into Medtech32 via the GUI (graphical user interface) of the TWAIN compatible driver/software supplied by the scanner's manufacturer, it is NOT recommended to enable TWAIN GUI Mode unless your scanner does not function properly when scanning directly into Medtech32.
- Network scanners should be installed as LOCAL scanners, i.e. TWAIN driver is locally detectable for Medtech32 Scanning Module to work.
- Scanning via Citrix and Terminal Services sessions is not supported, except for Citrix Metaframe Presentation Server 4.0 (or above).
- When scanning multi-paged documents via the scanner's ADF (automatic document feeder), you can add a blank piece of paper between each document – the blank page will be detected as a separator and Medtech32 will automatically create a new Inbox record.  
**NOTE:** The blank page should ALWAYS be of the maximum paper size that your scanner supports in order for this feature to work properly.
- Duplex scanning is not supported unless all pages to be scanned within the same document have information printed on both sides, as any blank front or back page will be detected as a document separator.

## Scanning Resolution and Size Considerations

Medtech32 Version 6 (or above) has been enhanced to allow a selection of 3 different colour modes when scanning directly into Medtech32. When using one of these modes, the default image resolution will be automatically adjusted in order to ensure the scans will be of a reasonably small size to prevent the database from overgrowing.



Although Medtech32 Version 6 (or above) allows manually adjusting the colour depth and resolution when scanning with the scanner's graphical user interface (either by scanning directly into Medtech32 or save the image first with the scanning software then import into Medtech32), it is certainly NOT recommended to increase the resolution in ANY colour mode/depth to anything higher than the table below, as doing so will DRAMATICALLY increase the size of the database.

Unless it is really necessary to save images in full colour, such as when a colour image is required for medical diagnosis purpose, it is NOT recommended to use Full Colour mode on a routine basis in order to prevent the database from overgrowing. Black And White mode should be adequate for most documents without images; while GreyScale mode should be good enough for most with images.

**NOTE:** If large images cannot be avoided, it is HIGHLY RECOMMENDED to save these images externally (i.e. do not scan or load them into the Medtech32 Scanning Module), and create a link to the external image files via the Attachments Manager (available in Medtech32 Version 6.2.x Build 2031 or above).

**IMPORTANT:** The main purpose of the Medtech32 BLOB database (BLOB.GDB or BLOB.IB) is to store images for the Scanning Module and Medtech Draw. Since Interbase databases (regardless of the Interbase version) has a table size limit of 36GB per table, it is CRITICAL to ensure each BLOB database NEVER exceeds 36GB in order to avoid database corruptions.

The following table shows the default colour depth and resolution when scanning directly into Medtech32 without the scanner's graphical interface enabled:

Colour Mode	Colour Depth	Resolution
<b>Black And White</b>	1 bit	200 dpi
<b>GreyScale</b>	8 bit	200 dpi
<b>Full Colour</b>	24 bit	150 dpi

## Medical Device Requirements

Medical Device Requirements	Type	Recommended
<b>Medicare Device Requirements</b>	Image Format Compatibility (Medtech32 Version 6 or above)	ECG Support: - JPEG Spirometer Support: - TIFF
<b>Medical Device Compatibility</b>	Compatible ECG Device (Medtech32 Version 6 or above)	- Norav Medical PC ECG 1200
	Compatible Spirometer Device (Medtech32 Version 6 or above)	- ndd Medical Technologies EasyOne Spirometer

### Medical Device Deployment Considerations

- Aside from the recommended medical device models listed above, Medtech CANNOT guarantee other brands or models can be fully integrated with Medtech32.  
**NOTE:** If in doubt, please consult your medical device supplier to perform proper testing prior to deploying any ECG or Spirometer devices.
- To use Medtech32 Medical Device Interface, the Practice MUST have Norav Medical PC ECG 1200 Software and/or ndd Medical Technologies EasyWare Software installed. Medtech CANNOT guarantee other software can be fully integrated with Medtech32.
- An Image Printing Software that can emulate an Image Printer to allow graphs and files to be generated in JPEG and/or TIFF file format (as stated in the above table) MUST also be installed.
- Medtech has sourced a FREEWARE application called PDFCreator, which has been tested with Medtech32 Medical Device Interface. Practices are welcome to install this FREEWARE Image Printer or purchase other compatible commercial software at their own costs.

The PDFCreator installer and documentation can be found in the "Extras/Image Printer" folder on any Medtech32 Version 6 (or above) CD.

**WARNING:** Although Medtech will provide assistance in setting up PDFCreator, but since this is a FREEWARE, it is provided AS IS and Medtech **WILL NOT** be held responsible for any issues revolving around the installation and/or the use of this software.

## 32-Bit Operating Systems Support

Depending on the version of Medtech32 and Interbase installed, the following versions of Microsoft Windows are currently supported by Medtech:

**WARNING:** Although it might be possible to run a newer Interbase version on an older 32-Bit Windows version, both Medtech and Embarcadero **WILL NOT** be able to provide support if a practice encounters problems while running any versions of Interbase on any non-supported Windows versions.

**WARNING:** Although it might be possible to run a newer Medtech32 version on an older Interbase version, both Medtech and Embarcadero **WILL NOT** be able to provide support if a practice encounters problems while running any versions of Medtech32 on any non-supported Interbase versions.

### Supported 32-Bit Operating Systems (Interbase Version 2009, Medtech32 Version 8.0.0 or above)

<b>Supported 32-Bit Server Operating Systems</b>	Windows 2003 Standard Server (32-bit)
	Windows 2003 Enterprise Server (32-bit)
	Windows 2003 Small Business Server (Not Recommended – please refer to the "Server Deployment Considerations" section below.)
	Windows 2008 Standard Server (32-bit)
	Windows 2008 Enterprise Server (32-bit)
	Windows 2008 Small Business Server Premium Edition NOTE: Must run on 32-bit standalone server (Not Recommended – please refer to the "Server Deployment Considerations" section below.)
	Windows 2008 Essential Business Server Premium Edition NOTE: Must run on 32-bit standalone server (Not Recommended – please refer to the "Server Deployment Considerations" section below.)
<b>Supported 32-Bit Workstation Operating Systems</b>	Windows XP Professional (32-bit)
	Windows Vista Business Edition (32-bit)
	Windows Vista Ultimate Edition (32-bit)
	Windows Vista Enterprise Edition (32-bit)
	Windows 7 Professional Edition (32-bit)
	Windows 7 Enterprise Edition (32-bit)

**Supported 32-Bit Operating Systems (Interbase Version 2007, Medtech32 Version 7.2.0 or above)**

<b>Supported 32-Bit Server Operating Systems</b>	Windows 2003 Standard Server (32-bit)
	Windows 2003 Enterprise Server (32-bit)
	Windows 2003 Small Business Server (Not Recommended – please refer to the "Server Deployment Considerations" section below.)

<b>Supported 32-Bit Workstation Operating Systems</b>	Windows XP Professional (32-bit)
	Windows Vista Business Edition (32-bit)
	Windows Vista Ultimate Edition (32-bit)
	Windows Vista Enterprise Edition (32-bit)

**Supported 32-Bit Operating Systems (Interbase Version 7.5.0/7.5.1, Medtech32 Version 5.0.0 to 7.5.0)**

<b>Supported 32-Bit Server Operating Systems</b>	Windows 2003 Standard Server (32-bit)
	Windows 2003 Enterprise Server (32-bit)
	Windows 2003 Small Business Server (Not Recommended – please refer to the "Server Deployment Considerations" section below.)

<b>Supported 32-Bit Workstation Operating Systems</b>	Windows XP Professional (32-bit)
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**Supported 32-Bit Operating Systems (Interbase Version 6.0.1, Medtech32 Version 6.3.1 or below)**

<b>Supported 32-Bit Server Operating Systems</b>	Not Supported
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<b>Supported 32-Bit Workstation Operating Systems</b>	Not Supported
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### Supported 32-Bit Operating Systems (Standalone Medtech32 Server)

In cases where the Medtech32 Server is hosted on a separate computer than the Interbase Server, the following versions of Microsoft Windows are currently supported by Medtech for hosting the standalone Medtech32 Server:

<b>Supported 32-Bit Server Operating Systems</b>	Windows 2003 Standard Server (32-bit)
	Windows 2003 Enterprise Server (32-bit)
	Windows 2003 Small Business Server (Not Recommended – please refer to the "Server Deployment Considerations" section below.)
	Windows 2008 Standard Server (32-bit)
	Windows 2008 Enterprise Server (32-bit)
	Windows 2008 Small Business Server Premium Edition NOTE: Must run on 32-bit standalone server. (Not Recommended – please refer to the "Server Deployment Considerations" section below.)
	Windows 2008 Essential Business Server Premium Edition NOTE: Must run on 32-bit standalone server (Not Recommended – please refer to the "Server Deployment Considerations" section below.)
	Windows 2008 Essential Business Server Premium Edition NOTE: Must run on 32-bit standalone server (Not Recommended – please refer to the "Server Deployment Considerations" section below.)

### Non Supported 32-Bit Operating Systems

**NOTE:** Medtech32 **DOES NOT** support the following versions of Microsoft Windows. Although it might be possible to run Medtech32 on these operating systems, Medtech **WILL NOT** be able to provide support if a practice encounters problems while running on these Windows versions.

<b>Non Supported 32-Bit Server Operating Systems</b>	Windows NT 3.51 Server or earlier
	Windows NT 4.0 Server
	Windows 2000 Server
	Windows 2000 Advanced Server
	Windows 2000 Datacenter Server
	Windows 2000 Small Business Server
	Windows 2003 Compute Cluster Server
	Windows 2003 Datacenter Server
	Windows 2003 Storage Server
	Windows 2003 Web Server
	Windows 2008 Datacenter Server
	Windows 2008 HPC Server
	Windows 2008 Server for Itanium-Based Systems
	Windows 2008 Storage Server
	Windows 2008 Web Server
	Windows Home Server
	Any non-Windows OS

<b>Non Supported 32-Bit Workstation Operating Systems</b>	Windows 95 or earlier
	Windows 98
	Windows Millennium Edition
	Windows NT 3.51 Workstation or earlier
	Windows NT 4.0 Workstation
	Windows 2000 Professional
	Windows XP Embedded Edition
	Windows XP Home Edition
	Windows XP Media Centre Edition
	Windows XP Starter Edition
	Windows XP Tablet PC Edition
	Windows Fundamentals for Legacy PCs
	Windows Vista Starter Edition
	Windows Vista Home Basic Edition
	Windows Vista Home Premium Edition
	Windows 7 Starter Edition
	Windows 7 Home Basic Edition
	Windows 7 Home Premium Edition
Any non-Windows OS	

**NOTE:** Microsoft had officially ceased supporting Windows 2000 in July 2010. Starting from **Medtech32 Version 8.0.0**, Medtech will no longer provide support for all editions of Windows 2000. It is **HIGHLY** recommended that ALL sites still running on Windows 2000 to **UPGRADE to Interbase 2009** AS SOON AS POSSIBLE, which supports the latest 32-Bit versions of Windows.

**WARNING:** Although it might be possible to continue running Medtech32 Version 8.0.0 or above on Windows 2000, both Medtech and Microsoft **WILL NOT** be able to provide support if a practice encounters problems while running on any Windows 2000 editions.

## 64-Bit Operating Systems Support

Medtech **DOES NOT** recommend deploying Medtech32 in any Windows 64-Bit operating systems environment – this includes Windows 2008 Foundation Server, Windows 2008 Essential Business Server Standard Edition, Windows 2008 Small Business Server Standard Edition, and any Windows 2008 R2 Editions.

**WARNING:** Although it might be possible to run Medtech32 on 64-Bit Windows, Medtech **WILL NOT** be able to provide support if a practice encounters problems while running on any 64-Bit Windows versions.

**NOTE:** Medicare Australia **DOES NOT** currently support Medicare Australia Online on any 64-Bit platforms. Until Medicare Australia can provide 64-Bit compatibility updates for Medicare Australia Online, Medtech **WILL NOT** be able to support any 64-Bit Windows versions for Medtech32.

## Macintosh Operating Systems Support

Medtech **DOES NOT** recommend deploying Medtech32 on any Macintosh computers that runs any Windows operating systems – regardless of whether Windows is running in emulation mode on a Motorola-based MAC, or in emulation or native mode on an Intel-based MAC.

**WARNING:** Although it might be possible to run Medtech32 on Macintosh computers, Medtech **WILL NOT** be able to provide support if a practice encounters problems while running on any MAC machines.

## Virtualization Operating Systems Support

Medtech **DOES NOT** recommend deploying Medtech32 in any Windows virtualization environment – regardless of whether Medtech32 is running directly on the host, or on a virtual machine on the host.

**WARNING:** Although it might be possible to run Medtech32 in virtualization platforms, Medtech **WILL NOT** be able to provide support if a practice encounters problems while running in any Windows virtualization environment.

## Server Deployment Considerations

- Due to performance issues, it is NOT recommended to install Interbase and Medtech32 on ANY server (Small Business Server or otherwise) that is utilised by other resource-hungry functions, such as Domain Controller, Domain Name System (DNS), Windows Internet Naming Service (WINS), Dynamic Host Configuration Protocol (DHCP), Exchange, Internet Information Services (IIS), Internet Security and Acceleration (ISA), SharePoint Services, etc. Instead, a DEDICATED server should be allocated to serve Interbase and Medtech32 requests ONLY.  
**NOTE:** If this cannot be avoided, please consult with a Medtech Certified Engineer to perform proper load testing PRIOR to deployment.
- Due to performance and compatibility issues, it is NOT recommended to install ANY OTHER Database Management System (DBMS) on the Interbase Server, such as SQL Server (including 2000 Desktop Engine and 2005/2008 Express Edition), Firebird, Informix, Oracle, Sysbase, etc.  
**NOTE:** If this cannot be avoided, please consult with a Medtech Certified Engineer to perform proper load and compatibility testing PRIOR to deployment.
- Due to performance and compatibility issues, it is recommended by Embarcadero, NOT to install Interbase (and therefore Medtech32) on ANY Citrix or Terminal Server. Instead, a DEDICATED Citrix or Terminal Server should be setup as an Interbase and Medtech32 Client to serve Citrix or Terminal Client sessions.  
**NOTE:** If this cannot be avoided, please consult with a Medtech Certified Engineer to perform proper load and compatibility testing PRIOR to deployment.
- Where a dedicated server cannot be allocated SOLELY for Interbase (and Medtech32 as recommended above), it is recommended to OPTIMIZE the performance of Interbase (among other applications and services) by:
  1. Setting Windows Performance Options to be adjusted for best performance of "Background Services" and "System Cache".
  2. Setting "SERVER\_PRIORITY\_CLASS" in the Interbase Configuration File (i.e. ibconfig) to "2" (High Priority) – if running on Interbase 7.5.0 or higher.
  3. Setting "CPU\_AFFINITY" in the Interbase Configuration File (i.e. ibconfig) to dedicate one or more physical processors (if the server has multiple physical processors) for Interbase operations – if running on Interbase 7.5.0 or higher.
- Due to performance and data integrity issues, it is NOT recommended to enable ANY system restore applications or services on the Interbase databases (i.e. .GDB or .IB files), such as Windows XP/Vista/7 System Restore, Distributed File System (DFS), Volume Shadow Copy Service (VSS), Symantec LiveState Recovery, Acronis True Image, etc. Instead, Interbase Backup should be used to perform online backups of the databases.

- Due to performance issues, it is NOT recommended to allow users to use the Interbase and Medtech32 Server as a workstation, i.e. DO NOT leave the local console in a logged in state.
- Medtech32 Scheduler is NOT compatible with Citrix or Terminal Server environment. Instead, Windows Scheduled Tasks should be configured to run Medtech32 utilities such as Message Transfer, and Scanning Import.
- Where Windows XP Service Pack 2 (or above) or Windows Vista or Windows 7 or Windows 2003 Server (Service Pack 1 or above) or Windows 2008 Server is installed, ensure "Windows Firewall" has been DISABLED or exceptions have been created to allow Interbase and Medtech32 traffic to pass through (please refer to the "Firewall / Proxy Requirements" section above for connection requirements).
- Where Windows XP or Windows 2003 is installed, ensure "Automatic Search for Network Printers and Folders" has been DISABLED as a policy.
- Where Windows Vista or Windows 7 or Windows 2008 is installed, ensure "Network Discovery" has been DISABLED as a policy.
- Where Windows XP or Windows Vista or Windows 7 is installed, ensure "Fast User Switching" has been DISABLED as a policy.
- Where Windows XP or Windows Vista or Windows 7 is installed, ensure "System Restore" has been DISABLED as a policy on the partition that contains the Interbase databases (i.e. .GDB or .IB files).
- Where Windows XP is installed, ensure "Simple File Sharing" has been DISABLED as a policy.
- Where Windows Vista or Windows 7 is installed, ensure "Password Protected Sharing" has been ENABLED as a policy.
- Where Windows Vista or Windows 7 or Windows 2008 is installed, ensure "User Account Control" (UAC) has been DISABLED as a policy.
- Medtech32 relies heavily on accurate timestamp to function properly. It is CRITICAL to ensure Regional and Language Options are set to English (Australia) on ALL computers, and time synchronization is set to run automatically on ALL computers across the whole internal LAN/WAN.

## Client Deployment Considerations

- If the workstations fall below the minimum hardware requirements (please refer to the "Workstation Requirements" section above), it is recommended to use Citrix or Terminal Services to deploy Medtech32.
- Microsoft Terminal Services and/or Citrix Presentation Server together with Virtual Private Networking (VPN) is a proven solution in providing remote access to your Medtech32 clients and in deploying Medtech32 on multi-sites practices.
- Running any applications (such as Medtech32) under Microsoft Terminal Services could result in slower program response as compared to the recommended Client/Server setup. The response time is dependent on the Terminal Server's hardware specifications.
- In Citrix, "Client Clip Board Mapping" should be DISABLED as a policy for all client sessions that require access to Medtech32, in order to ensure Medtech32 Outbox Wizard will function properly.
- In Terminal Services, if the connection is a "Fat Client" (e.g. a computer with Windows XP or Windows 7) "Clipboard mapping" should be DISABLED as a policy for all client sessions that require access to Medtech32, in order to ensure Medtech32 Outbox Wizard will function properly.
- In Terminal Services, if the connection is a "Thin Client" (e.g. a terminal with Windows CE or similar Thin Client operating system) AND is using a Remote Desktop Connection, "Clipboard mapping" should be ENABLED as a policy for all client sessions that require access to Medtech32, in order to ensure Medtech32 Outbox Wizard will function properly.
- Where Windows XP (Service Pack 2 or above) or Windows Vista or Windows 7 is installed, ensure "Windows Firewall" has been DISABLED or exceptions have been created to allow Interbase and Medtech32 traffic to pass through (please refer to the "Firewall / Proxy Requirements" section above for connection requirements).
- Where Windows XP is installed, ensure "Automatic Search for Network Printers and Folders" has been DISABLED as a policy.
- Where Windows Vista or Windows 7 is installed, ensure "Network Discovery" has been DISABLED as a policy.
- Where Windows XP or Windows Vista or Windows 7 is installed, ensure "Fast User Switching" has been DISABLED as a policy.
- Where Windows XP is installed, ensure "Simple File Sharing" has been DISABLED as a policy.

- Where Windows Vista or Windows 7 is installed, ensure "Password Protected Sharing" has been ENABLED as a policy.
- Where Windows Vista or Windows 7 is installed, ensure "User Account Control" (UAC) has been DISABLED as a policy.
- Windows Display Properties MUST be set to a minimum resolution of 1024 x 768 pixels; whereas the font size MUST be set to "Normal Size" or "Default Scale" or "Smaller - 100%", i.e. 96 DPI.
- Medtech32 relies heavily on accurate timestamp to function properly. It is CRITICAL to ensure Regional and Language Options are set to English (Australia) on ALL computers, and time synchronization is set to run automatically on ALL computers across the whole internal LAN/WAN.

## Interbase Deployment Considerations

### Interbase Version 2009

- Interbase 2009 Update 4 (Version 9.0.4.443) is the highest Interbase version that had passed software testing with Medtech32. It is **HIGHLY** recommended that ALL sites should **UPGRADE to Interbase 2009** AS SOON AS POSSIBLE.
- By default, Interbase 2009 supports up to a maximum of 8 physical processor, i.e. 8 x single-core CPUs, or 4 x dual-core CPUs, or 2 x quad-core CPUs (additional processor licenses can be purchased separately).
- Interbase 2009 ONLY supports **Medtech32 Version 8.0.0 or above**. If you are on an older version of Medtech32 and would like to take advantage of the new enhancements in Interbase 2009, you MUST also upgrade to the latest version of Medtech32 at the same time.

**NOTE:** Optional annual maintenance plan can be purchased, which allows free upgrade to future Interbase releases without further payment. For example, sites that are on Interbase 2009 annual maintenance plan will receive free upgrade to Interbase XE when it is released.

<< Please contact **Medtech Sales** for further information on 03 9690 8666. >>

**NOTE:** Although Interbase XE had already been released, software development and testing have yet to be conducted on this new version of Interbase, and thus Medtech **WILL NOT** be able to provide support if a practice encounters problems while running on Interbase XE or newer.

### Interbase Version 2007

- Interbase 2007 Service Pack 3 (Version 8.1.1.333) is the highest Interbase 2007 version that had passed software testing with Medtech32. It is **HIGHLY** recommended ALL sites still running on Interbase 2007 to **UPGRADE to Interbase 2009** AS SOON AS POSSIBLE.
- By default, Interbase 2007 supports up to a maximum of 8 physical processor, i.e. 8 x single-core CPUs, or 4 x dual-core CPUs, or 2 x quad-core CPUs (additional processor licenses can be purchased separately).
- Interbase 2007 ONLY supports **Medtech32 Version 7.2.0 or above**.

**NOTE:** Sites that are currently on Interbase 2007 annual maintenance plan are eligible for a free upgrade to Interbase 2009.

### Interbase Version 7.5.0/7.5.1

- Embarcadero had officially ceased supporting Interbase 7.5.0/7.5.1 in November 2008. Starting from **Medtech32 Version 8.0.0**, Medtech will no longer provide support for Interbase 7.5.0/7.5.1. It is **HIGHLY** recommended that ALL sites still running on Interbase 7.5.0/7.5.1 to **UPGRADE to Interbase 2009 AS SOON AS POSSIBLE**.
- By default, Interbase 7.5.0/7.5.1 supports only 1 physical processor, i.e. 1 x single-core CPU, or 1 core of a multi-core CPU (additional processor licenses can be purchased separately).
- Interbase 7.5.0/7.5.1 ONLY supports **Medtech32 Version 5.0.0 to 7.5.0**.

### Interbase Version 6.0.1

- Embarcadero had officially ceased supporting Interbase 6.0.1 in June 2007. Starting from **Medtech32 Version 7.0.0**, Medtech will no longer provide support for Interbase 6.0.1. It is **HIGHLY** recommended that ALL sites still running on Interbase 6.0.1 to **UPGRADE to Interbase 2009 AS SOON AS POSSIBLE**.
- Interbase 6.0.1 **DOES NOT** support the following type of processors:
  - Intel processors that has Hyper-Threading enabled.
  - AMD or Intel multi-core processors.
  - Symmetric MultiProcessing (SMP), i.e. multiple processors.
- If running on any Intel processors with Hyper-Threading, Hyper-Threading **MUST** be **DISABLED** on the motherboard BIOS in order for Interbase Server to function properly.
- Interbase 6.0.1 ONLY supports **Medtech32 Version 6.3.1 or below**.

### Interbase Database File Size Limit

- Interbase 6.0.1 has a database file size limit of 2GB per file, regardless of the file system being used.
- If any Interbase database is over the size limit listed in the table below, it **MUST BE** split into multiple files (each file **MUST NOT** exceed the size limit) in order to avoid database corruptions.
- Briefcasing **IS NOT** supported on any Interbase versions where the database has been split across multiple files. Briefcasing **ONLY** works with single-file databases.

Interbase Version	File System	Size Limit
<b>Interbase 7.5.0, 7.5.1, 2007, 2009 Database File Size Limit</b>	FAT16	4GB
	FAT32	4GB
	NTFS	16TB
<b>Interbase 6.0.1 Database File Size Limit</b>	FAT16, FAT32, NTFS	2GB

## Electronic Claiming Deployment Considerations

### **MedClaims – Medtech32 Version 5.0.0/5.1.0/6.x.0**

- Medicare Australia had shut down the Medclaims claiming system on 30th June 2008. Starting from 1st July 2008, electronic claiming can be processed via Medicare Australia Online instead. Both Medtech and Medicare strongly recommend ALL practices to **UPGRADE to Medicare Australia Online** – which is more secure, more efficient, and more flexible.

### **Medicare Australia Online – Medtech32 Version 5.0.1/5.1.1**

- Please refer to the "Additional Server Requirements" and "Firewall / Proxy Requirements" sections above for connection requirements.
- All Medtech32 Clients that require access to Bulk Bill and Repat Batching MUST also have Medicare Australia Online Client installed locally on the client computer.
- **Java 1.3.1.24** MUST be the ONLY Java version installed on any Medicare Australia Online Server or Client. Multiple versions of Java CANNOT co-exist on the same computer.

### **Medicare Australia Online – Medtech32 Version 5.1.3/6.x.1/7.x.0/8.x.0**

- Please refer to the "Additional Server Requirements" and "Firewall / Proxy Requirements" sections above for connection requirements.
- All Medtech32 Clients that require access to Bulk Bill and Repat Batching, ACIR Registrations, Patient Claims, and Online Patient Verification MUST also have Medicare Australia Online Client installed locally on the client computer.
- **Java 1.5.0.06** MUST be the NEWEST Java version installed on any Medicare Australia Online Server or Client. Any newer versions of Java CANNOT co-exist on the same computer.
- Due to compatibility issues, the "Check for Updates Automatically" option MUST be disabled in the Java Control Panel, as Medtech cannot guarantee that any future versions of Java will be compatible.

**South Australia WorkCover ePMC – Medtech32 Version 7.3.0 or below**

- WorkCoverSA had officially ceased supporting ePMC in May 2010. Starting from **Medtech32 Version 7.4.0**, electronic claiming can be processed via eWMC instead. It is **HIGHLY** recommended that ALL South Australian sites still running on Medtech32 Version 7.3.0 or below to upgrade to the latest version of Medtech32 AS SOON AS POSSIBLE.
- **Java 1.3.1.24** MUST be the ONLY Java version installed on the Server to allow South Australia WorkCover Electronic Prescribed Medical Certificates to be submitted via e-mail. Multiple versions of Java CANNOT co-exist on the same computer.
- MAPI compatible e-mail client MUST be installed and configured on any Server or Client that needs to transmit WorkCoverSA ePMC.

**South Australia WorkCover eWMC – Medtech32 Version 7.4.0 or above**

- All Medtech32 Clients that require access to generate, encrypt, and transmit (via email) WorkCoverSA eWMC Claims MUST also have WorkCoverSA eWMC Client installed locally on the client computer.
- **Java 1.6.0.18** MUST be the NEWEST Java version installed on any any Server or Client that needs to transmit WorkCoverSA eWMC. Any newer versions of Java CANNOT co-exist on the same computer.
- Due to compatibility issues, the "Check for Updates Automatically" option MUST be disabled in the Java Control Panel, as Medtech cannot guarantee that any future versions of Java will be compatible.
- MAPI compatible e-mail client MUST be installed and configured on any Server or Client that needs to transmit WorkCoverSA eWMC.

## **ManageMyHealth™ Deployment Considerations**

### **ManageMyHealth™ SMS Integration**

- In order to utilize the new ManageMyHealth™ SMS features, your practice **MUST** first apply for a SMS Account with Medtech.
- Please refer to the "Additional Server Requirements" and "Firewall / Proxy Requirements" sections above for connection requirements.

<< Please contact **Medtech Sales** for further information on 03 9690 8666. >>

## Third-Party Software Integration Considerations

### Nuance Dragon NaturallySpeaking Integration

- Dragon NaturallySpeaking Medical 9 is the highest Dragon Medical version that had passed software testing with Medtech32.
- Dragon NaturallySpeaking Medical is a proven solution in dictating Consultation Notes and Outbox Documents into Medtech32.
- It allows users to easily jump between commonly used functions by voice.
- It provides voice playback within Medtech32, allowing easy correction of dictated text.
- Users can also setup predefined text blocks into easily recalled voice Macros, allowing inserting commonly used phrases, sentences and paragraphs for diagnosis and consultation purposes.

*(Please contact **Medtech Sales** for further information on 03 9690 8666.)*

### Adobe Acrobat Integration

- Medtech32 Patient Information Sheets can only work with the Reader edition of Acrobat. Any other editions of Acrobat are not supported.
- Each computer that requires access to the Patient Information Sheets **MUST** have the appropriate Acrobat Reader version installed.
- The version of Acrobat Reader supported is dependent on the Medtech32 version installed, as shown in the following table:

<b>Supported Acrobat Versions (Medtech32 Version 6.2.x Build 2031 or below)</b>	Acrobat Reader 4.x
	Acrobat Reader 5.x
<b>Supported Acrobat Versions (Medtech32 Version 6.2.x Build 2056 or above)</b>	Acrobat Reader 7.x
	Acrobat Reader 8.x
<b>Supported Acrobat Versions (Medtech32 Version 7.0.0 or above)</b>	Acrobat Reader 8.x
	Acrobat Reader 9.x

**WARNING:** Although it might be possible to integrate Medtech32 with other Acrobat versions, Medtech **WILL NOT** be able to provide support if a practice encounters problems while running on any Acrobat versions not listed above.

### Microsoft Excel and Word Integration

- Each computer that requires the ability to create and view Outbox Word Documents **MUST** have Word installed.
- Each computer that requires the ability to export data from Medtech32 Query Builder for analysis **SHOULD** have Excel installed.
- Each computer that requires the ability to export data from Medtech32 Accounting Reports (available in Medtech32 Version 6.1 or above) for analysis **SHOULD** have Excel installed.
- It is recommended to disable ALL Office Clipboard features to ensure Medtech32 Outbox Wizard will function properly.
- The version of Excel and Word supported is dependent on the Medtech32 version installed, as shown in the following table:

<b>Supported Office Versions (Medtech32 Version 6 or below)</b>	Office XP
	Office 2003

<b>Supported Office Versions (Medtech32 Version 7 or above)</b>	Office 2003
	Office 2007

**WARNING:** Although it might be possible to integrate Medtech32 with other Excel and Word versions, Medtech **WILL NOT** be able to provide support if a practice encounters problems while running on any Office versions not listed above.



### **Word Documents Image Resolution and Size Considerations**

With Microsoft Word installed and integrating with Medtech32, users can insert advanced components into any Outbox Documents and Templates, such as clipart, photos, forms, tables, etc. Most users are not aware of the fact that by inserting images, especially when simply copying and pasting from other sources without any image editing and/or optimization, the size of each Outbox Document could become exceptionally large.

The most common scenario is where huge images are being used as letterhead logos in Outbox Templates. Obviously enough, the same oversized logos will be saved into EVERY SINGLE Outbox Documents created based on the original Templates – which will **DRAMATICALLY** increase the size of the database.

Proper image optimization **SHOULD** be performed before inserting into any Outbox Documents and Templates, such as by reducing the size, resolution, and colour depth of the image. A good example would be, why use a full colour logo, when the Practice only ever prints in black and white?

**NOTE:** If large images cannot be avoided in certain documents, it is HIGHLY RECOMMENDED to save these documents externally (i.e. do create them in the Medtech32 Outbox Module), and create a link to the external document files via the Attachments Manager (available in Medtech32 Version 6.2.x Build 2031 or above).

**IMPORTANT:** The major contributor to the growth (in terms of database size) of the Medtech32 main database (MT32.GDB or MT32.IB) is the storage of Word Documents in the Outbox Module. Since Interbase databases (regardless of the Interbase version) has a table size limit of 36GB per table, it is CRITICAL to ensure each MT32 database NEVER exceeds 36GB in order to avoid database corruptions.

### **Microsoft Windows Help Integration**

- Each computer that requires the ability to access Medtech32 Help, including viewing, searching, and printing of any help topics, MUST have Windows Help installed.
- By default, Windows Help is not installed on Windows Vista or Windows 7 or Windows 2008. Windows Help (WinHlp32.exe) MUST be installed by downloading the correct version for your Windows version from the Microsoft Download Center.

### **Third-Party E-Mail Software Integration**

- MAPI compatible e-mail client MUST be installed and configured on any Server or Client that needs to e-mail documents or files from Medtech32 Outbox and/or Attachments Manager Modules.

### **Third-Party Fax Software Integration**

- FaxTech is the ONLY fax application that can integrate with Medtech32 Address Book. If any other third-party fax software is used instead, users will be required to maintain a separate address book in the third-party software.

**NOTE:** Please refer to the document "*FaxTech 3.1 Manual - AU Amendments*" in the "*Instructions*" folder on any Medtech32 Version 6 (or above) CD for details on FaxTech System Requirements.

**Third-Party Messaging Software Integration**

- Any third-party pathology and/or radiology messaging software such as HealthLink SHOULD be installed on the same computer that will run (or automatically scheduled to run) Medtech32 Message Transfer Utility.
- In Citrix and Terminal Services, Windows Scheduled Tasks SHOULD be configured to run Medtech32 Message Transfer Utility in lieu of Medtech32 Scheduler.
- It has been reported Argus with Firebird (Database Management System) installed will cause compatibility issues with Interbase and thus Medtech32. It is HIGHLY RECOMMENDED to install Argus on a separate computer where Medtech32 and Interbase ARE NOT and WILL NOT be installed.
- eClinic SMSC Software MUST be installed and running on any Server or Client that needs to generate and send Gribbles Pathology Request From via eClinic eRequest.

If you require further information, please do not hesitate to contact the Medtech Helpdesk on 1800 148 165 → Option 1, or email [ausupport@medtechglobal.com](mailto:ausupport@medtechglobal.com).