



Rx Medical Version 5.2 Build 23 Release Notes



These Release Notes contain important information for all Rx Medical users. Please ensure the Release Notes are circulated amongst all your staff. We suggest these should be filed safely for future reference.

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For further information on this release, or any other queries regarding the Version 5.2 Build 23 Update, please contact the Medtech Helpdesk on 1300 362 333, or email ausupport@medtechglobal.com.

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Introduction

Rx Medical Version 5.2 Build 23 had been released.

The Release Notes for Rx Medical Version 5.2 Build 23 provides the documentation for all changes made to the RxSQL Version of Rx Medical, including both enhancements and fixes since Version 5.0.

It is also IMPORTANT to ensure all Rx Medical users have READ THROUGH the Release Notes to learn about the enhancements and fixes prior to upgrading to Rx Medical Version 5.2 Build 23.

IMPORTANT NOTE

WARNING: It is HIGHLY recommended to employ ONLY qualified system engineers when performing ANY installation and upgrade. The consequences of ruining a database during upgrade could possibly lead to data corruptions, and as a result – data loss and systems downtime.

If in doubt, please consult with your IT technician/service provider, or contact one of the Medtech Channel Partners listed on our web site:
<http://www.medtechglobal.com/aus/medtech-online-au/support-3.html>

Pre-requisites

Please review the following pre-requisites and ensure they are met prior to running the Update:

- Ensure the minimum version and build requirements are met.

IMPORTANT NOTE

Your practice MUST be on Rx Medical Version 5.0 (ANY Build) OR ABOVE to complete this installation. If you are NOT currently on this version or above, please do NOT attempt to run the installation, and contact the Medtech Helpdesk for assistance.

- Ensure the person(s) who will be performing the upgrade have **READ THROUGH** the fax notification and this release notes.

IMPORTANT: These documents contain valuable information that, if not read, could seriously affect the upgrade progress and/or possible down time of your network.

- Ensure you are ALWAYS logged onto Windows with **ADMINISTRATIVE RIGHTS** when performing ANY installation, update, or maintenance tasks.
- Ensure you have a **COMPLETE** backup of the RxSQL directory, including any Templates directory that is shared across the network, and ALL database files and transaction logs (i.e. *.MDF and *.LDF files).
- Ensure ALL users (including remote users) have **LOGGED OUT** of Rx Medical and ALL scheduled utilities, backup or maintenance tasks that require access to the databases have been **STOPPED**.

IMPORTANT NOTE

WARNING: DO NOT attempt to login to Rx Medical from ANY computers that has yet to be upgraded to Rx Medical Version 5.2.

Server Installation

Rx Medical Version 5.0 (ANY Build) OR ABOVE must be installed on the RxSQL Server machine, i.e. the machine where Microsoft SQL Server 2000 (or MSDE 2000) is installed.

NOTE: If you are uncertain which computer is the RxSQL Server, please contact your IT technician or service provider who had performed the Rx Medical and Microsoft SQL Server (or MSDE) installation and/or upgrade.

1. Please visit our website at www.medtechglobal.com.
2. Select **Region: Australia** from the Region dropdown list on the top right corner of the screen.



The Australia Home Page will be displayed.



3. Select from the Top Menu, **medtech online ► rx practice management ► downloads**. The Australia RX Practice Management Downloads page will be displayed.



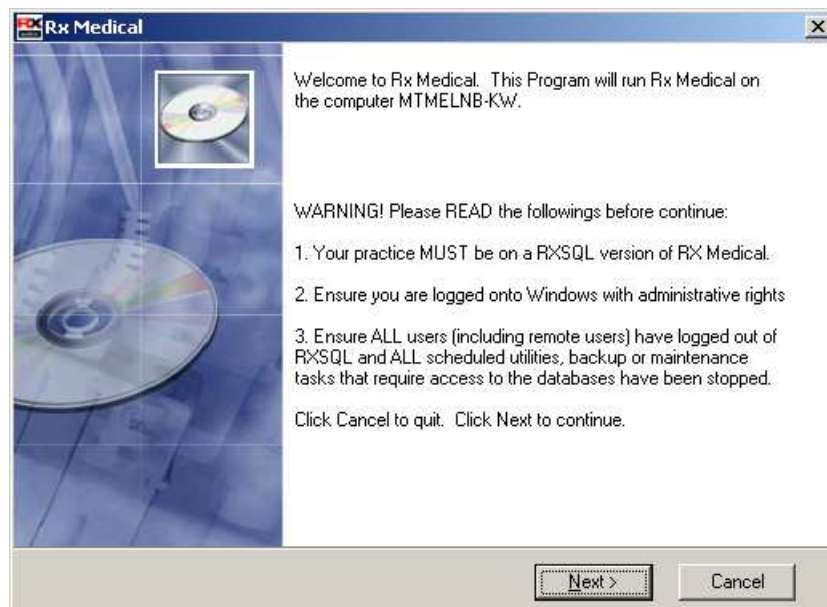
- Here you will find the **Version 5.2 Build 23 Update** under the **RxSQL** section.



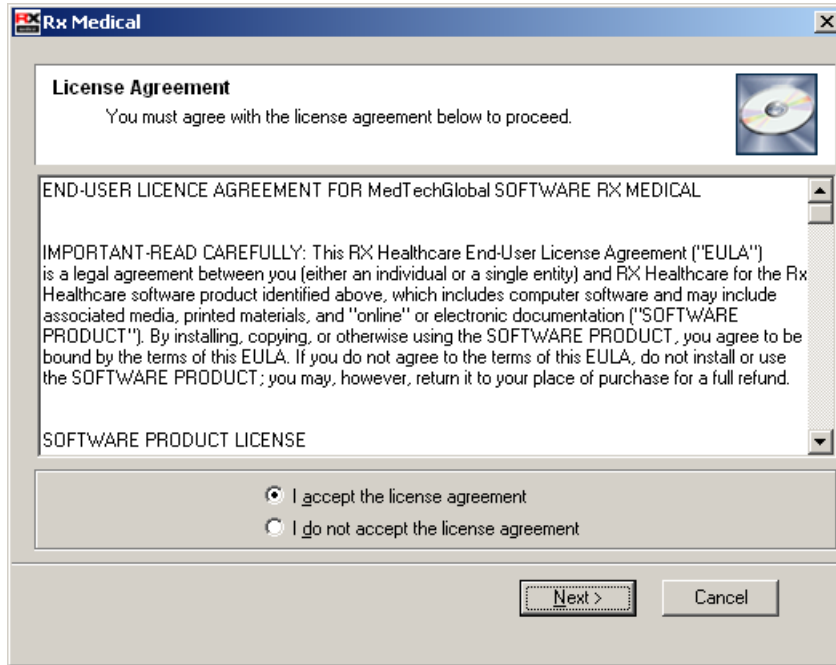
- If the File Download Security Warning dialogue box appears, select the **Run** option.
- If the Open File Security Warning dialogue box appears, select the **Run** option.
- The Update will then begin to run.



- The Welcome screen will be displayed. Please **READ THROUGH** the onscreen instructions **CAREFULLY**, then click on the Button **Next**.

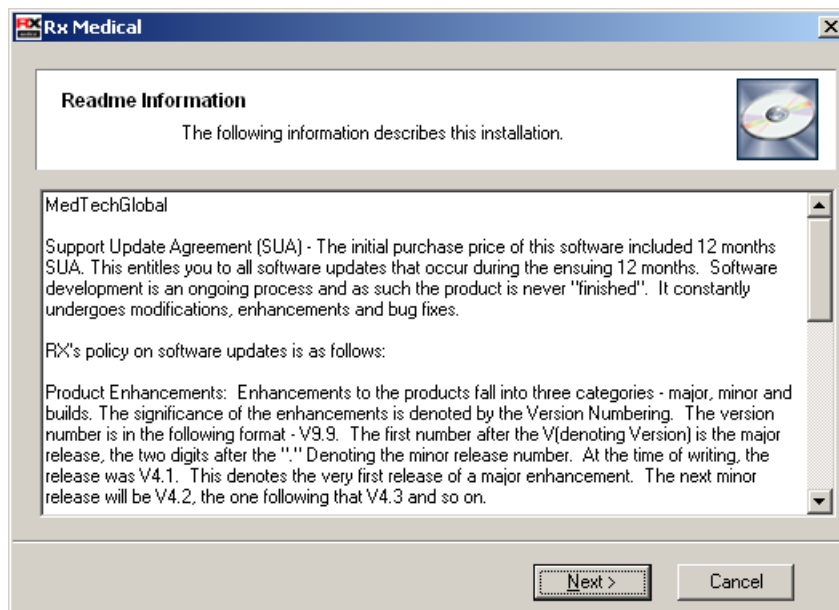


- The License Agreement screen will be displayed. Please READ THROUGH the agreement CAREFULLY, then select the Option "**I accept the license agreement**".

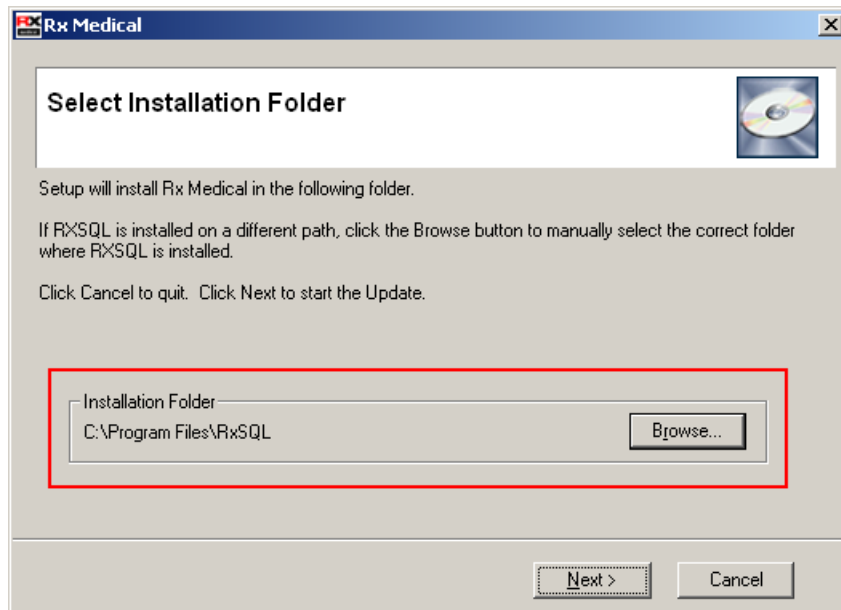


Click on the Button **Next** to continue.

- The Readme Information screen will be displayed. Please READ THROUGH the readme CAREFULLY, then click on the Button **Next**.



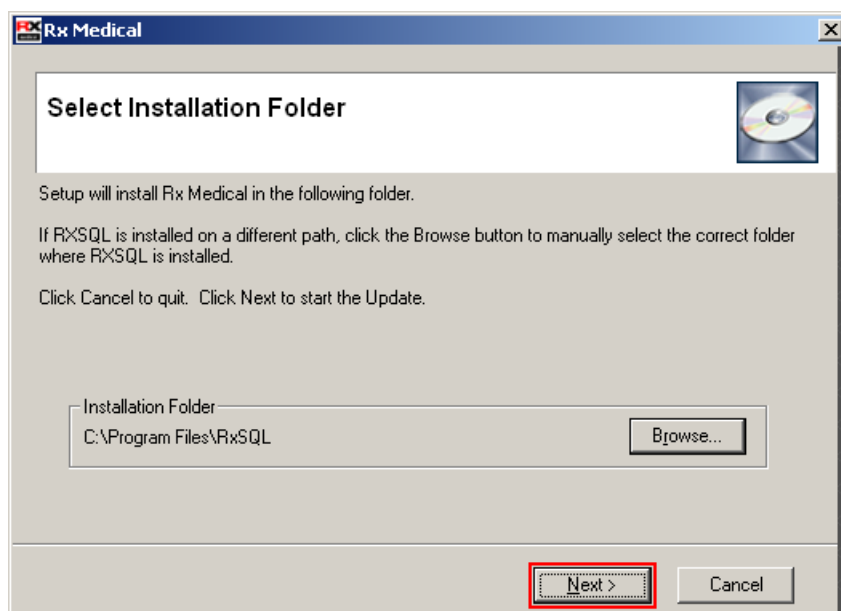
- The Select Installation Folder screen will be displayed. By default, the **Installation** Folder is set to the directory where RxSQL was last installed.



If RxSQL is installed on a different path, you **MUST** click on the Button **Browse** to manually select the correct **Installation Folder** where RxSQL is installed.

NOTE: If you are uncertain where RxSQL is installed, please contact your IT technician or service provider who has performed the RxSQL installation and/or upgrade.

- Click on the Button **Next** to continue.



- You will then be prompted to enter the Password. This Password has been supplied to you separately via fax.



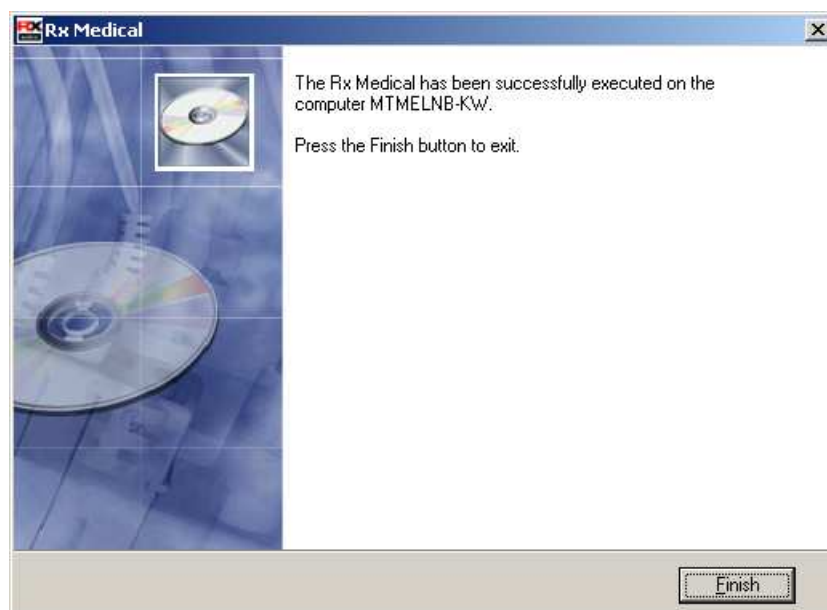
NOTE: You are only eligible to receive the Password if you are currently paying for maintenance support fees.

If you have not received the Password by fax, or you are not currently paying for maintenance support fees but would like to re-subscribe in order to obtain this Update, please contact the Medtech Helpdesk on 1300 362 333.

- Enter the Password, then Click on the Button **OK** to start the Update.

NOTE: This password is not case sensitive.

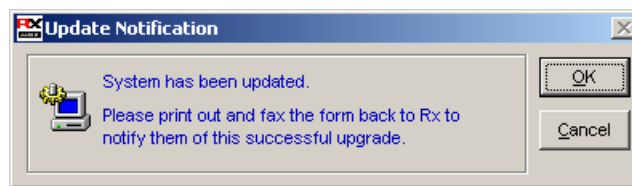
- Once the Update is completed, the Update Complete dialogue box will be displayed. Click on the Button **Finish** to exit the Update.



16. Run Rx Medical application on the RxSQL Server and login to the freshly upgraded database.

IMPORTANT: Logging into the freshly upgraded database will take longer than usual. Please be patient and wait for the next screen to appear.

17. The Update Notification screen will be displayed, click on the Button **OK** to continue.



18. The Update Notification Report will be displayed, please print and fax the report to Medtech Helpdesk on 03 9690 8010.



19. **Repeat** Steps 16-18 above for ALL other databases you would like to update (if your practice has multiple databases). This also includes the **RxSQL_SAMPLE** database if you would like to keep it for training/testing purposes.

Client Installation

Once you have SUCCESSFULLY completed the Server Installation section above, you can proceed to upgrade the Client computers. Rx Medical Version 5.0 (ANY Build) OR ABOVE must be installed on the RxSQL Client machine.

In a standard network environment, Rx Medical Version 5.2 Build 23 needs to be installed on ALL workstations that will be running the Rx Medical application.

In a Citrix/Terminal Services Environment, Rx Medical Version 5.2 Build 23 needs to be installed on ALL Citrix/Terminal servers that will be hosting the Rx Medical application.

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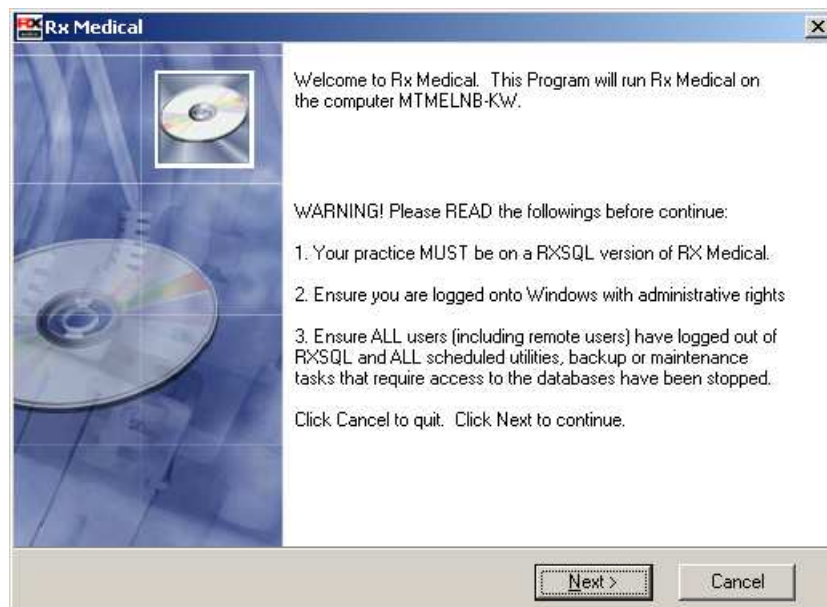
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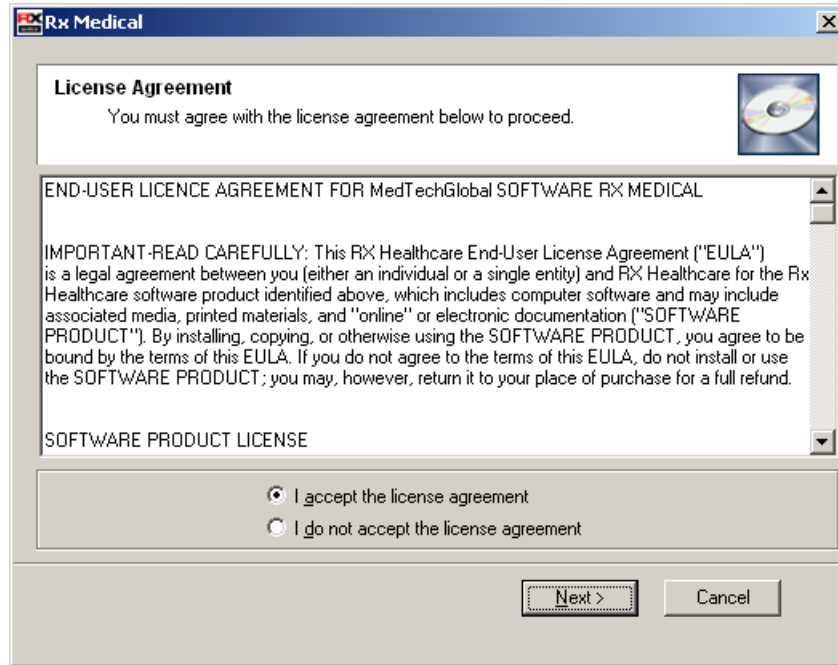
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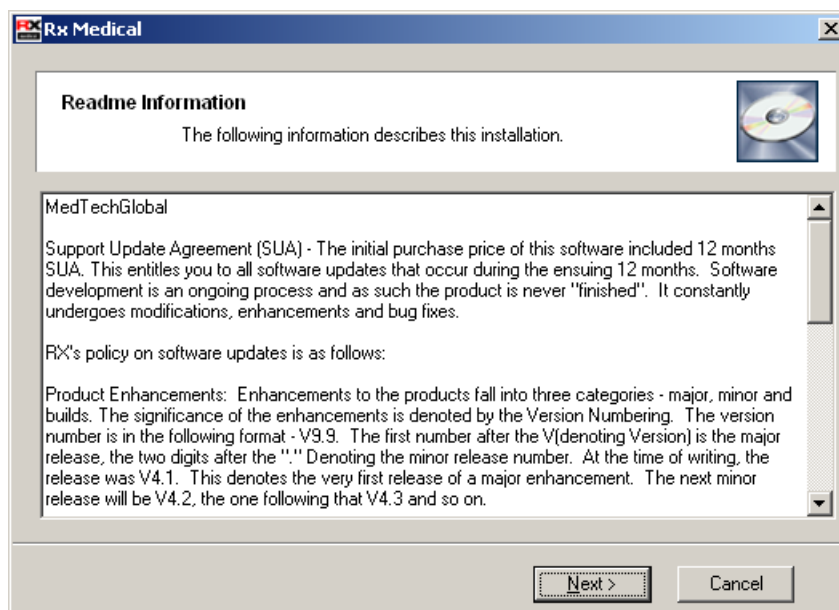


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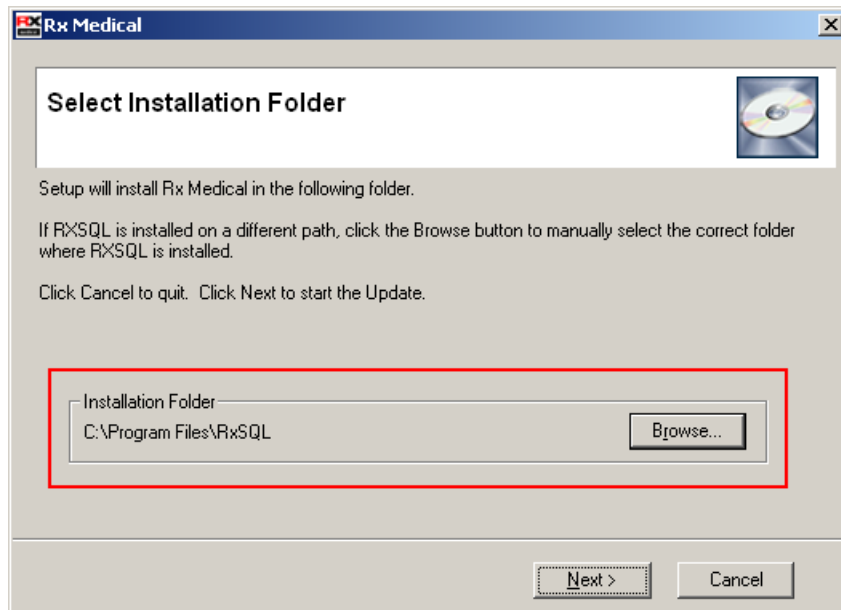


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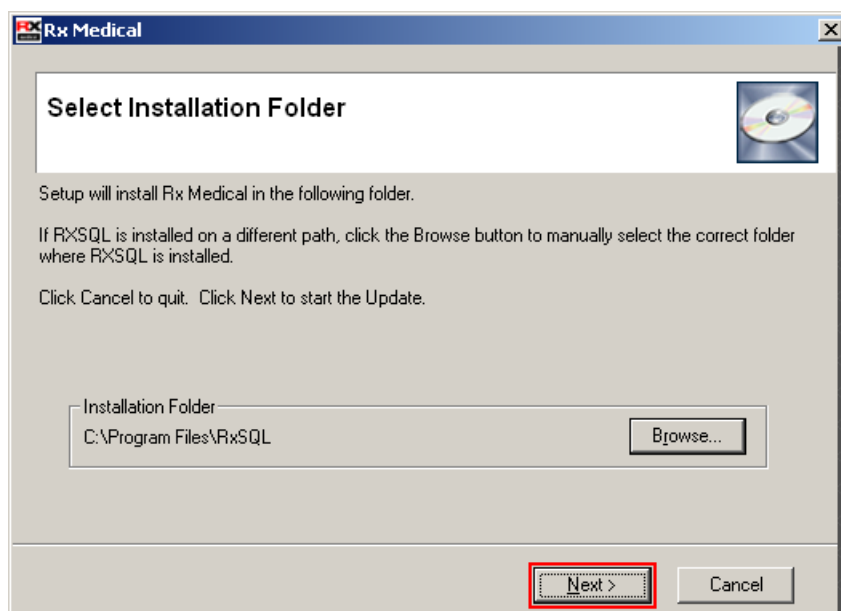
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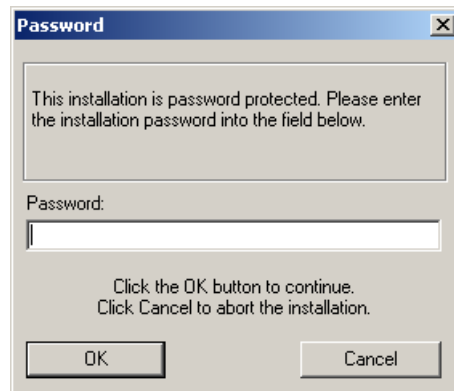
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- Enter the Password, then Click on the Button **OK** to start the Update.

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- Once the Update is completed, the Update Complete dialogue box will be displayed. Click on the Button **Finish** to exit the Update.



Items Addressed in this Update

The following items have been addressed in this Update.

Unable to Retrieve HIC Online Claims

Accounting ▶ HIC Online ▶ Retrieve HIC Online Claims

Version 5.0 Build 18 or below

Some practices have reported "programme intercepted" errors when retrieving HIC Online reports, which also prevent the EFT Reports and Exception Reports from printing.

Version 5.2 Build 23

This has been resolved. Retrieve HIC Online Claims will now function properly.

Statements Print Multiple Debtors on Same Page

Accounting ▶ Debtor Management ▶ Statements

Version 5.0 Build 18

Some practices have reported 2 or more debtors' statements printing on the same page, making the statements impossible to be separated by debtor.

Version 5.2 Build 23

This has been resolved. Each debtor's statement will now be printed properly at the top of a new page.

Statements Print Invoice Remittance Advice

Accounting ▶ Debtor Management ▶ Statements

Version 5.0 Build 18

Some practices have reported invoice remittance advice printing at the end of the very last debtor's statement.

Version 5.2 Build 23

This has been resolved. Statements will no longer print invoice remittance advice.

Unable to Print Quote for Insurance Debtors

Accounting ▶ Account ▶ Quote

Version 5.0 Build 18 or below

Some practices have reported "run time" errors when generating quotations for debtors with insurance status.

Version 5.2 Build 23

This has been resolved. Quotations will now be generated properly for debtors with insurance status.

Unable to Save Letters on Word 2000/XP

Register ▶ Letter

Version 5.0 Build 18

Practices running on Microsoft Word 2000 or XP have reported Rx application freezing upon selecting the option "Save document into database" or "Save link to document in database" when creating a new letter.

Version 5.2 Build 23

This has been resolved. Letters will now be saved properly for practices running on Microsoft Word 2000 or XP.

Should you require any assistance, please do not hesitate to contact the Medtech Helpdesk on 1300 362 333, or email ausupport@medtechglobal.com.