Rx Medical
Hardware & Software Requirements

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These Documentations contain important information for Rx Medical.
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 1300 362 333, or email ausupport@medtechglobal.com.

Client/Server System Requirements

Below is a list of the minimum and recommended system requirements for an ideal Rx Medical environment with a dedicated Server. The following requirements assumed both the Server and the Workstations will not be running any other applications or services other than Rx Medical and Microsoft SQL.

Depending on the volume of transactions and the amount of files (such as scanned documents, Word documents, and digital x-rays) 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 Channel Partner prior to purchasing any new computing equipment.

System Requirements	Minimum	Recommended
Server Requirements with up to 5 Workstations	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 2000 Standard Server or 2000 Professional or XP Professional.	Windows 2003 Standard Server.
Server Requirements with up to 10 Workstations	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 2000 or 2003 Standard Server.	Windows 2003 Standard Server.
Server Requirements with up to 25 Workstations	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 2000 or 2003 Standard Server.	Windows 2003 Standard Server.

System Requirements	Minimum	Recommended
Server Requirements with up to 50 Workstations	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 2000 Advanced or 2003 Enterprise Server.	Windows 2003 Enterprise Server.
Additional Server Requirements	Deploy 2 x physical hard disk drives or RAID disk sets to separate the following functions: 1. Windows OS, Services, Applications, Virtual Memory, System Temp Files, and Microsoft SQL Temp Database File and Transaction Log. 2. RxSQL Database File and Transaction Log – i.e. RxSQL.mdf and RxSQL_Log.ldf.	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 Temp Files, and Microsoft SQL Temp Database File and Transaction Log. 3. RxSQL Database File and Transaction Log – i.e. RxSQL.mdf and RxSQL_Log.ldf.
	CD or DVD Optical Drive (for Rx Medical and Medicare certificates installation and updates).	CD or DVD Optical Drive. (for Rx Medical 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).
	Dial-up Internet Connection with Antivirus & Firewall Protection (if running Medicare Australia Online or irwinSolutions smartAPPOiNT).	Broadband Internet Connection with Antivirus & Firewall Protection (if running Medicare Australia Online or irwinSolutions smartAPPOiNT).

System Requirements	Minimum	Recommended
Workstation Requirements	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 2000 Professional or XP Professional.	Windows XP Professional.
	Dial-up Internet Connection with Antivirus & Firewall Protection (if running Medicare Australia Online or irwinSolutions smartAPPOiNT).	Broadband Internet Connection with Antivirus & Firewall Protection (if running Medicare Australia Online or irwinSolutions smartAPPOiNT).

Peer-to-Peer System Requirements

NOTE: Medtech does NOT recommend Peer-to-Peer networks under any circumstances or environment. Having a dedicated Server 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
Peer-to-Peer Server Requirements	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 2000 Professional or XP Professional.
	Additional Requirements	Refer to "Additional Server Requirements" as stated in the "Client/Server System Requirements" section above.

Network Requirements

Network Requirements	Type	Recommended
Network Bandwidth Requirements	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.
Network Device Requirements	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 Rx Medical segment from other LAN/WAN segments.
	Wireless Device	NOT recommended.
Network Cabling Requirements	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
Firewall / Proxy Requirements	Microsoft SQL	Allow TCP Port 1433 and UDP Port 1434 on internal LAN/WAN (default instance). Plus additional ports associated with named instance (if default instance is not used for Rx Medical).
	Medicare Australia Online	Allow HTTP on Internet for: - hic.gov.au - medicareaustralia.gov.au
	irwinSolutions smartAPPOiNT	Allow HTTP on Internet for: - smartappoint.com

Printing Requirements

Printer Requirements	Type	Recommended
Printer Requirements	Driver Compatibility	Windows Driver Model (WDM) compatible.
	Driver Language	Recommended: - Printer Command Language (PCL) - PostScript (PS). NOT Recommended: - Other manufacturer proprietary languages. - e.g. Kyocera KX Extended or KPDL drivers.
	Paper Size	Required: - A4 plain paper Optional: - A5 plain paper - RX2 A5 stationery (Invoice/Statement) - RX2 A4 stationery (Invoice/Statement) - RXM2 A4 stationery (Combined Account Claim Form)
	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 appointment, demographics and address labels if required.
Recommended Printer Models	Recommended (general)	Any standalone Hewlett Packard LaserJet printers.
	Recommended (label)	Any Dymo Label printers.
	NOT Recommended	Any all-in-one multifunction devices.

Printer Deployment Considerations

- It has been reported many all-in-one multifunction devices could cause compatibility issues when printing within Rx Medical. If in doubt, please consult a Medtech Channel Partner to perform proper testing prior to deploying any printers.

- Network Printers with their own IP Addresses will need to be installed as LOCAL printers on the workstations to work efficiently with Rx Medical.

- 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.

- The A5 Blue Account Form used by the DOS version of Rx Medical is no longer supported in the SQL version. Practices upgrading from RxDOS must either order the current RxSQL stationery prior to going live, or simply use plain A4 paper.

- The "Continuous Form" versions of RxSQL stationery (i.e. RX1, RXM1 for dot matrix printers) are no longer available. Practices can continue to order the "Cut Sheet" versions of the same stationery (i.e. RX2, A4-RX2, RXM2 for laser and inkjet printers).

NOTE: To order any current RxSQL stationery (i.e. RX2, A4-RX2, RXM2), please contact **Medtech Sales** on 03 9690 8666 to obtain an *Rx Stationery Order Form*.

32-Bit Operating Systems Support

Depending on the version of Microsoft SQL Server installed, the following versions of Microsoft Windows are currently supported by Medtech:

Supported 32-Bit Operating Systems (Microsoft SQL Server 2000 Service Pack 4 or above)

Supported 32-Bit Server Operating Systems	Windows 2000 Server
	Windows 2000 Advanced Server
	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.)

Supported 32-Bit Workstation Operating Systems	Windows 2000 Professional
	Windows XP Professional (32-bit)

Supported 32-Bit Operating Systems (Microsoft SQL Server 2000 Service Pack 3a or below)

Supported 32-Bit Server Operating Systems	None – must upgrade to Service Pack 4.

Supported 32-Bit Workstation Operating Systems	None – must upgrade to Service Pack 4.

Non Supported 32-Bit Operating Systems

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

Non Supported 32-Bit Server Operating Systems	Windows NT 3.51 Server or earlier
	Windows NT 4.0 Server
	Windows 2000 Datacenter Server
	Windows 2003 Compute Cluster Server
	Windows 2003 Datacenter Server
	Windows 2003 Storage Server
	Windows 2003 Web Server
	Windows Home Server
	Any non-Windows OS

Non Supported 32-Bit Workstation Operating Systems	Windows 95 or earlier
	Windows 98
	Windows Millennium Edition
	Windows XP Embedded Editions
	Windows XP Home Editions
	Windows XP Media Centre Editions
	Windows XP Starter Editions
	Windows XP Tablet PC Editions
	Windows Fundamentals for Legacy PCs
	Windows NT 3.51 Workstation or earlier
	Windows NT 4.0 Workstation
	Any non-Windows OS

64-Bit Operating Systems Support

Medtech **DOES NOT** recommend deploying Rx Medical in a Windows 64-Bit operating systems environment – due to the fact that the currently supported versions of both Rx Medical and Microsoft SQL are 32-Bit based, and no software development and testing are being conducted on any 64-Bit operating systems environment at this stage.

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

Virtualization Operating Systems Support

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

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

Windows Vista Operating Systems Support

Until Medtech Software can confirm Windows Vista operating systems are compatible with Rx Medical, please **DO NOT** attempt to upgrade your current systems to any Windows Vista versions.

WARNING: Medtech **WILL NOT** be able to provide any support to sites who have upgraded to Windows Vista without first consulting with Medtech.

For sites that might be upgrading to Windows Vista soon, please be aware that Medtech only plans to support the following editions in line with our currently supported operating environments:

"To-Be" Supported Windows Vista Editions	Business Edition (32-bit)
	Ultimate Edition (32-bit)
	Enterprise Edition (32-bit)

Non Supported Windows Vista Editions	Starter Edition
	Home Basic Edition
	Home Premium Edition
	Any 64-Bit Editions

NOTE: Microsoft **DOES NOT** support SQL Server 2000 on Windows Vista. Although Microsoft officially supports Windows Vista with SQL Server 2005 Service Pack 2 or above, software development and testing have yet to be conducted on these new versions of SQL Server.

Windows 2008 Operating Systems Support

Until Medtech Software can confirm Windows 2008 operating systems are compatible with Rx Medical, please **DO NOT** attempt to upgrade your current systems to any Windows 2008 versions.

WARNING: Medtech **WILL NOT** be able to provide support if a practice encounters problems while running on any Windows 2008 versions.

For sites that might be upgrading to Windows 2008 soon, please be aware that Medtech only plans to support the following editions in line with our currently supported operating environments:

"To-Be" Supported Windows 2008 Editions	Standard Edition (32-bit)
	Enterprise Edition (32-bit)
	Small Business Edition (32-bit)

Non Supported Windows 2008 Editions	Datacenter Edition
	Essential Business Edition
	HPC Edition
	Itanium Edition
	Storage Edition
	Web Edition
	Any 64-Bit Editions

NOTE: Microsoft **DOES NOT** support SQL Server 2000 on Windows 2008. Although Microsoft officially supports Windows 2008 with SQL Server 2005 Service Pack 2 or above, software development and testing have yet to be conducted on these new versions of SQL Server.

NOTE: Medicare Australia **DOES NOT** currently support Medicare Australia Online on Windows 2008. Until Medicare Australia can provide 2008 compatibility updates for Medicare Australia Online, Medtech **WILL NOT** be able to support Windows 2008 for Rx Medical.

Macintosh Operating Systems Support

Medtech **DOES NOT** recommend deploying Rx Medical on any Macintosh computers that runs any Windows operating systems – regardless of whether Windows is run 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 Rx Medical on Macintosh computers, Medtech **WILL NOT** be able to provide support if a practice encounters problems while running on any MAC machines.

Server Deployment Considerations

- Due to performance issues, it is NOT recommended to install Microsoft SQL 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 Microsoft SQL for Rx Medical requests ONLY.
  NOTE: If this cannot be avoided, please consult with a Medtech Channel Partner to perform proper load testing PRIOR to deployment.

- Due to compatibility issues, it is NOT recommended to install ANY OTHER Database Management System (DBMS) on the Microsoft SQL Server, such as, Firebird, Informix, Interbase, Oracle, Sysbase, etc.
  NOTE: If this cannot be avoided, please consult with a Medtech Channel Partner to perform proper compatibility testing PRIOR to deployment.

- Due to performance and compatibility issues, it is NOT recommended to install Microsoft SQL on ANY Citrix or Terminal Server. Instead, a DEDICATED Citrix or Terminal Server should be setup as a Client to serve Citrix or Terminal Client sessions.
  NOTE: If this cannot be avoided, please consult with a Medtech Channel Partner to perform proper load and compatibility testing PRIOR to deployment.

- Due to performance and data integrity issues, it is NOT recommended to enable ANY system restore applications or services on the Microsoft SQL databases and transaction logs (i.e. *.MDF and *.LDF files), such as Windows XP System Restore, Distributed File System (DFS), Volume Shadow Copy Service (VSS), Symantec LiveState Recovery, Acronis True Image, etc. Instead, Microsoft SQL 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 Microsoft SQL Server as a workstation, i.e. DO NOT leave the local console in a logged in state.

- Where a dedicated server has been allocated SOLELY for Microsoft SQL (as recommended above), it is recommended to OPTIMIZE the performance by:
  1. Setting Windows Performance Options to be adjusted for best performance of "Background Services" and "System Cache".
  2. Setting SQL Server Properties to have "Boost SQL Server priority" enabled under the Processor section.

- In order to utilize the Advanced Security features in Rx Medical, your practice MUST be in a Windows Domain environment, where each Rx Medical users SHOULD be given a unique Windows User Account, and be assigned to one or more Windows User Group based on the Role(s) of the user (e.g. receptionist, nurse, doctor, and practice manager).

- In order to grant access to each Rx Medical function by the Role of the Windows User Group, all Windows User Groups that will be assigned to Rx Medical must be created as "Domain Local Group".

- Where Windows XP Service Pack 2 (or above) or Windows 2003 Server Service Pack 1 or Release 2 (or above) is installed, ensure "Windows Firewall" has been DISABLED or exceptions have been created to allow Microsoft SQL traffic to pass through (please refer to the "Network Requirements" section above).

- Where Windows XP or Windows 2003 is installed, ensure "Automatic Search for Network Printers and Folders" has been DISABLED as a policy.

- Where Windows XP is installed, ensure "Fast User Switching" has been DISABLED as a policy.

- Where Windows XP is installed, ensure "System Restore" has been DISABLED as a policy on the partition that contains the Microsoft SQL databases and transaction logs (i.e. *.MDF and *.LDF files).

- Where Windows XP is installed, ensure "Simple File Sharing" has been DISABLED as a policy.

- Rx Medical relies heavily on accurate timestamp to function properly. It is CTIRICAL 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 Rx Medical.

- Microsoft Terminal Services and/or Citrix Presentation Server together with Virtual Private Networking (VPN) is a proven solution in providing remote access to your Rx Medical clients and in deploying Rx Medical on multi-sites practices.

- Running any applications (such as Rx Medical) 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.

- Where Windows XP Service Pack 2 (or above) is installed, ensure Windows Firewall has been DISABLED or exceptions have been created to allow Microsoft SQL traffic to pass through (please refer to the "Network Requirements" section above).

- Where Windows XP is installed, ensure "Automatic Search for Network Printers and Folders" has been DISABLED as a policy.

- Where Windows XP 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.

- Windows Display Properties MUST be set to a minimum resolution of 1024 x 768 pixels; whereas the font size MUST be set to "Small Fonts" or "Normal size", i.e. 96 DPI.

- Rx Medical relies heavily on accurate timestamp to function properly. It is CTIRICAL 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.

Microsoft SQL 2000 (32-Bit) Support

The following versions of Microsoft SQL 2000 are currently supported by Medtech:

Supported Microsoft SQL 2000 Editions	Desktop Engine
	Standard Edition (32-bit)
	Enterprise Edition (32-bit)

Non Supported Microsoft SQL 2000 Editions	Personal Edition
	Developer Edition
	Windows CE Edition
	Any 64-Bit Editions

MSDE 2000 Limitations

Rx Medical ships default with Microsoft SQL Server Desktop Edition 2000 (MSDE 2000), which is the free, scaled-down version of the full Microsoft SQL Server 2000. Since MSDE 2000 is provided free of charge, Microsoft has implemented various restrictions and limitations to distinguish MSDE 2000 from the full SQL Server 2000 version.

The TWO most important limitations that might affect Rx Medical are:

1. Database Size Limit = 2GB
If your database size is already APPROACHING the 2GB limit, Rx Medical might stop working properly, and you might begin to notice strange errors when using Rx Medical. If this problem is left unattended, aside from not being able to add/edit/delete your data properly, the database will eventually become CORRUPTED and DATA LOSS might occur as a result.

It is **CRITICAL** to ensure your database size is WELL BELOW the 2GB limit by checking the database file size on a ROUTINE BASIS. If you have discovered that your database size has already reached **1.5GB**, MedTech strongly advises your practice to upgrade to SQL Server 2000 Standard Edition (32-bit) **AS SOON AS POSSIBLE** in order to overcome this limitation.

2. Concurrent Operations Limit = 8
MSDE 2000 only allows a maximum of 8 threads/operations to occur at the same time, any other requests to the database will have to wait in the queue. As a result, the higher the number of Rx Medical users a practice has, the longer the wait in the queue, and thus the slower the performance.

If your practice has 5 or more Rx Medical users, MedTech strongly advises your practice to upgrade to SQL Server 2000 Standard Edition (32-bit) **AS SOON AS POSSIBLE** in order to overcome this limitation.

Microsoft SQL 2000 (32-Bit) Service Pack 4 Support

Please be advised that MedTech can only provide support for Service Pack 4 (SP4) of Microsoft SQL Server 2000 (32-bit) and MSDE 2000, as Microsoft has already ceased supporting all previous service pack versions – as shown in the table below:

SQL Server 2000 (32-bit) or MSDE 2000 Service Pack Version	Microsoft End Of Support Date
RTM (Initial Release)	Ended
Service Pack 1	28/02/2002
Service Pack 2	07/04/2003
Service Pack 3	Ended
Service Pack 3a	10/07/2007
Service Pack 4	09/04/2013

NOTE: Although it might still be possible to run Rx Medical on the above discontinued service pack versions, MedTech **WILL NOT** be able to provide support if a practice encounters problems while running on any service pack versions older than Microsoft SQL Server 2000 (32-bit) SP4 or MSDE 2000 SP4.

If you are currently using one of these discontinued service pack versions, MedTech strongly advises your practice to UPGRADE to SQL Server 2000 (32-bit) SP4 or MSDE 2000 SP4 **AS SOON AS POSSIBLE**.

WARNING: Both Microsoft and MedTech **DO NOT** support SQL Server 2000 (32-bit) SP4 or MSDE 2000 SP4 on ANY DISCOUNTINUED Windows versions. Please refer to the "32-Bit Operating Systems Support" section above for a list of operating systems currently supported by both SQL Server 2000 Service Pack 4 and Rx Medical.

64-Bit Microsoft SQL Server Support

Medtech **DOES NOT** recommend deploying Rx Medical on any 64-Bit Microsoft SQL versions – due to the fact that the currently supported versions of Rx Medical are 32-Bit based, and no software development and testing are being conducted on any 64-Bit operating systems environment at this stage.

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

Microsoft SQL 2005 (32-Bit) Support

Until Medtech Software can confirm Microsoft SQL Server 2005 is compatible with Rx Medical, please **DO NOT** attempt to upgrade your current systems to any Microsoft SQL 2005 versions.

WARNING: Medtech **WILL NOT** be able to provide any support to sites who have upgraded to Microsoft SQL 2005 without first consulting with Medtech.

For sites that might be upgrading to Microsoft SQL 2005 soon, please be aware that Medtech only plans to support the following editions in line with our currently supported Microsoft SQL versions:

"To-Be" Supported Microsoft SQL 2005 Editions	Express Edition (32-bit)
	Workgroup Edition (32-bit)
	Standard Edition (32-bit)
	Enterprise Edition (32-bit)

Non Supported Microsoft SQL 2005 Editions	Compact Edition
	Developer Edition
	Any 64-Bit Editions

Microsoft SQL 2008 (32-Bit) Support

Until Medtech Software can confirm Microsoft SQL Server 2008 is compatible with Rx Medical, please **DO NOT** attempt to upgrade your current systems to any Microsoft SQL 2008 versions.

WARNING: Medtech **WILL NOT** be able to provide support if a practice encounters problems while running on any Microsoft SQL 2008 versions.

For sites that might be upgrading to Microsoft SQL 2008 soon, please be aware that Medtech only plans to support the following editions in line with our currently supported Microsoft SQL versions:

"To-Be" Supported Microsoft SQL 2008 Editions	Express Edition (32-bit)
	Workgroup Edition (32-bit)
	Standard Edition (32-bit)
	Enterprise Edition (32-bit)

Non Supported Microsoft SQL 2008 Editions	Compact Edition
	Developer Edition
	Web Edition
	Any 64-Bit Editions

Electronic Claiming Deployment Considerations

MedClaims – Rx Medical Version 4.x.x

- Medicare Australia has 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 (HIC Online) – Rx Medical Version 4.5.x/5.x

- Please refer to the "Additional Server Requirements" and "Firewall / Proxy Requirements" sections above for connection requirements.
- All Rx Medical Clients that require access to Bulk Bill and Repat Batching, Patient Claims, and Online Patient Verification MUST also have "HIC Online Components" installed locally on the client computer.
- Java 1.5.0.06 MUST be the NEWEST Java version installed on 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.

IMPORATNT: It is a known issue that HCN Medical Director updates could damage the Medicare Australia Online configurations for Rx Medical. If you encounter Medicare Australia Online transmission errors after installing any Medical Director updates, you can simply reinstall the "HIC Online Components" from the Rx Medical Version 5.0 CD, on each of the affected computers to restore the configurations for Rx Medical.

Third-Party Software Integration Considerations

Microsoft Excel and Word Integration

- Each computer that requires the ability to create and view Word Letters MUST have Word installed.
- Each computer that requires the ability to export data from Rx Medical Reports for analysis SHOULD have Excel installed.

The following versions of Excel and Word are currently supported by Medtech:

Supported Office Versions	Office 2000
	Office XP
	Office 2003

IMPORTANT: To enable the above supported Word versions to function properly, you MUST set the option "Utilities → User Options → Settings - 1 → MS Word Version Used" to **"MS Word 2000"**.

WARNING: Although it might be possible to integrate Rx Medical 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 Rx Medical, users can insert advanced components into any Word Letters 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 Word Letter could become exceptionally large.

The most common scenario is where huge images are being used as letterhead logos in Word Templates. Obviously enough, the same over-sized logos will be saved into EVERY SINGLE Word Letter 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 Word Letters 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?

IMPORTANT: Keep in mind that the above image resolution and size considerations do not necessary only apply to Word Letters and Templates, but to any other document types that can be inserted via "Register →

Document", such as images, Excel spreadsheets, and PowerPoint presentations to name a few.

NOTE: If large images or documents cannot be avoided, it is HIGHLY RECOMMENDED to save these files externally (i.e. do not save them into the RxSQL database), and create a link to the external image or document files via "Register → Link External File".

MYOB Integration

- Each computer that requires the ability to export General Ledger File from Rx Medical in MYOB format SHOULD have MYOB installed.
- The last compatibility testing performed with Rx Medical was MYOB Accounting Version 10. If you practice encounters a problem while using a newer version of MYOB, please contact the Medtech Helpdesk for assistance.
- If your practice uses another accounting package that can import "comma delimited" text files (i.e. *.CSV files), you may be able to use the MYOB Link, then manually import the Rx Medical data from this "comma delimited" text file into your accounting system.

Intuit/Reckon QuickBooks Integration

- Each computer that requires the ability to export General Ledger File from Rx Medical in QuickBooks format SHOULD have QuickBooks installed.
- The last compatibility testing performed with Rx Medical was QuickBooks Pro Version 7. If you practice encounters a problem while using a newer version of QuickBooks, please contact the Medtech Helpdesk for assistance.

irwinSolutions smartAPPOiNT Integration

- Please refer to the "Additional Server Requirements" and "Firewall / Proxy Requirements" sections above for connection requirements.

Clinical Package Integration

- Each computer that requires the ability to link to a Clinical Package (i.e. Medtech32, Medical Director, or Locum) MUST have the Clinical Package's application and/or required components installed.
- For detailed information on how to install and configure the Clinical Package, please refer to the documentation supplied by the vendor.

If you require further information, please do not hesitate to contact the Medtech Helpdesk on 1300 362 333, or email ausupport@medtechglobal.com.

