



RELEASE NOTES

Medtech32

Inbox Performance Update

(August 2011)



IMPORTANT NOTE

Medtech recommends that all Medtech upgrades and database back-up and restore processes are performed by a **Medtech Certified Technician** or your Practice Technician.

For a list of Medtech Certified technicians please visit the Medtech Global Website:

www.medtechglobal.com

These Release Notes contain important information for all Medtech Users. Please ensure that they are circulated amongst all your staff. We suggest that these notes are filed safely for future reference.

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Summary of Changes

1) Inbox Performance Update

A number of sites have advised that after installing Version 19.10 they experienced performance issues with their Inbox, particularly when accessing and viewing scanned documents.

Medtech have identified the cause of the issue and this update will resolve it by re-applying the necessary Indexes on the Blob Database Tables where required.

Installation Prerequisites

Please review the following prerequisites and ensure they are met prior to installation;

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

1. Your practice **MUST** be on **Medtech32 Version 19.10 (any build) or above**. If you **ARE NOT** on Medtech32 Version 19.10 (any build) or above, please **DO NOT** continue.
2. Ensure **ALL** users (including remote users) have logged out of Medtech32 and **ALL** scheduled utilities, backup or maintenance tasks that require access to the databases have been stopped.
3. Please ensure the Medtech32 Scheduler, NIR Directory Monitoring Utility, ACC Directory Monitor and ManageMyHealth Online Appointments Manager are shut down prior to running the update.
4. Ensure the person(s) who will be performing the upgrade have read through all of the release documentation and installation instructions.
5. Ensure you are logged onto Windows with Administrative rights when performing **ANY** installation, update, or maintenance tasks.
6. This update **MUST** be run on the Medtech32 Server and all users must be logged out of Medtech32.

Medtech 32 Update Installation

1. Ensure that you are running **Version 19.10 (any build) or above** of Medtech32. This can be checked by logging into Medtech32 and selecting **Help ► About Medtech32** (see pre requisites above).
2. Visit our website at www.medtechglobal.com.
3. Select “New Zealand” in the region drop down (top right hand side of the window).
4. Select menu, **Medtech Online ► Medtech32 ► Downloads**. The New Zealand Medtech32 Updates page will be displayed.
5. Here you will find the **Inbox Performance Update (August 2011)**.
6. In the **File Download Security Warning** dialogue box, select **Run**.
7. In the **Open File Security Warning Dialogue** box, select **Run** option.
8. The installation process will begin.
9. Once the update is completed, the following message will be displayed.



For further information on these new features, or any other queries on this update, please contact Medtech Support on 0800 2 MEDTECH (633 832) - Option 1 or send us a fax, toll free on 0800 MEDTECH (633 832) or email: support@medtechglobal.com.