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Tuesday, 24 March 2009

Dear Practice,

MedTech Global is pleased to advise that MedTech Version 18.0 is now ready for General Release after an extensive Beta Test period.

General Release of Version 18.0 to all current MedTech Practices will begin on 25<sup>th</sup> March 2008.

The MedTech Version 18.0 General Release will be a staggered roll-out on a Regional basis. This is to ensure that we are able to provide adequate cover on our support desk for normal operations and upgrade support during the roll out process.

Detailed below you will find all important and relevant information that you need to be aware of for the Version 18 Release. Please ensure that you have read all documentation and the information contained in this notification before attempting to run the Version 18.0 installation.

All documentation can be located in the folders specified below on the Version 18.0 CD, and is also available now on our website [www.medtechglobal.com](http://www.medtechglobal.com), Region: New Zealand ▶ MedTech Online ▶ MedTech32 ▶ Release Notes.

## **MedTech32 Version 18.0** **Information for Release and Installation**

This version is a full copy of MedTech32 and replaces all other previous versions. Please ensure you keep a copy of the enclosed CD as this will be required if you ever need to reinstall MedTech32 at your practice.

**Your practice MUST be on Version 17.2 (or above) to complete this installation. If you are NOT currently on this version, please do NOT attempt to run the installation, and contact MedTech Helpdesk for assistance.**

- Please note that the installation of MedTech32 Version 18.0 may take CONSIDERABLY LONGER than other MedTech32 upgrades in the past, due to changes made to the database structure in order to resolve performance issues and various errors reported by the users.
- Please ONLY run the Upgrade when your site is not required to be up and running in a short amount of time. It is recommended to run the Upgrade afterhours or on the weekend where you would have ADEQUATE TIME to complete the Upgrade.
- The amount of time required to run the Upgrade is dependent on the specification of your server and the size of ALL databases.

## Installation Pre-Requisites

1. Ensure the person(s) who will be performing the upgrade have read through all of the release documentation and installation instructions.

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

2. Ensure you are ALWAYS logged onto Windows with administrative rights when performing ANY installation, update, or maintenance tasks.
3. Ensure ALL Briefcasing laptops with outstanding Briefcased data MUST be checked-in Prior To running the update.
4. Ensure the minimum version and build requirements are met.
5. Ensure a SUCCESSFUL Interbase BackUp and Restore has been performed on ALL databases.
6. Ensure you have a COMPLETE backup of the MT32 directory, and ALL databases located in the MT32\Data directory.
7. 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.

**NOTE:** ALL Briefcasing laptops MUST be updated to the same version and build as the MedTech32 Server.

## Supported Operating Systems

MedTech32 Version 18.0 only supports the following versions of Microsoft Windows.

<b>Supported Operating Systems</b>	Windows 2000 Server
	Windows 2003 Server (32-bit only)
	Windows 2000 Professional
	Windows XP Professional (32-bit only)
<b>Up-Coming Operating System Support</b>	Windows Vista Will be supported with the Release of Interbase 2007 to follow shortly after Version 18 Installation.

Although it might be possible to run MedTech32 on other versions of Windows, MedTech WILL NOT be able to provide support if a practice encounters problems while running on any operating systems not listed above.

## **Interbase BackUp and Restore**

Prior to running the Version 18.0 upgrade, a SUCCESSFUL Interbase Back Up and Restore MUST be performed on ALL of your databases.

**WARNING:** If you encounter ANY errors during Interbase BackUp and Restore which prevents you from completing the Backup and Restore process, DO NOT continue with the installation. Please LOG the exact errors you have encountered, and contact MedTech Helpdesk for assistance.

The Interbase Back Up and Restore procedure should not be attempted during normal working hours due to the amount of time this process may take. The amount of time require will vary depending on your database size and hardware specifications.

It is also recommended that an Interbase BackUp and Restore is run on a REGULAR basis (at least every 1-3 months depending on the database size and transactions volume) to ensure that your databases are healthy and can operate at optimum state.

Please read and follow the documentation included on the Version 18.0 CD to complete your Interbase Back Up and Restore processes:

- Interbase Backup and Restore – \Documents\Interbase 7.1 Documents\IB7.1 Backup and Restore Instructions.rtf

## **MedTech32 and Database Backup**

Not only is it important to make sure that you complete a full Interbase BackUp and Restore before installing this upgrade, it is also important that you have a COMPLETE backup of your MedTech32 installation, i.e. the MT32 directory. You MUST also backup ALL databases, which are normally located in the MT32\Data directory.

This is essential to ensure if there are any issues during the upgrade, you will be able to roll back your MedTech32 installation to the original version.

For additional safety, it is recommended to store the backup medium in a different physical location from the database server, e.g. on external media such as CD, tape, USB or NAS storage device.

### **Important Note Re: Database Backup**

**WARNING:** Prior To backing up (including copy or paste or move or rename) ANY database file, it is important that Interbase Server MUST be stopped in order to avoid corruptions. Once backup has been completed, Interbase Server can then be restarted.

#### Stopping Interbase 7.1 Server (Before backup)

- On the server, go to Start ► Programs ► Interbase ► Server Manager, click on Stop.

#### Restarting Interbase 7.1 Server (After backup)

- On the server, go to Start ► Programs ► Interbase ► Server Manager, click on Start.

## **Release Notes**

A softcopy of the Release Notes is included on the Version 18.0 CD – *\Documents\Release Notes and Other Documents\MT32 Release Notes.rtf*

Release Notes can also be accessed from within MedTech 32 by selecting from the Main Menu - *Help ► Release Notes*

Please ensure that you read the Release Notes thoroughly as they include important information relating to the changes to existing MedTech functionality and the new Modules that have been introduced.

## **ManageMyHealth™ SMS Interface**

The ManageMyHealth™ SMS Interface is a new feature in MedTech32 Version 18.0, which enables users to send SMS Messages to patients for Appointment Reminders.

A softcopy of the Release Notes is included on the Version 18.0 CD – *\Documents\Release Notes and Other Documents\V18 ManageMyHealth SMS Release Notes.pdf*

The additional components required to be installed prior to using the ManageMyHealth™ SMS Interface can be located on the Version 18.0 CD – *\Options\ManageMyHealth-SMS-Applications*

**NOTE:** If you are interested in using the ManageMyHealth™ SMS Interface, you must first register for a SMS practice account and a user account with MedTech.

If you require further information on the ManageMyHealth™ SMS Interface or the registration procedures, please do not hesitate to contact the MedTech Helpdesk on 09 358 0116 (Option 1), or email [nzsupport@medtechglobal.com](mailto:nzsupport@medtechglobal.com)

## **ManageMyHealth™ Client Adapter for MedTech32**

MedTech32 Version 18 enables the use of the ManageMyHealth™ Portal.

A softcopy of the Release Notes is included on the Version 18.0 CD – *\Documents\Release Notes and Other Documents\V18 Manage My Health Release Notes.pdf*

The additional components required to be installed prior to using the ManageMyHealth™ Client Adapter can be located on the Version 18.0 CD – *\Options\ManageMyHealth-Applications*

**NOTE:** If you are interested in using ManageMyHealth™, you must first register for a practice account with MedTech.

If you require further information on the ManageMyHealth™ Client Adapter or the registration procedures, please do not hesitate to contact the MedTech Helpdesk on 09 358 0116 (Option 1), or email [nzsupport@medtechglobal.com](mailto:nzsupport@medtechglobal.com)

## **Helpdesk Assistance**

At any time during the installation process – if you feel that you need to confirm instructions, get advice, or have run into an error message – please contact the MedTech Helpdesk for assistance.

The Helpdesk will be available during Normal Office-Hours – i.e. between 8:00am and 5:00pm, Monday to Friday.

Outside of normal business hours you may contact MedTech Support on the Pager Number: 026 116 986 and your call will be returned as soon as possible.

## **After-Hours/Weekend Support Service Registration Procedure**

To support you in the upgrade to Version 18.0 the MedTech HelpDesk will be open on the following two weekends:

- Saturday 18<sup>th</sup> April/Sunday 19<sup>th</sup> April – 9.00am – 4.00pm
- Saturday 2<sup>nd</sup> May/Sunday 3<sup>rd</sup> May – 9.00am – 4.00pm

To ensure we have accurate cover for these weekends we request that if you plan to call the Support Desk you complete and fax back the *Weekend Support Request Form* which is available on the website along with all other Version 18 documentation.

Those calling the support desk over the weekend that have registered for assistance will be attended to by the staff rostered on to take your calls.

Anyone contacting the support desk over the weekend that has not registered for assistance may not be attended to immediately, and registered practices will take priority.

The registration should be lodged at least one week before the relevant support weekend in order to ensure that we can allocate our support staff to serve your queries.

If you have any queries regarding the installations and functionalities for MedTech32 Version 18.0, please do not hesitate to contact the MedTech Helpdesk on 09 358 0116 (Option 1), or email [nzsupport@medtechglobal.com](mailto:nzsupport@medtechglobal.com)

Kind Regards

MedTech Global Limited