

# Medtech32 Version 19

## Installation Instructions



### **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](http://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 they notes are filed safely for future reference.*

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For further information on these new features, or any other queries regarding the Version 19 Installation Process, 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: [nzsupport@medtechglobal.com](mailto:nzsupport@medtechglobal.com).

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## Installation Prerequisites

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

1. Your practice **MUST** be on **Medtech32 Version 18.17** or above. If you ARE NOT on Medtech32 Version 18.17, please **DO NOT** continue.
2. Ensure a SUCCESSFUL Interbase BackUp and Restore has been performed on ALL databases.
3. Ensure you have a COMPLETE backup of the MT32 directory, and ALL databases located in the MT32\Data directory.
4. 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.
5. Please ensure the Medtech32 Scheduler, NIR Directory Monitoring Utility, ACC Directory Monitor, Clinical Audit Tool Action Monitor and ManageMyHealth Online Appointments Manager are shut down prior to running the update.
6. Please ensure that the ManageMyHealth Communicator Windows Service and the ManageMyHealth SMS Communicator Windows Service are shut down prior to running the update. **Note:** These will need to be manually restarted after running the Version 19.0 installation.
7. Ensure the person(s) who will be performing the upgrade have read through all of the release documentation and installation instructions.

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

8. Ensure you are logged onto Windows with Administrative rights when performing ANY installation, update, or maintenance tasks.

**IMPORTANT:** If the practice has been setup and configured to use the SureMed Insurance Form then you **MUST** be logged onto Windows with Domain Administrator rights when performing the upgrade to Version 19.0 . Failure to do this may result in disruption to the SureMed Insurance Form functionality and may require re-configuration.

Please refer to the SureMed Connected Care Installation Checklist-19072010.pdf on the Version 19.0 installation CD in the \Documents\Release Notes and Other Documents\SureMed Forms Documentation folder.

9. This update **MUST** be run on the Medtech32 Server and all users must be logged out of Medtech32.
10. Ensure ALL Briefcasing laptops with outstanding Briefcased data **MUST** be checked-in Prior To running the update.
11. This update must also be run on any laptop that is used for Briefcasing.

**NOTE:** ALL Briefcasing laptops **MUST** be updated to the same version and build as the Medtech32 Server.

## Medtech32 and Database Back-up

Prior to running any Medtech32 upgrade it is important that you have first COMPLETED a back-up of your Medtech32 database, i.e. the MT32 directory and ALL databases, which are normally located in the MT32\Data directory - before any updates (small or large) are installed.

This step is essential in order to ensure that if there are any issues encountered 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 back-up medium in a different physical location from the database server, e.g. on external media such as CD, tape, USB or NAS storage device.

## Interbase Back-up and Restore

Prior to running any major CD upgrade provided by Medtech, a SUCCESSFUL Interbase Back-Up and Restore MUST also be performed on ALL of your databases.

**WARNING:** If you encounter ANY errors during the Interbase Back-Up and Restore which prevents you from completing the Back-Up and Restore process, DO NOT continue with the installation. Please LOG the exact errors you have encountered, and contact the 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 required will vary depending on your database size and hardware specifications.

It is also recommended that an Interbase Back-up and Restore is run on a REGULAR basis (at least every 1-3 months depending on the database size and transaction volumes) to ensure that your databases are healthy and continue to operate in an optimum state.

# Installation Upgrade Checklist

Pre-Requisite Procedures	
<p>The practice is on Medtech32 Version 18.17 or above.</p> <p><b>NOTE:</b> If the practice is <u>NOT</u> on Medtech32 Version 18.17, please <u>DO NOT</u> continue.</p>	<input type="checkbox"/>
<p>A <u>SUCCESSFUL</u> Interbase BackUp and Restore has been performed on <u>ALL</u> databases.</p>	<input type="checkbox"/>
<p>A <u>COMPLETE</u> backup of the MT32 directory, and <u>ALL</u> databases located in the MT32\Data directory has been completed successfully.</p>	<input type="checkbox"/>
<p><u>ALL</u> users (including remote users) have logged out of Medtech32 and <u>ALL</u> scheduled utilities, backup or maintenance tasks that require access to the databases have been stopped.</p>	<input type="checkbox"/>
<p>The Medtech32 Scheduler, NIR Directory Monitoring Utility, ACC Directory Monitor, Clinical Audit Tool Action Monitor and ManageMyHealth Online Appointments Manager have been shut down.</p>	<input type="checkbox"/>
<p>The ManageMyHealth Communicator and the ManageMyHealth SMS Communicator windows services have been shut down.</p> <p><b>NOTE:</b> These will need to be manually restarted after running the Version 19.0 installation.</p>	<input type="checkbox"/>
<p>The release notes and installation instruction documentation has been reviewed and is understood.</p> <p><b>IMPORTANT:</b> This documentation contains valuable information that, if not read, could seriously affect the upgrade progress and/or possible down time of your network.</p>	<input type="checkbox"/>
<p>Ensure you are logged onto Windows with Administrative rights when performing <u>ANY</u> installation, update, or maintenance tasks.</p> <p><b>IMPORTANT:</b> If the practice has been setup and configured to use the SureMed Insurance Form then you <b>MUST</b> be logged onto Windows with <u>Domain Administrator</u> rights when performing the upgrade to Version 19.0 . Failure to do this may result in disruption to the SureMed Insurance Form functionality and may require re-configuration.</p> <p>Please refer to the SureMed Connected Care Installation Checklist-19072010.pdf on the Version 19.0 installation CD in the \Documents\Release Notes and Other Documents\SureMed Forms Documentation folder.</p>	<input type="checkbox"/>

<u>ALL</u> Briefcasing laptops with outstanding Briefcased data have been checked-in.	<input type="checkbox"/>
You are logged onto the Medtech32 Server and all users are logged out of Medtech32.	<input type="checkbox"/>

### Installation Procedures

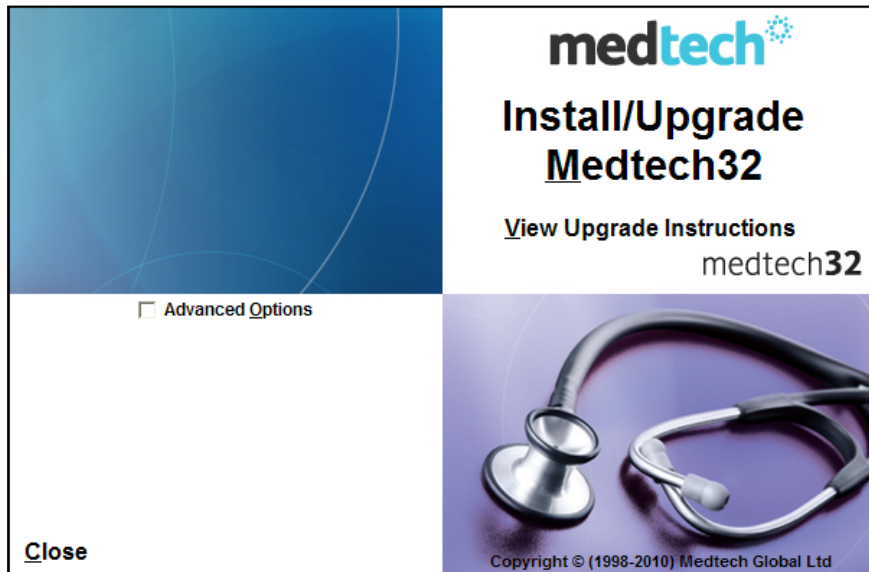
The update has been run on the Medtech32 Server.	<input type="checkbox"/>
The update has been run on any laptop that is used for Briefcasing. <b>NOTE:</b> <u>ALL</u> Briefcasing laptops <b>MUST</b> be updated to the same version and build as the Medtech32 Server.	<input type="checkbox"/>

### Post Installation Procedures

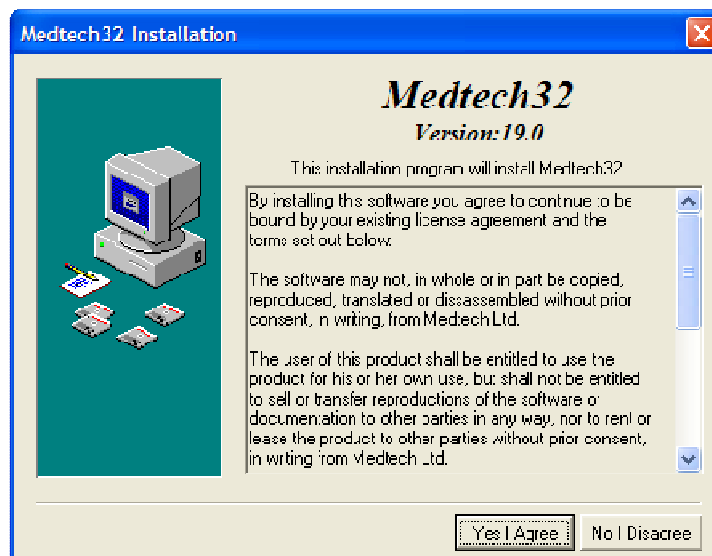
If any of the following utilities were shut down prior to installation, please ensure they are restarted: <ul style="list-style-type: none"> <li>a. Medtech32 Scheduler</li> <li>b. NIR Directory Monitoring Utility</li> <li>c. ACC Directory Monitor</li> <li>d. Clinical Audit Tool Action Monitor</li> <li>e. ManageMyHealth Online Appointments Manager</li> </ul>	<input type="checkbox"/>
If any of the following windows services were shut down prior to installation, please ensure they are restarted: <ul style="list-style-type: none"> <li>a. ManageMyHealth Communicator</li> <li>b. ManageMyHealth SMS Communicator</li> </ul>	<input type="checkbox"/>
Login to Medtech32 and ensure database connection is successful.	<input type="checkbox"/>

## Medtech32 Update Installation

1. Ensure that you are running **Version 18.17 or higher** of Medtech32. This can be checked by logging into Medtech32 and selecting **Help ► About Medtech32** (see pre requisites above).
2. Please insert the Version 19.0 CD into the CD drive.
3. The installation options screen will appear.



4. Select Install/Upgrade Medtech32.
5. The update installation screen will appear.

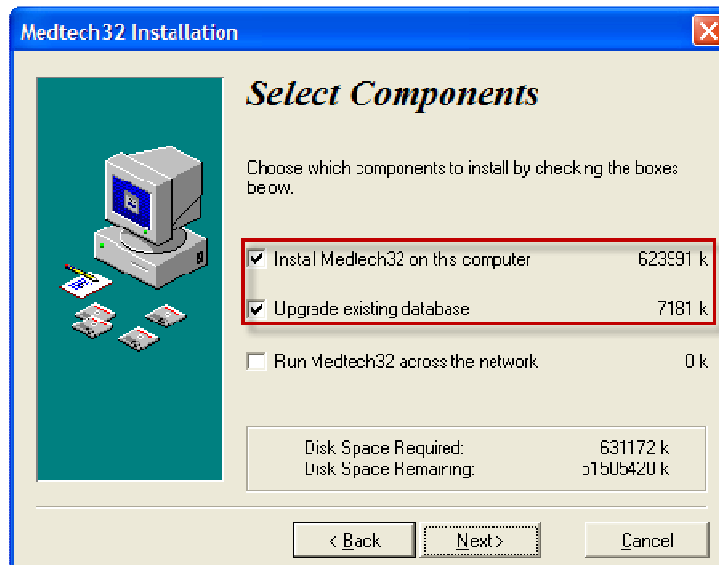


6. Please read the Software License Agreement screen.

7. To continue with the installation, click on “Yes I Agree”.

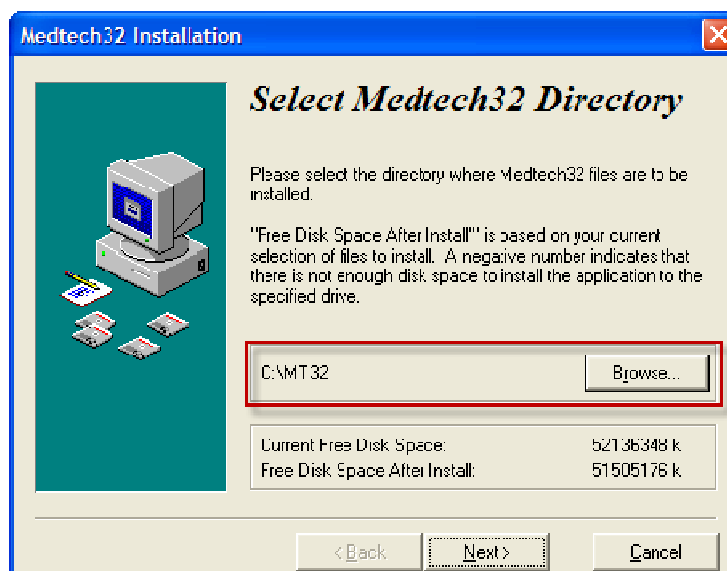
**Note:** If you do not want to continue with the installation process and want to cancel the installation click on “No I Disagree”.

8. Upon clicking “Yes I Agree”, the update will continue.
9. Ensure that the first two options on the Select Components screen are ticked

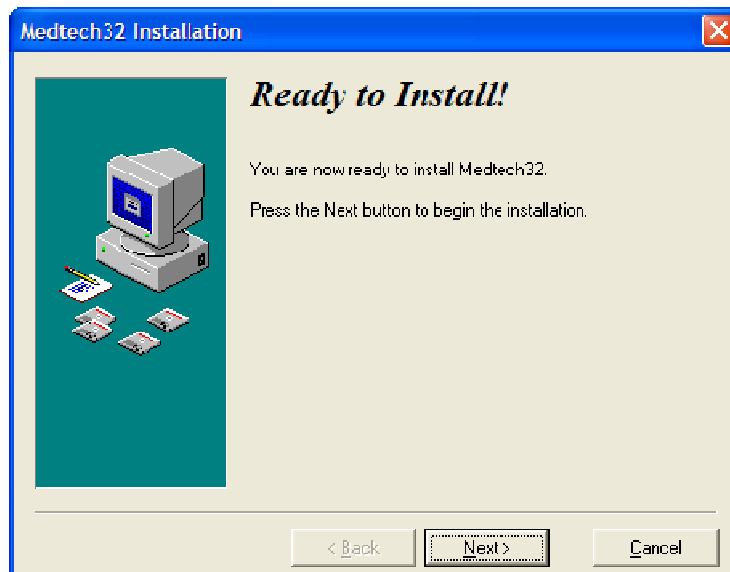


10. Click on Next, the update will continue.

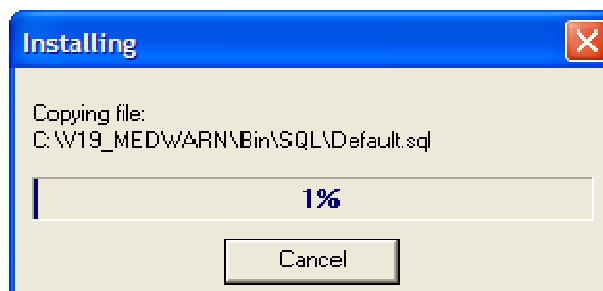
11. Ensure that the Medtech32 installation directory is correct.



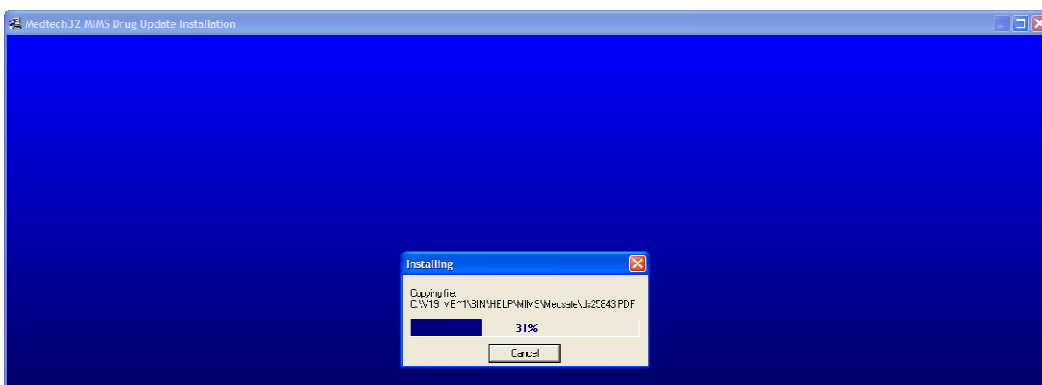
12. Click on Next, the update will continue



13. Click on Next, the installation process will commence.

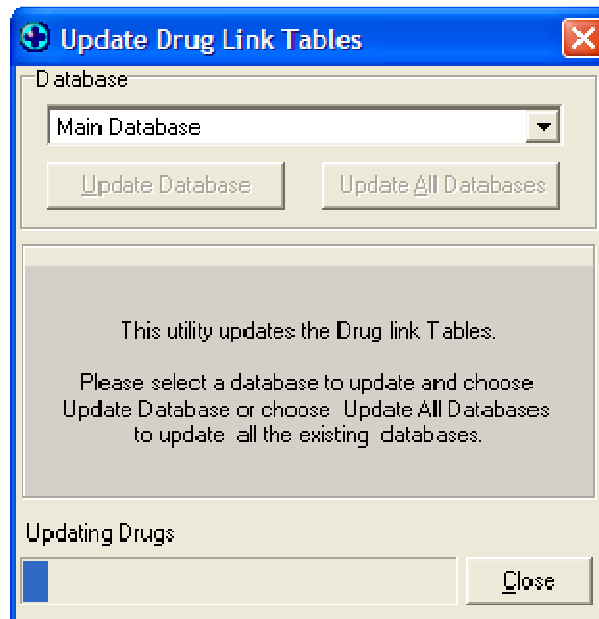


14. The August 2010 MIMS Drug Update will run.



**IMPORTANT NOTE:** It is critical that you do not cancel or stop the drug update from running during the upgrade as this may affect your prescription and drug data.

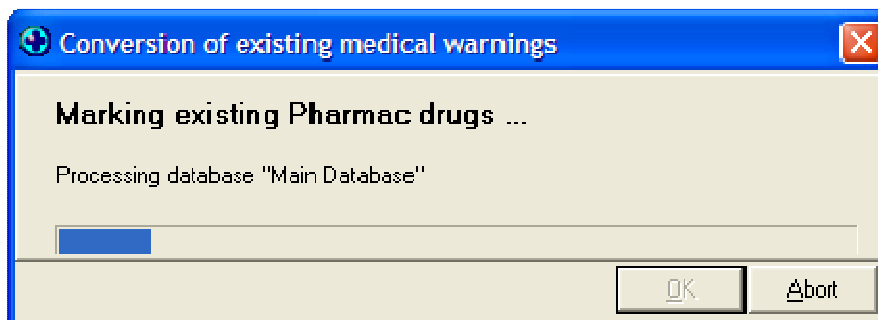
15. The **Update Drug Link Tables** upgrade utility will be displayed and it will process all databases



**IMPORTANT NOTE:** It is critical that you do not cancel or stop this utility from running during the upgrade as this may affect your prescription and drug data.

The Update Drug Link Tables utility may take some time to run through all databases based on the hardware specifications of the Server and the size of the database.

16. The **Conversion of Existing Medical Warnings** upgrade utility will be displayed and it will process all databases



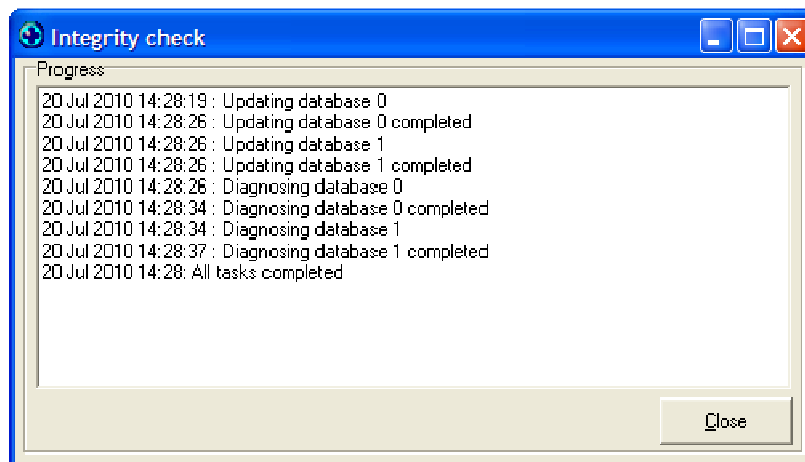
**IMPORTANT NOTE:** It is critical that you do not cancel or stop this utility from running during the upgrade as this may affect your medial warning data.

The Conversion of Existing Medical Warnings utility may take some time to run through all databases based on the hardware specifications of the Server and the size of the database.

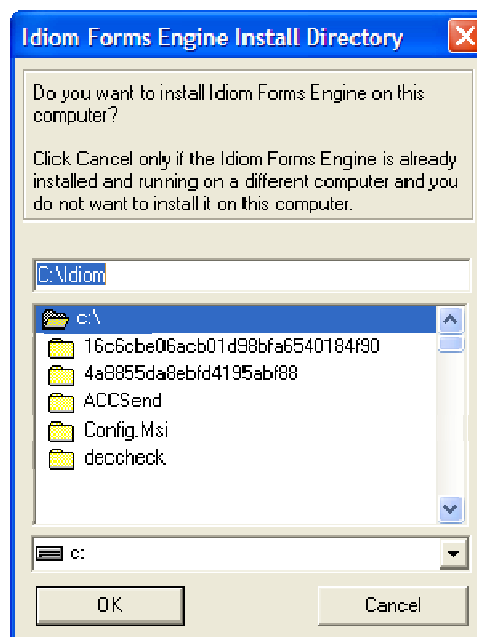
17. The **2010 Date Correction Update** will be run for all installations. The following message will appear. Click on Run to continue with the process.



18. Once the 2010 Date Correction Update has completed processing, the Integrity Check window will display 'All tasks completed'. Click on Close to continue with the installation.



19. The following screen will be displayed if you do not have ConnectedCare installed on this computer.

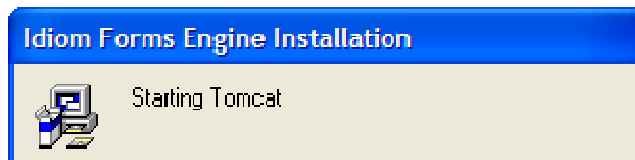
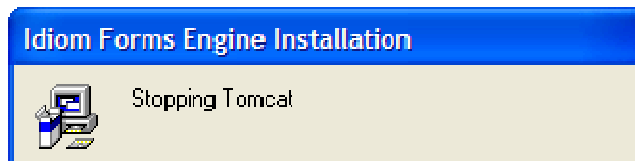


20. Select the directory where you would like to install Idiom Forms Engine and click OK to install ConnectedCare.

21. The installation screen will appear for ConnectedCare.

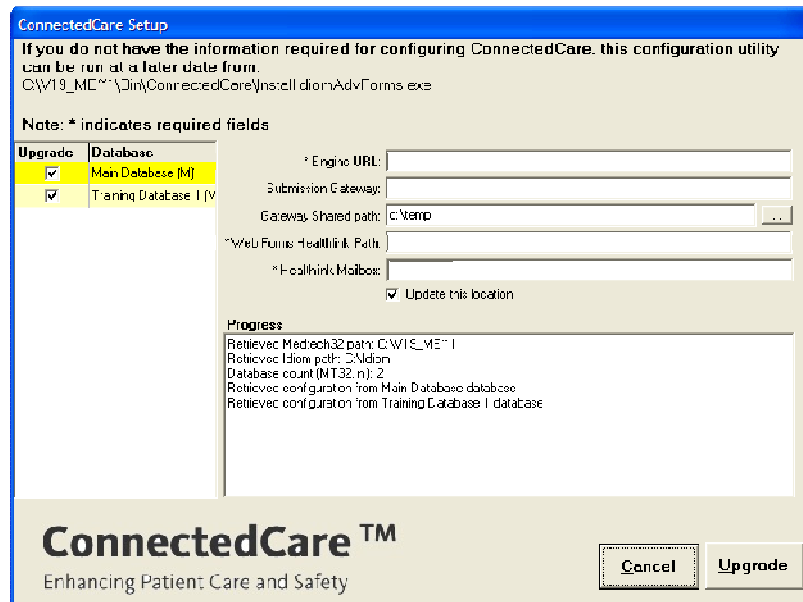


22. The Tomcat Service will be stopped and started during the installation of ConnectedCare.



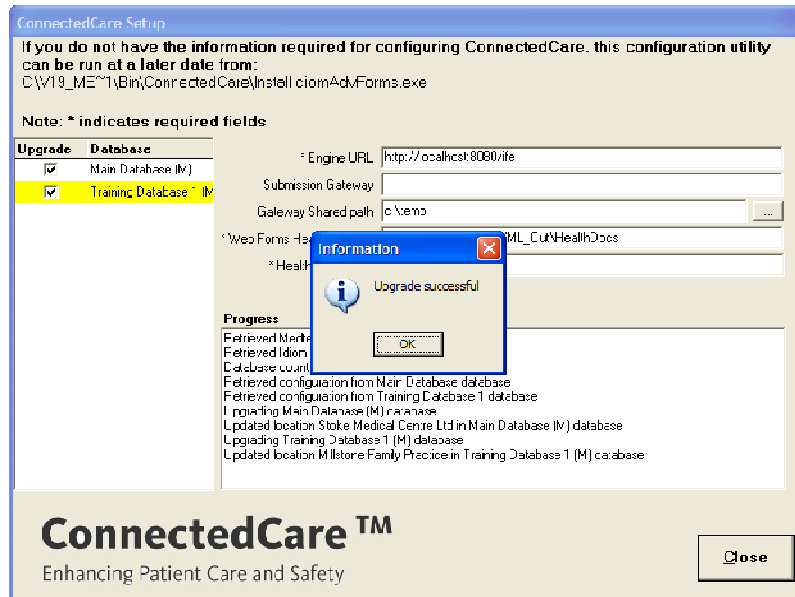
23. The **ConnectedCare Setup** screen will open.

This enables you to select the database and configure **Location Settings** for using the **Webforms** functionality.

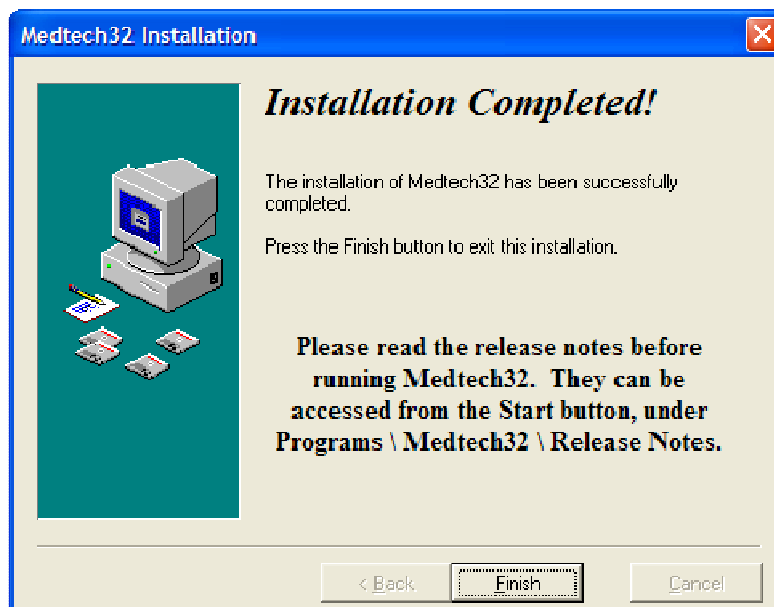


By default, all databases will be selected. If the Web Forms section is blank within Medtech Location settings, the ConnectedCare setup will automatically place a default value in the Engine URL, Gateway Shared path and Web Forms Healthlink path.

24. Click on the **Upgrade** button.
25. Once the setup changes have been applied and selected forms have been imported into Medtech, you will see a message: **'Upgrade successful'**. Click **OK** on the message.



26. Click on the **Close** button to continue with the upgrade.
27. Once the update is completed the following message will be displayed.



28. Click on **Finish** to complete the installation
29. If prompted to restart your machine after installation please do so.
30. Ensure all Laptops utilised for Briefcasing are upgraded as per the above instructions.

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## Post Installation Procedures

1. If any of the following utilities were shut down prior to installation, please ensure they are restarted:
  - a. Medtech32 Scheduler
  - b. NIR Directory Monitoring Utility
  - c. ACC Directory Monitor
  - d. Clinical Audit Tool Action Monitor
  - e. ManageMyHealth Online Appointments Manager
  
2. If any of the following windows services were shut down prior to installation, please ensure they are restarted:
  - a. ManageMyHealth Communicator
  - b. ManageMyHealth SMS Communicator
  
3. Login to Medtech32 and ensure database connection is successful.

If you have any questions regarding the information contained in these Release Notes please contact:

Medtech Helpdesk on **0800 2 MEDTECH (633 832) - Option 1**