



Installation Instructions

Medtech32

Version 19.11 Build 3347 Update

(September 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 Installation Instructions 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.

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 19.11 Build 3270 or above**. If you **ARE NOT** on Medtech32 Version 19.11 Build 3270 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. A full **Interbase BackUp and Restore** process **MUST** be completed on all practice databases before attempting to complete this update.
5. You **MUST** ensure your standard backup of all Medtech databases and Medtech application installation directory is completed before attempting to complete this update.
6. Ensure the person(s) who will be performing the upgrade has read through all of the release documentation and installation instructions.
7. Ensure the person who is performing the upgrade is logged onto Windows with Administrative rights when performing **ANY** installation, update, or maintenance tasks.
8. This update **MUST** be run on the Medtech32 Server and all users must be logged out of Medtech32.
9. This update **MUST** also be run separately on any laptop that is used for Briefcasing and also ensure that your Briefcase machine is disconnected from the network before running the upgrade.

Medtech 32 Update Installation

1. Ensure that you are running **Version 19.11 Build 3270 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 **Version 19.11 Build 3347 Update (September 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 screen will appear.



9. The installation process will begin.
10. The installation will now begin and appropriate files will be placed on the machine and necessary utilities run to complete the upgrade process.
11. The DB Structure Check will be run during installation.
12. The Upgrade SQL will be run during installation.
13. Once the update is completed, the following message will be displayed.



For further information on installation of this update, or any other queries regarding this Version 19.11 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.