

Medtech32 Australia System Requirements

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For further information or any other queries regarding the Hardware & Software Requirements, please contact the Medtech Helpdesk on 1800 148 165 Option 1, or email support@medtechglobal.com.

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Client/Server System Requirements

Below is a list of the minimum and recommended system requirements for an ideal Medtech32 Client/Server environment. The following requirements assumed both the Server and the Workstations will not be running any other applications or services other than Medtech32 and Embarcadero Interbase.

Depending on the volume of transactions and the amount of digital images (such as scanned documents and digital camera photos) 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 with your QUALIFIED IT technician/service provider, or contact one of the Medtech Channel Partners prior to purchasing any new computing equipment.

System Requirements	Minimum	Recommended
Server Requirements with up to 5 Workstations	Intel Pentium Dual-Core CPU or Equivalent	Intel Core Dual-Core CPU or Equivalent
	2GB DDR2 RAM	4GB DDR3 RAM
	150GB SATA2 7200rpm HDD (15% free space)	300GB SATA3 10000rpm HDD (15% free space)
	Power Surge Protector	Standard UPS
	Windows Vista/7 Professional	Windows 2008/2008 R2 Foundation Server



Client/Server System Requirements

System Requirements	Minimum	Recommended
Server Requirements with up to 10 Workstations	Intel Core Dual-Core CPU or Equivalent	Intel Core Quad-Core CPU or Equivalent
	4GB DDR2 RAM	4GB DDR3 RAM
	2 x 150GB SCSI320 or SATA2 7200rpm HDD on RAID1 (15% free space)	2 x 300GB SAS2 or SATA3 10000rpm HDD on RAID1 (15% free space)
	Standard UPS	Smart UPS with Serial or USB Interface
	Windows 2003/2008 Standard Server	Windows 2008/2008 R2 Standard Server
Server Requirements with up to 25 Workstations	Intel Xeon Dual-Core CPU or Equivalent	Intel Xeon Quad-Core CPU or Equivalent
	4GB DDR2 ECC RAM	8GB DDR3 ECC RAM
	2 x 300GB SCSI320 or SAS 10000rpm HDD on RAID1 (15% free space)	3 x 300GB SAS2 or SATA3 10000rpm HDD on RAID5 (15% free space)
	Smart UPS with Serial or USB Interface	Smart UPS with Serial or USB Interface + Redundant Power Supply



Client/Server System Requirements

System Requirements	Minimum	Recommended
Server Requirements with up to 25 Workstations	Windows 2003/2008 Standard Server	Windows 2008/2008 R2 Standard Server
Server Requirements with up to 50 Workstations	Intel Xeon Quad-Core CPU or Equivalent	Intel Xeon Hexa-Core CPU or Equivalent
	4GB DDR2 ECC RAM	8GB DDR3 ECC RAM
	3 x 300GB SCSI320 or SAS 10000rpm HDD on RAID5 (15% free space)	3 x 300GB SAS2 or SATA3 15000rpm HDD on RAID5 (15% free space)
	Smart UPS with Serial or USB Interface	Smart UPS with Serial or USB Interface + Redundant Power Supply
	Windows 2003/2008 Standard Server	Windows 2008/2008 R2 Standard Server



Client/Server System Requirements

Additional Server Requirements	<p>Deploy 2 x physical hard disk drives or RAID disk sets to separate the following functions:</p> <ol style="list-style-type: none"> 1. Windows OS, Services, Applications, Virtual Memory, and System and Interbase Temp Files. 2. Database Files – i.e. MT32 and BLOB. 	<p>Deploy 3 x physical hard disk drives or RAID disk sets to separate the following functions:</p> <ol style="list-style-type: none"> 1. Windows OS, Services, Applications, and Virtual Memory. 2. System and Interbase Temp Files. 3. Database Files – i.e. MT32 and BLOB.
	DVD or BD Optical Drive (for Medtech32 and Medicare certificates installation and updates)	DVD or BD Optical Drive. (for Medtech32 and Medicare certificates installation and updates).
	Tape or DVD/BDRW or External HDD/SSD/Flash (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)
	Internal Hardware or External Dial-up Modem (if running FaxTech Server)	Internal Hardware or External Dial-up Modem (if running FaxTech Server)



Client/Server System Requirements

Additional Server Requirements	Broadband Internet Connection with Antivirus & Firewall Protection (if running Medicare Australia Online or HI Service, NEHTA PCEHR, SA Workcover eWMC, IF APCC (via Pen CAT), ManageMyHealth™ Portal or SMS, eRX, MediSecure, NPS RADAR, Argus, eClinic, HealthLink, Medical-Objects, or ReferralNet)	Broadband Internet Connection with Antivirus & Firewall Protection (if running Medicare Australia Online or HI Service, NEHTA PCEHR, SA Workcover eWMC, IF APCC (via Pen CAT), ManageMyHealth™ Portal or SMS, eRX, MediSecure, NPS RADAR, Argus, eClinic, HealthLink, Medical-Objects, or ReferralNet)
Workstation Requirements	Intel Pentium Dual-Core CPU or Equivalent	Intel Core Dual-Core CPU or Equivalent
	2GB DDR2 RAM	4GB DDR3 RAM
	150GB SATA2 7200rpm HDD (15% free space)	300GB SATA3 7200rpm HDD (15% free space)
	Ethernet NIC (running TCP/IP protocol only)	Fast Ethernet NIC (running TCP/IP protocol only)
	Power Surge Protector	Power Surge Protector
	Windows Vista Professional	Windows 7 Professional
	Internal Hardware Modem or External Serial Modem (if running FaxTech Server)	Internal Hardware Modem or External Serial Modem (if running FaxTech Server)



Client/Server System Requirements

Workstation Requirements	Internal Hardware Modem or External Serial Modem (if running FaxTech Server)	Internal Hardware Modem or External Serial Modem (if running FaxTech Server)
	Broadband Internet Connection with Antivirus & Firewall Protection (if running Medicare Australia Online or HI Service, NEHTA PCEHR, SA Workcover eWMC, IF APCC (via Pen CAT), ManageMyHealth™ Portal or SMS, eRX, MediSecure, NPS RADAR, Argus, eClinic, HealthLink, Medical-Objects, or ReferralNet)	Broadband Internet Connection with Antivirus & Firewall Protection (if running Medicare Australia Online or HI Service, NEHTA PCEHR, SA Workcover eWMC, IF APCC (via Pen CAT), ManageMyHealth™ Portal or SMS, eRX, MediSecure, NPS RADAR, Argus, eClinic, HealthLink, Medical-Objects, or ReferralNet)



Peer to Peer System Requirements

NOTE: Medtech does NOT recommend Peer-to-Peer networks under any circumstances or environment. Client/Server architecture is always the preferred deployment solution (please refer to the "Client/Server System Requirements" section above).

For small networks (up to 5 users including the server) 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 with up to 5 Users	CPU	QIntel Core Dual-Core CPU or Equivalent
	Memory	4GB DDR2 RAM
	Hard Drive	2 x 300GB SCSI320 or SATA2 7200rpm HDD on RAID1 (15% free space)
	Power Surge Protection	Standard UPS
	Operating System	Windows Vista/7 Professional
	Additional Requirements	Refer to "Additional Server Requirements" as stated in the "Client/Server System Requirements" section above

Note: Medtech does NOT recommend Peer-to-Peer networks under any circumstances or environment. Client/Server architecture is always the preferred deployment solution (please refer to the "Client/Server System Requirements" previous section).



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 For medium to large networks: - SNMP compatible
	Layer 1 Device or Hub-less configuration (NOT recommended)	NOT recommended: - Layer 1 Hub - Cross-over cabling



Network Requirements

Network Requirements	Type	Recommended
Network Device Requirements	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 Medtech32 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
Firewall / Proxy Requirements	Interbase	Allow TCP Port 3050 on internal LAN/WAN
	Medtech32	Allow UDP Port 300 on internal LAN/WAN



Network Requirements

Network Requirements	Type	Recommended
Firewall / Proxy Requirements	Medicare Australia Online (Medtech32 Version 5.0.1 to 5.1.1)	Allow HTTP on Internet for the following domain: - hic.gov.au
	Medicare Australia Online (Medtech32 Version 5.1.3 to 8.1.0)	Allow HTTP on Internet for the following domains: -hic.gov.au -medicareaustralia.gov.au
	Medicare Australia Online (Medtech32 Version 9.0.0 or above)	Allow HTTP on Internet for the following domains: -medicareaustralia.gov.au -humanservices.gov.au
	Medtech CDA Bridge	Allow HTTP Port 60002 on internal LAN/WAN for Medtech32 Server that hosts CDA Bridge
	NEHTA HI Service	Allow HTTPS on Internet for the following domains: -medicareaustralia.gov.au -humanservices.gov.au
	eRX	Allow TCP Port 3440 on internal LAN/WAN Allow HTTP on Internet for the following domain: -service.ern.com.au



Network Requirements

Network Requirements	Type	Recommended
Firewall / Proxy Requirements	MediSecure	Allow TCP Port 5000 on Internet for the following domain: - medisecure.com.au
	NPS RADAR	Allow HTTPS on Internet for: - activities.nps.org.au
	Improvement Foundation APCC (Via Pen CAT)	Allow HTTP on Internet for the following domain: - services.improve.org.au
	NSW Healthelink Electronic Health Record	Allow HTTPS on Internet for: - healthelink.nsw.gov.au
	ManageMyHealth™ Portal	Allow HTTP and HTTPS on Internet for: - managemyhealth.com.au
	ManageMyHealth™ SMS	Allow HTTP on Internet for: - - sms.managemyhealth.co.nz



Printing Requirements

Printer Requirements	Type	Recommended
Printer Requirements	Driver Compatibility	Windows Driver Model (WDM) compatible
	Driver Language	Recommended: - Printer Command Language 5 (PCL 5) - PostScript (PS) NOT Recommended: - Printer Command Language 6 (PCL 6) - Other manufacturer proprietary languages
	Paper Size	MUST be capable of handling both A4 and A5
	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 paper if required
	Label Printing (optional)	For printing laboratory, medication and mail merge labels if required



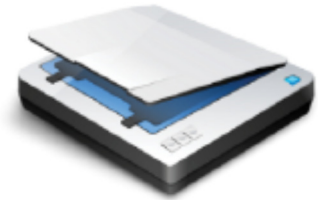
Printing Requirements

Printer Requirements	Type	Recommended
Recommended Printer Models	Recommended (general)	Any commercial-grade standalone laser printers
	Recommended (label)	Any Dymo Label printers
	NOT Recommended	Any consumer-grade printers and all-in-one multifunction devices
	Kyocera Incompatibility	Mini PCL5e drivers should be used instead of KX Extended or KPDL drivers



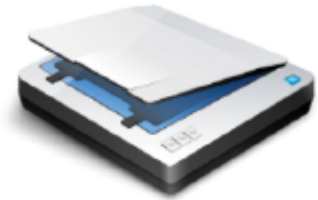
Printer Deployment Considerations

- It has been reported many all-in-one multifunction devices (in particular those of consumer-grade quality, i.e. low-end models) could cause compatibility issues when printing within Medtech32.
NOTE: If in doubt, please consult with your QUALIFIED IT technician/service provider, or contact one of the Medtech Channel Partners to perform proper testing prior to deploying any printers.
- If the practice will be printing on both A4 and A5 papers, then two separate instances of the printer will need to be installed and configured for each paper size.
- When configuring multiple-trays printers in Windows, aside from installing one instance of the printer for each paper size, you will also need to INACTIVATE or DISABLE or make NOT AVAILABLE the unused trays. Any auto-tray-select features will also need to be DISABLED.
- Network Printers with their own IP Addresses will need to be installed as LOCAL printers on the workstations to work efficiently with Medtech32.
- 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.
- Even though no users will be logging onto the Medtech32 Server, a dummy printer MUST be installed on the Server for Medtech32 to function properly.
- All printer names, driver names, and port names MUST conform to the Medtech32 naming convention, i.e. less than 64 characters in length, and avoid using spaces and symbols like \ / : * ? " < > | in the names.
NOTE: Medtech32 Version 6 (or above) has been enhanced to cope with 221 characters for printer names, which is the maximum length allowed by Windows.
- For Kyocera printers, Mini PCL5e drivers should be used instead of KX Extended or KPDL drivers, in order to avoid intermittent illegible document printouts from Medtech32.
NOTE: Please consult with your QUALIFIED IT technician/service provider, or contact one of the Medtech Channel Partners to perform proper testing prior to deploying any Kyocera printers.



Scanning and Digital Imaging Requirements

Printer Requirements	Type	Recommended
Scanner / Digital Camera Requirements	Driver Compatibility	MUST be TWAIN compatible
	Image Input Format Compatibility (Medtech32 Version 5)	Scanning Module Support: - TIFF - TWAIN Medtech Draw Support: - BMP - GIF - JPEG - TIFF - TWAIN
	Image Input Format Compatibility (Medtech32 Version 6 or above)	Scanning Module and Medtech Draw Support: - BMP - GIF - JPEG - TIFF - TWAIN
	Image Storage Format Compatibility	Scanning Module Support: - JPEG (conversion only) - TIFF Medtech Draw Support: - TIFF



Scanning and Digital Imaging Requirements

Printer Requirements	Type	Recommended
Scanner / Digital Camera Requirements	Image Output Format Compatibility	Scanning Module Support: - TIFF
	Paper Size	Capable of handling A4
	Automatic Document Feeder (optional)	For scanning multiple documents if required
Recommended Scanner Models	Recommended	- Canon DR-2050C or DR-2580C - Kodak I30 or I40
	NOT Recommended	Any consumer-grade scanners and all-in-one multifunction devices
Recommended Digital Camera Models	Recommended	-Canon PowerShot A200
	NOT Recommended	Any non TWAIN compatible cameras



Scanner and Digital Camera Deployment Considerations

- Medtech32 can only interface with TWAIN compliant scanners and digital cameras. Aside from the recommended scanner and digital camera models listed above, Medtech CANNOT guarantee other brands or models can be fully integrated with Medtech32.

Note: If in doubt, please consult with your QUALIFIED IT technician/service provider, or contact one of the Medtech Channel Partners to perform proper testing prior to deploying any scanners or digital cameras.

- It has been reported many all-in-one multifunction devices (in particular those of consumer-grade quality, i.e. low-end models) could cause compatibility issues or could limit scanning functionalities when scanning within Medtech32
- Although Medtech32 Version 6 (or above) has been enhanced to enable scanning directly into Medtech32 via the GUI (graphical user interface) of the TWAIN compatible driver/software supplied by the scanner's manufacturer, it is NOT recommended to enable TWAIN GUI Mode unless your scanner does not function properly when scanning directly into Medtech32.
- Network scanners should be installed as LOCAL scanners, i.e. TWAIN driver is locally detectable for Medtech32 Scanning Module to work.
- Scanning via Citrix and Terminal Services sessions is not supported, except for Citrix Metaframe Presentation Server 4.0 (or above).
- When scanning multi-paged documents via the scanner's ADF (automatic document feeder), you can add a blank piece of paper between each document the blank page will be detected as a separator and Medtech32 will automatically create a new Inbox record.

Note: The blank page should ALWAYS be of the maximum paper size that your scanner supports in order for this feature to work properly.

- Duplex scanning is not supported unless all pages to be scanned within the same document have information printed on both sides, as any blank front or back page will be detected as a document separator.



Scanning Resolution and Size Considerations

- Medtech32 Version 6 (or above) has been enhanced to allow a selection of 3 different colour modes when scanning directly into Medtech32. When using one of these modes, the default image resolution will be automatically adjusted in order to ensure the scans will be of a reasonably small size to prevent the database from overgrowing.
- Although Medtech32 Version 6 (or above) allows manually adjusting the colour depth and resolution when scanning with the scanner's graphical user interface (either by scanning directly into Medtech32 or save the image first with the scanning software then import into Medtech32), it is certainly NOT recommended to increase the resolution in ANY colour mode/depth to anything higher than the table below, as doing so will DRAMATICALLY increase the size of the database.
- Unless it is really necessary to save images in full colour, such as when a colour image is required for medical diagnosis purpose, it is NOT recommended to use Full Colour mode on a routine basis in order to prevent the database from overgrowing. Black And White mode should be adequate for most documents without images; while GreyScale mode should be good enough for most with images.

Note: If large images cannot be avoided, it is HIGHLY RECOMMENDED to save these images externally (i.e. do not scan or load them into the Medtech32 Scanning Module), and create a link to the external image files via the Attachments Manager (available in Medtech32 Version 6.2.x Build 2031 or above).

Important: The main purpose of the Medtech32 BLOB database (BLOB.GDB or BLOB.IB) is to store images for the Scanning Module and Medtech Draw. Since Interbase databases (regardless of the Interbase version) has a table size limit of 36GB per table, it is CRITICAL to ensure each BLOB database NEVER exceeds 36GB in order to avoid database corruptions.

Note: The 36GB limit is only applicable to Interbase 2009 or below, and is no longer an issue in Interbase XE and onwards.



Scanning Resolution and Size Considerations

The following table shows the default colour depth and resolution when scanning directly into Medtech32 without the scanner's graphical interface enabled:

Colour Mode	Colour Depth	Resolution
Black And White	1 bit	200 dpi
Greyscale	8 bit	200 dpi
Full Colour	24 bit	150 dpi



Medical Device Requirements

Medical Device Requirements	Type	Recommended
Medicare Device Requirements	Image Format Compatibility (Medtech32 Version 6 or above)	ECG Support: -JPEG Spirometer Support: -TIFF
Medical Device Compatibility	Compatible ECG Device (Medtech32 Version 6 to Version 8)	-Norav Medical PC ECG 1200 Version 4.5.x
	Compatible ECG Device (Medtech32 Version 9 or above)	-Norav Medical PC ECG 1200 Version 5.3.x
	Compatible Spirometer Device (Medtech32 Version 6 or above)	-ndd Medical Technologies EasyOne Spirometer



Medical Device Deployment Considerations

- Aside from the recommended medical device models listed above, Medtech CANNOT guarantee other brands or models can be fully integrated with Medtech32. NOTE: If in doubt, please consult your medical device supplier to perform proper testing prior to deploying any ECG or Spirometer devices.
- To use Medtech32 Medical Device Interface, the Practice MUST have Norav Medical PC ECG 1200 Software and/or nnd Medical Technologies EasyWare Software installed. Medtech CANNOT guarantee other software can be fully integrated with Medtech32.
- An Image Printing Software that can emulate an Image Printer to allow graphs and files to be generated in JPEG and/or TIFF file format (as stated in the above table) MUST also be installed.
- Medtech has sourced a FREEWARE application called PDFCreator, which has been tested with Medtech32 Medical Device Interface. Practices are welcome to install this FREEWARE Image Printer or purchase other compatible commercial software at their own costs.

NOTE: The PDFCreator installer and documentation can be found in the "Extras/Image Printer" folder on any Medtech32 full installation discs.

WARNING: Although Medtech will provide assistance in setting up PDFCreator, but since this is a FREEWARE, it is provided AS IS and Medtech **WILL NOT** be held responsible for any issues revolving around the installation and/or the use of this software.



32/64-Bit Operating Systems Support

Depending on the version of Medtech32 and Interbase installed, the following versions of Microsoft Windows are currently supported by Medtech.

WARNING: Although it might be possible to run Interbase on other non-supported Windows versions that are not listed below, both Medtech and Embarcadero **WILL NOT** be able to provide support if a practice encounters problems while running any versions of Interbase on any non-supported Windows versions.

WARNING: Although it might be possible to run Medtech32 on other non-supported Interbase versions that are not listed below, both Medtech and Embarcadero **WILL NOT** be able to provide support if a practice encounters problems while running any versions of Medtech32 on any non-supported Interbase versions.

WARNING: Although it might be possible to run Medtech32 on other non-supported Interbase versions that are not listed below, both Medtech and Embarcadero **WILL NOT** be able to provide support if a practice encounters problems while running any versions of Medtech32 on any non-supported Interbase versions.

Supported 32/64-Bit Operating Systems (Interbase Version XE, Medtech32 Version 9.0.0 or above)

<p>Supported 32/64-Bit Server Operating Systems</p>	<p>Windows 2003 Standard Server (32-bit) Windows 2003 Enterprise Server (32-bit) Windows 2003 Small Business Server (32-bit) (Not Recommended – please refer to the "Server Deployment Considerations" section below.) Windows 2008 Foundation Server (64-bit) Windows 2008 Standard Server (32/64-bit) Windows 2008 Enterprise Server (32/64-bit) Windows 2008 Small Business Standard Server (64-bit) (Not Recommended – please refer to the "Server Deployment Considerations" section below.)</p>
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32/64-Bit Operating Systems Support

<p>Supported 32/64-Bit Server Operating Systems</p>	<p>Windows 2008 Essential Business Standard Server (64-bit) (Not Recommended – please refer to the "Server Deployment Considerations" section below.) Windows 2008 Essential Business Premium Server (32/64-bit) (Not Recommended – please refer to the "Server Deployment Considerations" section below.) Windows 2008 R2 Foundation Server (64-bit) Windows 2008 R2 Standard Server (64-bit) Windows 2008 R2 Enterprise Server (64-bit) Windows 2011 Small Business Essentials Server (64-bit) Windows 2011 Small Business Standard Server (64-bit) (Not Recommended – please refer to the "Server Deployment Considerations" section below.) Windows 2011 Small Business Premium Add-on (64-bit) (Not Recommended – please refer to the "Server Deployment Considerations" section below.)</p>
<p>Supported 32/64-Bit Workstation Operating Systems</p>	<p>Windows XP Professional (32-bit) Windows Vista Business Edition (32/64-bit) Windows Vista Ultimate Edition (32/64-bit) Windows Vista Enterprise Edition (32/64-bit) Windows 7 Professional Edition (32/64-bit) Windows 7 Ultimate Edition (32/64-bit) Windows 7 Enterprise Edition (32/64-bit)</p>



Supported 32-Bit Operating Systems (Interbase Version 2009, Medtech32 Version 8.0.0 or above)

<p>Supported 32-Bit Server Operating Systems</p>	<p>Windows 2003 Standard Server (32-bit) Windows 2003 Enterprise Server (32-bit) Windows 2003 Small Business Server (32-bit) (Not Recommended – please refer to the "Server Deployment Considerations" section below.) Windows 2008 Standard Server (32-bit) Windows 2008 Enterprise Server (32-bit) Windows 2008 Small Business Premium Server (32-bit) NOTE: Must run on 32-bit standalone server (Not Recommended – please refer to the "Server Deployment Considerations" section below.) Windows 2008 Essential Business Premium Server (32-bit) NOTE: Must run on 32-bit standalone server (Not Recommended – please refer to the "Server Deployment Considerations" section below.)</p>
<p>Supported 32-Bit Workstation Operating Systems</p>	<p>Windows XP Professional (32-bit) Windows Vista Business Edition (32-bit) Windows Vista Ultimate Edition (32-bit) Windows Vista Enterprise Edition (32-bit) Windows 7 Professional Edition (32-bit) Windows 7 Ultimate Edition (32-bit) Windows 7 Enterprise Edition (32-bit)</p>



Supported 32-Bit Operating Systems (Interbase Version 2007, Medtech32 Version 7.2.0 to 8.1.0)

Supported 32-Bit Server Operating Systems	Not Supported
Supported 32-Bit Workstation Operating Systems	Not Supported

Supported 32-Bit Operating Systems (Interbase Version 7.5.0/7.5.1, Medtech32 Version 5.0.0 to 7.5.0)

Supported 32-Bit Server Operating Systems	Not Supported
Supported 32-Bit Workstation Operating Systems	Not Supported

Supported 32-Bit Operating Systems (Interbase Version 6.0.1, Medtech32 Version 6.3.1 or below)

Supported 32-Bit Server Operating Systems	Not Supported
Supported 32-Bit Workstation Operating Systems	Not Supported



Supported 32/64-Bit Operating Systems (Standalone Medtech32 Server Version 9.0.0 or above)

In cases where the Medtech32 Server is hosted on a separate computer than the Interbase Server, the following versions of Microsoft Windows are currently supported by Medtech for hosting the standalone Medtech32 Server Version 9.0.0 or above:

<p>Supported 32/64-Bit Server Operating Systems</p>	<p>Windows 2003 Standard Server (32-bit) Windows 2003 Enterprise Server (32-bit) Windows 2003 Small Business Server (32-bit) (Not Recommended – please refer to the "Server Deployment Considerations" section below.) Windows 2008 Foundation Server (64-bit) Windows 2008 Standard Server (32/64-bit) Windows 2008 Enterprise Server (32/64-bit) Windows 2008 Small Business Standard Server (64-bit) (Not Recommended – please refer to the "Server Deployment Considerations" section below.) Windows 2008 Small Business Premium Server (32/64-bit) (Not Recommended – please refer to the "Server Deployment Considerations" section below.) Windows 2008 Essential Business Standard Server (64-bit) (Not Recommended – please refer to the "Server Deployment Considerations" section below.) Windows 2008 Essential Business Premium Server (32/64-bit) (Not Recommended – please refer to the "Server Deployment Considerations" section below.) Windows 2008 R2 Foundation Server (64-bit) Windows 2008 R2 Standard Server (64-bit) Windows 2008 R2 Enterprise Server (64-bit)</p>
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Supported 32/64-Bit Operating Systems (Standalone Medtech32 Server Version 9.0.0 or above)

<p>Supported 32/64-Bit Server Operating Systems</p>	<p>Windows 2011 Small Business Standard Server (64-bit) (Not Recommended – please refer to the "Server Deployment Considerations" section below.) Windows 2011 Small Business Premium Add-on (64-bit) (Not Recommended – please refer to the "Server Deployment Considerations" section below.)</p>
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Non Supported 32/64-Bit Operating Systems

NOTE: Medtech32 **DOES NOT** support the following versions of Microsoft Windows. Although it might be possible to run Medtech32 on these operating systems, Medtech **WILL NOT** be able to provide support if a practice encounters problems while running on these Windows versions.

<p>Non Supported 32/64-Bit Server Operating Systems</p>	<ul style="list-style-type: none"> Windows NT 3.51 Server or earlier Windows NT 4.0 Server Windows 2000 Server Windows 2000 Advanced Server Windows 2000 Datacenter Server Windows 2000 Small Business Server Windows 2003 Compute Cluster Server Windows 2003 Datacenter Server Windows 2003 Storage Server Windows 2003 Web Server Windows 2008 Datacenter Server Windows 2008 HPC Server Windows 2008 Server for Itanium-Based Systems Windows 2008 Storage Server Windows 2008 Web Server Windows 2008 R2 Datacenter Server Windows 2008 R2 HPC Server Windows 2008 R2 Server for Itanium-Based Systems Windows 2008 R2 Storage Server Windows 2008 R2 Web Server Windows MultiPoint Server 2010 Windows MultiPoint Standard Server 2011 Windows MultiPoint Premium Server 2011 Windows Home Server Windows Home Server 2011 Any non-Windows OS
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Non Supported 32/64-Bit Operating Systems

<p>Non Supported 32/64-Bit Workstation Operating Systems</p>	<p>Windows NT 3.51 Server or earlier Windows 95 or earlier Windows 98 Windows Millennium Edition Windows NT 3.51 Workstation or earlier Windows NT 4.0 Workstation Windows 2000 Professional Windows XP Embedded Edition Windows XP Home Edition Windows XP Media Centre Edition Windows XP Starter Edition Windows XP Tablet PC Edition Windows Fundamentals for Legacy PCs Windows Vista Starter Edition Windows Vista Home Basic Edition Windows Vista Home Premium Edition Windows 7 Starter Edition Windows 7 Home Basic Edition Windows 7 Home Premium Edition Any non-Windows OS</p>
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Windows 2000 Operating Systems De-Support

Microsoft had officially ceased supporting Windows 2000 in July 2010. Starting from **Medtech32 Version 8.0.0**, Medtech can no longer provide support for all editions of Windows 2000. It is **HIGHLY** recommended that ALL sites still running on Windows 2000 to **UPGRADE** to one of the **CURRENTLY SUPPORTED** Windows versions listed above AS SOON AS POSSIBLE.

WARNING: Although it might be possible to continue running Medtech32 Version 8.0.0 or above on Windows 2000, both Medtech and Microsoft WILL NOT be able to provide support if a practice encounters problems while running on any Windows 2000 editions.

Windows XP Operating Systems De-Support

Microsoft will officially cease supporting Windows XP in April 2014. Starting from **Medtech32 Version 9.3.0** (currently scheduled for release in mid 2014), Medtech can no longer provide support for all editions of Windows XP. It is **HIGHLY** recommended that ALL sites still running on Windows XP to start planning to **UPGRADE** to one of the **CURRENTLY SUPPORTED** Windows versions listed above around the mid 2014 timeframe.

WARNING: Although it might be possible to continue running Medtech32 Version 9.3.0 or above on Windows XP, both Medtech and Microsoft WILL NOT be able to provide support if a practice encounters problems while running on any Windows XP editions.



Windows 8 Operating Systems Support

Until Medtech Software can confirm Windows 8 operating systems are compatible with Medtech32 and all third-party components that are integrated with Medtech32, please **DO NOT** attempt to upgrade your current systems to any Windows 8 versions.

WARNING: Medtech **WILL NOT** be able to provide any support to sites who have upgraded to Windows 8 without first consulting with Medtech.

For sites that might be upgrading to Windows 8 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 8 Editions	Windows 8 Pro (32/64-bit)
	Windows 8 Enterprise (32/64-bit)
Non Supported Windows 8 Editions	Windows 8 (32/64-bit)
	Windows 8 RT (ARM)

NOTE: Embarcadero DOES NOT support Interbase 6.0.1, 7.5.0, 7.5.1, 2007, 2009, and XE on Windows 8. Although Embarcadero officially supports Windows 8 with Interbase XE3 Update 1, software development and testing have yet to be completed on this new version of Interbase.(currently scheduled for release in mid 2014).

NOTE: Medicare Australia **DOES NOT** currently support Medicare Australia Online on Windows 8 (based on Medicare Online Client Adaptor Nov 2013 release notes). Until Medicare Australia can provide Windows 8 compatibility updates for Medicare Australia Online, Medtech **WILL NOT** be able to fully support Windows 8 for Medtech32.



Windows 2012 Operating Systems Support

Until Medtech Software can confirm Windows 2012 operating systems are compatible with Medtech32 and all third-party components that are integrated with Medtech32, please **DO NOT** attempt to upgrade your current systems to any Windows 2012 versions.

WARNING: Medtech WILL NOT be able to provide any support to sites who have upgraded to Windows 2012 without first consulting with Medtech.

For sites that might be upgrading to Windows 8 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 2012 Editions	"Windows 2012 Foundation Server (64-bit)
	Windows 2012 Essentials Server (64-bit)
	Windows 2012 Standard Server (64-bit)
Non Supported Windows 2012 Editions	Windows 2012 Datacenter Server (64-bit)
	Windows 2012 Storage Server (64-bit)
	Windows 2012 HPC Add-on (64-bit)

NOTE: Embarcadero **DOES NOT** support Interbase 6.0.1, 7.5.0, 7.5.1, 2007, 2009, and XE on Windows 2012. Although Embarcadero officially supports Windows 2012 with Interbase XE3 Update 1, software development and testing have yet to be Completed on this new version of Interbase.(currently scheduled for release in mid 2014).

NOTE: Medicare Australia **DOES NOT** currently support Medicare Australia Online on Windows 2012 (based on Medicare Online Client Adaptor Nov 2013 release notes). Until Medicare Australia can provide Windows 2012 compatibility updates for Medicare Australia Online, Medtech **WILL NOT** be able to fully support Windows 2012 for Medtech32.

Macintosh Operating Systems Support

Microsoft Remote Desktop Services (formerly Terminal Services) and/or Citrix XenApp (formerly Presentation Server) together with Virtual Private Networking (VPN) is a proven solution in providing remote access to your Macintosh clients and in deploying Medtech32 across multiple locations.

Medtech **DOES NOT** recommend deploying Medtech32 directly on any Macintosh computers that runs any Windows operating systems – regardless of whether Windows is running 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 Medtech32 directly on Macintosh computers, Medtech WILL NOT be able to provide support if a practice encounters problems while running on any MAC machines.

NOTE: If this cannot be avoided, please consult with your QUALIFIED IT technician/service provider, or contact one of the Medtech Channel Partners to perform proper compatibility testing PRIOR to deployment.

NOTE: Medicare Australia **DOES NOT** currently support Medicare Australia Online on Windows 2012 (based on Medicare Online Client Adaptor Nov 2013 release notes). Until Medicare Australia can provide Windows 2012 compatibility updates for Medicare Australia Online, Medtech **WILL NOT** be able to fully support Windows 2012 for Medtech32.



Server Deployment Considerations

- Due to performance issues, it is NOT recommended to install Interbase and Medtech32 on ANY server (Small/Essential 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 Interbase and Medtech32 requests ONLY. **NOTE:** If this cannot be avoided, please consult with your QUALIFIED IT technician/service provider, or contact one of the Medtech Channel Partners to perform proper load testing PRIOR to deployment.
- Due to performance and compatibility issues, it is NOT recommended to install ANY OTHER Database Management System (DBMS) on the Interbase Server, such as SQL Server (including Desktop Engine and Express Editions), Firebird, Informix, Oracle, Sysbase, etc. **NOTE:** If this cannot be avoided, please consult with your QUALIFIED IT technician/service provider, or contact one of the Medtech Channel Partners to perform proper load and compatibility testing PRIOR to deployment.
- Due to performance and compatibility issues, it is recommended by Embarcadero, NOT to install Interbase Server on ANY Citrix or Terminal Server. Instead, a DEDICATED Citrix or Terminal Server should be setup as an Interbase and Medtech32 Client to serve Citrix or Terminal Client sessions. **NOTE:** If this cannot be avoided, please consult with your QUALIFIED IT technician/service provider, or contact one of the Medtech Channel Partners to perform proper load and compatibility testing PRIOR to deployment.
- Where a dedicated server cannot be allocated SOLELY for Interbase (and Medtech32 as recommended above), it is recommended to OPTIMIZE the performance of Interbase (among other applications and services) by:
 1. Setting Windows Performance Options to be adjusted for best performance of "Background Services" and "System Cache".
 2. Setting "SERVER_PRIORITY_CLASS" in the Interbase Configuration File (i.e. ibconfig) to "2" (High Priority) – if running on Interbase 7.5.0 or higher.
 3. Setting "CPU_AFFINITY" in the Interbase Configuration File (i.e. ibconfig) to dedicate one or more physical processors (if the server has multiple physical processors) for Interbase operations – if running on Interbase 7.5.0 or higher.



Server Deployment Considerations

- Due to performance and data integrity issues, it is NOT recommended to enable ANY system restore applications or services on the Interbase databases (i.e. .GDB or .IB files), such as Windows XP/Vista/7 System Restore, Distributed File System (DFS), Volume Shadow Copy Service (VSS), Symantec LiveState Recovery, Acronis True Image, etc. Instead, Interbase 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 Interbase and Medtech32 Server as a workstation, i.e. DO NOT leave the local console in a logged in state.
- Medtech32 Scheduler is NOT compatible with Citrix or Terminal Server environment. Instead, Windows Scheduled Tasks should be configured to run Medtech32 utilities such as Message Transfer, and Scanning Import.
- Where Windows XP Service Pack 2 (or above) or Windows Vista or Windows 7 or Windows 2003 Server (Service Pack 1 or above) or Windows 2008 Server is installed, ensure "Windows Firewall" has been DISABLED or exceptions have been created to allow Interbase and Medtech32 traffic to pass through (please refer to the "Firewall / Proxy Requirements" section above for connection requirements).
- Where Windows XP or Windows 2003 is installed, ensure "Automatic Search for Network Printers and Folders" has been DISABLED as a policy.
- Where Windows Vista or Windows 7 or Windows 2008 is installed, ensure "Network Discovery" has been DISABLED as a policy.
- Where Windows XP or Windows Vista or Windows 7 is installed, ensure "Fast User Switching" has been DISABLED as a policy.
- Where Windows XP or Windows Vista or Windows 7 is installed, ensure "System Restore" has been DISABLED as a policy on the partition that contains the Interbase databases (i.e. .GDB or .IB files).
- Where Windows XP is installed, ensure "Simple File Sharing" has been DISABLED as a policy.



Server Deployment Considerations

- Where Windows Vista or Windows 7 is installed, ensure "Password Protected Sharing" has been ENABLED as a policy.
- Where Windows Vista or Windows 7 or Windows 2008 is installed, ensure "User Account Control" (UAC) has been DISABLED as a policy.
- Medtech32 relies heavily on accurate timestamp to function properly. It is CRITICAL 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

- Where Windows Vista or Windows 7 or Windows 2008 is installed, ensure "User Account Control" (UAC) has been DISABLED as a policy.
- 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 Medtech32.
- Microsoft Remote Desktop Services (formerly Terminal Services) and/or Citrix XenApp (formerly Presentation Server) together with Virtual Private Networking (VPN) is a proven solution in providing remote access to your Medtech32 clients and in deploying Medtech32 on multi-sites practices.
- Running any applications (such as Medtech32) 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.
- In Citrix, "Client Clip Board Mapping" should be DISABLED as a policy for all client sessions that require access to Medtech32, in order to ensure Medtech32 Outbox Wizard will function properly.
- In Terminal Services, if the connection is a "Fat Client" (e.g. a computer with Windows XP or Windows 7) "Clipboard mapping" should be DISABLED as a policy for all client sessions that require access to Medtech32, in order to ensure Medtech32 Outbox Wizard will function properly.
- In Terminal Services, if the connection is a "Thin Client" (e.g. a terminal with Windows CE or similar Thin Client operating system) AND is using a Remote Desktop Connection, "Clipboard mapping" should be ENABLED as a policy for all client sessions that require access to Medtech32, in order to ensure Medtech32 Outbox Wizard will function properly.
- Where Windows XP (Service Pack 2 or above) or Windows Vista or Windows 7 is installed, ensure "Windows Firewall" has been DISABLED or exceptions have been created to allow Interbase and Medtech32 traffic to pass through (please refer to the "Firewall / Proxy Requirements" section above for connection requirements).
- Where Windows XP is installed, ensure "Automatic Search for Network Printers and Folders" has been DISABLED as a policy.

Client Deployment Considerations

- Where Windows Vista or Windows 7 is installed, ensure "Network Discovery" has been DISABLED as a policy.
- Where Windows XP or Windows Vista or Windows 7 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.
- Where Windows Vista or Windows 7 is installed, ensure "Password Protected Sharing" has been ENABLED as a policy.
- Where Windows Vista or Windows 7 is installed, ensure "User Account Control" (UAC) 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 "Normal Size" or "Default Scale" or "Smaller - 100%", i.e. 96 DPI.
- Medtech32 relies heavily on accurate timestamp to function properly. It is CRITICAL 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.

Interbase Deployment Considerations

Interbase Version XE

- Interbase XE Update 5 is the highest Interbase version that had passed software testing with Medtech32. It is **HIGHLY** recommended that ALL sites should **UPGRADE to Interbase XE Update 5 AS SOON AS POSSIBLE**.
- By default, Interbase XE supports up to a maximum of 8 physical processor, i.e. 8 x single-core CPUs, or 4 x dual-core CPUs, or 2 x quad-core CPUs (additional processor licenses can be purchased separately).
- Interbase XE ONLY supports **Medtech32 Version 9.0.0 or above**. If you are on an older version of Medtech32 and would like to take advantage of the new enhancements in Interbase XE, you **MUST** also upgrade to the latest version of Medtech32 at the same time.

NOTE: Optional annual maintenance plan can be purchased, which allows free upgrade to future Interbase releases without further payment. For example, sites that are on Interbase XE annual maintenance plan will receive free upgrade to Interbase XE3 when it is released.

Please contact **Medtech Sales** for further information on 03 9690 8666.

NOTE: Although Interbase XE3 had already been released, software development and testing have yet to be conducted on this new version of Interbase (currently scheduled for release in mid 2014) and thus Medtech **WILL NOT** be able to provide support if a practice encounters problems while running on Interbase XE3 or newer.

Interbase Version 2009

- Embarcadero had officially ceased supporting Interbase 2009 in September 2013. Starting from Medtech32 Version 9.3.0 (currently scheduled for release in mid 2014), Medtech can no longer provide support for Interbase 2009. It is **HIGHLY** recommended that ALL sites still running on Interbase 2009 to **UPGRADE to Interbase XE Update 5 AS SOON AS POSSIBLE**.
- By default, Interbase 2009 supports up to a maximum of 8 physical processor, i.e. 8 x single-core CPUs, or 4 x dual-core CPUs, or 2 x quad-core CPUs (additional processor licenses can be purchased separately).
- Interbase 2009 ONLY supports Medtech32 Version 8.0.0 or above. If you are on an older version of Medtech32 and would like to take advantage of the new enhancements in Interbase 2009, you **MUST** also upgrade to the latest version of Medtech32 at the same time.

Interbase Deployment Considerations

NOTE: Sites that are currently on Interbase 2009 annual maintenance plan are eligible for a free upgrade to Interbase XE.

Interbase Version 2007

- Embarcadero had officially ceased supporting Interbase 2007 in January 2013. Starting from **Medtech32 Version 9.0.0**, Medtech will no longer provide support for Interbase 2007. It is **HIGHLY** recommended that ALL sites still running on Interbase 2007 to **UPGRADE to Interbase XE Update 5** AS SOON AS POSSIBLE.
- By default, Interbase 2009 supports up to a maximum of 8 physical processor, i.e. 8 x single-core CPUs, or 4 x dual-core CPUs, or 2 x quad-core CPUs (additional processor licenses can be purchased separately).
- Interbase 2007 ONLY supports **Medtech32 Version 7.2.0 to 8.1.0**.

NOTE: Sites that are currently on Interbase 2007 annual maintenance plan are eligible for a free upgrade to Interbase XE.

Interbase Version 7.5.0/7.5.1

- Embarcadero had officially ceased supporting Interbase 7.5.0/7.5.1 in November 2008. Starting from **Medtech32 Version 8.0.0**, Medtech will no longer provide support for Interbase 7.5.0/7.5.1. It is **HIGHLY** recommended that ALL sites still running on Interbase 7.5.0/7.5.1 to **UPGRADE to Interbase XE Update 5** AS SOON AS POSSIBLE.
- By default, Interbase 7.5.0/7.5.1 supports only 1 physical processor, i.e. 1 x single-core CPU, or 1 core of a multi-core CPU (additional processor licenses can be purchased separately).
- Interbase 7.5.0/7.5.1 ONLY supports **Medtech32 Version 5.0.0 to 7.5.0**.

Interbase Deployment Considerations

Interbase Version 6.0.1

- Embarcadero had officially ceased supporting Interbase 6.0.1 in June 2007. Starting from **Medtech32 Version 7.0.0**, Medtech will no longer provide support for Interbase 6.0.1. It is **HIGHLY** recommended that ALL sites still running on Interbase 6.0.1 to **UPGRADE to Interbase XE Update 5** AS SOON AS POSSIBLE.
- Interbase 6.0.1 **DOES NOT** support the following type of processors:
 1. Intel processors that has Hyper-Threading enabled.
 2. AMD or Intel multi-core processors.
 3. Symmetric MultiProcessing (SMP), i.e. multiple processors.
- If running on any Intel processors with Hyper-Threading, Hyper-Threading **MUST** be **DISABLED** on the motherboard BIOS in order for Interbase Server to function properly.
- Interbase 6.0.1 **ONLY** supports Medtech32 Version 6.3.1 or below.

Interbase Deployment Considerations

Interbase Database File Size Limit

- Interbase 6.0.1 has a database file size limit of 2GB per file, regardless of the file system being used.
- If any Interbase database is over the size limit listed in the table below, it **MUST BE** split into multiple files (each file MUST NOT exceed the size limit) in order to avoid database corruptions.
- Briefcasing **IS NOT** supported on any Interbase versions where the database has been split across multiple files. Briefcasing **ONLY** works with single-file databases.

Interbase Version	File System	Size Limit
Interbase 7.5.0, 7.5.1, 2007, 2009, XE Database File Size Limit	FAT16	4GB
	FAT32	4GB
	NTFS	16TB
Interbase 6.0.1 Database File Size Limit	FAT16, FAT32, NTFS	2GB

Electronic Claiming Deployment Considerations

Medicare Australia Online – Medtech32 Version 5.0.1 to 5.1.1

- Please refer to the "Additional Server Requirements" and "Firewall / Proxy Requirements" sections above for connection requirements.
- All Medtech32 Clients that require access to Medicare Bulk Bill Claims and DVA Classic Claims MUST also have Medicare Australia Online Client installed locally on the client computer.
- **Java 1.3.1.24** MUST be the ONLY Java version installed on any Medicare Australia Online Server or Client. Multiple versions of Java CANNOT co-exist on the same computer.

Medicare Australia Online – Medtech32 Version 5.1.3 to 8.1.0

- Please refer to the "Additional Server Requirements" and "Firewall / Proxy Requirements" sections above for connection requirements.
- All Medtech32 Clients that require access to Medicare Bulk Bill Claims, DVA Paperless Claims, Private Patient Claims, Online Patient Verification(Medicare and Fund), and ACIR Registrations MUST also have Medicare Australia Online Client installed locally on the client computer.
- **Java 1.5.0.06** MUST be the NEWEST Java version installed on any 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.

Medicare Australia Online – Medtech32 Version 9.0.0 or above

- Please refer to the "Additional Server Requirements" and "Firewall / Proxy Requirements" sections above for connection requirements.
- All Medtech32 Clients that require access to Medicare Bulk Bill Claims, DVA Paperless Claims, Private Patient Claims, Online Patient Verification(Medicare and Fund), and ACIR Registrations MUST also have Medicare Australia Online Client installed locally on the client computer.

Electronic Claiming Deployment Considerations

- **Java 1.6.0.37** MUST be installed in "**static configuration**" mode on any Medicare Australia Online Server or Client. Both older and newer versions of Java CAN co-exist on the same computer.
- By installing Java in "**static configuration**" mode, it will lock down **Java 1.6.0.37** for the dedicated use of Medicare Australia Online functionalities, and will prevent any Java automatic updates from overwriting this Java version in the future in order to ensure ALL Medicare Australia Online functionalities will remain functional.

Medicare Australia Online – Medtech32 Version 9.2.0 or above

- Please refer to the "Additional Server Requirements" and "Firewall / Proxy Requirements" sections above for connection requirements.
- All Medtech32 Clients that require access Medicare Bulk Bill Claims, DVA Paperless Streamlined Claims, DVA Allied Health Claims, Private Patient Claims, Online Patient Verification (Medicare and Fund), and ACIR Registrations MUST also have Medicare Australia Online Client installed locally on the client computer.
- Java 1.6.0.45 MUST be installed in "static configuration" mode on any Medicare Australia Online Server or Client. Both older and newer versions of Java CAN co-exist on the same computer.
- By installing Java in "static configuration" mode, it will lock down Java 1.6.0.45 for the dedicated use of Medicare Australia Online functionalities, and will prevent any Java automatic updates from overwriting this Java version in the future in order to ensure ALL Medicare Australia Online functionalities will remain functional.

South Australia WorkCover ePMC – Medtech32 Version 7.3.0 or below

- WorkCoverSA had officially ceased supporting ePMC in May 2010. Starting from **Medtech32 Version 7.4.0**, electronic claiming can be processed via eWMC instead. It is HIGHLY recommended that ALL South Australian sites still running on Medtech32 Version 7.3.0 or below to upgrade to the latest version of Medtech32 AS SOON AS POSSIBLE.

Electronic Claiming Deployment Considerations

- **Java 1.3.1.24** MUST be the ONLY Java version installed on the Server to allow South Australia WorkCover Electronic Prescribed Medical Certificates to be submitted via e-mail. Multiple versions of Java CANNOT co-exist on the same computer.
- MAPI compatible e-mail client MUST be installed and configured on any Server or Client that needs to transmit WorkCoverSA ePMC.

South Australia WorkCover eWMC – Medtech32 Version 7.4.0 or 8.1.0

- All Medtech32 Clients that require access to generate, encrypt, and transmit (via email) WorkCoverSA eWMC Claims MUST also have WorkCoverSA eWMC Client installed locally on the client computer.
- **Java 1.6.0.18** MUST be the NEWEST Java version installed on any any Server or Client that needs to transmit WorkCoverSA eWMC. 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.
- MAPI compatible e-mail client MUST be installed and configured on any Server or Client that needs to transmit WorkCoverSA eWMC.

Electronic Claiming Deployment Considerations

South Australia WorkCover eWMC – Medtech32 Version 9.0.0 or above

- All Medtech32 Clients that require access to generate, encrypt, and transmit (via email) WorkCoverSA eWMC Claims MUST also have WorkCoverSA eWMC Client installed locally on the client computer.
- **Java 1.6.0.18** MUST be the NEWEST Java version installed in "**patch-in-place configuration**" mode on any Server or Client that needs to transmit WorkCoverSA eWMC. Any newer versions of Java installed in "**patch-in-place configuration**" mode CANNOT co-exist on the same computer.
NOTE: WorkCoverSA eWMC Installation MUST be completed on any Server or Client that needs to transmit WorkCoverSA eWMC PRIOR TO running Medicare Australia Online Client Installation to avoid Java version conflicts.
- 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.
- MAPI compatible e-mail client MUST be installed and configured on any Server or Client that needs to transmit WorkCoverSA eWMC.

Third-Party Software Integration Considerations

Adobe Acrobat Reader Integration

- Medtech32 Patient Information Sheets can only work with the Reader edition of Acrobat. Any other editions of Acrobat are not supported.
- Each computer that requires access to the Patient Information Sheets MUST have the appropriate Acrobat Reader version installed.
- The version of Acrobat Reader supported is dependent on the Medtech32 version installed, as shown in the following table:

Supported Acrobat Versions (Medtech32 Version 6.5.1 or below)	Not Supported
Supported Acrobat Versions (Medtech32 Version 7.0.0 to 8.1.0)	Acrobat Reader 9.x
Supported Acrobat Versions (Medtech32 Version 9.0.0 to 9.2.1)	Acrobat Reader 9.x Acrobat Reader 10.x
To-Be" Supported Acrobat Versions (Medtech32 Version 9.3.0 or above)	Acrobat Reader 10.x Acrobat Reader 11.x

NOTE: Adobe had officially ceased supporting Acrobat Reader 8.x in March 2011, and thus Medtech can no longer provide support for Acrobat Reader 8.x. It is **HIGHLY** recommended that ALL sites still running on Acrobat Reader 8.x to **UPGRADE** to one of the **CURRENTLY SUPPORTED** Acrobat Reader versions listed above AS SOON AS POSSIBLE.

Third-Party Software Integration Considerations

- **WARNING:** Although it might be possible to continue integrating Medtech32 Version 8.1.0 or below with Acrobat Reader 8.x, both Medtech and Adobe **WILL NOT** be able to provide support if a practice encounters problems while running on Acrobat Reader 8.x.
- **WARNING:** Although it might be possible to integrate Medtech32 with other Acrobat Reader versions, Medtech **WILL NOT** be able to provide support if a practice encounters problems while running on any Acrobat Reader versions not listed above.

Microsoft Excel and Word Integration

- Each computer that requires the ability to create and view Outbox Word Documents **MUST** have Word installed.
- Each computer that requires the ability to export data from Medtech32 Query Builder for analysis **SHOULD** have Excel installed.
- Each computer that requires the ability to export data from Medtech32 Accounting Reports (available in Medtech32 Version 6.1 or above) for analysis **SHOULD** have Excel installed.
- It is recommended to disable ALL Office Clipboard features to ensure Medtech32 Outbox Wizard will function properly.
- The version of Excel and Word supported is dependent on the Medtech32 version installed, as shown in the following table:

Supported Office Versions (Medtech32 Version 6.5.1 or below)	Office 2003
Supported Office Versions (Medtech32 Version 7.0.0 to 8.1.0)	Office 2003 Office 2007

Third-Party Software Integration Considerations

Supported Office Versions (Medtech32 Version 9.0.0 to 9.2.1 above)	Office 2007 Office 2010
"To-Be" Supported Office Versions (Medtech32 Version 9.3.0 or above)	Office 2010 Office 2013

NOTE: Microsoft had officially ceased supporting Office XP in July 2011, and thus Medtech can no longer provide support for Office XP. It is **HIGHLY** recommended that ALL sites still running on Office XP to **UPGRADE** to one of the **CURRENTLY SUPPORTED** Office versions listed above AS SOON AS POSSIBLE.

WARNING: Although it might be possible to continue integrating Medtech32 Version 6.5.1 or below with Office XP, both Medtech and Microsoft **WILL NOT** be able to provide support if a practice encounters problems while running on Office XP.

WARNING: Although it might be possible to integrate Medtech32 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 Medtech32, users can insert advanced components into any Outbox Documents 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 Outbox Document could become exceptionally large.

The most common scenario is where huge images are being used as letterhead logos in Outbox Templates. Obviously enough, the same over-sized logos will be saved into EVERY SINGLE Outbox Documents created based on the original Templates – which will **DRAMATICALLY** increase the size of the database.

Third-Party Software Integration Considerations

Proper image optimization SHOULD be performed before inserting into any Outbox Documents 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?

NOTE: If large images cannot be avoided in certain documents, it is HIGHLY RECOMMENDED to save these documents externally (i.e. do create them in the Medtech32 Outbox Module), and create a link to the external document files via the Attachments Manager (available in Medtech32 Version 6.2.x Build 2031 or above).

- **IMPORTANT:** The major contributor to the growth (in terms of database size) of the Medtech32 main database (MT32.GDB or MT32.IB) is the storage of Word Documents in the Outbox Module. Since Interbase databases has a table size limit of 36GB per table, it is CRITICAL to ensure each MT32 database NEVER exceeds 36GB in order to avoid database corruptions.
- **NOTE:** The 36GB limit is only applicable to Interbase 2009 or below, and is no longer an issue in Interbase XE and onwards.

Nuance Dragon NaturallySpeaking Integration

- Dragon NaturallySpeaking Medical 9 is the highest Dragon Medical version that had passed software testing with Medtech32.
- Dragon NaturallySpeaking Medical is a proven solution in dictating Consultation Notes and Outbox Documents into Medtech32.
- It allows users to easily jump between commonly used functions by voice.
- It provides voice playback within Medtech32, allowing easy correction of dictated text.
- Users can also setup predefined text blocks into easily recalled voice Macros, allowing inserting commonly used phrases, sentences and paragraphs for diagnosis and consultation purposes.

*(Please contact **Medtech Sales** for further information on 03 9690 8666)*

Third-Party Software Integration Considerations

Microsoft Windows Help Integration

- Each computer that requires the ability to access Medtech32 Help, including viewing, searching, and printing of any help topics, MUST have Windows Help installed.
- By default, Windows Help is not installed on Windows Vista or Windows 7 or Windows 2008 or Windows 2008 R2. Windows Help (WinHlp32.exe) MUST be installed by downloading the correct version for your Windows version from the Microsoft Download Center.
NOTE: There are separate installers for 32bit and 64bit versions of Windows, please ensure the correct one is downloaded from the Microsoft web site.
- Depending on your internal security policies, you may need to add the following subkey to the Windows Registry:
 - **32bit Windows:**
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\WinHelp
 - **64bit Windows:**
HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\WinHelp
 1. Add the DWORD value named **AllowIntranetAccess** to this subkey
 2. Set the value for **AllowIntranetAccess** to **1**
- Depending on your internal security policies, you may need to add the Medtech32 Server to the Local Intranet security zone under Internet Explorer, e.g. \\MT32Server

Third-Party Secured Messaging Software Integration

- Any third-party secured messaging software such as Argus, eClinic, HealthLink, and Medical-Objects SHOULD be installed on the same computer that will run (or automatically scheduled to run) Medtech32 Message Transfer Utility.
- In Citrix and Terminal Services, Windows Scheduled Tasks SHOULD be configured to run Medtech32 Message Transfer Utility in lieu of Medtech32 Scheduler.
- Older versions of Argus with Firebird database management system installed will cause compatibility issues with Interbase and thus Medtech32. If this cannot be avoided, Firebird should be installed on a separate computer where Medtech32 and Interbase ARE NOT and WILL NOT be installed. It is HIGHLY RECOMMENDED to upgrade to the latest version of Argus AS SOON AS POSSIBLE.
- eClinic SMSC Software MUST be installed and running on any Server or Client that needs to generate and send Gribbles Pathology Request Form via eClinic Request

Third-Party Software Integration Considerations

Third-Party E-Mail Software Integration

- MAPI compatible e-mail client MUST be installed and configured on any Server or Client that needs to e-mail documents or files from Medtech32 Outbox and/or Attachments Manager Modules.

Third-Party Fax Software Integration

- FaxTech is the ONLY fax application that can integrate with Medtech32 Address Book. If any other third-party fax software is used instead, users will be required to maintain a separate address book in the third-party software.

NOTE: Please refer to the document "FaxTech 3.1 Manual - AU Amendments" in the "Instructions" folder on any Medtech32 full installation discs for details on FaxTech System Requirements.

If you require further information, please do not hesitate to contact the Medtech Helpdesk on 1800 148 165 Option 1, or email support@medtechglobal.com