

Tuesday 7 June 2016

My Health Record Document Upload Security Message

Purpose of announcement

If your users encounter the following error when trying to upload My Health Record (eHealth) Documents to My Health Record (PCEHR): **“Save draft not completed. Please try again.”**, please follow the Detailed Instructions given below to reconfigure the MedtechGlobalHIService (CDA Bridge) to resolve this error.

What you need to know

NOTE: You must have **Windows Local System Administrator or Domain Administrator** logon credentials in order to reconfigure the MedtechGlobalHIService (CDA Bridge). Please contact your IT System Administrator or IT Service Provider if you do not have Windows Administrative Rights.

1. Logon to the Medtech32/Evolution Server as Windows Local System Administrator or Domain Administrator.
2. Open Windows Task Manager to check if WebServerDriver.exe is running – by default this is located under “C:\Program Files\Medtech Global Limited\MTxServer\WebserverDriver.exe” or “C:\Program Files (x86)\Medtech Global Limited\MTxServer\WebserverDriver.exe.’
3. If WebServerDriver.exe is running, please End Task to stop the MedtechGlobalHIService (CDA Bridge) before proceeding.
4. Open Windows Task Scheduler to modify the properties of the task ‘CDABridge.’ By default, the task originally created by the MedtechGlobalHIService (CDA Bridge) installer is set to automatically run upon Windows System Startup under the User Account ‘SYSTEM’.
5. Change the default User Account from SYSTEM to another Windows User Account with Full Local or Domain Administrative Rights, then save the task properties.

6. Right-click on the task 'CDABridge' and select Run to restart the MedtechGlobalHIService (CDA Bridge).
7. Logon to Medtech32/Evolution Application as Medtech User with PCEHR Access Rights on the Medtech32/Evolution Server – ensure you can upload My Health Record (eHealth) Documents successfully.
8. Logon to Medtech32/Evolution Application as Medtech User with PCEHR Access Rights on one or more Medtech32/Evolution Client(s) – ensure you can upload My Health Record (eHealth) Documents successfully.

