



Medtech32 Australia

Version 9.2.2 Build 4566

Technical Release Notes



This Release Notes document contains important information for all Technical Staff. Please ensure that they are read through completely before commencing the upgrade. We suggest these should be filed safely for future reference.

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1. INTRODUCTION

Medtech32 Version 9.2.2 Build 4566 is a Patch Release of Medtech32. This release provides resolution to the following issues:

- Outbox Word documents transmission issue
- Outbox Mismatch issue
- Appointment SMS Reminder issue
- Batching duplicate entry issue.

With the update of the 2014 Medicare Client Adapter, the following Statement, Declaration and Reports have also been modified:

- Bulk Bill Assignment Advice
- Lodgement Advice
- Medicare Online DB1 Declaration
- Statement of Claim and Benefit Payment

Note: Since there is no change in the MedtechGlobalHIService (CDA Bridge), it is not required for a Practice to upgrade the MedtechGlobalHIService (CDA Bridge) and their eHealth Certificate Installer if they are on the prerequisite **Medtech32 Version 9.2.1 Build 4494**.

Please ensure that you read through this document and that it is circulated amongst your staff.

IMPORTANT NOTE

If you **are not** currently on **Medtech32 Version 9.2.1 Build 4494** and are upgrading to **Version 9.2.2 Build 4566** (based on the hierarchy provided on page 4), then it is mandatory to download and install the latest MedtechGlobalHIService (CDA Bridge) and **eHealth Certificate Installer Version 1.19** from the **Medtech32 V9.2.0 DVD** once you have successfully upgraded to **Version 9.2.2 Build 4566**.

Please follow the installation instructions in the **Medtech32 Release Notes - Version 9.2.0 Build 4361 HI Service** document.

NOTE: Please ONLY run the Upgrade at a time when your site is not required to be up and running in a short amount of time. It is recommended that you run the Upgrade afterhours or on the weekend where you would have adequate time to complete the Upgrade.

NOTE: The amount of time required to run the upgrade is dependent on the specification of your server and the size of ALL databases.

IMPORTANT NOTE

WARNING: It is HIGHLY recommended to employ ONLY qualified system engineers when performing ANY installation and upgrade. The consequences of ruining a database during upgrade could possibly lead to data corruptions, and as a result – data loss and systems downtime.

If in doubt, please consult with your qualified IT technician/service provider, or contact one of the Medtech Channel Partners listed on our web site:

<http://www.medtechglobal.com/au/support-au/channel-partners-au/>

2. MEDTECH32 PRE-REQUISITES

Please review the following pre-requisites and ensure they are met prior to running the Medtech32 Version 9.2.2 Build 4566 Update:

ADOBE ACROBAT – PDF - IMPORTANT NOTE

This **Medtech32 Version 9.2.2 Build 4566** update introduces a new Enhancement feature of saving the Medtech32 Word document into PDF format for sending the document to an External party via the Message Transfer Utility. This new feature is detailed in the **Medtech32 Non-Technical Release Notes** and requires that the minimum **Adobe Reader** is at **Version 11** for both the Sender and the Receiver.

1. Ensure the minimum Medtech32 version and build requirements are met.

IMPORTANT NOTE

Your practice **MUST** be on **Medtech32 VERSION 9.2.1 BUILD 4494 OR VERSION 9.2.2 BUILD 4533 OR VERSION 9.2.2 BUILD 4549** to install this Update. If you **ARE NOT** currently on this exact version and build, please **DO NOT** continue. Contact the Medtech Helpdesk for assistance.

Your current Medtech32 version can be checked by logging into Medtech32 and going to the *Main Menu ► Help ► About Medtech32*.

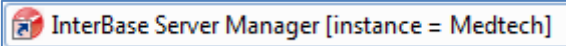
The following table will assist you in determining your upgrade path requirements if you are not running on the required **Medtech32 Version 9.2.1 Build 4494**.

Current MT32 Version	Upgrade Path to Version 9.2.2 Build 4566
Version 9.0.0 Build 3794	Step 1: Download and Install Version 9.1.0 Build 3835 Step 2: Download and Install Version 9.1.1 Build 3893 Step 3: Download and Install Version 9.1.2 Build 3915 Step 4: Download and Install Version 9.1.3 Build 3992 Step 5: Download and Install Version 9.1.4 Build 4071 Step 6: Download and Install Version 9.2.0 Build 4361 Step 7: Download and Install Version 9.2.1 Build 4494 Step 8: Download and Install Version 9.2.2 Build 4566
Version 9.1.0 Build 3835	Step 1: Download and Install Version 9.1.1 Build 3893 Step 2: Download and Install Version 9.1.2 Build 3915 Step 3: Download and Install Version 9.1.3 Build 3992 Step 4: Download and Install Version 9.1.4 Build 4071 Step 5: Download and Install Version 9.2.0 Build 4361 Step 6: Download and Install Version 9.2.1 Build 4494 Step 7: Download and Install Version 9.2.2 Build 4566

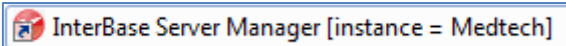
Current MT32 Version	Upgrade Path to Version 9.2.2 Build 4566
Version 9.1.1 Build 3893	Step 1: Download and Install Version 9.1.2 Build 3915 Step 2: Download and Install Version 9.1.3 Build 3992 Step 3: Download and Install Version 9.1.4 Build 4071 Step 4: Download and Install Version 9.2.0 Build 4361 Step 5: Download and Install Version 9.2.1 Build 4494 Step 6: Download and Install Version 9.2.2 Build 4566
Version 9.1.2 Build 3915	Step 1: Download and Install Version 9.1.3 Build 3992 Step 2: Download and Install Version 9.1.4 Build 4071 Step 3: Download and Install Version 9.2.0 Build 4361 Step 4: Download and Install Version 9.2.1 Build 4494 Step 5: Download and Install Version 9.2.2 Build 4566
Version 9.1.3 Build 3992	Step 1: Download and Install Version 9.1.4 Build 4071 Step 2: Download and Install Version 9.2.0 Build 4361 Step 3: Download and Install Version 9.2.1 Build 4494 Step 4: Download and Install Version 9.2.2 Build 4566
Version 9.1.4 Build 4071	Step 1: Download and Install Version 9.2.0 Build 4361 Step 2: Download and Install Version 9.2.1 Build 4494 Step 3: Download and Install Version 9.2.2 Build 4566
Version 9.1.7 Build 4293	Step 1: Download and Install Version 9.2.0 Build 4361 Step 2: Download and Install Version 9.2.1 Build 4494 Step 3: Download and Install Version 9.2.2 Build 4566
Version 9.2.0 Build 4361	Step 1: Download and Install Version 9.2.1 Build 4494 Step 2: Download and Install Version 9.2.2 Build 4566
Version 9.2.1 Build 4494	Step 1: Download and Install Version 9.2.2 Build 4566

2. Ensure the person(s) who will be performing the upgrade have **READ THROUGH** the associated release documentation provided on the Medtech32 website, including the Release Notes and Technical Instructions.
3. Ensure you are **ALWAYS** logged onto Windows with **ADMINISTRATIVE RIGHTS** when performing **ANY** installation, update or maintenance tasks.
4. **"User Account Control" (UAC)** MUST be **DISABLED** as a policy across **ALL** Server and Client computers that are running on **Windows Vista or Windows 7 or Windows 2008 or Windows 2008 R2**.
5. To avoid unnecessary problems during an installation, upgrade, or maintenance, it is preferable that you **ALWAYS** log onto Windows in **"Console Mode"** – i.e. not through Remote Desktop Connection, Terminal Services, or Citrix.
6. **ALL Users** have **LOGGED OUT** of Medtech32 – including remote users and idle users in Terminal/Citrix sessions

7. **ALL Services** have been STOPPED – e.g. Medtech Services (for ManageMyHealth SMS and Portal), Medtech Data Transfer Service (for RxSQL Clinical Link), IIS Server (for Medtech Clinical Audit Tool), eRx Services, MediSecure Services, etc.
8. **ALL Applications** have been STOPPED – e.g. Medtech CDA Bridge (for NEHTA HI Service, PCEHR), eClinic SMSC Desktop, Pen Clinical Audit Tool, other Custom/Third-party Applications and Reporting Utilities not supplied by Medtech, etc.
9. **ALL Scheduled Tasks** have been STOPPED – e.g. Message Transfer Utility, Auto Scan from Folder, NPS RADAR Update/Submit, etc.
10. **ALL Backup/Maintenance Tasks** have been STOPPED – e.g. Database File Backup, Interbase Backup/Restore, Interbase Database Sweep, etc.
11. A SUCCESSFUL Database Maintenance must have been performed on ALL databases.
12. Ensure you have a **COMPLETE** backup of the **MT32 directory** and ALL databases located in the MT32\Data directory.
 - ✓ You must **STOP** the Interbase Service Manager prior to doing any Database file copies by going to the **Start → All Programs → Embarcadero Interbase XE (Instance = Medtech)** menu option.

- **Select and Open** the  screen.
- Click on the **STOP** button to **Stop** the Service whilst the Copy and Paste process is underway.

RESTART SERVICES

- ✓ Once the File copy of the Databases have been completed, restart the **Interbase Service Manager**.
 - **Select and Open** the  screen.
 - Click on the **START** button to **Restart** the Service
- ✓ **ALL Services** have been Restarted – e.g. Medtech Services (for ManageMyHealth SMS and Portal), Medtech Data Transfer Service (for RxSQL Clinical Link), IIS Server (for Medtech Clinical Audit Tool), eRx Services, MediSecure Services, etc.
- ✓ **ALL Applications** have been Restarted – e.g. Medtech CDA Bridge (for NEHTA HI Service, PCEHR), eClinic SMSC Desktop, Pen CAT tool, other Custom /Third-party Applications and Reporting Utilities not supplied by Medtech, etc.

- ✓ **ALL Scheduled Tasks** have been Restarted – e.g. Message Transfer Utility, Auto Scan from Folder, NPS RADAR Update/Submit, etc.
- ✓ **ALL Backup/Maintenance Tasks** have been Restarted – e.g. Database File Backup, Interbase Backup/Restore, Interbase Database Sweep, etc.

Briefcasing

- ✓ Ensure ALL Briefcasing Laptops with **OUTSTANDING** Briefcased data are **CHECKED-IN** prior to running the update.

IMPORTANT NOTE - BRIEFCASING

ALL Briefcasing laptops MUST ALWAYS be on the SAME MEDTECH32 VERSION AND BUILD as the "Main" Medtech32 Server. Otherwise data corruptions, and thus data loss, might occur during the check-ins and check-outs processes.

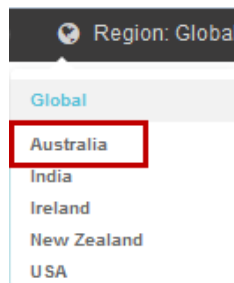
You MUST install this Update separately on EACH Briefcasing laptop by following the same instructions in the "Medtech32 Server Installation" section below. Process a **CHECK-OUT** on EACH Briefcasing laptop to ensure all laptops have upgraded successfully.

3. MEDTECH32 SERVER INSTALLATION

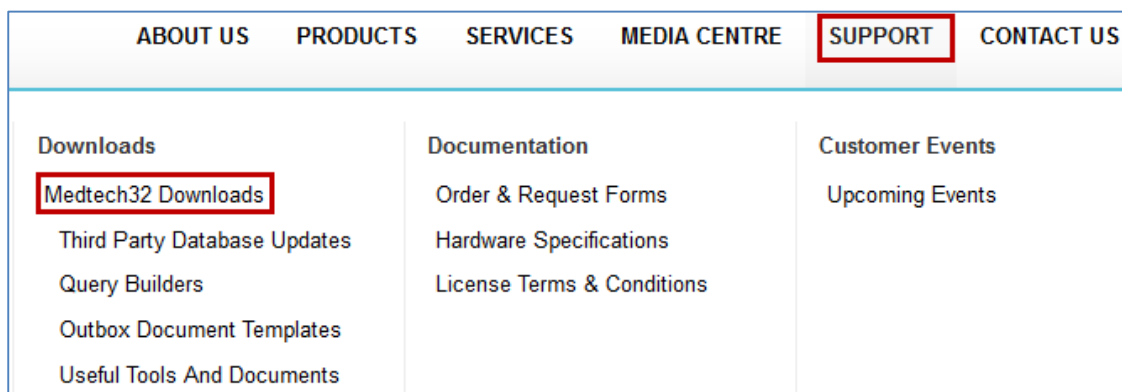
The **Medtech32 Version 9.2.2 Build 4566** Update must be run on the Medtech32 Server machine. The following procedures only need to be run ONCE for EACH practice (or once per server if your practice has multiple servers).

NOTE: If you are uncertain which computer is the Medtech32 Server, please contact your IT technician or the service provider who has performed the Medtech32 installation and/or upgrade.

1. Please visit our website at <http://www.medtechglobal.com/global/>.
2. Select **Region: Australia** from the Region dropdown list on the top right corner of the screen.



3. The Australia Home Page will be displayed.
4. Select from the top menu, **Support ► Downloads ► Medtech32 Downloads**. The Australia Medtech32 Download page will be displayed.

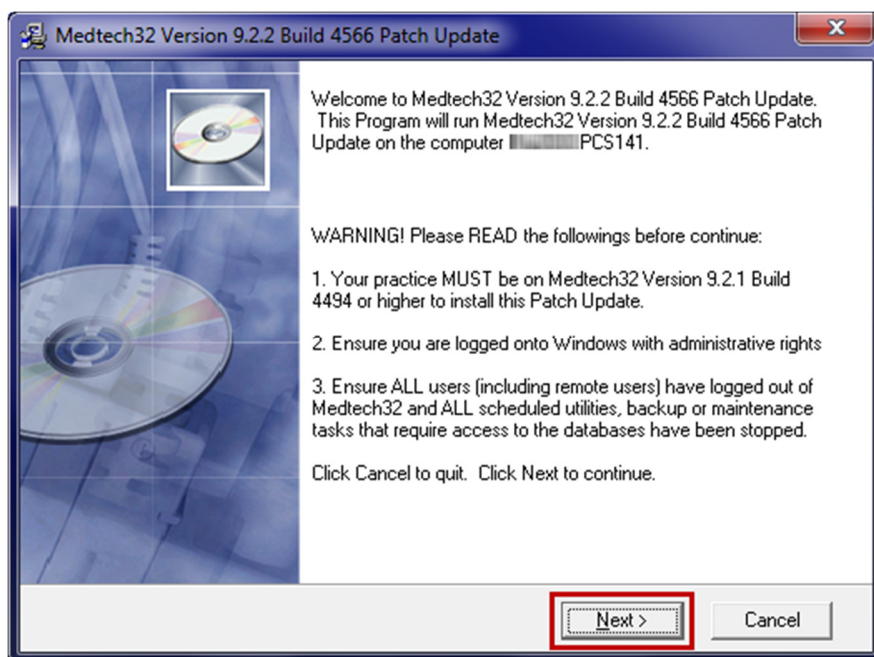


5. Here you will find the **Version 9.2.2 Build 4566 Update** files.

6. Click on the link **Version 9.2.2 Build 4566 Update** and download the Medtech32 installer under the **File Attachments** section.
7. If the **File Download Security Warning** dialogue box appears, select the **Run** option.
8. If the **Open File Security Warning** dialogue box appears, select the **Run** option.
9. The Update will then begin to run.

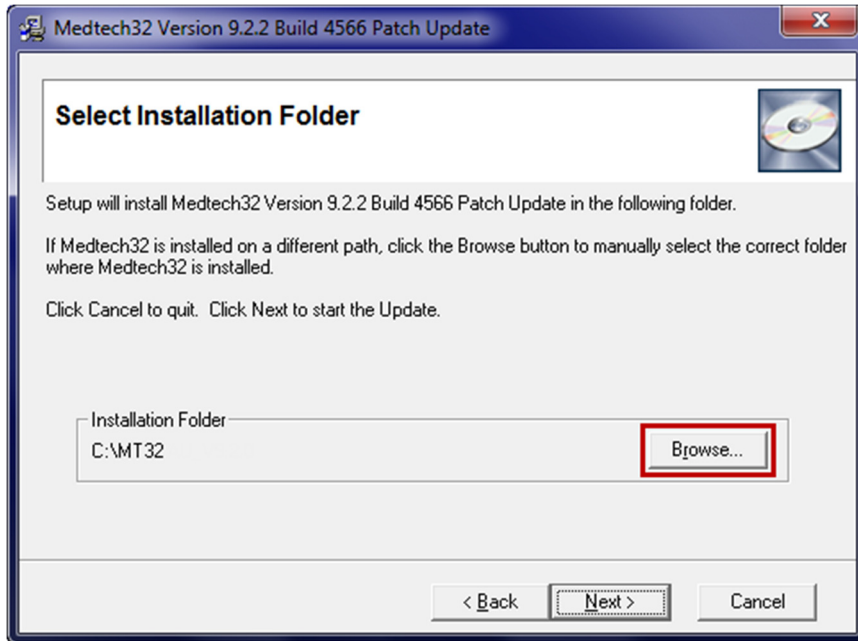


10. The Welcome screen will be displayed.



Please **READ THROUGH** the onscreen instructions **CAREFULLY** and then click on the **Next** button to continue.

11. The **Select Installation Folder** screen will be displayed.

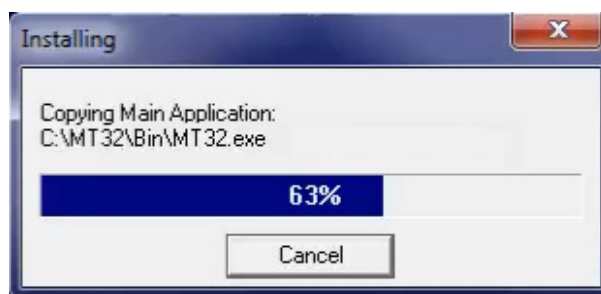


The path of the current **MT32** directory on the Medtech32 Server should be displayed under the **Installation Folder** section. If Medtech32 is installed on a different path, then click on the **Browse** button to manually select the correct **Installation Folder** where Medtech32 is installed.

NOTE: If you are uncertain where Medtech32 is installed, contact your IT technician or service provider who has performed the Medtech32 installation and/or upgrade

Click on the **Next** button to begin the installation.

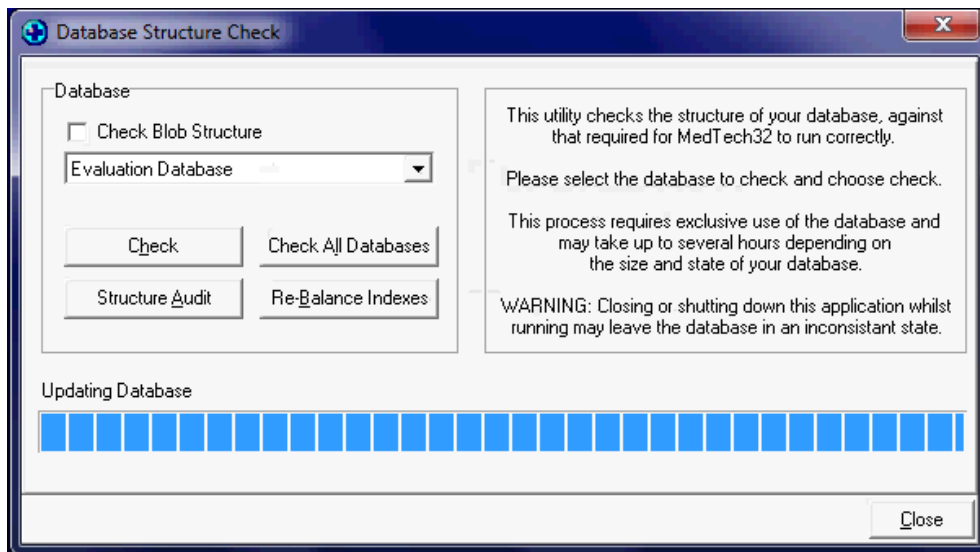
12. The installation progress screen will be displayed.



IMPORTANT NOTE

The next process to run is the **Database Structure Check Utility**. If your database is configured multiple times in the **MT32.INI** file, the **Database Structure Check Utility** will not check the database structure of the duplicate database(s).

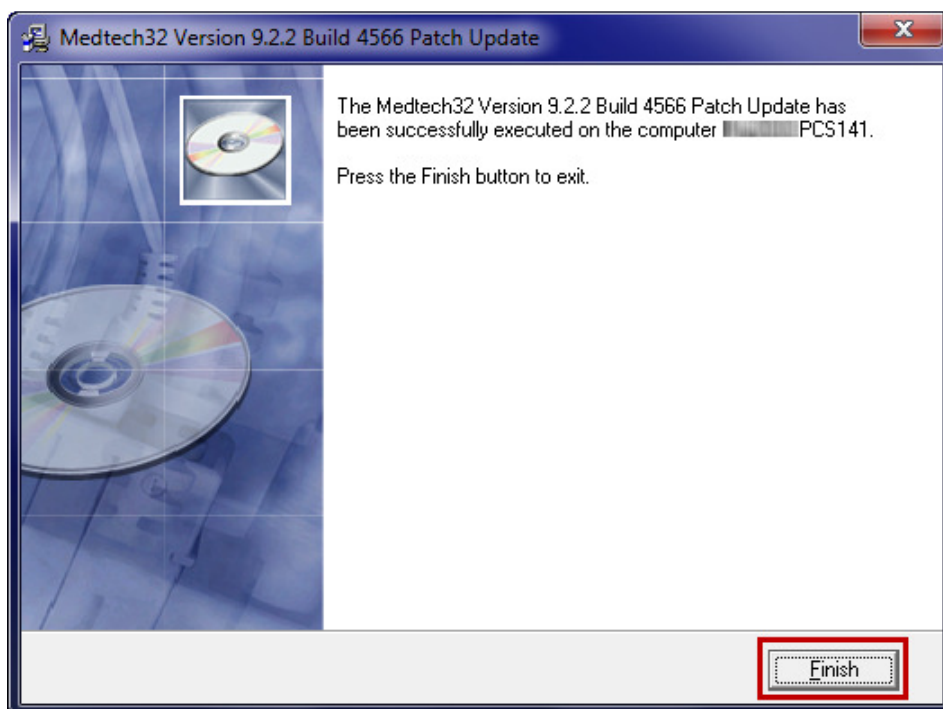
- During the upgrade process, the **Database Structure Check** utility will appear a few times to upgrade the databases:



WARNING: DO NOT close the **Database Structure Check** utility when it has started the upgrade process on the database(s). Doing so could seriously damage or corrupt your databases.

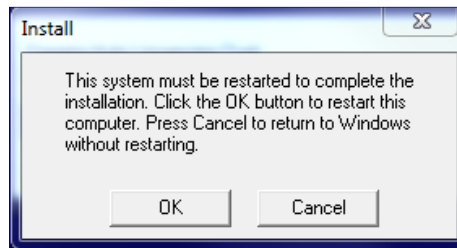
If you encounter ANY errors during **Database Structure Check**, **DO NOT CONTINUE** with the Upgrade. Please LOG the exact errors you have encountered, and contact the Medtech Helpdesk for assistance.

- Once the **Medtech32 Version 9.2.2 Build 4566** upgrade has successfully completed, the following screen will be displayed. Click on the **Finish** button to exit the Update.



IMPORTANT NOTE:

Following the upgrade, you may/may not be presented with the following message box screen.



Click the **OK** button to restart your computer, or **Cancel** to return to Windows without restarting the Server.

IMPORTANT NOTE FOR BRIEFCASING

If your Practice is using the Briefcasing option then you **MUST Repeat** Steps 1-14 above on EACH Briefcasing Laptop to successfully upgrade them to the same Medtech32 Version and Build and the same InterBase Version as the Main Medtech32 Server.

Once the Medtech32 Versions are identical on the Main Medtech32 Server, and the Briefcasing Laptop, you **MUST** then perform a **COMPLETE CHECK-OUT** from EACH one of your Briefcasing Laptops.

For further information on this release, or any other queries regarding **Medtech32 Version 9.2.2 Build 4566**, please contact the **Medtech Helpdesk** on **1800 148 165**, or email support@medtechglobal.com.