

# Technical Release Notes

Medtech32 Australia

Version 9.3.3 Build 4999

(April 2016 – Release 2)



*These Release Notes contain important information for Medtech32 users.  
Please ensure that they are circulated amongst all your relevant staff.  
We suggest that they are filed safely for future reference.*

## Table of Contents

<b>Version 9.3.3 Build 4999 Technical Release Notes .....</b>	<b>Error! Bookmark not defined.</b>
<b>1. Introduction .....</b>	<b>3</b>
<b>2. Medtech32 Briefcasing .....</b>	<b>4</b>
<b>3. Medtech32 Prerequisites .....</b>	<b>5</b>
<b>4. Medtech32 Server Installation .....</b>	<b>9</b>
<b>5. Technical Fixes .....</b>	<b>14</b>
5.1. Out of Memory Error .....	14
5.2. Access Violation Error .....	14
Access Violation Errors were reported from within the following modules. This has now been resolved.....	14
<input type="checkbox"/> Patient Inbox .....	14
<input type="checkbox"/> Provider Inbox.....	14
5.3. DB Error.....	14
5.4. EIB Interbase Error.....	14
5.5. Component Error .....	14
5.6. Printing Error.....	14

## 1. Introduction

**Medtech32 Version 9.3.3 Build 4999 (April 2016 – Release 2)** is a Patch Release of Medtech32. This document provides an overview on the resolved issues and changes to the Medtech32 application.

This document is provided for the Technical Team that will be updating the Practice from their current version of Medtech32 to Version 9.3.3 Build 4999. It is important that this document is read and that all prerequisites that are listed within this document, are met.

**Note:** Since there is a change to the MedtechGlobalHIService (CDA Bridge), it is required for the Practice to upgrade the MedtechGlobalHIService (CDA Bridge) and their eHealth Certificate Installer if they are on the prerequisite **Medtech32 Version 9.3.3 Build 4999 (April 2016 – Release 2)**. Please refer to the supplied **Medtech32 CDA Bridge Release Notes (April 2016)**.

### **IMPORTANT NOTE**

If you **are not** currently on **Medtech32 Version 9.3.1 Build 4711 or higher** and are updating to **Medtech32 Version 9.3.3 Build 4999 (April 2016 – Release 2)** (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 V9.3.0 DVD** once you have successfully upgraded to **Medtech32 Version 9.3.3 Build 4999 (April 2016 – Release 2)**.

Please follow the installation instructions in the **Medtech32 Release Notes - Version 9.3.3 Build 4999 (April 2016 –Release 2)** HI Service document.

**NOTE:** Please ONLY run the update 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 update after hours or on the weekend where you would have adequate time to complete the update.

**NOTE:** The amount of time required to run the update 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/>

### **IMPORTANT NOTE**

If you are using Citrix 5.x or below, please do not download 9.3.3 Installer from the website. Contact Medtech Support on 1800-148-165.

## 2. Medtech32 Briefcasing

### **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, may occur during the Check-In and Check-Out processes.**

This update MUST be installed separately on EACH Briefcasing laptop by following the same instructions in the "Medtech32 Server Installation" section of this document.

- ✓ Ensure ALL Briefcasing Laptops with **OUTSTANDING** Briefcased data have been **CHECKED-IN** prior to running the update on the main Medtech32 Server.

### 3. Medtech32 Prerequisites

Please review the following prerequisites and ensure they are met prior to running the Medtech32 Version 9.3.3 Build 4999 (April 2016 – Release 2) Update:

1. Ensure that the minimum Medtech32 version and build requirements have been met

#### **IMPORTANT NOTE**

The Practice **MUST** be on **Medtech32 VERSION 9.3.1 BUILD 4711 or higher** to install this update. If the Practice's current version of Medtech32 **IS NOT** on this exact version and build, please **DO NOT** continue. Contact the Medtech Helpdesk for assistance.

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

The following table will assist in determining the upgrade path requirements - from Medtech32 Version 9.0.0 and above – detailing the steps required to complete the upgrade to **Medtech32 Version 9.3.1 Build 4711**.

Current MT32 Version	Upgrade Path to Version 9.3.3 Build 4999
Version 9.0.0 Build 3794	<b>Step 1:</b> Download and Install Version 9.1.1 Build 3893 <b>Step 2:</b> Download and Install Version 9.1.2 Build 3915 <b>Step 3:</b> Download and Install Version 9.1.3 Build 3992 <b>Step 4:</b> Download and Install Version 9.1.4 Build 4071 <b>Step 5:</b> Download and Install Version 9.2.0 Build 4361 <b>Step 6:</b> Download and Install Version 9.3.0 Build 4620 <b>Step 7:</b> Download and Install Version 9.3.1 Build 4711
Version 9.1.0 Build 3835	<b>Step 1:</b> Download and Install Version 9.1.1 Build 3893 <b>Step 2:</b> Download and Install Version 9.1.2 Build 3915 <b>Step 3:</b> Download and Install Version 9.1.3 Build 3992 <b>Step 4:</b> Download and Install Version 9.1.4 Build 4071 <b>Step 5:</b> Download and Install Version 9.2.0 Build 4361 <b>Step 6:</b> Download and Install Version 9.3.0 Build 4620 <b>Step 7:</b> Download and Install Version 9.3.1 Build 4711
Version 9.1.1 Build 3893	<b>Step 1:</b> Download and Install Version 9.1.2 Build 3915 <b>Step 2:</b> Download and Install Version 9.1.3 Build 3992 <b>Step 3:</b> Download and Install Version 9.1.4 Build 4071 <b>Step 4:</b> Download and Install Version 9.2.0 Build 4361 <b>Step 5:</b> Download and Install Version 9.3.0 Build 4620 <b>Step 6:</b> Download and Install Version 9.3.1 Build 4711

Current MT32 Version	Upgrade Path to Version 9.3.3 Build 4999
Version 9.f1.2 Build 3915	<b>Step 1:</b> Download and Install Version 9.1.3 Build 3992 <b>Step 2:</b> Download and Install Version 9.1.4 Build 4071 <b>Step 3:</b> Download and Install Version 9.2.0 Build 4361 <b>Step 4:</b> Download and Install Version 9.3.0 Build 4620 <b>Step 5:</b> Download and Install Version 9.3.1 Build 4711
Version 9.1.3 Build 3992	<b>Step 1:</b> Download and Install Version 9.1.4 Build 4071 <b>Step 2:</b> Download and Install Version 9.2.0 Build 4361 <b>Step 3:</b> Download and Install Version 9.3.0 Build 4620 <b>Step 4:</b> Download and Install Version 9.3.1 Build 4711
Version 9.1.4 Build 4071	<b>Step 1:</b> Download and Install Version 9.2.0 Build 4361 <b>Step 2:</b> Download and Install Version 9.3.0 Build 4620 <b>Step 3:</b> Download and Install Version 9.3.1 Build 4711
Version 9.1.7 Build 4293	<b>Step 1:</b> Download and Install Version 9.3.0 Build 4620 <b>Step 2:</b> Download and Install Version 9.3.1 Build 4711
Version 9.2.0 Build 4361	<b>Step 1:</b> Download and Install Version 9.3.0 Build 4620 <b>Step 2:</b> Download and Install Version 9.3.1 Build 4711
Version 9.2.1 Build 4494	<b>Step 1:</b> Download and Install Version 9.2.2 Build 4566 <b>Step 2:</b> Download and Install Version 9.3.0 Build 4620 <b>Step 3:</b> Download and Install Version 9.3.1 Build 4711
Version 9.2.2 Build 4566	<b>Step 1:</b> Download and Install Version 9.3.0 Build 4620 <b>Step 2:</b> Download and Install Version 9.3.1 Build 4711
Version 9.3.0 Build 4620	<b>Step 1:</b> Download and Install Version 9.3.1 Build 4711
Version 9.3.1 Build 4711	<b>Step 1:</b> Download and install Version 9.3.3 Build 4999

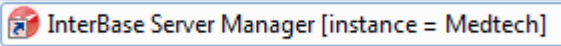
2. Ensure the person(s) who will be performing the upgrade have **READ THROUGH** the associated release documentation provided on the Medtech32 website, including the Release Notes and Technical Instructions
3. Ensure that access rights are correct – ALWAYS log on to Windows with **ADMINISTRATIVE RIGHTS** 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 to 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 that a successful and **COMPLETE** backup of the **MT32 directory** and **ALL** databases located in the MT32\Data directory has been done
  - ✓ The **Interbase Service Manager** must be **STOPPED** prior to doing any Database file copies. To do this, go 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

Complete the Copy and Paste process for the Medtech32 Database files

### **RESTART SERVICES**

- ✓ Once the File copy of the Databases have been completed, restart the **Interbase Service Manager**. To do this, go to the **Start ▶ All Programs ▶ Embarcadero Interbase XE (Instance = Medtech)** menu option
  - **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

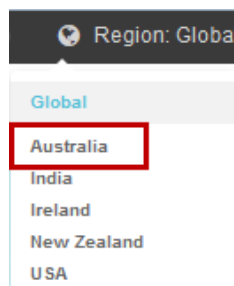


## 4. Medtech32 Server Installation

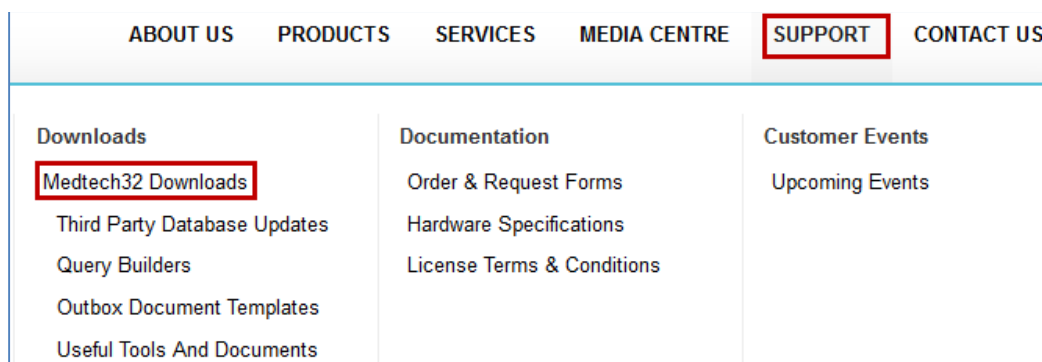
The **Medtech32 Version 9.3.3 Build 4999 (April 2016 – Release 2)** Update must be run on the Medtech32 Server machine. The following procedures only need to be run ONCE for EACH practice (or once per server if the Practice has multiple servers).

**NOTE:** If confirmation is required as to which Server is the Medtech32 Server, please contact the 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 drop down 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



### IMPORTANT NOTE

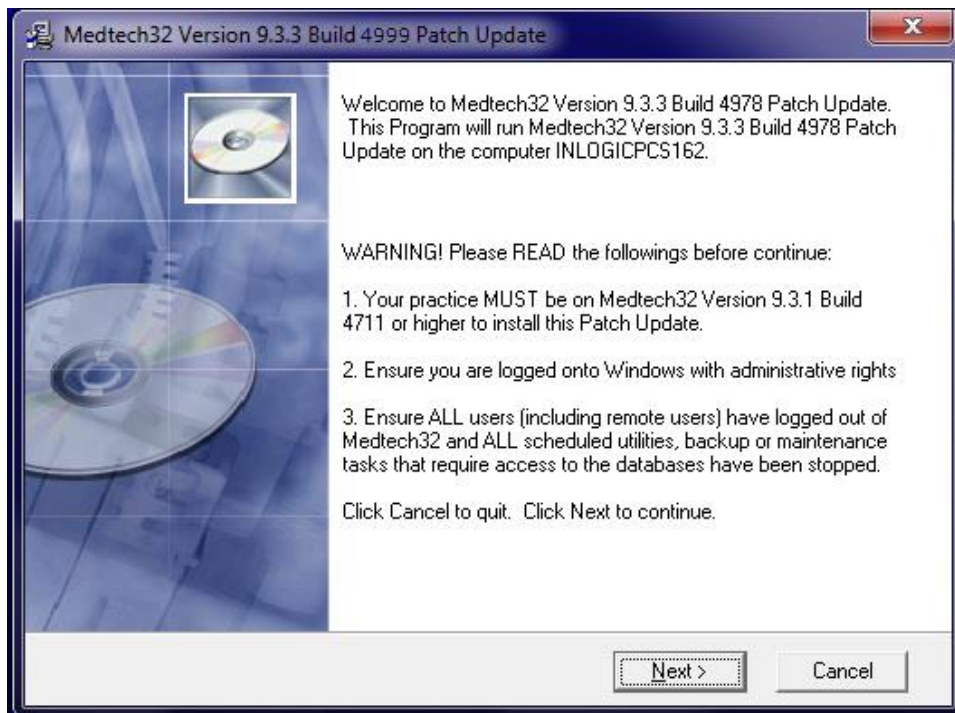
If you are using Citrix 5.x or below, please do not download 9.3.3 Installer from the website. Contact Medtech Support on 1800-148-165.

5. The **Medtech32 Version 9.3.3 Build 4999 (April 2016 – Release 2) Update** section and files will be visible in the next screen that appears

6. Click on the link **Medtech32 Version 9.3.3 Build 4999 (April 2016 – Release 2) Update** from the **File Attachments** section and download the Medtech32 installer
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

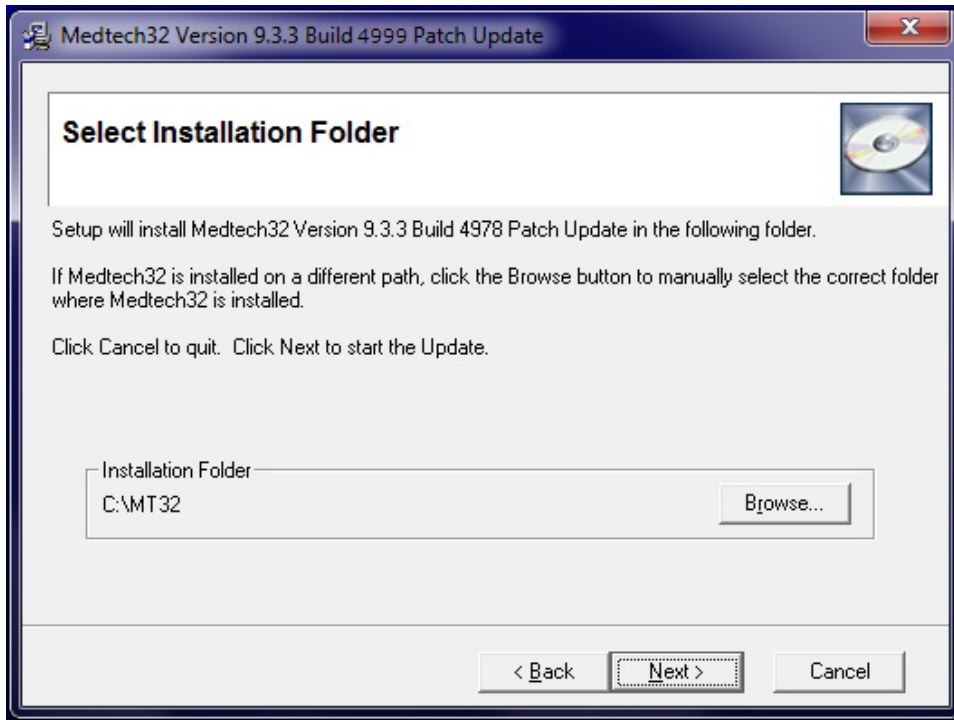


10. The Welcome screen will be displayed



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

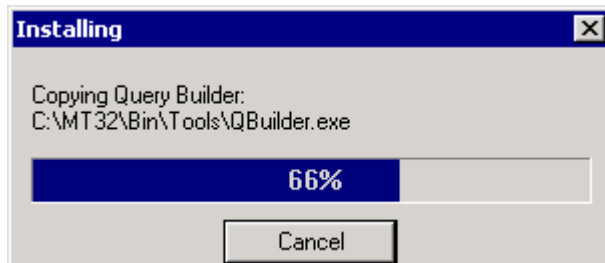


The path of the current **MT32** directory on the Medtech32 Server should be displayed under the **Installation Folder** section. If Medtech32 is installed on a different path, then click on the **Browse** button to manually select the correct **Installation Folder** where Medtech32 is installed.

**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.

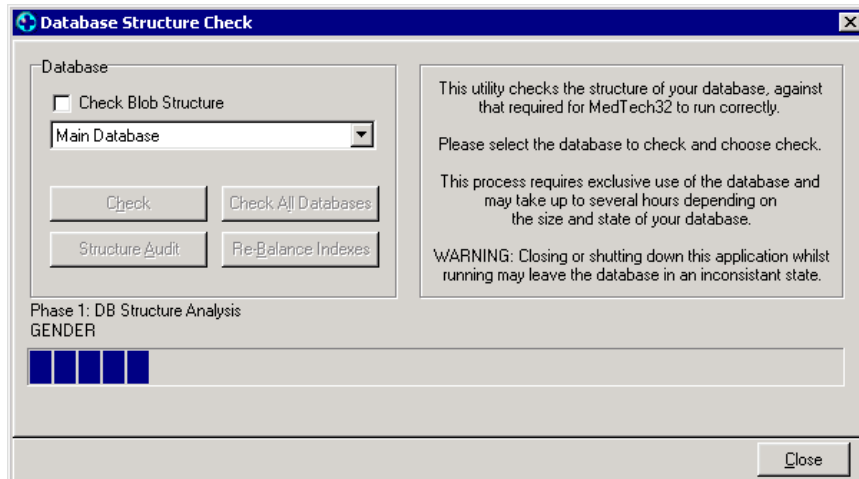
12. The installation progress screen will be displayed



**IMPORTANT NOTE**

The next process to run is the **Database Structure Check Utility**. If the Medtech32 database has been configured multiple times in the **MT32.INI** file, the **Database Structure Check Utility** will not check the database structure of the duplicate database(s).

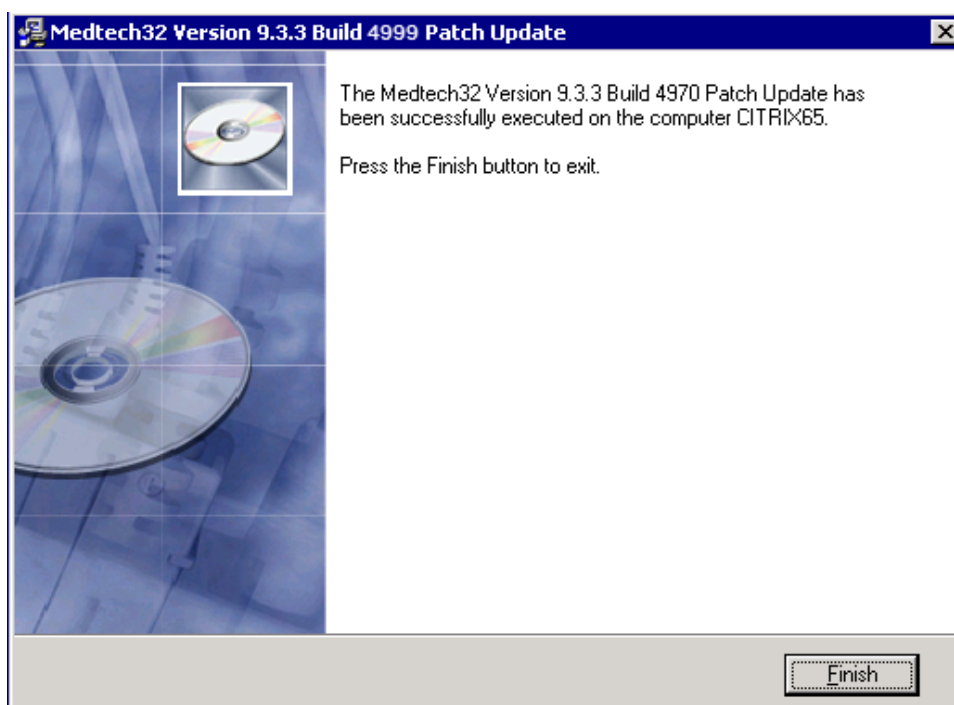
13. The '**Update IBX Attachments**' script will run and remove any PDF attachments that may have been wrongly assigned in the inbox messages process
14. During the upgrade process, the **Database Structure Check** utility will appear a few times as it upgrades the databases:



**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

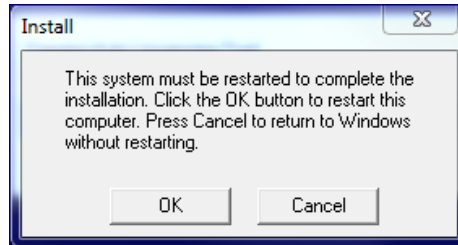
If ANY errors are encountered during **Database Structure Check**, DO NOT CONTINUE with the Upgrade. Please LOG the exact errors that appear and contact the Medtech Helpdesk for assistance.

15. Once the **Medtech32 Version 9.3.3 Build 4999 (April 2016 – Release 2)** update has successfully completed, the following screen will be displayed. Click on the **Finish** button to exit the update



**IMPORTANT NOTE:**

Following the update, the following message box screen may appear.



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

**IMPORTANT NOTE FOR BRIEFCASING**

If the Practice uses the Briefcasing option then you MUST **Repeat** Steps 1-15 above on EACH Briefcasing Laptop to successfully update 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 Laptops, a **COMPLETE CHECK-OUT** from EACH one of the Briefcasing Laptops must be performed.

## 5. Technical Fixes

### 5.1. Out of Memory Error

Out of Memory Errors were reported from within the following modules. This has now been resolved.

- Drug Search
- Patient/Provider Inbox

### 5.2. Access Violation Error

Access Violation Errors were reported from within the following modules. This has now been resolved.

- Patient Inbox
- Provider Inbox

### 5.3. DB Error

DB Errors were reported from within the following modules. This has now been resolved.

- Logon Screen
- Consultation Screen

### 5.4. EIB Interbase Error

EIB Interbase Errors were reported from within the following modules. This has now been resolved.

- Patient Account, Appointment
- Patient Inbox
- Provider Inbox

### 5.5. Component Error

Component Errors were reported from within the following modules. This has now been resolved.

- Patient Inbox
- Provider Inbox

### 5.6. Printing Error

Printing Errors were reported from within the following modules. This has now been resolved.

- Patient Inbox
- Provider Inbox

For further information on these new features, or any other queries regarding the changes in this release, please contact **Medtech Support** via:

- Medtech32 application [Help ► Contact Support]
- Email to [support@medtechglobal.com](mailto:support@medtechglobal.com)
- Fax to 03 9690 8010 Attn: Medtech Support
- Phone on 1800 148 165, Option 1