

# Installation Instructions

Medtech 32

Version 22.12 Build 5696

(March 2018)



**Important Note:** *Medtech recommends that all Medtech upgrades and database back-up and restore processes are performed by a Medtech Certified Engineer or your Practice Technician. [Click here](#) for a list of Medtech Certified Engineers or visit the Medtech website [www.medtechglobal.com](http://www.medtechglobal.com).*

These installation instructions contain important information for all Medtech users. Please ensure that they are circulated amongst all your staff. We suggest that they are filed safely for future reference.

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## Installation Prerequisites Checklist

|     |  |                          |
|-----|--|--------------------------|
| 1.  | Medtech recommends that all Medtech upgrades and database back-up / restore processes are performed by a Medtech Certified Engineer or your Practice Technician.   | <input type="checkbox"/> |
| 2.  | Check the current Medtech32 installed version [Help ► About Medtech32] before attempting this upgrade. The practice must be on the following Medtech32 version: <ul style="list-style-type: none"> <li>• Version 22.11 Build 5667</li> </ul>   | <input type="checkbox"/> |
| 3.  | Ensure all your customised Monitoring, Third party softwares integrating with our database and automated backup softwares (Eg: Shadow protect) if there are any, are turned off during this process  | <input type="checkbox"/> |
| 4.  | It is also recommended that you have completed a full Interbase Backup and Restore on all of your Medtech32 databases before running the upgrade. Click <a href="#">here</a> for Database Back up and Restore Guide  | <input type="checkbox"/> |
| 5.  | Before attempting to run the Version 22.12 Build 5696 upgrade, please ensure that a complete file level backup of the MT32 directory (including all databases located in the MT32\Data folder) has been completed successfully.  | <input type="checkbox"/> |
| 6.  | All users (including remote users) have logged out of Medtech32 and all scheduled utilities, backup, or maintenance tasks, and third party interfaces and services that require access to the databases have been stopped. Please stop and start Interbase guardian services to reset all connections to the databases.      | <input type="checkbox"/> |
| 6.  | The following utilities/services have been shut down or stopped: <ul style="list-style-type: none"> <li>• Medtech32 Scheduler</li> <li>• Windows Scheduler</li> <li>• NIR Directory Monitoring Utility</li> <li>• Medtech Generic Directory Monitor Utility</li> <li>• Medtech Services</li> <li>• GP2GP Services</li> </ul> | <input type="checkbox"/> |
| 7.  | The Medtech & GP2GP Services are being upgraded during this installation and will be stopped and restarted automatically. However, as a precaution, please ensure that the Medtech & GP2GP Services have been stopped prior to running this upgrade.   | <input type="checkbox"/> |
| 8.  | You are logged on to the Medtech32 Server with full administrative rights.   | <input type="checkbox"/> |
| 9.  | All Briefcasing laptops with outstanding Briefcased data have been checked-in.   | <input type="checkbox"/> |
| 10. | All Briefcasing laptops have been disconnected from the network.   | <input type="checkbox"/> |
| 11. | The Release Notes and Installation Instructions have been reviewed and are understood.   | <input type="checkbox"/> |
| 12. | If you have a Medtech KIOSK, note which staff members (usually Front-desk staff only) need to receive notification when patients update their contact details via the Kiosk.   | <input type="checkbox"/> |

## Location of Installer

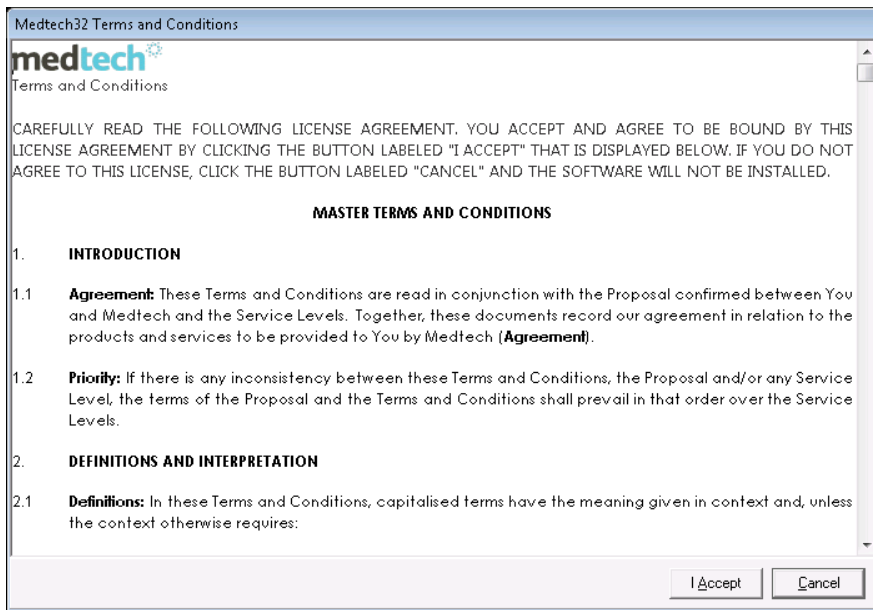
1. Visit our website at <http://www.medtechglobal.com>.
2. Select "**New Zealand**" in the region drop down (top right hand side of the window).
3. Select the menu **Support > Medtech32 Downloads**. The New Zealand Medtech32 Downloads page will be displayed.
4. Locate the upgrade called **Medtech32 Version 22.12 Build 5696 (Mar 2018)** in the list.
5. Download the installer "**Version 22.12 Build 5696 Installer**".

## Medtech32 Version 22.12 Build 5696 Server Installation

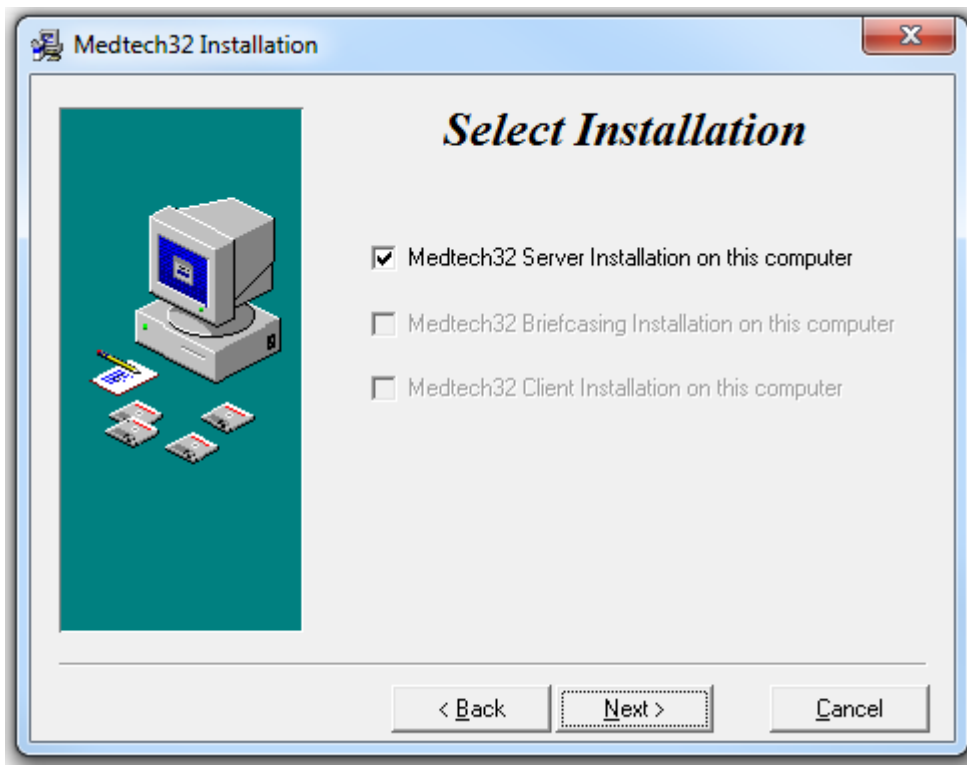
1. Ensure that you have completed and checked all the items in the **Installation Prerequisites Checklist** above.
2. Download the Version 22.12 Build 5696 Installer as described above.
3. Double-click on the **Upgrade EXE** to start the installation process.



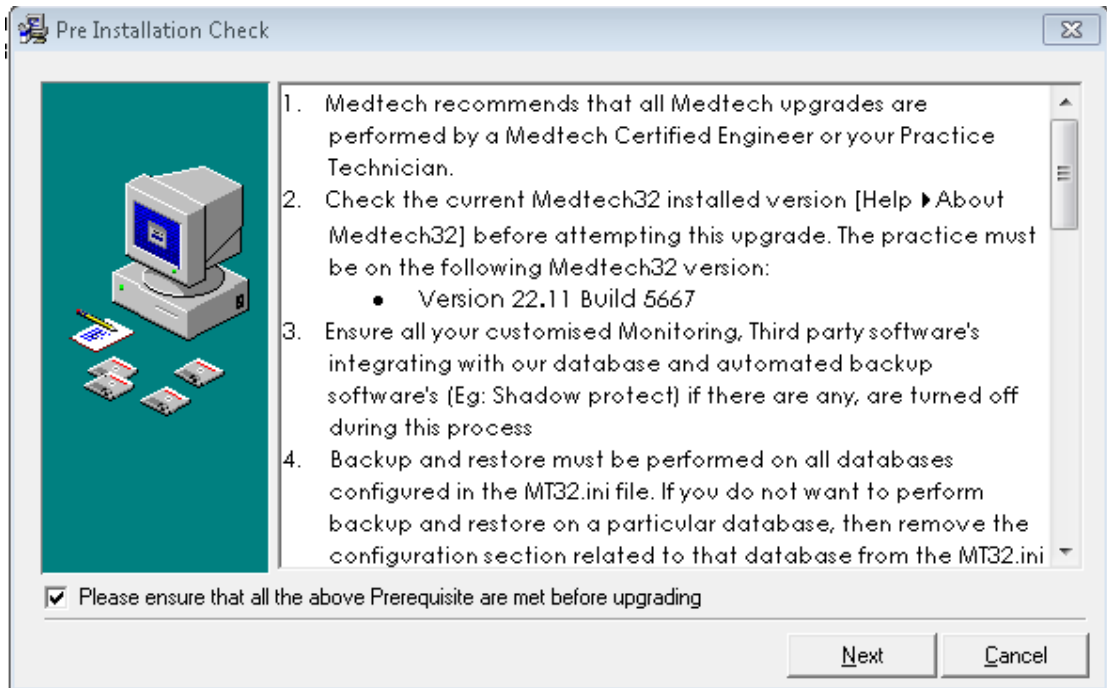
- 4. Click 'I Accept' button to continue



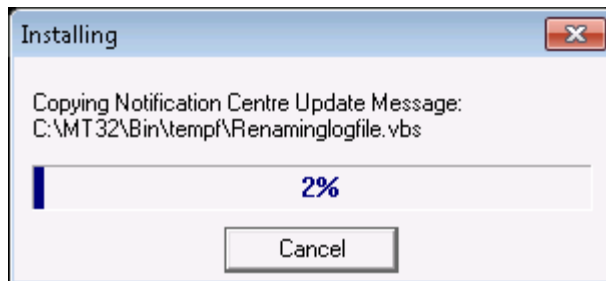
- 5. Select 'Medtech32 Server Installation on this computer radio' check-box, click 'Next' button.



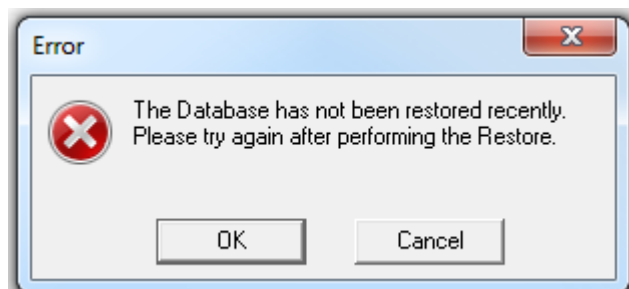
6. Ensure that all the points mentioned in the Pre Installation Check are performed, tick the tick-box and click 'Next' button.



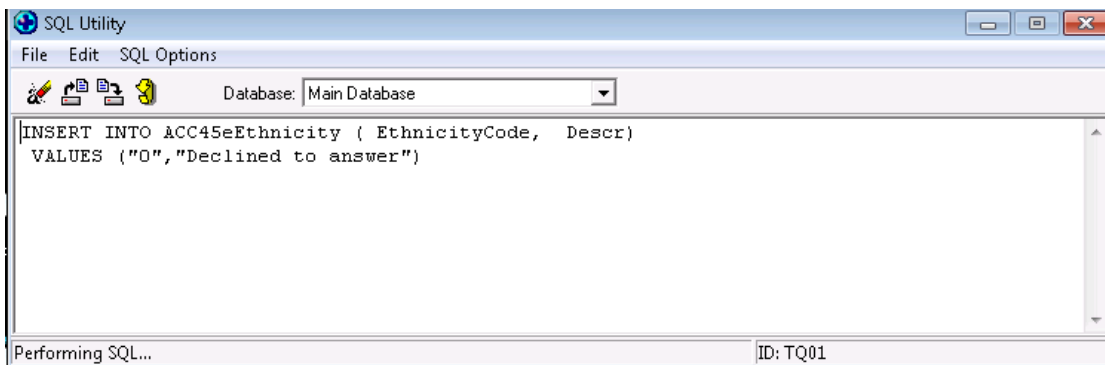
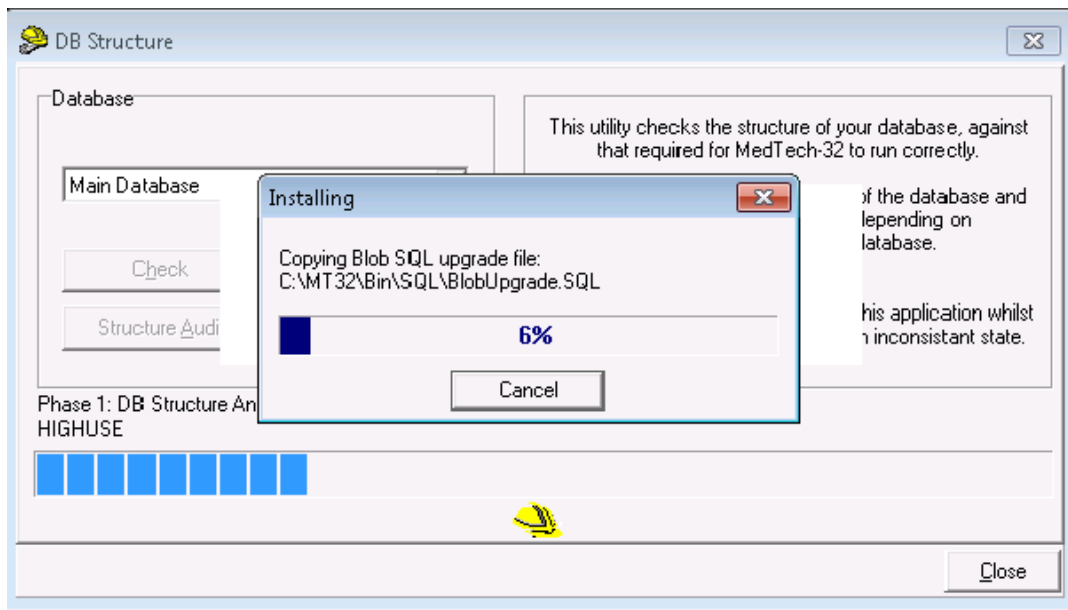
7. Installation progress



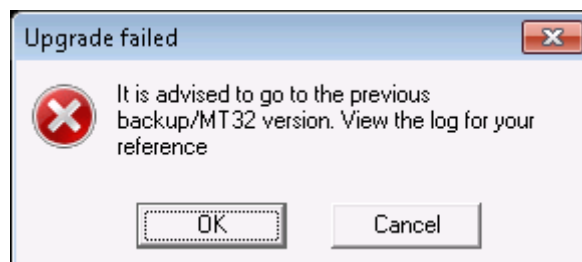
8. If the database backup has not been restored before upgrade, the error message below will be displayed and the Installation will terminate. If database back up is taken properly, then it will continue with next step.



9. Installation has now started.



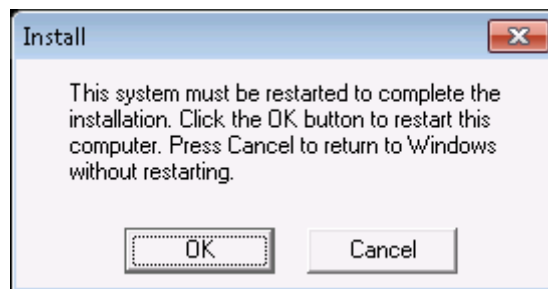
10. If there are any Upgrade issues, below error message will be displayed and the Installation will terminate. In this case, you need to go back to the previous file level back up. If there are no issues, it will continue with next step.



11. The Medtech Services will now be started. Once the installation is complete, the following message will be displayed:



12. Click on **OK** to close the installation.
13. You will be prompted to reboot the server at the completion of the installation. Please do so when required.



### Post Installation Checklist

|    |   |                          |
|----|---|--------------------------|
| 1. | If any errors are encountered while installing Version 22.12 Build 5696, you must rollback to previous version using the complete file level backup of the MT32 directory (See Pre-Requisites point 5). Please contact Medtech Support for assistance with the screenshots.   | <input type="checkbox"/> |
| 2. | <b>If you do not see the installation complete message (as shown in point 13 Medtech32 Version 22.12 Build 5696 Server Installation section),</b> you must rollback to previous version using the complete file level backup of the MT32 directory (See Prerequisites point 5). Please contact Medtech Support for assistance with the screenshots.   | <input type="checkbox"/> |
| 3. | Search for "Error" in MTStruct.Log (MT32\Bin folder) and in MTSQ32.log (MT32\Bin\Tools Folder) for the installation date. If there are any errors, then you must rollback to previous version using the complete file level backup of the MT32 directory (See Prerequisites point 5). Please contact Medtech Support for assistance with below details:<br><ul style="list-style-type: none"> <li>- MTStruct.log (MT32\Bin folder)</li> <li>- MTSQ32.LOG (MT32\Bin\Tools folder)</li> </ul> | <input type="checkbox"/> |
| 4. | If you have been prompted to reboot the server after installation, then please do so.   | <input type="checkbox"/> |
| 5. | The upgrade has been run on all laptops that are used for Briefcasing and has completed without errors.   | <input type="checkbox"/> |
| 6. | Check the Version and Build of the replaced application EXEs: Right Click on the relevant EXE, select <b>Properties</b> from the menu, click on the <b>Details</b> Tab and check the File Version]. The required file version of each EXE is shown in brackets below:<br><ul style="list-style-type: none"> <li>• Medtech32 Main Application: Bin\MT32.exe [22.12.0.5696]</li> </ul>  | <input type="checkbox"/> |



|     |   |                          |
|-----|---|--------------------------|
| 7.  | <p>If any of the following utilities/services were shut down or stopped prior to the Version 22.12 Build 5696 upgrade, please ensure that they are restarted:</p> <ul style="list-style-type: none"> <li>• Medtech32 Scheduler</li> <li>• Windows Scheduler</li> <li>• NIR Directory Monitoring Utility</li> <li>• Medtech Generic Directory Monitor Utility</li> <li>• GP2GP Services</li> <li>• Medtech Services</li> </ul>   | <input type="checkbox"/> |
| 8.  | <p>Login to Medtech32 and ensure database connection is successful. Check that the database connection is successful for all registered databases.<br/> <b>Please note</b> an additional integrity check has been introduced to ensure the upgrade was successful. If the upgrade was unsuccessful then an EXE will automatically run during the logon process. Should this occur please wait for this to complete. Other users will not be able to login while the EXE is running.</p> | <input type="checkbox"/> |
| 9.  | <p>Check the current Medtech32 installed version [Help ► About Medtech32]. After the upgrade has been run, this should read Version 22.12 Build 5696.</p>   | <input type="checkbox"/> |
| 10. | <p>Ensure that all staff can successfully log into Medtech32 without error.</p>   | <input type="checkbox"/> |
| 11. | <p>Any errors encountered during the post installation process have been captured and have been provided to Medtech Support for assistance.</p>   | <input type="checkbox"/> |
| 12. | <p>If your site has a Medtech32 KIOSK, you must carry out the Kiosk Version 2.1 Upgrade instructions in the following section.</p>  | <input type="checkbox"/> |
| 13. | <p>If you have a Medtech KIOSK, go to Kiosk Configuration (Setup ► Kiosk Configuration ► Staff tab ) and check all staff members (usually Front-desk staff only) that need to receive notifications when patients update their contact details via the Kiosk.</p>   | <input type="checkbox"/> |

## Medtech KIOSK Version 2.1 Upgrade

**Note:** If the site has a Medtech KIOSK, then this upgrade will also need to be run straight after the Medtech32 Version 22.12 Build 5696 installation has been successfully completed. If you DO NOT have a Medtech KIOSK, you do NOT need to carry out this upgrade.

### Medtech KIOSK Upgrade Prerequisites Checklist

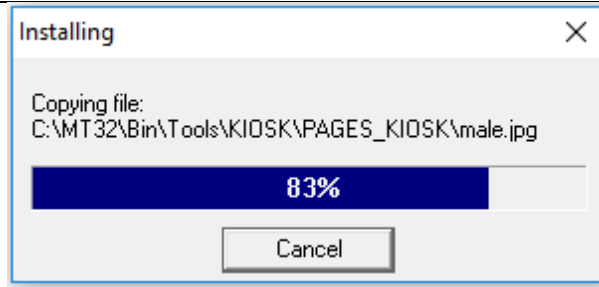
|    |  |                          |
|----|--|--------------------------|
| 1. | Ensure that you have successfully completed the Medtech32 version 22.12 Build 5696 installation. | <input type="checkbox"/> |
| 2. | You are logged on to the Medtech32 Server with full administrative rights.                       | <input type="checkbox"/> |

### Locate the Medtech KIOSK Installer

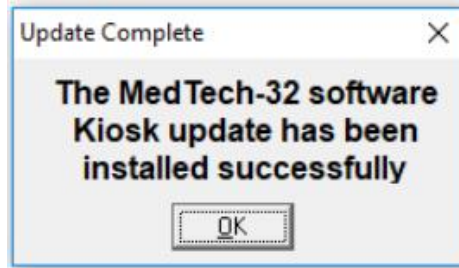
1. Visit our website at <http://www.medtechglobal.com>.
2. Select "**New Zealand**" in the region drop down (top right hand side of the window).
3. Select the menu **Support > Medtech32 Downloads**. The New Zealand Medtech32 Downloads page will be displayed.
4. Locate the upgrade called **Medtech32 Version 22.12 Build 5696 (Mar 2018)** in the list.
5. Download the installer "**KIOSK Version 2.1 server update**".

### Run the Medtech KIOSK Installer

1. Ensure that you have completed and checked all the items in the **Medtech KIOSK Upgrade Prerequisites Checklist** above.
2. Download **the KIOSK Version 2.1 server update** as described above.
3. Double click on the **Upgrade exe** to start the installation process.



4. Once the installation is complete, the following message will be displayed:



## Medtech KIOSK Post-Upgrade Checklist

|    |   |                          |
|----|---|--------------------------|
| 1. | Check the Date Modified of the replaced application EXE is 27/02/2018: <ul style="list-style-type: none"> <li>• <b>Bin\Tool\KIOSK</b> Folder                         <ul style="list-style-type: none"> <li>○ Kiosk_MT.exe</li> </ul> </li> </ul>             | <input type="checkbox"/> |
| 2. | Check the Date Modified of the replaced Images is 09/02/2018: <ul style="list-style-type: none"> <li>• <b>Bin\Tool\KIOSK\PAGES_KIOSK</b> <ul style="list-style-type: none"> <li>○ AlreadyCheckedIn.png</li> <li>○ Pastappointments.png</li> </ul> </li> </ul> | <input type="checkbox"/> |

For further information, or any other queries regarding the changes in this release, please contact Medtech Support as follows:

- Via the Medtech32 application [Help ► Contact Support]
- By online chat [www.medtechglobal.com](http://www.medtechglobal.com)
- By email to [support@medtechglobal.com](mailto:support@medtechglobal.com)
- By fax to 0800 MEDTECH (633 832)
- By phone on 0800 2 MEDTECH (633 832)