

Installation Instructions

Medtech 32

New Zealand ePrescribing Service Pack Update

(October 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.*

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"> • Version 22.15 Build 5804 • Version 22.15 Build 5845 	<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.	Before attempting to run the NZePS Service Pack update, 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"/>
5.	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"> • Medtech32 Scheduler • Windows Scheduler • NIR Directory Monitoring Utility • Medtech Generic Directory Monitor Utility • Medtech Services • GP2GP Services 	<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 Summary and Installation Instructions have been reviewed and are understood.	<input type="checkbox"/>

Location of Installer

For practices that are registered on the Insight Customer Portal

1. Visit the Insight Customer Portal at: <https://insight.medtechglobal.com/downloads/medtech32/> and enter your User Name and Password
2. Locate the update called **New Zealand ePrescribing Service Pack Update (October 2018)**.

For practices that are NOT registered on the Insight Customer Portal

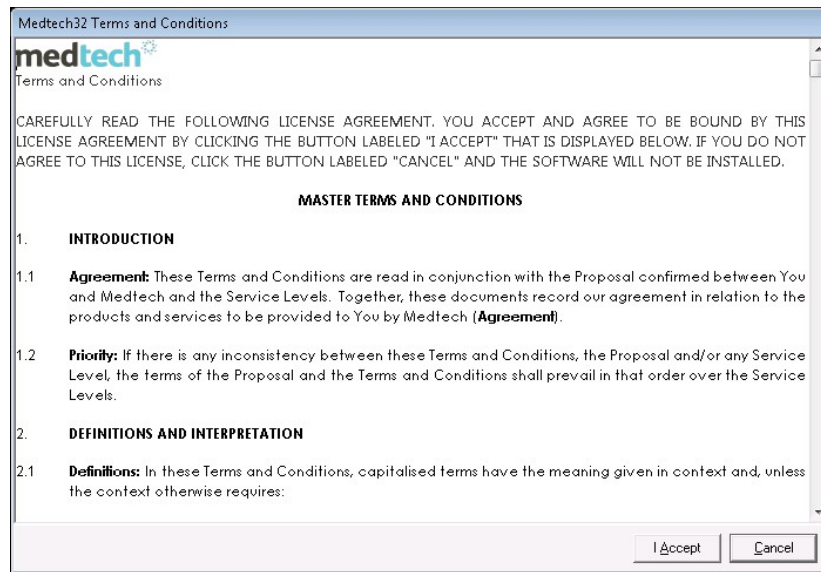
1. Visit our website at: <http://www.medtechglobal.com/nz/support-nz/mt32-downloads-nz/>
2. Locate the update called **New Zealand ePrescribing Service Pack Update (October 2018)**.

Medtech32 New Zealand ePrescribing Service Pack Update Installation

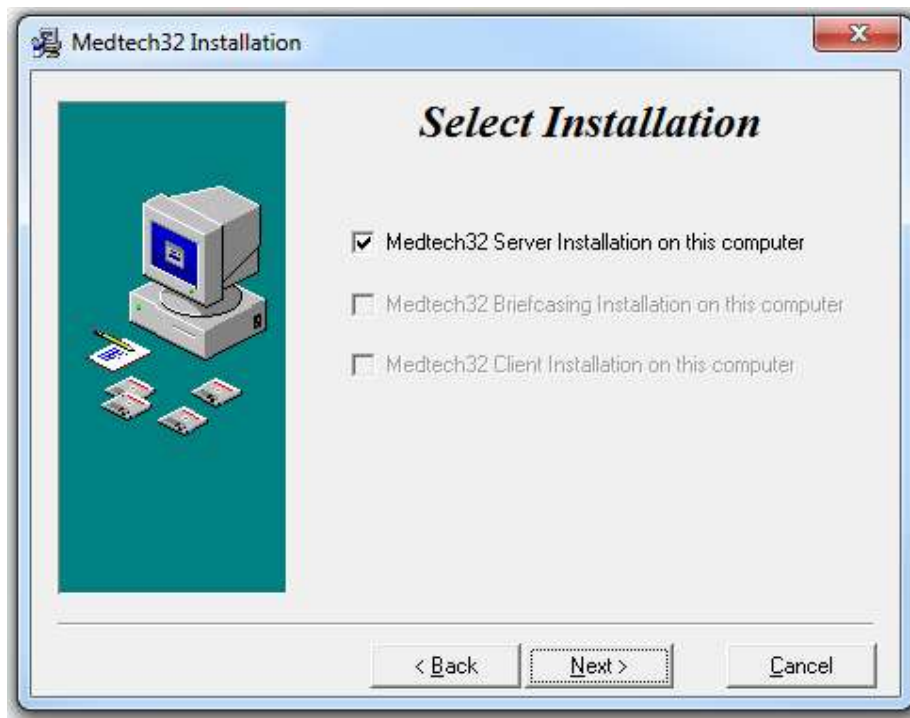
1. Ensure that you have completed and checked all the items in the **Installation Prerequisites Checklist** above.
2. Download the New Zealand ePrescribing Service Pack Update as described above.
3. Double-click on the **Upgrade EXE** to start the installation process.



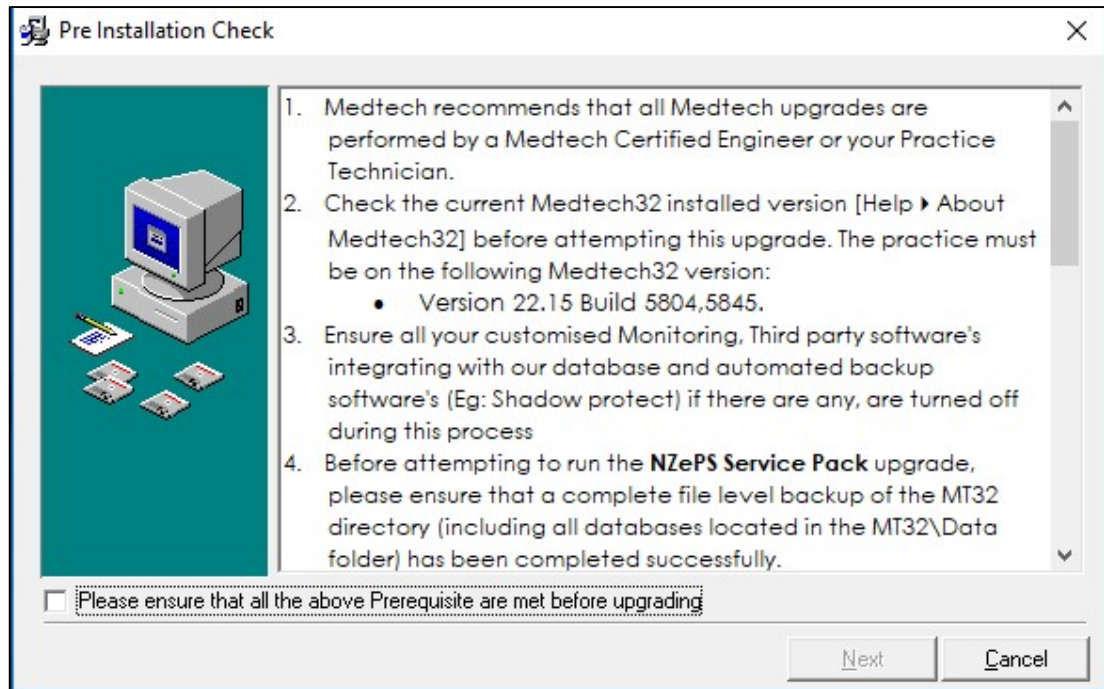
- Click 'I Accept' button to continue



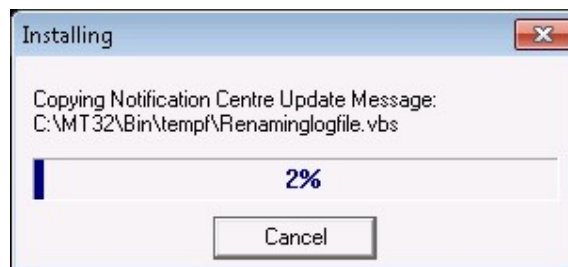
- Select 'Medtech32 Server Installation on this computer radio' check-box, click 'Next' button.



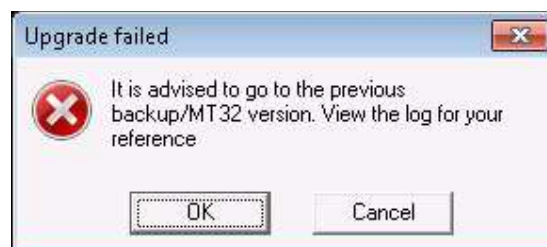
6. Ensure that all the points mentioned in the Pre Installation Check are performed, tick the tick-box and click 'Next' button.



7. The Installation will progress



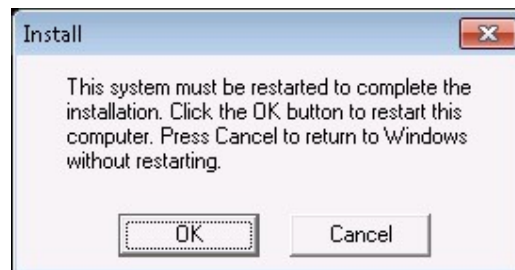
8. If there are any Upgrade issues, below error message will be displayed and the Installation will terminate. In this case, you need to go back to the previous file level back up. If there are no issues, it will continue with next step.



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



10. Click on **OK** to close the installation.
11. 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 the NZePS Service Pack update, you must rollback to previous version using the complete file level backup of the MT32 directory (See Pre-Requisites point 4). Please contact Medtech Support for assistance with the screenshots.	<input type="checkbox"/>
2.	If you do not see the installation complete message (as shown in point 9 Medtech32 NZePS Service Pack Upgrade Installation section), you must rollback to previous version using the complete file level backup of the MT32 directory (See Prerequisites point 4). Please contact Medtech Support for assistance with the screenshots.	<input type="checkbox"/>
3.	Search for "Error" in MTSQL32.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 4). Please contact Medtech Support for assistance with below details: - MTSQL32.LOG (MT32\Bin\Tools folder)	<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.	If any of the following utilities/services were shut down or stopped prior to the NZePS Service Pack upgrade, please ensure that they are restarted: <ul style="list-style-type: none"> • Medtech32 Scheduler • Windows Scheduler • NIR Directory Monitoring Utility • Medtech Generic Directory Monitor Utility • GP2GP Services • Medtech Services 	<input type="checkbox"/>
7.	Login to Medtech32 and ensure database connection is successful. Check that the database connection is successful for all registered databases. Please note 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.	<input type="checkbox"/>
8.	Ensure that all staff can successfully log into Medtech32 without error.	<input type="checkbox"/>
9.	Any errors encountered during the post installation process have been captured and have been provided to Medtech Support for assistance.	<input type="checkbox"/>

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

- **Insight:** Register for the Insight Customer Portal and Log a Support Ticket at <https://insight.medtechglobal.com/>
- **Online Chat:** www.medtechglobal.com