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The logo features the word "medtech" in a bold, white, lowercase sans-serif font. To the right of the text is a decorative graphic consisting of a cluster of small white dots arranged in a roughly circular pattern, with a thin white arc passing through them.

IT Technician Update

Medtech32 Version 22.18 Build 6070
(Funding switchover to NES)

Agenda

Medtech32 Version 22.18 Build 6070 Update

This session will cover all the aspects of the Medtech32 Version 22.18 Build 6070 release that practice IT Technicians need to be aware of including:

- Upgrade Version Requirements
- Backup Requirements
- .Net Framework Requirements
- Visual C++ Installation
- dll Registration – at first time login
- Licensing Framework
- Medtech Services
- Error Messages & Troubleshooting

Upgrade Version Requirements

- The minimum version required to run the Medtech32 Version 22.18 Build 6070 release is Medtech32 Version 22.16 Build 5963;
- Most practice will already be on this release due to the CSC Changes (Dec);
- All practices, whether General Practice, Allied Health, or Specialist need to apply this upgrade due to the new Licensing Framework implementation;
- If a practice is on a version of Medtech32 older than Version 22.16 Build 5963, Medtech has available a cumulative update that will upgrade a practice from Version 22.10 Build 5555 through to 22.18 Build 6070 in once installation step. Please contact Medtech Support should this installer be required.

Backup Requirements

- A complete file level backup of the MT32 directory, including all database located in the MT23\Data folder must be completed before upgrade. This is to ensure that if any errors are encountered, a practice can be rolled back quickly without issues, and avoid practice down time;
- An Interbase Backup and Restore is required prior to upgrade, this is due to the structure changes and application framework changes being made during the upgrade. It is important that the database is clean and corruption free.

.Net Framework Requirements

- We have upgraded our .Net Framework from 2.0/3.5 to the latest .Net 4.5 to provide more capabilities, features and support to Medtech32. This has also been done as a security / technology upgrade as Microsoft no longer supports the older .Net versions;
- If you are running Windows 7 SP1 (and above) on your client machines and Windows Server 2008 SP2 (and above) on your server please confirm the .Net Framework version, and if required download and update to .Net 4.5 from <https://www.microsoft.com/en-us/download/details.aspx?id=42642> before installing the Version 22.18 update;
- If the client or server machines are on lower operating systems that do not support .Net 4.5 Framework, they must be upgraded as they are no longer supported by Medtech or Microsoft;

.Net Framework Requirements (continued)

- If a client machine or server machine has .Net 4.7 Framework installed .Net 4.5 Framework is not required. Versions of .Net Framework higher than 4.5 will provide the required capability;
- If a practice needs to upgrade their infrastructure and does not have available time to do this before the 31st March, Medtech will provide a new manual license with an extension to 30th June 2019 to allow time for upgrade.
- Please refer to the Medtech32 System Requirement Specification for the currently supported Client and Server Operating Systems.

<https://www.medtechglobal.com/nz/support-nz/hardware-specifications-nz/>

C++ Visual Basic Redistributable Requirements

- During the upgrade you will be prompted with a Microsoft Visual C++ Redistributable installation package;
- If you are prompted to install the Microsoft Visual C++ Redistributable please do this as part of your upgrade;
- If you are prompted with the Modify Setup screen for the Microsoft Visual C++ Redistributable, then close the screen and continue with the upgrade;
- The Microsoft Visual C++ Redistributable is required for the compatibility of some .dll's with the .Net 4.5 Framework.

.dll Registration Requirements

- First time login to Medtech32 after upgrade must be run as a System Administrator (Right click on Medtech32 icon > Run as Administrator);
- This process is required to ensure that the updated 'claismedtech.dll' can be registered on the user's machine;
- This must be completed on ALL user machines, including the server;
- If the registration of the claismedtech.dll is not completed successfully, the user will be prompted with an 'Addin Interface Not Registered' error upon bringing the patient onto the palette;
- If the registration of the claismedtech.dll is not completed successfully, the user will be unable to use services such as NES.

Licensing Framework

- The new application licensing framework has been built into the Medtech32 application to automatically update the Medtech32 license before the License Expiry date for all Medtech32 practices;
- A separate download to update a practices Medtech32 license is no longer required;
- As soon as the Medtech Service is started post upgrade, the licensing framework will initiate a check and update of the practices license;
- Please ensure that you check the practices Medtech32 license (Help > Register) on or before the 31st March 2019 to ensure that the Expiry Date has been updated accordingly;
- If the practice license has not been updated, an error in updating the license has occurred or you continue to get License Expiry messages AFTER upgrade please contact Medtech Support for assistance.

Medtech Services

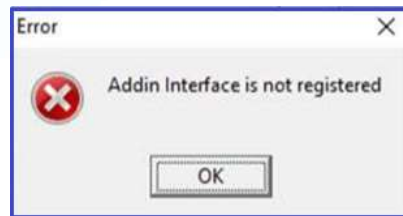
- The CBF Switchover process is completed using the 'Medtech Services';
- The CBF Switchover process will run in the background for practices between the hours of 5.00pm and 7.00am daily until the switchover has been completed for all Active Patients with an NHI Number and an Enrolment Status recorded in the Patient Register;
- You MUST ensure that the Medtech Services are restarted and is running post upgrade. The Medtech Services must remain running uninterrupted for as long as possible to ensure that the switchover can be processed in the most efficient time possible. It may take a number of days for the CBF Switchover to complete for a practice;

Medtech Services (continued)

- If the practice has backups scheduled during the 5.00pm to 7.00am time period, you must ensure that the Medtech Services is stopped first, and is restarted and running immediately after the backup has been completed;
- It is critical to the practice that the CBF Switchover is completed. Failure to complete this process will affect the Funding status of the patients, and will cause loss of income to the practice;
- Post upgrade the ongoing Enrolment and Funding Status of patients is reliant on the Medtech Services are running at all times. Please ensure that you have the necessary processes and checks in place to ensure that the Medtech Services are running at all times except for when backups and upgrades are taking place for the practice.

Error Messages & Troubleshooting (1)

- **Error Message:** 'Addin Interface is not Registered'



- **When it appears:** When logging into the Medtech32 application post upgrade to Version 22.18 Build 6070 and the user places the patient onto the palette.
- **Cause of error:** The 'claismedtech.dll' has not been registered on the users machine.
- **Resolution:** First time login to Medtech32 after upgrade must be run as a System Administrator (Right click on Medtech32 icon > Run as Administrator).

Error Messages & Troubleshooting (2)

- **Error Message:** 'You have an Invalid License'



- **When it appears:** When logging into the Medtech32 application post upgrade to Version 22.18 Build 6070 on Server, Client or Briefcase machines
- **Cause of error:** The Medtech32 License has failed to update correctly
- **Resolution:** Contact Medtech Support to analyse the issue, and rectify it.

Error Messages & Troubleshooting ⁽³⁾

- **Error Message:** 'Not enough storage available to complete this operation'
- **When it appears:** In the Help > Logs (Application: NES Funding Switchover)
- **Resolution:**
 - Immediate – Restart Medtech Services
 - Long term – Split Medtech Services on to 2 Servers

Error Messages & Troubleshooting (4)

- **Error Message:** 'Object Reference not set to an instance of an object'
- **When it appears:** In the Help > Logs (Application: NES Notification)
- **Cause of error:** Currently under investigation
- **Resolution:** To be Advised

Thank you

Open discussion and questions

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