

Installation Instructions

Medtech 32

Version 22.18 Build 6070

(March 2019)



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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Medtech Services – Important Information

Important Information

Post upgrade to Version 22.18 Build 6070 the CBF Switchover process will be scheduled and initiated for the practice.

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.

The CBF Switchover process is completed using the 'Medtech Services'.

You **MUST** ensure that the Medtech Services are restarted and is running post upgrade to Version 22.18 Build 6070. The Medtech Services must remain running uninterrupted for as long as possible to ensure that the switchover can be processed.

If your 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.

Please refer to the CBF Switchover section of the Release Notes associated with this release for further details on this process, including how to check the current status of the CBF Switchover process for the practice.

.Net Framework – Important Information

Important Information

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. 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 your .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 Medtech32 Version 22.18 Build 6070 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/>

Visual C++ Redistributable – Important Information

Important Information

During the upgrade to Version 22.18 Build 6070 you will be prompted with a Microsoft Visual C++ Redistributable installation package. The Microsoft Visual C++ Redistributable is required for the compatibility of some dll's with the .Net 4.5 Framework.

If you are prompted to install the Microsoft Visual C++ Redistributable please do this as part of your upgrade. If you are prompted with a Modify Setup screen, you will already have the Microsoft Visual C++ Redistributable installed, and can select the 'Close' option to continue with the upgrade.

Please refer to the Installation Instructions below for further details.

claismedtech.dll Registration – Important Information

Important Information

Logging into Medtech32 for the first time post upgrade to Version 22.18 Build 6070 is required to be completed with System Administrator rights (Right Click on Medtech32 icon > Run as Administrator) on all machines.

This process is required to ensure that the updated **claismedtech.dll** can be registered on the users machine. If the registration of the claismedtech.dll is not completed successfully, the user will be unable to use services such as NES, ManageMyHealth and GP2GP.

License Renewal – Important Information

Important Information

Some practices may have outbound web filtering or port filtering applied within their practice local firewall or proxy server. If your practice's firewall is configured in this way, it is recommended to ensure that outbound traffic to HTTPS (TCP-443) is allowed for the following URL:

medtechc365.api.crm6.dynamics.com

This is to ensure that your practice can communicate with Medtech and the Microsoft Dynamics365 system that holds our customer information used for validating your practices Medtech32 license information with our records for renewal.

Please refer to Page 12 of our Medtech32 System Requirements Specification - March 2019 document available on the Medtech website at the following location:

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

Installation Prerequisites Checklist

1.	<p><u>YOU MUST COMPLETE THIS TASK</u></p> <p>Before attempting to run the Version 22.18 Build 6070 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.</p>	<input type="checkbox"/>
2.	<p><u>YOU MUST COMPLETE THIS TASK</u></p> <p>Before attempting to run the Version 22.18 Build 6070 upgrade, please ensure that a complete Interbase Back Up and Restore process has been completed for all Medtech32 databases successfully.</p>	<input type="checkbox"/>
3.	<p><u>YOU MUST ENSURE THE MEDTECH32 VERSION</u></p> <p>Check the current Medtech32 installed version [Help ► About Medtech32] before attempting this upgrade. The practice must be on the following Medtech32 version:</p> <ul style="list-style-type: none"> • Version 22.16 Build 5963 (or higher) 	<input type="checkbox"/>
4.	<p><u>YOU MUST ENSURE SERVER & CLIENT .NET VERSION</u></p> <p>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 your .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 Medtech32 Version 22.18 Build 6070 upgrade.</p> <p>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/</p>	<input type="checkbox"/>
5.	<p>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</p>	<input type="checkbox"/>
6.	<p>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.</p>	<input type="checkbox"/>
7.	<p>You are logged on to the Medtech32 Server with full administrative rights.</p>	<input type="checkbox"/>
8.	<p>All Briefcasing laptops with outstanding Briefcased data have been checked-in.</p>	<input type="checkbox"/>
9.	<p>All Briefcasing laptops have been disconnected from the network.</p>	<input type="checkbox"/>
10.	<p>The Release Notes and Installation Instructions have been reviewed and are understood.</p>	<input type="checkbox"/>

Location of Installer

For practices that are registered on the Insight Customer Portal

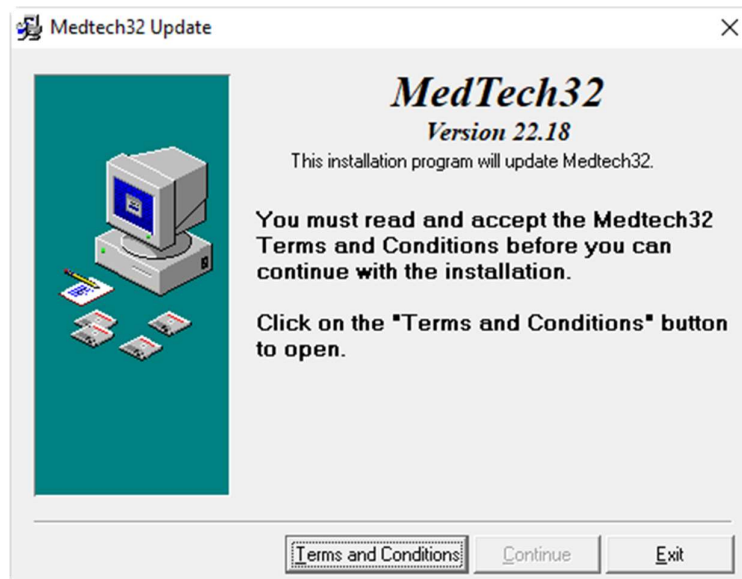
1. Visit the Insight Customer Portal at: <https://insight.medtechglobal.com/downloads/medtech32/> and enter your User Name and Password
2. Locate the update called **Medtech32 Version 22.18 Build 6070 (March 2019)**.

For practices that are NOT registered on the Insight Customer Portal

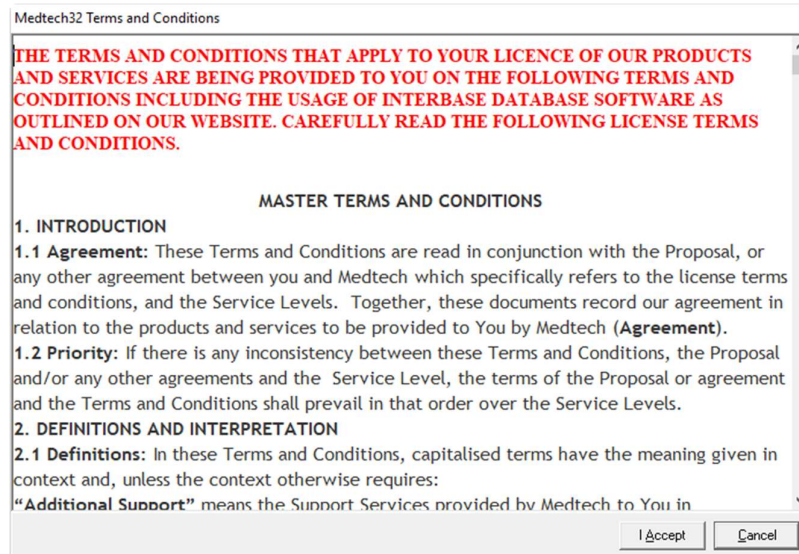
1. Visit our website at: <https://www.medtechglobal.com/nz/support-nz/mt32-downloads-nz/>
2. Locate the update called **Medtech32 Version 22.18 Build 6070 (March 2019)**.

Medtech32 Version 22.18 Build 6070 Server Installation

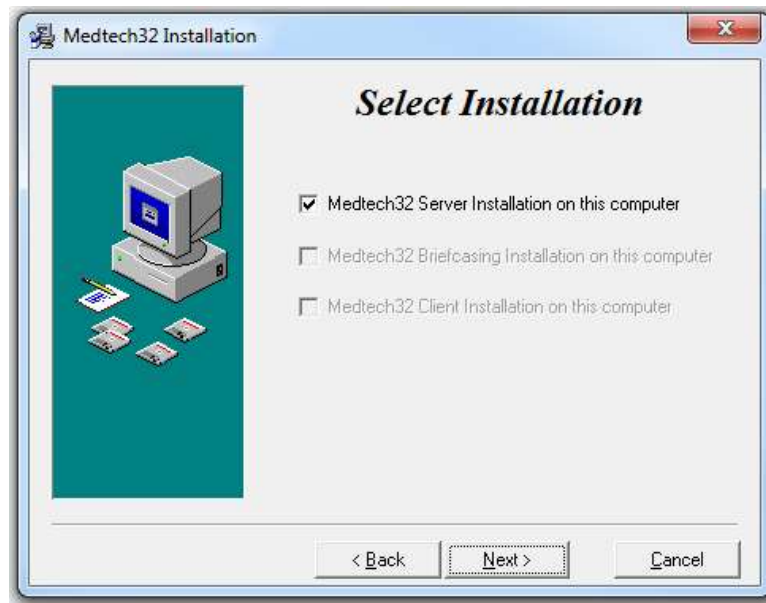
1. Ensure that you have completed and checked all the items in the **Installation Prerequisites Checklist** above.
2. Download the Version 22.18 Build 6070 Installer as described above.
3. Double-click on the upgrade exe to start the installation process.



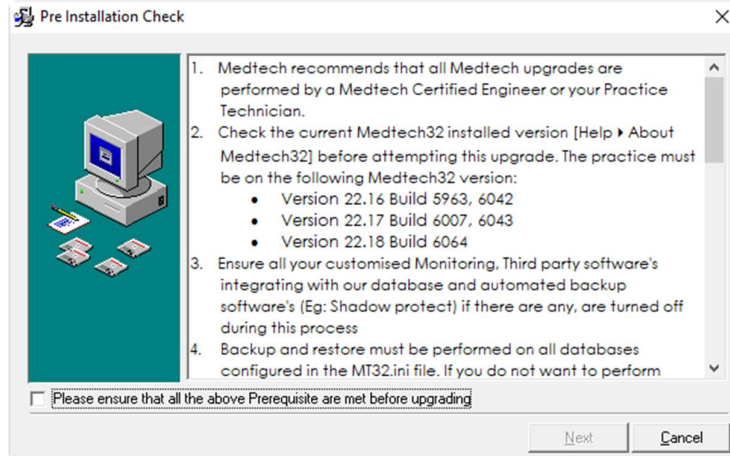
- Click '**I Accept**' button to continue



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



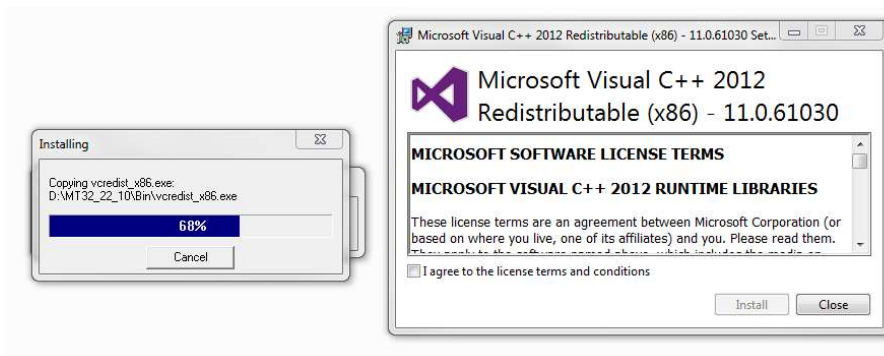
6. Ensure that all the points mentioned in the Pre Installation Check are performed, select the 'Please ensure that all the above Prerequisites are met before upgrading' option and click 'Next' button.



7. The Installation will progress and all required scripts and structure changes will be executed.

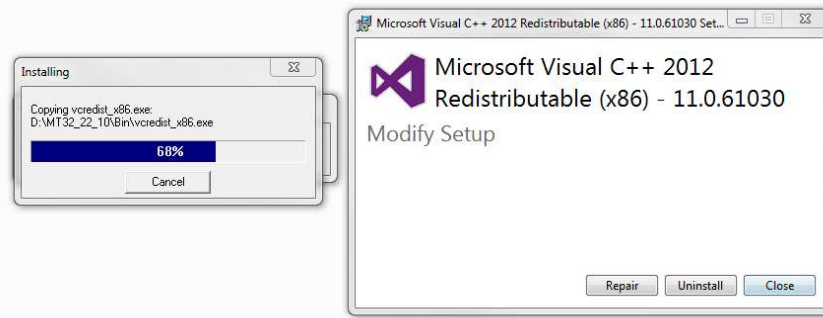
If Microsoft Visual C++ Redistributable IS NOT installed on the Practice Server

8. If you do not have Microsoft Visual C++ installed on the Practice Server you will be prompted to install the Microsoft Visual C++ Redistributable. Please do this as part of your upgrade. Click on the 'I agree to the license terms and conditions' option and select the Install button.



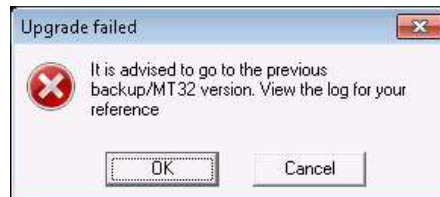
If Microsoft Visual C++ Redistributable IS installed on the Practice Server

If you already have Microsoft Visual C++ installed on the Practice Server you will be prompted to with the Microsoft Visual C++ Redistributable Modify Setup screen. Please click on the 'Close' button to close the Modify Setup screen, and continue with the Medtech32 installation.



Please Note: If the Microsoft Visual C++ Redistributable is NOT installed on the Practice Server, the Medtech GP2GP Service and Medtech Services will not start and practice functions will be affected.

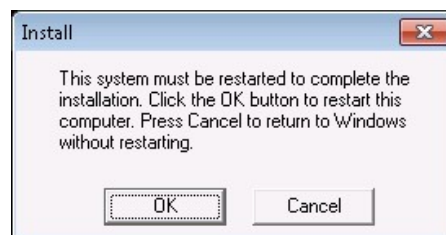
9. If there are any Upgrade issues, the below error message will be displayed and the Installation will terminate. In this case, you need to go back to the previous file level back up. If there are no issues, it will continue with next step.



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



11. Click on **OK** to close the installation.
12. 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 22.18 Build 6070, you must rollback to previous version using the complete file level backup of the MT32 directory (See Pre-Requisites point 1). 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 Version 22.18 Build 6070 Server Installation section), you must rollback to previous version using the complete file level backup of the MT32 directory (See Prerequisites point 1). 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 1). 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.	Check the Version and Build of the replaced application EXEs: Right Click on the relevant EXE, select Properties from the menu, click on the Details Tab and check the File Version. The required file version of each EXE should be 22.18.0.6070.	<input type="checkbox"/>

EXE	Path
ACC45eunl.exe	Bin\Addins\ACC
GMSExcpt.exe	Bin\Addins\Accident and Medical
HBLHL7Elec.exe	Bin\Addins\Health Benefits
LTSerUtil.exe	Bin\Addins\Linktech
LTAgeSex.exe	Bin\Addins\Linktech
NIRMsgTransfer.exe	Bin\Addins\NIR
PharmacSA.exe	Bin\Addins\Pharmac SA
PrimHDDatImpoort.exe	Bin\Addins\PrimHD
Agebal.exe	Bin\Report
GMSCapitat.exe	Bin\Report
IncRec.exe	Bin\Report
Quecount.exe	Bin\Report
StmtRun.exe	Bin\Report
StmtWorkFlow.exe	Bin\Report
TxDetail.exe	Bin\Report
BulkProviderChange.exe	Bin\Tools
MTUpdGMS.exe	Bin\Tools
PatientRecordExport.exe	Bin\Tools
PatJoin.exe	Bin\Tools
QBuilder.exe	Bin\Tools
MT32.exe	Bin

7.	<p>Login to Medtech32 and ensure database connection is successful. Check that the database connection is successful for all registered databases.</p> <p>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.</p>	<input type="checkbox"/>
8.	<p>Check the current Medtech32 installed version [Help ► About Medtech32]. After the upgrade has been run, this should read Version 22.18 Build 6070.</p>	<input type="checkbox"/>
9.	<p>Ensure that all staff can successfully log into Medtech32 without error.</p> <p>IMPORTANT INFORMATION – FIRST TIME LOGIN AFTER UPGRADE</p> <p>Logging into Medtech32 for the first time post upgrade to Version 22.18 Build 6070 is required to be completed with System Administrator rights (Right Click on Medtech32 icon > Run as Administrator) on all machines.</p> <p>This process is required to ensure that the updated claismedtech.dll can be registered.</p>	<input type="checkbox"/>
10.	<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"/>
11.	<p>IMPORTANT INFORMATION – MEDTECH32 LICENSE UPDATE</p> <p>Please ensure that you check your Medtech32 license (Help > Register) on or before the 31st March 2019 to ensure that the Expiry Date has been updated accordingly.</p> <p>If your license has not been updated, an error in updating the license has occurred or you continue to get License Expiry messages AFTER upgrade to Version 22.18 Build 6070 please contact Medtech Support for assistance.</p> <p>Please Note:</p> <p>Some practices may have outbound web filtering or port filtering applied within their practice local firewall or proxy server. If your practice's firewall is configured in this way, it is recommended to ensure that outbound traffic to HTTPS (TCP-443) is allowed for the following URL:</p> <p>medtechc365.api.crm6.dynamics.com</p> <p>This is to ensure that your practice can communicate with Medtech and the Microsoft Dynamics365 system that holds our customer information used for validating your practices Medtech32 license information with our records for renewal.</p> <p>Please refer to Page 12 of our Medtech32 System Requirements Specification - March 2019 document available on the Medtech website at the following location:</p> <p>https://www.medtechglobal.com/nz/support-nz/hardware-specifications-nz/</p>	<input type="checkbox"/>

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The CBF Switchover process is completed using the 'Medtech Services'. You **MUST** ensure that the Medtech Services are restarted and is running post upgrade to Version 22.18 Build 6070. The Medtech Services must remain running uninterrupted for as long as possible to ensure that the switchover can be processed.

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Please refer to the CBF Switchover section of the Release Notes associated with this release for further details on this process, including how to check the current status of the CBF Switchover process for the practice.

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