

# Installation Instructions

Medtech 32

Version 22.18 Build 6083

(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](http://www.medtechglobal.com).

---

**Table of Contents**

**Installation Prerequisites Checklist ..... 3**

**Location of Installer ..... 4**

**Medtech32 Version 22.18 Build 6083 Server Installation..... 4**

**Post Installation Checklist..... 7**

## Installation Prerequisites Checklist

1.	<p><b><u>YOU MUST COMPLETE THIS TASK</u></b></p> <p>Before attempting to run the Version 22.18 Build 6083 upgrade, please ensure that a <b>complete file level backup</b> of the MT32 directory (including all databases located in the MT32\Data folder) <b>has been completed</b> successfully.</p>	<input type="checkbox"/>
2.	<p><b><u>YOU MUST ENSURE THE MEDTECH32 VERSION</u></b></p> <p>Check the current Medtech32 installed version [Help ► About Medtech32] before attempting this upgrade. The practice must be on one of the following Medtech32 versions:</p> <ul style="list-style-type: none"> <li>• Version 22.18 Build 6068</li> <li>• Version 22.18 Build 6070</li> </ul>	<input type="checkbox"/>
3.	<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"/>
4.	<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"/>
5.	<p>You are logged on to the Medtech32 Server with full administrative rights.</p>	<input type="checkbox"/>
6.	<p>All Briefcasing laptops with outstanding Briefcased data have been checked-in.</p>	<input type="checkbox"/>
7.	<p>All Briefcasing laptops have been disconnected from the network.</p>	<input type="checkbox"/>
8.	<p>The Release Summary 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 6083 (March 2019)**.

### For practices that are NOT registered on the Insight Customer Portal

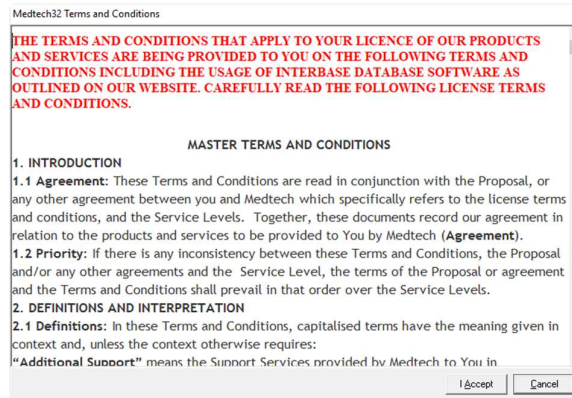
1. Visit our website at: <https://www.medtechglobal.com/nz/support-nz/mt32-downloads-nz/>
2. Locate the update called **Medtech32 Version 22.18 Build 6083 (March 2019)**.

## Medtech32 Version 22.18 Build 6083 Server Installation

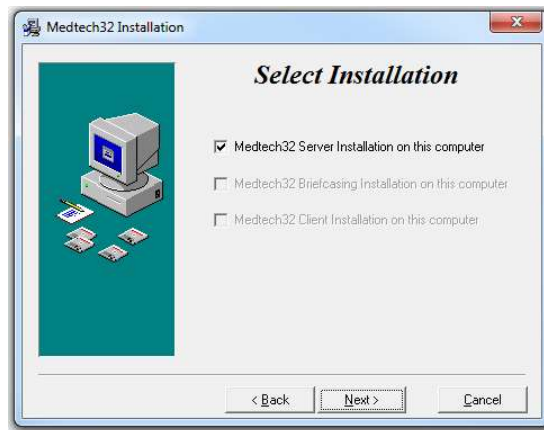
1. Ensure that you have completed and checked all the items in the **Installation Prerequisites Checklist** above.
2. Download the Version 22.18 Build 6083 Installer as described above.
3. Double-click on the upgrade exe to start the installation process.



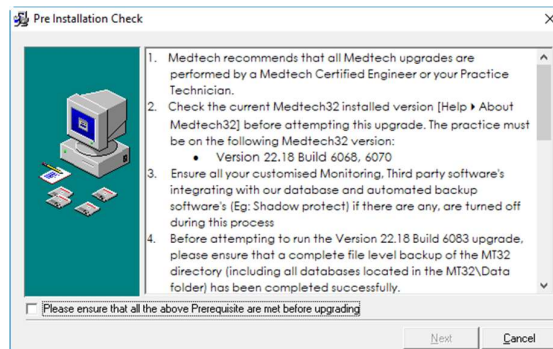
- Click '**I Accept**' button to continue



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

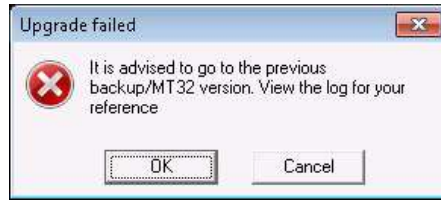


- Ensure that all the points mentioned in the Pre Installation Check are performed, select the 'Please ensure that all the above Prerequisites are met before upgrading' option and click '**Next**' button.



- The Installation will progress and all required changes will be installed.

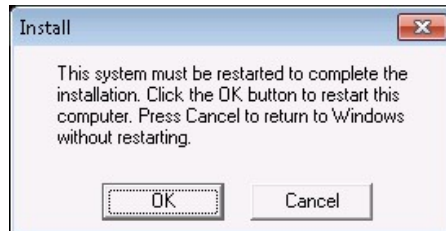
8. If there are any Upgrade issues, the below error message will be displayed and the Installation will terminate. In this case, you need to go back to the previous file level back up. If there are no issues, it will continue with next step.



9. 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 Version 22.18 Build 6083, 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 6083 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.	<p>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 should be 22.18.0.6083.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">EXE</th> <th style="text-align: center;">Path</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">MT32.exe</td> <td style="text-align: center;">Bin</td> </tr> </tbody> </table>	EXE	Path	MT32.exe	Bin	<input type="checkbox"/>
EXE	Path					
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><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"/>				
8.	Check the current Medtech32 installed version [Help ► About Medtech32]. After the upgrade has been run, this should read Version 22.18 Build 6083.	<input type="checkbox"/>				
9.	Ensure that all staff can successfully log into Medtech32 without error.	<input type="checkbox"/>				
10.	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](http://www.medtechglobal.com)