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EMPOWERING HEALTH

# System Requirements Specification Rx Medical

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## Client/Server System Requirements

Below is a list of the minimum and recommended system requirements for an ideal Rx Medical environment with a dedicated Server. The following requirements assumed both the Server and the Workstations will not be running any other applications or services other than Rx Medical and Microsoft SQL.

System Requirements	Minimum	Recommended
<b>Server Requirements with up to 5 Workstations</b>	Dual-Core Pentium 1.8Ghz CPU or Equivalent	I3 1.8Ghz CPU or greater
	2GB DDR2 RAM	4GB DDR2 RAM
	80GB SATA2 7200rpm HDD	80GB SATA2 7200rpm HDD
	Standard UPS	Standard UPS
	Windows 2008 /2012/2016 Standard	Windows 2012 /2016 Standard

Depending on the volume of transactions and the amount of files (such as scanned documents, Word documents, and digital x-rays) that need to be processed, as well as factors such as what other third-party applications or services are running on the computers (such as antivirus and backup software), the exact system requirements could vary.

If in doubt, please consult a Medtech Channel Partner prior to purchasing any new computing equipment.

## Client/Server System Requirements

System Requirements	Minimum	Recommended
<b>Server Requirements with up to 10 Workstations</b>	Dual-Core Pentium 2.2Ghz CPU or Equivalent	I3 2.2Ghz CPU or greater
	2GB DDR2 RAM	4GB DDR2 RAM
	2 x 73GB SCSI320 or 2 x 80GB SATA2 7200rpm HDD on RAID1	2 x 73GB SCSI320 or 2 x 80GB SATA2 7200rpm HDD on RAID1
	Smart UPS with Serial or USB Interface	Smart UPS with Serial or USB Interface
	Windows 2003/2003 R2/2008 Standard Server	Windows 2008 /2012/2016 Standard
<b>Server Requirements with up to 25 Workstations</b>	Dual-Core Xeon 2.4GHz CPU or Equivalent	Dual-Core Xeon 2.4GHz CPU or Equivalent
	4GB DDR2 ECC RAM	4GB DDR2 ECC RAM
	3 x 73GB SCSI320 or SAS 10000rpm HDD on RAID5	3 x 73GB SCSI320 or SAS 10000rpm HDD on RAID5
	Smart UPS with Serial or USB Interface + Redundant Power Supply	Smart UPS with Serial or USB Interface + Redundant Power Supply

## Client/Server System Requirements

System Requirements	Minimum	Recommended
<b>Server Requirements with up to 25 Workstations</b>	Windows 2003/2003 R2 Standard Server	Windows 2008 /2012/2016 Standard
<b>Server Requirements with up to 50 Workstations</b>	2 x Xeon 2.8GHz CPU or Equivalent	Quad-Core Xeon 2.0GHz CPU or Equivalent
	4GB DDR ECC RAM	4GB DDR3 ECC RAM
	3 x 146GB SCSI320 or SAS 10000rpm HDD on RAID5	3 x 146GB SCSI320 or SAS 15000rpm HDD on RAID5
	Smart UPS with Serial or USB Interface	Smart UPS with Serial or USB Interface + Redundant Power Supply
	Windows 2003/2003 R2 Standard Server	Windows 2008 /2012/2016 Standard

## Client/Server System Requirements

<b>Additional Server Requirements</b>	Deploy 2 x physical hard disk drives or RAID disk sets to separate the following functions: 1. Windows OS, Services, Applications, Virtual Memory, System Temp Files, and Microsoft SQL Temp Database File and Transaction Log 2. RxSQL Database File and Transaction Log –i.e. RxSQL.mdf and RxSQL_Log.ldf.	Deploy 3 x physical hard disk drives or RAID disk sets to separate the following functions: 1. Windows OS, Services, Applications, and Virtual Memory 2. System Temp Files, and Microsoft SQL Temp Database File and Transaction Log 3. RxSQL Database File and Transaction Log – i.e. RxSQL.mdf and RxSQL_Log.ldf
	CD or DVD Optical Drive (for Rx Medical and Medicare certificates installation and updates)	CD or DVD Optical Drive. (for Rx Medical and Medicare certificates installation and updates)
	Tape or DVDRW or External Hard Disk Drive (for removable off-site data backup)	Tape or DVDRW or External Hard Disk Drive (for removable off-site data backup)
	Fast Ethernet NIC (running TCP/IP protocol only)	Gigabit Ethernet NIC (running TCP/IP protocol only)
	Broadband Internet Connection with Antivirus & Firewall	Broadband Internet Connection with Antivirus & Firewall

	Protection (if running Medicare Australia Online or irwinSolutions smartAPPOiNT)	Protection (if running Medicare Australia Online or irwinSolutions smartAPPOiNT)
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## Client/Server System Requirements

<b>Workstation Requirements</b>	Pentium III or Equivalent	I3 or Greater
	512MB RAM	4GB DDR RAM
	1GB Free HDD Space	2GB Free HDD Space
	Ethernet NIC (running TCP/IP protocol only)	Fast Ethernet NIC (running TCP/IP protocol only)
	Power Surge Protector	Power Surge Protector
	Windows XP Professional	Windows 7,8.1 and 10 Professional
	Broadband Internet Connection with Antivirus & Firewall Protection (if running Medicare Australia Online or irwinSolutions smartAPPOiNT)	Broadband Internet Connection with Antivirus & Firewall Protection (if running Medicare Australia Online or irwinSolutions smartAPPOiNT)

## Peer-to-Peer System Requirements

NOTE: Medtech does NOT recommend Peer-to-Peer networks under any circumstances or environment. Having a dedicated Server is always the preferred deployment solution (please refer to the "Client/Server System Requirements" section above).

For small networks running a Peer-to-Peer configuration, where the server is also used as a workstation, you will require a minimum specification as follows:

System Requirements	Type	Minimum
<b>Peer-to-Peer Server Requirements</b>	CPU	I3 2.4GHz or Equivalent
	Memory	4GB DDR RAM
	Hard Drive	SCSI160 or 80GB SATA1 7200rpm HDD
	Power Surge Protection	Standard UPS
	Operating System	Windows 7,8.1 and 10 Professional
	Additional Requirements	Refer to "Additional Server Requirements" as stated in the "Client/Server System Requirements" section above

# Network Requirements

Network Requirements	Type	Recommended
<b>Network Bandwidth Requirements</b>	Server Segment	1Gbps Gigabit Ethernet
	Client Segment	100Mbps Fast Ethernet
	Backbone	1Gbps Gigabit Ethernet
	WAN	Secured Virtual Private Network via public network or Dedicated private network
	Internet	Broadband Internet, with proper security measures such as Antivirus & Firewall Protection.
<b>Network Device Requirements</b>	Network Interface Card	For small networks: - Unmanaged For medium to large networks: - SNMP compatible For medium to large networks: - SNMP compatible
	Layer 1 Device or Hub-less configuration (NOT recommended)	NOT recommended: - Layer 1 Hub Cross-over cabling
	Layer 2 Device	For small networks: -Unmanaged Layer 2 Switch. For medium to large networks: -Managed Layer 2 Switch with SNMP support.
	Layer 3 Device	As required to isolate RX Medical segment from other LAN/WAN segments
	Wireless Device	NOT recommended
<b>Network Cabling Requirements</b>	Cable Type	Unshielded Twisted Pair (UTP) Category 5e or Category 6 Certified
	Connector Type	Registered Jack RJ45
	Certification	All cabling segments tested and certified for TIA/EIA-568-B Standard
<b>Firewall / Proxy Requirements</b>	Microsoft SQL	Allow TCP Port 1433 and UDP Port 1434 on internal LAN/WAN (default instance). Plus additional ports associated with named instance (if default instance is not used for Rx Medical)
	Medicare Australia Online	Allow HTTP on Internet for: - hic.gov.au - medicareaustralia.gov.au
	irwinSolutions smartAPPOiNT	Allow HTTP on Internet for: - smartappoint.com

# Printing Requirements

Printer Requirements	Type	Recommended
<b>Printer Requirements</b>	Driver Compatibility	Windows Driver Model (WDM) compatible
	Driver Language	Recommended: <ul style="list-style-type: none"> <li>- Printer Command Language(PCL)</li> <li>- PostScript (PS)</li> </ul> NOT Recommended: <ul style="list-style-type: none"> <li>- Other manufacturerproprietary languages</li> <li>- e.g. Kyocera KX Extended or KPDL drivers</li> </ul>
	Paper Size	Rquired: <ul style="list-style-type: none"> <li>- A4 plain paper</li> </ul> Optional: <ul style="list-style-type: none"> <li>- A5 plain paper</li> <li>- RX2 A5 stationery (Invoice/Statement) - RX2 A4 stationery (Invoice/Statement)</li> <li>- RXM2 A4 stationery (Combined Account Claim Form)</li> </ul>
	Manual Feed (optional)	For printing pre-formatted forms and letterheads if required
	Multiple-Trays (optional)	For handling different paper types and paper sizes without manually changing/feeding paper if required
	Label Printing (optional)	For printing appointment, demographics and address labels if required
	<b>Recommended Printer Models</b>	Recommended (general)
Recommended (label)		Any Dymo Label printers
NOT Recommended		Any all-in-one multifunction devices

## Printer Deployment Considerations

- It has been reported many all-in-one multifunction devices could cause compatibility issues when printing within Rx Medical. If in doubt, please consult a Medtech Channel Partner to perform proper testing prior to deploying any printers.
- Network Printers with their own IP Addresses will need to be installed as LOCAL printers on the workstations to work efficiently with Rx Medical.
- Remote printers will also need to be installed as LOCAL printers on the Terminal Services Server for these printers to work properly in Terminal Services Client sessions.
- "Automatic" Client Printer Mappings should be disabled in Terminal Services Client sessions. Instead, "Static" Server Printer Mappings should be created via Windows logon scripts.
- Where Windows XP or Windows 2003 is installed, ensure Automatic Search for Network Printers and Folders has been DISABLED as a policy.
- Where Windows Vista or Windows 7 or Windows 2008 is installed, ensure "Network Discovery" has been DISABLED as a policy.
- The A5 Blue Account Form used by the DOS version of Rx Medical is no longer supported in the SQL version. Practices upgrading from RxDOS must either order the current RxSQL stationery prior to going live, or simply use plain A4 paper.
- The "Continuous Form" versions of RxSQL stationery (i.e. RX1, RXM1 for dot matrix printers) are no longer available. Practices can continue to order the "Cut Sheet" versions of the same stationery (i.e. RX2, A4-RX2, RXM2 for laser and inkjet printers).

**NOTE:** To order any current RxSQL stationery (i.e. RX2, A4-RX2, RXM2), please contact Medtech Sales on 03 9690 8666 to obtain an Rx Stationery Order Form.



## 32-Bit Operating Systems Support

Depending on the version of Rx Medical and Microsoft SQL installed, the following versions of Microsoft Windows are currently supported by Medtech:

**WARNING:** Although it might be possible to run a newer Microsoft SQL version on an older 32-Bit Windows version, both Medtech and Microsoft WILL NOT be able to provide support if a practice encounters problems while running any versions of Microsoft SQL on any non-supported Windows versions.

**WARNING:** Although it might be possible to run a newer Rx Medical version on an older Microsoft SQL version, both Medtech and Microsoft WILL NOT be able to provide support if a practice encounters problems while running any versions of Rx Medical on any non-supported Microsoft SQL versions.

Supported 32-Bit Operating Systems (2008 R2 Service Pack 1 Or Microsoft SQL Version 2014, Rx Medical Version 6.0 or above)

<p style="text-align: center;"><b>Supported 32-Bit Server Operating Systems</b></p>	Windows 2008 Standard Server (32-bit)
	Windows 2008 Enterprise Server (32-bit)
	Windows 2008 Small Business Standard Server Premium Edition (Not Recommended – please refer to the "Server Deployment Considerations" section below.)
	Windows 2008 Essential Business Server Premium Edition NOTE: Must run on 32-bit standalone server(Not Recommended – please refer to the "Server Deployment Considerations" section below.)
	Windows 2012 Standard Server (32-bit)
	Windows 2012 Enterprise Server (32-bit)
	Windows 2016 Standard Server (32-bit)
	Windows 2016 Enterprise Server (32-bit)
	Windows 7 Professional Edition (32-bit)
	Windows 7 Ultimate Edition (32-bit)
	Windows 7 Enterprise Edition (32-bit)
	Windows 10 Professional Edition (32-bit)
	Windows 10 Enterprise Edition (32-bit)

## Non Supported 32-Bit Operating Systems

NOTE: Rx Medical DOES NOT support the following versions of Microsoft Windows. Although it might be possible to run Rx Medical on these operating systems, Medtech WILL NOT be able to provide support if a practice encounters problems while running on these Windows versions.

<b>Non Supported 32-Bit Server Operating Systems</b>	Windows NT 3.51 Server or earlier
	Windows NT 4.0 Server
	Windows 2000 Server
	Windows 2000 Advanced Server
	Windows 2000 Datacenter Server
	Windows 2000 Small Business Server
	Windows 2003 Compute Cluster Server
	Windows 2003 Datacenter Server
	Windows 2003 Storage Server
	Windows 2003 Web Server
	Windows 2008 Datacenter Server
	Windows 2008 HPC Server
	Windows 2008 Server for Itanium-Based Systems
	Windows 2008 Storage Server
	Windows 2008 Web Server
	Windows Home Server
Any non-Windows OS	
<b>Non Supported 32-Bit Workstation Operating Systems</b>	Windows NT 3.51 Server or earlier
	Windows 95 or earlier
	Windows 98
	Windows Millennium Edition
	Windows NT 3.51 Workstation or earlier
	Windows NT 4.0 Workstation
	Windows 2000 Professional

## Non Supported 32-Bit Operating Systems

<b>Non Supported 32-Bit Workstation Operating Systems</b>	
	Windows XP Embedded Edition
	Windows XP Home Edition
	Windows XP Media Centre Edition
	Windows XP Starter Edition
	Windows XP Tablet PC Edition
	Windows Fundamentals for Legacy PCs
	Windows Vista Starter Edition
	Windows Vista Home Basic Edition
	Windows Vista Home Premium Edition
	Windows 7 Starter Edition
	Windows 7 Home Basic Edition
	Windows 7 Home Premium Edition
	Any non-Windows OS

NOTE: Microsoft had officially ceased supporting Windows 2000 in July 2010. Starting from Rx Medical Version 6.0, Medtech will no longer provide support for all editions of Windows 2000. It is HIGHLY recommended that ALL sites still running on Windows 2000 to UPGRADE to Microsoft SQL 2008 R2 AS SOON AS POSSIBLE, which supports the latest 32-Bit versions of Windows.

WARNING: Although it might be possible to continue running Rx Medical Version 6.0 or above on Windows 2000, both Medtech and Microsoft WILL NOT be able to provide support if a practice encounters problems while running on any Windows 2000 editions.

## 64-Bit Operating Systems Support

Medtech DOES NOT recommend deploying Rx Medical in any Windows 64-Bit operating systems environment – this includes Windows 2008 Foundation Server, Windows 2008 Essential Business Server Standard Edition, Windows 2008 Small Business Server Standard Edition, any Windows 2008 R2 Editions, and any Windows 2011 Editions.

NOTE: Both Medicare Australia and HICAPS DO NOT currently support Medicare Australia Online and HICAPS Terminal on any 64-Bit platforms. Until Medicare Australia and HICAPS can provide 64-Bit compatibility updates for Medicare Australia Online and HICAPS Terminal, Medtech WILL NOT be able to provide full 64-Bit support for Rx Medical.

WARNING: Although it might be possible to run Rx Medical on 64-Bit Windows, Medtech, Medicare Australia, and HICAPS WILL NOT be able to provide support if a practice encounters problems while running on any 64-Bit Windows versions.

NOTE: If this cannot be avoided, please consult with a Medtech Channel Partner to perform proper compatibility testing PRIOR to deployment.

## Server Deployment Considerations

- Due to performance issues, it is NOT recommended to install Microsoft SQL on ANY server (Small Business Server or otherwise) that is utilised by other resource-hungry functions, such as Domain Controller, Domain Name System (DNS), Windows Internet Naming Service (WINS), Dynamic Host Configuration Protocol (DHCP), Exchange, Internet Information Services(IIS), Internet Security and Acceleration (ISA), SharePoint Services, etc. Instead, a DEDICATED server should be allocated to serve Microsoft SQL for Rx Medical requests ONLY.

NOTE: If this cannot be avoided, please consult with a Medtech Channel Partner to perform proper load testing PRIOR to deployment.

- Due to performance issues, it is NOT recommended to install ANY OTHER Database Management System (DBMS) on the Microsoft SQL Server, such as, Firebird, Informix, Interbase, Oracle, Sysbase,etc.

NOTE: If this cannot be avoided, please consult with a Medtech Channel Partner to perform proper load testing PRIOR to deployment

- Due to performance and compatibility issues, it is NOT recommended to install Microsoft SQL on ANY Citrix or Terminal Server. Instead, a DEDICATED Citrix or Terminal Server should be setup as a Client to serve Citrix or Terminal Client sessions. NOTE: If this cannot be avoided, please consult with a Medtech Channel Partner to perform proper load and compatibility testing PRIOR to deployment.
- Due to performance and data integrity issues, it is NOT recommended to enable ANY system restore applications or services on the Microsoft SQL databases and transaction logs (i.e. \*.MDF and \*.LDF files), such as Windows XP System Restore, Distributed File System (DFS), Volume Shadow Copy Service (VSS), Symantec LiveState Recovery, Acronis True Image, etc. Instead, Microsoft SQL Backup should be used to perform online backups of the databases.
- Due to performance issues, it is NOT recommended to allow users to use the Microsoft SQL Server as a workstation, i.e. DO NOT leave the local console in a logged in state.
- Where a dedicated server has been allocated SOLELY for Microsoft SQL (as recommended above), it is recommended to OPTIMIZE the performance by:
  - Setting Windows Performance Options to be adjusted for best performance of "Background Services" and "System Cache".
  - Setting SQL Server Properties to have "Boost SQL Server priority" enabled under the Processor section.

## Server Deployment Considerations

- In order to utilize the Advanced Security features in Rx Medical, your practice MUST be in a Windows Domain environment, where each Rx Medical users SHOULD be given a unique Windows User Account, and be assigned to one or more Windows User Group based on the Role(s) of the user (e.g. receptionist, nurse, doctor, and practice manager).
- For Rx Medical Version 5.5 or below, in order to grant access to each Rx Medical function by the Role of the Windows User Group, all Windows User Groups that will be assigned to Rx Medical must be created as "Domain Local Group".

Note: Rx Medical Version 6.0 or above has been enhanced to cope with "Domain Local Group", "Global Group", and "Universal Group".

- Where Windows XP (Service Pack 2 or above) or Windows Vista or Windows 7 or Windows 2003 Server (Service Pack 1 or above) or Windows 2008 Server is installed, ensure "Windows Firewall" has been DISABLED or exceptions have been created to allow Microsoft SQL traffic to pass through (please refer to the "Firewall / Proxy Requirements" section above for connection requirements).
- Where Windows XP or Windows 2003 is installed, ensure "Automatic Search for Network Printers and Folders" has been DISABLED as a policy.
- Where Windows Vista or Windows 7 or Windows 2008 is installed, ensure "Network Discovery" has been DISABLED as a policy.
- Where Windows XP or Windows Vista or Windows 7 is installed, ensure "Fast User Switching" has been DISABLED as a policy.
- Where Windows XP or Windows Vista or Windows 7 is installed, ensure "System Restore" has been DISABLED as a policy on the partition that contains the Microsoft SQL databases and transaction logs (i.e. \*.MDF and \*.LDF files)
- Where Windows 7 or greater OS is installed, ensure "Password Protected Sharing" has been ENABLED as a policy.

## Server Deployment Considerations

- Where Windows 7 or greater is installed, ensure "User Account Control" (UAC) has been DISABLED as a policy.
- Rx Medical relies heavily on accurate timestamp to function properly. It is CRITICAL to ensure Regional and Language Options are set to English (Australia) on ALL computers, and time synchronization is set to run automatically on ALL computers across the whole internal LAN/WAN.

## Client Deployment Considerations

- If the workstations fall below the minimum hardware requirements (please refer to the "Workstation Requirements" section above), it is recommended to use Citrix or Terminal Server to deploy Rx Medical.
- Citrix or Terminal Server together with Virtual Private Networking (VPN) is a proven solution in providing remote access to your Rx Medical clients and in deploying Rx Medical on multi-sites practices.
- Running any applications (such as Rx Medical) under Citrix or Terminal Server could result in slower program response as compared to the recommended Client/Server setup. The response time is dependent on the Citrix or Terminal Server's hardware specifications.
- Where Windows XP (Service Pack 2 or above) or Windows Vista or Windows 7 is installed, ensure Windows Firewall has been DISABLED or exceptions have been created to allow Microsoft SQL traffic to pass through (please refer to the "Firewall / Proxy Requirements" section above for connection requirements).
- Where Windows 7 or greater is installed, ensure "Network Discovery" has been DISABLED as a policy.
- Where Windows 7 or greater is installed, ensure "Fast User Switching" has been DISABLED as a policy.
- Where Windows 7 or greater installed, ensure "Password Protected Sharing" has been ENABLED as a policy.
- Where Windows 7 or greater is installed, ensure "User Account Control" (UAC) has been DISABLED as a policy.
- Windows Display Properties MUST be set to a minimum resolution of 1280 x 768 pixels; whereas the font size MUST be set to "Normal Size" or "Default Scale" or "Smaller 100%", i.e. 96 DPI.
- Rx Medical relies heavily on accurate timestamp to function properly. It is CRITICAL to ensure Regional and Language Options are set to English (Australia) on ALL computers, and time synchronization is set to run automatically on ALL computers across the whole internal LAN/WAN.



## Microsoft SQL 2000 (32-Bit) Support

The following editions of Microsoft SQL 2000 are currently supported by Medtech:

Supported Microsoft SQL 2000 Editions (Rx Medical Version 5.0 to 5.5)	
	Desktop Engine
	Standard Edition (32-bit)
	Enterprise Edition (32-bit)
Non Supported Microsoft SQL 2000 Editions	
	Personal Edition
	Developer Edition
	Windows CE Edition
	Any 64-Bit Editions

### Microsoft SQL 2000 (32-Bit) Service Pack 4 Support

Please be advised that Medtech can only provide support for Service Pack 4 of Microsoft SQL Server 2000 (32-bit), as Microsoft had already ceased supporting all previous service pack versions in July 2007.

NOTE: Although it might still be possible to run Rx Medical on the discontinued service pack versions, both Medtech and Microsoft WILL NOT be able to provide support if a practice encounters problems while running on any service pack versions older than Microsoft SQL Server 2000 (32-bit) Service Pack 4.

If you are currently using one of the discontinued service pack versions, Medtech strongly advises your practice to UPGRADE to SQL Server 2000 (32-bit) Service Pack 4 AS SOON AS POSSIBLE.

WARNING: Both Microsoft and Medtech DO NOT support SQL Server 2000 (32-bit) Service Pack 4 on ANY DISCONTINUED Windows versions. Please refer to the "32-Bit Operating Systems Support" section above for a list of operating systems currently supported by both SQL Server 2000 Service Pack 4 and Rx Medical.

# Microsoft SQL 2000 (32-Bit) Support

## Microsoft SQL Server 2000 Desktop Engine Limitations

Rx Medical Version 5.0 ships default with Microsoft SQL Server 2000 Desktop Engine (MSDE 2000), which is the free, scaled-down edition of the full Microsoft SQL Server 2000. Since MSDE 2000 is provided free of charge, Microsoft has implemented various restrictions and limitations to distinguish MSDE 2000 from the full SQL Server 2000 editions.

The TWO most important limitations that might affect Rx Medical are:

1. Database Size Limit = 2GB

If your database size is already APPROACHING the 2GB limit, Rx Medical may stop working properly, and you may begin to notice strange errors when using Rx Medical. If this problem is left unattended, aside from not being able to add/edit/delete your data properly, the database will eventually become CORRUPTED and DATA LOSS might occur as a result.

It is CRITICAL to ensure your database size is WELL BELOW the 2GB limit by checking the database file size on a ROUTINE BASIS. If you have discovered that your database size has already reached 1.5GB, Medtech strongly advises your practice to upgrade to SQL Server 2000 Standard Edition (32-bit) AS SOON AS POSSIBLE in order to overcome this limitation.

2. Concurrent Operations Limit = 8

MSDE 2000 only allows a maximum of 8 threads/operations to occur at the same time, any other requests to the database will have to wait in the queue. As a result, the higher the number of Rx Medical users a practice has, the longer the wait in the queue, and thus the slower the performance.

If your practice has 5 or more Rx Medical users, Medtech strongly advises your practice to upgrade to SQL Server 2000 Standard Edition (32-bit) AS SOON AS POSSIBLE in order to overcome this limitation.

**We strongly recommend users on Rx 5.x to upgrade to Rx Version 6.14.**

## Microsoft SQL 2005 (32-Bit) Support

The following editions of Microsoft SQL 2005 are currently supported by Medtech:

Supported Microsoft SQL 2005 Editions(Rx Medical Version 6.0 or above)	
<b>Supported Microsoft SQL 2005 Editions(Rx Medical Version 6.0 or above)</b>	Express Edition (32-bit)
	Workgroup Edition (32-bit)
	Standard Edition (32-bit)
	Enterprise Edition (32-bit)
<b>Non Supported Microsoft SQL 2005 Editions</b>	Compact Edition
	Developer Edition
	Any 64-Bit Editions

WARNING: Microsoft SQL 2005 ONLY supports Rx Medical Version 6.0 or above. If you are on an older version of Rx Medical and would like to take advantage of the new enhancements in Microsoft SQL 2005, you MUST also upgrade to the latest version of Rx Medical at the same time.

### Microsoft SQL 2005 (32-Bit) Service Pack 4 Support

Please be advised that Medtech can only provide support for Service Pack 4 of Microsoft SQL Server 2005 (32-bit), as Microsoft had already ceased supporting all previous service pack versions in January 2012.

NOTE: Although it might still be possible to run Rx Medical on the discontinued service pack versions, both Medtech and Microsoft WILL NOT be able to provide support if a practice encounters problems while running on any service pack versions older than Microsoft SQL Server 2005 (32-bit) Service Pack 4.

If you are currently using one of the discontinued service pack versions, Medtech strongly advises your practice to UPGRADE to SQL Server 2005 (32-bit) Service Pack 4 AS SOON AS POSSIBLE.

# Microsoft SQL 2005 (32-Bit) Support

**WARNING:** Both Microsoft and Medtech DO NOT support SQL Server 2005 (32-bit) Service Pack 4 on ANY DISCONTINUED Windows versions. Please refer to the "32-Bit Operating Systems Support" section above for a list of operating systems currently supported by both SQL Server 2005 Service Pack 4 and Rx Medical.

## Microsoft SQL Server 2005 Express Edition Limitations

Microsoft SQL Server 2005 Express Edition, is the free, scaled-down edition of the full Microsoft SQL Server 2005. Since Microsoft SQL Server 2005 Express Edition is provided free of charge, Microsoft has implemented various restrictions and limitations to distinguish the Express Edition from the full SQL Server 2005 editions.

The TWO most important limitations that might affect Rx Medical are:

1. Database Size Limit = 4GB

If your database size is already APPROACHING the 4GB limit, Rx Medical may stop working properly, and you may begin to notice strange errors when using Rx Medical. If this problem is left unattended, aside from not being able to add/edit/delete your data properly, the database will eventually become CORRUPTED and DATA LOSS might occur as a result.

It is CRITICAL to ensure your database size is WELL BELOW the 4GB limit by checking the database file size on a ROUTINE BASIS. If you have discovered that your database size has already reached 3GB, Medtech strongly advises your practice to upgrade to SQL Server 2005 Standard Edition (32-bit) AS SOON AS POSSIBLE in order to overcome this limitation.

2. Maximum Processor = 1, Maximum Memory = 1GB

Microsoft SQL Server 2005 Express Edition can only run on a single physical processor and a maximum of 1GB of physical memory. As a result, the Express Edition can only cater for small number of users with low transaction volume before performance will start to degrade.

If your practice has 5 or more Rx Medical users, Medtech strongly advises your practice to upgrade to SQL Server 2005 Standard Edition (32-bit) AS SOON AS POSSIBLE in order to overcome this limitation.

**We strongly recommend users on Rx 5.x to upgrade to Rx Version 6.14.**

## Microsoft SQL 2008 (32-Bit) Support

The following editions of Microsoft SQL 2008 are currently supported by Medtech:

Supported Microsoft SQL 2008 Editions (Rx Medical Version 6.0 or above)	
	Express Edition (32-bit)
	Workgroup Edition (32-bit)
	Standard Edition (32-bit)
	Enterprise Edition (32-bit)
Non Supported Microsoft SQL 2008 Editions	
	Compact Edition
	Developer Edition
	Web Edition
	Any 64-Bit Editions

**WARNING:** Microsoft SQL 2008 ONLY supports Rx Medical Version 6.0 or above. If you are on an older version of Rx Medical and would like to take advantage of the new enhancements in Microsoft SQL 2008, you MUST also upgrade to the latest version of Rx Medical at the same time.

### Microsoft SQL 2008 (32-Bit) Service Pack 3 Support

Please be advised that Medtech can only provide support for Service Pack 3 or above of Microsoft SQL Server 2008 (32-bit), as Microsoft had already ceased supporting Service Pack 1 in October 2011, and will stop supporting Service Pack 2 in October 2012.

**NOTE:** Although it might still be possible to run Rx Medical on the discontinued service pack versions, both Medtech and Microsoft WILL NOT be able to provide support if a practice encounters problems while running on any service pack versions older than Microsoft SQL Server 2008 (32-bit) Service Pack 3.

If you are currently using one of the discontinued service pack versions, Medtech strongly advises your practice to **UPGRADE** to SQL Server 2008 (32-bit) Service Pack 3 **AS SOON AS POSSIBLE**.

## Microsoft SQL 2008 (32-Bit) Support

**WARNING:** Both Microsoft and Medtech DO NOT support SQL Server 2008 (32-bit) Service Pack 3 on ANY DISCONTINUED Windows versions. Please refer to the "32-Bit Operating Systems Support" section above for a list of operating systems currently supported by both SQL Server 2008 Service Pack 3 and Rx Medical.

### Microsoft SQL Server 2008 Express Edition Limitations

Microsoft SQL Server 2008 Express Edition, is the free, scaled-down edition of the full Microsoft SQL Server 2008. Since Microsoft SQL Server 2008 Express Edition is provided free of charge, Microsoft has implemented various restrictions and limitations to distinguish the Express Edition from the full SQL Server 2008 editions.

The TWO most important limitations that might affect Rx Medical are:

1. Database Size Limit = 4GB

If your database size is already APPROACHING the 4GB limit, Rx Medical may stop working properly, and you may begin to notice strange errors when using Rx Medical. If this problem is left unattended, aside from not being able to add/edit/delete your data properly, the database will eventually become CORRUPTED and DATA LOSS might occur as a result.

It is CRITICAL to ensure your database size is WELL BELOW the 4GB limit by checking the database file size on a ROUTINE BASIS. If you have discovered that your database size has already reached 3GB, Medtech strongly advises your practice to upgrade to SQL Server 2008 Standard Edition (32-bit) AS SOON AS POSSIBLE in order to overcome this limitation.

2. Maximum Processor = 1, Maximum Memory = 1GB

Microsoft SQL Server 2008 Express Edition can only run on a single physical processor and a maximum of 1GB of physical memory. As a result, the Express Edition can only cater for small number of users with low transaction volume before performance will start to degrade.

If your practice has 5 or more Rx Medical users, Medtech strongly advises your practice to upgrade to SQL Server 2008 Standard Edition (32-bit) AS SOON AS POSSIBLE in order to overcome this limitation.

## Microsoft SQL 2008 R2 (32-Bit) Support

The following editions of Microsoft SQL 2008 R2 are currently supported by Medtech:

Supported Microsoft SQL 2008 R2 Editions (Rx Medical Version 6.0 or above)	
Supported Microsoft SQL 2008 R2 Editions (Rx Medical Version 6.0 or above)	Express Edition (32-bit)
	Workgroup Edition (32-bit)
	Standard Edition (32-bit)
	Enterprise Edition (32-bit)
Non Supported Microsoft SQL 2008 R2 Editions	Compact Edition
	Developer Edition
	Web Edition
	Any 64-Bit Editions

**WARNING:** Microsoft SQL 2008 R2 ONLY supports Rx Medical Version 6.0 or above. If you are on an older version of Rx Medical and would like to take advantage of the new enhancements in Microsoft SQL 2008 R2, you MUST also upgrade to the latest version of Rx Medical at the same time.

### Microsoft SQL 2008 R2 (32-Bit) Service Pack 1 Support

Please be advised that Medtech can only provide support for Service Pack 1 or above of Microsoft SQL Server 2008 R2 (32-bit), as Microsoft will stop supporting the RTM version in July 2012.

**NOTE:** Although it might still be possible to run Rx Medical on the discontinued service pack versions, both Medtech and Microsoft WILL NOT be able to provide support if a practice encounters problems while running on any service pack versions older than Microsoft SQL Server 2008 R2 (32-bit) Service Pack 1.

If you are currently using one of the discontinued service pack versions, Medtech strongly advises your practice to **UPGRADE** to SQL Server 2008 R2 (32-bit) Service Pack 1 **AS SOON AS POSSIBLE**.

# Microsoft SQL 2008 R2 (32-Bit) Support

**WARNING:** Both Microsoft and Medtech DO NOT support SQL Server 2008 R2 (32-bit) Service Pack 1 on ANY DISCONTINUED Windows versions. Please refer to the "32-Bit Operating Systems Support" section above for a list of operating systems currently supported by both SQL Server 2008 R2 Service Pack 1 and Rx Medical.

## Microsoft SQL Server 2008 R2 Express Edition Limitations

Rx Medical Version 6.0 ships default with Microsoft SQL Server 2008 R2 Express Edition, which is the free, scaled-down edition of the full Microsoft SQL Server 2008 R2. Since Microsoft SQL Server 2008 R2 Express Edition is provided free of charge, Microsoft has implemented various restrictions and limitations to distinguish the Express Edition from the full SQL Server 2008 R2 editions.

The TWO most important limitations that might affect Rx Medical are:

1. Database Size Limit = 10GB

If your database size is already APPROACHING the 10GB limit, Rx Medical may stop working properly, and you may begin to notice strange errors when using Rx Medical. If this problem is left unattended, aside from not being able to add/edit/delete your data properly, the database will eventually become CORRUPTED and DATA LOSS might occur as a result.

It is CRITICAL to ensure your database size is WELL BELOW the 4GB limit by checking the database file size on a ROUTINE BASIS. If you have discovered that your database size has already reached 7.5GB, Medtech strongly advises your practice to upgrade to SQL Server 2008 R2 Standard Edition (32-bit) AS SOON AS POSSIBLE in order to overcome this limitation.

2. Maximum Processor = 1, Maximum Memory = 1GB

Microsoft SQL Server 2008 Express Edition can only run on a single physical processor and a maximum of 1GB of physical memory. As a result, the Express Edition can only cater for small number of users with low transaction volume before performance will start to degrade.

If your practice has 5 or more Rx Medical users, Medtech strongly advises your practice to upgrade to SQL Server 2008 R2 Standard Edition (32-bit) AS SOON AS POSSIBLE in order to overcome this limitation.



## Microsoft SQL 2012 (32-Bit) Support

The following editions of Microsoft SQL 2012 are currently supported by Medtech:

Supported Microsoft SQL 2012 Editions (Rx Medical Version 6.0 or above)	
<b>Supported Microsoft SQL 2012 Editions (Rx Medical Version 6.0 or above)</b>	Express Edition (32-bit)
	Standard Edition (32-bit)
	Business Intelligence Edition (32-bit)
	Enterprise Edition (32-bit)
<b>Non Supported Microsoft SQL 2012 Editions</b>	Compact Edition
	Developer Edition
	Web Edition
	Any 64-Bit Editions

**WARNING:** Microsoft SQL 2012 ONLY supports Rx Medical Version 6.0 or above. If you are on an older version of Rx Medical and would like to take advantage of the new enhancements in Microsoft SQL 2012, you MUST also upgrade to the latest version of Rx Medical at the same time.

### Microsoft SQL 2012 (32-Bit) Service Pack 1 Support

**NOTE:** Although it might still be possible to run Rx Medical on the discontinued service pack versions, both Medtech and Microsoft WILL NOT be able to provide support if a practice encounters problems while running on any service pack versions older than Microsoft SQL Server 2012 (32-bit) Service Pack 1.

If you are currently using one of the discontinued service pack versions, Medtech strongly advises your practice to **UPGRADE** to SQL Server 2012 (32-bit) Service Pack 1 **AS SOON AS POSSIBLE**.

## Microsoft SQL 2012 (32-Bit) Support

**WARNING:** Both Microsoft and Medtech DO NOT support SQL Server 2012 (32-bit) Service Pack 1 on ANY DISCONTINUED Windows versions. Please refer to the "32-Bit Operating Systems Support" section above for a list of operating systems currently supported by both SQL Server 2012 Service Pack 1 and Rx Medical.

### Microsoft SQL Server 2012 Express Edition Limitations

The TWO most important limitations that might affect Rx Medical are:

1. Database Size Limit = 10GB

If your database size is already APPROACHING the 10GB limit, Rx Medical may stop working properly, and you may begin to notice strange errors when using Rx Medical. If this problem is left unattended, aside from not being able to add/edit/delete your data properly, the database will eventually become CORRUPTED and DATA LOSS might occur as a result.

It is CRITICAL to ensure your database size is WELL BELOW the 4GB limit by checking the database file size on a ROUTINE BASIS. If you have discovered that your database size has already reached 7.5GB, Medtech strongly advises your practice to upgrade to SQL Server 2012 Standard Edition (32-bit) AS SOON AS POSSIBLE in order to overcome this limitation.

2. Maximum Processor = 1, Maximum Memory = 1GB

Microsoft SQL Server 2008 Express Edition can only run on a single physical processor and a maximum of 1GB of physical memory. As a result, the Express Edition can only cater for small number of users with low transaction volume before performance will start to degrade.

If your practice has 5 or more Rx Medical users, Medtech strongly advises your practice to upgrade to SQL Server 2012 Standard Edition (32-bit) AS SOON AS POSSIBLE in order to overcome this limitation.

## Microsoft SQL 2014 (32-Bit) Support

The following editions of Microsoft SQL 2014 are currently supported by Medtech:

Supported Microsoft SQL 2014 Editions (Rx Medical Version 6.0 or above)	
<b>Supported Microsoft SQL 2014 Editions (Rx Medical Version 6.0 or above)</b>	Express Edition (32-bit)
	Standard Edition (32-bit)
	Business Intelligence Edition (32-bit)
	Enterprise Edition (32-bit)
<b>Non Supported Microsoft SQL 2014 Editions</b>	Compact Edition
	Developer Edition
	Web Edition
	Any 64-Bit Editions

WARNING: Microsoft SQL 2014 ONLY supports Rx Medical Version 6.0 or above. If you are on an older version of Rx Medical and would like to take advantage of the new enhancements in Microsoft SQL 2014, you MUST also upgrade to the latest version of Rx Medical at the same time.

## Microsoft SQL 2014(32-Bit) Support

WARNING: Both Microsoft and Medtech DO NOT support SQL Server 2014 (32-bit) on ANY DISCONTINUED Windows versions. Please refer to the "32-Bit Operating Systems Support" section above for a list of operating systems currently supported by both SQL Server 2014 and Rx Medical.

### Microsoft SQL Server 2014 Express Edition Limitations

The TWO most important limitations that might affect Rx Medical are:

1. Database Size Limit = 10GB

If your database size is already APPROACHING the 10GB limit, Rx Medical may stop working properly, and you may begin to notice strange errors when using Rx Medical. If this problem is left unattended, aside from not being able to add/edit/delete your data properly, the database will eventually become CORRUPTED and DATA LOSS might occur as a result.

It is CRITICAL to ensure your database size is WELL BELOW the 4GB limit by checking the database file size on a ROUTINE BASIS. If you have discovered that your database size has already reached 7.5GB, Medtech strongly advises your practice to upgrade to SQL Server 2014 Standard Edition (32-bit) AS SOON AS POSSIBLE in order to overcome this limitation.

2. Maximum Processor = 1, Maximum Memory = 1GB

Microsoft SQL Server 2008 Express Edition can only run on a single physical processor and a maximum of 1GB of physical memory. As a result, the Express Edition can only cater for small number of users with low transaction volume before performance will start to degrade.

If your practice has 5 or more Rx Medical users, Medtech strongly advises your practice to upgrade to SQL Server 2014 Standard Edition (32-bit) AS SOON AS POSSIBLE in order to overcome this limitation.

## 64-Bit Microsoft SQL Server Support

Medtech supports deploying newer versions of Rx Medical on any 64-Bit Microsoft SQL versions.

# Electronic Claiming Deployment Considerations

- MedClaims – Rx Medical Version 4.x.x

Medicare Australia has shut down the Medclaims claiming system on 30th June 2008. Starting from 1st July 2008, electronic claiming can be processed via Medicare Australia Online instead. Both Medtech and Medicare strongly recommend ALL practices to UPGRADE to Medicare Australia Online– which is more secure, more efficient, and more flexible.

- HIC Online – Rx Medical Version 4.5.x/5.x

Please refer to the "Additional Server Requirements" and "Firewall / Proxy Requirements" sections above for connection requirements.

- All Rx Medical Clients that require access to Bulk Bill and Repat Batching, Patient Claims, and Online Patient Verification MUST also have "HIC Online Components" installed locally on the client computer.
- Java 1.5.0.06 MUST be the NEWEST Java version installed on any HIC Online Server or Client. Any newer versions of Java CANNOT co-exist on the same computer.
- Due to compatibility issues, the "Check for Updates Automatically" option MUST be disabled in the Java Control Panel, as Medtech cannot guarantee that any future versions of Java will be compatible.

WARNING: It is a known issue that HCN Medical Director updates could damage the HIC Online configurations for Rx Medical. If you encounter HIC Online transmission errors after installing any Medical Director updates, you can simply reinstall the "HIC Online Components" from the Rx Medical Version 5.0 CD, on each of the affected computers to restore the configurations for Rx Medical.

- Medicare Australia Online – Rx Medical Version 6.0

Please refer to the "Additional Server Requirements" and "Firewall / Proxy Requirements" sections above for connection requirements.

# Third-Party Software Integration Considerations

## Microsoft Excel and Word Integration

- Each computer that requires the ability to create and view Word Letters MUST have Word installed
- Each computer that requires the ability to export data from Rx Medical Reports for analysis SHOULD have Excel installed.

The following versions of Excel and Word are currently supported by Medtech:

Supported Office Versions (Rx Medical Version 5.5 or below)	
	Office 2003

IMPORTANT (Rx Medical Version 5.5 or below): To enable the above supported Word versions to function properly, you MUST set the option "Utilities User Options Settings - 1 MS Word Version Used" to "MS Word 2000".

NOTE: This setting no longer exists in Rx Medical Version 6.0 or above.

Supported Office Versions (Rx Medical Version 6.0 or above)	
	Office 2003
	Office 2007
	Office 2010
	Office 2013

NOTE: Microsoft had officially ceased supporting Office 2000 in July 2009, and Office XP in July 2011. Starting from Rx Medical Version 6.0, Medtech will no longer provide support for all editions of Office 2000 and Office XP. It is HIGHLY recommended that ALL sites still running on Office 2000 and Office XP to UPGRADE to Office 2010 AS SOON AS POSSIBLE.

WARNING: Although it might be possible to integrate Rx Medical with other Excel and Word versions, Medtech WILL NOT be able to provide support if a practice encounters problems while running on any Office versions not listed above.

# Third-Party Software Integration Considerations

## Word Documents Image Resolution and Size Considerations

With Microsoft Word installed and integrating with Rx Medical, users can insert advanced components into any Word Letters and Templates, such as clipart, photos, forms, tables, etc. Most users are not aware of the fact that by inserting images, especially when simply copying and pasting from other sources without any image editing and/or optimization, the size of each Word Letter could become exceptionally large.

The most common scenario is where huge images are being used as letterhead logos in Word Templates. Obviously enough, the same over-sized logos will be saved into EVERY SINGLE Word Letter created based on the original Templates – which will DRAMATICALLY increase the size of the database.

Proper image optimization SHOULD be performed before inserting into any Word Letters and Templates, such as by reducing the size, resolution, and colour depth of the image. A good example would be, why use a full colour logo, when the Practice only ever prints in black and white?

IMPORTANT: Keep in mind that the above image resolution and size considerations do not necessary only apply to Word Letters and Templates, but to any other document types that can be inserted via "Register Document", such as images, Excel spreadsheets, and PowerPoint presentations to name a few.

NOTE: If large images or documents cannot be avoided, it is HIGHLY RECOMMENDED to save these files externally (i.e. do not save them into the RxSQL database), and create a link to the external image or document files via "Register Link External File".

## MYOB Integration

Each computer that requires the ability to export General Ledger File from Rx Medical in MYOB format SHOULD have MYOB installed.

The last compatibility testing performed with Rx Medical was MYOB Accounting Version 10. If you practice encounters a problem while using a newer version of MYOB, please contact the Medtech Helpdesk for assistance.

If your practice uses another accounting package that can import "comma delimited" text files (i.e. \*.CSV files), you may be able to use the MYOB Link, then manually import the Rx Medical data from this "comma delimited" text file into your accounting system.

## Intuit/Reckon QuickBooks Integration

Each computer that requires the ability to export General Ledger File from Rx Medical in QuickBooks format SHOULD have QuickBooks installed.

The last compatibility testing performed with Rx Medical was QuickBooks Pro Version 7.

If you practice encounters a problem while using a newer version of QuickBooks, please contact the Medtech Helpdesk for assistance.

## irwinSolutions smartAPPOiNT Integration

Please refer to the "Additional Server Requirements" and "Firewall / Proxy Requirements" sections above for connection requirements.

## Clinical Package Integration



Each computer that requires the ability to link to a Clinical Package (i.e. Medtech32, Medical Director, or Locum) MUST have the Clinical Package's application and/or required components installed.

For detailed information on how to install and configure the Clinical Package, please refer to the documentation supplied by the vendor.

If you require further information, please do not hesitate to contact the Medtech Helpdesk on 1300 362 333 Option 1, or email [ausupport@medtechglobal.com](mailto:ausupport@medtechglobal.com).