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Client/Server System

System Requirements	Minimum - Server Configuration	Recommended- Server Configuration
Server Requirements with up to 5 Workstations **MT32 V20.8 and Above**	Dual-Core Pentium CPU or Equivalent	Quad-Core CPU or equivalent
	2 GB DDR2 RAM	4GB DDR3 RAM
	250 GB SATA 7200 rpm HDD	500 GB SATA 10000 rpm HDD
	Standard UPS	Standard UPS
	Windows 7 Professional / 2008 Server	Windows 2008 R2 Server Windows 8 Pro / 2012 (Supported 100 DPI only)
Server Requirements with up to 10 Workstations	Dual-Core CPU or Equivalent	Quad-Core CPU or Equivalent
	4GB DDR2 RAM	8GB DDR3 RAM
	2 x 300GB SCSI or 2 x 300GB SATA 7200 rpm HDD on RAID1	3 x 500GB SCSI or 3 x 500GB SATA 10000 rpm HDD on RAID5
	Smart UPS with Serial or USB Interface	Smart UPS with Serial or USB Interface
	Windows 2008 Standard Server	Windows 2008 R2 / 2012 Standard Server

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Client/Server System

System Requirements	Minimum - Server Configuration	Recommended - Server Configuration
Server Requirements with up to 25 Workstations	Quad-Core CPU or Higher	Six-Core or Higher
	8GB DDR3 RAM	16GB DDR3 RAM
	2 x 500GB SCSI or 2 x 500 GB SATA 7200rpm HDD on RAID1	3 x 500GB SCSI or SAS10000 rpm HDD on RAID5
	Smart UPS with Serial or USB Interface	Smart UPS with Serial or USB Interface + Redundant Power Supply. UPS with Serial or USB Interface
	Windows 2008 / 2008 R2 Standard Server	Windows 2012 Standard Server
Server Requirements with up to 50 Workstations	Quad-Core Xeon CPU	6-Core Xeon CPU or Higher
	8GB DDR3 ECC RAM	16GB DDR3 ECC RAM
	3 x 500 GB SCSI or SAS15000 rpm HDD on RAID5	3 x 500GB SCSI or SAS15000 rpm HDD on RAID5
	Smart UPS with Serial or USB Interface + Redundant Power Supply	Smart UPS with Serial or USB Interface + Redundant Power Supply
	Windows 2008 R2 Enterprise Server	Windows 2012 Standard Server

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Client/Server System

System Requirement	Minimum - Server Configuration	Recommended - Server Configuration
Additional Server Requirements	Deploy 2 x physical hard disk drives or RAID disk sets to separate the following functions: 1. Windows OS, Services, Applications, Virtual Memory, and System and Interbase Temp Files 2. Database Files – i.e.MT32 and BLOB	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 and Interbase Temp Files 3. Database Files – i.e.MT32 and BLOB
	DVD Optical Drive (for Medtech32 installation and updates)	DVD Optical Drive (for Medtech32 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 Anti-Virus & Firewall Protection (if running ACC45 Electronic Forms, Web Forms, ManageMyHealth™ Portal /SMS, HealthLink, or Clinical Audit Tool)	Fiber Internet Connection with Anti-Virus & Firewall Protection (if running ACC45 Electronic Forms, Web Forms, ManageMyHealth™ Portal/SMS, HealthLink, or Clinical Audit Tool)

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Client/Server System

System Requirements	Minim um - Server Configuration	Recommended - Server Configuration
Workstation Requirements	Dual-Core CPU or Equivalent	Quad-Core CPU or Equivalent
	2GB DDR RAM	4GB DDR RAM
	250 GB HDD Space with 20% free	250 GB HDD Space with 20% free
	Fast Ethernet NIC (running TCP/IP protocol only)	Fast Ethernet NIC (running TCP/IP protocol only)
	Power Surge Protector	Power Surge Protector
	Windows 7 Professional	Windows 7 Professional Windows 8 Pro/Enterprise (Supported 100 DPI only)
	Broadband Internet Connection with Anti-Virus & Firewall Protection (if running ACC45 Electronic Forms, Web Forms, ManageMyHealth™ Portal /SMS, HealthLink, or Clinical Audit Tool)	Broadband Internet Connection with Anti-Virus & Firewall Protection (if running ACC45 Electronic Forms, Web Form s, ManageMyHealth™ Portal /SMS, HealthLink, or Clinical Audit Tool)

Note: Microsoft Window 2003 support will be stopped after Jul 2015. Reference: http://www.microsoft.com/en-us/server-cloud/products/windows-server-2003/
Medtech will continue to support M T32 related issues but not issues related to Windows 2003.Refer Supported Operating System section for more details on Page 12.
Refer Supported Operating system section for more details (page 12)

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Peer to Peer System

System Requirements	Type	Minimum
Peer-to-Peer Server Requirements	CPU	Quad-Core Pentium 2.1GHz CPU or Equivalent
	Memory	4GB DDR2 RAM
	Hard Drive	500GB SATA2 7200rpm HDD
	Power Surge Protection	Standard UPS
	Operating System	Windows 7 Professional Windows 8 Pro (Supported 100 DPI only)
	Additional Requirements	Refer to "Additional Server Requirements" as stated in the "Client/Server System Requirements" previous section"

Note: Medtech does NOT recommend Peer-to-Peer networks. Client/Server architecture is always the preferred deployment solution (please refer to the "Client/Server System Requirements" previous section)

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Network Requirements

Network Requirements	Type	Recommended
Network Bandwidth Requirements	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 Anti-Virus & Firewall Protection.
Network Device Requirements	Quad-Core Xeon CPU	For small networks: - Unmanaged For medium to large networks: - SNMP compatible
	Layer 1 Device	NOT recommended: - Layer 1 Hub - Cross-over cabling

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Network Requirements

Network Requirements	Type	Recommended
Network Device Requirements	Layer 2 Device	For small networks: - Unmanaged Layer 2 Switch For medium to large networks: - Managed Layer 2 Switch
	Layer 3 Device	As required to isolate Medtech32 segment from other LAN/WAN segments
	Wireless Device	NOT recommended
Network Cabling Requirements	Cable Type	Unshielded Twisted Pair (UTP) Category 5e or Category 6
	Connector Type	Registered Jack RJ45
	Certification	All cabling segments tested and certified for TIA/EIA-568-B standard
Firewall / Proxy Requirements	Interbase	Allow TCP Port 3050 on internal LAN/WAN
	Medtech32	Allow UDP Port 300 on internal LAN/WAN
	ACC45 Electronic Forms	Allow HTTP on Internet for:- emgweb.acc.org.nz Allow HTTPS on Internet for:- emg.acc.co.nz

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Network Requirements	Type	Recommended
Firewall / Proxy Requirements	Clinical Audit Tool	Allow HTTP and HTTPS on Internet for: - healthstat.co.nz Allow HTTP on internal LAN/WAN NOTE: CAT cannot work with Exchange server as both application use port 80
	ManageMyHealth™ Portal	Allow HTTP and HTTPS protocol on firewall for: - managemyhealth.co.nz
	ManageMyHealth™ SMS	Allow HTTP on Internet for: - sms.managemyhealth.co.nz
	Web Forms	Allow HTTP on internal LAN/WAN for: - Web Forms Engine Default = Apache Tomcat uses Port: 8080 which is installed by default with ConnectedCare™. - MT SOAP Service Default = MT SOAP services uses Port: 7080 which is installed by default with Medtech32 - Messaging Gateway Default = HealthLink Quantum uses Port: 5099 for communication Please contact HealthLink for more information

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Printing Requirements

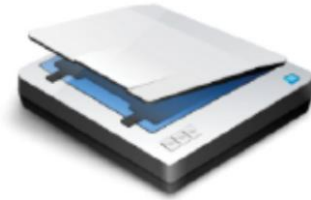| Printer Requirements	Type	Recommended
Printer Requirements	Driver Compatiblity	Windows Driver Model (WDM) compatible
	Driver Language	Recommended: - Printer Command Language 5 (PCL 5) - PostScript (PS) - Printer Command Language 6 (PCL 6) NOT Recommended: - Other manufacturer proprietary languages.
	Paper Size	MUST be capable of handling both A4 and A5
	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 laboratory and m ai merge labels if required

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Printing Requirements

Printer Requirements	Type	Recommended
Recommended Printer Models	Recommended (general)	Any Hewlett Packard/ Brother LaserJet printers
	Recommended (label)	Dymo 400 Series Label printers.
	NOT Recommended	All-in-one multifunction printers not using PCL5/PCL6 and Twain version 1.0
	Kyocera Incompatibility	It has been reported Kyocera printers might cause intermittent ilegible document printouts from Medtech32. Hence Install PCL5/PCL6 and Twain driver 1.0

Printer Deployment Considerations

- It has been reported that many all-in-one multifunction devices can cause compatibility issues when printing within Medtech32. The printer drivers to be installed are PCL 5/PCL6 and the Scanner driver should be TWAIN ver 1.0. If in doubt, please consult a Medtech Certified Engineer to perform proper testing prior to deploying any printers.

- If the practice will be printing on both A4 and A5 paper, then two separate instances of the printer will need to be installed and configured for each paper size.

- When configuring multiple-tray printers in Windows, aside from installing one instance of the printer for each paper size, you will also need to make the unused trays INACTIVATE, Disabled or make them NOT AVAILABLE. Any auto-tray-select features will also need to be DISABLED.

- Network Printers with a static IP Address will need to be installed as LOCAL printers on the workstations to work efficiently with Medtech32. The drivers installed should be PCL 5.

- Remote printers will also need to be installed as LOCAL printers on the Terminal Services Server using a Print Server, for these printers to work properly in Terminal Services Client sessions. The Microsoft Terminal Service Print driver will need to be disabled on the Terminal server on the Local GPO.
  http://technet.microsoft.com/en-us/library/cc753853(v
  =ws.10).aspx
  ComputerConfiguration\AdministrativeTemplates\WindowsComponents\TerminalSer
  vices\Terminal Server\PrinterRedirection

- "Automatic" Client Printer Mapping should be disabled in Terminal Services Client sessions. Instead, "Static" Server Printer Mapping 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.

- Even though no users will be logging onto the Medtech32 Server, a dummy printer MUST be installed on the Server for Medtech32 to function properly. E.g. Cute pdf, Ms XPS

- All printer names, driver names, and port names MUST conform to the Medtech32 naming convention, i.e. less than 64 characters in length, and avoid using spaces and symbols like
  \ / : * ? " < > | in the names.

- It has been reported Kyocera printers may cause intermittent ineligible document printouts from Medtech32. If the use of Kyocera printers cannot be avoided, Mini PCL5e drivers should be used instead of KX Extended or KPDL drivers. NOTE: Please consult a Medtech Certified Engineer to perform proper testing prior to deploying any Kyocera printers.

Scanning and Digital Imaging Requirements

Printer Requirements	Type	Recommended
Scanner / Digital Camera Requirements	Driver Compatiblity	MUST be TWAIN ver 1.0 compatible
	Image Format Compatibility	Scanning Module Support: - TIFF - TWAIN Drawing Tool Support: - BMP - GIF - JPEG - TIFF - TWAIN
	Paper Size	A4
	Automatic Document Feeder (optional)	For scanning multiple documents if required
Recommended Scanner Models	Recommended	Any dedicated Twain Version 1.0 driver compliant scanner can be used
Recommended Digital Camera Models	Recommended	Any camera with jpeg Support

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Scanner & Digital Camera Deployment Considerations

- Medtech32 can only interface with TWAIN version 1.0 compliant scanners and digital cameras. Aside from the recommended scanner and digital camera models listed above, Medtech CANNOT guarantee other brands or models can be fully integrated with Medtech32.

  Note: If in doubt, please consult a Medtech Certified Engineer to perform proper testing prior to deploying any scanners or digital cameras.

- It has been reported that many all-in-one multifunction devices can cause compatibility issues or could limit scanning functionalities when scanning within Medtech32 – especially with entry level models.

- It is NOT recommended to enable TWAIN GUI Mode – i.e. scanning via the GUI (graphical user interface) of the TWAIN compatible driver/software supplied by the scanner's manufacturer – unless your scanner does not function properly when scanning directly into Medtech32.

- Network scanners should be installed as LOCAL scanners, i.e. TWAIN driver should be locally detectable for Medtech32 Scanning to work.

- Scanning via Citrix and Terminal Services sessions is not supported, except in the latest version of Citrix Metraframe Presentation Server 4.x.

- When scanning multi-paged documents via a scanner's ADF (automatic document feeder), you can add a blank sheet of paper between each document – the blank page will be detected as a separator and Medtech32 will automatically create a new Inbox record.

  Note: The blank page should ALWAYS be of the maximum paper size that your scanner supports in order for this feature to work properly.

- Duplex scanning is not supported unless all pages to be scanned within the same document have information printed on both sides, as any blank front or back page will be detected as a document separator.

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Scanner & Digital Camera Deployment Considerations

- Medtech32 can only interface with TWAIN version 1.0 compliant scanners and digital cameras. Aside from the recommended scanner and digital camera models listed above, Medtech CANNOT guarantee other brands or models can be fully integrated with Medtech32.

  Note: If in doubt, please consult a Medtech Certified Engineer to perform proper testing prior to deploying any scanners or digital cameras.

- It has been reported that any all-in-one multifunction devices can cause compatibility issues or could limit scanning functionalities when scanning within Medtech32 – especially with entry level models.

- It is NOT recommended to enable TWAIN GUI Mode – i.e. scanning via the GUI (graphical user interface) of the TWAIN compatible driver/software supplied by the scanner's manufacturer – unless your scanner does not function properly when scanning directly into Medtech32.

- Network scanners should be installed as LOCAL scanners, i.e. TWAIN driver should be locally detectable for Medtech32 Scanning to work.

- Scanning via Citrix and Terminal Services sessions is not supported, except in the latest version of Citrix Metraframe Presentation Server 4.x.

- When scanning multi-paged documents via a scanner's ADF (automatic document feeder), you can add a blank sheet of paper between each document – the blank page will be detected as a separator and Medtech32 will automatically create a new Inbox record.

  Note: The blank page should ALWAYS be of the maximum paper size that your scanner supports in order for this feature to work properly.

- Duplex scanning is not supported unless all pages to be scanned within the same document have information printed on both sides, as any blank front or back page will be detected as a document separator.

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Interbase Deployment Considerations

Interbase Version XE

- Interbase XE SP4 (Version 10.0.3.566) is the highest Interbase version that has passed software testing with Medtech32. It is HIGHLY recommended that ALL sites UPGRADE to Interbase XE SP4 AS SOON AS POSSIBLE.

- By default, Interbase XE supports up to a maximum of 8 physical processors, i.e. 8 x single-core CPUs, or 4 x dual-core CPUs, or 2 x quad-core CPUs (additional processor licenses can be purchased separately).

- Interbase XE only supports Medtech32 Version 19 or above. If you are on an older version of Medtech32 and would like to take advantage of the new enhancements in Interbase XE, you MUST also upgrade to the latest version of Medtech32 at the same time.

- An optional annual maintenance plan can be purchased, which allows free upgrades to future Interbase releases without further payment. For example, sites that are on an Interbase 2009 annual maintenance plan will receive a free upgrade to Interbase XE when it is released.

- Refer the Interbase XE Backup and Restore Guide on Medtech website for step-by-step instructions on MT32 and Blob database Backup and Restore. http://www.medtechglobal.com/wp-content/uploads/2014/02/Interbase-XE-Back-Up-and-Restore-Guide.pdf

- Following are the list of Interbase version not supported by Medtech.
    1) Interbase 7.1
    2) Interbase 7.5
    3) Interbase 2007
    4) Interbase 2009

Note: Interbase XE3/XE 7 certification is in-progress.

Please contact Medtech Sales for further information on 0800 2633 832.

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32–Bit/64–Bit Operating System Support

Supported 32-Bit/ 64- Bit Operating Systems (Interbase Version 2011(XE), Medtech32 Version 19 or above)

Supported 32-Bit/ 64 Bit Server Operating Systems	Windows 2008 Standard Server (32-bit , 64-bit) Windows 2008 Enterprise Server (32-bit , 64-bit) Windows 2008 Small Business Server Premium Edition Windows 2008 Essential Business Server Premium Edition Windows 2008 R2 Standard Server (32-bit , 64-bit) Windows 2008 R2 Enterprise Server (32-bit , 64-bit) Windows 2012 Standard and Professional (Supported 100 DPI only)
Supported 32-Bit/ 64 bit Workstation Operating Systems	Windows 7 Professional Edition (32-bit , 64-bit) Windows 7 Ultimate Edition (32-bit , 64-bit) Windows 7 Enterprise Edition (32-bit , 64-bit) Windows Vista Ultimate Windows Vista Business Windows Vista Enterprise Windows 8 Pro (Supported 100 DPI only) Windows 8 Enterprise (Supported 100 DPI only)
Non Supported 32-Bit/ 64- Bit Server Operating Systems	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 All Editions

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Non Supported 32-Bit/64- Bit Server Operating Systems	Windows 2008 All Editions Windows 2008 R2 Datacenter Server Windows 2011 small business server Windows 8 Home (Supported 100 DPI only) Windows Home Server Any non-Windows OS

Note: Medtech32 DOES NOT support the above versions of Microsoft Windows. Although it might be possible to run Medtech32 on these operating systems, Medtech WILL NOT be able to provide support if a practice encounters problems while running on these Windows versions.

Non Supported Operating Systems

Non Supported 32-Bit/64-Bit Workstation Operating Systems	Windows 95 or earlier Windows 98 Windows Millennium Edition Windows NT 3.51 Workstation or earlier Windows NT 4.0 Workstation Windows 2000 Professional Windows XP All Editions 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 Windows 8 Home Edition Any non-Windows OS

Note: Microsoft Window 2003 support will be stopped after Jul 2015. Reference: http://www.microsoft.com/en-us/server-cloud/products/windows-server-2003/

Medtech will continue to support M T32 related issues but not issues related to Windows 2003.Refer Supported Operating System section for more details on Page 12.

Refer Supported Operating system section for more details.

Macintosh Operating Systems Support

Medtech DOES NOT recommend deploying Medtech32 on any Macintosh computers that run Windows operating systems – regardless of whether Windows is running in emulation mode on a Motorola-based MAC, or in emulation or native mode on an Intel-based MAC.

WARNING: Although it might be possible to run Medtech32 on Macintosh computers, Medtech WILL NOT be able to provide support if a practice encounters problems while running on any M AC machines.

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Virtualization Operating Systems Support

System Requirements	Minimum	Recommended
Server Requirements with up to 10 - 50 Workstations	Quad-Core Xeon 2.0GHz CPU or Equivalent	Six-Core 3 GHz CPU or Equivalent
	4GB DDR3 ECC RAM	16GB DDR3 RAM
	3 x 250GB SCSI320 or SAS15000rpm HDD on RAID5	3 x 500GB 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
	Windows 2008 Enterprise Server	Windows 2008 R2 Enterprise/2012 Standard Server
Server Requirements with up to 50 – 150+ Workstations	Quad Core CPU or Higher	Eight-Core CPU or Higher
	16GB DDR2 RAM	32GB DDR3 RAM
	3 x 500 GB SCSor SAS10000rpm HDD on RAID5	3 x 500GB SCS or SAS15000rpm HDD on RAID5
	Smart UPS with Serial or USB Interface + Redundant Power Supply	Smart UPS with Serial or USB Interface + Redundant Power Supply
	Windows 2008 R2 Enterprise Server	Windows 2012 Standard Server

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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 Medtech32.

- Microsoft Terminal Services and/or Citrix Presentation Server together with Virtual Private Networking (VPN) are a proven solution in providing remote access to your Medtech32 clients and in deploying Medtech32 on multi-sites practices.

- In Citrix, "Client Clip Board Mapping" should be DISABLED as a policy for all client sessions that require access to Medtech32, in order to ensure the Medtech32 Outbox Wizard will function properly.

- In Terminal Services, if the connection is a "Fat Client" (e.g. a computer with Windows XP or Windows 7) "Clipboard mapping" should be DISABLED as a policy for all client sessions that require access to Medtech32, in order to ensure Medtech32 Outbox Wizard will function properly.

- In Terminal Services, if the connection is a "Thin Client" (e.g. a terminal with Windows CE or similar Thin Client operating system) AND is using a Remote Desktop Connection, "Clipboard mapping" should be ENABLED as a policy for all client sessions that require access to Medtech32, in order to ensure Medtech32 Outbox Wizard will function properly.

- Where Windows XP (Service Pack 3 or above) or Windows 2008/2012 Server is installed, ensure "Windows Firewall" has been DISABLED or exceptions have been created to allow Interbase and Medtech32 traffic to pass through (please refer to the "Firewall / Proxy Requirements" section above for connection requirements).

- Where Windows XP is installed, ensure "Automatic Search for Network Printers and Folders" has been DISABLED as a policy.

- From Windows 8 / 2012 onwards, under Control Panel ->Program Features-> Windows Features on or of check, if "Microsoft .NET framework 2.0 or 3.5" is " " or not. If not, make sure to" "the items.

- Where Windows 7/8 is installed, ensure "Network Discovery" has been DISABLED as a policy.

- Where Windows XP or Windows 7/8 is installed, ensure "Fast User Switching" has been DISABLED as a policy.

Client Deployment Considerations

- Where Windows 7/8 is installed, ensure "Password Protected Sharing" has been ENABLED as a policy.

- Where Windows 7/8 is installed, ensure "User Account Control" (UAC) has been DISABLED as a policy.

- Where Windows 7/8 is installed, ensure that there are no Firewall Inbound or Outbound rules blocking Ports TCP 3050 and 300 UDP.

- Where Windows 7/8 is installed, ensure "Data Execution Prevention" (DEP) has been configured on the Server to allow exceptions for the Medtech32 application, i.e. MT32\Bin\MT32.exe (located on the Server).

- Windows Display Properties MUST be set to a minimum resolution of 1024x768 pixels; whereas the font size MUST be set to "Normal Size", "Default Scale", or "Smaller - 100%", i.e. 96 DPI.

- Medtech32 relies heavily on an accurate timestamp to function properly. It is CRITICAL to ensure Regional and Language Options are set to English (New Zealand) on ALL computers, and time synchronization is set to run automatically on ALL computers across the whole internal LAN/WAN.

- Medtech has stopped supporting GeoStan and henceforth will be supporting e-SAM For Address Verification.

- Ensure users have read/write/modify security permissions on the Borland folder in C:\Program Files\Borland

Screen Resolution Considerations

The Screen resolution set in the system can affect several different areas of Medtech32. From Windows 7 Onwards, 100dpi settings is only supported.

The number of icons that the software will let you select is determined by the window screen display (Start / Setting / Control Panel - Display). 800x600 = 25 options (icons), 1024x780 =33 options (icons)

Patient pallet information may display details cut off due to lower screen resolutions.

Internet Explorer text size settings can affect the size of the text being displayed in certain areas of
Medtech32.

Internet Explorer should be default browser.

Display settings for windows should be set to the default size. If it is set to a larger\smaller size this can cause window shapes in Medtech32 to drop off icons from view, charts to display in a different size, and cause text be cut off or unreadable.

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Server Deployment Considerations

Due to performance issues, it is NOT recommended to install Interbase and Medtech32 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 Interbase and Medtech32 requests ONLY. NOTE: If this cannot be avoided, please consult with a Medtech Certified Engineer to perform proper load testing PRIOR to deployment.

- Due to compatibility issues, it is NOT recommended to install ANY OTHER Database Management System (DBMS) on the Interbase Server, such as SQL Server (including 2000 Desktop Engine and 2005 Express Edition), Firebird, Informix, Oracle, Sysbase, etc.
Note: If this cannot be avoided, please consult with a Medtech Certified Engineer to perform proper compatibility testing PRIOR to deployment.

- Due to performance and compatibility issues Embarcadero recommends NOT to install Interbase on ANY Citrix or Terminal Server. Instead, a DEDICATED database Server should be setup as an Interbase Server to serve database queries. The Medtech server can be installed on a TS server making sure it is secure. NOTE: If this cannot be avoided, please consult with a Medtech Certified Engineer 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 Interbase databases (i.e. .GDB or .IB files), such as Windows XP System Restore, Distributed File System (DFS), Volume Shadow Copy Service (VSS), Symantec LiveState Recovery, Acronis True Image, etc. Instead, Interbase 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 Interbase and Medtech32 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 Interbase (and Medtech32 as recommended above), it is recommended to OPTIMIZE the performance by:

  1. Setting Windows 2008 R2/2012 Server Performance Options for best performance of "Background Services" on the Data base server for programs on the Terminal Server and "System Cache". Note: System Cache not available on Server 2008 R2

  2. Setting "SERVER_PRIORITY_CLASS" in the Interbase Configuration File (i.e. ibconfig) to High Priority.

Server Deployment Considerations

- Medtech32 directory monitoring utilities such as NIR Directory Monitor, Scanning Directory Monitor, and Generic Directory Monitor are NOT compatible with Citrix or Terminal Server environment. Instead, these utilities should be setup to run on individual workstations as required.

- Medtech32 Scheduler is NOT compatible with Citrix or Terminal Server environment. Instead, Windows Scheduled Tasks should be configured to run Medtech32 utilities such as Message Transfer, and NIR Message Transfer.

- Where Windows XP Service Pack 3(or above), Windows 7, Windows 8, Windows 2003 Server (Service Pack 1 or above) and Windows 2008 R2/2012 Server is installed, ensure "Windows Firewall" has been DISABLED or exceptions have been created to allow Interbase and Medtech32 traffic to pass through (please refer to the "Firewall / Proxy Requirements" section for connection requirements).

- Where Windows XP or Windows 2003/2008 R2/2012 Server is installed, ensure "Automatic Search for Network Printers and Folders" has been DISABLED as a policy.

- Where Windows 7/8 and Windows 2008 R2 are installed, ensure "Network Discovery" has been DISABLED as a policy.

- Where Windows XP, 7 or higher versions are installed, ensure "Fast User Switching" has been DISABLED as a policy.

- From Windows 8 / 2012 onwards, under Control Panel ->Program Features-> Windows Features on or of check, if "Microsoft .NET framework 2.0 or 3.5" is (Tick) or not. If not, make sure to (Tick) the items.

- Where Windows XP, 7, 8, 2008 R2/2012 Server are installed, ensure "System Restore" has been DISABLED as a policy on the partition that contains the Interbase databases (i.e. .GDB or .IB files).

- Where Windows 7/8 is installed, ensure "Simple File Sharing" has been DISABLED as a policy.

- Where Windows 7/8 is installed, ensure WMI windows component is enabled.

- Where Windows 7/8 or Windows 2008 R2/2012 server is installed, ensure "Password Protected Sharing" has been ENABLED as a policy.

Server Deployment Considerations

- Where Windows 7/8, Windows 2008 R2/2012 server is installed, ensure "User Account Control" (UAC) has been DISABLED as a policy.

- Where Windows 7/8,Windows 2008 R2/2012 server is installed, ensure "Data Execution Prevention" (DEP) has been configured on the Server to allow exceptions for the Medtech32 application, i.e. MT32\Bin\MT32.exe (located on the Server)

- Medtech32 relies heavily on an accurate timestamp to function properly. It is CRITICAL to ensure Regional and Language Options are set to English (New Zealand) on ALL computers, and time synchronization is set to run automatically on ALL computers across the whole internal LAN/WAN.

  Note: Microsoft Windows XP support is stopped after April 2014 and Microsoft Windows 2003 Server will be stopped after July 2015.

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Third-Party Software Integration Considerations

Nuance Dragon NaturallySpeaking Integration

- Dragon NaturallySpeaking Medical 9 is a proven solution in dictating Consultation Notes and Outbox Documents into Medtech32

- It allows users to easily jump between commonly used functions by voice

- It provides voice playback within Medtech32, allowing easy correction of dictated text

Adobe Acrobat Integration

- Medtech32 Patient Information Sheets can only work with the Reader version of Acrobat. Any other versions of Acrobat are not supported.
  Note: Installing versions of Acrobat other than Reader can cause conflicts and stop pdf files from being viewd from within Medtech.

Microsoft Excel and Word Integration

- Each computer that requires the ability to create and view Outbox Word Documents MUST have Word installed.

- Each computer that requires the ability to export data from Medtech32 Query Builder for analysis SHOULD have Excel installed.

- Each computer that requires the ability to export data from Medtech32 Accounting Reports for analysis SHOULD have Excel installed.

- It is recommended to disable ALL Office Clipboard features to ensure Medtech32 Outbox Wizard functions properly.

- The version of Excel and Word supported is dependent on the Medtech32 version installed, as shown in the following table:
  Supported Office Versions (Medtech32 Version 17 or below)
  Office XP, Office 2003/2007/2010
  Supported Office Versions (Medtech32 Version 18 or above)
  Office 2003/2007/2010
  Note: Office 2013 support will be available in next release

Third–Party Software Integration Considerations

Third-Party E-Mail Software Integration

- MAPI compatible e-mail client MUST be installed and configured on any Server or Client that needs to e-mail documents or files from Medtech32 Outbox and/or Attachments Manager Modules.

Third-Party Fax Software Integration

- Medtech32 Patient Information Sheets can only work with the Reader version of Acrobat. Any other versions of Acrobat are not supported.
  Note: Installing versions of Acrobat other than Reader can cause conflicts and stop pdf files from being viewed from within Medtech.

Microsoft Excel and Word Integration

- FaxTech is the ONLY fax application that can integrate with Medtech32 Address Book (windows XP) If any other third-party fax software is used instead, users will be required to maintain a separate address book in the third-party software.
  Note: FaxTech is not officially supported by Microsoft in windows 7/8 Alternate fax options will be available from next release

medtech32

ManageMyHealth �๏ Deployment Considerations

Clinical Audit Tool Integration

- Microsoft Internet Information Services (IIS) 6 (or higher) MUST be installed on the Server. IIS must be configured with the required components for Clinical Audit Tool (please refer to the CAT installation guide). IIS MUST be installed PRIOR TO installing.NET Framework 2.0. and 3.5 SP1

- Microsoft .NET Framework 2.0 (x86) MUST be installed on the Server. .NET Framework 2.0 and 3.5 Sp1 MUST be installed AFTER installing IIS.

- The ASP.NET Machine Account must be granted read/write/modify permissions to the C:\MedtechCAT directory.

- Microsoft Internet Explorer 9.0 (or higher) MUST be installed on EACH Client. Compatibility View may need to be enabled if you are having difficulties running Clinical Audit Tool on Internet Explorer 9.0.

- Adobe Flash Player 10.0 (or higher) MUST be installed on EACH Client. The correct version of the Adobe Flash Player plug-in MUST be installed based on the corresponding Windows version and Internet browser version.

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

- The Clinical Audit Tool cannot be installed on any exchange server as it uses Port 80

- Clinical Audit Tool is both 32 and 64 bit compatible.

  Please contact Medtech Sales for further information on 0800 263 3832.

ManageMyHealth™ Portal Integration

- In order to utilise the new ManageMyHealth™ Portal features, your practice MUST first apply for a Portal Account with Medtech.

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

  Please contact Medtech Sales for further information on 0800 2633 832.

ManageMyHealth ₋ Deployment Considerations

ManageMyHealth™ SMS Integration

- In order to utilise the new ManageMyHealth™ SMS features, your practice MUST first apply for an SMS Account with Medtech.

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

  Please contact Medtech Sales for further information on 0800 2633 832.

Web Forms Integration

- ConnectedCare™ MUST be installed on the Medtech Server, which includes all the required components – i.e. Idiom Forms Engine, Apache Tomcat 5.5.9, and Sun Java Runtime Environment 1.5.0.15.

- Oracle Java 1.5.0.15 MUST be the ONLY Java version installed on the Server. Although newer versions of Oracle Java (e.g. Java 1.6) can co-exist on the same computer, it is not recommended to have any newer versions of Java installed unless it is absolutely necessary.

- Due to compatibility issues, it is recommended to DISABLE the "Check for Updates Automatically" option in the Java Control Panel, as Medtech cannot guarantee that any future versions of Java will be compatible.

- Microsoft Internet Explorer 9.0 (or higher) MUST be installed on the Server. Compatibility View may need to be enabled if you are having difficulties running certain Web Forms on Internet Explorer 9.0