

Medtech Evolution Installation Guide

Version 10.4.6. Build 6369

February 2020



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Introduction

Medtech Evolution Version 10.4.6 Build 6369 is a patch release of Medtech Evolution.

This document provides the necessary steps to install the patch on the Medtech Evolution sever. Please ensure you keep a copy of the installer as this will be required if you ever need to reinstall Medtech Evolution patch at your practice.

IMPORTANT NOTE

Your practice MUST be on Medtech Evolution VERSION 10.4.5 Build 6206 or higher to install this update. If you ARE NOT currently on this version or higher, please DO NOT continue and contact the Medtech Helpdesk for assistance.

Your current Medtech Evolution version can be checked by logging into Medtech Evolution, then navigate to the *Help Menu - Help ► About Medtech Evolution*.

1. Please ONLY run the Upgrade when your practice is not required to be up and running in a short amount of time. It is recommended to run the Upgrade after hours or on the weekend where you would have ADEQUATE TIME to complete the Upgrade.
2. The amount of time required to run the Upgrade is dependent on the specification of your server and the size of ALL databases.

IMPORTANT NOTE

WARNING: It is HIGHLY recommended to employ ONLY QUALIFIED System Engineers when performing ANY installation and upgrade. The consequences of ruining a database during upgrade could possibly lead to data corruptions and, as a result, data loss and systems downtime.

If in doubt, please consult with your QUALIFIED IT technician/service provider, or contact one of the Medtech Channel Partners listed on our web site:

<http://www.medtechglobal.com/au/support-au/channel-partners-au/>

Installation Pre-requisites

Please review the following pre-requisites and ensure they are met prior to running the Medtech Evolution Version 10.4.6 Build 6369 Update:

1	Make sure the minimum Evolution Build available is 10.4.5.6206 or Higher	<input type="checkbox"/>
2	All briefcasing laptops with outstanding briefcased data have been checked-in.	<input type="checkbox"/>
3	All briefcasing laptops have been disconnected from the network.	<input type="checkbox"/>
4	Ensure you are <u>ALWAYS</u> logged onto Windows with ADMINISTRATIVE RIGHTS when performing <u>ANY</u> installation, update or maintenance tasks.	<input type="checkbox"/>
5	It is recommended that you have completed a full Interbase Backup and Restore on all of your Evolution databases before running the upgrade.	<input type="checkbox"/>
6	Before attempting to run the upgrade, please ensure that a complete file level backup of the Evolution directory (including all databases located in the Evolution\Data folder) has been completed successfully.	<input type="checkbox"/>
7	All users (including remote users) have logged out of Evolution 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.	<input type="checkbox"/>
8	Make sure following utilities/services are stopped: <ul style="list-style-type: none"> ○ Medtech Services ○ MTAUEVO Integration Service ○ Medtech Fax Service ○ CDA Bridge ○ Medtech scheduled tasks in Windows Task Scheduler ○ Tasks configured in Medtech Scheduler 	<input type="checkbox"/>
9	The Release Notes and Installation Instructions have been reviewed and understood.	<input type="checkbox"/>

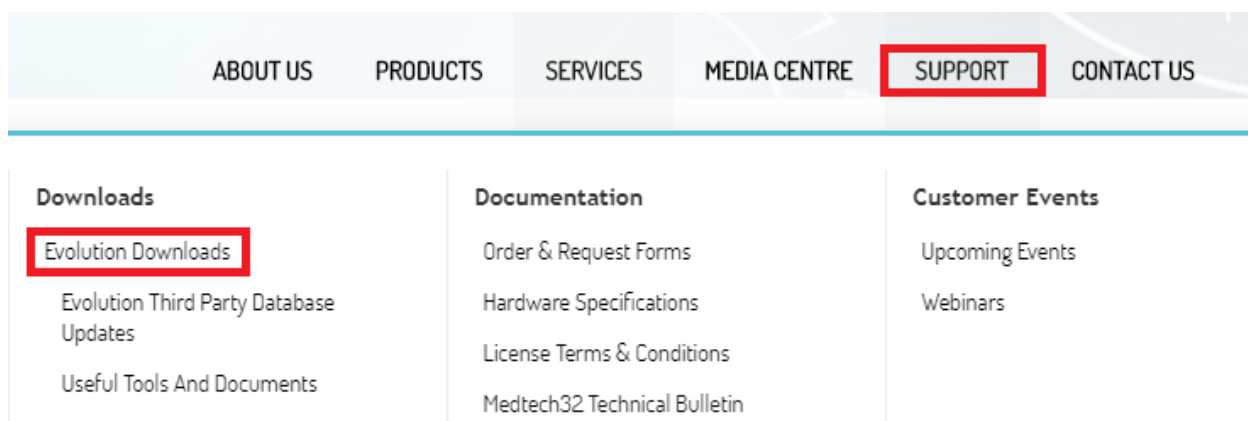
Medtech Evolution Server Installation

The **Medtech Evolution Version 10.4.6 Build 6369** Update must be run on the Medtech Evolution Server machine. The following procedures only need to be run ONCE for EACH practice (or once per server if your practice has multiple servers).

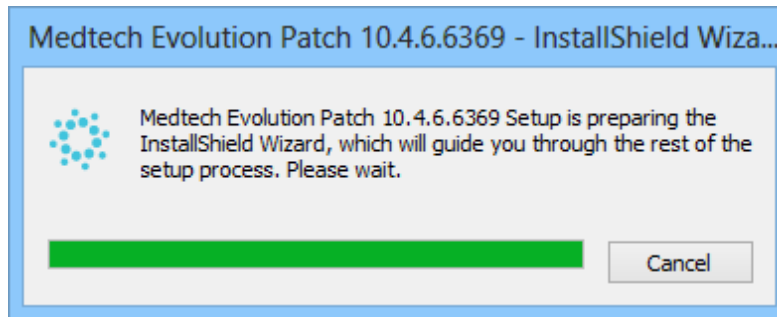
IMPORTANT NOTE

Medtech Evolution offers both 32-bit and 64-bit installers. Depending on the Operating System designed to run on the Client-Server network, Practices can run the appropriate Medtech Evolution Patch installer. If you are uncertain which computer is the Medtech Evolution Server, please contact your IT technician or the service provider who has performed the Medtech Evolution installation and/or upgrade.

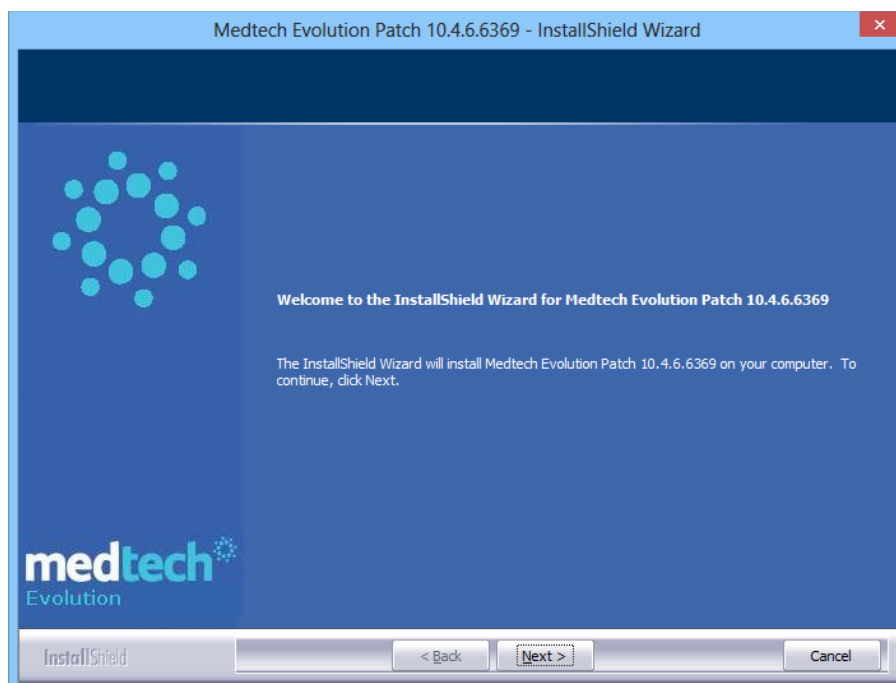
1. Please visit our website at <https://www.medtechglobal.com/au/>
2. Select from the top menu, **Support ► Downloads ► Evolution Downloads**. The Australia Evolution Download page will be displayed.



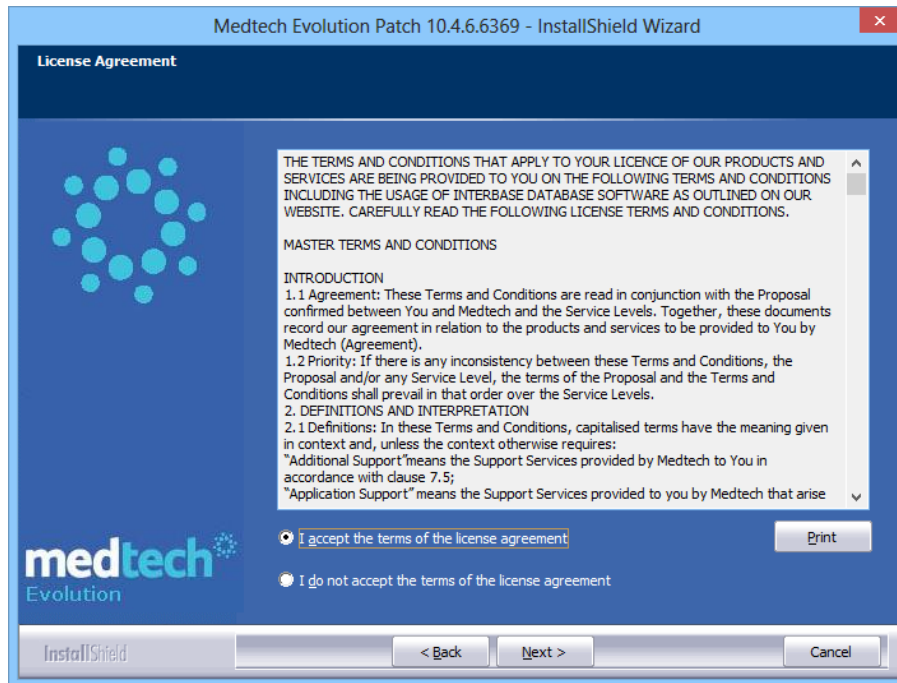
3. Here you will find the **Version 10.4.6 Build 6369 Update** files.
4. Click on the link **Version 10.4.6 Build 6369 Update** and download the Medtech Evolution installer under the **File Attachments** section.
5. If the **File Download Security Warning** dialogue box appears, select the **Run** option.
6. If the **Open File Security Warning** dialogue box appears, select the **Run** option.
7. The Update will then begin to run.



- 8. The **Welcome** screen will be displayed. Click on the **Next** button to continue the installation.



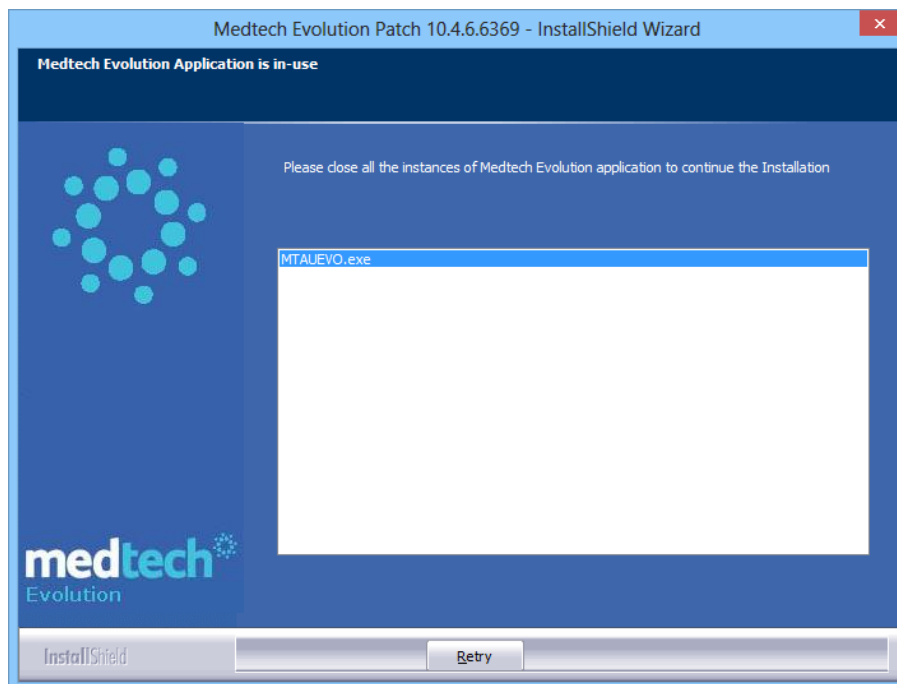
- 9. The **License Agreement** screen will be displayed.



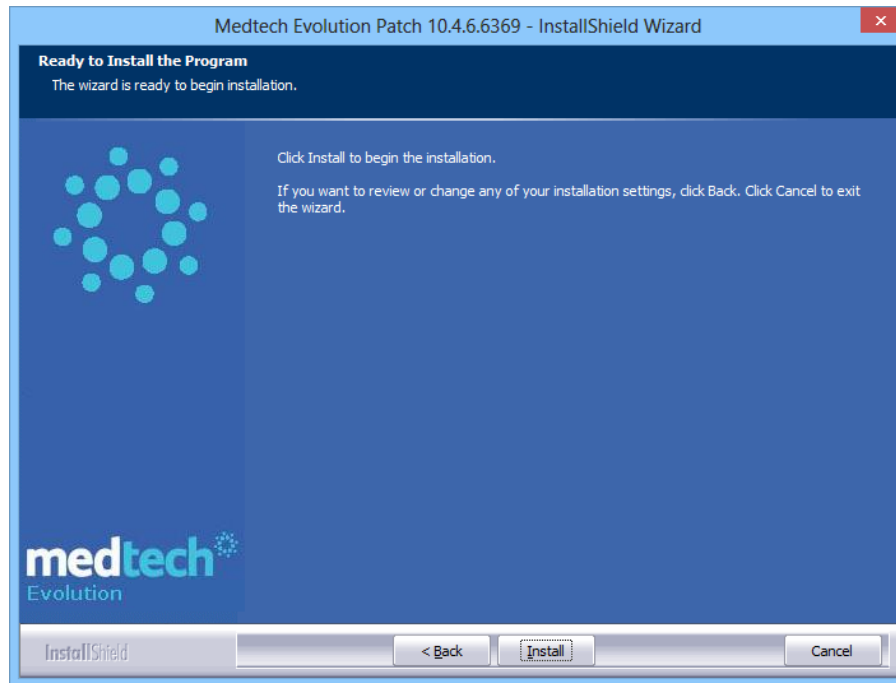
Please READ THROUGH the **Terms and Conditions** CAREFULLY and then click on the **Accept** button to continue.

IMPORTANT NOTE

Note: The “**File in use**” wizard will be displayed, If there are any user or services actively connected to “MTAUEVO.exe” Application.

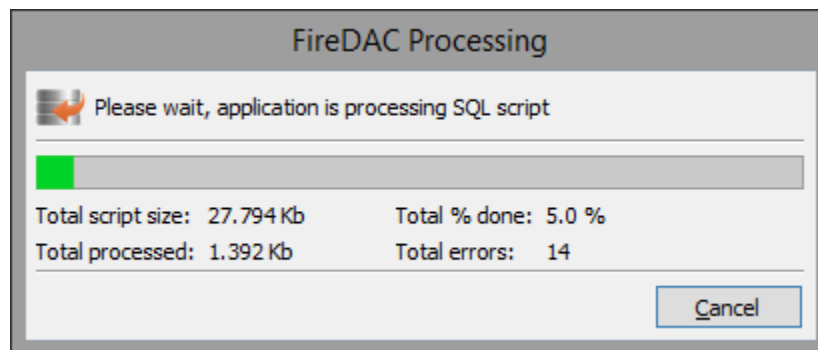


10. Click on the **Install** button to begin the installation.



11. The installation progress screen will be displayed.

12. During the upgrade process, the “**ScriptExecuter.exe**” utility will appear several times to upgrade the database(s):

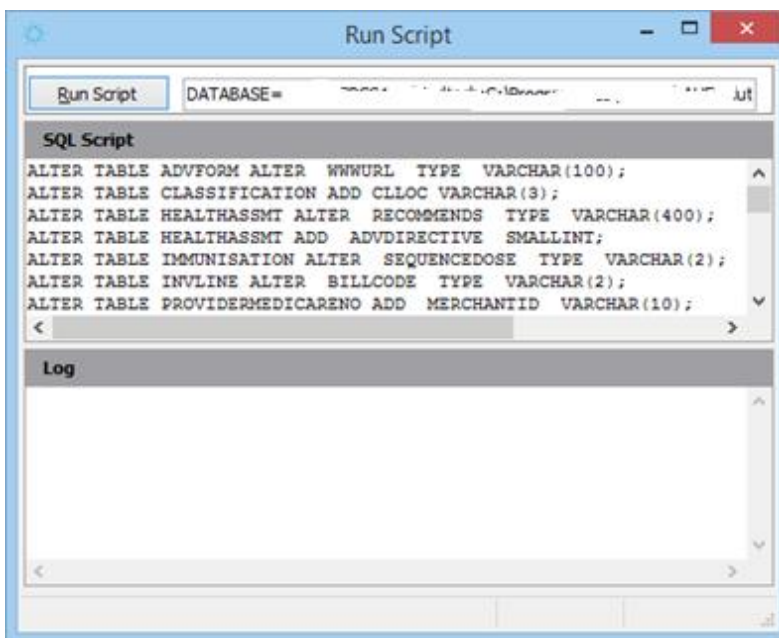


WARNING: DO NOT close the **Database Structure Check** utility during the database upgrade process – doing so could damage your databases.

If you encounter ANY errors during “**ScriptExecuter**”, **DO NOT CONTINUE** with the Upgrade. Please LOG the exact errors you have encountered, and contact the **Medtech Helpdesk** for assistance.

Important Note

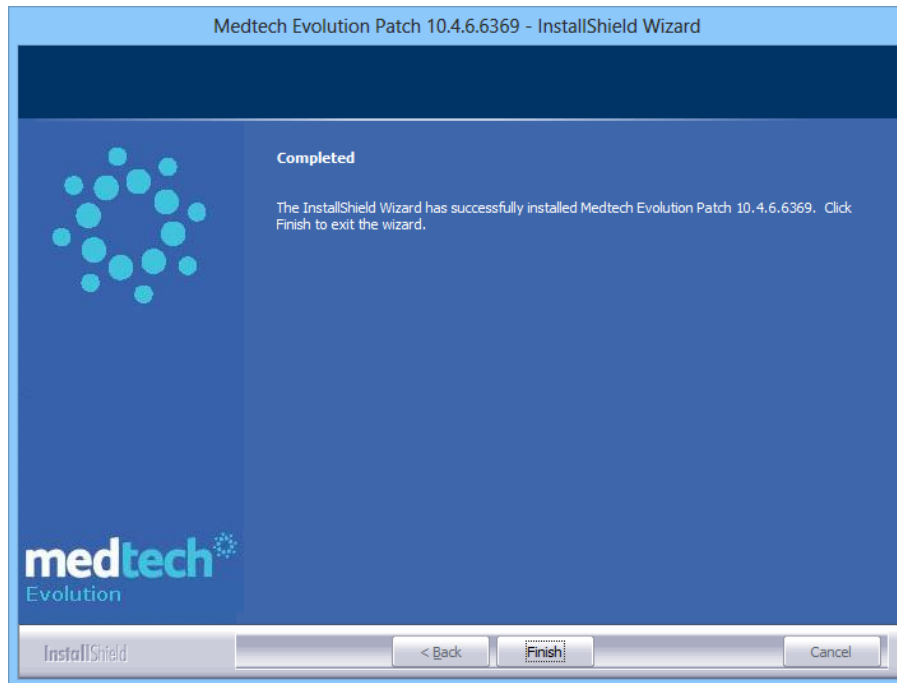
If the upgrade encounters any database script error while performing upgrade, the below screen will appear. Please contact **Medtech Support** immediately. Email us at support@medtechglobal.com



IMPORTANT NOTE

Note: If a database has been configured multiple times in the MTAUEVO.INI file, the “**Script Executer**” utility will not check the database structure of the duplicate database(s).

- When the **Medtech Evolution 10.4.6 Version Patch 6369** upgrade has successfully completed, the screen below will be displayed. Click on the **Finish** button to exit.



14. If your practice uses Briefcasing, you **MUST Repeat** Steps 9-15 above on **EACH** Briefcasing Laptop. Once you have **SUCCESSFULLY** updated the Briefcasing Laptops to the **SAME Medtech Evolution Version and Build** and the **SAME Interbase Version** as the Main Medtech Evolution Server, you **MUST** then perform a **COMPLETE CHECK-OUT** on **EACH** Briefcasing Laptop.

While running the upgrade on the briefcase devices we recommend to disconnect the laptops from the network to ensure that the ini file is not identified and the upgrade run against the main databases again.

Post-Installation Checklist

1	Any errors encountered during the post-installation process have been recorded and provided to Medtech Support for assistance.	<input type="checkbox"/>
2	Check that the upgrade has been run on all laptops and clients that are used for Briefcasing and has completed without errors.	<input type="checkbox"/>
3	Login to Medtech Evolution and ensure the database connection is successful.	<input type="checkbox"/>
4	Check the current Medtech Evolution installed version [Help ▶ About Medtech Evolution]. After the upgrade has been run, this should read 10.4.6.6369	<input type="checkbox"/>
5	Make sure following utilities/services are started (services.msc): <ul style="list-style-type: none"> ○ Medtech Services ○ MTAUEVO Integration Service ○ Medtech Fax Service ○ CDA Bridge ○ Medtech scheduled tasks in Windows Task Scheduler ○ Tasks configured in Medtech Scheduler 	<input type="checkbox"/>
6	Ensure that all staff can successfully log into Medtech Evolution without any issues.	<input type="checkbox"/>

If you require more information or assistance, please contact Medtech Support via:

- **Insight:** Register for the Insight Customer Portal and Log a Support Ticket at <https://insight.medtechglobal.com/AU/>
- **Online Chat:** <https://www.medtechglobal.com/au/>