# Med App Deployment User Guide

Med App Build 22 Published on: March 2022

(Disclaimer: This document only serves as Jea Marie Enad's sample work. Actual names of the software, company, and website are withheld.)

### Contents

Introduction	3
Update Med App	3
Update Sybase	4
Update Drug Database	9
Install Drug DB Updater	9
Update the drug database	10
Reinstall Med App Gateway	12
Uninstall Med App Gateway	12
Install Med App Gateway	13
Reinstall iDB Updater	15
Uninstall iDB Updater	16
Install iDB Updater	18
Run iDB Updater	18
Auto Backup Utility	20
Install HTML Editor	21
Install Med App Service	24

## Introduction

The deployment of a software build makes an application available to clients. The installation of tools on the client's server is an important part of the deployment process. It ensures that the utilities are compatible with the build that the client uses.

This deployment user guide for the Med App build helps you identify compatible utilities and tool versions. This also serves as a checklist of utilities that should be installed with build deployment and provides a step-by-step process of installation and reinstallation.

#### Note:

On the server and the machines that have Med App Build 22, it is necessary to have Doctorlist.txt in the Med App root even if the database and engine names are set to default.

## Update Med App

It is necessary to update Med App for the new features to work properly.

#### Note:

Before you start the update, it is necessary to stop the Surescripts service.

To update Med App properly, complete the following tasks:

1. Update your database to Med App Build 22 through iDB Updater.

- 2. Check the current version of the utilities installed in your system, and then reinstall—with the latest version—the ones that do not have the following versions:
- Med App Gateway 3.4.
- iDB Updater 6.1.0.5.
- Med App InTouch 8.3.0.2.
- Surescripts (Med App Client).
- Prescription Savings Benefit (PSB) Service 5.0.0.3.
- HTML Editor 1.
- Drug Updater Utility 16.
- Health Information Exchange (HIE) Service (Med App Client).
- Auto Backup Utility 1.
- Med App CarePortal Update 3.
- 3. Update Sybase.

The following sections provide detailed steps that are required to complete the tasks mentioned in this section.

## **Update Sybase**

To successfully update Med App, it is necessary to install the latest patch for Sybase.

To check the current version, open Sybase Central, click **Help**, and then click **About Sybase Central**.

💫 About Sybase Cent	ral	×
	Sybase Centra 16.0.0.2207 Copyright © 2015 SAP SE or an SAP affiliate company. All rights reserved. Use of th software is governed by the Sybase License Agreement. Refer to http://www.sybase.com/softwarelicenses	iis
Plug-in 🛦	Version	
MobiLink 16	16.0.0.2207	
🖶 Relay Server 16	16.0.0.2207	
🖶 SQL Anywhere 16	16.0.0.2207	
🖑 UltraLite 16	16.0.0.2207	
		ОК

Figure 1 The About Sybase Central window shows the current version of Sybase installed in your system.

To update Sybase, follow these steps:

- 1. Open Sybase, and then stop all the running services.
- 2. Download the latest Sybase patch from VARFTP.
- 3. Right-click the Sybase patch file, and then click **Run as administrator**.
- 4. In the SQL Anywhere 16 InstallShield Wizard window, click Next.

SQL Anywhere 16 - InstallS	hield Wizard	
	Welcome to the InstallShield Wizard for SQL Anywhere 16 The InstallShield Wizard(TM) will help install SQL Anywhere 16 on your computer. To continue, dick Next.	
	< Back Next > Cancel	
Figure 2 In th window, clicl	e <b>SQL Anywhere 16 - InstallShield</b> A <b>Next</b> to start the installation of the S	<b>Wizard</b> Sybase patch.

5. When the files are completely extracted and prepared, click **Update** in the **SQL Anywhere 16 Support Package - InstallShield Wizard** window.



Figure 3 In the SQL Anywhere 16 Support Package -InstallShield Wizard window, click Update to proceed with the installation.

- 6. Do either of the following:
- If the Files in Use page of the SQL Anywhere 16 InstallShield Wizard window appears, click OK.
- Proceed to step 7.

les in Use Some files that need to be updated are currently in use.	Ê	
The following applications are using files that need to be updated	by this setup.	
EmailService		
Sybase Central		
Automatically close and attempt to restart applications.		
Do not close applications. (A reboot will be required.)		
allShield		
	OK Can	cel
Figure 4 If the Files in Use page appea	rs, click <b>OK</b> in	the SOL Anywh
Install Chield Winerd window to pro-		notallation

#### Note:

If you receive a confirmation message that asks you whether or not to reboot your computer, click **No**. Reboot your system later.

7. In InstallShield Wizard Completed, click Finish.

	InstallShield Wizard Completed
0	The InstallShield Wizard has successfully installed SQL Anywhere 16. Click Finish to exit the wizard.
	View the ReadMe file.
	< Back Finish Cancel
Figure 5 In I installation.	nstallShield Wizard Completed, click Finish to complete t

8. In the About Sybase Central window, check the version identifier of Sybase.

The latest version is 16.0.2207.

💫 About Sybase Central		1.000			-	x
	Sybase Cent	ral 16.0.0.2207				
	Copyright © software is g http://www	2015 SAP SE or an SA joverned by the Sybas .sybase.com/softwarel	AP affiliate compan e License Agreem licenses	y. All rights rese ent. Refer to	rved. Use of	this
Plug-in 🛦	Version					
🗳 MobiLink 16	16.0.0.2207					
🗳 Relay Server 16	16.0.0.2207					
🗳 SQL Anywhere 16	16.0.0.2207					
🗳 UltraLite 16	16.0.0.2207					
					ſ	ОК

Figure 6 In the About Sybase Central window, view the version of Sybase.

## **Update Drug Database**

Before updating the drug database, make sure that the Sybase patch version in your computer is 16.0.2207.

### Install Drug DB Updater

Before you can replace the drug database in your computer, it is necessary to install Drug DB Updater.

To install Drug DB Updater, follow these steps:

- 1. Log on to Med App Gateway.
- 2. In the Med App Gateway 3.4.0.0 window, double-click Drug Database Updater-Setup.
- 3. In the Drug DB Updater 1.0.0.0 Setup window, click Next.
- 4. In **Choose Install Location**, enter the destination folder in the **Destination Folder** box, and then click **Install**.
- 5. In Completing the Drug DB Updater 1.0.0.0 Setup Wizard, click Finish.



Finish to complete the setup.

### Update the drug database

After you install Drug DB Updater, you can update the drug database in your computer.

To update the database, follow these steps:

- 1. Log on to Med App Gateway.
- 2. In the Med App Gateway 3.4.0.0 window, double-click Drug Database Updater-Setup.
- 3. In the left pane of the Drug DB Updater 1.0 window, click DOWNLOAD & UPDATE.

E.	Drug DB Updater 1.0			×
INTR	ODUCTION	Welcome to DrugDBUpdater for IMS		
DOV	VNLOAD & UPDATE	Introduction:		
		- This utility will update the current Drug database available on the client's machine to the latest version of the database from autoup server.	date	
		Update Process:		
		1. Stop drug database service on the client's machine.		
		2. Take a backup of the drug database.		
		3. Download the latest version of the drug database from the autoupdate server.		
		4. Update the current drug database to the latest version.		
		4. Restart the drug database service with an updated database.		
			∢	
	Figure 8 In the	left pane of the <b>Drug DB Updater 1.0</b> window, click		

Figure 8 In the left pane of the Drug DB Updater 1.0 window, click DOWNLOAD & UPDATE to open the DOWNLOAD & UPDATE pane.

4. In DOWNLOAD & UPDATE, click Download.

🔁 Drug DB Updater 1.0	_ 0	×
INTRODUCTION		
DOWNLOAD & UPDATE		
	Download Path: C:\IMS\Database\Drug.db Download	
<b>Figure 9</b> In <b>D</b> database in y	<b>DWNLOAD &amp; UPDATE</b> , click <b>Download</b> to download the drug our computer.	

When the database is already updated, the "Drug database updated successfully" message appears.

🕃 Drug DB Updater	- 8	>
INTRODUCTION		
DOWNLOAD & UPDATE		
	Download Path:	
	Download	
	Drug database updated successfully.	
Figur	e 10 When the database is already updated, the "Drug database updated	Ł

successfully" message appears.

## **Reinstall Med App Gateway**

It is necessary to install a new version of Med App Gateway on the client's server.

Before you reinstall the new version, remove the current Med App Gateway application from the client's server so that you can install the latest version.

### **Uninstall Med App Gateway**

To uninstall Med App Gateway, follow these steps:

1. Go to **Run**, type **services.msc**, and then click **OK**.



- 2. In the **Services** window, right-click **Med AppGatewayService**, and then click **Stop**.
- 3. Access the Med App Gateway folder.
- 4. Double-click **uninst**.
- 5. When the "Are you sure you want to completely remove Med AppGateway *version number* and all of its components?" message appears, click **Yes**.

### **Install Med App Gateway**

To install Med App Gateway, follow these steps:

1. In the search tab of your browser, go to

https://autoupdate.medapp.com/Med Appgateway/publish.htm.

2. On the Suite Med App Gateway page, click Install.

Name:
Version: 3.4.0.0
Publisher:
The following prerequisites are required:
Windows Installer
Microsoft .NET Framework 4 Client Profile (x86 and x64)
If these components are already installed, you can <u>launch</u> the application now. Otherwise, click the button below to install the prerequisites and run the application.
Install
ClickOnce and .NET Framework Resources
<b>Figure 12</b> On the <b>Suite Med App Gateway</b> page, click <b>Install</b> to start the installation of Med App Gateway 3.4.

- 3. In the Med App Gateway 3.4.0.0 Setup window, click Next.
- 4. In **Choose Install Location**, click **Browse** to specify the applicable location of the installation of Med App Gateway, and then click **Install**.
- 5. In Completing the Med App Gateway 3.4.0.0 Setup Wizard, click Finish.
- 6. In the **Welcome to the Med App Gateway** window, enter your username and password, and then click **Login** to open the **Med App Gateway 3.4.0.0** window.

#### Note:

In the lower-left corner of the **Med App Gateway 3.4.0.0** window, you can see **Version 3.4.0.0**.

		x
Application List	[ has logged in as	Support]
IMSSP1 Migration-Application \AppIMSSP1 Migration	#04/29/2013 🛛 寻 🗖	
Application Updater-Application	#02/06/2013 😽 🗖 ter\ApplicationUpdater.exe 👔	Figur
Sybase Installer-Application \AppSybase Installer\S	#06/29/2012 😽 🗖 ybaseInstaller.exe 👕	App wind the v
EDI 5010 SP1-Utility \AppEDI 5010 SP1\EDI	#07/27/2012 😽 🖷 5010.exe 😰	the lo
ETL SP1-Export Transfer Load (ETL) \AppETL SP1\imsetISP	#07/24/2012 😽 🖪 1.exe 🔽	
Double click to download/run application Download Synchronize ersion 3.4.0.0	# Last Version Date Change Path	🖙 Help

Figure 13 In the Med App Gateway 3.4.0.0 window, you can see the version number in the lower-left corner.

## **Reinstall iDB Updater**

It is necessary to install the latest version of iDB Updater. Before you install the latest iDB Updater 6.1, you need to uninstall the iDB Updater version 3.0, 4.0, 5.0, or 6.0.

### Uninstall iDB Updater

To uninstall iDB Updater, follow these steps:

- 1. In the **Med App Gateway 3.4.0.0** window, search for the existing iDB Updater installed in the client's server.
- 2. Use the path in **Application List** to access the applicable folder in the local computer.

Σ		×
Application List	idb updater v5	d in as Support]
iDB Updater V5_0-Application \iDBUpdaterV2\iD	#05/24/2018 BUpdaterV50.exe 💽	
<b>Figure 14</b> In <b>Application List</b> of the use the path of the existing iDB Upo the local computer.	e <b>Med App Gateway :</b> dater to access the ap	<b>3.4.0.0</b> window oplicable folde

3. In the iDB Updater folder, double-click **uninst.exe**.

2 🔟 🖛 📔		5.0					
Home Shar	re View						
🕘 👻 🚹 🕨 🗧	This PC > Local Disk (C:) >       >       Applications > 5.0         Search 5.0						
avorites	Name	Date modified	Туре	Size			
Desktop	🚯 арр	04-11-2015 13:48	lcon	5 KB			
, Downloads	app.manifest	04-11-2015 13:48	MANIFEST File	3 KB			
Recent places	🚳 Framework.dll	17-10-2017 11:53	Application extens	124 KB			
	ICSharpCode.SharpZipLib.dll	05-02-2015 17:29	Application extens	196 KB			
This PC	🗊 iDB Updater	18-11-2019 13:28	Internet Shortcut	1 KB			
	🚯 iDBUpdaterV5_0	02-05-2019 09:00	Application	5,910 KB			
Network	iDBUpdaterV5_0.exe.config	18-04-2019 17:22	CONFIG File	4 KB			
	🚳 MahApps.Metro.dll	04-11-2015 14:01	Application extens	830 KB			
	🚳 MaterialDesignColors.dll	esignColors.dll 26-06-2015 12:02 Application extens		50 KB			
	🚳 MaterialDesignThemes.Wpf.dll	26-06-2015 12:05	Application extens	3,044 KB			
	MedCommonLib.dll	04-08-2015 17:12	Application extens	93 KB			
	MTDSNCrypt.dll	17-03-2017 13:20	Application extens	122 KB			
	Newtonsoft.Json.dll	12-03-2015 15:45	Application extens	493 KB			
	pr_disable_event_all_v3.sql	27-03-2019 14:29	SQL File	2 KB			
	ServicestoStop	23-01-2017 19:10	TXT File	1 KB			
	System.Windows.Interactivity.dll	04-11-2015 14:01	Application extens	39 KB			
	🎯 uninst	18-11-2019 13:28	Application	47 KB			

**Figure 15** In the iDB Updater folder, double-click **uninst.exe** to uninstall the existing iDB Updater version.

- 4. When the "Are you sure you want to completely remove iDB Updater 5.0.0.0 and all of its components?" message appears, click **Yes**.
- 5. When the "iDB Updater 5.0.0.0 was successfully removed from your computer." message appears, click **OK**.



**Figure 16** When the "iDB Updater 5.0.0.0 was successfully removed from your computer" message appears, click **OK** to completely uninstall iDB Updater.

### Install iDB Updater

To install iDB Updater, follow these steps:

- 1. Log on to Med App Gateway.
- 2. In the **Med App Gateway 3.4.0.0** window, double-click **iDB Updater V6\_0-Application**.
- 3. When the "Do you want to download iDB Updater application?" message appears, click **OK**.
- 4. In the **iDB Updater 6.1.0.5 Setup** window, click **Next**.
- 5. In **Choose Install Location**, enter the destination folder in the **Destination Folder** box, and then click **Install**.
- 6. In Completing the iDB Updater 6.1.0.5 Setup Wizard, click Finish.

### **Run iDB Updater**

After you reinstall the iDB Updater, you can run the application in your computer.

To run iDB Updater, follow these steps:

- 1. Log on to Med App Gateway.
- 2. In the **Med App Gateway 3.4.0.0** window, double-click **iDB Updater V6\_0-Application**.
- 3. When the IDB Updater 6.0 window opens, click the arrow symbol 🔁.

- 4. In the **RUNNING DATABASE** pane, click the database service that you want to update, and then click the applicable arrow symbol **S**.
- 5. In the **DATABASE CONFIGURATION** pane, verify the build release version in the **Version Update** section, and then click the arrow symbol **S**.
- 6. From the **Backup Items** list in the **FILE CONFIGURATION** pane, select the check boxes for the files that you want to create a backup copy of, and then click the arrow symbol  $\bigcirc$ .

#### Note:

You can clear the check box for the files that already have backup copies in the backup folder.

When you click the arrow symbol 🔁 in **FILE CONFIGURATION**, the download process automatically starts.

7. When the **RESULT** pane appears, click **Finish**.

## Auto Backup Utility

The Application Updater automatically updates the Auto Backup Utility feature to the latest version that is compatible with Med App Build 22.

lask Name	Machine	Schedu	led On	Backup Type	DB Backup Type	Last Backup	Time	Last Status	Email
> DB_Backup	BIG_BEAST	Daily	10:30:00 PM	Full Backup	Database and Log Files	11/09/2017	10:34:13 PM	In Progress	<b>*</b>
2 DocBackup	BIG_BEAST	Daily	11:30:00 PM	Soft Backup	Database and Log Files	11/10/2017	12:00:03 AM	Done	TA CONTRACT
3 db_trunc	BIG_BEAST	Weekly	12:30:00 AM	Full Backup	Log File Only	11/05/2017	12:33:37 AM	Done	
ile click to view backup sk Detail	) log.			1	100		Clic 💦	k to setup ema	il alert for the ta
Task Name * DB_	Backup			System Fold	ler			Wild Cards	Sub Folder
Backup Type * Full Backup 💌			\\Big_beast\ims\billing_documents						
Keep Last : 7 🚔 (Keep Last N Backup)			☐ \\Big_beast\ims\hl7_bills				ſ		
DataBase Backup : Database and Log Files 💌 Truncate Log : 🗖			\\Big_beast\ims\fax_documents				<b></b>		
Schedule Task.* Daily 💽 Start Time * 110:30 PM 🛫			Sig_be	ast\ims\lab_documents			[		
			\\Big_beast\ims\patient_documents						
			□ \\Big_be	ast\ims\template_documents			1		
				NBig_be	ast\ims\surescripts_documen	ts			
				\\Big_beast\ims\Updates				1	
				☐ \\Big_beast\ims\archives					
								Click here to deselect all folders	
				or and the second seco	ner Folder 🍯 = Delete Othe	Folder	Clic	k here to dese	lect all folders

Figure 17 The home screen of Auto Backup 1.0

## **Install HTML Editor**

In Med App Build 22, you can use an editor for HTML if you install HTML Editor 1.

To install HTML Editor, do the following:

- 1. Log on to Med App Gateway.
- 2. In the **Med App Gateway 3.4.0.0** window, double-click **HTML Editor-Application**.
- 3. When the confirmation message appears, click **Yes**.

#### Note:

Another message also appears after the download is completed.

- 4. Click OK.
- 5. In the HTML Editor 1.0.0.0 Setup window, click Next.



6. In **Choose Install Location**, click **Browse**, and then select the drive in your computer that has the **Template Documents** folder as the location for the **HTMLPKG** folder.



Figure 19 In Choose Install Location, click Browse, and then select the drive in your computer that has the Template Documents folder as the location for the HTMLPKG folder to proceed with the installation.

- 7. Click Install.
- 8. In Completing the HTML Editor 1.0.0.0 Setup Wizard, click Finish.

## **Install Med App Service**

To install Med App Service, the client should have the 64-bit version of Windows Server 2008 or a more recent operating system.

To install Med App Service, contact the Support team at <a href="mailto:support@med.com">support@med.com</a>.

#### Note:

Surescripts Service and Health Information Exchange (HIE) Service should be stopped before updating to Med App Build 22. If the client uses HIE Service, please contact <a href="mailto:issupport@med.com">issupport@med.com</a>. If the client uses Surescripts, Surescripts automatically starts and configures in Med App Client.

In case of any issue, please contact <u>issupport@med.com</u> or <u>support@med.com</u>.