

Medisoft 24

Medisoft Installation Guide



December 2019

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Chapter 1 - Medisoft Installation Overview

NOTE: Medisoft® 24 uses Advantage 11.10. If you are upgrading, you MUST install Advantage 11.10. Once you have installed Advantage 11.10, you will not be able to access an Advantage Server that is prior to Advantage 11. You will be able to access your database as long as your database server is at least Advantage 11.

Medisoft 24 Supported Operating Systems

NOTE: Medisoft 24 is a 32-Bit application, and on a supported 64-Bit platform, the application will run in a 32-Bit mode.

OPERATING SYSTEM	SERVER		WORKSTATION	
	Version of Medisoft 24		Version of Medisoft 24	
	Network Professional	Single-User or Advanced	Network Professional	Single-User or Advanced
Windows Server 2012 and R2	Y	N/A	Y	N/A
Windows Server 2016 Standard, Datacenter, Essentials	Y	N/A	Y	N/A
Windows Server 2019 Standard	Y	N/A	Y	N/A
Windows 10 Pro, Enterprise*	Y	Y	Y	Y
Windows 8 Professional 32-Bit	Y	Y	Y	Y
Windows 8 Professional 64-Bit	Y	Y	Y	Y

*Windows 10 S and Home are NOT supported.

IMPORTANT: Support for Windows Server 2008 will be discontinued January 14, 2020 and eMDs will no longer support Windows Server 2008 after that date. In addition, end of Lifecycle for Windows 7 is January 14, 2020 and eMDs no longer will support Windows 7 after that date.

Medisoft will not support Windows RT on the ARM processor.

Medisoft Hardware Requirements

Workstation (minimum required)

CPU (Processor)	Intel Pentium 4 2.0GHz
RAM (Memory)	2GB
Storage Space	10GB (20GB for Net Pro)*
Optical Drive	DVD-ROM (required if installing from a CD)
Network Card (NIC)	100Mbps
Display Monitor	1024x768 (1280x800 for widescreen displays)

Workstation (Recommended)

CPU (Processor)	Intel i3 or higher
RAM (Memory)	4GB
Storage Space	20GB*
Optical Drive	DVD-ROM (required if installing from a CD)
Network Card (NIC)	1Gbps
Display Monitor	1024x768 (1280x800 for widescreen displays)

Server (Minimum Required)-Network Professional

CPU (Processor)	Intel Core 2 Duo 2.0GHz
RAM (Memory)	4GB
Storage Space	20GB*
Optical Drive	DVD-ROM (required if installing from a CD)
Network Card (NIC)	100Mbps
Display Monitor	1024x768 (1280x800 for widescreen displays)

*Your database will grow as you add data to your practice, increasing the amount of space needed on the hard drive.

Advantage Database Server 11.10 is required for Medisoft 24. eMDs recommends if you have a 64-bit computer, use 64 bit Advantage.

Regarding Advantage user licenses:

The Advantage Local Server allows both single-user and multiple-user access to data files. The Advantage Local Server file that is installed with Advantage client products contains a physical limitation such that only five or fewer users can concurrently access any table. This limitation was implemented to allow developers the ability to encourage their customers to upgrade to the Advantage Database Server client/server solution when more than five concurrent users were being used so as to

reduce data corruption, increase application performance, and reduce support costs. If you wish to have more than five concurrent users accessing data via the Advantage Local Server, inquire about such support with your Value Added Reseller.

IMPORTANT: You also must have an Internet connection for all versions of Medisoft.

Server (Recommended)-Network Professional

CPU (Processor)	Intel i3 or higher
RAM (Memory)	8GB
Storage Space	40GB*
Optical Drive	DVD-ROM (required if installing from a CD)
Network Card (NIC)	1Gbps
Display Monitor	1024x768 (1280x800 for widescreen displays)

IMPORTANT: You also must have an Internet connection to use Network Professional.

*Your database will grow as you add data to your practice, increasing the amount of space needed on the hard drive.

Advantage Database Server 11.10 is required for Medisoft 24. eMDs recommends if you have a 64-bit computer, use 64 bit Advantage.

Server Operating System – Recommended

- Windows Server 2016 Standard

Server Operating System – Supported

- Windows 8 Professional/Enterprise (32 or 64 Bit)
- Windows 10 Pro and Enterprise*
- Windows Server 2012 (64 Bit) and R2 (64-Bit)
- Windows Server 2016 Standard (64 Bit), Datacenter, Essentials
- Windows Server 2019 Standard

*Windows 10 S and Home are NOT supported

Scanning

The scanning feature requires the use of a TWAIN-compatible scanner.

For reference, the following scanners were used in successful testing of the scanning feature. This is not an exclusive list and other TWAIN-compatible card scanners may also be compatible.

- ScanShell 800DX and 800DXN
- ScanShell 800N, 800R, 800NR
- ScanShell 1000N, 1000A, 1000NA
- ScanShell 2000N

- Ambir DS490
- Ambir DS687
- Ambir PS667
- Ambir PS600

- TTScanner

- Fujitsu 6130z

- Brother MFC 8680DN
- Canon PIXMA MX 452

Important notes:

- eMDs does not provide support for individual scanner hardware or software questions.
- if you are working with Terminal Services or a Remote Desktop Protocol, you will need additional software to connect a scanner to Medisoft, such as TSscan. Also, eMDs recommends that you close Medisoft prior to disconnecting a remote session.
- Be sure to set up and install the scanner on your computer or network before attempting to scan images from within Medisoft.
- eMDs recommends that you use a dedicated insurance card scanner for scanning insurance cards.
- It is always a good idea to calibrate the scanner after it is installed and clean it according to the manufacturer's recommendation.

McKesson Practice Interface Center System Requirements

Hardware requirements

CPU (Processor)	Equivalent of Intel Quad Core Xeon 1.6GHz
RAM (Memory)	8GB
Storage Array Type	RAID-1
Optical Drive	DVD-ROM
Network Card (NIC)	1Gbps (cannot be a teamed network card)
Hard Drive	At least 30GB

Software requirements

eMDs recommends that you install it on the same computer as your Advantage Database Server. It does not need to be installed on any of your workstations. Nor does it have to be dedicated.

You may use a virtual server with MPIC.

With Practice Partner 11.2

- Windows Server 2012 and R2
- Windows Server 2016 Standard, Datacenter, Essentials
- Windows Server 2019 Standard
- Medisoft 19 SP1 or higher

Installation Overview

This document contains instructions for all versions of Medisoft 24 including Medisoft Reports Professional. Carefully review the instructions for your version of Medisoft 24 and hardware and software requirements before installing the software.

If you purchased Medisoft 24 Single User or Advanced, see [“Installation Instructions for Medisoft Single User and Advanced”](#) on page 7.

If you purchased Medisoft 24 Network Professional, see [“Installation Instructions for Medisoft Network Professional”](#) on page 11

If you purchased Medisoft Reports Professional, see [“Installation Instructions for Medisoft Reports Professional”](#) on page 17.

Only the installation of Medisoft Network Professional requires pre-installation setup of a network, as well as installation on both the server computer and the workstations.

If you receive an error trying to open a PDF file or to install Adobe Reader, go to the Adobe web site and download the latest version of Adobe Reader.

Chapter 2 - Installation Instructions for Medisoft Single User and Advanced

WARNING: If you are installing over a previous version of Medisoft, it is very important that you back up your data. Refer to the Medisoft Online Help for instructions on backing up your data.

Users must have at least WRITE permission to this directory, as well as the User directory (usually c:\Documents & Settings\All Users\Application Data\Medisoft), or you may receive errors when you start Medisoft.

Prior to Installation - Upgrades

If you are upgrading from Medisoft 18 or earlier, please read the following section that pertains to ICD-10 codes.

Prepare Diagnosis Codes for Conversion and Entry of ICD-10 Codes

The Centers for Medicare and Medicaid Services (CMS) is adopting a new system of diagnosis codes, to go into effect October 1, 2014. This new system, ICD-10 (International Classification of Diseases, 10th revision), will provide 68,069 diagnosis codes for expanded, more detailed coding and billing. Medisoft provides the ability to store and use ICD-10 codes on new claims for your practice.

In Medisoft Client, print the Diagnosis Code grid as a reference for your existing diagnosis codes.

When Medisoft 24 is installed, all values in the Code 1 field will be copied to the ICD-9 field (formerly the Code 2 field), IF the field was empty. If the ICD-9 field was populated, no change will be made. In addition, the ICD-10 field (formerly the Code 3 field) will be cleared. Any ICD-10 codes or other values that had been in this field must be re-entered after conversion to Medisoft. In addition, you must change all values in the ICD-9 field (formerly Code 2) if the information copied from the Code 1 field during conversion is not a valid ICD-9 code.

Standard Installation

1. Download the ISO for Medisoft from the Medisoft and Medisoft Clinical Download Links page in Support Center.

2. Open the ISO and launch autorun.exe. The Installation screen appears. eMDs recommend that you do NOT attempt to install using any of the programs with the extension *.msi, such as setup.msi. Doing so may result in failure of the installation. Always use autorun.exe.
3. On the Installation screen, click **Install Medisoft**. If you are installing on Windows 8 or Windows 7, the User Account Control screen may appear. Click **Allow**. The Welcome screen appears.
4. Click the **Next** button. The End User License Agreement appears.
5. Click the **I Accept the agreement** radio button.
6. Click the **Next** button. The Program Selection screen appears. On the Program Selection screen, select the Installation type by clicking the button next to the type of product you purchased.

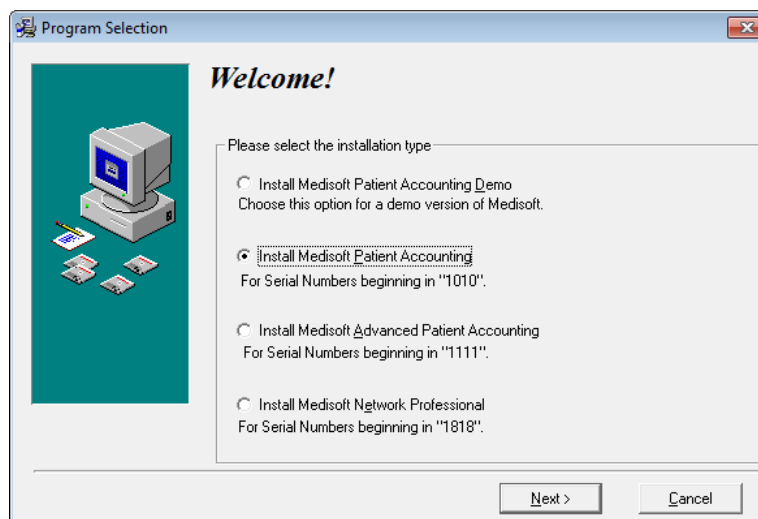


Figure 1. Program Selection screen

NOTE: The first four digits of the product serial number identify the product type.

7. Click the **Next** button. The Select Installation Type screen appears.
8. Click the **Express Install (Recommended)** button.
9. Click the **Next** button. The Select Destination Directory screen appears. Click Browse if you want to change the location of the Medisoft files on your hard drive. eMDs recommends that you leave the default setting.
10. Click the **Next** button. The Ready to Install screen appears.
11. Click the **Next** button. The Installing screen appears and tracks the progress of the installation.
12. The Installation Completed screen appears.
13. Click the **Finish** button. The installation program closes.
Option: on the Installation Completed screen, select the Launch Medisoft Patient Accounting box. Click the **Finish** button.

The first time Medisoft opens after an upgrade a data conversion message appears. Consider backing up data before completing data conversion. If you are working with multiple practices, each time you open a new practice that particular practice also needs to be converted until all practices have been converted to the current version.

After installation and after Medisoft launches for the first time, the Registration screen appears. Register now or within 30 days after installation. For instructions or questions on registering, click the Help button on the Registration screen.

After Installation - Upgrading

If you are upgrading from Medisoft 18 or earlier, please read the following information.

Once the installation of Medisoft is complete and your practice data has been converted, use the new ICD-10 Code Mapping Utility to create ICD-10 codes. There is no straight one-to-one mapping from either ICD-9 to ICD-10 or vice-versa for ALL codes. However, approximately 88% of all ICD-10 codes can be mapped to a single ICD-9 code with an exact or approximate match. The Centers for Medicare and Medicaid Services (CMS) has provided General Equivalency Mappings to help coders with the process. For the remainder of the codes, ICD-10 codes can be mapped to more than one ICD-9 code, and for a very small percentage there is no ICD-9 equivalent.

To use the ICD-10 Code Mapping Utility:

1. On the Tools menu, point to Services, and click **ICD-10 Code Mapping Utility**. The ICD-10 Code Mapping Utility screen appears. There is an Instructions tab to help you understand how to use this utility.
2. Use the Auto-Mapping tab to create ICD-10 codes that have a direct match to an ICD-9 code.
3. Use the Other Mappings tab to create mappings for codes that do not have a one-to-one equivalent.
4. Click **Create Selected Codes** on each tab to create the codes.

Do not use Medisoft to enter transactions or create claims until your codes are updated properly!

Chapter 3 - Installation Instructions for Medisoft Network Professional

Installing the Advantage Database Server

You must have administrative privileges to complete the installation.

You must complete the installation or upgrade of the Advantage Database Server for Medisoft 24.

Pre-Server Installation Setup

1. Designate a computer as the server. Use this server for storing your data. **NOTE:** Do not also use the server as a workstation.
2. Create a folder for the root data path (that is, Medidata). Use the UNC (Universal Naming Convention) address to designate the shared folder (for example, \\ServerName\FolderName).
3. Set up file sharing on the designated server. For more information on configuring file sharing on a server, review the documentation provided for your server computer.

To share the root data folder, open Windows Explorer and select the root data folder. Select **Sharing and Security**. On the Sharing tab, click **Share this folder** and click the **Permission** button. Select **Full Control**. Click the **OK** button. Click the **OK** button.

4. Map your workstations to the server computer so they can access the Medisoft data folder.

Server Installation Setup

1. If you are not installing over a previous version of Advantage go to Step 6.
2. If you are installing over a previous version of Advantage, click **Start** and navigate to the Control Panel.
3. From the Control Panel, select the **Performance and Maintenance** option.
4. Select **Administrative Tools** and then **Services**.

Depending on your version of the screens operating system and if you are using the Classic view option, the Performance and Maintenance option does not always appear. In this case, go to the Administrative Tools option.

5. Find Advantage Database Server and right-click. Select **Stop**.
6. Insert the Medisoft DVD in the server DVD-ROM drive. The Installation screen appears.

NOTE: If the Installation screen does not appear automatically, click **Start** and select **Run**. The Run screen appears. On the Run screen in the Open field, type X:\AUTORUN (where X is your DVD-ROM drive letter) and click the **OK** button. The Installation screen appears. eMDs recommends that you do NOT attempt to install using any of the programs with the

extension *.msi, such as setup.msi. Doing so may result in failure of the installation. Always use autorun.exe.

7. Click the **Advantage Tools** link.
8. Click the **Advantage Server** link. The Advantage Database Server for Windows v11.10 screen appears.
9. Click the **Next** button. The License Agreement screen appears.
10. Select the **I accept the terms in the license agreement** button.
11. Click the **Next** button. The Destination Folder screen appears.
12. Select a directory for the Advantage Database Server installation. The default location is the recommended choice.

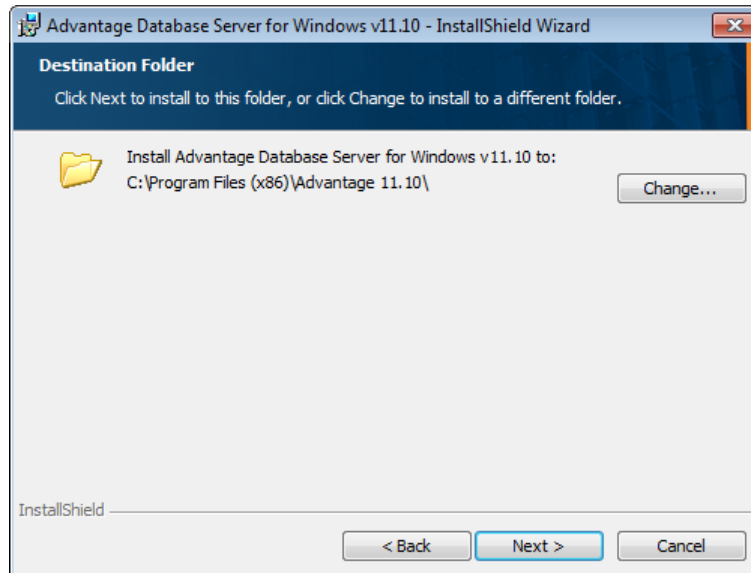


Figure 2. Destination Folder screen

13. To select the default location, click the **Next** button. The Ready to Install the Program screen appears.

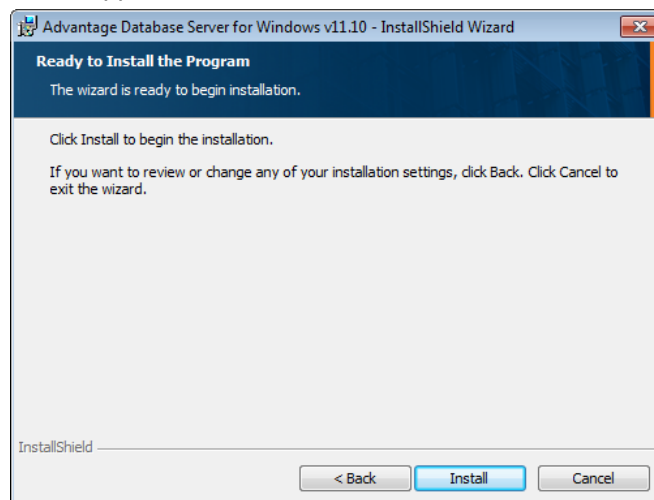
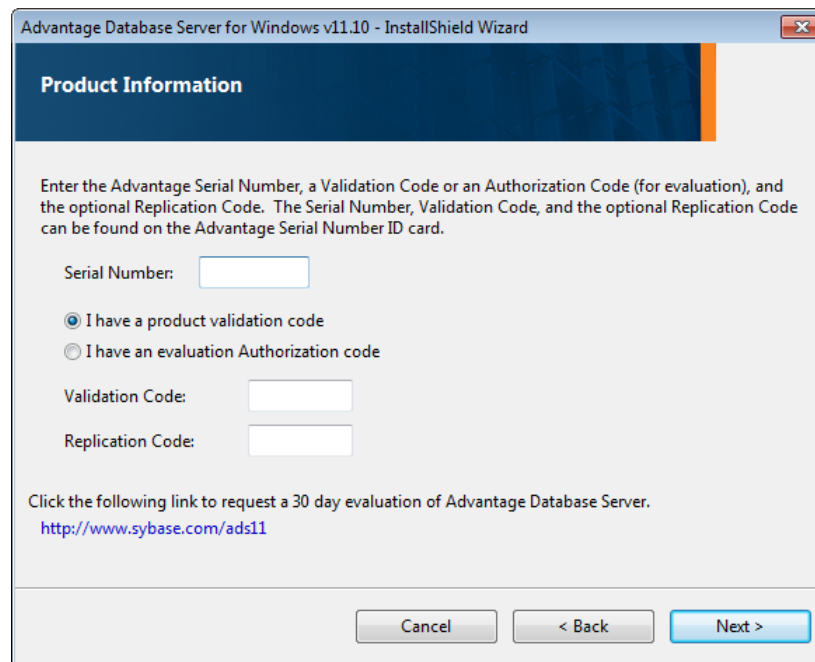


Figure 3. Ready to Install the Program screen

Option: click the **Change** button to select a different directory other than the default selection. On the Change Current Destination Folder screen, navigate to the desired location. Then click the **OK** button. On the Destination Folder screen, click the **Next** button.

14. Click the **Install** button. A progress bar appears tracking the installation. The Product Information screen appears.
15. Enter the Advantage serial number. Select the **I have a product validation code** button. In the Validation Code field, enter the validation code. Refer to the Advantage Certificate of Authenticity included with the installation materials for the serial number and validation code.



The screenshot shows a window titled "Advantage Database Server for Windows v11.10 - InstallShield Wizard". The window has a dark blue header with the text "Product Information". Below the header, there is a text box containing the following text: "Enter the Advantage Serial Number, a Validation Code or an Authorization Code (for evaluation), and the optional Replication Code. The Serial Number, Validation Code, and the optional Replication Code can be found on the Advantage Serial Number ID card." Below this text, there are three input fields: "Serial Number:" followed by a text box, "Validation Code:" followed by a text box, and "Replication Code:" followed by a text box. Below the input fields, there are two radio buttons: the first is selected and labeled "I have a product validation code", and the second is labeled "I have an evaluation Authorization code". Below the radio buttons, there is a text box containing the following text: "Click the following link to request a 30 day evaluation of Advantage Database Server." followed by the URL <http://www.sybase.com/ads11>. At the bottom of the window, there are three buttons: "Cancel", "< Back", and "Next >".

Figure 4. Product Information screen

- Click the **Next** button. The Product Owner screen appears.

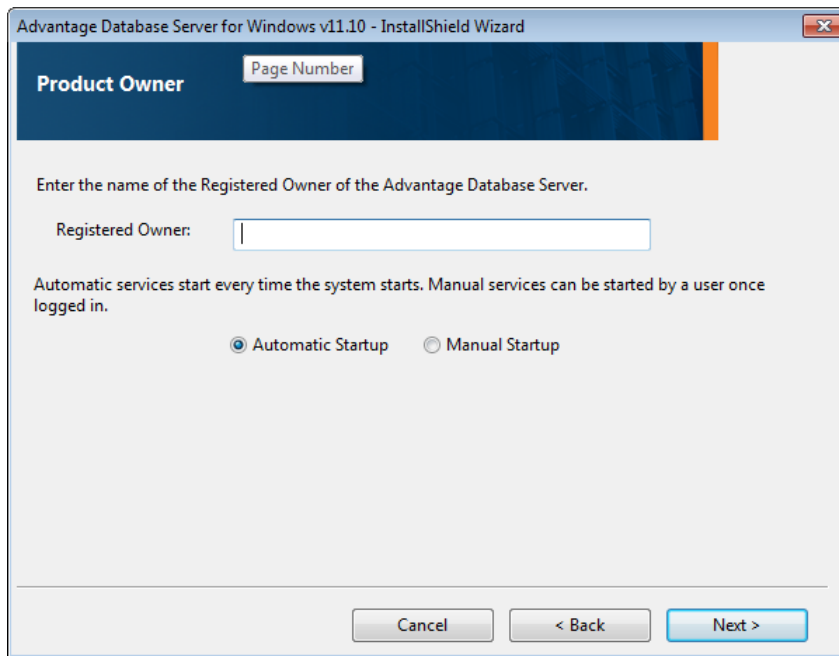


Figure 5. Product Owner screen

- Enter the name of the registered owner. Select the **Automatic Startup** button.
- Click the **Next** button. The ANSI Character Set screen appears.

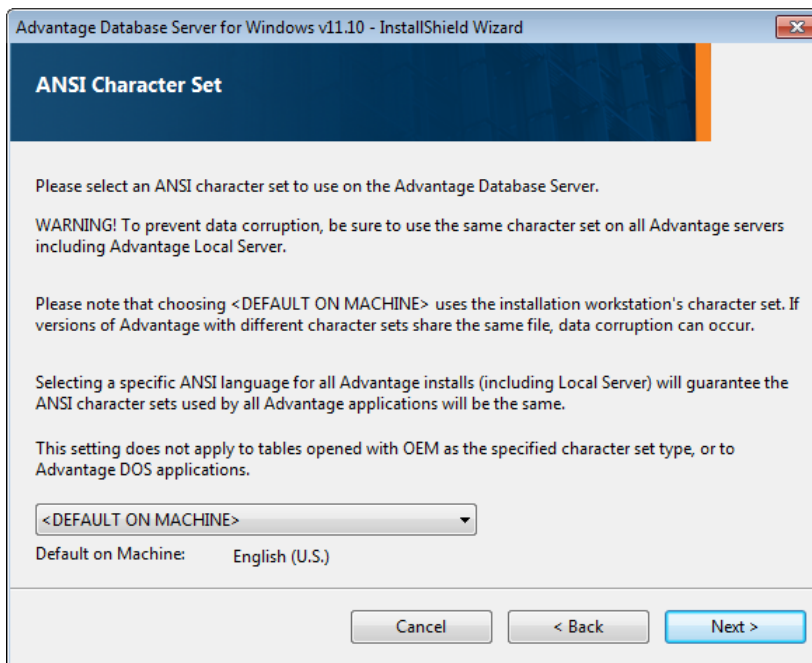


Figure 6. ANSI Character Set screen

- Select from the drop-down list an appropriate character set. The recommended choice is the default selection, **ENGL(AMER)**, for American English.
- Click the **Next** button. The OEM Localized Character Sets screen appears.
- Click the **Next** button. The Installation Complete screen appears.

22. Click the **Finish** button.
If an Advantage Configuration Utility screen is open, click Exit.

Option: On the Medisoft Installation screen, click the Exit link or continue other installation processes.

Installing Medisoft Network Professional

Users must have at least WRITE permission to this directory, as well as the User directory (usually c:\Documents & Settings\All Users\Application Data\Medisoft), or you may receive errors when you start Medisoft.

For Windows 8 and above, disable the UAC prior to installing on the workstation.

Installing Medisoft on Each Workstation

1. Download the ISO for Medisoft from the Medisoft and Medisoft Clinical Download Links page in Support Center.
2. Open the ISO and launch autorun.exe. The Installation screen appears. eMDs recommends that you do NOT attempt to install using any of the programs with the extension *.msi, such as setup.msi. Doing so may result in failure of the installation. Always use autorun.exe.
3. On the Installation screen, click **Install Medisoft**. The Welcome screen appears.
4. Click the **Next** button. The End User License Agreement appears.
5. Click the **I Accept the agreement** button.
6. Click the **Next** button. The Program Selection screen appears.
7. Select the **Installation type**.

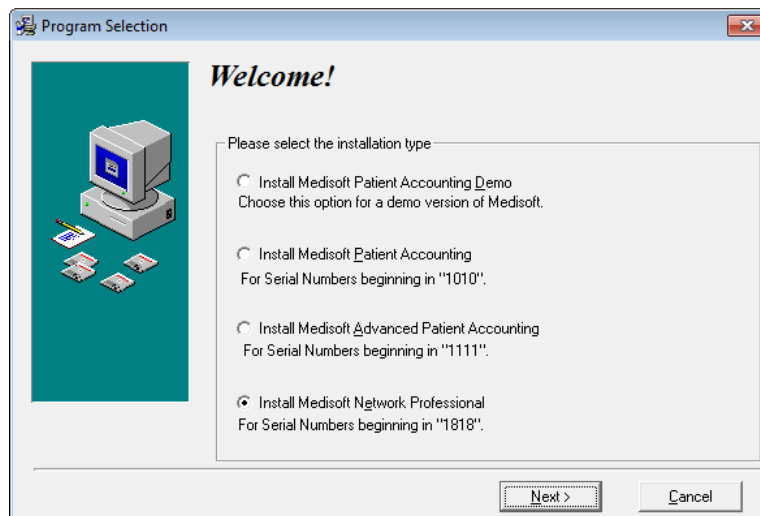


Figure 7. Program Selection screen

NOTE: The first four digits of the product serial number identify the product type.

8. Click the **Next** button. The Select Installation Type screen appears.
9. Click the **Express Install (Recommended)** button.
10. Click the **Next** button. The Select Destination Directory screen appears. If you want to change the default, click Browse. McKession recommends that you leave the default setting.
11. Click the **Next** button. The Ready to Install screen appears.
12. Click the **Next** button. The Installing screen appears and tracks the progress of the installation.
13. The Installation Completed screen appears.
14. Clear the check box to launch Medisoft immediately.
15. Click the **Finish** button. The installation program closes.
16. Repeat these steps for each client workstation.

After Installation - Upgrading

Converting data

Prior to launching Medisoft, you must stop two services. To do so:

1. Click the **Start** button.
2. Enter services in the Search programs and files field.
3. Press **Enter**. The Component Services screen appears.
4. Click Services (local). The list of services appears.
5. Find eMDs MSL Connectivity Service. Right-click and select Stop.
6. Find MPIC service. Right-click and select Stop.
7. Launch Medisoft, open your practice, and allow it to convert the data.
8. Return to the Component Services screen and restart PlutoServer.MSL and MPIC service.

The new claim delivered with v20 is already set to use the ICD-9 or ICD-10 fields.

After Upgrading from Releases prior to Medisoft 19

Medisoft 19 was the ICD-10 Ready release of Medisoft. Prior to using Medisoft 24, review the Release Notes for Medisoft 19, as they have all of the features that were added to make Medisoft ICD-10 ready.

Note: You do NOT need to perform the Before or After Install sections in the Medisoft 19 Release Notes.

If you have upgraded from Medisoft 18 or earlier, you must run the Clear ICD-10 utility to ensure that no ICD-9 codes remain in the ICD-10 fields on the Enter Diagnosis screen. This field is now used for ICD-10 codes. For steps to run the utility, see ["Running the Clear ICD-10 utility"](#) on page 17.

Running the Clear ICD-10 utility

This utility clears your diagnosis table of ICD-9 codes that appear in the ICD-10 Code field and description.

1. Navigate to the Bin directory in your Medisoft folder.
2. Double-click ClearICD10utility.exe. The Open Practice screen appears.

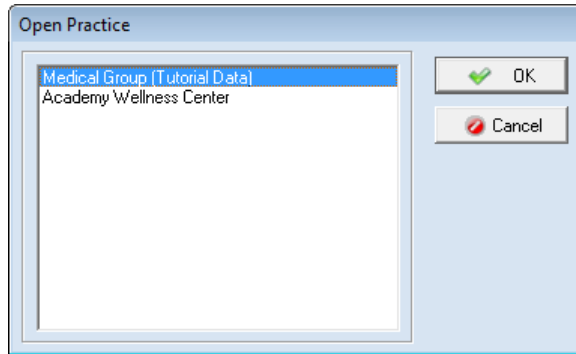


Figure 8. Open Practice screen

3. Select your practice and click the **OK** button.
4. If your practice has login security, enter your Login Name and Password. Then, click the **OK** button.

If...	Then...
an Information screen appears telling you there are no matching codes,	Click the OK button. You do not need to run this utility.
the Clear ICD-10 Utility screen appears,	Continue this procedure with step 5 .

5. On the Clear ICD-10 Utility screen you will see a grid of matching codes. In the example shown in [Figure 9](#) on page 18, notice that the values in the ICD-9 and ICD-10

columns are the same. The values in the ICD-10 columns are invalid and must be cleared.

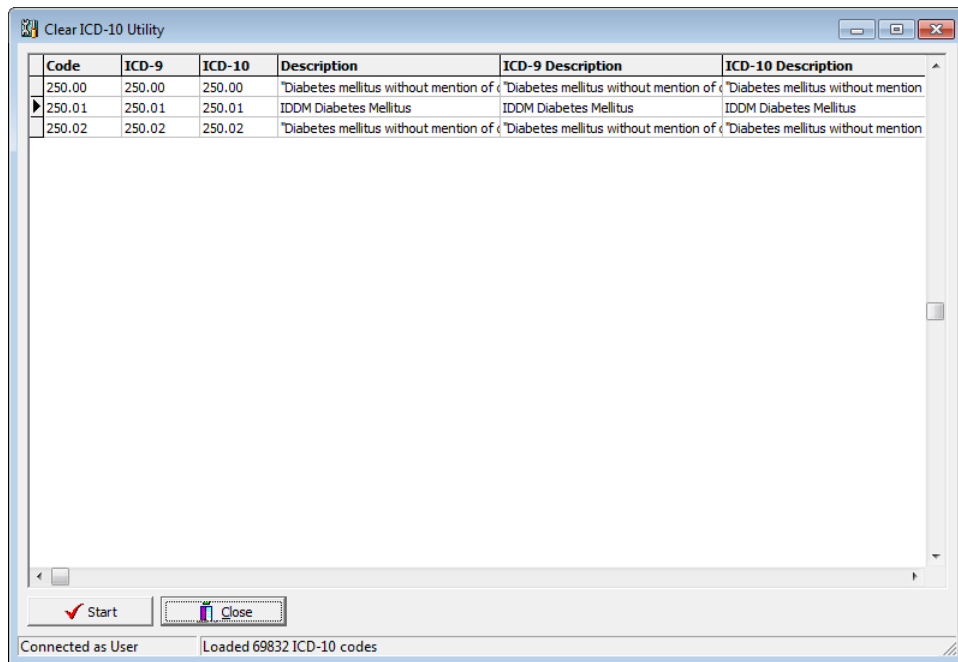


Figure 9. Clear ICD-10 Utility screen

- Click the **Start** button. You will see a progress bar and then a warning screen appears.

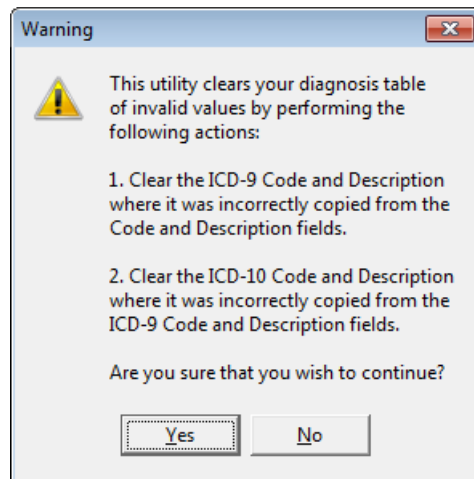


Figure 10. Warning screen*

*Note: This is a preexisting utility. All it will do is clear the ICD-10 field when the value is the same as the ICD-9 field. No information was copied incorrectly, as indicated by the Warning screen.

- Click the **Yes** button. The Clear ICD-10 Utility screen appears when the process is complete.

In the example (Figure 11 on page 19), all of the invalid values have been cleared.

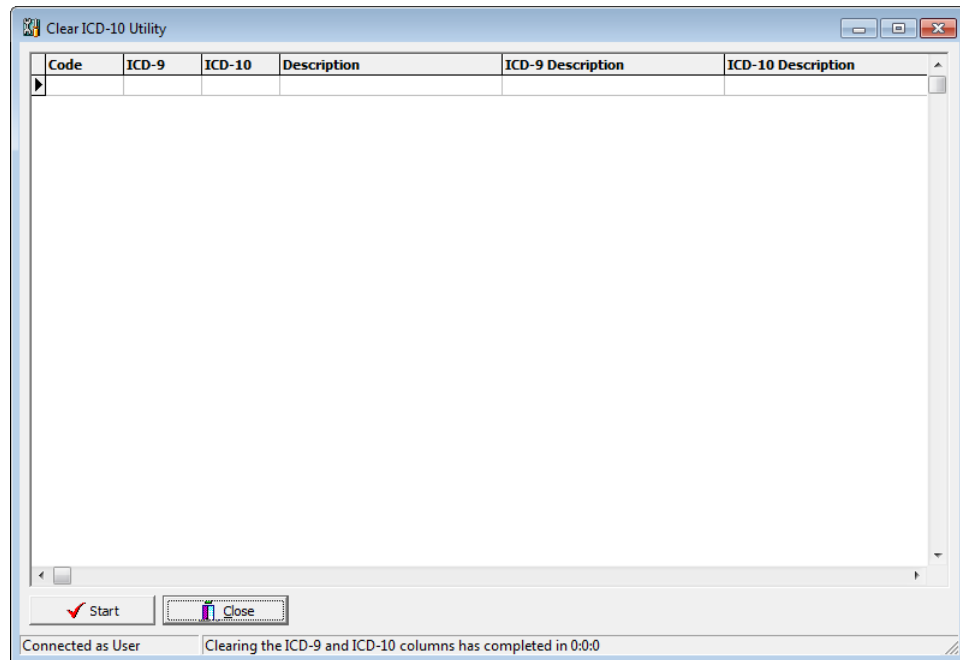


Figure 11. Clear ICD-10 Utility screen

8. Click the **Close** button.

Accessing and Registering Medisoft from the Workstation

When you purchased Medisoft Network Professional, you also purchased a number of connections for your network.

After Medisoft has been installed on each computer, run the program on any workstation. The first time the program opens, a data conversion message appears if you are upgrading. Consider backing up data before completing data conversion. Once the conversion is completed from the first workstation, Medisoft will open normally on the remaining workstations.

If you are installing for the first time, you will specify to create a new practice and tell Medisoft to place the data files on the shared folder on the server that you created in [“Pre-Server Installation Setup”](#) on page 11.

If you are working with multiple practices, each time you open a new practice that particular practice also needs to be converted until all practices have been converted to the current version.

After installation and after Medisoft launches for the first time, the Registration screen appears. Register now or within 30 days after installation. For instructions or questions on

registering, click the **Help** button on the Registration screen.

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