*Sure*Med

# SureMed Update Installation Guide
**Technical Documentation**

## Contents

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# APPLICATION OVERVIEW

The SureMed installer application will:

- install a new windows service called "SureMedService", and
- uninstall IdiomForms' Apache Tomcat service (if applicable)

# PREREQUISITES

In order to install SureMed application successfully:

- the machine must be in the list of supported OS (see **Appendix 1**); and
- the machine must have internet connection to https://api.konnect.co.nz; and
- the machine must **not** have "SureMedService" installed beforehand; and
- the disk must have at least 700MB free space (350MB for the installer, 350MB for the application)

It is also recommended to submit all **SureMed** parked forms before performing the installation.

To do this in Medtech32:

1. In the top menu, select Modules
2. Select Advanced Forms
3. Parked
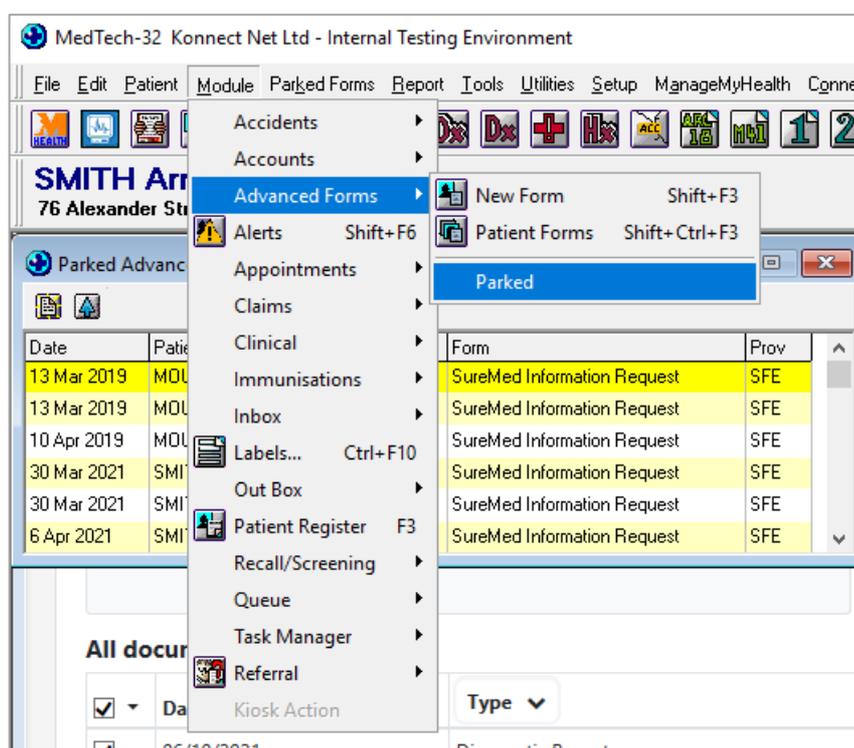
To get to the Parked forms menu in Medtech Evolution:

1. In the top menu, select the Patient tab
2. Select Advanced Forms
3. Parked
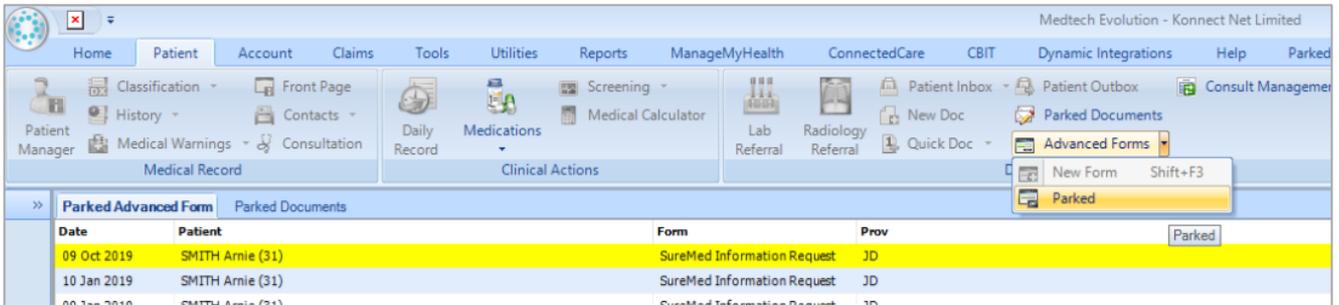


To ensure SureMed application is running properly, please ensure the "Web Forms HealthLink path" setting is set to the HLINK\XML_out\healthdocs folder correctly.
For Medtech32: Go to Setup > Location > Location Settings
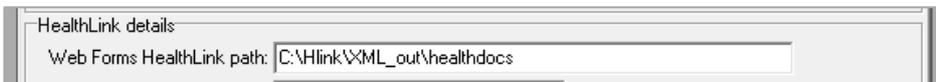


For MedtechEvolution: Go to top-left icon > Options > Location > Location Settings
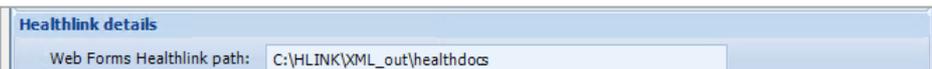
# INSTALLATION STEPS

**These steps are intended for the IT technicians for practices who want to install SureMed Update where Medtech32 or Medtech Evolution is hosted by the practice.**

Alternatively, you may contact your Konnect Account Manager to arrange a TeamViewer session with the Konnect TechSupport team to get the SureMed Update installed at your practice.

If your server is hosted in the Medtech cloud, please contact Medtech support and ask them to install the SureMed Update for your practice.

This process should take approximately 10 minutes.

**Note: for server-workstation installation, this installation process should be executed on the server machine (same machine as IdiomForms)**

1. Run "Konnect.SureMed.Forms.Installer.exe"
   If "User Account Control" prompt appears, click "Yes"
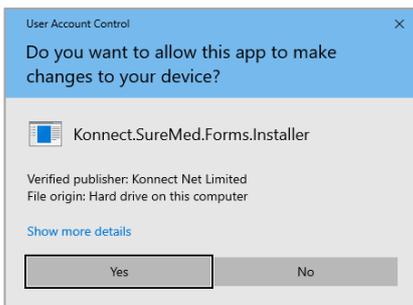


2. The installer requires the following information to be supplied:
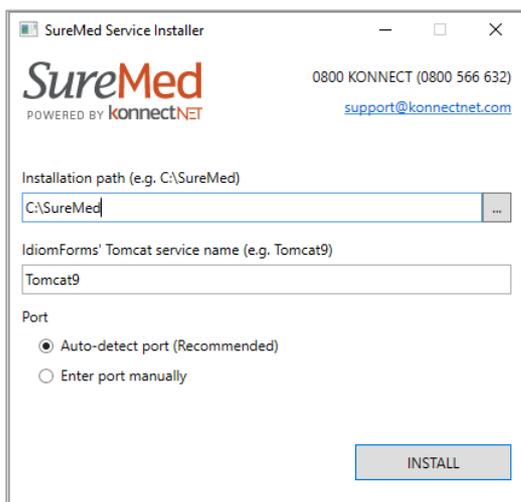


   a) **Installation path:**
      This is the full path of where "SureMedService" will be installed. (e.g. C:\SureMed)
      The application will create the directory if it does not exist.
      This directory must be empty.

b) **IdiomForms' Tomcat service name:**
   This is the "Service name" of the "Apache Tomcat" service that will be uninstalled (if applicable).
   The service name can be retrieved by following the steps below:

   i.    Open services.msc
   ii.   Find "Apache Tomcat" service.
   iii.  Right click > Properties > General tab
   iv.   Grab the Service name
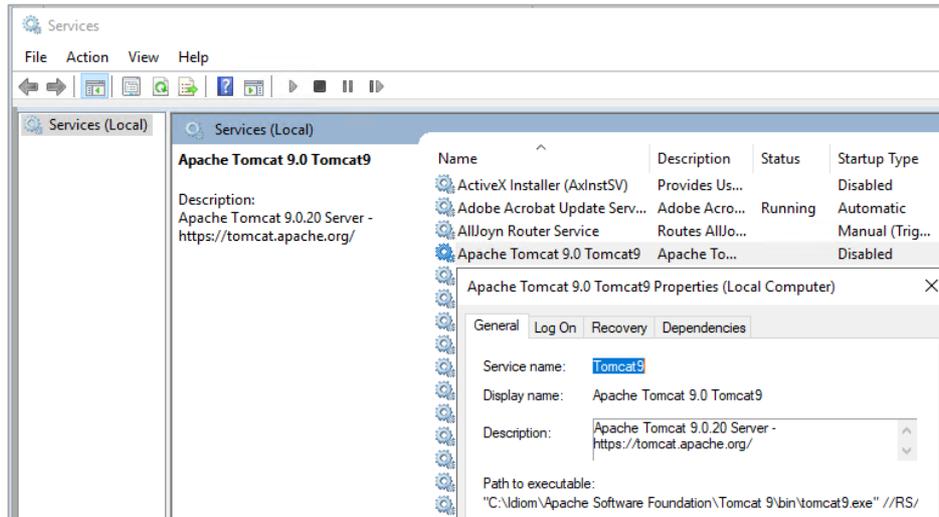


c) **Auto-detect port:**
   The port number "SureMedService" will run on.
   When selected, the application will use the port number currently used by "Apache Tomcat" service. It is recommended to keep this option selected.
   If you would like to manually enter the port number, please see **Appendix 2**

3. Click the "INSTALL" button
   Installation progress will be shown
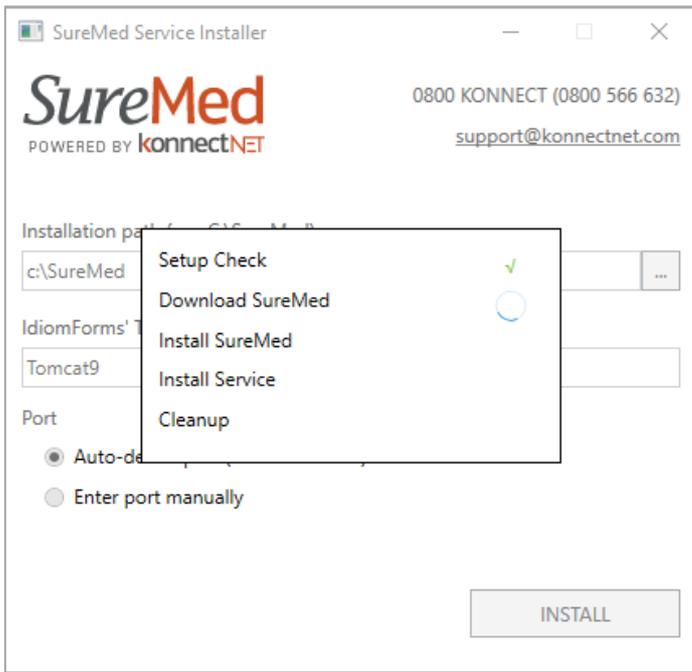


If you encounter any errors, please see **Appendix 3**

4. Once the installation process is successfully finished, the application can be closed, and the logfile.log can be removed.
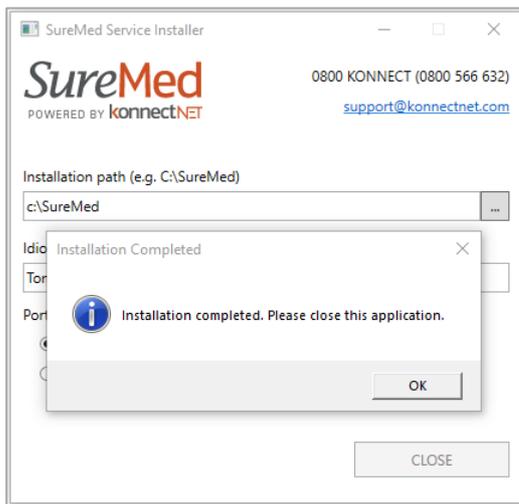


5. Remove the Idiom Forms completely from the file system.
   a) Go to Idiom installation folder (usually it's C:\Idiom)
   b) Run "RemoveIdiomEngine.exe"
   c) Delete the installation folder

Note: SureMedService is running as "Local System" by default.
If you would like to change the user, please make sure to grant the following rights:

# SureMed

- Read / Write access to the installation directory (C:\SureMed)
- Read / Write access to the HLINK directory
- Administrator rights (to stop and start "SureMedService" during update process)

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# APPENDIX

## Appendix 1 - List of supported OS

| OS | Version | Architectures |
|---|---|---|
| Windows Client | 7 SP1(*), 8.1 | x64, x86 |
| Windows 10 Client | Version 1607+ | x64, x86, Arm64 |
| Windows 11 | Version 22000+ | x64, x86, Arm64 |
| Windows Server | 2012+ | x64, x86 |
| Windows Server Core | 2012+ | x64, x86 |
| Nano Server | Version 1809+ | x64 |

To find out what OS version you're running:

- Click windows > type "About" > click "About your PC"
  Scroll down until "Windows specifications" section is displayed

  OR

- Click windows > type "system information" > click "System Information"
  Check the "OS Name" and "Version"

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# Appendix 2 - Overriding Port Number

If port number is manually entered, and is different from the one currently used, please update the "Web Forms Engine URL" settings by following the steps below:

1. For Medtech32:
   a) Open Setup > Location > Location Settings
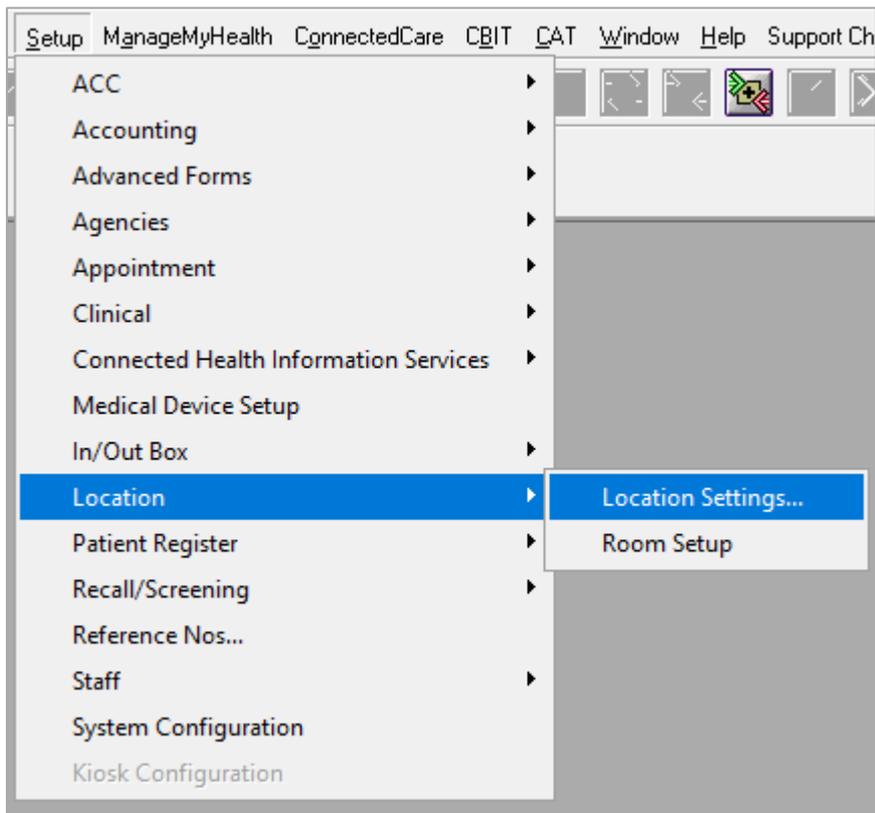


   b) Click the 2nd icon from the left
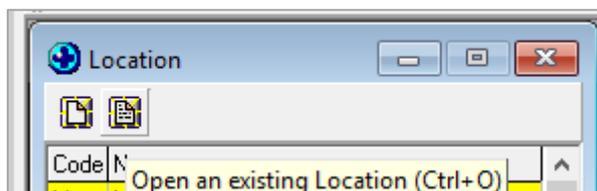


   c) Go to "Web Forms" tab and update the "Web Forms Engine URL" to use the new port number
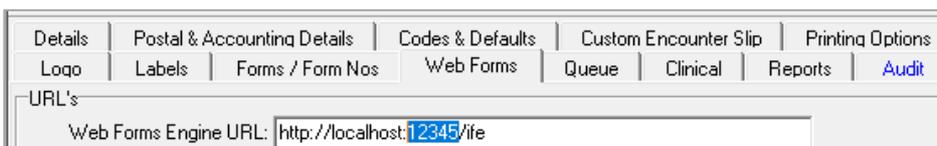


   d) Click OK

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2. For Medtech Evolution:
    a) Click top-left icon > Options > Location > Location Settings
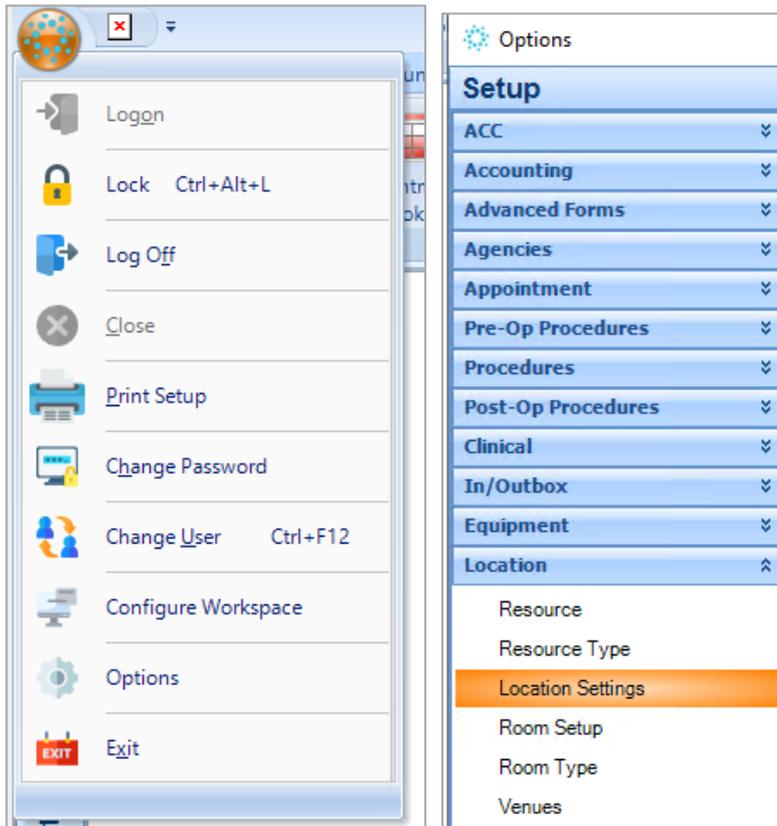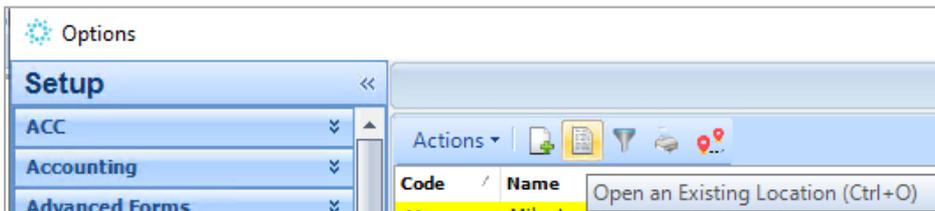


    b) Click the 2nd icon from the left



    c) Go to "Web Forms" tab and update the "Web Forms Engine URL" to use the new port number



    d) Click OK

# SureMed
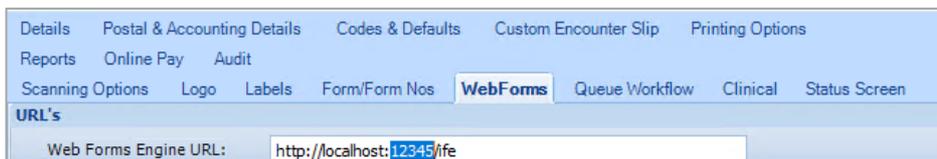
# Appendix 3 - Handling Errors

| Error message | Explanation / How to proceed |
|---|---|
| The installation path is not empty. | SureMed application needs to be installed in an empty directory / folder.<br>Please change the installation path and try again. |
| Service name already exists. | There is an existing SureMed service installed on this computer.<br>Please contact us on 0800 566 632 if you wish to re-install the SureMed service. |
| Unable to retrieve drive name for the installation path. | Please include the drive name in the installation path (e.g. C:\SureMed) |
| Drive: *<driveName>* is currently unavailable. | Please select a valid / different path for the installation. |
| There is not enough disk space in drive: *<driveName>.* Minimum required space: 350MB. | Please ensure there is enough space for the installation, or select a different disk with enough space. |
| IdiomForms path does not exist. | Please ensure that IdiomForms were installed beforehand. |
| IdiomForms path is incorrect. | Please ensure that IdiomForms were installed correctly.<br>Please contact Konnect on 0800 566 632 for further information. |
| Unable to detect port number - 'Service'/'Connector' element not found. | Please try entering port number manually and refer to **Appendix 2**.<br>If the error persists, please contact Konnect on 0800 566 632 for further information. |
| Unable to find PortNumber configuration. | Please try entering port number manually and refer to **Appendix 2**.<br>If the error persists, please contact Konnect on 0800 566 632 for further information. |
| Error downloading SureMed application. | Please ensure the installer has access to the internet and permission / authority for downloading files.<br>If the error persists, please contact Konnect on 0800 566 632 for further information. |
| Any other errors | Please contact Konnect on 0800 566 632 for further information. |

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# Appendix 4 - Uninstalling SureMed application

In order to uninstall SureMed application:

1. Open command prompt
2. Enter the following commands

```
SC STOP SureMedService
SC DELETE SureMedService
```

3. Delete SureMed installation directory (e.g. C:\SureMed)
4. (Optional) Re-install Apache Tomcat service by:
   a) Go to IdiomForms' Apache Tomcat directory (e.g. C:\Idiom\Apache Software Foundation\Tomcat 9\bin)
   b) Open command prompt
   c) Enter the following command

```
service.bat install
```

# Appendix 5 - Technical Details of SureMed application

| Question | Answer |
|---|---|
| Tech-stack | .NET framework<br>SQLite DB<br>ReactJS |
| Interaction with other applications | • Medtech SOAP API (on port 7080) to:<br>  o retrieve patient medical information<br>  o park, preview, and submit form (same mechanism and functionality as IdiomForms)<br>• Konnect B2B API (https://api.konnect.co.nz) on port 443 to:<br>  o submit report<br>  o submit error logs |
| Items stored in SQLite DB | • Application configurations<br>• Form submission payload for retry purpose (e.g. form submissions that happen during Konnect's maintenance window)<br>Note: the payload is removed from the DB once the submission is successful<br>• Error logs<br>Note: error logs do not contain sensitive patient information |

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# Appendix 5.1 - List of 3rd-party Libraries

**.NET dependencies:**

| Name | Purpose |
|------|---------|
| Docnet | Converting PDF attachments to images so they can be nicely displayed in the report PDF |
| Ibex | Generating report PDF out of XSLT |
| Log4net | General logging to log file and DB |
| EFCore - SQLite | Connectivity to the SureMed SQLite DB |
| Newtonsoft JSON | Library to work with JSON data |
| Nustache | Templating system to build the XML data from the answers in SureMed forms UI. |
| Syncfusion WPF | UI library for SureMed installer |
| Quartz | Scheduler for background tasks (e.g. error reporting, submission retry) |

**Javascript dependencies:**

| Name | Purpose |
|------|---------|
| autosize | text-area auto resize |
| dayjs | general date-related operations |
| react | main JS framework |
| react-app-polyfill | making React compatible with IE browsers |
| react-datepicker | DatePicker control for date-range filter |
| react-dropzone | file upload control |
| react-modal | handling pop-ups |
| uuid | generating GUID |

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