

Technical Bulletin

AutoReceive Web Update

Issued: May 17, 2007

Summary:

There were approximately 4,000 installations (25% of the AutoReceive customer base) that did not update to the current AutoReceive 3.0 product. This was due to an inability to auto update from the older AR version they are running.

We have decreased the AR remediation from 4,000 to 1,900 thanks to the help of the RHD, BU's, and the MedPlus Support team.

Recommended Actions:

To remediate the remaining 1,900 accounts, we are now preparing for Phase II which consists of one of the following options for you to choose from.

- A. Business Units manage and remediate the AR upgrade list.
- B. MedPlus contacts the Clients and remediate via phone or WebEx.

An AR Remediation report will be sent to the BU IT Director and Client Systems Manager for review. This report lists your BU accounts that require remediation.

MedPlus will also send you a fax sheet explaining the AutoReceive Web update to the Client and Instructions on how the Web AutoReceive Web update works.

Carol Taylor is the MedPlus Project Manager coordinating this on my team. Carol will be contacting the BU Client Systems Managers to send the list and inquire how the BU would like the installations upgraded.