

Medisoft 14 Service Pack 2 Download and Fixed Defects List

Issue

The Medisoft v14 Service Pack 2 (SP2) release is now Generally Available and can be downloaded. This new release addresses the following issues. To view the release notes and defects fixed in the Medisoft SP2 release, please see the Resolution section in this article.

Steps to Resolve

Installation Synopsis before Installation: a) make a backup of the practice files, b) ensure all users are out of Medisoft, c) close all programs, d) install Medisoft 14 SP2.

1. Click on the following link to download **Medisoft 14 Service Pack 2:**

www.medisoft.com/download/V14/MedisoftV14SP2WEB.exe

2. When the **File Download** window opens, click **Save**.
3. From the **Save As** window, select **Desktop** and click **Save**.
4. Once the service pack download completes, double-click the **Medi14SP2WEB.exe** icon.
5. Click **Run** in the **Open File – Security Warning** window.
6. Click **Next** in the **Warning** window.
7. Select the version of Medisoft based on the **first four serial numbers** on the Medisoft CD case. Click **Next**.
8. Click **I Accept** in the **Software License Agreement** window.
9. Leave the default settings in the **Select Installation Type** window and click **Next**.
10. Click **Next** in the **Ready to Install** window.
11. When the **Communications Manager Installation** window appears, click **Next**.
12. When the **Communications Manager Installation Completed** window opens, click **Finish**.
13. If this **Install** window opens, click **OK** to restart the computer.
14. When the **Installation Completed** window opens, click **Finish**.

IMPORTANT NOTICE: Upon completion of this Service Pack Installation, click the following link to download and install EDI Module 14.13. Please refer to KB content reference number 132490 for installation instructions.

EDI: www.medisoft.com/download/EDI/M_14_13_2Install.exe

Resolution

Medisoft Version 14 Service Pack 2 (SP2) addresses a few critical issues that are outstanding from SP1, including the following defects:

- 14588 – Office Hours and Office Hours Professional don't work on Microsoft® Vista.
- 14631 – Medisoft Basic cannot edit the "Transaction Entry" grid.
- 14656 – The word "Continued" prints on patient statements in the "Total" field.
- 14989 – The multimedia tab in the "Case" screen brings up images slowly.
- 14961 – Eligibility sends incorrect appointment dates.
- 14632 – The total charge amount is incorrect on printed claims that have more than six charges.
- 14990 – The format for calculated fields (including punctuation) is not working on printed claims.