eRx Script Exchange Certificate Update – February 17th 2014 (Troubleshooting)

eRx Script Exchange uses a number of electronic certificates to ensure that data transmission is secure and that only the intended recipient can open an eRx electronic message.

On Monday 17th February, one of the certificates that eRx uses will expire. This certificate needs to be updated to the renewed certificate in order for eRx functionality to continue working.

eRx has worked with dispensing and prescribing vendors to ensure that this update occurs automatically through program updates where possible. Should the update not have been done, eRx have made a utility available on the eRx website, which quickly and easily updates the new certificate.

Troubleshooting

The eRx Certificate Update Utility should takes approx. 1-2 minutes to complete and is a straightforward process. The following information may be useful should you encounter any problems when running the utility.

- If downloading the file using Internet Explorer 10 (latest version update), the file will have automatically been changed to the following: eRx certificate update utility (click to download)_zip or eRx certificate update utility (click to download)_exe. Right click on the file and select rename. Change the file name to eRx certificate update utility (click to download).zip or eRx certificate update utility (click to download).exe

- The eRx certificate update utility must be run on the machine that has eRx installed at your site. This will in most cases be the main server. If you run the eRx certificate update utility on a machine that does not have eRx installed you will see the following window displayed:

- In some circumstances, depending on the computer's User Access Control, the eRx certificate update utility must be run with administrative privileges. It is best to right click and run as administrator to ensure the utility is run with sufficient privileges to execute

The eRx certificate update utility will automatically restart the eRx services as part of the updating process. You will see several command windows popup as part of this process. Do not close the windows, let them run and they will close themselves on completion.

- If the utility displays an error Config file could not be updated, this indicates that a key change required to allow the eRx Adapter to communicate with the eRx Gateway was not successful. If this occurs, please call eRx on 1300 700 921, or email support@erx.com.au

Queries

If you receive any errors after running the eRx Certificate Update Utility and are not able to resolve the issue using the steps above please call eRx on 1300 700 921, email support@erx.com.au, or call your software vendor support number.