

eRx Script Exchange uses multiple electronic certificates to ensure secure data transmission. One of these certificates will expire on **13 March 2022**. To avoid any interruptions to your eRx functionality, please ensure this update is carried out as soon as possible, and prior to 13 March 2022.

eRx has worked with dispensing and prescribing software vendors to run automatic updates where possible. As your certificate has not automatically updated, a **manual update** is required.

- This update **must be run on the computer that has the eRx adapter installed** and requires administrator privileges.
- Takes approximately 1-2 minutes to complete.
- Quickly and easily updates the new eRx certificate to ensure eRx functionality can continue as normal

How to manually update the eRx certificate

1. On the machine that has the eRx adapter installed (usually the main server) open an internet browser and go to:
<https://www.erp.com.au/certificateupdate/>

2. To access the downloadable update files in Dropbox click the button

Download eRx Certificate Update

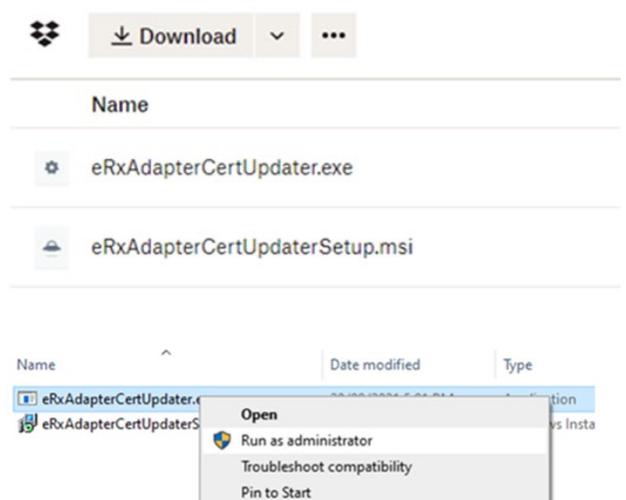
3. A new window will open, and you will see the downloadable files eRxAdapterCertUpdater.exe and eRxAdapterCertUpdater.msi

Click the **Download** button.

4. Browse to where you have saved the downloaded zip file. Right click and Extract all

5. Right click on the **eRxAdapterCertUpdate.exe** and select Run as administrator

6. A window will appear, click Yes or Run



i You will see several command window popups as part of this process. Do not close the windows, let them run and they will close themselves on completion.

7. Once the updater has finished running, all the windows will close automatically.

Success!

The eRx certificate update will automatically restart the eRx services as part of the updating process. Your certificate update is now complete, and you may continue using eRx as normal.

Troubleshooting

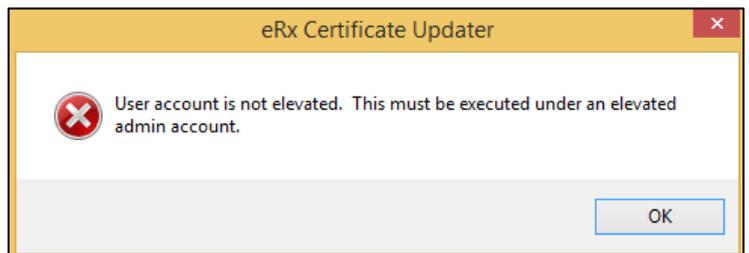
Updater failed as the incorrect machine was used

The eRx certificate update utility must be run on the machine that has eRx installed at your site. In most cases, this will be the main server. If you run the eRx certificate update utility on a machine that does not have eRx installed, you may see one of the following windows displayed:



Couldn't run update due to restricted access

Depending on the computer's user access control, the eRx certificate utility must be run with administrator privileges. It is best to right click and **Run as administrator** to ensure the utility is run with sufficient privileges to execute.



Additional assistance

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.