SoftDent Practice Management Software

Technician’s Installation Guide
About This Guide

This is the SoftDent Practice Management Software technician‘s packet (tech pack). The SoftDent software is a critical systems application that must be running every day with as little down time as possible. In addition to the application, the hardware is critical to ensuring the stability of an automated practice management system.

Please carefully read and follow the installation instructions and recommendations contained within this document. If you have any questions, contact a SoftDent Technical Solutions representative.

To assist you in the installation and maintenance of our product, make yourself familiar with the information contained in the following sections:

- Vendor Stipulations
- Installation Recommendations
- Communication and Support Software
- Configuring the Hardware Environment
- Backing Up SoftDent Software Data Files
- Migrating SoftDent Software to a New Server
- Performing a Manual Installation
- Extracting Files
- Uninstalling the SoftDent Software Components
- Integration Between SoftDent Software and KODAK Dental Imaging Software
Vendor Stipulations

The independent vendor is fully responsible for the configuration, installation, and maintenance of the client’s computer network. Our company does not support the installed network or its related issues, including printer installations or operations.

The independent vendor is fully responsible for making sure the hardware is configured and the client is trained to save and restore a backup of the SoftDent software and system database. Since there are many types of backup programs, SoftDent Technical Solutions Center does not train offices on configuring the backup system or restoring a database. If an office must send data to SoftDent Technical Solutions Center for in-house analysis, send backups on CD/DVD-ROM, External Hard Drives / Flash media, or Internet Transfers. No other forms of backup media are accepted for data analysis. Addendums to installation documents will be made as necessary.

The independent vendor is fully responsible for the support and maintenance of the client’s computer network system. Give your clients your contact information and specific instructions to contact you first for system-related problems. Any questions about optimizing the network environment for use with the SoftDent software products are also welcome. It is recommended that you be familiar with the client’s Windows operating system and carry an MCSE (Microsoft Certified Systems Engineer) certification or equivalent on staff.

The SoftDent Technical Solutions Center staff is highly trained and capable of assisting you ensure a smooth software/hardware installation and/or systems upgrade. When contacting the Solutions Center, be sure to have the client’s account or phone number ready for the responding technician.

Questions can be e-mailed directly to SoftDentSupport@Carestream.com.
Installation Recommendations

This section provides installation guidelines. All suggestions may not apply to every client.

- Ensure the hardware meets or exceeds the requirements listed in the current SoftDent software system requirements, located at:
  

- Purchase only fully tested devices listed on the hardware specifications information sheet. While some non-recommended hardware performs acceptably with SoftDent software, it remains the responsibility of the hardware technician to maintain the performance of the non-recommended hardware in question. If you are unsure as to whether a particular device is compatible with the SoftDent program, please email SoftDentSupport@Carestream.com or call a Technical Solutions representative at 866-435-7473.

- Train the office staff to configure the backup system to back up the required files for SoftDent software. The default directory for the Multi-User version of SoftDent software is C:\SoftDent on the server. The default directory for the Client Server version of SoftDent is C:\Server. If the office performs imaging through the SoftDent software, including digital x-rays, patient portraits, and intraoral photography, the default directory for the SoftDent images are C:\PWImages folders and should be included in the backup configuration.

- SoftDent Technical Solutions Center does not support backup systems configurations or the restoration process. Training the office staff on back-up restoration procedures will increase productivity and decrease service calls.

- Encourage the office staff to keep all SoftDent Support phone numbers and account information in a convenient location. It is also advised to keep a copy of the latest SoftDent software CD that was shipped to the office onsite. In the event of an emergency, it is critical that they can reach us quickly.

Communication and Support Software

This section provides general guidelines for setting up the communication and support software used to aid with advanced troubleshooting of the SoftDent software.

The remote control support communication tool used by the SoftDent Technical Solutions Center is known as Bomgar. Bomgar software is a web based software package that allows the SoftDent Technical Solutions Center to remotely access any computer within the office that is experiencing difficulties regarding SoftDent software. The office must have a high-speed internet connection in order to utilize this service. The applicable Bomgar server is located at [http://webassist.carestreamdental.com](http://webassist.carestreamdental.com). A SoftDent Technical Solutions representative will generate a session key, provide it to the office while they are at the site, and then use that session key to establish a remote session to the computer in question.
Configuring the Hardware Environment

This section provides general guidelines for setting up the hardware environment to run the SoftDent software efficiently. All suggestions may not apply to every client.

- Unless expressly stated in the hardware specifications, use commercial class hardware versus consumer class or clone computers.

- Set the monitor’s screen resolution to **1024x768** pixels or higher to properly display the SoftDent software’s information. In addition, set the font size to **Small (96 DPI)** or **Normal (96 DPI)**, depending on the operating system.

- Run the SoftDent software only on a wired networking architecture. Wireless networks have not been tested with the software and are not recommended due to interference and latency issues.

- Only install the TCP/IP protocol over the network and at each individual computer.

- Share the **SoftDent** folder with full permissions and security for everyone using the software.

- Disable **Simple File Sharing** on any computer running the Windows XP operating system. If you use Windows Vista, Windows 7, or Windows 8 operating systems, disable the **Sharing Wizard**.

- In SoftDent versions 12.5 and prior, use the same letter to map drives for all workstations on which the SoftDent software is installed.

- In SoftDent versions 14.0 and higher, Universal Naming Convention (**UNC**) paths may used to install and actively use the SoftDent software.

- Configure your hardware and software firewall to open ports 13000 to 13025 internally. In the Client/Server version of the software, also open port 5597. SoftDent software sends data across these ports and a firewall could potentially block this data.

- All users should have their own Windows username and password within the network.

- When using Windows XP, give all users Power User or above status on the local computer.

- When using Windows 7 or Windows Vista, make sure that all users executing the SoftDent software have their own user name and password. SoftDent software will not execute properly under a Guest account.

- Assign all computers running the SoftDent software to the same domain or workgroup.

- SoftDent is not supported in virtual environments such as VMware or OSX.

- The PracticeWorks License Server must be run within a session zero setting. The PracticeWorks License Server will not execute properly within a Remote Desktop or terminal services session.
• The Softdent server should be assigned to a static ip.
• Point the server and all computers’ primary DNS point to the server, instead of the router.
• Do not map any computer to the administrative shares.
• Exclude the local and network directories for SoftDent and Kodak Dental Imaging software (formally known as Trophy) from virus automatic protection. Schedule all virus scans during out-of-office hours. Active virus scans can slow process times in the SoftDent and Kodak Dental Imaging software. Auto-protect should also be disabled for all network drives.
• Many anti-virus programs can disconnect network drives when scanning for new virus definition files and when running its quick scan process, this process is known to cause issues with SoftDent. This issue is especially prevalent in some version of Norton Anti-Virus.
• Make sure that the server has adequate page file sizes.
• Decide to use DNS or a Host file. The host file will need to be replicated on all workstations. Don’t manually set DNS on workstation to an external IP.
• Give full control and security permissions to the default server share and folder.
• Add all computers to the same workgroup or domain.
• Do not set the NICs with power management. This turns the NIC off while not in use and can cause network problems.
• Disable Sleep Mode for all operating systems.
• To use the SoftDent Software in multi-office environments, a T1 or higher line is required.
• RAID 0 configurations are not recommended. If it is necessary to use RAID, use a RAID 1 or RAID 5 configuration.
• If using the SoftDent software within a domain environment make sure that reverse DNS is set up and running properly.
• All servers must have a physical keyboard, mouse, and monitor attached. Ensure that the office is aware of the physical location of the server and that at least one person knows the administrative username and password for the server.
• Offices using the Client Server version of the SoftDent software should be attached to an uninterruptable power supply (UPS).
• Make sure that the printer that will be used with the SoftDent software uses an actual PCL5e or PCL6 series print driver. Do not use an emulated PCL5e or PCL6 print driver.
• Networks running Windows 7 or Windows 2008 Server may notice increases in overall network speed if Opportunistic Locking is disabled.

• Networks running Server 2008, Server 2012, Windows Vista, Windows 7, or Windows 8 may notice increases in overall network speed when using SoftDent if Auto-Tuning, Remote Differential Compression, IPv6, and Offline Files are disabled. It is recommended to flush the DNS and restart the computer after disabling these features.

• Ensure that the Link & Dual Speed is set to auto-negotiate.

• Ensure that the proper adapter settings and binding order are selected for the network adapter.

• Disable any wireless connections.

• Ensure that the network interface card’s drivers are up to date.

• Notable performance increases have been displayed when the maximum amount of RAM has been installed in servers that serve files to ten or more workstations.

**Backing Up SoftDent Software Data Files**

It is recommended to back up the server’s entire SoftDent database directory on a daily basis as well as any folders containing images accessed from within SoftDent. The listing below displays the minimum set of files and folders that must be backed up to ensure that a valid SoftDent database is maintained. SoftDent Technical Solutions Center does not support the process of backing up or restoring data.

<table>
<thead>
<tr>
<th>Directories</th>
<th>File Types</th>
</tr>
</thead>
<tbody>
<tr>
<td>The following directories must be backed up:</td>
<td>The following file types must be backed up:</td>
</tr>
<tr>
<td>Custom</td>
<td>*.dat</td>
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<tr>
<td>CCFiles</td>
<td>*.idx</td>
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<tr>
<td>DBNotes (Versions 14.0 – 14.0.2 Only)</td>
<td>*.def</td>
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<tr>
<td>EDIDATA</td>
<td>*.trl</td>
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<tr>
<td>History</td>
<td>*.sys</td>
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<tr>
<td>Letters</td>
<td>*.ini</td>
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<tr>
<td>Presentations</td>
<td>*.log</td>
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<tr>
<td>Profiles</td>
<td>*.tra</td>
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<tr>
<td>PWImages</td>
<td></td>
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<tr>
<td>PW/Svr</td>
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<tr>
<td>SDImages</td>
<td></td>
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<tr>
<td>TW (If present within the SoftDent folder)</td>
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<tr>
<td>X Rays</td>
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<tr>
<td>SDDDB_# (Multi-Database Only)</td>
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</table>
Migrating SoftDent Software to a New Server

This section provides general information on the process of transferring the dataset and license files of the SoftDent software versions 10.0 and higher to a new server.

Before moving the SoftDent software to a new server, verify the new server meets or exceeds the hardware specifications for the software. Then disable the PracticeWorks License server on the old server before networking the computers.

If the office is storing any images on the old server, the new server must use the same host name as the old server and the images must be placed in the same directory structure as the old server; i.e. d:\PW\Images must be d:\PW\Images on the new server.

It is strongly recommended that the server name and the share names remain intact when installing a new server. If an office uses imaging and the server and share names are changed an image move will need to be performed. Image moves are time consuming and not necessary to be performed unless the office’s IT Professional decides to change the computer name.

Carestream Dental charges a $1000 fee should an image move need to be performed.

To migrate to a new server, perform the following steps:

1. Transfer the SoftDent folder in its entirety to the new server.
2. Rename the sub-folder WSetup on the new server to WSetup-orig.
3. Install the most current version of the SoftDent software over the copied SoftDent folder.
4. Once the installation completes delete the new WSetup sub-folder and rename WSetup-orig to WSetup.
5. When launching the SoftDent Software you may be prompted to register the software. If prompted to register or re-register obtain a re-registration code it will be necessary to prepare a fax that will be sent to SoftDent Technical Solutions and displays the following information:
   - Office letterhead
   - Reason for re-registration code (for example, upgrading server)
   - Customer ID
   - Hardware ID
   - Signature of the doctor
   - Return phone and fax numbers

   This information is used to expedite the re-registration request and a SoftDent Technical Solutions technician will provide the re-registration code promptly. Re-registration codes are not given without the above information.

6. Once the registration information is complete, log in to SoftDent Software on the server.
Performing a Manual Installation

In some cases, it might be necessary to install the SoftDent software manually. These steps do not apply to versions 9.8 and prior.

To perform a manual installation, follow these steps:

1. Insert the SoftDent software installation CD into the CD-ROM drive and exit the automatic installation. Leave the disk in the CD drive.
3. Click OK. The manual installation will begin. Follow the displayed prompts as necessary.

Extracting Files

This section provides general information about the manual extraction of SoftDent software files from the installation media.

In some cases, a file in the SoftDent software might become corrupted and may need to be extracted from the SoftDent software installation CD. This is used primarily as a solution for system file corruption where a new copy of a file might be necessary. This is not generally used as a solution for data corruption, as an extracted data file is blank.

To extract a file from the SoftDent software installation CDs, follow these steps:

1. Insert the CD into the CD-ROM drive and exit the automatic installation, leaving the disk in the CD drive.
2. Select Start > Run and type: <CD drive letter>:\Setup-SoftDent.exe /X
3. Click OK. The file extraction window is displayed.

Uninstalling the SoftDent Software Components

This section provides general information concerning the automatic and manual process for uninstalling components of the SoftDent software.

Uninstalling the SoftDent Software

To uninstall the SoftDent software, you must uninstall the program, data files, and the registry keys. The easiest way to do this is to run the Windows operating system Add/Remove Program utility. If you run the Windows operating system automatic uninstall, upon completion the SoftDent folder with data and the original registry keys will still need to be deleted. If you choose to perform a Windows operating system “custom” uninstall, you will be prompted to select all the files to uninstall. Select All for every portion of the uninstall, and the SoftDent software will be removed from the computer’s hard drive and registry.

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Note

Choose the file to extract from the list. The displayed listing is in alphabetical order by folder name, while the files within the folders are also in alphabetical order.

Warning!

Deleting files in the registry can cause a computer malfunction. Delete only the appropriate registry folders!
If a manual uninstall is necessary, uninstall the SoftDent software by deleting the SoftDent directory, then delete the SoftDent folder in the registry HKEY Local Machine > Software > Infosoft and HKEY Current User > Software > Infosoft.

Uninstalling the PracticeWorks License File Server

It might be necessary to uninstall the PracticeWorks license file server. This is a separate application that allows access to the SoftDent software and creates the gold key icon in the system tray. This application runs from the SoftDent\PWSvr folder.

To automatically uninstall the PWSvr.exe file, follow these steps:

1. Select Start > Run and type: PWClient.
2. In the Client Options window, click Options and Uninstall License Server. The PWSvr folder in the SoftDent software and the registry keys associated with the License File Server are deleted. The PWSvr registry key is located at HKEY Local Machine > Software > PWInc.

You can disable the PWSvr.exe application manually and then delete the \PWSvr folder and the registry key. You will need the license file disk to re-register the SoftDent software because the License File (PWLF.dat) is deleted along with the \PWSvr folder.

Integration between SoftDent Software and KODAK Dental Imaging Software

The prerequisites for setting up KODAK dental imaging software installations are as follows:

1. Install the SoftDent software first.
2. Set the SoftDent software Image Storage Drive default path located under System > Change System Settings > Video Options to a UNC path that is shared through the network with full control. The path should look similar to the following:

   Global Image DB 0: \server\<one directory below the image location>

3. Share all locations for previous SoftDent software SDImages and TW images across the network with full control.

KODAK Dental Imaging Software, Version 6.X or Higher

To integrate SoftDent software and Kodak dental imaging software, follow these steps:

1. Install the SoftDent software first.
2. Install the Kodak dental imaging software, version 6.0.4.10 or higher.
3. Select Chart > Options > X-ray > Kodak Dental Imaging.