DE1005-15

CS SoftDent Practice Management Software

Installation Guide for Client/Server Configurations

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Installing SoftDent for Client/Server Configurations

This document describes the process for installing the client/server configuration of SoftDent. Read this document carefully before installing the new software.

A client/server configuration requires both server and workstation installations. The server is the host computer on which the client/server software is installed and contains all of the software system data.

A workstation is a computer that has the software installed but must connect to the server to access system data. A workstation must be mapped to the shared drive of the host computer on which the client/server software resides.

Important: Contact a Carestream support representative before proceeding.

Related Documentation

See the CS SoftDent Practice Management Software Online Help for more information.

Getting Started

Before installing SoftDent, make sure that each computer in your network meets the minimum system requirements. For information about system requirements, see the System Requirements documentation shipped with your software.

Using Radiographic Images

CAUTION: Radiographic images are not intended for diagnostic use when viewed on displays or monitors that do not meet system specifications. For more information, check the CS Imaging Software System Requirements.

Mapping a Network Drive

Share the server's hard drive and map a drive on each workstation running the software to the drive. For information about sharing and mapping drives and folders, see the documentation and online help provided with your Microsoft Windows operating system.

To access the Windows online help system, select **Start > Help** from the Windows taskbar.

Backing Up Data

Before you install SoftDent, back up your data. For information about backing up your data, see the documentation provided by your backup media vendor.

Previewing the Updated Features

To preview updates and enhancements in this version of SoftDent, you can watch a video from the DVD. To hear the audio portion of the video, your computer must have a sound card and headphones or speakers.

To view the video, follow these steps:

1 Verify that all other programs on the server are closed and insert the CS SoftDent DVD in the DVD drive of the server.

> **Tip:** If the Adobe Reader software is installed on your computer, you can access the installation guide from the menu.

The **SoftDent Installation** window is displayed.

OR

If you are running Windows 7 or later, the **AutoPlay** window is displayed.

- Click **Run InstallMenu.exe**. The **User Account Control** window is displayed.
- Click **Yes.** The **SoftDent Installation** window is displayed.

Figure 1 SoftDent Installation Window

2 Select **Preview Update Features**.

3 After viewing the video, click **Close**.

Installing SoftDent

To install SoftDent for the first time, follow these procedures:

- Install the software on the server.
- Activate and start the FairCom Server.
- Open the software on the server.
- Install the software on each workstation.

Important: Before installing this software, back up data. Also, ensure that no flash drives are installed in any USB ports.

Installing SoftDent on the Server

The server is the computer on which SoftDent data resides and from which the FairCom Server should always be started. A new installation copies all software files to the hard drive of the server.

Important: It is not recommended that you run the Microsoft Vista operating system on the SoftDent server. See the current System Requirements documentation for more information.

To install SoftDent on the server, follow these steps:

1 Verify that all other programs on the server are closed and insert the CS SoftDent DVD in the DVD drive on the server. The **SoftDent Installation** window is displayed.

OR

If you are running Windows 7 or later, the **AutoPlay** window is displayed.

- Click **Run InstallMenu.exe**. The **User Account Control** window is displayed.
- Click **Yes.** The **SoftDent Installation** window is displayed.

2 Select **Install SoftDent v15.0**. The **Carestream Application Suite - InstallShield Wizard Welcome** window is displayed.

3 Click **Next**. The **Setup Type** window is displayed.

4 Select **Complete**. To install the application in the default directory, **C:\Server**, click **Next**.

Tip: To select a different directory, click **Browse**, select the directory, click **OK**, and click **Next**.

The **Warning: Confirmation Required** window is displayed.

5 Read the message, select the **This is my server machine; please continue installing** option, and click **Next**. The **Ready to Install the Program** window is displayed.

6 Click **Install**. The **Welcome** window is displayed.

7 Read the welcome message, and click **Next**. The **Choose Destination Location** window is displayed.

8 To install the application in the default directory, **C:\Server**, click **Next**.

> **Tip:** To select a different directory, click **Browse**, select the directory, click **OK**, and click **Next**.

The **Installing** window is displayed while files are copied to your computer. After all files have been installed, the **InstallShield Wizard Complete** window is displayed.

9 Select **Yes, I want to restart my computer now**, remove any disks from their drives, and click **Finish**.

Starting and Shutting Down the FairCom Server Software

After you have successfully installed SoftDent, you must activate and start the FairCom Server.

The FairCom Server software controls access to the SoftDent database. The server software is included in the installation and must be running to operate SoftDent.

> **Note:** To run the FairCom Server software, you must know the name of the host computer. See the Microsoft Help system to locate the host computer name.

Activating the FairCom Server Software

To activate the FairCom Server software, you must use the activation key and serial number included in your software package. Typically, the FairCom Server software is activated only once, but if you are performing an upgrade installation, you must re-activate the server.

To activate the FairCom Server on the host computer, follow these steps:

1 After installing the software, select **C:\Server\FCACTVAT.exe**. The **Fcactvat** window is displayed.

> **Note:** If you installed the software in another directory, substitute the appropriate path to find the **FCACTVAT.exe** file.

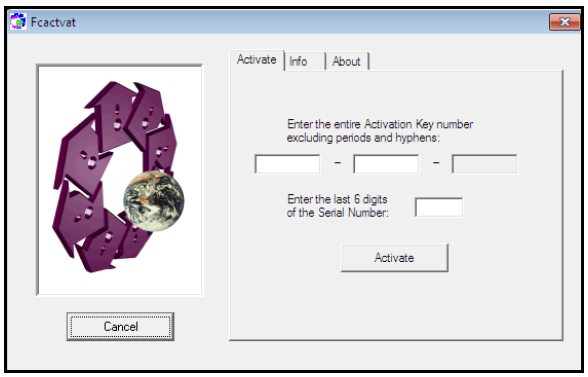


Figure 2 Fcactvat Window

2 Type the first nine digits of the activation code in the first field, press Tab, and type the second nine digits of the activation code in the second field. Do not type any information in the third field.

3 Type the last six digits of the serial number in the **Enter the last 6 digits of the Serial Number:** field and click **Activate**. The **Successful activation...** window is displayed.

4 Click **OK**.

Starting the FairCom Server Software

The FairCom Server software must be running while accessing SoftDent and must be shut down each evening.

To start the server software, follow these steps:

1 Select **Start > All Programs > CS SoftDent Software > FairCom Server**. The server software is started, and the **FairCom Server** window is displayed.

2 Minimize the window to add it to the Windows software taskbar and remove it from the screen.

Shutting Down the FairCom Server Software

Shut down the FairCom Server software every evening after closing SoftDent.

Important: Exit SoftDent before shutting down the FairCom Server software.

To shut down the server software, follow these steps:

1 Maximize the **FairCom Server** window and select **Control > Shutdown**. The **FairCom Server Shutdown** window is displayed.

2 Type the password and click **OK**. The **Confirmation** window is displayed.

> **Note:** The FairCom Server password is **ADMIN**. This password is case-sensitive and cannot be changed.

3 Click **OK**.

Opening SoftDent on the Server, Installing the License File, and Registering the Software

After you have installed SoftDent, activated the FairCom Server, and started the FairCom Server, you must open SoftDent, install the license file, and register the software.

> **Note:** You are prompted for a license file only if this is a new install or if you are upgrading from version 9.8 or earlier.

To open SoftDent on the server, follow these steps:

1 Select **Start > All Programs > CS SoftDent Software > CS SoftDent Software**. The **SoftDent Login** window is displayed.

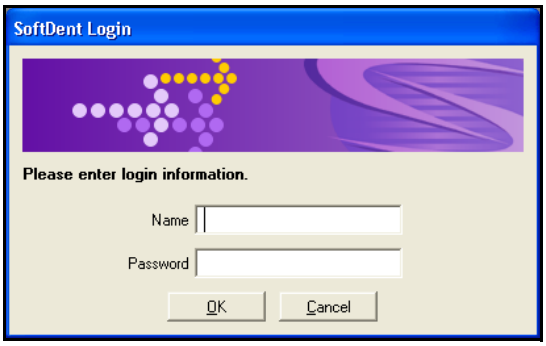


Figure 3 SoftDent Login Window

2 Type your name and password and click **OK**. The **Install License File** window is displayed.

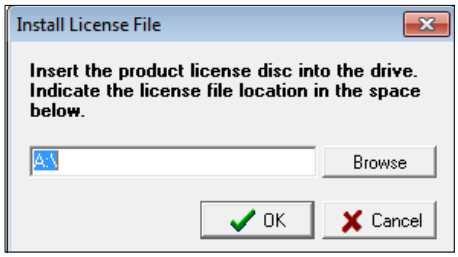


Figure 4 Install License File Window

3 Insert the license file disk in the drive. Type the name of the drive, or click the **Browse** button and browse to the correct drive. Click **OK**.

The **Registration Reminder** window is displayed.

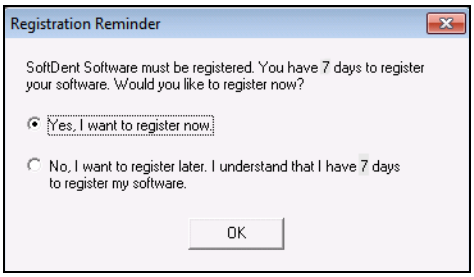


Figure 5 Registration Reminder Window

4 Select **Yes, I want to register now** and click **OK**. The **Registration** window is displayed.

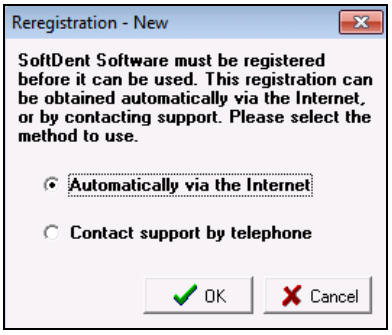


Figure 6 Registration Window

5 Obtain your release code using one of the following methods:

- To receive your release code on the Internet, click **Automatically via the Internet** and follow the instructions.
- To receive your release code over the telephone, select **Contact suppoort by telephone**.

  The **Registration** window is displayed.

Figure 7 Registration Window

6 After you have received a release code, type it in the field and click **OK**. The software is started, and the **SERVER LOGIN** window is displayed.

7 Select an option:

- To rename the FairCom Server, type the server name in the **Server Name** field and click **OK**.
- To use the default name (FAIRCOMS), click **OK**.

Installing SoftDent on a Workstation

The installation process centralizes data on the server and installs SoftDent on each workstation. You can install the software using the DVD, or you can install it across your network.

Installing from the DVD

To install the software on a workstation from the DVD, follow these steps:

1 Verify that all programs on the workstation are closed and insert the CS SoftDent DVD in the DVD drive. The **SoftDent Installation** window is displayed.

OR

If you are running Windows Vista or later, the **AutoPlay** window is displayed.

- Click **Run InstallMenu.exe**. The **User Account Control** window is displayed.
- Click **Yes.** The **SoftDent Installation** window is displayed.

2 Select **Install SoftDent v15.0**. The **Carestream Application Suite - InstallShield Wizard Welcome** window is displayed.

3 Click **Next**. The **Setup Type** window is displayed.

4 Select **Complete**. To install the application in the default directory, **C:\Client**, click **Next**.

> **Tip:** To select a different directory, click **Browse**, select the directory, click **OK**, and click **Next**.

The **Ready to Install the Program** window is displayed.

5 Click **Install**. The **Welcome** window is displayed.

6 Read the welcome message and click **Next**. The **Choose Destination Location** window is displayed.

7 To install the application in the default directory, **C:\Client,** click **Next**.

> **Tip:** To select a different directory, click **Browse**, select the directory, click **OK**, and click **Next**.

The **Start Installation** window is displayed.

8 Click **Next**. The **Open File - Security Warning** window is displayed.

9 Click **Run**. The **Installing** window is displayed while files are copied to your computer. After all files have been installed, the **Installation Complete** window is displayed.

10 Click **Finish**. Additional Carestream Application Suite files are installed. After the additional files have been installed, the **InstallShield Wizard Complete** window is displayed.

11 Select **Yes, I want to restart my computer now**, remove any disks from their drives, and click **Finish**.

Installing Across Your Network

> **Important:** Before you begin, share the server's hard drive and map a network drive from the workstation to the server. For more information, see "Getting Started" on page 1.

To install the software on a workstation across your network, follow these steps:

1 Verify that all programs on the workstation are closed. Using your mapped drive, navigate to **SoftDent\WSetup\WSETUPDVD** on the server, and run the **InstallMenu** executable file. The **SoftDent Installation** window is displayed.

OR

If you are running Windows Vista or later, the **AutoPlay** window is displayed.

- Click **Run InstallMenu.exe**. The **User Account Control** window is displayed.

- Click **Yes.** The **SoftDent Installation** window is displayed.

2 Select **Install SoftDent v15.0**. The **Carestream Application Suite - InstallShield Wizard Welcome** window is displayed.

3 Click **Next**. The **Setup Type** window is displayed.

4 Select **Complete**. To install the application in the default directory, **C:\Program Files\Carestream**, click **Next**.

> **Tip:** To select a different directory, click **Browse**, select the directory, click **OK**, and click **Next**.

The **Ready to Install the Program** window is displayed.

5 Click **Install**. The **Welcome** window is displayed.

6 Read the welcome message and click **Next**. The **Choose Destination Location** window is displayed.

7 To install the application in the default directory, **C:\Client**, click **Next**.

> **Tip:** To select a different directory, click **Browse**, select the directory, click **OK**, and click **Next**.

The **Start Installation** window is displayed.

8 Click **Next**. The **Open File - Security Warning** window is displayed.

9 Click **Run**. The **Installing** window is displayed while files are copied to your computer. After all files have been installed, the **Installation Complete** window is displayed.

10 Click **Finish**. Additional Carestream Application Suite files are installed. After the additional files have been installed, the **InstallShield Wizard Complete** window is displayed.

11 Select **Yes, I want to restart my computer now**, remove any disks from their drives, and click **Finish**.

Opening SoftDent on a Workstation

To open SoftDent on a workstation, follow these steps:

1 Select **Start > All Programs > CS SoftDent Software > CS SoftDent Software**. The **SoftDent Login** window is displayed.

2 Type your user name and password, select the new database, and click **OK**. The software is started, and the **SERVER LOGIN** window is displayed.

3 Type the server name, the @ symbol, and the name of the server machine in the **Server Name** field and click **OK**.

Example: Your server name is FAIRCOMS and the server is located on a machine that is named Server1, so type **FAIRCOMS@Server1** in the **Server Name** field.

The software is displayed, and the client files on the workstation are updated to ensure that they are synchronous with the server.

Upgrading SoftDent

An upgrade installation updates existing files, adds new files, and removes outdated SoftDent files on the server. An upgrade installation does not overwrite existing SoftDent data.

Important: If you are upgrading from version 10.0 or older, contact a Carestream support representative.

To upgrade SoftDent to version 15.0, follow these procedures:

- Upgrade the software on the server.
- Upgrade the software on each workstation.

Upgrading SoftDent on the Server

Important: Before installing this software, back up data.

To upgrade your software to the client/server version, follow these steps:

1 Close SoftDent on the server and all other computers on the network. Verify that all other programs on the server are closed and insert the CS SoftDent DVD in the DVD drive on the server. The **SoftDent Installation** window is displayed.

OR

If you are upgrading a server running Windows 7 or later, the **Autoplay** window is displayed.

- Click **Run InstallMenu.exe**. The **User Account Control** window is displayed.
- Click **Yes**. The **SoftDent Installation** window is displayed.

2 Select **Install SoftDent v15.0**. The **Carestream Application Suite - InstallShield Wizard Welcome** window is displayed.

3 Click **Next**. The **Setup Type** window is displayed.

4 Select **Complete**. To install the application in the default directory, **C:\Server**, click **Next**.

> **Tip:** To select a different directory, click **Browse**, select the directory, click **OK**, and click **Next**.

The Warning: Confirmation Required window is displayed.

5 Read the message, select the **This is my server machine; please continue installing** option, and click **Next**. The **Ready to Install the Program** window is displayed.

6 Click **Install**. The **Welcome** window is displayed.

7 Click **Next**. The **Existing Installation Found** window is displayed.

8 Click **Next** to install the software in the existing directory. The **Release Code** window is displayed.

9 Obtain your release code using one of the following methods:

- To receive your release code on the Internet, ensure you have a valid Internet connection, click **Automatically via the Internet**, and click **OK**. The **Release Code** window is displayed while the code is being generated.

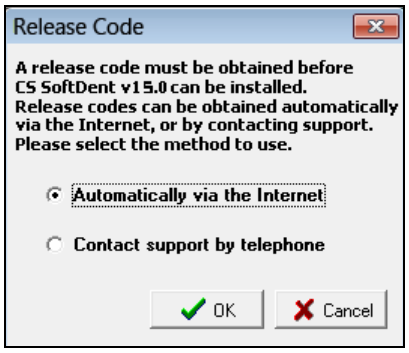


Figure 8 Release Code Window

- To receive your release code over the telephone, select **Contact support by telephone**, click **OK**, and call Carestream Customer Support. The **Release Code** window is displayed. Read the values in the **Customer ID** and **Hardware ID** fields to the representative. After the representative gives you the registration code, type it in the **Release Code** field and click **OK.**

Figure 9 Release Code Window

The **Start Installation** window is displayed.

10 Click **Next**. The **Installing** window is displayed while files are copied to your computer. After all files are installed, the **Installation Complete** window is displayed.

11 Click **Finish**. Additional Carestream Application Suite files are installed. After the additional files have been installed, the **InstallShield Wizard Complete** window is displayed.

12 Select **Yes, I want to restart my computer now**, remove any disks from their drives, and click **Finish**.

Upgrading SoftDent on a Workstation

Important: Shut down the FairCom Server before upgrading the software.

To upgrade the software on a workstation, follow these steps:

1 Select an option:

- To install the software from the DVD, verify that all programs on the workstation are closed and insert the CS SoftDent DVD in the DVD drive.
- To install the software across the network, verify that all programs on the workstation are closed. Using your mapped drive, navigate to **SoftDent\WSetup\WSETUPDVD** on the server, and run the **InstallMenu** executable file.

The **SoftDent Installation** window is displayed.

OR

If you are upgrading a workstation running Windows 7 or later, the **Autoplay** window is displayed.

- Click **Run InstallMenu.exe**. The **User Account Control** window is displayed.
- Click **Yes**. The **SoftDent Installation** window is displayed.

2 Select **Install SoftDent v15.0**. The **Carestream Application Suite - InstallShield Wizard Welcome** window is displayed.

3 Click **Next**. The **Setup Type** window is displayed.

4 Select **Complete**. To install the application in the default directory, **C:\Client**, click **Next**.

> **Tip:** To select a different directory, click **Browse**, select the directory, click **OK**, and click **Next**.

The **Ready to Install the Program** window is displayed.

5 Click **Install**. The **Welcome** window is displayed.

6 Click **Next**. The **Existing Installation Found** window is displayed.

7 Click **Next**. The **Start Installation** window is displayed.

8 Click **Next**. The **Installing** window is displayed while files are copied to your computer. After all files have been installed, the **Installation Complete** window is displayed.

9 Click **Finish**. Additional Carestream Application Suite files are installed. After the additional files have been installed, the **InstallShield Wizard Complete** window is displayed.

10 Select **Yes, I want to restart my computer now**, remove any disks from their drives, and click **Finish**.

11 Repeat these steps on each workstation in your network.

Upgrading SoftDent on a Server—Maintenance Release

Important: Back up data and shut down the FairCom Server before upgrading the software.

To upgrade SoftDent on a server, follow these steps:

1 Close SoftDent on the server and all other computers on the network. Verify that all other programs on the server are closed and insert the CS SoftDent DVD in the DVD drive on the server. The **SoftDent Installation** window is displayed.

OR

If you are upgrading a server running Windows 7 or later, the **Autoplay** window is displayed.

- Click **Run InstallMenu.exe**. The **User Account Control** window is displayed.
- Click **Yes**. The **SoftDent Installation** window is displayed.

2 Select **Install SoftDent v15.0**. The **Carestream Application Suite - InstallShield Wizard Welcome** window is displayed.

3 Click **Next**. A number of progress windows are displayed as the software is updated.

4 When the upgrade is completed, the **Update Complete** window is displayed. Click **Finish**.

5 Click **Exit**.

Important: Restart the server after upgrading the software.

Upgrading SoftDent on a Workstation—Maintenance Release

To upgrade the software on a workstation, follow these steps:

1 Select an option:

- To install the software from the DVD, verify that all programs on the workstation are closed and insert the CS SoftDent DVD in the DVD drive.
- To install the software across the network, verify that all programs on the workstation are closed. Using your mapped drive, navigate to **SoftDent\WSetup\WSETUPDVD** on the server, and run the **InstallMenu** executable file.

The **SoftDent Installation** window is displayed.

OR

If you are upgrading a workstation running Windows Vista or later, the **Autoplay** window is displayed.

- Click **Run InstallMenu.exe**. The **User Account Control** window is displayed.
- Click **Yes**. The **SoftDent Installation** window is displayed.

2 Select **Install SoftDent v15.0**. The **Carestream Application Suite - InstallShield Wizard Welcome** window is displayed.

3 Click **Next**. A number of progress windows are displayed as the software is updated.

4 When the upgrade is completed, the **Update Complete** window is displayed. Click **Finish**.

5 Click **Exit**.

Important: Restart the workstation after upgrading the software.

Installing Support for the SoftDent Voice Activation Module

To use the SoftDent voice activation module, you must install support software, a compatible sound card, and a microphone.

Note: Install the support software on each computer that is used to perform perio charting using voice commands.

To install the support software, follow these steps:

1 Verify that all programs on the workstation are closed and insert the CS SoftDent DVD in the DVD drive. The **SoftDent Installation** window is displayed.

2 Select **Install Voice**. The **SAPI_51** window is displayed. After the support software is installed, the **SoftDent Installation** window is displayed.

Installing and Activating the SoftDent KIOSK Check-In Module on a Workstation

You must install and activate the KIOSK check-in module before you can use it.

Installing the SoftDent KIOSK Check-In Module on a Workstation

A dedicated KIOSK workstation must be activated from SoftDent on the SoftDent server. To accommodate this, you must share the KIOSK workstation's hard drive. For more information on sharing and mapping drives and folders, see the documentation and online help provided with your Microsoft Windows operating system.

Important: The KIOSK setup files are placed in the **C:\SoftDent\KSetup** directory of the SoftDent server. If you update the software via the Internet, you must share this directory so you can browse to this folder from the KIOSK workstation you are setting up. Since non-employees access KIOSK workstations, permissions for user accounts on these computers should allow access to ONLY the **KSetup** subdirectory, and not the main **SoftDent** directory above it.

Before installing the KIOSK check-in module, verify that this feature is enabled in your license file. To purchase the module or for additional information, contact your Carestream representative.

To install the KIOSK check-in module on a computer, follow these steps:

1 Insert the CS SoftDent DVD in the DVD drive. The **SoftDent Installation** window is displayed.

2 Select **Install SoftDent KIOSK** from the menu. The installer program is launched.

3 Follow the instructions in the installer.

Activating the SoftDent KIOSK Check-In Module on a Workstation

When the installer is finished, complete these steps from the SoftDent server:

1 Select **System > Change System Settings > KIOSK Configuration Options > Activate/Deactivate KIOSK workstations**. The **KIOSK Workstations** window is displayed.

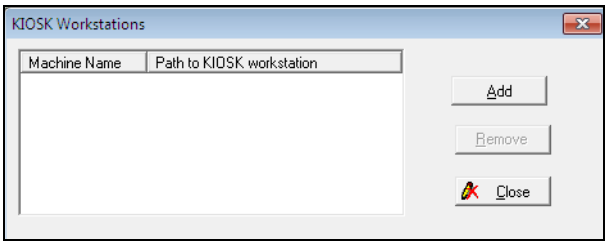


Figure 10 KIOSK Workstations Window

2 Click **Add**. The **Browse for Folder** window is displayed.

3 Browse to the station you want to activate, and select the folder containing the **SDKIOSK.EXE** file.

4 Click **OK**. The KIOSK workstation is displayed in the list of active workstations.

5 Click **Close**.

Installing the M2SYS Fingerprint Software

You must install the M2SYS Fingerprint software on both the server computer and the workstation computers that use it.

Before installing the M2SYS Fingerprint software, verify that this feature is enabled in your license file. To purchase the fingerprint scanner or for additional information, contact your Carestream representative.

Important: Install the M2SYS Fingerprint software on the server first.

When you install SoftDent, version 15.0, shortcut icons that enable you to install the M2SYS Fingerprint software are added to the server and workstation desktops.

To install the M2SYS Fingerprint software on the server, follow these steps:

1 On the server desktop, double-click the **Install M2SYS Fingerprint Server** shortcut. The installer program is launched.

2 Follow the instructions in the installer.

To install the M2SYS Fingerprint software on a workstation that uses the fingerprint scanner, follow these steps:

1 On the workstation desktop, double-click the **Install M2SYS Fingerprint Client** shortcut. The installer program is launched.

2 Follow the instructions in the installer.

3 When prompted, install the fingerprint scanner by plugging the scanner into an empty USB port.

Using the Carestream Software Update System

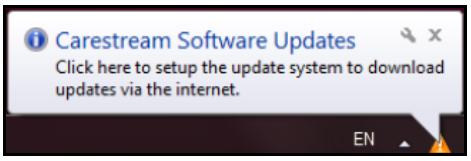
The Carestream Software Update System notifies you that a Carestream software update is available and enables you to view, schedule, and trigger the installation of the update. The update system can be security protected, limiting the office members who can perform an update.

Setting Up the Carestream Software Update System

The update system software is installed when you install the latest version of SoftDent. After configuring the system, you will receive notifications when updates are available.

1 To set up the Carestream Software Update System, do one of the following:

- Click the **Carestream Software Updates** message.



- Double-click the orange triangle in your system tray.

The **Setup the Software Update System** window is displayed.

Figure 11 Setup the Software Update System Window

2 If you want only Admin-level users to be able to perform updates, select **Run in Managed Mode**.

3 Select **Enable Online Updates**. The **Carestream Single-Sign-On** window is displayed.

Figure 12 Carestream Single-Sign-On Window

4 Type your email address and password for your single-sign-on account, and click **Login**.

> **Note:** If your single-sign-on-account email address has not been verified, you will receive an email and be instructed to click a link to verify the email address and activate your account.

OR

If you do not have a single-sign-on account, follow these steps:

- Click the **Click here** link. The Single-Sign-On web page is displayed.

Figure 13 Single-Sign-On Web Page Window

- Type your email address and a password, and re-enter the information to confirm it. Click **Register**. The **Account Information** window is displayed.

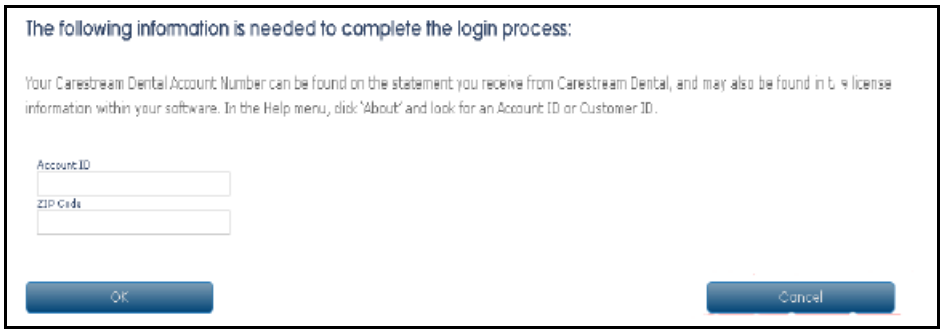


Figure 14 Account Information Window

- Type your account ID and zip code and click **OK**. A message is displayed, stating that an email has been sent to you, and you must click a link in the email to activate your account.
- After activating your account, click the link in the **Account Activation** window. The **Carestream Single-Sign-On** window is displayed.
- Type your email and password, and click **Login**.

The **Setup the Software Update System** window is displayed.

Figure 15 Setup the Software Update System Window

5 Select the day on which the system should check for updates, and click **OK**.

Updating Your Software

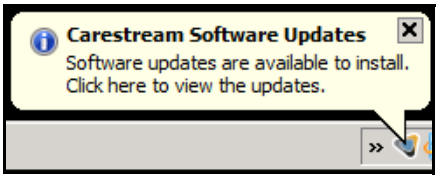
When the system checks for updates, you will be prompted if an update is available.

> **Note:** You will be required to restart your computer after an update. You might be prompted to shut down your computer before the update can take place.

To update SoftDent, follow these steps:

1 Select from the following:

- Click the updates message.



- Click the Carestream logo in the system tray.

- Click the **click here** link when you open SoftDent and an update is available.

Figure 16 Update Is Available Window

The **Carestream Software Updates Are Available** window is displayed.

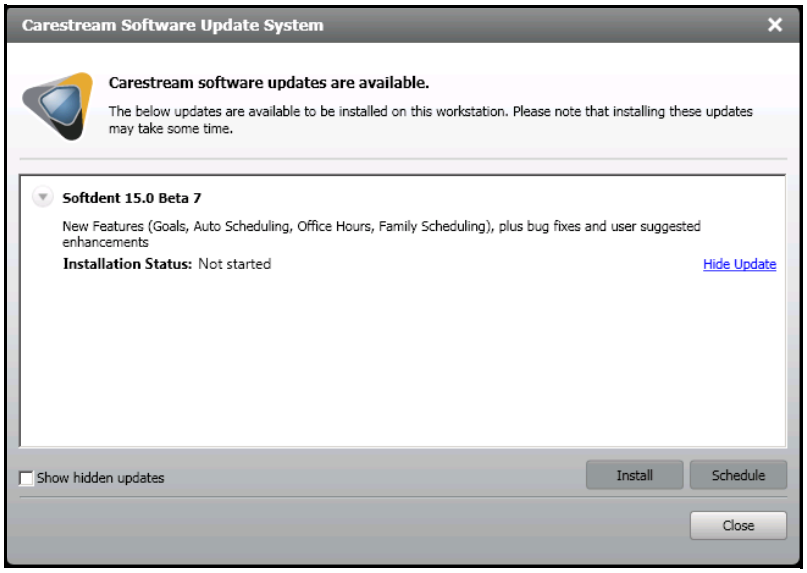


Figure 17 Carestream Software Updates Are Available Window

2 Select the update you want to install, click **Install**, and follow the prompts.

OR

- Click **Schedule**. The **Schedule Update Installation** window is displayed.

Figure 18 Schedule Update Installation Window

- Select a day and time for the update installation, and click **OK**.

Note: When you schedule an update, the SUS will attempt to update all machines that are running.