

DE1005-09

KODAK SOFTDENT Practice Management Software

Installation Guide for Client/Server Configurations

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Installing KODAK SOFTDENT Practice Management Software for Client/Server Configurations

This document describes the process for installing the client/server configuration of the Kodak SoftDent practice management software. 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 PracticeWorks support representative before proceeding.

Related Documentation

See the KODAK SOFTDENT Practice Management Software Online Help for more information.

Getting Started

Before installing the SoftDent software, 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 Kodak Dental 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 the SoftDent software, 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 the new and enhanced features in this version of the SoftDent software, you can watch a video from the software CD. To hear the audio portion of the video, your computer must have a sound card and headphones or speakers.

To run the Release Overview video, follow these steps:

- 1 Verify that all other programs on the server are closed and insert the SoftDent software CD in the CD-ROM 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 Software Installation** window is displayed.



Figure 1 SoftDent Software Installation Window

- 2 Select **Preview Update Features**.
- 3 After you have viewed the video, click **Close**. The **SoftDent Software Installation** window is displayed.

Installing and Using the SOFTDENT Software Demo

You can install a demo version of the software to use for training purposes or to learn more about the new features. To install the full version of the software, see “Installing the Software” on page 4 and “Upgrading the Software” on page 8.

Installing the Demo

To install the demo, follow these steps:

- 1 Verify that all other programs on the server are closed, and insert the SoftDent software for client/server configurations CD in the CD-ROM 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 Software Installation** window is displayed.



Figure 2 SoftDent Software Installation Window

- 2 Select **Install SoftDent Software Demo v14.0**. The **Preparing for Installation** message is displayed. Wait for the message to close. The **Welcome** window is displayed.
- 3 Read the welcome message and click **Next**. The **End-User License Agreement** window is displayed.
- 4 Read the license agreement. If you agree to the terms, select **I Accept** and click **Next**. The **Choose Destination Location** window is displayed.

- To install the demo in the default directory, **C:\SDDemo**, click **Next**. The **Start Installation** window is displayed.



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

- Read the installation message and 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.
- Click **Finish**. The **SoftDent Software Demo Data** window is displayed. After all demo data is reset, the installation closes.

Using the Demo

To run the demo, select **Start > Programs > SoftDent Software Demo > SoftDent Software Demo**. To access the demo, use any user name and password combination.

Resetting Demo Data

To reset demo data, select **Start > Programs > SoftDent Software Demo > Reset Demo Data** from the Windows taskbar. The **SoftDent Software Demo Data** message is displayed while the data is reset.

Installing the Software

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

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



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

Installing the Software on the Server

The server is the machine on which SoftDent software 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 the software on the server, follow these steps:

- 1 Verify that all other programs on the server are closed and insert the SoftDent software CD in the CD-ROM drive on the server. The **SoftDent Software Installation** window is displayed.
- 2 Select **Install SoftDent Software v14.0**. The **Preparing for Installation** message is displayed.
- 3 Wait for the message to close. The **Welcome** window is displayed.
- 4 Read the welcome message and click **Next**. The **Computer Type** window is displayed.
- 5 Select **This computer is the Server** and click **Next**. The **Choose Destination Location** window is displayed.

To install the application in the default directory, **C:\Server**, click **Next**. The **Start Installation** window is displayed.



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

- 6 Read the installation message and 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.
- 7 Click **Finish** and perform the workstation installations.

Installing the Software on a Workstation Using the MICROSOFT VISTA Operating System

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

Installing from the CD

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

- 1 Verify that all programs on the workstation are closed and insert the SoftDent software CD in the CD-ROM drive. The **AutoPlay** window is displayed.
- 2 Click **RunSetup.exe**. The **SoftDent Software Installation** window is displayed.
- 3 Select **Install SoftDent Software v14.0**. The **User Account Control** window is displayed.



Note: You might experience a momentary delay before the **User Account Control** window is displayed.

- 4 If you are logged in as an administrator, click **Allow**. If you are logged in as a standard user, type an administrator user name and password and click **OK**. The **Preparing for Installation** message is displayed. Wait for the message to close. The **Welcome** window is displayed.
- 5 Read the welcome message and click **Next**. The **Computer Type** window is displayed.

- 6 Select **This computer is a Workstation** and click **Next**. The **Choose Destination Location** window is displayed.
- 7 To install the application in the default directory, **C:\SoftDent**, click **Next**. The **Start Installation** window is displayed.



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

- 8 Read the installation message and click **Next**. The **Installing** window is displayed while files are copied to your computer. After all files are installed, tutorial data is reset. The **SoftDent Software Demo Data** message is displayed. After tutorial data is reset, the **Installation Complete** window is displayed.
- 9 Click **Finish**.

Installing Across Your Network

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, run the **WSetup** executable file located in the **WSetup** directory of the **SoftDent** folder located on the server. The **Open File Security Warning** window is displayed.
- 2 Click **Run**. The **User Account Control** window is displayed.



Note: You might experience a momentary delay before the **User Account Control** window is displayed.

- 3 If you are logged in as an administrator, click **Allow**. If you are logged in as a standard user, type an administrator user name and password and click **OK**. The **Preparing for Installation** window is displayed. Wait for the message to close. The **Welcome** window is displayed.
- 4 Read the welcome message and click **Next**. The **Choose Destination Location** window is displayed.
- 5 To install the application in the default directory, **C:\SoftDent**, click **Next**. The **Start Installation** window is displayed.



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

- 6 Read the installation message and click **Next**. The **Installing** window is displayed while files are copied to your computer. After all files are installed, tutorial data is reset. The **SoftDent Software Demo Data** message is displayed. After tutorial data is reset, the **Installation Complete** window is displayed.
- 7 Click **Finish**.

Installing the Software on a Workstation Using Any MICROSOFT WINDOWS Operating System Other Than VISTA

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

Installing from the CD

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

- 1 Verify that all programs on the workstation are closed and insert the SoftDent software CD in the CD-ROM drive. The **SoftDent Software Installation** window is displayed.
- 2 Select **Install SoftDent Software v14.0**. The **Preparing for Installation** message is displayed. Wait for the message to close. The **Welcome** window is displayed.
- 3 Read the welcome message and click **Next**. The **Computer Type** window is displayed.
- 4 Select **This computer is a Workstation** and click **Next**. The **Choose Destination Location** window is displayed.
- 5 To install the application in the default directory, **C:\SoftDent**, click **Next**. The **Start Installation** window is displayed.



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

- 6 Read the installation message and click **Next**. The **Installing** window is displayed while files are copied to your computer. After all files are installed, tutorial data is reset. The **SoftDent Software Demo Data** message is displayed. After tutorial data is reset, the **Installation Complete** window is displayed.
- 7 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, run the **WSetup** executable file located in the **WSetup** directory of the **SoftDent** folder located on the server. The **Preparing for Installation** message is displayed. Wait for the message to close. The **Welcome** window is displayed.
- 2 Read the welcome message and click **Next**. The **Choose Destination Location** window is displayed.
- 3 To install the application in the default directory, **C:\SoftDent**, click **Next**. The **Start Installation** window is displayed.



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

- 4 Read the installation message and click **Next**. The **Installing** window is displayed while files are copied to your computer. After all files are installed, tutorial data is reset. The **SoftDent Software Demo Data** message is displayed. After tutorial data is reset, the **Installation Complete** window is displayed.
- 5 Click **Finish**.

Upgrading the Software

If you currently use SoftDent software, version 9.8 or higher, back up the entire directory where your software program files, subdirectories, and audit trail files are stored. An upgrade installation updates existing files, adds new files, and removes outdated software files on the server but does not overwrite existing SoftDent software data.

To upgrade the SoftDent software to version 14.0, follow these procedures:

- Verify the sentinel settings.
- Upgrade the software on the server.
- Upgrade the software on each workstation.



Important: To successfully upgrade to version 14.0, you must currently run SoftDent software, version 9.8 or higher.

Verifying Sentinel Settings

Before upgrading from version 9.8 of the software to version 14.0, verify your sentinel settings.



Important: If you are upgrading from a version older than 9.8, contact a PracticeWorks support representative. If you are upgrading from version 10.0, see “Upgrading the Software on the Server” on page 9.

To verify the settings, follow these steps:

- 1 Open and log into the SoftDent software on the computer with an attached sentinel. This is usually the computer on which the software is opened first each day.
- 2 Select **Help > Update Sentinel Access**. Your sentinel settings are displayed.
- 3 Ensure that the value of the **Sentinel Type** field is **OWNER**. If this field contains a different value, do not upgrade the software and call a PracticeWorks support representative.
- 4 Ensure **SoftDent for Windows** and **Version 9.x Upgrade** are selected.



Note: If these options are not selected, do not upgrade the software.

- 5 Close the window and exit the software.

Upgrading the Software on the Server



Important: Before installing this software, back up data.

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

- 1 To update the registry, select **Start > Programs > SoftDent Software > SoftDent Software**.
- 2 Close the SoftDent software on the server and all other computers on the network. Verify that all other programs on the server are closed and insert the SoftDent software CD in the CD-ROM drive of the server. The **SoftDent Software Installation** window is displayed.
- 3 Select **Install SoftDent Software v14.0**. The **Preparing for Installation** message is displayed.
- 4 Wait for the message to close. The **Welcome** window is displayed.
- 5 Read the welcome message and click **Next**. The **Computer Type** window is displayed.
- 6 Select **This computer is the Server** and click **Next**. The **Existing Installation Found** window is displayed.

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



Figure 3 Release Code Window

- 8 Select an option:
 - To receive your release code over the telephone, select **Contact support by telephone**, click **OK**, and call PracticeWorks 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 4 Release Code Window

- 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.

The **Start Installation** window is displayed.

- 9 Read the installation message and click **Next**. The **Backup Status** window is displayed. After the backup process is complete, the **Removing Old SoftDent Windows files** message is displayed.
- 10 Wait for the message to close. The **Installing** window is displayed while files are copied to your computer. After all files are installed, the **SoftDent Conversion Version 14.0** window is displayed.

If a conversion is necessary, the conversion program is run while the **SoftDent Conversion Version 14.0** window is displayed. After the conversion is complete, the **Rebuild/ReIndex in Progress** window is displayed.

- 11 Wait for the message to close. The **Installation Complete** window is displayed.
- 12 Click **Finish**.

Upgrading the Software on a Workstation

If you are upgrading from version 10, see [“Upgrading from Version 10 or 11.0 to Version 14.0.”](#)

If you are upgrading from version 9.8, see [“Upgrading from an Older Version to Version 14.0.”](#)



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

Upgrading from Version 10 or 11.0 to Version 14.0

To upgrade a workstation, follow these steps:

- 1 Ensure the SoftDent software, version 14.0, for client/server configurations is installed on the server. See [“Upgrading the Software on the Server”](#) on page 9 for more information.
- 2 Select **Programs > SoftDent Software > SoftDent Software** from the **Start** menu. A window is displayed, asking you to confirm that you want to upgrade the workstation.
- 3 Click **Yes**. The workstation is upgraded.
- 4 Repeat these steps on each workstation in your network.

Upgrading from an Older Version to Version 14.0

To upgrade a workstation, follow these steps:

- 1 Select an option:
 - To load the software across your network, verify that all programs on the workstation machine are closed. Using your mapped drive, run the **WSetup** executable file located in the **WSetup** directory of the **SoftDent** folder located on the server.
 - To load the software from the CD, verify that all programs on the workstation machine are closed and insert the SoftDent software CD in the CD-ROM drive.

The **SoftDent Software Installation** window is displayed.

- 2 Wait for the message to close. The **Welcome** window is displayed.
- 3 Read the welcome message and click **Next**. The **Computer Type** window is displayed.
- 4 Select **This computer is a Workstation** and click **Next**. The **Choose Destination Location** window is displayed.
- 5 To locate the existing SoftDent software version, click **Browse**, select the directory from the list, and click **OK**. The **Choose Destination Location** window is displayed.
- 6 Read the installation message and click **Next**. The **Backup Status** window is displayed. After the backup process is complete, the **Removing Old SoftDent Windows files** message is displayed.

- 7 Wait for the message to close. The **Installing** window is displayed while files are copied to your computer.

After all software files are copied to the hard drive, the **SoftDent Software Demo Data** message is displayed. After tutorial data is reset, the **Installation Complete** window is displayed.

- 8 Click **Finish**.

Installing Support for the KODAK SOFTDENT Voice Activation Module

To use the Kodak 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 SoftDent software CD in the CD-ROM drive. The **SoftDent Software Installation** window is displayed.
- 2 Select **Install Voice**. The **SAPI_51** window is displayed. After the support software is installed, the **SoftDent Software Installation** window is displayed.

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

A dedicated KIOSK workstation must be activated from the SoftDent software 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 PracticeWorks representative.

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

- 1 Insert the SoftDent software CD in the CD-ROM drive. The **SoftDent Software 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 KODAK 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.

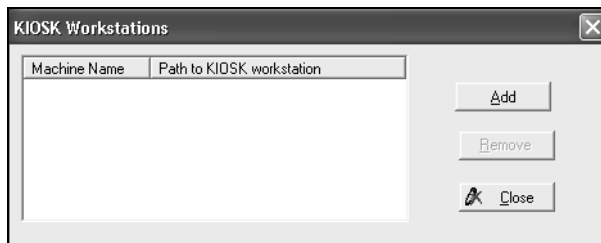


Figure 5 KIOSK Workstations Window

- 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 PracticeWorks representative.



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

When you install the SoftDent software, version 14.0, 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.

Starting and Shutting Down the FairCom Server Software

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



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.

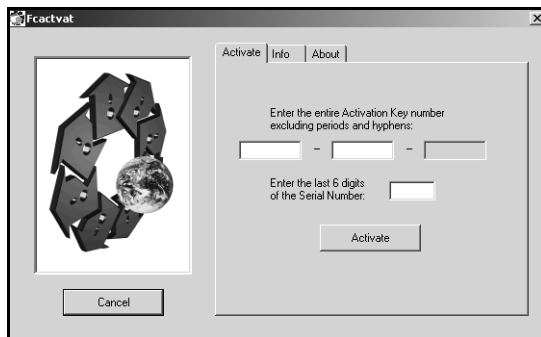


Figure 6 Fcactvat Window

- 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 the SoftDent software and must be shut down each evening.

To start the server software, follow these steps:

- 1 Select **Start > Programs > 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 the SoftDent software.



Important: Exit SoftDent software 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**.

Installing Additional Databases

An additional database setup enables you to run multiple independent SoftDent software databases across your network. Using this setup, multiple practices serving different patients and maintaining separate SoftDent software licenses can set up a database for each doctor and access all databases from the server or workstations across the network.



Important: Before starting, share the SoftDent directory on the server machine, install version 14.0, and save a backup of the directory. For more information, see [“Getting Started” on page 1](#).

The primary server is the machine on which the primary database is configured, and a secondary server is any networked computer on which the SoftDent software and database resides. After configuring the primary database, you can install additional databases on the primary server and secondary servers. An additional database is any licensed SoftDent software database added to a networked computer.

Depending on practice requirements, add an empty database or install an existing SoftDent software database to the additional database environment. After setting up an additional database environment, data files on all servers can be accessed from any networked SoftDent software server or workstation.

Configuring the Primary Server



Important: If you installed a multi-database environment and use SoftDent software, version 12.0 or earlier, contact a PracticeWorks support representative before proceeding.

Before configuring the primary server, do the following:

- Install the SoftDent software for client/server configurations, version 14.0, on the server on which the primary database resides.
- Share the server's drive.
- Check the server's disk space and ensure it contains enough space to manage multiple databases.

To configure the primary server to support a multi-database environment, follow these steps:

- 1 Upgrade to SoftDent software for client/servers, version 14.0. See ["Installing the Software"](#) on page 4.
- 2 Verify that all programs on the server are closed and insert the SoftDent software CD in the CD-ROM drive. The **SoftDent Software Installation** window is displayed.
- 3 Select **Install Additional Database**. The **SoftDent Software - Multi-Database Setup** window is displayed.

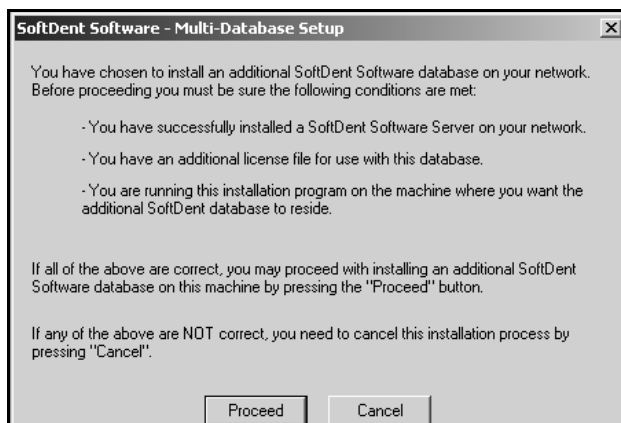


Figure 7 SoftDent Software - Multi-Database Setup Window

- 4 Read the message and click **Proceed**. A message is displayed, informing you the database must be configured.

- Click **OK**. The **SoftDent Software - Multi-Database Setup - Enter Database Information** window is displayed.

SoftDent Software - Multi-Database Setup

Database Name: Database_1 If Client/Server, this will match the server name in ctsrvr.cfg

Database ID: 1 License File ID: 1 Browse

Existing Database: SoftDent DATABASE Browse

Program Directory (UNC): \\SERVER\C\SoftDent Browse

New Database Location: \\SERVER\C\SoftDent\SDDDB_1

The Program Directory must be specified with UNC, and must be a shared network directory that has already been created. This is the directory that you have installed SoftDent Software on.

UNC means "Universal Naming Convention", where the directory specified will not start with a drive label, but a network machine name. Example: \\Servername\ShareName\SoftDent

Remove Existing Data Files OK Cancel

Figure 8 SoftDent Software - Multi-Database Setup - Enter Database Information Window

- Type the database name and click **OK**.



Note: The database name and server name are displayed in the header bar when SoftDent software is accessing the database. **Example:** Database_1@SDDDB_1

The database name must be fifteen characters or less and is displayed with the identification number in the **Database** drop-down list in the **SoftDent Software Login** window. A window is displayed as the data files are extracted.

- After the files are extracted, click **Close**.
- Select an option:
 - To add a new database, see ["Installing a New Database."](#)
 - To set up an existing database, see ["Installing an Existing Database"](#) on page 20.

Installing a New Database

After configuring the primary server, you can install a new database on any networked computer. If you install the database on any machine other than the primary server, the machine is configured as a secondary server. Any new database configured to support an additional database environment can be accessed from any networked SoftDent software server or workstation.



Important: Before starting, install version 14.0 and save a backup of the directory. For more information, see ["Getting Started"](#) on page 1.

Before installing a new database, do the following:

- Configure the primary server. For more information, see [“Configuring the Primary Server”](#) on page 16.
- Contact a PracticeWorks sales representative to purchase a license file for the new database. Each database requires a separate license file.

To install a new database, follow these steps:


- 1 Right-click the **PracticeWorks Server** icon  located in the system tray of the computer on which the database is to reside and select **Open PracticeWorks Server**. The **PracticeWorks Server** window is displayed.
- 2 Click **License Files**.
- 3 Click **Install License File**. The **Install License File** window is displayed.
- 4 Insert the license file disc in the drive. Type the name of the drive, or click the **Browse** button and browse to the correct drive. Click **OK**. The license file is installed, and the window is closed.
- 5 Exit the SoftDent software and shut down the FairCom Server software.
- 6 Verify that all programs on the server are closed and insert the SoftDent software CD in the CD-ROM drive. The **SoftDent Software Installation** window is displayed.
- 7 Select **Install Additional Database**. The **SoftDent Software - Multi-Database Setup** window is displayed.
- 8 Read the message and click **Proceed**. The **SoftDent Software - Multi-Database Setup** window is displayed.



Figure 9 SoftDent Software - Multi-Database Setup Window

- 9 Select **Create a new empty database as my additional database** and click **Proceed**. The **SoftDent Software - Multi-Database Setup - Enter Database Information** window is displayed.

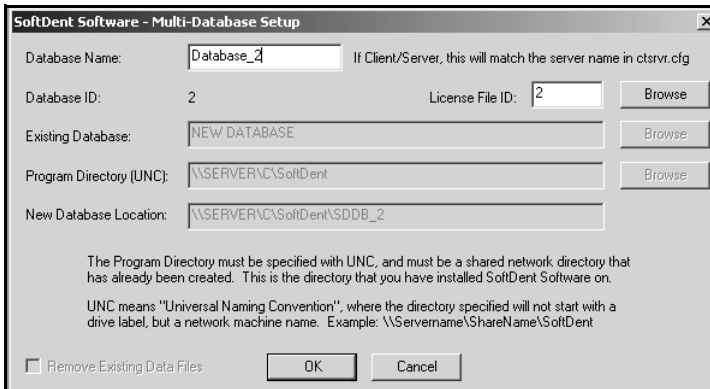



Figure 10 SoftDent Software - Multi-Database Setup - Enter Database Information Window

- 10 Type the database name.



Note: The database name and server name are displayed in the header bar when SoftDent software is accessing the database. **Example:** Database_1@SDDB_1

The database name must be fifteen characters or less.

- 11 To select the license file, click **Browse**. The **Licensing Settings** window is displayed. Select the file from the **License** drop-down list. The **SoftDent Software - Multi-Database Setup - Enter Database Information** window is displayed.
- 12 Click **OK**. The **Installing** window is displayed while the default data is copied to the database. After the files are copied, the window is closed.
- 13 Activate and start the FairCom Server software. See [“Starting and Shutting Down the FairCom Server Software”](#) on page 14.
- 14 Select **Start > Programs > SoftDent Software > SoftDent Software**. The **SoftDent Software Login** window is displayed.

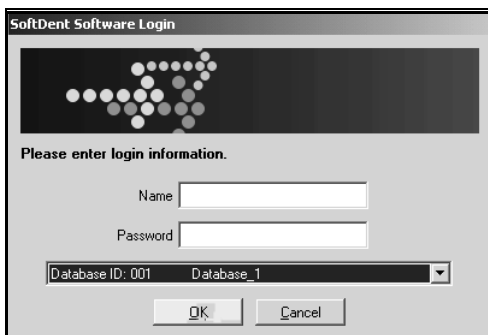


Figure 11 SoftDent Software Login Window

- 15 Type **DOCTOR** in the **Name** and **Password** fields, select the new database, and click **OK**. The SoftDent software is displayed. The **Registration Reminder** window is displayed.
- 16 Select **Yes, I want to register now** and click **OK**. The **Registration** window is displayed.
- 17 Select an option:
 - To receive your release code over the telephone, call a PracticeWorks support representative.
 - To receive your release code on the Internet, click **Register electronically via the Internet** and follow the instructions.
- 18 After you receive a release code, type it and click **OK**. The SoftDent software is displayed.

Installing an Existing Database

You can install an existing SoftDent software database on any networked machine. If you install the database on any machine other than the primary server, the machine is configured as a secondary server. An existing database configured to support an additional database environment can be accessed from any networked SoftDent software server or workstation.



Important: Before installing this software, back up data.

Before installing an existing database, do the following:

- Configure the primary server. For more information, see [“Configuring the Primary Server” on page 16](#).
- Upgrade the server to SoftDent software, version 14.0. For more information, see [“Installing the Software on the Server” on page 4](#).
- Ensure each database or server containing SoftDent software data files has a separate license file.
- Share the primary server’s drive and map the secondary server to the shared drive.

To set up a database on a secondary server, follow these steps:

- 1 To update the registry, select **Start > Programs > SoftDent Software > SoftDent Software**.
- 2 Close the SoftDent software on the primary server and all other computers on the network.
- 3 Shut down the FairCom Server software.
- 4 Verify that all programs on the secondary server are closed and insert the SoftDent software CD in the CD-ROM drive of the server. The **SoftDent Software Installation** window is displayed.
- 5 Select **Install Additional Database**. The **SoftDent Software - Multi-Database Setup** window is displayed.
- 6 Read the message; ensure the SoftDent software directory on the primary server is shared, a drive on the secondary server is mapped to the primary server’s shared drive, a backup of your data is saved, and a license for the additional database is installed; and click **Proceed**. The **SoftDent Software - Multi-Database Setup - Create or Setup** window is displayed.

- 7 Select **Set up an additional database from an existing SoftDent Software database** and click **Proceed**. The **SoftDent Software - Multi-Database Setup - Enter Database Information** window is displayed.
- 8 Type the database name.



Note: The database name and server name are displayed in the header bar when SoftDent software is accessing the database. **Example:** Database_1@SDDB_1

The database name must be unique and fifteen characters or less.

- 9 To select the database's license file, click **Browse** next to the **License File ID** field. The **Licensing Settings** window is displayed. Select the file from the **License** drop-down list. The **SoftDent Software - Multi-Database Setup - Enter Database Information** window is displayed.
- 10 To select the database, click **Browse** next to the **Existing Database** field. The **Browse for Folder** window is displayed. Navigate to and select the directory and click **OK**. The **SoftDent Software - Multi-Database Setup - Enter Database Information** window is displayed.
- 11 To delete existing data files after they are copied to the primary server, select **Remove Existing Data Files**.



CAUTION: Back up data before selecting **Remove Existing Data Files**. If this option is selected, the data files are deleted after being copied to the primary server and cannot be accessed.

- 12 Click **OK**. The **Installing** window is displayed while the default data is copied to the server.
- 13 To configure additional databases, repeat steps 5 through 12.
- 14 Activate and start the FairCom Server software from each SoftDent software database directory. See ["Starting and Shutting Down the FairCom Server Software"](#) on page 14.
- 15 Select **Start > Programs > SoftDent Software > SoftDent Software**. The **SoftDent Software Login** window is displayed.
- 16 Type your user name and password, select a database, and click **OK**. The SoftDent software is displayed. The **Registration Reminder** window is displayed.
- 17 Select **Yes, I want to register now** and click **OK**. The **Registration** window is displayed.
- 18 Select an option:
 - To receive your release code over the telephone, call a PracticeWorks support representative.
 - To receive your release code on the Internet, click **Register electronically via the Internet** and follow the instructions.
- 19 After you receive a release code, type it and click **OK**. The SoftDent software is displayed. The first time you access the application from a workstation, the client files on the workstation are updated to ensure that they are synchronous with the server.

Opening the SOFTDENT Software and Installing the License File

After you have successfully installed the SoftDent software, you must activate and start the FairCom server, open the SoftDent software, 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.

Activating and Starting the FairCom Server

To activate and start the FairCom server, see “Activating the FairCom Server Software” on page 14 and “Starting the FairCom Server Software” on page 15.

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

To open the software on the server, follow these steps:

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

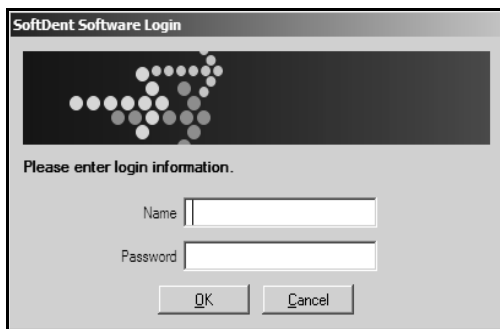


Figure 12 SoftDent Software Login Window

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

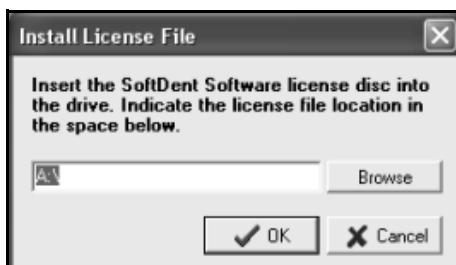


Figure 13 Install License File Window

- 3 Insert the license file disc 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 14 Registration Reminder Window

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

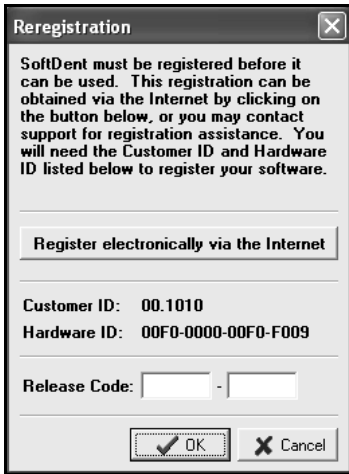


Figure 15 Registration Window

- 5 Select an option:
 - To receive your release code over the telephone, call a PracticeWorks support representative.
 - To receive your release code on the Internet, click **Register electronically via the Internet** and follow the instructions.
- 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**.

Opening the Software on a Workstation

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

- 1 Select **Programs > SoftDent Software > SoftDent Software** from the **Start** menu. The **SoftDent Software 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.

Downloading SOFTDENT Software Updates

You can check for and download updates to the software using the Internet.



Important: Before installing this software, back up data.

To check for updates, follow these steps:

- 1 On a computer with an active Internet connection, open the software.
- 2 Select **Help > Check for Updates**. A message is displayed, alerting you that the software is checking for available updates.

If an update is available, a message is displayed, prompting you to download the update.

- 3 Click **Download**. The software downloads the update to your computer. When the download is complete, a message is displayed, confirming that the download was successful.
- 4 Click **OK**.
- 5 Restart your software. The software automatically detects and installs the update.