

DENTRIX ENTERPRISE 11.0.2

CLIENT INSTALLATION GUIDE
(For Versions up to 11.0.2 Update 4)

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Introduction

This document covers the following topics to assist you in installing and configuring the Dentrix Enterprise software:

- Before You Install
- Installing Dentrix Enterprise
- Upgrading Dentrix Enterprise
- Running Unattended Installations/Upgrades
- Setting up a Share on the File Server
- Configuring Client Network Connectivity
- Setting up the ODBC
- Installing on Citrix and Terminal Servers

Before You Install

Verify the following prior to installing Dentrix Enterprise:

- Verify that your hardware complies with the system requirements for Dentrix Enterprise. Visit <http://www.dentrixenterprise.com/support/requirements> to download a copy of the latest Dentrix Enterprise system requirements.
- For a first time installation of Dentrix Enterprise, your database server must be set up with an instance of Microsoft SQL Server (see the system requirements document for supported versions) and have a Dentrix database. Also, the server and client tools for Microsoft SQL must be installed on the database server.
- Set up two different databases: a test and a production.
- Have a backup and restore plan for all important databases. See the Microsoft SQL Server database maintenance documentation for more information.
- The Microsoft SQL client tools must be installed on each client computer that will have Dentrix Enterprise installed, including Terminal Servers and Citrix Servers.
- You must have Administrator rights on the local computer or domain to install Dentrix Enterprise. Also, all users must have at least Power User rights to use Dentrix Enterprise.
- If the computer has never had Dentrix Enterprise installed on it, after you install the program while logged on to Windows as the Administrator, copy the following registry key (and subkeys) to all other Windows users' accounts: **HKEY_CURRENT_USER/Software/Dentrix Dental Systems, Inc.** The same holds true if you are installing Dentrix Enterprise for a new Windows user on a computer that already has Dentrix Enterprise installed.
- For a first time installation of Dentrix Enterprise, on the file server, all Windows users on the local computer or domain must be given full access (read and write) to the shared folder that will contain the files. For more information about having a shared folder, see step 6, of "Installing Dentrix Enterprise" on page 4 and "Setting up a Share on the File Server" on page 25.
- If you have an HL7 interface, refer to the HL7 maintenance document for interface information.

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- You must employ encryption to protect data at rest in the EDR SQL database. Enabling transparent data encryption (TDE) protects data at rest. Backup files are also protected. Refer to <https://docs.microsoft.com/en-us/sql/relational-databases/security/encryption/transparent-data-encryption?view=sql-server-2017>. For information about creating and using SQL server certificates and asymmetric keys, refer to <https://docs.microsoft.com/en-us/sql/relational-databases/security/sql-server-certificates-and-asymmetric-keys?view=sql-server-2017>.

Notes:

- TDE requires decryption after data is retrieved from the disk, which will slow down the server. Data in memory is not encrypted.
- To restore the database from a backup, the certificate protecting the database encryption key must also be available, so you must maintain backups of the server certificates to prevent data loss.
- You must employ encryption to protect data during transit by doing the following:
 - Enabling Secure Sockets Layer (SSL). Refer to <https://docs.microsoft.com/en-us/sql/database-engine/configure-windows/enable-encrypted-connections-to-the-database-engine?view=sql-server-2017>. SSL requires some configuration changes on the SQL server.
 - Using Internet Protocol Security (IPSec). Refer to <https://en.wikipedia.org/wiki/IPsec>. IPSec does not require any configuration changes on the SQL server.
- Each EDR site must establish procedures to monitor and manage sufficient storage capacity in order to reduce the likelihood of such capacity being exceeded and resulting in the potential loss or reduction of data. Also, it is necessary to implement configuration alerts for exceeding storage capacity according to IHS policy. For more information, refer to *Database Maintenance Plan Recommendations*.

Note: You can obtain a copy of the Setup file that will install Dentrix Enterprise by calling a technical support representative at 1-800-372-4346. The representative will assist you with downloading the file from a secure site.

Installing Dentrix Enterprise

Install Dentrix Enterprise on all fat clients on the network. When you are installing Dentrix Enterprise for the first time, the first computer you will install it on will probably be the database server. For special considerations about installing on a Citrix or terminal server, see “Installing on Citrix and Terminal Servers” on page 27. For instructions on how to upgrade Dentrix Enterprise from a previous version, see “Upgrading Dentrix Enterprise” on page 22.

To install Dentrix Enterprise

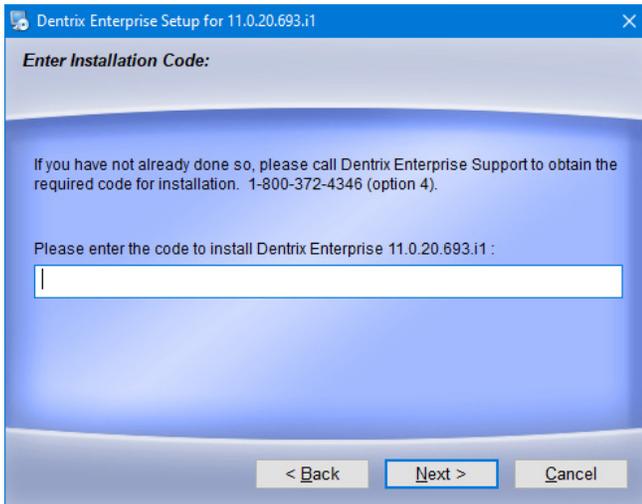
1. To start the installation, double-click the Setup file (**Setup_DE_11.x.xx.xxx.exe**; where “x.xx.xxx” represents the revision numbers).

The **Welcome** screen appears.



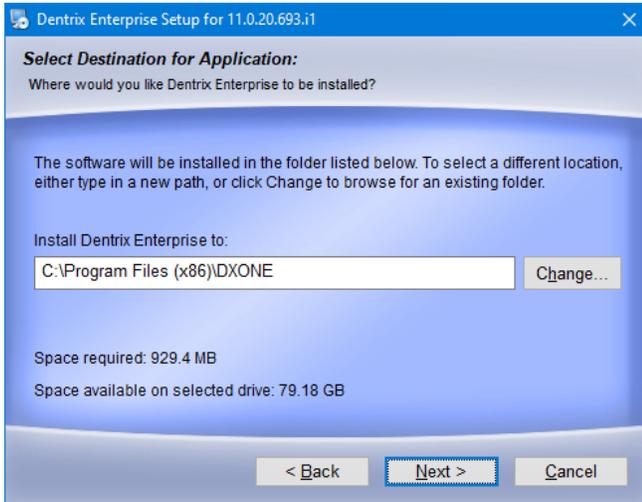
2. Click **Next** to proceed.

The **Enter Installation Code** screen appears.



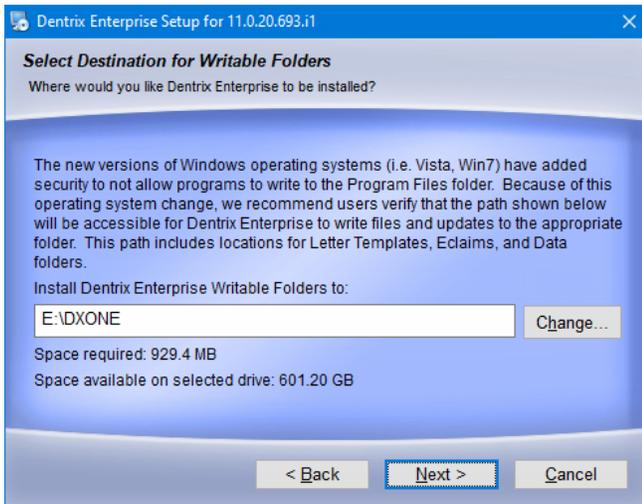
3. In the box provided, enter the installation code you received from Dentrix Enterprise Customer Support at 1-800-372-4346, and then click **Next**.

If this is the first time Dentrix Enterprise is being installed on the current computer, the **Select Destination for Application** screen appears; otherwise, skip to step 9.



4. Verify that the default location for the program files (**C:\Program Files(x86)\DXONE**) is correct. If you need change the location where the files will be installed, click **Browse** to select the correct folder.
5. Click **Next** to proceed.

The **Select Destination for Writable Folders** screen appears.



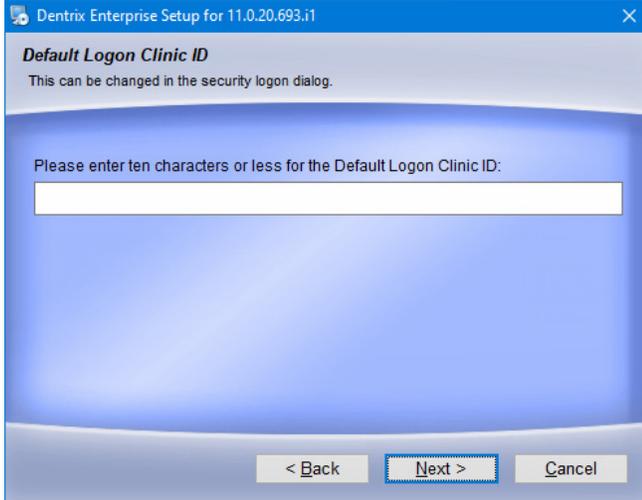
6. If you do not want to use the default location for the writable folder (**C:\Program Files(x86)\DXONE**), click **Browse** to select a different folder.

Important:

- The Windows operating system does not allow programs to make changes to files in the “Program Files” or Program Files(x86)” folder. So, it is recommended that you choose a folder that allows access for writing and updating files. The selected file path will be used for the “Docs,” “Eclaims,” and “Data” folders.
- All Windows users on the computer must have full access (read and write) to the “DXONE” folder or whichever folder you select. If this folders have not already been shared with the required permissions, you can do it after installing Dentrix Enterprise for the Administrator account in Windows. For more details about setting up a share, see “Setting up a Share on the File Server” on page 25.

7. Click **Next** to proceed.

The **Default Logon Clinic ID** screen appears.

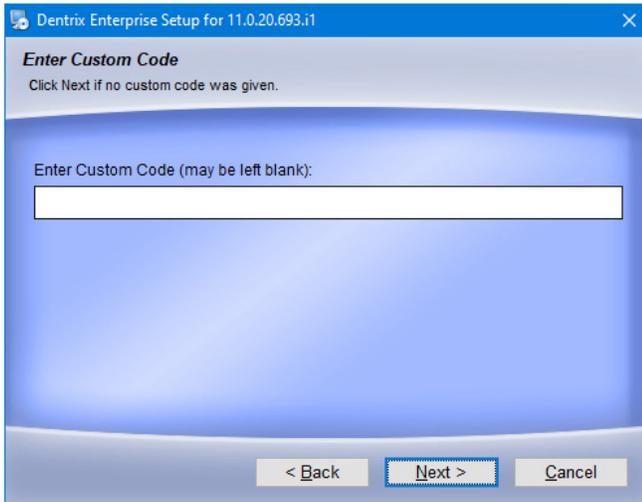


8. In the box provided, enter the ID of the clinic that will primarily be accessed when users log in to Dentrix Enterprise. If you are unsure which clinic name to use, type **Central**.

Note: You can change the default clinic when you attempt to log in to Dentrix Enterprise after the installation.

9. Click **Next** to proceed.

The **Enter Custom Code** screen appears.



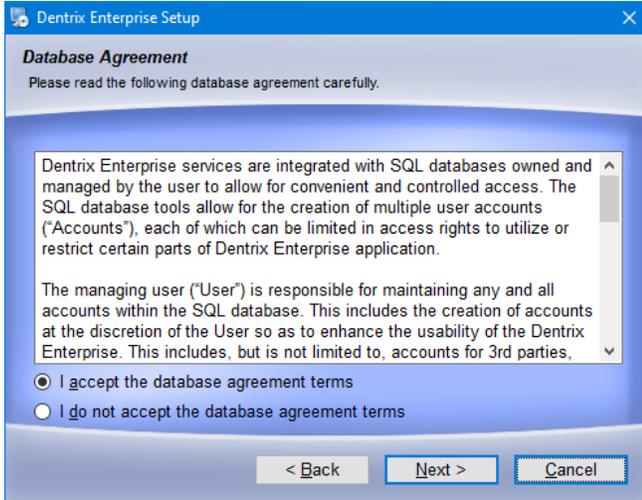
10. If any custom reports or interfaces have been specifically designed for your site by Dentrix Enterprise, enter the custom codes in the box provided to update your database. These custom report codes are provided to you with the installation package. If a custom code was not provided to you, skip this step.

Notes:

- An installation engineer or support technician may input information in this field to update the database.
- It is only necessary to enter a custom code during the installation on one computer, and that is usually the database server because the custom codes update your database.

11. Click **Next** to proceed.

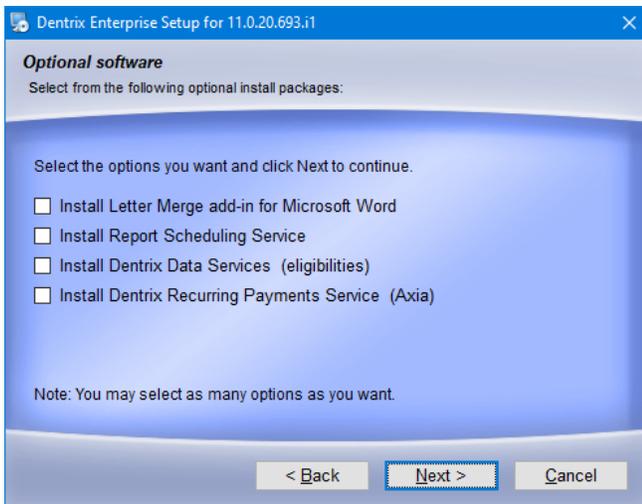
If you entered a custom code in step 10, the **Database Agreement** screen appears; otherwise, skip to step 14.



12. Read the agreement, and then select **I accept the database agreement terms**. You must agree to the terms to proceed with the installation.

13. Click **Next** to proceed.

The **Optional software** screen appears.



14. Select any of the following check boxes:

- **Install Letter Merge add-in for Microsoft Word** – To install an add-in for Word that can help you create and edit documents with merge fields.
- **Install Report Scheduling Service** – To install a service for handling scheduled reports.
- **Install Dentrix Data Services (eligibilities)** – To install a service for handling automated insurance eligibility verifications. This option is available only if you entered a custom code that updates your database in step 10. Contact your Customer Success Manager for pricing to use this service, to sign up for eTrans (eClaims) or Data Services accounts, and to enroll in eligibility verification.

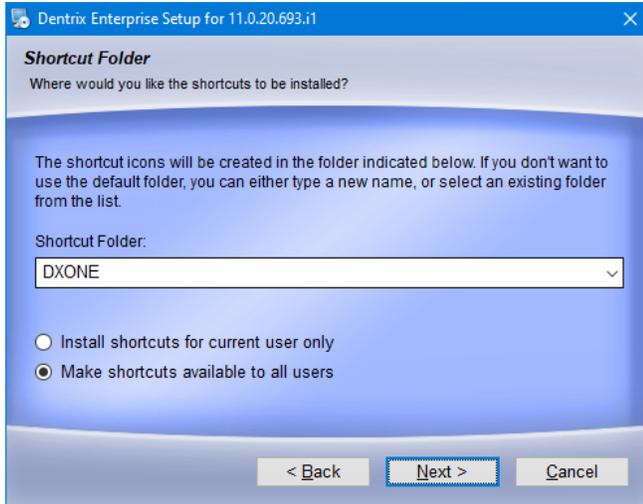
Important: The eligibility service should be installed only on one computer.

- **Install Dentrix Recurring Payments Service (Axia)** – If you use Axia for credit card processing, to install a service for handling automated recurring payments for payment plans. This option is available only if you entered a custom code that updates your database in step 10. To purchase Axia licenses and Ingenico card readers call either your Dentrix Enterprise Sales Manager or the Dentrix Enterprise Sales department (866-624-4095); they can get you in contact with Axia.

Important: The payment service should be installed only on one computer.

15. Click **Next** to proceed.

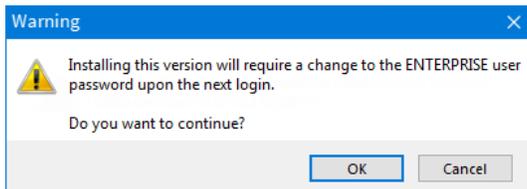
If this is the first time Dentrix Enterprise is being installed on the current computer, the **Shortcut Folder** screen appears; otherwise, skip to step 19.



16. Leave “DXONE” entered in the **Shortcut Folder** field, or enter a new folder name. This name will appear on the Windows **Start** menu. Also, select whether you want the Dentrix Enterprise shortcuts to be available only to the Windows user account that you are currently logged on to or to all Windows users (this is the default).

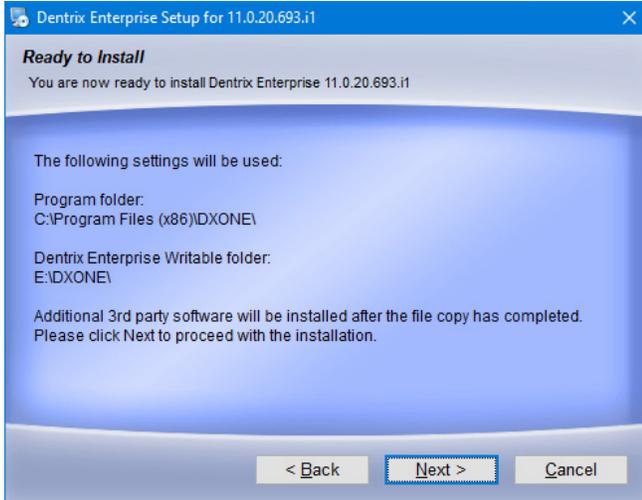
17. Click **Next** to proceed.

If you are upgrading from a previous version of Dentrix Enterprise, and a message appears and informs you that the Enterprise user’s password must be changed the next time someone logs in to Dentrix Enterprise as the Enterprise user, complete this step; otherwise skip to step 19.



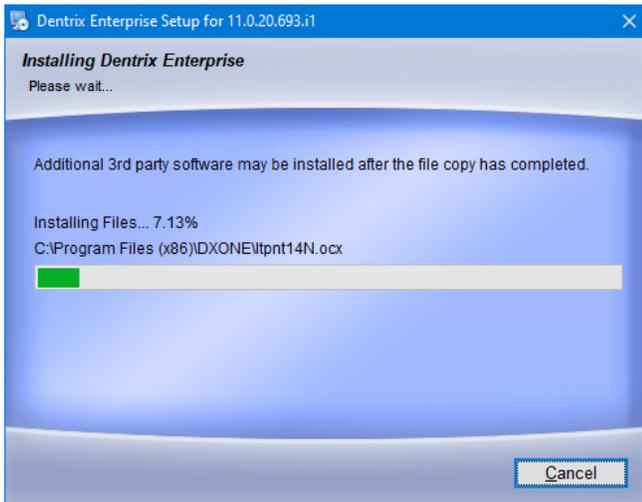
18. Click **OK**.

The **Ready to Install** screen appears.

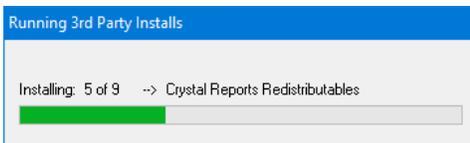


19. Verify that the folder locations are correct, and then click **Next** to proceed.

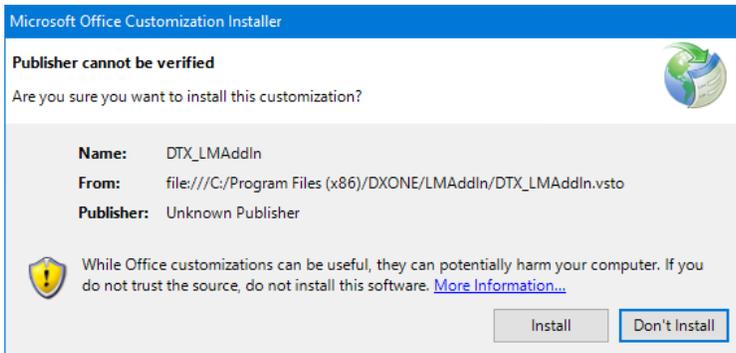
The **Installing Dentrix Enterprise** screen appears with a progress indicator.



Note: Progress indicators for third-party application installations may appear as well.

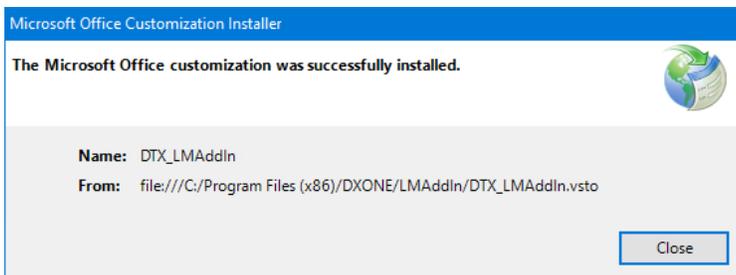


If you selected **Install Letter Merge add-in for Microsoft Word** in step 14, and the add-in has not been installed previously, the Installer prompts you to confirm that you want to install the add-in; otherwise skip to step 22.



20. Click **Install**.

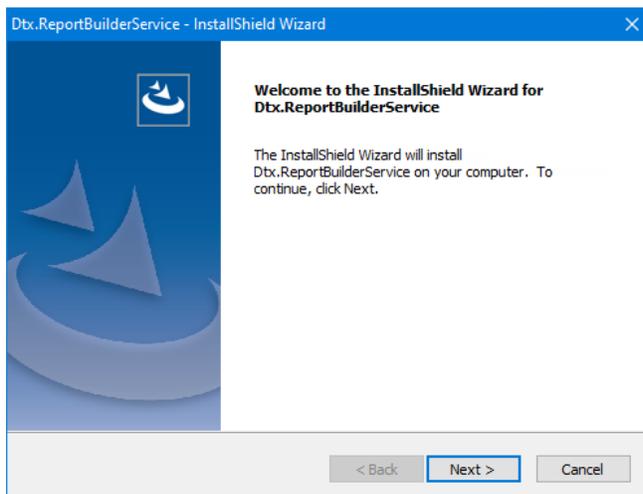
When the add-in has been successfully installed, a message appears.



21. Click **Close**.

22. If you selected **Install Report Scheduling Service** in step 14, do one of the following (otherwise, skip this step):

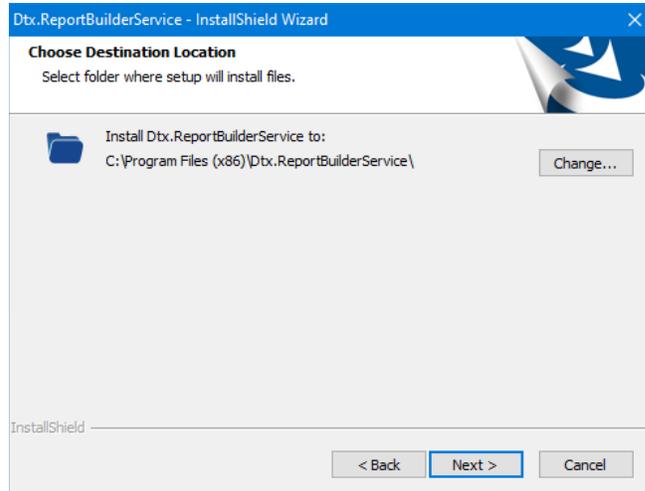
- If the service has not been installed previously, the **Dtx.ReportBuilderService** screen appears.



Do the following:

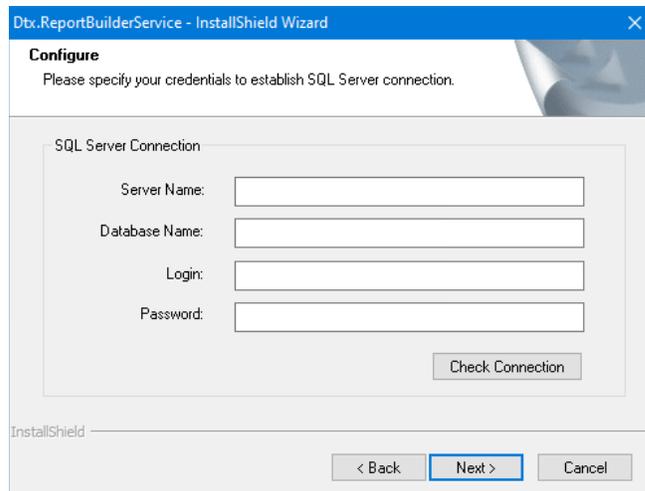
- a. Click **Next**.

The **Choose Destination Location** screen appears.



- b. Either leave the default location selected, or click **Change** to select a different location where you want to install the service.
- c. Click **Next**.

The **Configure** screen appears.

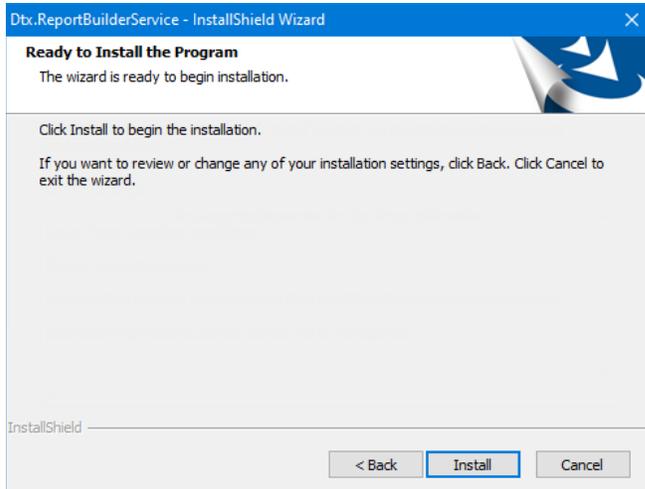


- d. Enter the following connection details:
 - **Server Name** – The name of the database server, a backslash (\), and then the name of the Microsoft SQL Server instance that houses your Dentrix database.
 - **Database Name** – Dentrix is the default name of the database, but it may be different if it has been customized for your installation.
 - **Login** – The user name of a super user, such as Enterprise or SA.
 - **Password** – The user's password.
- e. Click **Check Connection**.
- f. On the message that appears and states that the connection was successful, click **OK**.

Note: You can proceed with the installation of the service only if the connection test is successful. If you do not click **Check Connection**, the test will be performed automatically when you click **Next**.

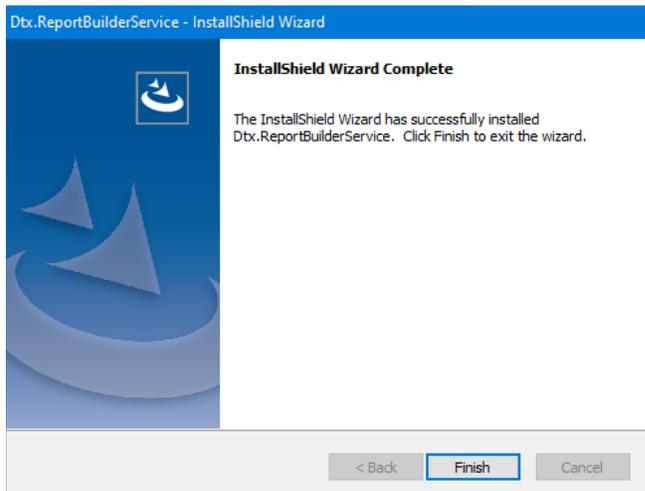
- g. Click **Next**.

The **Ready to Install the Program** screen appears.



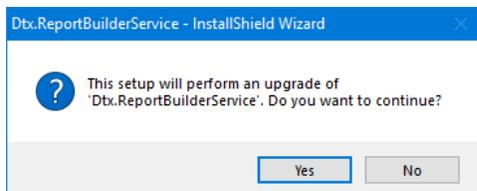
h. Click Install.

When the installation of the service is finished, the **Complete** screen appears.



i. Click Finish.

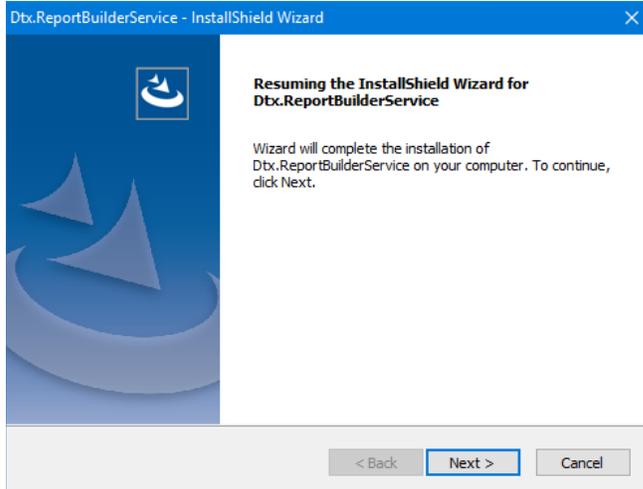
- If the service has been installed previously, a confirmation message appears.



Do the following:

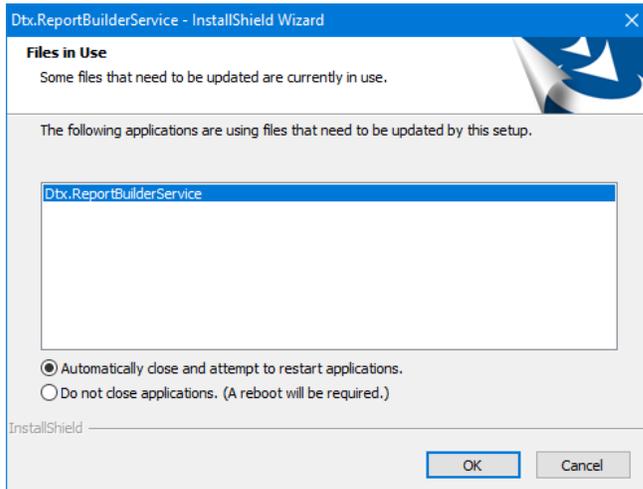
a. Click Yes.

The **Resuming** screen appears.



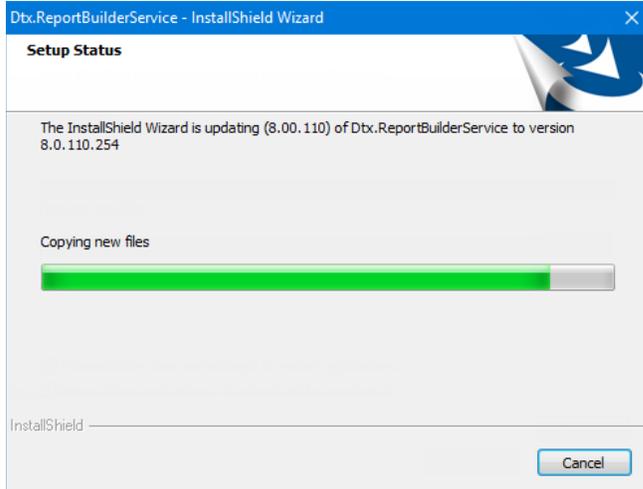
- b. Click **Next**.

The **Files in Use** screen appears if the service is running.

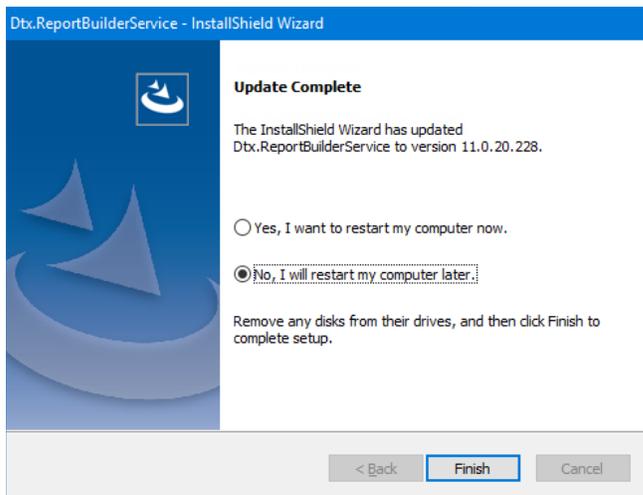


- c. Select **Automatically close and attempt to restart applications.** to stop or close the interfering services and applications and allow the service to be upgraded without disrupting the Dentrix Enterprise installation. If you select **Do not close applications. (A reboot will be required.)**, the computer will be restarted, and you must make sure that the interfering services and applications are stopped or closed and then re-run the Dentrix Enterprise installation (if you need to run the scripts to update the database).
- d. Click **OK**.

The **Setup Status** screen appears with a progress indicator.

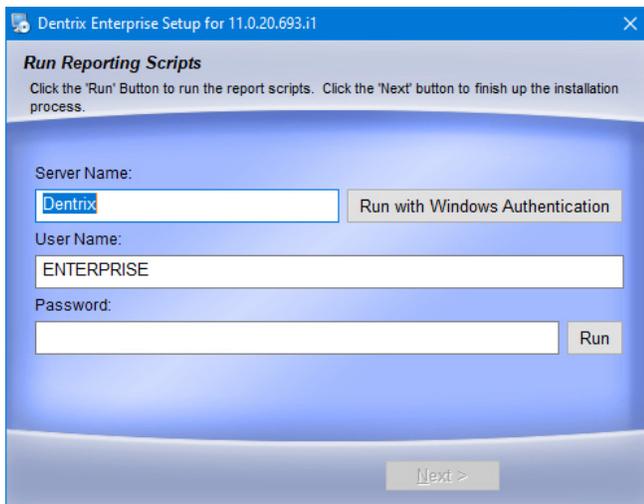


When the copying of the files is complete, the **Update Complete** screen appears.



- e. Select **No, I will restart my computer later.** to continue the Dentrix Enterprise installation. After the installation is complete, you may restart the computer. If you select **Yes, I want to restart my computer now.**, the computer will be restarted, and you must re-run the Dentrix Enterprise installation (if you need to run the scripts to update the database).
- f. Click **Finish**.

If you entered valid custom codes in step 10, and a connection to the database is required to run the corresponding scripts, the **Run Reporting Scripts** screen appears; otherwise, skip to step 29.

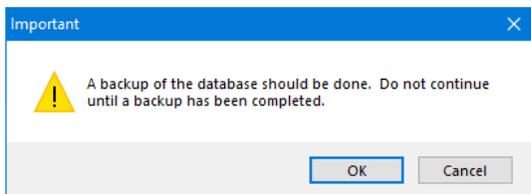


23. Verify that the **Server Name** of your database server is correct. If it is not, change it to the correct name.

24. Do one of the following to run the scripts to update your database:

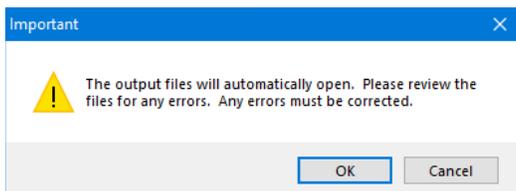
- Enter the **User Name** of a database user account with administrator rights, enter the **Password** for that user, and then click **Run**.
- Click **Run with Windows Authentication** to use the credentials of the current Windows user account.

A confirmation message appears and reminds you to back up your database before proceeding.



25. After you have verified that you have a current backup, click **OK**.

A confirmation message appears and reminds you to review the log file that appears after the database update process.



26. Click **OK**.

A command prompt window and a progress indicator appear while the scripts are running.

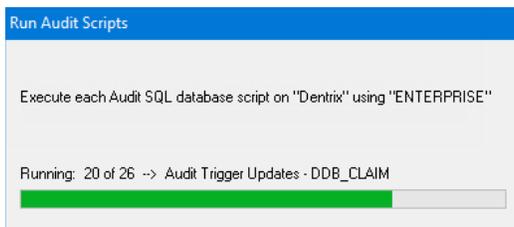
```

C:\WINDOWS\system32\cmd.exe
RunSqlCmd.bat...

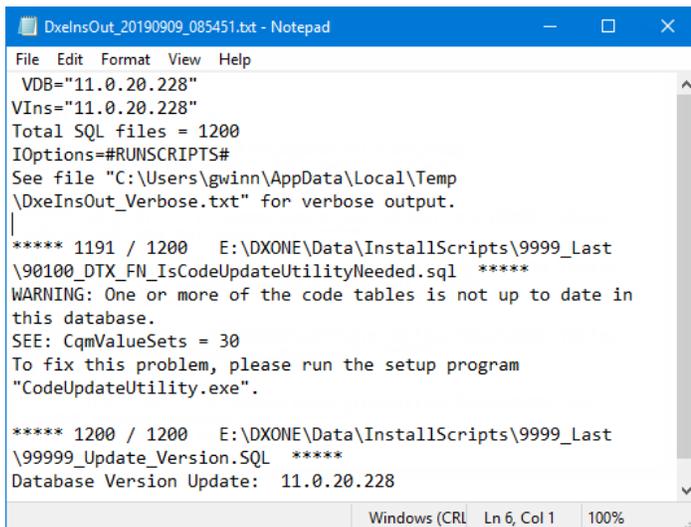
VDB="11.0.20.693"
VIns="11.0.20.693"
Total SQL files = 1409
IOptions=#RUNSCRIPTS#
See file "C:\Users\... \AppData\Local\Temp\DxeInsOut_Verbose.txt"
for verbose output.

**** 1 / 1409 Processing: 00050_DELETE_IERROR_RECORDS
**** 2 / 1409 Processing: 00050_SETUP_IERROR_TABLES
**** 3 / 1409 Processing: 00070_Database_Statistics

```

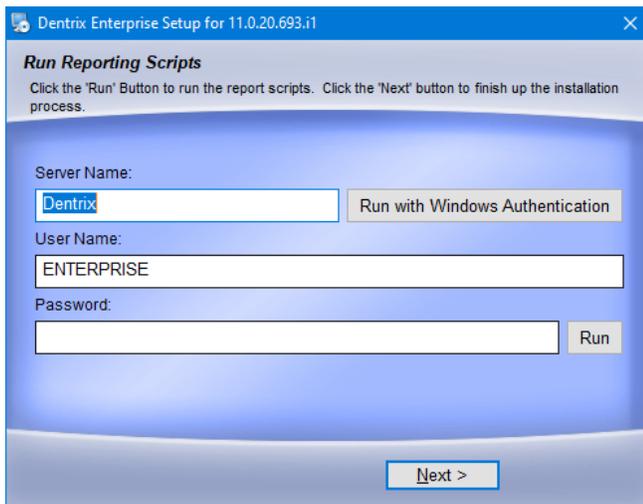


After all the scripts have finished, a text document appears.



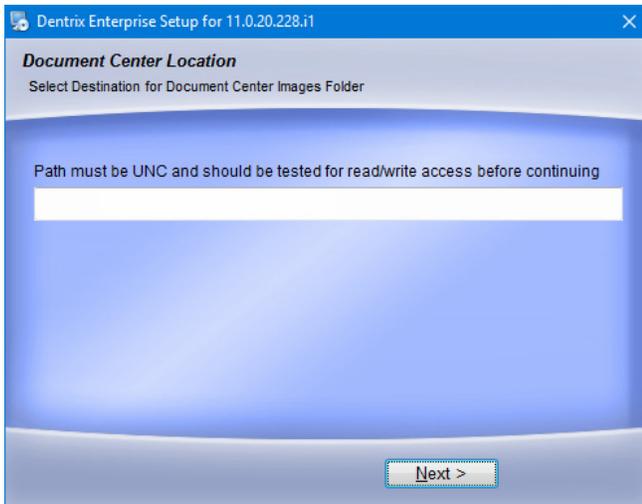
27. Check the log for any errors. If the log indicates that the script ran successfully, close the document. If there are any errors, contact Dentrix Enterprise Customer Support at 1-800-372-4346 to resolve the errors before continuing with the installation.

You are returned to the **Run Reporting Scripts** screen.



28. Click **Next** to proceed.

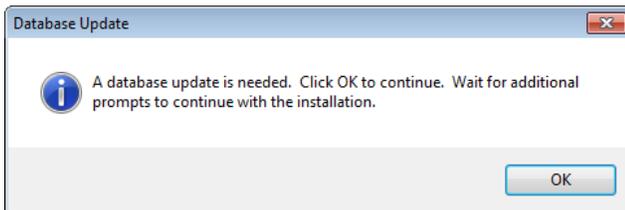
If a certain custom code was entered in step 10, the **Document Center Location** screen appears; otherwise, skip to step 32.



29. Enter the Universal Naming Convention (UNC) path to the shared folder on the network where you store your Document Center files (for example, \\Server_Name\DTXData\Doc_Center\). All users must have read and write access to this location.

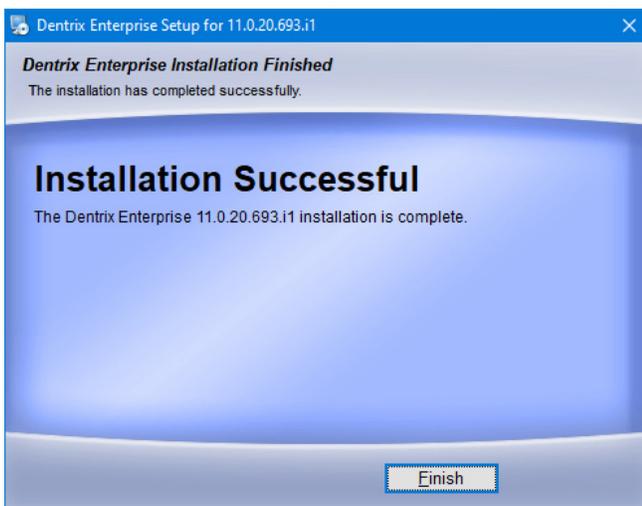
30. Click **Next** to proceed.

A message appears.



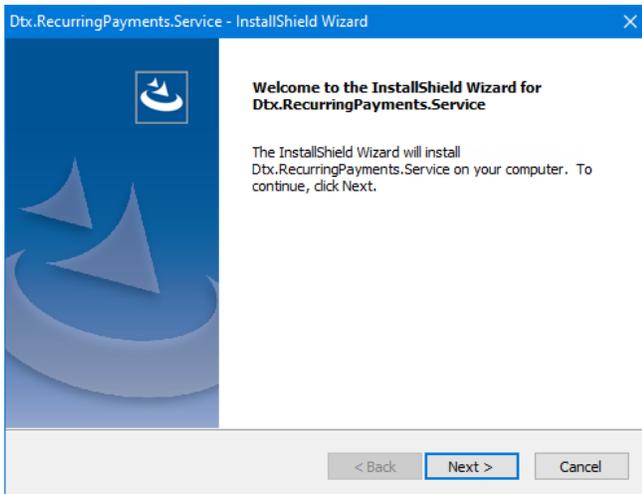
31. Click **OK** to update the database to use the Document Center location specified.

When the installation is complete, the **Dentrix Enterprise Installation Finished** screen appears.



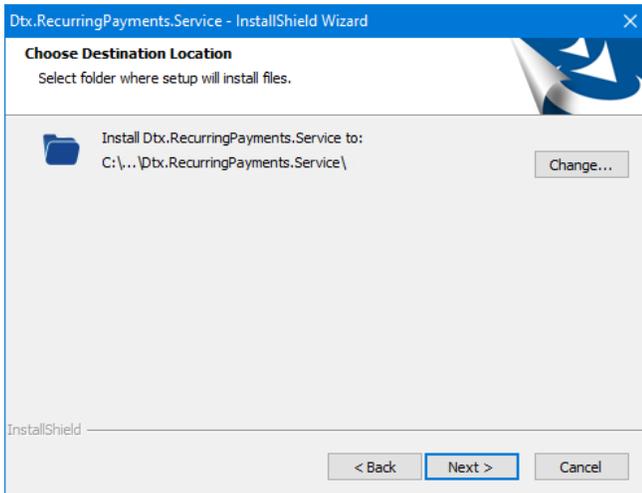
32. Click **Finish**.

If you selected **Install Dentrix Recurring Payments Service (Axia)** in step 14, the **Dtx.RecurringPayments.Service** screen appears; otherwise, skip to step 40.



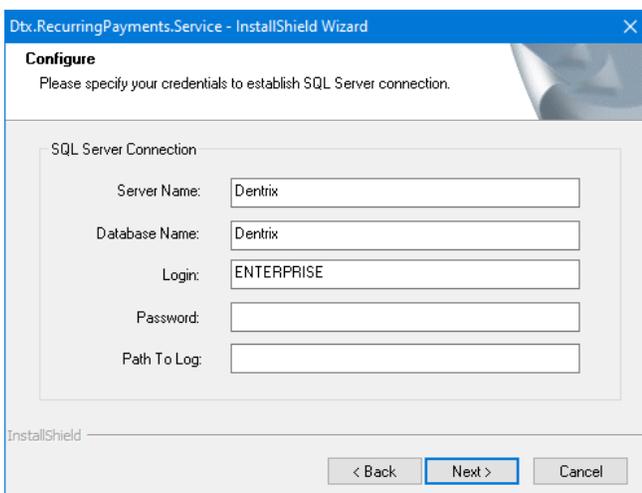
33. Click Next.

The **Choose Destination Location** screen appears.



34. Click Next.

The **Configure** screen appears.

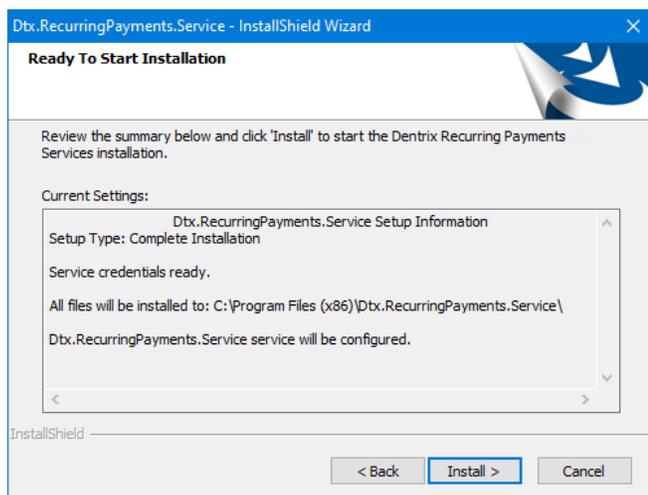


35. Enter the following connection details:

- **Server Name** – The name of the database server, a backslash (\), and then the name of the Microsoft SQL Server instance that houses your Dentrix database.
- **Database Name** – Dentrix is the default name of the database, but it may be different if it has been customized for your installation.
- **Login** – The user name of a super user, such as Enterprise or SA.
- **Password** – The user's password.
- **Path To Log** – The directory where you want Dentrix Enterprise to store log files regarding recurring payments. This path can reference a local folder (for example, E:\DTXData\PymtLogs) or a network location (for example, \\Server_Name\DTXData\PymtLogs).

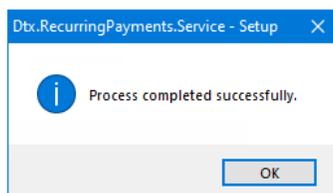
36. Click **Next**.

The **Ready To Start Installation** screen appears.



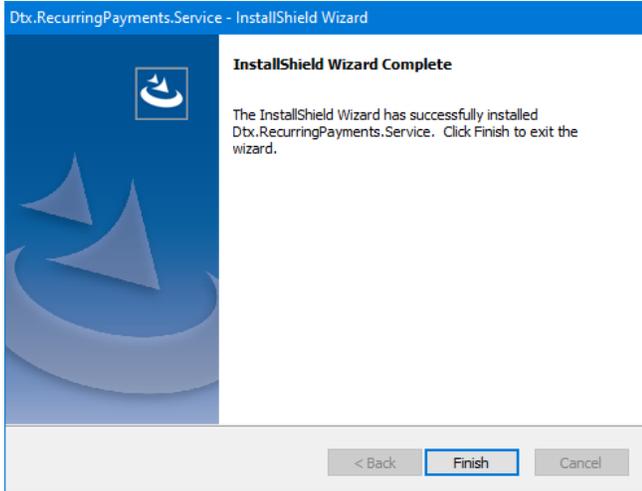
37. Click **Install**.

A progress indicator appears while the installation process is running, and then a message appears when the process is finished.



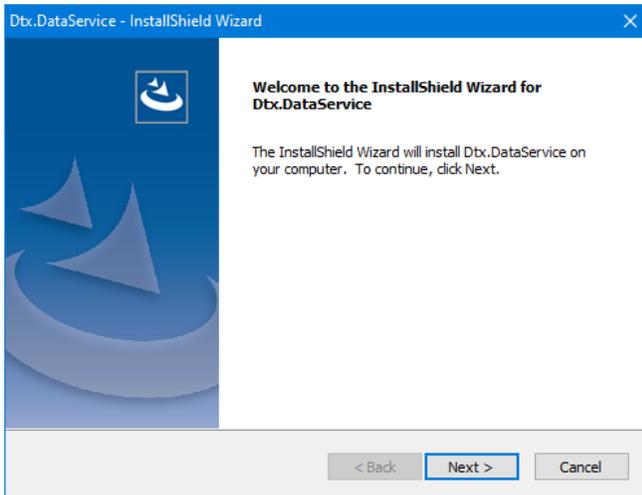
38. Click **OK**.

The **InstallShield Wizard Complete** screen appears.



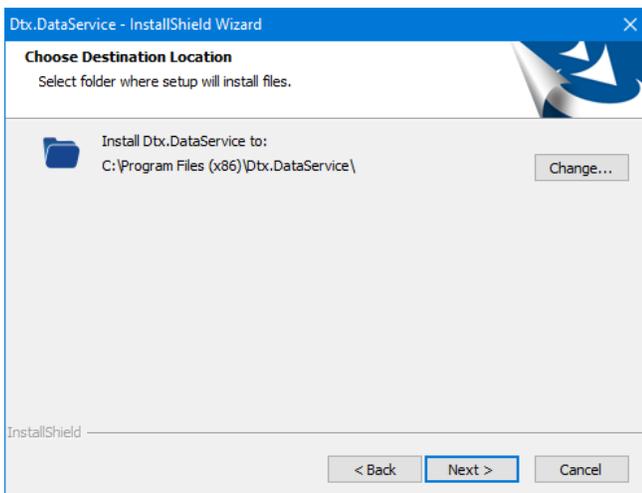
39. Click Finish.

If you selected **Install Dentrix Data Services (eligibilities)** in step 14, the **Dtx.DataService** screen appears; otherwise, skip to the important note after the last step.



40. Click Next.

The **Choose Destination Location** screen appears.



41. Click **Next**.

The **Configure** screen appears.

Dtx.DataService - InstallShield Wizard

Configure
Please specify your credentials to establish SQL Server connection.

SQL Server Connection

Server Name:

Database Name:

Login:

Password:

Path To Log:

InstallShield

< Back **Next >** Cancel

42. Enter the following connection details:

- **Server Name** – The name of the database server, a backslash (\), and then the name of the Microsoft SQL Server instance that houses your Dentrix database.
- **Database Name** – Dentrix is the default name of the database, but it may be different if it has been customized for your installation.
- **Login** – The user name of a super user, such as Enterprise or SA.
- **Password** – The user's password.
- **Path To Log** – The directory where you want Dentrix Enterprise to store log files regarding eligibility verifications. This path can reference a local folder (for example, E:\DTXData\EligLogs) or a network location (for example, \\Server_Name\DTXData\EligLogs).

43. Click **Next**.

The **Ready To Start Installation** screen appears.

Dtx.DataService - InstallShield Wizard

Ready To Start Installation

Review the summary below and click 'Install' to start the Dentrix Data Services installation.

Current Settings:

Dtx.DataService Setup Information

Setup Type: Complete Installation

Service credentials ready.

All files will be installed to: C:\Program Files (x86)\Dtx.DataService\

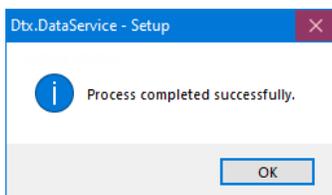
Dtx.DataService.Client service will be configured.

InstallShield

< Back **Install >** Cancel

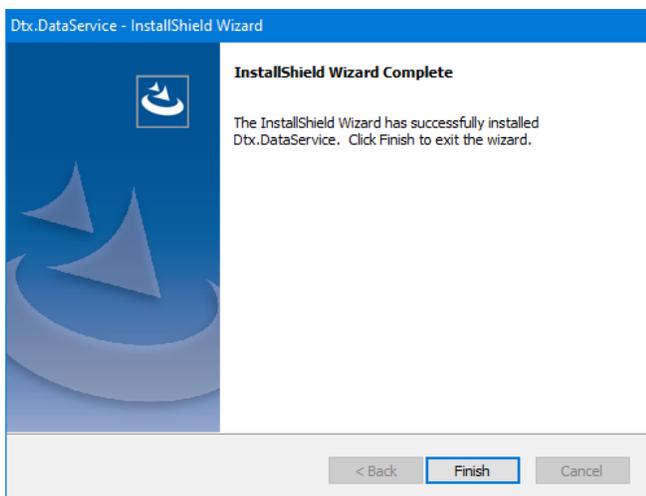
44. Click **Install**.

A progress indicator appears while the installation process is running, and then a message appears when the process is finished.



45. Click **OK**.

The **InstallShield Wizard Complete** screen appears.



46. Click **Finish**.

Important: To get the most recent set of available SNOMED, RxNorm, LOINC, and CVX codes, contact a technical support representative, so that person can run a utility to update the database.

Upgrading Dentrix Enterprise

Upgrade Dentrix Enterprise on all fat clients on the network.

To upgrade Dentrix Enterprise

1. Upgrade Dentrix Enterprise on the first computer (this is probably the database server) as explained in “Installing Dentrix Enterprise” on page 3; however, you will complete only steps 1–3, 10–15, 18–19, 20–21 (optional), 22 (optional), 23–28, 29–31 (optional), 32, and 33–39 (optional).
2. Upgrade Dentrix Enterprise on the other computers as explained in “Installing Dentrix Enterprise” on page 3; however, you will complete only steps 1–3, 14–15, 19, 20–21 (optional), 22 (optional), and 32.

Note: The steps for an upgrade will vary from the full installation process explained previously depending on the options that you select and the Dentrix Enterprise components that the Setup detects, if any, on the computer.

Important:

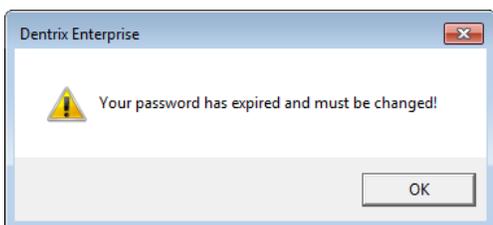
- To get the most recent set of available SNOMED, RxNorm, LOINC, and CVX codes, contact a technical support representative, so that person can run a utility to update the database.
- After upgrading Dentrix Enterprise, the first time someone attempts to log in to Dentrix Enterprise as the user “Enterprise,” that person may be required to change the password. The Enterprise user account is a built-in super-user account. It may be a good idea for IT personnel to be the only ones with access to this account after the first administrator user has been added to Dentrix Enterprise.

To change the Enterprise user’s password

1. In the **DENTRIX Enterprise Security** dialog box, enter **Enterprise** as the **User ID**, enter the **Password**, change the **Clinic ID** if needed, and then click **Sign In**.

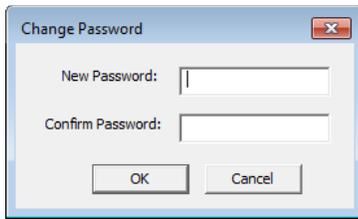


A message appears.



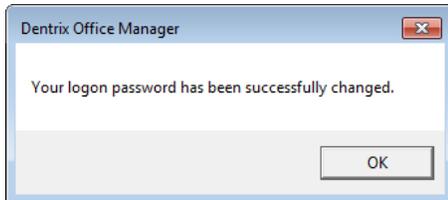
2. Click **OK**.

The **Change Password** dialog box appears.



3. Enter a new password in the **New Password** and **Confirm Password** boxes.
4. Click **OK**.

A message appears.



5. Click **OK**.

Running Unattended Installations/Upgrades

You can install Dentrix Enterprise in an “unattended” mode except when the installation needs to update the SQL database (such as when installing or upgrading Dentrix Enterprise on the database server). The reason for the exception is that, if you were allowed to update the database with an unattended installation, security would be compromised by having to store a user name and password in an .ini file.

Note: Since the Microsoft Word Letter Merge add-in requires manual interaction, it is not installed when you run the Dentrix Enterprise in unattended mode, but you can install the add-in manually from the **C:\Program Files (x86)\DXONE\3rd Party Installs\LMAddin** folder (this is the default location but may be different on your computer) after you finish the installation of Dentrix Enterprise.

Important: Although some instructions and guidelines regarding unattended installations are provided, a technical support representative cannot assist you with the setup or implementation of an unattended installation. It is up to you to make sure that your unattended installation is configured and functions properly.

To run the unattended installation or update

1. From a batch command line or Windows shortcut add the update/installation file name and the /S switch (the switch to run the installation in silent/unattended mode).

Example: Setup_DE_11.0.20 /S
(You must include a space before the slash.)

2. Optionally, add the location of the .ini file that contains the required setup information. The need for an .ini file is determined by the following:
 - If you are installing Dentrix Enterprise 11.0.2 for the first time for the current Windows user, the /S switch requires the .ini file path.

Example: Setup_DE_11.0.20 "/S:C:\temp\DEInstallOptions.ini"
(You must include a space after the update/installation file name, enclose the switch and file path in quotation marks, and put a colon before the .ini file path.)

- If Dentrix Enterprise 11.0.2 has already been installed for the current Windows user, but you want to reinstall it with different settings, make the necessary changes to the .ini file (see Tip below “INI File Contents” table), and add the .ini file path to the /S switch (as shown above).
- If Dentrix Enterprise 11.0.2 has already been installed for the current Windows user, but the last installation did not update the database, the /S switch does not require an .ini file because the settings from the previous installation will be used.

Example: Setup_DE_11.0.20 /S

The .ini file must contain the lines of text that are explained in the following table:

INI File Contents

[SetupValues]	This is the header.
%InstallationCode%=8.0INSTALL	This is the code to unlock the installation.
%DefaultClinicID%=CENTRAL	Type the default clinic for logging in to Dentrix Enterprise. If you do not want to specify the default clinic, leave the line blank after the equals sign (=).
%CustomCode%=#CODE#CODE#	Type your custom codes; If you do not have or do not want to specify any custom codes, leave the line blank after the equals sign (=). If you enter codes, hash symbols are required at the beginning and end and between individual codes.
%AppFolder%=C:\DXONE	Type the full path to the Dentrix Enterprise program files.
%Path%=C:\ReadWrite	Type the full path to the writable folder for certain Dentrix Enterprise files.

Tip: If you are reinstalling Dentrix Enterprise and want to use different settings than those that were used for the previous installation, add `Force_` before each key name that you want to override except for `InstallationCode` (for example, `%Force_CustomCode%=#NEWCODE#`).

The status of an installation that is running in unattended mode may be difficult to determine, but you might notice any of the following during the installation:

- Only a few flashes of dialog boxes opening and closing for some of the third-party installations may be visible.
- On the Windows task bar and in the Task Manager, the program “Dentrix Enterprise Setup” is visible.
- In the Task Manager, the process “irsetup.exe” is visible.

When the unattended installation starts, the “success” and “error” text files are deleted. When the installation is complete, one of the files is re-created, depending on whether the installation succeeded or failed:

- **%temp%\Dentrix Enterprise Install Success.txt** – The installation succeeded.
- **%temp%\Dentrix Enterprise Install Error.txt** – The installation failed. The following error messages in this file are possible:
 - **Invalid ‘InstallationCode’** – The required installation code information was not found for this Windows user. You can specify this setting in the .ini file using `%InstallationCode%`. It is also stored when a manual non-database installation is done. (An installation that updates the database removes this stored entry.)
 - **Invalid ‘CustomCode’ (includes the text #RUNSCRIPTS#)** – Any unattended install that includes the Custom Code of `#RUNSCRIPTS#` will fail because database updates are not allowed.
 - **Invalid DBMS registry entry** – Only the value of “MSSQL” is valid for this registry entry: **HKLM\Dentrix Dental Systems, Inc.\Enterprise Dentrix\Setup\DBMS**.
 - **Invalid ‘AppFolder’** – The required application folder information was not found for this Windows user. You can specify this setting in the .ini file using `%AppFolder%`. It is also stored when a manual installation is done.

- **Invalid 'Path'** – The required read-write folder information was not found for this Windows user. You can specify this setting in the .ini file using %Path%. It is also stored when a manual installation is done.
- **Invalid Install Prerequisite -- Microsoft .NET 4.0 must be installed before Dentrix Enterprise can be installed**
 - The required MS DOT NET 4.0 prerequisite was not found on this computer. Running the Dentrix Enterprise installation once manually will prompt you to run the .NET installation. (Alternatively, you can download the .NET installation from the Microsoft website, and install it prior to running the Dentrix Enterprise installation.)

Setting up a Share on the File Server

For Dentrix Enterprise, there is a set of folders on the file server that contain common files that can be used by various features of the program. On the file server, you need a shared, writable folder where the Dentrix Enterprise installer can put a Data, a Docs, and an Eclaims (if applicable) folder. For more information about the writable folder, see step 8 of “Installing Dentrix Enterprise” on page 3. Give all users on all workstations read and write access to the shared, writable folder.

Configuring Client Network Connectivity

The Microsoft SQL Server client utilities must be installed for the Dentrix Enterprise to function properly. After you install Dentrix Enterprise, you must configure the client network utility. The instructions to configure this utility vary depending on the version of Microsoft SQL Server you have installed.

Important: It is highly recommended that you install the Microsoft SQL Client Connectivity tools on not only the database server but on every computer that has Dentrix Enterprise installed (including Terminal Services and Citrix servers).

To configure the client network utility for Microsoft SQL Server 2012

1. From the Windows Start menu, click **All Programs, Microsoft SQL Server 2012, Configuration Tools, and then SQL Server Configuration Manager**.
2. Expand **SQL Native Client 11.0 Configuration**, and then select **Aliases**.
3. From the **Action** menu, click **New Alias**.
4. Depending on your network setup, change Protocol to **TCP/IP** or **Named Pipes** for the **Network Libraries**.
5. In the **Server Alias** field, type **Dentrix**.
6. Type the name (“name\instance”) of your database server.
7. Click **OK**.
8. If necessary, repeat steps 2 – 7 for **SQL Native Client 11.0 Configuration (32bit)**.
9. From the **File** menu, click **Exit** to exit the Microsoft SQL Server Configuration Manager.

Setting up the ODBC

If you use the HL7 interface to connect your medical software to Dentrix Enterprise, this feature may require that an SQL link be set up in the ODBC.

Note: The HL7 interface may be the only feature of Dentrix Enterprise that needs this SQL link.

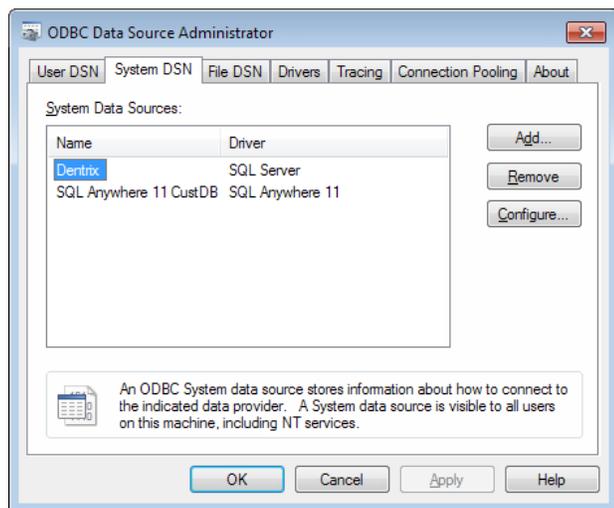
To add an SQL link

1. From the Windows **Start** menu, click **Control Panel**.

The **Control Panel** window appears.

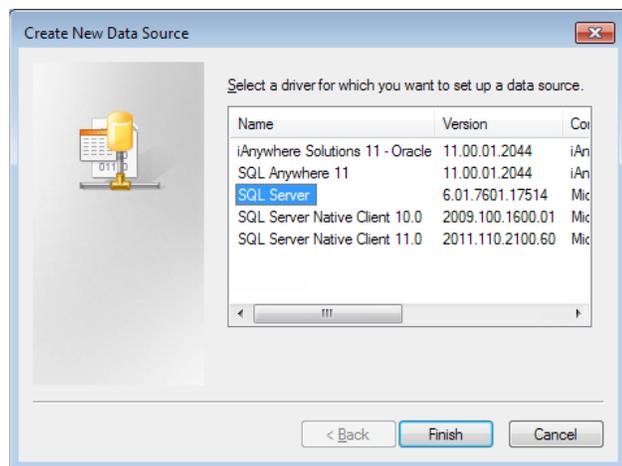
2. Double-click **Administrative Tools** and then **Data Sources (ODBC)**.

The **ODBC Data Source Administrator** dialog box appears.



3. Click the **System DSN** tab, and then click **Add**.

The **Create New Data Source** dialog box appears.



4. Select "SQL Server," and then click **Finish**.

The Create a New Data Source to SQL Server Wizard starts.

5. Type a **Name**, and select the **Server** for the database. Then, click **Next**.

6. Select how you want the SQL server to be authenticated. Depending on the selected option, you may have to type the **Login ID** and **Password** to the Dentrax database of your Microsoft SQL Server instance. Then, click **Next**, **Next**, and then **Finish**.
7. Click **OK** and then **OK**.

Installing on Citrix and Terminal Servers

Use a terminal server or Citrix Server as the application server if you have users accessing the application remotely from a very wide geographic area, if the connection is slow, or if you want to take advantage of the central administration offered by Terminal Services or Citrix and thin clients. A thin client is a computer without Dentrax Enterprise installed, from which you remotely connect to a terminal server to use Dentrax.

Tips:

- Install Dentrax Enterprise on computers from which you need to acquire images through imaging devices (this will not work with thin clients). A computer with Dentrax Enterprise installed is called a fat client.
- If thin clients are used, set up two different terminal or Citrix servers: a test server and at least one production server.

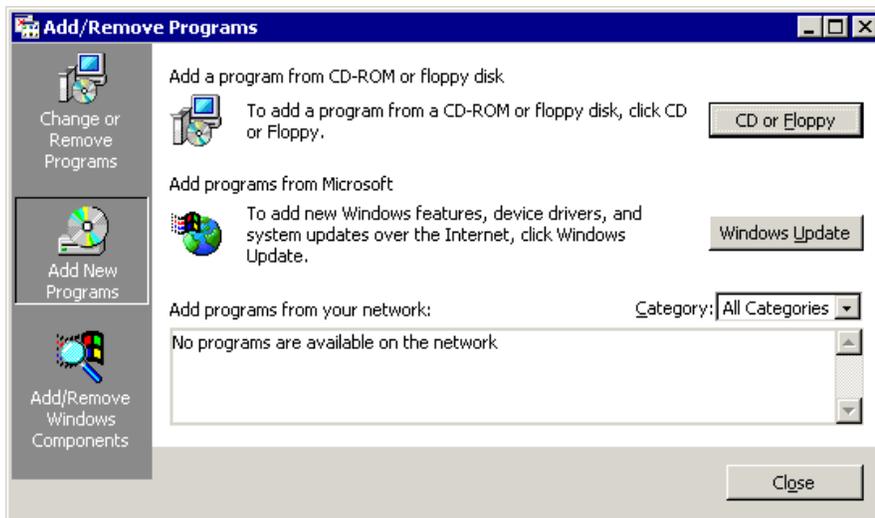
To install Dentrax Enterprise on a Citrix or terminal server

1. From the Windows **Start** menu, click **Control Panel**.

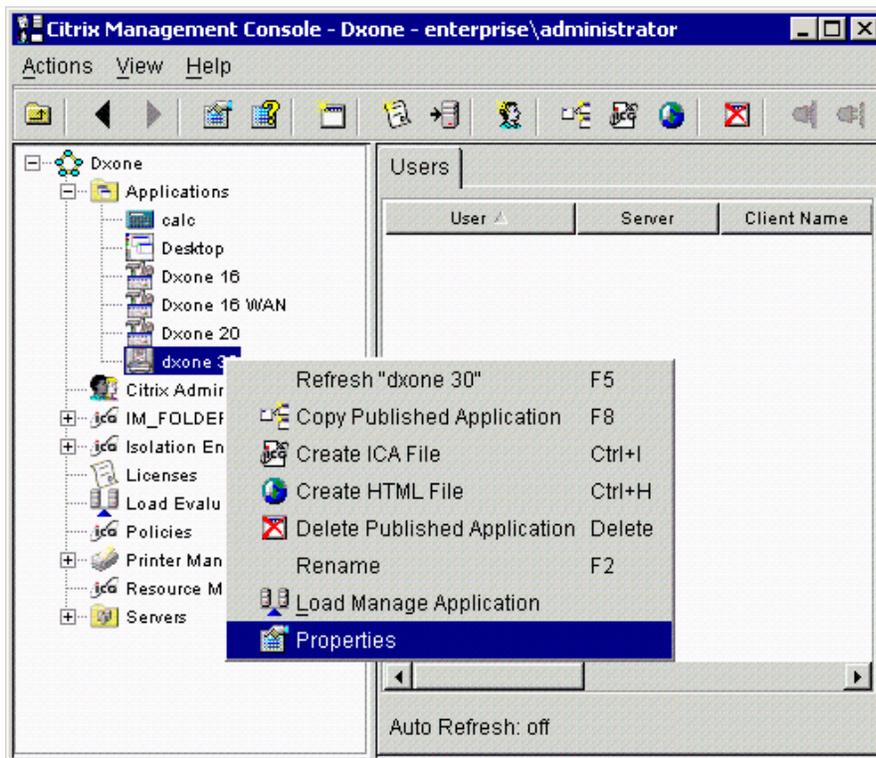
The **Control Panel** window appears.

2. Double click **Add or Remove Programs**.

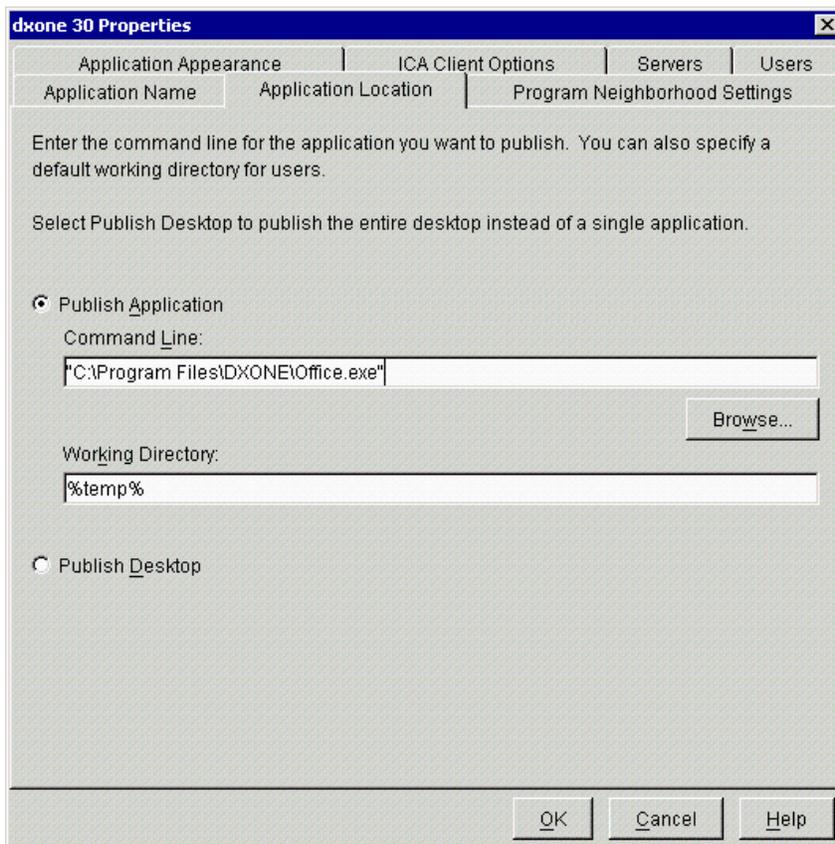
The **Add/Remove Programs** dialog box appears.



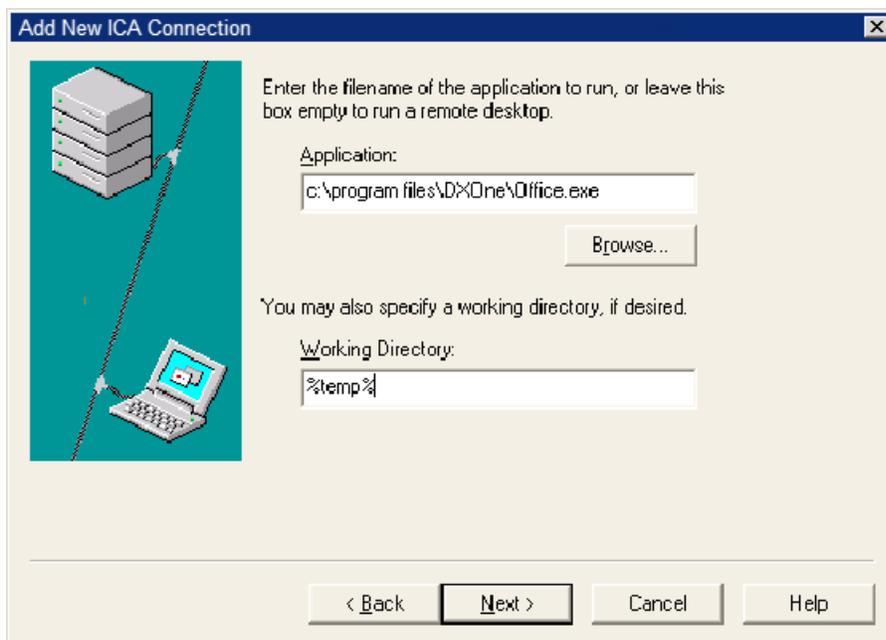
3. Install the program.
4. If the Dentrax Enterprise program is accessed through a published application, when setting up the published application, change the “run in” folder (working directory) to “%temp%”:
 - a. In the Citrix Management Console window, right-click the published application, and then click **Properties**.



The **Properties** dialog box appears.



- b. On the **Application Location** tab, change the **Working Directory** to “%temp%”, and then click **OK**.
- c. In the **Citrix Management Console** window, right-click the published application, and then click **Create ICA File**.



While adding the new Citrix ICA connection, enter the path to office.exe in the **Application** field, and type “%temp%” in the **Working Directory** field.

Tips:

- If a batch file is used to set up a user environment before calling the Dentrix Enterprise program, make sure the batch file calls a shortcut of those programs. Set the “Start in” property for the shortcut to “%temp%”.
- If multiple application servers, such as multiple terminal servers in a group or multiple Citrix Servers in a Citrix Farm, use a terminal server profile or a roaming profile for each user (so that a user’s settings can be saved and accessed from any terminal or Citrix server), use terminal server profiles instead of roaming profiles.
- Install all printer drivers from local client machines on the Citrix or terminal server through the printer setup process (instead of using the Citrix’s auto-map feature). In this way, all users can select or set up static printers for their own profile.

