

DE1000-15S

CS SoftDent Practice Management Software

Installation Guide

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Contents

Installing SoftDent	Related Documentation	1
	Getting Started	1
	Using Radiographic Images	1
	Mapping a Network Drive	1
	Backing Up Data	1
	Viewing What's New	2
	Installing SoftDent	3
	Installing SoftDent on the Server	3
	Installing SoftDent on a Server Running Windows 8 or Higher.	3
	Installing SoftDent on a Server Running Windows Server 2012 or Windows Server 2016	4
	Installing SoftDent on the Server	5
	Opening SoftDent and Installing the License File	7
	Installing SoftDent on a Workstation	10
	Installing SoftDent on a Workstation Running Windows 8 or Higher.	10
	Installing from the Downloaded ISO File	10
	Installing Across Your Network	11
	Installing on a Workstation Running Windows 8 or Higher.	11
	Upgrading SoftDent	13
	Upgrading SoftDent on a Server	13
	Upgrading SoftDent on a Workstation	16
	Automatically Upgrading the Software	16
	Manually Upgrading the Software	16
	Upgrading SoftDent on a Server—Maintenance Release.	17
	Upgrading SoftDent on a Workstation— Maintenance Release	18
	Automatically Upgrading the Software	18
	Manually Upgrading the Software	18

Installing and Activating the SoftDent KIOSK Check-In Module on a Workstation	19
Installing the SoftDent KIOSK Check-In Module on a Workstation	19
Activating the SoftDent KIOSK Check-In Module on a Workstation	20
Installing Additional Databases	21
Configuring the Primary Server.	21
Installing a New Database	23
Installing an Existing Database	25
Converting to SoftDent v19.0.1 Client/Server	28
Using the CS Software Update Service	29
CS Software Update Service Benefits.	29
CS Software Update Service Features	29
Configuring the CS Software Update Service.	30
Authenticating an Existing SSO Account and Configuring the CS Software Update Service.	35
Adding Accounts	36
Removing Accounts	36
Updating Your Software Using the CS Software Update Service	37
Receiving and Viewing Alerts.	39

Installing SoftDent

SoftDent can be installed as a single-user or multi-user program. In a single-user environment, perform a server installation. In a multi-user environment, perform a server and workstation installation.

The server is the host computer on which the software is installed, and it contains software system data. A workstation is a computer that must connect to the server to access system data, and on which the software is also installed. A workstation must be mapped to the shared drive of a server computer on which the software resides.

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 more information, 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 to the server's drive. For information about sharing and mapping drives and folders, see the documentation and online help provided with your Microsoft Windows operating system or contact your network service provider (NSP).

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.

Viewing What's New

To preview updates and enhancements in this version of the software, you can watch a video. To hear the audio that accompanies the video, your computer must have a soundcard and speakers or headphones.

To view the video:

- 1 Verify that all programs are closed, click the link in the provided email, and download the SoftDent software.
- 2 Click the downloaded **ISO** file. The **Directory** window is displayed.
- 3 Double-click **InstallMenu.exe**.



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.

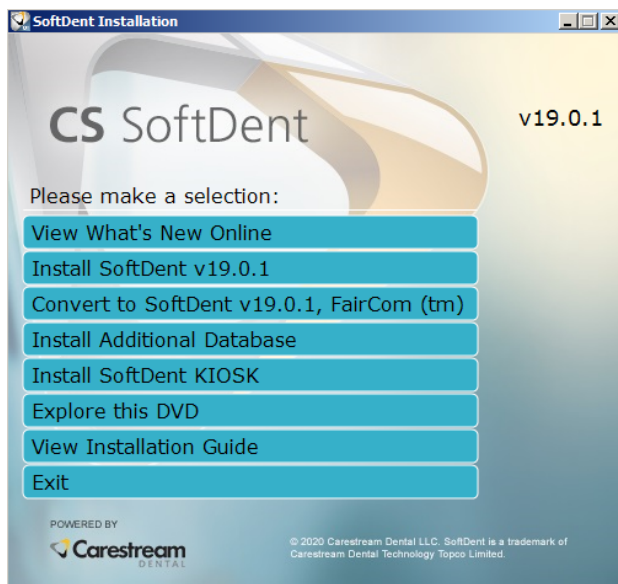


Figure 1 SoftDent Installation Window

- 4 Select **View What's New Online**.
- 5 After viewing the video, click **Close**.

Installing SoftDent

To install SoftDent for the first time:

- Install the software on the 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 plugged into any USB ports.

Installing SoftDent on the Server

The server is the computer on which SoftDent data resides and on which all SoftDent files are saved.



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.

Installing SoftDent on a Server Running Windows 8 or Higher

If you are installing on a server running Windows 8 or higher, you must download .NET Framework 3.5 before you can install SoftDent.



Important: You must have an active Internet connection to download the required software.

To install .NET Framework 3.5 on a server running Windows 8 or higher:

- 1 Right-click **Start** and select **Control Panel > Programs and Features**. The **Uninstall or change a program** window is displayed.
- 2 Select **Turn Windows features on or off**. The **Windows Features** window is displayed.
- 3 Select **.NET Framework 3.5 (includes .NET 2.0 and 3.0)** and click **OK**. A window is displayed, stating that Windows needs files from Windows Update to finish installing the feature. Click **Download files from Windows Update**.
- 4 When the .NET Framework 3.5 download is finished, continue with the SoftDent installation instructions. See [“Installing SoftDent on the Server” on page 5](#) for more information.

Installing SoftDent on a Server Running Windows Server 2012 or Windows Server 2016

If you are installing on a server running Windows Server 2012 or Windows Server 2016, you must download .NET Framework 3.5 before you can install SoftDent. You must also enable the Desktop Experience feature in Windows Server 2012 or Windows Server 2016.



Important: You must have an active Internet connection to download the required software.

To install .NET Framework 3.5 on a server running Windows Server 2012 or Windows Server 2016:

- 1 Right-click **Start** and select **Control Panel > Programs and Features**. The **Uninstall or change a program** window is displayed.
- 2 Select **Turn Windows features on or off**. The **Server Manager** window is displayed.
- 3 Select **Manage > Add Roles and Features**. The **Before you begin** window is displayed.
- 4 Click **Next**. The **Installation Type** window is displayed.
- 5 **Role-based or feature-based installation** is selected by default. Click **Next**. The **Select destination server** window is displayed.
- 6 **Select a server from the server pool** is selected by default. Click **Next**. The **Select Server Roles** window is displayed.
- 7 Click **Next**. The **Select features** window is displayed.
- 8 Select **.NET Framework 3.5 Features** and click **Next**. The **Confirm installation selections** window is displayed.
- 9 Select **Restart the destination server automatically if required**. A prompt is displayed, asking if you want to allow automatic restarts.
- 10 Click **Yes**.
- 11 Click **Install**.
- 12 When the .NET Framework 3.5 download is finished, continue with the SoftDent installation instructions. See [“Installing SoftDent on the Server” on page 5](#) for more information.

To enable the Desktop Experience feature in Windows Server 2012 or Windows Server 2016:

- 1 Launch Server Manager Dashboard.
- 2 Select **Add roles and features**. The **Add Roles and Features Wizard** is displayed.
- 3 Click **Next** three times. The **Features** option on the left side of the window is selected.
- 4 Scroll down to and expand the **User Interfaces and Infrastructure** option, and select **Desktop Experience**.
- 5 Click **Add Features** on the next window that is displayed, and then click **Next**. The **Confirm installation selections** window is displayed.
- 6 Click **Install**.
- 7 Click **Close**. You might be prompted to reboot the server.

Installing SoftDent on the Server

To install SoftDent on the server:

- 1 Verify that all other programs on the server are closed, click the link in the provided email, and download the SoftDent software.
- 2 Click the downloaded **ISO** file. The **Directory** window is displayed.
- 3 Double-click **InstallMenu.exe**. 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.
- 4 Select **Install SoftDent v19.0.1**. The **Carestream SoftDent Application Suite - InstallShield Wizard Welcome** window is displayed.
 - 5 Click **Next**. The **Setup Type** window is displayed.

- 6 Select **Complete**. To install the application in the default directory, **C:\Program Files (x86) \Carestream\Carestream SoftDent Application Suite** (64-bit machines) or **C:\Program Files \Carestream\Carestream SoftDent Application Suite** (32-bit machines), 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.

- 7 Read the message, select **This is my server machine; please continue installing**, and click **Next**. A message stating that a folder will be created for DPMS files is displayed.
- 8 Click **OK**. The **Ready to Install the Program** window is displayed.
- 9 Click **Install**. The **Welcome** window is displayed.
- 10 Read the welcome message, and click **Next**. The **Choose Destination Location** window is displayed.
- 11 To install the application in the default directory, **C:\SoftDent**, click **Next**.



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

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

- 12 Select **Yes, I want to restart my computer now**, and click **Finish**.

Opening SoftDent and Installing the License File

After you have installed SoftDent, you must install the license file and register the software.



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

To open SoftDent and install the license file:

- 1 Double-click the **CS SoftDent Software** icon on the desktop, or select **Start > All Programs > CS SoftDent > CS SoftDent**. The **CS Software Update Service** window is displayed.

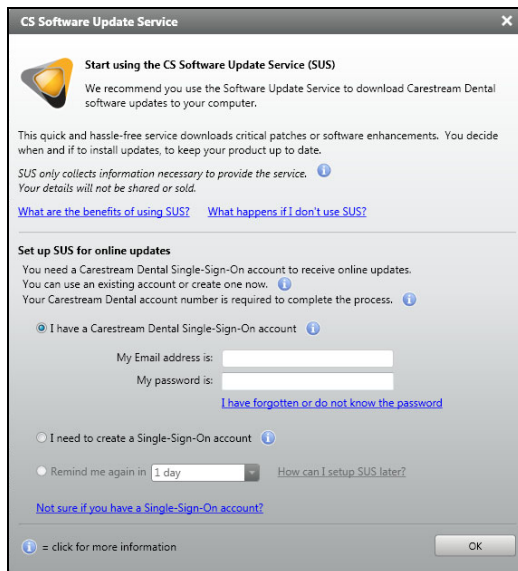


Figure 2 CS Software Update Service Window



Note: This window will not display if you have already configured the CS Software Update Service.

- 2 Do one of the following:
 - Complete the information on the window. See [“Using the CS Software Update Service” on page 29](#) for more information.
 - Click **Remind me again in** ____, select a time frame, and click **OK**.

The **SoftDent Login** window is displayed.



Figure 3 SoftDent Login Window

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

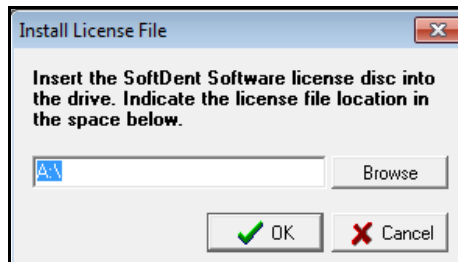


Figure 4 Install License File Window

- 4 Click the **Browse** button, navigate to the folder to which you previously saved the license file, and click **OK**.

The **Registration Reminder** window is displayed.



Figure 5 Registration Reminder Window

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



Figure 6 Registration Window

- 6 Obtain your registration code using one of the following methods:
- To receive your registration code on the Internet, click **Automatically via the Internet**, and follow the instructions.
 - To receive your registration code over the telephone, select **Contact support by telephone**.

The **Registration** window is displayed.

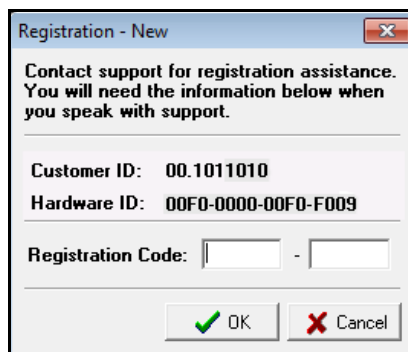


Figure 7 Registration Window

- 7 After you have received a registration code, type it in the field and click **OK**. CS SoftDent 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.

Installing SoftDent on a Workstation

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

Installing SoftDent on a Workstation Running Windows 8 or Higher

If you are installing on a workstation running Windows 8 or higher, you must download .NET Framework 3.5 before you can install SoftDent.



Important: You must have an active Internet connection to download the required software.

To install .NET Framework 3.5 on a workstation running Windows 8 or higher:

- 1 Right-click **Start** and select **Control Panel > Programs and Features**. The **Uninstall or change a program** window is displayed.
- 2 Select **Turn Windows features on or off**. The **Windows Features** window is displayed.
- 3 Select **.NET Framework 3.5 (includes .NET 2.0 and 3.0)** and click **OK**. A window is displayed, stating that Windows needs files from Windows Update to finish installing the feature. Click **Download files from Windows Update**.
- 4 When the .NET Framework 3.5 download is finished, continue with the SoftDent installation instructions. See [“Installing from the Downloaded ISO File” on page 10](#) for more information.

Installing from the Downloaded ISO File

To install SoftDent on a workstation from the ISO file:

- 1 Verify that all programs on the workstation are closed, click the link in the provided email, and download the SoftDent software.
- 2 Click the downloaded **ISO** file. The **Directory** window is displayed.
- 3 Double-click **InstallMenu.exe**. 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.
- 4 Select **Install SoftDent v19.0.1**. The **Carestream SoftDent Application Suite - InstallShield Wizard Welcome** window is displayed.
 - 5 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:\SoftDent**, 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. The **Open File - Security Warning** window is displayed.

- 9 Click **Run**. The **Installing** window is displayed while additional files are copied to your computer. After the additional files have been installed, the **InstallShield Wizard Complete** window is displayed.
- 10 Select **Yes, I want to restart my computer now**, 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](#).

Installing on a Workstation Running Windows 8 or Higher

If you are installing on a workstation running Windows 8 or higher, you must download .NET Framework 3.5 before you can install SoftDent.



Important: You must have an active Internet connection to download the required software.

To install .NET Framework 3.5 on a workstation running Windows 8 or higher:

- 1 Right-click **Start** and select **Control Panel > Programs and Features**. The **Uninstall or change a program** window is displayed.
- 2 Select **Turn Windows features on or off**. The **Windows Features** window is displayed.
- 3 Select **.NET Framework 3.5 (includes .NET 2.0 and 3.0)** and click **OK**. A window is displayed, stating that Windows needs files from Windows Update to finish installing the feature. Click **Download files from Windows Update**.
- 4 When the .NET Framework 3.5 download is finished, continue with the SoftDent installation instructions. See ["Installing from the Downloaded ISO File" on page 10](#) for more information.

To install the software on a workstation across your network:

- 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 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 v19.0.1**. The **Carestream SoftDent Application Suite - InstallShield Wizard Welcome** window is displayed.
 - 3 Click **Next**. The **Ready to Install the Program** window is displayed.
 - 4 Click **Install**. The **Welcome** window is displayed.
 - 5 Read the welcome message and click **Next**. The **Choose Destination Location** window is displayed.
 - 6 To install the application in the default directory, **C:\SoftDent**, 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. The **Open File - Security Warning** window is displayed.

- 7 Click **Run**. The **Installing** window is displayed while additional files are copied to your computer. After the additional files have been installed, the **InstallShield Wizard Complete** window is displayed.
- 8 Select **Yes, I want to restart my computer now**, and click **Finish**.

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.



Note: If you are upgrading from a version prior to 14.2.8, contact a Carestream Dental support representative.

The steps involved in upgrading to SoftDent v19.0.1 vary, depending on the software version you are currently running. For example:

- If you are running v9.8 or earlier, you must first upgrade to v12.5.8.
- When you have v12.5.8 installed, you then upgrade to v14.2.8 or higher.
- With v14.2.8 installed, you can install v19.0.1.



Important: If you are upgrading the software to a new or different server computer, call a Carestream Dental support representative before you begin. The process for moving data and setting up the server can vary with new operating systems, and your representative can help you make a smooth transition.

To upgrade SoftDent to version 19.0.1:

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

Upgrading SoftDent on a Server



Important: Before installing SoftDent, back up data.



Note: These instructions are for upgrading your software with an ISO file. For instructions on upgrading using the CS Software Update Service, see [“Updating Your Software Using the CS Software Update Service”](#) on page 37.

To upgrade SoftDent on a server:

- 1 Close SoftDent on the server and all other computers on the network. Verify that all other programs on the server are closed, click the link in the provided email, and download the SoftDent software on the server.
- 2 Click the downloaded **ISO** file. The **Directory** window is displayed.
- 3 Double-click **InstallMenu.exe**. 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.



Figure 8 SoftDent Installation Window

- 4 Select **Install SoftDent v19.0.1**. The **Carestream Application Suite - InstallShield Wizard Welcome** window is displayed.
- 5 Click **Next**. The **Setup Type** window is displayed.
- 6 Select **Complete**. To install the application in the default directory, **C:\Program Files (x86) \Carestream\Carestream SoftDent Application Suite** (64-bit machines) or **C:\Program Files \Carestream\Carestream SoftDent Application Suite** (32-bit machines), 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.

- 7 Read the message, select **This is my server machine; please continue installing**, and click **Next**. The **Ready to Install the Program** window is displayed.
- 8 Click **Install**. The **Welcome** window is displayed.
- 9 Click **Next**. The **Existing Installation Found** window is displayed.
- 10 Click **Next** to install the software in the existing directory. The **Release Code** window is displayed.

11 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 9 Release Code Window

- To receive your release code over the telephone, select **Contact support by telephone**, click **OK**, and call Carestream Dental 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 10 Release Code Window

The **Start Installation** window is displayed.

- 12 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.
- 13 Click **Finish**. Additional Carestream Application Suite files are installed. After the additional files have been installed, the **InstallShield Wizard Complete** window is displayed.
- 14 Select **Yes, I want to restart my computer now**, and click **Finish**.

Upgrading SoftDent on a Workstation



Note: These instructions are for upgrading your software with an ISO file. For instructions on upgrading using the CS Software Update Service, see [“Updating Your Software Using the CS Software Update Service”](#) on page 37.

Automatically Upgrading the Software

To automatically upgrade the software on a workstation:

- 1 After you have upgraded the server, log in to SoftDent on the workstation. A message is displayed, stating that an update has been detected and asking if you want to install the update.
- 2 Click **Yes**. Several **Open File - Security Warning** windows might display.
- 3 Click **Run** on each security window. The **Carestream SoftDent Application Suite - InstallShield Wizard Welcome** window is displayed.
- 4 Click **Next**. The system scans the network, and the **Ready to Install the Program** window is displayed.
- 5 Click **Install**. When the update is finished, the **Update Complete** window is displayed.
- 6 Select **Yes, I want to restart my computer now**, and click **Finish**.
- 7 Repeat these steps on each workstation in your network.

Manually Upgrading the Software



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 manually upgrade the software on a workstation:

- 1 Select an option:
 - To install the software from the ISO file, verify that all programs on the workstation are closed, click the link in the provided email, and download the SoftDent software. Click the downloaded **ISO** file. The **Directory** window is displayed. Double-click **InstallMenu.exe**.
 - 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 v19.0.1**. The **Carestream SoftDent Application Suite - InstallShield Wizard Welcome** window is displayed.
 - 3 Click **Next**. The **Installing** window is displayed as the software is updated.

When the update is finished, the **Update Complete** window is displayed.
 - 4 Select **Yes, I want to restart my computer now**, and click **Finish**.
 - 5 Repeat these steps on each workstation in your network.

Upgrading SoftDent on a Server—Maintenance Release



Important: Before installing SoftDent, back up data.



Note: These instructions are for upgrading your software with an ISO file. For instructions on upgrading using the CS Software Update Service, see [“Updating Your Software Using the CS Software Update Service”](#) on page 37.

To upgrade SoftDent on a server:

- 1 Close SoftDent on the server and all other computers on the network. Verify that all other programs on the server are closed, click the link in the provided email, and download the SoftDent software.
- 2 Click the downloaded **ISO** file. The **Directory** window is displayed.
- 3 Double-click **InstallMenu.exe**. 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.
- 4 Select **Install SoftDent v19.0.1**. The **Carestream SoftDent Application Suite - InstallShield Wizard Welcome** window is displayed.
 - 5 Click **Next**. A number of progress windows are displayed as the software is updated. When the upgrade is completed, the **Update Complete** window is displayed.

6 Click **Finish**.

7 Click **Exit**.



Important: Restart the server after upgrading the software.

Upgrading SoftDent on a Workstation—Maintenance Release



Note: These instructions are for upgrading your software with an ISO file. For instructions on upgrading using the CS Software Update Service, see [“Updating Your Software Using the CS Software Update Service”](#) on page 37.

Automatically Upgrading the Software

To automatically upgrade the software on a workstation:

- 1 After you have upgraded the server, log in to SoftDent on the workstation. A message is displayed, stating that an update has been detected and asking if you want to install the update.
- 2 Click **Yes**. Several **Open File - Security Warning** windows might display.
- 3 Click **Run** on each security window. The **Carestream SoftDent Application Suite - InstallShield Wizard Welcome** window is displayed.
- 4 Click **Next**. The system scans the network, and the **Ready to Install the Program** window is displayed.
- 5 Click **Install**. When the update is finished, the **Update Complete** window is displayed.
- 6 Select **Yes, I want to restart my computer now**, and click **Finish**.
- 7 Repeat these steps on each workstation in your network.

Manually Upgrading the Software



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 manually upgrade the software on a workstation:

- 1 Select an option:
 - To install the software from the ISO file, verify that all programs on the workstation are closed, click the link in the provided email, and download the SoftDent software. Click the downloaded **ISO** file. The **Directory** window is displayed. Double-click **InstallMenu.exe**.

- 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 v19.0.1**. The **Carestream SoftDent Application Suite - InstallShield Wizard Welcome** window is displayed.
 - 3 Click **Next**. A number of progress windows are displayed as the software is updated. When the upgrade is completed, the **Update Complete** window is displayed.
 - 4 Click **Finish**.
 - 5 Click **Exit**.



Important: Restart the workstation after upgrading the software.

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 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 Carestream Dental representative.

To install the KIOSK check-in module on a computer:

- 1 Click the link in the provided email, and download the SoftDent software.
- 2 Click the downloaded **ISO** file. The **Directory** window is displayed.
- 3 Double-click **InstallMenu.exe**. 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 **SoftDent Installation** window is displayed.

- 4 Select **Install SoftDent KIOSK** from the menu. The installer program is launched.
- 5 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.

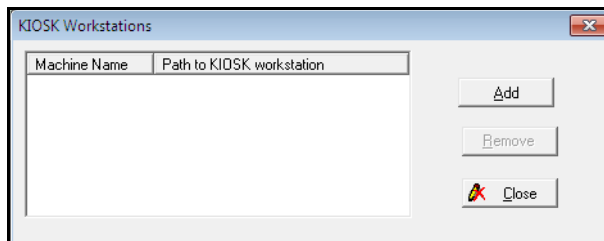


Figure 11 KIOSK Workstations Window

- 2 Click **Add**. The **Browse for Folder** window is displayed.
- 3 Browse to the workstation 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 Additional Databases

An additional database setup enables you to run multiple independent SoftDent databases across your network. Using this setup, multiple practices serving different patients and maintaining separate SoftDent 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, install version 19.0.1, 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 database added to a networked computer.

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

Configuring the Primary Server



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

Before configuring the primary server:

- Install SoftDent, version 19.0.1, 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:

- 1 Upgrade to SoftDent, version 19.0.1. See [“Installing SoftDent” on page 3](#).
- 2 Verify that all programs on the server are closed, navigate to the SoftDent **ISO** file, and click it. The **Directory** window is displayed.
- 3 Double-click **InstallMenu.exe**. 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.

- 4 Select **Install Additional Database**. The **SoftDent - Multi-Database Setup** window is displayed.
- 5 Read the message and click **Proceed**. A message is displayed, informing you the database must be configured.
- 6 Click **OK**. The **SoftDent - Multi-Database Setup - Enter Database Information** window is displayed.

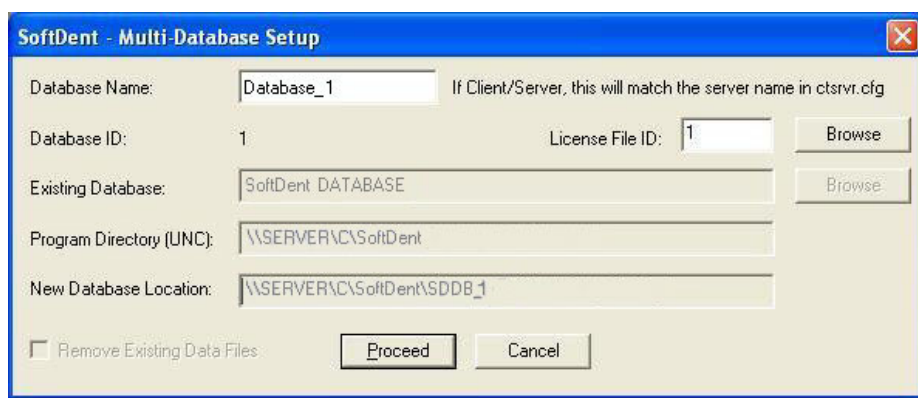


Figure 12 SoftDent - Multi-Database Setup - Enter Database Information Window

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



Note: The database name and server name are displayed in the header bar when SoftDent is accessing the database. **Example:** Database_1@SDDb_1

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

- 8 After the files are extracted, click **Close**.
- 9 To add a new database, see [“Installing a New Database” on page 23](#).

To set up an existing database, see [“Installing an Existing Database” on page 25](#).

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 computer other than the primary server, that computer is configured as a secondary server. New databases configured to support an additional database environment can be accessed from any networked SoftDent server or workstation.



Important: Before starting, install version 19.0.1 and save a backup of the directory. For more information, see [“Getting Started” on page 1](#).

Before installing a new database:

- Configure the primary server. For more information, see [“Configuring the Primary Server” on page 21](#).
- Contact a Carestream Dental sales representative to purchase a license file for the new database. Each database requires a separate license file.

To install a new database:

- 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 Click the **Browse** button, navigate to the folder to which you previously saved the license file, and click **OK**. The license file is installed, and the window is closed.
- 5 Verify that all programs on the server are closed, navigate to the SoftDent **ISO** file, and click it. The **Directory** window is displayed.
- 6 Double-click **InstallMenu.exe**. The **SoftDent Installation** window is displayed.
- 7 Select **Install Additional Database**. The **SoftDent - Multi-Database Setup** window is displayed.
- 8 Read the message and click **Proceed**. The **SoftDent - Multi-Database Setup** window is displayed.



Figure 13 SoftDent - Multi-Database Setup Window

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

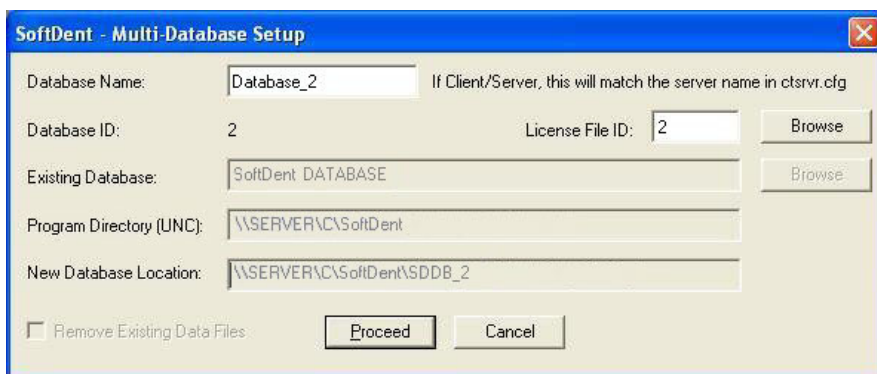


Figure 14 SoftDent - Multi-Database Setup - Enter Database Information Window

- 10 Type the database name. The database name must be fifteen characters or less. The database name is displayed with the identification number in the **Database** drop-down list in the **SoftDent Login** window.



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

- 11 Click **Browse** to select the license file. The **Licensing Settings** window is displayed. Select the file from the **License** drop-down list. The **SoftDent - Multi-Database Setup - Enter Database Information** window is displayed, and the license file identification number 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 Select **Start > All Programs > CS SoftDent > CS SoftDent**. The **SoftDent Login** window is displayed.

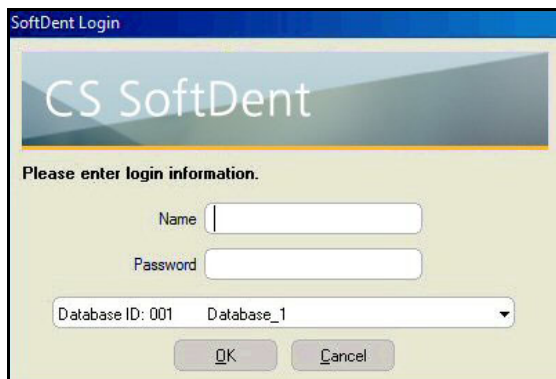


Figure 15 SoftDent Login Window

- 14 Type **DOCTOR** in the **Name** field and **DOCTOR12** in the **Password** field, select the new database, and click **OK**. SoftDent is displayed. The **Registration Reminder** window is displayed.
- 15 Select **Yes, I want to register now** and click **OK**. The **Registration** window is displayed.
- 16 Obtain your registration code using one of the following methods:
 - To receive your registration code on the Internet, click **Automatically via the Internet** and follow the instructions.
 - To receive your registration code over the telephone, call a Carestream Dental support representative.
- 17 After you receive a registration code, type it in the field and click **OK**. SoftDent is displayed.

Installing an Existing Database

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



Important: Before installing this software, back up data.

Before installing an existing database:

- Configure the primary server. For more information, see [“Configuring the Primary Server” on page 21](#).
- Upgrade the server to SoftDent, version 19.0.1. For more information, see [“Installing SoftDent on the Server” on page 3](#).
- Ensure each database or server containing SoftDent 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:

- 1 To update the registry, select **Start > All Programs > CS SoftDent > CS SoftDent**.
- 2 Close SoftDent on the primary server and all other computers on the network.
- 3 Verify that all programs on the secondary server are closed, navigate to the SoftDent **ISO** file, and click it. The **Directory** window is displayed.
- 4 Double-click **InstallMenu.exe**. 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 **SoftDent Installation** window is displayed.

- 5 Select **Install Additional Database**. The **SoftDent - Multi-Database Setup** window is displayed.
- 6 Read the message; ensure the SoftDent 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; click **Proceed**. The **SoftDent - Multi-Database Setup - Create or Setup** window is displayed.
- 7 Select **Set up an additional database from an existing SoftDent database** and click **Proceed**. The **SoftDent - Multi-Database Setup - Enter Database Information** window is displayed.
- 8 Type the database name. The database name must be fifteen characters or less.



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

- 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 - 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 - 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.



Note: To configure additional databases, repeat steps 5 through 12.

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

14 Type your user name and password, select a database, and click **OK**. The **Registration Reminder** window is displayed.

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

16 Obtain your registration code using one of the following methods:

- To receive your registration code on the Internet, click **Automatically via the Internet** and follow the instructions.
- To receive your registration code over the telephone, call a Carestream Dental support representative.

17 After you receive a registration code, type it in the field and click **OK**. SoftDent is displayed.



Note: The first time you access the software from a workstation, client files are updated to ensure the workstation is synchronous with the server.

Converting to SoftDent v19.0.1 Client/Server



Important: If you want to convert to the Client/Server version of SoftDent, you must purchase a license for the FairCom Server. If you do not have a license for the FairCom Server, your system will not run.

To convert to SoftDent v19.0.1 Client/Server:

- 1 Verify that all programs on the server are closed, navigate to the SoftDent **ISO** file, and click it. The **Directory** window is displayed.
- 2 Double-click **InstallMenu.exe**. 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.
- 3 Select **Convert to SoftDent v19.0.1, FairCom (tm)**. The **Client Server Installation Confirmation** window is displayed.

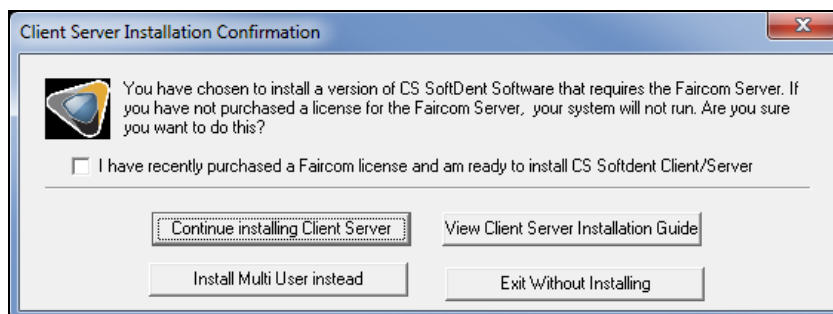


Figure 16 Client Server Installation Confirmation Window



Tip: You might want to click **View Client Server Installation Guide** and print the guide for reference.

- 4 Select **I have recently purchased a Faircom license and am ready to install CS SoftDent Client/Server**, and click **Continue installing Client Server**.
- 5 Follow the on-screen instructions.

Using the CS Software Update Service

The CS Software Update Service (SUS) notifies you that a Carestream software update is available and enables you to view, schedule, and start the installation of the updates.

CS Software Update Service Benefits

The SUS provides the following benefits:

- Updates give you the latest features.
- Updates are fast and efficient.
- Updates are delivered automatically to your desktop.
- Updates are securely downloaded and verified.
- You can schedule updates during non-working hours.

CS Software Update Service Features

Features of the SUS include:

- The service provides additional information about each update; you decide if and when to update.
- The service works behind the scenes and does not disrupt your workflow.
- The service uses the same technology as Microsoft to deliver updates.
- The service alerts you if there are issues.
- The service utilizes a simple registration procedure that uses the same account details as other Carestream Dental services.
- The service collects only the information necessary to operate the service (email address, account number, Carestream Dental software versions installed, and a number assigned to your site and each PC).
- You receive no additional or intrusive marketing information.

Configuring the CS Software Update Service

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



Note: You need to configure the service only once, and it can be done on any machine, including the server.



Tip: Have your account ID/CustomerID number handy, as you will be asked for this information during the configuration process. If you don't know your account ID/CustomerID number, before you start the configuration process, launch SoftDent (on another machine, if necessary). From the **Help** menu, click **About SoftDent**. Click **Show License Details**. Locate the CustomerID number.

To configure the CS Software Update Service:

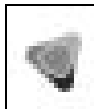
1 Do **one** of the following:

- After installing the latest version of CS SoftDent, double-click the **CS SoftDent** icon on your desktop.



Note: If you have already set up the update service, the **SoftDent Login** window is displayed.

- Right-click the CS triangle logo and select **Configure Update Service**.



Note: If you have already set up the update service, the **CS Software Update Service – Configure the Software Update Service** window is displayed.

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



The **CS Software Update Service – Start Using the CS Software Update Service (SUS)** window is displayed.

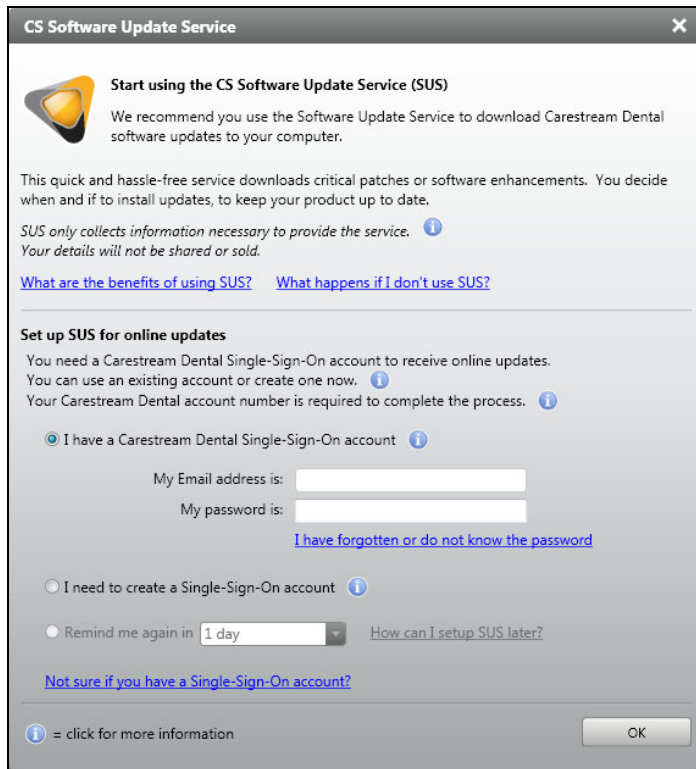


Figure 17 CS Software Update Service – Start Using the CS Software Update Service (SUS) Window

- 2 If you have a Carestream single-sign-on (SSO) account, type your email address and password, and click **OK**. The **CS Software Update Service – Account Details Accepted** window is displayed.

Tip: Not sure if you have a single-sign-on account?



- You might have created an SSO account for the Customer Portal.
- A Carestream Dental Institute representative might have created an SSO account for you, in which case you would use your email address and the password **mwonline** (unless you changed your password).
- Your email address is always the login for your SSO account.



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



Note: If you do not know your password and must reset it, the password is changed for other services accessed with that SSO.

- 3 Click **OK**.

OR

If you do not have a single-sign-on account:

- Select **I need to create a Single-Sign-On account** and click **OK**. The **CS Software Update Service – Create Carestream Single-Sign-On Account** message is displayed.

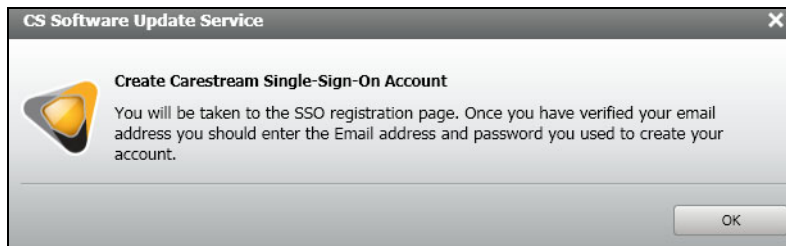


Figure 18 CS Software Update Service – Create Carestream Single-Sign-On Account Message

- Read the message and click **OK**. The **Single-Sign-On** web page is displayed.

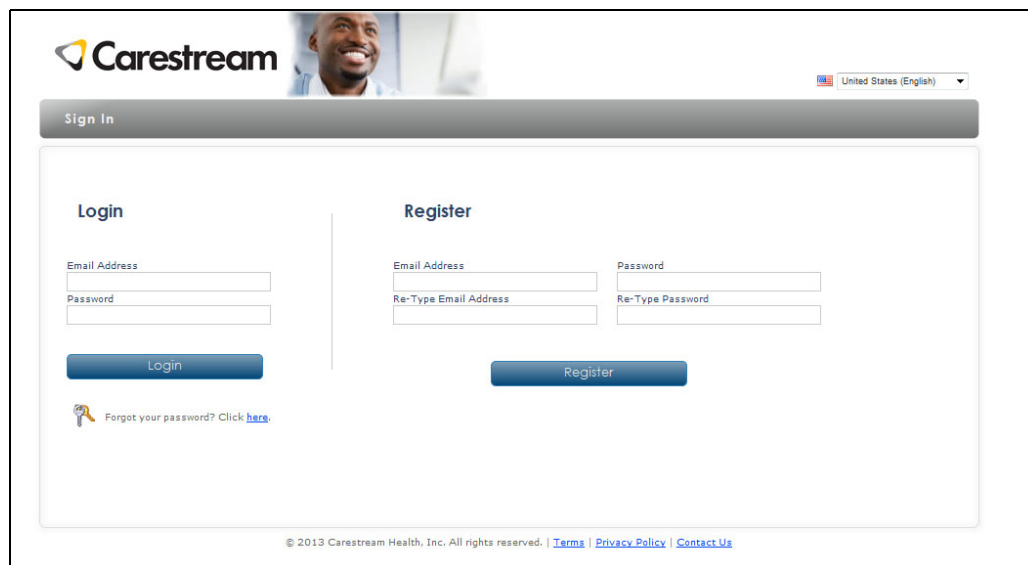


Figure 19 Single-Sign-On Web Page Window

- In the **Register** section of the web page, type your email address and a password, and re-enter the information to confirm it. Click **Register**. The **Account Information** window is displayed.

Figure 20 Account Information Window

- Select your region from the drop-down list and type your account ID (CustomerID) 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.



Tip: To find your account ID/CustomerID number, launch SoftDent. From the **Help** menu, click **About SoftDent**. Click **Show License Details**. Locate the CustomerID number.

- After you have clicked the link on the email verification page, close your web browser and return to the **CS Software Update Service – Start Using the CS Software Update Service (SUS)** window.

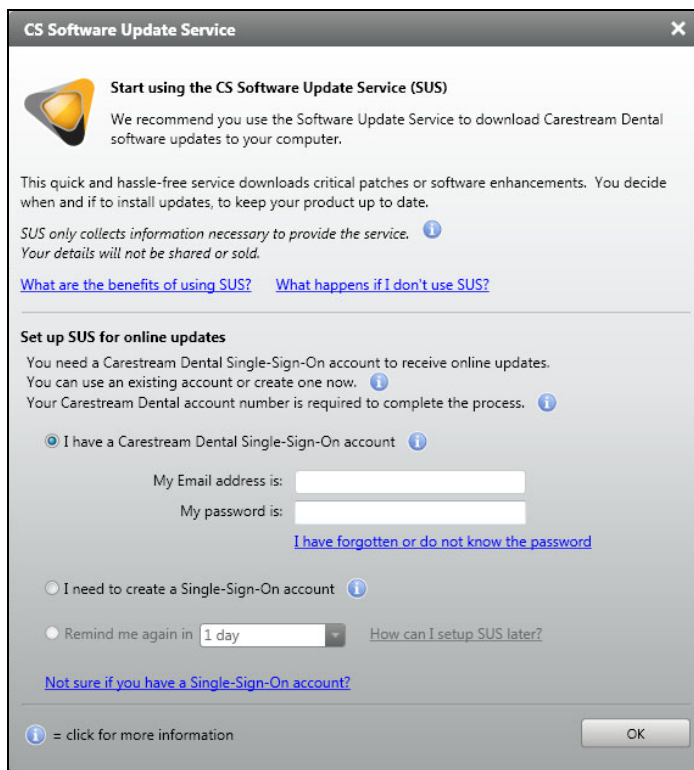


Figure 21 CS Software Update Service – Start Using the CS Software Update Service (SUS) Window

- Type your email address and password, and click **OK**. The **CS Software Update Service – Account Details Accepted** window is displayed.
- Click **OK**.

Authenticating an Existing SSO Account and Configuring the CS Software Update Service

To get the full benefit of the CS Software Update Service, your SSO account must be authenticated and associated with your account number/CustomerID. If you created an SSO account for a service that does not require an account number or if you did not know your account ID at the time you created your SSO account, your SSO account is **not** authenticated.



Important: You will receive only critical updates to your software until you authenticate your SSO account.

To authenticate an existing SSO account and configure the SUS:

- 1 Right-click the CS triangle logo and select **Configure Update Service**. The **CS Software Update Service – Configure the Software Update Service** window is displayed. Note the **[Authenticate]** notation in the **Account No.** section.



Note: If you have multiple accounts, select an account from the list.

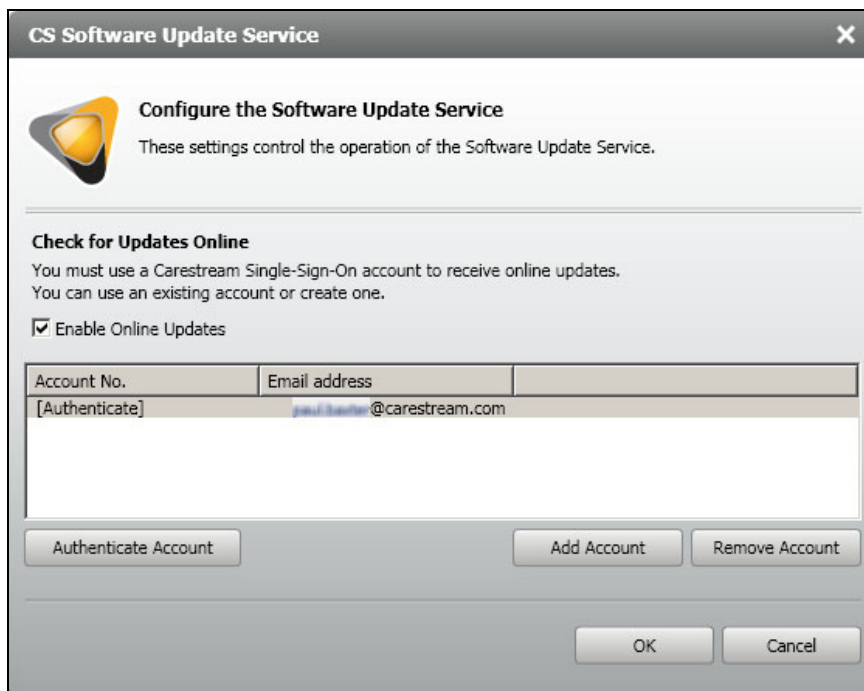


Figure 22 CS Software Update Service – Configure the Software Update Service Window

- 2 Click **Authenticate Account**. The **CS Software Update Service – Authenticate Account** window is displayed.

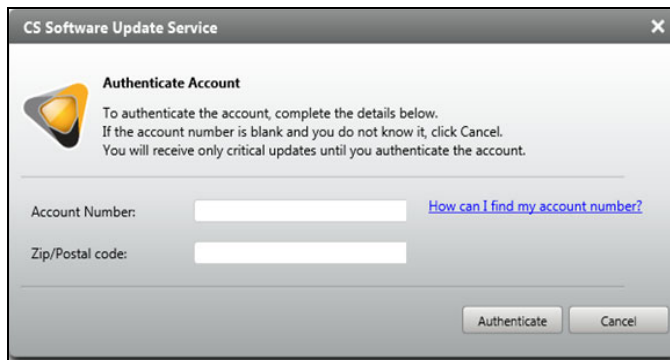


Figure 23 CS Software Update Service – Authenticate Account Window

- 3 Type your account number/CustomerID and your zip code, and click **Authenticate**. The **CS Software Update Service – Account Details Accepted** window is displayed.
- 4 Click **OK**.

Adding Accounts

To add an account to the CS Software Update Service:

- 1 Right-click the CS triangle logo and select **Configure Update Service**. The **CS Software Update Service – Configure the Software Update Service** window is displayed.
- 2 Click **Add Account**. The **CS Software Update Service – Carestream Single-Sign-On** window is displayed.
- 3 Type the email address and password, and click **Sign In**.
- 4 Click **OK**.

Removing Accounts

To remove an account from the CS Software Update Service:

- 1 Right-click the CS triangle logo and select **Configure Update Service**. The **CS Software Update Service – Configure the Software Update Service** window is displayed.
- 2 Select an account from the list and click **Remove Account**.
- 3 Click **OK**.



Note: If you remove all accounts from the list, online updates are disabled.

Updating Your Software Using the CS Software Update Service

All workstations are notified about an update, but you must first install the update on the server using the procedure below. Once you update the server, you are prompted to update the workstations when you start SoftDent.



Tip: You can manually check for updates at any time. Right-click the CS triangle logo and select **Check for Updates**.

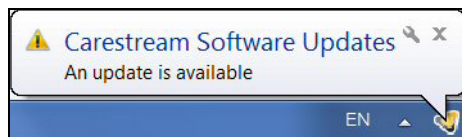


Note: You must restart your computer after an update. You might be prompted to shut down your computer before the update can take place.

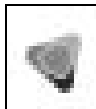
To update SoftDent:

1 Do **one** of the following:

- Click the updates message.



- Right-click the CS triangle logo in the system tray, and select **View Updates**.



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

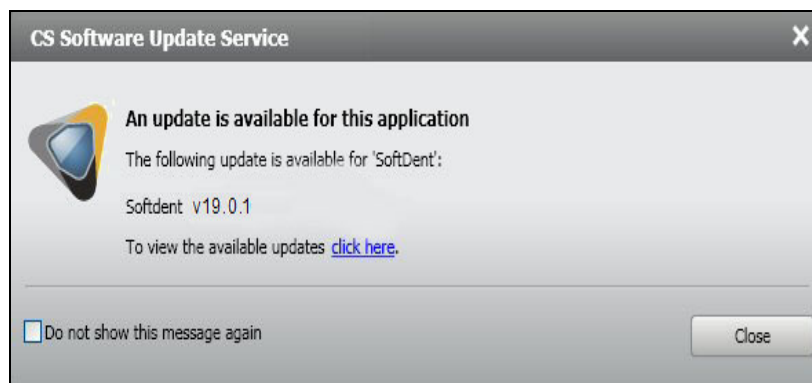


Figure 24 Update Is Available Window

The **CS Software Update Service – Carestream Software Updates** window is displayed.

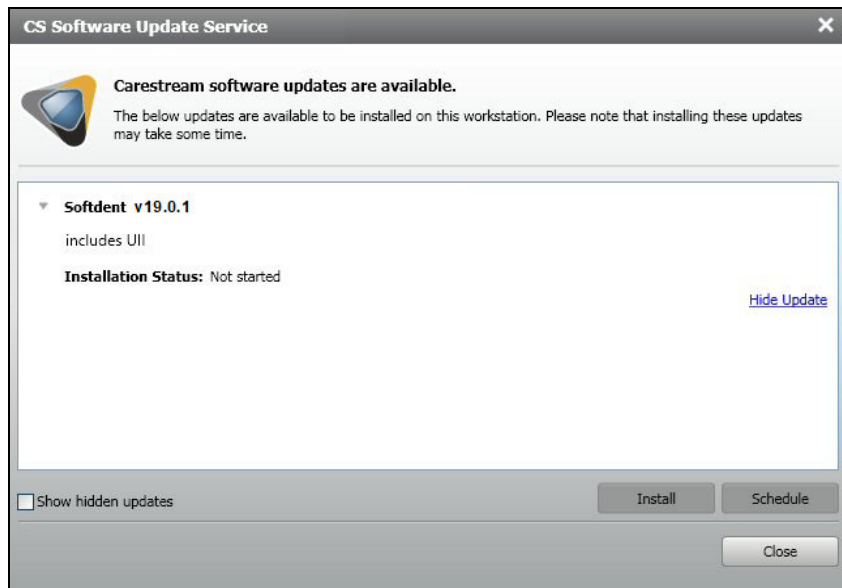


Figure 25 CS Software Update Service – Carestream Software Updates Window

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

OR

- Click **Schedule**. The **CS Software Update Service – Schedule Update Installation** window is displayed.

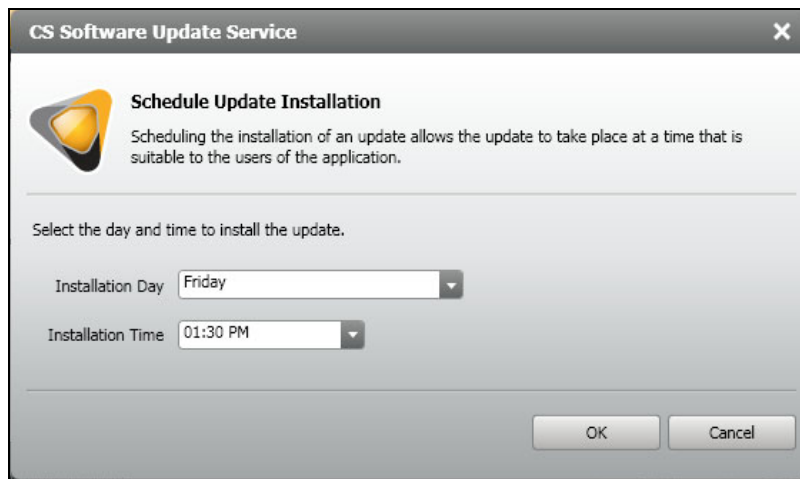


Figure 26 CS Software Update Service – Schedule Update Installation Window

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



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

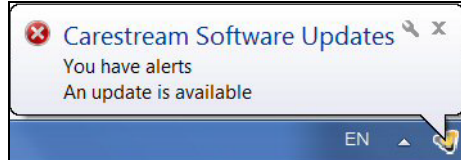
Receiving and Viewing Alerts

You might receive an SUS alert containing information about the service; for example, a message about low disk space or a server connection issue.

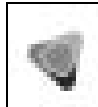
To view alerts:

1 Do **one** of the following:

- Click the alerts message.



- Right-click the CS triangle logo in the system tray, and select **View Alerts**.



The **Carestream Alerts** window is displayed.

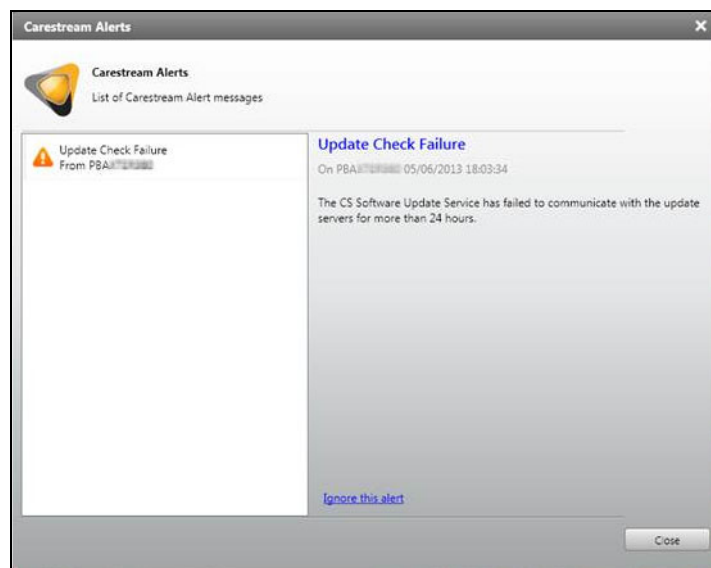


Figure 27 Carestream Alerts Window

2 Read the alert and click **Close**.

