

OL700-03

**WinOMS, a Sensei product**

**Technician's Installation Guide – Sybase  
Versions**

# Notice

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## Table of Contents

Overview.....	1
Technician Acknowledgement.....	1
System Requirements, Installation and Configuration .....	2
Self-Installation Recommendations – Downloading the Installer Files .....	2
Licensing and Registration.....	2
Installing the License File – PWSvr .....	3
Registering the Software .....	3
To Register via the Internet .....	3
To Register by Phone.....	3
Backup and Restore Recommendations .....	4
Configuring the Backup for WinOMS v9.7 and Older – Sybase .....	4
Installation Recommendations .....	5
WinOMS Version 9.x Sybase Instructions .....	6
Updating the Server – v9.x .....	6
Updating Workstations – v9.x.....	9
Installing on a New Server – v9.x .....	10
Installing on a Server – v9.x .....	11
Creating a Database Service – Sybase.....	13
Installing on a Workstation – v9.x.....	15
Updating v9.x on an Existing Workstation .....	15
Installing v9.x on a New Workstation.....	15
Migrating the Data for Sybase Versions Only .....	17
Demoting the Old Server – v9.x .....	18
Promoting the New Server – v9.x.....	18
Configuring Sybase Services after a Server Migration – v9.x .....	19
Configuring Dual Database after a Server Migration – v9.x .....	20
Installing the License File – v9.x .....	21
Creating Registry Edits.....	22
Configuring ODBC Settings.....	22
Install Client Side on Server – v9.x.....	22
Configuring Workstations after a Server Migration – v9.x .....	23
Third Party Products .....	23
List of Third Party Services Compatible Version 9.x .....	23
Related Documentation and Resources .....	24
Installation Troubleshooting – WinOMS Sybase v9.x Versions .....	25

Directories To Configure on a New Computer – On-Premises Configurations.....33

## Overview

This **Technician's Installation Packet** (Tech Pack) outlines the responsibilities of the local technician, and how support can assist. This document covers recommended hardware, network, and software configurations. It also contains information on configuring WinOMS, a Sensei product, as well as migrating the data to a new server, maintaining, and backing up data and necessary files for WinOMS.

WinOMS is a critical systems application that must be running every day with as little down time as possible. In addition to the application, the hardware is critical to ensuring the stability of an automated practice management system. Our hardware recommendations follow what has been tested. Carestream Dental is only able to test WinOMS in a limited number of environments. WinOMS support will work with you as best as we can if you are not following our recommendations, but we will be limited in modifications we can make to get WinOMS working in environments that do not meet the requirements listed in the current **Systems Requirements**.

Carefully read and follow the installation instructions in the **Installation Guide**, and recommendations contained within this **Technician's Installation Guide**. If you have any questions, contact WinOMS support.

## Technician Acknowledgement

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

The local technician is fully responsible for making sure the hardware is configured and the client is trained to save and restore a backup of the WinOMS data and all necessary files for WinOMS. Since there are many types of backup programs, WinOMS support does not train offices on configuring the backup system or restoring a database. If an office must send data to WinOMS support for in-house analysis, send backups on external hard drives, flash media, or internet transfers. No other forms of backup media are accepted for data analysis. Addendums to installation documents will be made, as necessary.

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

WinOMS representatives are highly trained and capable of assisting you to ensure a smooth software/hardware installation and systems upgrade. When contacting support, be sure to have the client's account or phone number ready.

Questions can be emailed directly to [oralsurgerysupport@csdental.com](mailto:oralsurgerysupport@csdental.com) or call support at 800.275.4637.

# System Requirements, Installation and Configuration

Before installing WinOMS or migrating the data, review the following items in the [Resource Library \(gosensei.com\)](http://gosensei.com):

- **System Requirements** – Review before proceeding to ensure the hardware meets or exceeds the current requirements.
  - Locally Hosted or Shared Server
    - [Locally Hosted or Shared Server System Requirements Version 9.7](#)
    - [Locally Hosted or Shared Server System Requirements Version 9.6](#)
  - WinOMS Cloud
    - [WinOMS Cloud System Requirements Version 9.7](#)
- **Configuration Guide** – Review the current configuration recommendations.
- **Installation Guide** – Follow the steps to perform an upgrade or new installation.

## Self-Installation Recommendations – Downloading the Installer Files

Beginning with version 9.7, the **WinOMS Installer** is available for download via the **Dental Practice Management Software Download Service**.

1. Save the **WinOMS Installer** files to the server.
2. Follow the procedures in this document to install or update WinOMS.

Downloading the installer files:

1. On the server, go to [softwaredownload.cs dental.com](http://softwaredownload.cs dental.com). The **Dental Practice Management Software Download Service** login window is displayed.
2. Enter the **Customer ID** and **Zip Code**. Your **Customer ID** is between 6 and 10 digits and is located on the **Support Schedules, Annual Contract Renewals, and any Invoice**.
3. Click **Submit**. The installer file download is displayed, along with instructions.
4. Click **Download** and save the file to the default download location.

**Note:** If the downloaded file is zipped (.zip), right-click and select **Extract All**.

**STOP!** Before you proceed, verify any 3<sup>rd</sup> party vendors used by the office are compatible with the version of the DPMS software downloaded. It is the office's responsibility to check with any 3<sup>rd</sup> party Application/Software companies to ensure that it is compatible with the new version of DPMS/SQL software being installed. Carestream Dental is not responsible for incompatibility issues with 3<sup>rd</sup> party vendors.

## Licensing and Registration

Before removing any software from the old server, copy the contents of the **PWSvr** folder which contains the license file.

### Notes:

- This **PWSVR** folder is normally installed within the **WinOMSCS** folder on the data server. This location may vary if the office is using **Carestream Dental Oral Imaging**.

- Install the license file on the new server before installing the software on the workstations.
- If you do not have a current copy of the license file, contact support. The support team can either send a copy via email or connect to the server and upload a copy.

## Installing the License File – **PWSvr**

When a prompt to install the license file is displayed while installing or opening WinOMS, do the following:

1. Browse to the location of the saved **PWSvr** file.
2. Select the file.
3. Click **OK**.

## Registering the Software

When a prompt to register the software is displayed while installing or opening WinOMS, register the software using one of the following methods:

- **Register online via the internet**
- **Contact support by phone**

**Note:** If you are unable to register the software at this time, click **Cancel** to continue with the update. You have seven days to register the product.

### To Register via the Internet

1. Select **Automatically via the Internet**.
2. Click **OK**. The **Registration Code** window is displayed while the code is generated.
3. After the registration code is obtained, the **Installation Complete** window is displayed.
4. Click **Finish**.

**Note:** If you have registered the software more than three times, you will be required to contact support to receive a registration code.

### To Register by Phone

1. Select **Contact support by telephone**.
2. Click **OK**.
3. Contact support using one of the following methods:
  - Call 800.275.4637.
  - Email [oralsurgerysupport@csdental.com](mailto:oralsurgerysupport@csdental.com).
4. Provide the **Customer ID** and **Hardware ID** information from the **Registration** window when contacting support. These numbers are used to generate the **Registration Code**.
5. Type the registration code in the **Registration Code** field.

**Note:** Use capital letters when typing the registration code.

6. Click **OK**. The **Installation Complete** window is displayed.
7. Click **Finish**.

## Backup and Restore Recommendations

This section covers recommendations for configuring a backup routine for WinOMS data and related files. When setting up the backup routine, review the following sections in the **WinOMS Configuration Guide** in the [Resource Library](#) for more information.

- Backing Up Data
- Using a Backup Checklist
- Establishing a Backup Routine
- Managing Files and Backup Media

The WinOMS practice is responsible for maintaining backups of the WinOMS data. We recommended backing up the entire **WinOMSCS** folder daily to ensure the database and all other items pertinent to running WinOMS are backed up. Work with your hardware vendor to create and maintain a backup routine that is specific to your practice.

On-premises WinOMS data is stored on the server in the following folder:

- **(ServerDataDrive):\WinOMSCS\Data**

**Note:** If the data was installed in a location other than the default directory, configure the backup system to back up the actual data location.

## Configuring the Backup for WinOMS v9.7 and Older – Sybase

**Important:** Before installing or updating WinOMS, we recommend you back up any important data and the entire **WinOMSCS** folder on the server which includes the data files. WinOMS does not support live backups as it can interfere with auto-lock features of the software. Support does not provide the database password. Backups should be performed by a System Administrator.

The **Sybase** data files are:

- **mdsdb.db**
- **mdsdb.log**
- **mdsdb.bak**

The network server must be configured to automatically stop and start the **Sybase database service** as part of the backup process. If the database service is not stopped, the database will not be backed up successfully. WinOMS does not support live backups. The database can be stopped and started by using **Sybase Central** or by using **net stop** and **net start** commands. We recommend using **net stop** and **net start** commands.

- Before the backup, stop the database service using: **Net stop ASANYs\_SQLMDS**
- After the backup, start the database service using: **Net start ASANY's\_SQLMDS**

**Note:** In these examples, the name of the database service is **SQLMDS**. Replace **SQLMDS** with the correct service name if it is different for the practice.

Depending on how the local technician configures the backup system, these commands may be used in a variety of ways. The commands can be *contained in a batch file* on the server or *may be included as additional commands the backup software automatically executes* before and after the backup occurs. We recommend automating the process by using the commands within batch files and using the Windows **at** command to run the batch files.

**Examples:**

- **at 23:59/every:m,t,w,th,f c:\Backup\Dbstop.bat**
- **at 05:00/every:t,w,th,f,s c:\Backup\Dbstart.bat**

To summarize:

1. Install and configure the backup software.
2. Create batch files for stopping and starting the database.
3. Use **at** commands to schedule the batch files to stop the database before the backup is scheduled to run and start the database before the office opens in the morning.
4. Do a test run to ensure the batch files work and the backup runs successfully.
5. Restore from a backup to ensure the backup was completed correctly.

## Installation Recommendations

**Important:** Before installing or updating WinOMS, we recommend you back up any important data and the entire **WinOMSCS** folder on the server which includes the data files.

- Purchase only fully tested devices listed in the [\*\*System Requirements\*\*](#).
  - While some non-recommended hardware performs acceptably with WinOMS, it remains the responsibility of the hardware technician to maintain the performance of the non-recommended hardware in question. If you are unsure as to whether a particular device is compatible with WinOMS, email [oralsurgerysupport@csdental.com](mailto:oralsurgerysupport@csdental.com) or call support at 800.275.4637.
- Review the enhancement features for the new version in the **Release Notes** and **What's New** section of the **Online Help Guide** in the [\*\*Resource Library\*\*](#).
- WinOMS v10 requires an **MSSQL** license before installation. If the office does not have an **MSSQL** license, contact our sales department at [Dpmssales.us@csdental.com](mailto:Dpmssales.us@csdental.com).
- When replacing the server, make sure the workstations can browse via UNC path to the new server.
  - Any password prompts must be turned off or server credentials must be entered to allow the workstations to connect to the server.
- The **WinOMSCS** folder must be shared with full control permissions and file security must be set for **Everyone** with **Full Control**.
- Set the screen resolution to **1280x1024** or higher to properly display information in WinOMS. If using the **Electronic Medical Records (EMR)** feature, the recommended resolution is **1440x900**.
- Configure the hardware and software firewall to open the following ports internally:
  - For offices using **Sybase**, open the **2638** port.

- For remote WinOMS login, a firewall exception is required for the **dbsrv9.exe**. The file can be located in either of the following locations depending on the operating system:
  - **C:\Program Files\Sybase\SQL Anywhere 9\win32\dbsrv9.exe**
  - **C:\Program Files\Sybase\SQL Anywhere 9\x64\dbsrv9.exe**

**Note:** A firewall exception is also required for **MDCS.exe**.

  - **File Location:** Root of the **WinOMSCS** folder
- The update process updates existing files, adds new files, and removes outdated WinOMS files on the server. For v9.x or earlier, the **SQLMDS** service must be running during the update. The process also updates the **Sybase Database Engine**. The **SQLMDS** services must be running to start the update.
- A server installation creates and installs the database engine that runs the database and the server portion of the practice management software that connects to the database.
- WinOMS updates must be installed on the server before the update is run on each workstation in the network. Workstation updates can be run simultaneously. When a workstation is updated, a user can log into WinOMS if needed while other workstations are being updated.

## WinOMS Version 9.x Sybase Instructions

**Important:** Before installing or updating WinOMS, we recommend you back up any important data and the entire **WinOMSCS** folder on the server which includes the data files.

The following instructions cover the processes for first-time WinOMS installations and updating existing installations for Sybase versions of WinOMS, versions 9.7 or older. Read this document carefully before proceeding.

Sybase version 9 is installed on the server from the WinOMS disk or ISO file.

- If updating existing software, follow the steps in the [Updating the Server – v9.x](#) and [Updating Workstations – v9.x](#) sections.
- If performing a new installation, follow the steps in the [Installing on a New Server – v9.x](#) and [Installing on a Workstation – v9.x](#) sections.

### Updating the Server – v9.x

Before beginning the update, verify the **WinOMSCS** folder on the server is shared with full read and write permissions.

#### Notes:

- If you are upgrading from a version of WinOMS prior to v9.x, the **Sybase Client Drivers** window is displayed during the client installation. Follow the instructions on the window. The steps are in the [Installing on a New Server – v9.x](#) section.
- The **Sybase Service** cannot be running during a new server install and only installs the current version from the **Server Side – Install** selection. The **Sybase Service** must be running when selecting a **Server Side – Update** and after the install is completed.

To update WinOMS on the server:

1. Shut down all workstations in the network and close all programs on the server. All users must be logged out of WinOMS.
2. Ensure the **Sybase database service** is running.
3. Navigate to the location of the **ISO** file uploaded by support.
4. Right-click the **ISO** file and select **Mount**.
5. Right-click **Setup.exe** and select **Run as administrator**.

**Notes:**

- If you have a zipped file of the disk instead of the **ISO** file, unzip the file. Map a path to the **Setup.exe** file. Right-click **Setup.exe** and select **Run as administrator**.
- The installer checks the computer for **Microsoft .NET Framework 3.5 Service Pack 1 (SP1)**.
  - If the files are present, the installation proceeds as usual.
  - If the files are not present, the installation of **SP1** proceeds automatically. After **SP1** is installed, a prompt to restart the computer is displayed. Restart the computer. If the installation does not continue after the restart, repeat step 5.
  - After **SP1** is confirmed or installed, the **Select Component** window is displayed.

CS WinOMS Version: 9.7



6. Select **Server Side - Update**.
7. Click **Next**. The **Server Data Drive** window is displayed.



8. Either accept the defaults or select a drive from the **Server Data Drive** drop-down list and edit the **Server Name** field to match the name of the **Sybase database service**.

**Note:** When running the install, the **SQLMDS** parameters can be edited to point to one database only. **Example:** To update the second database, run the update steps again and change the parameters to location of the second dataset:

**-n SQLMDS C:\WinOMSCS\Data2\mdsdb2.db -x tcpip**

9. Click **Next**. The **Automatic Administrator Log-in Settings** window is displayed.



10. Select **Use Automatic Administrator Log-in**.

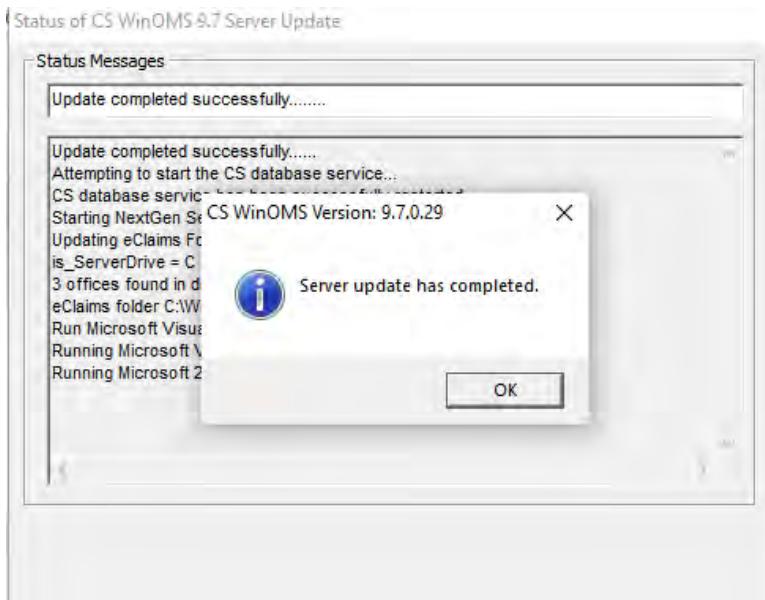
11. The **User Name** field defaults to the Windows login name. Enter the corresponding password.

**Notes:**

- The user must have administrator privileges.
- If you do not want to take advantage of the **Automatic Administrator Log-in** feature, you must manually log into the server to run WinOMS.

12. Click **Next**. A message is displayed stating the software is ready to be installed. Allow the update to run.

13. Click **Finish**. A message is displayed stating the server installation is complete.



14. Click **OK**.

15. Click **Exit**.

You can now update the workstations.

## Updating Workstations – v9.x

To update WinOMS on a workstation:

1. Navigate to the location of the **ISO** file.
2. Right-click the **ISO** file and select **Mount**.
3. Right-click **Setup.exe** and select **Run as administrator**.

### Notes:

- If you have a zipped file of the disk instead of the **ISO** file, unzip the file. Map a path to the **CSInstaller** folder. Right-click **Setup.exe** and select **Run as administrator**.
- The installer checks the computer for **Microsoft .NET Framework 3.5 Service Pack 1 (SP1)**.
  - If the files are present, the installation proceeds as usual.
  - If the files are not present, the installation of **SP1** proceeds automatically. After **SP1** is installed, a prompt to restart the computer is displayed. Restart the computer. If the installation does not continue after the restart, repeat step 3.
  - After **SP1** is confirmed or installed, the **Select Component** window is displayed.

CS WinOMS Version: 9.7



4. Select **Client Side**, and **I understand that the client side of WinOMS v9.7 only runs on Windows 7, 8.1 and 10.**
5. Click **Next**. The **Target Directory** window is displayed.

CS WinOMS Version: 9.7 Update



6. Either accept the default or edit the path in the **Target Directory** field.
  - o The target directory is the location where the update should be installed.
7. Click **Next**. The **WinOMS Version 9.7 Update** window is displayed.
8. Click **Finish**. The **Status of WinOMS 9.7 Client Update** window is displayed while the update is running. A message is displayed when the installation is complete.
9. Click **OK**.
10. Click **Exit**.
11. Repeat the steps to update WinOMS on each computer in the network.

## Installing on a New Server – v9.x

To install WinOMS, version 9.x, for the first time, on a new server you must install the software in the following order:

1. Install WinOMS on the server.

2. Install WinOMS on the workstations.

### Installing on a Server – v9.x

During a new installation, WinOMS files are copied to the hard drive of the server. A new installation also installs the **Sybase Network Database Server, version 9.7**, on the server.

**Note:** The **Sybase Services** cannot be running during a new server install and only installs the current version from the **Server Side – Install** selection. The **Sybase Services** must be running when selecting a **Server Side – Update** and is run after the install is completed.

1. Shut down all workstations in the network and close all programs on the server. All users must be logged out of WinOMS.

**Note:** The server installation requires the **Sybase** license included in the **WinOMS** software.

2. Right-click the **ISO** file and select **Mount**.
3. Right-click the **Setup.exe** and select **Run as administrator**.

#### Notes:

- If you have a zipped file of the disk instead of the **ISO** file, unzip the file. Map a path to the **Setup.exe** file. Right-click **Setup.exe** and select **Run as administrator**.
- The installer checks the computer for **Microsoft .NET Framework 3.5 Service Pack 1 (SP1)**.
  - If the files are present, the installation proceeds as usual.
  - If the files are not present, the installation of **SP1** proceeds automatically. After **SP1** is installed, a prompt to restart the computer is displayed. Restart the computer. If the installation does not continue after the restart, repeat step 3.
  - After **SP1** is confirmed or installed, the **Select Component** window is displayed.



4. Select **Server Side – NEW Install**.
5. Click **Next**. The **Server Data Drive** window is displayed.



6. Either accept the defaults or select a drive from the **Server Data Drive** drop-down list and edit the **Server Name** field to match the name of the **Sybase database service**.
7. Click **Next**. The **Automatic Administrator Log-in Settings** window is displayed.



8. Select **Use Automatic Administrator Log-in**.
9. The **User Name** field defaults to the Windows login name. Enter the corresponding password.

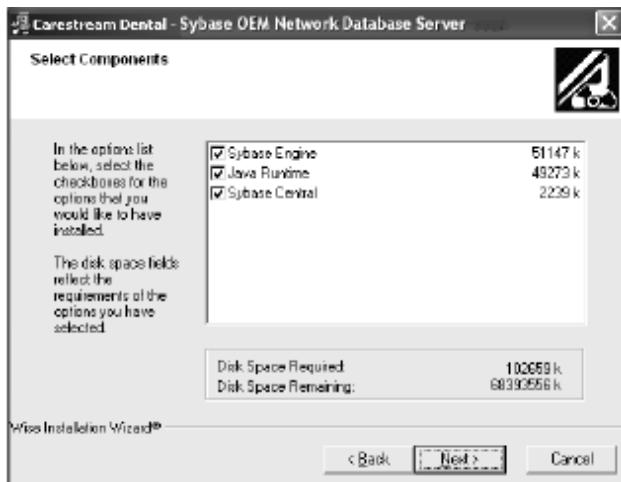
**Notes:**

- The user must have administrator privileges.
- If you do not want to take advantage of the **Automatic Administrator Log-in** feature, you must manually log into the server to run WinOMS.

10. Click **Next**. A message is displayed stating the software is ready to be installed.
11. Click **Finish**. A message is displayed stating the install folder must be shared with full access to all users.
12. Navigate to the **WinOMSCS** folder on the server. Share the folder with full read and write permissions.
13. Return to the message and click **OK**. The **Sybase OEM Network Database Server – Welcome** window is displayed.

**Note:** When installing on a 64-bit operating system, such as *Microsoft Windows Server 2008 64-bit*, the **Sybase OEM Network** windows are not displayed. The **Sybase** drivers are installed, before a prompt to restart the computer is displayed.

14. Read the information on the **Welcome** window and click **Next**. The **Sybase OEM Network Database Server - Select Components** window is displayed.

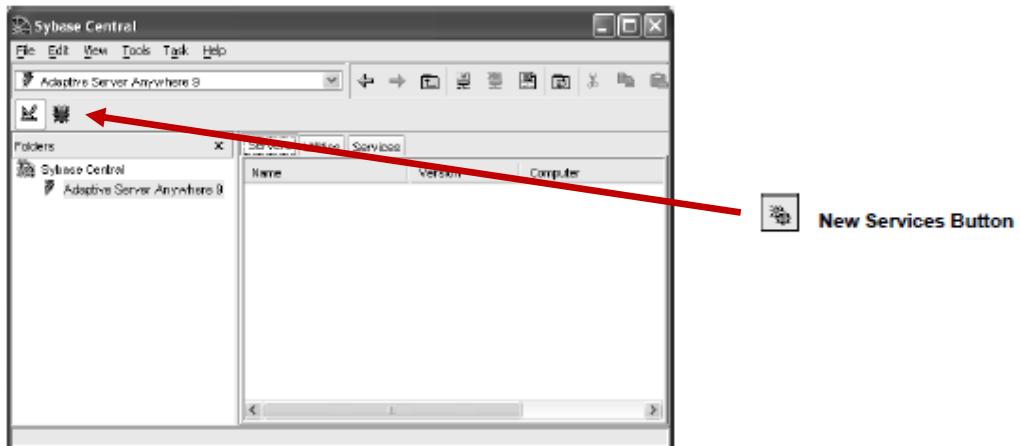


15. By default, all Sybase components are selected. Do not change these selections. Click **Next**. The **Sybase OEM Network Database Server - Start Installation** window is displayed.
16. Click **Next**. The **Sybase OEM Network Database Server** window displays the progress of the installation. This window remains open during the Sybase installation. A message is displayed when the installation is complete.
17. Click **Finish**. A prompt to restart the computer is displayed.
18. Click **OK** to restart the computer. After the installation is complete, a prompt to install the license file is displayed.
19. Follow the steps in the [Installing the License File](#) section to install the license file.
20. Follow the steps in the [Registering the Software](#) section to register the software.

### Creating a Database Service – Sybase

After installing WinOMS on the server, you must create a database service in **Sybase Central**.

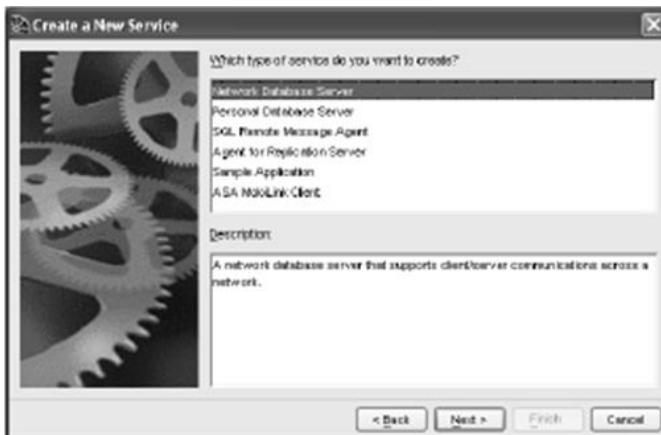
1. Double-click the **Sybase Central** icon on the desktop. The **Sybase Central** window is displayed.



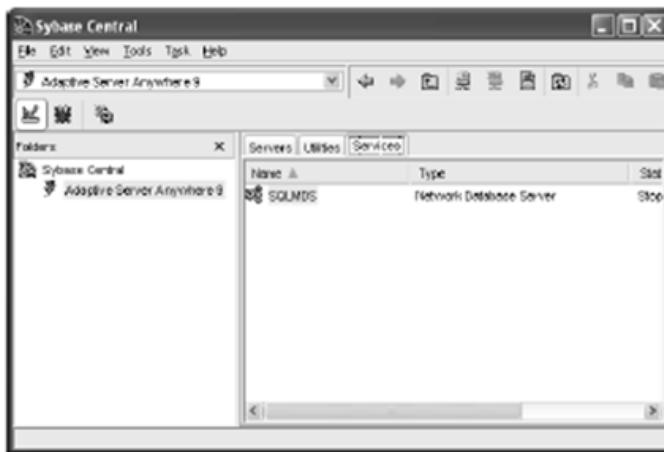
2. Click **Adaptive Server Anywhere 9** in the **Folders** list and select the **Services** tab in the right pane. The **New Services Button** is displayed above the **Folders** list.
3. Click the **New Services** button. The **Create a New Service** wizard is displayed.



4. Type **SQLMDS** in the field and click **Next**. A prompt to select a service type is displayed.



5. Select **Network Database Server** and click **Next**.
6. Click **Next** to accept the default selection. A prompt to specify parameters is displayed.
7. Type **-n SQLMDS (ServerDataDrive):\WinOMSCS\Data\mdsdb.db -x tcpip** and click **Next**.
  - o Replace (ServerDataDrive) with the server drive letter.
  - o A prompt to select the account service is displayed.
8. Select **Local System Account**. Ensure the **Allow service to interact with desktop** option is selected and click **Next**.
9. Select **Automatic** and click **Next**.
10. Click **Finish**. The **Sybase Central** window with the **SQLMDS** service is displayed.



11. Right-click the **SQLMDS** service and click **Start** to start the service. A green light is displayed before the **SQLMDS** service name.
12. Restart the v9.7 update following the steps in the [Updating the Server – v9.x](#) section.

## Installing on a Workstation – v9.x

**Note:** The server installation must be complete before installing WinOMS on the workstations.

### Updating v9.x on an Existing Workstation

1. Verify the server is running.
2. Log into **WinOMS** on the workstation. A prompt is displayed stating it has detected a new version of the software and asks if you want to update now.
3. Click **Yes** to proceed with the update.
  - o If the update does not run automatically, follow the steps in the next section to install v9.x.

### Installing v9.x on a New Workstation

1. Verify the server is running.
2. Navigate to the location of the **ISO** file.

3. Right-click the **ISO** file and select **Mount**.
4. Right-click the **Setup.exe** and select **Run as administrator**.

**Notes:**

- If you have a zipped file of the disk instead of the **ISO** file, unzip the file. Map the path to the **CSInstaller** folder. Right-click **Setup.exe** and select **Run as administrator**.
- The installer checks the computer for **Microsoft .NET Framework 3.5 Service Pack 1 (SP1)**.
  - If the files are present, the installation proceeds as usual.
  - If the files are not present, the installation of **SP1** proceeds automatically. After **SP1** is installed, a prompt to restart the computer is displayed. Restart the computer. If the installation does not continue after the restart, repeat step 4.

After **SP1** is confirmed or installed, the **Select Component** window is displayed.



5. Select **Client Side**, and select **I understand that the client side of CS WinOMS v9.7 only runs on Windows 7, 8.1 and 10**.
6. Click **Next**. The **Target Directory** window is displayed.



The **Target Directory** defaults to **C:\WinOMSCS\** and should not be changed.

7. Click **Next**. The **WinOMS Version 9.7 Installation Finish** window is displayed.
8. Click **Finish**. The **Sybase Client Drivers** window is displayed.
9. Enter the *server IP address*.
  - If you use static IP addresses on the workstation, enter the IP address of the current workstation.
  - There will be fields to enter both server IP and workstation IP addresses.
10. Click **Next**. The **Sybase Client Drivers - Start Installation** window is displayed.
11. Click **Next**. A message is displayed stating the **Sybase** client drivers have been successfully installed.
12. Click **Finish**. The **Status Messages** window is displayed, indicating the progress of the installation. When the installation is complete, a prompt to restart the computer is displayed.
13. Click **Yes** to restart the computer. After the installation is complete, the **WinOMS** icon is displayed on the desktop.
14. Repeat the steps to install WinOMS on each computer in the network.

## Migrating the Data for Sybase Versions Only

- Download the **WinOMS install files** prior to performing the Sybase migration to a new server. See the [Self-Installation Recommendations – Downloading the Installer Files](#) section for steps on downloading the installation files.
- Confirm the number of databases to be updated using one of the following methods.

**Sybase:**

  - On the old server, open **Parameters in Sybase Central**.
  - Verify the databases in the **ODBC** settings. If multiple databases exist, the databases will be labeled *mdsdb* and *mdsdb1*.
    - If there are multiple databases follow the steps in the [Configuring Dual Database after a Server Migration – v9](#) section.
  - If possible, keep the new *server name* and *IP address* the same as the old server.
  - If possible, ensure the **WinOMS** folder on the new server is shared with the same name as the old share, usually **MDCS** or **WinOMSCS**.
- Set sharing and security permissions on the new data folder to **Full Control for Everyone with full read and write permission**. Do the same for **Domain** users and **Authenticated Users** groups, if used.

## Demoting the Old Server – v9.x

To demote the old server:

1. Double-click the **Sybase (SQL) Central** icon on the desktop.
2. Double-click **Adaptive Server Anywhere 9**.
3. Select the **Services** tab on the upper-right side of the pane.
4. Right-click **SQLMDS** and select **Stop**.
5. Right-click **SQLMDS** and select **Properties > General**.
6. Set **Startup type** to **Disabled**.
7. Click **OK** to save changes and exit **Sybase Central**.
8. Right-click the **PracticeWorks Server** icon (*gold key*) in the task bar and select **Exit PracticeWorks Server**.
9. Copy the license files **pwlf.dat** and store it on the desktop of the new server. Rename the **PracticeWorks Server** icon. The license file is located in the **PWSvr** folder.
  - o Open the **PWSvr** directory on the server, for example, **F:\WinOMSCS\PWSvr**. Rename the **pwsrv.exe** file to **pwsrv.exe\_OLD**.
10. Locate the **PWSvr** and **MDCSRegistered** folders in the **WinOMSCS** folder on the server and rename them to **PWSvr\_OLD** and **MDCSRegistered\_OLD**.
11. Copy the entire **WinOMSCS** folder from the **OLD SERVER** to the **NEW SERVER**. The **WinOMSCS** folder **MUST** be on the root of the drive, for example, **E:\WinOMSCS**.
12. Turn off the old server or remove the server from the network.

## Promoting the New Server – v9.x

To promote the new server:

1. Share the **WinOMSCS** folder copied from the old server. Use the same **share name** that was used on the old server, usually **WinOMSCS** or **MDCS**.
2. Set the **Sharing** and **Security** permissions on the **WinOMSCS** or **MDCS** folder as follows:
  - o Set permissions for **Everyone** to **Full Control**.
  - o If **Domain Users** or **Authenticated Users Groups** are used, set permissions to **Full Control**.
3. Ensure **.NET 3.5 Framework** in **Server Manager > Features** is enabled.
  - o A reboot is **required** after **.NET 3.5 Framework** is installed or enabled.
4. Install WinOMS as per the instructions in the [Installing on a Server – v9.x](#) section.
5. After the computer restarts during the installation, click **OK** on the prompt stating the **mdsdb** file is present. **This step ensures the data **WILL NOT** be overwritten.**
6. When the **Server-Side** install is complete, configure the **Sybase SQLMDS Service** and start the database service following the steps in the [Configuring Sybase Services After Server Migration – v9.x](#) section. If an error is generated when starting the **SQLMDS** service, follow the steps in the [Unknown Error Starting SQL Service in Sybase](#) section to resolve the issue.

7. Verify the **PracticeWorks Server** icon (*gold key*) is running in the system tray.
  - o If the *gold key* is not running, make sure the **PWClient** path on the server is set to a [drive letter path](#). Follow the steps to set the path in the [Updating the PWClient License Path](#) section, then double-click the **PWSvr.exe** file to launch.
8. If the name of the new server is different from the old server, run the **cstoolkit** utility to update the server directory. Follow the steps in the [Updating the Server Directory Using CSToolkit](#) section.
9. Add an exception for any software or hardware firewalls. The file to be excluded or allowed is the **dbsrv9.exe** located at:
  - o On 32-bit operating systems:
    - i. **C:\Program Files\Sybase\SQL Anywhere 9\win32\dbsrv9.exe**
  - o On 64-bit operating systems:
    - i. **C:\Program Files\Sybase\SQL Anywhere 9\x64\dbsrv9.exe**
10. Configure the firewall to open the **2638** port for **UDP**.
11. If updating the software version as well as installing the new server, run the update again to update the database to the current version installed on the server. Follow the steps in the [Updating the Server – v9.x](#) section.
12. Configure nightly backups for the new server.

**Notes:**

- o **WE DO NOT SUPPORT LIVE BACKUPS.**
- o The **Sybase SQL** service for the database is REQUIRED to be STOPPED to ensure a valid copy of the database is made during backup process.
- o Online backup services are supported as long as the Sybase SQL service is STOPPED prior to the backup initiating.
- o Follow the steps in the [Configuring the Backup for WinOMS v9.7 and Older – Sybase](#) section to stop and start the database service.

#### Configuring Sybase Services after a Server Migration – v9.x

1. Double-click the **Sybase Central** or **SQL Central** icon on the desktop.
2. Double-click **Adaptive Server Anywhere 9**.
3. Select the **Services** tab.
  - o If **SQLMDS** is listed in the services, verify it has a green light.
  - o If **SQLMDS** is not listed in the services, continue to the next steps.
4. Select **File > New Service**.
5. Type **SQLMDS** in the field and click **Next**.
6. Select **Network Database Server** and click **Next**.
7. Confirm the **Sybase** executable path is correct for the operating system on the server.
  - o For 32-bit: **C:\Program Files\Sybase\SQL Anywhere 9\win32\dbsrv9.exe**
  - o For 64-bit: **C:\Program Files\Sybase\SQL Anywhere 9\x64\dbsrv9.exe**

8. Type **-n SQLMDS (ServerDataDrive):\WinOMSCS\Data\mdsdb.db -x tcpip** in the **Parameters** field.
  - o Replace *(ServerDataDrive)* with the server drive letter.

**Note:** Only complete steps 9 and 10 if the client uses **ePrescriptions**. If the client does not use **ePrescriptions**, skip to step 11.

9. Click the end of the **SQLMDS WinOMS string** and press **Enter** to drop to the next line.
10. Type **-xs http (port=8081)** on the new line. **Do not cut and paste. The string must be entered manually.**
11. Select both the **Local System Account** and **Allow service to interact with desktop** options.
12. Select **Automatic Startup**.
13. Select **Start services now**.
14. Click **Finish**. The **SQLMDS** service is now running. A green light is displayed before the **SQLMDS** service name.

#### Configuring Dual Database after a Server Migration – v9.x

1. Verify everyone is logged out of each WinOMS database before doing a server migration.
2. Verify the number of databases to be transferred to the new server.
3. If the old server is accessible, verify the **ODBC settings** for each database. These settings can be used to configure the **ODBC settings** on the new server.
4. Verify each database is included in the **Sybase Central** parameters.
  - o When updating, verify all databases are updated to the same version.
 

**Example:** If updating from v9.6 to v9.7, verify all databases are updated to the same version before continuing to work in WinOMS.
  - o The first time the update is run, the first database, **mdsdb**, is updated. Run the install a second time. During the install, click the ellipses. Then navigate to and select the **Data2** directory in the **Target Directory** field to update the second database, **mdsdb2**.



5. Ensure a copy of each database is accessible on the new server.
6. Each database will have its own license file. Transfer the license files to the new server. Contact support for the licenses if replacement files are needed.
7. After completing the migration, test logging into WinOMS for each database.

Follow the instructions in the next sections to configure the **ODBC** and **Registry** edits required on the new server after a server migration when using multiple databases.

## **Licensing for Dual Databases – v 9.x**

In a dual database configuration, each database is required to have its own license file. This section covers the steps for configuring files for the second database.

1. Stop the service **SQLMDS**.
2. Create a new folder on the server named **Data2**; for example, **C:\WinOMSCS\Data2**.
3. Copy the new database to the **Data2** folder; for example, **mdsdb2.db**.
4. Open **Sybase Central** from the desktop.
5. Select the **Services** tab.
6. Right-click **SQLMDS** (service name) and select **Properties**.
7. Select the **Configuration** tab.
8. Edit the parameters to add the path to the second database. **Example:** Type  
**-n SQLMDS c:\WinOMSCS\Data\mdsdb -x tcpip c:\WinOMSCS\Data2\mdsdb2.**
9. Click **Save**.
10. Change the **Log File** setting in **Sybase Central**.
  - Go to **Tools > Adaptive Server 9 > Change Log File Settings**.
  - Browse to **mdsdb2** on the server.
  - Accept all default settings.
  - Set the path for the log file to **c:\WinOMSCS\Data2\mdsdb2.log**.
11. Start the service **SQLMDS**.

## **Installing the License File – v9.x**

1. Copy the license file into the **PWSvr** folder.
  - If the office has a dual database setup, copy the license file for each database into the **PWSvr** folder in the **Data** and **Data2** folders.
2. Open the **PracticeWorks** server and note the **ID** numbers.
3. Go to **Start > Run** and type **regedit**.
4. Press **Enter**.
5. Go to **HKEY\_LOCAL\_MACHINE > Software > PracticeWorks**.
6. Right-click **PWRegSvrLicFileID**.
7. Select **Modify**.
8. Set **Value** to 1.

**Note:** This is the **ID** number for the first database. Complete the following for the second database license file.

9. Right-click the **PracticeWorks** folder under **HKEY\_LOCAL\_MACHINE > Software**.
10. Click **New**.
11. Select **String Value** which adds an entry in the right window.
12. Rename the new entry to **PWRegSvrLicFileID**.
13. Right-click the new **PWRegSvrLicFileID** entry.

14. Select **Modify**.
15. Set **Value** to **2**.
16. Close the **Registry**.
17. Log into each instance of **WinOMS** to test.

### Creating Registry Edits

Perform the following steps while still in the **Registry Editor**:

1. Open **HKEY\_LOCAL\_MACHINE > Software > PracticeWorks**.
2. Highlight the **PracticeWorks** key and export it to the desktop with a name to identify the registry settings for the first database, for example, **database1**.
3. Go back to **HKEY\_LOCAL\_MACHINE > Software > PracticeWorks**.
4. Change the **DSN** to **MDCS2**.
5. Modify the **PWRegSvrLicFileID** value to equal **2** and export it to the desktop with a name to identify the registry settings for the second database, for example, **database2**.

### Configuring ODBC Settings

1. Go to **Start > Settings > Control Panel > Administrative Tools > Data Sources (ODBC)**.
2. Select the **System DSN** tab.
3. Click **Add**.
4. Create a data source named **MDCS2**.
5. Configure the **ODBC** to show the second database name under the **Database** tab.
6. When the migration is completed, double-click the *registry export* on the desktop for the first database. Then double-click the **WinOMS** icon to log into the software.
7. Log out of the first dataset.
8. Double-click the *registry export* on the desktop for the second database. Then double-click the **WinOMS** icon to log into the software to access the second dataset.

### Install Client Side on Server – v9.x

1. Navigate to the location of the **ISO** file.
2. Right-click **Setup.exe** and select **Run As Administrator**.
3. Select **Client Side**, and **I understand that the client side of WinOMS v9.7 only runs on Windows 7, 8.1 and 10**.
4. Click **Next**.
5. Select the drive path where the **Server Side** was installed, for example, **D:\WinOMSCS\**.
6. Click **Finish**.
7. After the installation is complete, log into **WinOMS** to test.

## Configuring Workstations after a Server Migration – v9.x

- If the name of the new server is different than the old server, the **PWClient** path for all workstations must be updated. Follow the steps in the [Updating the PWClient License Path](#) section.
- If the practice has remote office locations connecting to the server via VPN, update the server IP address in the ODBC data connection on the remote workstations.
  - On a 32-bit workstation:
    - i. Verify the **TCP/IP** option is selected in **Control Panel > Administrative Tools > Data Sources (ODBC) > System DSN tab > Configure MDCS > Network tab**.
    - ii. Type **Host=xxx.xxx.xxx.xxx** in the field, where **X** is the static IP address to the **WinOMSCS** folder on the server.
  - On a 64-bit workstation:
    - i. Navigate to **C:\Windows\SysWow64\Odbcad32.exe**.
    - ii. Verify the **TCP/IP** option is selected in **Control Panel > Administrative Tools > Data Sources (ODBC) > System DSN tab > Configure MDCS > Network tab**.
    - iii. Type **Host=xxx.xxx.xxx.xxx** in the field, where **X is the static IP address to the WinOMSCS folder on the server**.

## Third Party Products

WinOMS integrates with multiple third-party vendors. As such, some configuration for clients that use these products may be required.

**Note:** This listing is not a complete list of third-party integrated products used by the office. It is used to aid with the most common issues. For a more comprehensive list of third-party products integrated with the software, see the [System Requirements](#).

### List of Third Party Services Compatible Version 9.x

For an updated listing of third party authorized Carestream Dental partners and their contact information, visit the [Authorized Partners](#) page on our website.

The following list identifies the Carestream Dental authorized partners that offer services that work with WinOMS v9.x.

**Note:** This information is subject to change.

Current Partner List	Works in WinOMS v9
Care Credit	Yes
Demandforce	Yes
Doctible (Patient Manager)	Yes
Global Payments Integrated	Yes
Intiveo	No
iCoreConnect	No
Lighthouse	Yes
MMG Fusion	Yes
MTM (Pearl)	Yes (On Prem only)
NEA Fast Attach	Yes
OMS3-Practice Metrix	Yes
PBHS	Yes
Rooster Grin	No
SolutionReach	Yes
TekCollect	No
Weave	No
WUWTA	No
Zimbis	No
Not previously available in WinOMS:	
Gaidge	No
Intrado West (Televox)	No
Opera DDS	No
RevenueWell/PBHS	Yes
RR Donnelley	Yes
Sesame	No
SysIT Services	Yes

**Note:** MTM (PEARL) v9 and v10 are on-premises only.

## Related Documentation and Resources

Additional information available in the [Resource Library \(gosensei.com\)](https://gosensei.com):

- Initial Training Workbook
- Online Help
- Release Notes
- Link to our virtual agent, Cassidy
  - <https://gosensei.com/pages/support-winoms>

Cassidy is Carestream Dental's AI-powered virtual agent offering 24/7/365 online customer support. When you need a quick step-by-step guide or question on product needs, information is instantly available via Cassidy.
- Link to the Carestream Dental Institute: [carestreamdental.com/cdi](https://carestreamdental.com/cdi)

# Installation Troubleshooting – WinOMS Sybase v9.x Versions

## Unknown Error Starting SQL Service in Sybase

**Issue:** When trying to start the database service, the following message is displayed:

*The service ‘SQLMDS’ has generated an unknown error.*

**Cause:** This error is generated when the path to the **mdsdb.log** file is incorrect in **Sybase**.

**Solution:** Update the path in the **Server Directory** and the **PWClient** file.

1. Open **Sybase Central**.
2. Select the **Utilities** tab.
3. Select **Change log file settings**.
4. Click **Next**.
5. Browse to the database file, **(ServerDataDrive):\\WinOMSCS\\Data\\mdsdb.db**.
6. Highlight the file and click **Open**.
7. Click **Next**.
8. Note the *log file path* if the drive letter is incorrect.
9. Click **Next**.
10. Select the **Maintain the following transaction log file** option.
11. Correct the *log file path drive letter*. The drive letter can be verified in the **Sybase Central** configuration on the desktop of the new server.
12. Click **Next**.
13. Verify the **Maintain the following mirror log file** option is **NOT** selected.
14. Click **Next**.
15. Accept the defaults.
16. Click **Finish**.

## Updating the Server Directory Using CSToolkit

1. Launch the **cstoolkit.exe** in the root of the **WinOMSCS** folder.
  - o **(ServerDataDrive):\\WinOMSCS\\cstoolkit.exe**.
2. Select the **Server Directory Assignment Tool** option.
3. Click the green arrow.
4. Select the *practice name* from the drop-down list.
5. Enter the correct UNC path to the **WinOMSCS** directory.
  - o For example: **\\Server\\WinOMSCS\\**
6. Click **Apply**.
7. Click **OK**.

## Updating the PWClient License Path

1. Open **PWClient**.
  - o On 32-bit operating systems:
    - i. Go to **Start > Run**.
    - ii. Type **PWClient**.
    - iii. Press **Enter**.
  - o On 64-bit operating systems: Go to **C:\Windows\SysWow64\PWClient.exe**.
2. Click **Options**.
3. Set the path.
  - o On the server ONLY, set to driver letter path to **PWSvr.exe**, for example, **(ServerDataDrive):\\WinOMSCS\\PWSvr**.
  - o On the workstations, set the path to the new UNC path to the gold key on the server; for example, **\\Server\\MDCS\\PWSvr**.
4. Click **OK**.
5. Click **Close**.
6. Log into **WinOMS**.

## Unable to locate .INF File

**Issue:** This error may occur when attempting to install WinOMS from a mapped drive.

### Causes:

- User Account Control (UAC) is turned on.
- UAC is turned off, but the workstation has not been rebooted.
- An improperly mapped drive.

**Solution:** If running Windows 7, 8, or 10, **User Account Controls (UAC)** must be turned **off** and the workstation must be rebooted prior to installing WinOMS.

1. Click **Start**.
2. Click **Run**.
3. Browse to server.
4. Browse to the **\_CSInstaller** folder located in the **WinOMSCS\Auto\_Update** folder.
  - o For example: **\\Server\\MDCS\\auto\_update\\\_CSInstaller**
5. Map a network drive directly to the **\_CSInstaller** folder.
6. Browse through the newly created mapped drive and double click the **Setup.exe** file. The installation wizard is displayed.
7. Select **Client Side**.
8. Click **Next**.
9. Enter the *Target Directory* where **WinOMS** is to be installed.
10. Click **Next**.

11. Click **Finish**.

### Error Code 100

**Issue:** **Error 100** indicates a connectivity issue. It may be one or more computers or the entire network.

#### Solutions:

- Verify the workstation can browse to the server without requesting the Windows username and password.
  - Ping the server at the Windows command prompt to ensure connectivity and no packets are being lost.
  - If unable to ping the server, check the network settings and turn off the Windows feature so the Windows username and password are not being prompted for at login.
- Verify it is not a **DSN** issue on the network. Verify the PracticeWorks data values in the registries are correct:  
**Computer\HKEY\_LOCAL\_MACHINE\SOFTWARE\WOW6432Node\PracticeWorks.**
- Verify the **ODBC** settings are correct and the **TCPIP** field is checked and **Computer\HKEY\_LOCAL\_MACHINE\SOFTWARE\WOW6432Node\PracticeWorks** on the **Network** tab. Test connection in **ODBC** for connection if one workstation.
- If all workstations are receiving **Error Code 100**, verify the **Sybase Service**, **SQLMDS**, is running and a green light is displayed.
  - Open **Sybase Central**, the half gold wheel icon on server's desktop, to verify it is running.
- Verify users are connected to the correct database.
  - Open the **CS Toolkit.exe** in the **WinOMS** folder in basic mode.
  - Verify the **Practice Name** and **UNC Path** are correct. Follow the steps in the [Updating the Server Directory Using CSToolkit](#) section.
  - At the command prompt run **dblocate** to ensure there is not another database running on the same network which can cause a conflict.
- If all the settings are correct, reboot server. Next, log in WinOMS client on server if the WinOMS icon is present or test logging in on a client workstation running WinOMS.

### Database Specified in the ODBC cannot be Located

**Issue:** This error is caused when the Database name in the registry does not match the Database name in SQL Central. This can happen during a failed or cancelled server side update.

#### Solution:

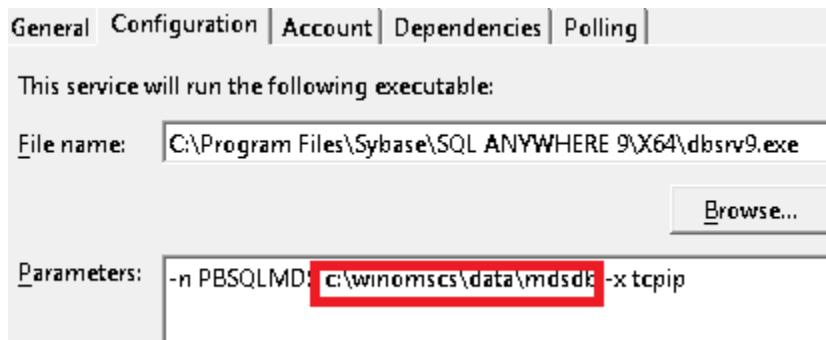
1. Go to **Start > Run** and type **regedit**.
2. Press **Enter**.
3. Click **+** to expand **HKEY\_LOCAL\_MACHINE**.

4. Click + to expand **SOFTWARE**.
5. Click + to expand **WOW6432NODE** (only on 64 bit OS).
6. Click to highlight **PracticeWorks**. Do not expand.
7. Right-click **DSN** in the right-side panel and click **Modify**.
8. Change name from **MDSSETUP** to **MDCS**.

If the steps above, do not resolve the issue proceed to the following steps:

1. Double-click the **Sybase/SQL Central** icon on Server Desktop.
2. Click **Adaptive Server Anywhere 9** on either side of the screen.
3. Select the **Services** tab.
4. Right-click **SQLMDS**.
5. Click **Properties**.
6. Click **Configuration**.
7. Verify the parameters for the executable.

**Note:** Verify the database name and data drive.



8. Launch **ODBC** by typing the following in the run or search programs and files window and pressing **Enter**:
  - o On 32-bit operating systems: **odbcad32.exe**
  - o On 64-bit operating systems: **C:\windows\Syswow64\odbcad32.exe**
9. Select the **User or System DSN** tab.
10. Locate and highlight **MDCS**.
11. Click **Configure**.
12. Select the **Database** tab.
13. Verify the **Database Name**.
14. Select the **Network** tab.
15. Verify the **Server IP Address**.
16. Click **OK**.
17. Repeat steps 1-7.

**Note:** Make any changes to the **Database Name or Drive**, if needed.

18. Click **File**.

19. Click **Exit**.

### Error getting Posting Office ID

**Issue:** This error may occur when logging into WinOMS after an update.

**Cause:** The root cause is an incorrect or missing registry entry.

#### Solutions:

- Usually re-running the client side install to update the registry resolves the issue.
- If the error persists, manually enter the following registry entry:
  - 32-bit Windows Operating System: **Location HK\_Local\_Machine > Software > PracticeWorks - String Value LastPostingOffice Value = 1**
  - 64-bit Windows Operating System: **Location HK\_Local\_Machine > Software > WOW6432Node\PracticeWorks - String Value LastPostingOffice Value = 1**
    - The **Value** must be *equal to the ID of the last office who logged out of WinOMS*.
    - If value **1** does not resolve issue, change to value **2** and try again.
    - Continue until the correct office ID is selected.
    - The rule of thumb is to set the **Value** to the *number of office locations* the practice has.

### No DBMS Specified

**Issue:** This error is caused by missing information in the registry.

#### Solution:

Rerun the client-side update. If this does not resolve the issue, edit the registry as follows:

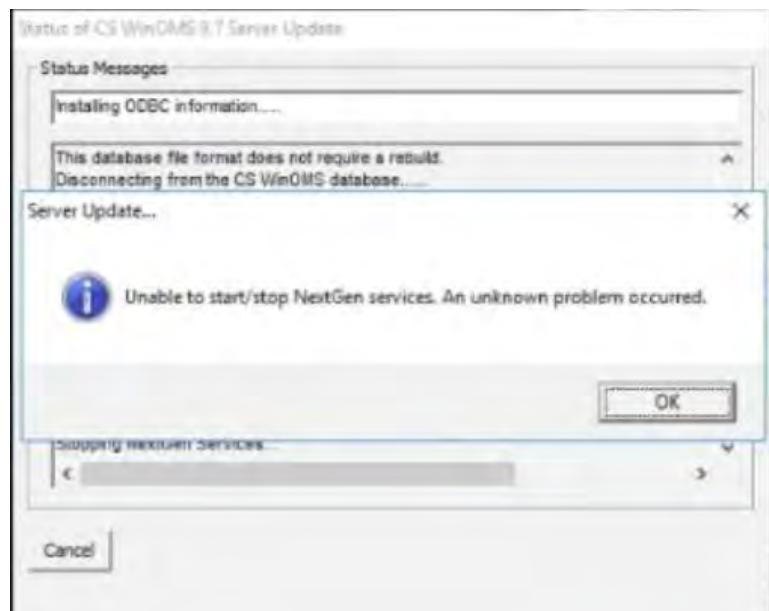
1. In the registry, navigate to **HKEY\_Local\_Machine**.
2. Expand the **Software** folder.
3. Expand **Syswow632Node**.
4. Click the **PracticeWorks** folder.
5. Right-click in a blank section of the right-side of the screen, select **New > String Value**.
6. Type **DBMS** as the name of the new **String Value**.
7. Press **Enter**.
8. Right-click **DBMS**.
9. Click **Properties**.
10. Enter **ODBC** as the description.
11. Click **OK**.
12. Close the **Registry Editor**.
13. Log into **WinOMS**.

If the above does not resolve issue:

- On more recent versions of Windows, it may be necessary to export the contents of the **PracticeWorks** registry key from **HKEY\_LOCAL\_MACHINE > Software > Wow6432Node > PracticeWorks** and import them into **HKEY\_CURRENT\_USER > Software > PracticeWorks**.
- For a new workstation open the **ODBCs** on the workstation and confirm the settings are correct.

### **Unable to Start/Start NexGen services. An unknown problem occurred.**

**Issue:** This error may be displayed during a v9 server update if the update fails. The install is unable to proceed until this error is resolved.



### **Solution:**

Check and resolve the following items:

1. Check the **mdssetup.log** located on the root of the **C drive** on the server for specific errors.
2. Determine if a **WinOMS SQL Server Instance** is present under **Windows Control Panel**.
  - o If more than one instance of **SQL Server (WINOMS)** is present, uninstall the WinOMS SQL Server instance as it will conflict with the v9 update.

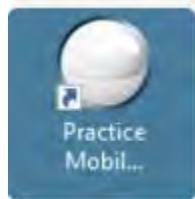
	Provides sto...	Running	Automatic	Local Service
SQL Server (ORSQLEXP)				
SQL Server (PWNGSQL)				
SQL Server (SCANORA)				
SQL Server (WINOMS)				

3. Verify whether a live **WinOMS backup** is running.

- If a live backup is running, turn the feature off and run the update. Live backups are not supported and cannot be running during an update.

4. Check if **Pearl** is installed on the server and if the services are running.

- If **Pearl** is installed, the **Pearl Mobile** icon will be on the server desktop.



- If the services are running disable the **Pearl** services to proceed with the update.
  - i. Click **Start**.
  - ii. Click **Settings**.
  - iii. Click **Control Panel**.
  - iv. Click **Administrative Tools**.
  - v. Click **Services**.

5. Verify the following services are installed:

- **PracticeWorks Pearl Adapter Host**
- **Carestream Application Server**
- **MTM Mobile for PracticeWorks**

**Note:** Stop the services in the order listed above. To stop the services, right-click on the service name and click **Stop**.

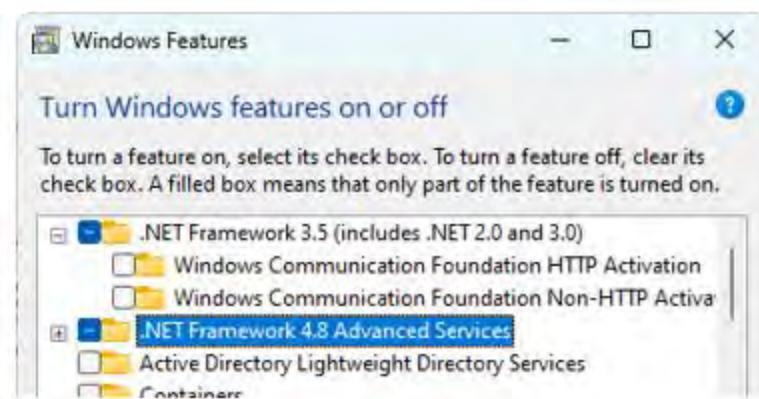
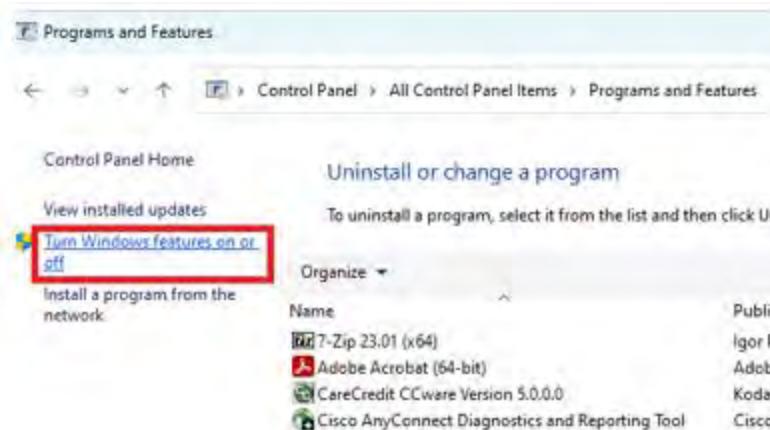
- Remember to restart the services after the WinOMS update is complete.

6. Restart the services in the reverse order as follows:

- **MTM Mobile for PracticeWorks**
- **Carestream Application Server**
- **PracticeWorks Pearl Adapter Host**
  - i. Launch **Practice Mobile Admin** from the desktop.
  - ii. Select the **Services** tab.
  - iii. Click **Test Connection**. The connection response for both the **Cloud** and **Data Adapter** should be **OK Connectivity**.

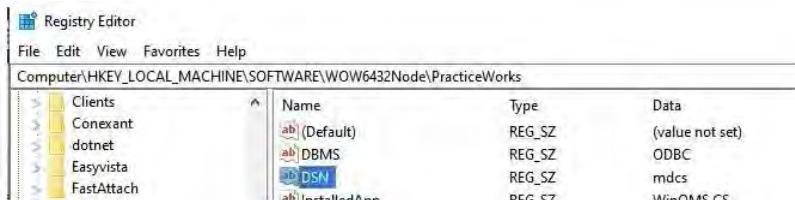
5. Verify **.net framework 3.5** is turned on.

- Search **Windows Control Panel > Programs and Features**. Click **Turn Windows features on or off**. Verify **.NET Framework 3.5** is selected. If it is not, select **.NET Framework 3.5**.



6. Turn off any Windows **Firewalls**. Disable **Webroot** if it is installed. Ensure **UAC** is turned off.
7. Retry the WinOMS update.
8. Remember to restore any necessary Windows **Firewalls**, plus enable **Webroot** and **UAC**, after the update completes.
9. Ensure the **DSN registry** entry is set to **MDCS**. If it is set to anything else, modify the value to **MDCS**.

**Note:** When an update fails, the registries may change.



# Directories To Configure on a New Computer – On-Premises Configurations

The following settings need to be configured in WinOMS on a new on-premises computer or when the server name has been changed after a migration every workstation will need updated with these settings.

## Server Directory

1. Go to **Tables > Practice > Practice Preferences > Miscellaneous**.
2. Update the **Server Directory** to **\|(NewServerName)\MDCS\**.
  - o This can prevent a common error, *Invalid Letter Directory*. The error may occur during the mail merge process when this directory is incorrect.

## Output Directory (Data Export)

This feature is optional and may not be configured if the office does not use the **Data Export** feature in the software. To enable the feature, do the following:

1. Go to **Tables > Practice > Practice Preferences > Miscellaneous**.
2. Select **Enable Data Export**.
3. Verify the path in the **Output Directory** field is set to the **Export** folder on the *data server*. For example, **\|(NewServerName)\MDCS\Export\**.
  - o If this path is incorrect, the feature will be disabled.

## Image Directory

1. Go to **Utilities > My Computer Settings**.
2. Set the path in the **Directory** field to the **Images** folder on the *data server*, for example, **\|(NewServerName)\MDCS\Images\**.

**Note:** Copy this path from a working computer and not the Server. If this path is incorrect, the office will not be able to scan images, retrieve images or save attachments through WinOMS.

## PWClient

Update the **PracticeWorks Server Path** in the **PW Client** file. Follow the steps to set the path in the [Updating the PWClient License Path](#) section.

If this path is not updated, the office may receive one or more of the following license errors when logging in WinOMS:

- *Pwsrv.exe is not Installed Correctly*
- *License server not found -1*
- A prompt may be displayed to browse to the license server.

## ODBC

If the IP address or server name is incorrect in the **ODBC Data Source Administrator**, the office may receive one or more of the following connection errors:

- *Error code 100*
- *Database or Server not found*

To resolve the issue, edit the **ODBC** as follows:

1. Open the **ODBC**, C:\Windows\SysWOW64\odbcad32.exe.
2. Select the **System DSN** tab.
3. Select **MDCS**.
4. Click **Configure**.
5. Select the **Network** tab.
6. Verify server IP address is correct.
6. If the **Network** tab has the IP address for the old server, replace the information with the IP address for the new server or server name, for example, **host = (server IP address)**.
  - This field is optional and can be left blank.
7. Verify **TCP/IP** is selected on the **Network** tab.
8. Click **OK**.

## Data Directory

Edit the following if the customer is using the **ePayments** module.

1. Go to **Tables > Practice > Practice Preferences > Financial**.
2. Update the path in the **Data Directory** field.
  - The path should point to **\(NewServerName)\MDCS\ICCPs**. This is the main path that is used for **ePayments**, **ePayments Secure** and **Payment Manager** for conversion purposes.
  - If this path is incorrect the office will be unable to use **ePayments**.

Contact support if assistance is needed configuring the **ePayments** module.