

ABELDent SQL Installation Guide



This guide contains or refers you to current information on using the features in ABELDent.

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IMPORTANT

The instructions in this guide are intended for new ABELDent clients who are familiar with installing software on Server and Client machines in a network environment. It is recommended that you consult with your IT representative before starting the installation.

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IMPORTANT

It is critical to review your backup process when making changes to your server. If you have replaced or updated your server, moved ABELDent to a new drive, or made any changes to existing data location please ensure your backup is updated to reflect the new location or changes.

If you subscribe to ABELDent RBS Remote Backup Service please email us at: RBS@ABELSoft.com or call us at: 800-267-ABEL (2235) ext 7 for RBS support. We will ensure your backups are modified to reflect the new location.

Step 1 - Check the Hardware and Software Requirements

A properly configured, adequately powered system is one of the keys to ensuring that you get the most benefit from ABELDent.

ABELDent is designed for use with:

- Microsoft Windows Server™ 2012, 2008 or Vista Business
- Microsoft Windows 7, 8 Pro and Windows 7 Ultimate

To view a complete list of the **minimum** and **recommended** system requirements visit our website at:

<http://www.abeldent.com/Home/SystemRequirements>

IMPORTANT: ABELDent will not perform at optimum levels on systems that meet only the minimum requirements. Minimum requirements are provided only for those attempting to extend the life of current hardware. If you are purchasing new hardware, we recommend that you purchase a 64-bit platform with hardware that meets or exceeds our requirements.

Step 2 - Install and Configure Microsoft SQL Server



Refer to your Microsoft SQL Server™ documentation for installation instructions.

Install and configure Microsoft SQL Server™ 2014, 2012, 2008 R2, or 2005 (with SP3). Client access licenses (CALs) for each workstation is also required.

- Microsoft SQL Server 2000 is not supported.
- Clients running ABELDent Portal require SQL 2008R2 or greater.
- ABELDent WILL support a configuration where the SQL Server is on a different computer than the ABELDent Server, or on different instances of SQL server.

Step 3 - Install ABELDent on the Server



Important: If you are running Microsoft Security Essentials™ anti-virus, close it along with any other running applications and then reboot the Server.

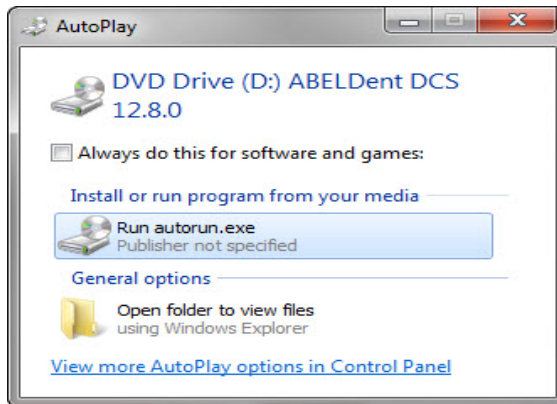
ABELDent must first be installed on your Server, and then on every computer in your office that will be running ABELDent. See “Step 4 - Install ABELDent on Client Machines” on page 15.


Make sure you set aside an adequate amount of time to allow for the installation to complete. The time required will depend on the speed of your server, and the size of your database.

■ To Start the Installation:

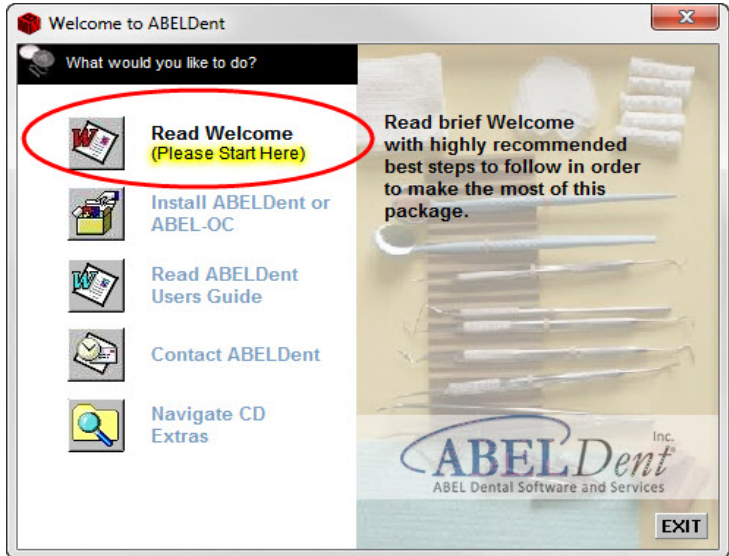
- 1 Log on to the Server as an Administrator (or user with Administrative permissions).
- 2 Insert the ABELDent CD into the CD-ROM drive of the server computer.

The **Autoplay** window appears.



- 3 Do one of the following:
 - Double -click **Run Autorun.exe** (if shown), or
 - Double-click **Open folders to view files** and double-click  **autorun** ..

The **Welcome to ABELDent** window appears.

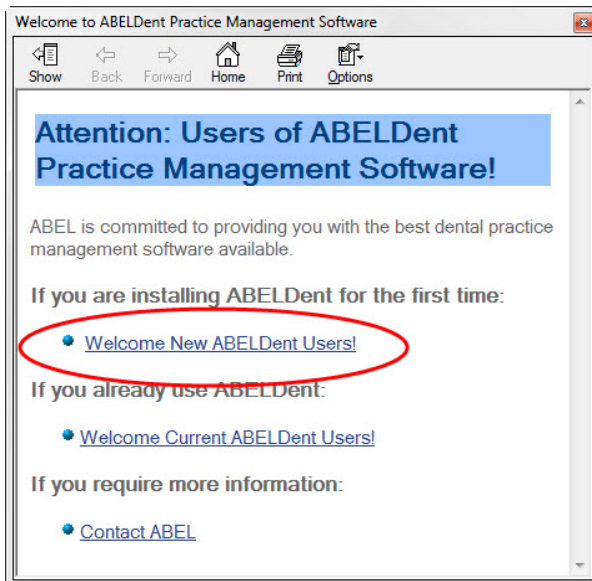


- 4 Click the **Read Welcome** option.

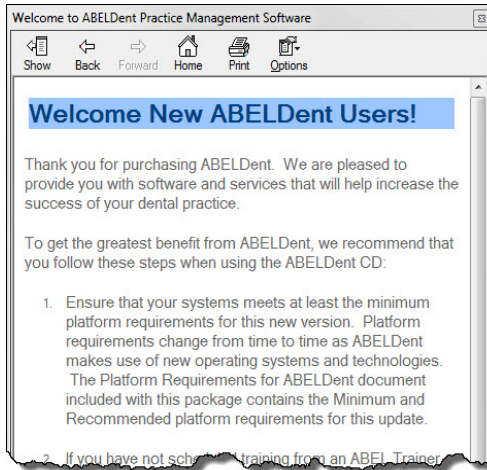
The **Welcome to ABELDent Practice Management Software** window appears.



See "Appendix A - Troubleshooting" on page 19 for installation troubleshooting tips.



5 Click the **Welcome New ABELDent Users!** link.

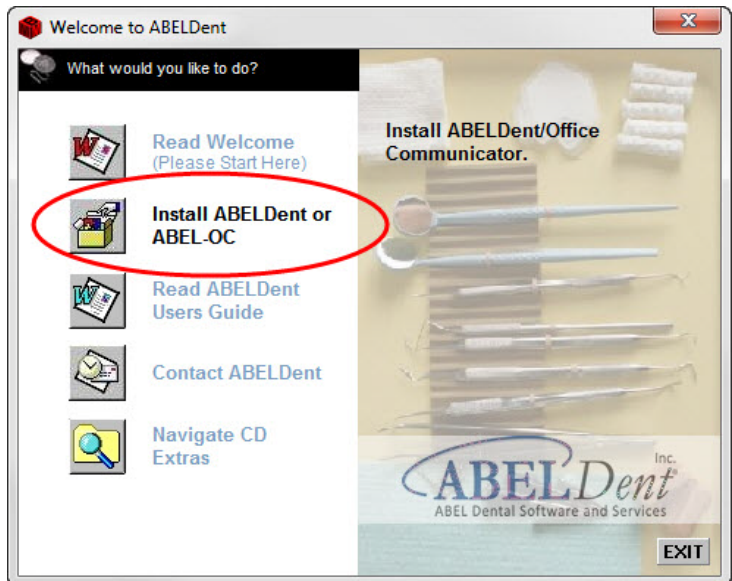


6 Read the information provided prior to installing this software. Click **X** in the top right corner to close the window and redisplay the **Welcome to ABELDent** window.

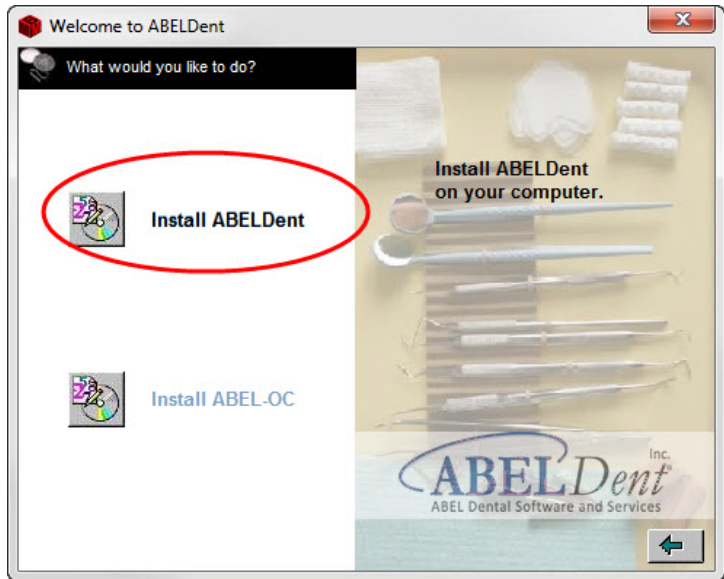


Install ABEL-OC is for Office Communicator, an easy to use messaging system for your office. See "Appendix B - Installing Office Communicator" on page 22.

7 Click **Install ABELDent or ABEL-OC**.



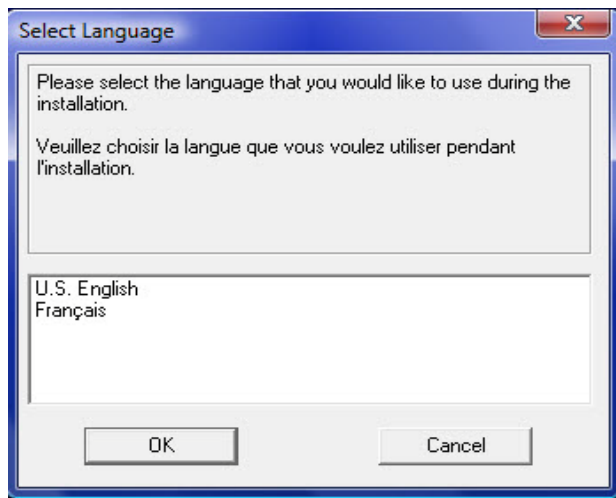
8 Click Install ABELDent.



9 Click on US English or Francais and then click OK.



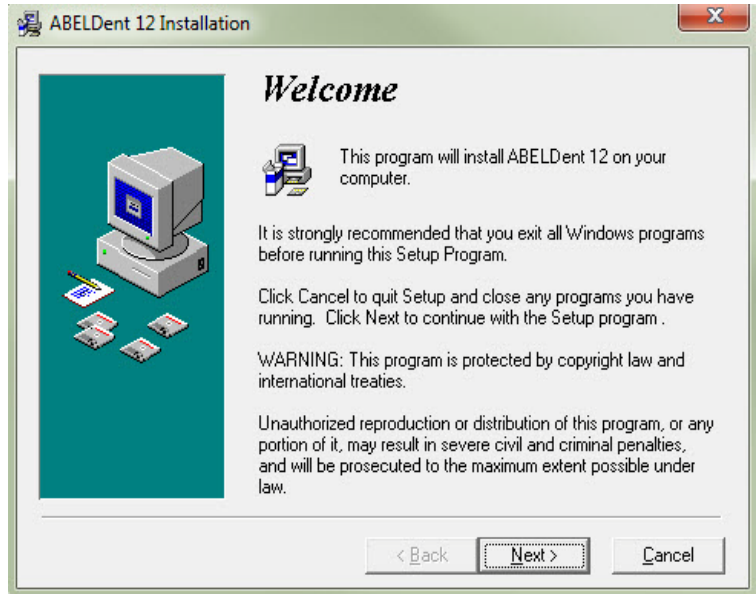
*The installation may detect and install **Windows Installer 3.1™** which will automatically reboot the computer. Remember to restart the ABELDent installation after the computer has rebooted.*



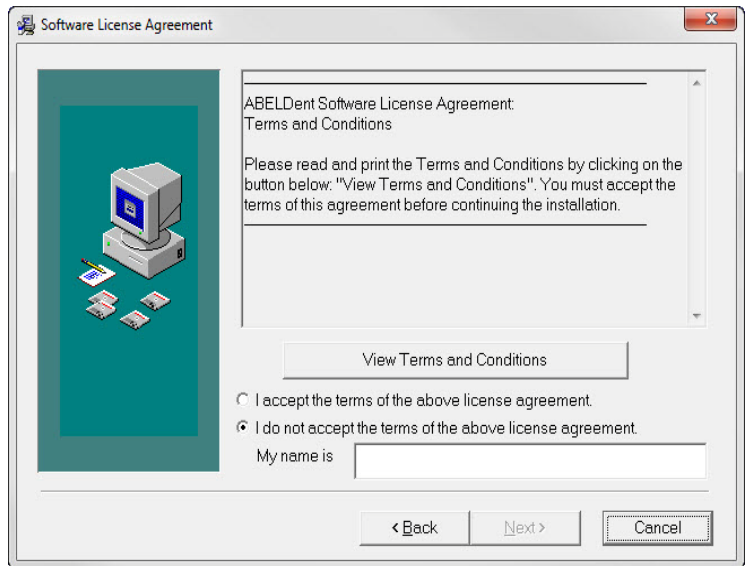
10 Click Next on the Welcome window.



*The installation may detect that the **Microsoft .NET Framework 4.0™** needs to be installed. If so, follow the instructions in the install wizard. It may take several minutes before the wizard appears and several minutes to install. The .NET install may also require you to reboot your computer. If so, remember to restart the ABELDent installation after the computer has rebooted.*



The **Software License Agreement** window appears.

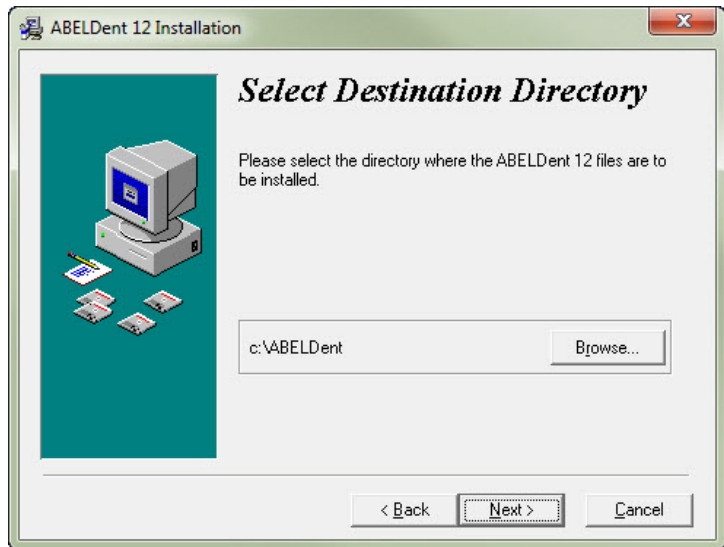


- 11 To read the Terms and Conditions, click the **View Terms and Conditions** button.
- 12 Once you've finished, click the radio button beside **I Accept** the terms of the above license agreement and then enter your name in the **My Name is** field.
- 13 Click **Next**.

The **Select Destination Directory** window appears.



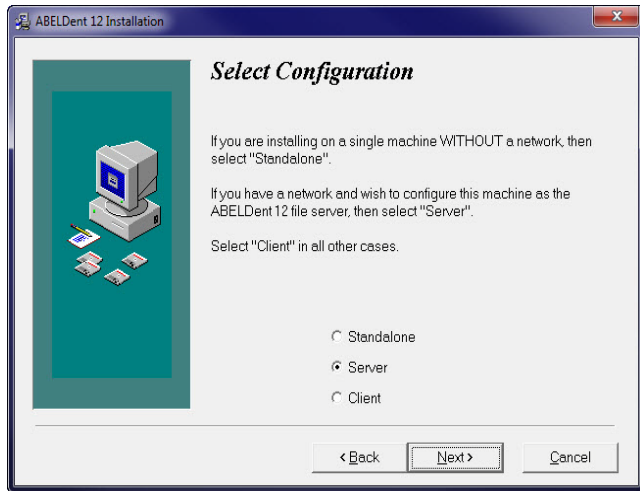
*The installation may detect and install **ManagerDirectIX™** which will take approximately 20 minutes.*



- 14 Do one of the following:
 - Leave **C:\ABELDent** as the destination directory, or
 - Click the **Browse** button and choose a different destination directory on the machine's root directory.

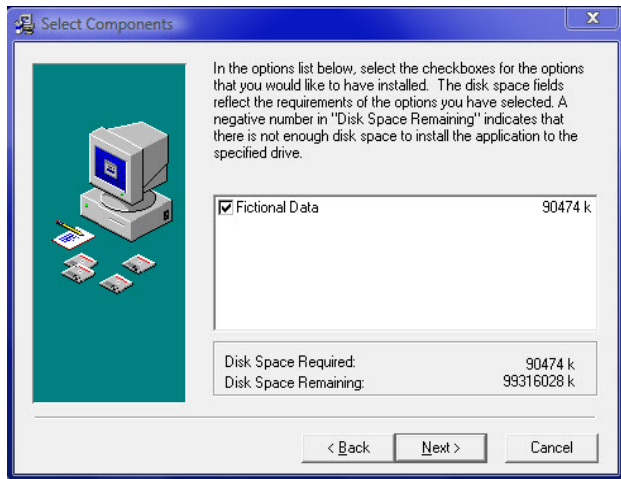
- 15 Click **Next** on the **Select Destination Directory** window.

The **Select Configuration** window appears.

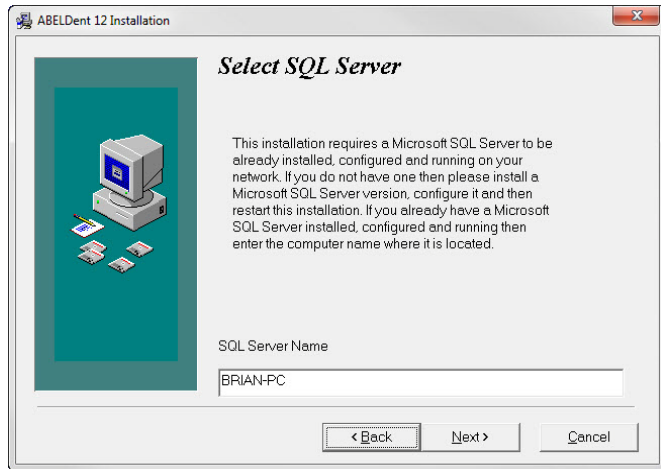


- 16 Click **Server** and click **Next**.

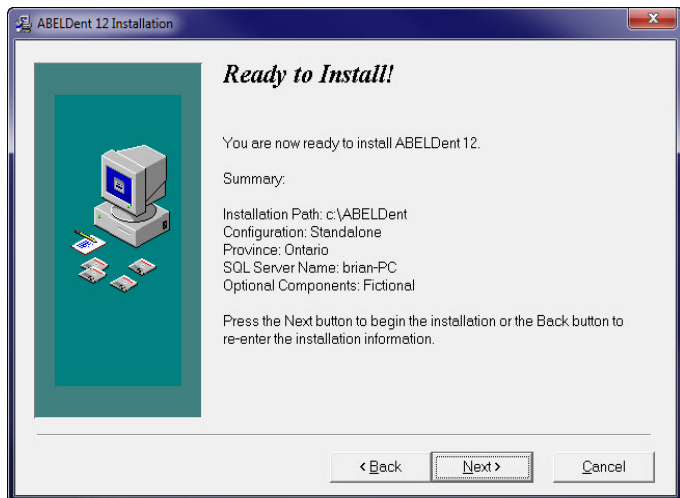
The **Select Components** window appears.



- 17 Leave **Fictional Data** selected if you would like to have sample data installed which you can then use to explore ABELDent. If not, remove the check mark. See “Appendix E - Start ABELDent With Fictional Data” on page 31.
- 18 Click **Next**.

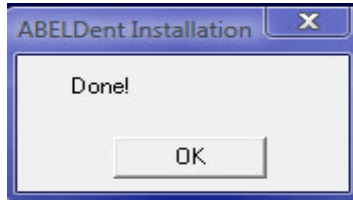


The **Ready to Install** window appears.

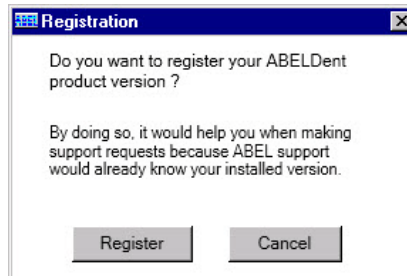


- 19 Click **Next** to begin the installation.

Once the installation has completed, the following pop-up dialog box will appear.



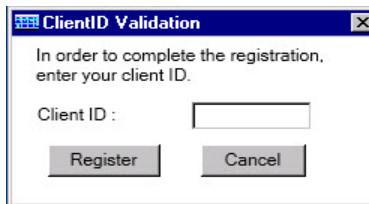
- 20 Click **OK** to complete the installation.
- 21 If you are installing on a Server or Client Machine, the **Do you want to Register** dialog box appears.



- a. Click **Register**. You must be able to access the internet from your Server.



If your office will be submitting insurance claims electronically via ITRANS and/or Dentaide (Quebec) see "Appendix C - Installing ITRANS" on page 27 or Appendix D- Dentaide.



- b. Enter your **Client ID** when prompted. This is the **Customer ID** number contained in the **Welcome** letter sent to you when you purchased the product.
- c. Click **Register**.

Step 4 - Install ABELDent on Client Machines

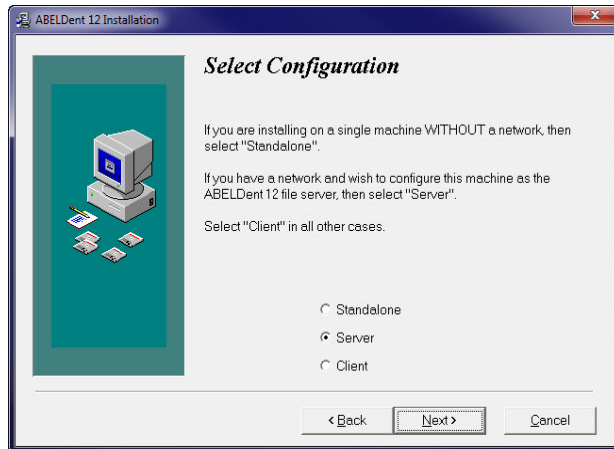
Once you've installed ABELDent on your Server, the next step is to install it on each machine in your office that will be running ABELDent.

■ **To Install ABELDent on Client Machines:**

- 1 Follow steps 1 - 16 in the previous section until you arrive at the **Select Configuration** window.

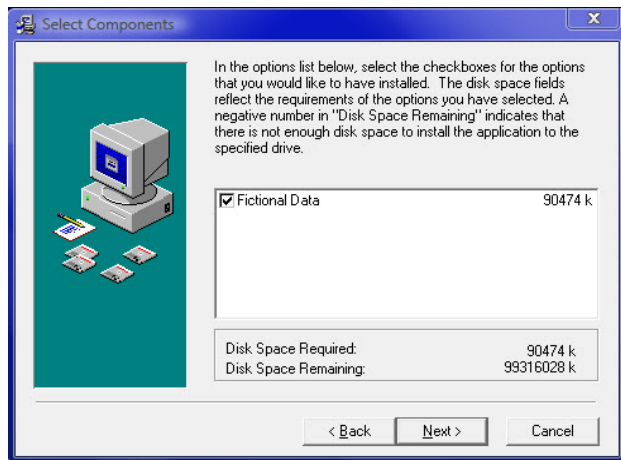


***Important:** Make sure you have installed the latest Microsoft Windows Service Packs and Updates for the operating system on each computer(s). To find out how to determine which updates have been installed visit Microsoft's website.*

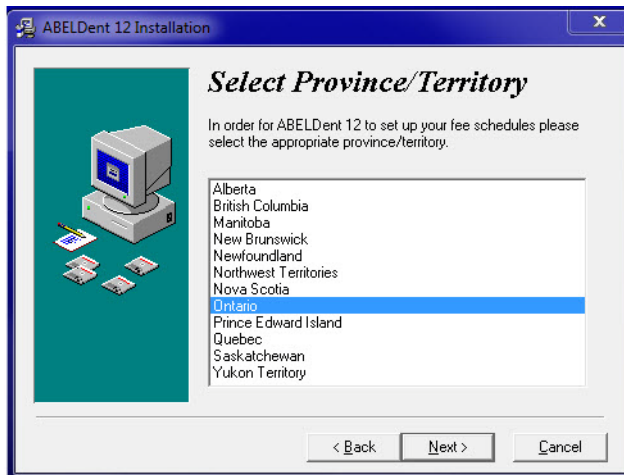


- 2 Click **Client** and then **Next**.

The **Select Components** window appears.

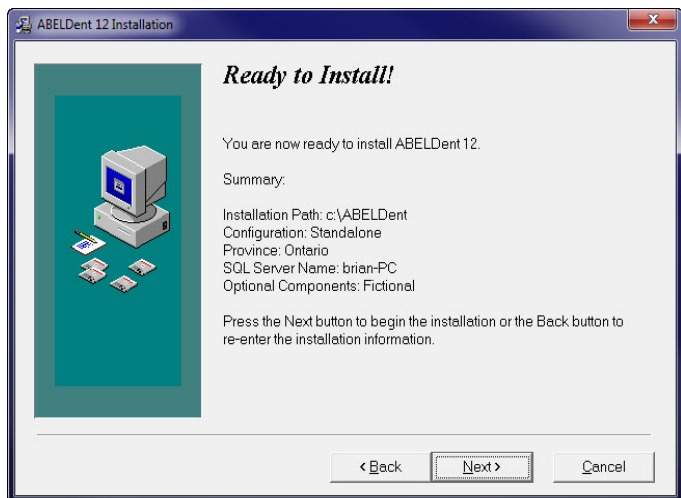


- 3 Leave **Fictional Data** selected if you would like to have sample data installed which you can then use to explore ABELDent. If not, remove the check mark. See “Appendix E - Start ABELDent With Fictional Data” on page 31.
- 4 Click **Next**.



- 5 Leave **Ontario** selected, or click the Province in which you practice.

The **Ready to Install** window appears.



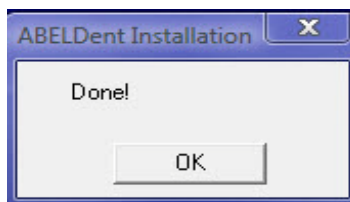
6 Click Next.



7 Enter the name of the Server on which you are installing ABELDent and click OK.



8 Enter the name of your SQL Server and click OK.



9 Click OK to complete the installation.

Step 5 - Obtain your ABELDent License

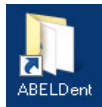
Contact ABELDent support at 800-267-ABEL(2235), Ext 2 within 30 days to obtain your permanent license. Failure to do so may prevent you from accessing ABELDent.

Step 6 - Start ABELDent

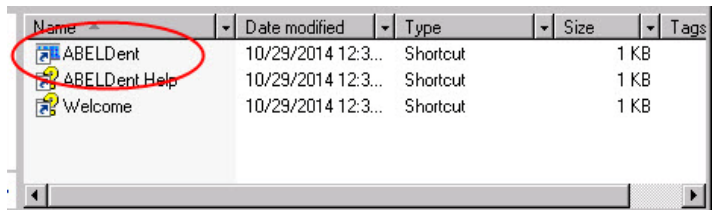
- 1 On your Desktop, double-click the **ABELDent** folder.



If you want to use fictional data to explore ABELDent, see "Appendix E - Start ABELDent With Fictional Data" on page 31



The ABELDent folder opens similar to the one below.



- 2 Double-click ABELDent.

Step 7 - Implement ABELDent

Now that you've installed ABELDent, the next step is to set it up for use in your office.

If you are comfortable with implementing software on a network, follow the instructions shown in the "ABELDent Implementation Guide" that came with your welcome package. If not, contact ABELDent to arrange for a trainer to assist you in setting up your system.

Appendix A - Troubleshooting

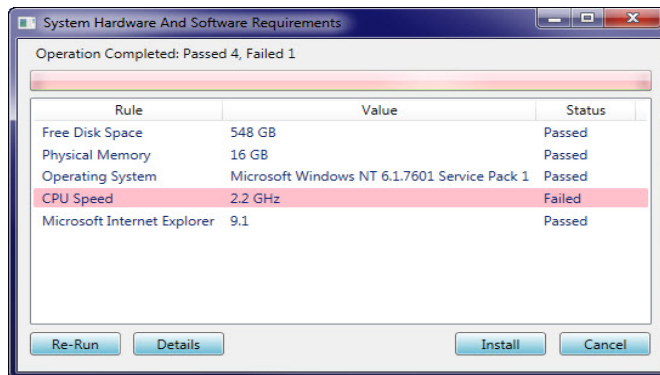
Below are some issues and problems that you may experience when installing ABELDent. Review the instructions and if the problem persists, call **ABELDent Inc. support at 800-267-ABEL (2235), Extension 2.**

System Hardware and Software Requirements Not Met

Visit our website to view the minimum and recommended requirements.

<http://www.abeldent.com/Home/SystemRequirements>

During install, if your system does not meet the necessary hardware and software requirements necessary, the following message will appear.



Select one of the following options:

- Click **Re-Run** to try again.
- Click **Details** to discover the specific requirements that were not met.
- Click **Install** if you want to continue anyways. This is not recommended, but if you do, you will be prompted to enter your name to override the warning.
- Click **Cancel** to abort the installation and upgrade your system to meet the requirements.

Server Running with Terminal Services Enabled

If your Server is using Windows 2003/2008/2012 Server with Terminal Services enabled, you must install ABELDent using the methods below. ensuring you are logged on as administrator.

■ On Windows 2003 Server:

- 1 Click **Exit** to close the **Welcome to ABELDent** window.
- 2 Click **Start** and choose **Control Panel**.
- 3 Double-click **Add/Remove Programs**.
- 4 Select **Add New Programs** to start the install process.
- 5 Return and resume the ABELDent Installation.

■ On Windows 2008/2012 Server

- 1 Click **Exit** to close the **Welcome to ABELDent** window.
- 2 Click the **Start** button or press **CTRL + ESC**.
- 3 Click **Control Panel**.
- 4 Click **Programs**.
- 5 Click **Install Application on Remote Desktop Server**.
- 6 Click **OK** and return and resume the ABELDent installation.
- 7 After the install completes, click the **Finish** button on **Finish Admin Install** dialog.

Setting the Proper Screen Resolution

To provide more space for displaying ABELDent on your screen, select **Auto-hide the taskbar** and **set** the recommended screen resolution to **1280x1024** 16 bit color on each machine that will be running ABELDent.

■ To Auto-hide the Taskbar:

- 1 Right-click on the taskbar at the bottom of your screen and choose **Properties**.
- 2 Click the **Auto-hide the taskbar** option.

■ To Change the Screen Resolution:

- 1 Right-click on the Desktop and choose **Screen Resolution**.
- 2 Select 1280 x 1024 16 bit color.
- 3 Click **OK**.

Finding Your ABELDent Server Name

The ABELDent Server is the Server machine in your office on which you are installing ABELDent.

- 1 Click **Start > Control Panel**.
- 2 Double-click **System**.
- 3 Locate the **ABELDent Server Name** on the screen and write it down.

If your Server name is the same as your ABEL Customer ID, the letter C is typically followed by the number 0 not the letter O. E.g. C09999 is C letter zero, 9999.

Appendix B - Installing Office Communicator



Office Communicator requires TCP/IP protocol on all computers that will be using this program. If your system is configured with a Windows firewall, open port 1099 to allow the OC traffic to pass through.

Office Communicator (ABEL-OC) can be used to communicate with any staff member within the office. Administrative staff can send messages to clinical staff to advise them that their patient has arrived, send specific messages or request information from a staff member. For additional details, see the Office Communicator chapter in this User Guide for more details.

■ To Install Office Communicator:

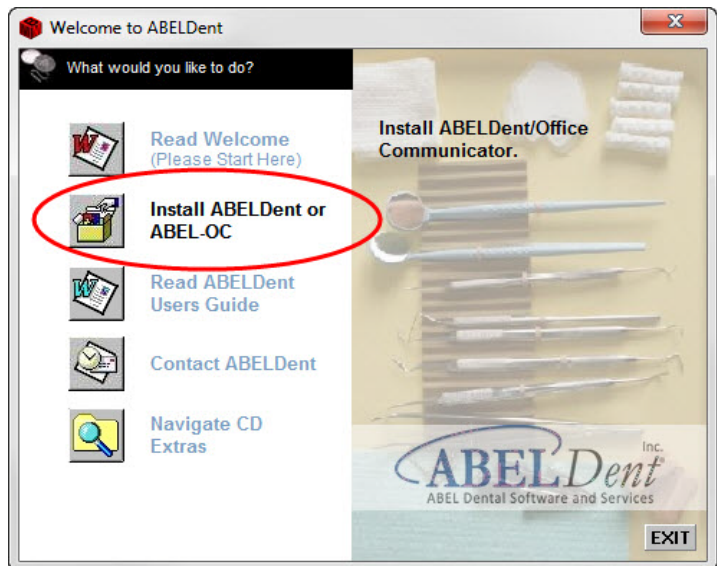
- 1 Insert the ABELDent CD into the CD-ROM drive of the server, client or standalone computer.
- 2 The install program will start automatically, or you may be prompted to click **Run Autorun.exe** depending on the version of Windows you are running.

If the CD fails to start automatically, see “Appendix A - Troubleshooting” on page 19.

The **Welcome to ABELDent** window will appear.

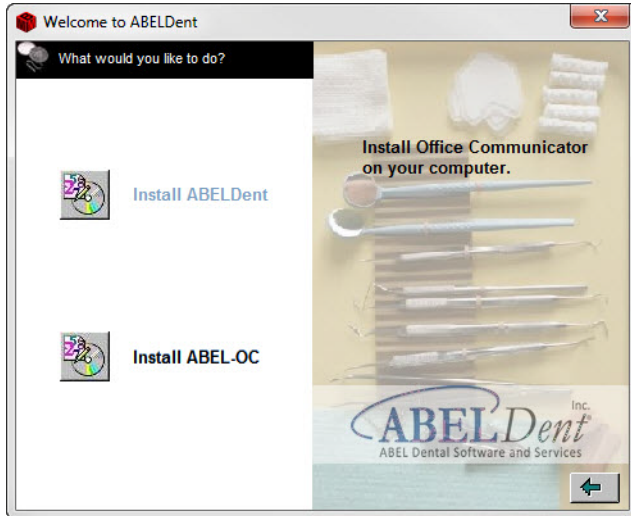


Install Office Communicator on a Server machine and all other machines that will be using the program



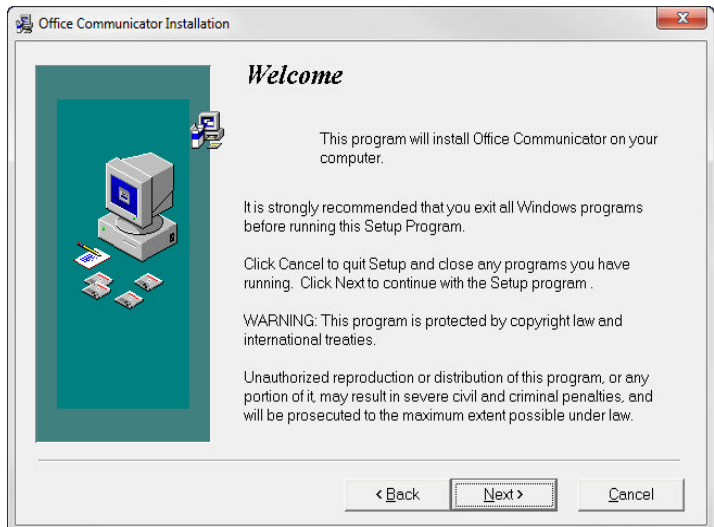
3 Click Install ABELDent or ABEL-OC.

The **Welcome to ABELDent- What would you like to do?** window appears.



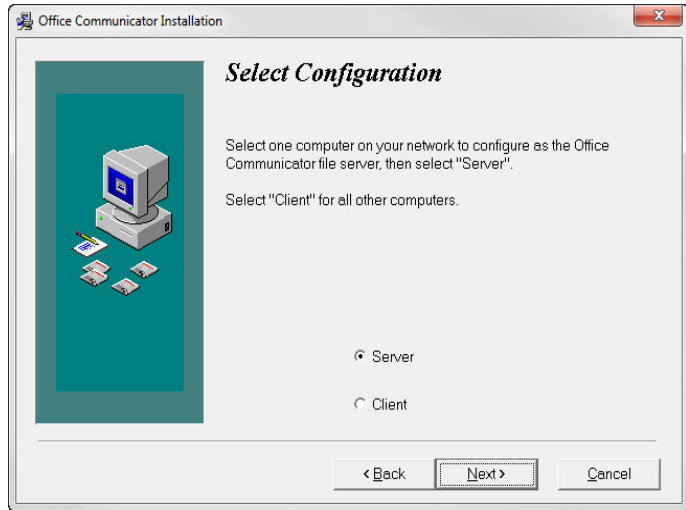
4 Click Install ABEL-OC.

The **Welcome** screen appears.



5 Click Next.

The **Server Configuration** screen appears.



6 If installing on the Server machine, leave **Server** selected. For all other machines, click **Client**.

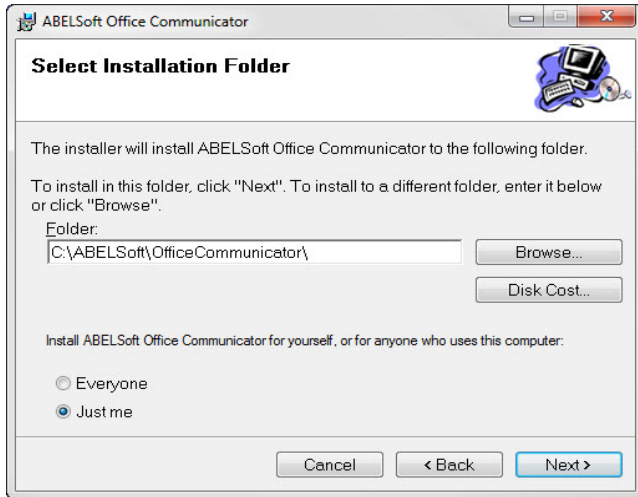
7 Click Next.

The Setup Wizard appears.



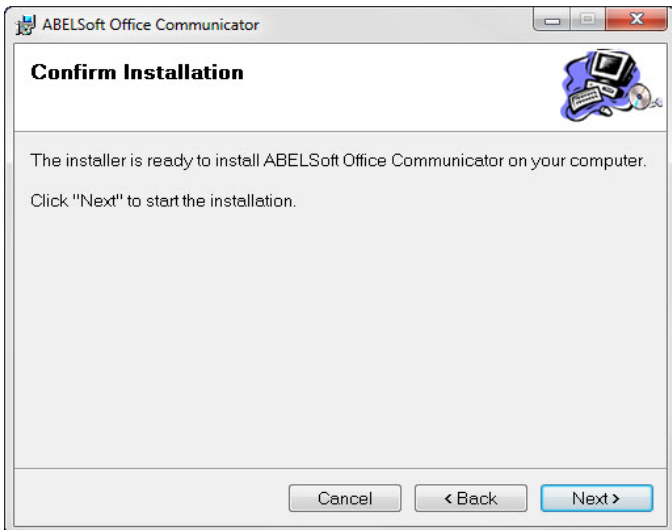
8 Click Next.

The **Select Installation** folder appears.



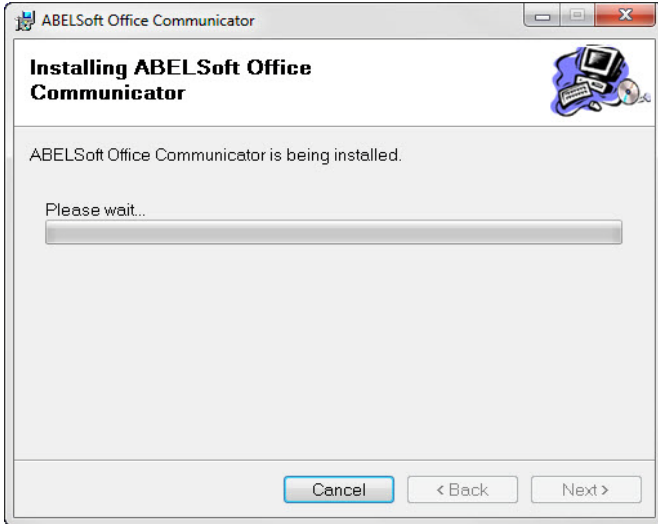
- 9** Accept the default destination folder `c:\ABELSoft\Office Communicator`, or click **Browse** to select a different folder. Click **Disk Cost** to see which drives have the space required to install the program.

The **Confirm Installation** screen appears.



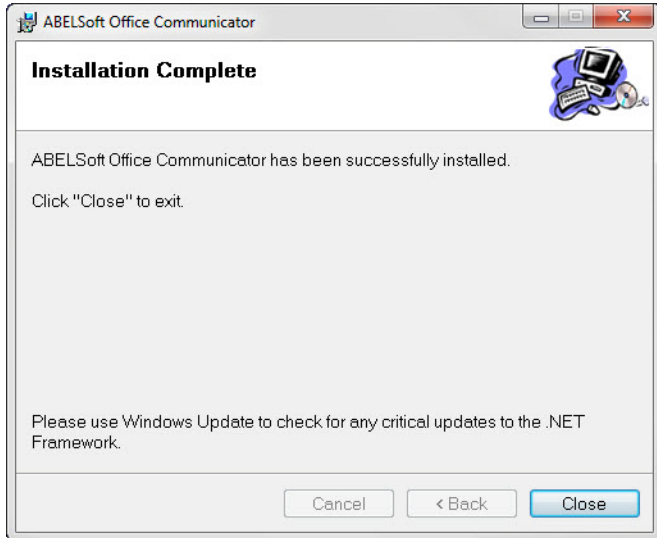
10 Click Next.

The **Installing ABELSoft Office Communicator** screen appears.



11 Click Next.

The **Install Complete** screen appears.



12 Click Close.

Appendix C - Installing ITRANS

ABELDent supports the ITRANS and eQualifID tools provided by Continovation Services Inc. (CSI) for Canadian dental offices to securely transmit patient claims electronically to insurance carriers over the internet.

IMPORTANT: Offices must have an Internet connection and as a minimum, Microsoft Internet Explorer version 6.0. For more information please consult with your IT consultant.

Register with CSI and Obtain Digital Certificate

To take advantage of this service, dentists need to register with CSI to obtain and install an authenticated Digital Certificate. To register with CSI visit their web site at www.continovation.com/certs or contact them at 1-866-788-1212.

Install the ITRANS Communication Agent

This procedure should be performed on your Server computer and only after installing ABELDent.

■ To Install ITRANS Communication Agent Installation:

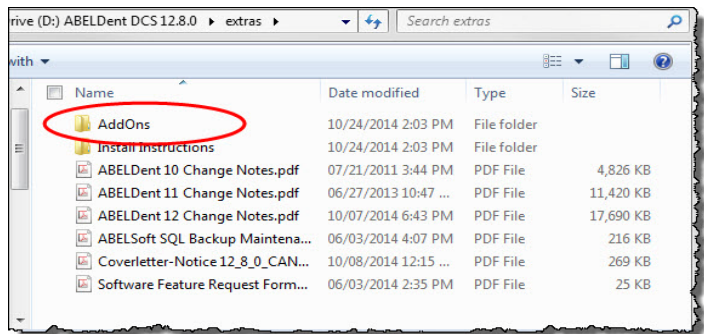
- 1 Insert the ABELDent CD into the CD-ROM drive of the server, client or standalone computer.
- 2 The install program will start automatically, or you may be prompted to click **Run Autorun.exe** depending on the version of Windows you are running.

If the CD fails to start automatically, see "Appendix E - Start ABELDent With Fictional Data" on page 31.

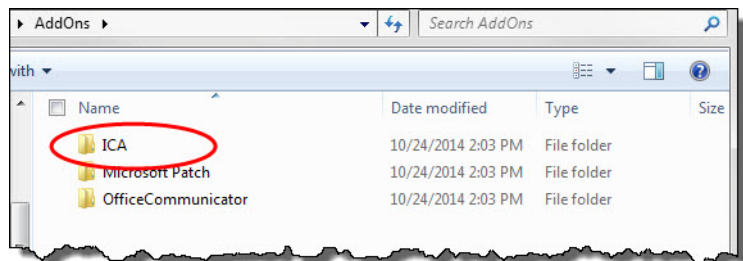
3 Click Navigate CD Extras.



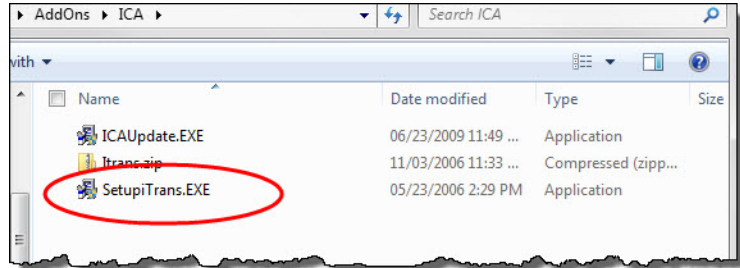
4 Double click the Add Ons folder.



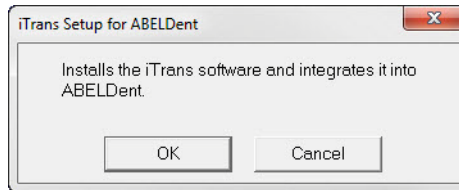
5 Double click the ICA folder.



6 Double click **SetupItrans.exe**.



7 Click **OK** on U.S. English to display the following:



- 8 Click **OK** to begin the installation and integration of **ITRANS** software.
- 9 Shutdown and reboot the Server to launch the ITRANS Communication Agent which will appear in your system tray at the bottom right-corner of your screen.

Setting up Insurance Carriers

Before you can use ITRANS to submit insurance claims you must change the EDI Network setting for each Carrier to ICA-ITRANS. This can be done manually by your office, or you can contact ABELDent support for assistance.

Appendix D - Dentaide - Updating ACDQ-CDA Driver and Initialization file

If you wish to submit insurance claims to Dentaide in Quebec, the ACDQ-CDA Common Communication Driver initialization file (CCD.ini) must be set to dial Dentaide using a Datapac telephone number.

■ To Update the CCD.ini file on your Server:

- 1 Click **Start > Programs > ABELDent Administration > CCD.ini**.
- 2 Approximately 14 lines down from the top is a line that reads:

`"$localDatapac="555-555-5555"` where 555-555-5555 reflects the dialup telephone number."

This telephone number must reflect your local Datapac number.

Refer to your local telephone book under Datapac for the Datapac numbers available in your area.

Ensure the telephone number reflected in `$localDatapac="555-555-5555"` corresponds to one of the Datapac numbers listed in your local telephone book.

- 3 Click **FileSave > File > Exit**.
- 4 Shutdown and reboot your Server to enable the changes.



If you require assistance updating the ACDA-CDA Common Communication Driver initialization file for Dentaide, please call Dental Software Support at 800-267-ABEL(2235)

Appendix E - Start ABELDent With Fictional Data

You can start ABELDent and use our fictional data to explore the program.

■ **To Start ABELDent with Fictional Data:**

- 1 Click **Start > All Programs > ABELDent Fictional Data** and choose **Fictional Data Overview**.
- 2 Read the description and choose **File- Exit**.
- 3 Repeat (1) above and choose **Fictional Data E**.

3310 South Service Road
Burlington, Ontario, L7N 3M6
800.267.ABEL (2235)
866.337.5558 toll free fax

The logo features the word "ABEL" in a bold, blue, sans-serif font. A blue swoosh underline starts under the 'A', loops around the top of the 'B', 'E', and 'L', and ends under the 'L'. To the right of "ABEL" is the word "Dent" in a black, italicized serif font. Above "Dent" is the word "Inc." in a smaller, black, sans-serif font. A registered trademark symbol (®) is located to the right of "Dent".
ABEL *Dent*^{Inc.}
ABEL Dental Software and Services