OL700-01

WinOMS, a Sensei product

Technician’s Installation Guide

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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 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:

- **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 10.0
    - 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 10.0
    - 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.

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

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.
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-premise 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.

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.

Configuring the Backup for WinOMS v10 and Higher – SQL

Important: MSSQL backup and database maintenance plans are not services provided by WinOMS support. We recommend stopping SQL services prior to making a backup. WinOMS does not support live backups.

The **MSSQL** data files are:

- **mdsdb.mdf**
- **mdsb_log.ldf**

WinOMS v10.0 includes a command line process to facilitate backing up the Microsoft SQL database through the **CSToolkit**. All users must be logged out of WinOMS before executing the backup process. The backup file (**mdsdb.bak**) is created in a dated and timed subdirectory of the backup location, **c:\temp** by default, unless another location is specified in the command line. The naming convention for the directory is *MM-DD-YYYY-HH-MM-SS*.

Example: The command **cstoolkit/backup c:\backupfolder** initiated on *January 1, 2024, at 1:30 PM* would generate a file named ***C:/backupfolder/01-01-2024-13-30-00/mdsdb.bak***. This process will restart the database service after the backup is created.

To back up the v10 database from the Windows command line:

1. Open the **Command Prompt** from the **Windows Start** menu.
2. Navigate to the directory containing the WinOMS installation.
   - WinOMS is usually installed at **C:\WinOMSCS** or **D:\WinOMSCS**.

   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.
3. Enter **cstoolkit/backup** to initiate the backup to the default directory, **c:\temp**.
   - To specify a different location, add the desired directory to the end of the command. **Example:** The command **cstoolkit/backup d:\WOMSbak** will store the backup files in the ***d:\WOMSbak*** directory.

The backup process creates a log file, **backup.log**, in either the default or specified backup location. The log file contains details of the backup process.

Examples of successful backup notes in the log file:

- *Processed 52888 pages for database 'mdsdb', file 'mdsdb' on file 1.*
- *Processed 2 pages for database 'mdsdb', file 'mdsdb_log' on file 1.*
- *BACKUP DATABASE successfully processed 52890 pages in 4.611 seconds (89.610 MB/sec).*

Warning: The .bak file created during this process could technically be used to restore the SQL server to view or query the data. We do not recommend this type of restore as it would not allow users to log into WinOMS or future updates to install. Should the office need to restore data, contact support for assistance.

WinOMS Installer Files – v10 or Higher

Beginning with version 10.0, the **WinOMS Installer** is available for download via the **Dental Practice Management Software Download Service**.

1. Save the **WinOMS** and **SQL Server 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 https://softwaredownload.csdental.com/en-US/. The **Dental Practice Management Software Download Service** login window is displayed.
2. Enter the **Customer ID** and **Zip Code**.
3. Click **Submit**. The installer file downloads are displayed, along with instructions. If the files needed are not available, please contact Support.

   Note: Server computers need both the WinOMS update and SQL files. Workstation computers need only the WinOMS file.
4. For each file, 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**.

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 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 800.944.6365.
- 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 offices using **MSSQL**, open the **1434**, **1435**, and **1436** ports.
- *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 – Sybase and Updating Workstations – v9.x – Sybase sections.
- If performing a new installation, follow the steps in the Installing on a New Server – v9.x – Sybase and Installing on a Workstation – v9.x – Sybase 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 Server – v9.x section.
- 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 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.

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.

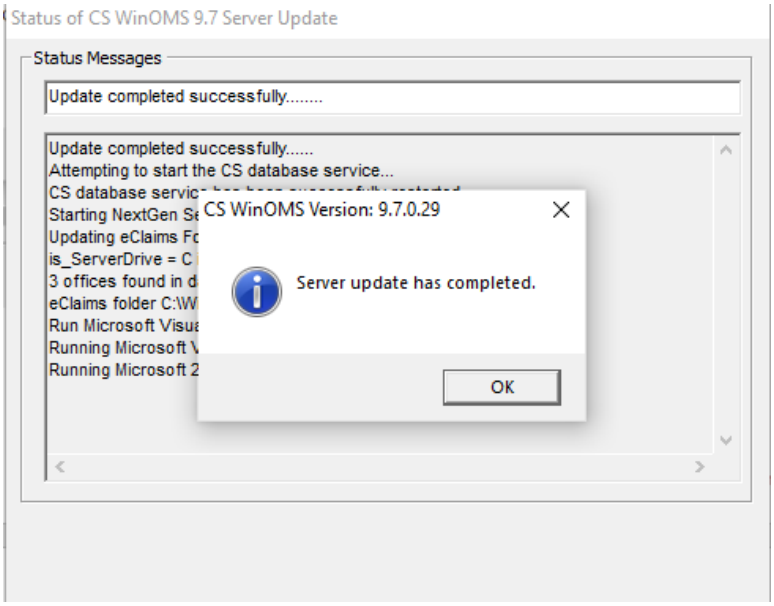
10. Select **Use Automatic Administrator Log-in**.
11. The **User Name** field defaults to the Windows login name. Enter the corresponding password.

    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.

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.

6. Either accept the default or edit the path in the **Target Directory** field.
   - 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 **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.

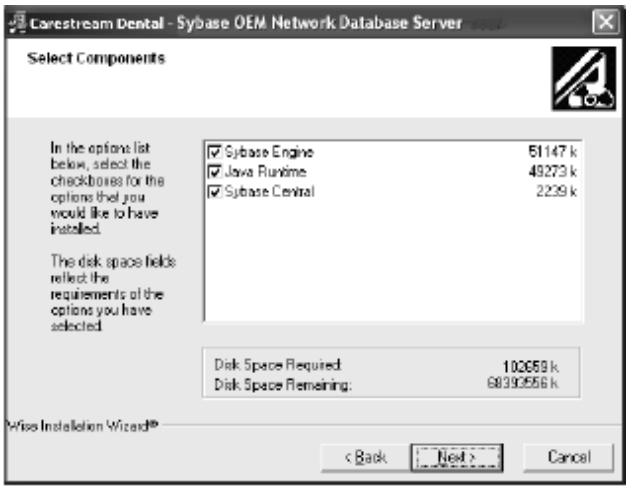
8. Select **Use Automatic Administrator Log-in**.
9. The **User Name** field defaults to the Windows login name. Enter the corresponding password.

   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.

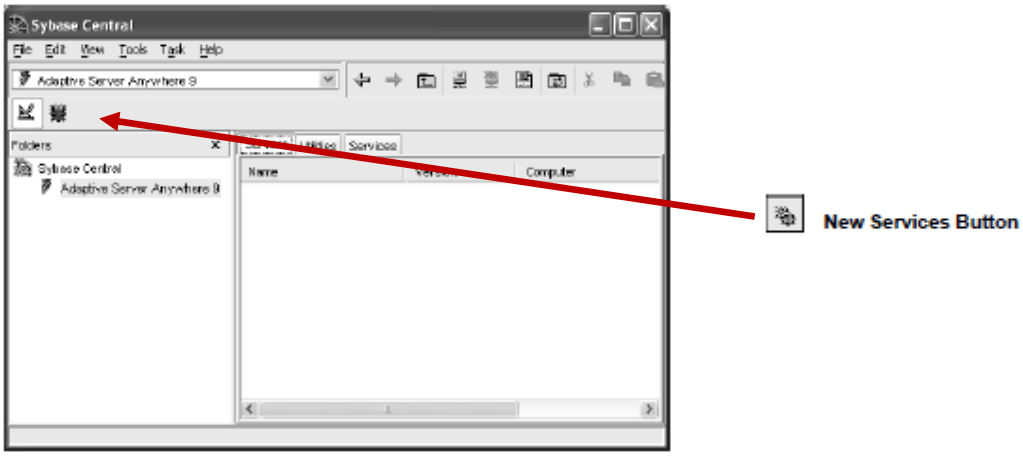


15. By default, all Sybase components are selected. Do not change these selections. Click **Next**. The **Sybase OEM Network Database Server - Start Installation** window is displayed.
16. Click **Next**. The **Sybase OEM Network Database Server** window displays the progress of the installation. This 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

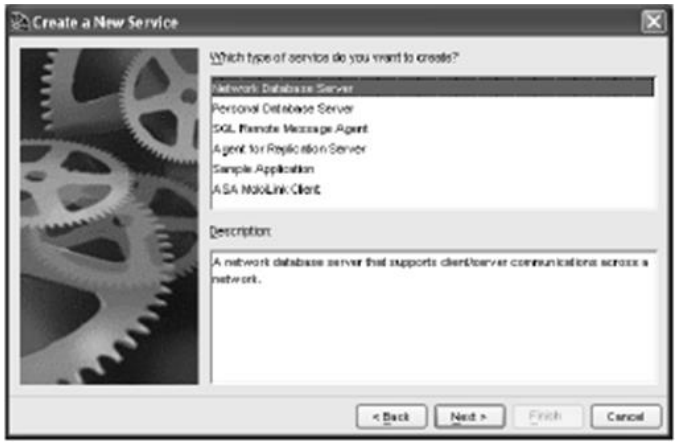
After installing WinOMS on the server, you must create a database service in **Sybase Central**.

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

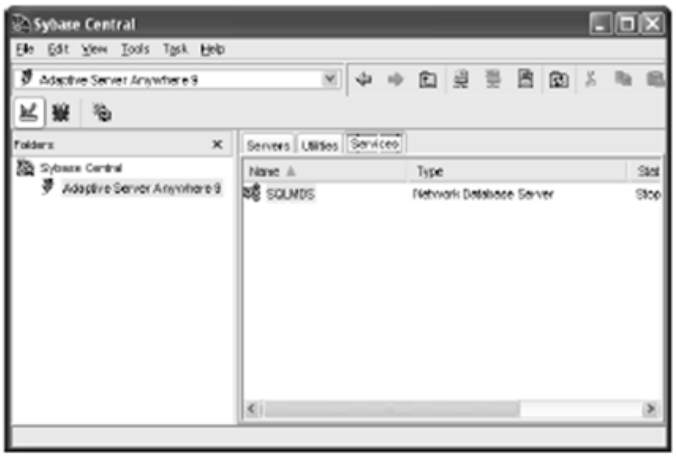


2. Click **Adaptive Server Anywhere 9** in the **Folders** list and click the **Services** tab in the right pane. The **New Services Button** is displayed above the **Folders** list.
3. Click the **New Services** button. The **Create a New Service** wizard is displayed.

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**.
   - Replace *(ServerDataDrive)* with the server drive letter.
   - 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 – Sybase 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.
   - 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 **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.

WinOMS v9 to v10 Conversion – On Premise & Hosted

Important: The WinOMS v10 update converts the database from a Sybase platform to a MSSQL platform and requires an MSSQL license in addition to the WinOMS application. The update may be required to use some third-party applications that are only compatible with v10.

On Premise WinOMS v9.x to v10 Database Conversion

Do the following steps before performing the WinOMS v9 to v10 conversion.

- **Review the current System Requirements to ensure the hardware and third-party applications used in the office are compatible with WinOMS v10.**

- Review the Database Size Requirements for MSSQL.
- Review the **Installation Guide** in the Resource Library for details to configure a database migration.
- Follow the steps in the WinOMS Version 10.x MSSQL Instructions section to install v10.

Resetting User Passwords After Updating to v10.x

Important: After converting to WinOMS v10.0, on premise WinOMS users must reset their passwords. During the upgrade, you are prompted to set the **Admin Password**. This temporary password must be given to the administrator. The admin user must follow these instructions to launch the **Restore User Access** utility to initiate process of resetting all users' passwords and restoring their WinOMS access.

To reset user passwords:

1. Log in as the admin user, using the temporary password set during the upgrade. The **Restore User Access** utility is launched automatically, displaying a list of all active users.
2. Verify the active users in the list. Use the filters and checkboxes to adjust the list as needed.
3. Ensure the **Active Users** filter is selected and click **Select All**. The list is highlighted.
4. Select **Reset Password**. A confirmation message is displayed: **You have selected xx out of xx total users. Are you sure you would like to reset the passwords for the selected users?**
5. Click **Yes**. A **Process Complete** message is displayed, verifying the reset to the temporary password.
6. Provide all users with the temporary password. When they log into WinOMS, they will receive a prompt to reset their password.

Hosted WinOMS v9.x to v10 Conversion and Updates

- All WinOMS Hosted conversions and updates are performed by the Carestream Dental Cloud team. These updates are scheduled on weekends. Check with support to ensure any 3rd party service the office is currently using is compatible in v10.
- Obtain three (3) optional weekends preferred by the client and contact support for assistance with scheduling the appointment. The office will not be able to use WinOMS during the update and conversion process. Prior to scheduling an appointment, review the current System Requirements to ensure the hardware and third-party applications used in the office are compatible with WinOMS v10.

WinOMS v10 Database Size Requirements for MSSQL

If the database is 7.5 GB or smaller, the customer can be assigned a license for **Microsoft SQL 2019 Express**. Once the database increases to 8.5 GB or larger, the customer will be prompted to reach out to the sales team to upgrade to **Microsoft SQL 2019 Standard**. If the database is 10 GB or larger, **Microsoft SQL 2019 Standard** is required.

Determine the current WinOMS database size. ***Ensure the available free hard drive space on the server is at least 3x the size of the database.***

Important: We recommend contacting our sales team at 800.944.6365 to purchase the appropriate **Microsoft SQL 2019** license before converting to WinOMS v10.

How Long Is the SQL Database Conversion for WinOMS v10

The time needed for converting the WinOMS database from Sybase to SQL is *approximately 1 hour per 10 GB of database size*. **Example:** If the database is 40 GB, the conversion should take approximately 4 hours. This time estimate is for the database conversion and server update portion of the process only. It does not include the time needed to update the workstations. SQL is installed automatically on the workstations as part of the update process. A separate SQL installation is not required on the workstations, whereas the server installation requires both the SQL and WinOMS update files to be downloaded and installed. See the WinOMS Installer Files section for steps on downloading the installation files.

WinOMS Version 10.x and Higher SQL 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.

Installing on a New Server – v10.x

This section includes updating the database from v9 to the new v10 WinOMS database platform. All users must be logged out of WinOMS before beginning this process.

Updating the Database from v9 to v10

1. The new server must have an existing working copy of WinOMS v9 before starting this process. Open **Sybase Central** on the server, the half gold wheel on the desktop or under **Windows Services**, and verify the **SQLMDS** service is running.

   Note: If updating on a new server, follow the steps in the Installing on a New Server – v9.x and Migrating the Data sections to migrate the Sybase version to the new server first before installing MSSQL and the v10 update.

2. Verify **Microsoft .NET 3.5 Framework** is installed.

   Note: This information is in **Server Manager** > **Features**. A server reboot is required after enabling **.NET**.

3. Shut down all workstations in the network and close all programs on the server. All users must be logged out of WinOMS.
4. Navigate to the folder where the Installer Files are saved.
5. Right-click the **SQLServerCD 1.4.ISO** file and select **Run as administrator**. A prompt is displayed confirming this install is on the server.
6. Click **Yes**. The **WinOMS Database Installer** window is displayed.
7. If an **Activation Code** or **License** is needed, a prompt is displayed to enter the required code or license. Use the proper button and follow the prompts.
8. Click **Install**. The SQL Server 2019 database is installed on the server. When the installation is finished, a prompt is displayed to restart the computer.
9. Restart the computer.

   Note: If needed, configure the **Firewall** to open the **1434**, **1435**, and **1436** ports.

10. After the SQL Server installation is complete and the computer has been restarted, navigate to the folder where the Installer Files are saved.
11. Right-click **WinOMS(*version_number*).exe** and select **Run as administrator**.

    Note: The installer checks the computer for the **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. If the WinOMS installation does not continue after the restart, repeat step 4.

    The installation files are extracted, and the **Select Component** window is displayed. By default, **Server Side - Update** is selected.
12. Click **Next**. The **Server Database to Convert** window is displayed.
13. Either accept the defaults on the window, or do one of the following actions:
    - To change the **Server Database** drive, click the arrow and select a drive from the list.
    - To change the **Directory**, click the ellipsis and browse to the directory.
    - To change the **Service Name**, edit the field to match the name of the local database service.
14. The **Automatic Administrator Log-in Settings** window is displayed. Select **Use Automatic Administrator Log-in**.

    Note: If you do not want to take advantage of the **Automatic Administrator Log-in** feature, users must manually log into the server to run WinOMS. The **Username** field defaults to the Windows login name used to log into the server. Enter the corresponding Windows login password. The user must have administrator privileges.
15. Click **Next**.

    Important: Enter the username and password for the WinOMS admin user. Follow the steps in the Resetting User Passwords section to reset passwords and restore access to all active WinOMS users.
16. Click **Next**. The **SQL Server Setup** window is displayed, and the software is installed.
17. When prompted, restart the machine.
18. Click **Finish**. The **Status of CS WinOMS 10.x Server Update** window is displayed.
    - When upgrading to the next major release, such as from 9.x to 10.x, the **Release Code** window is displayed after the status window. Follow the steps in the Registering the Software section to register the software.

    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.

    The **Status of CS WinOMS 10.0 Server Update** window is displayed again, showing the progress of the installation. A message is displayed stating the server installation is complete.
19. Click **OK**.
20. Click **Exit**.

You can now update the workstations.

Installing on a Workstation – v10.x

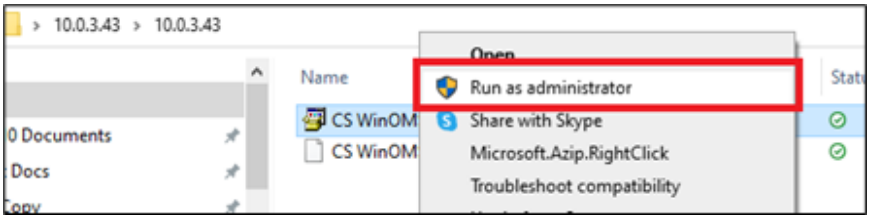
1. Verify the **SQL** service is running under **Windows Services**.
2. Navigate to the folder where the Installer Files are saved.
3. Right-click **WinOMS(*version_number*).exe** and select **Run as administrator**. A prompt is displayed confirming you want to proceed with the install.
4. Click **Yes**. The **Select Component** window is displayed.
    - 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.
5. Select **Client Side** and **I understand that the client side of CS WinOMS v10.0 only runs on Windows 8.1 and Windows 10**.
6. Click **Next**. The **Target Directory** window is displayed.
    - The target directory is the location where the update should be installed. The default target directory is **C:\WinOMSCS**.
    - If the default target directory is incorrect, edit the path. For the **Server** directory, click **Scan**. The installer finds and enters the server directory accessed by the client. Or click the ellipsis to browse to and select the directory folder.
7. Click **Next**. The **WinOMS Version 10.0 Installation** window is displayed.
8. 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.
9. Click **Yes** to restart the computer. After the installation is complete, the **WinOMS** icon is displayed on the desktop.
10. Repeat the steps to install WinOMS on each computer in the network.

Updating the Server – v10.x

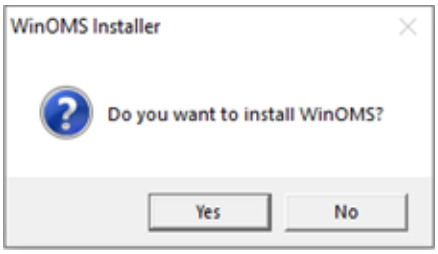
The following instructions provide steps for installing a **Server Side – Update** *where the server is currently running v10*. **Example:** Updating from v10 to v10.0.3. The instructions are not intended for a server migration or new server installation of v10.

To update the server:

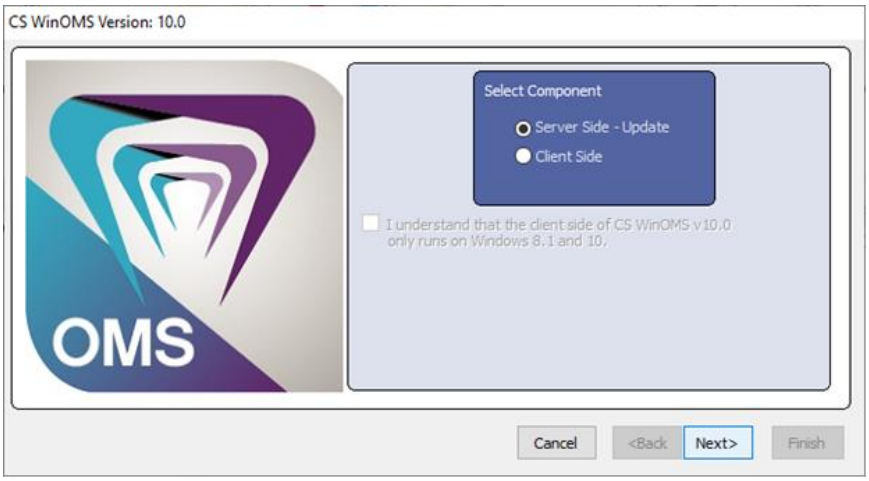
1. Shut down all workstations in the network and close all programs on the server. All users must be logged out of WinOMS.
2. Ensure the **MSSQL service** is running.
3. Ensure the **WinOMSCS** folder on the server is a shared folder with full read and write permissions.
    - Navigate to the **WinOMSCS** folder on the server.
    - Share the folder with full read and write permissions.
4. Navigate to the folder where the Installer Files are saved.
5. Right-click **WinOMS(*version_number*).exe** and select **Run as administrator**. A prompt is displayed confirming you want to proceed with the install.



6. Click **Yes**. The **Select Component** window is displayed.

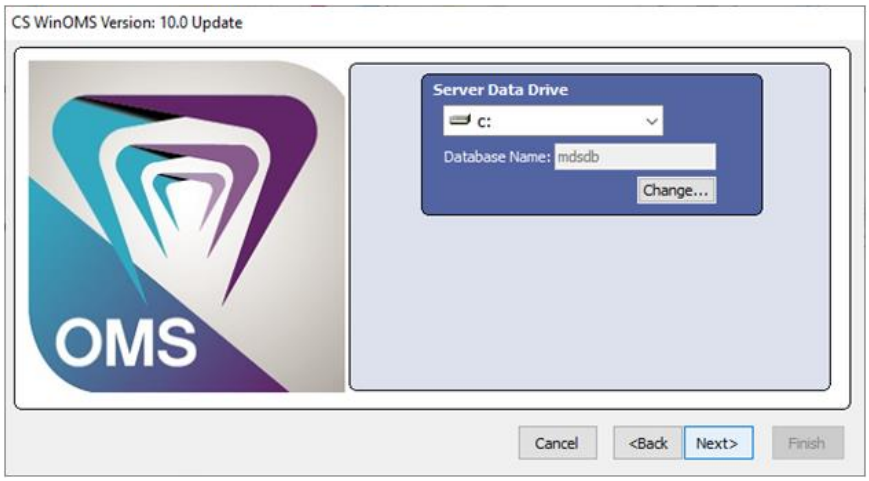


7. Select **Server Side – Update**.

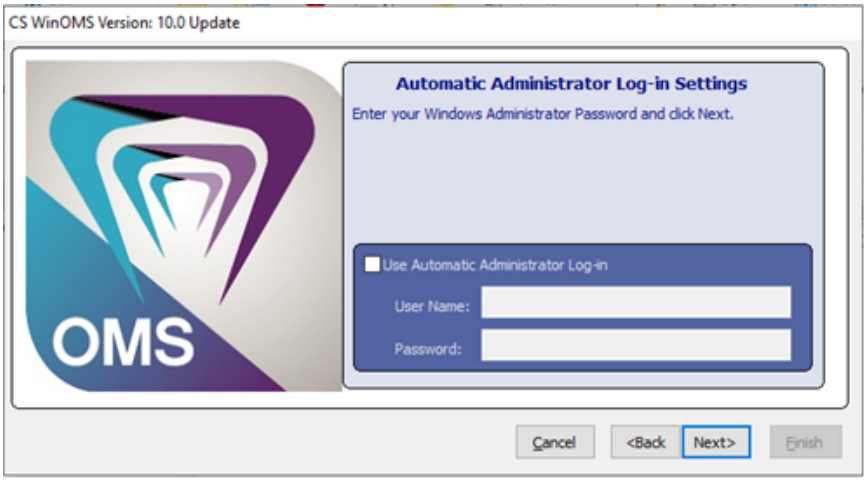


8. Click **Next**. The default in the **Server Data Drive** field is the **C** drive. If data is located on a different drive, select the drive from the drop-down list.
   - (Optional) If the office has a dual database setup, after updating the first dataset, run the update a second time. Click **Change**. Edit the **Database Name** and **Server Data Drive** to update the second dataset. Click **Next**.

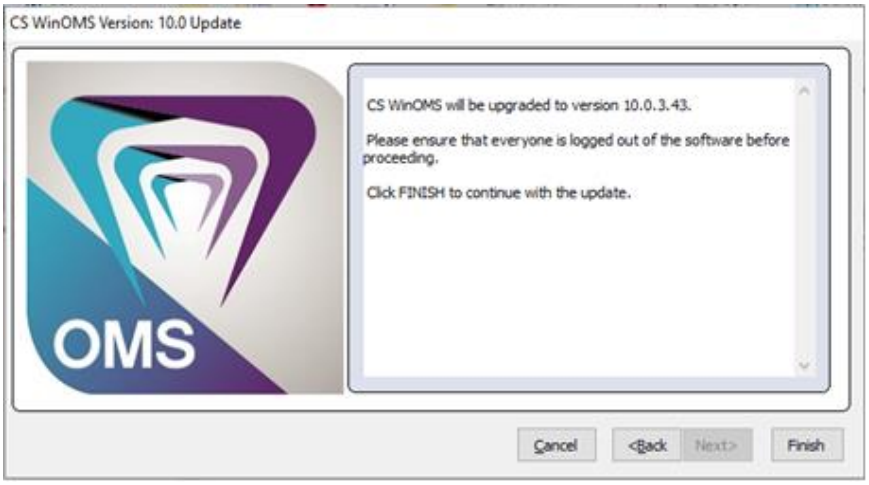
     Example: Add the number 2 at the end of the name of the second database, ***mdsdb2***, and change the drive to update the contents in the ***Data2*** folder.



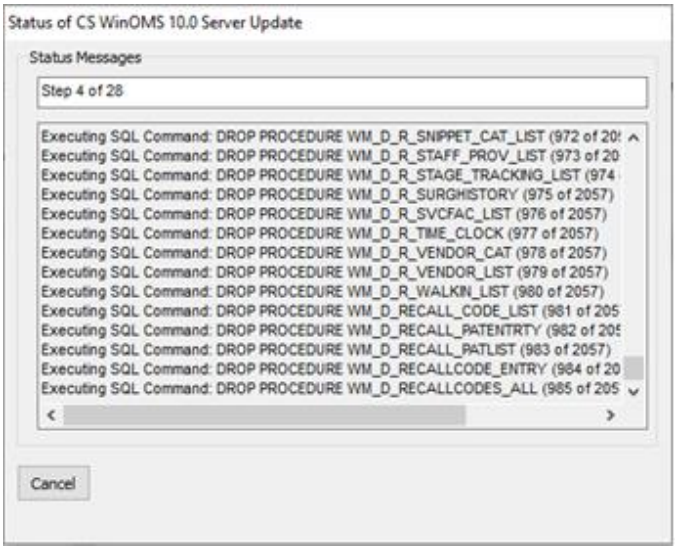
9. Click **Next**. The **Automatic Administrator Log-In Settings** screen is displayed.



10. Select **Use Automatic Administrator Log-in**.
11. Type the administrator credentials in the **User Name** and **Password** fields.
12. Click **Next**.



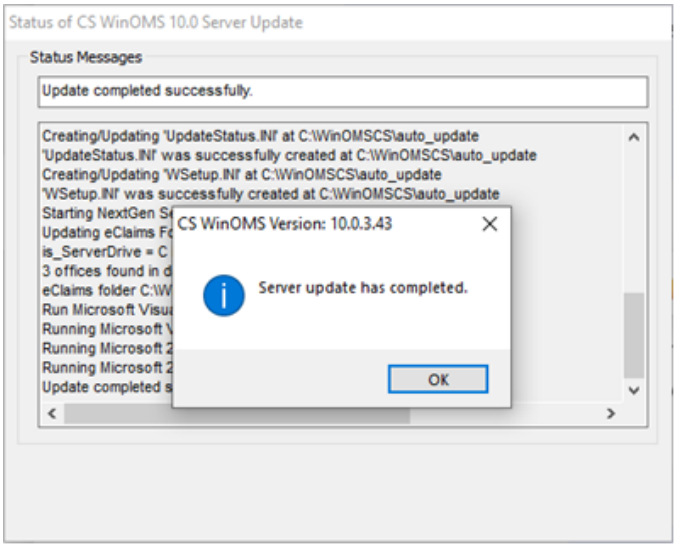
13. Click **Finish**.
    The update initializes. The **SQL services** are stopped and started to create a backup. The update proceeds after doing several checks and runs through the steps. Some steps take longer than others.



    Let the update run. The **Status Messages** window is displayed indicating the progress of the installation. A message is displayed when the installation is complete.

14. Click **OK**.

You can now update the workstations.



Updating Workstations – v10.x

Note: The update can be run on workstations simultaneously.

The following instructions provide steps for installing a **client-side** update *where the workstation is currently running v10*. **Example:** Updating from v10 to v10.0.3.

1. 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.
2. Click **Yes** to proceed with the update.

Migrating the Data – v9.x and v9.x to v10.x Update

- Download the **WinOMS install files** prior to the scheduled appointment. See the WinOMS 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.x – Sybase section.

  MSSQL:
  - Work with WinOMS support to verify the database locations.
- 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.
    - Open the **PWSvr** directory on the server, for example, ***F:\WinOMSCS\PWSvr***. Rename the **pwsvr.exe** file to **pwsvr.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:
    - Set permissions for **Everyone** to **Full Control**.
    - 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.
    - 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 – 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.

Note: If the client uses **ePrescriptions**, follow the steps in the Configuring ePrescriptions During a Server Swap – v9.x section to configure the service on the new server.

7. Verify the **PracticeWorks Server** icon (*gold key*) is running in the system tray.
   - 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:
   - On 32-bit operating systems:
     i. **C:\Program Files\Sybase\SQL Anywhere 9\win32\dbsrv9.exe**
   - 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 – Sybase section.
12. Configure nightly backups for the new server.

    Notes:
    - WE DO NOT SUPPORT LIVE BACKUPS.
    - 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.
    - Online backup services are supported as long as the Sybase SQL service is STOPPED prior to the backup initiating.
    - Follow the steps in the Configuring the Backup for WinOMS v9.7 and Older – Sybase section to stop and start the database service.

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*.

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.
   - If **SQLMDS** is listed in the services, verify it has a green light.
   - 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.
   - For 32-bit: **C:\Program Files\Sybase\SQL Anywhere 9\win32\dbsrv9.exe**
   - 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.
   - Replace *(ServerDataDrive)* with the server drive letter.

   Note: *Complete steps 9 and 10 only 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.
   - 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.
   - 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. Go to the **Services** tab.
6. Right-click **SQLMDS** (service name) and select **Properties**.
7. Click 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. Go to **HKEY_LOCAL_MACHINE** > **Software** > **PracticeWorks**.
5. Right-click **PWRegSvrLicFileID**.
6. Select **Modify**.
7. Set **Value** to **1**.

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

8. Right-click the **PracticeWorks** folder under **HKEY_LOCAL_MACHINE** > **Software**.
9. Click **New**.
10. Select **String Value** which adds an entry in the right window.
11. Rename the new entry to **PWRegSvrLicFileID**.
12. Right-click the new **PWRegSvrLicFileID** entry.
13. Select **Modify**.
14. Set **Value** to **2**.
15. Close the **Registry**.
16. 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. Click 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 on 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 on the **WinOMS** icon to log into the software.to access the second dataset.

Configuration and Error Messages Associated with Server Migrations and New Server Installations – v9.x

Unknown Error Starting SQL Service in Sybase

When trying to start the database service, an error message is displayed stating, **the service 'SQLMDS' has generated an unknown error**. This error is generated when the path to the **mdsdb.log** file is incorrect in **Sybase**.

1. Open **Sybase Central**.
2. Click 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. Verify the **Maintain the following transaction log file** option is selected.
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, **(ServerDataDrive):\WinOMSCS\cstoolkit.exe**.
2. Select the first option, **Server Directory Assignment Tool**.

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; for example, ***Server**WinOMSCS***.
6. Click **Apply**.
7. Click **OK**.

Updating the PWClient License Path

1. Open **PWClient**.
   - On 32-bit operating systems: Go to **Start** > **Run**. Type **PWClient**.
   - On 64-bit operating systems: Go to **C:\Windows\SysWow64\PWClient.exe**.
2. Click **Options**.
3. Set the path.
   - On the server ONLY, set to driver letter path to **PWSvr.exe**, ***(ServerDataDrive):\WinOMSCS\PWSvr***.
   - 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**.

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.

Related Documentation and Resources

Additional information available in the Resource Library:

- 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.