

INSTALLATION INFORMATION

For standard, single office (non-VPN) configurations, this update may take from 1/2—1 hour, depending on the number of computers in your office. During the Server update process, users should **close** all instances of XLDent and XLTimeClock on all systems. See below for VPN configuration considerations.

To ensure assistance is available during update installation, please plan to install this update during normal XLDent Support business hours.

PREPARATION STEPS

- Click Close | About from the XLDent Main Menu to verify your current version. **You MUST be on a minimum XLDent version of 16.X.X.XXX and MySQL version 5.7.14 prior to installation of version 19.2**
- **VERIFY YOUR OPERATING SYSTEM IS WINDOWS 8.1 / SERVER 2012 OR HIGHER.** XLDent should not be installed on an Operating System that is no longer receiving Windows Updates from Microsoft.
- **Backup your system prior to installing any update is STRONGLY recommended.**
- **ALERT for unsupported 3rd party services with real-time access to XLDent files (i.e. 3rd party backups and/or other integrated data services):** To prevent possible data corruption, stop any non-XLDent service that may access XLDent data files prior to installation of XLDent Updates.
 - **NOTE:** Resolution of data corruption caused by unsupported services is not covered under Software Assurance, and is billable at the current data corruption rate.

INSTALLING THE UPDATE OVER A VPN

If you have multiple office locations and/or satellite offices, please read this BEFORE installing.

If you are a single practice operating out of one location only, please skip this section and continue to the Installation Information on the next page.

IMPORTANT NOTE FOR REMOTE ACCESS VPN CLIENTS—Remote Access VPNs utilize a single Server with all satellite office locations accessing/updating a single database. Coordination of the update installation with ALL satellite locations is imperative to avoid unexpected down time.

Depending on each individual site's Internet Download speed, installation of the XLDent Update may take up to 1 hour PER STATION for each workstation that is updated across the VPN.

IMPORTANT NOTE FOR SITE TO SITE VPN CLIENTS—Site to Site VPN configurations are those that have a separate Server in each location, with a secondary option to connect to another office location for the purpose of Patient lookup and cross-scheduling. Coordination of the update installation with ALL locations is imperative to avoid unexpected down time. **If your office utilizes a Site to Site VPN, assistance will be required to synchronize the systems configured with VPN connections to other locations. Please contact XLDent Support a minimum of 3 days in advance to schedule your XLDent Update.**

If you are unsure of your office's VPN status, please contact XLDent Support for assistance

SERVER INSTALLATION

Log out of XLDent and XLTimeClock on ALL computers.

1. Double-click the XLDentUpdate191xxx.exe on the Server Desktop OR Insert the update CD into the CD-Rom drive and double-click the XLDentUpdate191xxx.exe. The installation will launch into a "Welcome" screen—Click NEXT to begin.
2. **Verify the path to XLDENT is correct on the "Destination" dialog.** If the path is incorrect, navigate to the correct directory where XLDent is installed on your Server, and then click NEXT.
3. Setup is Ready to Install. Click on INSTALL to copy files to your system.
4. "Setup Completed Successfully" will be displayed. Click FINISH to complete the installation.
5. An XLDent 19.2 Update window will appear. Click "Continue" to update your data files to the 19.2 version.
Note: If you are currently on a release of 19.2, you will receive a message, "Your database 19.2.1 does not need an update." This is not an error—click OK to the message box to close it, and then continue on to Step 7.
6. When the Update process is complete, click OK to the "Update to XLDent 19.2 Completed Successfully" message.
Note: Please allow the Update to complete in it's entirety. **Do not close the Update window before the update has finished.**
7. **XLDent Update Completed web form is displayed. Please fill out and submit this web form to let us know you have installed XLDent Version 19.2.1.xxx successfully.**
8. Launch the XLDent software.
9. **You will be prompted to activate your XLDent License. Verify that your internet connection is available.**
 - Enter the License code from the Version 19.2 Update Email and click Activate.
 - The token field will fill in with the activation token. Click Ok to close the license activation.
 - If you receive an "Invalid License" or other error, please verify you have Internet Connectivity and click Activate again. If the problem persists, please contact XLDent Support at (866) 450-6717
7. **Launch XLDent again. Click Close | About. Verify the Database version is 19.2.1, XLDent version is 19.2.1.403 and MySQL version is 5.7.14-enterprise-commercial-advanced**
8. Reboot the Server to finalize the installation (if instructed to do so).

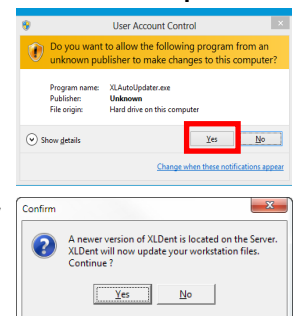
CLIENT INSTALLATION

Complete these steps for each remaining system in the office that utilizes XLDent, including Tablet PCs and Dr. Lap-tops. The Installer/CD is NOT required to complete these steps.

1. Launch the XLDent software and log in with your user id/password.
****Note:** You may be presented with the User Account Control message shown here. If so, please click Yes to allow the XLDent Update utility to complete installation of v.19.2 program files.
2. A message stating that a newer version of XLDent exists, and your program files will be automatically updated. Click YES to update the system.
3. The Program Updater progress bar will display on screen. When complete, the updater will return a message stating the Update was Successful. Click OK to close the updater.

NOTE: If the updater does not run, states that program file version and database version do not match, or returns a Failed message, make note of which system(s) returned the Failed message. Once XLDent has been accessed on ALL systems, please contact XLDent Support at 866-450-6717 for assistance completing the update process on the system(s) that Failed.

4. An InstallAware verification will appear on screen. This application is installing necessary support files for Version 19.2. When complete, the dialog will disappear on it's own.
5. Launch the XLDent software again. Click Close | About. Verify the version of XLDent is 19.2.1.403 on all Workstations.



POST INSTALLATION

- **Updated Software License Agreement**—Please read the updated Software License Agreement displayed upon login to XLDent after version 19 is installed.
 - **If you are NOT the legal owner of the Software**, click Next to continue to the XLDent Main Menu.
 - **If you are the owner of the Software**, please read the License Agreement, and then select the check box labeled, “I accept the agreement.”
- **For continued security and compatibility of your systems with current technologies, please review all computers in the office to confirm the following:**
 - Automatic Windows Updates are turned ON.
 - Internet Explorer has been updated to Version 11 on ALL computers.
 - **Microsoft discontinued Extended Support for Windows 7 and Server 2008 R2 on January 14, 2020.** Please assess all computers in the office to verify they are on a supported Operating System, and plan for upgrades to those that are on Server 2008 R2, Windows 7, or below (i.e. Server 2008/Windows XP) prior to the Extended Support deadline.
 - If you are unsure how to complete these verifications, please contact your NSP (Network Service Provider) or XLDent Hardware Support for assistance.
- **Please review the Release Highlights and the XLDent Help (? Icon in Schedule, Help Menu on Chart, and ? Icon from Main Menu -> Close) for detailed information on new features included in Version 19.2**

19.2.1.403 Update Completed

Clinic #: _____

Clinic Phone: _____

Clinic Name: _____

Please include email addresses for Future XLDent Software Updates Contact, Billing/Account Contact, and all staff in your office that would like to receive valuable XLDent Support information, industry news, and tips and tricks on how to better utilize your XLDent software suite.

Update Contact name/title: _____ Email: _____

Billing Contact name/title: _____ Email: _____

Name/Title: _____ Email: _____

Name/Title: _____ Email: _____

Name/Title: _____ Email: _____

**** Please let us know when you have installed the Version 19.2 Update ******Fax the Version 19.2 Update Completed form to XLDent: (763) 479-4951****OR  GO GREEN****Complete the form at www.xldent.com/xldent-update-completed or****Email XLDent Support*: updates@xldent.com***** Please be sure to indicate your Clinic Name and/or Number in the email.**