

Tracker Installation Instructions

This document explains how to install both the **server** and **workstation** components of Tracker. All computers should be logged in with **administrator rights** and all other programs should be closed when installing programs. This will also install the [ChairSide Imaging](#) and [ChairSide Charting](#) programs on your computer which can be used in demo mode if they have not been purchased. Please contact the sales department for more information on purchasing these applications.

BEFORE YOU BEGIN: We strongly recommend that you print off the **Pre-install Checklist** and complete it before beginning the installation. The checklist is a compilation of best-practices for setting up an environment for Tracker as well as post installation checks and balances.

- [Installing Tracker on a Workstation](#)
- [Potential Problems and Solutions](#)
- [Additional Settings for Windows 7 and Newer Operating Systems](#)

Server Installation

This needs to be done only on the computer, which will be your Tracker server.

- Insert your Tracker CD into the CDROM drive of your computer. The Tracker Installation screen should open automatically. If it does not open you can double click on *My Computer*, double click on the *CDROM drive* and double click on the *setup.exe* file.



- Click on **Install ChairSide Suite** to begin the installation.
- Click on **Install ChairSide Messenger** to install [ChairSide Messenger \(if applicable\)](#).
- You can view the installation instructions from this screen by clicking on the links.
- If your **Software Installation Checklist** has not been completed and returned to The Bridge Network you can click on the link to do so.



- Click **Next**

The **Select Destination Directory** screen allows you to choose where the server files will be installed. **It is important to take note of this location to make sure you backup the appropriate files.**





- Click **Next** once you have selected the server directory.



- Click **OK** if you are installing into the **server directory**.





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





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- Click on the **Finish** button to complete the installation.



Each workstation, including the server, will need to do a workstation installation in order to run Tracker. **The CD is NOT needed to do a workstation installation. Note**



If this is a network installation the **Dental** folder on the server (eg. *C:\Dental\Tracker*) needs to be shared with **full permission. Note**

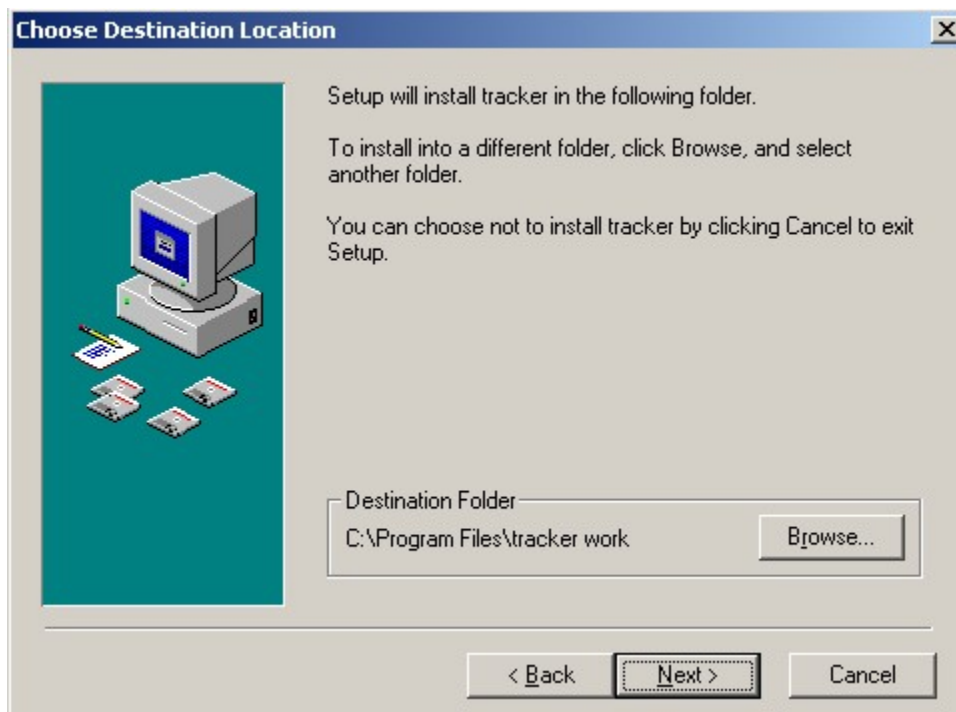


Installing the Tracker Workstation on the Server

- The server installation will create a Tracker icon on the desktop which will begin the workstation installation when it is double clicked on the first time.



- **Double click** the Tracker shortcut.
- Click **Next**

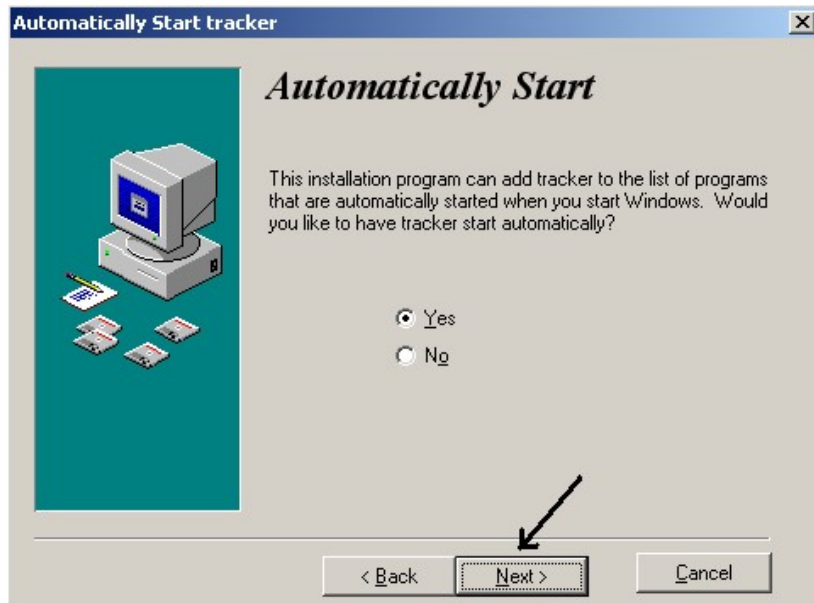


- Click **Next**.



The *Destination Folder* should **not** be changed.

Note



- If you want Tracker to be added to the **Startup** menu select **Yes** and click **Next**.

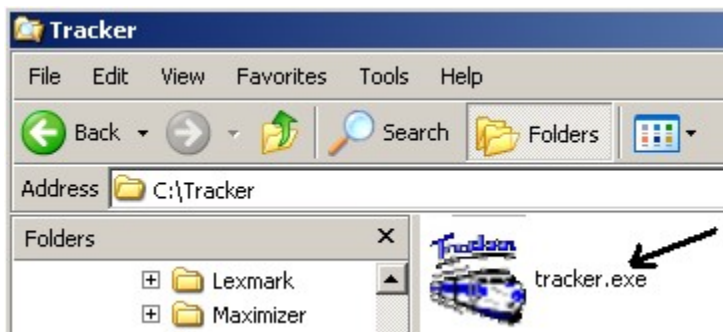
Installing the Tracker Workstation on Network Computers



DO NOT USE THE TRACKER CD TO INSTALL TRACKER ON THE WORKSTATION COMPUTERS.

Note

- To install the Tracker workstation on a networked computer, navigate to the folder on the server where Tracker was installed via **Network Neighbourhood**, **My Network Places**, or a **mapped drive**. **Double click** on the **Tracker.exe** file.





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- The workstation installation on a networked computer is exactly the same as the workstation installation on the server.



The workstation files are installed locally in **C:\Program Files\Tracker Work**

Note

Installing Workstation on Terminal Server

When running Tracker on Terminal Server, you need to make an adjustment to the Tracker configuration file. This is to avoid a message that reads "**Tracker is already running**". This is done as follows:

- Open the **TRACKER.INI** file. To do this, click on **Start | Run** and type **TRACKER.INI** in the **Open** textbox. Click **OK**.
- This will open **the TRACKER.INI** file in notepad. Proceed to the section labelled **[Options]** and add the following line:

**Allow Multiple
Copies=1**



If there are several users accounts, perform a search for the file **TRACKER.INI** and update all INI files as per the instructions above. These files are usually located in **C:\Documents and Settings\%username%\Windows** **Note**

- Close and save the **TRACKER.INI** file.
- These steps must be completed on the **Terminal Server computer**.



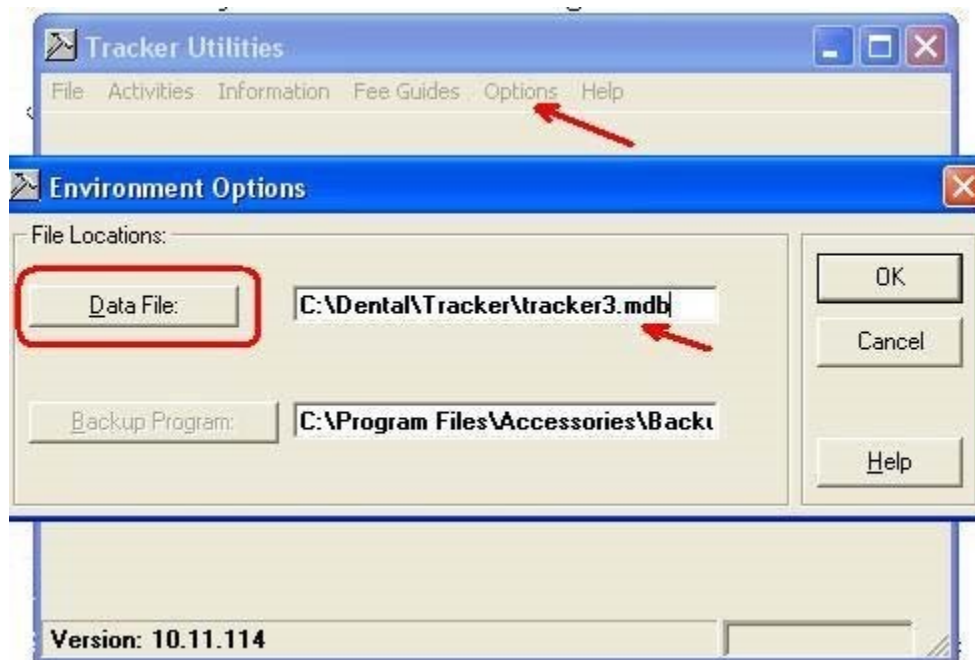
Potential Problems and Solutions

Problem: Problems Reading or Writing to the Database.

Solution: Set Correct Permissions for the user - If a computer has errors such as Run-time Error '52' the text which accompanies the error will indicate that the user does not have **read** or **write permission**. Each user must have **full read and write permission** for the **entire Tracker folder**. Your network administrator can set this up for you.

Problem: Cannot Find Database.

Solution: Set Correct Database. If you are installing Tracker on a computer that has an old installation of Tracker on it you may have to set the location to the new database manually. To do this you click on **Start | All Programs | Tracker | Tracker Utilities** and then click on **Options | Environment** in **Tracker Utilities**. You can either type in the complete path to the Tracker database, or you can click on the **Data File** button to navigate to the correct file. By default the correct database file is the **Tracker3.mdb** which is found in the **Tracker folder** on the **server**.



Problem: Cannot Find Reports.

Solution: Modify the **Tracker.ini**. If the **Tracker.ini** is not pointing to the correct **reports** folder you will not be able to run reports. Click on **Start | Run** and type **Tracker.ini** in the dialogue box that opens. When you click **Ok** the **Tracker.ini** will open in **Notepad**.



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Server / Terminal Server

[Tracker]
Location=C:\Dental\Tracker
Path=C:\Program Files\Tracker Work
[Options]
Reports=C:\Dental\Tracker\Reports

Workstations

[Tracker]
Location=\\ServerName\Dental\Tracker
Path=C:\Program Files\Tracker Work
[Options]
Reports=\\ServerName\Dental\Tracker\Reports

As the example shows the **Reports** folder is a subfolder of the **Tracker** folder on the **server**.

Problem: Multiple Tracker Installations.

Solution: One Tracker installation per Network. With very few exceptions there should only be **one Tracker installation on each network. There is no need to backup older versions of the software on any hard drive on the network. If you are making an old server into a workstation you should delete the server installation on the old server.** See FAQ - Replacing Tracker Server for more information. Double check all **Tracker.ini** settings and **all shortcuts** to make sure all references to the old server have been removed.

Problem: Wrong version of Tracker on workstation.

Solution: Reinstall the Tracker Workstation. If the installation on a workstation is not done correctly updates that are done on the server may not carry over the network. **Make sure that the Tracker shortcut is pointing to the correct Tracker.exe on the server.** Once this is done the next time you start Tracker the update will be installed automatically.



Additional Settings for Windows 7 and Newer Operating Systems

Any Tracker installation residing on a file server where the Operating System is Windows 7 (or newer), or 2008 R2 Server (or newer) must have the following disabled:

- **UAC** (User Account Control) - This is found in Control Panel
- **Opportunistic Locking** - Please see below
- **SMB2** - Please see below

Please follow these steps on how to disable Opportunistic Locking and SMB2 for the above Operating Systems.



IMPORTANT NOTE: As of the 2017 Fall Creators build of Windows 10, SMB1 is disabled on newly installed systems. This must be re-enabled through Windows features on the workstation before making the registry changes on the server. Failure to do so will result in network connectivity issues on the workstation.

For more information visit: <https://support.microsoft.com/en-us/help/2696547/how-to-detect-enable-and-disable-smbv1-smbv2-and-smbv3-in-windows-and>



Warning: Serious problems might occur if you modify the registry incorrectly by using Registry Editor or by using another method that may require that you reinstall the operating system. Please backup the registry and modify at your own risk.

Step 1: Back up the existing registry. 322756 (<http://support.microsoft.com/kb/322756>).

Step 2: Disable SMB2 on the Windows Server

- Run regedit and find the path:
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\LanmanServer\Parameters
- add a DWORD (32-bit) key with a value of zero
- Name the Key = "SMB2" -

Step 3: Disable OpLocks on the Windows Server

- Run regedit and find the path:
HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\MRXSmb\Parameters\
Set OplocksDisabled REG_DWORD to 1
- Find the path: HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\LanmanServer\Parameters
- Set EnableOplocks REG_DWORD to 0

Reboot all computers on the network.

