Tracker 11 Server Migration Guide

BEFORE PROCEEDING, PLEASE ENSURE YOU HAVE A BACKUP OF THE CONTENTS OF
THE TRACKER FOLDER. INCLUDING THE IMAGING AND DOCS FOLDERS.

Step 1:

On the new server, **ensure the server has at least .NET Framework 3.5 installed for the
downloader to function**. Download the T11 installation files by running the Tracker FTP
Downloader. You can download the utility by clicking here. Copy the file to a location where you
want the T11 setup files to be downloaded. Once there, run the downloader. You will need to
contact support for the downloader password. Once you have entered the correct password, the files
should start to download.

Step 2:

Once the download has begun, on the old server you will want to get a backup of the Database. You
will have a few options with regard to backups. These are located within the Tracker installation
location (**e.g C:\Dental\Tracker\BackupConfigurations**). These files are named
AutoBackup###.bak, Dailybackup###.bak, Check the date of each of them, you will want the most
recent backup . If these options are not available, you can use tracker to make an up to the minute
backup. This file will be password protected, contact Tracker support to obtain the backup
password. Store this for later use.

Step 3:

Start the install by starting the TrackerServer application. You will see the window below. This will
install pre-requisites need for Tracker to run correctly. No defaults need to be changed. DO NOT
RUN THE TRACKER CLIENT AT THIS TIME.
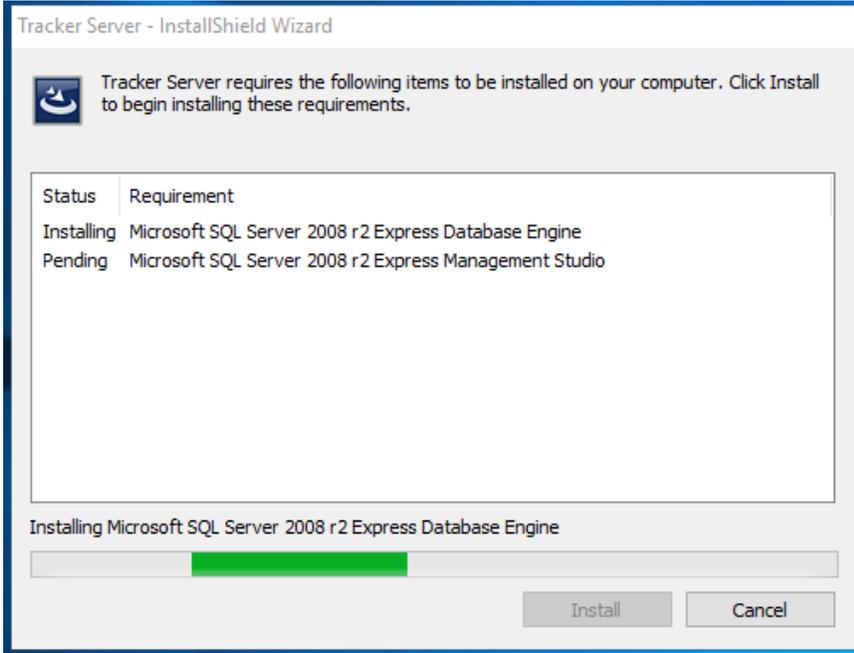
Step 4:
You will want to start the SQL Server Management Studio (SSMS). We will use this to mount the backup of the database from step 2. Log into SSMS using windows authentication. From here you will right click "Databases" and choose restore database. From there you will See the window below. Please note that the order of processes is indicated with a red number.
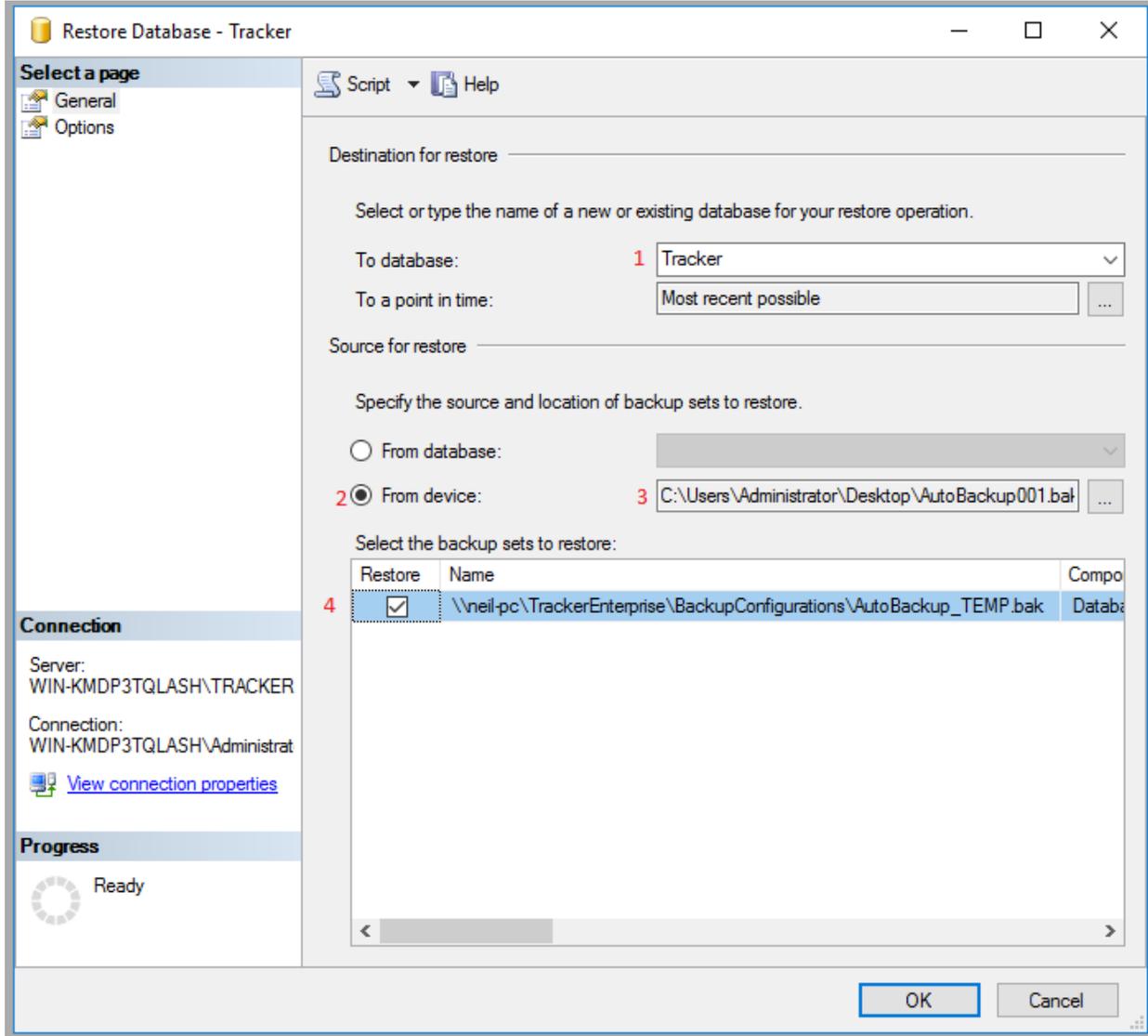
The database name will be "Tracker". This mandatory as Tracker will not look for any other name than this. Next. Select device, using the "…" to browse to the location of the backup file. You will need to "Add" it to SQL. Be sure to click on the restore check box. Click OK and the restore process should begin. You will get a confirmation message once completed.

Server is now set up and ready to go!

# Tracker Client Installation Guide

Step 1:
To install the Tracker desktop client is a very simple process. Browse to the server installation folder (i.e \\Server\Dental\Tracker) on the workstation in question. Find the "Tracker" executable

and run it. This will go through the same process as the server, checking for pre-requisites. Should there be any, install them as well.

Step 2:
Once the install completes, Tracker will check to see if the database needs to be updated to be compatible with the new Tracker install. You will see the screen below.
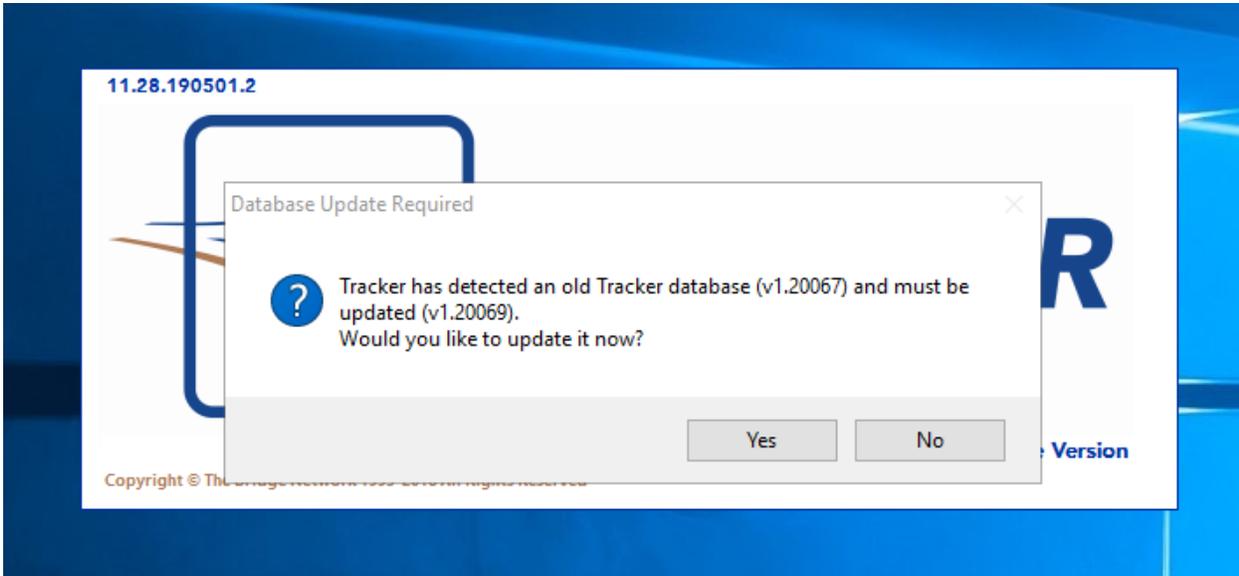
Click Yes. This will only need to be run once. Once completed, you should see the log in screen. Log into Tracker if able and confirm that the data has been restored successfully.

Step 3:
You will need to restore the images, docs and videos folders. This is easily done by replacing the entire folder itself or the contents of the folder, located in the Tracker server installation folder (i.e C:\Dental\Tracker\Docs, C:\Dental\Tracker\Videos, C:\Dental\Tracker\Images. It is very important that you maintain the file structure of the folder system. If this is not done correctly, Tracker will not be able to find the folders and match them with the proper patients. Once you have ensured that everything is in place, restart tracker. You should be able to search for any patients information (x-rays, documents and misc. images) and have it populate correctly.

Step 4:
You will also need to replace the "controlfile.tlf". This is located in the main TrackerServer folder (i.e C:\Dental\Tracker\) This will tell Tracker what packages this office has subscribed to. Otherwise they will be limited to demo mode.

Step 5:
If you find that Tracker does not see the patient's information, you may need to configure Trackers environment variables. You may need to tell Tracker where these files are located. You will need to be logged in to Tracker as the Administrator.   If you find that this is the case, go to Configuration > Tracker options > Environment. You should see the window below;
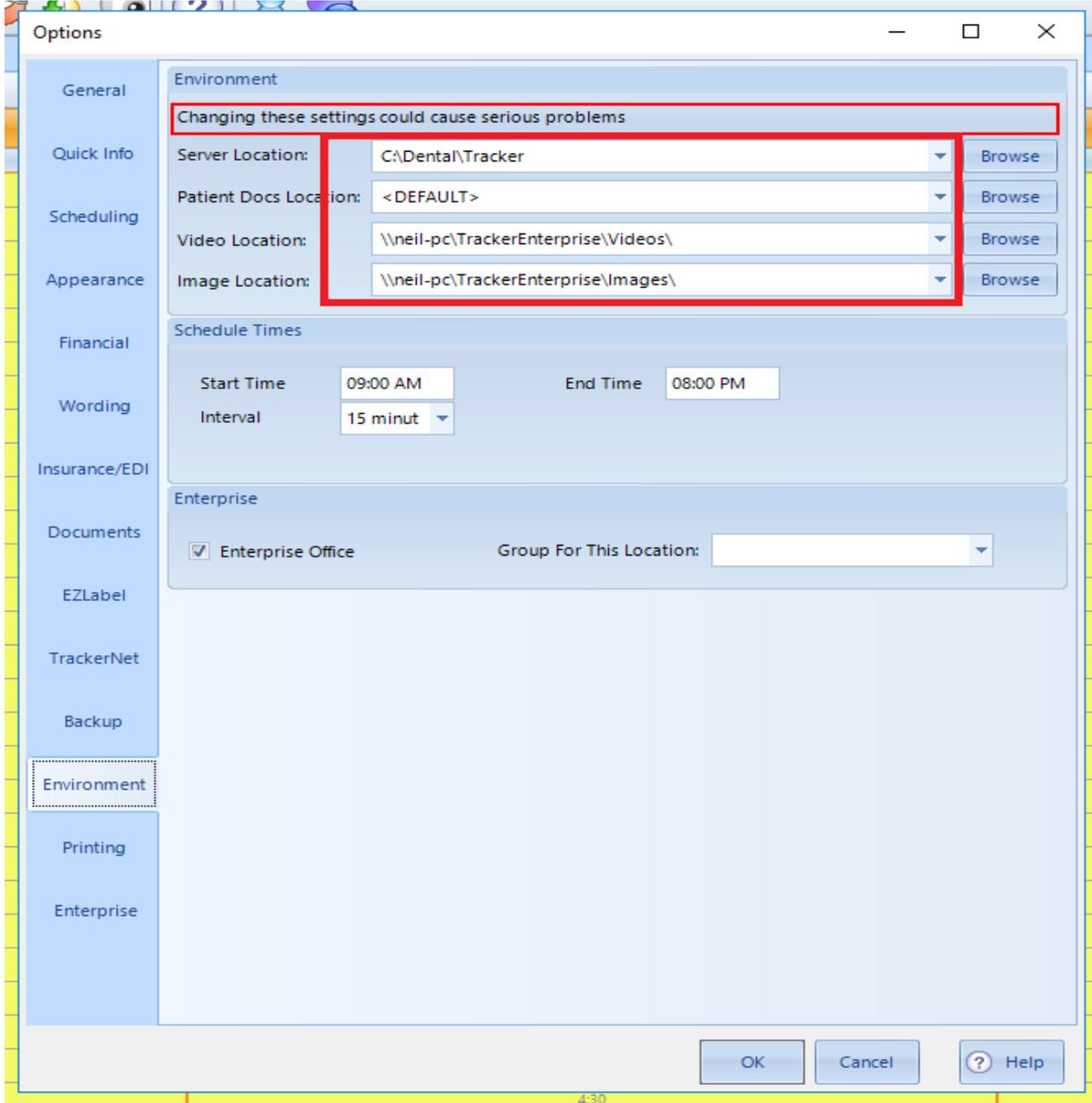
Be sure to use the UNC or network path for the folder locations on the NEW server.

Step 5:

Have a staff member verify the data in Tracker once everything is in place and Tracker is up and running. They are your best bet in knowing if anything is missing. They can look up invoices, images, etc for a recent patient transaction to ensure accuracy.

Additional Installation Tasks

Now that the server and workstations are configured, now is a good time to get any additional software reconfigured. If you are currently using Backtrack for backing up on the cloud, the software will need to be reinstalled and configured. Any 3rd party imaging software, such as for digital X-rays, or Wi-Fi imaging will also need to be reinstalled and reconfigured. If you have any problems installing such software, please consult your hardware vendor or imaging manufacturer for assistance.