

Eaglesoft 18 Installation Instructions

To avoid potential delays, reboot and install any available windows updates on each machine prior to installing Eaglesoft 18.



STOP: By proceeding with this installation, you acknowledge there is a risk that any products currently interfacing with Eaglesoft that are not provided through Patterson, may no longer integrate with Eaglesoft after this update. Please review **FAQ 18100** before continuing with this installation. You may need to consult your provider directly for assistance prior to installation if your office utilizes any program that was not authorized by Patterson to integrate with Eaglesoft.

NOTE: We recommend using a static IP address on your Eaglesoft database server machine.

THE DATABASE UPGRADE MAY TAKE <u>HOURS</u> TO COMPLETE DEPENDING ON THE SIZE OF YOUR DATABASE AND THE SPEED OF YOUR COMPUTER.

- 1. <u>Eaglesoft Version 18 will require all users to have a password</u> with a minimum of 8 characters. Set up your passwords for all users now to streamline this process. For easy instructions, reference FAQ 4685 on https://pattersonsupport.custhelp.com.
- 2. <u>Please review all installation instructions before beginning the installation.</u> You should have one (1) disc labeled *Eaglesoft Version 18.*
- 3. Close all running programs including the Eaglesoft server.
- 4. <u>Make a backup</u> (same as daily backup).
- 5. Log into Windows with Administrative Rights before installing. To operate Eaglesoft afterward, you must have Power User Rights in Windows.
- 6. <u>Run any outstanding Windows Updates</u> on your office computers.
- 7. **Install Eaglesoft Version 18 on your Server machine first**. After the database upgrades successfully, install the rest of the machines.
- Insert the disc into the DVD-ROM drive. The following Eaglesoft Installation screen will automatically appear. If not, click on <u>Start</u> and choose <u>Run</u>. Type "<u>D:\essetup.exe</u>" in the open field. (If the DVD-ROM drive on your computer is represented by a letter other than 'D', substitute the appropriate letter) and click <u>OK.</u>
- 9. <u>Please be patient</u>. The estimated time for **installing** this product is between <u>5</u> and <u>30</u> minutes depending upon the speed of your computer.



10. <u>After reviewing any Third Party</u> Integrations, select OK to continue.



11. Beginning with your server machine, singleclick **Install Eaglesoft.**

Windows 10 Users: If there is no response, select Alt | Tab to see if an Eaglesoft message box is open. If so, click OK to close the message box and continue with the installation.

📙 Patterson E	aglesoft - InstallShield Wizard	*
		eaglesoft
	Please choose your country	
	Inited States	
	© Canada	
InstallShield	< <u>B</u> ack Next	> Cancel

12. Select your country and select the **Next** button.

B Patterson EagleSoft - InstallShield V	Vizard	
Wek Patt	come to the InstallShield Wizard for erson EagleSoft	
The Ir your o	stallShield(R) Wizard will install Patterson EagleSoft on omputer. To continue, click Next.	
WARP intern	IING: This program is protected by copyright law and ational treaties.	
et gre son		
	< Back Next > Cancel	13. Click <u>Next.</u>
B Patterson EagleSoft - InstallShield V	Vizard	
- 202	eaglesoft	
SOFTWARE I HIPAA BUSINESS BEFORE INSTALLING OR (THE "PATTERSON SOFTW. TERMS AND CONDITIONS AGREEMENT AND (2) IF YO	ICENSE AGREEMENT ASSOCIATE AGREEMENT USING THIS SOFTWARE PRODUCT ARE") CAREFULLY READ ALL THE OF (1) THE SOFTWARE LICENSE U ARE LICENSING THE PATTERSON	
SOFTWARE FOR USE IN BUSINESS ASSOCIATE AGR INSTALLING OR USING T OF I accept the terms of the license agree I do not accept the terms of the license	THE UNITED STATES, THE HIPAA EEMENT. BY CLICKING "Yes" AND HE PATTERSON SOFTWARE, YOU Renent e agreement	14. Read the License Agreement. If you agree to the terms, select the radio button I accept the terms in the license agreement.
InstallShield	<back next=""> Cancel</back>	15. Click <u>Next</u> .
Question		NEW CUSTOMER INSTALLATIONS: Skip to the next step.
Did you make a ba	ckup before beginning installation?	(This screen will not appear)
	Yes No	16. Click <u>Yes if your backup</u> <u>is complete</u> . Click <u>No</u> to cancel installation.

B Patterson EagleSoft - InstallShield Wizard	
eaglesoft	
Enter Your Licensing Number	
Please enter the license number that was shipped with your product.	
istallShield	The license number is attached to the outside of the Eaglesoft box.
< Back Next > Cancel	17. Click <u>Next</u> .
	Single Computer Offices: Skip to the Next Step
Patterson EagleSoft - InstallShield Wizard	(This screen will not appear) Workstation Only – this machine functions only as a workstation and does not store your data.
🔘 Workstation Only	Server and Workstation - this machine functions as a workstation <u>and</u> server, which
	stores vour data.
Server Only	stores your data. Server Only - this machine is
 Server Only Server and Workstation 	stores your data. Server Only - this machine is only used to store your data. Select the checkbox to Startup
 Server Only Server and Workstation Startup server at boot. (Only available with a Server configuration) Install Fast CheckIn (Only check this box if you plan to use this computer as a Fast CheckIn kiosk) 	 stores your data. Server Only - this machine is only used to store your data. Select the checkbox to <u>Startup</u> <u>Server at boot</u> to start the server automatically at startup (optional). This step applies to the Server machine only.

18. Click<u>Next.</u>

computer. (optional)

🛃 Patterson Eaglesoft - InstallShield Wizard	
and another	WORKSTATION ONLY:
CUA COL	1. Enter the Server
Patterson Auto Update will allow for future deployments of Eaglesoft via the internet.	name or select the Browse button.
Patterson Auto Update needs to be configured properly to allow for future downloads of Eaglesoft. The configuration requires your Eaglesoft Database Server machine to be installed with Eaglesoft first.	Oslastika Usla kuttar ta assistir.
If your Eaglesoft Database Server machine has not been installed yet, stop this installation and complete the installation on your server.	locating your Server name, if
Ine configuration also requires the name of your Eaglesoft Database Server machine to continue. If your Eaglesoft Database Server machine has been installed with this version of Eaglesoft, use the Browse button below to find and select your Eaglesoft Database Server machine.	To locate your server name:
Browse	1. Select Start Run and enter CMD
	2. Select OK.
InstallShield 	3. In the DOS window, enter hostname and select
Choose Folder	
Select a directory:	
JONES-LAPTOP1	
JONES-LAPTOP2	
JONESLAPTOP	
JONES	2. After selecting
	Browse, locate the
	Server in the Choose Folder window and
	select OK .
· · · · ·	3. After returning to the
OK Cancel	previous screen, select Next

-44		a	eaglesoft	
	Sun	nmary		
	Version:	18.00.0015		
	Client ID:	102 Multi I lease		
	MultiJ ker Type:	Multi-User Server Morkstation		
	Installed	Components		
Practice Management	Advanced Imaging	Digital XRay		
Cosmetic Imaging	Video Capture Clinic	cal (Chart, Perio, & PSR)	Very Truly Yours	Verify the Summary information
XRay Interface				
nSite			Write Note Letters	
		c Back Nave		
		< Back Next	t> Cancel	19. Select <u>Next</u> .
붱 Patterson EagleSofi	t - InstallShield Wiza	< Back Next	t> Cancel	19. Select <u>Next</u> .
J Patterson EagleSof	t - InstallShield Wiza	< Back Next	t> Cancel	19. Select <u>Next</u> .
J Patterson EagleSof Click Install to begin	t - InstallShield Wiza the installation.	< Back Next	t> Cancel	19. Select <u>Next</u> .
Patterson EagleSof Click Install to begin If you want to revie exit the wizard.	t - InstallShield Wiza the installation. w or change any of y	< Back Next	Cancel	19. Select <u>Next</u> .
Patterson EagleSof Click Install to begin If you want to revie exit the wizard.	t - InstallShield Wiza the installation. w or change any of y	< Back Next	t> Cancel	19. Select <u>Next</u> . 20. Click Install .
Patterson EagleSof Click Install to begin If you want to revie exit the wizard.	t - InstallShield Wiza the installation. w or change any of y	< Back Next ard our installation settings,	t> Cancel	19. Select <u>Next</u> . 20. Click <u>Install</u> . Note: If you do not have
Patterson EagleSof Click Install to begin If you want to revie exit the wizard.	t - InstallShield Wiza the installation. w or change any of y	< Back Next	t> Cancel	19. Select <u>Next</u> . 20. Click <u>Install</u> . Note: If you do not have the required version of
Patterson EagleSof Click Install to begin If you want to revie exit the wizard.	t - InstallShield Wize the installation. w or change any of y	< Back Next	t> Cancel	19. Select <u>Next</u> . 20. Click <u>Install</u> . Note: If you do not have the required version of .NET on this machine, it will be installed at this
Patterson EagleSof Click Install to begin If you want to revie exit the wizard.	t - InstallShield Wiza the installation. ew or change any of y	< Back Next	t> Cancel	19. Select <u>Next</u> . 20. Click <u>Install</u> . Note: If you do not have the required version of .NET on this machine, it will be installed at this time. This may require additional reboot before
Patterson EagleSof Click Install to begin If you want to revie exit the wizard.	t - InstallShield Wiza the installation. w or change any of y	< Back Next	t> Cancel	19. Select <u>Next</u> . 20. Click <u>Install</u> . Note: If you do not have the required version of .NET on this machine, it will be installed at this time. This may require additional reboot before finishing the Eaglesoft



PAU Client	
Deployment Configuration	
Available Updates Search	
# Application Name Version Status Date Deployed Date Installed	
Show Hatoy Orack Decine	After you reboot your computer: The Patterson Auto Update (PAU) screen will appear. This new utility will allow you to receive future updates to Eaglesoft over the Internet without using CDs.
	The first machine that is installed that has Internet access will be designated as the Portal machine. The other machines in your office will be designated as the Portal Client.

Dealerment Configuration	—
Pepe Adversed	To set the frequency:
Customer Number: 100 Save	 Select the Configuration tab.
Decomentation Loation Decognent Shared Location C-Patterson Do	2. Next, select the Ba stab.
Printy: High Lodate Checkina Automatically Check For Updates Check every 1 days Weekly A 120000 AM	 In the Update Checking area, set the Daily day numb to determine how often to check for updates.
Last Update Check: 09/26/2013 at 12:46 PM Build: 1.0.2013.0909 I Auto download	OR 4. Select the Weekly
Patterson recommends leaving the PAU to Daily.	for updates once a week instead.
	5. Select Save.
PauClient X	

OK

Select OK.

Please note that changes will be applied after you restart the application

4

MULTI USERS:

Repeat steps 4-18 for each machine on your network.

Once the installation has been completed on the Server machine, you may start the Eaglesoft Server to allow the database to upgrade. A status bar will appear to show your database is being upgraded.

*** Remember, do not start Eaglesoft until the database upgrade has completed and the new version of Eaglesoft has been installed on this machine.

NOTE: THE DATABASE UPGRADE MAY TAKE <u>HOURS</u> TO COMPLETE DEPENDING ON THE SIZE OF YOUR DATABASE AND THE SPEED OF YOUR COMPUTER.

Windows 8.0, 8.1 and Vista Users:

After installing **Workstation Only** on your workstations, you will need to right-click on the Eaglesoft desktop icon and select **Run As Administrator** the first time you open Eaglesoft on that computer.

5		Open	
Patter	2	Troubleshoot compatibility	
Easter	Bagles	Run with graphics processor	
1		Open file location	
	۲	Run as administrator	
			Installing Adobe Acrobat Viewer

- 1. In order to use .pdf files in SmartDoc, you must download the Adobe Acrobat Viewer.
- 2. To download, open a browser and enter https://get.adobe.com/reader and select the Install Now button.

×

Run Save 🔻 Cancel

3. Select Run in the following pop-up window:

Do you want to run or save readerdc_en_db_install.exe (1.13 MB) from admdownload.adobe.com?	

This type of file could harm your computer.

4. Once the download completes, select Finish.