

## Installing Tracker 11

### Prerequisites and Step-by-Step Instructions

### Tracker 11 Prerequisites

All computers must be networked.

All workstation user logons must have local administrative privileges.

For Minimum and Recommend Server and Workstation technical specs see the [Tracker System Requirements](#).

#### Server



Before installing the Tracker 11 Server, please be aware that there is a conflict with Microsoft SQL Server 2005 Management Studio. If this software is installed on the server it must be removed prior to continuing.

#### Note

Tracker 11 is supported on the following Microsoft Windows Operating Systems: XP Service Pack 3, Vista, 7, 2003 Server, 2008 Server, 2011 Server. If running more than 5 workstations then a Windows Server OS is required.

If there are any questions about Tracker 11 Prerequisites please contact Technical Support at 1-800-922-7434 x 2 or [support@bridge-network.com](mailto:support@bridge-network.com)

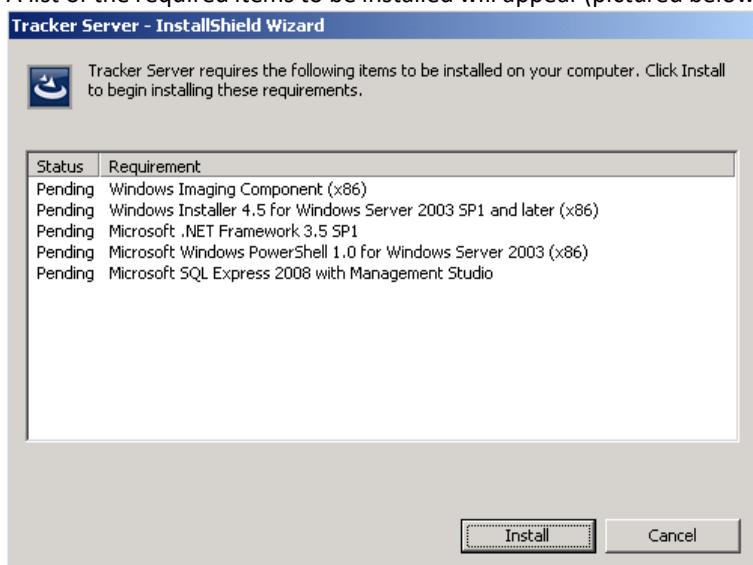
#### Workstation

Tracker 11 requires an Operating System of Windows XP Service Pack 3, Windows Vista or Windows 7.

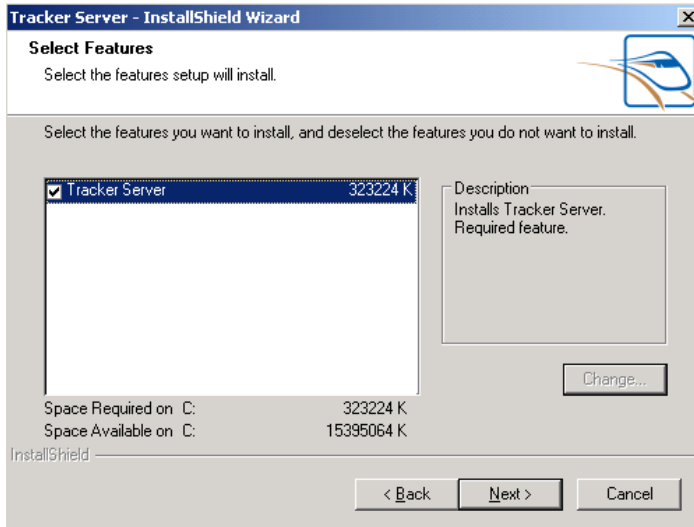
## Installing Tracker 11

#### Server

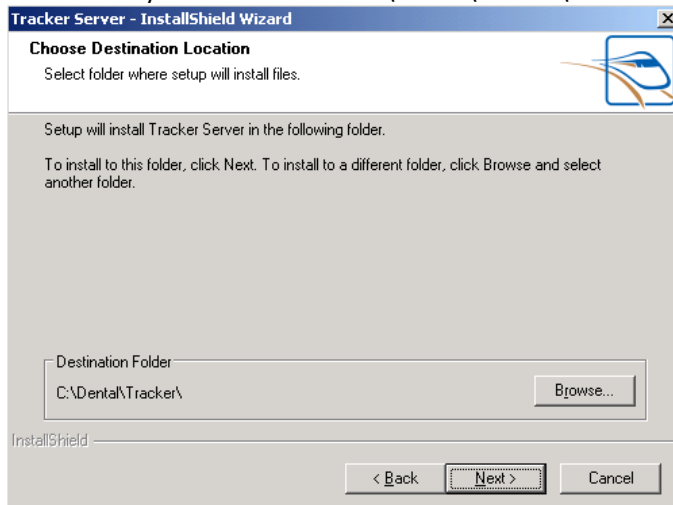
1. Log onto Windows as an administrator
2. Insert the Installation CD and run the 'TRACKERSERVER.EXE'
3. A list of the required items to be installed will appear (pictured below). Click 'Install'



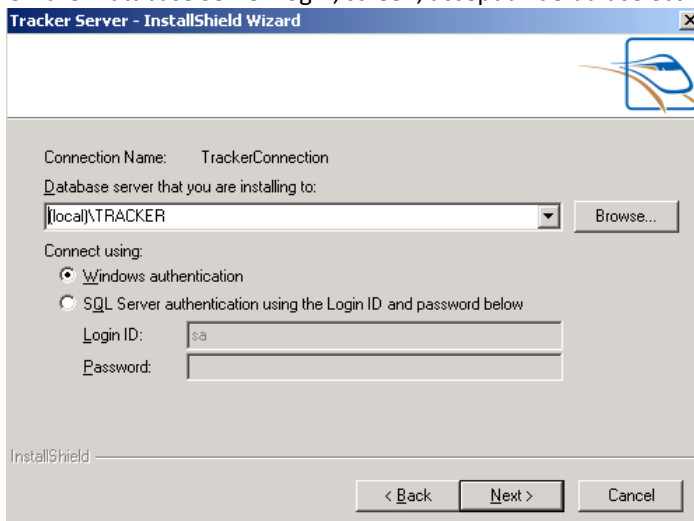
4. Read and follow the prompts. You may be asked to reboot the computer. Do so as requested. Upon returning from a reboot you will have to click 'Install' to continue.
5. Once the required items are installed, click Next to move to the Tracker Server Installation.
6. 'Tracker Server' should be checked. Click Next.



- The 'Choose Destination Location' dialog will allow you to specify where to install Tracker and where data files are stored. By default it is set to 'C:\Dental\Tracker\''. Click "Browse" if you wish to change this location.



- On the 'Database Server Login;' screen, accept all default selections and click Next. Then Click Install.

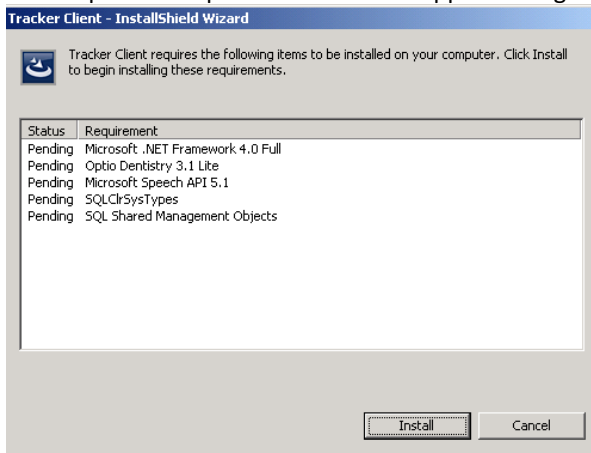


- When the installation is complete, click Finish.
- The installation will share out the Dental Folder (or whichever folder you installed to in step 7) to all users with full permissions. Verify that this has been done successfully. If not, continue to share out the folder manually. All users must have full access to the folder.

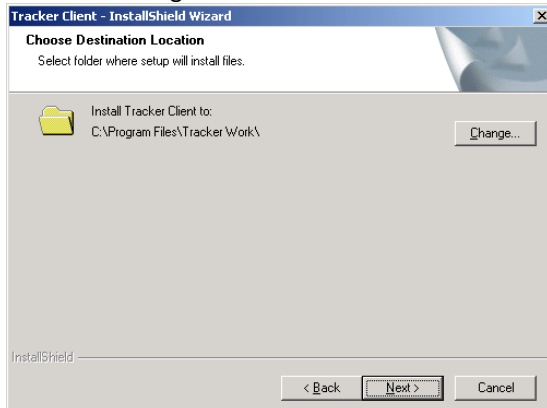
### Installing Tracker Workstation

The workstation installation is done on all computers that need to be able to run Tracker, including the Server.

- Browse to the Dental folder on the server that was shared out in step 7 of the Server Installation instructions.
- Open the 'Install' folder and run the file 'TrackerClient.exe'
- The Required Components screen will appear listing what needs to be installed. Click Install to proceed.



- When required components are done installing, the 'InstallShield Wizard for Tracker Client' will appear. click Next.
- Choose your destination folder for the Tracker Client. It is recommended to accept the default destination. If you choose to change the destination click on the 'Change..' button. Click Next. Then Click Install.



- Once completed, click 'Finish'
- A new Tracker shortcut will appear on the desktop. This can be used to launch Tracker.

## Additional Installation Tasks

### Antivirus Exceptions

In offices where real-time virus scanning (such as Norton Auto-Protect) is desired, the Tracker directories may need to be excluded in order to prevent performance problems and database corruptions. On the Server you will need to exclude the Tracker folder and its contents. On each workstation, you will need to exclude the 'Program Files\Tracker Work' as well as the main Tracker folder if you have mapped a drive there.

### Remote Access / LogMeIn

Remote access to the server via broadband internet is a requirement. Acceptable means of remote access to the server include RDP, LogMeIn and pcAnywhere. On workstations with internet connectivity, LogMeIn must be installed from The Bridge-Network's website. The link to install LogMeIn is located at <http://www.bridge-network.com/download/Setup.exe>. When installing LogMeIn from this location you will use most of the default settings with the following exceptions:

- When indicating the computer description, update it to indicate the name of the office as well as the computer location (example: TBN Dental-Op1).
- When asked to select the Pro or Free version, select Free.

Once installation is completed forward the logon details for all computers to Technical Support via phone at 1-800-922-7434 x 2.

### TBN Hardware

Hardware such as the Smartcam, Topaz digital signature pad and Eye-Fi require setup for use with Tracker. Drivers and installation instructions for these can be found at <http://bridge-network.com/support/install.asp>

### Backup

It is essential that all the data is backed up. By default, all data can be backed up by ensuring that the Tracker Server folder (which was selected during step 7 of the Tracker Server installation) is entirely backed up. Please ensure that there is a system in place for doing this. Backing up of data is the responsibility of the Hardware Vendor.

#### Database Backup.

The Tracker 11 database is an SQL Server database. This means that we must schedule a backup of the database files, which is then backed up by the system backup set up by the Hardware vendor as discussed above. Backup scheduling is done as follows:

1. Go to the Server. Run Tracker. In Tracker click on Configuration | Tracker Options
2. Select the tab labelled 'Backup'.
3. Set the following parameters:
  - a. Start Date set to today's date
  - b. Start Time set to the office closing time.
  - c. Backup Type set to 'Daily backup'
  - d. Backup enabled is checked.
  - e. Machine Name is (local)
  - f. Backup Filepath and Log Filepath are set to the 'BackupConfigurations' folder of the Tracker server (ie 'C:\Dental\Tracker\BackupConfiguration\Dailybackup.bak'  
'C:\Dental\Tracker\BackupConfiguration\Dailybackup.log')
  - g. Number of Versions set to 5
  - h. Versioning Disabled checkbox UNCHECKED.
4. Click Save. A new scheduled task will be created and will show in the list of backups.



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The above steps will create a single backup of the database at the end of each day. If you wish to backup the database at additional times to provide greater coverage, simply repeat the steps with a different Start Time and additional scheduled tasks will be created accordingly.