

Tracker Enterprise Setup.

A Step By Step Guide

Tracker Enterprise allows Tracker to be run from multiple offices (locations) using a single database that is accessed over the internet. The following guide steps you through setting this up.

Responsibilities of the Network Administrator

- Configure the VPN
- Open the SQL Ports at the SQL Server host
- Map drives on workstations.
- Ensure that Internet connectivity meets requirements.
- Install Tracker
- Ensure that iTrans certificates are installed on a computer at each site, and communicate to The Bridge Network which computer.

Responsibilities of The Bridge Network.

- Configure SQL Server for WAN access
- Configure settings.config files
- Set up File Synchronization
- Testing

WAN connectivity

Hosting the database at one of the offices. This is a good option particularly when there is 1 main office and the other office(s) is lower volume. If you intend on using this setup, it important that the Internet connection at the office have exceptionally high upload speeds and low latency. The requirement is 50 Mbps download and 10 Mbps upload speed

How to test upload speed and latency:

1. Upload speed can be tested by running speedtest.net. Acceptable results include an upload speed of
2. Latency can be run at pingtest.net. Acceptable results include a ping of 40ms or less , jitter of , and a line quality rating of B+ or higher.

* All locations must have an Internet connection with a static IP address.

Setup

In each location, a full Tracker server is set up. In fact, each location has a complete Tracker setup similar to any other setup with one possible exception – the location of the database. In the following example we set up two locations. SERVER1 is the primary location and SERVER2 is the satellite location.

Step 1. Install the Tracker Server at both locations. Installation instructions are found [here](#)

Step 2. Install the workstations.

At the SERVER1 Location:

- From each workstation map a network drive to (eg. [\\servername\Trackerserver\](#))
- Log into Tracker as the administrator.
 - o Click on Tracker Options
 - o Go to the Environment tab.

- Set the images folder to Images\. Set the videos folder to Videos\

At the SERVER2 Location

- Open the "settings.config" file located in C:\Dental\Tracker and make the following changes:
 - DatabaseName - Name of the database at SERVER1
 - ServerName - Static IP address at SERVER1 followed by a comma and the TCP port number 1433

Example of a settings.config file:

```
<?xml version="1.0" encoding="UTF-8"?>
<Settings>
<Database>
<DatabaseName>Tracker11</DatabaseName>
<ServerName>69.90.63.183,1433</ServerName>
<MessagingServerName>SERVER2</MessagingServerName>
</Database>
</Settings>
```

- Install the workstations.
- Have each workstation browse to the server and run \Tracker\Install\TrackerClient.exe to install Tracker at the workstations.

Configuring settings for WAN access

Required TCP Ports

The router where SERVER1 is located will have to open ports so that SERVER2 is able to connect. Please have the network administrator open the following ports:

1433 - SQL Server

1434 - Browser Service

Configuring MS SQL

A TCP port will have to be set in MS SQL. To do this:

- Click on Start | All Programs | Microsoft SQL Server 2008 R2 | Configuration Tools | SQL Server Configuration Manager
- In the Left Pane:
 - Expand "SQL Server Network Configuration"
 - Click on "Protocols for TRACKER"
- In the Right Pane:
 - Right click "TCP/IP" and select Properties
 - In TCP/IP Properties:
 - Click the "IP Addresses" tab
 - Locate the section "IP All" and make the following changes:
 - TCP Dynamic Ports: this should be blank
 - TCP Port: 1433
 - Click OK
- In the Left Pane click on "SQL Server Services"

- In the Right Pane right click on "SQL Server (TRACKER)" and select Restart Tracker 11 Wide Area

Setting the Local Messaging Server

- At SERVER1, Open the "settings.config" file located in C:\Dental\Tracker.
- There you will see an entry for the <MessagingServerName>
- This should be set to the SERVER1's computer name.
- Do the same steps at SERVER2, using SERVER2's computer name.

The above steps make each local server the messaging server. This means that chairside messenger as well as desktop notifications work only within the local network. This minimizes WAN traffic and improves performance.

Synchronizing images and Documents.

If both offices are new, just go forward. If adding onto an existing office, we recommend taking a backup of the Tracker folder from the existing office and bringing it to the 2ndary office so we do not have to synch a large amount of files over the internet.

With VPN

This is the preferred method. Simply install Synctoy from Microsoft and create a synch job for images and another for documents. Then use task scheduler to automate the running of these tasks.

Without VPN

If there is no VPN, a tool called Goodsynch will need to be purchased by the office.

Testing

1. Create an appointment from location 1. Log onto the server at location 2 to ensure that the appointment is there. Test the other way around as well.
2. Import an image into a test patient at location 1. Verify that the image file is put into the proper folder on the server at location 1. Do the same at location 2.
3. Attach a document to a test patient in location 1 and verify that the image file is put into the proper folder on the server at location 1. Do the same at location 2.
4. Run the synchronization scheduled tasks and verify that the files in steps 2 and 3 have been copied over to both servers and accessible within Tracker.

Electronic Claims

For Enterprise, iTRANS must be used for EDI. Each office will send their own electronic claims. The iTrans digital certificates for each provider will need to be installed on a computer at each site. Then, the iTrans software needs to be set up to run automatically on those computers.