

DENTRIX G3 Component Update 3

Component Update 3 provides fixes for errors reported in the latest DENTRIX G3 release. In Component Update 3, the Month End process has been updated.

Component Update 3 also includes all the fixes from Component Update 2.

Downloading and Installing Component Update 3

The component update must be installed on each workstation that runs DENTRIX G3.

1. Open your Internet browser and go to **www.dentrix.com**.
2. Click the **Support** tab to open the Support page.
3. Click **Downloads** in the left navigation panel to open the Downloads page.
4. Click the **DTXG3CU3.exe** link in the DENTRIX G3 CU3 section of the page. The File Download dialog box appears.
5. Click **Save** to save the file to your computer. The Save As dialog box appears.
6. Expand the **Save in** drop-down list by clicking the arrow. Select **Desktop** from the list.
7. Click the **Save** button to save the file to your computer's desktop. When the file has been saved, the Download Complete dialog box appears.
8. If you want to run the update now, click the **Run** button. If a security warning appears, click **Run** to continue with the installation. Click **Yes** to install the Component Update 3. Click **Finish** when the install is complete.
9. If you want to run the update later, click the **Close** button and run the update at a later time by double clicking the **DTXG3CU3** icon on your Desktop. Click the **Run** button. If a security warning appears, click **Run** to continue with the installation. Click **Yes** to install the Component Update. Click **Finish** when the install is complete.
10. Install the Component Update on every computer in your office using one of the following three methods. The first method requires an Internet connection at each computer in your office. The second option does not require an internet connection at each computer, but it requires a CD burner or external drive. The third option is more technical and should not be attempted without the help of a CIE or computer technician.

Option 1: Repeat steps 1 – 8 on each individual computer.

Option 2: Burn the Component Update file to a CD using a CD burner or copy the file to an external storage device, such as a jump drive. Take the CD or jump drive to each computer, save the DTXG3CU3 file to the Desktop, and complete steps 6 – 8 to install the Component Update.

Option 3: Copy the file into the Dentrix folder on the server (ie. C:\Program Files\Dentrix\DATA\Installs\g3). Then, from each workstation, browse to the server's Dentrix Installs folder and double click DTXG3CU3.exe to install the update.

Note: For help with the download and installation of DENTRIX G3 Component Update 3, call DENTRIX support at (800) 336-8749.

Fixes in DENTRIX G3 Component Update 3

In Component Update 3, the Month End process has been updated to guarantee the integrity of your database if you inadvertently run Month End without closing all other DENTRIX modules.

- Month End:**
- If any DENTRIX modules are open on any computer on the network when you run Month End, incorrect data is restored after the month end process is completed.

Component Update 3 also includes the following fixes that were included in Component Update 2.

- Appointment Book:**
- The Amount field shows 0.00 when opening an appointment if the 'Always Calculate' option is selected in the Practice Appointment Setup window.

- Patient Chart:**
- An error occurs when the Patient Chart module is maximized after it has been minimized on the chart of a patient who has Chart notations.

- Document Center:**
- Document Center fails to load and generates a 'Key not found' error message.
 - Individual documents are converted multiple times to new DENTRIX G3 format when the Document Center is first opened.
 - The Document Center screen flashes and will not acquire an image when there are long ID numbers in the database file.
 - When previewing images in the Document Center, an 'Out of Memory' error occurs.
 - The Document Center module crashes after acquiring a document from a Canon DR2050-C scanner or a Canon DR2580-C scanner using its TWAIN driver.
 - If a Document Center document has more than nine pages, all pages beyond the ninth page are converted, but are not displayed in the Document Center.
 - Document Center is unable to acquire new images for certain patients.

- Office Journal:**
- When the Auto Dial feature is launched and used from the Appointment Book, the time recorded in the Office Journal is changed to 12:00 AM and an 'Unspecified Error' message appears.

- Presenter:**
- When patient images are added to a Case Presentation, they will not display again when the Presenter is closed and re-launched.

For detailed information about the DENTRIX G3 Component Update 3, please visit the Support knowledgebase at www.dentrix.com/support/knowledgebase/logon.asp.