



# Dentrix G4 Productivity Pack 7 Hotfix

## Frequently Asked Questions

**Q: What is the Productivity Pack 7 Hotfix?**

A: This Hotfix addresses three issues that were discovered after Productivity Pack 7 was released:

- When attempting to install a Dentrix update using Smart Upgrades, users who were missing a particular setting in their Windows registry received the following message:  
"SmartUpdateInstaller.exe has encountered a problem and needs to close."  
For some customers, this message may appear while installing this Hotfix. If this happens, you will need to browse to the \DATA\Installs\DTXG4\_7\_2 folder and double-click the DTXG4\_7\_2.exe file to manually run the Hotfix installation.  
**Note:** When Dentrix is installed locally, the \DATA folder is typically in C:\Program Files\Dentrix. To learn the location of your \DATA folder, open Office Manager and click **Maintenance > Practice Setup > Preferences** and click the **Paths** tab. If you need assistance, contact Dentrix Customer Support. **(For more information, see Knowledgebase article #43717 in the Dentrix Resource Center at <http://www.dentrix.com/resource-center>.)**
- The HSPSCheckLog.xml file occasionally generated error messages when Dentrix Smart Upgrades checked for software updates. We determined that this log file was unnecessary, and it will be removed from Dentrix when you install this Hotfix. **(KB #44124)**
- In the Appointment Book, when users moved the mouse pointer over the Pinboard and the Pinboard tooltip appeared, if users then moved the mouse pointer down and to the left of the Pinboard, the Appointment Book became unresponsive as long as the Pinboard tooltip remained visible. This problem has been fixed.  
**(KB #48910)**

**Q: Who should install this Hotfix?**

A: Customers who have installed Dentrix G4 Productivity Pack 7 should install this Hotfix.

**Q: How do I get the Hotfix?**

A: The Hotfix is available to download any time at <http://www.dentrix.com/support/software-updates>. Users who have installed Productivity Pack 7 and are on a Dentrix Customer Service Plan will automatically receive the Hotfix via the Check for Updates feature within Dentrix.

**Note:** The Check for Updates feature must be enabled to receive the Hotfix. (To enable Check for Updates, from the **Maintenance** menu in the Office Manager, point to **Practice Setup**, then click

**Preferences.** On the **General Options** tab, under **Startup Options**, select **Automatically Check for Updates.**) Once the update alert is displayed, the Hotfix will be ready to download and install.

**Q: When was this Hotfix made available?**

A: The Hotfix was sent to general release on Wednesday, July 14<sup>th</sup>, 2010.

**Q: Does this Hotfix include the Dentrax Practice Advisor Hotfix released on May 24<sup>th</sup>, 2010?**

A: Yes, the Dentrax Practice Advisor Hotfix is included in this Hotfix release.

**Q: How long will it take to download and install the Hotfix?**

A: The time will vary depending on your Internet connection and computer speed, but it should take less than a minute. On most computers, it will only require a few seconds. (The download file size is approximately 2.8 MB.)

**Q: Do I need to close my software programs before running the installation?**

A: You should close all Dentrax modules at the workstation where you are installing the Hotfix. (If certain Dentrax modules that need to be updated are left open, the Hotfix installation will prompt you to close them before it can proceed.) Once computers have completed the Hotfix installation, they may run Dentrax immediately, even if other computers on the same network have not yet finished the installation.

**Q: Will the installation program ask me to make any selections or answer any technical questions?**

A: No. An initial setup screen will ask if you want to continue with the installation. When it finishes, you'll be asked to click **Finish**.

**Q: Will I need to reboot my computer after installing the Hotfix?**

A: No.

**Q: What if I have other questions about this Hotfix?**

A: For other questions regarding this Hotfix, contact Dentrax Customer Support at 1-800-336-8749.