



TROJAN PROFESSIONAL SERVICES

JANUARY 11, 2021

## **RESOLVED: Dentrix/Easy Dental Trojan Insurance Database Issue**

### **IMPORTANT NOTE:**

**When calling Henry Schein, please inform your call center rep you are calling regarding KB#000055290 so that they can properly and quickly assist you. They will need access to your server and each workstation to reinstall the new Dentrix/Easy Dental Trojan Viewer 6.1.45.0**

Dear Valued Client,

Dentrix has created a permanent fix for the error message directing you to update your Trojan Insurance Database.

#### **DENTRIX CLIENTS**

**Please contact Dentrix at 800-336-8749**

Ask for an upgrade of the Dentrix Trojan Viewer to version 6.1.45.0.

Dentrix Trojan Viewer version 6.1.45.0 works with all Dentrix versions 16.2 and higher.

#### **EASY DENTAL CLIENTS**

**Please contact Easy Dental at 800-824-6375**

Ask for an upgrade of the Easy Dental Trojan Viewer to version 6.1.45.0.

Easy Dental Trojan Viewer version 6.1.45.0 works with all Easy Dental versions 11.4 and higher.

If you are using a version of Dentrix or Easy Dental not noted above, you can discuss your options with the Dentrix or Easy Dental Support representative.

Vendors: Dentrix and Easy Dental

Issue: Error message reading "You must update your Trojan Insurance database before any Trojan Insurance data can be accessed."

The attached document has the instructions for the short-term fix for this error.

Sincerely,

Trojan Software Support  
800-451-9723 ext. 1



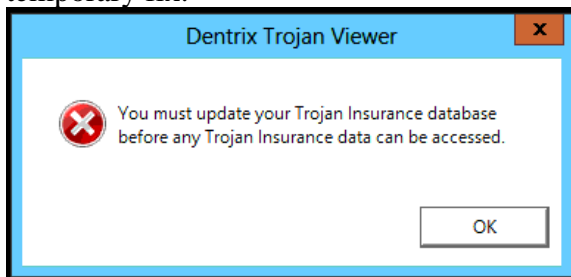
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## HOT FIX: Trojan Update Database Error for Dentrrix & Easy Dental

**WARNING: When updating your Trojan database the troj3.dat file will be overwritten and you will see the error message asking you to update your Trojan Insurance database. You will need to follow the steps below to remove this error message.**

DISCLAIMER: If you are not comfortable performing these steps on your own, please use the following [link](#) to schedule time with a tech to resolve it for you.

We are aware of an error that Trojan clients are seeing after completing an update through Dentrrix and Easy Dental. For those of you getting this message after running an update, there is a temporary fix.



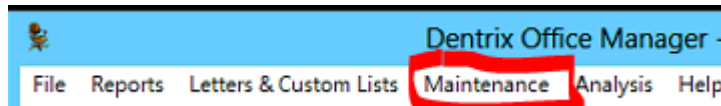
How to fix this error message, complete the following steps

1. Update your Trojan Benefit Service as you would normally
2. Download the “troj3.dat” file from this [link](#).
3. Locate your Dentrrix Trojan folder by following these steps:

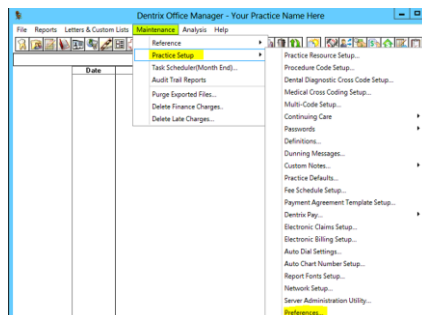
- a. Open the Dentrrix Office Manager



- b. Click on Maintenance

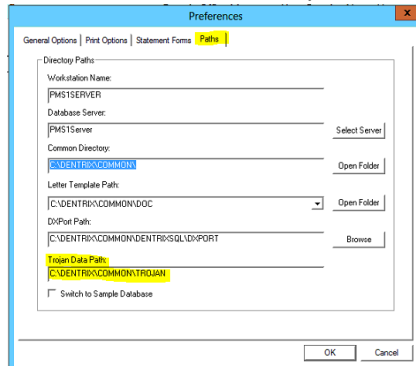


- c. Click on Practice Set up
- d. Click on Preferences



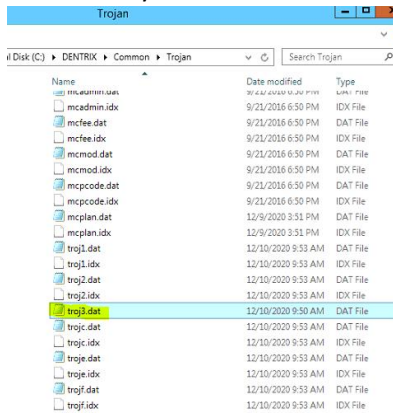


- e. When the new window opens click on the Paths tab



- f. Copy the network path under Trojan Data Path. *NOTE: Your path may vary from the path in the image.*

- 4. Open File Explorer
- 5. In the Address Bar at the top, paste the path copied from the Dentrix Office manager in step 3 (highlighted in Image 3.f, above)
- 6. Scroll until you see the file names troj3.dat



- 7. Delete the troj3.dat file
- 8. Move the troj3.dat file you downloaded from step 2

**WARNING: When updating your Trojan database the troj3.dat file will be overwritten and you will see the error message asking you to update your Trojan Insurance database. You will need to follow the steps above to remove this error message.**