

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

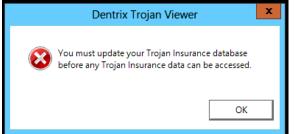


HOT FIX: Trojan Update Database Error for Dentrix & Easy Dental

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 <u>link</u> 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 Dentrix 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 <u>link</u>.
- 3. Locate your Dentrix Trojan folder by following these steps:
 - a. Open the Dentrix Office Manager



b. Click on Maintenance

-			Dentrix Office Manager -				
File	Reports	Letters & Custom Lists	Maintenance	Analysis	Help		

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

\$.		Dentrix Office Manager - You	r Practi	ce Name Here
File Reports Let	ters & Custom Lists	Maintenance Analysis Help		
8 🕞 🖉 🔛		Reference	• 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
		Practice Setup	•	Practice Resource Setup
	Date	Task Scheduler(Month End)		Procedure Code Setup
		Audit Trail Reports		Dental Diagnostic Cross Code Setup
		Purge Exported Files		Medical Cross Coding Setup
		Delete Finance Charges.		Multi-Code Setup
		Delete Late Charges		Continuing Care
			_	Passwords +
				Definitions
				Dunning Messages
				Custom Notes +
				Practice Defaults
				Fee Schedule Setup
				Payment Agreement Template Setup
				Dentrix Pay •
				Electronic Claims Setup
				Electronic Billing Setup
				Auto Dial Settings
				Auto Chart Number Setup
				Report Fonts Setup
				Network Setup
				Server Administration Utility
				Preferences



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

Preferences	×
General Options Print Options Statement Forms Paths	
Directory Paths	
Workstation Name:	
PMS1SERVER	
Database Server:	
PMS1Server Select Set	rver
Common Directory:	
EADENT FIRACOMMONA Open Fol	der
Letter Template Path:	
C\DENTRIX\COMMON\DOC Open Fol	der
DXPort Path:	
C:\DENTRIX:COMMON\DENTRIXSQL\DXPORT Browse	<u> </u>
Trojan Data Path:	
C-DENTRIX-COMMON\TROJAN	
☐ Switch to Sample Database	
ОК	Cancel

- 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

I Disk (C:) ► DENTRIX ► Common ► Trojan	V C Search Tro		jan	,
Name			Туре	
i mcadmin.idx	9/21/2016	5:50 PM	IDX File	
mcfee.dat	9/21/2016	5:50 PM	DAT File	
mcfee.idx	9/21/2016	5:50 PM	IDX File	
mcmod.dat	9/21/2016	5:50 PM	DAT File	
mcmod.idx	9/21/2016	5:50 PM	IDX File	
Compcode.dat	9/21/2016	5:50 PM	DAT File	
mcpcode.idx	9/21/2016	5:50 PM	IDX File	
mcplan.dat	12/9/2020	3:51 PM	DAT File	
mcplan.idx	12/9/2020	3:51 PM	IDX File	
troj1.dat	12/10/2020	9:53 AM	DAT File	
troj1.idx	12/10/2020	9:53 AM	IDX File	
troj2.dat	12/10/2020	9:53 AM	DAT File	
troj2.idx	12/10/2020	9:53 AM	IDX File	
Troj3.dat	12/10/2020	9:50 AM	DAT File	
trojc.dat	12/10/2020	9:53 AM	DAT File	
trojc.idx	12/10/2020	9:53 AM	IDX File	
troje.dat	12/10/2020	9:53 AM	DAT File	
troje.idx	12/10/2020	9:53 AM	IDX File	
trojf.dat	12/10/2020	9:53 AM	DAT File	
trojf.idx	12/10/2020	9:53 AM	IDX File	

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

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