



TROJAN PROFESSIONAL SERVICES

JANUARY 11, 2021

RESOLVED: Dentrix/Easy Dental Trojan Insurance Database Issue

IMPORTANT NOTE:

DO NOT CALL TROJAN UNTIL YOU'VE HAD HS1 UPDATE YOUR TROJAN VIEWER

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 Professional Services, Inc.