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sirona
The Dental Company

SIDEXIS 4

Software version V4.1.3

Service Manual

English

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1 About this Service Manual

1.1 Structure of the document

1.1.1 Identification of the danger levels

To prevent personal injury and material damage, please observe the warning and safety information provided in these operating instructions. Such information is highlighted as follows:

⚠ DANGER

An imminent danger that could result in serious bodily injury or death.

⚠ WARNING

A possibly dangerous situation that could result in serious bodily injury or death.

⚠ CAUTION

A possibly dangerous situation that could result in slight bodily injury.

NOTICE

A possibly harmful situation which could lead to damage of the product or an object in its environment.

IMPORTANT

Application instructions and other important information.

Tip: Information on making work easier.

1.1.2 Formats and symbols used

The formats and symbols used in this document have the following meaning:

✓ Prerequisite **1.** First action step **2.** Second action step or ➢ Alternative action ↳ Result ➢ Individual action step	Prompts you to do something.
See "Formats and symbols used [→ 6]"	Identifies a reference to another text passage and specifies its page number.
• List	Designates a list.
"Command / menu item"	Indicates commands, menu items or quotations.

1.2 Scope

This Service Manual describes the servicing of the software SIDEXIS 4. It is intended for use exclusively by trained and authorized distributors and service technicians.

1.3 Other relevant documents

In addition to this manual, you need the following documents:

Installation Instructions

- SIDEXIS 4 Installation Instructions: REF 64 47 200

Current service documentation, such as the Service Manual, can be downloaded from the Sirona dealer website.

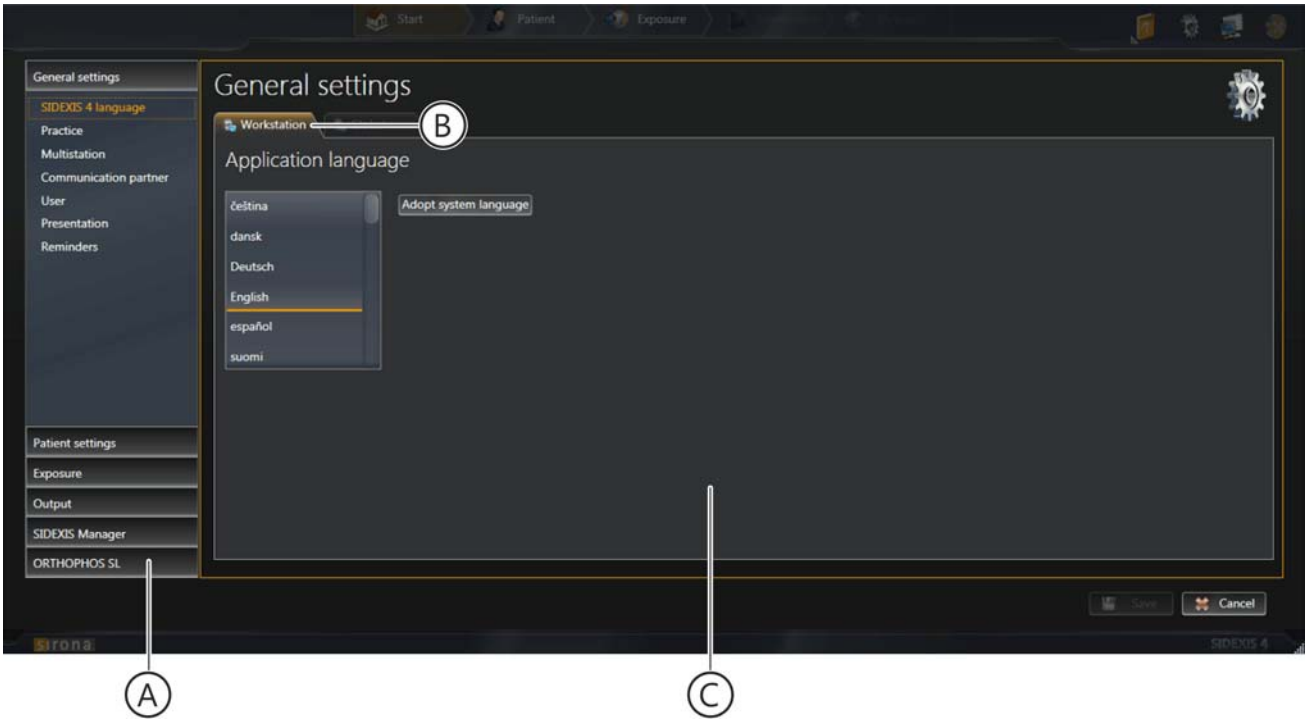
System requirements can be found in the *"readme.html"* file on the SIDEXIS 4 DVD.

2 Configuring software

Configuration of SIDEXIS 4 takes place via a Configuration menu [→ 7], which you SIDEXIS 4can open [→ 35] via the cog symbol in the headline.

2.1 Configuration menu

You can adjust SIDEXIS 4 according to the requirements of your practice. To do this, you are provided with a clear configuration menu



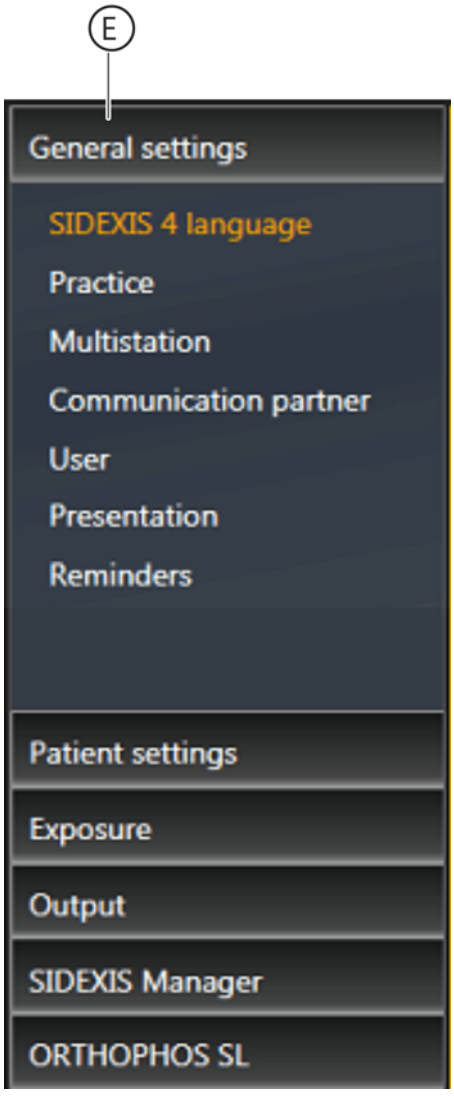
Configuration menu, e.g. the "Application language" menu

A	Structure tree with buttons for menu selection
B	Display tab: displays whether the menu contains global, user-specific, or workstation-related settings.
C	Menu

The menus for presetting the program are compiled into groups.

- *"General Settings"*
- *"Patient Settings"*
- *"Acquisition"*
- *"Output"*
- *"SIDEXIS Tools"*

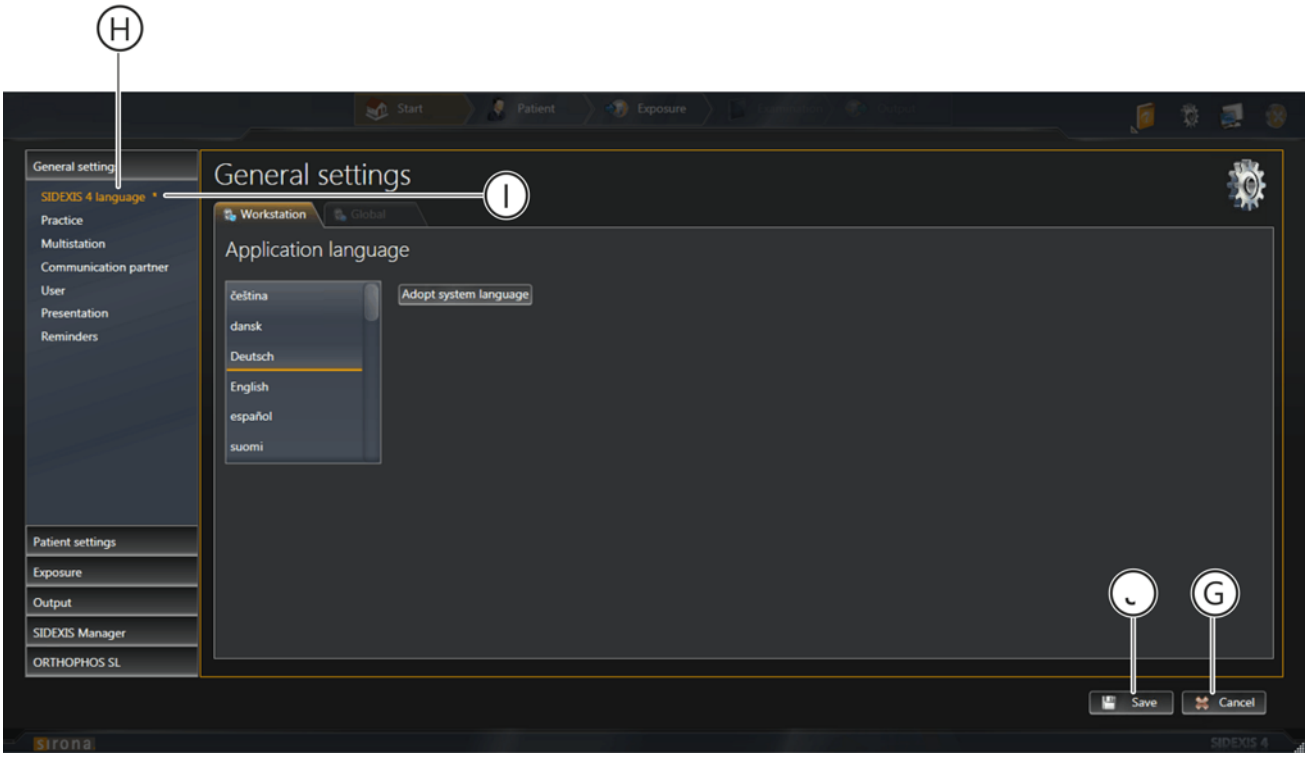
NOTE: If plug-ins for treatment units that require settings are installed in SIDEXIS 4, these are also displayed as buttons here.



By clicking on the group name (E) (e.g. *"General Settings"*) the buttons (F) for the relevant menu become visible.

When you click on a button, the corresponding menu opens.

Identifying changes to the configuration



Identifying a change to the configuration that has not yet been saved

If you have made changes in the configuration menu and these have not yet been saved, the corresponding buttons in the structure tree (H) are labeled with an * (I). This identification is deleted again once the configuration is saved.

Saving the changes

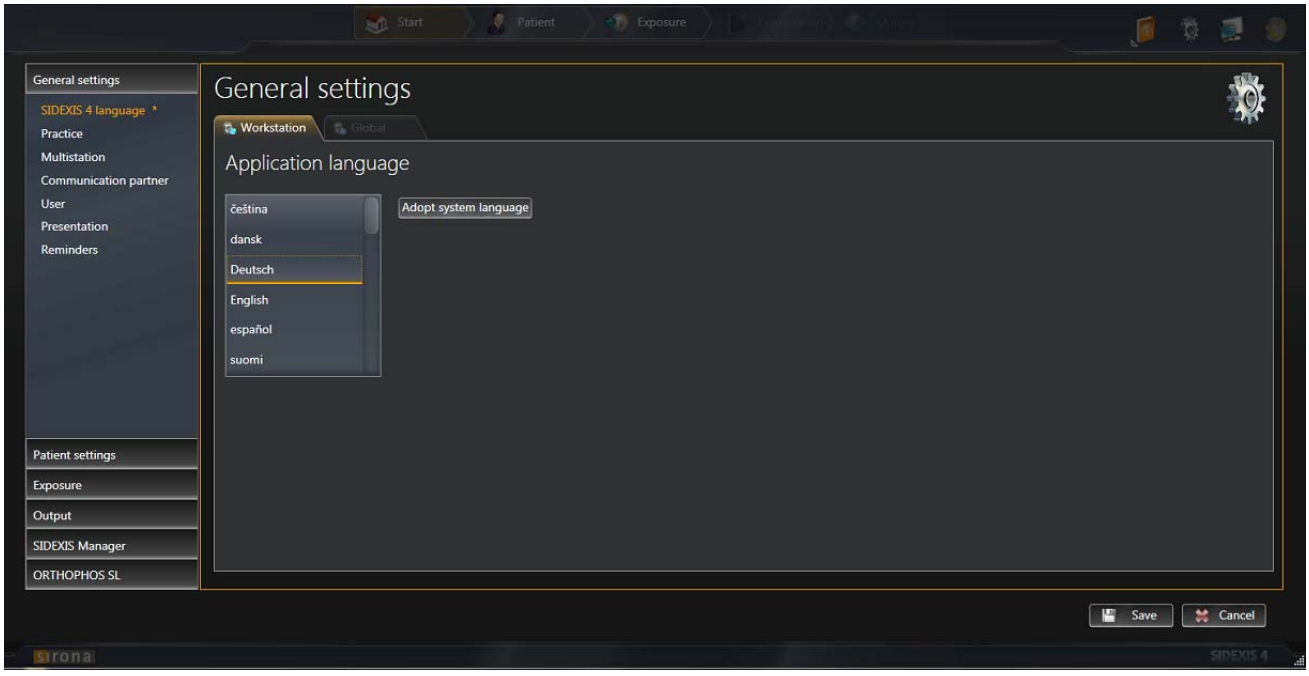
To save the changes to the configuration click on the *"Save"* button (J) on the bottom right of the configuration menu. The changes are saved and the menu closes.

Closing the configuration menu with no changes

If you wish to close the configuration menu without saving the changes to the configuration, click on the *"Cancel"* button (G). The changes are discarded and the menu closes.

2.1.1 "General settings"

"Language SIDEXIS 4" *User-specific* settings for the program language



"Application language" menu

List field	Function
Application language	Selecting the program language

Button	Function
"Adopt system language"	Select system language as the program language. The currently set system language is adopted as the program language. If the system language is not available as program language, English is automatically used as the program language.

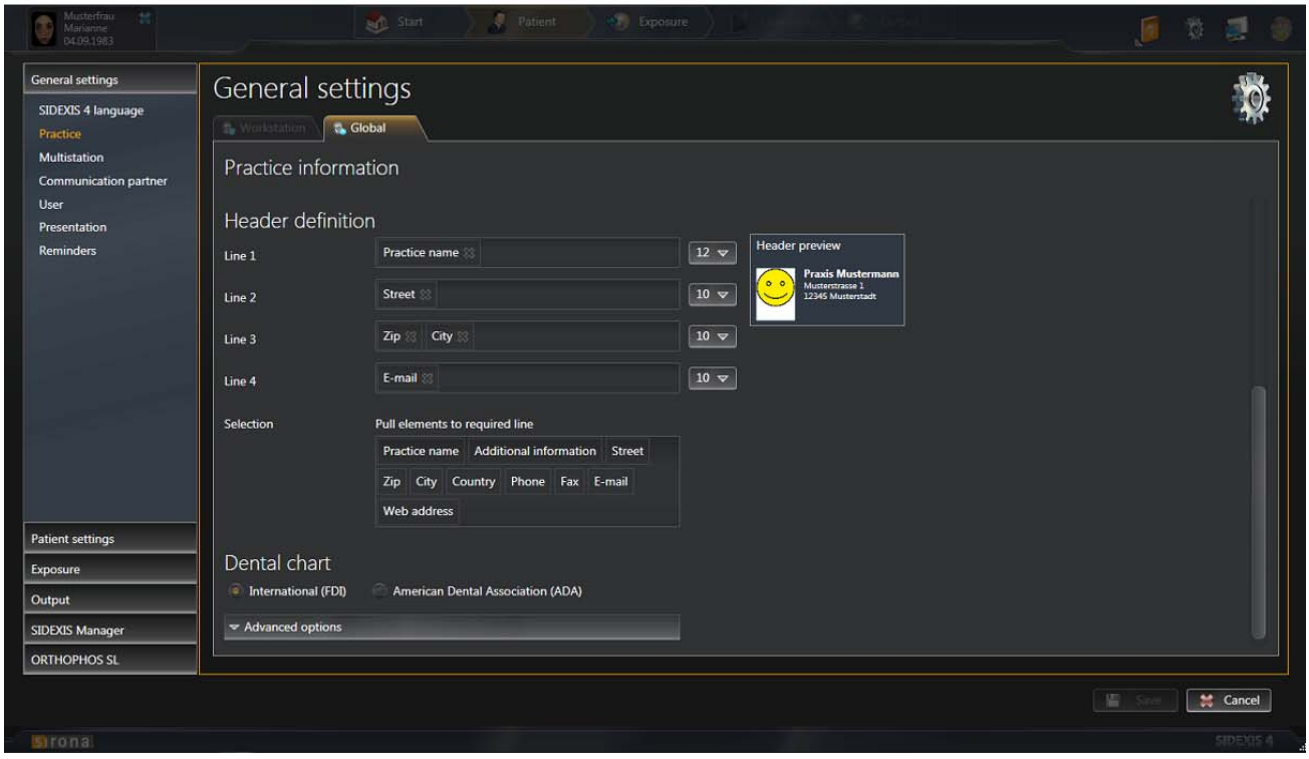
"Praxis"

Global settings for the practice data; e.g. how data is displayed on a printout

The *"General Settings"* menu contains the following sub-areas:

- *"Praxis Settings"*
- *"Header definition"*
- *"Dental chart"*

You can move the menu up or down in the window using the scrollbar to the right of the menu.



"Praxis Settings" menu

Example of a practice address in a printout

Entry fields	Entry
"Praxis name"	Name of the practice
"Additional information"	Any additional information
"Street"	Street
"Zip"	Zip code
"City"	City
"Country"	Country
"Phone"	Phone number
"Fax"	Fax number
"E-Mail"	Email address
"Web address"	Website

Option button	Option button activated
"International (FDI)"	International dental notation is used
"American Dental Association (ADA)"	American dental notation is used

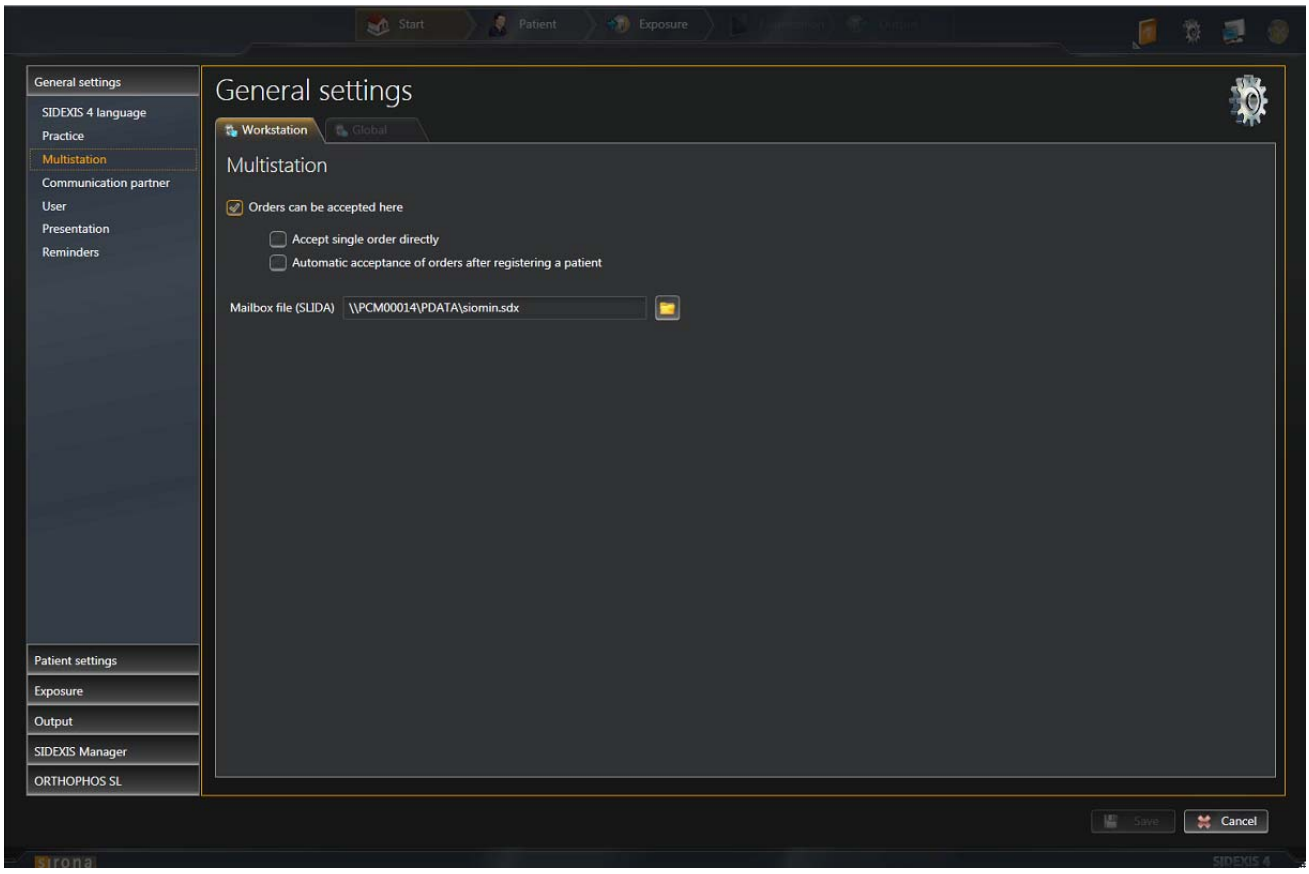
Button	Function
"Praxis logo"	Define practice logo for printouts
"Show preview"	Preview the display of practice data; e.g. on printouts

Another check box appears by clicking on the *"Advanced options"* button.

Check box	Function
"Temporarily show deleted media"	Display deleted media temporarily in *"Timeline"* for reactivation.

The configuration for displaying the practice address in the printout is described in the Personalizing SIDEXIS 4 ⇒ Practice-specific settings [→ 38] section.

"Multistation" *Workstation-related* settings for multi-user operation



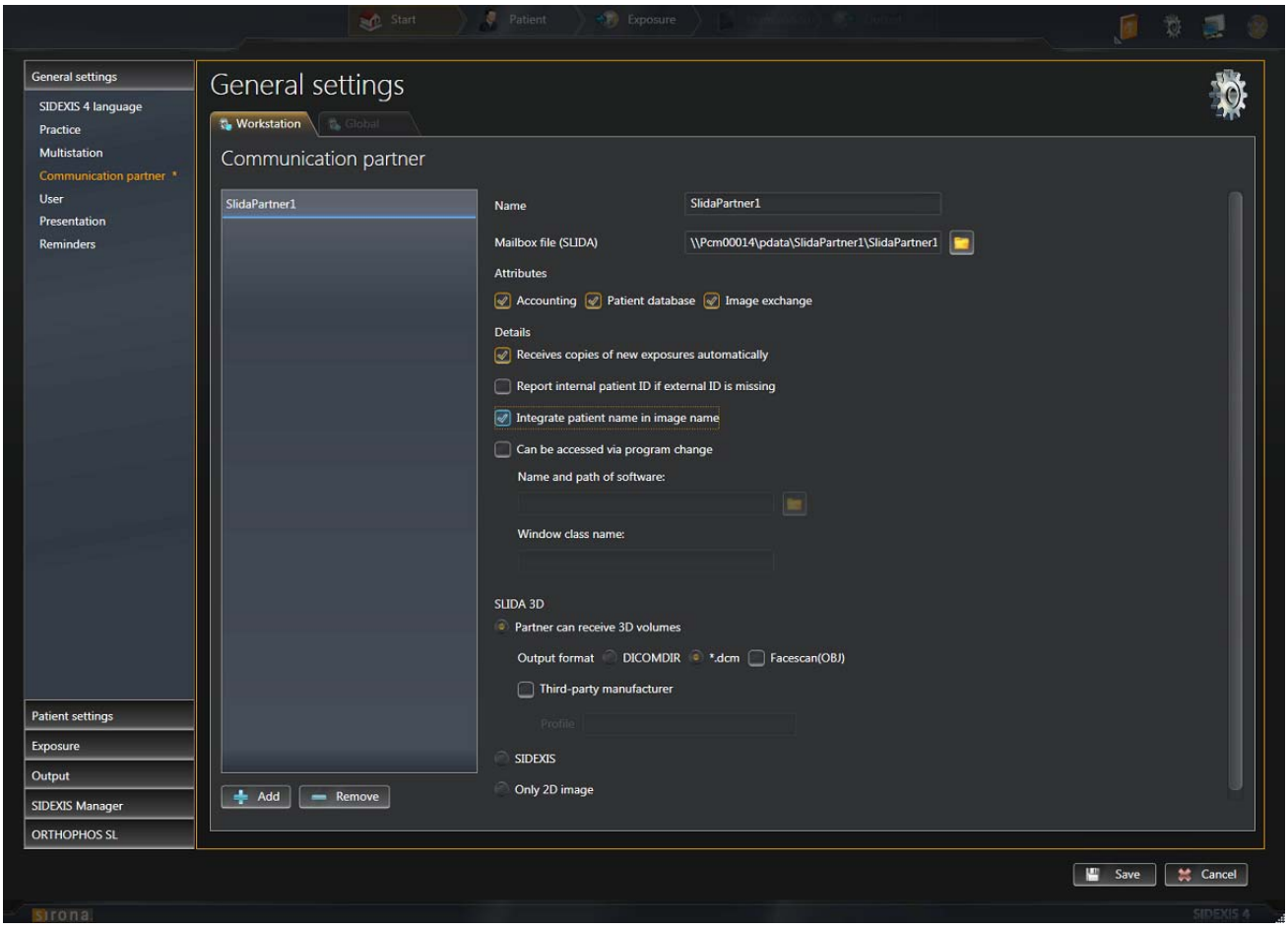
"Multistation capability" menu

Entry fields	Entry
"Mailbox File (SLIDA)"	Path to the PAS mailbox file

Check box	Check box activated
"Orders can be accepted here"	X-ray jobs are taken automatically from the PAS
"Accept a single order directly"	X-ray jobs are added to the job list
"Automatic acceptance of orders after registering a patient"	X-ray jobs are added to the job list once the patient is logged in

Button	Function
Folder icon	Path selection

"Communication partners" *Workstation-related* setup of a communication partner



Menu "Communication partners"

Entry fields	Entry
"Name"	Name of communication partner
"Mailbox File (SLIDA)"	Path to the practice mailbox file for the communication partner
"Name and path of the SW"	Name and path of the communication program
"Window class name"	Identification key for the communication program

Check box	Check box activated
"Accounting"	Attributes are defined for communication
"Patient database"	
"Image exchange"	
"Automatically receives a copy of new exposures"	With each exposure a copy is placed in the folder in which the mailbox file is located.
"Report internal patient ID if external is missing"	If there is no external file card index number available from the PAS for a patient, the internal SIDEXIS 4 card index number is transmitted to the communication partner to identify the patient.
"Integrate patient name in image file name"	Patient name is integrated into the file name during media transfer
"Can be accessed by program change"	Activates the entry fields *"Name and path of the SW"* and *"Window class name"*

Option buttons	Function
"Remove"	Remove communication partners
"Add"	Add communication partners

Button	Function
"Remove"	Remove communication partners
"Add"	Add communication partners

Menu area *"SLIDA 3D"*:

Entry fields	Entry
"Profile"	Profile of the external manufacturer

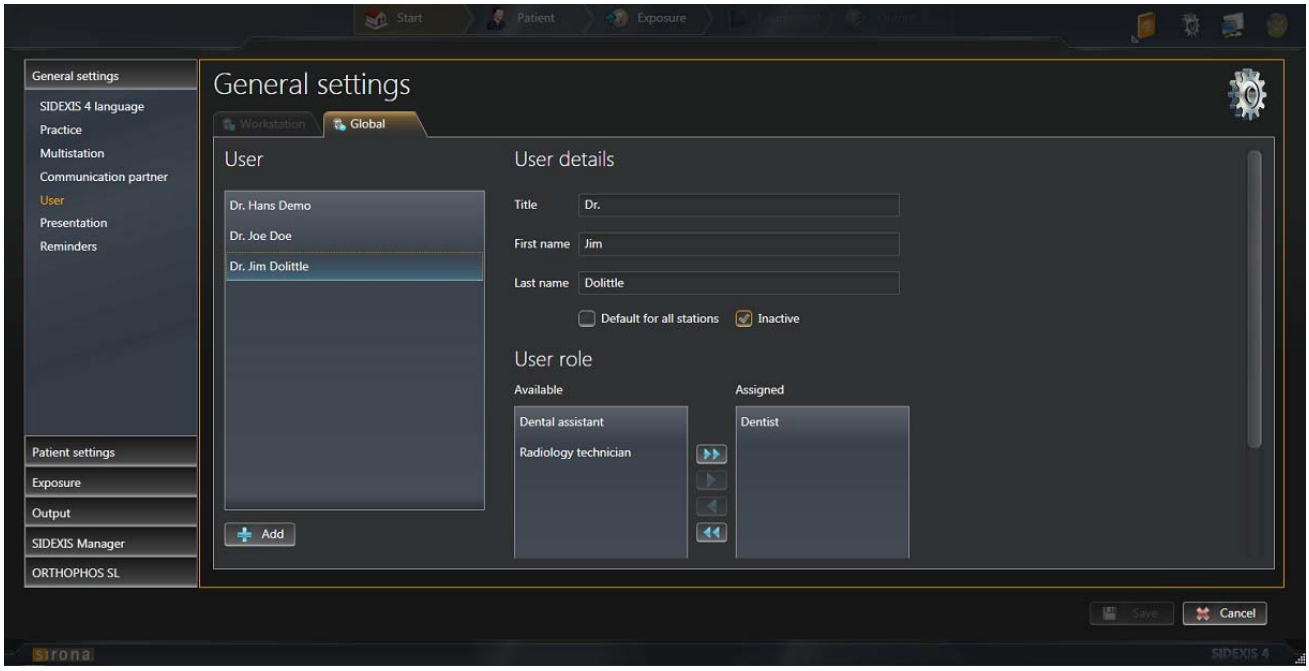
Check box	Check box activated
"Third-patry manufacturer"	External manufacturer available
"Facescan(OBJ)"	The Facescan OBJ file (if available) is also exported.

Option buttons	Function
"Partner can receive 3D volumes"	The communication partner can receive 3D volumes.
"DICOMDIR"	DICOMDIR
".dcm"*	Gathering DCM files
"Sidexis"	Exporting the 3D volumes as DICOMDIR. 3D volumes that are exported in this type, can be reimported in SIDEXIS 4.
"Only 2D image"	Only 2D thumbnail. Communication partners who cannot receive the 3D volumes receive a 2D thumbnail in tiff format.

"User"

Global user setup.

Users set up here are entered into different list fields of SIDEXIS 4 (e.g. when entering the indication prior to exposure) and can be selected there.



"User/User details/User role" menu

Entry fields	Entry
"Title"	Title of the user
"First name"	First name of the user
"Last name"	Surname of the user

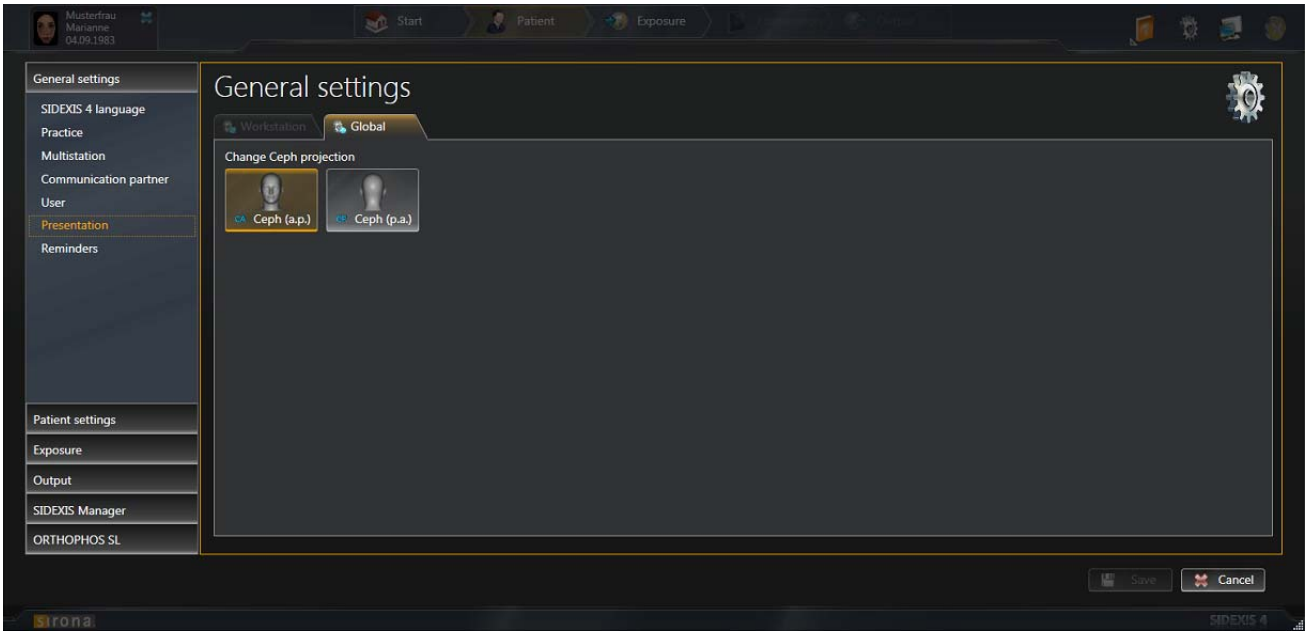
Check box	Check box activated
"Default for all stations"	Selected users are defined as standard consultants. If a patient is not assigned to a consultant, this standard consultant is suggested as the main consultant in the menus.
"Inactive"	Deactivate user

Button	Function
"Add"	Add new user

"Presentation"

Global settings for the ceph projection.

The *"Presentation"* configuration menu can be used to switch the *"CA"* ceph projection from *"CA Ceph (a.p.)"* (factory settings) to *"CP Ceph (p.a.)"*.



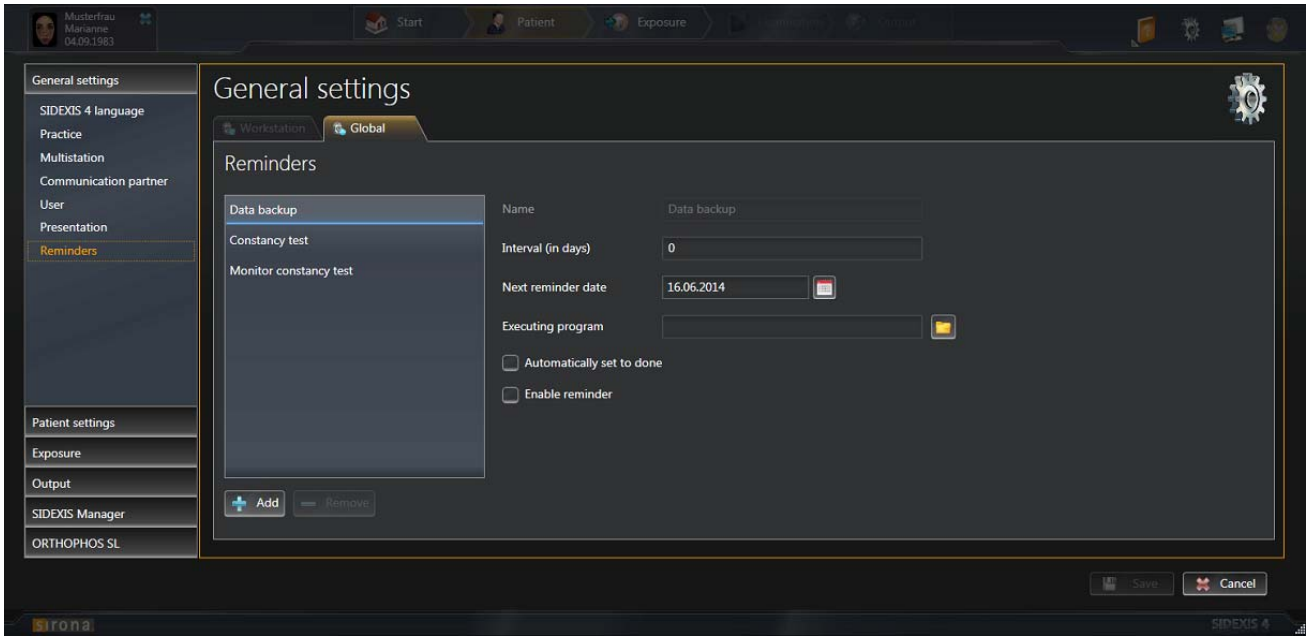
"Presentation" menu

Button	Function
"CA Ceph (a.p.)"	*"CA"* anterior – posterior projection
"CP Ceph (p.a.)"	*"CA"* posterior – anterior projection

"Reminder"

Global settings for the diary.

Via the *"Reminder"* configuration menu, entries are defined that appear as reminders in the list of appointments in the *"Start"* work area.



"Reminder" menu

Entry fields	Entry
"Name"	Appointment title
"Interval (in days)"	Interval for automatically creating regular appointments in the diary
"Executing Program"	Selecting the program that should be started when clicking on an appointment in the diary.
"Next reminder"	Date of the next appointment

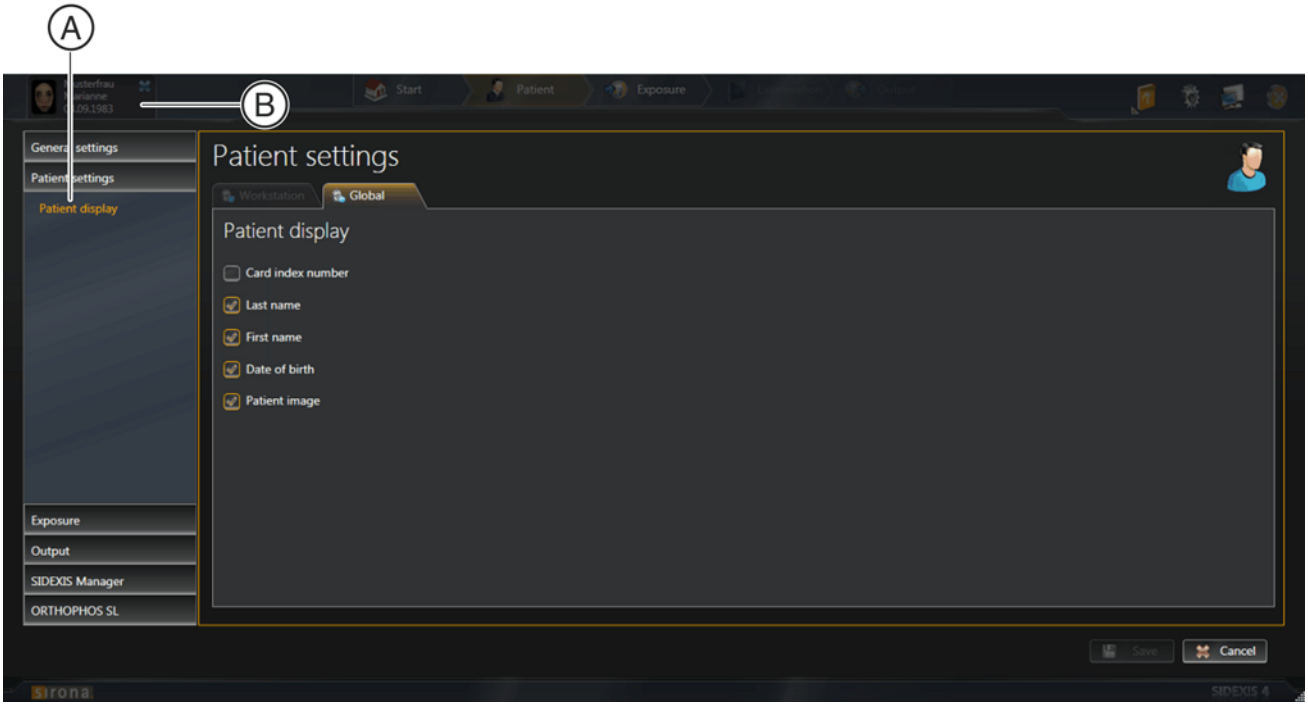
Check box	Check box activated
"Set automatically to done"	Appointments are automatically set to the "Completed" status after clicking on them in the diary.
"Enable Reminder"	The defined appointment is activated and appears in the diary

Button	Function
"Add"	Add new appointment
"Remove"	Delete existing appointment
Folder icon	Path selection

2.1.2 "Patient settings"

"Patient display"

Global settings for displaying the logged in patient in the header line



"Patient display" menu

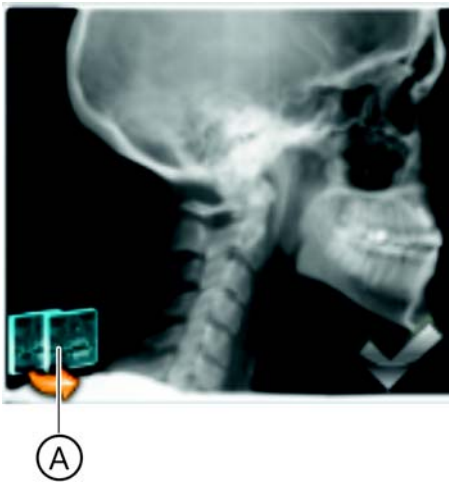
Check box	Check box activated
"Card-index no."	Information is displayed in the header line
"Last name"	
"First name"	
"Date of birth"	
"Patient image"	

IMPORTANT

At least the *"Card-index no."* check box or the check boxes *"Last name"*, *"First name"*, and *"Date of birth"* must be checked to uniquely identify a patient.
If just the *"Card-index no."* check box is checked, a card index number must be entered for each patient.
If a patient is logged in for whom this does not apply (no card index number, even though only the *"Card-index no."* check box is ticked in the configuration, with the exception of check box *"Patient image"*), the red text *"Not clearly identifiable"* appears in the display for the logged-in patient.

2.1.3 "Exposure"

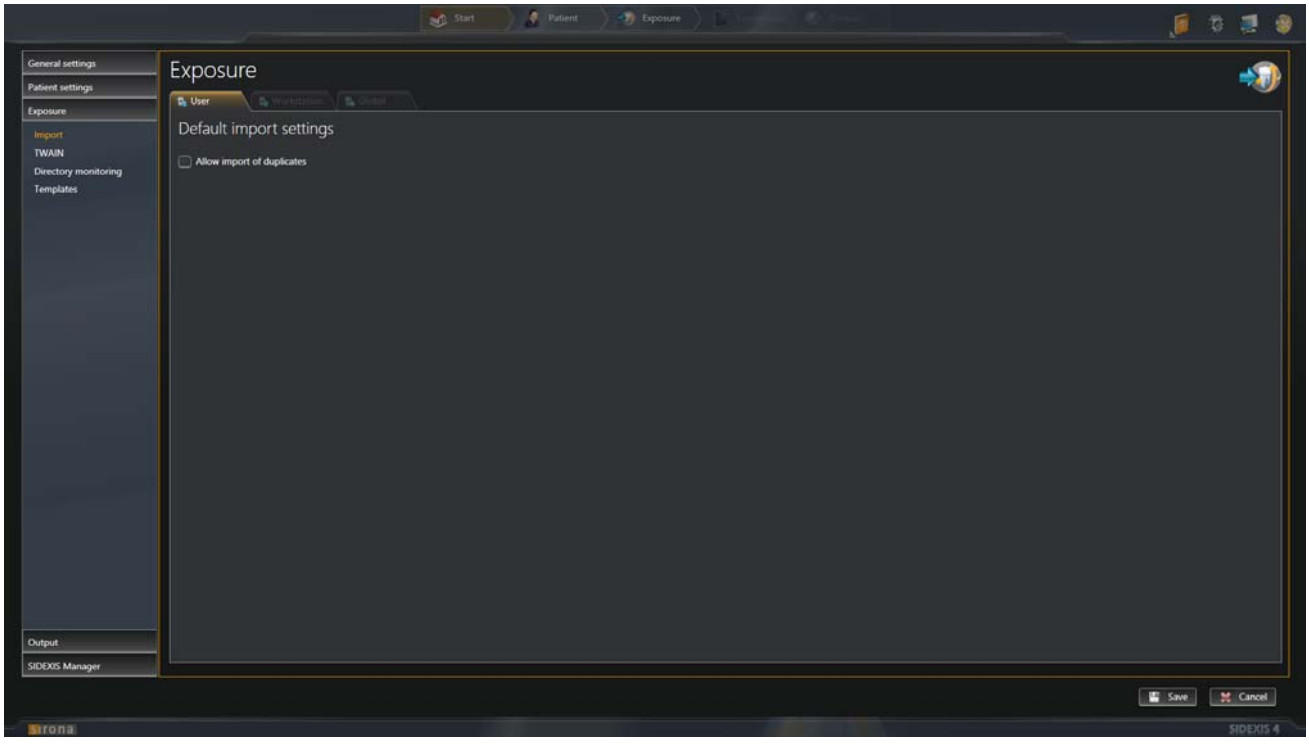
"Import"



User-specific settings for importing available media

When importing media items, a check is performed to see whether the media item is already in the SIDEXIS 4 database. If the check box is deactivated (factory setting), an icon (A) is displayed to signal that an import is not possible when attempts are made to import media items that are already available.

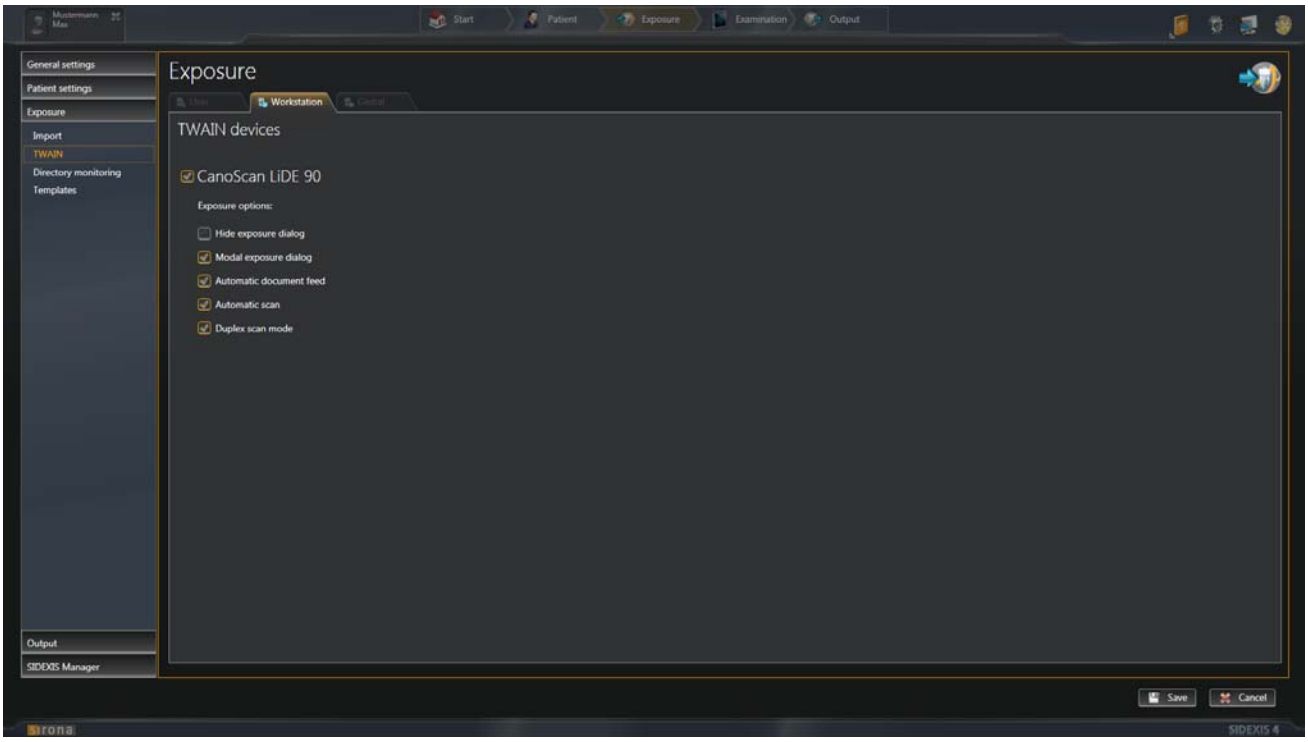
In the *"File Import"* menu you can cancel the import of the duplicate once through the *"Allow import of duplicates (if image already exists in database)"* check box.



"Default Import Settings" menu

Check box	Check box activated
"Allow import of duplicates (if image already exists in database)"	If a media item to be imported is already present in the database, this is still imported as a duplicate.

"TWAIN" *Workstation-related* settings for TWAIN devices



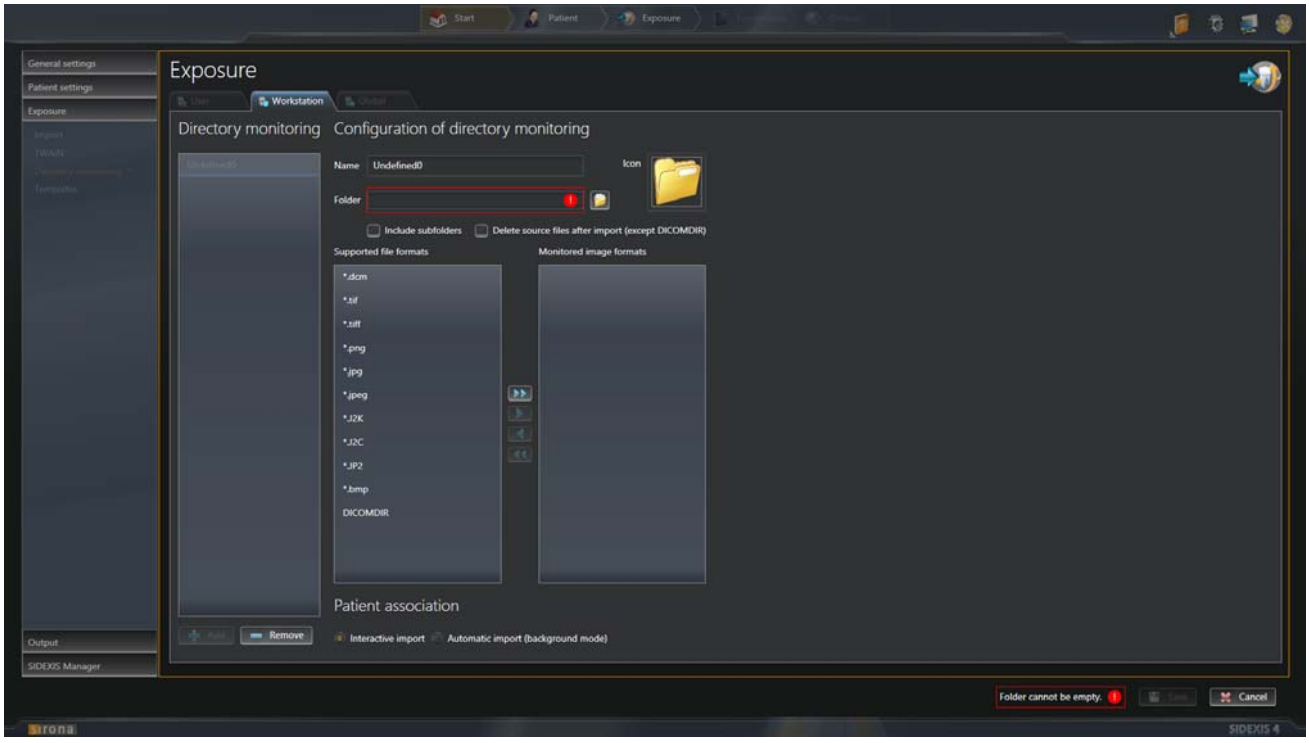
"TWAIN devices" menu

You can set the TWAIN connection via the check boxes in the *"TWAIN devices"* menu.

"File watcher"

Workstation-related settings for directory monitoring for media imports

Via the directory monitoring, you can set up an automatic import of media items from a "monitored" folder. Via the *"File watchers"* menu, you can create and delete "monitored" folders and specify which media items are to be automatically imported with which patient assignment.



"File watchers" menu

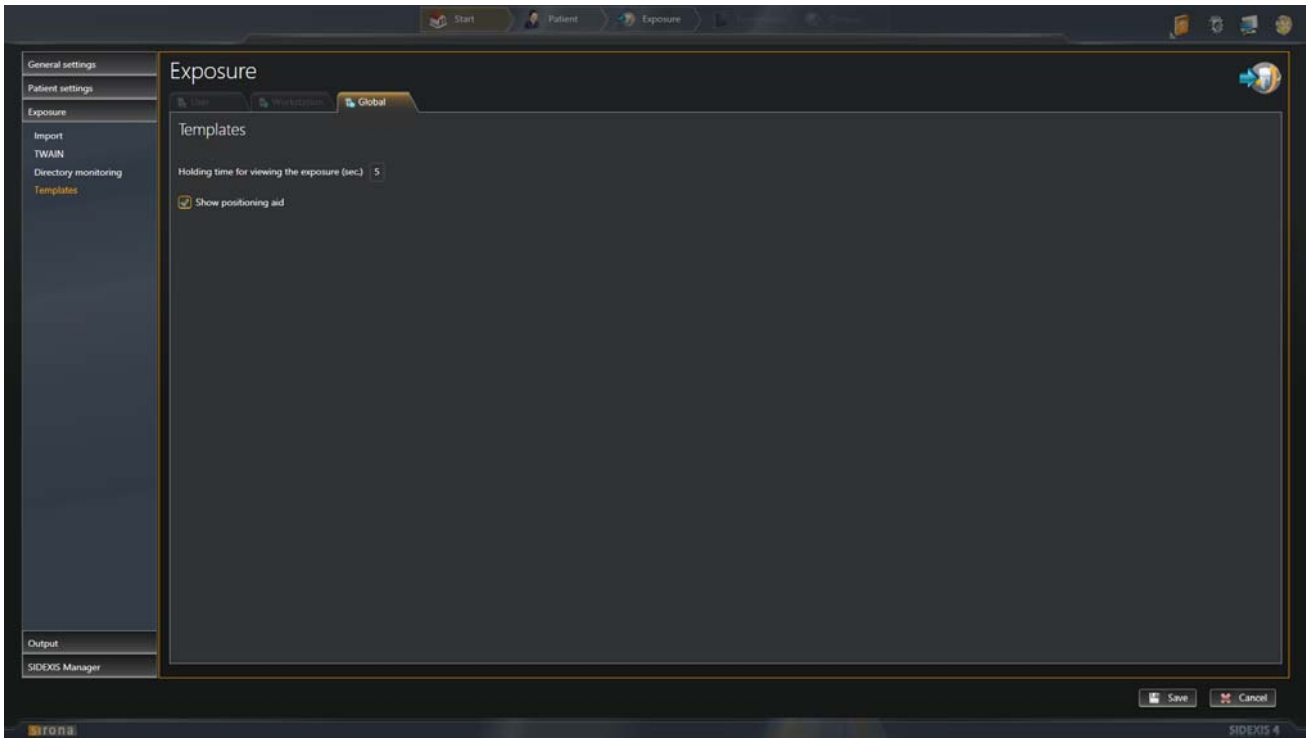
Entry fields	Entry
"Name"	Name of the practice
"Folder"	Any additional information

Check box	Check box activated
"include subfolders"	Media items that sit in subfolders of monitored folders are also imported.
"delete source files after import"	The original files are deleted in the monitored folder after the import. NOTE: The "deleted" files are not actually deleted, but are moved from the import to the "temp" folder. The temp folder must therefore be deleted every now and then. You can access the required directory using the environment variable "%TMP%".

Option button	Option button activated
"interactive import"	Media items are assigned manually to patients during imports.
"automatic import (background mode)"	The assignment of media items (tif, tiff) to patients is done automatically through DICOM.

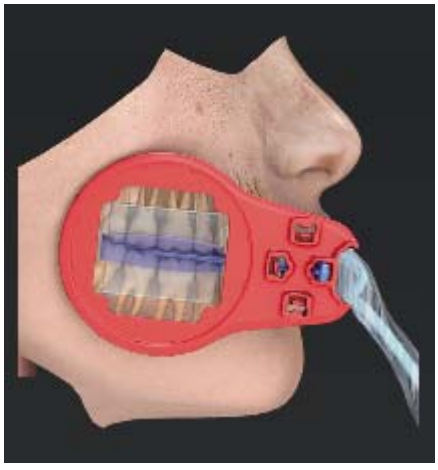
Button	Function
"Add"	Add monitored folder
"Remove"	Delete monitored folder
"Icon"	Define icon for the monitored folder
Folder icon	Path selection

"Templates" *Global* settings for the exposure series



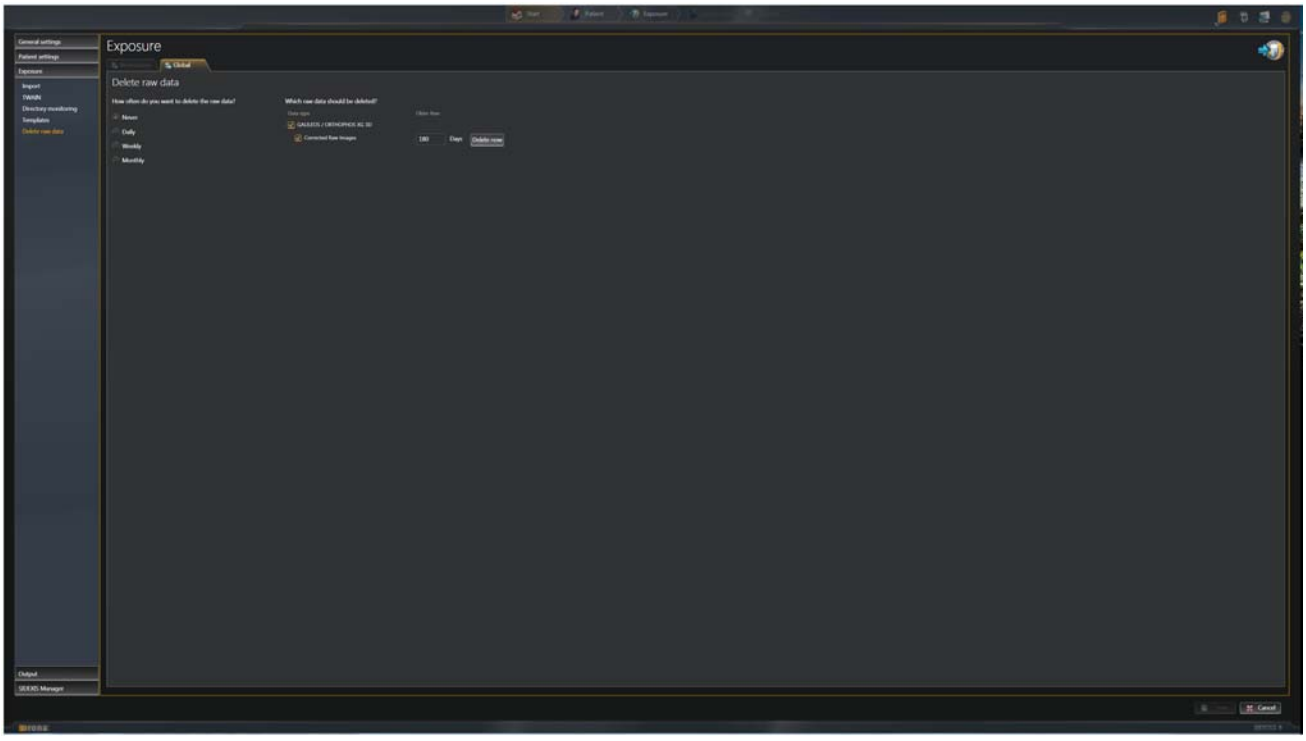
"Templates" menu

Entry fields	Entry
"Holding time for viewing the exposure (sec.)"	Time interval between the exposure appearing and the request for triggering the next exposure



Check box	Check box activated
"Show positioning aid"	Activate positioning aid for the exposure series

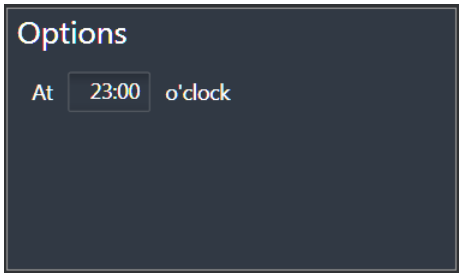
"Delete raw data" *Global* settings for deleting raw data



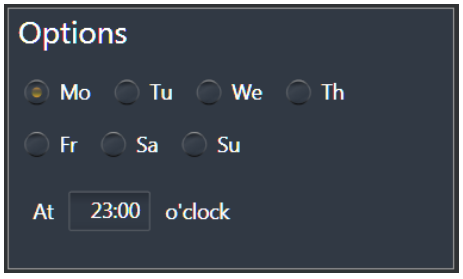
"Delete raw data" menu

Option buttons	Entry
Configuration of the deletion frequency	
"Never"	No raw data is deleted.
"Daily"	Raw data is deleted daily; time can be adjusted
"Weelky"	Raw data is deleted weekly; weekday and time can be adjusted
"Monthly"	Raw data is deleted monthly; day of the month (1-31) and time can be adjusted NOTE: If a month has less days than the set day, the raw data is deleted on the last day of the month.

Further options can be defined depending on which option button is selected:



- *"Daily"* deletion frequency: Set the time



- *"Weelky"* deletion frequency: Set the weekday and time

- *"Monthly"* deletion frequency: Set the day of the month (1-31) and time

Further settings in the menu include:

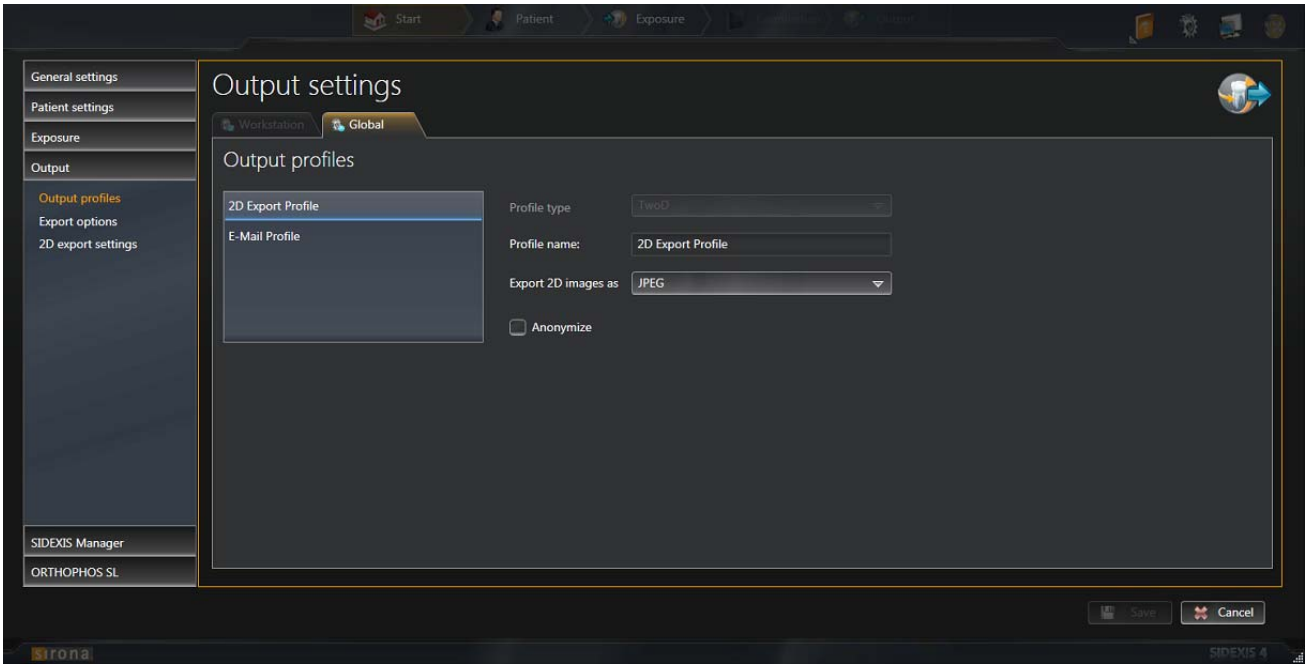
Check box	Check box activated
Selection of the data group and data type for the data to be deleted	
"GALILEOS / ORTHOPHOS XG 3D"	GALILEOS / ORTHOPHOS XG 3D data group NOTE: This data group with the *"Corrected Raw Images"* data type can always be selected. Further check boxes may be displayed here, depending on whether other device plugins for SIDEXIS 4 are installed.

Entry fields	Entry
"Days"	Minimum age of the data that can be deleted. NOTE: The input field always relates to the adjacent check box.

Buttons	Entry
"Delete now"	Delete data directly (regardless of the automatic deletion cycle) NOTE: The button always relates to the adjacent check box.

2.1.4 "Output"

"Output Profiles" *Global* settings for the output profiles



"Output Profiles" menu

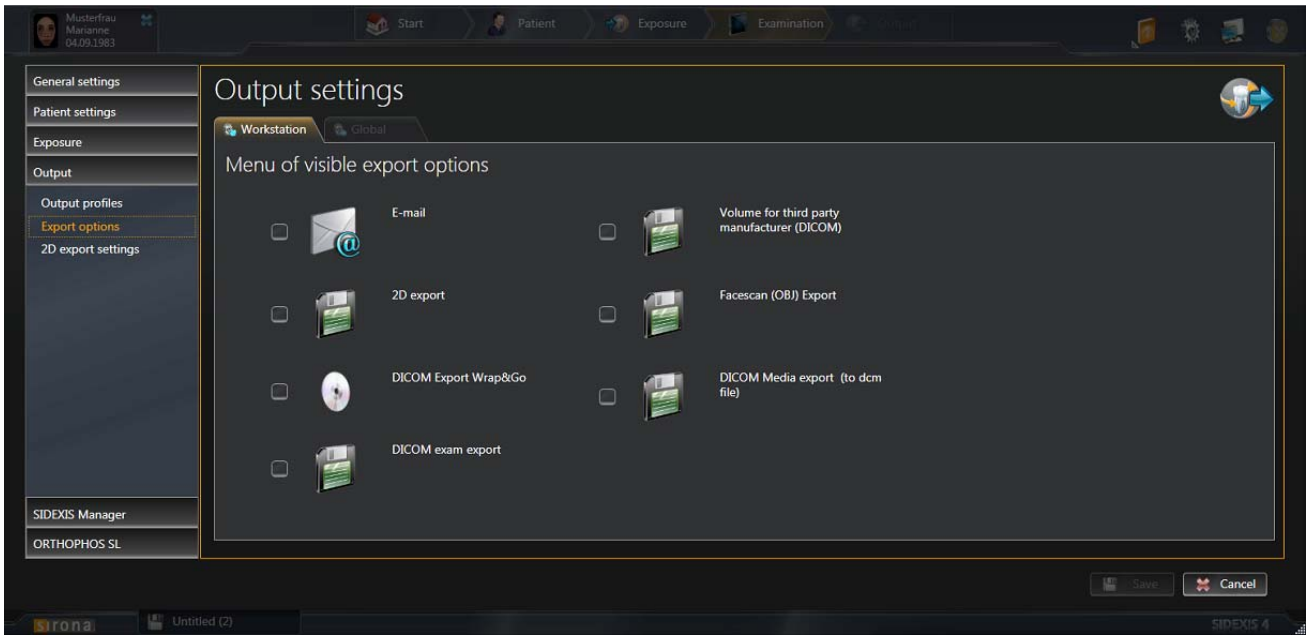
Entry fields	Entry
"Profile Name"	Name of output profile

List fields	Entry	
"Profile Type"	Selected type of profile	
"Export raster images as"	Choose format for the export of 2D images	JPEG BMP PNG TIFF (8 bit)

Check box	Check box activated
"Anomymize"	Without patient data, media items are thus forwarded anonymously.

Button	Function
"2D Export Profile"	The definitions in the menu are performed for the export of 2D media items.
"E-Mail Profile"	The definitions in the menu are performed for the export of 2D media items as an attachment in an email.

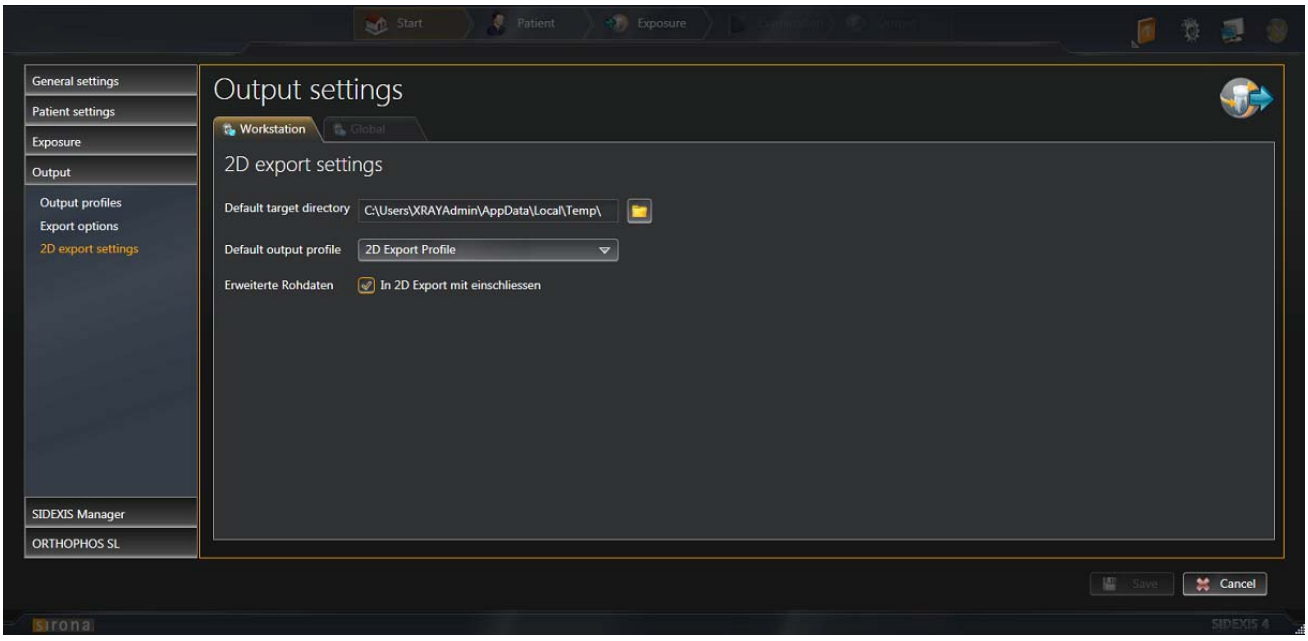
"Export options" *Workstation-related* settings for the availability of export formats



"Export options" menu

Check box	Check box activated
"E-mail"	These formats are displayed in the *"Output"* work phase. NOTE: No examination can be exported or output if none of the check boxes are activated. The *"Output"* button is then deactivated in the phase bar.
"2D export"	
"DICOM Export Wrap&Go"	
"DICOM exam export"	
"Volume for third party manufacturer (DICOM)"	
"Facescan (OBJ) Export"	
"DICOM Media export (to dcm file)"	

"2D Settings" *Workstation-related* settings for the output of 2D media items



"2D Settings" menu

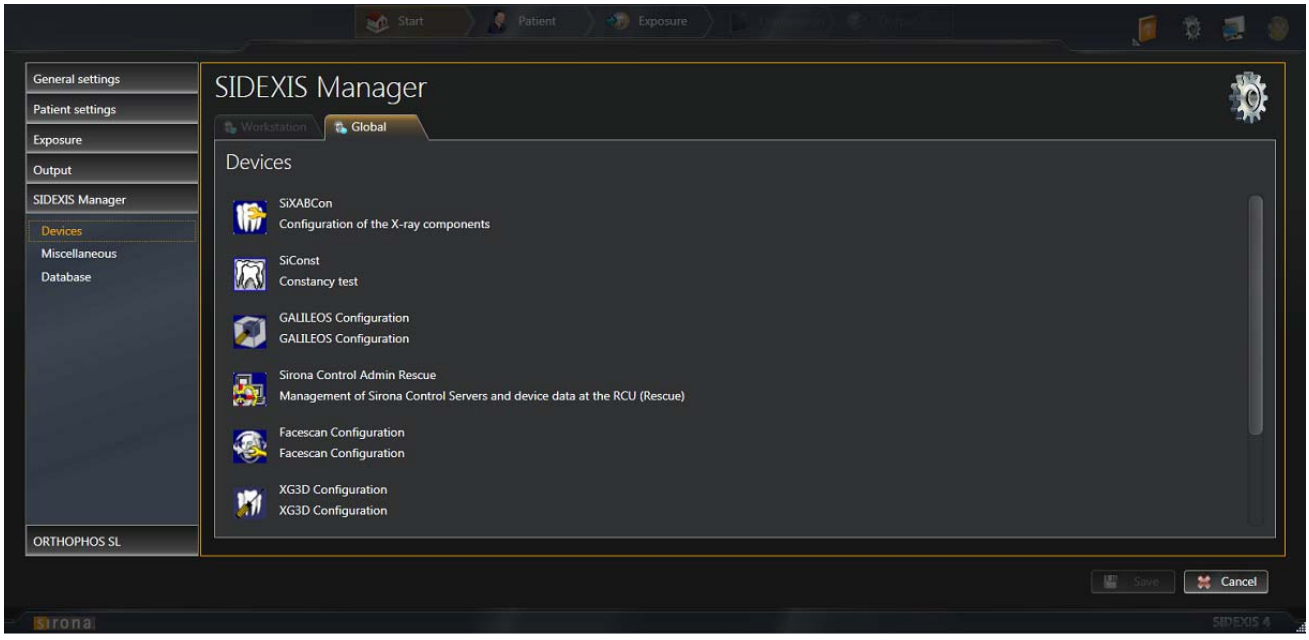
Entry fields	Entry
"Default target destination"	Standard target directory for the output of 2D media items

List fields	Entry
"Default Output Profile"	Output profile for the output of 2D media items

Check box	Check box activated
"In 2D Export mit einschliessen"	The raw data is included in the 2D export.

2.1.5 "SIDEXIS Manager"

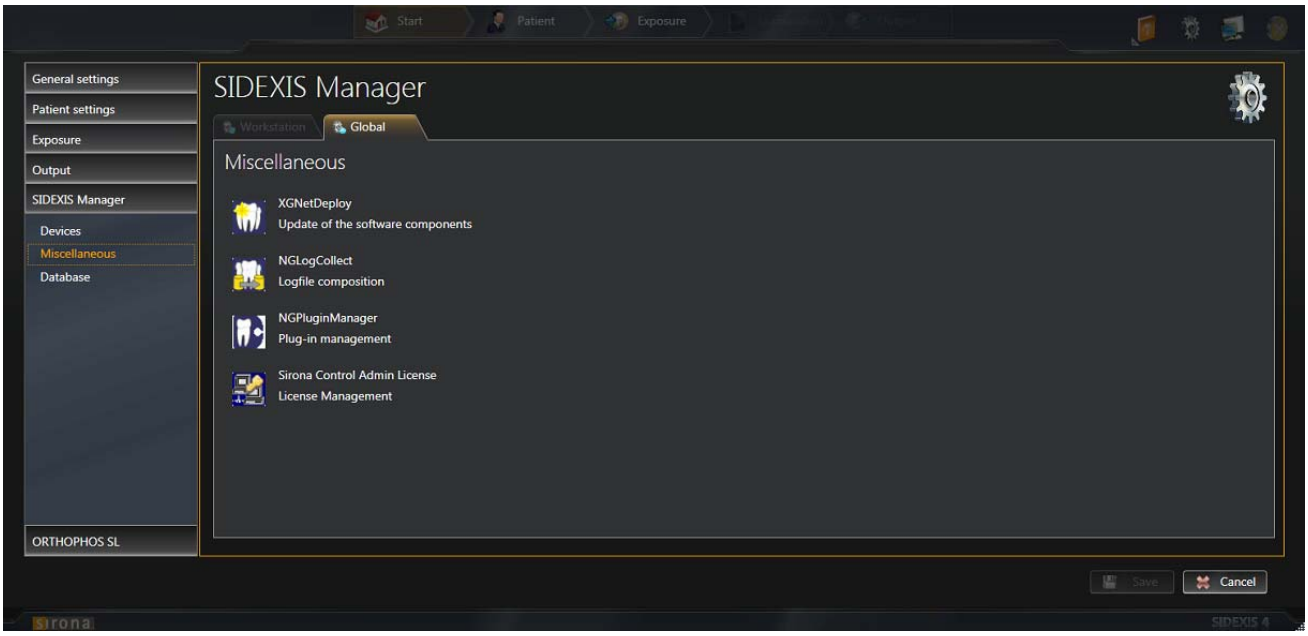
"Devices" *Global* device settings



"Devices" menu

Button	Function
"SiXABCon"	Configuration of the X-ray components
"SiConst"	Constancy test
Other	Depending on which X-ray components or intraoral sensors are available on the network, other buttons for opening the relevant configuration programs are displayed in this menu.

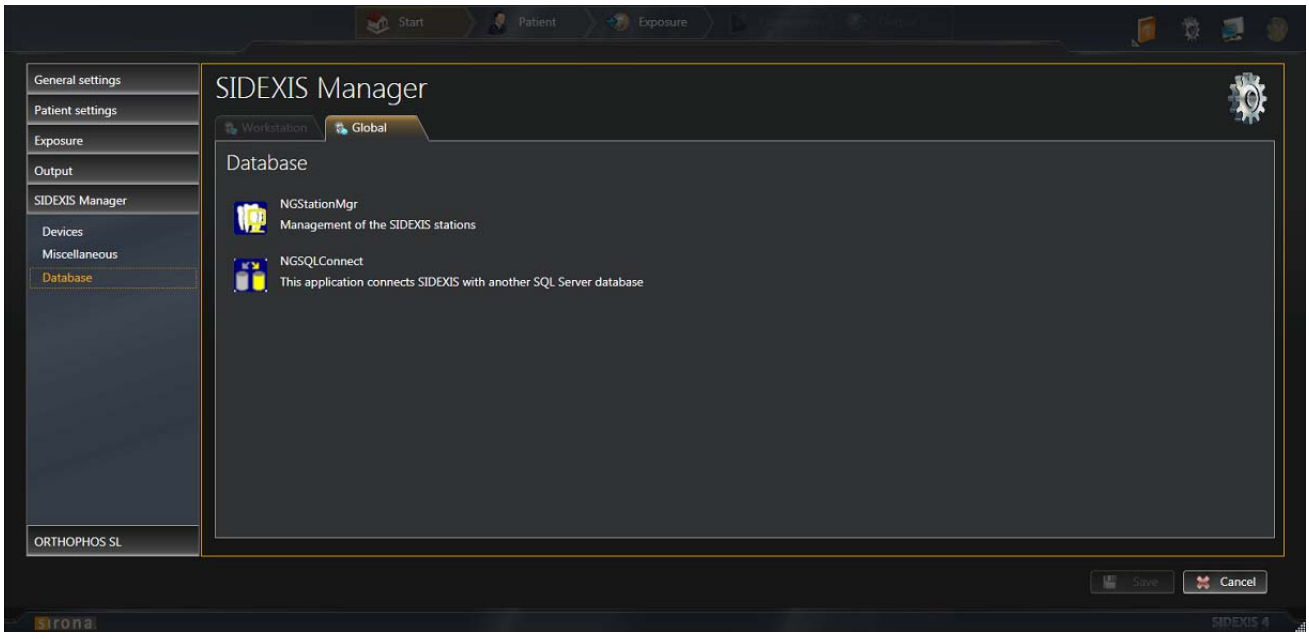
"Miscellaneous" *Global* tools for software updates and plug-in management



Tools for software updates and plug-in management

Button	Function
"XGNetDeploy"	Updating software components
"NGLogCollect"	Compiling log files
"NGPluginManager"	Managing plug-ins
"Sirona Control Admin License"	Managing licenses

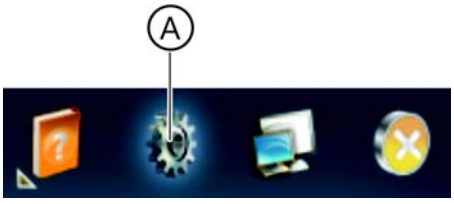
"Database" *Global* functions for the database connection



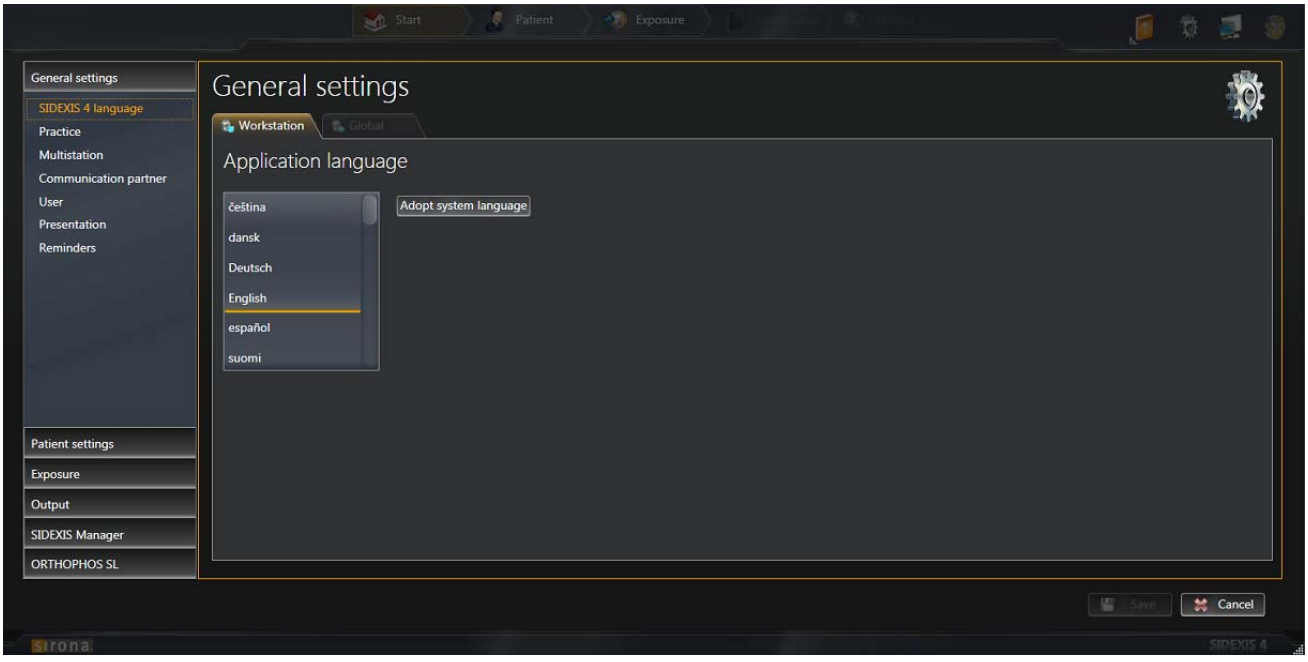
Functions for the database connection

Button	Function
"NGStationMgr"	Managing *"SIDEXIS 4"* stations
"NGSQL Connect"	Connects *"SIDEXIS 4"* to another SQL Server database

2.2 Call up the configuration menu



➢ Click on the toothed wheel icon (A) in the header line of the software.



Configuration menu

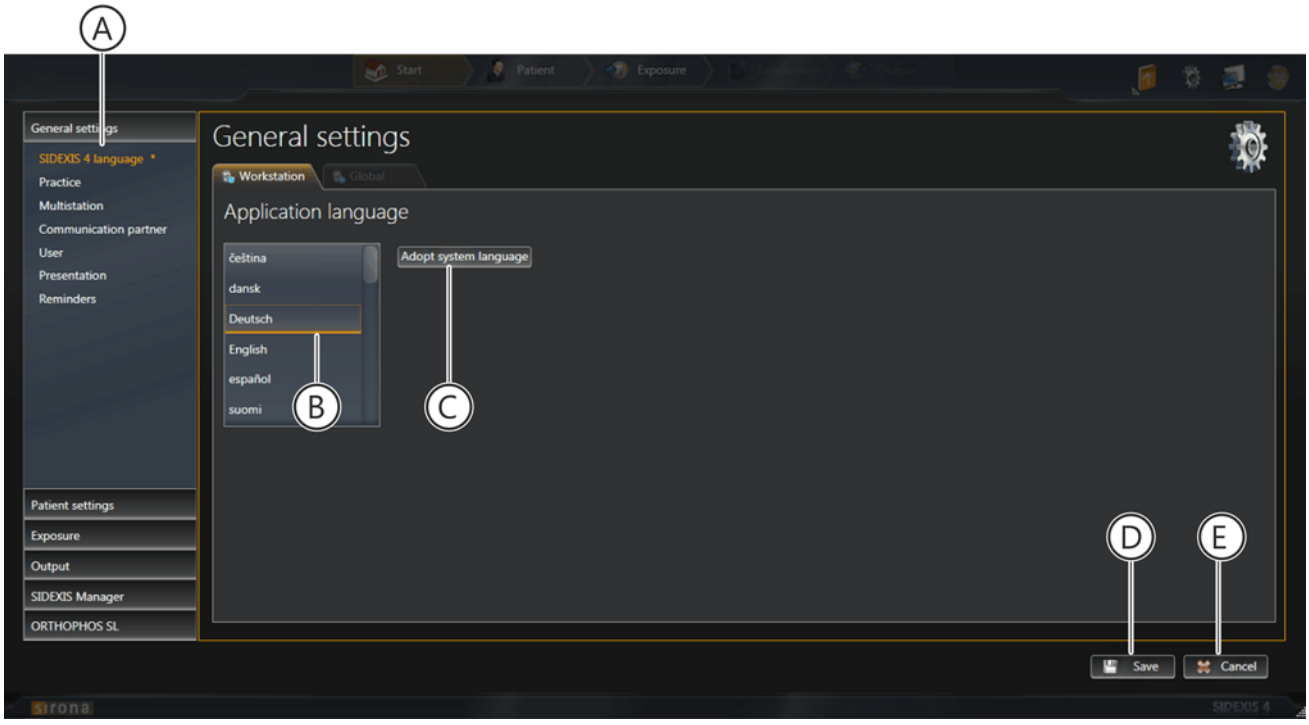
↳ The configuration menu [→ 7] opens.

2.3 Personalizing SIDEXIS 4

2.3.1 Setting the program language

✓ The configuration menu is opened [→ 35].

1. Click the *"General Settings"* ⇒ *"Language SIDEXIS 4"* buttons in the structure tree (A).



Menu "Application language"

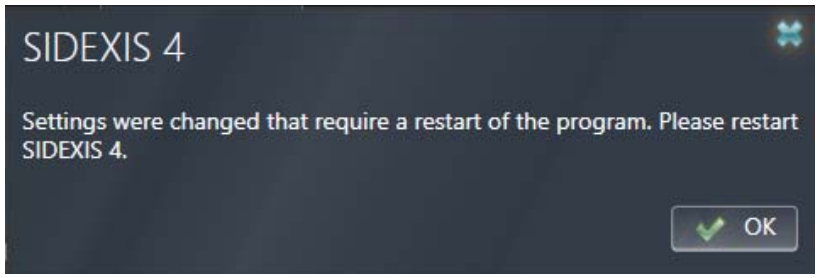
↳ The *"Application language"* menu is displayed.

2. Select the desired program language by clicking on one of the buttons (B).

or

➢ Adopt the current system language as the program language by clicking the *"Adopt system language"* button.
NOTE: If the system language is not available as program language, English is automatically used as the program language.

3. Click on the *"Save"* button.



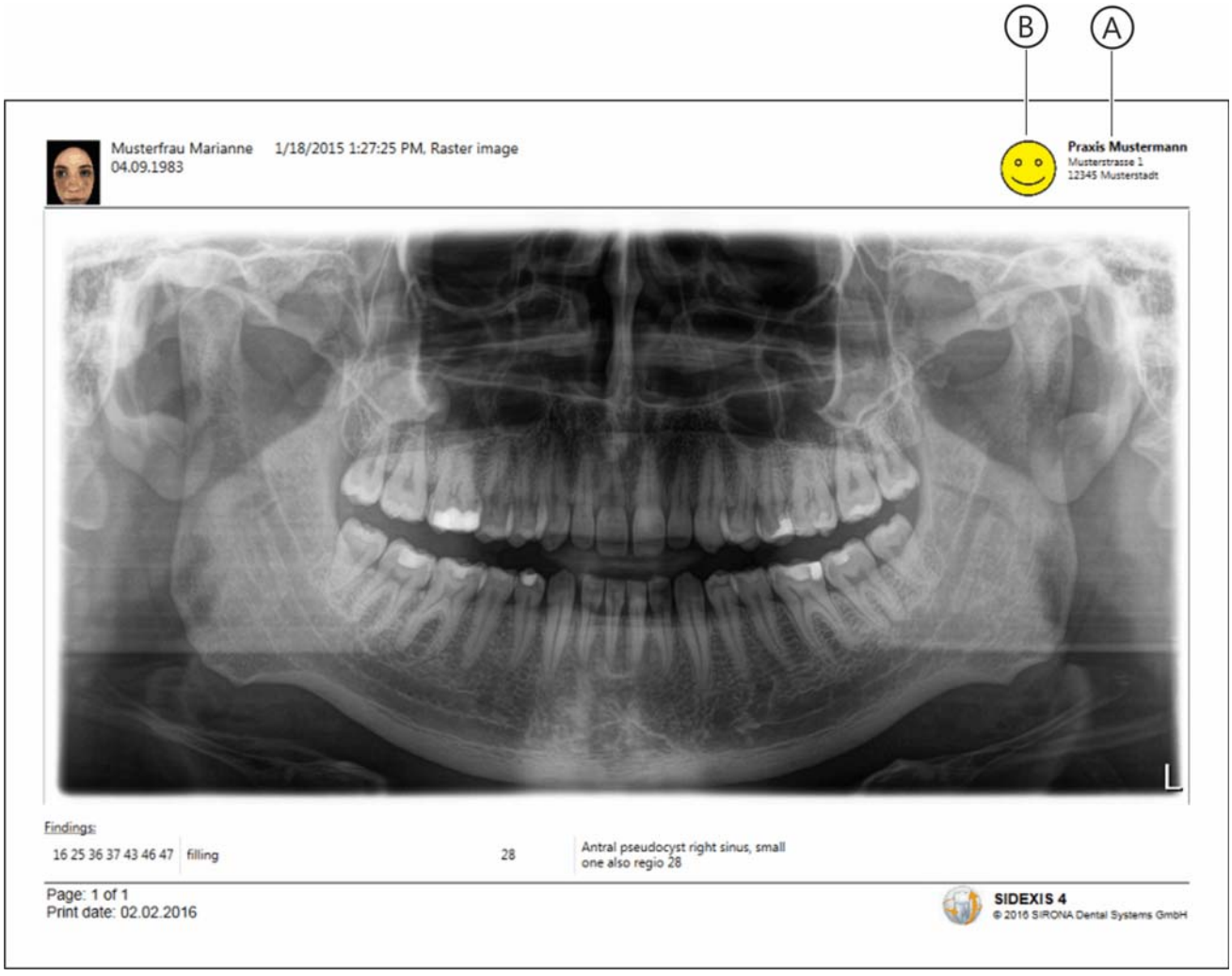
   ↳ The message window opens. It points out to you that the setting for the program language has been changed, but that the change to the program language requires the software to be restarted.

4. Confirm the message window by clicking the *"OK"* button.
5. Exit SIDEXIS 4 and restart the software.
   ↳ SIDEXIS 4 starts in the new program language.

2.3.2 Practice-specific settings

Via the configuration menu for *"General Settings"* ⇒ *"Praxis"* you can carry out the following practice-specific adjustments in SIDEXIS 4:

- Enter [→ 39] practice information
- Define [→ 40] practice logo
- Configure [→ 42] headers for printing
- Select [→ 45] the dental notation

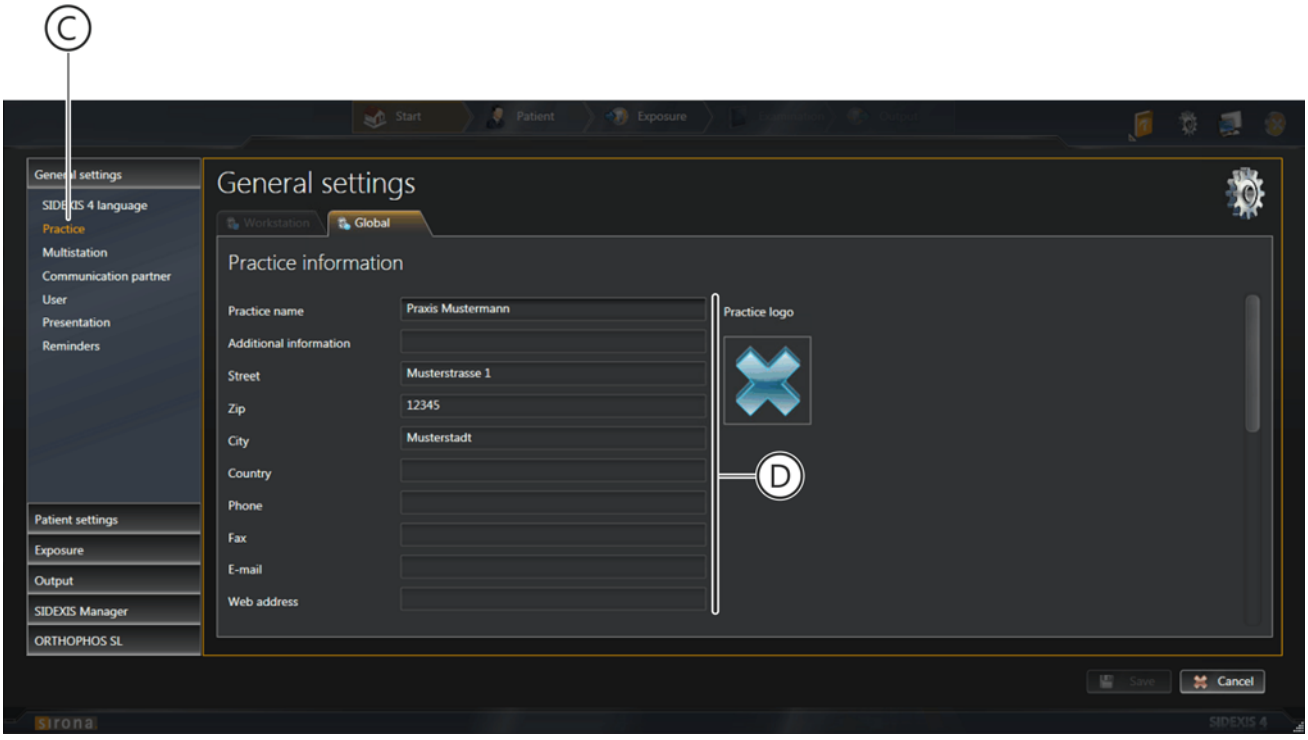


When examinations are printed the individual practice data (A) and the practice logo (B) are shown in the examination. Proceed as described in the Enter practice information [→ 39], Define practice logo [→ 40] and Configure headers for printing [→ 42] sections to define this practice-specific presentation..

2.3.2.1 Enter practice information

✓ The configuration menu is opened [→ 35].

1. Click the *"General Settings"* ⇒ *"Praxis"* buttons in the structure tree (C).
   ↳ The *"Praxis Settings"* menu area is displayed.



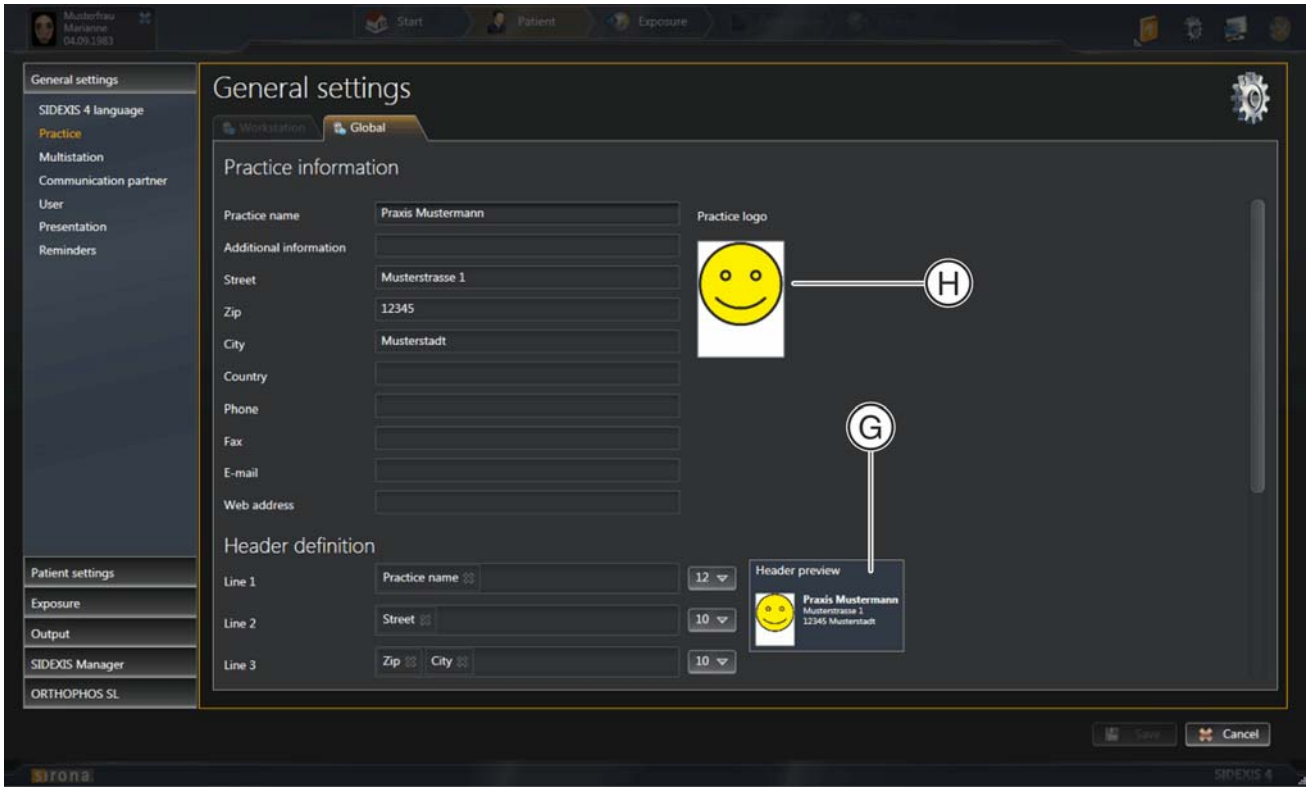
"Praxis Settings" menu area

2. Enter the practice data into the entry fields (D) using the keyboard. NOTE: The *"Praxis name"* field is a mandatory field. This means that there **must** be an entry made in this field. Entering data into the other entry fields is optional.
3. Click the *"Save"* button to save the settings.
   ↳ The changes are now activated. If you have opened a print preview, this must be reopened in order to update the display.

2.3.2.2 Define practice logo

NOTE: The SIDEXIS 4 logo is defined as the practice logo when the program is supplied.

✓ The *"General Settings"* ⇒ *"Praxis"* configuration menu is opened [→ 39].



Define practice logo display

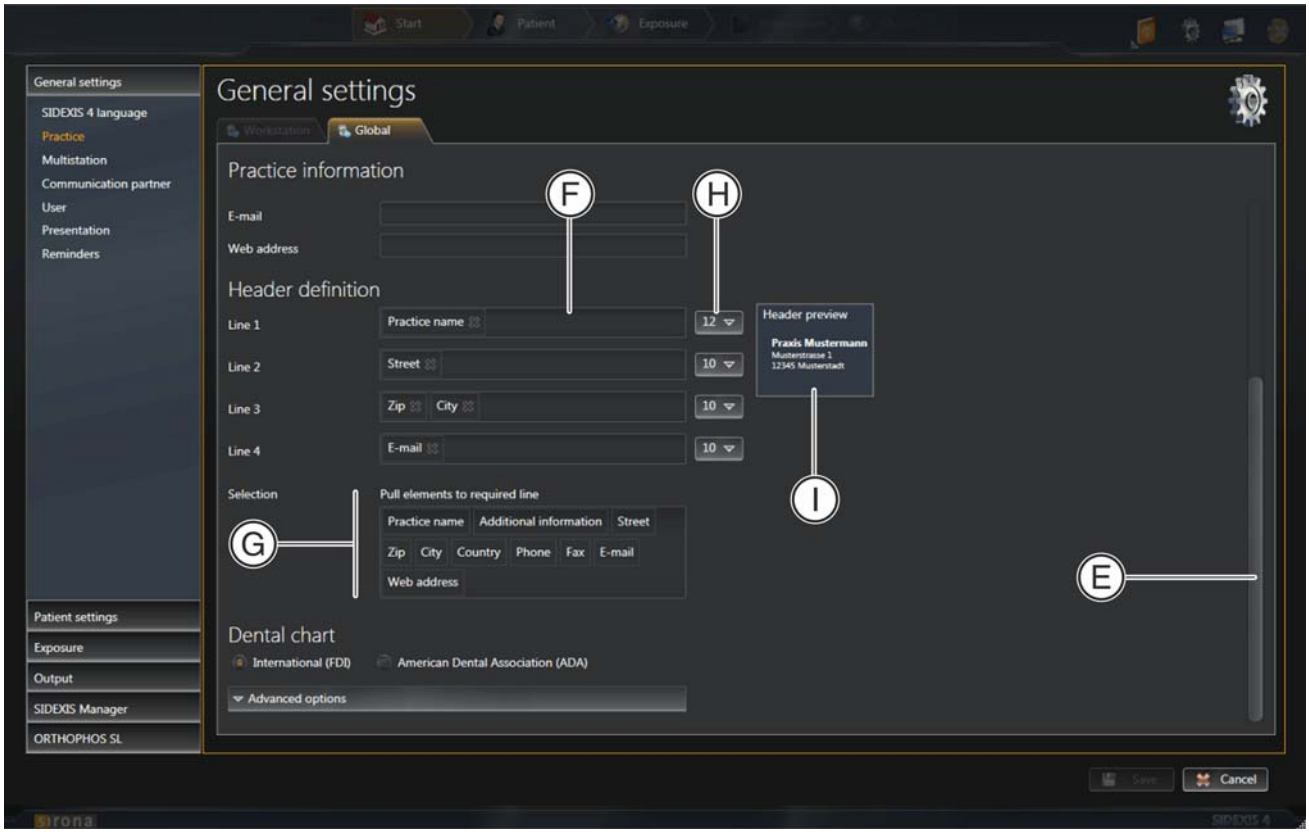
1. Place the mouse pointer over the practice logo (H).

↳ The *"Folder"* (I) and *"Delete"* (J) buttons are shown.

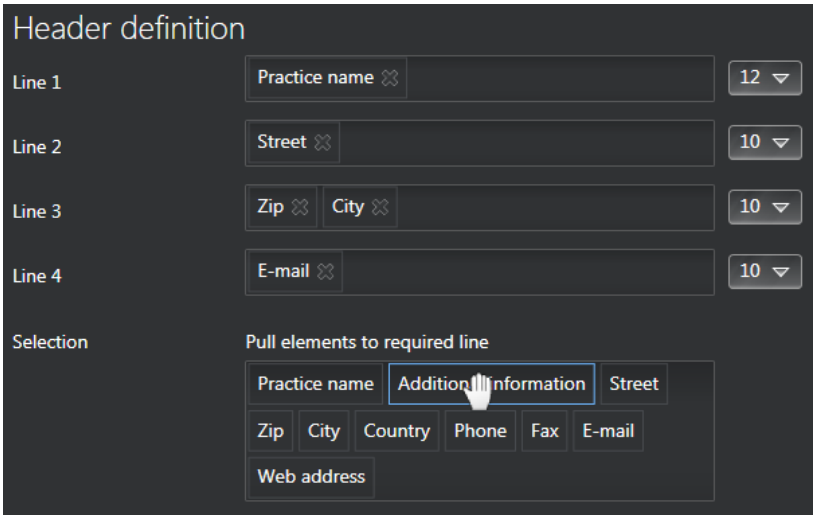
2. Click on the *"Folder"* button.
   ↳ The Windows file browser opens.
3. Select the desired file (practice logo) and confirm the selection via the *"Open"* button.
   ↳ The selected practice logo is displayed in the preview window (G).
4. Click the *"Save"* button to save the settings.
   ↳ The changes are now activated. If you have opened a print preview, this must be reopened in order to update the display.

2.3.2.3 Configure headers for printing

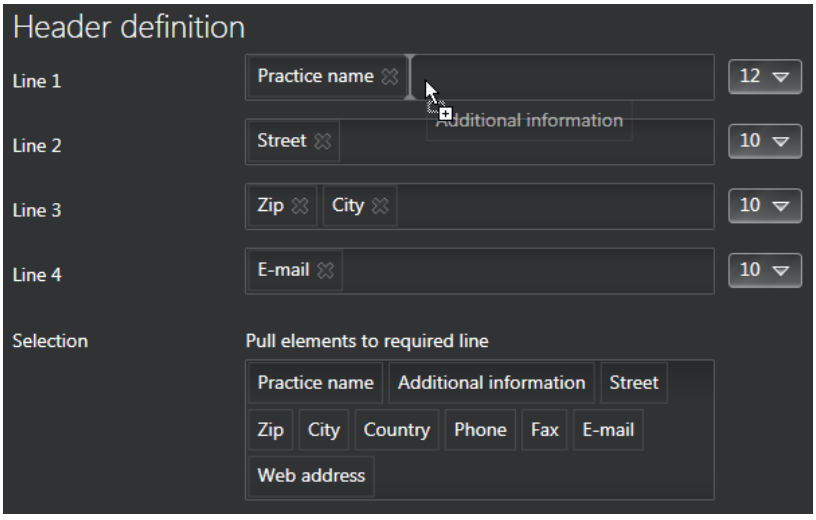
✓ The *"General Settings"* ⇒ *"Praxis"* configuration menu is opened [→ 39].



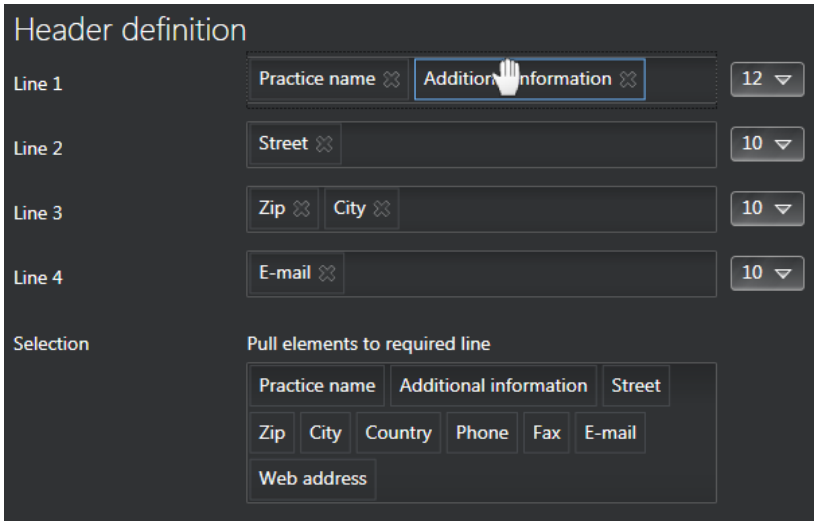
1. Scroll further down to the *"Header definition"* menu area via the scrollbar (E).
   ↳ The practice information that should appear in the header of your practice printouts is determined in rows 1-4 (F).
   The following information is defined as a factory setting:
   – Row 1 = *"Praxis name"*
   – Row 2 = *"Street"*
   – Row 3 = *"Zip" "City"*
   – Row 4 = *"E-Mail"*
   ↳ In the list fields (H) you can select the font size for the corresponding row (in point).



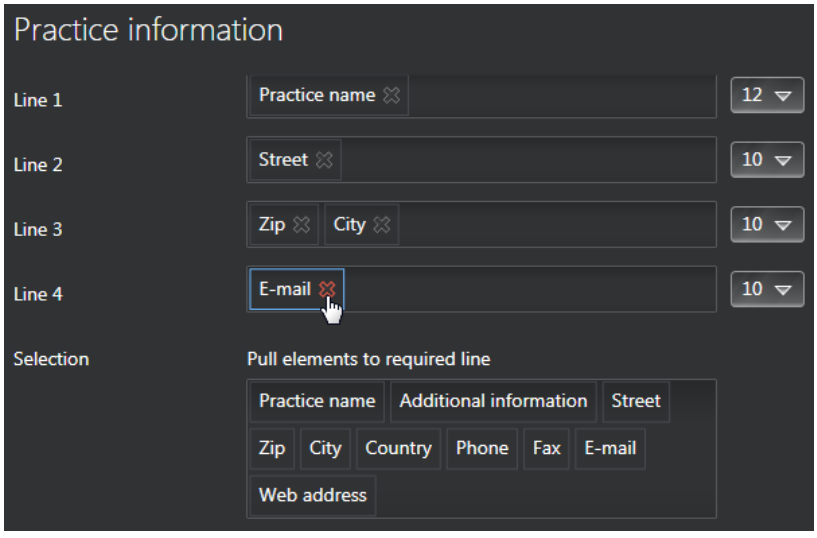
2. Move the mouse pointer over an element in the *"Selection"* area to define the row contents.
   ↳ The mouse pointer changes its form.



3. Press the left mouse button.
   ↳ The mouse pointer changes its form.
4. Move the element to the desired row and to the desired position with the mouse key held down.



5. Release the mouse button.
   - The element appears in the row at the desired position.
     NOTE: You can move multiple elements in succession in a row. The elements can be moved at any time via the same way (Drag&Drop) within the row or to other rows.
   - The modified header is displayed in the preview window (I).



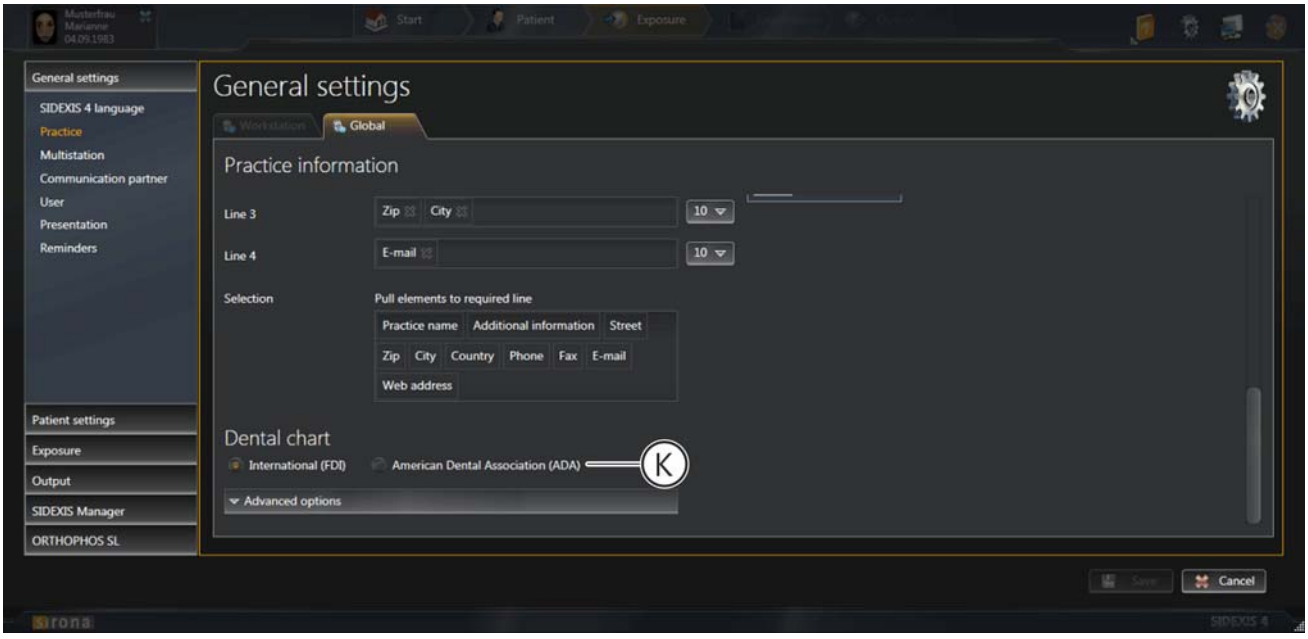
   - To delete an element from a row click on the cross in the element with the right mouse button.

6. Click the *"Save"* button to save the settings.
   - The changes are now activated. If you have opened a print preview, this must be reopened in order to update the display.

2.3.2.4 Selecting the dental notation

NOTE: The *"International (FDI)"* dental notation is set when the software is supplied.
This is not the case for deliveries to the USA. *"American Dental Association (ADA)"* is set as the factory setting there.

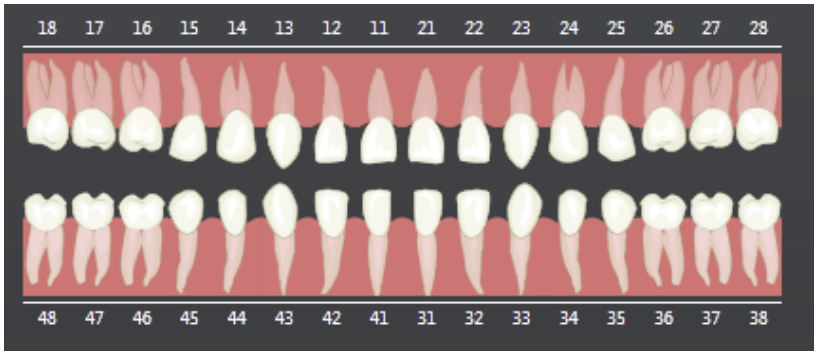
✓ The *"General Settings"* ⇒ *"Praxis"* configuration menu is opened [→ 39]..



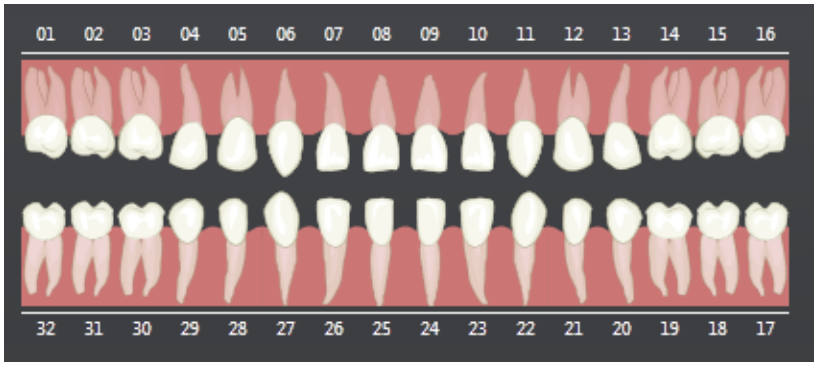
Selecting the dental notation

1. Select the desired dental notation.
   You can choose between the following dental notations (K):
   – *"International (FDI)"*
   – *"American Dental Association (ADA)"*
   Activate the corresponding option field (K) to select the desired dental notation.
2. Click the *"Save"* button to save the settings.
   ↳ A message window opens. You will be notified that the setting has been changed, but that the change requires the software to be restarted.
3. Confirm the message window by clicking the *"OK"* button.
   ↳ The changes are activated once the software is restarted.

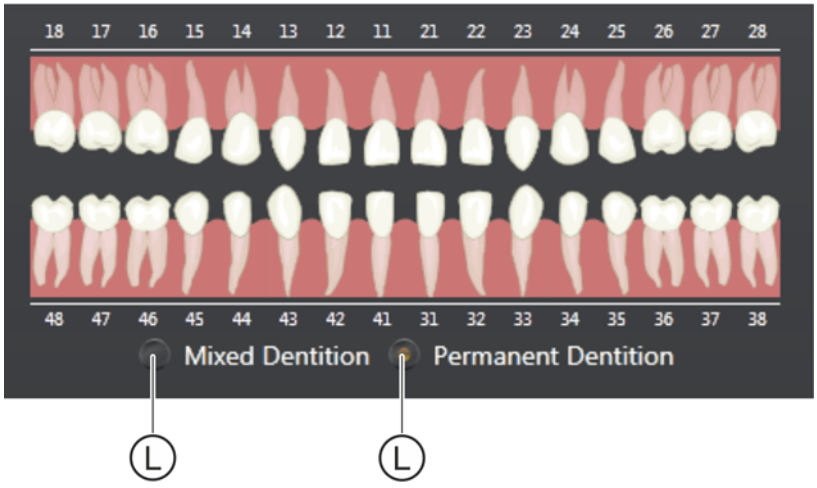
"International (FDI)"



"American Dental Association (ADA)"



"Permanent Dention" und *"Mixed Dention"*



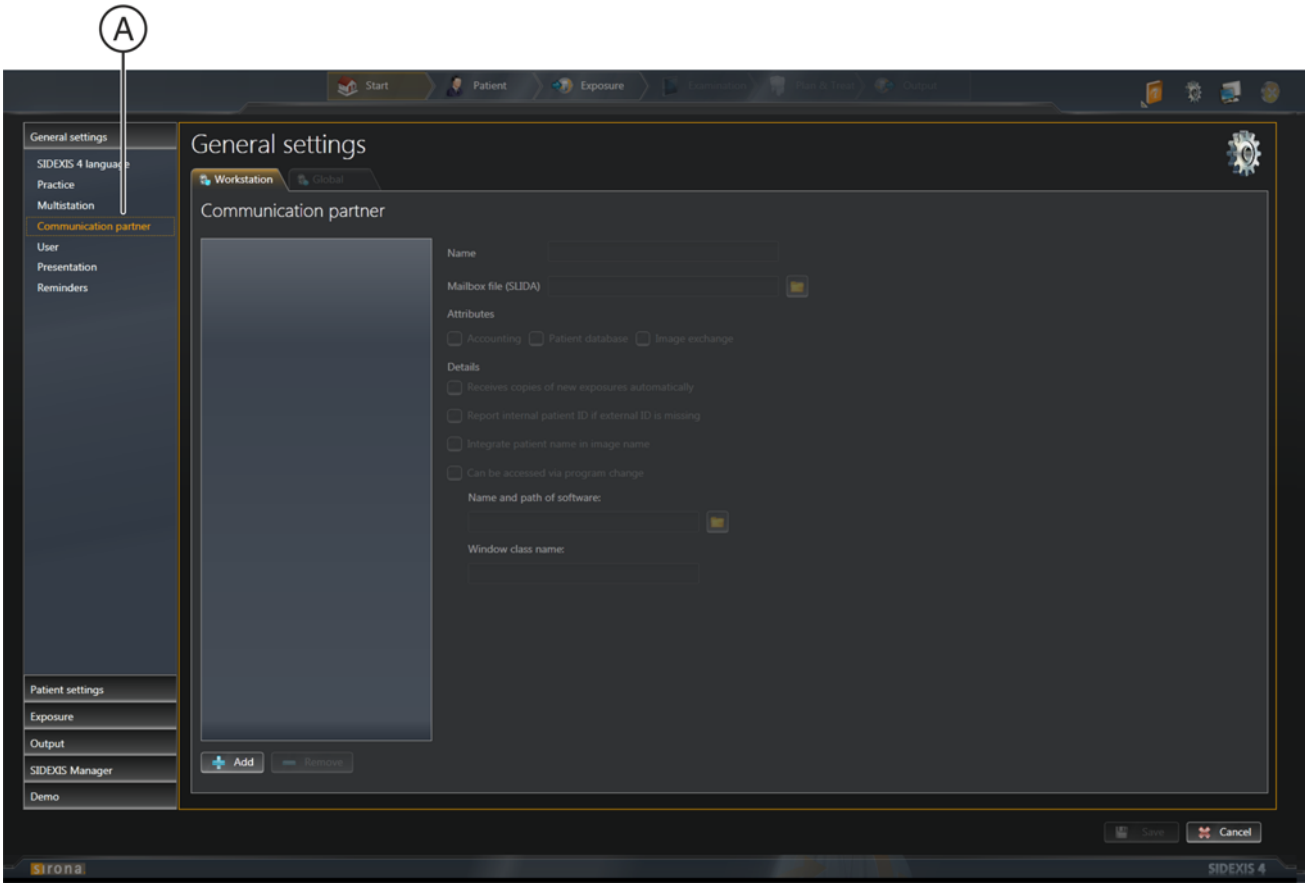
Switching between transitional and permanent dentitions

You can switch between *"Permanent Dention"* and *"Mixed Dention"* by activating the option fields (L) in the *"Timeline"*.

2.3.3 Set up communication partners

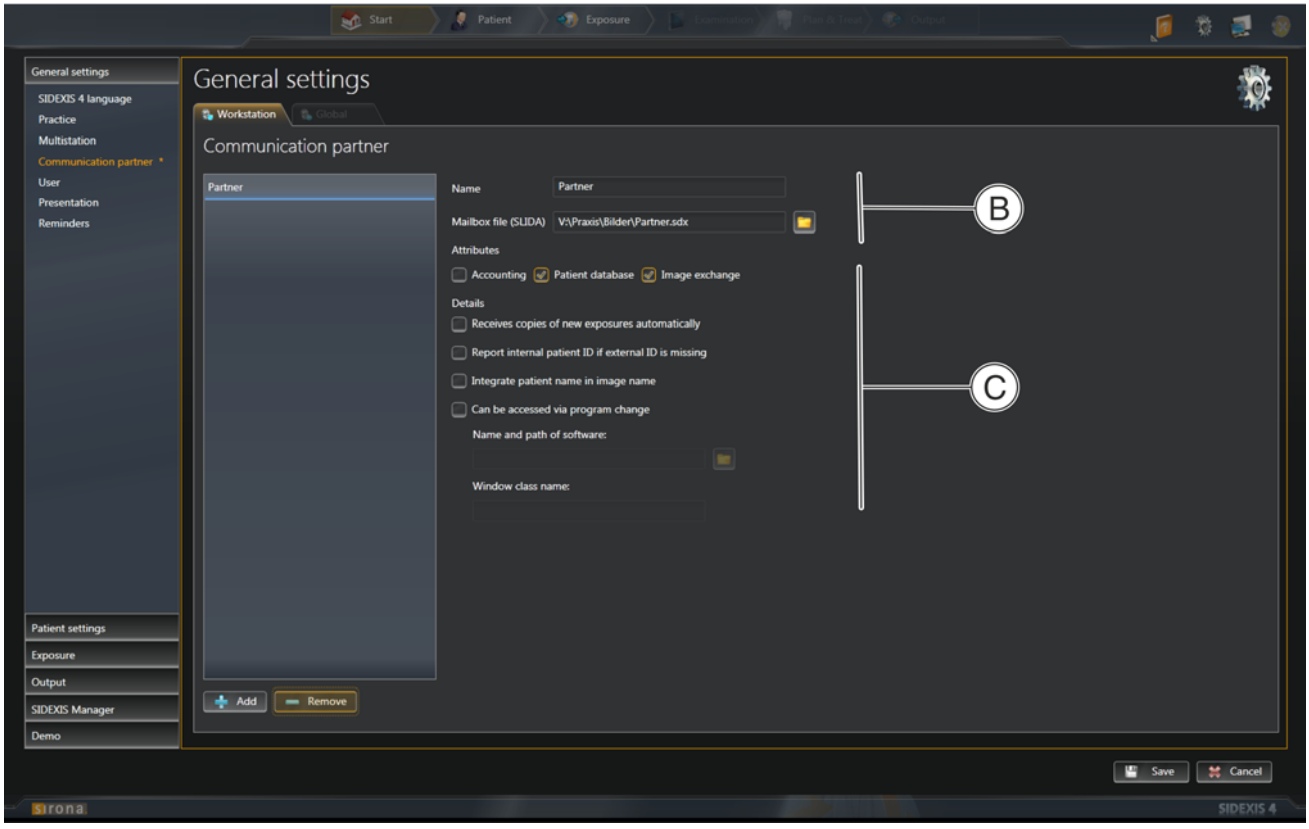
✓ The configuration menu is opened [→ 35].

1. Click the *"General Settings"* ⇒ *"Communication partners"* buttons in the structure tree (A).
   ↳ The *"Communication partners"* menu is displayed.



Add communication partners

2. Click on the *"Add (+)"* button.



Define name and mailbox file (Slida)

3. Enter the name of the communication partner and select the pathway for the mailbox file (Slida) (B).
   NOTE: These are mandatory input fields. This means that there **must** be an entry or selection made in this field.
4. Define the attributes and details (C) for the communication partner (see "Configuring software [→ 7]"/"Configuration menu [→ 7]"/ "General settings" [→ 10] section.
5. Click on the *"Save"* button.
   ↳ The communication partner is saved.

2.3.4 User set up/administration

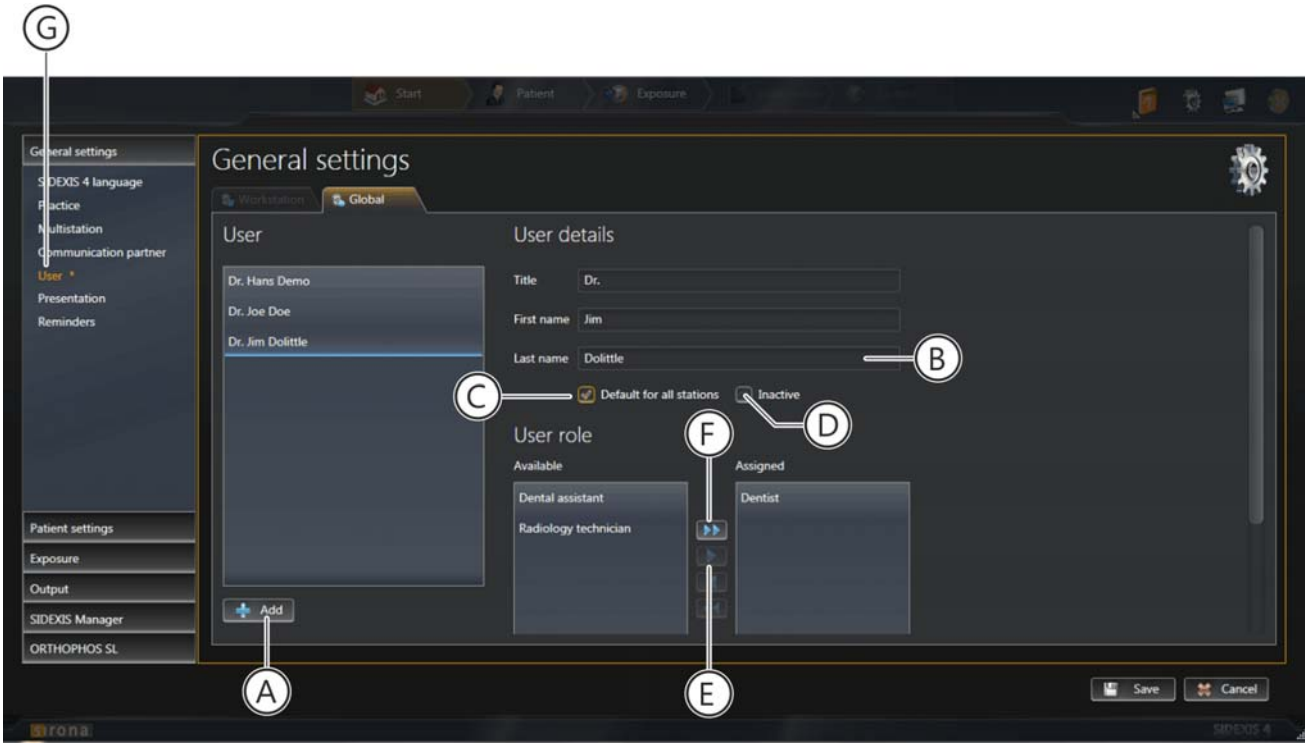
User administration is performed in the *"General Settings"* ⇒ *"User/User details/User role"* configuration menu.

Users set up here are entered into different list fields of SIDEXIS 4 (e.g., when entering the indication prior to exposure) and can be selected there.

✓ The configuration menu is opened [→ 35].

➢ Click the *"General Settings"* ⇒ *"User"* buttons in the structure tree (G).

↳ The *"User/User details/User role"* menu is displayed.



"User/User details/User role" menu

1. Click the *"Add"* button (A).
   ↳ The entry field *"Last name"* (B) is marked in red as an entry is required (mandatory field).
2. Enter the surname of the new user in the *"Last name"* entry field.
3. *Optional:* Enter the user's title and first name into the *"Title"* and *"First name"* entry fields.
4. *If the new user who has been set up is supposed to be preset as a main consultant at all workstations:*
   Select the *"Default for all stations"* check box (C).
5. *If the new user who has been set up is supposed to appear in the list fields for consultants:*
   Select the *"Inactive"* check box (D).
   NOTE: If the *"Inactive"* check box is selected the user is still displayed with existing data records (e.g. with exposures) but no longer in the list fields.

6. Click in the left *"Available"* window on the user role (*"Dentist"*, *"Dental Assistant"* or *"Radiology Tech"*) which is supposed to be assigned to the new user.
   ↳ The selected user role is highlighted orange.
7. Transfer the *selected user role* by clicking with the mouse on the button with the single arrow (E) in the right *"Assigned"* window.

or

   ➢ Assign *all user roles* by clicking with the mouse on the button with the double arrow (F) in the right *"Assigned"* window.

8. The user role(s) are assigned to the new user and appear in the right *"Assigned"* window.
   NOTE: By clicking on the user roles in the right *"Assigned"* window and then clicking on the buttons with the arrows, you can deselect the user roles for the user again and put them back in the *"Available"* window.
9. Click the *"Save"* button to save the settings.
   ↳ A message window opens. It points out to you that the setting for the user administration has been changed, but that the change requires the software to be restarted.
10. Confirm the message window by clicking the *"OK"* button.
    ↳ The changes in the user administration are active once the software is restarted.

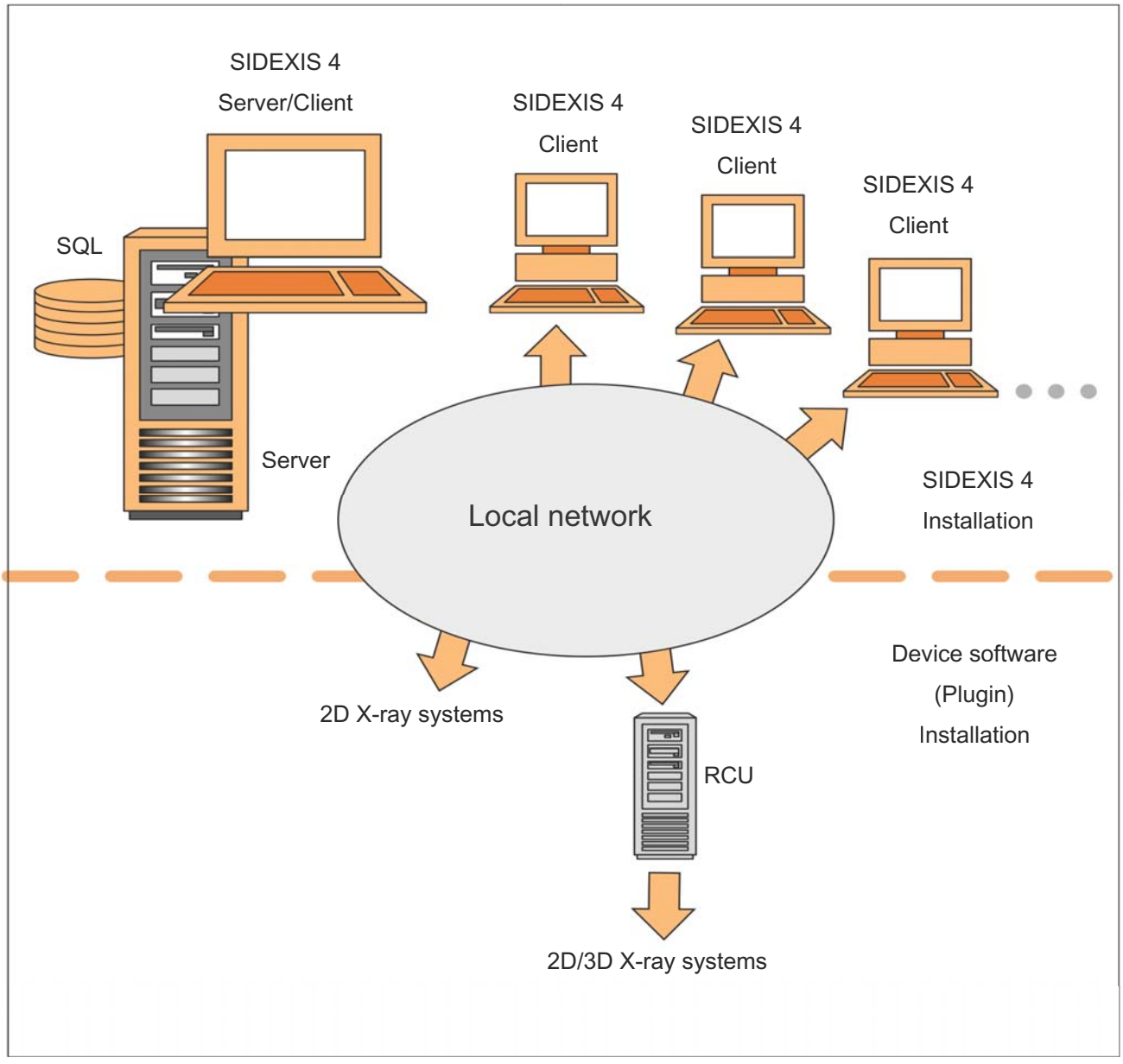
3 Configuring the computer

3.1 Free hard disk space for PDATA

The amount of free hard disk space may not fall below the minimum size in order to complete exposures. This is currently set to 1GB. You can adjust this minimum size if required. The parameters for this can be found in the relevant client PCs in the *"Sidexis4.exe.config"* under *"MinimumPDataSizeOnAcquisitionInByte"*. The values must be stated in bytes.

4 Data and database

IMPORTANT
In order to perform maintenance or service work on the MS SQL database, you should possess detailed knowledge of installation and configuration of databases.



System overview

4.1 Data migration

The data migration is completed once during an upgrade from SIDEXIS XG to SIDEXIS 4. Information on this can be found in the *"SIDEXIS 4 Installation Instructions"* (REF 64 47 200).

4.2 Data backup

Regular backup of data is the responsibility of the user (doctor, medical center, etc.).

The data backup must include both the regular backup of the SIDEXIS 4 SQL databases as well as the backup of the image data stored in the PDATA directory.

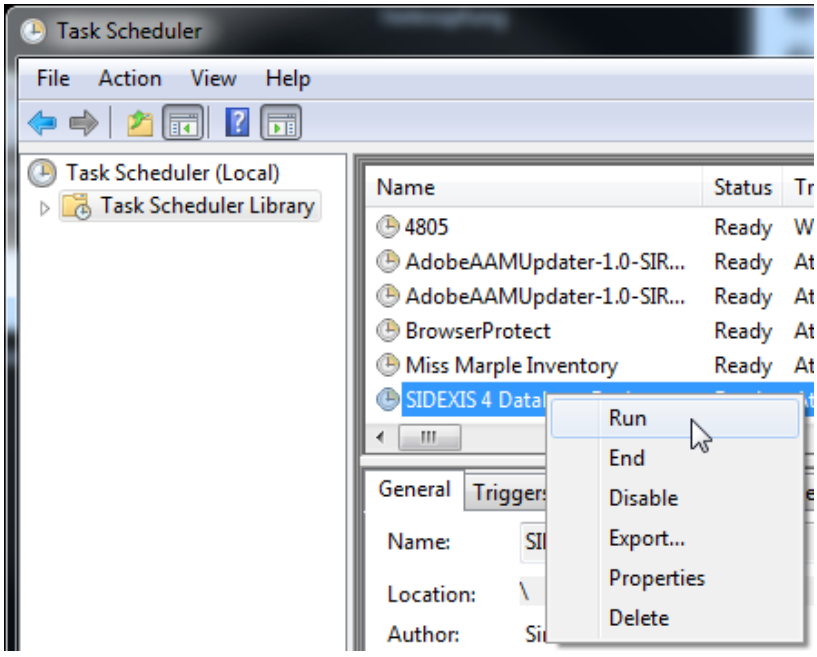
The *"Server Provisioning Assistent"* installs a backup plan for the SQL Server databases. The database backups are managed by the Windows task scheduler. The data is backed up once daily. The time as well as the number of data backups to be stored can be selected upon initial set-up in the *"Server Provisioning Assistent"* (see *"SIDEXIS 4 Installation Instructions"* (REF 64 47 200).

Following initial set-up, the backup plan can be found in the Windows task scheduler under the name *"SIDEXIS 4 Database Backup"* where it can also be edited [→ 54].

The backup of the image data in the PDATA directory does not form part of the backup plan and has to be set up with standard market tools for backups.

4.2.1 Data backup via "Windows task scheduler"

1. On the database server, call "Windows task scheduler" (start menu ⇒ *"Control Panel"* ⇒ *"Administrative Tools"* ⇒ *"Task Scheduler"*).



2. In the structure tree, click on the *"Task Scheduler Library"* element.
3. Right-click on the *"SIDEXIS 4 Database Backup"* list entry and then in the context menu on the *"Run"* button.
   ↳ The data backup is performed. The data is stored in the *"PDATA"* / *"Backup"* directory.

NOTICE

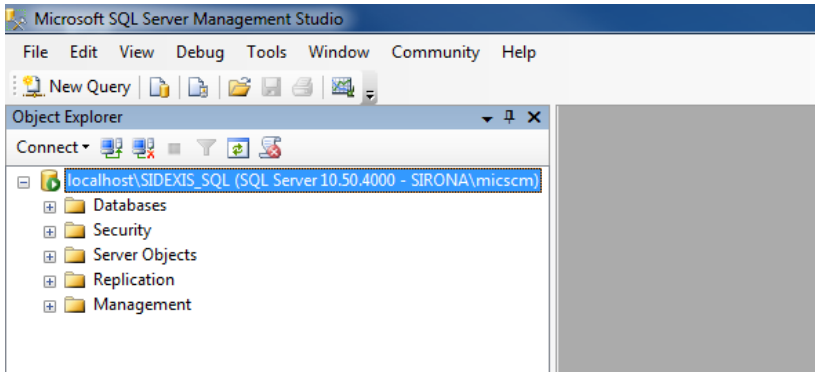
Ensure that the backups of all databases (*"PDATA_SQLEXPRESS"*, *"SIDEXIS"*, and *"Master"*) have been correctly performed and are accessible.

Alternatively, you can perform the data backup via the *"SQL Server Management Studio"* . [→ 55]

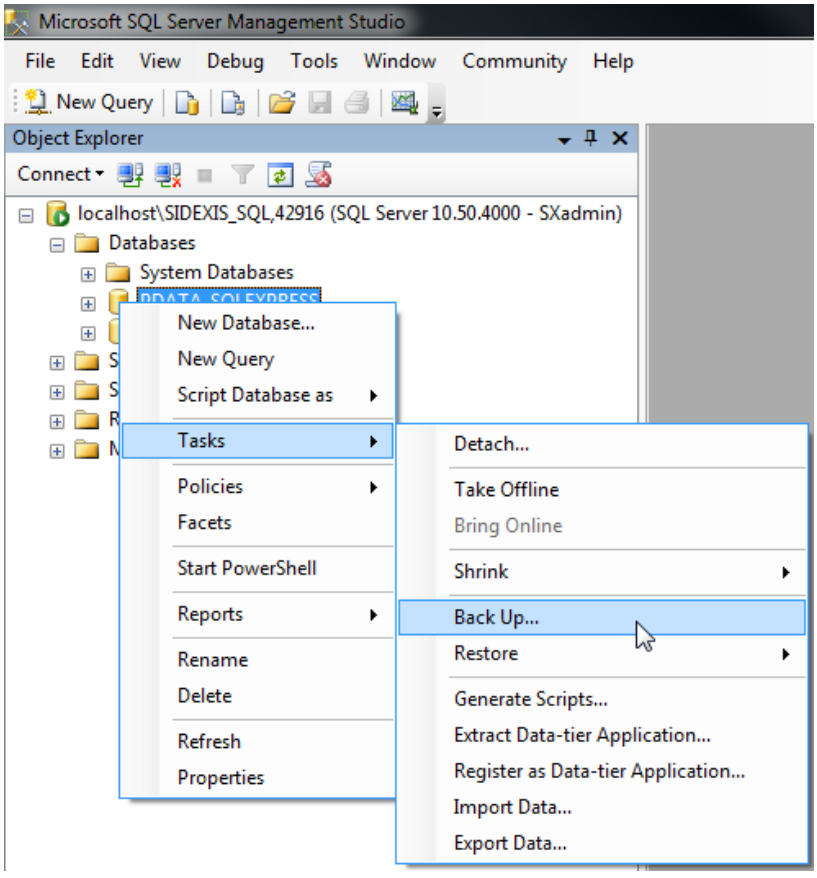
4.2.2 Data backup via the "SQL Management Studio"

1. Log on to the database server.
2. Open the *"SQL Server Management Studio"* (start menu ⇒ *"Microsoft SQL Server Express"* ⇒ *"SQL Server Management Studio"*).
   ↳ The *"Connect to Server"* dialog box opens.

3. Enter "<source database server name>\SIDEXIS_SQL,42916" into the *"Server name"* entry field.
   Replace <source database server name> with the real name of the source database server.
4. In the *"Authentication"* list field, select the entry *"SQL Server Authentication"*.
5. Enter "sxadmin" in the *"Login"* entry field and "boards" in the *"Password"* entry field, and click on the *"Connect"* button.

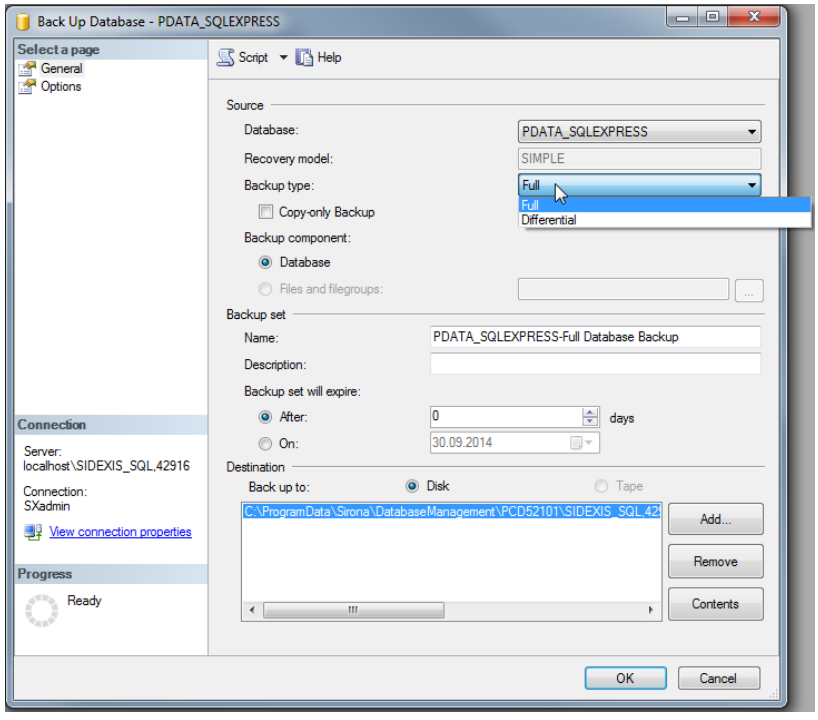


   ↳ The connection is established with the database server.
   ↳ The database server is displayed in the *"SQL Server Management Studio"* structure tree.
6. Right-click on *"PDATA_SQLEXPRESS"* in the structure tree.

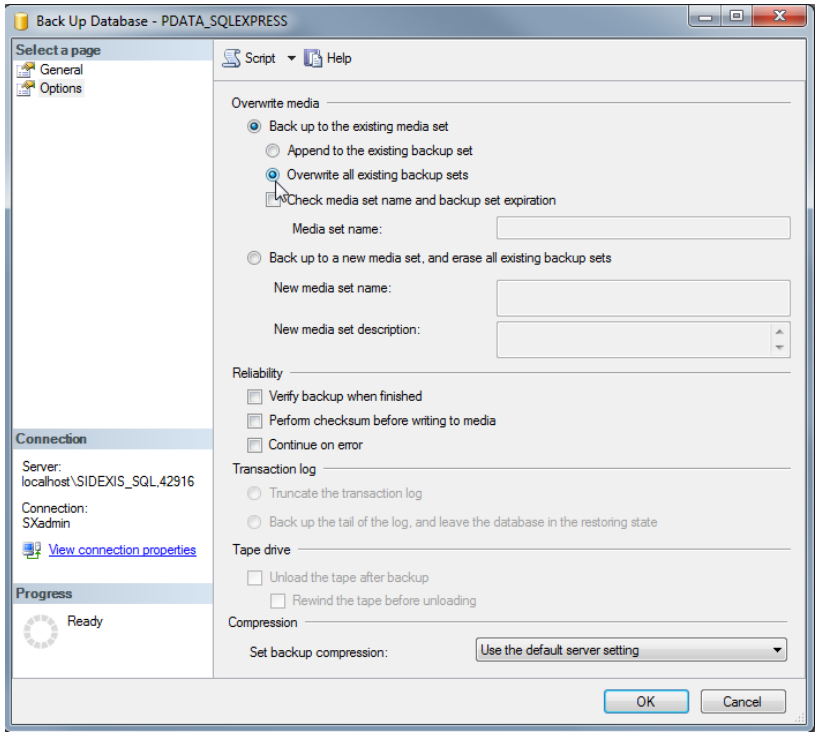


↳ A context menu opens.

7. Left-click on the *"Tasks"* ⇒ *"Backup..."* button in the context menu.
   ↳ The backup menu then opens.
   ↳ The *"General"* submenu is displayed.



8. In the *"Backup type"* list field, select the entry *"Full"*.
9. Click on *"Options"* in the structure tree.
   ↳ The *"Options"* submenu is displayed.

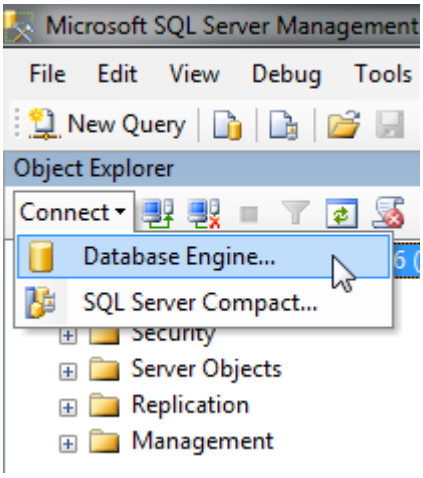


10. Activate the *"Overwrite all existing backup sets"* check box.
11. Click on the *"OK"* button.
    ↳ Backup of the *"PDATA_SQLEXPRESS"* database is performed.
12. Now perform a backup of the *"SIDEXIS"* database in the same way (steps 6 to 11).
13. Now perform a backup of the *"Master"* database in the same way (steps 6 to 11).

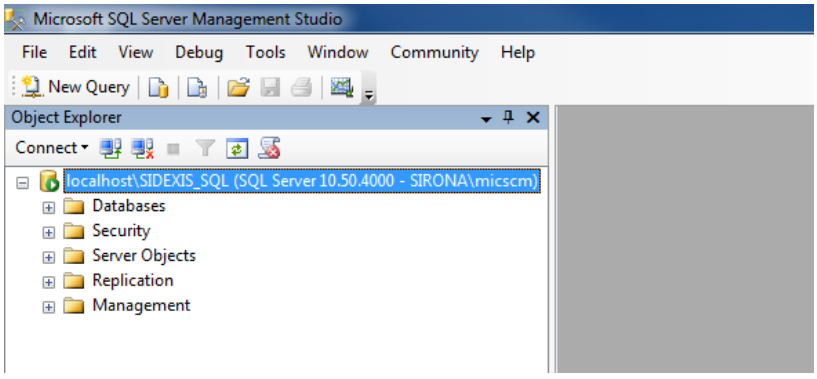
4.3 Restoring database

You can restore the SIDEXIS 4 database from the data backup [→ 53]. To do this, proceed as follows:

1. Log on to the SIDEXIS 4 database server.
2. Copy the backup files from the backups (*"PDATA_SQLEXPRESS"* and *"SIDEXIS"*) from the source database server backup directory to the database server backup directory.
3. Click on the *"SQL Server Management Studio"* button in the *"Connect"* (via the structure tree and then the *"Database Engine..."* button in the submenu).
   ↳ The *"Connect to Server"* connection dialog opens.



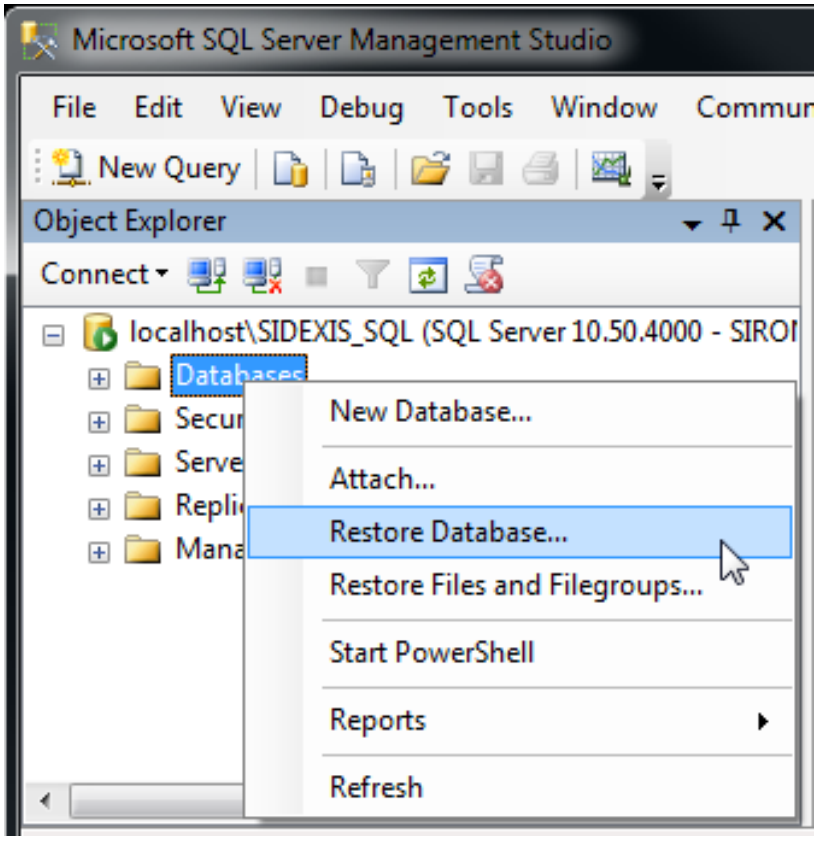
4. Enter "<database server name>\SIDEXIS_SQL" into the *"Server name"* entry field.
   Replace <database server name> with the real name of the database server.
5. In the *"Authentication"* list field, select the entry *"Windows Authentication"*.
6. Click on the *"Connect"* button.



↳ The connection is established with the database server.

↳ The database server is displayed in the *"SQL Server Management Studio"* structure tree.

7. Right-click on *"Databases"* in the database server structure tree.

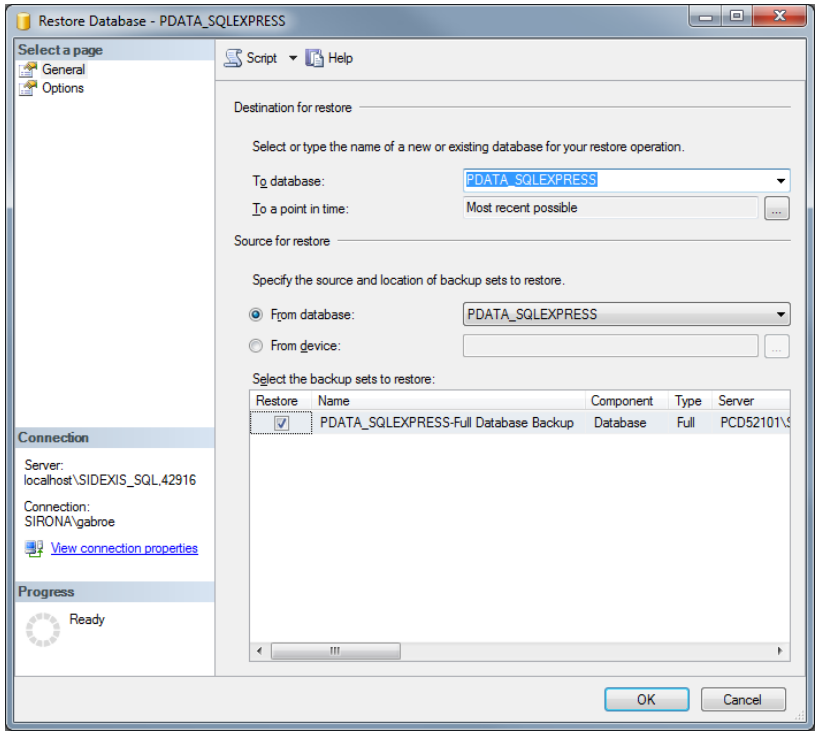


↳ A context menu opens.

8. Left-click on the *"Database..."* button in the context menu.

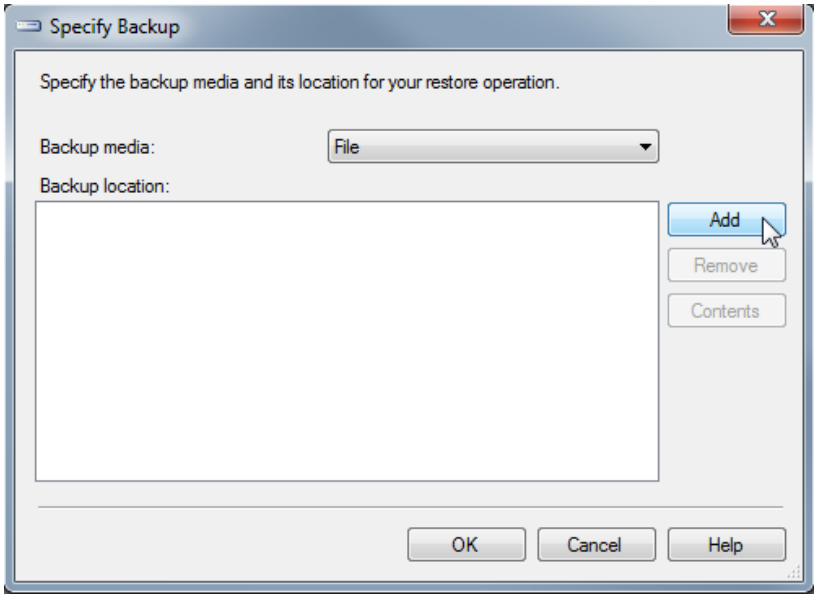
↳ The restore menu opens.

↳ The *"General"* submenu is displayed.



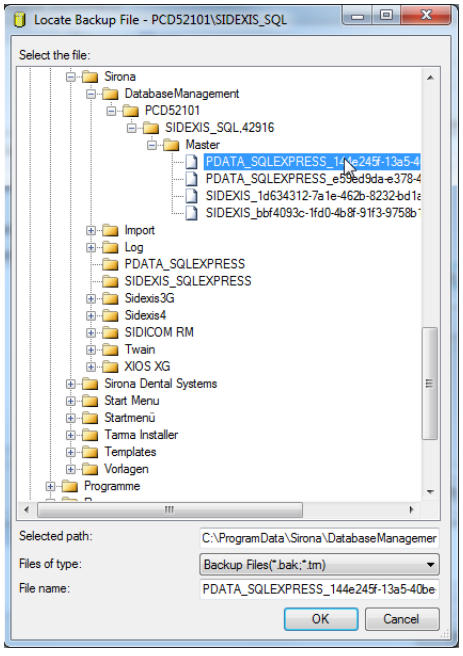
"To database" list field	Name with which the new database should be restored.
"To a point in time" list field	Point in time at which the new database should be restored.
"From database" option and list field	Name of database (backup file) to be restored.
"From device" list field	Path to the backup file

9. In the *"To database"* list field, select the entry *"PDATA_SQLEXPRESS"*.
10. Activate the *"From device"* option field and then click on the button with the three dots.

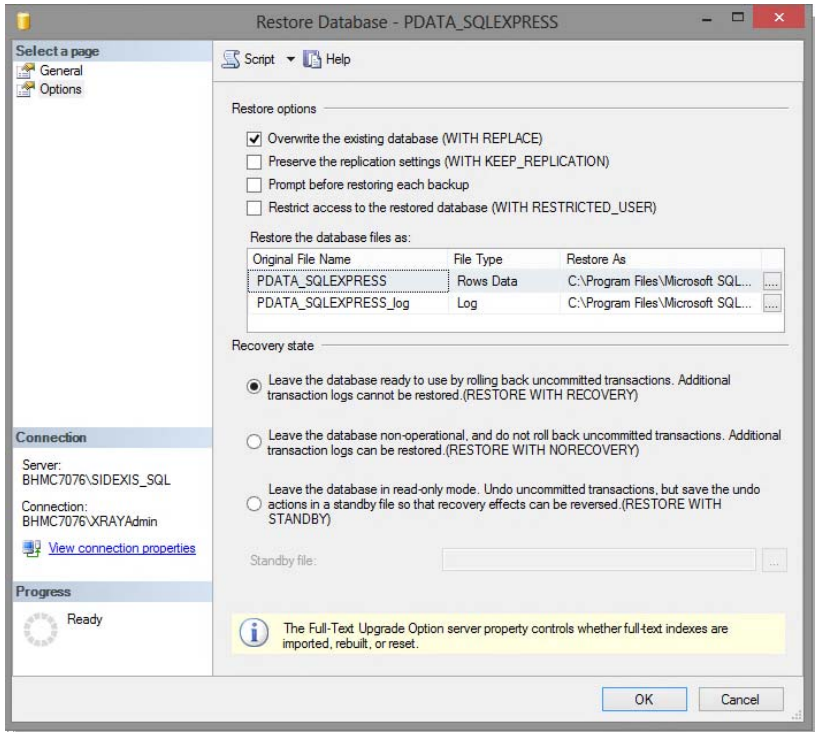


↳ The *"Specify Backup"* dialog box opens.

11. Click on the *"Add"* button.
    ↳ The *"Locate Backup File"* dialog box opens.



12. Select the backup file for the *"PDATA_SQLEXPRESS"* database and confirm the selection by clicking the *"OK"* button.
    ↳ The restore task for *"PDATA_SQLEXPRESS"* is inserted in the *"Select the bachup sets to restore"* list in the restore menu.
13. Activate the check box in front of the restore task.
14. In the structure tree, click on the *"Options"* element.
    ↳ The *"Options"* submenu is displayed.



15. Activate the *"Overwrite the existing database (WITH REPLACE)"* check box and start the restore via the *"OK"* button.
16. Repeat this procedure for the *"SIDEXIS"* database.

4.4 Installing database

The database installation is completed as part of the SIDEXIS 4 server installation and it installs a Microsoft SQL Server 2008 R2 instance with the name *"SIDEXIS_SQL"*.

The name of the SQL Server instance cannot be changed in the current SIDEXIS 4 version, i.e. SIDEXIS 4 mandatorily requires the SQL Server instance *"SIDEXIS_SQL"*.

It is permitted for the SQL Server 2008 R2 instance *"SIDEXIS_SQL"* to be installed by the SIDEXIS 4 setup DVD on a computer...

- with no existing SQL Server instance
- with one or more existing SQL Server 2008 or SQL Server 2008 R2 instances
- with one or more existing SQL Server 2005 instances
- with existing SQL Server 2005, 2008, and / or 2008 R2 instances

It is not permitted for the SQL Server 2008 R2 instance SIDEXIS_SQL to be installed on a computer...

- with older SQL Server instances (SQL Server 2000 or older)
- with later SQL Server instances (SQL Server 2012, 2014, or later)

The SQL Server installation is **mandatory** with...

- Initial installation of a SIDEXIS 4 server
- Upgrade (migration) from SIDEXIS XG to SIDEXIS 4

Not required: the SQL Server installation is not required with updates of a previous SIDEXIS 4 version to the current SIDEXIS 4 version.

If there is an existing SQL Server instance *"SIDEXIS_SQL"* and the SQL Server setup is mistakenly started again by the SIDEXIS 4 DVD then this will not have any impact. The setup terminates immediately with a corresponding message.

4.5 Database movement

4.5.1 Moving the SQL server

4.5.1.1 Prepare the “new” SQL server

"Database: MS SQL Server Express" and _"SIDEXIS 4 Server"_ are installed on the same computer (server)

For more detailed information on the following installation steps please refer to the _"SIDEXIS 4 Installation Instructions"_ (REF 64 47 200).

1. Install the _"Database: MS SQL Server Express"_ on the server.
2. Install the _"SIDEXIS 4 Server"_ on the server.
3. **CAUTION! Terminate the installation after performing the server provisioning job. The client provisioning job must never be performed at this point.**
   Execute the server provisioning.

"Database: MS SQL Server Express" and _"SIDEXIS 4 Server"_ are installed on different computers (servers)

For more detailed information on the following installation steps please refer to the _"SIDEXIS 4 Installation Instructions"_ (REF 64 47 200).

1. Prepare the “new SQL server” as described in the _"SIDEXIS 4 Installation Instructions"_ section “New installation of SIDEXIS4" ⇒ "Important information concerning a new installation" ⇒ "MS SQL Server on a remote computer”.
2. Install the _"Database: MS SQL Server Express"_ on the server.
3. Install the _"SIDEXIS 4 Server"_ on a second server.
4. **CAUTION! Terminate the installation after performing the server provisioning job. The client provisioning job must never be performed at this point.** Execute the server provisioning.

4.5.1.2 Backing up the “old” SQL server

IMPORTANT
Ensure that you have the backup files for both databases (_"PDATA_SQLEXPRESS"_ and _"SIDEXIS"_).

➢ Perform a data backup from the "old" source database server via “Windows task scheduler”, as described in the Data backup [→ 53] section

↳ The data backup is saved in the “Backup” directory in the PDATA directory.

4.5.1.3 Restoring database to the "new" SQL server

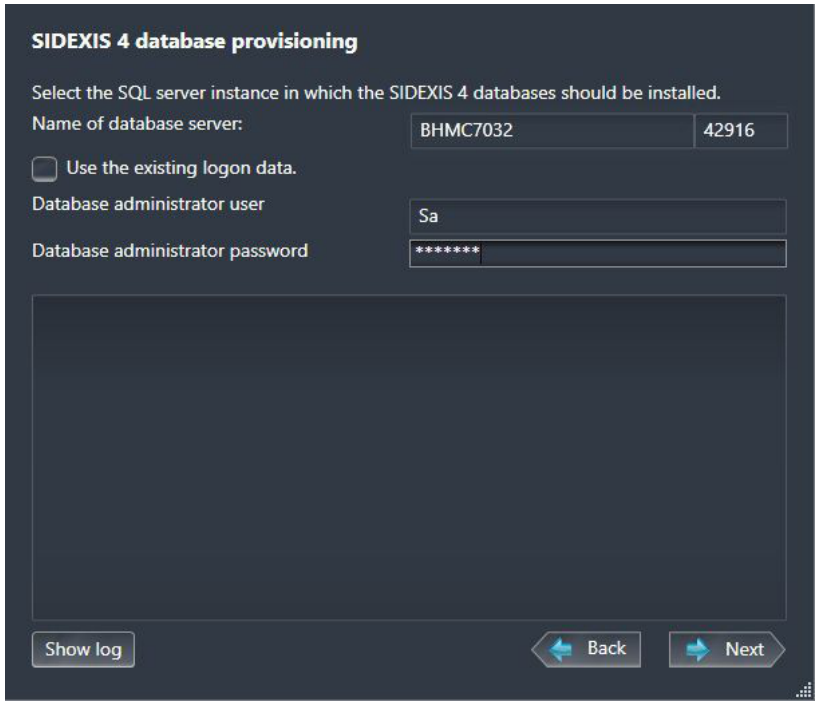
1. Copy the _"PDATA_SQLEXPRESS"_ and _"SIDEXIS"_ backup files to the new SQL server.
2. Complete the database restore using the current backup files as described in the Restoring database [→ 59] section.

4.5.1.4 Execute provisioning

Server provisioning

1. Start the *"Server Provisioning Assistent"* on the SIDEXIS 4 server. To do so, double-click in the "...\Sirona\SIDEXIS4\Installation\Provisioning" directory on the *"ServerProvisioningWizard.exe"* file.

2. Enter the name of the “new” SQL server in the *"Name of database server"* text box.



3. *If the "Database: MS SQL Server Express" and "SIDEXIS 4 Server" have been installed on different computers (servers):*
   Disable the *"Use the existing logon data"* check box.
4. Enter "sa" in the *"Database administrator user"* text box and enter "2BeChanged!" in the *"Database administrator password"* text box.
5. Click on the *"Next"* button.
6. Continue with the server provisioning, as described in *"SIDEXIS 4 Installation Instructions"* (REF 64 47 200).
   ↳ The server provisioning enters the changes into the system.
7. Execute the client provisioning also if required after the server provisioning.

Client provisioning

1. Start the *"Client Provisioning Assistant"* consecutively on all workstations.
   To do so, double-click in the "...\Sirona\SIDEXIS4\Installation\Provisioning" directory on the *"ClientProvisioningWizard.exe"* file.
2. Execute the client provisioning, as described in *"SIDEXIS 4 Installation Instructions"* (REF 64 47 200).
   ↳ The client provisioning enters the changes into the system for the workstations.

4.5.2 Moving the PDATA folder

4.5.2.1 Move the PDATA folder to a bigger hard disk “within the computer”

If the amount of data is too large for your storage medium and this needs to be increased, you can migrate your data to a bigger hard disk “within your computer”. To do this, proceed as follows:

1. Stop the "Sidexis Rest Service" on the SIDEXIS 4 Server (*"Start"* ⇒ *"Control Panel"* ⇒ *"Administrative Tools"* ⇒ *"Services"*).
2. Move the existing PDATA directory to the new hard disk. The existing \PDATA enable is deleted in this process.
3. Enable the new PDATA directory under the name PDATA. Authorize *"Jeder"* for the enable as well as in the file system. NOTE: The local user *sidexis4service* does not need any admin rights, group memberships or other rights on the computer with the PDATA directory, they just need full access to the share.
4. Start the "Sidexis Rest Service" on the SIDEXIS 4 server once again (*"Start"* ⇒ *"Control Panel"* ⇒ *"Administrative Tools"* ⇒ *"Services"*).

4.5.2.2 Migrate the data (PDATA) to a new “remote” file server

IMPORTANT

PDATA on a "remote" computer

When setting up the PDATA directory on a new “remote” file server, you must follow the notes provided in SIDEXIS 4 Installation Instructions (REF 64 47 200) in the section “Preparatory work” (“New installation of SIDEXIS 4“ / “Remote PDATA” / “SIDEXIS 4 Server” / “Preparatory work”).

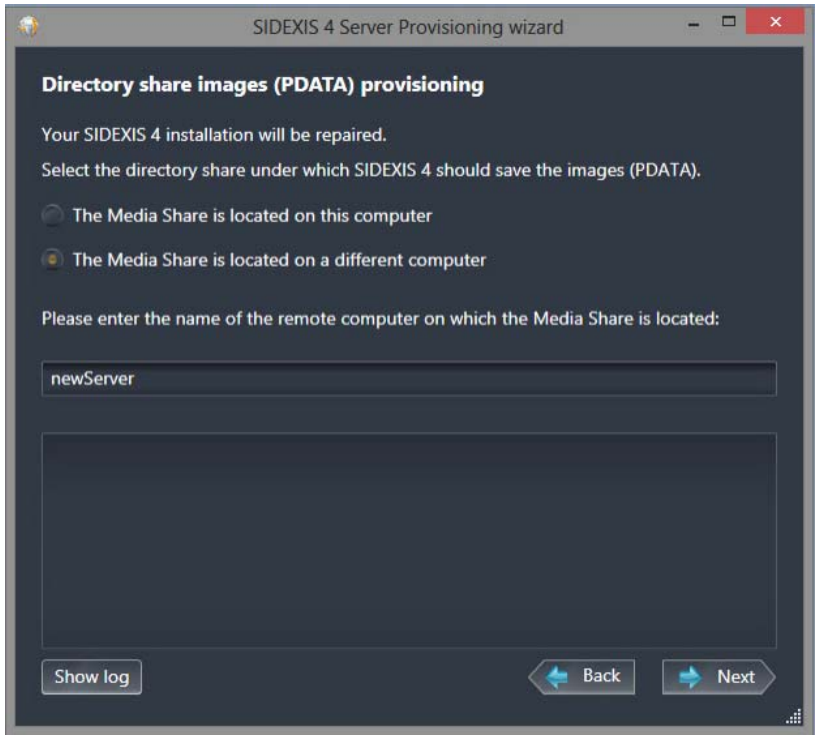
Preparations

➢ Copy the PDATA directory to its new position on the “remote” file server.

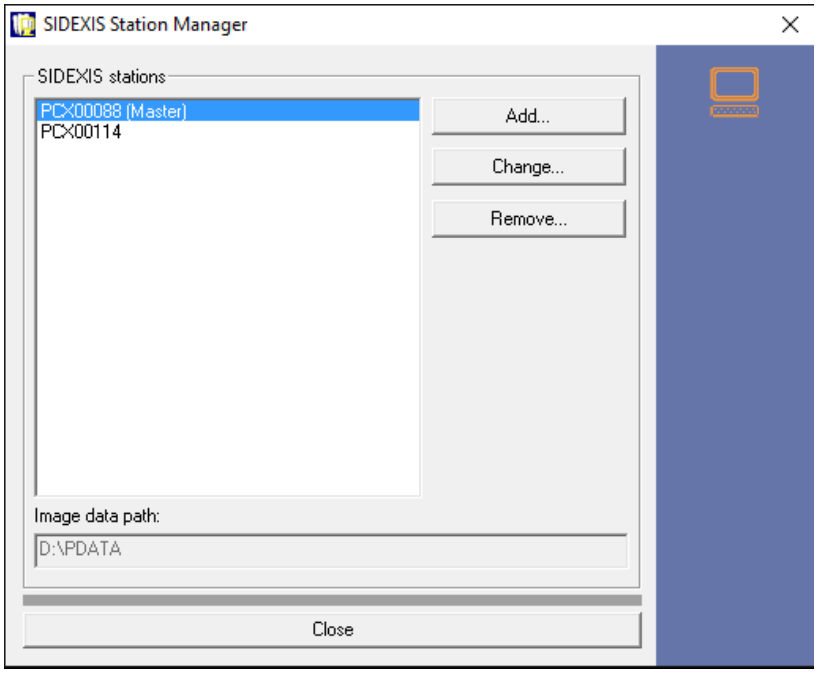
How to proceed on the SIDEXIS 4 server

Execute the following work steps on the SIDEXIS 4 server:

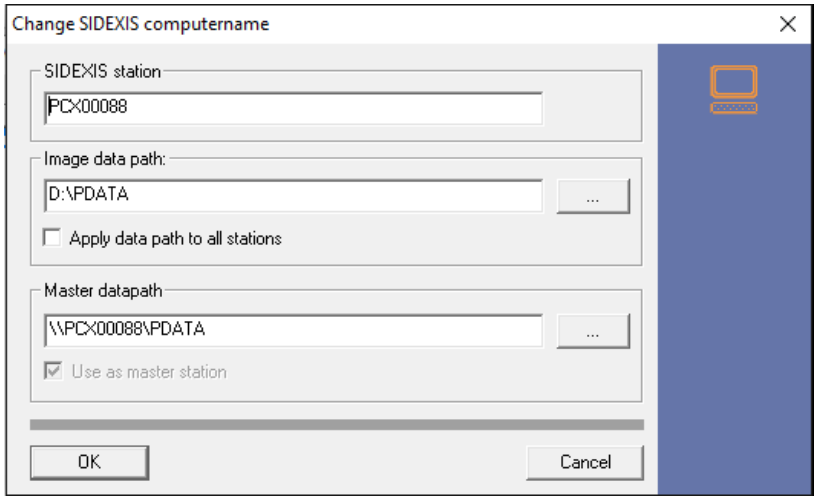
1. Start the *"Server Provisioning Assistent"* on the SIDEXIS 4 server. To do so, double-click in the "...\Sirona\SIDEXIS4\Installation\Provisioning" directory on the *"ServerProvisioningWizard.exe"* file.



2. In the *"Directory share images (PDATA) provisioning"* menu select the *"The Media Share is located on a different computer"* option field.
3. Enter the location of the new PDATA directory in the entry field. **NOTICE! Note that only the computer name is required for entries related to a “remote” computer.**
4. Continue with the server provisioning, as described in *"SIDEXIS 4 Installation Instructions"* (REF 64 47 200).
   ↳ The server provisioning enters the changes into the system.
5. Execute the client provisioning also if required after the server provisioning.
6. Launch the *"NGStationMgr"* program (C: ⇒ Programs ⇒ Sirona ⇒ SIDEXIS4 ⇒ XG ⇒ NGStationMgr.exe).



7. Click on the *"Change..."* button.

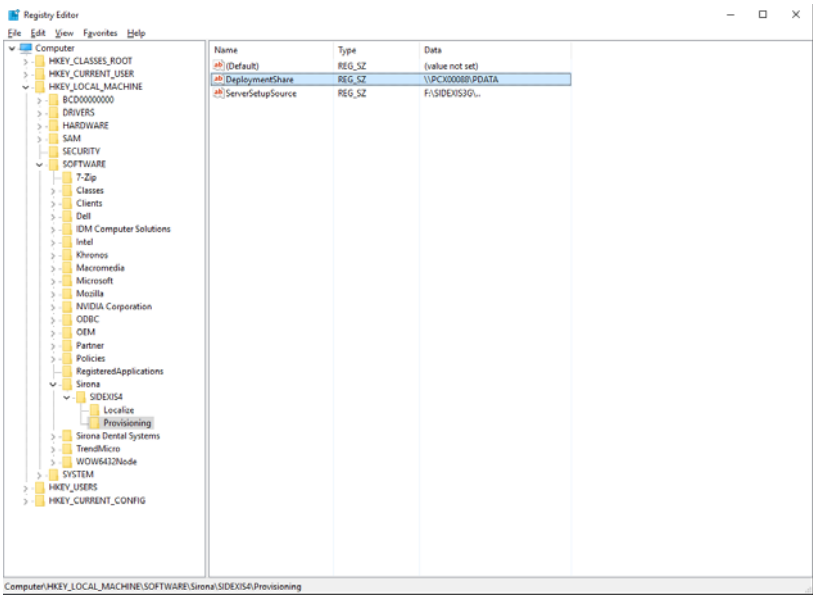


8. Enter the new UNC pathway to the PDATA directory in the *"Image data path"* and *"Master datapath"* entry fields.
9. Activate the *"Apply data path to all stations"* check box.
10. Confirm your entries by clicking the *"OK"* button.
    ↳ The old "SIDEXIS XG" database has now also been updated for the constancy tests.

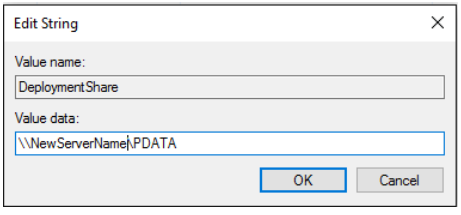
How to proceed at the SIDEXIS 4 clients

Execute the following work steps at each workstation:

1. At the workstation, call the "Windows Registry Editor".
   To do so, click on the *"Start"* button, enter "Regedit" into the search field and then double-click on *"Regedit.exe"* in the results list.
   ↳ The "Windows Registry Editor" opens.



2. In the structure tree, select the "Provisioning" element (HKEY_LOCAL_MACHINE/SOFTWARE/Sirona/SIDEXIS4/Provisioning).
3. In the "Name" column, double-click on the *"DeploymentShare"* parameter.
   ↳ The input window opens.



4. Enter the new directory path for the PDATA directory into the input field and confirm your entry with the *"OK"* button.
   ↳ The new PDATA directory path is saved.
   Tip: Export these changes and save the file in the PDATA enable. You can now import these on the additional workstations.
5. Start the Client Provisioning Assistant on the workstation.
   To do so, double-click in the "...\Sirona\SIDEXIS4\Installation\Provisioning" directory on the *"ClientProvisioningWizard.exe"* file.
6. Execute the client provisioning, as described in *"SIDEXIS 4 Installation Instructions"* (REF 64 47 200).
   ↳ The provisioning transmits changes to the workstation.

IMPORTANT: The "SIFileDB.ini" must be entered manually; this is required in order to ensure that no practice-specific settings are lost.

4.6 Disconnecting CEREC database (if available)

If a CEREC connection is detected during the SIDEXIS 4 installation then this is displayed in a message window during the installation. If this is the case, you must follow the instructions below **before** starting the installation:

Open *"Patient Database"* menu in CEREC SW

1. Start the CEREC SW software (see CEREC SW Operating Manual).
2. Open the *"Patient Database"* menu command in the CEREC SW settings.

IMPORTANT

The directory must have enough available storage space

The directory selected in the settings must have enough available storage space.
If this is not the case change the directory path accordingly.

Change directory path

✓ The *"Patient Database"* menu command is called up in the CEREC SW.

1. Open the *"Patient Database Location:"* menu command to disconnect the SIDEXIS XG database.
2. Click on *"NO"*.
3. Open the *"Connect with Sidexis Database:"* menu command.
4. Click on *"NO"*.
5. Open the *"Patient Database Location:"* menu command again to disconnect the SIDEXIS XG database.
6. Click on *"YES"*.

Once you have successfully copied the CEREC data to a local CEREC database you may continue with the SIDEXIS 4 installation.

5 Special features with 64bit operating systems

5.1 Astra Plugin

The following issues occur when installing the Astra Plugin on a 64bit operating system.

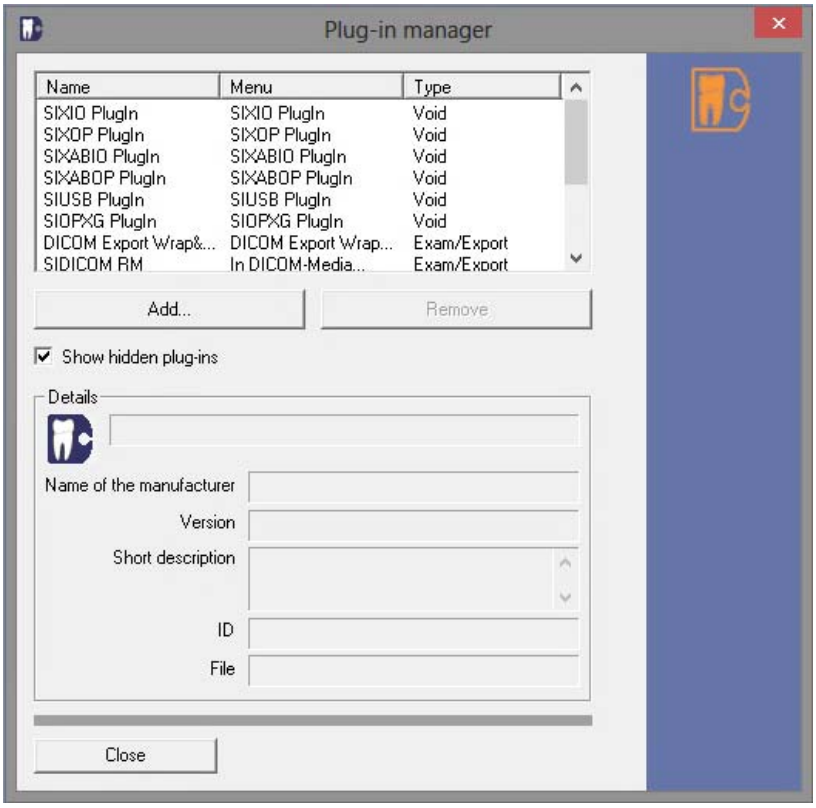
The Astra Plugin is installed in the directory "c:\Program Files [x86]" as a 32bit setup, but is registered under "c:\Program Files" in the "NGPIman".

This results in the Astra Plugin not being available in SIDEXIS 4 even though it is installed. It does not then appear in the tool kit in SIDEXIS 4.

To resolve this issue, proceed as follows:

✓ Astra Plugin is installed.

1. Move the entire content from the directory "c:\Program Files [x86]\sirona\SIDEXIS4" (i.e. the entire XG sub-folder) to "c:\Program Files\sirona\SIDEXIS4".
   NOTE: No files may be overwritten when moving the directory.
2. Logged in as Administrator, start the program "NGPIManUI.exe" in the directory "c:\Program Files\Sirona\SIDEXIS4\XG"



3. Activate the *"Show hidden plug-ins"* check box.
4. Select the Astra Plugin in the list.
   ↳ The *"Remove"* button becomes selectable.

5. Click the *"Remove"* button to delete the Astra Plugin from the list.
   NOTE: If the Astra Plugin is not stated in the list then the registration has not worked as a result of the incorrect path.
6. Click the *"Add"* button and register the Astra Plugin as new (c:\Program Files\Sirona\SIDEXIS4\XG\PLUGINS\SIRONA\ASTRA Plugin\zfilter.exe).

6 Troubleshooting

6.1 Errors during installation

6.1.1 DVD setup

Errors	Cause	Rectification
.NET Framework 3.5 SP1 	If .NET 3.5 is not installed on the server then a message appears during the server setup stating that .NET 3.5 must be installed via the control panel (the dialog then gives a misleading statement, such as "Asia"). NOTE: This error message can initially be ignored.	➢ Install the .NET 3.5 Framework on the SIDEXIS 4 server and restart the server setup.

6.1.2 SQL server installation

Errors	Cause	Rectification
SQL server installation Error code: -2067922940	If this error occurs during the SQL Server installation the system is unable to open the file and error 0x84BE0004 is logged in the SQL Server installation log.	1. Execute the Microsoft file "SQL2008R2patch.exe" *as Administrator*. NOTE: You will find the patch on the SIDEXIS 4 DVD in the folder "Tools\Other\BUG12936\SQL2008R2patch.exe". 2. Close the patch and repeat the SQL Server installation.
SQL server installation Error code: -2067922408	If this error occurs during the installation of the SQL server then SQL Management Studio 2005 is already installed.	1. Uninstall SQL Management Studio 2005. 2. Then repeat the SQL server installation.

6.1.3 Server provisioning

Various jobs steps are run when executing the *"Client Provisioning Assistant"* or the *"Server Provisioning Assistent"*. If a job step was incapable of being properly executed this is marked by a red status indicator next to the job name.

Typical errors which may arise during the job execution process are listed below with measures to rectify the errors:

Job step	Cause	Action
"populating media share"	The SIDEXIS 4 installation DVD is not available on the computer drive. This is required to update the basic filling of the PDATA directory.	Insert the SIDEXIS 4 installation DVD into the computer drive and restart *"Server Provisioning Assistent"*.

6.2 Error during reference run

6.2.1 On the SIDEXIS 4 workstation

Error message	Comment	Rectification
"The available storage space (PDATA) is insufficient"	Falls below the minimum free disk space required in PDATA (min. 10GB). The warning message appears when the client is started or when the disk space requirement is not met for the first time during the client runtime.	Provide more disk space
SIDEXIS 4 no longer supported	Occurs on remote connections, if SIDEXIS 4 is already started.	Terminate the SIDEXIS 4 and start the program.
The graphics card is unsuitable for SIDEXIS 4.	It is known that the *"DesktopAuthority Mirror Driver"* device can cause errors. In unfortunate cases, the wrong graphics card was tested here.	Deactivate the *"DesktopAuthority Mirror Driver"* device in *"device manager"* in sub-point *"Display adapters"*.

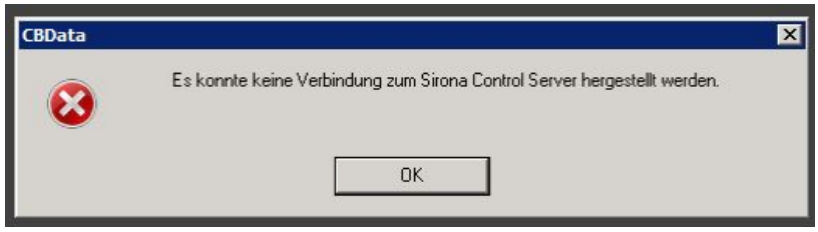
Error message	Comment	Rectification
"A fatal error occured. The program will exit and must be restarted."	This error can have various causes. These are saved on the SIDEXIS 4 server in the log file under the "%programdata%\Sidexis\log\Sidexis4.log" file. If the log file contains the error: “[…] Network-related or instance-specific error when establishing a connection to the SQL server. The server was not found or it cannot be accessed.[…]”, this indicates that there is no network connection between the SIDEXIS 4 server and the MS SQL server.	Check the following requirements: • The computer upon which the MS SQL server is located must be switched on. • If the MS SQL server is on a different computer to the SIDEXIS 4 server then there must be a network connection to it. • The Windows Service "SQL Server Service (SIDEXIS SQL)" must be running on the computer upon which this is installed. • The SQL Server Port must be set up in accordance with the *"SIDEXIS 4 Installation Instructions"* (REF 64 47 200). • The "SQL Server Browser" service must be running for remote SQL servers with multiple instances. This service should include an exception in the firewall for incoming connections. • The MS SQL server service should contain a firewall exception in accordance with *"SIDEXIS 4 Installation Instructions"* (REF 64 47 200). • The SQL server instance (SIDEXIS_SQL) must be capable of being reached via SQL Server Management Studio by the computer upon which the SIDEXIS 4 server is running.

Error message	Comment	Rectification
"The SIDEXIS server cannot be reached. The program will exit. Please try again in a few minutes."	There is no network connection between the SIDEXIS 4 client and the SIDEXIS 4 server.	Check the following requirements: • If the SIDEXIS 4 server is on a different computer then there must be a network connection to the latter. • The computer upon which the SIDEXIS 4 server is located must be switched on. • The Windows firewall exception for the SIDEXIS 4 service should be set up on the SIDEXIS 4 server in accordance with *"SIDEXIS 4 Installation Instructions"* (REF 64 47 200). • The Windows "Sidexis Service" should be available and active on the SIDEXIS 4server. If this service is missing then this is an indication that the SIDEXIS 4 installation is incomplete. Please execute a new server installation in accordance with *"SIDEXIS 4 Installation Instructions"* (REF 64 47 200). • If the SIDEXIS 4 server is on a different computer then the SIDEXIS 4 client must not be blocked by a firewall.

6.3 Errors when establishing exposure readiness

NOTE: The error can occur if Windows 8 or Windows 8.1 is installed on the RCU and the RCU has just been restarted or is used for the first time.

If the *"Sirona Control Server"* service required to establish exposure readiness is inactive or could not be started as a result of the issues stated below, the following error message appears in *"SIDEXIS 4"*.



Error message

Problem

When starting an RCU the *"Sirona Control Server"* (*"SCS"*) service starts automatically at the system start-up time. This is the standard configuration following installation of the *"SCS"*. During the start-up process the *"Sirona Control Server"* accesses the *"OptionsManager"* on the COM Server. This COM Server is also installed with a SIDEXIS 4 installation and is activated upon initial access (via the *"SCS"*). If the *"OptionsManager"* starts up directly upon system start-up an exception occurs in the program, since certain system components are not yet available at this time. This results in a failure of the *"SCS"* service start-up, and the RCU functions on the affected PC remain completely deactivated as a result.

Troubleshooting measure

➢ Close the error message window.

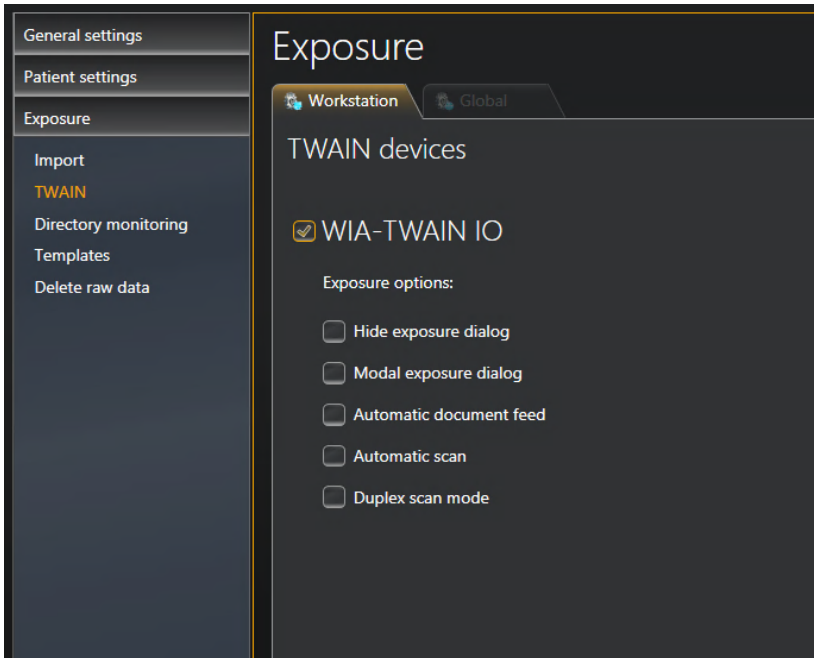
Different behaviors may occur after the window is closed:

- The SIDEXIS 4 user interface is automatically unblocked after a few seconds and SIDEXIS can then be used as normal.
- The SIDEXIS 4 user interface remains permanently blocked. SIDEXIS can no longer be used in this state.
  In this case proceed as follows:
- the Windows Task Manager must be started and the "CBClient.exe" (for exposure with GALILEOS) or "XG3D.exe" process (for exposure with ORTHOPHOS XG3D) needs to be terminated manually. Sidexis should then be capable of being operated again. If the Sidexis interface still remains blocked then the "Sidexis4.exe" itself must be terminated manually in the Task Manager. Sidexis must then be restarted.

1. Start the Windows Task Manager.
2. Terminate the *"CBClient.exe"* (for GALILEOS) or *"XG3D.exe"* process (for ORTHOPHOS XG3D) manually via the Windows Task Manager.
   ↳ SIDEXIS 4 Should normally now be capable of being operated again.
3. *If the* SIDEXIS 4 *user interface still remains blocked:*
   also terminate the *"Sidexis4.exe"* process manually via the Windows Task Manager and restart SIDEXIS 4.

6.4 Errors when executing TWAIN devices

The set up when executing TWAIN devices can be adjusted via the configuration menu [→ 22].



Configuration menu "TWAIN devices"

Depending on the driver and TWAIN device, here you can configure the corresponding settings.

If a device cannot be operated in SIDEXIS 4 or if is not compatible with SIDEXIS 4, then it can be disabled via the TWAIN configuration menu:

➢ To do this, turn off the check box next to the corresponding device name.

6.5 Errors during SLIDA communication

Errors	Cause	Rectification
Outgoing tokens cannot be read or processed (RKB/communication partner)	Lengths of tokens are incorrect.	The country-specific settings (code page) must be identical for all affected computers.

7 Other

7.1 Uninstalling X-ray log book

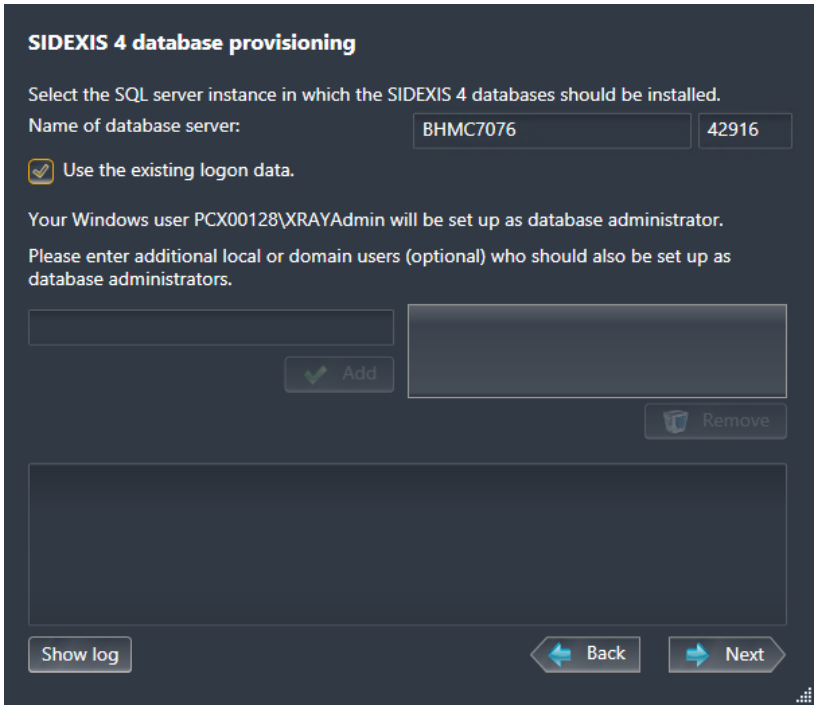
NOTE: To uninstall the x-ray log book you must be logged on to the computer with administrator rights.

1. Log on to the computer with administrator rights.
2. Move the "..\Sirona\SIDEXIS4\XG\siroectl\Install.log" file to the computer's desktop.
3. Start a command prompt.
4. Enter "%WINDIR%\unwise32.exe /A Install.log" .
   - The entry in the "program" folder is deleted.
   - Another three files are located in the "siroectl" folder.
5. Open the "siroectl" folder and manually delete the three remaining files.

7.2 Changing the SQL database port

On the SIDEXIS 4 *server:*

1. Terminate the “Sidexis Rest Service” (Sidexis Service).
2. Start the *"Server Provisioning Assistent"* by double-clicking on the *"ServerProvisioningWizard.exe"* file.
   These are located in the directory...
   ...\Sirona\SIDEXIS4\Installation\Provisioning
   ↳ The *"Server Provisioning Assistent"* detects that an existing installation needs to be repaired and it switches to *Repair* mode.
3. Click on the *"Next"* button.

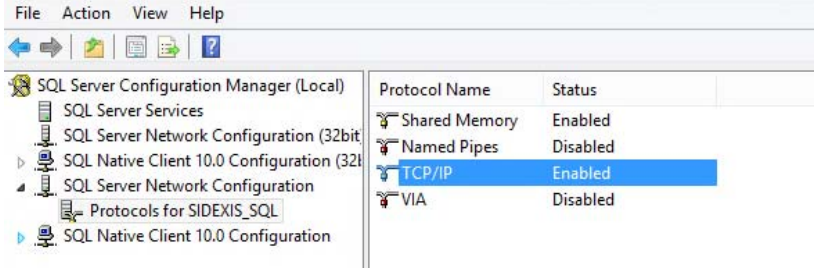


"SIDEXIS 4 database provisioning"

↳ The *"SIDEXIS 4 database provisioning"* menu opens.

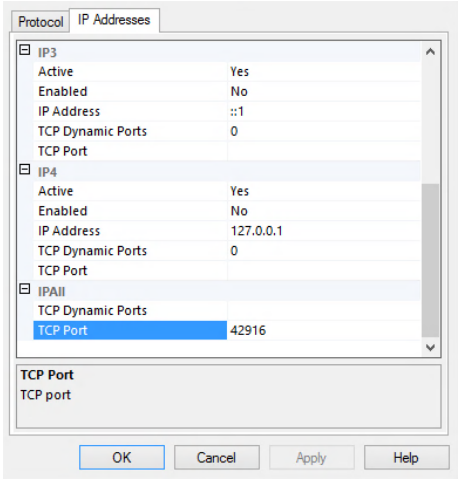
On the database server:

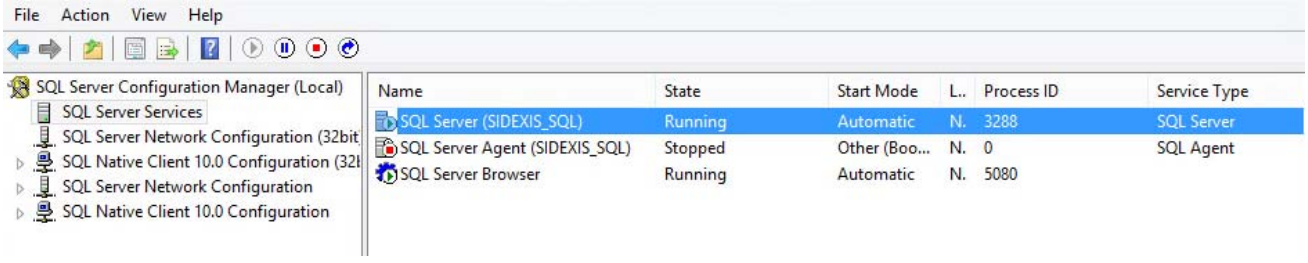
1. Open the *"SQL Server Configuration Manager"* (for SQL Server 2008R2 or 2014, corresponding to your installation) (*"Start"* ⇒ *"All Programs"* ⇒ *"Microsoft SQL Server Express"* ⇒ *"Configuration Tools"*).



2. Select *"SQL Server Network Configuration"* | *"Protocols for SIDEXIS_SQL"* in the tree chart.

3. In the right hand window, select the *"TCP/IP"* row for the *"SIDEXIS_SQL"* instance.
4. Right-click the selected rows to choose the *"Properties"* submenu.
   ↳ The “Properties of TCP/IP” menu opens.
5. Enter the port envisaged by you in the *"TCP Port"* entry field.





6. Restart the *"SIDEXIS_SQL"* instance.
   For this purpose, select *"SQL Server Services"* in the tree diagram. Mark the *"SQL Server (SIDEXIS_SQL)"* line in the adjacent window and then click on the *"Restart Service"* button (blue arrow) in the header of the *"SQL Server Configuration Manager"*.
7. Close the *"SQL Server Configuration Manager"*.

On the SIDEXIS 4 *server:*

1. In the entry field (on the right, near the name of the database server) enter the port selected by you in the *"SIDEXIS 4 database provisioning"* menu.
   NOTICE! Observe the valid login data for your installation (see installation instructions).
2. Click on the *"Next"* button and continue to execute the *"Server Provisioning Assistent"*, as described the SIDEXIS 4 installation instructions.
3. If you wish to use the SIDEXIS 4 server as well as SIDEXIS 4 Client, then following successful execution of the *"Server Provisioning Assistent"*, start the *"Client Provisioning Assistant"* and execute this according to the installation instructions.

On all SIDEXIS 4 *work stations:*

1. Start the *"Client Provisioning Assistant"* by double-clicking on the *"ClientProvisioningWizard.exe"* file.
   These are located in the directory...
   ...\Sirona\SIDEXIS4\Installation\Provisioning
2. Execute the *"Client Provisioning Assistant"*, as described in the SIDEXIS 4 installation instructions.

7.3 Switching service ports

SIDEXIS 4 Web Services are set up as part of a *"SIDEXIS 4 Server"* installation, and these can be reached under the ports 42927 (http Port) and 42928 (https Port) as standard.

The ports cannot be changed during set-up of the SIDEXIS 4 Web Services via the *"Server Provisioning Assistent"* (see SIDEXIS 4 Installation Instructions, REF64 47 200). However, they can subsequently be adapted.

If you already know that different ports should be used before starting the *"SIDEXIS 4 Server"* installation, it makes sense to carry out the port change described here following completion of the *"SIDEXIS 4 Server"* installation and execution of the *"Server Provisioning Assistent"* but before the initial *"SIDEXIS 4 Client"* installation is performed.

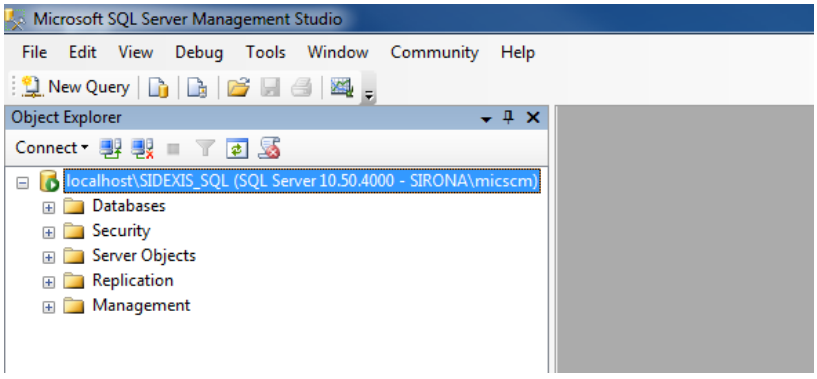
However, you can also carry out the port change at any later point in time, although in that case you can expect a greater number of repair runs.

To change the port, proceed as follows:

✓ SIDEXIS 4 must be closed on all workstations in the network.

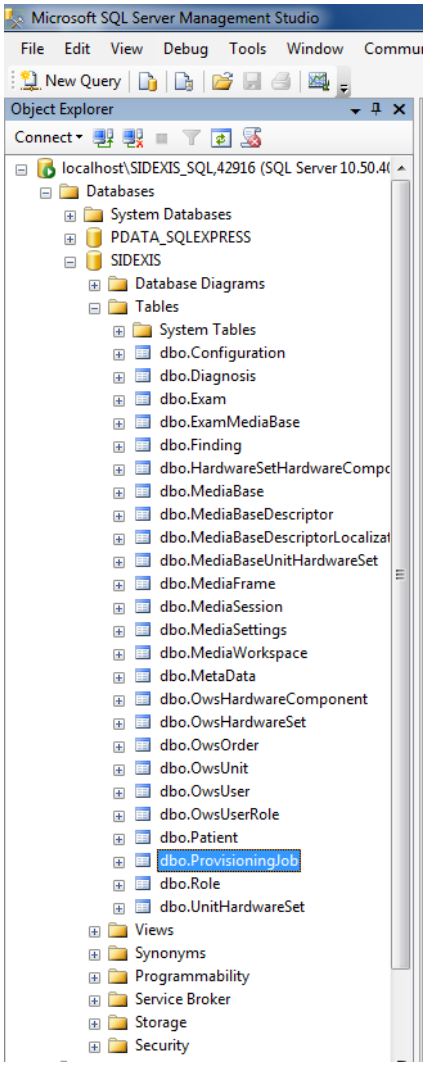
1. Log on to the database server.
2. Open the *"SQL Server Management Studio"* (start menu ⇒ *"Microsoft SQL Server Express"* ⇒ *"SQL Server Management Studio"*).
   ↳ The *"Connect to Server"* dialog box opens.

3. Enter "<source database server name>\SIDEXIS_SQL,42916" into the *"Server name"* entry field.
   Replace <source database server name> with the real name of the source database server.
4. In the *"Authentication"* list field, select the entry *"SQL Server Authentication"*.
5. Enter "sxadmin" in the *"Login"* entry field and "boards" in the *"Password"* entry field, and click on the *"Connect"* button.

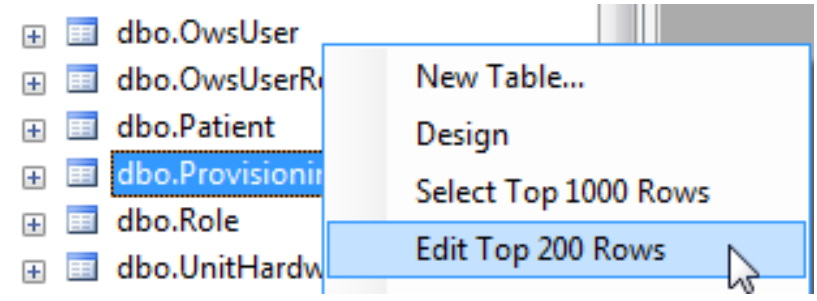


↳ The connection is made with the source database server.

↳ The source database server is displayed in the *"SQL Server Management Studio"* structure tree.



6. Double-click on *"SIDEXIS"* ⇒ *"Tables"* in the structure tree.
   ↳ The structure tree opens.
7. Right-click on *"dbo.ProvisioningJob"* in the opened structure tree.



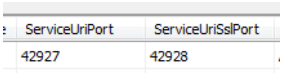
↳ A context menu opens.

8. Right-click on the *"Edit Top 200 Rows"* button in the context menu.

JobType	TargetType	Target	JobStatus
0	1	PCD22882	4
0	0	PCD22883	4
0	1	PCX00114	4
0	1	PCX00255	4
0	1	PCD22831	4
0	1	BHMC0627	4
0	1	BHMC7084	4
0	1	PCD40384	4
0	1	PCD22883	4
NULL	*NULL*	*NULL*	*NULL*

↳ The window opens to edit the table content.
The table contains exactly one data set for the *"SIDEXIS 4 Server"* and one data set for each *"SIDEXIS 4 Client"* installed. The data set for the *"SIDEXIS 4 Server"* has the value "0" in the *"TargetType"* column. The data sets for the *"SIDEXIS 4 Client"*s have the value "1" in the *"TargetType"* column. The *"Target"* column contains the name of the computer upon which the *"SIDEXIS 4 Server"* or the *"SIDEXIS 4 Client"* is installed.

9. Click on the row...
– which in the *"Target"* column has the name of the SIDEXIS Server entered, and
– which has the value **"0"** in the *"TargetType"* column.
↳ The row is marked.



10. In the Editor window scroll to both of the *"ServiceUriPort"* and *"ServiceUriSslPort"* columns.

IMPORTANT

Please also ensure that the ports selected by you are not being used by other services or other processes. For this you may e.g. execute *"netstat–a"* in a command row window opened with administrator rights.

11. Enter the desired ports in the entry fields of the table.
"ServiceUriPort" = Port for http communication
"ServiceUriSslPort" = Port for https communication
NOTE: You only need to adjust the ports in the Server data set (*"TargetType"* = 0), the values in the Client data sets (*"TargetType"* = 1) can remain unchanged. The ports are then automatically adjusted there.
12. Ensure that the changes made by you in the table have also actually been adopted.
To do this close the Table Editor and open it again by clicking the *"Edit Top 200 Rows"* button.
13. Close the *"SQL Server Management Studio"*.
14. Start the *"Server Provisioning Assistent"* by double-clicking on the *"ServerProvisioningWizard.exe"* file.
These are located in the directory...
...\Sirona\SIDEXIS4\Installation\Provisioning
↳ The *"Server Provisioning Assistent"* detects that an existing installation needs to be repaired and it switches to *Repair* mode.
15. Click on the *"Next"* button.
↳ The menu for starting the Server Provisioning (repair) Jobs opens.
16. Click on the *"Apply"* button.
↳ The individual Server Provisioning Job steps are automatically executed in sequence. The status display shows a green status display once a job step has been executed successfully. The *"Next"* button appears once all job steps have been executed successfully.

IMPORTANT

If one or more Server Provisioning job steps should fail a message window appears and the failed steps are red in the status displays. Furthermore, you can open the log file which contains details on the errors via the *"Show Log"* button.

17. *If the repair job has completed successfully and there is still no "SIDEXIS 4 Client" installed,*
    install the SIDEXIS 4 Clients now as described in the SIDEXIS 4 Installation Instructions (REF 64 47 200).
18. *If the repair job has completed successfully and the SIDEXIS 4 Server was also previously set up as SIDEXIS 4 Client,*
    start the *"Client Provisioning Assistant"* now by double-clicking on the *"ClientProvisioningWizard.exe"* file.
    These are located in the directory...
    ...\Sirona\SIDEXIS4\Installation\Provisioning
    - The *"Client Provisioning Assistant"* detects that an existing installation needs to be repaired and it switches to *Repair* mode.
19. Click on the *"Next"* button.
    - The menu for starting the Client Provisioning (repair) Jobs opens.
20. Click on the *"Apply"* button.
    - The individual Client Provisioning Jobs are automatically executed in sequence. The status display shows a green status display once a job has been executed successfully. The *"Next"* button appears once all jobs have been executed successfully.

IMPORTANT

If one or more Client Provisioning Jobs should fail a message window appears and the failed steps are red in the status displays. Furthermore, you can open the log file which contains details on the errors via the *"Show Log"* button.

21. Execute the *"Client Provisioning Assistant"* in succession on every computer upon which a *"SIDEXIS 4 Client"* was already installed before changing the port.

We reserve the right to make any alterations which may be required due to technical improvements.

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