



## Networking Practice-Web Application

Before connecting Practice-Web Dental with other workstations, please make sure to disable any firewalls on the Server (main computer) (directions for setting exception in Windows Firewall are provided later in this document). The application and the MySQL database are installed on the server only, while the application is installed on all workstations.

1. Install and run Practice-Web Dental on one computer, usually the server. In PW Dental, go to File | Choose Database. Make sure to set the computer name to the name of your **server**, and not **localhost**. (Note: use **IP address** for domain network). Database name is unchanged (FreeDental). Computer name can be found from My Computer icon (right-click and select properties followed by Computer Name).

2. Share the folder, **C:\FreeDentalImages** (Open My Computer. Double-click on Local Drive (C:) Then right-click on **FreeDentalImages** Select Sharing and Security. Select 'Share this folder' and click OK.

Note: FreeDentalImages folder can be located on D: drive.

3. Workstation Installation: Select "Install Workstation" from the Practice-Web CD from "**New Customer**" section OR copy the folder **Free Dental** from Program Files folder of the server (main computer) to **C:\Program files** folder of the workstation and create shortcut.

4. Install **DOTNET 4.5** (from [www.practice-web.com/support](http://www.practice-web.com/support)) on each workstation. **It may not be required for installation on latest version of Windows 10 (already part of its system).**

When a new version of Practice-Web is installed on the server, Practice-Web update will be copied to each workstation on program startup. On each workstation, when Practice-Web dental is run for the first time, MySQL Configuration dialog will appear. Note: Use server's IP address in place of server name for Domain network.

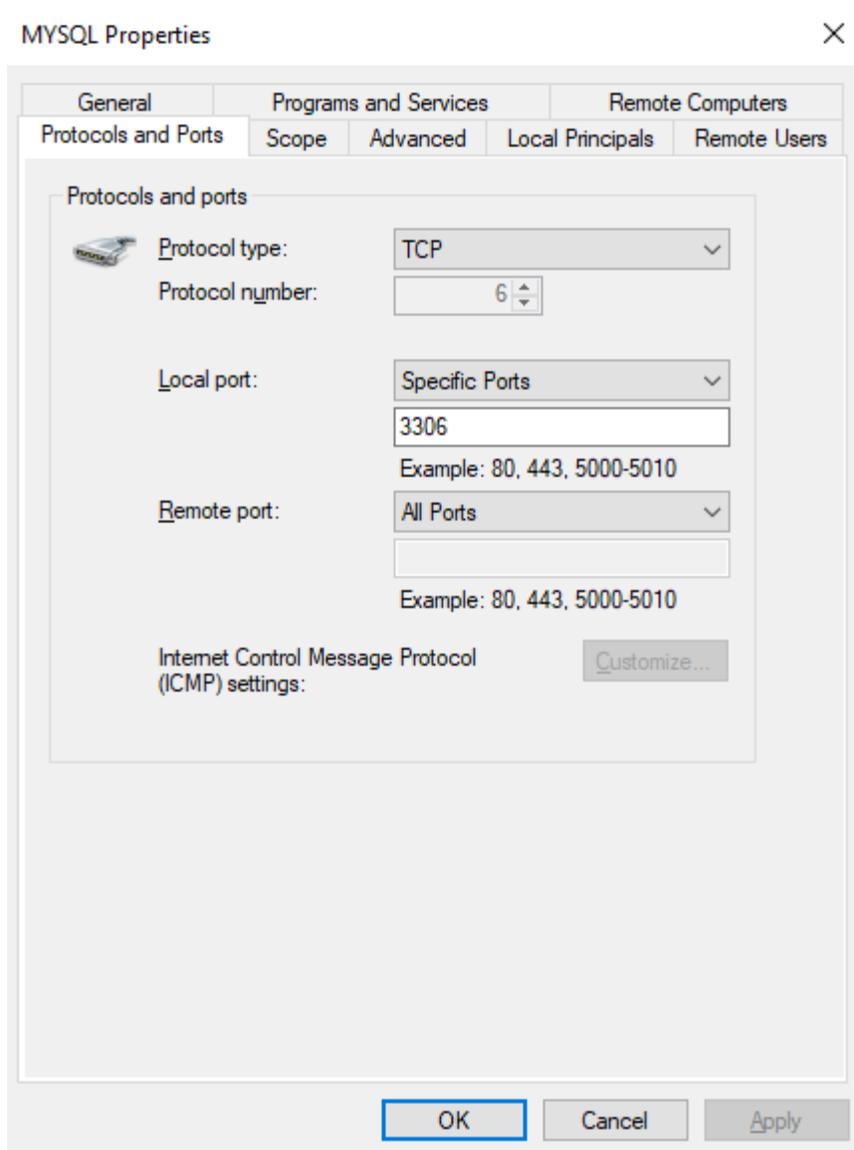
In the first field you will need the type in the name of the server, then click on the OK button. This will connect PW Dental to the MySQL database on the server. The path for FreeDentalImages folder should be **\\ServerName\FreeDentalImages\**

### Firewall Security:

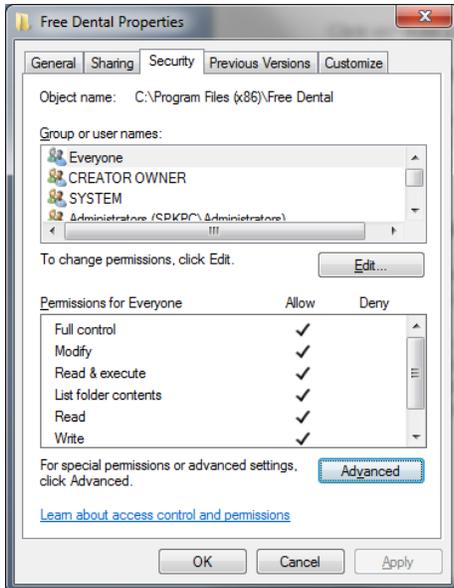
If you have **Windows 7 or 10** on your **server** or stand alone computer, then follow these steps: right-click on Windows icon (lower left) then click on Run. Type control panel and click on ok. In the Control Panel double-click on Windows Defender Firewall.

1. Click on the "**Advance Settings**".
2. Click on "**Inbound Rules**" then click on "**New Rule**" (right side)

3. Click on Port then Next.
4. Click TCP (already select) and specific local ports.
5. Enter 3306 then click OK followed by Next.
6. Select **Allow the connection** followed by Next.
7. Check on Domain (if any) and Private. Uncheck Public.
8. Enter the name of connection as MySQL Then click on finish.



**Make Folder accessible by everyone on the network (Windows 7 and 10):**  
The folder FreeDentallImages on the server and Program files (x86)\Free Dental would need to be accessible by everyone. Go to Windows Explorer and right-click on the desired Folder then select Properties.



Click on Security Tab then click on Advanced followed by Change Permissions.  
Click on Add then type Everyone and click on Check Name. Then click OK four times.

## Troubleshooting the network connection

If you get the error "Unable to connect to specified host" when setting up the MySQL Configuration dialog, then follow these steps.

1. If you have any anti-virus programs installed that have a built-in software firewall, it must be turned off or at least the settings changed.
2. Check if the database was copied during installation. Right-click on Start button, left click on Explore. Double-click on Local Drive C. Then double-click on MySQL folder followed by a click on Data folder. Double-click on FreeDental folder. If the folder is empty or has only four files, it was not copied. Please call support at 1-800-845-9379.

## Advanced Troubleshooting

Step A. Go to MyComputer and right click. From the menu that comes up, select Manage. Then double-click on Services and Applications, followed by double-click on Services. Find MySQL in the alphabetical list on the right. If you can't find it, then the MySQL server was not installed correctly. You should redo the installation of MySQL. If you do find MySQL in the list and the status is stopped, then single click on it and select "Restart the service". Then try to run Practice-Web Dental.

Step B. The most likely explanation is that some of your files are set to read-only. Go to C:\mysql\data and find the folder called **FreeDental**. Right click on this folder and select Properties. Find the box that says Read-only and click on it until it is completely blank. Then, click OK. When given the choice, apply changes to this folder, subfolders and files. Follow the same procedure for the folder called **FreeDentalImages** on the C: drive. .