



DentiMax Connection Error

PM Support Runbook

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AUDIENCE	All
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RUNBOOK

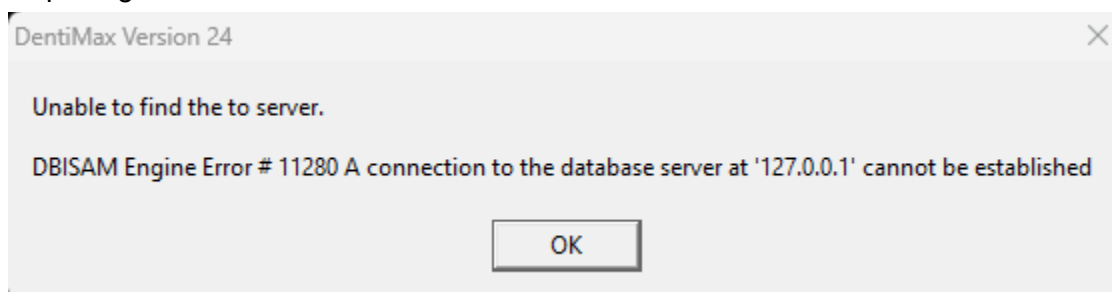
DentiMax Connection Error

DMSRVR Connection Troubleshooting — DentiMax Practice Management

Applies To DentiMax Server / Workstation	Severity Critical	Est. Time 5–15 Minutes	Audience All
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Overview

Sometimes when you try to open **DentiMax**, you'll see a message like this instead of the program opening:



What's Happening: DentiMax stores all of your practice's information (patients, appointments, billing, etc.) in one central place, usually on a single computer in your office called **the server**. Every computer in your office that runs DentiMax — including the server itself — needs to be able to communicate with that central database in order to open. This error message means that communication isn't happening right now.

The string of numbers (i.e., 127.0.0.1 or 192.168.0.5) shown in the error is like an address book entry — it's what your computer references to know which computer in your office to communicate with. If you're seeing this error message on the server computer itself, that address is usually 127.0.0.1, a special address that just means "this same computer.". On any other computer, it'll be the server's actual address (ex: 192.168.0.5 or 10.10.0.17) on your office network.

If this is happening on **every computer in the office at once**, that's a bigger problem — it means either the server or DentiMax Server program can't communicate with the other computers in your office. The steps below still apply, but if you're not comfortable doing any of them yourself, we recommend calling DentiMax Practice Management Support at **1 (800) 704-8494 Ext. 805** right away instead.

Before You Begin

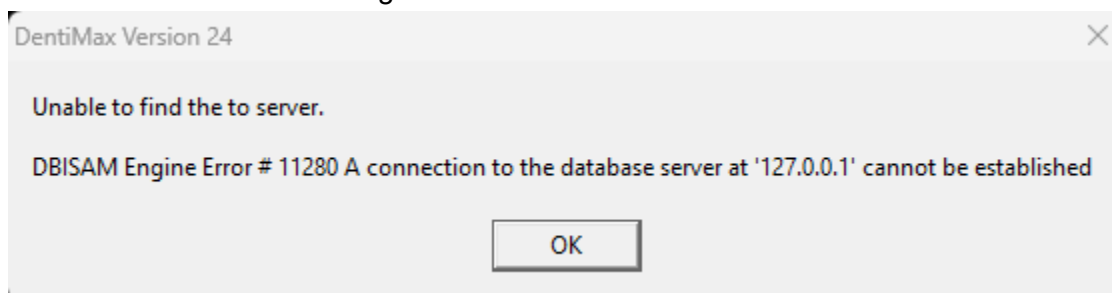
1. You'll need to be sitting at (or have someone sitting at) the right computer:
 - If **every computer in the office** has this problem, you'll need to be at **the server** — the one main computer that runs DentiMax's database. If you're not sure which computer that is, that's completely fine — call Support and they can help you figure it out before you start.
 - If it's only happening on **one or a few specific computers**, you'll need to be sitting at one of those affected computers instead.
2. Whoever is logged into that computer needs an account with **Administrator** access. In plain terms, this just means the account is allowed to change system settings on that computer — most office computers are already set up this way. If you try a step below and get a message saying you don't have permission, that's a sign you'll need help from whoever manages your computers, or from Support.

Procedure

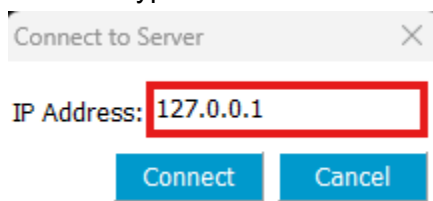
Step 1 — Re-Enter the Server's Address

Why this helps: If the address DentiMax is trying to use doesn't actually match the server's real address, it will never be able to connect — even if everything else is working fine.

- a. Click **OK** on the error message to close it.

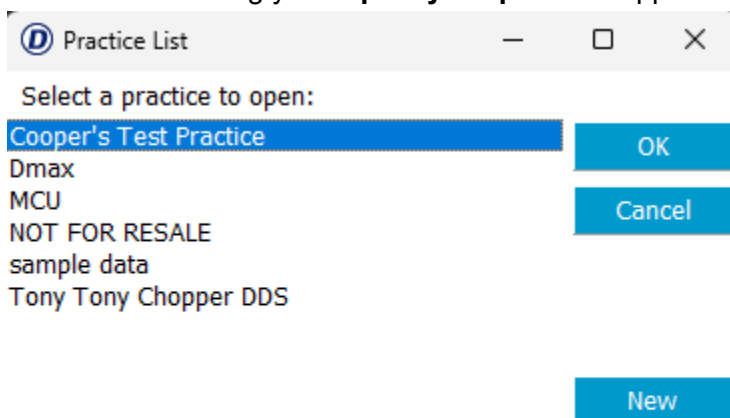


- b. A window titled **Connect to Server** will pop up, asking for an **IP Address**. Click into that field and type in the correct address:

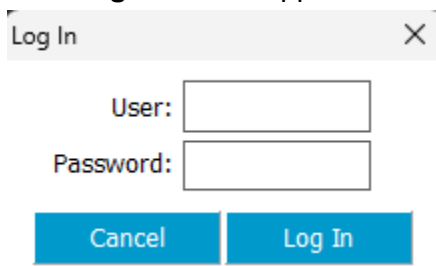


- If you're doing this **on the server computer itself**, type 127.0.0.1.
- If you're doing this on **any other computer** in the office, you need the server's real network address instead — never 127.0.0.1 here, since that only ever means "this same computer," not the server.

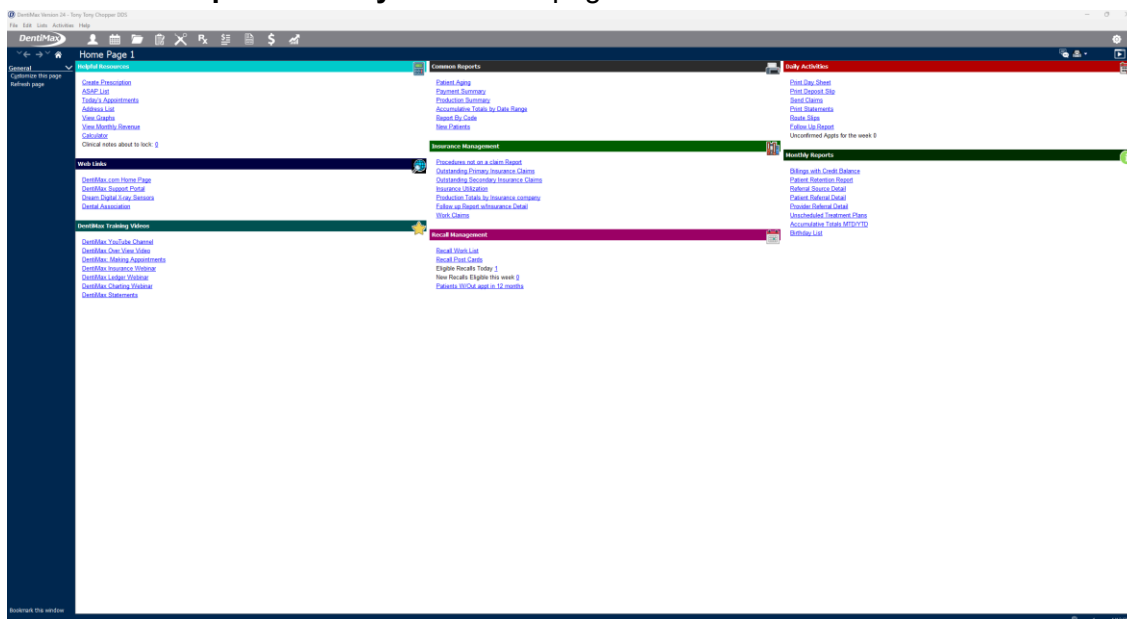
- **To find the server's address, if you have access to the server computer:** on the server, click the Windows Search bar (or press the Windows key), type `cmd`, and press Enter. This opens a plain black text window called **Command Prompt** — a normal, safe, built-in Windows tool. Type `ipconfig` and press Enter. Look for a line labeled **IPv4 Address** — the numbers next to it (something like `192.168.x.x`) are the address you need.
 - **If you don't have access to the server, or would rather not do this yourself,** call **DentiMax Practice Management Support at 1 (800) 704-8494 Ext. 805** and they can provide the address right away instead.
- c. Click **Connect**. If it works, one of these three things will happen:
- A screen asking you to **pick your practice** appears — select it and click **OK**.



- A **login screen** appears — enter your usual DentiMax username and password.



- DentiMax opens directly to its home page.



If the same error message comes right back after trying this, move on to **Step 2**.

CAUTION

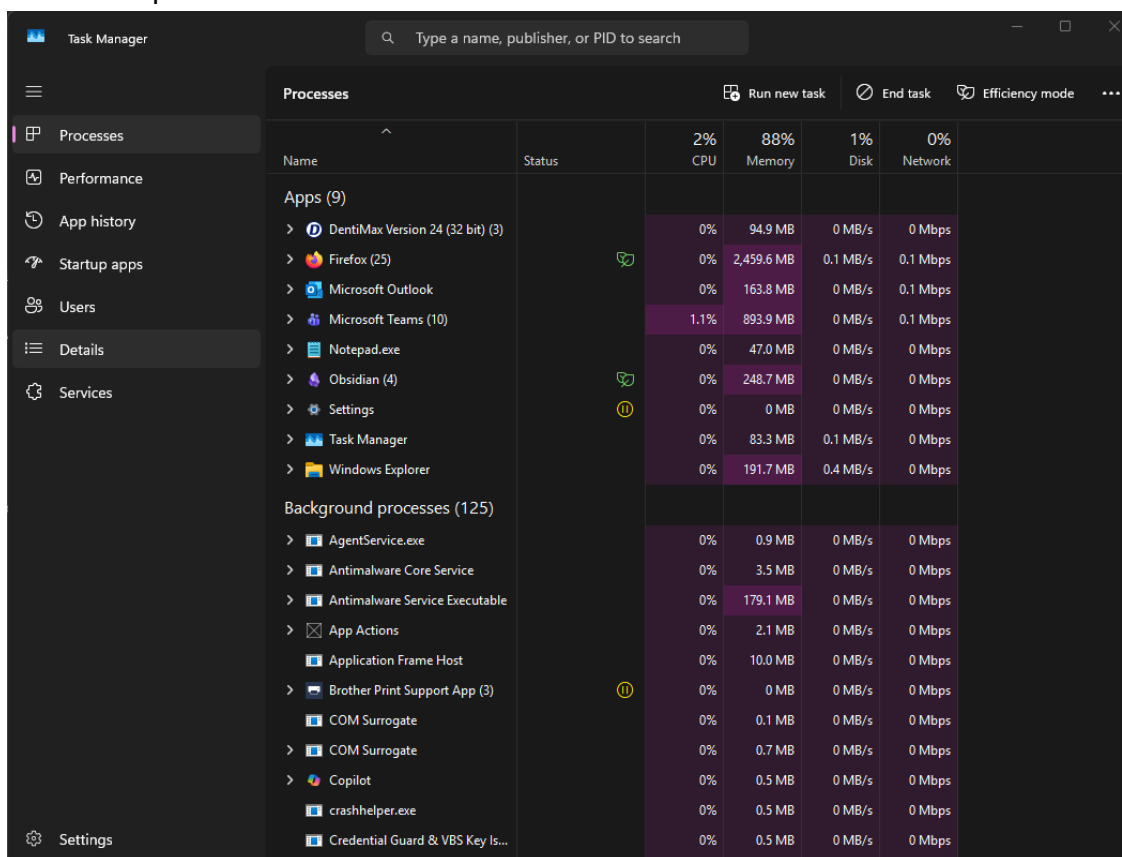
If this is happening on just your workstation (not the whole office), **Step 1** is likely as far as you'll need to go yourself. However, before anything else, it's worth checking whether the **server computer is even turned on** — this is easy to overlook, and would explain a connection failure on its own.

If you don't know where the server is, or aren't sure how to check, ask your office leadership or your IT professional to confirm this for you. Beyond that, **Steps 2 and 3** both require being at **the server computer** itself, not your workstation. If you don't know what or where the server computer is, can't get to it, or aren't able to connect to it remotely, don't try to track it down on your own — call **DentiMax Practice Management Support at 1 (800) 704-8494 Ext. 805** for help instead.

Step 2 — Restart the Database Connection Service

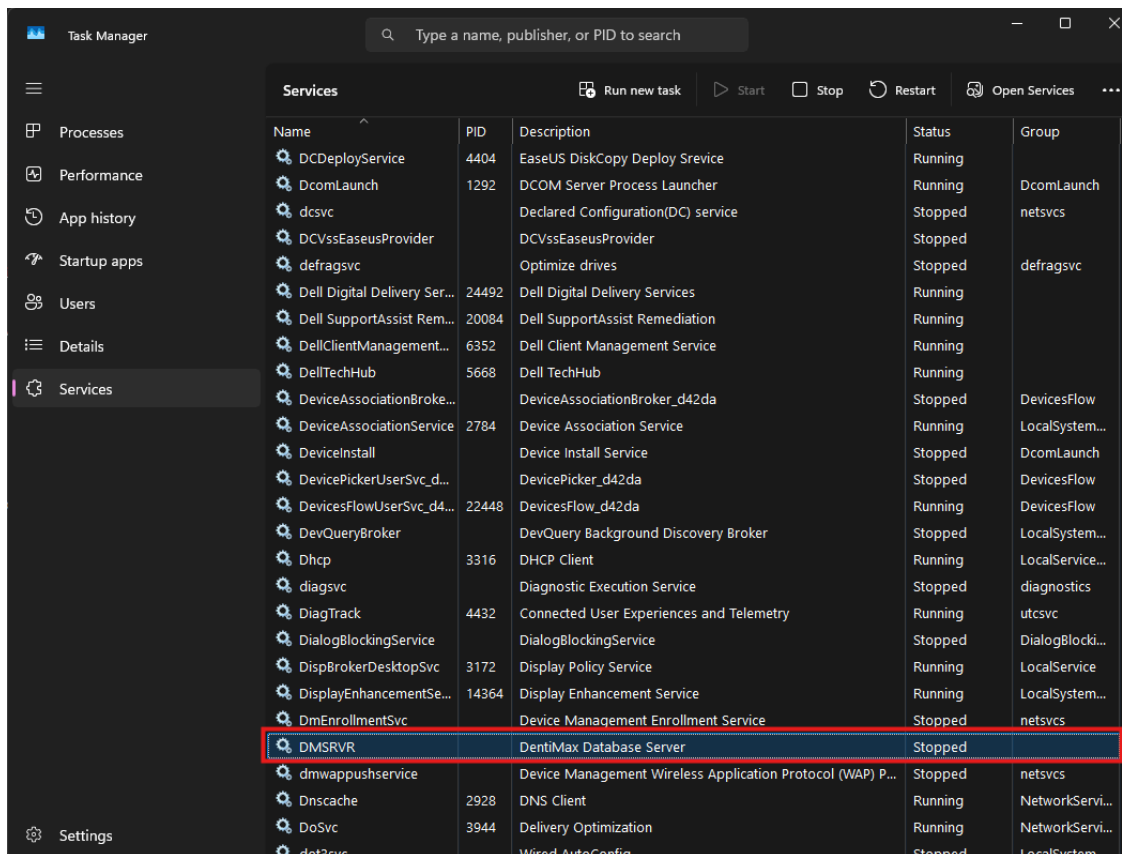
Why this helps: Behind the scenes, there's a small program that's always quietly running on the server, whose primary job is to let every computer in the office reach the database. It's called **DMSRVR**, and it needs to be running at all times for DentiMax to work anywhere in the office. If it's ever gotten stopped, or gotten "stuck", nobody will be able to connect to DentiMax — even someone sitting right at the server.

- a. On the **server computer**, hold down **Ctrl**, **Shift**, and **Esc** all at once. This opens a built-in Windows tool called **Task Manager**, which shows you what's currently running on the computer.

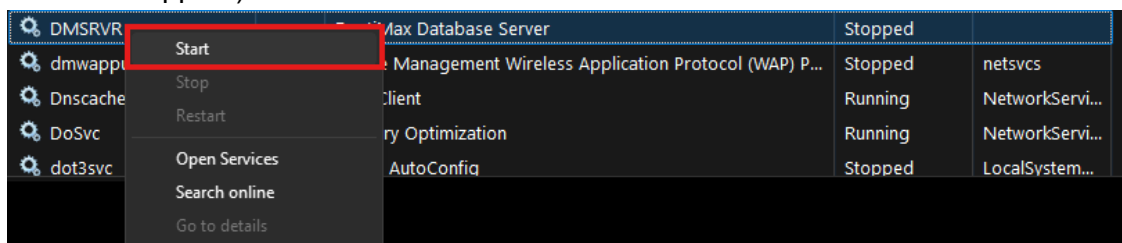


- b. On the left side of the Task Manager window, click **Services**.

- c. Scroll down the list until you find one named **DMSRVR**. Next to it, you'll likely see the word **Stopped**.



- d. Right-click on **DMSRVR**, and choose **Start** from the menu that appears. (If it was already showing as **Running**, but DentiMax still won't connect, choose **Restart** instead — this stops it and starts it fresh, which can clear up a "stuck" state that doesn't always show as stopped.)



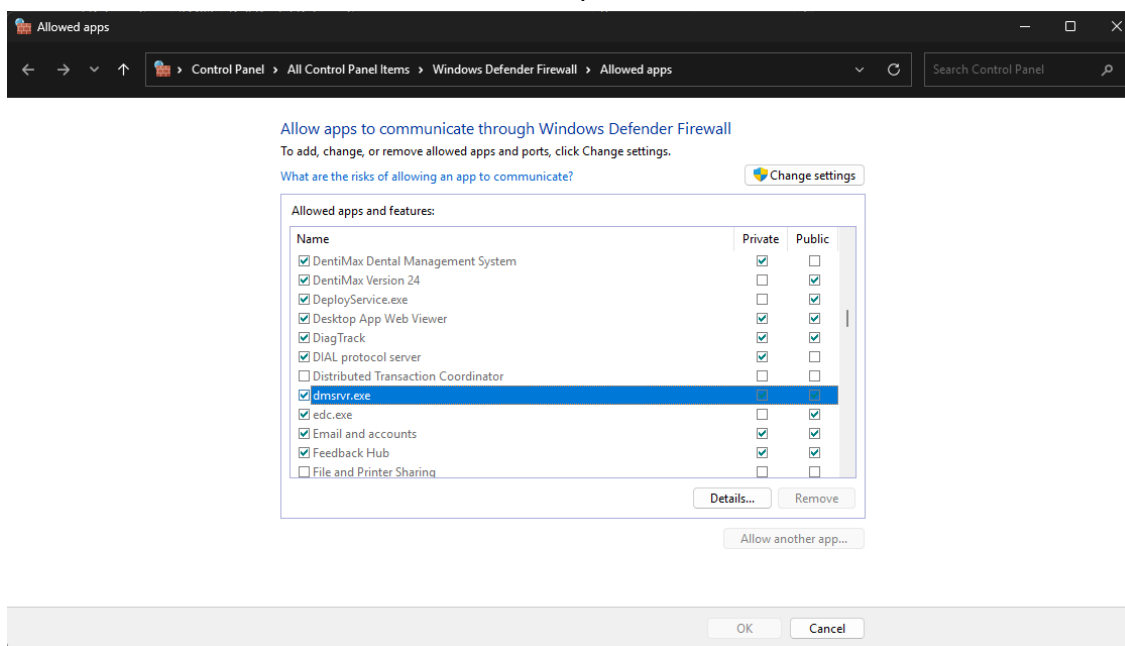
- e. Try opening **DentiMax** again. If it now opens successfully on the server, but other computers in the office still can't connect, move on to **Step 3**.

Step 3 — Allow the Connection Through Windows Firewall

Why this helps: Computers have a built-in security feature called a **Firewall**, which decides what's allowed to send and receive information over your office network. If DentiMax now opens fine on the server, but other computers still can't reach it, the Firewall on the server may be quietly blocking those other computers from getting through — even though DMSRVR itself is

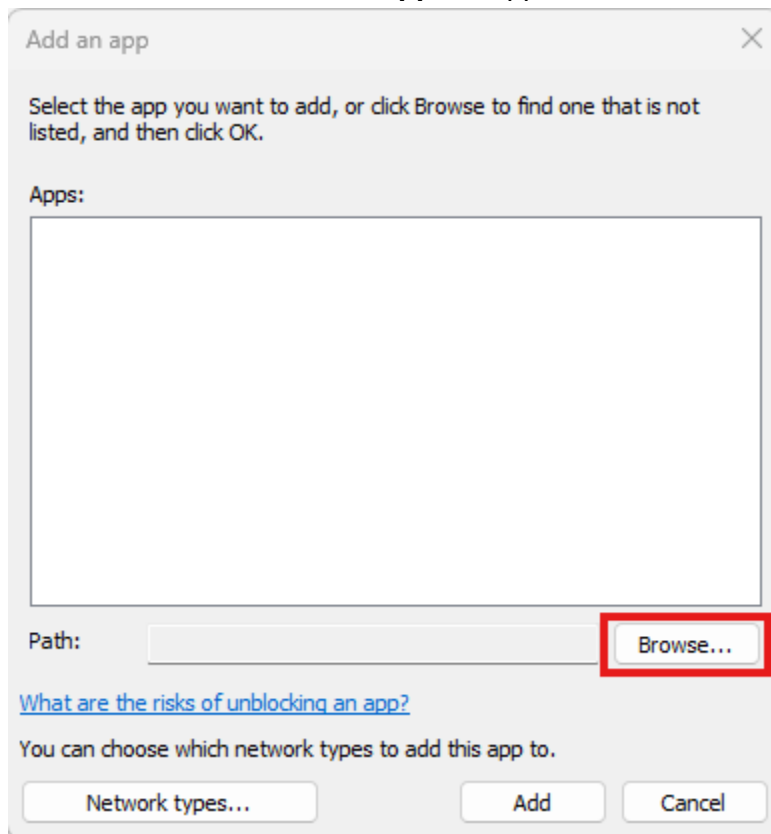
running just fine. This step involves a Windows security setting, so if you'd rather not make this change yourself, call **Support at 1 (800) 704-8494 Ext. 805** for assistance.

- a. On the **server computer**, hold down the **Windows key** and press **S** to open a search box. Type **Allow an app through Windows Firewall**, and click on that result.
- b. Look through the list of allowed apps for one named **dmsrvr.exe**. If you find it already listed, click **Change settings** near the top of the window, then check both the **Private** and **Public** boxes next to **dmsrvr.exe**, and click **OK** — then skip ahead and try connecting to DentiMax again; you're done with this step. If you do **not** see **dmsrvr.exe** listed, continue to the next step instead.



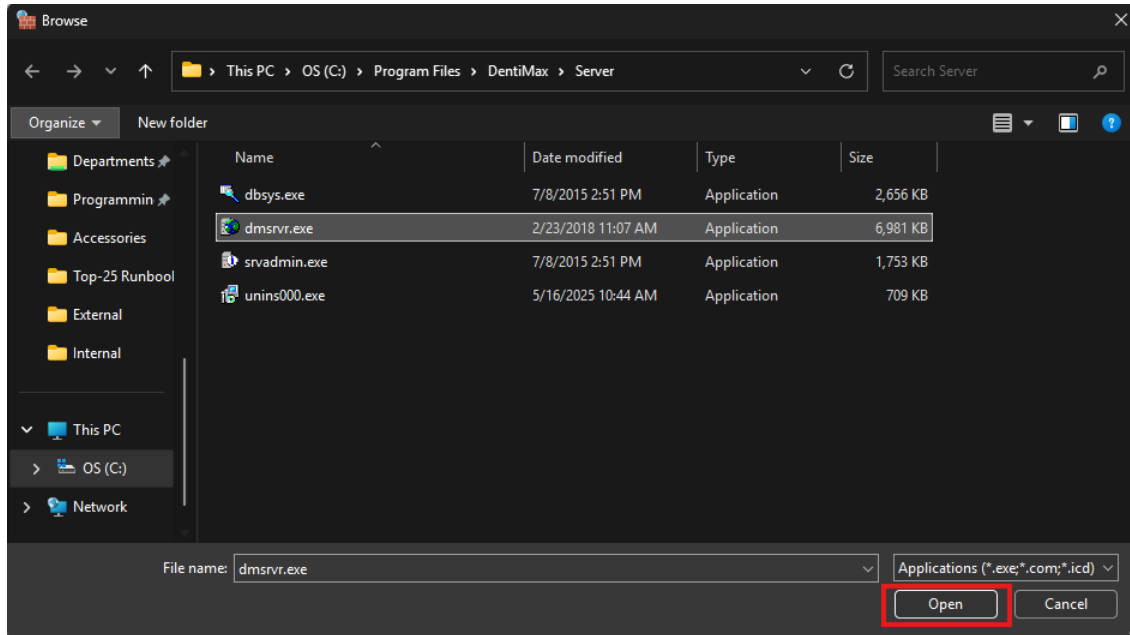
- c. Click **Allow another app...** near the bottom of the window.

- d. A new window titled **Add an app** will appear. Click **Browse**.

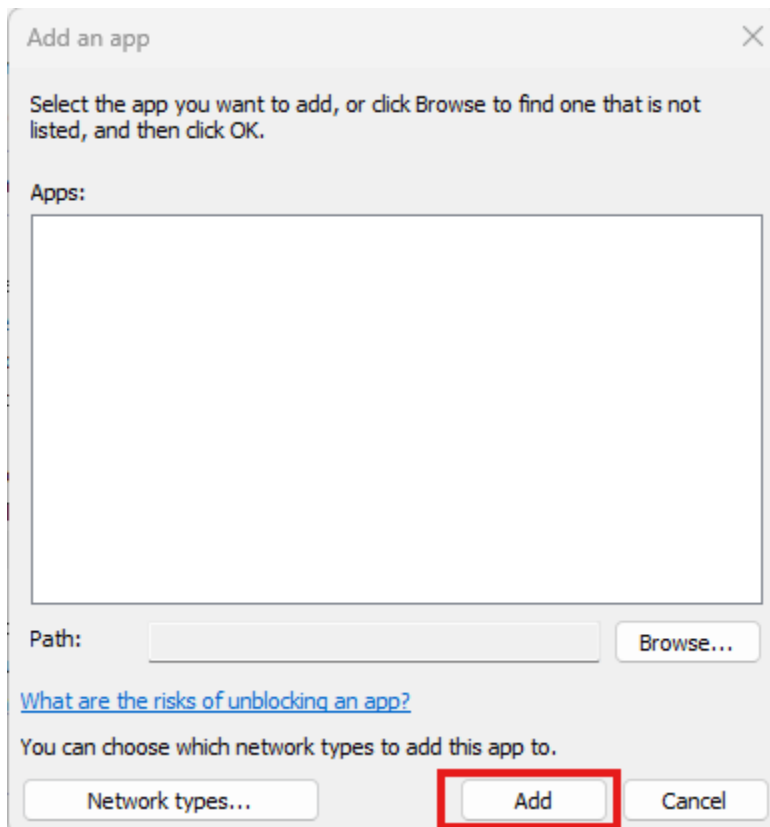


- e. This opens a window for looking through your computer's files and folders. Navigate to where DentiMax's server program is installed — normally `C:\Program Files\DentiMax\Server` — select the file named **dmsrvr.exe**, and click **Open**. (If

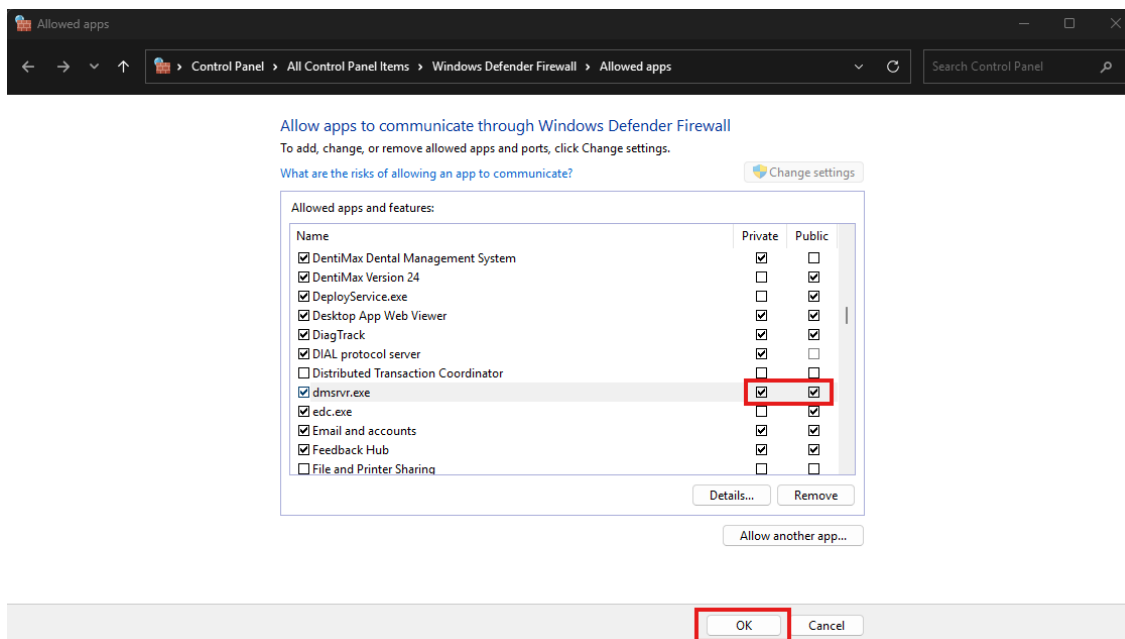
you're not sure how to get to that folder, you can type that exact path into the bar at the top of the window and press Enter, instead of clicking through folder by folder.)



- f. Back in the **Add an app** window, click **Add**.



- g. Check both the **Private** and **Public** boxes next to `dmsrvr.exe`, then click **OK**.



- h. From one of the other computers in the office, try connecting to **DentiMax** again.

Additional Troubleshooting

Symptom	Resolution
DMSRVR won't stop or restart, no matter what	In Task Manager, click over to the Processes tab instead of Services . Look for anything named DMSRVR , click on it, and choose End Task . This forcefully closes it — that's expected and safe here. Then go back to the Services tab and try starting DMSRVR again.
DentiMax still won't connect, even after trying all three steps	Your antivirus software (something other than Windows' own built-in protection) might be the culprit. Consult your office's IT Professional for assistance in either turning off the antivirus software, or to prevent it from interfering with DentiMax.

For issues not covered by this runbook, or if you are unsure about any step, contact DentiMax Practice Management Support at **1 (800) 704-8494 Ext. 805** or **Support@DentiMax.com**.