



Installing DentiMax on a Workstation

Installation Guide

DOCUMENT TYPE	Installation Guide
AUDIENCE	All
VERSION	1.0
EFFECTIVE DATE	July 31, 2026

RUNBOOK

Installing DentiMax CS on a Workstation

Client Software Installation — DentiMax Practice Management

Applies To DentiMax Workstation	Severity Low	Est. Time 5–10 Minutes	Audience All
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Overview

This runbook covers installing the **DentiMax CS (Client Software)** on a workstation. This is the client application that connects to the DentiMax Server and is installed on each computer that needs to run DentiMax Practice Management.

NOTE

`installCS20.exe` is specifically for **DentiMax 20**. If the office is running **DentiMax 24** instead, use `install24.exe` — see the "Installing DentiMax PM" runbook for that installer's steps instead of this one.

Before You Begin

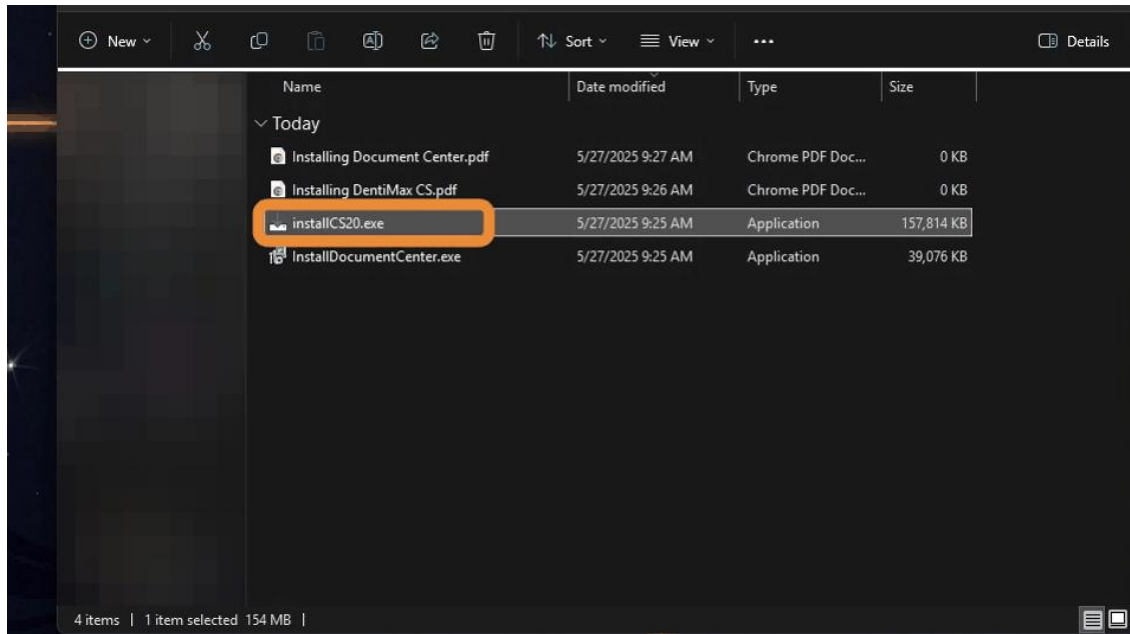
Confirm the following before proceeding:

1. You have the **installCS20.exe** installer file available.
 2. **The DentiMax Server** is already installed and running on the server computer.
 3. You have **the server's IP address** on hand — the workstation will need this to connect once installation is complete. If you don't know it: if you have access to the server computer, open Command Prompt there, type `ipconfig`, and look for the **IPv4 Address**. If you don't have access to the server, contact **DentiMax Practice Management Support** at **1 (800) 704-8494 Ext. 805** and they can provide it.
 4. Running the installer requires **Administrator access** on this computer, and you may be prompted for an Administrator password. If you don't know it, this isn't something to guess at — check with your office leadership, or contact your IT Professional, for that password or to have them run the install for you.
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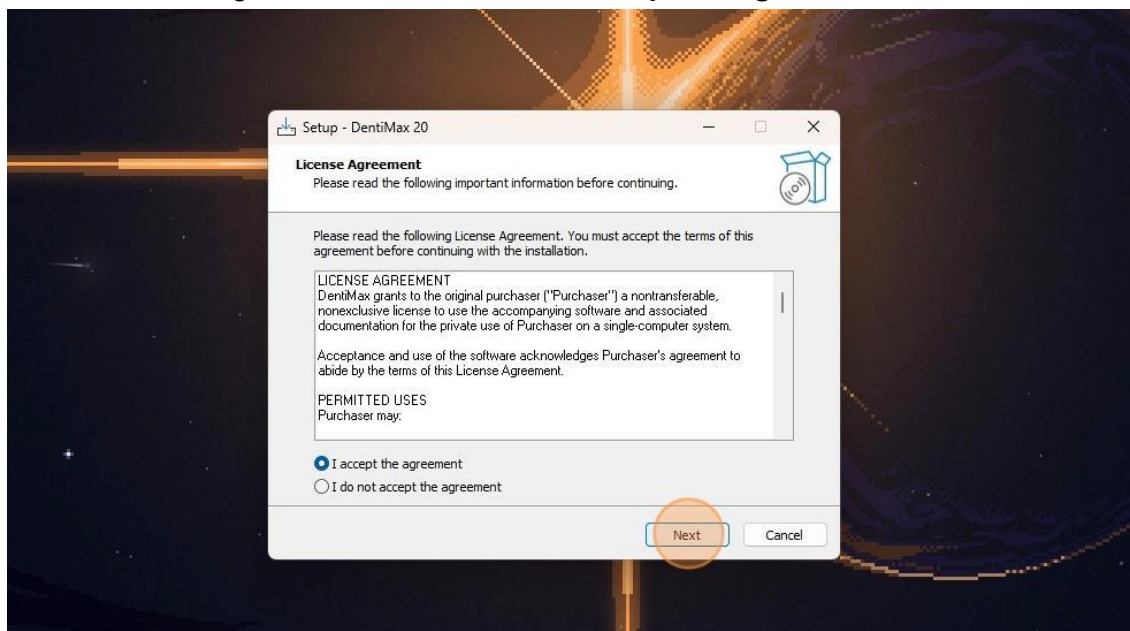
Procedure

Step 1 — Run the Installer

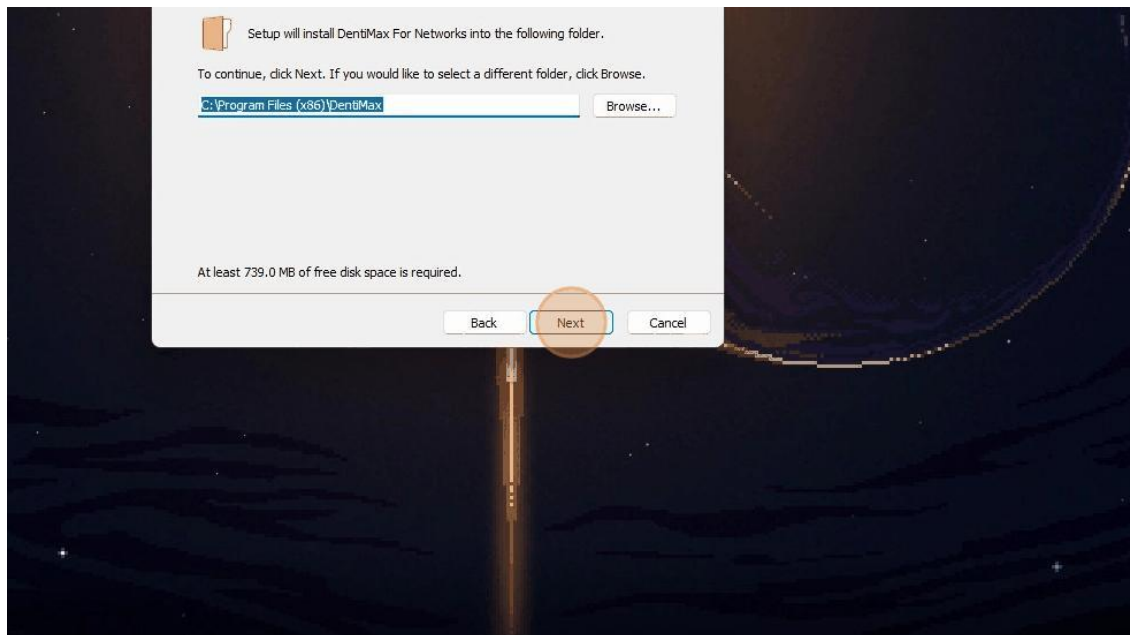
- a. Double-click **installCS20.exe** to launch the installer.



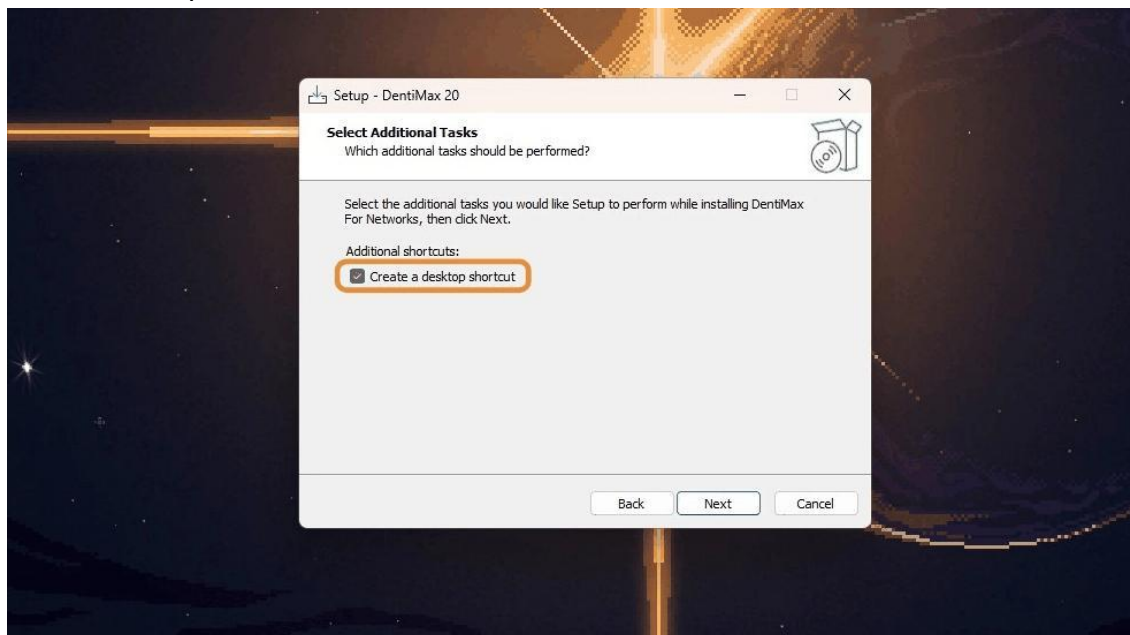
- b. On the License Agreement screen, select **"I accept the agreement"** and click **Next**.



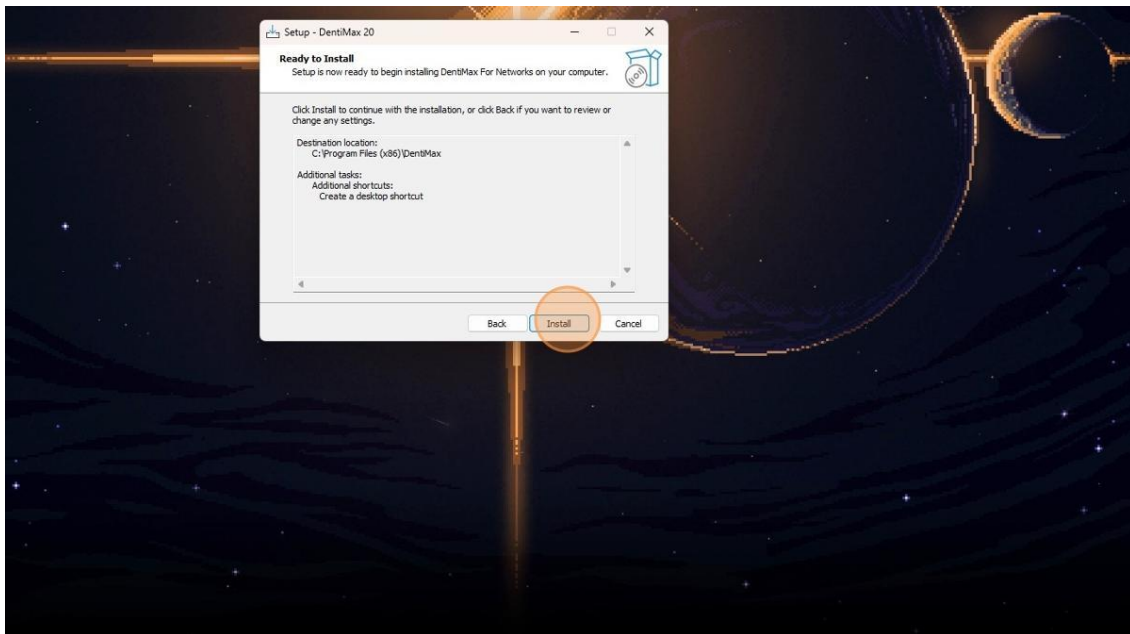
- c. On the destination folder screen, leave the default path (C:\Program Files (x86)\DentiMax) and click **Next**.



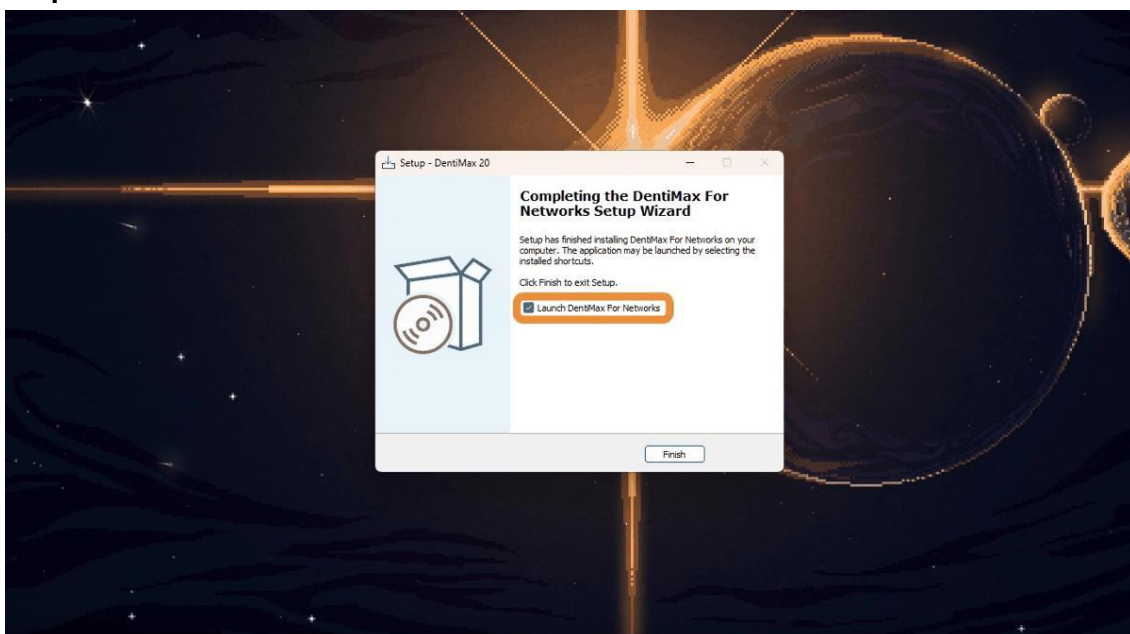
- d. On the Additional Tasks screen, ensure **"Create a desktop shortcut"** is checked if you want a desktop icon. Click **Next**.



- e. Click **Install** and allow the installation to complete.



- f. On the completion screen, if you still need to install **Document Center** on this workstation, uncheck **"Launch DentiMax For Networks"** and click **Finish** — see the dedicated Document Center installation runbook for those steps before continuing to **Step 2**. Otherwise, leave it checked to launch DentiMax immediately and continue to **Step 2**.



Step 2 — Connect to the Server

This step is required — the client software installed in **Step 1** is not usable until it's connected to the server.

- a. If DentiMax didn't launch automatically at the end of **Step 1**, open it now from the desktop shortcut or Start menu.
- b. A window titled **Connect to Server** will appear, asking for an **IP Address**. Enter the **server's actual network IP address** (from **Before You Begin**) — not 127.0.0.1, since that address only means "this same computer," and this is a workstation, not the server itself.
- c. Click **Connect**. One of the following will happen:
 - A screen asking you to **pick a practice** appears — select it and click **OK**.
 - A **login screen** appears — enter the usual DentiMax username and password.
 - **DentiMax opens directly** to its home page.

If none of these happen and an error appears instead, see **Additional Troubleshooting** below.

Additional Troubleshooting

Symptom	Resolution
The Connect to Server window never appears after installation	Open DentiMax manually from the desktop shortcut or Start menu — the Connect to Server window should appear the first time it's launched.
Not sure what the server's IP address is	If you have access to the server computer, open Command Prompt there and type ipconfig — look for the IPv4 Address. Otherwise, contact Support at 1 (800) 704-8494 Ext. 805 and they can provide it.
DentiMax shows a connection error after entering the server's IP	See the "DentiMax Connection Error" runbook for the full troubleshooting steps (checking the server's DMSRVR service and firewall configuration).
A Registration screen appears on the workstation instead of connecting normally	This means the server and workstation computers are running different builds of DentiMax. The workstation is running a different build of DentiMax than the server. Copy <code>dentimax.exe</code> from the server's <code>C:\Program Files (x86)\DentiMax</code> folder and paste it into the same location on the workstation, replacing the one you just installed. Then try connecting again.

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**.