



Installing DentiMax on a Server

Installation Guide

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

RUNBOOK

Installing DentiMax on the Server Computer

Full Installation Guide — Server Setup & Configuration

Applies To	Severity	Est. Time	Audience
A DentiMax Server	N/A	30–60 Minutes	All

Overview

This guide walks through installing **DentiMax 24** on a server computer from start to finish. The installation involves five sub-guides, each covering a distinct component: **DentiMax Server 18**, **DentiMax for Networks**, **Document Center**, configuring your database, and allowing **Server18** through your Windows Firewall. You will be referencing the installation files inside the zipped folder provided by DentiMax Support.

Please note that the total time required may vary. Before proceeding, you will need your serial numbers and product keys from **DentiMax Practice Management Support**. Once you reach the DentiMax registration screen, we strongly advise calling Support at **1 (800) 704-8494 Ext. 805** to obtain your serials and keys as quickly as possible. We also strongly advise allowing Support to register the software on your behalf if at all possible, as this will save time and reduce the chance of error.

⚠ WARNING

Complete all steps in this guide on the server computer unless explicitly instructed otherwise. Installing components out of order may cause connectivity issues.

📖 NOTE

DentiMax Classic (versions 20 and 24, the only two currently supported) requires Windows 10, Windows 11, or Windows Server 2022 and above. It is not supported on older Windows versions (such as Windows XP), and it cannot be installed on a Mac, Linux machine, or Chromebook — all of the installers in this guide are Windows-only .exe files.

Before You Begin

1. Confirm that you have received a zipped folder from **DentiMax Support** containing the following installation files: `InstallServer18.exe`, `InstallDocumentCenter.exe`, and `install24.exe`, along with any additional folders provided by Support.

2. Ensure the zipped folder has been fully **extracted** to a location you can easily access on the server computer (such as the Desktop or C: \). Do not run installers directly from inside a zipped archive.
3. Ensure you are logged in to the server computer with an account that has **Administrator** privileges. All installation steps must be run as Administrator.
4. If you have not yet received your serial numbers and product keys from **DentiMax Support**, call **1 (800) 704-8494 Ext. 805** before proceeding past **Step 4 — Configure Your Database**.

 NOTE

Throughout this guide, "navigate to [a folder path]" (e.g., C:\Program Files\DentiMax\Server) means opening **File Explorer**, then either typing that path directly into the address bar at the top and pressing **Enter**, or clicking through the folders one at a time (e.g., **This PC > OS (C:) > Program Files > DentiMax > Server**) until you reach the right location.

Procedure

Step 1 — Install DentiMax Server 18

This step installs the **DentiMax Server 18** database engine, which must be installed before any other component.

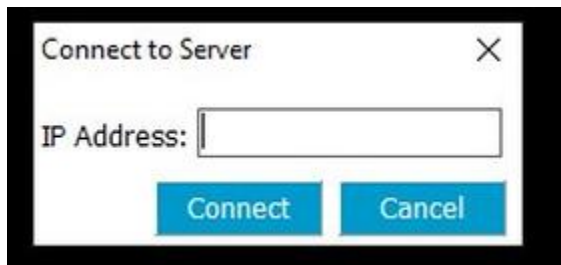
- a. Locate `InstallServer18.exe` inside the extracted support folder. Right-click it and select **Run as administrator** to launch the setup wizard.
- b. On the **License Agreement** screen, select **I accept the agreement** and click **Next**.
- c. On the **Select Components** screen, ensure **Install as a Windows System Service** is selected, then click **Next**.
- d. On the **Ready to Install** screen, verify the summary, then click **Install** and allow the installer to complete.
- e. When the setup wizard completes, click **Finish**.

Step 2 — Install DentiMax for Networks

This installs the **DentiMax** client application on the server computer.

- a. Locate `install24.exe` in the extracted support folder. Right-click it and select **Run as administrator**.
- b. The setup wizard will display the **License Agreement**. Select **I accept**, then click **Next**.
- c. On the **Select Destination Location** screen, you may leave the default install path or change it. Click **Next**.
- d. On the **Select Additional Tasks** screen, ensure **Create a desktop shortcut** is checked. Click **Next**.
- e. Review the summary on the **Ready to Install** screen and click **Install**. Once complete, click **Finish**.

- f. DentiMax will open automatically. When the **Connect to Server** dialog appears, enter 127.0.0.1 in the **IP Address** field and click **Connect**.



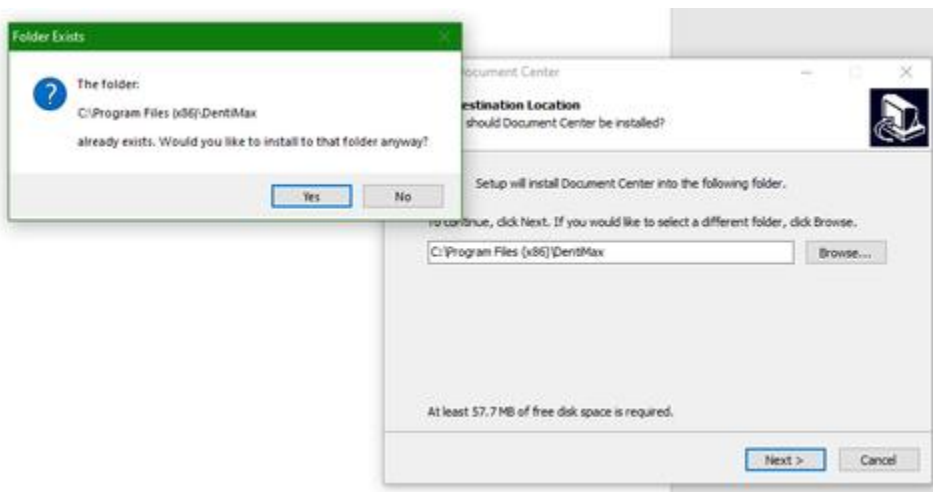
NOTE

What's an IP address, and why `127.0.0.1`? An IP address is like a phone number for a computer on a network — it's how one computer finds and talks to another. 127.0.0.1 is a special IP address called a **loopback address** — it always means "this same computer," no matter which computer you're on. Since DentiMax for Networks is installed directly on the server, and the server is also where DMSRVR (the database service) runs, you use 127.0.0.1 here to tell DentiMax "connect to the database service running on this same machine" — instead of the server's real network IP address, which other computers (workstations) will use later to reach it instead.

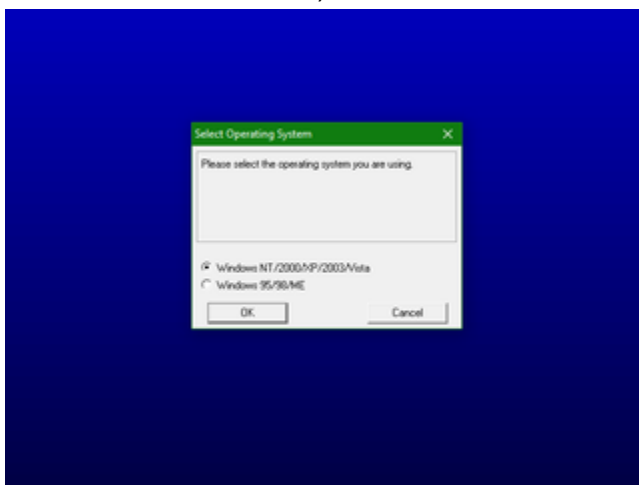
Step 3 — Install Document Center

This step installs the **Document Center** component, which handles document management within DentiMax.

- Locate `InstallDocumentCenter.exe` inside the extracted support folder. Right-click it and select **Run as administrator**.
- If prompted to allow changes to your computer, click **Yes**.
- When the **Folder Exists** dialog appears asking if you want to install to the existing folder, click **Yes**. Then click **Next** on the Destination Location screen.



- d. The installer will open a welcome screen — click **Next**, then click **Agree** on the following screen.
- e. On the **Select Operating System** screen, ensure the top option (**Windows NT/2000/XP/2003/Vista**) is selected, then click **OK**.

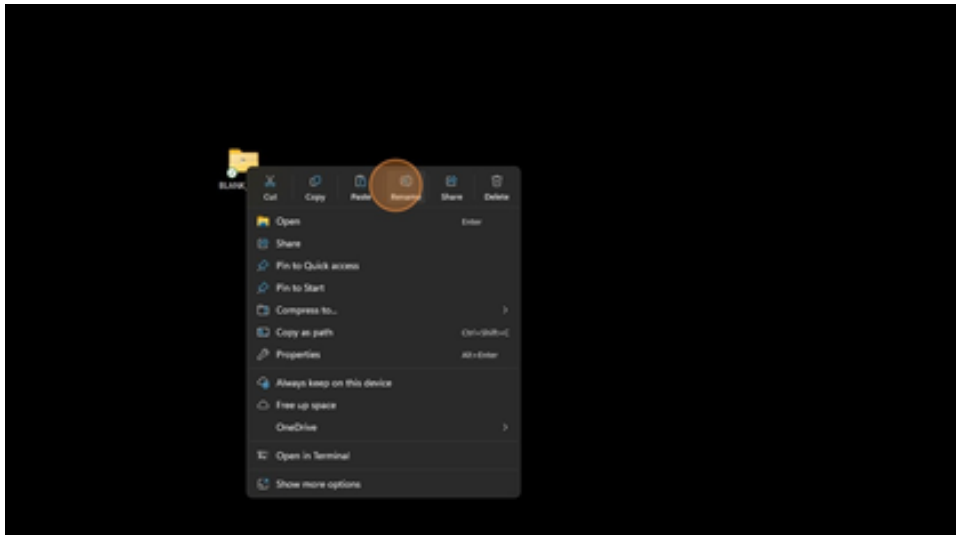


- f. For the next two screens, select **No** and click **OK** each time.
- g. On the signature pad screen: if the office **has** a Topaz signature pad, select the top option and follow the prompts to install the driver. If they do **not** have one, select the bottom option, click **OK**, then click **Finish**.
- h. After clicking **Finish**, the installer may prompt you to restart your computer. **You do not need to restart** — the program will work without a reboot. Once DentiMax has opened, following the completion of **Step 6**, you can open Document Center by clicking the DC icon at the top-right of the DentiMax window.

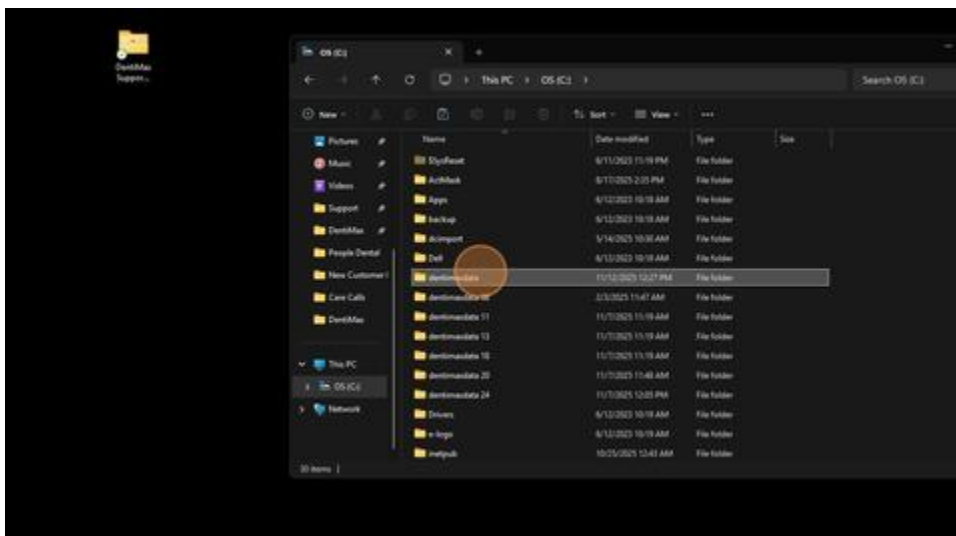
Step 4 — Configure Your Database

This step creates and registers the office's database folder within the **DentiMax Server Administration Utility**. If you are migrating from an existing server and have already moved your database, skip to **sub-step f**.

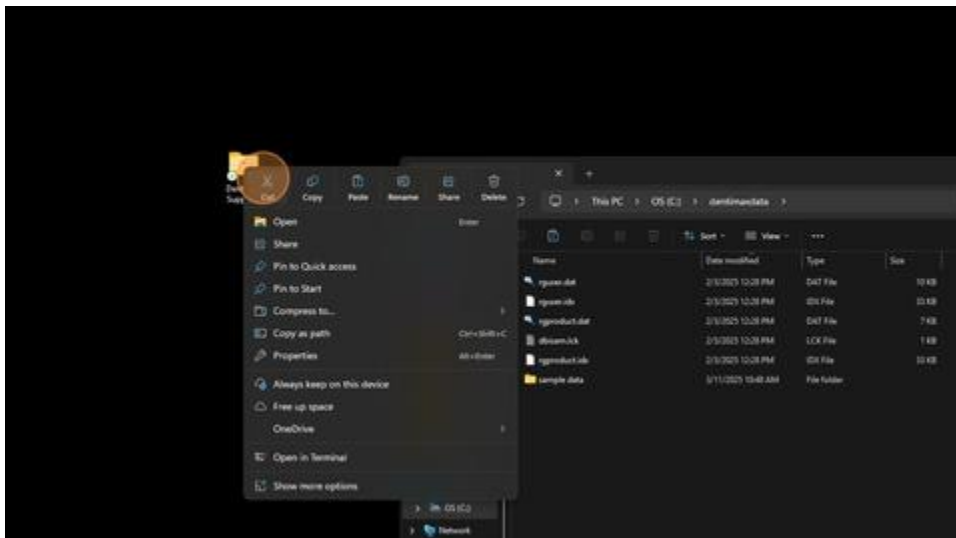
- a. On the Desktop, locate the folder named **BLANK_COPYME_FOR_NEW**. Right-click it and select **Rename**. Rename it to the office's name — this will become the office's database folder.



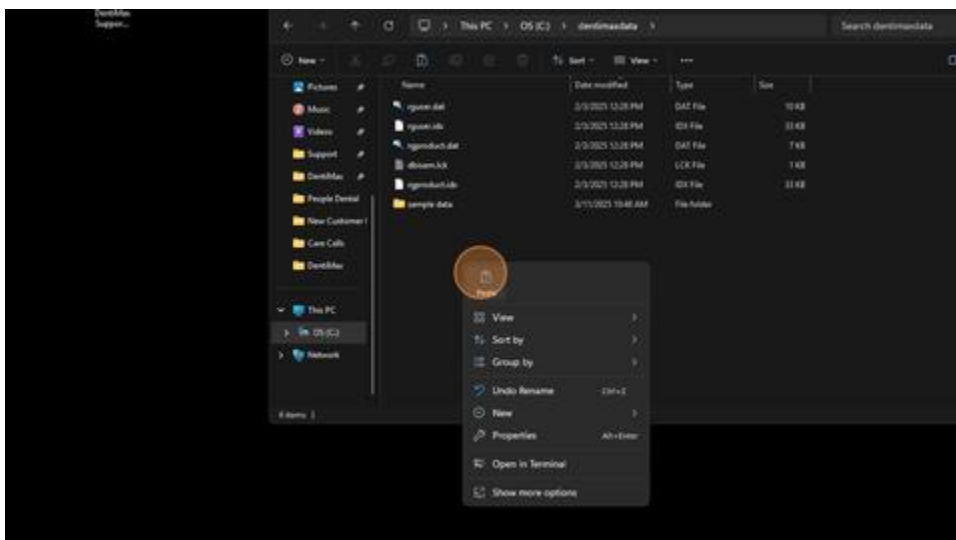
- b. Open **File Explorer** and click **This PC** in the left panel.
- c. Double-click the drive where **Server18** was installed (typically OS (C:)), then double-click **dentimaxdata**.



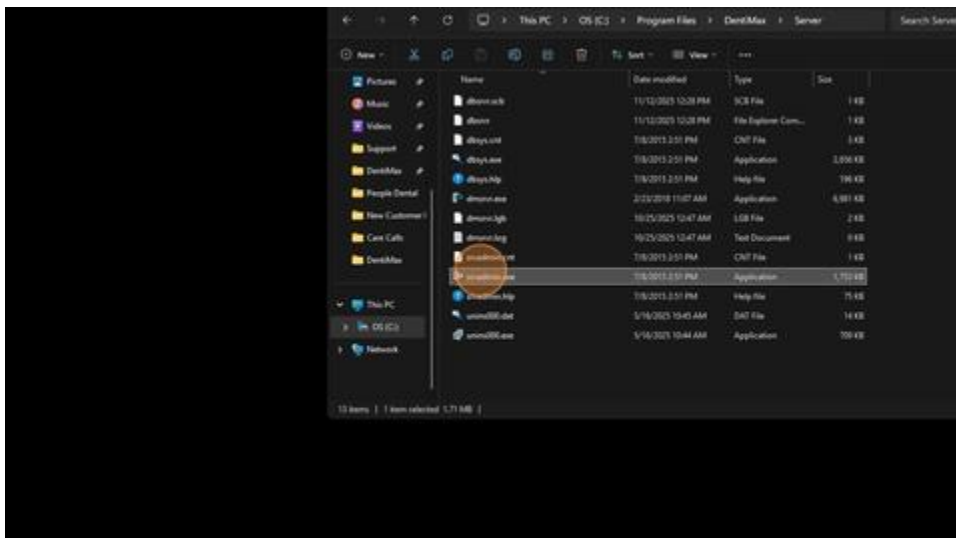
- d. Right-click the office's renamed database folder and select **Cut**.



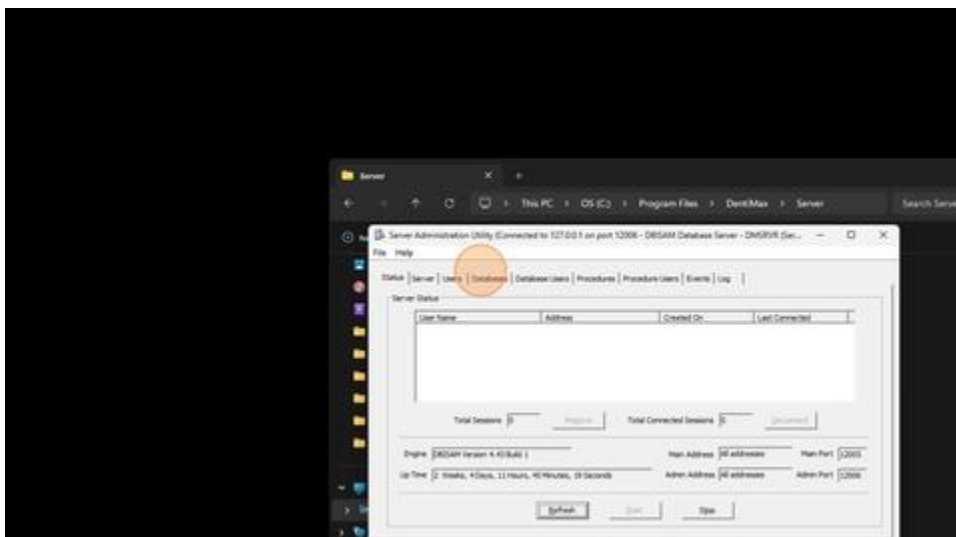
- e. Right-click an empty space inside the dentimaxdata folder and select **Paste** to move the folder here.



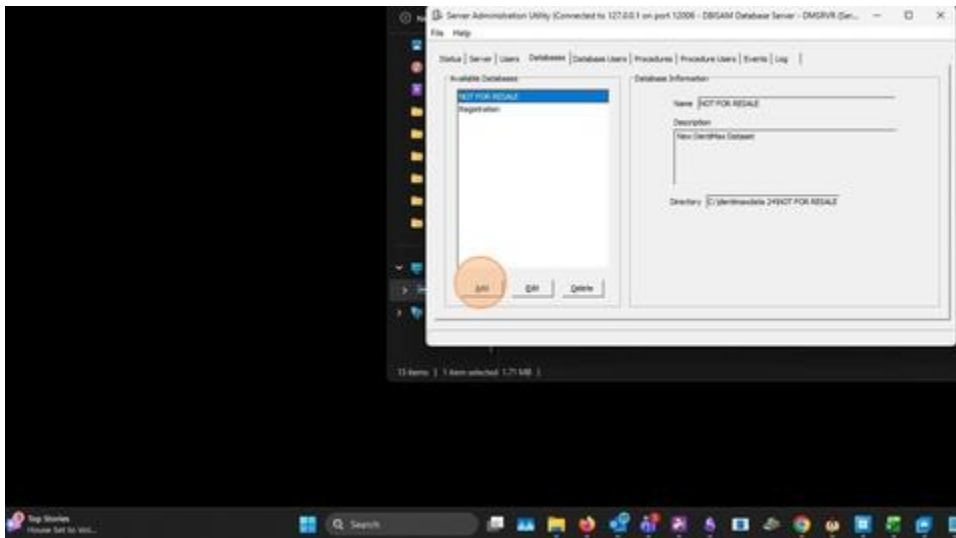
- f. Navigate back to `C:\Program Files\DentiMax\Server` and double-click `srvadmin.exe` to open the **Server Administration Utility**.



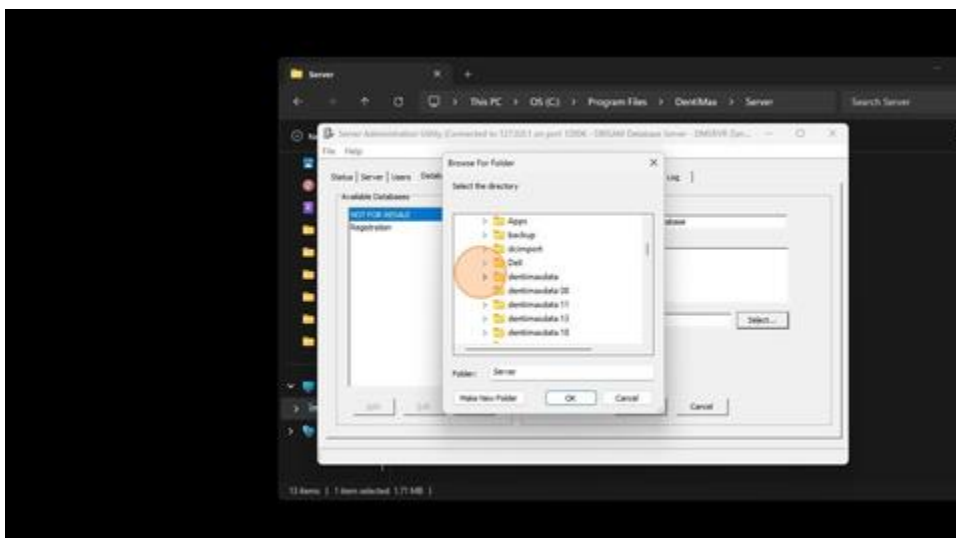
- g. Click **File > Login to Server** and enter the username `admin` and password `DBAdmin` into the username and password fields to log in.
- h. Click the **Databases** tab.

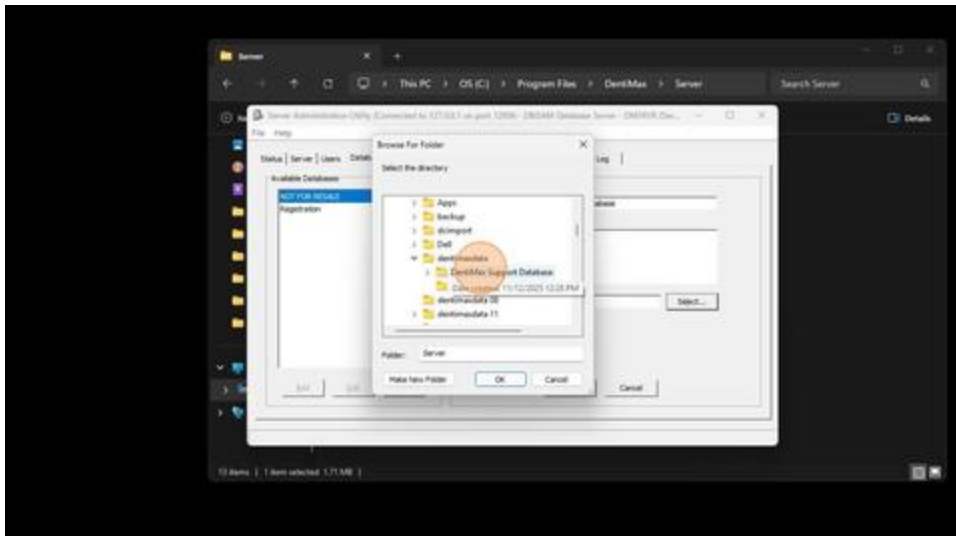


- i. Click **Add**.

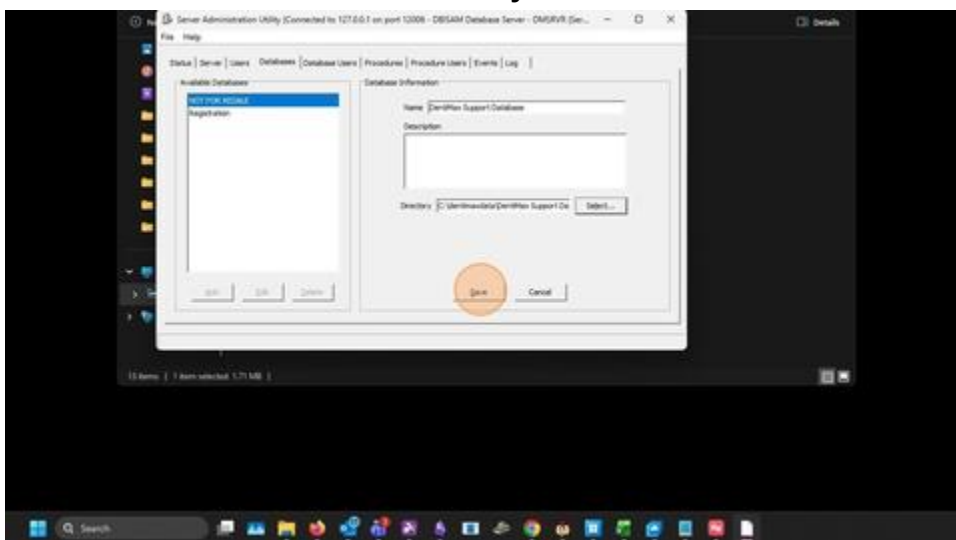


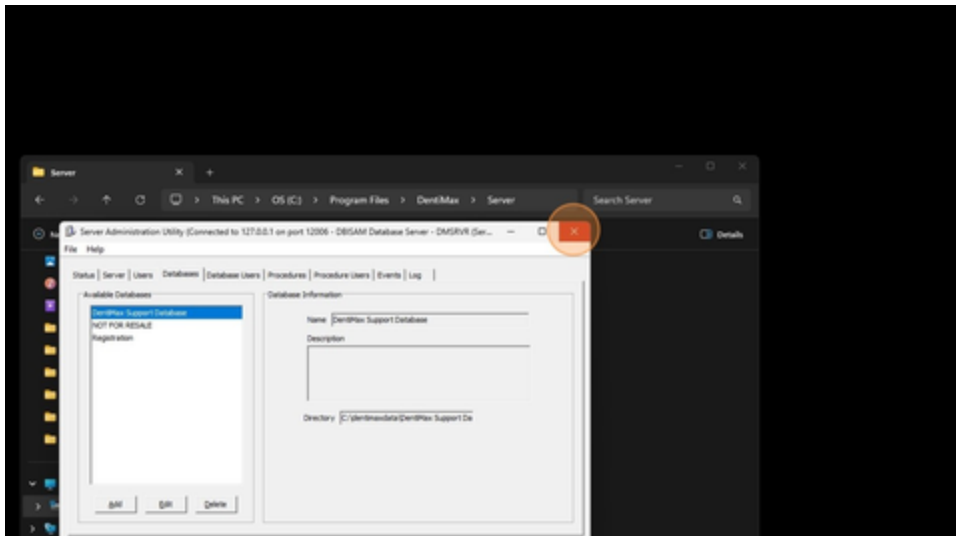
- j. In the **Name** field, enter the office's name.
- k. Click **Select...** next to the **Directory** field. In the **Browse For Folder** dialog, expand **dentimaxdata** and select the office's database folder, then click **OK**.





- I. Click **Save**. Confirm the database now appears in the **Available Databases** list, then close the **Server Administration Utility**.



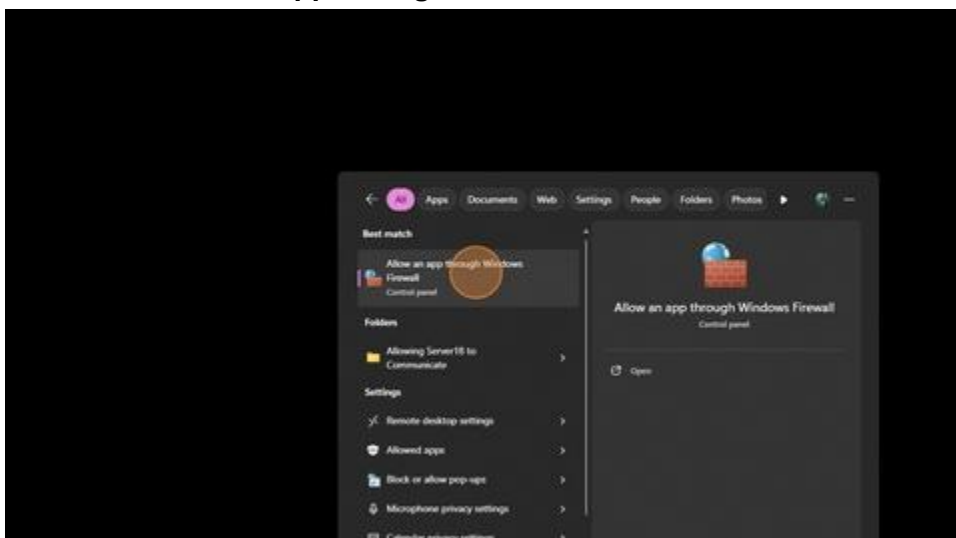
**TIP**

If you have not yet obtained your serial numbers and product keys from DentiMax Support, call **1 (800) 704-8494 Ext. 805** now before continuing to **Step 5**.

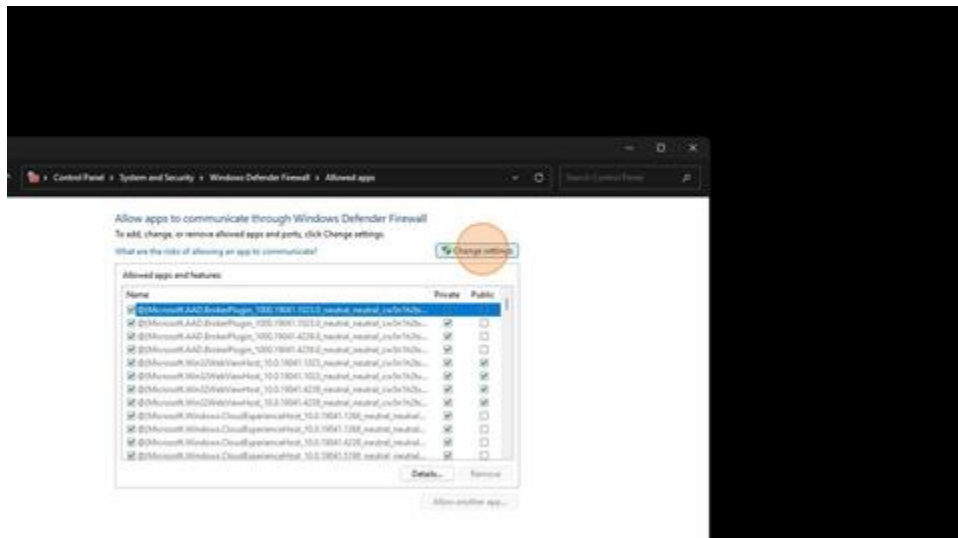
Step 5 — Allow Server18 Through Your Firewall

This step configures **Windows Defender Firewall** on the server to permit `dmsrvr.exe` (the DMSRVR service) to communicate across the network, allowing workstations to connect to DentiMax. This step only needs to be completed on the server.

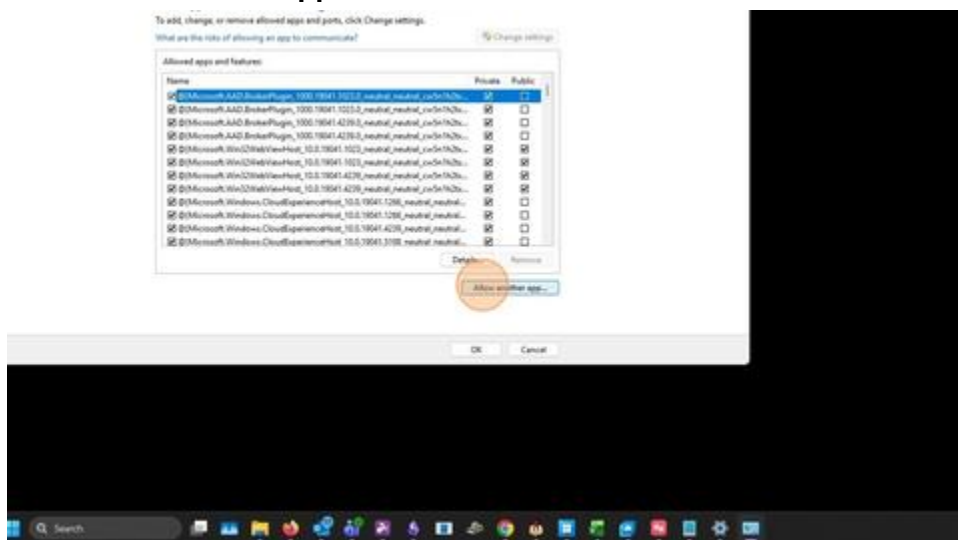
- Click the **Windows Search bar** at the bottom of the screen (or press the **Windows key**). Search for **Allow an app through Windows Firewall** and click the result.



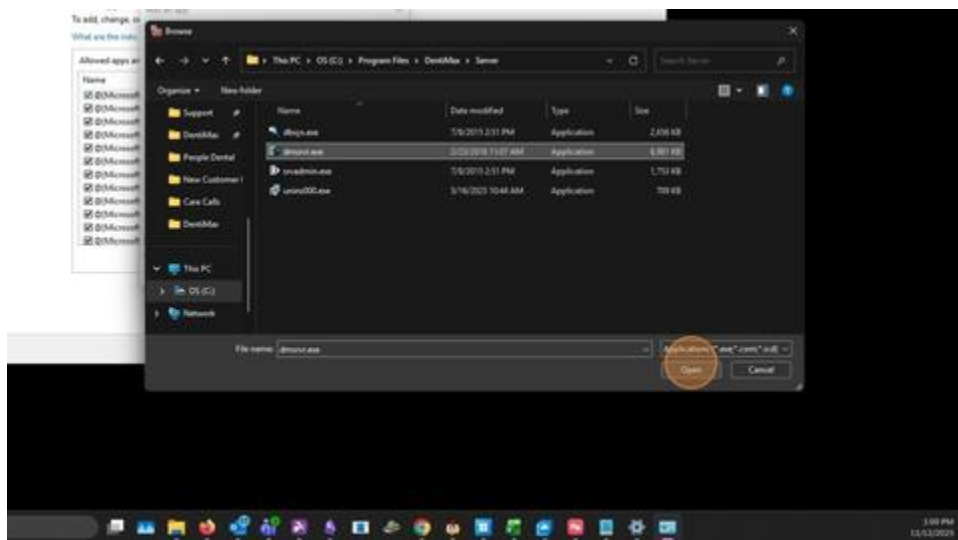
- b. Click **Change settings** at the top of the window.



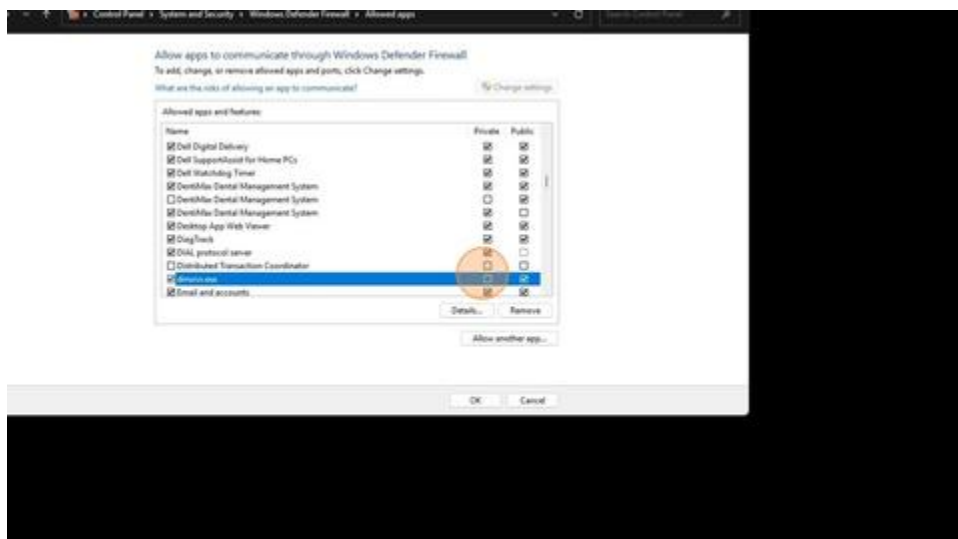
- c. Click **Allow another app...** at the bottom of the list.



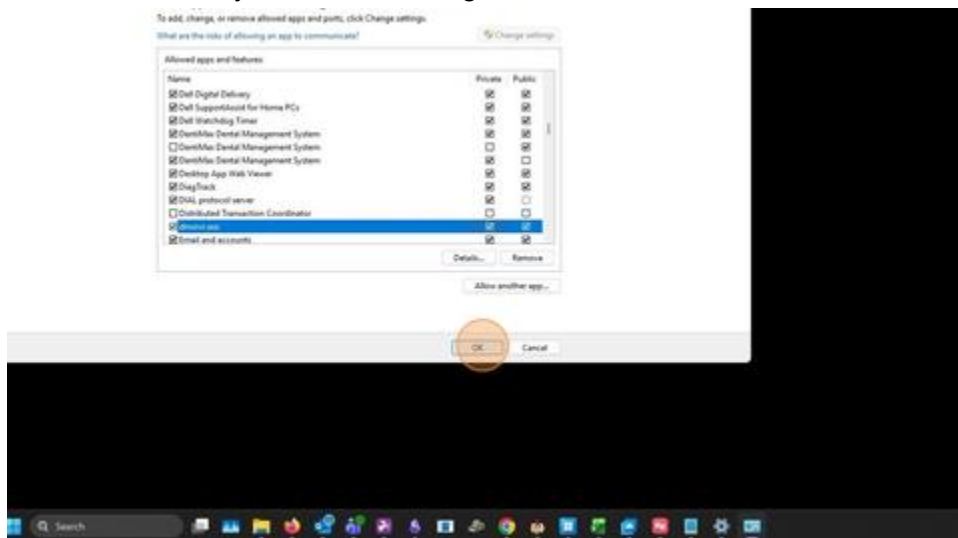
- d. In the **Add an app** dialog, click **Browse...**. Navigate to `C:\Program Files\DentiMax\Server`, select `dmsrvr.exe`, and click **Open**.



- e. Click **Add** in the dialog.
- f. Locate `dmsrvr.exe` in the **Allowed apps and features** list. Ensure the **Private** checkbox is checked for it.



- g. Click **OK** to save your firewall changes.



Step 6 — Register DentiMax

Once the firewall has been configured, you will register DentiMax with the serial numbers and keys provided by the DentiMax Support team.

- Open **DentiMax** on the server and connect using the IP address `127.0.0.1`. Once DentiMax is open, you'll reach the **Registration Information** screen showing your **Install Code**.
- Call DentiMax Practice Management Support at 1 (800) 704-8494 Ext. 805** once you reach this screen. You are not responsible for generating your own serials or keys — Support will generate these on their end.
- If the server has internet access, Support will remotely connect to the machine (with your permission) and complete the registration for you — removing any default products from the list, adding your serials, and entering the corresponding keys.
- If the server does **not** have internet access, stay on the phone with Support — they will still generate the serials and keys on their end and read them to you so you can enter them directly into the **Registration Information** screen yourself (remove any default products first, then click **Add Product** for each serial and enter its corresponding key).
- Once all serials and keys have been entered, click **Close**.

Step 7 — Import Fixed Reports

- Locate the file named **v24 Fixed Reports.zip** inside the extracted support folder and extract it.
- Open each report file within the extracted folder. When opened, each file will automatically import its report into your DentiMax database, replacing the current version. A confirmation window will appear — simply close it and open the next file. Repeat until all report files have been opened.

Installing DentiMax on Additional Workstations

If the office has multiple **workstations** (non-server computers) that also need access to DentiMax, you can install it on each one by repeating the steps from **Step 2 — Install DentiMax for Networks** and **Step 3 — Install Document Center** on each workstation.

The only difference on workstations is the IP address: instead of the loopback address 127.0.0.1, you will enter the **server's actual IP address** in the **Connect to Server** dialog. The DentiMax Support team can provide the server's IP address if needed.

TIP

To find the server's IP address, search for and open **Command Prompt** on the server and type `ipconfig`. Look for the IPv4 Address under your active network adapter. The IP will likely look something like this: 192.168.0.10 or 10.10.0.5.

Additional Troubleshooting

Symptom	Resolution
DentiMax won't open on a workstation after installation	Ensure the firewall step (Step 5) was completed on the server. Verify the workstation is entering the correct server IP address in the Connect to Server dialog. Confirm both machines are on the same network.
The Connect to Server dialog shows an error	Confirm that the DMSRVR service is running on the server. Open Services on the server, locate DMSRVR, and ensure it shows as Running. If it is stopped, right-click it and select Start.
DMSRVR shows as Running, but you still get a connection error	The Services tab showing "Running" doesn't guarantee DMSRVR is actually responding — it can stall while still appearing to run. Open <code>srvadmin.exe</code> and try File > Login to Server: if the login window opens normally, DMSRVR is genuinely responsive and the issue is elsewhere. If the login window never appears (or Server Admin freezes), DMSRVR has stalled — go to Task Manager's Processes tab (not the Services tab), find the DMSRVR process, and end it there. Then restart the DMSRVR service from the Services tab and try connecting again.
Installer prompts for administrator access	Right-click the installer executable and select Run as administrator. All DentiMax installers must be run with elevated privileges.
Serial number or key is rejected during registration	Verify that the serial and key are being entered exactly as provided by DentiMax Support, with no extra spaces. Contact Support at 1 (800) 704-8494 Ext. 805 if the issue persists.

Database does not appear in DentiMax after configuration	Re-open srvadmin.exe and verify the database entry exists under the Databases tab with the correct directory path. Ensure the path points to the correct folder inside dentimaxdata.
Server18 wasn't installed as a Windows System Service (Step 1c was missed or set incorrectly)	This can't be fixed by re-running the installer over itself or toggling a setting afterward — you need to uninstall Server18, then reinstall it, making sure to select Install as a Windows System Service on the Select Components screen this time.
DentiMax desktop shortcut is missing (Step 2d's checkbox was unchecked, or the shortcut was deleted)	DentiMax is installed by default at C:\Program Files (x86)\DentiMax, and the application itself is the file dentimax.exe. To recreate the shortcut: open File Explorer and navigate to that folder, right-click dentimax.exe, select Show more options (if using Windows 11), then hover over Send to and select Desktop (create shortcut) .

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**.