

# **Dolphin Imaging Installation Guide**

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# Table of Contents

<b>Welcome .....</b>	<b>iii</b>
Getting Training.....	iii
Contacting Technical Support.....	iii
Typographical Conventions.....	iv
<b>1 Installing Dolphin Imaging .....</b>	<b>1-1</b>
Licensing .....	1-2
Using Microsoft SQL Server Standard Edition .....	1-4
Starting the Dolphin Imaging Installation.....	1-5
Typical Installation.....	1-5
Installing the Database Components.....	1-8
Enabling Multi-byte Characters.....	1-9
Installing the Dolphin Imaging Software .....	1-10
Installing the Security Utilities .....	1-12
Microsoft SQL Server Compatibility.....	1-12
Automating Dolphin Imaging Installation and Updates .....	1-15
Installing the Dolphin Letter System.....	1-15
Using an Encrypted SQL Connection .....	1-16
Getting Software Updates .....	1-17
Troubleshooting .....	1-18
Issues During Installation.....	1-18
Issues After Installation.....	1-19



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## Welcome

Congratulations on your decision to purchase Dolphin Imaging. You are about to use the best and most advanced imaging and diagnostic system in the world. With Dolphin Imaging, you will produce the best records, the most effective consultation presentations, and the most accurate cephalometric tracings. In addition, the Dolphin Imaging program is easy to operate.

This manual describes how to use Dolphin Imaging features to improve information flow in your practice. It describes how to capture patient images into the Dolphin Imaging program, perform cephalometric analyses, modify images for patient presentations, and use treatment simulation and prediction tools.

Dolphin Imaging software is designed specifically for dental clinicians and trained assisting staff. Results produced by Dolphin's diagnostic and treatment planning tools are dependent on the interpretation of trained and licensed practitioners.

## Getting Training

To help you get the most out of your Dolphin Imaging system, we highly recommend the comprehensive in-office training. You can also arrange to attend training in Dolphin's California facility. Dolphin trainers are experienced and certified in clinical and treatment coordination. With this background, they are very knowledgeable in how to enhance your practice by using the imaging and diagnostic tools that Dolphin Imaging provides. To arrange a training session, contact Dolphin.

## Contacting Technical Support

If you need help, you can contact Dolphin in any of these ways:

<b>By E-mail</b>	support@dolphinimaging.com: A support technician will respond to your message within 24 hours.
<b>By Telephone</b>	Toll free from the US and Canada: 1 800.548.7241 Toll free from Australia: 1.800.881.011 (wait) 800.548.7241 Toll free from New Zealand: 000.911 (wait) 800.548.7241 From all other countries: +1 818.435.1368 Telephone support hours are 5:00 AM to 6:00 PM Pacific Time (8:00 AM to 9:00 PM Eastern Time). At other times, you may leave a message on our emergency pager by calling 1 818.687.6327.
<b>By Fax</b>	+1.818.435.1369
<b>Web site</b>	<a href="http://www.dolphinimaging.com">www.dolphinimaging.com</a> : provides the latest product information and a list of local Dolphin representatives.

# Typographical Conventions

**File names and directory names:** These are shown in Courier. For example:

The `dolphin.ini` file contains system settings for the Dolphin Imaging software.

**Optional parameters and variables:** Optional parameters appear in square brackets (`[]`). Variables that you replace with actual values are shown in italic courier. In the following example:

```
File#=Label, Format, [BitsPerPixel,] FileFormula  
[ExitRoutineBatchFile=PathName]
```

*Label, Format, BitsPerPixel, FileFormula, and PathName* are all variables that you replace with actual values. *BitsPerPixel* and **ExitRoutineBatchFile=PathName** are optional parameters, which you may omit.

**Keyboard combinations:** Keys that you press together are shown with a plus sign between them. For example:

Press ALT+A

---

# 1 Installing Dolphin Imaging

As of version 12, Dolphin Imaging is a 64-bit application. Whereas previous versions could only use 2GB of RAM regardless of how much memory your computer had, Dolphin Imaging can now use up to 2 billion times as much memory. As a result Dolphin Imaging can load larger DICOM datasets, larger digital model files, and so on. This 64-bit version is also faster at loading high-resolution camera photos (though we still recommend setting your camera to no more than five megapixels for optimal images and optimal performance). The Email feature now supports both the 32-bit and 64-bit editions Microsoft Outlook, and the Dolphin Letter System now supports both the 32-bit and 64-bit editions of Microsoft Word.

Because of Dolphin Imaging's database structure, several components must be installed before the imaging software. There are times when user interaction is required, so **it is very important that you follow along with the instructions.**

Depending on your system configuration, a technician may need to work with you during the installation:

- If the workstation that you're upgrading is **stand-alone** (not on a network), you can install the software without a technician's help.
- If you run Dolphin Imaging over a **network**, you may need the assistance of a local technician to prepare your network for the database components. Have your local technician call Dolphin for requirements prior to their visit to your office. This helps the installation process in a couple ways:
  - The tech will be better prepared for their visit.
  - Dolphin can find out when your technician will be visiting your office so that a Dolphin technician can be available if needed.

The core database installation can take between 15-25 minutes, so please make sure that you have ample time before beginning installation.

Before installing, please note the following requirements for installation. For more information on minimum system requirements and recommendations, go to [www.dolphinimaging.com/req](http://www.dolphinimaging.com/req).

- You can mix Dolphin Imaging 12 with Dolphin Imaging versions 10.0 or later; you are not required to upgrade all computers in your practice at once. However, you cannot mix Dolphin Imaging 12 with Dolphin Imaging versions earlier than 10.0.
- Your computer must meet the minimum system requirements for installing Dolphin Imaging.
- If you are installing on a computer running Microsoft Windows Server, you need to install the following prerequisite features, which are included with Server but not automatically installed:
  - Microsoft .NET
  - Windows installer
  - Windows PowerShell

## Licensing

- Dolphin Imaging 12 is not compatible with Dolphin Aquarium versions earlier than version 3. If you have Dolphin Aquarium, please upgrade to version 3 before installing Dolphin Imaging 12.

In addition, please review the following recommendations:

- 1 As with any major upgrade, please perform a complete backup of your system before installing the new software!
- 2 Shut down any open programs before beginning the installation.
- 3 If you are using Dolphin Imaging over a network, make sure that the imaging software has been closed on all the workstations. Install this update on the station where your patient files are stored (the server) before updating the other workstations!

## Licensing

If you are currently using a licensing scheme that uses USB security dongles and mail-in registration numbers, you need to upgrade to the DOLI licensing system, which deploys licenses to you automatically through the Dolphin Update Service. Please review the following frequently-asked questions to determine whether you need to upgrade to the DOLI licensing scheme.

### How can I tell which type of licensing I have currently?

In most cases, practices that have not yet upgraded to the DOLI licensing have a black or purple security key plugged into the USB port on the computer running Dolphin Imaging. The following picture illustrates the purple USB Dolphin security key.



Within Dolphin Imaging, practices that have not yet upgraded to DOLI licensing will see a [Module Activation](#) option on the [Tools](#) menu accessible from the Dolphin Imaging main screen. However, practices that use DOLI licensing will see a Dolphin Licensing option on the [Tools](#) menu instead. For more information, see “Viewing and Updating Licenses” on page 3-73 of the *Dolphin Imaging User’s Guide*.

### How do I go about upgrading to DOLI?

- 1 Contact Dolphin Inside Sales (see <http://www.dolphinimaging.com/Contact/RegionalMap>) to request the upgrade. Dolphin will arrange for the DOLI licensing software to be downloaded to your computer using the Dolphin automatic update service (DUS).
- 2 Once the upgrade has been downloaded and installed, verify that the system is working properly.
- 3 Mail your security dongle back to Dolphin.

## Are there any circumstances in which I must upgrade to DOLI?

Yes. DOLI is required for all Dolphin Imaging installations starting with version 12. Starting with version 12, Dolphin Imaging is not compatible with the dongle-based licensing scheme.

## Does DOLI support “floating” licenses?

Yes, as long as all the licenses are on the same office network (for example, if your office purchased five licenses that float between twelve computers on your office network). If you have more than one office network, each network must be licensed separately. If you have more than one office network, contact your Dolphin sales representative for multi-office licensing details.

## How can I find out what DOLI licenses I have?

- 1 From the Dolphin Imaging main screen, select [Dolphin Licenses...](#) from the **Tools** menu.

The Dolphin Imaging Licenses dialog box opens and lists the licenses you have purchased.

For more information, see “Viewing and Updating Licenses” on page 3-73 of the *Dolphin Imaging User's Guide*.

## How can I get additional DOLI licenses?

You can add previously-unlicensed modules (such as the Dolphin 3D Orthognathic Surgical Planning module). In addition, you can increase the number of floating licenses you have for modules that limit the number of concurrent users.

- 1 Contact Dolphin Inside Sales (see <http://www.dolphinimaging.com/Contact/RegionalMap>) to purchase additional licenses.


Dolphin will authorize the new licenses to be downloaded to your computer.

- 2 Download the new licenses to your computer.

To update your licenses from within Dolphin Imaging:

- a From the Dolphin Imaging main screen, select [Dolphin Licenses...](#) from the **Tools** menu.
- b Click **Refresh Licenses**.

To use the Dolphin automatic update service (DUS) to update your licenses:

- a Click the DUS icon () in the Microsoft Windows tray.
- b In the Dolphin Update Service dialog box, click the **About** tab.
- c Click **Refresh License**.

## Do I have to be connected to the Internet to use my DOLI licenses?

No. Once you have downloaded your licenses, you don't need to maintain an Internet connection to use them. An Internet connection is only required to download newly-purchased licenses.

## Using Microsoft SQL Server Standard Edition

Dolphin Imaging includes Microsoft SQL Server Express, which is a free edition of SQL Server. If you have a large practice, however, you may prefer to purchase and use the standard edition of Microsoft SQL Server. In this case, you need to install it before installing Dolphin Imaging.

Generally speaking, you should follow the installation instructions provided by Microsoft for the version of Microsoft SQL Server Standard Edition that you are installing. There are, however, a few instances where you need to make specific choices or enter information to enable Dolphin Imaging to connect to your SQL Server database.

To install Microsoft SQL Server Standard Edition for use with Dolphin Imaging:

- 1 Launch the Microsoft SQL Server Standard Edition installation.
- 2 Follow the installation program's prompts to begin installing Microsoft SQL Server Standard Edition.
- 3 When the **Feature Selection** dialog box appears, make sure that the following features are selected: **Database Engine Services**, **Client Tools Connectivity**, **Client Tools Backward Compatibility**, and **Management Tools-Complete**.
- 4 When the **Instance Configuration** dialog box appears, select **Named Instance** and enter **Dolphin** in the field.

Dolphin Imaging expects the database instance to be named **Dolphin**, so using this name enables Dolphin Imaging to find the database without further configuration. If you name the database instance something else, you will need to explicitly configure Dolphin Imaging to use that name for its database. For more information, see "Troubleshooting" on page 1-17.

- 5 When the Server Configuration dialog box appears, set up accounts as follows:

Service	Account Name	Startup Type
SQL Server Database Engine	Local System or <i>Domain</i> \Administrator, where <i>Domain</i> is the name of your domain (for example, <b>Dolphin</b> )	Automatic
SQL Server Browser	NT AUTHORITY\Network Account	Automatic

- 6 When the **Database Engine Configuration** dialog box appears, enter the following options:
  - Select **Mixed Mode** as the **Authentication Mode**.
  - Enter a strong password for the SQL Server system administrator account. A strong password is 1-128 characters long and includes letters, digits, and symbols.
  - Specify the SQL Server administrators. You can click **Add Current Account** to add your account as a server administrator. If you are not presently logged in using the Domain account created for Dolphin, make sure to add that account as well.
- 7 Follow the installation program's prompts to complete the Microsoft SQL Server Standard Edition installation.
- 8 Once you have completed the installation, call Dolphin to have the Server administrator's password changed.

## Starting the Dolphin Imaging Installation

Depending on the number of computers in your practice, you may need to install Dolphin Imaging on the following types of workstations:

Stand-alone workstation	Typically used in practices that only need one computer running Dolphin Imaging. A stand-alone workstation has everything you need to use the Dolphin Imaging program. Although the Dolphin database resides on this computer, other computers cannot access it.
Dolphin database server	Typically used in practices that need several computers running Dolphin Imaging and sharing patient data in a single Dolphin database. The Dolphin database resides on this server, and other Dolphin Imaging workstations (clients) access the database over the network. You can also use the Dolphin Imaging program on this computer.
Client workstation	Typically used in practices that need several computers running Dolphin Imaging and sharing patient data in a single Dolphin database. Client workstations running Dolphin Imaging all share patient data in a single Dolphin database residing on the Dolphin database server.

You can install Dolphin Imaging on any type of workstation (stand-alone, database server, or client) by following the procedure described in “Typical Installation” below.

If your practice uses a Dolphin database server and several client workstations, you can automate the installation and update processes as described in “Automating Dolphin Imaging Installation and Updates” on page 1-14.

### Typical Installation

You must use this procedure when you initially install Dolphin Imaging on a stand-alone workstation or a Dolphin database server. You can also use this procedure to install Dolphin Imaging on client workstations.

To start the installation:

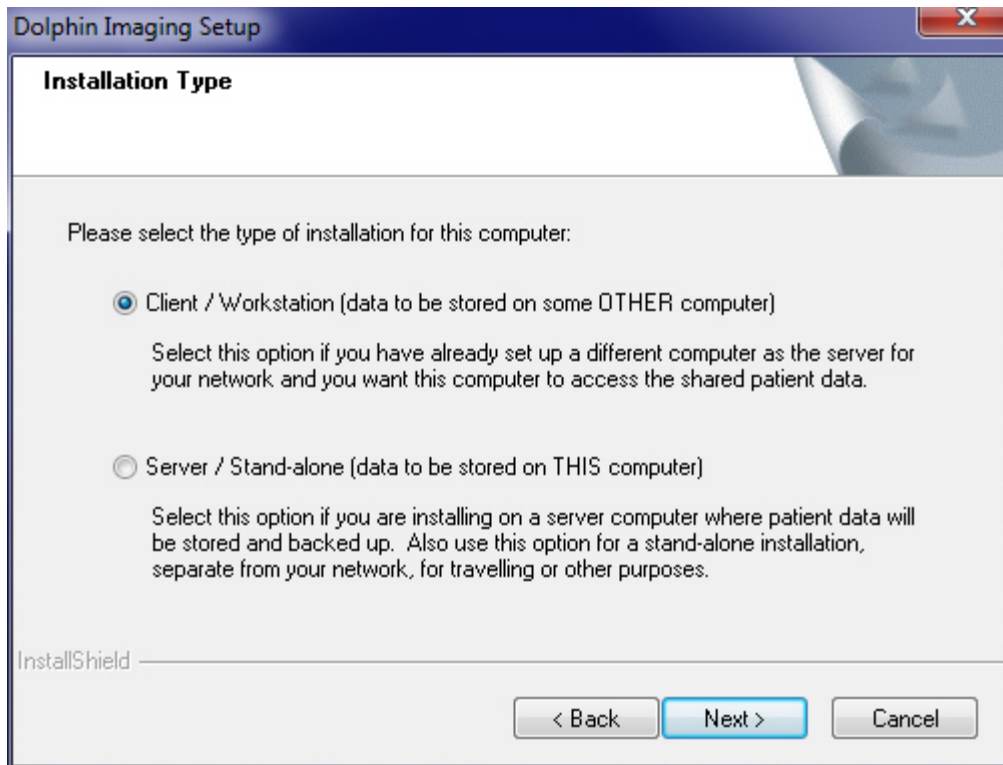
- 1 Close any open programs.
- 2 Choose one of the following methods to start the installation process.
  - Place the installation DVD into your DVD drive. The installation will begin automatically. If the DVD was already inserted when the computer booted up, eject and reinsert the DVD to begin installation.
  - Start the installation process from Windows Explorer by selecting **Computer** or **This PC**. Then, double-click the **Dolphin DVD** icon. Installation should begin within a few seconds.

The **Welcome** dialog box appears and lists options for installing the software, viewing the documentation, and installing prerequisite software (Internet Explorer and Adobe Reader). If you need to install Internet Explorer, the installation program will prompt you to do so. For information on viewing the documentation and installing Adobe Reader, see Chapter 2, Introduction to Dolphin Imaging in the *Dolphin Imaging User’s Guide*.

- 3 Click **Install Dolphin**.

The Dolphin Imaging installation procedure starts.

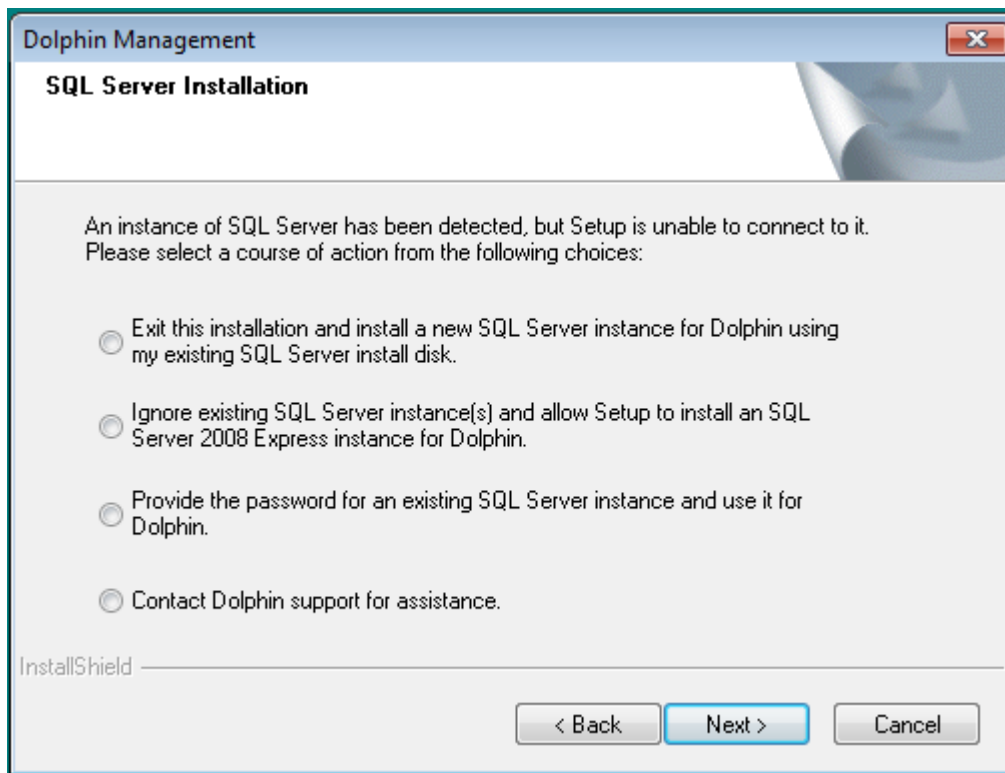
- Follow the instructions on the installation dialog boxes until the following dialog box appears:



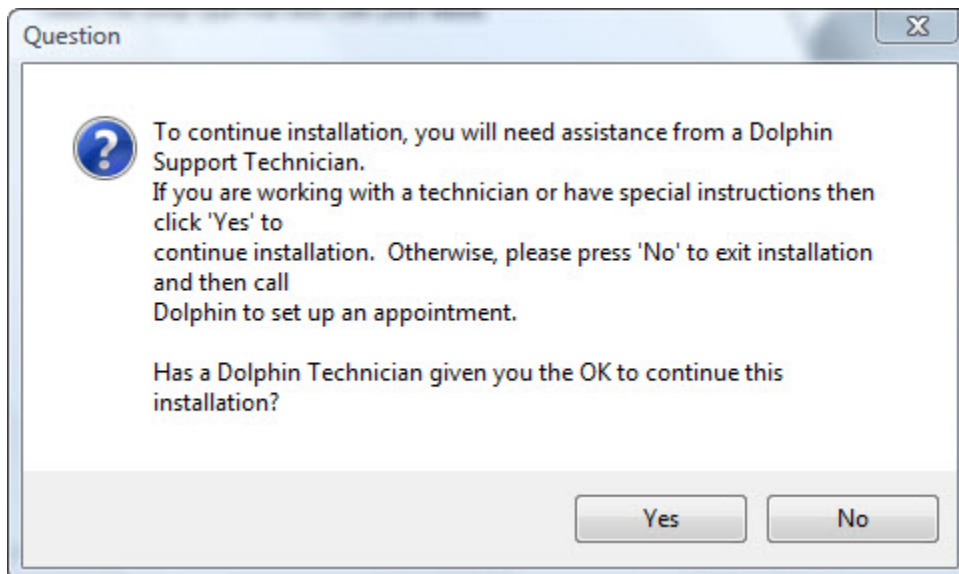
- Select the type of workstation on which you are installing Dolphin Imaging. Then, click **Next >**.  
Select from the following options:

<b>Client/Workstation</b>	Select this option if you are installing Dolphin Imaging on a networked workstation that is not the Dolphin database server. If you select this option, continue your installation with “Installing the Dolphin Imaging Software” on page 1-10.
<b>Server/Stand-alone</b>	Select this option if you are installing Dolphin Imaging on a a stand-alone workstation or on a networked workstation that you want to use as the Dolphin database server. If you select this option, continue your installation with “Installing the Database Components” on page 1-8.

If you are installing the Dolphin Imaging software on a stand-alone workstation or a networked workstation that is the Dolphin SQL database server and you have already installed Microsoft SQL Server, the following dialog box may appear. If it does, see “Troubleshooting” on page 1-17 for information on how to resolve the issue.



If you are installing the Dolphin Imaging software on a networked workstation, you may need to work with a Dolphin support technician. The following dialog box gives you the option of exiting the installation procedure so that you can make an appointment with a Dolphin support technician.



## Starting the Dolphin Imaging Installation

6 Click **Yes** to continue the installation procedure on your networked workstation.

Or,

Click **No** to exit the installation procedure.

If you click **No**, the installation procedure exits. Once you have made an appointment with a Dolphin support technician, you can start the installation procedure again.

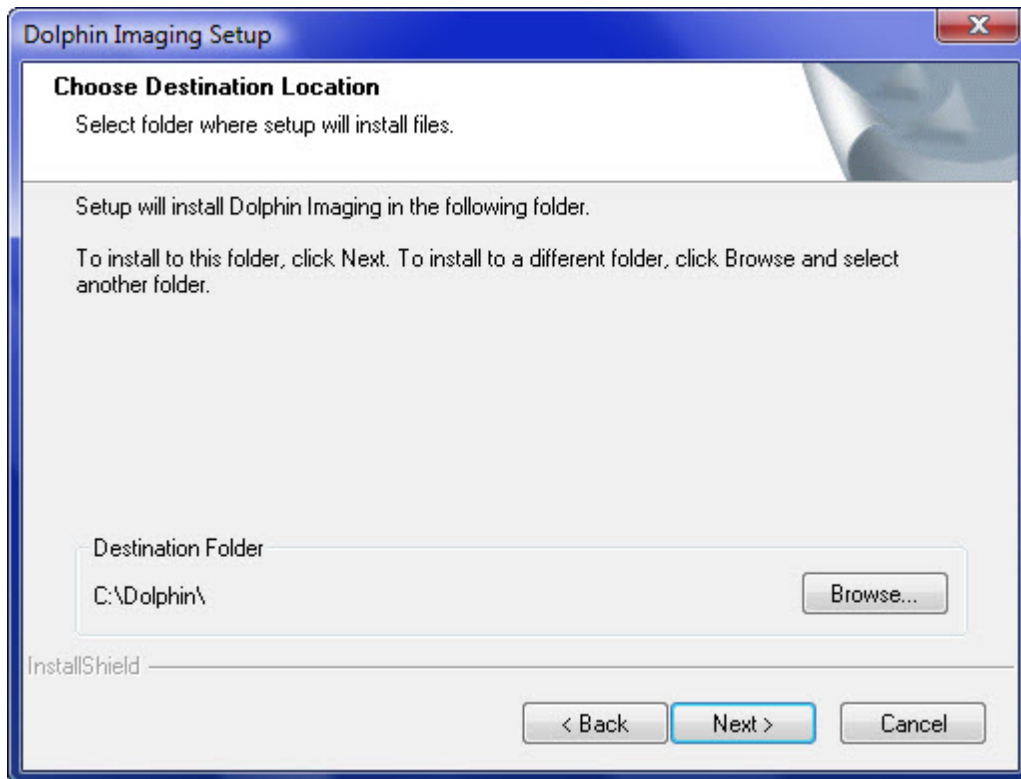
## Installing the Database Components

Dolphin Imaging includes Microsoft SQL Server Express, which is a free edition of SQL Server. The instructions below describe how to install it as part of your Dolphin Imaging installation.

**Note:** *If you have a large practice, however, you may prefer to purchase and use the standard edition of Microsoft SQL Server. In this case, you should have installed it before installing Dolphin Imaging as described in “Using Microsoft SQL Server Standard Edition” on page 1-4, and you should skip this section.*

To install the database components:

If you are installing the Dolphin Imaging software on a stand-alone workstation or on a network workstation that is the database server, you see several progress dialog boxes as various database components are installed. Installing the database components may take several minutes. When the database component installation completes, the following dialog box appears:



This dialog box is the beginning of the Dolphin Imaging software installation. Continue your installation as described in “Starting the Dolphin Imaging Installation” on page 1-5.

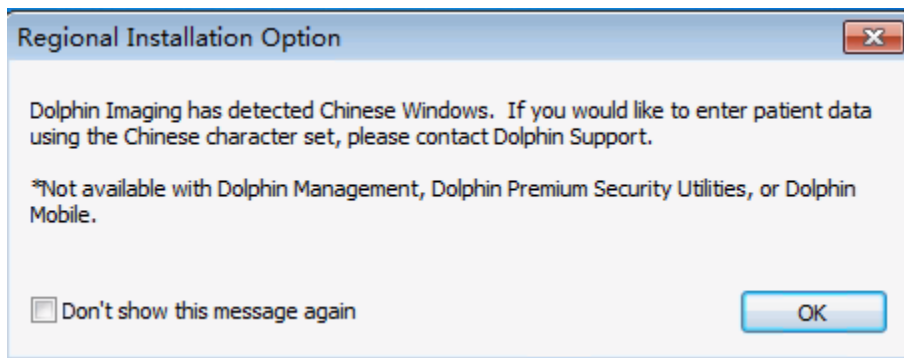
**Note:** *If this is the first time you are installing Dolphin Imaging, SQL Server Management Studio Express will be installed along with Microsoft SQL Express.*

## Enabling Multi-byte Characters

If you are running the Russian, Chinese, or Japanese version of Microsoft Windows, you can use Dolphin Imaging’s multi-byte character support to enter patient data using Russian, Chinese, or Japanese characters.

**Note:** *Enabling multi-byte character support requires the assistance of a Dolphin Support representative. Also, multi-byte character support is not compatible with Dolphin Management, Mobile, or the Security Utilities.*

If you are installing the Dolphin Imaging software on a network server or stand-alone workstation running Microsoft Windows in Russian, Chinese, or Japanese, a prompt similar to the following will appear during installation. This prompt does not appear on networked workstations that are not network servers.



To respond to this prompt:

- 1 Optionally, check the **Don't show this message again** box.

If you check this box, this message won't appear in future installations on this computer.

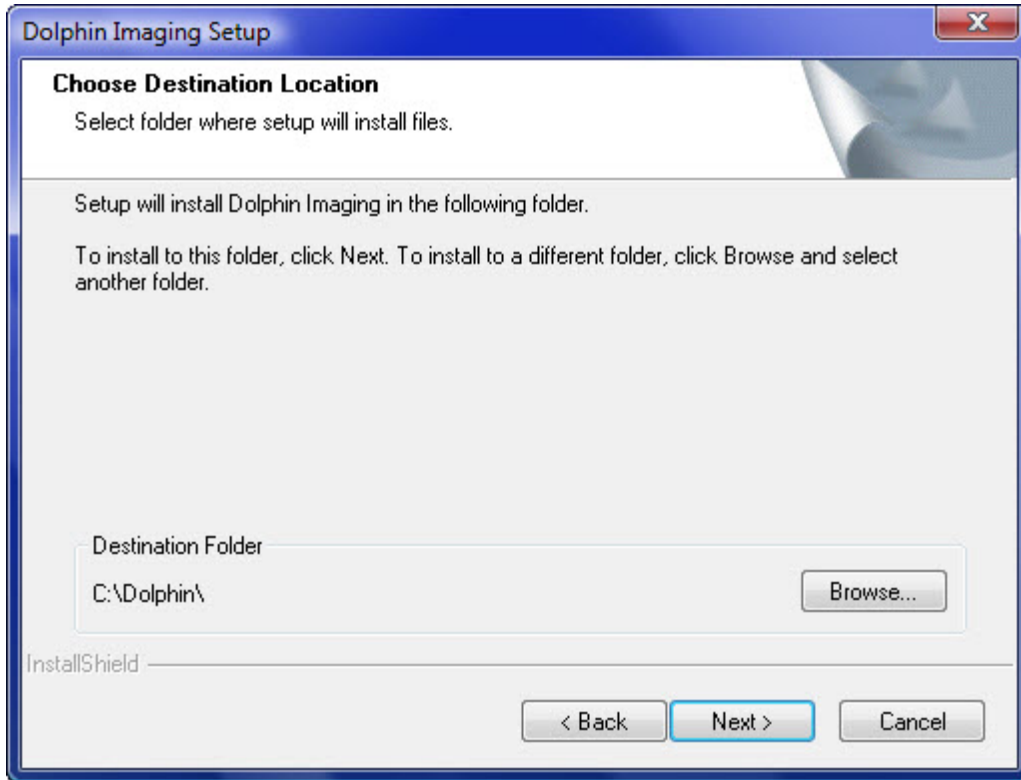
- 2 Click **OK**.

If you do not want to enable multi-byte character support, you can simply continue with the installation.

If you want to enable multi-byte character support, contact your Dolphin Support representative for assistance in making the necessary modifications to your Dolphin Imaging database.

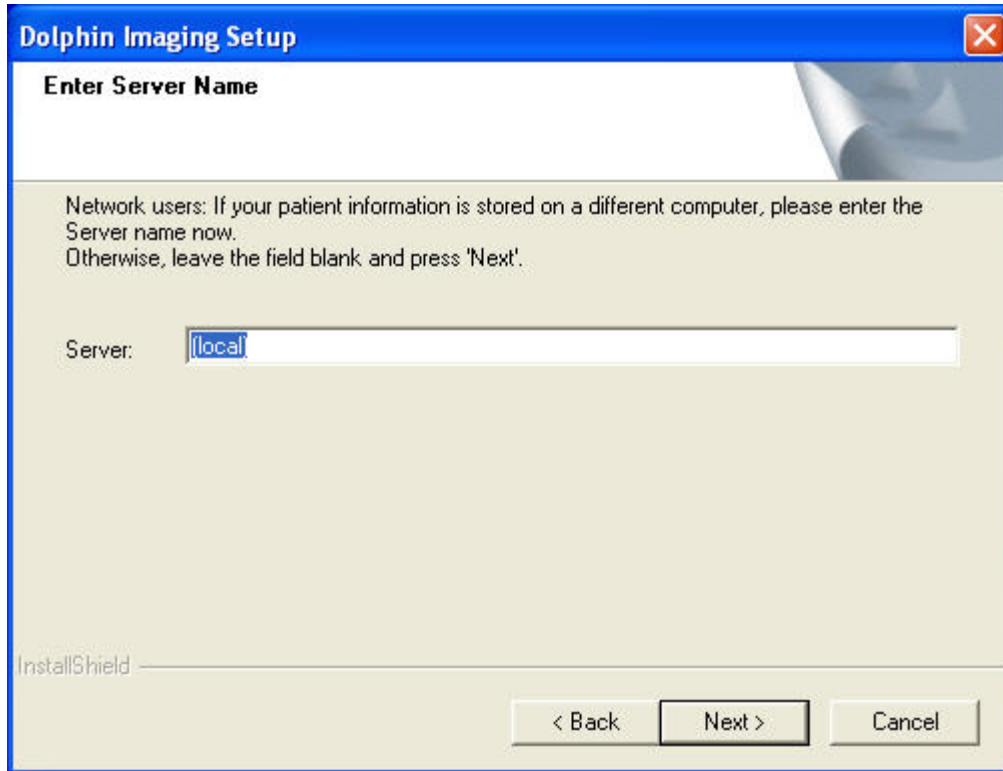
## Installing the Dolphin Imaging Software

The [Choose Destination Location](#) dialog box shown below is the beginning of the Dolphin Imaging software installation.



To install the Dolphin Imaging software:

- 1 If you are installing the software on a networked workstation that is not the Dolphin server, follow the instructions on the installation dialog boxes until the following dialog box appears:



If you are installing the software on a stand-alone workstation or on a networked workstation that is the Dolphin server, this dialog box does not appear, and you should skip the next step.

- 2 If you are installing the software on a networked workstation that is not the Dolphin server, enter the name of the server followed by a back-slash (\) and the instance (typically “DOLPHIN”). For example, you might enter **SERVER\DOLPHIN**. Then, click **Next**.
- 3 Follow the instructions on the installation dialog boxes to install the software.
- 4 On the last installation dialog box, click **Finish**.

## Installing the Security Utilities

The Security Utilities are a set of optional utilities that you may want to install to comply with national privacy acts such as HIPAA. These utilities include the following features:

- The ability to require Dolphin Imaging users to log in before they can use the software.
- The ability to set up employee login IDs and associate rights with them. This protects patient privacy by restricting access to various Dolphin Imaging features to authorized employees only.

## Starting the Dolphin Imaging Installation

You need to install the Security Utilities in order to access the following features, which are shared with Dolphin Management: Database Log, Document Organizer, Dolphin Ocean Client Administration<sup>1</sup>, Location Rights<sup>1</sup>, Employee Rights<sup>1</sup>, Employee Types<sup>1</sup>, Employees<sup>1</sup>, Locations<sup>1</sup>, My Orthodontist, One-Page Questionnaire<sup>1</sup>, Password Setup<sup>1</sup>, Patient Add and Edit (Dolphin Management interface)<sup>1</sup>, Referring Doctors (Dolphin Management interface)<sup>1</sup>, Reset Locks<sup>1</sup>, SMS/Email Manager<sup>1</sup>, Super Questionnaire<sup>1</sup>, and Treatment Card<sup>1</sup>.

If you want to install the Security Utilities, you can do so after you have installed Dolphin Imaging. If you want these utilities, bear the following considerations in mind:

- If you install the Security Utilities, you must install them on every Dolphin station on your network.
- If you use the Dolphin Practice Management System, please contact Dolphin support to enable the Security Utilities instead of installing them from the Dolphin Imaging installation media.
- The Security Utilities require that the Dolphin database be set to SQL Server 2005 (90) compatibility or higher. If you are not running the required SQL server or the Dolphin database SQL Server compatibility is set incorrectly, a message box appears and the installation fails. For information on resolving the problem, see "Microsoft SQL Server Compatibility" below.

To install the Security Utilities:

- 1 On the installation program's **Welcome** dialog box, click **Install Dolphin Premium Security Utilities**.
- 2 Follow the instructions on the installation dialog boxes to install the utilities.

After installing and before you set up your own employees and passwords, you can log into Dolphin Imaging using a default account. The default user name is **admin** and the password is **admin**.

## Microsoft SQL Server Compatibility

If you were unable to install the Security Utilities:

- Make sure you are running a supported version of Microsoft SQL Server. For information on supported versions, go to [www.dolphinimaging.com/req](http://www.dolphinimaging.com/req).
- Make sure that the compatibility level of your Dolphin database is set correctly.

You can use Microsoft SQL Server Management Studio or Microsoft SQL Server Management Studio Express to change the compatibility level of your Dolphin database as described below. Microsoft SQL Server Management Studio or Microsoft SQL Server Management Studio Express is installed when you install the Microsoft SQL Server.

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1. Before a Dolphin Imaging user can access this feature, the associated Employee Right must be granted to that user's account. For more information, refer to the Dolphin Management User Guide or Dolphin Management online help (**Dolphin Management User Guide.PDF** or **DM\_Help.chm** in your **C:\Dolphin** folder)

To change the compatibility level of your Dolphin database:

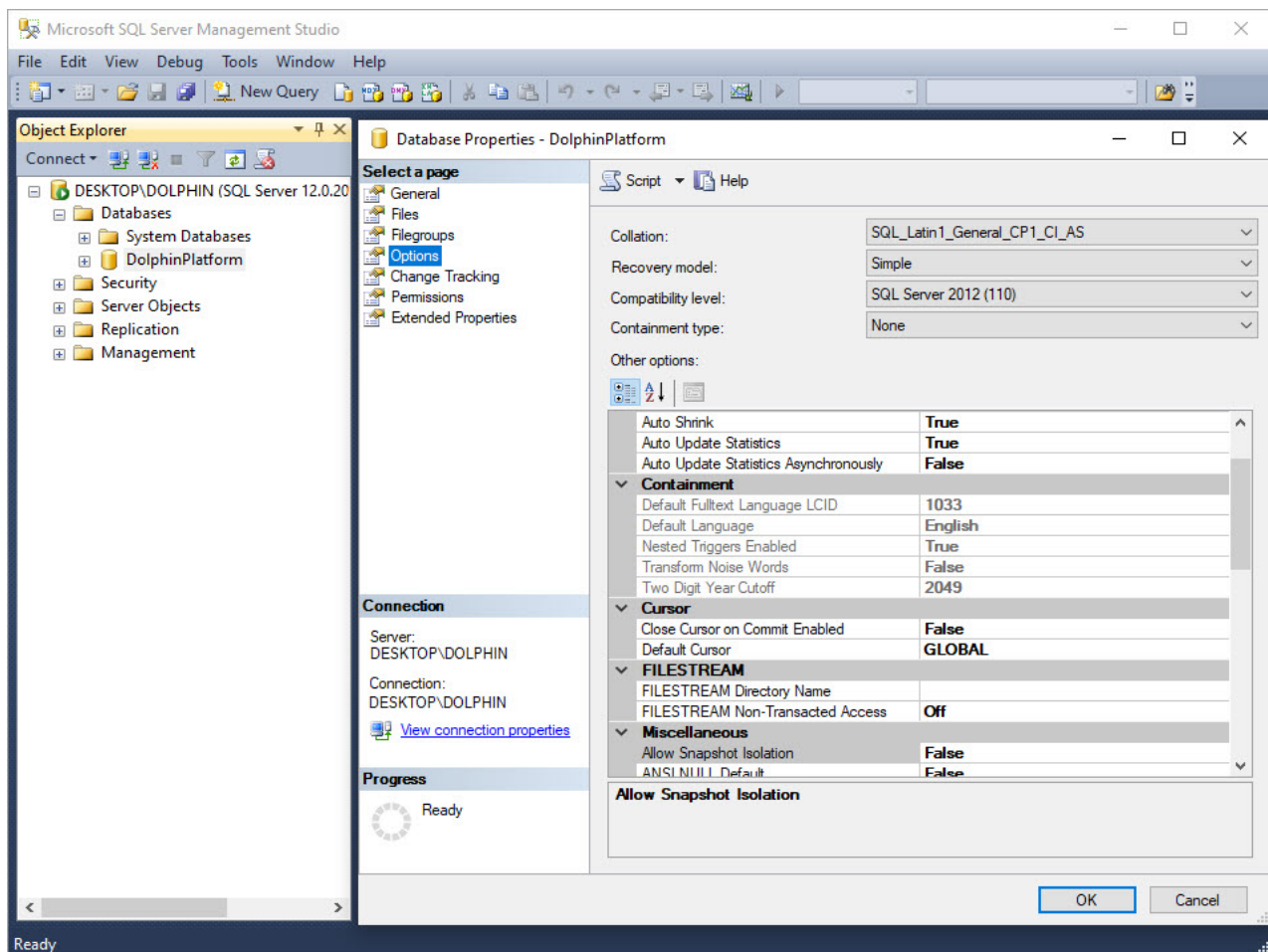
- 1 Launch Microsoft SQL Server Management Studio or Microsoft SQL Server Management Studio Express.

To launch the appropriate program:

- a On the **Start** menu, select the version of Microsoft SQL Server installed on your computer.
  - b Select **Microsoft SQL Server Management Studio** or **Microsoft SQL Server Management Studio Express**.
- 2 On the **Connect to Server** dialog box, select your Dolphin database server from the **Server name** drop-down list.

For example, your Dolphin database server might be called MYCOMPUTER\DOLPHIN.

- 3 Click **Connect**.
- 4 In the **Object Explorer** pane, click the plus sign (+) next to **Databases** to see the available databases.
- 5 Right-click **DolphinPlatform** under **Databases**, and select **Properties** from the context menu.
- 6 In the **Select a Page** pane, click **Options**.
- 7 From from the **compatibility level** drop-down list, select the version of SQL Server that you have installed. Then, click **OK**.



## Starting the Dolphin Imaging Installation

Once you have changed the compatibility level of your Dolphin database, you need to stop and start the SQL Server for the change to take effect.

To stop and start the SQL Server:

- 1 In the Object Explorer pane, right click your Dolphin database server (for example, MYCOMPUTER\DOLPHIN). Then, select **Stop** to stop the SQL Server.
- 2 Click **Yes** on the confirmation message that appears to stop the SQL Server.
- 3 In the Object Explorer pane, right click your Dolphin database server again. Then, select **Start** to start the SQL Server.
- 4 Click **Yes** on the confirmation message that appears to start the SQL Server.
- 5 Select **Exit** from the **File** menu.

Once the SQL server is restarted, you can retry the Security Utilities installation.

## Automating Dolphin Imaging Installation and Updates

Dolphin Imaging offers an unattended installation process that you can use to automate installation from a DVD onto several workstations. When installing Dolphin Imaging for the first time, you can only perform unattended installations on client workstations (not on stand-alone workstations or the Dolphin database server).

Before installing Dolphin Imaging on the client workstations:

- 1 Complete the installation of your Dolphin database server, making sure to specify a network path and not a local path for the Dolphin Imaging working folder.

For information on installing Dolphin Imaging on the Dolphin database server, see “Typical Installation” on page 1-5.

- 2 Copy the contents of the Dolphin Imaging installation DVD to a network location that is accessible by all client workstations.

Once these steps are complete, you can install Dolphin Imaging on the client workstations, typically using some type of network deployment tool.

To perform an unattended installation on the client workstations:

- 1 Copy the **DOLPHIN.INI** file from **C:\Windows** folder of the Dolphin database server to the **C:\Windows** folder on each client workstation.

The **DOLPHIN.INI** file contains system settings for the Dolphin Imaging software. Since the Dolphin Imaging software maintains many program settings individually for each workstation, each workstation needs to have its own copy of this file. For more information, see Appendix C, **DOLPHIN.INI File** in the *Dolphin Imaging User's Guide*.

- 2 Execute the Dolphin Imaging installation on each client workstation using the following command line:

```
\setup.exe /z"/accepteula"
```

You can also use your network deployment tool to automate updates whenever a new software version is downloaded by the Dolphin Update Service.

To perform an automated update:

- 1 Execute the Dolphin Imaging update procedure from within the `working\data\dus\updates` folder on the Dolphin database server using the following command line:

```
DIUP*.exe -ap "/z"/accepteula""
```

## Installing the Dolphin Letter System

The Dolphin Letter System (DLS) is an optional module that simplifies and automates generation of referral and patient letters. Every letter can include your patient's digital pictures. You can choose from dozens of pre-defined, professionally written correspondence templates or easily customize your own.

To install DLS:

- 1 Close any open programs.
- 2 Choose one of the following methods to start the installation process.
  - Place the installation DVD into your DVD drive. The installation will begin automatically. If the DVD was already inserted when the computer booted up, eject and reinsert the DVD to begin installation.
  - Start the installation process from Windows Explorer by selecting **Computer** or **This PC**. Then, double-click the DLS DVD icon. Installation should begin within a few seconds.
- 3 When the installation program prompts you for the folder in which your Dolphin Imaging data is stored, click **Next>** if you are using the default folder (`C:\Dolphin\Working`).

Or,

If you are not using the default folder to store your Dolphin Imaging data, enter the location of the folder, and click **Next>**.

The installation program installs the DLS software.

## Using an Encrypted SQL Connection

Using encryption on the connection between Dolphin Imaging and your SQL Server database provides an additional level of data security. Using encryption is optional. If you want to use encryption, you must explicitly enable it in your `DOLPHIN.INI` file, which contains system settings for the Dolphin Imaging software.

**Note:** *Encryption is supported for Microsoft SQL Server Express (the free edition of SQL Server that is included with Dolphin Imaging) and for the standard edition of Microsoft SQL Server.*

## Getting Software Updates

To enable encryption:

- 1 Add the following line to the `[Environment]` section of your `DOLPHIN.INI` file:

```
AddlConnString=Encrypt=True;TrustServerCertificate=True
```

This should be on a single line in the `DOLPHIN.INI` file.

For more information, see Appendix C, `DOLPHIN.INI` File in the *Dolphin Imaging User's Guide*.

## Getting Software Updates

When you install the Dolphin Imaging software, the Dolphin Update Service (DUS) is automatically installed. This service automates Dolphin software updating. If your practice uses DOLI licensing (see "Licensing" below), DUS is also used to deliver newly-purchased DOLI licenses.

**Note:** *DUS does not support global `DOLPHIN.INI` configurations. To use DUS:*

- *A `DOLPHIN.INI` file must reside in the `C:\Windows` directory.*
- *If you are using a global `DOLPHIN.INI` file, the `[Environment]` section in the global `DOLPHIN.INI` should also be in the local copy of the `DOLPHIN.INI` file.*
- *The `SYS` setting in the `[Environment]` section of `DOLPHIN.INI` must point to the directory where Dolphin software is installed on the computer. Once installed, DUS reads the local `DOLPHIN.INI`. By design, it looks in the `C:\Dolphin` folder for a `DOLPHIN.INI` file. If it does not find it there, it looks in the `C:\Windows` folder for the `DOLPHIN.INI` file.*


For more information on the `DOLPHIN.INI` file, see Appendix C, `DOLPHIN.INI` File in the *Dolphin Imaging User's Guide*.

To install DUS:

- 1 Go to [www.dolphinimaging.com/dus](http://www.dolphinimaging.com/dus).
- 2 Follow the instructions to download and install the service.

After DUS is installed, the DUS icon () appears in the Microsoft Windows tray.

If you see this icon blinking:

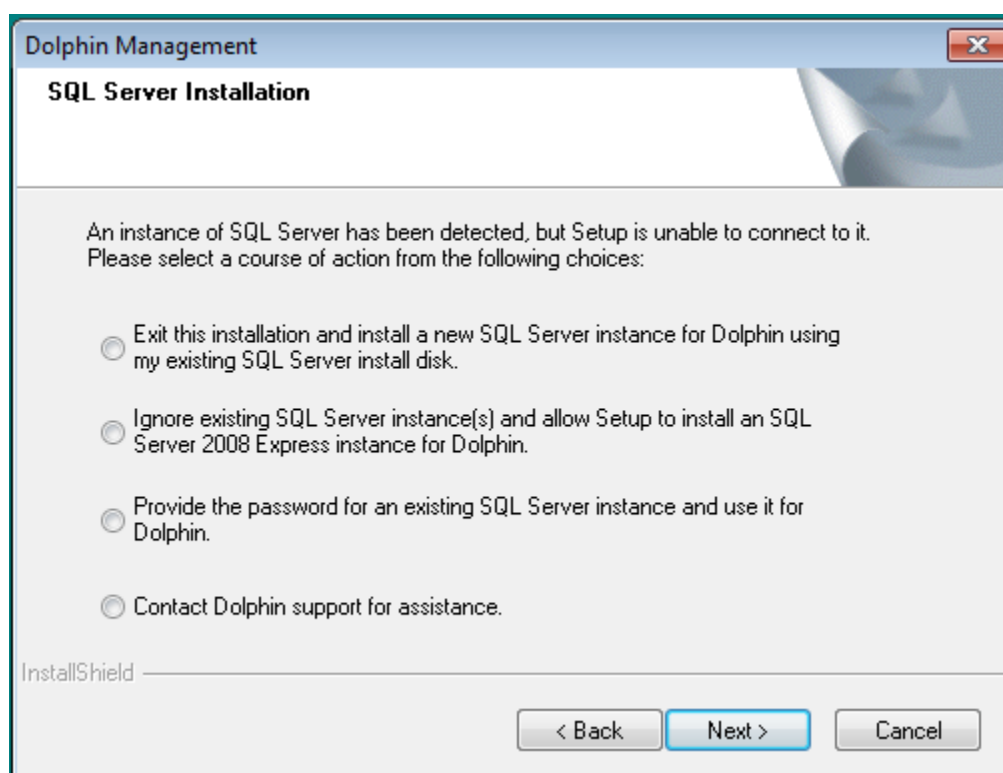
- 1 Point to  with your mouse and follow the instructions that appear.

## Troubleshooting

This section describes how to resolve some issues that might arise during or after installation.

### Issues During Installation

If you are installing the Dolphin Imaging software on a stand-alone workstation or a networked workstation that is the Dolphin SQL database server and you have already installed Microsoft SQL Server, the following dialog box may appear during the Dolphin Imaging software installation.



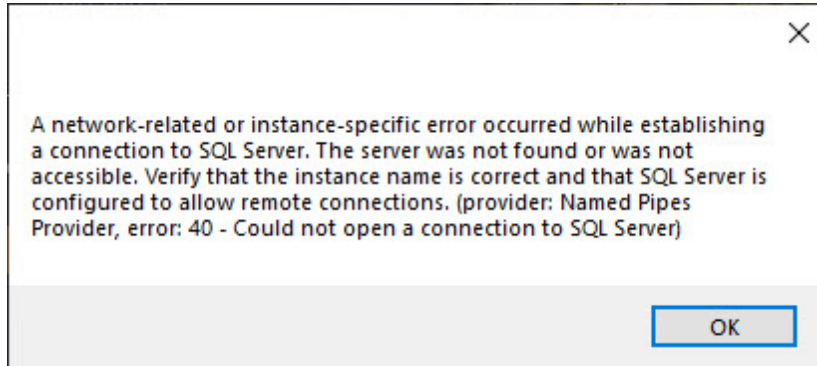
To resolve this issue:

- 1 Select the third option.
- 2 Provide the password for an existing SQL Server instance and use it for Dolphin. Then, click **Next >**.
- 3 Select the SQL Server database instance from the drop-down list.
- 4 Enter the Server administrator's password.

For information on how the SQL Server database instance name and Server administrator's password were originally set up, see "Using Microsoft SQL Server Standard Edition" on page 1-4.

## Issues After Installation

You may see the following error message when you try to launch Dolphin Imaging after installation:



To correct this error:

- 1 Select **Windows Administrative Tools** from the **Start** menu.
- 2 Select **Services**.

The **Windows Services** dialog box opens.

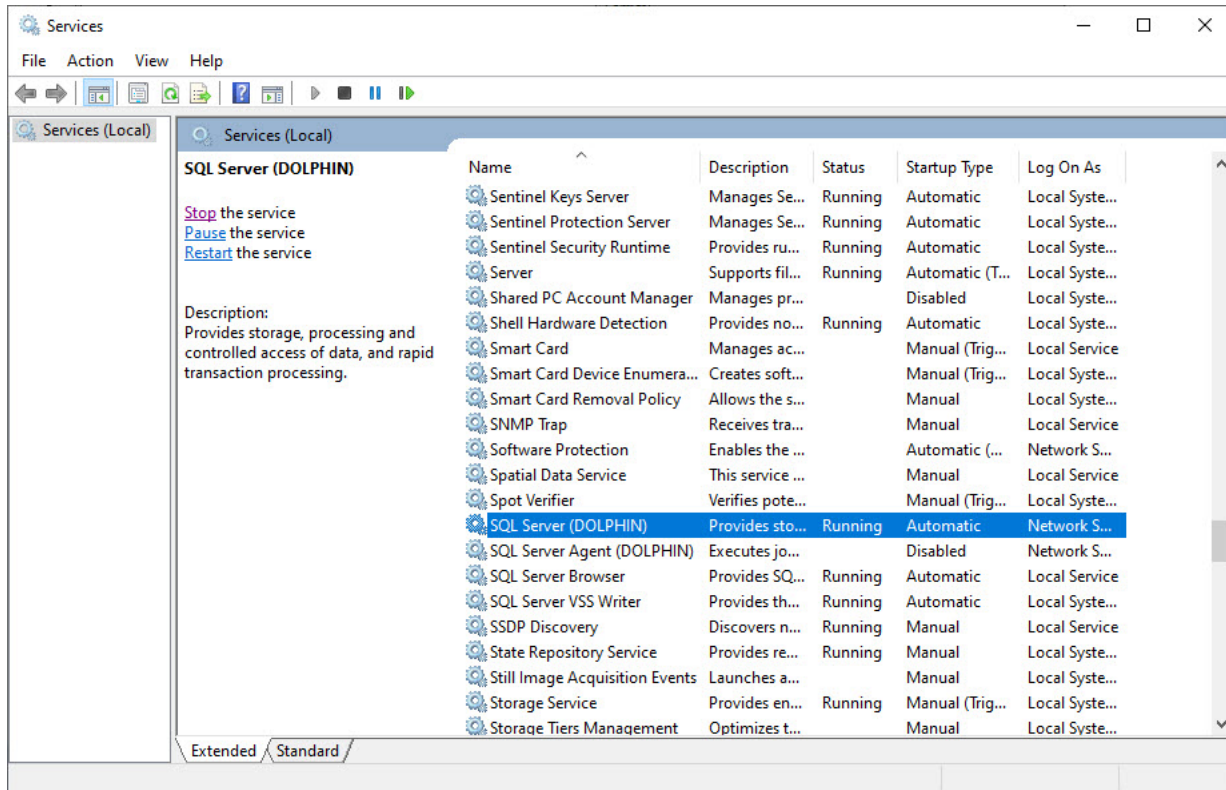
- 3 If the database service SQL Server (Dolphin) is present but its status is not **Running**, follow the steps under "To correct this error if the database service is present but not running:" below.

Or,

If the database service SQL Server (Dolphin) is present and its status is **Running**, follow the steps under "To correct this error if the database service is present and running:" below.

Or,

If the database service is not present, follow the steps under "To correct this error if the database service is not present:" on page 1-20.



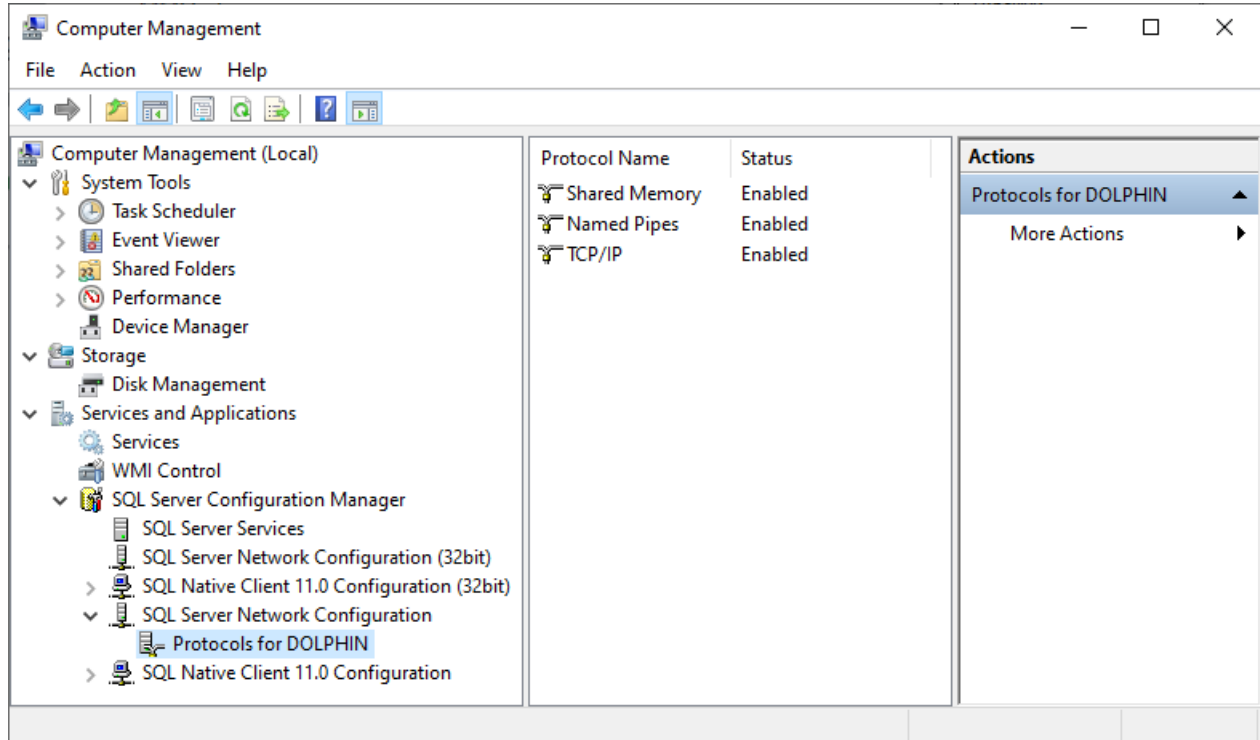
To correct this error if the database service is present but not running:

- 1 Right-click the database service and select **Start** from the context menu.
- 2 Launch Dolphin Imaging.

If Dolphin Imaging still won't launch, follow the steps under “To correct this error if the database service is present and running:” below.

To correct this error if the database service is present and running:

- 1 Select **Windows Administrative Tools** from the **Start** menu.
- 2 Select **Computer Management**.
- 3 In the left pane of the **Computer Management** dialog box, expand **Services and Applications**.
- 4 Expand **SQL Server Configuration Manager**.
- 5 Expand **SQL Server Network Configuration**.
- 6 Click **Protocols for Dolphin**.
- 7 Make sure that **Named Pipes** and **TCP/IP** are both enabled (see below).



- 8 If either of these protocols is disabled, right-click it and select **Enable** from the context menu.
- 9 Click **SQL Server Services**.
- 10 Right-click **SQL Server (DOLPHIN)** and select **Restart** from the context menu.

To correct this error if the database service is not present:

- 1 Make sure that your computer meets the minimum requirements for Dolphin Imaging (see [www.dolphinimaging.com/req](http://www.dolphinimaging.com/req)).
- 2 Make sure your computer has all latest high priority Windows updates installed (see <http://update.microsoft.com>).
- 3 In the Microsoft Windows Explorer, right-click **C:\Dolphin**, and select **Properties** from the context menu.
- 4 On the **Dolphin Properties** dialog box, click the **Security** tab.
- 5 Click **Edit...**
- 6 Select **Everyone** or **Authenticated Users**.
- 7 Check the **Full Control** box. Then, click **OK**.
- 8 Delete the **DOLPHIN.INI** file from the **C:\Dolphin** and **C:\WINDOWS** folders.

The **DOLPHIN.INI** file contains system settings for the Dolphin Imaging software, and it is installed in both your **Dolphin** and **Windows** folders. For more information, see Appendix C, **DOLPHIN.INI** File.

- 9 Re-run the Dolphin Imaging installer from the distribution DVD.
- 10 In the Microsoft Windows Explorer, right-click **C:\WINDOWS\DOLPHIN.INI**. Then, select **Properties** from the context menu.

- 11 On the **Dolphin Properties** dialog box, click the **Security** tab.
- 12 Click **Edit...**
- 13 Select **Everyone** or **Authenticated Users**.
- 14 Check the **Full Control** box. Then, click **OK**.
- 15 Launch Dolphin Imaging.

