CDR DICOM to Sidexis 4 Transition Process

Date: March 8th, 2024
Version: v1

NON CONFIDENTIAL – INTERNAL AND EXTERNAL USE

Summary

The section below is a summary of all steps. To see detailed instructions for each step, see the next section.

1. Verify the Site Survey is complete.
2. Verify the Sidexis 4 Registration Number has been received and available to be entered during install.
3. If a PACS is in use, ensure SIDICOM has been purchased and received by the office.
4. Verify the office staff has read through the most recent copy of "Sidexis 4 Upgrade Path for Current CDR DICOM Customers" and understand and agree to the end user changes, along with the infrastructure changes, and CDR DICOM data will not be migrated to Sidexis 4.
5. Ensure the office does not use CDR DICOM with Wi-Fi networking, a multi-network infrastructure, multiple points of data storage, co-existing databases, or any operating system older than Windows 10/Windows Server 2016.
6. Verify if any off-site laptop computers are in use with CDR DICOM.
7. Install Sidexis 4 Server on the same server hosting CDR DICOM Server (unless directed otherwise).
8. Select a client station where images are commonly acquired and disable CDR DICOM's ability to acquire images.
9. Install Sidexis 4 with required plugins and configure the above client station for full use.
10. Ensure all Sidexis 4 and all imaging devices operate as required by the office's standard use on the first client.
11. Install Sidexis 4 on the rest of the client stations ensuring any imaging device utilized on any specific client is properly configured for use within Sidexis 4.
    a. If a Dentsply Sirona Technician is assisting with the upgrade process, during the first two client installations client install instructions will need to be documented by the party who will be responsible for installing Sidexis 4 on all other client stations.
12. Ensure the office is able to use Sidexis 4 and understands the general workflow they will be using that conforms to their previous use of CDR DICOM.
13. Receive confirmation from the office staff that they understand the basic operation of Sidexis 4, all client stations have been installed, configured, and tested.
14. The upgrade is now considered complete.

Detailed instructions

1. Ensure the Site Survey has been completed and is in the "Passed" state. This will ensure there are no IT infrastructure issues that may interfere with the upgrade process.
   a. This confirmation can be in the form of the email received by the party who submitted the Site Survey, verification from survey.dentsplysironasupport.com, or by calling into Dentsply Sirona Imaging Support.
2. Ensure the installing party has the Sidexis 4 Registration Number.
   a. If the registration number is not available, **DO NOT** begin the install. Wait until the registration number is provided from the office before continuing.
3. If a PACS is used with CDR DICOM, ensure they have purchased SIDICOM and have the registration number.
4. Confirm directly with the office staff that they fully understand Sidexis 4 and CDR DICOM are two completely separate programs and not all features within CDR DICOM are available within Sidexis 4.
5. Verify the following IT infrastructure requirements:
   a. Any endpoint where Sidexis is to be installed is not using Wi-Fi.
   b. There is only a single network where Sidexis 4 is to be installed and accessed from.
   c. There is only a single location where Sidexis 4's data is to be stored.
   d. There is only a single instance of Sidexis 4 Server that is required to be installed.
   e. All clients have an operating system of Windows 10 or higher.
   f. The location of Sidexis Server is Windows Server 2016/Windows 10 or newer.
6. If any portable computers (laptops, tablets, etc.) are being used for off-site/field purposes, ensure to inquire directly with Dentsply Sirona's Imaging Support team to see if Sidexis 4 can serve as a replacement to CDR DICOM on the device(s).
7. Find the location of CDR DICOM Server and install Sidexis 4 Server on the same device.
   a. To find the location of CDR DICOM Server, open CDR DICOM. In the top menu, select "System" and then "Database Options". In the window that populates, select "Configure Database Connection…". Within the following window, you will find the name of the location hosting CDR DICOM Server displayed in the top field. Be sure not to change any settings while in any of the menus.
   b. Navigate to the location found in the previous step and proceed with the installation of Sidexis 4 Server.
8. Disable CDR DICOM's ability to acquire images.
   a. Disconnect the USB cable of any Schick sensors that may be connected to the client.
   b. Uninstall any existing Schick sensor drivers.
   c. Remove all Acquisition Modules from within CDR DICOM by opening CDR DICOM and selecting "System" in the top menu followed by selecting CDR Options. In the following window, select the "Acquisition Modules" tab. One-by-one, select installed acquisition modules within the list and click remove until the list is empty.
9. Install Sidexis 4
   a. Fully install Sidexis 4 on the selected station.
   b. Ensure all Sidexis 4 plugins required for Dentsply Sirona equipment are installed and functional.
   c. Configure any compatible 3rd party equipment to function within Sidexis 4 and test functionality.
   d. Configure the Practice Management's bridge to include Sidexis 4. If possible, leave the bridge for CDR DICOM in place.

10. With the office staff, test all functionality of Sidexis 4 with imaging devices with the client station that was just installed.
    a. If there are any devices that do not function with Sidexis 4 or any other issues that prevent the office from functioning, contact Dentsply Sirona's Imaging Support and/or the manufacture of the equipment that is not functioning.
    b. If there is any equipment the office is unable to use within Sidexis 4 and there are no alternatives with other applications, restore CDR DICOM's functionality until a solution is implemented.
11. Install Sidexis 4 on all remaining client stations with the method used on the first client station.
    a. If a Dentsply Sirona technician is assisting with the upgrade, ensure the party responsible for installing all additional client stations has any required documentation and notes for the installation procedure.
12. Ensure the office understands how to use Sidexis 4 for their common workflow they had been using within CDR DICOM.   Provide the office staff the following URL as an online resource for additional Sidexis 4 training material.
    a. dsgo.to/HowTo
    b. Ensure the office has the contact information for their local Dentsply Sirona representative to schedule training or purchase additional required equipment.
13. If there are any issues with Sidexis 4, Dentsply Sirona equipment, or the office's understanding on their usage of Sidexis 4, contact Dentsply Sirona's Imaging Support team prior to leaving the office.
14. The upgrade is now considered complete!