

Connect. With MEDENT.

So you need to run Secure MedTrace to track errors.

What's next?

Secure MedTrace is a program that takes an image snapshot of every mouse and keyboard action for the purpose of tracking errors in MEDENT.

Once the program has been installed, you'll be able to run MedTrace and share the file with MEDENT Support.



Installing MedTrace

- MEDENT Support will check your About MEDENT information to see if you are connected via Cloud (TLS). Based on your connectivity, support staff will then install Secure Medtrace on your PC.

NOTE: There are different MedTrace installation instructions for TLS and Non-TLS users.

Running MedTrace

- Before starting MEDENT, double click the Secure MedTrace shortcut  on your desktop.
- When MedTrace is recording, a green icon  will display in the system tray at the bottom of your screen.
 - Right click the icon and select **MedTrace Setup**.
 - Increase the **Number of Steps** to **150**. Click **OK**.
- Begin using MEDENT.

NOTE: The default Number of Steps is 30. We recommend changing this to 150 to capture more steps leading up to the error.



Questions? Submit a support request at [MEDENT.com](https://www.medent.com).

Sending MedTrace Files

- When you encounter the error, immediately right-click the green icon  in the system tray and select **Stop Trace**.
- Right click the icon  again and select **Push MedTrace Logs to Server**.
- Enter a detailed description of the error, including the time it occurred and the steps leading up to it. Then, click **OK**.

This will stop the current trace, zip up and encrypt the relevant trace files and the description, and send the encrypted zip file to Support.

- Right click the MedTrace icon  in the system tray and select Start Trace to restart the trace. The next time you get the error, repeat the steps above to stop and push the trace to MEDENT.
- Call Support to let them know you have pushed a MedTrace Log to the server so they can review the file.

IMPORTANT: Stop and push the trace immediately after you encounter the error. Failure to do so may result in the loss of relevant trace files and hinder Support's ability to recreate and resolve the issue.