

Dear Valued Henry Schein Customer,

We have recently learned from our database partner, Sybase®, that due to standard operations update procedure, they are no longer supporting Sybase version 7. This is important because your Henry Schein Practice Software system, OMSVision, EndoVision, PerioVision or DentalVision, uses Sybase as its database. Sybase enhances its database offering on a regular cycle and requires that all users stay current with the two most recent releases. As a result of the release of Sybase 11™, only Sybase versions 9 and 11 will continue to be supported.

This spring, we will be sending out an upgrade for your software. If you are running Sybase version 7, some of the new features in the upgrade will not be available to you. Additionally, we will not be able to guarantee system performance with Sybase version 7.

As a reminder, upgrades to your Sybase database are not included in your recurring support contract.

Please follow the steps below to determine what version of Sybase you are running. If you are using Sybase version 9 or an earlier version, please contact our implementation team at 800-323-3370 option 1 to arrange for an upgrade. We have attached a Sybase order form for your convenience.

If you have any trouble determining your version of Sybase, or have any other technical problems, please do not hesitate to call. We're here to help.

Customer Support: (800) 323-3370, Option 2  
Sales: (800) 680-6902, Option 1

Sincerely,

**Salome Thuo**  
Customer Support Manager

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Instructions To Determine Your Version of Sybase:

1. Open your control panel by selecting Start, All Programs or Settings, Control Panel.
2. Open Administrative Tools.
3. Open ODBC – Data Sources.
4. Select System DSN Tab- sometimes it is located under User DSN.
5. Look for DV – the driver on the right side will display your version. If it says Adaptive Server Anywhere 7.0, you require an upgrade.

