

Avitar Utility Billing Update 4.2.3

This update should be run on each workstation on which you use the Avitar Utility Billing system. If your town has a separate server computer on which the system's data is maintained but the client application is not installed (i.e. you don't sit down at the server to view or edit data) then you do not need to run this update on your server machine. However, be sure to update every machine from which you view or edit data.

As this update may register new components with your computer's Windows operating system, you may need to be logged in as an administrator if your town's network security settings prevent some users from being able to install and/or update applications.

Updates and New Features:

Changes to Entering Readings

When you select the Utilities | Enter Readings menu item you will notice a new, easier to understand Enter Readings Grid. If you prefer the way it looked prior to this update, click the Use Classic View check box and the program will display the Enter Readings grid in the previous view.

Backup Database

We have made a slight change to the Backup Database Procedure. When you select File | Backup Database you have to press the button with the three dots to browse to the folder in which you want to backup the data. Once you have selected the proper folder press the Backup Data button.

Import Database Script

The File | Import Database Script menu item allows you to run update scripts as provided by Avitar. There is a new feature that allows you to download the script directly from Avitar which simplifies the process. You will need a special, time-sensitive password in order to utilize this function. We will walk through this process as needed.

FTP Data to Avitar

The FTP Data to Avitar function allows you to transfer data to Avitar's FTP server when your computer is connected to the Internet. The acronym FTP stands for File Transfer Protocol and it is a method by which you can transfer data from your computer up to Avitar's web server utilizing the connectivity of the Internet. In order for this function to work, your computer's configuration must satisfy several conditions:

Your remote backup must be configured such that you can use the File | Backup Database menu item to successfully backup your data to your local computer. If this function is not configured, call Avitar.

Your machine must have a connection to the Internet. If your connection is a dial-up connection

that you must manually start, you will need to start the connection before selecting the FTP Data to Avitar menu item. If your database is large and your connection to the Internet utilizes dial-up, then the FTP function may be impractical due to the size of the database. In such cases, you will need to find an alternative for transferring the data.

Any firewall application on your network must allow Avitar's avwatsew.exe application to access the Internet. Firewalls exist in part to prevent malicious applications that may somehow get installed on your computer from being able to connect to other computers on the Internet to exploit your machine. In most all cases, however, these firewalls can be configured to allow certain trusted applications to access the Internet. As with the steps outlined above, you may need to contact your local hardware or networking specialist in order to help configure your system.

If your system meets these criteria, select File | FTP Data to Avitar and then press the FTP Data button. The progress bars will indicate the time remaining in the total process.

Event Viewer

The Event Viewer is a new feature available from the Help Menu. It logs events in the program by Event Type, User, Date, etc. and can extremely useful in diagnosing technical problems.

New Toolbar Item

One new feature that many of you will appreciate is a new Fix function that makes it easier for you to update previous and current meter reading amounts in a single place when your meter reader comes back with readings that don't match what you had on file. Typically this happens when, unbeknownst to you, they've swapped out or reset a meter in the field. Previously, you had to rely on the Meter tool to adjust (using some occasionally tricky subtraction) the previous reading value and then use the standard Enter Readings function to enter the current reading and recalculate the usage. Now it can all be done in one place.

New Remote Help Utility

The Help | Start Remote Help Session menu item allows us to connect to your computer remotely when you start the session. Your computer needs to be connected to the Internet to accomplish this and we cannot remote control you computer unless you provide us with the User ID and Password for that specific help session.