

## Help of program Repairs and Service

The program serves to manage and run service contracts and (or) complaints. It is designed for small companies and individuals. For more intensive multi-user network usage the version for Microsoft SQL server is intended for. It was originally created for the servicing of computer equipment, gradually it was extended and is used in a lot of other fields (mobile phones, office equipment, garden equipment, refrigeration equipment, satellite equipment, repairs of pumps, televisions etc.).

*This program can also be used purely for the management of complaints. If you handle both service and complaints, it may be advisable to run 2 copies of the program separately – each in its own folder, one for complaints and the other one for management of services contracts (repairs).*

Help includes explanations, basic descriptions of functions, settings and operating conditions of the program. Detailed descriptions of configuration files, special functions and procedures for experienced users are described in the document "techman.rtf" which can be found in the program folder.

### 1. Program installation

The program is supplied in the form of installation program that guides you through the installation, creates a folder of the program and a shortcut in a menu and on a desktop. As the program is designed as a portable, it records all its settings to its own folder. Therefore, it should not be installed in a protected folder system with limited writing capabilities (such as Program Files), but in your own folder such as C:\opravyaservis, which can then be used at any time to run as a portable, simply copying the program folder.

To transfer the program to a new PC or for backup, you can just copy the directory (folder) with the program. In the folder with the program there all the configuration and data files by default. The program itself works only in its directory, it does not record anything in the system or in the registry.

After the installation it is appropriate to perform the update of the program in the menu Help/Update, in such a way we can provide the most current version of this program. For this you need to connect to the Internet.

#### 1.1 Description of program installation Repairs and Service 3.x

Program version 3.x requires the database Microsoft SQL server\*. A free version Express is sufficient. Consult the most appropriate method of installation and placement of SQL server in the network with your administrator or network administrator. Commissioning of SQL server and

its configuration is not a trivial matter, if you do not know it, better leave it to your best network administrator or administrator.

*\* It is possible to put into operation the program Repairs and Service 3 without having to install a SQL server, only with the local database Microsoft SQL 2012 LocalDB. For this purpose it is possible to download a special installer program (setuplocal.exe) on a Web page. Local installation cannot be used in a network or to multiple users simultaneously. Therefore it serves only to test the program using the program for a single user. The local database also has specific requirements, requires at least Windows Vista and later, NET Framework 4.0.2, SQL native client 11. Download and installation of required components if needed (if not already in the system) are offered by the above mentioned installer.*

Recommended installation procedure:

1. Download and install Microsoft SQL server, a free Express version is fully sufficient, recommended version 2005, 2008 or 2012 (depending on the version of Windows). The best option is the variant with administration tools (SQL Server Management Studio). During the installation there is one key moment - when selecting the method of authenticating users it is needed to select the SQL server + Windows authentication, because if you chose only Windows authentication, then it would not be possible to log on to the server through the network. At this stage it is also good to choose a password for the user "SA", i.e. the server administrator, which you can write down and later it can be used to log on to the server in the program Repairs and Service 3 or from other programs. Authentication method and the administrator password can be changed later also after the installation using the program SQL server management studio. On the Web in a download section you can find screenshots with this setup as well as the settings for network see below.  
Set the server for the network – i.e. make sure the protocol TCP / IP is enabled and besides the service SQL server also the service SQL server browser is running. Find out the port on which the service is running, it is preferable to set a fixed port instead of dynamic. These settings can be changed using the tool SQL Server Configuration Manager, which can be found in the menu Start/Programs/SQL server.XX ./Configuration tools.
2. Install the program Repairs and Service 3.
3. If you want to transfer data from the program Repairs and Service 2, run the program Prevadec3.exe in the folder of the program and follow the instructions 1 to 3.
4. When you first start the program Repairs and Service usually it reports the error of connection to the server with the information, that is necessary to set the connection on the tab Options (or a newer version of the installer starts the program for setting up the connection automatically). This does not apply if you have already set up the connection when transferring data from an earlier version 2.x by the program prevadec3. It is also possible to display the window for the server connection settings before running the program itself by running the configuration file "msSQL.udl" in the folder of the program, here you can also try the connection to the database.
5. After setting up and testing the connection to the SQL server program it is necessary to

restart the program Repairs and Service.

6. If you are upgrading from an earlier version 2.x, then just copy press reports and other configuration files from version 2.x to the appropriate place in the program folder 3.x. It is therefore a subfolder of the whole assembly, as well as all the files with no extension in the program folder and also the file servis.ini.

Note: If it is not possible to choose the SQL server in the dialogue for the connection and it is not seen on the network, make sure that in addition to SQL Server Service also SQL Server Browser Service is running. Verify that the PC on which the server is running on the network is really available in the network, e.g. via the ping command. Another cause could be a firewall blocking. Next, instead of the server name in the network, try to use its IP address and port. IP address and port are separated by comma, see [the picture](#) in section for download on the website of the program.

## **2. General settings**

After the installation, it is necessary to make the general settings. These include setting up user data in the program and to print reports. If you installed the program only for testing purposes, you can skip this step.

The setting is made on the Setting tab, resp. Options in the main program window. The Setup menu contains several pages. Individual values are by default pre-filled for example, you can just change the values or add as needed. The setting of print reports is described in the Chapter 4. Within the adjustment of reports you can also set the VAT calculation and specify the currency, for details see Chapter 5 Price calculation.

### **Explanations for some of the values according to bookmarks**

#### ***2.1 Setting Tab***

Current status of contracts, personnel, and types of fixes: fill in here your used statuses, respectively adjust the pre-filled values. These values will be offered during entering contracts and their adjustments, so you do not have to re-copy them.

Binding between the change in status and date: function provides monitoring of data changes based on changes in the contract. For example, if you change the contract status to "working out", the program itself offers you a variety of corresponding data (start work), you do not have to write it manually in contract. Correctly set option also ensures, that it will be not be "forgotten" to fill in the corresponding data by the user.

Days remaining to settlement: Here you can influence the terms of monitoring and coloring of contracts depending on how much approximates the desired completion date. Choose the values according to your service needs.

Usual processing time: Select the number of days - the duration of the standard contract.

The value should be equal to or higher than the maximum value "Remains to be settled."

Complaint execution time: According to the Law usually 30 days.

New contract is a complaint: This checkbox determines the program behavior when creating new contract, i.e. when activating this function, each new contract is automatically registered as a complaint - used if you want to use the program Repairs and Service purely **for the management of complaints**.

Number Series: You can partially affect the number format of the contract. By default this function is disabled. Use it only if you really need it. In particular settings according to the type of contract for larger amounts of data and more types of contracts significantly burdens the database especially if more workers are working in the program at a time. Function of numbers by type of contract always requires setting a pair of values - the type of contract and the corresponding optional code, while the types of contracts must match the type specified in Setup/General button Types of Repairs. *In this case it is **necessary to copy the types of repairs**.* The program also allows as a part of the number of the contract to use own counter, which can be changed at any time, for example at the beginning of the year. For more information with examples of use see the techman.rtf, chapter 12.

Visibility of fields: Different services use different data button on the form with the details of the contract, there you can for example turn off some unneeded data fields (invisible), so you will simplify the form and better customize for your needs. Further customization can be done by renaming fields through language file, see below.

Users Management: Program can work in two modes. The first way, in which there are not defined user accounts or user accounts are disabled and all have administrator rights. The second method introduces a login dialog and user accounts. The user can have the authorization "Administrator" or "User", in the second case the user is limited by the impossibility to delete the contract, to perform any editing action in the database and important settings of the program are not available for him/her. By enabling this function the program will require filling in the login dialog while starting. **Recommendation:** First test the program in the off mode of user accounts for some trial period.

Mailing/sms: This function enables the automatic sending of e-mail (sms) messages to customers based on changes in their contract. It requires similar settings like any normal e-mail client. Prerequisite for successful operation is not only the right setting, but mainly the need to fill in the e-mail address in the detail of the customer. The button for e-mail is listed in the directory, you can open the directory of the contract detail by clicking on the button next to the contact. Before sending the e-mail after the change of the contract status the program always asks and you have the option of to confirm the sending or cancel. If this function is turned on and the program does not ask, it means mostly that you have not filled in the e-mail at this customer, or conditions of contracts in the mailing disagree with predefined conditions in the tab Setup/General. For details about settings, see the techman.rtf, chapter 11.

### 2.1.1 Setting Tab/Backup

For the database backup is selected a shared folder on the network, that must be visible to the server program and at the same time\*, because backup is done by SQL server following the instructions of the program and Repairs and Service.

\* This does not apply if the program is based directly on the PC with SQL server or if you use a local SQL 2012 database LocalDB. Backing up of SQL server may also be appropriate to deal with other tools for this purpose. If you resolve the backup of the SQL server by some other backup programs or for example as a scheduled task in Windows (consult the most appropriate way with your network administrator), then you do not need to turn on this function in the program Repairs and Service and so the program can become a little faster. In any case, it is strongly recommended that you occasionally check, that the backups exist and are regularly created. It also does not hurt to make backups in duplicate using the program itself and also with other tools for SQL server.

For the location of backups it is best to choose another disk or at least another partition of the disk. Backup can also be done on the external or network drive. Consult the best option with your network administrator or administrator.

## 2.2 Options tab

Options tab defines special functions.

Function **Recording of contracts status on website** requires the same setup as a normal FTP client. I.e. target server (where you have a website), the target directory on this server, user name (user) and password. In addition, there is a field for the name of the html (web page), in which the state of contracts will be recorded. The option to choose the filename is due to a better incorporation into your website. The appearance of the status page can be influenced by an external style sheet. The file with the style must be named "stylservis.css " and must be uploaded to the same folder on the web. If you do not have any experience with this, contact the maker of your website or administrator, as well when you do not know the above mentioned access data to the Web server. Advanced options of the function are described in the manual – the document techman.rtf, which also describes the possibilities of the language file or recording of contracts in the csv format for processing by own web application. **The issue of recording of contracts on the website is described in detail in Chapter 6 of the document techman.rtf.**

**Function of sharing configuration files within the network** allows the sharing of configuration files within the local network. All the copies of the program, that have this function set on the Options tab, have the same setup. The shared folder must be writable for programs. The following configuration files can be uploaded to this folder:

ciselnerady, mldlestavu, pracovnici, stavy, stavyvle, typyoprav, servis.ini filtre \*. txt and the whole subfolder of the report. \* means the ISO abbreviation for the language localization, e.g. filtryen.txt file contains filters for the English language localization.

**Saving the configuration files and print reports in the database** allows you to store program settings and print reports directly into the database and they are available immediately to all users who connect to the database. This feature replaces the above configuration - report sharing in network and excludes the various problems with access to the shared folders from different OS. Recommendation: do not use this function with the function of sharing within a local network.

This means leave the field with the path to the shared folder empty.

### ***2.3 Tab labor and material***

It is used to define the most common items of work and material. These values will be offered during the work with the contract, there is then no need of their manual re-listing. The list can sort by individual fields by clicking on the column header. This list can also be printed in the form of a price list or exported to a table in Microsoft Excel. These functions are available in the menu under the right mouse button on the list, there are also functions for import/export in csv format, and thus it is possible to import items from the information system store. There is also the possibility of the offline connection to the store of Money S3 system. This module is available to registered users free of charge – is sent on request. It performs synchronization with the selected store Money S3 automatically in the selected time interval.

## **3. Description of main program functions**

### **3.1 Service contracts line**

The main function is the service contract line. The program prepares itself the order of contracts solving, monitors the time and provides an instant overview of their status. It uses temporal characteristics of contract and colored highlighting. Only unresolved contracts are displayed in the service contract line. To view other selections there are filters available. Users familiar with SQL can edit and create new filters, see the file "filtry\*.txt" in the folder with the program. \* Denotes ISO abbreviation for the language localization, e.g. filtryen.txt contains filters for the English language localization. It is also possible to change the default filter to any other, including user-created, this setting is described in the document **techman.rtf**.

### **3.2 Method of work with program**

**a)** Locally one user on one PC. In this case it is possible to use both the MS SQL database server and local database MS SQL 2012 LocalDB.

**b)** Using the protocol TCP/IP. This method allows simultaneous work of several users via LAN or Internet. The program is installed (copied) on each client's computer. In every copy of the program it is necessary to set on the connection to the database - SQL server, i.e. the SQL server name or IP address and port. The IP address and port are separated by a comma. Because the program works as portable, you can set on just one PC and then copy the program folder into other PC. The program can also be run directly from a flash drive, if you have a SQL server accessible via the public IP address, so anywhere, such as from other shop or from a customer (external services). This makes it possible, for example to issue a service certificate immediately anywhere, to report, access online to other contracts, directory, use attachments etc.

c) Terminal server 2000/2003/2008. The program is installed only on the server and it is not installed to the users` computers. The program can run on a server under different users at the same time, individual users connect from the local PC via Remote Desktop. *Attention: To update the program via the internet there must be running only one instance of the program, under a user with administrator rights.*

### 3.3 Data exports

#### 3.3.1 Data export from database to Excel, csv or xml

This function was created to enable further data processing by an external program (e.g. Microsoft Excel).

#### 3.3.2 Exports printouts

You can export each print from the preview report to PDF, rtf, html, xls (Excel), odt (Open Office), or send to an e-mail in PDF format (requires SMTP settings of the server).

### 3.4 Evidence of time

In the program there is the possibility of preserving not only the data but also the time and in most fields with dates (except those where it does not make sense). This function is intended for services that provide express repairs such as within a few hours. It is turned on on the Setting tab by checking the button "Evidence of time." When this function is on it may cause a shift in the reported time of "Remaining days for processing " of one day and the corresponding coloring in some unresolved contracts (without evidence of time). This is normal, the reason is a different (more accurate) method of calculating in the mode with enabled time. **Warning - the function should be either permanently on or permanently off – mixing of contracts with the time on and off can lead to errors and inaccuracies!** In the mode with the time on the countdown of time remaining to resolve contract is displayed in the detail of the contract.

Date and time can be changed manually by clicking the right mouse button on the corresponding date, the menu appears with the option "Change Manually".

## 4. Press reports

### 4.1 Designer of print reports

The integrated report designer allows customization of print outputs, including making their own calculations and formulas (e.g. calculation of VAT). The basic integrated reports are a service list with a confirmation for a customer, service protocol, complaint sheet, complaint report, price list

of works and materials and service history. You can download some more on the program's website. The function Reports Designer is available from the main menu or under the icon of the brush on the toolbar. The basic user settings of press reports in the designer is done by double clicking on the corresponding field to open the dialog for change – entering of your own values . The reports are for illustration prefilled by a fictitious company. In many cases we only need to change the logo, company name, company address and the conditions that the customer confirms by signing the documents. We can move the fields by mouse, change their names or add new ones from the toolbar.

The designer can do much more. For example, to create new custom reports, a scripting language provides space for creating custom functions or subroutines, including forms, can also create graphs, tables or interactive dialogs for user input values. It is possible to download a separate manual for the Reports Designer on the manufacturer's website, which is the company FastReport inc.

The program can create custom print reports, both in the detail of the contract (based on the data of the specific contract), as well as in the main menu under Tools/Reports. These reports can draw data from not only contracts, but also from other tables in the database as the directory, labor and material or equipment records. By default, they are available in addition to these basic other reports: list of processed contracts in the selected period, turnover graph with a linear approximation of a trend in selected period, proportion graph of individual technicians work in selected period, statement of technician work, work plan of a technician and outline according to the current filter. All reports can be edited in the Report Designer. Description of creating new reports is described in chapter 4 techman.rtf

#### **4.1 Description of meaning of fundamental integrated print reports**

##### **Service list**

It is the CED of received service contract. It contains information filled out on receipt of each contract and is accompanied by conditions, which the customer usually signs while entering the contract. The page contains the certificate for the client in the footer, that is usually trimmed, and certified by the stamp and signature of the service shall be given to the customer as an acknowledgment of receipt of the order.

##### **Service protocol**

It is an output document of the service contract. It contains data collected at admission and during the service work. The most important information is the result of servicing and the price including a table listing of the materials used and work tasks. It also includes conditions of the operation conducted, where appropriate also the warranty information etc. The protocol is usually printed twice, one copy is signed by the customer and stored by the service and the second copy confirmed by the service takes the customer as the proof of repair.

## Complaints list

The same as the service list, it contains the specifics of the complaint, and also the different conditions, which usually confirms the customer's signature.

## Complaints Protocol

The same as the service protocol, it contains the specifics of the complaint and mainly diverse conditions, which the customer confirms when getting back the goods from service.

## Prices of labor and material

It includes the price list of work and material set on the tab labor and materials.

## Service history

This includes a chronological listing of all contracts of a particular device.

## 5. Work with contracts and related functions

**New contract** shall be established in the menu Repairs/New Entry, or by using the first icon on the toolbar. This opens a dialog with a list of all the characteristics of the contract. There are functions for printing of the service sheet with the confirmation for customer of the receipt of the orders and printing of service protocol, respectively of complaints documents. This window of the contract detail can be recalled at any time by double clicking on the contract in the list of contracts. This is used when filling data during the execution of the contract. The program remembers the values already filled in and offers them (this function can be turned off in the Setting tab) to select the next newly awarded contracts. Fields usually filled in when entering the contract are highlighted in color for quick reference. This coloring can be affected on the tab Setting/Visibility fields.

**! Caution important:** If we want to enter the contract as the complaint, we must tell the program that this is a contract complaint. This will be done by checking the field "Contract is Complaint". From this moment the program treats the contract differently, especially in terms of monitoring of terms (see different time on Setting tab), also other buttons to print complaints documents and new tab with additional complaint details appear in the detail of the contract.

**Note:** The new contract can be also established from an external file. This allows for example to create a new contract based on the data entered by the customer on a service website via a web form. The assumption is that the web form, resp. corresponding script is programmed in such a way in order he saved the desired data into the file (sent) in a particular format (XML) as the example given in the manual techman.rtf, chapter 10. The user then imports the file manually.

**Labor and material** is added to the contract *significantly by the button "Labor and material"*. The most frequently used items should be pre-selected on the tab of Labor and materials in the main program window. These items are then offered for selection in the detail of the contract and there is no need to re-type them. Unwanted items of labor and materials can be deleted by the right mouse button. The item can be edited by a double click on it.

**Price calculation**, the total contract price is automatically calculated as the sum of the prices of labor and material, i.e. *if we want to change the total price, we must change the price for one or more items of labor and materials*.

**Note on VAT:** program calculates the prices as a simple number, it does not matter if you are using prices with or without VAT. The desired result (recalculating prices with VAT or vice versa without including currency) is achieved by using a formula to print the report. By default, the service protocol is an example of the formula for the combination - we work with prices including VAT, we calculate the price without VTA by the formula on the report and specify the currency - this formula can be adjusted for the reverse combination or custom calculation by double-clicking on the field in the Report Designer. A special calculation beyond the integrated function of the designer can be done in the designer by using PascalScript. An example might be the calculation of the price with VAT rounded to the fifties, which is located in a subfolder with reports or on the program's website, the source code of the function is located in a print report on the tab "Code".

**Evidence of VAT** on each item of labor and material. This function is not necessary to pay attention to if we want to work as described above (we do not have items of labor and materials at different rates of VAT). Otherwise, we may enter the VAT manually to each item in the list of labor and materials. This can also be done collectively by the function under the right mouse button on the list of labor and materials. VAT records will be used in the breakdown of VAT on printouts, an example of the calculation can be found in the reports in the subfolder Reports/Examples or you can download them on the website.

### **Execution of contract**

When is the contract completed? The program considers the contract to be completed, when it is accompanied by *the date of execution and settlement method (button "Result, conclusion, way of resolution")*. The button of data must always be filled in, if not complemented by the user yet, there is the default value, which the program does not calculate with in the monitoring system.

### **Deleting contract**

Usage is questionable, however, this possibility exists. Deleting the contract is performed by clicking the right mouse button in the list of contracts to expand the menu with the option of deleting the contract. If you are using user's accounts, then only the administrator is able to delete the contract. Deleting must be confirmed in the next dialog. **Warning: Abandoned contract cannot be restored! Using custom number lines may impair the system of numbers generation for new contracts. If you want to "void" a contract safely, do not delete it, but assign it as the status of cancellation, invalid etc.**

**Search in contracts**

The program can search by any number of terms in all fields of all contracts outside of labor and materials (key F3), or search contracts according to the labor used and material (key F4). Separate the searched terms by spaces.

**Views contracts/filters**

Filters allow you to view contracts according to certain criteria. The program includes a number of preset filters, but it is also possible to create your own. Creating custom filters requires basic knowledge of SQL, the procedure is presented in the chapter 1 of the file techman.rtf. Always one of the filters can be marked as default – in the default program settings the filter showing outstanding contracts classified according to the time remaining to discharge is marked in this way.

**6. Evidence of device**

The module of evidence of a device is a database device, which records the most important function of serviced equipment with a potential link to the service contract and complaints. The module of device evidence in the program may be on or off. Off mode means that we only work with contracts. This setting is the most common for the services repairing simpler devices, which do not need to plan or register repeated revisions during their (usually shorter) life. If you service the equipment requiring periodic re-inspection (e.g. gas boilers, agricultural machinery, garden and forestry equipment...), it is appropriate to base these devices to the database and lead service resp. complaint cases (contracts) in relation to these facilities. This module enables equipment records.

**The most important functions:**

- a) evidence of basic properties of the equipment needed for their identification, location, identification of the owner or operator, and further time functions as commissioning, dates of revisions and plan of further ones after their deactivation resp. decommissioning.
- b) link to contracts, complaints and directory
- c) definable service interval
- d) color highlighting and filters of the list of devices according to the date of the next (scheduled) revision (monitoring of terms), similarly as in the case of service contracts, resp. complaints
- e) output in the form of a service book showing the characteristics of the devices and various service cases chronologically, including the material used
- f) annexes to the device similarly it is with contracts or customers in the directory. Here you can store various documents, such as warranty card, manual, photo etc. Attachments can be edited.

## 6.1 Basic operations and important terms

The evidence module of the device is switched on in Setup/Other.

You can base the new device in the menu Device/New resp. by the first icon from the left on the toolbar. This opens a window where you can fill in the device properties. The key service book has a sense only after the assignment of some service contracts. The print report card device has a sense of where it is necessary to keep also paper records of equipment simultaneously (filing cabinet). Otherwise, it is possible to edit it in the Report Designer and used for another purpose. Print forms service book form and device card are physically stored in the folder reports in files servicebook.fr3, resp. devicecard.fr3.

Saved equipment is available at any time to be assigned to any contract or complaint, either directly from the detail of the contract (the button next to the name of the product), or directly on the list of contracts (to the contract where the cursor is) by opening the window of the module and clicking on the second button from the left on the instruments panel (button Insert to the contract).

Setting of the next servicing equipment can be done manually in the detail of the device in the button next service or by using the function "Skip/Set the scheduled deadline" in the menu under the right mouse button on the device list. This function calculates the next date of service based on the value of the service interval in the detail of the device, or if not so specified by the default service interval in Setup/General.

Removal of the device from the database. This function is questionable, much like the removal of the contract and should only be used in exceptional cases. It is far more appropriate to exclude the device by setting the elimination date or by switching off the field "Active device", which will allow us other options in the filtering of the device (you can set a filter device inactive or removed from the register, or based on the value active to exclude it from a filter, etc.). If you decide to remove the device completely from the database, then this function will erase the device and remove links to equipment procurement, but the contracts themselves preserves. **This operation is irreversible.**

## 6.2 Additional Functions

The (collective) print of labels on the equipment on adhesive sheets can be carried out in cooperation with the program Štítkyoem, this program can be purchased separately, there is a 14 day trial demo version. You can find more about the program on link [www.opravyaservis.cz](http://www.opravyaservis.cz) under the link Other Programs. Path to the program is set in Setup/General. Printing of labels resp. their export to Štítkyoem is performed on the device list by selecting multiple rows using ctrl + arrow up or down or by discontinuous list when pressing ctrl and clicking a mouse. Consequently it is possible to export the selected devices functions using the right mouse button

on the list of contracts. It works like the demo video on the website of the program when exporting goods or storage documents into the system Štítkyoem from the system Money S3. Labels are primarily used as stickers on devices such as identification labels, it is possible to export all values of equipment records, not just those that are in the sample report of program labels or consult with the author of the program.

## 7. Questions and Answers

*Question: I would need some other fields in the program, I do not need some, and some of them are redundant...*

Answer: Excess buttons can be switched off in the Setting tab. Others can be renamed by the language file and while keeping certain principles it can be used for any other purpose. Principles are meant to, for example, that you will not use the button working with numbers to store text and vice versa. Renaming can be consulted with the user support.

*Question: I have completed the date of manufacture and condition that the contract is finished and the contract is still marked as unfinished.*

Answer: You must also fill in the button "result, conclusion, the method of execution." Only when this space is filled, the program considers the contract to be completed. In the button may be filled in, for example, processed, repaired, returned, etc. Every contract must be completed as follows verbally.

*Question: When saving the contract the program sometimes hesitates elsewhere (at home, at the other shop) is an immediate saving, what's the reason?*

Answer: This behavior can occur if you have turned on the recording of contracts to the Web server and the quality of the connection to the server (or the Internet) is reduced. For example, by connecting through a mobile phone, via Wi-Fi depending on the weather, failures on the part of the provider or Web server itself, poor local networks etc. You can check the availability of your server from the command line using the ping command. In the case of long response times, consult your network administrator. If your FTP server does not work at all (failure), you can switch off the upload of your contracts to Web site on the Options tab.

*Question: I would like to put the number of the contract to documents or other information such as a barcode, how do I do that?*

Answer: In the print report designer there is for this purpose an "object of barcode" placed in the vertical menu on the left. After inserting the object into the print form, it is possible to assign the relevant field from a database similar to text objects and you can choose the right type of the barcode in properties.

*Question: Is there any other way to change the dates in the contract detail than via the drop down calendar?*

Answer: Yes, there are two options. If you only want to insert the current date immediately, then just click on the button by right mouse button and select Insert the current date in the menu, or select "Enter manually". The second option is to click in the button with the date (put the cursor on it) and press the F12 key, the window will appear, where you can hand-write the date, in this case, however, you must adhere to the specified syntax, that is always shown in the form of current data.

## **8. Program requirements**

### ***Supported operation systems Microsoft Windows:***

WindowsXP SP3, Windows 7, Windows 8  
Windows 2003 server, Windows 2008 server

### ***Databases:***

Microsoft SQL Server 2005, 2008, 2012, sufficient free Express Edition. Or for local single user install Microsoft SQL 2012 LocalDB.

***Minimum PC Requirements:*** PC Pentium 4, 1GB RAM.

## **9. Support and license**

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