AlarmBiller Release Notes

July 2024

Version 4.49.0
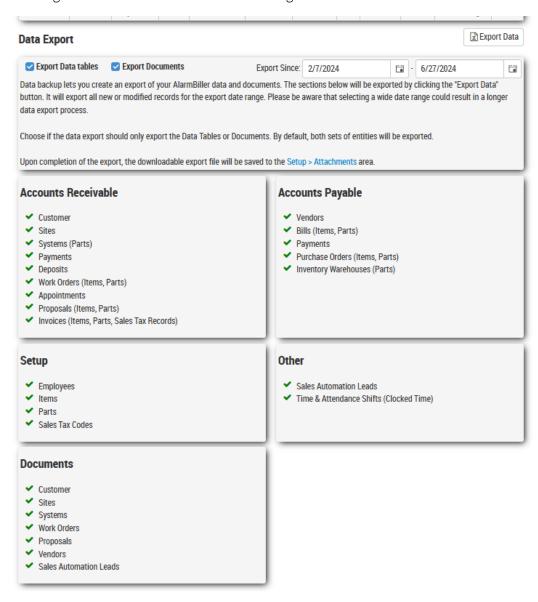

AlarmBiller®
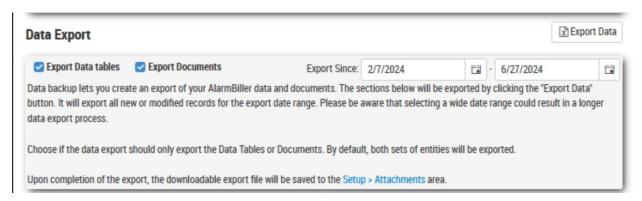
Contents

Enhancements

Usability and Performance Improvements for Data Export

We updated the Data Backup functionality (AlarmBiller Setup > Exports > Data Backup) to reduce total memory requirements and prevent out of memory errors when backing up dealer data and documents for a large database and across a wide time range.
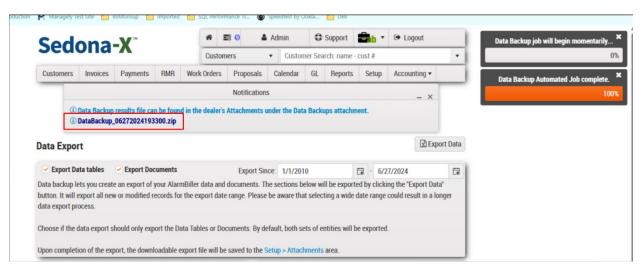
Users can now select to export just the data tables, just the documents, or both. The default is for both sets of entities to be exported.

When a data export background job is running, a progress bar shows progress of the export and identifies which entity is currently being processed.

When the data export background job completes, there is a direct download link for the ZIP file that contains the exported data.
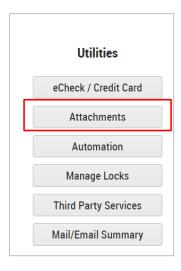

The Data Export also notes that the data export ZIP file can also be retrieved from the Setup > Attachments, and provides a URL directly to that area. This allows users to download the generated data

export ZIP file without being logged into AlarmBiller when the data export job completes. This is beneficial if the data export job takes a significant time to complete.

In Setup > Attachments, a Data Backups entry is created. Users must click the view/upload icon to see the documents assigned to that Attachment area.

The Attachment area Documents list shows the timestamped backup ZIP file created by the data export background job. Users can download this ZIP file to their local computer.

These data backup ZIP files are not deleted by AlarmBiller, so they can be downloaded multiple times, at any time.

The data backup export now includes additional data tables and documents from Sales Automation and Time & Attendance that were not previously included.

In addition, we changed the document export process to handle issues with file names found in the documents table:

- Illegal characters in the file name are cleaned before writing the file to the staging area
- Extremely long file names are truncated to prevent 'path too long' errors when creating the full directory path and filename when writing the file to the staging area
  - A truncated file name has an appended suffix to indicate it has been truncated

    For example: __xxtrunc9999 when '9999' is the DocumentId of that file in the AlarmBiller database

Application Corrections

Customer/Client Management

Qty Based Billing does not transfer to RMR from proposal [00077246]

We fixed this issue so that when completing sold proposals with RMR, the quantity based RMR fields on the customer RMR are populated.

We also applied the same fix for quantity based RMR that is added to work orders to create the same RMR for the customer when the work order is completed.

Sites Being Inactivated without Our Knowledge [00109712]

We fixed an issue found when terminating customers that was erroneously marking customer sites inactive that belonged to other customers. We also added an additional check in Sales Automation so that customers can be terminated only if the preference in Sales Automation called Delete SedonaOffice Customer if Proposal Rejected is enabled.

eForms

Template Design Form Data Formatting Issue [00104226]

Users found there were fields below the bottom of the eForm that they could not access. We fixed this so eForms Form Data field dialog boxes now size within the viewing window of the browser and show scroll bars if the rendered size of the contents is larger than the screen. This is especially visible for the drop down field when there are a large number of dropdown options entered.