



## AT YOUR SERVICE – REPAIR CENTRE

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README.DOCX

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### **I. LICENSE AGREEMENT**

**IMPORTANT - READ CAREFULLY:** This License Agreement (“AGREEMENT”) is a legal agreement between you (either an individual or a single entity) and At Your Service Software, Inc. for computer software which may include the following software products:

- At Your Service - Repair Centre (All Editions)
- At Your Service - Process Manager
- At Your Service - Database Repair Utility

and may include associated media, printed materials, and “online” or electronic documentation (collectively, the “SOFTWARE”). The SOFTWARE also includes any updates and supplements to the original SOFTWARE provided to you by At Your Service Software, Inc. By installing, copying, downloading, accessing or otherwise using the SOFTWARE, you agree to be bound by the terms of this AGREEMENT. If you do not agree to the terms of this AGREEMENT, promptly return the SOFTWARE to At Your Service Software, Inc. The SOFTWARE is protected by copyright laws and international copyright treaties, as well as other intellectual property laws and treaties. The SOFTWARE is licensed, not sold.

1. **GRANT OF LICENSE.** This AGREEMENT grants you the following rights: You may install, use, access, display, run, or otherwise interact with (“RUN”) one copy of the SOFTWARE on a single computer, workstation or other digital electronic device (“COMPUTER”). If this package is for multiple users, you may RUN additional copies of the computer software portion of the SOFTWARE up to the number of copies specified in the purchased license. All rights not expressly granted are reserved by At Your Service Software, Inc.
2. **COPYRIGHT.** All title and copyrights in and to the SOFTWARE (including but not limited to any images and text), any accompanying printed materials, and any copies of the SOFTWARE are owned by At Your Service Software, Inc. Any and all custom programmed additions to the SOFTWARE shall become an inherent part of the SOFTWARE such that all title and copyrights in and to those additions are owned by At Your Service Software, Inc. All title and intellectual property rights in and to the content which may be accessed through use of the SOFTWARE is the property of the respective content owner and may be protected by applicable copyright or other intellectual property laws and treaties.
3. **LIMITED WARRANTY.** At Your Service Software, Inc. warrants that (a) the SOFTWARE will perform substantially in accordance with any accompanying written or “online” materials for a period of sixty (60) days from the date of receipt, and (b) At Your Service Software, Inc. will make commercially reasonable efforts to solve any problem issues. To the extent allowed by applicable law, implied warranties on the SOFTWARE, if any, are limited to sixty (60) days.
4. **CUSTOMER REMEDIES.** At Your Service Software, Inc.'s entire liability and your exclusive remedy shall be, at At Your Service Software, Inc.'s option, either (a) return of the price paid, if any, or (b) repair or replacement of the SOFTWARE, provided that the SOFTWARE is returned to At Your Service Software, Inc. with proof of license within the warranty period. This Limited Warranty is void if failure of the SOFTWARE has resulted from accident, abuse, or misapplication. Any replacement SOFTWARE will be warranted for the remainder of the original warranty period or sixty (60) days, whichever is longer.

5. **DISCLAIMER.** To the maximum extent permitted by applicable law, At Your Service Software, Inc. disclaims all other warranties and conditions, either express or implied, including, but not limited to, implied warranties of performance, merchantability, fitness for a particular purpose, title, and non-infringement, with regard to the SOFTWARE, and the provision of or failure to provide support services. You bear all risk relating to quality and performance of the SOFTWARE. You assume complete responsibility for the selection and installation of the SOFTWARE. This Limited Warranty gives you specific legal rights, and you may have other rights that vary among jurisdictions.

6. **CREDIT/DEBIT CARD PAYMENT PROCESSING.** Any and all agreements between you and third-party payment processors for credit card, debit card, and similar financial transaction services are independent of this license agreement. To the maximum extent permitted by applicable law, At Your Service Software, Inc. disclaims all warranties and liability, express or implied, related to payment processing of credit card, debit card, and similar financial services integrated into the SOFTWARE by means of third parties (e.g. OpenEdge Payments LLC). You bear all risk relating to quality and performance of the SOFTWARE and agree not to hold At Your Service Software, Inc. in any way liable for issues related to payment processing transactions.

7. **REPAIR STATUS WEBSITE SERVICES.** At your option, and subject to the terms and conditions of this AGREEMENT and subject to any additional terms and conditions posted on the At Your Service Software, Inc. website (ayssoftware.com), the software module commercially sold by At Your Service Software, Inc. as "At Your Service - Process Manager" may be used to permit you to post certain data ("USER DATA") on the repair status website (repairstatus.net) ("the WEBSITE"). Without limiting the generality of the foregoing, the following terms shall apply to the provision of repair status website services:

7(a). You shall pay At Your Service Software, Inc. its then current fee for hosting the USER DATA as posted on the At Your Service Software, Inc. website (ayssoftware.com).

7(b). At Your Service Software, Inc. shall use commercially reasonable efforts to host the USER DATA on the WEBSITE.

7(c). At Your Service Software, Inc. may make changes to the information contained on the WEBSITE, including, without limitation, any USER DATA, at any time without notice. At Your Service Software, Inc. does not, however, make any commitment to modify or update the materials.

7(d). At Your Service Software, Inc. makes no warranty that access to the WEBSITE will be uninterrupted, timely, secure or error free. At Your Service Software Inc. makes no warranty that USER DATA will be available on the WEBSITE, posted in a timely manner, secure, or error free. You bear all risk relating to USER DATA posted by you on the WEBSITE, and all risk relating to the quality and performance of the WEBSITE. To the maximum extent permitted by applicable law, At Your Service Software, Inc. disclaims all other warranties and conditions, either express or implied, including, but not limited to, implied warranties of performance, merchantability, fitness for a particular purpose, title, and non-infringement, with regard to contents of the WEBSITE and the operation of the WEBSITE.

7(e). You shall comply with all and be bound by any Terms of Use posted on the WEBSITE.

7(f). When using the WEBSITE or providing USER DATA to the WEBSITE, you shall comply with all applicable laws.

7(g). You shall defend, indemnify and forever hold harmless At Your Service Software, Inc. and its officers, directors, and employees, from and against any and all claims, liabilities, penalties, losses, costs, damages, demands, actions, causes of action, suits, proceedings, judgments and expenses that may be incurred by or claimed against At Your Service Software, Inc. as a result of or relating to (a) the breach of any of your obligations under this AGREEMENT or relating to the WEBSITE; or (b) any USER DATA.

7(h). At Your Service Software Inc. may terminate the operation of the WEBSITE, or termination of the services to you, at any time, by giving you thirty (30) days of notice. Without limiting the generality of the foregoing, notice for the purposes of this subsection, shall be deemed to have been given by At Your Service Software Inc. and received by you, if At Your Service Software Inc. posts a notice of termination on the At Your Service Software, Inc. website (ayssoftware.com).

8. **MONTHLY SUBSCRIPTION AGREEMENT.** At your option, and subject to the terms and conditions of this AGREEMENT, your license may be for a monthly subscription of the SOFTWARE. Without limiting the generality of the foregoing, the following terms shall apply to monthly subscription agreements:

8(a). **MONTHLY SUBSCRIPTION FEE AND PAYMENT.** The monthly subscription fee paid by the subscriber shall be the price for the applicable edition as posted on the At Your Service Software, Inc. website (ayssoftware.com). The monthly subscription fee shall include version upgrades, repair status hosting at repairstatus.net, and email and telephone support during the month that payment has been made. The monthly subscription fee DOES NOT include any consultation for the development of custom programming and reports, any support for custom programming and reports, or any recovery of lost or corrupted data. Payment may be rendered by way of credit card exclusively and is due no later than the fifth (5th) business day of the month. Priority support will be given to customers with a prepaid support contract or monthly subscription.

8(b). **MONTHLY SUBSCRIPTION PERIOD AND TERMINATION.** The monthly subscription agreement shall be valid from the day of the first payment and will continue valid until the last day of each month for which payment is made. The monthly subscription will be automatically renewed on a monthly basis unless the subscriber terminates it before the first day of the next month. If the monthly subscription agreement is terminated then the subscriber is obliged to erase the SOFTWARE from all computers. After termination, version upgrades, repair status hosting, and support that were provided as part of the monthly subscription agreement will cease.

9. FREE INITIAL SUPPORT AGREEMENT. Subject to the terms and conditions of this AGREEMENT, an initial period of support may be provided at no additional charge with the purchase of a new or upgraded license for the SOFTWARE. Without limiting the generality of the foregoing, the following terms shall apply to any initial period of free support:

9(a). FREE INITIAL SUPPORT SERVICES. Any initial period of free support includes unlimited phone and email support for normal use of the SOFTWARE during that initial free support period. Any initial period of free support DOES NOT include any consultation for the development of custom programming and reports, any support for custom programming and reports, or any recovery of lost or corrupted data. Priority support will be given to customers with a prepaid support contract or monthly subscription.

9(b). FREE INITIAL SUPPORT PERIOD AND TERMINATION. Any initial period of free support shall begin from the day that the software license is sent to you by At Your Service Software, Inc., whether electronically or by some other means. The length of the period of free support may vary from thirty (30) days to not more than 60 (days), dependent on the software license purchased. The exact length of any initial period of free support for a particular software license or upgrade will be governed by the factors posted on the At Your Service Software, Inc. website (ayssoftware.com) at the time of purchase. After termination, any support that was provided as part of the initial period of free support will cease, but may be purchased separately.

10. YEARLY SUPPORT. At your option, and subject to the terms and conditions of this AGREEMENT, you may purchase a yearly support contract. Without limiting the generality of the foregoing, the following terms shall apply to yearly support agreements:

10(a). SUPPORT SERVICES. Yearly support includes unlimited phone and email support for normal use of the SOFTWARE during the period of the paid support. Yearly support DOES NOT include any consultation for the development of custom programming, any support for custom programming, or any recovery of lost or corrupted data. Priority support will be given to customers with a prepaid yearly support contract or monthly subscription.

10(b). SUPPORT FEE AND PAYMENT. The yearly support fee shall be the price for the applicable edition as posted on the At Your Service Software, Inc. website (ayssoftware.com) on the date of the support contract purchase or renewal. Payment may be rendered using any standard payment method accepted as posted on the At Your Service Software, Inc. website.

10(c). SUPPORT PERIOD AND TERMINATION. The yearly support agreement shall be valid from the day of payment until the one-year anniversary of the payment. The support agreement will be automatically renewed on a yearly basis on the anniversary date unless it is terminated verbally or in writing at least thirty (30) days before the renewal date. After termination, support that was provided as part of the support agreement will cease, but may be purchased separately.

11. YEARLY SUPPORT AND FUTURE VERSION UPGRADES. At your option, and subject to the terms and conditions of this AGREEMENT, you may purchase a yearly support contract that includes future version upgrades. Without limiting the generality of the foregoing, the following terms apply to yearly support agreements that include future version upgrades:

11(a). SUPPORT SERVICES. Yearly support will be as defined under section 10(a) of this AGREEMENT.

11(b). VERSION UPGRADES. A license will be issued for any new software version(s) of the purchased edition that are released during the period of the paid support.

11(c). SUPPORT AND FUTURE VERSION UPGRADES FEE AND PAYMENT. The yearly support and future version upgrades fee shall be the price for the applicable edition as posted on the At Your Service Software, Inc. website (ayssoftware.com) on the date of the support contract purchase or renewal. Payment may be rendered using any standard payment method accepted as posted on the At Your Service Software, Inc. website.

11(d). SUPPORT AND FUTURE VERSION UPGRADES PERIOD AND TERMINATION. The yearly support and future version upgrades agreement shall be valid from the day of payment until the one-year anniversary of the payment. The support and future version upgrades agreement will be automatically renewed on a yearly basis on the anniversary date unless it is terminated verbally or in writing at least thirty (30) days before the renewal date. After termination, support and version upgrades that were provided as part of the support agreement will cease, but may be purchased separately.

12. PRIVACY POLICY. When you voluntarily choose to send information from the SOFTWARE to At Your Service Software, Inc. (e.g. bug reports, About box information, etc.) you consent that the information may include email addresses and/or phone numbers configured in the SOFTWARE in order to provide a means of contacting you to remedy the support issue. For our complete privacy policy including how we use information we collect from you see <https://ayssoftware.com/privacy-policy>.

13. LIMITATION OF LIABILITY. To the maximum extent permitted by applicable law, in no event shall At Your Service Software, Inc. (including its employees and/or subcontractors) be liable for any special, incidental, indirect, or consequential damages whatsoever (including, without limitation, damages for loss of business profits, business interruption, loss of business information, or any other pecuniary loss) arising out of the use of or inability to use the SOFTWARE, access the WEBSITE, post information to the WEBSITE, or the provision of or failure to provide support services, even if At Your Service Software, Inc. has been advised of the possibility of such damages. In any case, At Your Service Software, Inc.'s entire liability under any provision of this AGREEMENT shall be limited to the amount actually paid by you for the SOFTWARE. However, if you have entered into a separate At Your Service Software, Inc. Support Services Agreement, At Your Service Software, Inc.'s entire liability regarding support services shall be governed by the terms of that agreement.

14. GOVERNING LAW. This AGREEMENT shall be governed by and construed in accordance with the laws of the Province of Ontario and the Federal laws of Canada applicable therein. The parties hereby consent and submit to the exclusive jurisdiction of the Courts of the Province of Ontario in any action or proceeding instituted under this AGREEMENT.

15. TIME OF ESSENCE AND WAIVER. Time shall be of the essence of this AGREEMENT and every part of it. No waiver by a party or any breach of any of the provisions of this AGREEMENT by the other party shall be binding upon the party unless in writing and signed by the party. No such waiver shall be construed as a waiver of any other provision or of any other breach of this AGREEMENT.

16. SEVERABILITY. If any covenant or any other provision of this AGREEMENT is invalid, illegal or incapable of being enforced by reason of any rule of law or public policy, that covenant or provision shall be deemed to be severable from this AGREEMENT. Notwithstanding the foregoing, all other covenants and provisions of this AGREEMENT shall, nevertheless, remain in full force and no covenant or provision shall be deemed to be dependent upon any other covenant or provision, unless expressly stated in this AGREEMENT.

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## **II. TRADEMARKS**

At Your Service, At Your Service – Repair Centre, At Your Service – Internet Utility, At Your Service – Process Manager, At Your Service – Database Repair Utility, ayssoftware.com, repairstatus.net, and the At Your Service logos are trademarks of At Your Service Software, Inc.

Other product and company names mentioned herein may be the registered trademarks or trademarks of their respective owners.

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## **III. SYSTEM REQUIREMENTS**

### Minimum System Requirements

- Windows 10 or higher, or Windows server 2012 or higher
- 2 GB RAM or more
- 300 MB disk space or more
- 1024 x 768 resolution display or higher

You can extend the capability of the program and enhance your user experience if you add the following optional hardware devices and software packages and services (listed alphabetically). See the knowledge base article <https://kb.ayssoftware.com/sales/ays-system-requirements> for details.

### Optional Hardware Devices

- Bar code reader
- Credit/debit card PINPad device
- Document scanner
- Label printer
- Printer
- Tethered digital camera
- Topaz electronic signature pad

### Optional Software Packages and Services

- Crystal Reports (for report customization)
- Email account
- Fax software or online fax service
- Microsoft Office (Excel, Outlook, Word)
- Microsoft SQL Server (for enterprise-level database)
- MySQL (for enterprise-level database)
- QuickBooks accounting software
- SMS text messaging account
- Topaz SigPlus Pro Tablet (for electronic signatures on touch-screen displays)

### Optional Remote Access Platforms

- Amazon AWS Lightsail (cloud desktop and database hosting)
  - Citrix XenApp
  - Windows Remote Desktop Services
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#### **IV. INSTALLATION**

See the knowledge base article <https://kb.aysoftware.com/howto/installation-how/how-to-install-ays> for instructions on installing, upgrading, and uninstalling At Your Service - Repair Centre software, as well as related software packages and services and related hardware accessories.

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#### **V. MAJOR RELEASES**

Version 1.0 – January 1, 2000

Version 1.1 – December 19, 2000

Version 1.2 – April 23, 2001

Version 1.3 – September 14, 2001

Version 1.4 – February 15, 2002

Version 2.0 – February 14, 2003

Version 2.1 – November 30, 2003

Version 2.2 – April 7, 2004

Version 2.3 – September 3, 2004

Version 2.4 – January 31, 2005

Version 2.5 – December 8, 2005

Version 2.6 – September 18, 2006

Version 2.7 – July 17, 2007

Version 3.0 – June 9, 2008

Version 3.1 – May 4, 2009

Version 3.2 – September 1, 2010

Version 3.3 – September 22, 2011

Version 3.4 – August 21, 2012

Version 3.5 – May 28, 2019

Version 2020 – June 26, 2020

Version 2021 – February 2, 2021

Version 2022 – January 30, 2022

Version 2023 – March 1, 2023

Version 2024 – February 8, 2024

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#### **VI. RELEASE NOTES**

Version 2.0.004 – February 20, 2003 [Database structure update]

- Resolved start up error message on non-English language Windows operating systems
- Resolved email dialogs not working due to missing emdialog.dll file (requires full reinstallation)

Version 2.0.005 – February 25, 2003

- Reactivated Internet Utility
- Renamed Average Repair Times and Costs report to Average Repair Times and Charges

- Added Average Repair Vendor Times and Costs report
- Added Repair Vendor Costs report
- Added Revenue Summary by Repair Vendor report

Version 2.0.006 – March 9, 2003

- Added secondary vendors and vendor part numbers to inventory browse
- Added timeline to Customer Repair Invoice form

Version 2.0.009 – March 13, 2003

- Reactivated program update notification

Version 2.0.012 – March 28, 2003

- Multi-user licenses are no longer misidentified as single-user licenses
- Resolved problems faxing forms
- Renamed Daily Payment Summary report to Daily Payment Summary by Entry Date
- Added Daily Payment Summary by Transaction Date report
- Added Payment Summary by Entry Date report
- Added Payment Summary by Transaction Date report

Version 2.0.013 – March 28, 2003

- Resolved start up error when running the main program and the Internet Utility simultaneously
- Reactivated Internet Utility option to upload to private web server
- Added option to enable/disable tax rate editing on entry forms
- Moved the Calculate Charges from Detail Lines field to the Invoice tab on the Repair Order form

Version 2.0.014 – March 31, 2003

- Resolved start up error when running multiple copies of the program simultaneously
- Resolved error message in Microsoft data engine while purging inactive accounts during archive

Version 2.0.015 – April 1, 2003

- Resolved error emailing pickup notices from Internet Utility
- Internet Utility now minimizes to the Windows system tray
- Added phone columns and Add Repair Order button to Customers browse window

Version 2.0.016 – April 7, 2003

- Added Warranty Repair Listing report

Version 2.0.017 – May 7, 2003 [Database structure update]

- Resolved errors editing user security settings
- Resolved Internet Utility sometimes displaying incorrect amounts or dates
- Sample.ays is no longer overwritten after full installs (requires full reinstallation)
- Database is now automatically backed up before a file structure update
- Detail lines on forms now display and print in the same order they were entered
- Refusal notice restored to third-party billing Repair Invoices
- Added custom description for repair statuses to be printed on reports and the web site lookup

Version 2.0.018 – November 30, 2003 [Database structure update]

- Resolved Crystal Reports not installing correctly on some Windows 9x operating systems
- Resolved problem saving external caption in Setup Statuses
- Resolved incorrect naming of charges on Sales Invoices and Packages
- Resolved fax number not copying to the clipboard properly when faxing forms
- Resolved fax and email options buttons not opening the communication window from all print areas
- Resolved fax printer not displaying correctly when faxing
- Resolved faxing logging an email address instead of the fax number
- Resolved extra testing license appearing when creating a new database
- Resolved the need to compact the database after a second user logs in on a single-user system
- Resolved customer accounts set to bill to a third party allowing other customers to bill to them
- Resolved custom approval message not printing on the stub of a Repair Estimate form
- Resolved payment terms being listed twice in the drop down on repair orders and sales invoices
- Resolved inventory pricing clearing when parts are ordered and no price is entered on the purchase order
- Resolved error message when inserting a package onto a credit note
- Resolved refused repairs are not correctly purged when archiving and choosing to keep repairs under warranty
- Resolved calculation of records not working when the Clear Browse When No Filter option is set
- Resolved inability to delete blank lines from closed purchase orders

- Changed backups to period timed backups plus two daily backups
- Changed Ctrl+N to Shift+Ins on all Add/New buttons
- Changed default attachment type to PDF document instead of RTF document
- Changed default decimal places to 2 instead of 0
- Changed printing button captions and icons now match the selected printing destination
- Changed the repair order browse Open Repairs filter to include all repairs that have not yet been returned
- Changed the spelling of cheque to check within the United States
- Changed the Repair Status Listing report to include both customer and billing accounts when filtering by customer
- Changed repair status uploads to always be processed in one hour increments
- Moved installation, import, and export modules to their own main menu headings for easier access
- Moved batch routines to their own menu for easier access
- Improved clipboard functionality in browse filter area
- Improved accuracy of inventory statistics
- Improved automatic detection of default mail settings
- Improved visibility of warning message when overwriting an existing database file
- Reduced flicker in browse windows and when flipping between tabs on edit windows
- Restored the Repair Time Bottlenecks report
- Restored the Revenue Summary by Advertising Method report
- Added user security option for selection of the open database
- Added dynamic scrolling to longer dropdown lists
- Added option to test backups while configuring automatic backups
- Added automatic error reporting back to At Your Service support center
- Added statistics for usage of inventory items and service codes on sales invoices and credit notes
- Added menu links to run the Internet Utility and the Database Repair Utility
- Added license manager module for installing and copying license files
- Added option for packages to be prefaced with a percent sign (%) to support bar code scanning
- Added ability to evaluate the Internet Utility without a license
- Added option to select a database for repair in the Database Repair Utility
- Added option to restore from a backup file in the Database Repair Utility
- Added hours to the Technician Commissions report
- When opening a second copy of AYS on the same machine, the last database is no longer automatically opened
- When opening a second copy of AYS on the same machine, the recent file list no longer updated
- When a second user tries to open a single user system, the name of the user with the database open is identified
- The maximum number of concurrent licensed users is now enforced

Version 2.1.000 – November 30, 2003 [Database structure update]

- Added support for ESMTTP secure mail authentication
- Added support for multiple locations to inventory and purchase orders
- Added Default Bin and Default Attachments (e.g. repair manuals, recall notes) to Makes and Models
- Added Model field to Serial Number Notices
- Added current business location to status bar
- Added spell checking on all text fields
- Added ability to edit the caption in standard notes
- Added ability to check on-line repair status directly from a repair order browse menu option
- Added ability to view statistics for miscellaneous customer and vendor accounts
- Added ability for statistics to be viewed for all locations or for the current location only
- Added ability to paste Internet shortcuts as attachments
- Added ability to quickly filter to records from the current location only in browse windows
- Added option for taxes 2 and 3 to be compounded on tax 1 (e.g. for Quebec)
- Added option for user drop down lists to only display users from the current location in a multi-location environment
- Added option to extract inventory items from repair orders, sales invoices, and packages
- Added option for serial numbers to be unique either by make only or by make and model
- Added batch printing, faxing, and emailing
- Added Warranty Card module
- Added on-line courier tracking for the United States Postal Service
- Added Postal/Zip Code column to the customers, repair orders, invoices, and credit notes browse windows
- Added Date Requested column to the repair orders browse window
- Added Average Repair Vendor Performance report
- Added Customers Bar Code Listing report
- Added Expired Warranty Cards report
- Added Expiring Warranty Cards report

- Added Inventory Bar Code Listing report
- Added Makes and Models Bar Code Listing report
- Added Makes Bar Code Listing report
- Added Packages Bar Code Listing report
- Added Service Codes Bar Code Listing report
- Added Vendors Bar Code Listing report
- Added Warranty Cards Listing report
- Increased speed of form printing across networks
- Increased size of Serial Number fields to 20 characters
- Increased size of Email fields to 50 characters
- Increased size of Purchased From field to 50 characters
- Increased size of Tax Name fields to 10 characters
- Increased size of Tax Registration Number fields to 20 characters
- When entering a make with only one model, that model is now entered automatically
- When marking a repair as a re-estimate, the original estimate is now automatically saved to the private notes area
- Paid repairs now remain on the web for 90 days from the date of payment or the invoice date, whichever is later

Version 2.1.001 – December 5, 2003

- Resolved problem installing upgrade licenses
- Resolved error message when deleting repair orders
- The Repair and Compact Database option can now be run on the last opened database when no database is open
- The Database Repair Utility now resets logged in user sessions

Version 2.1.002 – December 20, 2003

- Resolved pasting from context menu not working in entry browse fields (requires full reinstallation)
- Resolved some license files being mistakenly reported as tampered
- Resolved error when customer name on warranty card is too long
- Added Install > Check for Program Updates at Startup menu option

Version 2.1.003 – January 19, 2004

- Resolved vendor account not saving with purchase orders
- Resolved the program appearing to hang when a rental version is run without Internet access
- Resolved the program not enabling the repair and compact option when a single-user license is locked
- Resolved problem saving new customers or vendors when both account number and quick code are entered
- Resolved viewing Read Me file not working from Help menu
- Resolved Third-Party Sales Invoice printing from the correct paper bins
- Resolved the form viewer hiding behind the browse window
- Resolved problem with fax failing with some fax printer drivers
- Printing forms from a dialog now allows selection of the number of pages to print
- Printing forms from a dialog now prints to configured paper bins
- Restored missing vertical line on Credit Billing Notice form
- Improved support for email hyperlinks in non-Microsoft mail programs
- Added hours to Revenue Summary by Technicians report

Version 2.1.004 – January 26, 2004

- Resolved Inventory import routine shifting fields over by one
- Resolved company heading not printing on customer invoices when a customer account is set for a non-default third-party option, but the invoice is billed to self
- Hint to log in as Administrator with no password now remains until additional security settings are configured

Version 2.1.005 – February 2, 2004

- Resolved error message when opening Module Options with no database open
- Corrected formatting of discount on Repair Status Listing
- Added ship via to Repair Order form
- Added support for international characters in emails
- Added version number to repair status lookup

Version 2.1.006 – February 11, 2004

- Resolved error message when editing imported customers or vendors.
- Order all low-stock inventory items now includes items with no minimum required and a negative quantity in stock

Version 2.1.007 – February 18, 2004

- Resolved problem uploading repair status tracking to own web site when there is a space in the FTP path



- Internet Utility now limits repair status lookup evaluation to 20 records.
- Import Inventory now recalculates the selling price for imported records
- When an inventory item selling price is manually changed while a markup rate exists then the change is ignored
- Added option in Repair Database utility to send database to At Your Service Software for manual repair
- Added French and Spanish language support preview

Version 2.1.008 – March 31, 2004 [Database structure update]

- Resolved menu icons not appearing when windows are maximized
- Resolved Ctrl+V pasting twice in grid controls
- Resolved multiple notes being entered when make, model, serial number combinations were repeatedly changed on a repair order
- Resolved login prompt appearing when viewing the on-line ReadMe file while checking for updates
- All forms are forced to print in portrait mode, irregardless of the printer driver setting
- Removed lines from bottom of Repair Order form
- Restored repair order number below destination address on Repair Order and Repair Estimate forms
- Repair Status Listing report now uses the custom external repair status caption by default
- Database filenames passed via the command line are now ignored if they do not have an .ays extension
- Backup database files are now associated with the Database Repair Utility within Windows Explorer
- Converted all forms and reports to support SQL server

Version 2.2.000 – April 7, 2004

- Added French and Spanish language support
- Added option to manually enter Repair Order, Sales Invoice, Credit Note, and Purchase Order numbers
- Added calculation of true average parts cost in inventory
- Added repair label printing
- Added window bar for easier window navigation
- Added visual indicators on tab controls when data is entered on that tab
- Added option to view a list of all logged-in users
- Added option to automatically filter the inventory browse with the make and model of an open repair order
- Added option to default the Date Requested For to a specified number of days after a repair order is received
- Added model column to serialized accessories on repair orders
- Added on-line courier tracking for DHL Canada and DHL USA
- Added Technician Assignments report
- Added average repair hours and optional date range to Average Repair Times and Charges report
- Added estimate approved date to Repair Status Listing report
- Added support for modifying forms based on copy number
- Increased size of Warranty Card customer name field to 50 characters
- Increased size of the Purchase Order detail line reference field to 100 characters
- Serialized accessories now print wrapped with commas when no corresponding serial numbers are entered

Version 2.2.001 – April 30, 2004

- Resolved installation leaving 2 entries in Add/Remove Programs
- Resolved Logon failed: No database was specified error when printing certain reports
- Resolved details not printing on Repairs Awaiting Parts report
- Corrected spelling of DHL courier in Setup Shipping Methods
- Changed default repair status for new repair orders to Awaiting Repair Estimate
- Changed Save AYS Database As to Save Compacted Database Backup
- Added Save Zipped Database Backup
- Repair Orders no longer force entry of the Date Received when the status is Awaiting Arrival or Dispatch
- Increased size of repair order number on repair labels
- Updated packaged Windows Installer version

Version 2.2.002 – May 3, 2004

- Resolved program crash when minimizing a window that did not have focus
- Resolved error message when changing the last filtered status from the Repair Orders Browse window

Version 2.2.003 – May 17, 2004

- Resolved program hanging when receiving an entire purchase order when some line items have no part number
- Resolved Repair Invoices Listing calculating discounts incorrectly or displays the invoice date incorrectly
- Resolved batch printing repeating serialized accessories on successive pages
- Resolved repeat entries on Customer Statements when custom statuses have been set up
- Resolved error message when adding detail lines to an existing multi-location purchase order
- Resolved inventory status updating correctly when adding or deleting purchase orders or their detail lines

- Inventory Average Purchase Price field now updates the Last Purchase Price the first time it is entered
- Color status indicators in browses now show through the selection bar

#### Version 2.2.004 – June 2, 2004

- Converted repair status tracking to new web server
- Resolved error message when saving Module Options with no database open
- Tracking codes that are longer than 20 characters automatically have spaces removed
- Date Received field on repair orders may now be left empty while the status is Awaiting Arrival
- Added QuickBooks infrastructure

#### Version 2.2.005 – August 23, 2004 [Database structure update]

- Improved error handling and added self-guided resolution for common errors
- Recoverable errors now automatically retry for 5 seconds before generating an error message
- Resolved overflow error message when printing on Windows 98 machines
- Resolved error message editing credit notes in the Retail Edition
- Resolved error message printing Repair Subcontract Packing Slip from a dialog window
- Resolved error message from browse when another user deletes a record
- Resolved problem storing payment method correctly in various modules
- Resolved inventory status updating correctly when automatically changing overdue orders to backordered
- Resolved color-coding in browses not always refreshing
- Internet Utility now switches to full interface mode from the system tray when an error occurs
- Disabling a tax automatically clears default tax settings on customer accounts
- Disabled taxes now still appear on old repair orders, sales invoices, and credit notes for editing or removal
- Split common ledger into invoices ledger and payments ledger
- Removed the Find dialogue

#### Version 2.2.006 – August 26, 2004

- Purchase orders group similar part numbers

#### Version 2.3.000 – September 3, 2004

- Added export to QuickBooks Professional and Premier 2002 to 2004 US and Canada editions
- Added flat rate and hourly rate payment options for technicians
- Added cheque number field to quick payments and batch payments
- Added option to re-open closed purchase orders
- Added option to turn off printing of the repair warranty on repair invoices
- Added option to email estimates without an approval/refusal message and hyperlinks
- Added quick entry of date, time and/or user name with Shift+Ctrl+T, and Shift+Ctrl+U hotkeys
- Increased size of all Reference fields to 30 characters
- Increased size of all courier Tracking Code fields to 30 characters

#### Version 2.3.001 – September 20, 2004

- Restored the Find dialogue
- Resolved overflow error when printing purchase orders that have a zero-amount line total
- Resolved AYSRepair.exe being misreported as spyware by Norton Internet Security
- Custom report files no longer need a "Custom" extension to the filename

#### Version 2.3.002 – October 15, 2004 [Database structure update]

- Resolved backups saving to the user's desktop
- Resolved error exporting long reference numbers as invoice PO numbers to QuickBooks
- Resolved error exporting purchase orders to QuickBooks
- Resolved synchronization error messages in Internet Utility log file
- Improved error handling and added self-guided resolution for common errors
- Double-clicking a disabled report no longer bypasses security
- Added optional start date to Customer Statements report
- Added pasting of date, time, and user name
- Added logging of user edit history
- Improved record locking and record number integrity in multi-user systems

#### Version 2.3.003 – October 19, 2004

- Resolved tax 3 percentage changing on customer accounts, repair orders, sales invoices, and credit notes
- Resolved incorrect taxes showing on customer accounts where the taxes differ from the third-party billing taxes
- Resolved unwanted grouping of purchase order detail lines on the printout when no part numbers were entered
- Resolved printing error messages due to reports wrongly installed in the Custom folder by an earlier service pack

- Added ability to select Other payment method from QuickBooks export options
- Added ability to select C.O.D. payment term from QuickBooks export options
- Import customers now allows new third-party billing accounts to be imported out of order
- Import inventory now allows multiple models for the same part number to be appended from separate import rows

Version 2.3.004 – October 20, 2004

- Resolved backups not saving correctly to server shares
- Added logging of user view history

Version 2.3.005 – November 1, 2004 [Database structure update]

- User licenses still locked after a program crash are automatically reset after 5 minutes from the same workstation
- Resolved error emailing from the Internet Utility
- Added import of Customers and Vendors from QuickBooks
- Import and export from QuickBooks is now enabled in the evaluation edition

Version 2.3.006 – November 2, 2004

- Resolved records not displaying correctly in browse windows when using higher sequence record numbers

Version 2.3.007 – November 3, 2004

- Resolved possible data loss when cancelling a database structure update

Version 2.3.008 – November 16, 2004

- Resolved error message when saving first make and model in an empty database
- Resolved field too small error when importing customers and vendors to QuickBooks
- Resolved check for updates not displaying information about the updates
- Resolved out of resources error when importing a very large inventory
- Added option to use QuickBooks invoice number series when exporting invoices to QuickBooks
- A reference to invoices exported to QuickBooks is now recorded in the private notes of corresponding invoices
- The Database Repair Utility can now send a database while it is still opened by other users
- Modified layout of Repair Status Listing to include the customer name and complete reference numbers

Version 2.3.009 – December 7, 2004

- Resolved exported QuickBooks invoices being forced to print
- Resolved inventory prices sometimes clearing to zero when receiving parts
- Resolved French forms printing in Spanish
- Restored the Revenue Summary by Advertising Method report
- Resolved problems when refusing an estimate where the repair invoice is calculated from detail lines
- Resolved spin buttons not calculating in synchronization with the displayed value
- Resolved invalid negative percentages incorrectly affecting underlying calculations
- Resolved tracking codes longer than 20 characters being truncated
- Resolved connection reset error messages in Internet Utility log file
- Added support for QuickBooks 2005 US and Canada editions
- Detail charges are now suppressed on Customer Repair Invoices when the repair is under warranty
- Dynamic report queries are now only replaced when they change

Version 2.3.010 – December 8, 2004

- Resolved QuickBooks reporting a different file open when the company file is on a drive-mapped server share
- Report parameters are no longer cleared when printing the same report repeatedly
- Repair Invoices Listing report is now based on the billing customer
- Sales Invoices Listing report is now based on the billing customer
- Credit Notes Listing report is now based on the billing customer
- Added Bin field to Inventory Listing report

Version 2.3.011 – December 27, 2004 [Database structure update]

- Resolved error message when receiving an entire purchase order
- Resolved error message when deleting a customer account referenced on a warranty card
- Resolved error message when extracting makes and models from warranty cards
- Resolved error message when printing repair forms when common accessories contain quotation marks
- Resolved warranty card end date miscalculating when lifetime warranty is disabled in warranty terms setup
- Resolved warranty card customer name being truncated to 32 characters when importing from customer accounts
- Resolved some forms and reports rounding part quantities to two decimal places
- Resolved archiving not completely purging some records
- Resolved archiving allowing the purging of inactive customer accounts that are referenced on warranty cards
- Resolved customer text import assigning COD payment terms incorrectly

- Inventory is no longer automatically adjusted by subcontracted repair orders
- Customer Account Balances report now works correctly with custom repair statuses
- Geographic revenue summary reports now work correctly with custom repair statuses
- Miscellaneous Customer Account Balances report now works correctly with custom repair statuses
- Revenue Summary by Technician report is now limited to non-subcontracted repairs
- Technician Assignments report is now limited to non-subcontracted repairs
- Technician Commissions report is not limited to completed non-subcontracted repairs
- Technician Commissions report now works correctly with custom repair statuses
- Sending labels to Microsoft Word now works with Microsoft Word versions 10 (2002)
- Changed the spelling of cheque to check within the United States on all payment summary reports
- Ctrl+A key combination now toggles between selecting and deselecting all text in a field
- License serial numbers for each business location are now displayed in the Business Locations Setup module

Version 2.3.012 – December 31, 2004

- Resolved error message when printing repair forms with serialized accessories
- Resolved dynamic report queries compounding when the same report is printed repeatedly
- Resolved email dialogs not sending the email successfully

Version 2.4.000 – January 31, 2005 [Database structure update]

- Resolved deleting customers not checking if the customer is referenced in one of the ledgers
- Resolved selection dots not appearing on setup language menu
- Internet Utility automatically retries up to 5 times when the connection is reset
- All individual payment transactions now print on invoices and credit notes
- Repair orders with the same customer, make, model, serial number, and received date automatically open together
- Added serial number ranges to serial number notices
- Added ability to configure tax rules for states and provinces outside of North America
- Added ability to configure unique tax rules for each state or province
- Added tax exemption number to customers, repair orders, sales invoices, and credit notes
- Added Field service code type and detail lines for recording custom data
- Added ability to print custom fields on customized forms and reports
- Added Setup Toolbar Buttons module
- Added a custom spelling dictionary that can be updated
- Added British-English, French, and Spanish spelling dictionaries
- Added ability to combine payment methods for technicians
- Added ability to replicate repair orders
- Added ability to delete all detail rows on a record
- Added Profit Summary by Category report
- Added Profit Summary by Customer report
- Added Profit Summary by Make report
- Added Profit Summary by Repair Vendor report
- Added Profit Summary by Technician report
- Added Repairs that were Re-Repaired report
- Added Repairs by Repair Vendors that were Re-Repaired report
- Added Repairs by Technicians that were Re-Repaired report
- Added Repeat Repairs report
- Added Repeat Repairs by Repair Vendors report
- Added Repeat Repairs by Technicians report
- Added Taxes by Province/State report
- Added Date Received from Repair Vendor field to repair orders
- Added technician column to Repair Orders browse window
- Repair vendor analysis reports now use the received from repair vendor field for completion date where available
- Added fields for new and refurbished replacement costs to makes and models
- Added internal fields to customers, repair orders, and invoices tables for custom processes
- Added geographic data to dropdown lists for Great Britain and Australia
- Increased size of payment reference field to 30 characters and made it available for all payment methods
- Increased size of service code field to 10 characters
- Increased size of tax names to 7 characters
- Updated postal codes and zip codes for Canada and United States
- Changed rounding rules from bankers rounding to arithmetic rounding
- Custom forms are now enabled automatically by default

Version 2.4.001 – February 1, 2005 [Database structure update]

- Resolved error message when using hotkeys to select the repair order invoice tab
- Repair order number and details are properly cleared when entering multiple repair orders
- Importing customers now automatically defaults tax rate and rules by the billing province
- Added Packages Listing report
- Added Parts Usage report
- Added Revenue Summary by Service Code report
- Added Service Codes Analysis report
- Added option to automatically filter the inventory browse to the current business location in multi-location systems
- Service codes can have custom dropdown options
- Internet Utility and Database Repair Utility now use a new file upload component

Version 2.4.002 – February 2, 2005

- Resolved error when opening module options with a pre 2.4 license installed
- Added service code dropdowns to packages

Version 2.4.003 – February 4, 2005

- Resolved error message when opening repair orders browse window when no taxes are configured
- Resolved error message when opening a package for editing
- Resolved error message when deleting records from browse windows that are filtered to a single record
- Resolved error message when deleting records that are open but hidden
- Resolved error message when saving an edited shipping method while the update checkbox is checked
- Resolved service code descriptions displaying as Dropdown in the service codes browse window
- Resolved taxes possibly calculating incorrectly when changing statuses from the repair order browse window

Version 2.4.004 – February 7, 2005

- Resolved error message when importing updates to warranty cards
- Resolved billing account number overwriting the customer account number when importing warranty cards
- Resolved error message when repeatedly pressing Enter to delete items from a list box
- Added reminder prompt to save list items when the user forgot to add them to the list
- Added option to include subcontracted repairs on the Technician Commissions report

Version 2.4.005 – February 11, 2005

- Resolved problem restoring tax settings if the tax on a repair order, sales invoice, or credit note was cleared

Version 2.4.006 – February 18, 2005

- Resolved problem re-exporting customers and vendors to QuickBooks after editing them in QuickBooks
- Resolved problem defaulting tax rules when importing new customers with taxes set to none
- Resolved problem importing text files that are missing fields at the end of some rows
- Resolved Sales Invoice Packing Slip form printing the wrong number of copies when set to local machine only
- Resolved batch printing sometimes printing a blank template with no data
- Added ability for a second text field parameter on reports
- Added licensed version number to About box
- Long makes and models now wrap to the next line on label printers

Version 2.4.007 – February 23, 2005

- Resolved problem with large bottom margin on labels
- Resolved incorrect formatting of business name on Spanish Third-Party Billing Repair Invoice
- Resolved Log All Emails setting not being saved correctly in the Internet Utility

Version 2.4.008 – February 24, 2005

- Resolved error message when importing Customers or Vendors from QuickBooks
- Resolved tax rates resetting to 0% on existing customer accounts when importing customers from a text file
- Resolved forms printing blank after switching databases in the technical support edition

Version 2.4.009 – February 28, 2005

- Resolved problem restoring the correct tax rate for compound taxes after saving a record with no tax
- Resolved problem with compounded tax rate percentage possibly changing at the third decimal place
- Resolved tax rules popup window not appearing on sales invoices or credit notes
- Resolved model field changing after entering a unique model for a make that was set up with only one model
- Resolved problems with the display of the repair order status selection menu
- Resolved automatic filtering of inventory and packages by make and model not working from the window bar
- Resolved window bar not clearing when closing windows rapidly in succession
- Resolved window bar shrinking when returning to the program after showing the Windows desktop

Version 2.4.010 – March 14, 2005

- Resolved error message when sorting repair orders by business location and searching by detail lines
- Resolved error message when entering a quick code during batch printing
- Resolved problem where opening a Note or Field service code left the charge field enabled
- Resolved problem where changing a detail line type to Note or Field did not clear the price column
- Resolved problem with inconsistent headers when batch printing from a multi-location system
- Resolved phantom window appearing when right-clicking on repair order discount percentage scroll buttons
- Resolved custom spelling dictionary not being recognized
- Resolved inventory pick 1 button remaining active when inventory browse filtered to no records
- Added all customers, date range, and choice of customer or billing account to batch print options
- Added ability to select customer email address or third-party billing email address when printing forms
- Default fax number when printing forms is now the billing fax number
- Increased size of batch payment reference field to 30 characters and made it available for all payment methods

Version 2.4.011 – March 16, 2005

- Resolved error message when validating repair order handling charge and calculating totals from detail lines
- Resolved error message when validating repair order handling charge and calculating totals from detail lines
- Added failed email address to Internet Utility email error logs
- Added QuickBooks RDS server and client installers and instructions (requires full reinstallation)

Version 2.4.012 – April 4, 2005

- Resolved modified customer tax rules resetting when clicking a tab on the customer edit window with a mouse
- Resolved taxes sometimes still showing a check box when the tax rate is zero percent
- Resolved Internet Utility not uploading one necessary file
- Added fault codes to repair orders in the repair edition
- Added setup fault codes, import fault codes, and export fault codes modules
- Added Fault Codes Listing report
- Added total number of different categories to the Makes and Models Listing report
- Added order history tab to inventory items
- Added option to manually include or exclude records that are to be exported to QuickBooks
- Added printing of log file when importing from a text file
- Added printing of log file when importing from or exporting to QuickBooks
- Changing statuses from the repair order browse now triggers a re-export to QuickBooks
- Processing batch payments now triggers a re-export to QuickBooks
- Added option when batch printing repair estimates to only include estimates that are awaiting approval
- Batch printing window now closes after printing the batch
- Internet Utility no longer automatically starts or minimizes when started from the File menu
- Fields are now automatically filled in on new repair orders according to the default status
- Changed hotkey for stopwatch to Shift+Ctrl+W
- Changed from database page locking to record locking with random lock delays
- Changed from delayed cache disk writes to forced immediate disk writes

Version 2.4.013 – April 11, 2005

- Resolved price and total columns sometimes printing blank on the Customer Repair Invoice
- Resolved Internet Utility including closed repairs on Repair Status Listing report
- Resolved cosmetic issues when editing automated email settings with large fonts
- Increased the maximum number of hours between sending repair status listing from 72 to 999
- Added purchase returns to Purchase Summary by Parts and Purchase Summary by Vendor reports
- Added workstation name to automated error reports
- Added line number to printed logs

Version 2.4.014 – April 13, 2005

- Resolved error message when backing up a database while a database copy exists in the Windows temp folder
- Resolved error message when partially receiving a purchase order and adding new inventory items
- Resolved order history on inventory items reducing the ordered amount by the quantity received
- Resolved Internet Utility not displaying accented characters correctly in some web browsers
- Added Internet Utility fields to Customers import and export

Version 2.4.015 – April 14, 2005

- Resolved error message when batch paying sales invoices
- Added detailed error message when testing FTP settings in the Internet Utility

Version 2.4.016 – April 18, 2005

- Resolved issue where tax checkboxes from were sometimes not being checked correctly
- Improved error reporting in the Internet Utility

Version 2.4.017 – May 13, 2005

- Resolved software sometimes appearing to hang while checking for updates after initial install
- Resolved error message 3075 when refreshing the repair order browse
- Resolved error message when selecting the Models tab on Packages with a license earlier than 2.4
- Resolved error message when deleting all detail lines while a single line is selected
- Resolved Save button remaining grayed out on Setup Form Options
- Packages now must have at least one detail line entered before saving
- Updated NF - Newfoundland province code to NL - Newfoundland and Labrador (requires full reinstallation)

Version 2.4.018 – May 16, 2005

- Resolved locking error when updating a business location with shared repair and sales invoice number series

Version 2.4.019 – May 17, 2005

- Resolved error 9 checking for program updates while the AYS web site is down

Version 2.4.020 – June 6, 2005

- Resolved error 360 when loading a form
- Resolved error when clicking a browse Refresh or Search button before an invalid filter has been validated
- Resolved error when entering a model with a default markup rate on a repair order
- Resolved error updating ledger while saving an edited repair order
- Resolved error filling letter or envelope template
- Resolved customers not sorting by status column
- Resolved calculations on Profit Summary by Customer report sometimes multiplying by the number of detail rows
- Resolved cursor not returning to filter area of browse windows after returning from another window
- Updated Canada Post shipping tracking web site
- Internet Utility automatically retries 5 times on all errors in 5 minute increments before logging an error
- Internet Utility error status indicator is automatically reset after temporary connectivity errors cease

Version 2.4.021 – July 5, 2005

- Resolved error when entering toll-free phone number on purchase order
- Resolved error message 438 when refreshing the toolbar
- Resolved error importing long customer billing address from QuickBooks
- Resolved spelling dictionary always reverting to American English
- Resolved visual problems with attachments menu
- Added MDAC version to automated error reports
- Added infrastructure for digital camera photograph capture and printing

Version 2.4.022 – August 5, 2005

- Resolved package details subtotal displaying the wrong currency symbol
- Resolved error 521 when performing operations with the Windows clipboard
- Resolved locking error when editing an inventory part number in a multi-location inventory
- Resolved error printing Profit Summary by Customer report with date or location parameters
- Resolved tax name and registration number not printing when batch printing

Version 2.4.023 – October 10, 2005

- Resolved error importing long customer and vendor fields from QuickBooks
- Resolved customer import rounding fractional taxes
- Split description and download fields for import and export of service codes

Version 2.4.024 – October 26, 2005

- Resolved error replicating a repair order when the problem field is empty

Version 2.5.000 – December 8, 2005 [Database structure update]

- All database technology converted from DAO to ADO
- Release of Repair Micro edition
- Release of SQL Repair, and SQL Retail editions for MySQL and Microsoft SQL Server
- Resolved attachments not being deleted when parent record deleted
- Resolved serialized accessories overlapping with serial numbers on repair forms
- Resolved some reports not being compatible with newer versions of Crystal Reports
- Resolved error exceeding record locks when importing large text files
- Resolved errors filtering on dates when regional settings use period date separators

- Resolved American spelling not always being correctly activated
- Repair order accessories now display and print in the same order they were entered
- Added option to determine tax based on shipping or billing address
- Added wildcard search column to search all columns at once
- Added record total to lower right corner of browse windows and removed from File menu
- Added time of browse window query to tooltip on record total
- Added option to delay loading of customer and vendor dropdowns for faster form loading
- Added optional browse record limit of 5000, 1000, 500, or 100 records
- Added custom business location logo setup and printing
- Added automated digital camera photograph capture and printing
- Added support for E-SIGN-compliant digital signature capture and printing
- Added reference 3 and reference 4 fields to repair orders and repair orders browse window
- Added approved/refused date, invoice date, and province/state columns to repair orders browse window
- Added province/state column to sales invoices and credit notes browse windows
- Added province/state and country columns to customers browse window
- Added business and toll-free phones, province/state, postal/zip code, country columns to vendors browse window
- Added Category field to service codes and service codes browse window
- Added on-line courier tracking for ANC
- Added Discover card, Credit Note, and Account payment methods
- Added option to print credit note monetary values as positive or negative numbers
- Added payment method and rates to technician text file import and export
- Added ability to export the miscellaneous customer account to QuickBooks
- Added ability to associate exported invoices to a QuickBooks miscellaneous account
- Added ability to export make, model, and serial number on first detail line of QuickBooks invoice
- Added ability to suppress detail lines when exporting to QuickBooks
- Added option to specify an end date when exporting to QuickBooks
- Added option to group invoices when exporting to QuickBooks
- The repair invoice date is now displayed at the top of the repair order window
- Main program window now remembers size and position
- Changed the spelling of labor to labour outside of the United States
- Added notes field to makes and models
- Removed simultaneous edit window limit for Windows NT, 2000, XP, and 2003
- Increased size of customer name and vendor name fields to 70 characters
- Increased size of fault description field to 80 characters
- Pasting the date, time, and user name no longer includes a carriage return at the end
- Removed financial technician statistics
- Removed the Find dialogue
- Internal ledgers are now archived during the archive process
- Optimized database indexes
- Repair order automatic calculation is now unchecked when calculating markup rather than when subcontracting
- Additional payments and payment corrections must now be done through a payment window
- Added custom message and logo to repair status tracking web site
- Added custom message to automated status notices
- Added ability to send automated status notices via fax, email, and SMS text messaging
- Added ability to send automated status reports via fax

Version 2.5.001 – December 9, 2005

- Resolved error message when searching for repair details while browsing repair orders with record limits enabled

Version 2.5.002 – December 11, 2005

- Resolved repair order other charge not importing correctly
- Resolved error when printing credit notes
- Resolved error when batch printing when some forms are multiple pages

Version 2.5.003 – December 12, 2005

- Resolved error when paying the last filtered browse item from a payment window
- Resolved error when printing repair forms on SQL editions with an apostrophe in the serialize accessories
- Resolved Internet Utility exiting when an older file version number was found
- Added a sort order to Repair Status Listing report

Version 2.5.004 – December 13, 2005

- Resolved horizontal white line printing through business logo on some forms



- Resolved error when adding or editing conditions on non-MySQL databases

Version 2.5.005 – December 14, 2005

- Resolved incorrect columns being grayed out when columns resorted with a pre-2.5 license
- Resolved Internet Utility process menu not enabling correctly

Version 2.5.006 – December 15, 2005

- Resolved error when receiving an entire purchase order from the purchase order browse window
- Resolved Internet Utility not processing correctly

Version 2.5.007 – December 16, 2005

- Resolved tax settings being saved incorrectly with a pre-2.4 license
- The license manager now looks for license files automatically only on removable media
- Added database type to error reports
- Removed transaction tracking from saving of global settings

Version 2.5.008 – December 17, 2005

- Resolved problems opening a Microsoft Access database being reported as a SQL server error
- Added Contact Name column to Repair Orders, Sales Invoices, and Credit Note browse windows

Version 2.5.009 – December 19, 2005

- Check if database is physically open before background automatic backup
- Added database state to error reporting
- Updated ANC courier tracking web site address

Version 2.5.010 – December 22, 2005

- Resolved problem adding new global options
- Resolved error retry with Internet Utility if no logo is configured
- Resolved Internet Utility not uploading address line 1 correctly
- Added uploading repair status data to comma- or tab-delimited file by the Internet Utility

Version 2.5.011 – December 27, 2005

- Resolved error entering a vendor number on an inventory item
- Resolved error deleting a make and model
- Resolved error printing the Warranty Repairs Listing report
- Resolved cursor sometimes defaulting to a hidden filter column in browse windows
- Sending forms by fax and email now supports the Enter character when moving to the next line of the message

Version 2.5.012 – January 6, 2006

- Resolved error message when ordering an inventory item to a purchase order already open in a window
- Resolved GlobalOptions error message during database backup
- Resolved repair order browse window losing left 3 columns when entering a filter and then clicking a sort header
- Resolved vendor name dropdowns on inventory items not allowing search as you type
- Resolved Internet Utility repairstatus.net settings not being saved with a pre-2.5 license
- Added support for QuickBooks 2006 US and Canada editions

Version 2.5.013 – January 11, 2006

- Resolved error message when exporting invoices with third-party billing to QuickBooks
- Resolved error message when exporting invoices to QuickBooks when PO number is set to None
- Resolved problem configuring Credit Note and Account payment types in QuickBooks export
- Improved error handling when printing reports and forms
- Added automatic detection when report files are from an earlier database structure

Version 2.5.014 – January 27, 2006

- Resolved browse error messages going into an endless loop
- Resolved error message when printing Warranty Repairs Listing
- Resolved error message when clear browse setting enabled on inventory browse
- Resolved Discover, Credit Note, and Account payment methods missing on quick pay window
- Resolved error message when exporting labels to a Microsoft Word document with a dialogue window open
- Resolved timing problems exporting labels to Microsoft Word

Version 2.5.015 – February 6, 2006

- Resolved Date Requested For field not remaining correctly when using Save/New on repair orders
- Batch invoices exported to Quickbooks now use the export date as the Quickbooks invoice date
- Batch invoices exported to Quickbooks now include the batch reference on the first detail line

- Added option to disable the Of Total with the record count on the repair order browse window

Version 2.5.016 – February 9, 2006

- Resolved error message when clicking the Send to Fax tab on reports when faxing to a printer driver
- Resolved error message when printing reports when the license name includes an apostrophe
- Resolved error message when updating a sales invoice that had been exported to QuickBooks
- Resolved courier tracking links on repair status web site pointing to the wrong courier

Version 2.5.017 – February 13, 2006

- Resolved error message when saving an inventory item make that was longer than 20 characters
- Resolved error message when opening a Microsoft SQL database from the Internet utility
- Resolved error message when sending emails via SMTP from the Internet utility
- Resolved error message when quick-changing a status from a status-filtered repair order browse window
- Resolved error message when archiving Microsoft Access databases
- Resolved error message when using apostrophes in list codes
- Resolved comma- and tab-delimited repair status upload options not being visible
- Added option to disable the Of Total with the record count on all browse windows
- Added payment menu option and button from repair order, sales invoice, and credit note edit windows
- Added payment history to form payment window
- Added ability to stop processing the internet utility mid-process

Version 2.5.018 – February 20, 2006

- Resolved error message when browsing inventory in a multi-location system with the Location column hidden
- Resolved Daily Payment Summary by Transaction Date report including a blank page at the end
- Resolved edit browses not formatting hidden columns correctly after entering package codes
- Resolved maximized child windows not staying maximized after minimizing the main program window
- Resolved exporting to QuickBooks not using QuickBooks number series when configured to do so
- Resolved serialized accessories not clearing when choosing Save/New when entering repair orders
- Resolved window bar not being restored on program startup
- All profit summary reports now use the average parts cost instead of the last parts cost
- Security synchronization now accounts for time zone and daylight savings time differences between users

Version 2.5.019 – February 24, 2006

- Resolved error message when entering an apostrophe as part of a report option parameter
- Resolved error message when entering an invalid business location as a report option parameter
- Resolved error message when exporting batch repair invoices to QuickBooks
- Resolved default preapproved amount for new repair orders not being saved
- Resolved filtering inventory by Active status displaying incorrect results

Version 2.5.020 – March 6, 2006

- Resolved purchase order edit browse not formatting hidden columns correctly after selecting a vendor
- Resolved inventory On Order status not updating when receiving a part that is on multiple open purchase orders
- Resolved default handling charge not entering on new repair orders when set to automatically calculate totals
- Resolved make/model estimates not entering on new repair orders when set to automatically calculate totals
- Resolved QuickBooks export options incorrectly assigning Credit Card payment type to Credit Note payment type
- Resolved received lines on old backordered purchase orders incorrectly updating inventory pricing with old prices
- Resolved purchase orders sometimes printing blank pages
- Resolved Repair Status Listing report always printing account 0 when there are no active repairs
- Added Warranty Plan field to warranty cards browse window
- Added option whether or not to print the log file after importing from or exporting to QuickBooks
- Added option whether or not to allow the inventory Pick 1 feature
- Added reminder when changing reply email addresses to change in other setup areas
- Separated setup of option to manually enter Purchase Order and Purchase Return numbers
- Separated setup of QuickBooks customer and vendor import options
- When importing inventory avg purchase price but not last price, \$0 last price values are defaulted to the avg price

Version 2.5.021 – March 8, 2006

- Resolved locking errors when saving editing purchase orders
- Resolved user security not saving user access options in SQL editions when adding a new user
- Resolved Profit Summary reports displaying incorrect parts cost and revenue on detail line when quantity > 1
- Resolved Profit Summary reports displaying incorrect parts cost and revenue totals after a program crash
- Added inventory location filter to Purchase Summary by Part report

Version 2.5.022 – March 13, 2006

- Resolved error 6162 when entering package codes
- Resolved error when applying a credit note
- Added exporting of payment methods to QuickBooks when there is only a single payment in AYS

Version 2.5.023 – March 15, 2006

- Resolved customer mobile phone number not affecting the update customer addresses option
- Added option to export a single tax code when exporting invoices to QuickBooks US editions
- Added option to use tax rules from QB customer accounts when exporting invoices to QuickBooks US editions

Version 2.5.024 – March 21, 2006

- Resolved error during background backups when two workstations try to backup at the same time
- Resolved error opening MySQL databases
- Resolved error message when editing user security settings
- Resolved error message when printing Purchase Summary by Vendor report when filtered by vendor
- Resolved error message when exporting purchase orders to QuickBooks for vendors not already in QuickBooks
- Resolved problem using Send To to send multiple parts or service codes to forms
- Resolved wildcard filter characters not working in the wildcard search column in browse windows
- Batch invoices exported to Quickbooks can now be grouped by either billing or shipping account
- Added backup of SQL databases to zipped or unzipped Microsoft Access database
- Added automatic assignment of backup workstation when opening the database
- Database security now synchronizes when closing a database only if security settings were edited

Version 2.5.025 – March 24, 2006

- Resolved errors during text file imports to MySQL databases
- Resolved issues related to handling of MySQL boolean fields
- Resolved warranty card text file import truncating Purchased From fields

Version 2.5.026 – April 7, 2006

- Resolved dates not printing next to multiple payments on repair invoices
- Resolved automatic extracting of inventory parts improperly extracting parts with no part number
- The repair order browse window now displays a blank invoice date for records with a non-invoice repair status
- Set simultaneous edit window limit to 10 windows for Windows NT, 2000, XP, and 2003
- Repair and compact database now automatically deletes all inventory parts with no part number
- Added option whether to open linked repair orders as a group
- Added warnings to QuickBooks export log when item codes have not yet been configured

Version 2.5.027 – May 15, 2006

- Resolved error 5 first time running a new installation
- Resolved Internet Utility problem uploading logo files with a space in the file name
- Resolved spurious statuses appearing in status dropdown option on Repair Status Listing reports under MySQL
- Resolved problem when paying the last filtered browse item from a batch payment window
- Resolved Discover, Credit Note, and Account payment methods missing on batch pay window
- Resolved bar code formatting issues on labels
- Resolved misreporting of purchase order statuses on inventory item history tab
- Repair Status Listing report now includes prepaid repairs with awaiting shipment/pickup statuses
- Added form and report names to printing error messages
- Added additional email message error reporting
- Split technician parameter on Repair Time Bottlenecks report into Estimated By and Repaired By parameters
- Renamed In Date and Out Date columns in repair orders browse to Received and Returned

Version 2.5.028 – July 10, 2006

- Resolved error message when clearing the server name while connecting to SQL server
- Resolved error message opening a Retail Edition repair invoice with tax 3 configured
- Resolved blank stores dropdown on warranty cards when late-loading customer lists
- Resolved selection dot not appearing next to Limit Size of Search Results option in browse windows
- Resolved problem rounding up taxes with whole cents
- Added batch tax update routine
- Added repair mobile edition alpha
- Added ability to print signatures on Repair Assignment, Customer Repair Invoice, and Repair Packing Slip forms
- Exported fields are now all named without spaces
- Improved automatic field name matching for text file imports
- Improved error handling in Internet Utility

- Standard error messages now always hide the splash screen first
- Clicking the splash screen now hides it
- Increased repair order Hours field accuracy to 4-decimal points
- Default charges can now be saved with Field type service codes
- Unit prices can now be entered on Field detail lines for analysis purposes only (i.e. not accounting)
- Printing now ignores custom fields added to the database by the user

Version 2.5.029 – July 11, 2006

- Resolved error message in batch tax update for Microsoft SQL databases

Version 2.5.030 – July 18, 2006

- Resolved error message in batch printing for Microsoft SQL databases
- Resolved error message printing Warranty Repair Listing for Microsoft SQL databases
- Resolved column order problem in Makes and Models browse window
- Added ability to email to multiple email addresses or fax numbers separated by semicolons

Version 2.6.000 – September 18, 2006 [Database structure update]

- Resolved error message when printing forms with apostrophes in the common accessories
- Resolved error message doing batch payments from a filtered browse window
- Resolved extra purchase order detail columns after ordering inventory items to an open purchase order
- Resolved notes fields clearing when changing a customer account
- Added ability to assign custom field captions
- Added ability to automatically receive repair orders from a web site
- Added ability to save default filters for browse windows
- Added ability to save stopwatch time to repair orders
- Added Reference 1, Reference 2, Advertising, and Language fields to customer accounts
- Added Reference 1, Reference 2, and Language fields to vendor accounts
- Added option of larger toolbar buttons with captions
- Added option to allow resizing of edit windows
- Added color highlighting on inactive accounts in customer and vendor dropdowns
- Added color highlighting on repairs that are nearing or past their requested for date
- Added item description field to repair orders
- Added item description field to warranty cards
- Added reference 1, reference 2, fax, and advertising columns to customers browse window
- Added reference 2, reference 2, fax columns to vendors browse window
- Added parts, labor, total, description, and advertising columns to repair orders browse window
- Added total column to sales invoices browse window
- Added total column to credit notes browse window
- Added reference 1 and 2, contact name, business and toll-free phone columns to purchase orders browse window
- Added description and contact name column to warranty cards browse window
- Added prompt to optionally save repair subcontract information to private notes to support multiple subcontractors
- Added Customer Contacts Listing report
- Added Vendor Contacts Listing report
- Added Custom Captions Listing report
- Fields are now resized to fill the edit windows
- Increased size of Inventory Make field to 30 characters
- Updated signature encryption to unique keys for increased security
- Updated United States Postal Service on-line courier tracking link
- Batch tax update routine now allows batch updating of disabled tax rules
- Added on-line courier tracking for TNT
- Added warranty term periods of 100 days, 120 days, 150 days, and 18 months
- Added payment term periods from 95 days to 120 days
- User preferences are now stored within the open database file
- First time startup now prompts before checking the Internet for program updates
- Added customer language option to Customer Statements and Repair Status Listing reports
- New customer and vendor accounts must now have a unique name
- Added options to copy customer default reference fields to new repair orders, sales invoices, and credit notes
- Added options to copy vendor default reference fields to new repair orders and purchase orders
- Added export of customer contacts to a text file
- Added export of vendor contacts to a text file
- SQL views for reports are not recreated unless they have changed
- Added contacts browse to customer accounts

- Added contacts browse to vendor accounts

Version 2.6.001 – September 19, 2006

- Resolved incorrect printing of warranty terms on forms
- Resolved customer and vendor private notes copying to other records multiple times when toggling between tabs

Version 2.6.002 – September 20, 2006

- Resolved error 5 when starting up a new install

Version 2.6.003 – September 21, 2006

- Resolved error printing purchase orders

Version 2.6.004 – September 25, 2006

- Resolved error when opening setup module options, setup toolbar, or stopwatch with no database open
- Resolved incorrect warranty terms being inserted into repair order notes for repeat repairs or warranty cards
- Reactivated sending of overdue notice messages in the Internet Utility
- Added record numbers to Internet Utility log when sending status notices

Version 2.6.005 – September 26, 2006

- Resolved error message when saving a SQL database backup
- Added repair mobile edition beta
- Toolbar clear filter button is now depressed when a default field filter is configured in a browse window
- Customer defaults now only copy when a customer account is changed if they are non-empty values

Version 2.6.006 – October 17, 2006

- Resolved error message when replicating a repair order
- Resolved SQL database backup recording empty values in some fields
- Resolved selected records in batch printing resetting when selecting the Destination tab
- Resolved Internet Utility not sending status notices to billed-to-self invoices for third-party billing customers
- Resolved Database Utility not uploading .zip files for repair successfully
- Pick to lists in browse windows now base their security on the form being picked to
- Lengthened Purchased From field on printed repair forms

Version 2.6.007 – October 18, 2006

- Resolved error message when quick paying a sales invoice

Version 2.6.008 – October 25, 2006

- Resolved error message when selecting a model on a repair order that has attachments to copy
- Resolved error message when extracting makes and models
- Resolved error message when exporting customers or vendors to a text file

Version 2.6.009 – October 31, 2006

- Resolved error message when checking for program updates with no database open
- Added Parts Order Worksheet report
- Internet Utility no longer sends Repair Status reports to inactive customer accounts

Version 2.6.010 – November 15, 2006

- Resolved error message when deleting sales invoices or credit notes from a SQL database
- Resolved incorrect recording of reversal ledger transaction when deleting invoices with a travel charge

Version 2.6.011 – November 19, 2006

- Resolved database update failing from pre-2.4 to 2.6 after first answering no to update the database

Version 2.6.012 – December 5, 2006

- Resolved error message when checking for updates while ayssoftware.com web site is down
- Resolved error message when sorting repair order browse by description in descending order
- Batch payments now defaults to the default payment method of the selected customer account

Version 2.6.013 – December 11, 2006

- Resolved default field filters not restoring automatically when opening a browse
- Resolved some module option dropdown lists resetting to the first item in the list when selecting the option
- Resolved problem applying changed discount rules
- Added a global default whether to prompt to update global tax rules to existing records
- Added option to turn off printing of the date summary on customer repair invoices
- Added ability to edit discount rules on each record
- Added form subheading custom captions

- Added markers to indicate popup applies-to windows

Version 2.6.014 – January 18, 2007

- Resolved problem with repair order warranties resetting to None as a model is entered
- Resolved replacement costs on Makes and Models not saving correctly
- Resolved customer text file import shifting some fields over by one field
- Resolved Internet Utility communication options not saving changed passwords when user name not changed
- Resolved repair status upload type not saving comma- or tab-delimited format in Internet Utility
- Resolved problem uploading comma- or tab-delimited repair status data in Internet Utility
- Resolved automatic repair status lookup from repair orders browse not stripping all invalid characters
- Added check for number formatting in Windows regional settings
- Added support for data entry of Chinese and Japanese characters on Windows XP systems
- Added support for QuickBooks 2007 US and Canada editions
- The custom repair status instruction message now excludes the default message

Version 2.6.015 – March 14, 2007

- Resolved error message when upgrading from a pre-version 2.0 database
- Resolved error message when updating taxes on sales invoices and credit notes
- Resolved error message when printing the Profit Summary by Customer report
- Release of Repair Mobile edition for Access databases
- Added repair order number bar code to Custom Repair Invoice and Billing Repair Invoice forms
- Added support for edit locking
- Added custom caption for Estimated Completion Date field on repair orders

Version 2.6.016 – March 16, 2007

- Resolved error message when opening a repair order in non-linked mode

Version 2.6.017 – May 24, 2007

- Resolved errors when working with apostrophes in MySQL databases
- Resolved error when filtering the user edit history by business location while showing of total
- Resolved customer account tax rules improperly overriding record tax rules
- Resolved cursor not returning to same column after pressing Ctrl+Q in browse windows
- Resolved numerous minor mobile synchronization problems
- Updated FedEx shipping tracking web site
- Revenue Summary by City report now lists revenue amounts before tax, not after tax
- Revenue Summary by Province/State now lists revenue amounts before tax, not after tax
- Revenue Summary by Country report now lists revenue amounts before tax, not after tax
- Adjusted all forms so destination address is positioned 1 inch from left edge to accommodate windowed envelopes
- Added ability to detect Windows Server 2003 and Windows Vista for error reporting
- Added ability for any repair mobile edition user to run the repair and compact database routine
- Added option to select which fields are copied when a repair order is replicated
- Added option to suppress printing of part prices on purchase order and purchase return forms
- Added mobile synchronization import mode with master database priority
- Added MAPI mail reply address for status notice hyperlinks in the Internet Utility
- Added vendor type report option to all vendor listing reports
- Added separate part number and part description report options to the Purchase Summary by Part report
- Databases are now registered with a Repair option within Windows Explorer (requires full reinstallation)
- The Database Repair Utility now can send databases while users are still in the database
- The Database Repair Utility now backs up files before repairing or restoring

Version 2.6.018 – June 20, 2007

- Resolved problem exporting sales invoice payments to QuickBooks
- Resolved error when sorting the Average Repair Vendor Performance report by one of the averages
- Resolved payment summary reports not listing some payment methods correctly
- Resolved discount and penny rounding issues on Credit Note Listing report
- Resolved discount and penny rounding issues on Sales Invoice Listing report
- Resolved penny rounding issues on Repair Invoice Listing report
- Resolved penny rounding issues on Revenue Summary report
- Resolved penny rounding issues on Revenue Summary by Customer report
- Improved distribution of penny rounding issues
- Improved the speed of the user edit history browse window
- Renamed Repairs Awaiting Parts report to Repair Orders Awaiting Parts
- Renamed Customer Statements report to Customer Statements (Open Item)

- Renamed Revenue Summary report to Revenue Summary (Open Item)
- Renamed Revenue Summary by Customer report to Revenue Summary by Customer (Open Item)
- Renamed Taxes by Province/State report to Taxes by Province/State (Open Item)
- Changed report Start Date and End Date parameters to Date Range parameter
- Added model filter to Inventory Listing report
- Added prepayments to customer balance due statistics tab
- Added core support for QuickBooks UK edition
- Email and fax printout attachments are now always PDF with no more support for RTF

Version 2.6.019 – June 25, 2007

- Resolved problem with discount negating when changing repair order status from the repair orders browse window
- Ignore clipboard errors when faxing using a fax printer driver
- Removed resizing of common accessories checklist in order to resolve horizontal scrollbar issues
- Added icon indicator on status bar when automatic backups are disabled
- Selecting a report from the reports menu now automatically jumps to the options for that report
- Enter key now moves between fields when entering report options
- The digital photograph and electronic signature viewer is now visible on the Windows task bar
- Viewing attached photographs and signatures no longer requires closing the viewer to select another attachment
- Improved error handling during mobile synchronization
- Database backup when updating database structure uses incremental file numbers if the backup filename exists
- Database backup when archiving uses incremental file numbers if the backup filename exists

Version 2.7.000 – July 17, 2007 [Database structure update]

- Added support for QuickBooks 2003-2006 UK editions
- Added support for Microsoft Office 2007
- Internet Utility can now install as a service
- Licenses for multiple business locations are now treated as a single pool of licenses
- Licenses no longer remain locked after the program is forcefully exited
- Searching repair orders by serial number, make, model, or description can now also search serialized accessories
- Entering a serial number can now identify repeat repairs by searching the serial number of serialized accessories
- Added ability to send CC and BCC emails
- Added ability to select multiple faxes or emails from customer and vendor contacts when sending a form
- Added customer credit limit
- Added Customers Over Their Credit Limit report
- Added Repair Orders Received report
- Added Repair Orders Awaiting Arrival or Dispatch report
- Added Repair Orders Awaiting Estimate report
- Added Subcontracted Repair Orders Awaiting Estimate report
- Added Repair Orders Awaiting Repair or Repair In Process report
- Added Completed Repair Orders report
- Added Repair Orders Refused by Technician report
- Added Abandoned Repair Orders report
- Added Repair Completion Statistics report
- Added Repair Status Summary report
- Added Fault Codes Analysis report
- Added Revenue Summary by Fault Code report
- Added Part Fault Analysis report
- Added Customer Statements (Ledger) report
- Added Revenue Summary (Ledger) report
- Added Revenue Summary by Customer (Ledger) report
- Added Taxes by Province/State (Ledger) report
- Added Invoice Ledger Listing report
- Added Audit Invoice Ledger for Balances report
- Added Audit Invoice Ledger for Missing Transactions report
- Added Payment Ledger Listing report
- Added Audit Payment Ledger for Balances report
- Added Audit Payment Ledger for Missing Transactions report
- Added automatic audit and repair of invoice and payment ledgers
- Added report selection by keyword filter
- Added options whether to prompt before printing forms when saving records
- Added ability to do a partial purge of the user edit history

- Added support for FastFax by Quadrant Software
- Added support for Google Maps
- Added reverse driving directions
- Added identifying reference to edit windows title bars and the window bar
- Added ability to configure SMTP email port
- Added option to default browse window searching to find a search text phrase anywhere in the field
- Added option to disable repair order subcontracting
- Only beginning of ship via field must match a shipping method in order to activate on-line shipment tracking
- Added default warranty to warranty plans
- Added new "balance of original warranty" warranty term
- Lengthened ship via fields to 40 characters to accommodate entering a shipping account number
- Lengthened email fields to 200 characters to accommodate entering multiple email addresses
- Lengthened bin location fields to 20 characters
- Added ROEditLock field which when set to 1 by an external process prevents a repair order from being edited
- Added InvEditLock field which when set to 1 by an external process prevents a sales invoice from being edited
- Added prompt before overwriting a database during a manual or zipped backup
- Added prompt to backup SQL or MySQL database to Access before updating database structure
- Late loading customer and vendor name lists now load when a key is pressed while on the field
- Removed MAPI password communication parameters
- Renamed repair status reports in the Internet Utility to repair status listing reports
- Resolved setup label options incorrectly being enabled only when rights are granted to setup form options

#### Version 2.7.001 – July 18, 2007

- Resolved error message when second Microsoft Access user tried to connect to database
- Resolved error message when opening the browse sales invoices window

#### Version 2.7.002 – July 31, 2007

- Resolved error when clicking toolbar edit button after all browse windows are closed
- Resolved error when updating existing repair order records after changing a master make and model
- Resolved error sending pickup notices from the Internet Utility
- Resolved QuickBooks export options save button not being enabled when in demo mode
- Increased the speed of opening repair order records when search serialized accessories enabled

#### Version 2.7.003 – August 3, 2007

- Resolved error when printing the Customer Statements reports
- Resolved saving of edited makes and models not updating warranty cards correctly
- Resolved saving of edited warranty plans not updating warranty cards correctly
- Resolved Internet Utility not auto-opening the last database correctly

#### Version 2.7.004 – August 13, 2007

- Resolved error when printing a sales invoice form for a customer account that has multiple contacts
- Resolved error when exporting sales invoices to QuickBooks grouped by reference
- Resolved error when opening a pre-version 2.7 database with the Internet Utility
- Resolved error when uploading a comma- or tab-delimited repair status file with the Internet Utility
- Resolved warranty repairs listing report grand totals being incorrect when repairs used multiple parts
- Added missing French and Spanish translation on some forms

#### Version 2.7.005 – September 5, 2007

- Resolved selecting from new inventory item vendor name dropdown resetting to miscellaneous
- Resolved the Internet Utility displaying the demo company name when sending forms
- Moved markups for subcontracted repair module options from general heading to repair order heading

#### Version 2.7.006 – September 17, 2007

- Resolved error message exporting invoices to US editions of QuickBooks
- Resolved problem with user security in Setup Serial Number Notices module
- Added automatic check if the full install of the current version has been installed

#### Version 2.7.007 – November 9, 2007

- Resolved error printing Serial Number Notice References report from a MSSQL database
- Resolved error printing Purchase Summary by Part report from a SQL database
- Resolved repair order required fields not being applied to repair orders for in-house repairs
- Resolved customer form always prompting to save even if no changes were made
- Resolved multiple notes being entered when the vendor was repeatedly changed on a purchase order



- Added "Allow Payment by Cash" and "Allow Payment Cheque" Repair Estimate form options

Version 2.7.008 – November 14, 2007

- Resolved mathematic rounding always rounding to 2 decimal places
- Added data exports module
- Added dropdowns to Item Description and Serial Number serialized accessories columns

Version 2.7.009 – November 26, 2007

- Resolved error message when entering search text in a browse window that includes an opening square bracket
- Resolved service code dropdown not appearing immediately after inserting a package code
- Resolved problem exporting to data Excel 2007
- Added exporting to field-delimited, .xlsb, and .xlsx formats
- Added sending exports via ftp

Version 2.7.010 – November 27, 2007

- Resolved error when exporting invalid dates to Excel

Version 2.7.011 – December 7, 2007

- Resolved error when archiving a database
- Resolved error when deleting multiple detail lines
- Resolved error when selecting Make option on Parts Usage report
- Resolved error when selecting Business Location option on Customer Statements (Open Item) report
- Resolved selecting a detail record for deleting not selecting if focus is on another field
- Added option to delay loading of make and model and geographic dropdowns for faster repair form loading
- Added option to disable context report menus for faster form loading
- Added ability to automatically set all user efficiency options for the logged in user
- Increased the overall speed of loading forms
- Removed updating of databases to versions earlier than 2.0

Version 2.7.012 – December 12, 2007

- Resolved error message when opening Setup Form Options module
- Resolved customer email address field being limited to 32 characters
- All data exports now default to ASCII text with custom option for Unicode

Version 2.7.013 – January 8, 2008

- Resolved penny rounding error when totaling detail line totals
- Resolved Date Estimate Prepared always clearing when adding multiple new repair orders
- Added support for European number formatting
- XML and Field-Delimited export formats no longer repeat parent data when there are multiple child records
- XML exports are always in Unicode format

Version 2.7.014 – February 8, 2008

- Resolved error when clicking the serial number notice category field
- Resolved error 3001 when deleting a record
- Resolved error 91 when exporting invoices to QB using customer taxes, and no customer tax is configured
- Resolved field validations incorrectly processing when clicking on a different tab
- Resolved browse controls losing formatting when pressing the Escape key from a new record row
- Resolved detail line type dropdown showing 0 as the default
- Resolved print button staying grayed out when switching to another report and then back to the original
- Resolved Shift+Ctrl+T and Shift+Ctrl+U hotkeys not working from detail browse controls
- Resolved repair status web site not displaying local currency symbol
- Resolved version update check on startup displaying a blank instruction window
- Added support for QuickBooks 2008 US editions
- Added support for custom encrypted data on data exports
- Added support for custom XML header and root name on XML data exports
- Added support for multiple XML parents in a single XML data export
- Added option to export tax 1 to QuickBooks customer accounts
- Added Shift+Ctrl+D hotkey to insert the current date into the active date or text entry field
- All print dialogs for forms now default to display the dialog window
- Renamed Packages to Package Codes throughout the system

Version 2.7.015 – February 10, 2008

- Resolved error 9 when clicking one of the inventory item vendor fields

Version 2.7.016 – February 11, 2008

- Resolved error 438 when clicking a browse column header

Version 2.7.017 – February 12, 2008

- Resolved error 438 when replicating a repair order
- Resolved SMS, MAPI, and proxy settings being reset

Version 2.7.018 – February 14, 2008

- Resolved inconsistent formatting of graphical logos on repair status web site
- Added inventory, service code, and package code buttons to detail line browses

Version 2.7.019 – March 12, 2008

- Resolved error when logging in on a computer with foreign regional settings
- Resolved printed photograph overlaying fields on repair invoice packing slip form
- Resolved SMTP port being reset in the Internet Utility
- Added ability for custom text file import field matching

Version 2.7.020 – March 17, 2008

- Resolved error 13 when sharing a database between workstations with different operating system languages
- Resolved system root folder being recognized incorrectly under a terminal services environment
- Resolved custom captions not printing on sales invoice forms
- Added import of customer contacts from a text file
- Added import of vendor contacts from a text file

Version 2.7.021 – March 20, 2008

- Resolved error opening up a repair order directly from a warranty card

Version 2.7.022 – March 25, 2008

- Resolved error opening web browser programs

Version 2.7.023 – March 26, 2008

- Resolved incorrect license title being displayed on repair status web site

Version 2.7.024 – April 1, 2008

- Added refinements to custom data exports

Version 2.7.025 – April 30, 2008

- Resolved error importing repair orders with repeat repairs or serial number notice references

Version 3.0.000 – June 9, 2008 [Database structure update]

- Resolved non-modal error message when using hotkeys from modal forms
- Resolved errors when selecting a database for a user who does not have rights to select a database
- Resolved errors in routines using keyboard stuffing on Windows Vista
- Resolved error when printing to a small printer
- Resolved error when extracting company name while QuickBooks is closed
- Resolved error when saving a discounted credit note with a labor detail line
- Resolved error opening QuickBooks export options when a tax item code is created with a blank percentage
- Resolved error when sorting inventory browse by hidden second or third vendor name column
- Resolved error when sending repair statuses from the Internet Utility via SMS text messages
- Resolved taxes not calculating when entering a repeat miscellaneous customer
- Resolved inventory share and part number fields being reversed during inventory import
- Resolved field validations not processing when adding multiple repair orders
- Resolved line type dropdown formatting when selection line type with a keystroke while dropdown is open
- Batch printing now prints individual payment transactions on forms
- Added software license piracy protection
- Added integrated credit card and debit card processing with XCharge
- Added Diners Club, JCB, and PayPal payment methods
- Added ability to import batches of new repair orders
- Added 16 more custom repair statuses and a new maximum of 36 possible repair statuses
- Added optional dropdowns to Reference 1 to 4 fields on repair orders
- Added new setup repair steps module
- Added ability to export data from browse windows
- Added batch printing from browse windows
- Added batch repair status changes from the repair orders browse window
- Added batch deleting from browse windows by the administrator

- Added export of customers with contacts
- Added export of standard notes
- Added export of repair steps
- Added export of vendors with contacts
- Added import of courier tracking data
- Added import of repair steps
- Added import of standard notes
- Added repair step columns to repair order detail lines to record individual steps by multiple technicians
- Added new Repair Steps Listing report
- Added ability to filter custom captions by keyword, and by captions with customizations
- Added option to end program after a critical error
- Added new inventory category field
- Added custom caption for Home Phone and Mobile Phone on repair orders
- Added ability to configure each day of the week that repair status reports are sent
- Added inventory button to detail line browse on purchase orders
- Added default package code for each customer account
- Added default package code for each vendor account
- Added default package code for each make and model
- Added fault code resolution field
- Lengthened vendor account fields to 30 characters
- Lengthened part number fields to 30 characters
- Lengthened service code field to 30 characters
- Receiving a purchase order now prompts whether to fully or partially receive the order
- Detail columns are now remembered for each user from session to session
- Disabled change password option in demo mode
- A warning message is now displayed if the automatic backup paths are invalid
- Database repair utility now repairs field definitions and indexes
- Private notes now default as visible

Version 3.0.001 – June 9, 2008

- Resolved splash screen hiding license install window

Version 3.0.002 – June 10, 2008

- Resolved error adding a new customer
- Resolved error paying a sales invoice or credit note with a miscellaneous customer billed to self
- Resolved error printing repair estimate form
- Copying licenses from another computer now forces the selection of a security.wcs file

Version 3.0.003 – June 11, 2008

- Resolved error exporting customers with contacts
- Resolved error adding new inventory items from repair orders when opening inventory browse window
- Resolved error when working with additional repair order repair step columns
- Added horizontal scrollbar to record details when columns are wider than window size

Version 3.0.004 – June 16, 2008

- Resolved SQL database update appearing to hang
- Resolved error when exporting zip file from SQL
- Resolved zero amount transactions being recorded in the ledgers

Version 3.0.005 – June 17, 2008

- Resolved error when backing up SQL database during update if SQL database was created under version 2.7

Version 3.0.006 – June 19, 2008

- Resolved error when editing repair steps and updating existing repair orders
- Resolved stopwatch rounding to fewer decimal places when sending to the repair order hours field
- Resolved error opening a detail row line type dropdown when no data entered in the row
- Resolved Internet Utility not allowing selection of individual days for sending repair status listing reports
- Data exports to Microsoft Excel no longer export cell formatting for cells that are empty

Version 3.0.007 – June 20, 2008

- Custom forms no longer must be selected under form options in order to enable them
- Custom labels no longer must be selected under label options in order to enable them
- Stopwatch is now brought back within the visible screen area each time it is started

Version 3.0.008 – July 9, 2008

- Resolved error importing a batch of repair orders for customers with default references or package codes
- Resolved error processing credit card payment refund on a credit note
- Resolved saving of repair status report day options correctly in Internet Utility
- Resolved Internet Utility incorrectly emailing status reports when email days unchecked but fax days checked
- Resolved individual payments not printing correctly on individual printing of credit note forms
- Added automatic clean up of email addresses before automated emailing
- Added ability to process credit and debit card transactions before closing a new invoice or credit note record
- Added printing of credit card payment signatures to second copy of sales invoice and credit note forms
- Added program edition to status bar

Version 3.0.009 – July 11, 2008

- Added printing of individual payment transactions on repair order and repair estimate forms
- Added printing of credit card payment signatures to second copy of repair forms
- Added automatic electronic signature capture if a credit card is physically swiped

Version 3.0.010 – September 12, 2008

- Resolved MDAC version reporting incorrectly on some workstations with international number settings
- Resolved repair order reference dropdown settings not saving
- Resolved error message when saving data exports to an invalid drive or folder
- Resolved error when printing Revenue Summary by Province/State report with an end date report option
- Resolved error when creating customers with tax1 while exporting invoices to QuickBooks
- Resolved looping when terminating program after a database disconnect
- Resolved labels not printing when closing a new repair order after processing a credit card transaction
- Resolved Internet Utility always assigning RO numbers from first business location when receiving emails
- Resolved Internet Utility not processing comma-separated email addresses correctly
- Added custom caption for repair order Problem to be Repaired field

Version 3.0.011 – September 26, 2008

- Resolved error when selecting the same status from the repair orders browse window
- Resolved error when deleting a user when a comma is configured as the decimal point
- Resolved error when editing an inventory item to a duplicate business location and part number combination
- Resolved incorrect payment method printing on all Payment Summary reports
- Resolved incorrect title formatting on French packing slip forms
- Improved error message when custom report file is out of date

Version 3.0.012 – September 30, 2008

- Resolved error when no printers are installed
- Resolved checking for updates not working when a beta version is installed

Version 3.0.013 – October 17, 2008

- Resolved error when clearing the Microsoft SQL server name in the Internet utility
- Resolved billing based taxes not recalculating when switching from third-party billing to bill-to-self
- Resolved Inventory import incorrectly importing models
- Resolved Repair Orders Awaiting Parts report missing incorrectly referenced repair orders

Version 3.0.014 – December 5, 2008

- Resolved error importing fault codes
- Resolved error when entering a repeat serialized accessory with warranty plan set to original warranty
- Resolved error archiving data when warranty plans set to original warranty
- Resolved custom repair status 10 not reacting like the other repair statuses
- Resolved multiple payment references not printing correctly on forms
- Resolved Internet Utility not sending out notices according to the specified repeat schedule

Version 3.0.015 – December 7, 2008

- Resolved error when a user without rights to select a database tries to open a non-existent SQL database
- Resolved error starting the Internet Utility with no license installed
- Resolved duplexing setting resetting to the printer driver default setting when viewing before printing a report
- Resolved charges formatting issue on English Customer Repair Invoice form
- Resolved repair status notice messages not saving correctly when shortened
- Added MAPI mail reply address for estimate form reply hyperlink

Version 3.0.016 – December 18, 2008

- Resolved error when paying invoices using the payment window on systems with a comma decimal separator

Version 3.0.017 – January 21, 2009

- Resolved error when paying invoices using the payment window on SQL server
- Resolved error when entering fault codes on a repair order
- Resolved error when working with currency symbols that include a period
- Resolved third-party billing allowing manual entry of non-third party billing account numbers
- Resolved third-party billing incorrectly displaying "Bill to Self" as the billing name
- Resolved incorrect estimate being faxed by Internet Utility
- Added support for QuickBooks 2009 US edition

Version 3.0.018 – February 4, 2009

- Resolved error importing a new repair order with an invalid repair status

Version 3.0.100 – February 23, 2009 [Database structure update]

- Resolved database format inconsistencies

Version 3.0.101 – March 16, 2009

- Resolved repair orders awaiting parts report not returning data on SQL server
- Added ability to have sequential numbers on custom reports
- Added ability to update the database from custom reports

Version 3.0.200 – April 17, 2009 [Database structure update]

- Resolved error when renaming a make and model
- Resolved error when deleting sales invoices and choosing to return inventory items to stock
- Resolved error when entering invalid filename characters for a data export file
- Resolved user database selection security option not working correctly
- Resolved warranty periods being imported incorrectly
- Improved country and province dropdown efficiency on SQL databases

Version 3.0.201 – April 21, 2009

- Resolved incorrect business location being displayed when editing inventory items in the repair mobile edition
- Disabled selecting to evaluate non-SQL program editions while a SQL database is open

Version 3.0.202 – April 27, 2009

- Resolved import service codes not recognizing both "labor" and "labour" spellings
- Resolved tabs remaining grayed out when filtering reports or exports by the same keyword twice in a row
- Added ability to filter reports and exports by multiple keywords in any order

Version 3.1.000 – May 4, 2009 [Database structure update]

- Resolved purchase order numbers duplicating
- Resolved program hanging when opening a SQL database with no rights to stored procedure sp\_lock
- Added table view to repair status web site for customers with multiple repairs
- Added setup repair status communication module
- Added ability to configure custom emails for every repair status change
- Added ability to configure which forms are printed or emailed with every repair status change
- Added ability to choose whether or not to prompt before printing each repair form
- Added optional storage bin dropdown list on repair orders
- Added ability to disable dropdown for repair order Make field
- Added serialized inventory
- Added ability to import inventory serial numbers
- Added Serialized Inventory Listing report
- Added Serialized Inventory export
- Added multiple pricing levels on inventory parts
- Added automatic translation of obsolete inventory part numbers to replacement part numbers
- Added replacement part number, serial number, and category columns to the inventory browse
- Added option to notify any time that an inventory quantity becomes negative
- Added recording of all inventory transactions to an inventory ledger
- Added Inventory Ledger Listing report
- Added Inventory Ledger export
- Added Invoice Ledger export
- Added Payment Ledger export
- Added ability to configure multiple groups of service codes
- Added Comprehensive Emailing List export
- Added Emailing List by Make and Model export

- Added Mailing List by Make and Model export
- Added Faxing List by Make and Model export
- Added ability to import a batch of payment transactions
- Added ability to pay batches of invoices by batch ID
- Added technician email field
- Added ability for an administrator to copy user efficiency settings to all users
- Added ability to update the database from custom reports
- Added ability to have sequential number series on custom reports
- Added a custom caption for Common Accessories and Date Requested For field captions
- Increased the maximum number of repair order hours to 9999
- Added update only import mode when importing inventory
- Database repair utility now adds license serial number to the front of files sent for repair

Version 3.1.001 – May 5, 2009

- Resolved export from browse always defaulting back to xls file after selecting another export tab

Version 3.1.002 – May 7, 2009

- Resolved error when picking inventory parts to a form
- Resolved error first time logging into a new MySQL database
- Resolved error picking serialized inventory items in a MySQL database
- Resolved Internet utility remaining hidden after trying to open a deleted SQL database
- Disallowed temporary and permanent photo paths from being the same

Version 3.1.003 – May 12, 2009

- Resolved error when picking inventory parts to sales invoices
- Resolved error when replicating a repair order
- Resolved error when sending SMS receivables notice
- Resolved error when receiving a full purchase order
- Resolved locking issues when receiving a full purchase order
- If an inventory item with a single serial number is entered than the serial number is now automatically attached
- Added ability to automatically pick serialized inventory based on the repair order or sales invoice record number
- Removed support for Teleflip SMS service

Version 3.1.004 – May 14, 2009

- Resolved error when opening a version 3.0 database with the version 3.1 Internet Utility
- Resolved French and English repair status customer notice subject lines being swapped in setup area
- Resolved repair utility command line not working

Version 3.1.005 – May 25, 2009

- Resolved error displaying negative inventory quantity while saving a purchase order
- Resolved error adding a custom repair invoice status
- Resolved error when importing inventory
- Resolved error when browsing inventory in a multi-location environment
- Resolved timeout when purging old user edit history
- Resolved very slow saving of repair order records after changing the repair status
- Resolved emailing customer and vendor contacts by repair status not including all contacts
- Resolved emailing customer and vendor contacts losing the first character from the email address
- Sending repair status notices to shipping customer now first looks at the email address on the repair order record
- Save browse filters no longer apply if the column is hidden
- Editing a mobile edition record in the master database now allows only inventory items from the mobile location

Version 3.1.006 – May 26, 2009

- Resolved location synchronization issues with repair mobile edition
- Report and export location options are now displayed only for multi-location databases
- Eliminated redundant inventory ledger entries when saving records where part details have not changed
- Ledgers audit module now eliminates redundant inventory ledger entries

Version 3.1.007 – June 1, 2009

- Resolved error when enabling capitalized geographic dropdown lists on a SQL database
- Resolved error saving new customer when multiple inventory markup levels is enabled
- Resolved error when clicking on inventory item location dropdown

Version 3.1.008 – June 8, 2009

- Resolved error updating the inventory ledger when a comma is configured as the decimal point

- Resolved error running Comprehensive Emailing List export
- Resolved error exporting to a blank file name
- Internet Utility now tries to terminate the exiting delay after 15 seconds if the FTP server is hung

Version 3.1.009 – June 22, 2009

- Resolved error opening repair status communication options when no database open
- Resolved SMS reply email not restoring correctly
- Added SMS option to automatically add 1 in front of 10-digit numbers when sending SMS text messages
- Improved SMS formatting
- Removed support for SMSCountry SMS service
- Removed references to automatic repair order entry web site generation

Version 3.1.010 – July 28, 2009

- Resolved error importing customers from a text file
- Resolved error archiving old data
- Resolved error synchronizing mobile locations
- Resolved error when selecting 'No' from the Outlook security prompt
- Resolved Internet Utility not enabling Process menu option when only receive repair orders is selected
- Repair status web site now displays appropriate message if password is correct but there is no data
- Repair status web site now displays requested for and repair completion dates
- Improved repair status web formatting

Version 3.1.011 – July 29, 2009

- Improved efficiency of repair status web site generation

Version 3.1.012 – August 4, 2009

- Resolved error when saving an edited service code with a duplicate code and group combination
- Changed repairstatus.net IP address references to domain name references
- Improvements to looking up a record on the repair status web site from the repair orders browse Tools menu
- Added ability to put configured business location logo on custom reports

Version 3.1.013 – August 10, 2009

- Resolved error when selecting the fax tab while printing a form or report when a fax printer driver is configured
- Resolved repairstatus.net formatting issues
- Improved efficiency of repairstatus.net searching
- Disabling repair order subcontracts now allows the disabling of subcontract repair statuses
- Multi-search repair status web site now sorts by repair order reference 1 field
- Repair status web site folders are no longer automatically created if they do not already exist
- Removed hash (#) symbol from repair approval/refusal email links due to incompatibility with some browsers
- Changes to multi-location mode are now reflected immediately upon exiting the Setup Locations module
- Numeric fields are now validated when populated to reject invalid data from manually edited or corrupt records
- Added Internet Utility buttons to automatically open the single-search or multi-search repair status web site
- Added program version number to log files

Version 3.1.014 – August 20, 2009

- Resolved error when selecting a new report after running a report with multiple text field options
- Resolved module option payment methods dropdown missing newer payment methods
- Resolved Internet Utility uploading files to recursive folders on repairstatus.net
- Only the administrator can now edit global module, form, label, and communication settings
- Improved process for automatically clearing read-only property on database files
- Added 3-month and 2-year purge periods when clearing the user edit history
- Added ability to clear the user view history separate from the user edit history
- Added repair status web site hyperlink buttons to Internet Utility main window
- Added support for Windows 7, Windows Server 2008, and Windows Server 2008 R2

Version 3.1.015 – August 24, 2009

- Resolved regional currency settings not being applied to credit note forms
- Resolved payments not correctly printing negated on credit note forms
- Resolved logging issues on Windows Vista, Windows Server 2008, and Windows 7
- Added logging when business location names are reset because no license is installed
- Added debug logging mode to main menus
- Database repair utility can now send all log files for analysis
- Eliminated aysinetFTP log file

Version 3.1.100 – October 19, 2009 [Database structure update]

- Resolved error trying to insert a non-existent customer or make and model default package code
- Resolved error entering a long service code group
- Resolved error picking inventory items to package codes
- Resolved error when exporting customers or customers with contacts
- Resolved error when picking a non-existent replacement part number
- Resolved error when picking a serialized inventory item to a sales invoice
- Resolved error when clicking open without selecting a SQL server database
- Resolved archive database leaving some records under warranty in the archived database copy
- Resolved fax method resetting to fax printer
- Resolved keystroke macros stalling on some entry fields
- Resolved custom statuses displaying in the repair order browse menu in the wrong order
- Resolved receiving parts on purchase orders wrongly recalculating 0% markups
- Resolved replicated repair orders not determining tax rules correctly
- Resolved inability to open databases after going past the licensed user limit
- Added "Open Repair Orders (Excluding Unpaid)" group filter to repair orders browse window
- Added ability to specify default print copies for custom reports
- Added ability to enter double apostrophes (") or quotes (") as text browse column filters for empty fields
- Added ability to edit batches of repair orders at the same time for approvals and refusals
- Added count of selected records in displayed browse totals
- Added serial number to Repair Status Listing report
- Repair status web site multi-search now displays records in pages of 100 items
- Entering a batch payment batch ID now automatically determines the account number if it is unique
- Importing and exporting customers with compound taxes now uses the simpler non-compounded tax rate

Version 3.1.101 – October 29, 2009

- Resolved error when importing new repair orders to a SQL database
- Resolved inventory import swapping some fields
- Added category field to inventory exports

Version 3.1.200 – January 7, 2010 [Database structure update]

- Resolved error when exporting group payments to QuickBooks
- Resolved error when browsing inventory with the clear records setting and a group filter both set
- Resolved error when processing batch tax update
- Resolved issues paging through multiple record view of repair status web site
- Resolved driving directions to a customer address on Mapquest always defaulting to Europe search
- Resolved driving directions to a customer address on Google maps losing the originating address
- Resolved custom caption problem on 2- and 3-inch labels
- Added support for QuickBooks 2010 US edition
- Batch tax update routine now updates QuickBooks invoices in the Repair Lite edition
- Batch tax update routine now updates QuickBooks customers

Version 3.1.201 – February 11, 2010

- Resolved error when opening Repair Status Communication Options module
- Resolved error exporting Inventory browse window when serialized inventory enabled
- Resolved error when updating pricing while receiving parts on a purchase order
- Resolved Internet Utility not loading SMTP port correctly
- Resolved wildcard column in browse windows not filtering
- Adjusted the printed signature positions slightly higher above the signing line on repair estimate forms

Version 3.1.202 – March 8, 2010

- Resolved error when opening Module Options in the Repair Lite or Retail edition
- Resolved error when exporting invoice batches to QuickBooks on a SQL server
- Resolved error when filtering browse windows by numeric values when a comma is configured as the decimal point
- Resolved error when opening older Access database files
- Added operating system to help menus
- Added 32-bit or 64-bit operating system status to help menus and error messages
- Added option to copy system information to clipboard from help menu

Version 3.1.203 – March 22, 2010

- Added support for generating labels in Microsoft Word 2007 and higher
- Added ability to import service codes and package codes with new repair orders
- Improved error messages when unable to automatically send repair status listing reports



- Improved receiving of new repair orders via email

#### Version 3.1.204 – May 10, 2010

- Resolved error when selecting a repair order communication option email address
- Resolved error when exporting from serialized inventory browse while a group filter is set
- Resolved stopwatch losing seconds over a period of time
- Enabled FTP testing button on Internet Utility for repairstatus.net hosting
- Added support for version 5.1 MySQL ODBC driver

#### Version 3.1.205 – May 14, 2010

- Resolved error when running some exports from a SQL database
- Resolved error when excluding QuickBooks export items in a SQL database
- Resolved error when sorting browse window columns and moving a column past the top or bottom limit
- Resolved error opening database with version 3.51 ODBC driver
- Resolved some decimal values being rounded to integers when saving to Microsoft SQL databases
- Resolved the stopwatch options window not correctly displaying the previously saved mode
- Resolved the stopwatch not resetting after saving the time to a repair order record
- Resolved pressing Escape key from a detail browse while adding a new detail causing loss of formatting
- Resolved discount message incorrectly appearing when opening repair orders in a MySQL database

#### Version 3.1.206 – May 26, 2010

- Resolved errors exporting invoices to QuickBooks
- Resolved the first edited detail line deleting after automatically inserting a package code
- Resolved the stopwatch jumping forward when starting and stopping multiple times
- Resolved miscellaneous customer account not exporting to QuickBooks
- Added support for X-Charge version 7.x
- Electronic signatures now print on all form copies
- Configured databases can no longer be opened without a valid license file
- Customer accounts export to QuickBooks now automatically resolves most QuickBooks errors
- Vendor accounts export to QuickBooks now automatically resolves most QuickBooks errors
- Purchase Orders export to QuickBooks now automatically resolves most QuickBooks errors

#### Version 3.1.207 – June 24, 2010

- Resolved error when replying to a received repair order email with a repair estimate form
- Receiving of repair order emails now deletes processed emails after an error
- Invoices export to QuickBooks now automatically resolves many QuickBooks errors
- Added ability to set up 0% taxes
- Batch tax update routine can now update taxes to 0%

#### Version 3.1.208 – July 26, 2010

- Resolved error when creating a repair order from the warranty card browse in the retail edition
- Resolved formatting issues on Repair Invoice Listing report
- Resolved photographs repeating when batch printing forms

#### Version 3.1.209 – August 28, 2010

- Added infrastructure to print inventory information on forms
- Increased server timeout when exporting invoices to QuickBooks

#### Version 3.2.000 – September 3, 2010 [Database structure update]

- Ended support for operating systems earlier than Windows XP and Windows Server 2003
- Fixed payments ledger transactions with rounding problems
- Resolved error when saving a package code make longer than 20 characters
- Resolved error when entering an inactive account number on a new record
- Resolved setup toolbar buttons always resetting the selected buttons
- Resolved toolbar appearing too tall when reverting from wrapped to non-wrapped
- Resolved user locking issues on Microsoft SQL Server 2005 and 2008
- Resolved a number of errors on MySQL databases
- Added record locking with a popup of who is presently editing the record
- Added group management of users
- Added ability to copy user configuration settings from one user to others within the same group
- Added ability to configure multiple program administrators
- Added ability to specify a default user inventory location
- Added ability to restrict users to a single business location or inventory location

- Updated to QuickBooks Foundation Classes 8.0
- Added support for Microsoft Office 2010
- Added support for QuickBooks 2011 US editions
- Added integration with QuickBooks Australia edition
- Added option to export only fully paid invoices to QuickBooks
- Added ability to reset QuickBooks export status of all records after initial QuickBooks export testing
- Added scan mode to repair order browse for scanning batches of repair orders
- Added ability to edit batches of repair orders at the same time
- Added ability to copy repair orders
- Added ability to append characters to reference 1 on copied repair orders
- Added ability to replicate attachments when replicating or copying repair orders
- Added option to automatically copy the reference 1 field to the serial number field on new repair orders
- Added option to disable the repair order warranty tab
- Added logging of user and date stamp each time a repair status, technician, or bin changes on a repair order
- Added Reference 1, Reference 2, Reference 3, and Reference 4 fields to inventory
- Added Reference 1 and Reference 2 fields to the inventory browse window
- Added Reference 3 and Reference 4 fields to Customers
- Added Reference 3 and Reference 4 fields to Vendors
- Added Reference 3 and Reference 4 fields to Sales Invoices
- Added Reference 3 and Reference 4 fields to Credit Notes
- Added Reference 3 and Reference 4 fields to Purchase Orders
- Added Reference 3 and Reference 4 fields to Warranty Cards
- Added global serial number formatting and validation rules
- All serial number fields increased to 40 characters
- All street address fields increased to 40 characters
- All country fields increased to 43 characters
- All model list fields increased to 2000 characters
- All browse windows now remember their last selected group filter between sessions
- When any browse window group filter is selected, the back of the filter area now turns yellow
- Added ability to specify default column in browse windows
- Added LinkCourierTracking, LinkDownloadAdobeReader, ROShipVia, ROTrackingCode fields to repair status communication options field list
- Added option to configure repair order communication status form printing by workstation
- Added option to disable confirmation window when adding new records
- Added ability to transfer attachment links to a new server path
- Added model package code to imports, exports, and reports
- Added vendor package code to imports, exports, and reports
- Added new Make and Model Defaults report
- Added option to send repair status notices and reports at a specific time of day
- Added option to specify how many days a close repair remains on the repair status web site
- Added option to not automatically send repair status reports with no active repairs
- Renamed U.S.A. to United States in all geographic references
- Renamed Great Britain to United Kingdom in all geographic references

#### Version 3.2.001 – September 5, 2010

- Resolved error during installation of sigplus.ocx
- Resolved error when browsing for existing MySQL databases
- Resolved error when opening Setup Module Options with a pre-version 3.2 license
- Resolved errors when opening various setup modules with no database open
- Resolved error when batch editing repair status in a MySQL database

#### Version 3.2.002 – September 6 2010

- Resolved error when saving a repair order with data entered in the technician detail line column

#### Version 3.2.003 – September 6, 2010

- Resolved error when logging in as a user that is not assigned to a group
- Resolved exporting a browse window not allowing individual export fields to be deselected

#### Version 3.2.004 – September 7, 2010

- Resolved error during installation of msxml6.dll
- Resolved error when printing forms from a Microsoft SQL database
- Resolved Microsoft SQL server list not being displayed for selection

Version 3.2.005 – September 8, 2010

- Resolved error during database update to version 3.2 if QuickBooks batch sales invoice grouping was configured

Version 3.2.006 – September 22, 2010

- Restored version 3.1 SQL backup template to install package
- Resolved error when opening a pre-version 3.2 database with the Internet Utility
- Resolved error when opening setup conditions module
- Resolved error when manually backspacing over the line type field in detail line grids
- Resolved error when cancelling a batch repair status update
- Resolved error exporting to Excel 2007 or higher on Windows Vista or higher
- Resolved manual part number entry on single-location repair orders not removing the part from inventory
- Resolved some browse windows not remembering group filter settings
- Resolved receiving repair orders from a web site truncating email addresses to 50 characters
- Serialized inventory items are no longer removed from repair orders with an Abandoned repair status
- Added Batch Repair Invoice Receivables report
- Added Batch Sales Invoice Receivables report

Version 3.2.007 – October 6, 2010

- Resolved error when updating database structure with invalid user browse settings
- Resolved error when logging in a second user on a single-user license
- Resolved error when saving an edited repair order with a bin field of more than 15 characters
- Resolved error when printing forms with the same part number listed multiple times
- Resolved edit browses not formatting hidden columns correctly after typing a character and then picking a value
- Resolved setup communication options warning that an email address has changed when none have changed
- Resolved Repair Assignment form not printing to the correct bin when printing from the print dialog
- Resolved reports not printing to the configured bin
- Resolved printing not using manually selected printer options
- Default bins and duplex status are now displayed in print dialog windows
- Added support for up to 4 printer bins and manual feed
- Added support for Clickatell SMS sender ID
- If a logo file is not found then the program now stops searching for the file until the next session or until it is edited

Version 3.2.008 – October 11, 2010

- Improved handling of general printer errors
- AYS rebranding

Version 3.2.009 – October 13, 2010

- Resolved error when printing forms from a Microsoft SQL Server database
- Added decrypted license serial number ID to About box

Version 3.2.010 – October 14, 2010

- Resolved error when emailing to the last repair step technician
- Resolved error when printing forms from a Microsoft SQL Server database from the Internet Utility
- Resolved license edition being misreported in Internet Utility bug reports

Version 3.2.011 – November 18, 2010

- Resolve tax 3 configuration settings being reset when upgrading a SQL database to version 3.2
- Resolved error when importing an empty string to a customer inventory markup level
- Resolved unable to find logo message with forms configured to print logos but when no logo configured
- Resolved Internet Utility error when synchronizing mobile database
- Resolved Internet Utility deleting synchronizing files before they have been received by the mobile workstation
- Resolved Internet Utility displaying incorrect caption for Reference 2 field on repair status web site
- Resolved edit purchase order detail not formatting hidden columns correctly after typing a character and then ordering a part
- Added option to only export invoices to QuickBooks when the entire batch invoice has been paid

Version 3.2.012 – November 29, 2010

- Changed repairstatus.net to get ftp connection settings from a file on the Internet
- Changed the repair utility to get ftp connection settings from a file on the Internet

Version 3.2.013 – December 13, 2010

- Resolved error reading paper bins from printers
- Resolved error editing user security
- Resolved error importing makes and models in the retail edition
- Resolved error opening setup form options or setup label options with no database open

- Clicking the auto-calculate from details checkbox on repair orders now remembers the previous values
- Split automatically filter inventory by make and model of the open repair order into separate module options
- Split automatically filter package codes by make and model of the open repair order into separate module options
- Added custom caption for auto-calculate from detail details checkbox on repair orders
- Added custom caption for replacement cost fields on makes and models
- Added ability to repeat parent records in a multi-table export
- Added Microsoft SQL Server version and user path to about box window
- Filtering a browse by model list now looks at the individual models in the list
- When picking or ordering parts, service codes, and package codes no menu is displayed if there is only one option

Version 3.2.014 – January 28, 2011

- Resolved error when clicking the order button while browsing inventory
- Resolved error when assigning automatic printer bin selection to a driver that does not accept that mode
- Resolved inventory import hanging when the part number field is empty
- Resolved service codes import hanging when the service code field is empty
- Resolved Payment Ledger Listing report displaying incorrect payment methods
- Renamed Import Courier Tracking Data to Import Shipping Updates
- Added support for QuickBooks 2011 US edition
- Added support for QuickBooks 2008-2011 Canada and UK editions
- Added additional fields to Import Shipping Updates module

Version 3.2.015 – March 14, 2011

- Resolved error when obtaining a license lock on an Access database
- Resolved error when a spurious column filter is saved from a previous version
- Resolved part number column missing when editing purchase orders
- Resolved signature pad purpose list not displaying options correctly
- Automated emails based on repair status no longer require a message body

Version 3.2.016 – March 21, 2011

- Resolved emails not being automatically sent when statuses change

Version 3.2.017 – March 26, 2011

- Resolved problems validating duplicate user names
- Swapped the physical location of Save and Save/New buttons on repair order and warranty card edit windows
- Added printing of electronic credit card payment signature on third-party repair invoice form

Version 3.2.018 – April 15, 2011

- Added ability to open attached digital photographs in an external program
- Added ability to print multiple photos on custom forms

Version 3.2.019 – April 29, 2011

- Resolved error when sorting a multi-location inventory by vendor 1 account number in descending order
- Resolved problem pasting values into browse filters that include carriage return and line feed characters

Version 3.2.020 – May 5, 2011

- Resolved error when displaying a locked record message
- Resolved error when exporting a new vendor record on-the-fly when exporting purchase orders to QuickBooks
- Resolved spurious pennies being added when a tax is set to always round up
- Resolved logged error when exporting a purchase order with vendor name different from the vendor account name
- Resolved reference 1 field not importing correctly when importing invoice payments
- Resolved received date resetting to today's date when importing new repair orders
- Forms are no longer printed and emails no longer sent when importing data in test mode
- Added option whether to export miscellaneous vendor account to QuickBooks
- Added option whether to export purchase orders with miscellaneous account to individual QuickBooks vendors
- Numerous improvements to exporting customers, vendors, purchase orders, and invoices to QuickBooks

Version 3.2.021 – May 28, 2011

- Resolved error adding QuickBooks customer or vendor accounts based on invoices for miscellaneous accounts
- Resolved error getting user session lock while retrying opening a database
- Resolved QuickBooks error when exporting taxes to invoice detail lines in US QuickBooks editions
- Resolved incorrect custom captions when browsing credit notes
- Improved detail on error message reports

Version 3.2.022 – June 29, 2011

- Resolved error upgrading databases earlier than version 2.6
- Resolved error trying to send fax or SMS in the Internet Utility without configuring them first
- Resolved prices not being transferred when picking from the inventory when the Selling Price column is hidden

#### Version 3.2.023 – August 2, 2011

- Resolved error when batch printing forms that include apostrophes in the common accessory descriptions
- Resolved error when exporting Comprehensive Emailing List in the Repair Lite and Repair Micro editions
- Resolved error when exporting to XML file format
- Resolved error when exporting to Excel with no file extension selected
- Resolved make and model notes not copying to new repair orders
- Exporting to disk now defaults the destination folder to the user's Windows desktop
- Known QB bug: QuickBooks error when exporting taxes to invoice detail lines in CA and UK QuickBooks editions We have support incident #732047 open with Intuit and are working with them to resolve the problem

#### Version 3.3.000 – September 22, 2011 [Database structure update]

- Reduced database disconnections due to inactivity with Microsoft Access databases
- Resolved problem selecting a miscellaneous account in report or export options
- Resolved context menus not working in the selected text of multi-line text boxes
- Resolve backslash characters not being recognized in browse filters on MySQL databases
- Resolved reference fields in various modules not allowing the full 30 characters to be entered
- Resolved ship via and tracking number required field settings not working correctly
- Resolved default received by setting not working correctly
- Added option to automatically close or log out of AYS on a workstation after a defined period of inactivity
- Added printing directly to PDF documents
- Added Import Repair Order Updates module
- Added Import Package Codes module
- Added Export Package Codes module
- Added Minimum Order Quantity field to inventory
- Added Pick Quantity field to inventory
- Added default travel charge and default subcontract repair vendor notes fields to makes and models
- Added ability to export to fixed-width format text files
- Added ability to export to SQL SELECT query format files
- Added ability to set up standard notices for the Setup Repair Status Communication Options module
- Added ability to paste Unicode text to fields from the Edit menu, toolbar, and Shift+Ctrl+B key combination
- Added ability to send Unicode SMS messages
- Character count now displays when composing text messages
- Added ability to save records to a different location than the default business location
- Added option to automatically delete 0 quantity detail lines when changing from a repair order to a repair invoice
- Added ability to switch between business and inventory locations on the fly
- Redesigned Repair Status Communication Options as a tree browse
- Added a business registration field for each business location that is printed at the top of most forms
- Added ROGrandTotal field to repair status communication options field list
- Added option to assign new form numbers based on the customer or vendor account location series
- Added ability to transfer inventory
- Added ability to transfer customer accounts
- Added ability to transfer vendor accounts
- Added Repair Orders Received Summary report
- Added Repair Orders Shipped Summary report
- Added option to filter by receiver on Repair Orders Received report
- Added on-line courier tracking for Australia Post, City Link, CouriersPlease, and Interlink Express
- Added selection of customer contacts when entering repair orders, sales invoices, credit notes, and warranty cards
- Added selection of vendor contacts when entering purchase orders
- Added CVV line to Repair Estimate form stub
- Added customer account parameter to exports by make and model
- Added customer name, make, model, and serial number fields to exports by make and model
- Added additional 24 custom repair statuses
- Added support for RingCentral faxing
- Added support for up to maximum of 70 2-character repair statuses
- Repair status codes can now be auto-numbered alphanumerically or numerically, or edited manually
- Added internal record changed flags for major tables to facilitate exporting to other systems
- Added option to import modules whether or not to set the record changed flag during the import

- Added technician mobile phone and fax number
- Added ability to custom print Receipt of Completed Item signature on repair invoice forms
- Added ability to custom print Receipt of Goods signature on sales invoice forms
- Added in a quick-click option to restore all filtered records to a browse window
- Increased the size of user passwords to 15
- The purchase and selling price are now recorded when adding new inventory items while saving a purchase order
- All dropdowns are now late loaded to speed up loading and displaying of edit forms
- Removed AYS branding from emails and faxes
- Removed tips window
- Ended support for integration with Microsoft Office versions earlier than 2003
- Ended support for integration with QuickBooks Pro and Premier versions earlier than 2008
- Ended support for integration with QuickBooks Enterprise versions earlier than V8

Version 3.3.001 – September 30, 2011 [Database structure update]

- Add ability to schedule exports
- Add ability to schedule creation of purchase orders

Version 3.3.002 – October 6, 2011 [Database structure update]

- Add ability to schedule imports

Version 3.3.003 – October 12, 2011 [Database structure update]

- Resolved error when exporting a shipping method to QuickBooks that is longer than 15 characters
- Resolved error when getting default codes from a QuickBooks file that includes build assembly templates
- Added internal warranty card date updated field
- Added Repair Statuses export

Version 3.3.004 – October 17, 2011 [Database structure update]

- Resolved number ranges disappearing when a business location is deleted

Version 3.3.005 – October 18, 2011 [Database structure update]

- Added Reference3 and Reference4 fields to all browse windows
- Added email message queue to Internet Utility

Version 3.3.006 – November 1, 2011 [Database structure update]

- Resolved error batch printing multiple payments on forms
- Resolved error replicating a repair order in Retail edition
- Added repair status communication option messages for imported record updates
- Added fax and SMS repair status communication option custom messages
- Added email message queue to Internet Utility
- Added SMS message queue to Internet Utility
- Added fax message queue to Internet Utility

Version 3.3.007 – November 1, 2011

- Resolved error updating private notes after emailing forms

Version 3.3.008 – November 2, 2011

- Resolved error updating SQL databases to version 3.3
- Resolved error entering non-zero values in the repair order details quantity column
- Saving repair statuses without a custom caption now automatically restores the default caption

Version 3.3.009 – November 2, 2011

- Resolved error updating Microsoft SQL databases to version 3.3

Version 3.3.010 – November 2, 2011

- Added Import Purchase Order Confirmations module

Version 3.3.011 – November 3, 2011

- Resolved ttime8.ocx not registering properly during installation on some workstations (requires full reinstallation)
- Resolved Communication Options not opening in the Internet Utility
- Resolved Repair Status Web Site not generating and distributing index.shtml file

Version 3.3.012 – November 4, 2011

- Resolved error importing new repair orders
- Resolved error updating private notes after faxing forms

Version 3.3.013 – November 7, 2011

- Resolved error message when exporting inventory browse

Version 3.3.014 – November 8, 2011

- Resolved Internet Utility becoming non-responsive on startup with a slow Internet connection
- Resolved SSL settings not loading after program restart
- Resolved error when sending automated customer message
- Resolved communication options being grayed out when no database is open
- Added new replacement cost, refurbished replacement cost, and parts cost to repair order details tab
- Added ship via to Purchase Order and Purchase Return forms

Version 3.3.015 – November 9, 2011

- Added recognition of User Access Control

Version 3.3.016 – November 9, 2011

- Added support for Windows 8 operating system
- Redesigned Revenue Summary by Advertising Method report

Version 3.3.017 – November 10, 2011

- Resolved error when selecting to install new license
- Resolved error adding a new vendor
- Resolved incorrect detection of Windows Server 2008 R2 operating system
- Added support for terminal server session

Version 3.3.018 – November 15, 2011

- Resolved error downloading messages from POP3 account (requires full reinstallation)
- Resolved error updating Microsoft SQL databases to version 3.3
- Resolved error running Inventory export from a Microsoft Access database

Version 3.3.019 – November 17, 2011

- Resolved incorrect reporting that only a service pack was installed
- Resolved automated SMS and fax messages not queuing correctly
- Resolved trigger files not resetting on scheduled exports in the Internet Utility
- Added Estimate and Repair Notes field to Import Repair Order Updates module

Version 3.3.020 – November 30, 2011

- Resolved error updating MySQL databases to version 3.3
- Resolved error when adding an SMS message to the queue
- Resolved error generating scheduled purchase orders on a SQL database
- Resolved error sending Internet Utility log file to At Your Service Software
- Resolved error sending multiple queued emails or faxes with form attachments
- Resolved error saving updated shipping method
- Resolved replicating repair orders copying private notes to the print notes field on the new repair order
- Resolved replacement and refurbished costs not displaying correctly
- Resolved entry of a model that is not in the master models list incorrectly filling in a description and category
- Resolved multiple email addresses separated by semicolons not parsing correctly
- Resolved run-once option being processed by the Internet Utility monitor when the server service is installed
- Resolved Reference 3 and Reference 4 fields not displaying correctly in the Inventory browse window
- Resolved reference fields not being included in the inventory browse export field list
- Resolved Setup Outgoing Message Queues module in the Internet Utility not saving settings
- Added a separate button on SQL database dialogue windows to populate the list of server names
- Added option of field separator character when importing from POP3 email message body
- Added option to define end-of-line characters within fields when scheduling exports
- Added record total to Internet Utility log file and limited log viewer to 10000 entries
- Improved response of Internet Utility queue
- The Internet Utility now allows you to switch databases without uninstalling the server service
- Unique customer and vendor names are now enforced only if the user is licensed for QuickBooks integration
- Added more white space to top of 3-inch repair label to eliminate scanning problems
- Pick 1 inventory feature now defaults to off on new installations

Version 3.3.021 – December 12, 2011

- Resolved error when processing scheduled generating of purchase orders
- Resolved automated email merge fields not being translated when ROGrandTotal is one of the fields
- Resolved problems with sort orders and the horizontal scroll bar on all main browse windows
- Resolved inventory and package codes not auto-filtering by make and model when custom captions used

- Setting a repair order to subcontracted no longer automatically changes the repair status on that record
- Extended maximum allowable monetary values by one digit throughout program
- All database transactions now use only the clock of the server where the database is located for consistency
- Added prompt to delete existing detail lines when changing the model on a repair order
- Locations on repair order, sales invoice, and credit note detail lines now appear red if there is no inventory item
- Added Estimated Completion Date field to Import Repair Order Updates module

Version 3.3.022 – January 11, 2012

- Resolved error adding queued messages during a scheduled import
- Resolved error when selecting No to record locking conflict on setup modules
- Resolved error in Import Repair Order Updates module
- Resolved error when exporting from Inventory Browse window
- Resolved repeat updates with the Import Shipping Updates duplicating notes
- Resolved scheduled purchase orders not ordering parts for negative quantity items with a 0 minimum order
- Resolved detail line type custom captions not printing on reports from SQL databases
- Resolved incorrect decryption of single-character encrypted text
- Automatic warranty card lookup when adding repair orders now prioritizes warranty cards with the same customer
- Automatic purchase order processing now does one database transaction per part ordered

Version 3.3.023 – February 1, 2012

- Resolved error exporting grouped invoices to QuickBooks
- Resolved message queue hanging on message with critical error
- Resolved Import Repair Order Updates not updating repair order status when equivalent status is the same
- Resolved module options not saving option to copy Customer and Vendor reference 3 and 4 to new repair orders
- Resolved spurious reporting of negative inventory quantities when saving a repair order
- Resolved scheduled purchase order routine ordering items with a zero-quantity minimum stock requirement
- Resolved scheduled exports not saving field export padding settings correctly
- Resolved reports with repairs status filters not filtering correctly on 2-character repair status codes
- Inventory Item Quantity on Order field now includes parts on both open and closed orders
- Added Include only Negative-Stock Items filter parameter to Inventory Listing report
- Added ability to disable rollback protection when importing to a SQL database
- Improved performance of many processes

Version 3.3.024 – February 6, 2012

- Resolved error changing repair statuses
- Resolved error sending out automated repair status messages

Version 3.3.025 – February 8, 2012

- Resolved error inserting a default make and model package code to a new repair order

Version 3.3.026 – March 2, 2012

- Resolved deadlock issues
- Resolved incorrectly matching the QB "No Check" payment method with the AYS check payment method
- Resolved first status bar panel shrinking after minimizing the main program window
- Resolved customer account Internet Utility tab incorrectly allowing editing of billed to options
- Replaced Receive button when browsing repair orders with prompt when saving repair orders
- MySQL databases are now automatically created as InnoDB type
- SQL database browse windows now show a maximum of 10,000 records instead of unlimited
- Setup QuickBooks Export Options now includes all QB payment methods in the Other Pay Method dropdown
- Setup QuickBooks Export Options now includes all QB payment terms in the C.O.D. Pay Term dropdown
- AYS invoice number series can now be used when exporting grouped invoices to QuickBooks
- Added Makes and Models to temporary print file
- Added DSN dropdown list when opening a SQL database using a DSN
- SQL server dropdown list when opening a SQL database is now more accurate
- Importing an old version of a Microsoft Access database to SQL server now completes the import in 1 step
- Added prompts whether to print audit reports during the audit ledgers process
- Improved performance of many processes

Version 3.3.027 – March 13, 2012

- Resolved error when deleting a credit note
- Resolved error when exporting sales invoices to QuickBooks
- Resolved error when sending queued messages from a SQL database
- Resolved importing repair orders importing the customer discount rate as the repair order discount dollar amount



- Resolved message queues sending outside of configured time windows
- Resolved To email addresses being added to the CC and BCC address lists when sending emails
- Resolved Setup Repair Statuses not saving status changes
- Failed messages queued by workstation sessions are now automatically retried by the Internet Utility
- Message queues automatically skip by improperly formatted email address, fax numbers, and phone numbers
- Improved minute rounding of Internet Utility processes
- Improved progress bar when importing data to a new SQL database
- Ledger audit now verifies discounts and grand totals on repair invoices, sales invoices, and credit notes
- Repair database module now optionally purchases user edit history and Internet Utility log

Version 3.3.028 – March 14, 2012

- Importing Boolean field values now recognizes non-zero numeric values as a true value
- Printer settings saved on a terminal server session are automatically updated to the current user session

Version 3.3.029 – March 15, 2012

- Resolved error when stopwatch windows is minimized
- Changed database timeout for Microsoft SQL server databases from 30 seconds to 2 minutes

Version 3.3.030 – April 12, 2012

- Resolved error creating a new customer when exporting sales invoices to QuickBooks
- Resolved Crystal Reports export to PDF shrinking font size (requires full reinstallation)
- Resolved repair order overview field not updating with auto-fill characters
- Repair history notes now automatically scroll to the bottom
- Local printers of other terminal sessions are no longer displayed in printer selection lists
- Added ability to clear all messages from the email, SMS, and fax queues

Version 3.3.031 – April 24, 2012

- Resolved error exporting the Comprehensive Emailing List from a Microsoft SQL database
- Entering a serial number on serialized accessories now does a look up in the warranty cards table

Version 3.3.032 – May 29, 2012

- Resolved Import Repair Order updates incorrectly calculating the discount amount
- Resolved changing repair invoice status to repair order status not always recording a reversing ledger transaction
- Resolved repair status changes on repair orders with discounts sometimes recording spurious ledger transactions
- Resolved problems with Parts Usage report when Repair Invoices and Sales Invoices share the same number
- Resolved custom C.O.D. caption not being sent to forms and reports
- Resolved the Custom Scripts button staying grayed out when configuring scheduled exports
- Export pre-queries and post-queries can now include custom parameters

Version 3.3.033 – June 28, 2012

- Business location header for printing of forms now comes from record location, not logged in user location
- Added ability to create a new DSN while creating or opening a SQL database

Version 3.3.034 – July 13, 2012

- Resolved error when saving a user with a long group name
- Resolved batch repair order editing not changing repair status when the equivalent repair status is the same
- Added ability to specify a sort order for custom data exports

Version 3.4.000 – August 21, 2012 [Database structure update]

- Ended support for Windows 98 and earlier operating systems
- Removed support for Repair Micro edition
- Removed support for Remote Synchronization
- Resolved file protection error during program install
- Resolved license heading being truncated on repair estimate form
- Resolved error when automatically generating purchase orders while ignoring existing orders
- Resolved error when importing inventory serial numbers
- Resolved automatic purchase order generating not accounting for over-received purchase order items
- Resolved repair status web site formatting issues
- Resolved American Express cards payment type not being recorded correctly by X-charge transactions
- Added ability to lock closed repair orders, sales invoices, and credit notes from further editing
- Added ability to configure a different logo for each business location
- Added ability to define a reply email address for each business location for sending location-specific emails
- Added ability to define an SMS sender ID for each business location for sending location-specific text messages
- Added ability to define custom repair status web site location for each business location

- Added 4 reference fields to business locations
- Increased size of business location ID to 20 characters
- Added 4 reference fields to makes and models
- Added customer contract field to customer accounts
- Added 4 reference fields to service codes
- Added reference 1, reference 2, reference 3, reference 4 columns to makes and models browse
- Added customer contract and email columns to customers browse
- Added shipping charge, under warranty, warranty plan, mobile phone, and email columns to repair orders browse
- Added mobile phone, email columns to sales invoices browse
- Added mobile phone, email columns to credit notes browse
- Added email column to purchase orders browse
- Added reference 1, reference 2, reference 3, reference 4, and charge columns to service codes browse
- Added business phone, home phone, mobile phone, email columns to warranty cards browse
- Added 2-dimensional QR bar codes to repair order and repair estimate forms
- Added 2-dimensional QR bar codes to repair status web site
- Serial numbers of serialized inventory items now print on customer repair invoices
- Serial numbers of serialized inventory items now print on customer sales invoices
- Serial numbers of serialized inventory items now print on customer credit notes
- Entered part numbers and service codes display in red on entry detail tabs if not already configured in setup tables
- Added multi-timer stopwatch mode
- Added stopwatch mode to copy technician name and time to selected repair order detail line
- Added internal date record added field to most main database tables
- Added location contact name, billing contact name, and shipping contact name email merge fields
- Added new Repair Orders (Simplified) export
- Added new Repair Invoices (Simplified) export
- Added new Sales Invoices (Simplified) export
- Added new Credit Notes (Simplified) export
- Added new Repair Orders Awaiting Estimate Approval report
- Added new Repair Statuses Listing report
- Added Repaired by field to required fields when refusing a repair order
- Purchase Orders now allow the vendor to be changed after detail lines have already been added

#### Version 3.4.001 – August 28, 2012

- Resolved error when clicking between the progress bar and screen background during a database structure update
- Resolved toolbar caption formatting issue
- Now only the administrator can update the database file structure

#### Version 3.4.002 – September 4, 2012

- Resolved Internet Utility fax queue getting deleted during version 3.4 database update
- Resolved error opening Setup Module options when a version 3.4 license is not installed
- Resolved aged receivables reports not limiting the 0-30 day window when a cutoff date is specified
- The audit now automatically corrects discounts stored as a negative from a much earlier bug

#### Version 3.4.003 – September 7, 2012

- Resolved error when sending an automatic repair status message to an estimating or repair technician
- Added check for service-pack only install
- Added Inventory Value report

#### Version 3.4.004 – September 17, 2012

- Resolved error when generating a repair status web site to a local folder
- Resolved database upgrade issue on Linux MySQL
- Resolved Internet Utility fax queue getting deleted during version 3.4 SQL database update
- Resolved misreporting of printing problem when MySQL DSN does not have database name configured

#### Version 3.4.005 – September 27, 2012

- Resolved error during SQL database structure update
- Resolved error during SQL database repair process

#### Version 3.4.006 – October 3, 2012

- Resolved error when processing inventory ledger transactions in the Internet Utility
- Resolved error when running inventory ledger export

#### Version 3.4.007 – October 25, 2012

- Resolved Internet Utility service not starting
- Resolved purchase order Reference 1 and Reference 2 fields being disabled for licenses earlier than version 3.2

Version 3.4.008 – November 9, 2012

- Resolved error retrieving a file from an ftp server in the Internet Utility
- Resolved error importing customers in the Internet Utility
- Automated emails to CC and BCC are now sent when there is no To address
- Automated emails to CC and BCC are now sent when they are the same as the To address

Version 3.4.009 – November 12, 2012

- Resolved Internet Utility file import slowing down significantly when there are a large number of files in the queue

Version 3.4.010 – November 15, 2012

- Added stopwatch auto-open option
- Added ability to pause individual timers in the multi-timer stopwatch mode
- Added ability to open additional timers for the same technician if all existing timers for that technician are paused
- Added right-click menu to multi-timer stopwatch
- Added ability to start all, pause all, or cancel all timers in multi-timer stopwatch mode

Version 3.4.011 – November 30, 2012

- Resolved error browsing serialized inventory
- Resolved error trying to transfer a negative inventory quantity to another inventory location
- Resolved Internet Utility hanging when importing a single file from an ftp folder
- Entering a serial number in Repair Order or Sales Invoice details now automatically attaches the serialized part
- Added options to copy customer default reference fields to new warranty cards
- Ability to add MySQL DSN opened to all license versions
- Default customer and vendor reference fields are now copied to forms only when exiting the customer number field

Version 3.4.012 – December 3, 2012

- Resolved error browsing inventory

Version 3.4.013 – December 13, 2012

- Resolved error when clicking New RO button from customers browse window with no customer selected
- Resolved aged receivables reports improperly including payments that were past the cutoff date
- Resolved attached inventory serial numbers not resetting when a record edit is cancelled
- Resolved 32-bit DSN manager not working on terminal sessions where Windows folder has been remapped
- Entering a serial number in place of a part number now automatically moves the cursor to the next row
- Added new Countries export
- Added new Provinces and States export

Version 3.4.014 – January 11, 2013

- Resolved error when archiving a database with paid repair orders set to an original warranty that has expired
- Resolved error printing forms with calculated fields that have extra carriage returns pasted into the field
- Resolved error when entering a browse window filter date earlier than the year 1753 on a MS SQL database
- Resolved error when changing repair status from repair orders browse window on a Linux MySQL database
- Resolved error updating serialized inventory items when saving a sales invoice on a MySQL database
- Resolved error saving a repair invoice, sales invoice, or credit note payment on a Linux MySQL database
- Resolved repair orders browse window opening during database structure update audit process
- Resolved missing subtotals at bottom of repair order detail tab
- Resolved third-party billing customer edit button always being grayed out
- X-charge credit card transactions when no card is present now require entry of CVV2/CVC2 code
- X-charge approval code is now automatically saved with payment reference and printed on forms
- X-charge transactions on printed forms now show if the card was swiped or CVV2/CVC2 approved
- Creating a new form record from the customer browse window now properly fills in additional customer information
- Creating a new form record from the vendors browse window now properly fills in additional vendor information

Version 3.4.015 – February 1, 2013

- Resolved various error when working with a Linux MySQL database
- Resolved error opening letter and envelope templates with versions of Microsoft Word newer than 2003
- Resolved error uploading version file for repair status web site
- Resolved error printing credit card signature on forms
- Resolved error exporting to a destination file that is already open in another program
- Resolved customer exports not exporting correct default payment methods
- Resolved uninstalling the Internet Utility as a service incorrectly logging as a critical error

- Restored interpretation of {CRLF}, {QUOTE}, and {TAB} mnemonics when importing text values
- Credit card signature lines and electronic credit card signatures now print on all form copies
- Added French credit card signature line message to forms
- Added Centennial, Colorado to the cities dropdown list
- Added AYS user name and administrator status to about box
- Option to send automated emails and faxes via the Internet Utility was added to version 3.0 users
- Option to turn of print form dialog was added to version 2.6 users

#### Version 3.4.016 – February 6, 2013

- Resolved error updating serialized inventory when saving a repair order record
- Resolved selecting a customer or vendor account from the name dropdown not processing automatic data insertion
- Selecting a billing customer account now automatically copies notes from the billing customer account record
- Added option for 1-minute delay before starting Internet Utility service
- Added 20 second delay before Internet Utility starts processing in standalone mode
- Added Spanish credit card signature line message to forms
- Option to include mail merge fields in automated emails and faxes was added to version 3.0 users

#### Version 3.4.017 – February 25, 2013

- Resolved error starting the Internet Utility if Internet Explorer had never before been run for the logged in user

#### Version 3.4.018 – March 11, 2013

- Added batch payment option to enter multiple record numbers to add them to the batch
- Added batch payment option to print payment ledger listing for the batch

#### Version 3.4.019 – April 8, 2013

- Resolved inventory quantities not updating when the same part is listed on multiple detail lines in SQL databases
- Resolved indicator missing from list when changing repair status from repair orders browse
- Resolved negative showing on paused stopwatch time
- Resolved Internet Utility not processing detail line fields when importing new repair orders
- Resolved Internet Utility using the wrong display name when sending emails
- Closing the main program window now displays a confirmation prompt if there is a stopwatch running
- Multiple-timer stopwatch now automatically restores timers after closing and reopening the program
- Added Make filter parameter to Repair Invoice Listing report
- Inventory ledger transactions are now minimized to only the net transaction stock quantity changes
- Date at top of Repair Estimate form is now the estimate completed date
- Added ability to have value parameters on custom exports
- Ended support for QuickBooks Australia editions

#### Version 3.4.020 – April 15, 2013

- Resolved error sending emails

#### Version 3.4.021 – April 18, 2013

- Resolved error when trying to send a message to a fax printer
- Resolved error during scheduled import of new repair orders
- Resolved fax printer list not being visible under setup communication options
- Resolved importing service codes to new repair orders compounding the detail line descriptions
- Resolved selection dot not appearing on auto-logout menu
- Resolved inventory purchase status not being set correctly during scheduled inventory import
- Added option to force messages that are stuck in the message queues to send
- Improved error logging during scheduled imports

#### Version 3.4.022 – April 21, 2013

- Resolved error when processing inventory transactions while importing new repair orders or repair order updates
- Renamed service code Group field to Customer Group for clarification

#### Version 3.4.023 – April 25, 2013

- Resolved error saving repair orders on Linux Ubuntu MySQL 5.1
- Resolved error opening user security in the retail edition and evaluation edition
- Resolved error importing sales invoice payments

#### Version 3.4.024 – April 30, 2013

- Resolved error picking a service code to a repair order
- Resolved importing service codes to new repair orders compounding the charge amounts
- Removed AYS branding from repair status web site hosted on own server

Version 3.4.025 – May 6, 2013

- Resolved error uploading repair status web site from a MySQL database
- Resolved error sending automated emails that include the ROShipContactName merge field
- Resolved inventory status not always updating correctly
- Resolved problem with numeric option parameters on reports and exports
- Added Estimated Completion Date to repair status web site

Version 3.4.026 – June 13, 2013

- Resolved error exporting taxes to QuickBooks UK edition
- Resolved repair status web site displaying incorrect tax amounts
- Resolved secondary forms incorrectly printing when selecting No after having printed an initial form
- Resolved model list not populating when editing an inventory item
- Invoices open for editing are now automatically saved before opening the payment window
- Add configuration instructions when exporting to Microsoft Excel from the Internet Utility service

Version 3.4.027 – July 2, 2013

- Resolved error selecting a vendor contact on a purchase order
- Resolved detail line problems when starting a payment window from an edited invoice
- Repair database routine now deletes orphaned temporary print index files

Version 3.4.028 – July 15, 2013

- Resolved error when archiving repair orders that are set to original warranty
- Resolved purchase order detail lines duplicating when saving while another user is viewing the record
- Resolve emails being sent with an attached form that does not match the email
- Resolved detail line field matching issues when manually importing new repair orders
- Redesigned batch payments module
- Added export option to format all Excel spreadsheet cells with "General" formatting

Version 3.4.029 – July 19, 2013

- Resolved SMS messages not sending from United States via Clickatell

Version 3.4.030 – August 13, 2013

- Added support for Windows server 2012
- Resolved error creating a new database on Microsoft SQL server 2012
- Resolved error extracting new makes and models in a MySQL database
- Resolved custom exports loading slowly
- Changed batch payments printing from a prompt to a checkbox option

Version 3.4.031 – September 10, 2013

- Resolved error saving Repair Status Communication Options in Repair Lite edition
- Resolved error exporting Inventory with model parameter on Microsoft SQL Server
- Resolved error exporting Purchase Orders browse window with a filter
- Resolved timers occasionally returning a negative value
- Resolved entering a part serial number on a detail line not trying to attach the part if from a user-restricted location
- Improved speed of printing repair forms
- Inventory browse window now remembers the browse mode for each user
- Added assigned and unassigned serial number totals on inventory item records
- Added warning if credit card accidentally swiped in reference field on payment windows
- All model list fields increased to 5000 characters

Version 3.4.032 – September 13, 2013

- Resolved error purging log data from Microsoft SQL Server 2000
- Resolved error when a user restricted to a single inventory location enters an invalid inventory part

Version 3.4.033 – September 20, 2013

- Resolved time options on Arabic computers being saved incorrectly
- Increased field sizes on repair status web site search form

Version 3.4.034 – November 12, 2013

- Resolved errors when exporting invalid data to Excel spreadsheets
- Resolved SMS test not using the newly entered Network ID
- Resolved Setup Repair Status Communications not restoring technician SMS destinations correctly
- Resolved automated SMS messaging not always adding the 1 prefix
- Added Business Location parameter to Revenue Summary by Advertising Method report

- Changed "Refused by Service" message on invoice forms to "Unable to Complete"

Version 3.4.035 – November 18, 2013

- Resolved error when configuring printing settings on the fly to an invalid value
- Resolved custom queries on reports not updating on Microsoft SQL server
- Added Business Location field to New Repair Orders import
- Added contact information merge fields for billing address, shipping address, and subcontract vendor address

Version 3.4.036 – November 19, 2013

- Resolved import module not allowing selection of the field matching tab
- Added script to automatically configure Data Execution Prevention for AYS applications

Version 3.4.037 – December 31, 2013

- Resolved error with auto-increment fields after exporting from MySQL to Access database
- Resolved default warranty not printing correctly on Warranty Plans Listing report
- Exporting repair orders in scanned mode now correctly only exports the scanned records
- Added Repair Order Details import module

Version 3.4.038 – January 6, 2014

- Resolved error when printing Revenue Summary by Advertising Method report
- Resolved payment reversing when payment is made while another user is editing the invoice being paid
- Reversed payments are now suppressed on printed forms

Version 3.4.039 – January 17, 2014

- Resolved issues when printing forms with multiple business locations without a temporary file

Version 3.4.040 – February 14, 2014 [Database structure update]

- Resolved error upgrading SQL database to version 4.0 structure
- Resolved error when swiping a physical credit card with X-Charge and then opening the payment window again

Version 3.4.041 – February 20, 2014

- Resolved error installing on Windows XP workstations (requires full install if version 3.4.040 was installed)
- Resolved error saving form options on MySQL
- Resolved error exporting Repair Statuses
- Resolved swapped and missing fields in various customer and vendor exports

Version 3.4.042 – February 26, 2014

- Resolved error browsing Purchase Orders

Version 3.4.043 – March 24, 2014

- Resolved locking error when backing up a Microsoft SQL database to a Microsoft Access database
- Resolved error importing inventory serial numbers
- Resolved error when an automated email in the email queue is for a repair order record that has been deleted
- Person Received By field is no longer forced while status is Awaiting Arrival

Version 3.4.044 – April 22, 2014

- Resolved error when generating a pdf from the Internet Utility service when no printer is configured
- Resolved error when transferring inventory between locations
- Resolved error when importing new repair orders on a non-English operating system
- Resolved incorrect 2-character status being indicated in repair orders browse status dropdown
- Reduced the Internet Utility polling window to 3 seconds

Version 3.4.045 – May 23, 2014

- Resolved error sending Spanish automated emails
- Resolved error running a scheduled export to XML
- Resolved Internet Utility not queuing emails while importing if configured to send by local workstation
- Resolved Internet Utility Force Message Queue buttons not enabling

Version 3.4.046 – July 15, 2014

- Resolved error printing on a non-English operating system
- Resolved error exporting on a non-English operating system
- Resolved error batch updating taxes when marking to re-export records to QuickBooks is selected
- Resolved rounding issues when filtering by decimal values in browse windows
- Resolved manually emailing forms not applying the correct business location reply name and email address
- Improved speed of Aged Receivables report
- Renamed Repair edition to Repair Standard edition

- Renamed Repair SQL edition to Repair Enterprise edition
- Renamed Retail edition to Retail Standard edition
- Renamed Retail SQL edition to Retail Enterprise edition
- Ended support for Microsoft SQL Server 2000

Version 3.4.047 – July 20, 2014

- Resolved error sending queued emails with both forms and taxes from the Internet Utility
- Resolved configured form printer reverting to default Windows printer when using the print form dialogue window
- Corrected various field import descriptions

Version 3.4.048 – August 11, 2014

- Resolved automated messages not queuing to the Internet Utility if local communication options are not configured
- Resolved importing new repair orders setting received date when status is awaiting arrival
- Resolved switching business locations not changing the default license name
- Resolved filtering a report by business location not printing the corresponding location license name

Version 3.4.049 – August 12, 2014

- Resolved automated messages being sent locally instead of by the Internet Utility
- Resolved automated messages being sent when customer account set to not send automated messages
- Resolved delete context menu being improperly named in Warranty Cards browse window

Version 3.4.050 – November 27, 2014

- Resolved error saving vendor when the Automatically Generate Purchase Order mode is not set
- Resolved error when sending automated SMS or fax messages to customer contacts
- Resolved error when entering a wildcard filter in the Inventory browse
- Resolved automated SMS or fax messages not sending to vendor contacts
- Resolved batch payments cursor advancing issues
- Added repair order From Location email merge field
- Updated courier tracking link for UPS

Version 3.4.051 – December 29, 2014

- Resolved customer contract field not saving
- Added support for legal size custom reports

Version 3.4.052 – April 27, 2015

- Resolved error installing QuickBooks integration library
- Resolved Requested For custom caption not showing in repair orders browse window
- Resolved carriage returns in customer data interfering with repair status web site upload
- Added date range filter and improved calculations on Average Repair Vendor Times and Costs report
- Added ability to assign QB service item codes to AYS shipping, handling, and travel codes

Version 3.4.053 – June 23, 2015

- Resolved error adding serial numbers to inventory items when adding a new inventory item
- Added loading status messages on splash screen
- Added button to About to open user folder
- Lengthened serial number on all repair forms
- Rebranded X-Charge as OpenEdge

Version 3.4.054 – July 2, 2015

- Resolved error running Service Codes Analysis report
- Resolved repair status web site search feature not working properly
- Removed Service Code Group parameter from Service Codes Analysis report

Version 3.4.055 – August 14, 2015

- Resolved error getting default codes from QuickBooks
- Resolved error repairing a database with custom tables and views

Version 3.4.056 – November 11, 2015 [Database structure update]

- Resolved Internet Utility hanging with a queue error due to clock issues
- Added support for Windows 8.1
- Added support for Windows Server 2012 R2
- Added support for Windows 10

Version 3.4.057 – December 15, 2015

- Resolved error exporting to PDF caused by Windows update 3102429

- Resolved error sending an automated message for a deleted repair order
- Resolved problems with QR code redirection to repair status tracking web site
- Resolved incorrect parts cost totals on refused repair orders Profit Summary by Category report
- Resolved incorrect parts cost totals on refused repair orders on Profit Summary by Customer report
- Resolved incorrect parts cost totals on refused repair orders on Profit Summary by Make report
- Resolved incorrect parts cost totals on refused repair orders on Profit Summary by Technician report
- Upgraded Crystal Reports components (requires full reinstallation)
- Added automatically attaching documents from scanners
- Added support for exporting data to preformatted XLT, XLTX, or XLTM Excel template files
- Ended support for operating systems earlier than Windows Vista and Windows Server 2008

Version 3.4.058 – December 18, 2015

- Resolved error attaching digital photographs or scanned documents
- Resolved temporary hanging when distributed printers are configured on a remote desktop server
- Added startup troubleshooting mode

Version 3.4.059 – February 19, 2016

- Resolved problem checking rental status
- Resolved error checking for version updates
- Resolved error exporting batch sales invoices to QuickBooks
- Resolved error exporting batch sales invoice payments to QuickBooks
- Replaced printer components
- Resolved problems printing to non-standard paper sizes

Version 3.4.060 – February 27, 2016

- Resolved error accessing printer drivers with spurious paper source or paper size default settings
- Resolved printer options dialogue not allowing selection of a different printer
- Resolved logos and photos not printing
- Resolved spurious data being uploaded to the repair status web site
- Added support for user-defined printer paper sizes

Version 3.4.061 – April 15, 2016

- Resolved errors opening print windows when there are no printers installed on the local workstation
- Resolved errors opening print windows when no paper sizes or sources are defined in a printer driver
- Resolved custom-selected printer settings not displaying correctly
- Photograph viewer window always opens photos to 80% of screen size regardless of photo size
- Added ability to resize photograph viewer window

Version 3.4.062 – October 4, 2016

- Resolved Windows 10 clearing license file
- Resolved error on startup due to potentially corrupted WMI
- Resolved error importing repair order updates
- Added support for Windows server 2016
- Added support for Microsoft Office 2013 and 2016
- Added support for Microsoft SQL server 2016
- Added support for touch screen signatures
- Added ability to export to comma-delimited, tab-delimited, and Excel formats with no header line
- Added support for XCharge U.S. EMV credit/debit card processing
- Added support for XCharge Canadian EMV credit card processing
- Added support for XCharge Canadian Interac debit card processing
- Added support for cash back on XCharge debit card processing

Version 3.4.063 – October 5, 2016

- Resolved error starting the Internet Utility

Version 3.4.064 – May 23, 2017

- Resolved error browsing serialized inventory
- Resolved error processing customer account transfer
- Resolved error when sending email via SMTP is delayed by the destination mail server
- Resolved error connecting to a Windows default printer connected after the program starts
- Resolved landscape labels printing with incorrect margins
- Resolved 1-inch label printing on multiple pages
- Resolved reference 3 and reference 4 not sorting in descending order in repair orders browse



- Resolved XCharge debit card transactions recording incorrect cash back amount
- Removed XCharge debit card cash back option from batch payments
- Added multi-record repair status upload for billing customers, not just shipping customers
- Added paper size dimensions next to paper size names

Version 3.4.065 – June 15, 2017

- Resolved Warranty Cards Listing not including warranty cards with lifetime warranty or no warranty
- Resolved repair status web site not finding serial numbers or reference numbers with hyphens

Version 3.4.066 – October 31, 2017

- Resolved imports that include customer fields not validating customer accounts that do not exist
- Resolved Inventory Value report not sorting correctly by part number
- Resolved parts for users limited to a single inventory location now are always picked from that location
- Resolved read-only forms incorrectly allowing adding new detail rows by clicking on the line type column
- Manually entering a part number on a purchase order now automatically enters the minimum order quantity
- Ended support for QuickBooks UK Enterprise edition

Version 3.4.067 – January 22, 2018

- Resolved incorrect hours on the Revenue Summary by Technician report
- Resolved error entering account numbers on merge customers or merge vendors

Version 3.4.068 – May 24, 2018

- Resolved error browsing purchase orders

Version 3.4.069 – June 1, 2018

- Resolved correctly recognizing Linux version numbers of Microsoft SQL server

Version 3.4.070 – August 10, 2018

- Updated web links for new AYS web site
- Ended support for operating systems earlier than Windows 7 and Windows Server 2008 R2
- Ended support for integration with QuickBooks Pro and Premier versions earlier than 2012
- Ended support for integration with QuickBooks Enterprise versions earlier than V12

Version 3.5.000 – May 28, 2019

- Made QuickBooks integration native for all standard and enterprise licenses
- Made repair status hosting on own server native for all standard and enterprise licenses
- Added support for Windows Server 2019
- Added support for Microsoft SQL server 2017 and 2019
- Added support for MySQL server 5.7
- Added support for MySQL server 8.0 for Linux
- Added support for MySQL Connector/ODBC 8.0.16 or greater
- Added ability to connect directly to a MySQL database using SQL Server authentication
- Added support for Topaz SigPlus Pro 4.4 (requires full reinstallation)
- Added support for Topaz SigPlus Pro Tablet for touch-screen signatures (requires full reinstallation)
- Ended support for MySQL server versions earlier than 5.5
- Ended support for MySQL Connector/ODBC versions earlier than 5.2.7
- Ended support for integration with QuickBooks Pro and Premier versions earlier than 2015
- Ended support for integration with QuickBooks Enterprise versions earlier than V15

Version 3.5.001 – June 20, 2019

- Resolved error entering a customer contract number longer than 20 characters
- Resolved error batch printing sales invoices and credit notes from SQL databases
- Added custom repair status popup messages to program users
- Added organization of digital photo and document scan attachments into subfolders
- Added support for HTTPS web links (requires full reinstallation)

Version 3.5.002 – September 12, 2019

- Resolved error 438 when replicating a repair order in any repair edition
- Handled error -2147217865 when disconnected from the network
- Added support for contactless EMV credit card transactions (requires XCharge 8.2 release 2 service pack 1)
- Added traversing of multiple subfolder levels when automatically attaching photos and scanned documents
- Added automatic detection of missing indexes from database corruption

Version 3.5.003 – December 9, 2019

- Resolved spurious reporting of corruption in Microsoft Access database system tables

- Resolved error when opening a MySQL database and no MySQL connector is installed
- Resolved error 32014 when trying to send to an invalid email address via MAPI
- Resolved Internet Utility not supporting Windows 2019 server with a version 3.5 license
- Added support for sending SMS text messages via Clickatell HTTP API
- Added support for QuickBooks Pro and Premier 2019 and 2020
- Added support for QuickBooks Enterprise V20
- Added automatic detection of security database corruption
- Widened make and model fields on English printed repair forms

#### Version 3.5.004 – February 24, 2020

- Resolved error pasting a part number from a multi-location inventory
- Resolved error opening the letter or envelope Microsoft Word template
- Updated the letter and envelope Microsoft Word templates to .dotx format
- Updated keyboard macros to work better with Windows 10 and newer operating systems
- Added warning when nearing the 2 GB Microsoft Access file size limit
- Added program version number to top of all popup messages
- Added support for newer folder selection dialogue
- Improved error messages when SQL server users do not have sufficient rights to create views
- Updated sample online repair order entry PHP file
- Renamed and relocated various internal files

#### Version 3.5.005 – April 22, 2020

- Resolved error backing up a SQL database from the File menu
- Resolved error searching repair orders by detail line while sorting by Under Warranty column
- Resolved memory allocation error when saving repair orders to a MySQL database
- Repair status communication options now highlight in blue when settings are configured
- Clicking the Printer Options button now fully opens the printer options window for the Windows driver of the selected printer
- Changed duplicate Customer tab hotkey from Alt+M to Alt+U on edit repair order form

#### Version 20.6.000 (2020 June Release) – June 26, 2020

- Rebranded version 3.5 as version 2020 with monthly updates
- Resolved automatically attaching scanned documents stripping the file extension
- Resolved Repair Orders Awaiting Approval report displaying incorrect statuses in the Status filter dropdown
- Repairing a database now deletes orphaned print file indexes
- The Send Message window now automatically closes after acknowledging the send result

#### Version 20.7.000 (2020 July Release) – July 31, 2020

- Added support for Office 2019 and Microsoft 365
- Added stylized dialogue windows with ability to copy messages to clipboard
- Added toast messages
- Added enhanced About information window
- Added database size and total records in database to about information
- Added wildcard tax code (\*) that applies to all states and provinces
- Added support for multiple display monitors
- Added enhanced check for program updates
- Added red text and a warning message when entering a replacement inventory part number that does not exist in the inventory
- Added ability to send messages directly to At Your Service Software support
- Import window now automatically closes after completing an import

#### Version 20.7.001 (2020 July Release) – August 7, 2020

- Resolved initial program update toast being semi-transparent
- Resolved program update dialogue always listing every update in demo edition

#### Version 20.7.002 (2020 July Release) – August 17, 2020

- Resolved program endlessly prompting that the license agreement has been updated

#### Version 20.7.003 (2020 July Release) – August 18, 2020

- Resolved error on program startup
- Resolved error opening setup module options
- Resolved black background on disabled fields

#### Version 20.7.004 (2020 July Release) – August 26, 2020

- Resolved error on program startup on Windows server 2012R2 and earlier with a license of version 3.3 or earlier
- Resolved warning appearing when editing any customer or vendor for licenses earlier than version 2.1

Version 20.8.000 (2020 August Release) – August 31, 2020

- Resolved fax reply email address not saving
- Updated all AYS program and document icons in File Explorer
- Moved all user settings previously stored in the Windows registry to shared and user XML registry files
- Encrypted settings in the XML registry were updated to 128-bit encryption
- Moved all temporary files to the Windows user Temp folder
- Moved all log files to C:\ProgramData\At Your Service\Log
- Internet Utility no longer requires running elevated as Windows administrator to configure communication settings
- City, province, and country dropdowns are now cached for faster loading
- Added startup logging option
- Added many additional settings details to the About information window
- Added automatic detection of network cards that are configured to sleep after a period of activity causing network disconnects
- Added automatic detection of Data Execution Prevention configuration for Windows server installs
- Added improved detection of database corruption
- Added ability to view and edit AYS text and XML files from the File Explorer context menu
- MyFax fax service now sends to @send.myfax.com instead of @myfax.com

Version 20.8.001 (2020 August Release) – September 14, 2020

- Improved startup and error logging

Version 20.9.000 (2020 September Release) – September 30, 2020

- Resolved error opening Setup Communication Options with no database open
- Resolved repair order contact name dropdown not displaying correctly in the retail editions
- Added ability to install and view an AYS license file from the File Explorer context menu
- Program license is now loaded at program startup rather than after the user logs in
- Verification of Windows OS compatibility now occurs at program startup rather than after the user logs in
- Verification of monthly subscription now occurs at program startup rather than after the user logs in
- Check for program version updates now occurs at program startup rather than after the user logs in
- Moved check for program updates options from Install menu to Help menu
- Removed License Manager menu option from Install menu
- Removed Chinese and Japanese code page options from Setup Language submenu
- Bug reports are now sent directly to At Your Service Software support
- Repair utility upload messages are now sent directly to At Your service Software support

Version 20.10.000 (2020 October Release) – October 31, 2020

- Resolved some program options not saving for users who had upgraded from a version earlier than 2020
- Resolved tax warnings when updating a customer multiple times in the same import file
- Improved prevention and handling of circular references in replacement inventory part numbers
- Enabled setting up multiple business locations in demo mode
- Importing customer accounts now automatically assigns the country of the province or state if it is not specified
- Importing vendor accounts now automatically assigns the country of the province or state if it is not specified
- Marking taxes 1, 2, or 3 as inactive no longer clears the tax name
- Data uploaded to the repairstatus.net hosting site is now sent via SFTP
- Files sent to At Your Service Software support for analysis are now sent via SFTP
- Added import new sales invoices module
- Added option to disable copying the repair history to repair order private notes
- Added beta option for taxes to already be included in charges (e.g. VAT)

Version 20.10.001 (2020 October Release) – November 25, 2020

- Resolved various issues with information in About box
- Added contact information and standard folders section to About box
- Added privacy policy to license agreement

Version 20.10.002 (2020 October Release) – November 26, 2020

- Resolved some user configurations being lost when installing on a virtual or cloud server
- Moved user configuration settings from Local user folder to Roaming user folder
- Added splash screen to Internet Utility

Version 21.1.000 (2021 January Release) – February 2, 2021

- Pop-up messages now appear on the same monitor as the program
- Added default make for new repair orders
- Renamed At Your Service - Internet Utility to At Your Service - Process Manager
- Added SFTP option to all Process manager FTP uploads

- Installing, starting, stopping, and uninstalling the Process manager service no longer requires running elevated as administrator
- Resolved Process Manager service hanging on startup
- Added support for future automatic version updates
- Ended support for integration with Microsoft Office version 2003

Version 21.2.000 (2021 February Release) – February 25, 2021 [Database structure update]

- Resolved error on program startup
- Resolved error installing license on a new installation
- Resolved error creating new file folders on network shares
- Added automatic program version update installation
- Audit of ledgers when updating the database version structure is now optional
- Added Process Manager dashboard to enterprise edition with real-time Process Manager activity monitoring
- Added Repair Order Statuses dashboard to enterprise edition with real-time repair orders activity monitoring
- Added Server Load dashboard to enterprise edition with real-time AYS application CPU and memory usage monitoring
- Added memory usage and if a Windows user is elevated as administrator to About box
- Added date requested for email merge field
- Changed hotkey to paste current date from Shift+Ctrl+D to Ctrl+D
- Changed hotkey to paste current time from Shift+Ctrl+T to Ctrl+T
- Changed hotkey to paste Unicode text from Shift+Ctrl+B to Shift+Ctrl+P
- Changed hotkey to open stopwatch from Shift+Ctrl+W to Shift+Ctrl+S
- Added Shift+Ctrl+D hotkey to open dashboards
- Improved the speed of saving various settings

Version 21.2.001 (2021 February Release) – February 25, 2021

- Resolved SQL server user ID and password not saving correctly
- Resolved error saving repair status communication options in SQL databases

Version 21.3.000 (2021 March Release) – April 14, 2021

- Resolved automatic program version update not installing on the original installation drive
- Resolved QuickBooks log files not being displayed or printed correctly
- Significantly improved startup speed
- Resolved SMTP email test button on Setup Communications failing when authentication was selected
- Added date and time to message boxes
- Repairing a database now deletes orphaned print files correctly
- Refined startup and error logging
- Added Install license to Help menu
- Added View installed license to Help menu
- Changed hotkey to open knowledge base from Shift+F1 to F1
- Changed hotkey to open legacy user guide from F1 to Shift+F1

Version 21.4.000 (2021 April Release) – April 28, 2021

- Resolved error selecting the inventory location dropdown for a part detail line
- Resolved error sending SMTP emails from the Process Manager queue
- Resolved error trying to send a MAPI message using an unsupported version of Microsoft Outlook
- Resolved error trying to open a document template using an unsupported version of Microsoft Word
- Resolved error after a failed export to Microsoft Excel
- Resolved repair labels not automatically printing when saving a repair order
- Resolved delay displaying the service status when starting the Process Manager user interface
- Resolved Process Manager log not always displaying multi-line message details
- Check for program version updates now warns if there will be a database structure update
- Added response timers to About box items

Version 21.5.000 (2021 May Release) – June 2, 2021

- Resolved error deleting legacy folders
- Resolved error ordering an inventory part while another user has the purchase order open
- Resolved error sending faxes via SMTP from the Process Manager fax queue
- Resolved error when dates earlier than 1900 are entered
- Resolved SQL databases not displaying the total number of records in the About box if the SQL user has limited rights
- Opening the Run keystroke macros window when no macros are recorded no longer displays an endless warning message
- Improved handling of database disconnection errors
- Added progress indicator while loading printers which can be slow in a remote desktop environment
- Added 4 additional reference fields to repair orders in the repair standard and repair enterprise editions
- Increased size of make and model Description field to 120 characters

- Increased size of repair order Description and serialized accessories Item Description fields to 120 characters
- Increased size of warranty card Description field to 120 characters
- Modernized formatting on 22 printed reports
- Clarified field captions in Setup Communication Options

Version 21.7.000 (2021 July Release) – July 27, 2021

- Resolved long delay loading printers
- Resolved date control calendar dropdown not working on a secondary monitor
- Resolved multiple business locations not working in demo mode
- Resolved error processing the Inventory Ledger export with an end date parameter on a Microsoft SQL database
- Resolved error processing the Invoices Ledger export with an end date parameter on a Microsoft SQL database
- Resolved error processing the Payments Ledger export with an end date parameter on a Microsoft SQL database
- Renamed Aged Miscellaneous report to Aged Miscellaneous Receivables (Open Item)
- Resolved Aged Miscellaneous Receivables (Open Item) report not sorting by aged periods
- Added Aged Miscellaneous Receivables (Ledger) report
- Renamed Aged Receivables report to Aged Receivables (Open Item)
- Resolved Aged Receivables (Open Item) report not sorting by aged periods
- Added Aged Receivables (Ledger) report
- Renamed Business Locations Address Listing report to Business Locations Contact Listing
- Removed Business Locations Communication Listing report
- Added additional details to Business Locations Configuration Listing report
- Renamed Customer Account Balances report to Customer Account Balances (Open Item)
- Resolved error running Package Codes Listing report from a Microsoft SQL database
- Resolved error running Serial Number Notice References report from a Microsoft SQL database
- Corrected on-line tracking on Shipping Methods Listing report
- Renamed Unapplied Credits report to Unapplied Credit Notes
- Added group and default inventory location to Users Listing report
- Modernized formatting on 21 printed reports

Version 21.8.000 (2021 August Release) – August 31, 2021

- Added support for tax rate percentages with 4 decimal places
- Added ability to link a sales invoice to a purchase order detail line by entering S and the invoice number in the reference field
- Added ability to view and edit linked purchase orders from the Sales Invoice details tab
- Added Sales Invoices Awaiting Parts report
- Added global option whether to prompt to create inventory items for newly entered parts on repair orders
- Added automatic creation of inventory items for newly entered parts when saving a repair order
- Added global option whether to prompt to create inventory items for newly entered parts on sales invoices
- Added automatic creation of inventory items for newly entered parts when saving a sales invoice
- Added support for QuickBooks Pro and Premier 2021
- Added support for QuickBooks Enterprise V21
- Resolved spurious error message in about box when MySQL 8.0 is installed
- Ended support for integration with QuickBooks Pro and Premier versions earlier than 2018
- Ended support for integration with QuickBooks Enterprise versions earlier than V18

Version 21.10.000 (2021 October Release) – November 3, 2021 [Database structure update]

- Resolved error saving SQL XML settings
- Resolved garbled database server and database name when prompting to update a SQL database structure
- Resolved error backing up a version 2101 SQL database to a Microsoft Access database
- Added logging when updating database structures
- Renamed "Problem" field on repair orders to "Problem as reported by the customer"
- Renamed "Estimate and repair notes" field on repair orders to "Estimate and repair notes from the technician"
- Enhanced recording of repair order change history in a searchable format
- Added ability to export Microsoft SQL time values
- Added framework for future 64-bit Excel support
- Removed button to populate Microsoft SQL server list
- Updated http: to https: for customer web site links
- Updated links to online faxing web sites
- Ended support for ClickFax and Venali online faxing services

Version 21.11.000 (2021 November Release) – December 7, 2021

- Temporary user folders that are deleted while the program is running are now fixed on the fly
- Resolved problem uploading repair status website data using SFTP

- Updated styling of automatically generated repair status web site pages
- Improved logging during FTP uploads
- Added database structure version to About box
- Clarified messages when updating SQL database structure

Version 21.12.000 (2021 December Release) – December 31, 2021

- Resolved not being able to switch email from MAPI to SMTP after installing 64-bit Outlook
- Resolved toast messages not always refreshing
- Added automatic reinstallation when a program update is manually installed without uninstalling the previous version
- Added support for data entry in non-Latin languages (e.g. Arabic, Cyrillic, Japanese, Korean, etc.)
- Added Windows regional non-Latin language setting to About box
- Inventory browse and Purchase orders browse now display inactive vendors shaded red
- Added a warning when ordering an inventory part from or returning an inventory part to an inactive vendor
- Added prompt to optionally exclude parts from inactive vendors when ordering all low- and minimum-stock inventory items
- Added notification when email and phone support is expiring
- Added support expiry date and access to new program features end date to About box
- Added Windows version end of life date to About box
- Updated for Windows 10 (21H2)
- Updated icons on menus

Version 22.1.000 (2022 January Release) – January 30, 2022

- Added support for Windows 11
- Added support for Windows Server 2022
- Changed default location for AYS databases to C:\ProgramData\At Your Service\Databases\
- Added View Database Information on the File menu for the program administrator
- Added ability to open 32-bit ODBC Data Source Administrator from 64-bit Windows
- Added support for 64-bit Microsoft Excel
- Exporting data to Excel spreadsheet files no longer requires Microsoft Excel to be installed
- Exporting data to Excel spreadsheet files is notably faster
- Standard exports now default to .xlsx format
- Added support for 64-bit Microsoft Word
- Added Microsoft Word A4 letter template for countries other than USA and Canada
- Added Microsoft Word DL envelope template for countries other than USA and Canada
- Replaced SMTP email engine
- Added support for TLS 1.1, TLS 1.2, and TLS 1.3 SMTP security protocols
- Improved SMTP error logging
- Removed warnings about improper installation
- Resolved spurious reports of database corruption
- Resolved license version end date year for new features not displaying correctly
- Resolved error after automatic logout is triggered
- Resolved icons on menus not displaying correctly when forms are maximized
- Resolved Setup scheduled exports in the AYS Process Manager not defaulting the file extension correctly
- Added automatic cleanup of legacy VirtualStore files

Version 22.1.001 (2022 January Release) – January 31, 2022

- Resolved misreporting of version 2022 as 2021 for users without a 2022 license installed

Version 22.3.000 (2022 March Release) – April 3, 2022

- Changed Microsoft Outlook / Hotmail mail server from smtp.live.com to smtp-mail.outlook.com
- Increased maximum number of record locks for Microsoft Access databases

Version 22.4.000 (2022 April Release) – April 26, 2022

- Resolved error exporting to Microsoft Excel
- Resolved 32-bit Microsoft Outlook sometimes being reported as 64-bit
- Added repair order reference fields 5 to 8 to the Repair Orders (Simplified) export
- Added repair order reference fields 5 to 8 to the Repair Invoices (Simplified) export
- Added framework for ordering parts from a repair order (Ordering parts from a repair order will be coming in a future release)
- Added framework for entering rich text (Entering rich text will be coming in a future release)
- Added framework for HTML emails (HTML emails will be coming in a future release)

Version 22.4.001 (2022 April Release) – April 27, 2022

- Resolved email addresses with upper-case letters not being sent by SMTP email

Version 22.5.000 (2022 May Release) – May 27, 2022

- Resolved problem faxing forms and reports by SMTP email
- Resolved pasting dates and times being grayed out for dropdown type fields
- Added support for 64-bit Microsoft Outlook
- Added support for Google OAuth 2.0 as a verified 'Sign in with Google' vendor for sending email
- Added support for TLS 1.0 through TLS 1.3 POP3 security protocols
- Added Customer Account Balances (Ledger) report
- Added repair order Storage Bin email merge field
- The configured Windows default web browser is now used for opening web pages
- Ended support for Gmail SMTP email (no longer supported by Google; replaced by 'Sign in with Google')
- Ended support for Clickatell SMS text messaging via SMTP (no longer supported by Clickatell; replaced by HTTP)
- Ended support for Microsoft Fax MAPI faxing (no longer supported by Microsoft)
- Ended support for RightFax MAPI faxing
- Ended support for ClickFax Internet fax service
- Ended support for jConnect Internet fax service (now eFax)
- Ended support for RapidFax Internet fax service (now eFax)
- Ended support for Send2Fax Internet fax service (now eFax)
- Ended support for Venali Internet fax service (now eFax)
- Ended support for Context Magic ClickYes utility

Version 22.6.000 (2022 June Release) – June 7, 2022

- Resolved error manually sending forms or reports via Google mail
- Added support for QuickBooks Pro and Premier 2022
- Added support for QuickBooks Enterprise V22
- Updated QuickBooks foundation classes to version 15
- Eliminated requirement to manually install QuickBooks foundation classes
- Updated 64-bit Microsoft Outlook message in About box

Version 22.7.000 (2022 July Release) – July 31, 2022

- Resolved error creating a new repair order in Retail editions
- Resolved error batch updating repair orders when at least one repair order had been exported to QuickBooks
- Resolved error sending automated repair order messages via Google mail
- Resolved automated repair order SMS messages not always adding the 1 prefix
- Resolved electronic signatures not printing correctly on forms
- Improved handling of database disconnection errors on French and Dutch versions of Windows
- Improved handling of Outlook MAPI errors
- Improved handling of Clickatell SMS errors
- Added automatic detection of duplicate records from database index corruption
- The Installer no longer prompts to reboot after self-healing missing or corrupted program files
- The database repair utility now identifies the correct database template version for database repairs
- The database repair utility now automatically repairs corrupted non-nullable indexes when there are null records
- The database repair utility now automatically repairs corrupted unique indexes when there are duplicate records

Version 22.7.001 (2022 July Release) – August 5, 2022

- Resolved error determining default mail account for an Outlook MAPI profile
- Added notification when Outlook MAPI interface is falsely blocked by anti-malware software

Version 22.9.000 (2022 September Release) – September 13, 2022

- Resolved error synchronizing the security cache when Windows users do not have correct permissions
- Resolved error saving keystroke macros when Windows users do not have correct permissions
- Resolved error when setting focus to a field after a validation warning
- Resolved error trying to Sign in with Google when no email address is entered
- Resolved emails not being sent to Outlook when multiple mail accounts are configured
- Resolved record locks not releasing after batch-editing repair orders
- Resolved long delay when clicking out of a business phone, home phone, or mobile phone field
- Non-administrator Windows users no longer require read/write permissions to the program installation folder
- Added ability to recover the master program administrator password by sending it to AYS Software support
- Added automatic recovery from a corrupted security cache
- Overhauled automatic Microsoft Access database backups
- Redesigned automatic database backups configuration form
- Hourly database backup files now have the file extension .aysdbb1
- Same-day database backup files now have the file extension .aysdbb2

- Previous-day database backup files now have the file extension .aysdbb3
- Daily automatic database backups now continue to run even if they are not configured properly
- Added popup notifications when automatic database backups complete successfully or fail
- Increased duration that popup notifications are displayed
- The keystroke macros file has been migrated to C:\ProgramData\At Your Service\Custom\Keystroke Macros
- User-entered filenames no longer allow reserved characters from non-Windows disk storage systems
- Limited browse column filter fields to 200 characters for most columns
- Enhanced framework for entering rich text (Entering rich text will be coming in a future release)

Version 22.9.001 (2022 September Release) – September 13, 2022

- Resolved legacy keystroke macros not migrating to new folder
- Resolved saved keystroke macros not loading in the Record keystroke macros form

Version 22.10.000 (2022 October Release) – October 15, 2022

- Resolved error when sending attachments with accented characters in the filename to Outlook
- Resolved emails not being sent to Outlook with certain MAPI profile configurations
- Testing Outlook MAPI mail settings now reports back the actual mail profile and email account used
- Improved speed of sending messages to Outlook
- Resolved error running keystroke macros that include parentheses
- Resolved business logo not printing on customer statement reports
- Resolved windows being displayed on the wrong monitor
- Resolved main program window not remembering the last size and position
- Automatically logging out a user now releases all record locks
- When choosing to overwrite an existing file, the existing file is now moved to the recycle bin first
- All text files now use UTF-8 encoding
- Updated for Windows 10 (22H2) and Windows 11 (22H2)
- Improved handling of database disconnection errors on French versions of Windows

Version 22.10.001 (2022 October Release) – October 19, 2022

- Resolved error starting the Process Manager on computers with multiple monitors
- Resolved Process Manager SQL login warning being hidden behind the splash screen

Version 22.11.000 (2022 November Release) – November 25, 2022

- Resolved TLS errors connecting to Microsoft mail servers
- Resolved error opening a SQL database with no password
- Resolved database backup notices appearing every minute in certain conditions
- Added support for MySQL Connector/ODBC 8.0.31 or greater on Windows
- Added prioritization of Unicode MySQL Connector/ODBC over ANSI
- Resolved error connecting to QuickBooks after QuickBooks 2021 R6 and 2022 R6 updates
- QuickBooks import options no longer requires selecting the QuickBooks country edition
- QuickBooks export options no longer requires selecting the QuickBooks country edition
- Added QuickBooks version details to About box
- Added cloud host name to About box
- Resolved error when importing very large numbers (i.e. greater than 1 followed by than 308 zeros)
- Added support for importing text files with LF line breaks instead of CRLF line breaks
- Resolved error exporting vendors browse data when a column is filtered
- Resolved error entering tax rate in Setup taxes when regional numbers are formatted to use a comma for a decimal place
- Resolved error when reaching the end of an assigned number series
- Resolved error transferring inventory item when the item being transferred is open in a window
- Resolved error restoring a minimized stopwatch
- Resolved error sending keystroke macros that include tab characters
- Resolved some log messages including spurious encoding characters
- Non-printable characters are now automatically removed when entering or pasting plain text
- Resolved Euro symbol not appearing on credit note values on Customer Statement (Open Item) report
- Fixed registration of backup database icons
- Added detection of multiple different At Your Service versions installed
- Adjusted message window font size to scale based on the monitor size
- Renamed "AutoStart Process Manager on Bootup" option to "AutoStart Process Manager on Windows Login"

Version 22.12.000 (2022 December Release) – January 16, 2023

- Resolved 32-bit QuickBooks versions not being detected
- Resolved some older QuickBooks versions not being detected
- Resolved error running Repair Invoices Listing report



- Resolved error setting focus to the customer number field when it is not enabled
- Resolved spurious custom reports appearing in the repair orders browse Reports menu
- Added support for QuickBooks 2023
- Added ability to importing data from text files with individual rows longer than 65535 characters
- Taxes are now recalculated on a repair order when a province is added to a customer account after the repair order was created
- Taxes are now recalculated on a sales invoice when a province is added to a customer account after the sales invoice was created
- Taxes are now recalculated on a credit note when a province is added to a customer account after the credit note was created
- Changed the Windows end of life date to the date for the overall Windows version rather than the individual Windows revision
- Simplified database repair utility menus
- Ended support for Microsoft Office 2007

Version 23.1.000 (2023 January Release) – March 1, 2023

- New .ayslic license file format
- Downloading and preparing automatic version updates now displays a progress bar
- Resolved problem installing a new license over a license version that is no longer supported
- Resolved some yes/no settings stored in the Windows registry not migrating correctly from version 3.4 or earlier
- Improved stability of emailing using Outlook MAPI
- Improved stability when images and backups are stored on a file server that temporarily disconnects from the network
- Ended support for operating systems earlier than Windows 10 and Windows Server 2012

Version 23.3.000 (2023 March Release) – March 14, 2023

- Resolved error in setup communication options when email method is set to SMTP
- Added reduced-price read-only user licenses
- Added option to automatically enter repair step technician when entering an inventory part on a repair order
- Added option to automatically enter repair step date when entering an inventory part on a repair order
- Added option to automatically enter repair step technician when entering a service code on a repair order
- Added option to automatically enter repair step date when entering a service code on a repair order
- Added support for Microsoft SQL server 2022
- 'Sign in with Google' now automatically re-authenticates when necessary
- Resolved licensed seats not being locked correctly
- Resolved setup repair status communication options form loading slowly
- Resolved setup communication options form loading slowly when there are a large number of attachments

Version 23.4.000 (2023 April Release) – April 12, 2023

- Resolved error manually entering a valid part number or service code on a repair order with repair step columns
- Resolved missing subtotal fields on the edit repair order Details tab
- Resolved problems using AYS database filenames that include an ampersand (&) character
- Resolved Setup Communication Options always being read-only in the process manager
- Added Average Repair Step Times by Service Code report
- Added Action column to QuickBooks exclude records module to indicate if exported data will be new or an update
- Added Technician and Hours columns to Repair Orders (Simplified) export and Repair Invoices (Simplified) export

Version 23.7.000 (2023 July Release) – August 2, 2023

- Resolved error picking an inventory item or service code to a repair order in SQL databases
- Resolved email messages with duplicate email addresses discarding all email addresses after the duplicate one
- Improved stability of emailing using Outlook MAPI
- Various enhancements to Microsoft Excel interface
- Various enhancements to Microsoft Word interface

Version 23.10.000 (2023 October Release) – November 7, 2023

- Resolved program starting off screen if the program was closed while minimized
- Resolved Outlook MAPI not including sender name with email address
- Added support for QuickBooks 2024
- Added custom installation folder and contents to About box
- Limited date entry to 1900 or later
- Progress windows can now be dragged if they are covering other information
- Foundation work on integration with QuickBooks online

Version 23.10.001 (2023 October Release) – November 7, 2023

- Resolved program crashing on computers with multiple monitors

Version 23.11.000 (2023 November Release) – November 30, 2023 [Database structure update]

- Resolved QuickBooks Enterprise V24 being misidentified as the Pro edition

- Resolved Outlook MAPI not using the configured reply-to email address
- Resolved the SMTP email 'no SSL' option being ignored for version 2022 and newer licenses
- Added option to send emails using HTML or plain text
- Added ability to customize styling of the template used for HTML emails
- Email, SMS, and fax messages are now queued before sending so that additional attempts can be made if sending fails
- Added prompt to retry or cancel email, SMS, and fax messages stuck in the queue after multiple send attempts
- All sent email, SMS, and fax messages are now saved permanently in the database, including if they were sent successfully
- Improved memory cleanup after exporting to Microsoft Excel

#### Version 23.12.000 (2023 December Release) – January 2, 2024

- Resolved error opening Communication menu on miscellaneous customer or vendor account
- Added history of sent messages to repair order form
- Double-clicking a sent message displays a read-only copy of the message
- Added new send email message form with ability to enter rich text (e.g. bold, italic, underline; large and small text; colored text)
- Added new send SMS text message form
- Added new send fax message form
- Added Edit menu option to delete selected detail row
- QuickBooks integration now detects when QuickBooks is running elevated as a Windows administrator
- Automatic backups now recover when the stored last daily backup date is future

#### Version 23.12.001 (2023 December Release) – January 7, 2024

- Resolved error clicking on the repair order Notes tab when there are multiple messages in the message history
- Resolved Ship via not always defaulting correctly when selecting a customer on a repair order, sales invoice, or credit note
- Resolved Ship via not always defaulting correctly when selecting a vendor or on a purchase order
- Resolved Warranty plan not always defaulting correctly when selecting a customer on a repair order
- Resolved cursor not defaulting to Status field when opening a repair order

#### Version 24.1.000 (2024 January Release) – February 8, 2024

- Improved speed of exporting to Microsoft Excel
- Improved handling of complex mailto: hyperlinks in HTML emails
- Deselecting printing company name and address in form headers now still prints the logo if one is configured for the form
- Added support for Microsoft Office 2021 and 2024
- Updated for Windows 11 (23H2)

#### Version 24.3.000 (2024 March Release) – March 17, 2024

- Resolved error opening the repair order fault codes dropdown when one of the fault codes has an assigned make
- Resolved error sending an email via Microsoft Outlook when an invalid business location reply-to email address is entered
- Resolved problem assigning a license name to a business location when a new license file format includes multiple license names
- Added support for Clickatell One API
- Added printing the business location logo on form headers when batch printing from a database with a single business location
- Added the customer tax number to the header of customer statement reports
- Deselecting printing company name and address on customer statements now still prints the logo if one is configured
- The repair order Notes tab now also displays the data indicator when there is change history data or a history of sent messages
- Added a note to the About box if Windows reports that the selected Regional format (locale) is unsupported
- Improved handling of the Euro currency symbol for unsupported regional locales
- Improved error handling when connecting to SFTP servers

#### Version 24.4.000 (2024 April Release) – April 3, 2024 [Database structure update]

- An AYS license installed on one workstation now propagates to other workstations as the shared database is opened
- Added Close All Except Active Window option to the Windows menu
- Added Inactive field to Makes and Models
- Model dropdowns now exclude inactive models when adding new records, and shade inactive models red when editing records
- Added Inactive field to Makes and Models import
- Added Inactive field and option to exclude inactive models to Makes and Models export
- Added option to exclude inactive models to 8 make and model listing reports
- Added Email, Category, Reference 5 to Reference 8 fields to the Repair Order Updates import
- Added Reference5 to Reference 8 fields to Fields to Copy when Adding Multiple Repair Orders module option
- Updated encryption to Advanced Encryption Standard (AES) when password-protecting zip files
- Improved security when recovering the administrator password
- Added toast notification when other users have already installed a newer version of the AYS program

#### Version 24.5.000 (2024 May Release) – May 3, 2024

- Digitally code-signed program components and installer

- Resolved error when a user chooses to cancel the update to a newer database structure
  - Resolved error slowly enter the Date estimate approved or Date repair completed on a repair order
  - Resolved deleting a sales invoice from a Microsoft Access or MySQL database not clearing links to serialized inventory
  - Resolved the repair Microsoft SQL database process purging the user edit history instead of the Process Manager logs
  - Overhauled archiving old data from Microsoft Access databases
  - Redesigned archive database form
  - Added ability to choose whether to archive inactive models
  - Added ability to separately choose whether to archive inactive customers or inactive vendors
  - Added ability to choose whether to archive old abandoned repair orders
  - Added ability to choose whether to archive old repair invoices, including repair invoices that are not fully paid
  - Added ability to choose whether to archive old sales invoices, including sales invoices that are not fully paid
  - Added ability to choose whether to archive old credit notes, including credit notes that are not fully applied
  - Added ability to choose whether to archive old purchase orders, including purchase orders that are not fully received
  - Added ability to choose whether to archive old expired warranty cards
  - Added option to purge user edit history during archive database process
  - Added option to purge Process Manager logs during archive database process
  - Added ability to send automated email messages to an email address stored in a customer reference field
  - Added ability to send automated SMS text messages to a mobile phone number stored in a customer reference field
  - Added ability to send automated fax messages to a fax number stored in a customer reference field
  - Added green text button to rich text editor
  - View database information now displays the size of each table in bytes
  - View database information now highlights tables with more than 10,000 records or larger than 10 MB
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