

Introduction:

This document describes corrected and known issues since **AI 2.7** and **AI 2.8**, and serves as a supplement to the more detailed “**Animal Intelligence Version 2.6 Highlights and Usage Instructions**” guide as well as the “**AI 2.7 Supplement**” and the **AI 2.8 Supplement**. All users will benefit from the improvements of **AI 2.8 SR 1**, so we highly recommend all users upgrade to it.

We highly recommend that you read/review this document and all documentation included with **AI 2.8 SR 1** prior to installation of the **AI 2.8 SR 1** version.

Please feel free to contact us if you have any questions. We can be reached toll free in the US at 1-866-413-3871 or internationally at 1-360-692-7736. We can also be reached via email at support@animalintelligence.com. Or you can fax us at 360-692-2629.

We also highly recommend that you add this documentation to your other AIS release documentation, and keep such documentation in a centralized location for easy reference.

Corrected Issues:

Listed below are some of the major corrected issues that existed in Version 2.7 and 2.8.

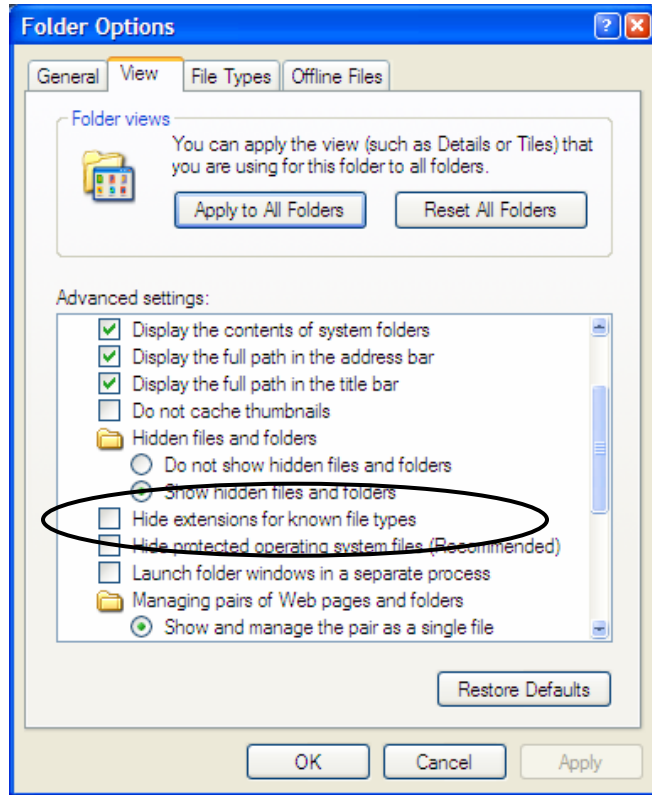
1. **Speed in Invoice Review:** In very large databases, there was slowing of the invoice viewing and posting process due to how AI communicated with the Advantage Database Server. This process has been improved to significantly increase the speed in this area for practices with large databases.
2. **New Data Maintenance:** In order to correct the speed issues, a new index was added to AI. This new index is COF_AMTOWE. It was added in the new Data Maintenance Utility.
3. **New Packing Instructions:** In order to increase the efficiency of AI, the speed issue also addressed the issue of the frequency for the need to pack AI. We have provided new Packing Instructions in this document.
4. **Process Interrupt & Roll-back:** With this service release we incorporate a transaction roll-back feature. If for some reason the process is interrupted from the workstation, ADS will continue the process to completion if it can. If the process is interrupted on the server, ADS will discard the partial changes and return the database to the same condition as it was prior to the process. A more detailed explanation is provided at the end of this document with necessary configuration setting changes.

Special Instructions for Installing AI 2.8 SR1:

Because of a new speed feature, it is necessary to perform the following tasks after installing AI 2.8 SR1. This procedure will add two additional fields to the Closed Order table index, they are COF_RESOLV and COF_AMTOWE. It is imperative that no AI application is open on any workstation when this process occurs. **It is also highly recommended that you make a complete manual backup of your database before continuing with this process. Contact your network professional if you are unsure how to do this.**

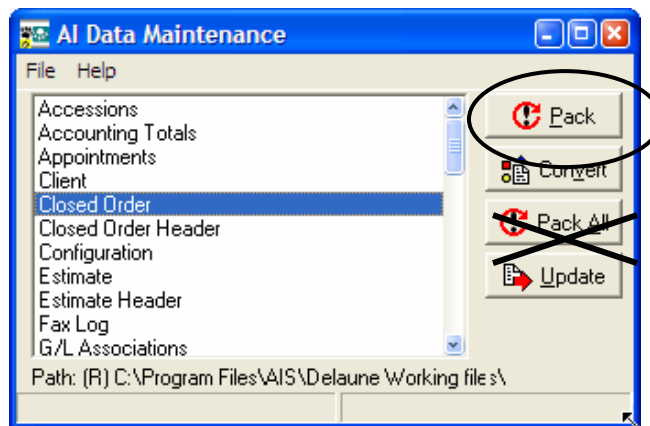
1. Go to the 'Start' button, then choose **Programs > AIS > AI Data Diagnostics** and verify the location of the main database displayed in the **Main Path** field. The path may appear as a mapped drive similar to **F:\AISDATA** meaning that you have a virtual drive mapped to a specific folder usually on your server and labeled as F:. You might also have a path similar to **\\myserver\Shared\AISDATA**. In this case you are using what is called a UNC path and it is accessed through 'Network Neighborhood' or 'My Network Places'.
2. Using Windows Explorer, browse to the main path location you verified in the previous step.
3. In this folder you will see many files with names starting with the letters Wvss followed by three unique letters like Wvss**apt** or Wvss**rec**. These are your main database files. In this case we are only interested in the files named Wvss**cof**. There are two of them with this name but they are different file types. One is called Wvsscof.**dbf**, this is your actual data table containing all of your closed invoice details and **should NOT be deleted or modified in any way.** The other is called Wvsscof.**cdx**, this is the index file that we will be modifying through this process. These letters, (dbf and cdx) which appear after the dot in the file name, are called file extensions. You may also notice a third extension type with some of the Wvss files, FPT, this is another file type that we use in AI but is not relevant for the process we are performing at this time.

NOTE: If you do not see the file names or the extensions, while in the AISDATA folder in Windows Explorer go to the main menu and click View > Details, you should now see all of the files listed in alphabetical order and you should see the files extension. If you still do not see the file extensions, click on Tools > Folder Options and click the View tab. Ensure the “Hide extensions for known file types” is unchecked, then click ‘OK’.



4. Find the WVSSCOF.CDX file in Windows Explorer.
5. Rename this file WVSSCOF.OLD (right mouse click and select ‘Rename’)

NOTE: Do NOT close Windows Explorer as you will be returning back here shortly.
6. Now open the **Data Maintenance Utility**, by going to the ‘Start’ button, then choose Programs > AIS > Data Maintenance.
7. In the left list of tables, select the Closed Order table so that it is highlighted as shown below, and click the **Pack** button, NOT the **Pack All** button.



8. You will get a confirmation message that one table has been packed successfully.
9. Go back to Windows Explorer which should still be browsing to the main database. Verify that you now have three Wvsscof files:
 - Wvsscof.cdx
 - Wvsscof.dbf
 - Wvsscof.old

Once you have verified that you have a new Wvsscof.cdx AND have opened AI to verify that all previous invoices are still intact you can then delete the Wvsscof.old. You may leave it there if you wish as its existence will not affect the operation of AI.

IMPORTANT: If for some reason your data is found to be missing during the verification process, it is possible that you renamed the DBF file instead of the CDX file in Step 5. If this has occurred, don't do anything else until you contact AI Client Service.

ADS CONFIGURATION SETTING CHANGES

10. On the server, go to Start > Programs > Advantage Database Server > ADS Configuration Utility
11. Click on the 'Configuration Utility' tab and change the number of Data Locks to 4000.
12. Click 'Apply', you will receive a message that the registry has been updated but you will need to stop and then restart the service. Click 'OK'.
13. Go to Windows Services, select Advantage Database Server from the list, then from the main menu, click Action > Restart. You should get a progress bar indicating that the service is stopping and then restarting. Note the Status in the list again says 'Started'.
14. Return to the ADS Configuration Utility and verify that the new Data Locks setting has been saved.

New Features:

In the past, it was recommended that AI be packed routinely to improve speed in the invoicing area. Due to the changes made in AI 2.8 SR 1, we are providing new and more efficient packing guidelines.

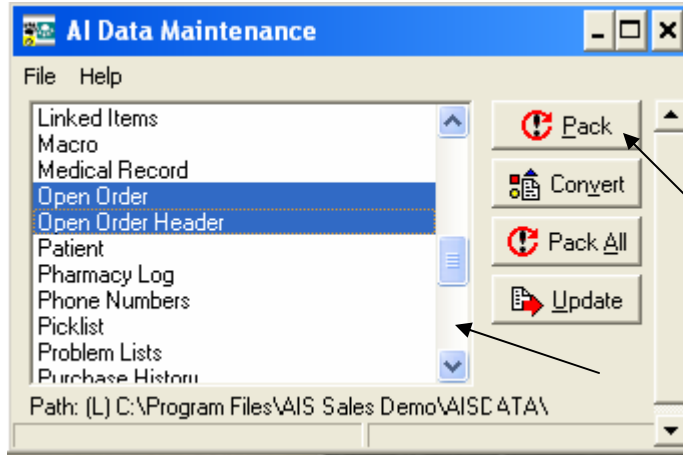
New Guidelines for Routine Packing:

It is no longer needed to perform a routine packing function of ALL AI tables due to changes made in AI 2.8 SR1. With AI 2.8 SR1, we now recommend that clients pack ONLY the Open Order details (OOF) and the Open Order Header (OOH) tables on a quarterly basis if needed. Packing is performed in AI Data Maintenance.

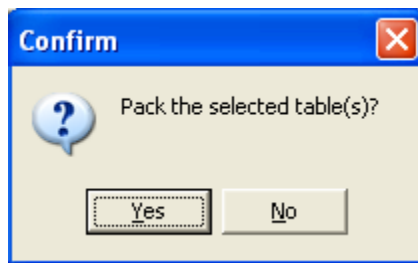
Instructions for Packing:

1. Close all copies of AI on all workstations. Data Maintenance cannot be performed successfully if any copies of AI are active.

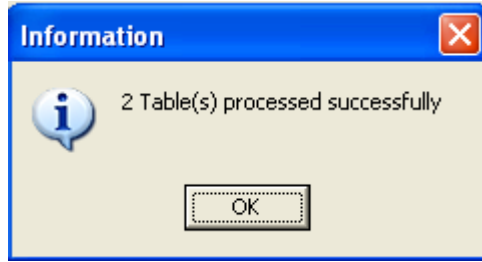
2. Open the **AI Data Maintenance**, by going to the **Start** button, then choose **Programs > AIS > Data Maintenance**.
3. The following will open:



4. Select the **Open Order** table by scrolling down with the scroll bar indicated. Highlight **Open Order**. Hold the **Ctrl** key on your keyboard as you select the **Open Order Header** file.
5. Both the **Open Order** and the **Open Order Header** files should be highlighted as illustrated above.
6. Select the **Pack** button to pack the **Open Order** and the **Open Order Header** files.
7. You will be asked to confirm that you want to pack the selected table, select **Yes**.



8. The AI Data Maintenance Utility will pack the tables and the following dialog box will appear:



9. Select **OK**. You will be returned to the main **AI Data Maintenance**.
10. Once you have completed this process for both files, then close the Data Maintenance Utility by clicking on the **X** in the upper right hand corner. You can now open AI on all workstations as normal.
11. If you experience any problems, please contact AIS Client Support.

Roll-back Feature:

As described previously, the Roll-back feature better improves your database reliability should an unexpected interruption in processing occur.

Example:

Assume you are in the process of doing the Daily closing. You have selected the invoices to include and have clicked **Post** to start the process. Almost immediately, your workstation loses power or locks up and you must reboot. As this particular process (daily closing) is accomplished by the server and the server was not interrupted, the process was completed without the need for the workstation. When you reboot your workstation you should notice that the closing completed as normal. In this case, the Roll-back Feature did not need to 'Undo' the closing as the server was able to complete the process without the workstation.

Now, let's assume that during this same process the entire clinic lost power or an Advantage error was generated where the process was prevented from completing. In this case, when you reboot the server and the workstation, you will notice that none of the invoices posted to that day and any part of the closing process that might have occurred, was reversed or Rolled-back. All of the invoices are still available for closing, so just repeat the closing process as normal. The Roll-back functioned as designed. The server could not complete the process so all temporary table changes that normally occur during the closing sequence, were discarded and your database remains in the same condition as just prior to the start of closing.