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Version 4.1 -- EMAILING BACKUPS TO HOMETECH

1. SEE ALSO:

DATA BACKUP Entire Set
DATA BACKUP Individual Estimate
DATA BACKUP Manual Data Backup
VERSION NUMBER

PROBLEM: User needs to email backup files to HomeTech.

SOLUTION: Should you need to email backup files to HomeTech for conversion or repair, follow the steps below:

User will need to do a DATA BACKUP from within the HomeTech program.

Refer to the help sheet DATA BACKUP – Entire Set for details regarding this process.

Log on to the internet.

Open a new email.

Send the email to **MARKFOSTER@hometechonline.com**

The subject will be HOMETECH BACKUPS.

In the main body of the email type the following:

YOUR NAME
COMPANY NAME
YOUR PHONE NUMBER
BRIEF DESCRIPTION OF PROBLEM / ERROR #, AND WHAT YOU WERE DOING WHEN THIS OCCURRED (Be as specific as possible)
VERSION OF WINDOWS
VERSION OF HOMETECH
VERSION OF ADVANTAGE THE BACKUPS ARE FROM
SERIAL NUMBER (If applicable)
KEY CODE (If applicable)

Attach the backup files (HTDATAZIP.ZIP or the manual backup files) to the email. Remember, these should be from the HomeTech ADVANTAGE 4.1 if at all possible.

Send the email.

Version 4.1 -- ERROR (RUN-TIME ERROR #94 – Invalid Use Of Null)

SEE ALSO:

UPDATES - Accessing Update Site Open

PROBLEM: User gets ERROR #94- Invalid Use Of Null when opening a

"Saved As" version of an estimate and then choosing EDIT CLIENT INFORMATION.

SOLUTION: A patch has been posted to the HomeTech User Site to correct this problem. The user needs to make sure they have installed the latest version of the SERVICE PACK.

If the Service Pack has been correctly installed, you will have the option to "By Pass Login" from the Login window when opening the HomeTech ADVANTAGE 4.1 program.

Refer to the help sheet titled UPDATES – Accessing Update Site Open for details regarding how to access the HomeTech User site and how to install program updates.

Version 4.1 -- ERROR (RUN-TIME ERROR #3021 – No Current Record)

PROBLEM: User gets ERROR #3021 – No Current Record when trying to Login to the HomeTech ADVANTAGE 4.1 program.

SOLUTION: Most commonly, this sequence occurs from the "Login" window because the user has chosen LOGIN without first choosing a USER NAME. Make sure you have chosen a USER NAME in the "User Name" field. Enter your password, and then choose LOGIN.

By default:

User Name Admin has password admin

User Name Guest has password guest

NOTE: PASSWORDS ARE CASE-SENSITIVE.

Version 4.1 -- ERROR (RUN-TIME ERROR #3022 – Duplicate Data)

PROBLEM: User gets the following error when entering an "Estimate Title" for a new estimate: RUN-TIME ERROR # 3022 – The changes you requested to the table were not successful because they would create duplicate values in the index, primary key, or relationship. Change the data in the field or fields that contain duplicate data, remove the index, or redefine the index to permit duplicate entries, and try again.

SOLUTION: This sequence is most commonly encountered after a program upgrade (Example: Upgrading from HomeTech ADVANTAGE 4.0 to HomeTech ADVANTAGE 4.1). Try one or more of the following to correct the issue:

1. Make sure that there is no other existing estimate in the program with the title you are trying to enter. If there is, give your new estimate a different title.
2. If there are no other existing estimates with the same title, some files may not have been properly converted, or there may be some form of corruption or damage in the files prior to the upgrade installation.

In this situation, you will need to email a copy of your backup data (HTDATAZIP.zip) to HomeTech Information Systems, Inc. BE SURE TO EMAIL THE DATA BACKUP (HTDATAZIP.ZIP) FROM THE HOMETECH ADVANTAGE 4.1 VERSION.

We will correct any damage or corruption to these files, and email the corrected backup data to you. Please refer to the help sheet titled EMAILING BACKUPS TO HOMETECH for details regarding this process. Be sure to include as much of the requested information as possible.

Version 4.1 -- ERROR (ERROR – Estimate/User In Use)

PROBLEM: User gets "Estimate In Use" message when trying to open an estimate, or "User Is Already Logged In On Another Machine" when trying to login to the program.

SOLUTION: In a single-user environment (stand-alone computer) or a multi-user environment (a network or server), there may be unforeseen system failures (Server, network, or computer 'crash', power failure, etc.). Any users logged in at the time of the failure may be 'blocked' from re-entering the system.

Due to the system failure, the ADVANTAGE system may view those users as still 'logged in', or may view an estimate as being 'open' or 'in use'. If this is the case, the user will receive a message stating that "The user is already logged in" to the system, or that a particular estimate is in use.

The SYSTEM RESET feature allows an "Administrative" user to log off any users the system views as active, or to close any estimate the system views as being in use.

To reset the HomeTech ADVANTAGE system and log off any active users or close any open estimates, complete the following procedure:

1. Open the HomeTech ADVANTAGE Cost Estimator 4.1 program. Be sure to log on as a user with "Administrator" security type.
2. Choose the UTILITIES pull-down menu from the Estimate Grid.
3. Choose SYSTEM RESET. The "System Reset" window will display. To continue with the system reset, choose YES. To cancel to process and return to the Estimate Grid, choose NO.
4. To complete the reset procedure, choose OK in the "Security Reset" window. The ADVANTAGE program will close.
5. At this time, it is recommended you REBOOT/RESTART your computer(s) using the ADVANTAGE system. It is also recommended you REBOOT your network or server at this time as well (If applicable). This will help to ensure that both the ADVANTAGE system as well as the computer/server/network have been properly reset.
6. Reopen the HomeTech ADVANTAGE program and try to log on/open the estimate in question. The program should function properly at this time

NOTE: It is important to log off as many users as possible prior to choosing

SYSTEM RESET. Possible data corruption can occur for any users logged in to the system at the time of the system reset.

Version 4.1 -- ERROR ("NOT CONNECTED TO THE INTERNET" – When Trying To Access The HomeTech Update Site)

PROBLEM: User needs to access the HomeTech Advantage Update website to check for the most recent updates for the HomeTech ADVANTAGE Cost Estimator program, but receives the message "YOU ARE NOT CONNECTED TO THE INTERNET OR THE SERVICE IS UNAVAILABLE. MAKE SURE YOU ARE CONNECTED TO THE INTERNET AND TRY AGAIN".

SOLUTION: If a user receives the above message, the user should try one or more of the following solutions:

REBOOT YOUR COMPUTER and retry.

DISABLE ANY "POP-UP BLOCKER" you may have running. Sometimes, "pop-up blockers" will prevent certain web pages from properly displaying.

MAKE SURE YOUR COMPUTER IS CONNECTED TO THE INTERNET thru your Internet Service Provider (ISP). Check this by opening your browser and go to an internet site you are familiar with (Example: www.HomeTechOnline.com), and make sure that page displays properly.

Depending on how your computer's settings are configured, you may have to have your browser open when trying to access the HomeTech Update Site (Even if you have a cable or DSL connection and are constantly online).

Try to COPY one of the below addresses, and PASTE the address directly into the "Address Bar" of your browser, or simply click on one of the below addresses:

1. To download the HomeTech ADVANTAGE 4.0 Upgrades & LAMI:
www.hometechonline.net/Lami40EntryPoint.aspx
2. To download the HomeTech ADVANTAGE 4.1 Upgrades & LAMI:
www.hometechonline.net/LamiOrderEntryPoint.aspx
3. To download the HomeTech ADVANTAGE 4.1 program:
www.hometechonline.net/UserOrderEntryPoint.aspx

Version 4.1 -- FILE REPLACEMENT (Replacing HTClient.ini)

PROBLEM: Should a user's HTClient.ini file become corrupted or damaged, or if the user wants restore the "default" HTClient.ini file, the user should replace their file.

SOLUTION: To replace the HTClient.ini file complete the following process. The HTClient.ini file is located in the following location on your computer:

C:\Windows\HTClient.ini

1. Download/Save the attached file (HTClient.ini) to the above location on your computer (Save in the "Windows" folder).
2. If done correctly, you will probably get a message saying "The file already exists do you want to overwrite?".

Choose YES/OK to overwrite.

Version 4.1 -- INSTRUCTIONS FOR USING THE ENCLOSED UPDATES & PATCHES CD-ROM

This CD-ROM contains the following for the HomeTech Advantage 4.1 estimating program:

1. HomeTech Advantage 4.x & 4.1 Technical Support Guide – This contains specific instructions for solving usage issues with the program, including correcting various error messages as well as assistance for properly using the features in the program.
2. Various Updates & Patches – You will find a variety of updates and patches on this CD-ROM. The updates/patches you will definitely want to install will include:

LAMI UPDATE (This updates the pricing to the most recent pricing data).

SERVICE PACK (This corrects a variety of issues/errors as well as adds additional features to the program).

INSTRUCTIONS FOR INSTALLATION

1. Insert the CD-ROM into the appropriate drive in your computer.
2. Choose the START button.
3. Choose RUN.
4. Choose BROWSE.
5. In the "Browse" window, select your CD-ROM Drive (probably D:\) from the 'Look In' pull-down menu at the top of the screen.
6. Locate the UPDATE/ PATCH NAME from the list (If the update or patch is in a folder you will first have to open the folder to access the actual patch or update). Click on the UPDATE OR PATCH NAME to highlight. Choose OK or OPEN.

This will take back to the 'Run" screen.

7. In the "Run" screen, choose OK to run the update or patch.

NOTE 1: Specific instructions for installing the patches are typically located in that patches folder as a Microsoft Word document. You can view or print these instructions to use as a guide.

NOTE 2: Not all patches need to be 'Run'. Some are merely meant to be file replacements, instructions, or file registration commands. Again, initially concentrate on the two (2) updates listed at the top of this page because in most all cases one or more of these patches will correct any issues.

Version 4.1 -- ERROR (RUN-TIME ERROR #13 – Expired Error Type Mismatch & Number Of Seats = 0)

PROBLEM: User gets ERROR #13 – EXPIRED ERROR TYPE MISMATCH then NUMBER OF SEATS = 0 when opening the HomeTech Advantage Cost Estimator and/or during the "Log On" process.

SOLUTION: When installing the HomeTech ADVANTAGE Cost Estimator 4.1, the user is prompted to enter a Serial Number and a Key Code. The most-common problem is that the user incorrectly entered their Key Code during installation. To correct the problem complete the following procedure:

1. Close the HomeTech ADVANTAGE Cost Estimator 4.1 program, and return to your desktop.
2. Choose the START menu.
3. Choose FIND or SEARCH.
4. Choose to search for ALL FILES AND FOLDERS.
5. When you get to the location (In the "Search" window) where you can type in all or part of the file/folder name you want to search for, enter the name HTCLIENT.INI and choose to SEARCH YOUR ENTIRE LOCAL DRIVE (probably C:\). Choose SEARCH or FIND NOW to begin your search for this file.

By default, the file HTClient.ini is located in the following location on your computer:

C:\Windows\HTClient.ini (Win98, WinMe, and some WinXP users)

C:\WinNT\HTClient.ini (Win2000 and some WinXP users)

6. When the found file is displayed, DOUBLE-CLICK ON THE FILE NAME (HTClient) to open the file in "NotePad".

7. In "NotePad", review the Key Code and Serial Number. Make sure that all "0" are zeros (Not "O"), and that all "1" are "ones" (Not "I"). If you are unsure of a character, it is best to delete that character and re-enter that character with the correct character. This will apply ONLY to the Key Code and Serial Number. Do NOT change any other information on this page if you are unsure of the results.

8. When the necessary changes are complete, choose the FILE pull-down menu.
9. Choose SAVE to save these changes.
10. Close the "HTClient NotePad" window.
11. Try to open the HomeTech ADVANTAGE Cost Estimator 4.1 program again. This time you should be allowed to complete the "Log On" process and enter the program.

Version 4.1 -- NETWORK DATA (Sharing HomeTech Data On A Network Or Server For The Single-User Version Of The Software)

SEE ALSO:

- DATA BACKUP – Entire Set
- DATA BACKUP – Individual Estimate
- DATA RESTORE – Entire Set
- DATA RESTORE – Individual Estimate

PROBLEM: User wants to share the HomeTech ADVANTAGE Cost Estimator program data across a network or server.

SOLUTION: The HomeTech ADVANTAGE Cost Estimator 4.1 will be available in two (2) versions as follows:

- (1) Single-User Version – This version will have limited data sharing capabilities similar to previous versions of the program, and
- (2) Multi-User Version – This version will be able to share both Estimate and CostBook data on a network or server.

This document will instruct you on the basic procedures required to set up your HomeTech ADVANTAGE Cost Estimator program (Single-User Version) to share data on a network or server. This document will not go through the step-by-step procedures at this time.

If you are uncomfortable with Copying and Pasting files, and moving files to other locations on your computer and/or to your server or network, it is advised that you call HomeTech Information Systems, Inc. Technical Support Department for further assistance.

The following steps provide an overview of the process required to share HomeTech data files across a server or network.

By default the HomeTech ADVANTAGE Cost Estimator 4.1 program folder is located in the following location:

C:\Program Files\HomeTech41

The HomeTech41 program folder contains two (2) subfolders of importance in regards to the saved data.

The first subfolder is named COSTBOOKS. This folder contains the data regarding the four HomeTech costbooks found in the ADVANTAGE program (Remodeling & Renovation, HouseBuilders, etc.), and also contains any custom items you have created in the databases, as

well as any modifications you made to our default line items. The Costbooks folder contains your client database which saves all your client information. The Costbooks folder also contains the forms from the Contract Writer, including any custom forms or modifications you have added.

The second subfolder is named ESTIMATES. This subfolder contains the data for the estimate(s) you have created. This subfolder also contains Cover Page information. Also included is a subfolder named EMAIL which, by default, is where estimates saved as RTF format (Text documents) are stored.

The following paragraphs explain the outcome and limitations/advantages of sharing one or both of the above program folders (Costbooks and Estimates).

If you share only the Estimates Folder, all shared computers will have access to the same estimates. You can have multiple users from different computers simultaneously using the HomeTech ADVANTAGE Cost Estimator 4.1 program and accessing the same estimate data, although only one user can access any particular estimate at a time.

If you share the Costbooks Folder, only one computer can have the HomeTech ADVANTAGE Cost Estimator 4.1 program open at any time. These sharing options should be considered given your particular company practices, number of estimators in the office, etc.

This paragraph explains how to share HomeTech ADVANTAGE Cost Estimator program data across a network or server. The procedure will be explained, but the set-by-step details will be omitted at this time. If you are uncomfortable with these procedures, please call HomeTech Information Systems, Inc. Technical Support for a detailed explanation of this process.

The procedure is as follows:

1. The first step is to have one computer with the HomeTech ADVANTAGE Cost Estimator program contain all the data you wish to share.

EXAMPLE: If you have different computers with different estimates, you will want to get all the estimates into one computer with the HomeTech ADVANTAGE Cost Estimator program. Review the SEE ALSO section at the top of this document in regards to backing up and restoring HomeTech data.

2. Once you have one computer with all the HomeTech ADVANTAGE Cost Estimator data, you will want to COPY the Estimates Folder and/or Costbooks Folder from the local drive on your computer (From the HomeTech41 program folder), and PASTE these folder(s) to a location on the server or network drive (Example: **F:\Estimates**).

3. Once the Estimate Folder and/or CostBook Folder are on your server or network drive, you need to tell the HomeTech ADVANTAGE Cost Estimator program where these folder(s) are located. This will be accomplished by modifying the HTClient.ini file.

This file, by default, is located in the following location:

C:\WINDOWS\HTClient.ini (Win 98, Me, and some XP users)

C:\WINNT\HTClient.ini (Win 2000 and some XP users)

You can open the HTClient.ini file by double-clicking on the file. Once open you can make modifications to the locations where the HomeTech ADVANTAGE Cost Estimator 4.1 "looks" for the Estimate folder and CostBook folder.

4. Refer to the related document NETWORK DATA (Sharing Data On A Network Or Server For The Single-User Version Of The Software - Sample HTClient.ini Forms) for details regarding

modifying the HTClient.ini file.

Version 4.1 -- NETWORK DATA (Sharing HomeTech Data On A Network Or Server For The Single-User Version Of The Software – Sample HTClient.ini Forms)

PROBLEM: User wants to share the HomeTech ADVANTAGE Cost Estimator program data across a network or server and needs to know how to modify the HTClient.ini file.

SOLUTION: Below you will find two (2) sample forms of the HTClient.ini file as follows:

(1) THE DEFAULT HTCLIENT.INI FILE – This is how the file appears as loaded by default. These are the default settings of the program, and how this file appears immediately after installation of the HomeTech ADVANTAGE Cost Estimator 4.1.

```
[Client Network]
ClientData=C:\Program Files\HomeTech41\
[HT Databases]
HND=EC:\Program Files\HomeTech41\CostBooks
Serial=12345
HTH=EC:\Program Files\HomeTech41\CostBooks
BTH=EC:\Program Files\HomeTech41\CostBooks
HTR=*C:\Program Files\HomeTech41\CostBooks
MultiUser=No
Version=4.1
KeyCode=7Z7X-Q7QZ777X7
[HT Configuration]
HomeDir=C:\Program Files\HomeTech41\
EstimateDir=C:\Program Files\HomeTech41\
```

(2) MODIFIED HTCLIENT.INI FILE – In this particular example, I have chosen to save both the Estimate folder and CostBooks folder directly into the root of my server (M:\). In this particular case, I would modify my HTClient.ini file as follows:

```
[Client Network]
ClientData=C:\Program Files\HomeTech41\
[HT Databases]
HND=EM:\CostBooks
Serial=12345
HTH=EM:\CostBooks
BTH=EM:\CostBooks
HTR=*M:\CostBooks
MultiUser=No
Version=4.1
KeyCode=7Z7X-Q7QZ777X7
[HT Configuration]
HomeDir=C:\Program Files\HomeTech41\
EstimateDir=M:\
```

NOTE: Pay attention to the Estimate Directory path and/or the CostBook Directory path when modifying these path names. Notice that the Estimate Directory path does not include the

Estimate folder in the path name. The CostBook Directory does include the CostBook folder in the path name.

Version 4.1 -- UPDATES (ACCESSING THE UPDATE WEBSITE)

SEE ALSO:

UPDATES – LAMI Updates

UPDATES – Software Updates & Patches

PROBLEM: User needs to access the HomeTech Advantage Update website to check for the most recent updates for the HomeTech Advantage Cost Estimator program.

SOLUTION: The HomeTech Advantage Update website must be accessed by completing the following steps:

CLOSE the HomeTech Advantage Cost Estimator program.

Log on to the internet.

Choose the START MENU from your desktop.

Choose PROGRAMS.

Choose HOMETECH ADVANTAGE COST ESTIMATOR 4.1.

Choose CHECK FOR UPDATES. This will open the update website.

In the update website choose SHOW UPDATES. This will display a list of available updates and patches.

Next to the update you wish to download choose LEARN MORE. This will open the "Update Information" page. This page details what problems or errors the patch corrects. Review this page to find out if a particular patch applies to your particular situation.

At the bottom of the "Update Information" page choose DOWNLOAD if you wish to download this particular patch.

This opens another "Update Information" page that contains INSTALLATION INSTRUCTIONS for installing the patch. At the bottom this page click on the highlighted link / patch name (ex. HT41SP1.exe) to begin saving/downloading the file to your computer.

A FILE DOWNLOAD window will appear and you can choose to open the file or save the file to your computer/disk. It is easiest to simply open the file.

Choose OPEN from the file download window.

Choose OK to the WinZip Self Extractor window.

Choose UNZIP to unzip the file to the specified location.

Choose OK to "# Files Unzipped Successfully".

Follow the installation instructions from the "Update Information" page found on the update site

for detailed instructions.

NOTE: To download the LAMI Update or the HomeTech ADVANTAGE 4.1 program download, you will also need to enter your Serial Number and Password to verify that your subscription is "active".

NOTE: Windows 2000 and Windows XP users may have to verify the location on their computer to where the files are being unzipped. Some versions of Windows 2000 and Windows XP have a "WinNT" folder instead of a "Windows" folder.