

Providers of
**Water Quality, Distribution & Collection Software
Backflow Prevention Management Software
Work Order Management and Benchmarking Software**

August, 2004

Dear XC2 users,

This is the **August edition of the XC2 newsletter** informing you of updates, features that we have added to XC2 and tips on the most direct way to accomplish routine tasks. All of our Newsletters can be found at:

http://www.engsoft.com/XC2_Newsletters

If you have questions for us, please feel free to ask and I may respond in the newsletter if it seems to be of general interest.

If you do not want to continue receiving this newsletter or if there is someone else who should be receiving the newsletter, please inform us. We certainly do not want to add to the SPAM which many of us receive.



This month we'll look at:

- **Proper Database Technique**
- **Validate Street Names for Service Address**
- **Good uses for Exports**
- **Updating your list of Approved Assemblies**
- **Chris Retires**

The current version of XC2 on the Website is **3.5 Build 331**

Go to: <http://www.engsoft.com/xc2update/>

Call us at 800.761.4999 for the password, which we'll give you if you have an in-date Tech Support contract.

Proper Database Technique

Have you ever tried to look up a record in **XC2**, or any other database for that matter, and you couldn't find it even though you knew, absolutely, that it was there?

One of the things that Randy, the author of **XC2**, president of Engsoft Solutions and database guru, has drummed into our heads is NOT to enter more than the minimum needed when doing a search. It's also a good idea to look for a field that **Contains** the word that you are looking for. Here's why:

The data in our databases gets accumulated over time, through our various energy cycles and by different data entry people, so little differences can occur. Think of the different ways that "North Main Street" could be entered;

N Main St	N Main St.	N Main Street
N. Main St	N. Main St.	N. Main Street
No Main St	No Main St.	No Main Street
No. Main St	No. Main St.	No. Main Street
North Main St	North Main St.	North Main Street

There are 15 different ways of entering North Main Street. Now, since we're so smart, we instantly recognize that they're all the same strip of pavement, but *the computer is dumb as a post* and it sees each one as different. So if you look up, "N Main St." your computer will NOT find such a street if it was spelled, "N. Main St." when it was entered.

What to do?

In the first place, read the next section, about "Validated Street Names" and get data entry rules in place to enhance data consistency.

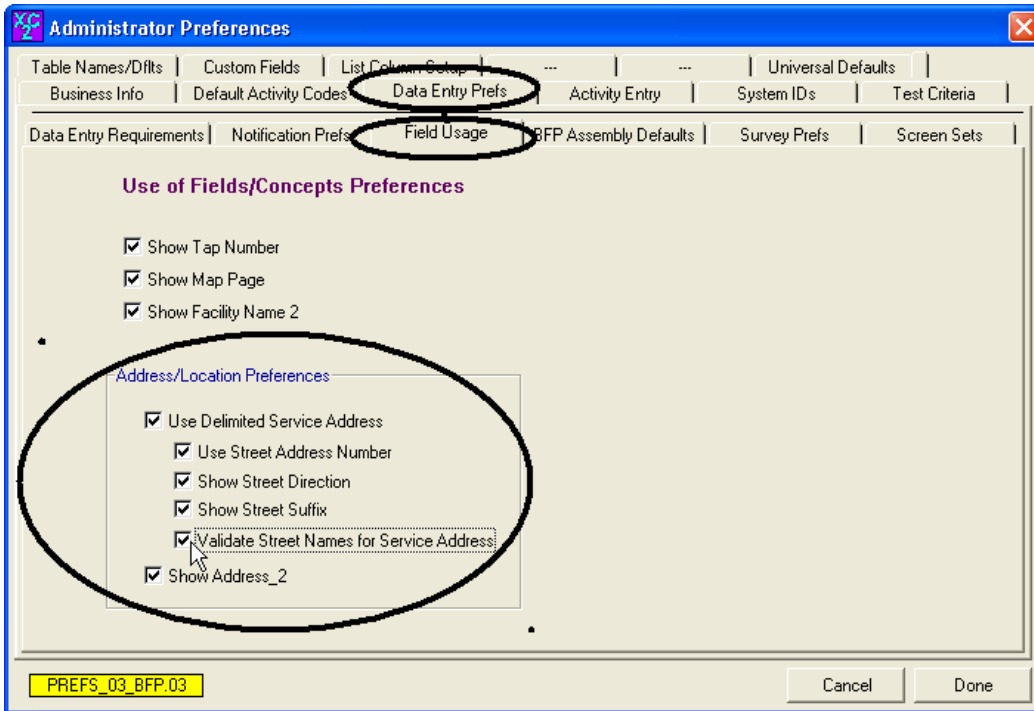
Searches

When you search, use techniques such as looking for street names that **contains** "Main" and then choose No. Main St. or what ever from the list. If you're looking for 'Ed. McLaughlin', you don't really know if it was spelled Ed, Ed., Eddy or Edward, so look for the field that *contains* "ed" and you will get all of the different spellings of Edward and perhaps a few more entries that happen to contain the letter combination "ed".

Get in the habit of entering the minimum number of letters that will get you a manageable list from which to choose the data entry that you're looking for. Assume that you won't remember which way it was entered.

Street Numbers and Names

In **XC2**, we have given you preferences to set the way street names will be held. The Super Administrator can go to **Administrator Preferences**, choose **Data Entry Prefs** and then the **Field Usage** tab.



Starting at the top of the **Address/Location Preferences**, if none of the boxes are checked, we get the unDelimited Service Address. This is the easiest format in which to enter data, but when it comes time for searches and sorts, it's the least convenient.

Service Addr.	322a West 2nd Ave.
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In a List View, sorting by Street is meaningless since the street number is part of the address, the sort ends up being by number.

Service Address	
1 Jordan Avenue	41
1 Jordan Avenue	41
101 Cervantes Blvd	12
1031 Leavenworth Street	19
1037 Julian Drive	10
10998 Bensonhurst	10
1111 Gough Street	60
1198 San Escobar	10
1200 Van Ness Avenue	41
122 Mono Ave.	XX
1225 Indian Rock Way	10
123 Barbell Court	
123 Main	56
123 Main St.	10
123 Main Street	10
1235 99	12
12356 Stevens Creek Blvd	
1241 Alamo Road	56
1249 E. Davis Ave. WAY	10
1252 Broadway Street	19
1255 Dagwood Lane	10

We lose the valuable ability to find elusive by that sort. It's easy to miss different ways of spelling the same street.

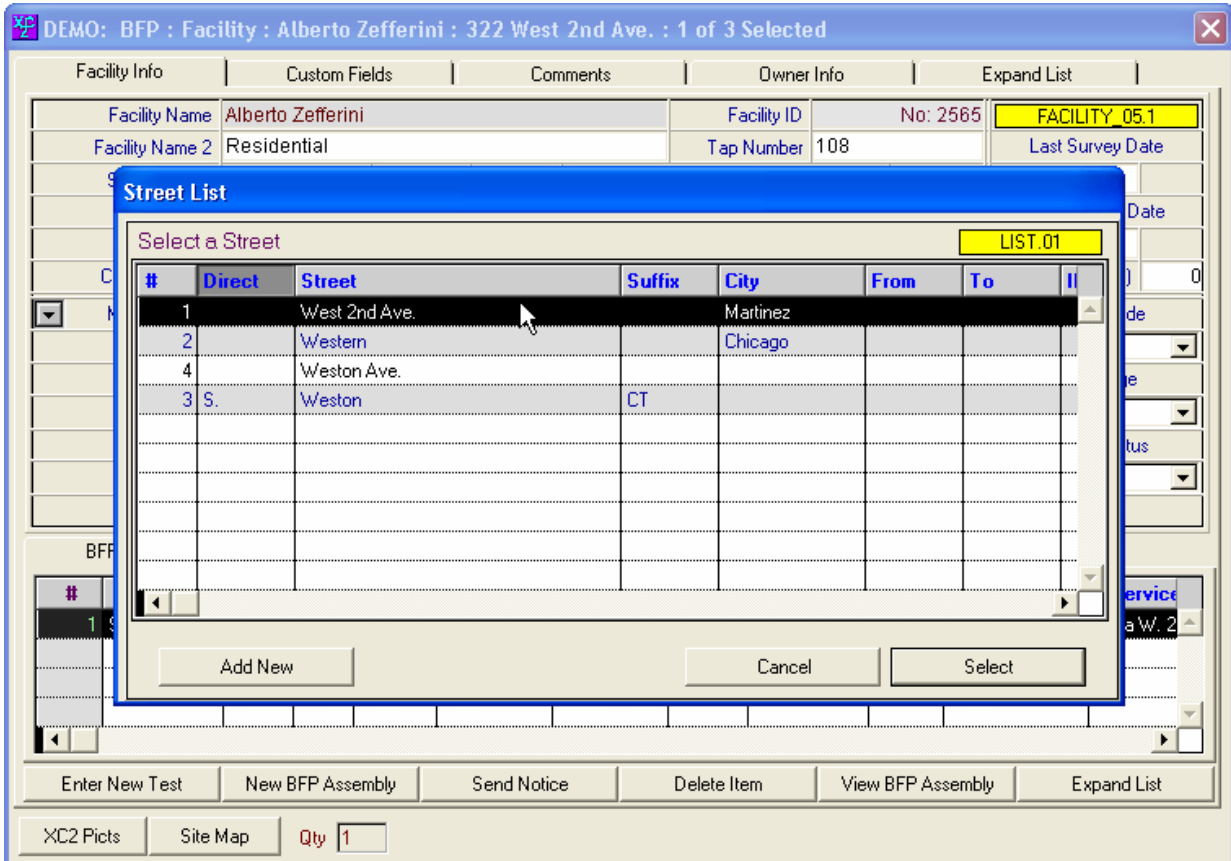
Using the Delimited Service address each successive check box will give more consistency:

Service Addr.	322a	Street	West 2nd Ave.
Service Addr.	322a	W.	2nd Ave.
Service Addr.	322a	W.	2nd AVE

Validate Street Names for Service Address

The last check box guarantees consistency of names. It's a feature called Validated Street Names. You must use some level of Delimited Service Address to use Validated Street Names.

When entering a street name, I just type in the first few letters of a street name, such as 'we' and press my tab key and I get a list of all the streets whose name begins with 'we' and I choose the correct one:



It's much faster and your data will be consistent, searches will be more dependable and sorts will work.

If this is the first time a street name has been entered and it's not on the list, just click, 'Add New' and enter it.

Data Entry Consistency

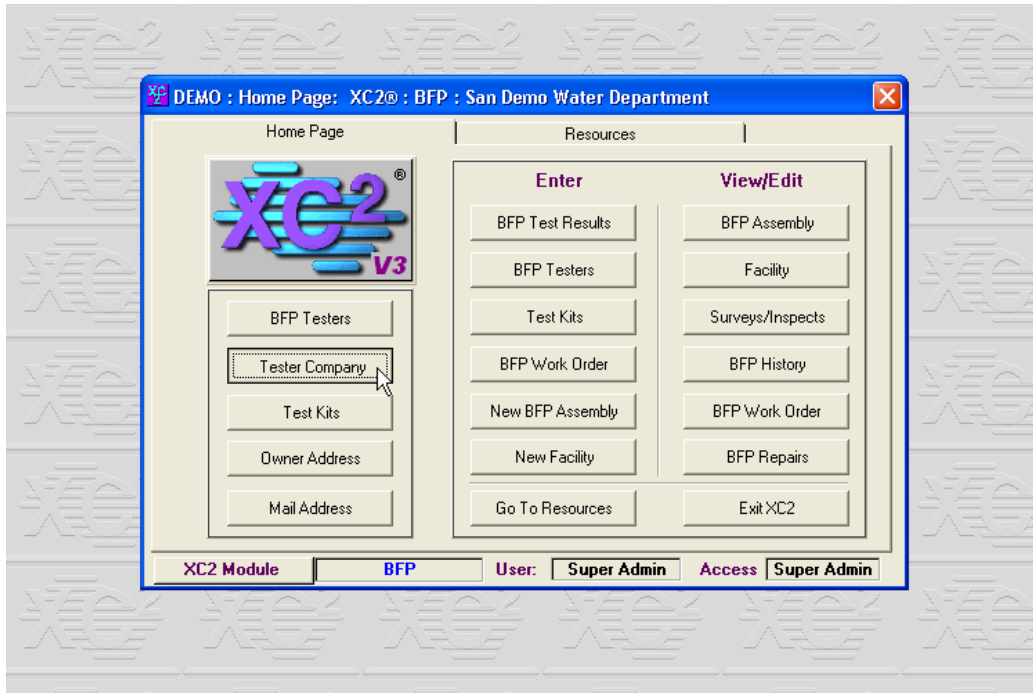
Consistent data entry is essential to efficient database usage. It will save you time and aggravation, which is why we added the "Validate Street Names" preference.

Good uses for Exports

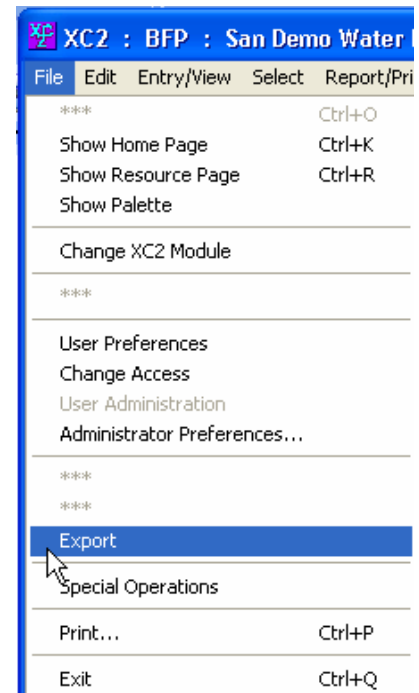
A user called the other day wanting a list of companies with their contact information and he wanted to put it on letterhead with a disclaimer.

We could have created the list that he wanted with Quick Reports, but we couldn't put his letterhead or logo on it nor could we have added the disclaimer in a Quick Report, so I showed him how to do an **export to Word**.

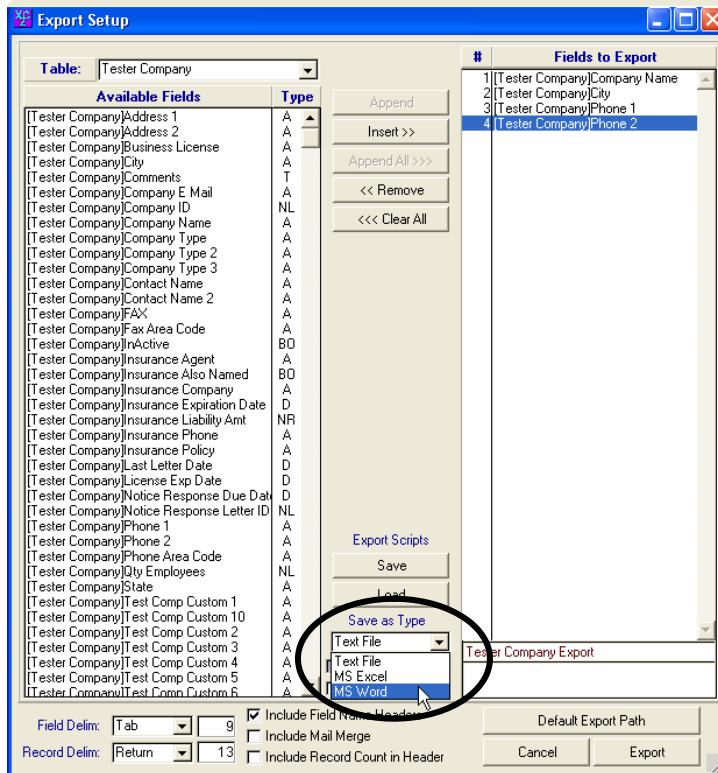
We clicked on Tester Companies from the Home Page to get a list of all Tester Companies:



With the List View of Tester Companies open, we chose **'Export'** from the File Menu:



What we get is the **Export Editor:**



Choose and Insert or Append the fields that you want. Go to 'Save as Type' and choose the appropriate type of file. You can also choose to 'Include Field Name Headers.' Save your Export Script if you like (remember where you put it. One good place might be to create a folder called "Export Scripts" in your XC2_V35 folder), then click 'Export.'

Open the file that you created in Word, highlight it all and set your tabs so that the columns line up well and type in whatever you want.



City of Crystal Springs

"As Refreshing As It Sounds"

P.O. Box 473 - Crystal Springs - Mississippi - 39059
Phone: (601) 892-4111



List of Mississippi Certified Backflow Tester Companies

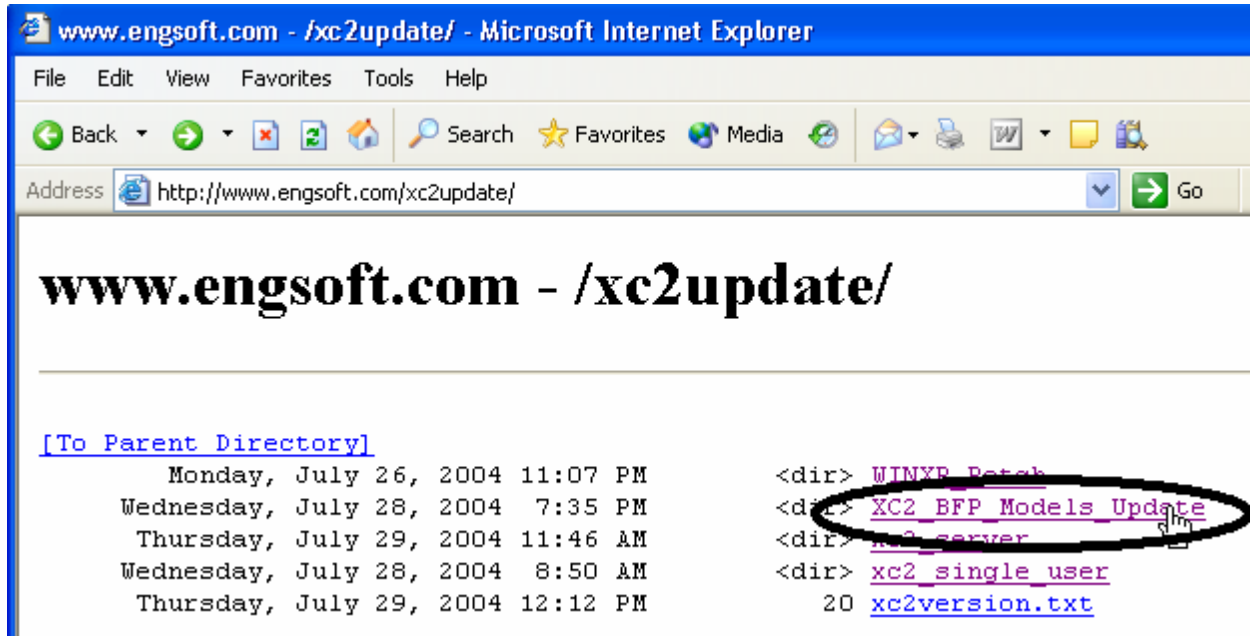
This list is provided for your convenience only.
The City of Crystal Springs Water Department does not endorse or certify any of the below listed Tester Companies. It is the customers responsibility to check out the credentials of these companies and make sure that you're not being horn-swaggled.

Company Name	City	Phone
01 A-1 Backflow Prevention Specialist	RICHARDSON	(214) 505-5594
01 Accuracy Backflow	RICHARDSON	(972) 699-7156
1-A Fire & Domestic Testing	Crowley	(817) 247-4799
1-A Fire & Domestic Testing	CROWLEY	(817) 247-4799
2-D Plumbing & Mechanical	Newark	(817) 489-2292
21st Century Plumbing	RICHARDSON	(972) 644-8145

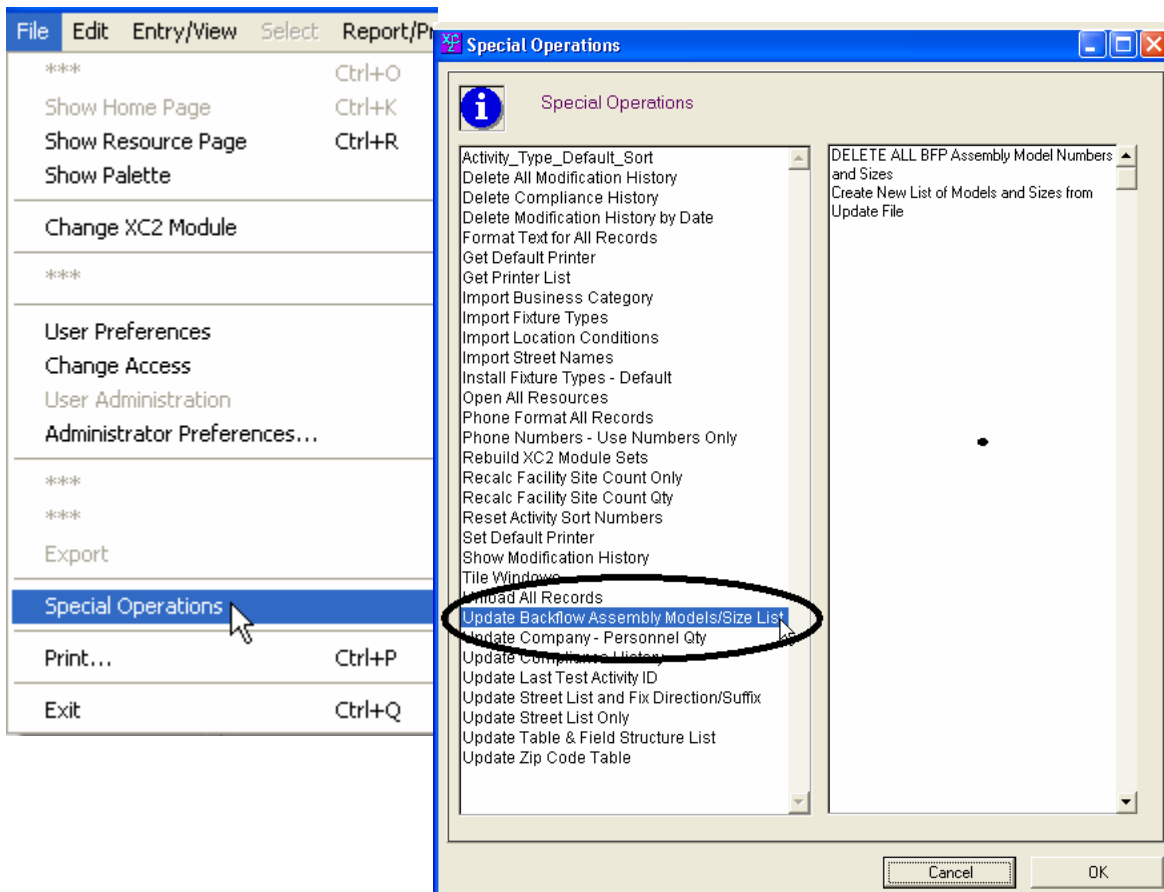
Updating your list of Approved Assemblies

Build 331 adds a **new feature to update the list of assemblies** in the pull-down list on the Assembly page in XC2.

Go to our Website to: <http://www.engsoft.com/xc2update/>
And download the **XC2 BFP Models Update**



Choose 'Special Operations' from the File Menu, then XC2 BFP Models Update.



Chris Retires!

I'm both delighted and sad to announce that having been born in the year that Germany conquered France and Poland and started bombing England, Franklin Roosevelt was president and *Gone with the Wind*, *The Wizard of Oz* and *Fantasia* were the movie sensations, I've reached retirement age.

I'm delighted because I can travel, hang out with my sweetheart, ride my mountain bike and basically use my time the way I choose at the moment.

I'm sad because I've enjoyed my contact with you and the crew at EngSoft. I'll miss you... but then again I probably won't dwell on it.

If you have specific issues or procedures that you wish to have discussed, let Bill know.

All the best and warm regards,

Chris Harnish

Customer Development Manager
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