

RoboVet 5

What is New in FP27



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Introduction

This document details development work carried out during Feature Pack 27. If you are upgrading from any version other than Feature Pack 26 you should read about the changes made over the last few upgrades. The **'What is New'** documents for the previous **Feature Packs** are in the **What's New Previous Releases** section of **Help**.

The new functionality to enable a user to email an Animal History directly from RoboVet has been the main focus of this Feature Pack. This is detailed in a separate document – **'Emailing an animal history'**. The rest of this document details work that does not relate to the Emailing Animal Histories functionality.

Important Setup Information

- Since FP25, RoboVet has required .Net 4.5. Please note that this is not supported on Windows Server 2003.
- In order to be able to email an Animal History there is some configuration work required to be carried out by Vetsolutions Support. If you already use the email functionality to send invoices and statements then this email setup will have been done. Please contact Support should you need to setup and enable email for the first time. The required setup information is detailed in the document **'Emailing an animal history'**

The key information that support will need to setup email is:

- SMTP Server
- SMTP Port
- Email Username
- Email Password

The ISP (Internet Service Provider) of the Practice email account should be able to provide the SMTP server, SMTP Port (usually 25) and a username and password if authentication is required.

- Please also review the optional setup details in the document **'Emailing an animal history'** in case any of these aspects are relevant to your practice.
- There are no changes to user security in Feature Pack 27.

Summary of Changes to Animal History Report

As part of the emailing work, changes have been made to the actual Animal History report (previously titled Consultation Detail report) to enable it to serve as a full medical and financial record. In summary, these changes are:

The Animal History now shows products at all levels (parent and POS) by default. It overrides any show/hide settings in the Product List as follows:

- All POS products (whether stock or service) will be displayed on the report, regardless of whether any of these products are set up in the PLM to be hidden from the client.
- POS group names will never be displayed on the report.
- Standard fees will never be displayed on the report.
- Travel bands will never be displayed on the report.

If the user chooses to include financial information then:

- There will be a value in £ against each POS product to show the cost of that product, regardless of whether the price is set up in the PLM to be hidden from the client.
- The price of any standard fees or travel bands will be absorbed into the price of the product with which that fee/band is associated.
- The value in £ that is displayed against the parent product is the sale line value (i.e. the cost of the parent product plus all POS products and any standard fees or travel bands associated with the parent product or any POS products).

It should be noted that if a user wishes to generate an Animal History report as it looked before these changes were made, they can do so by filtering to only show products at parent level. In order to assist the user, a description of what each filter does is provided as the user works through the process of generating the report.

If the user does not wish to include certain consultation types, such as surcharges, the 'Consultation Type' filter can be used to exclude/include items as appropriate.

The report also:

- now displays batch information (including split batches) at both parent and POS level.
- now displays the client home/mobile numbers and email address, if available in RoboVet. If these details are not available, this will be indicated on the report.
- is now titled 'Animal History' rather than 'Consultation Detail Report'.

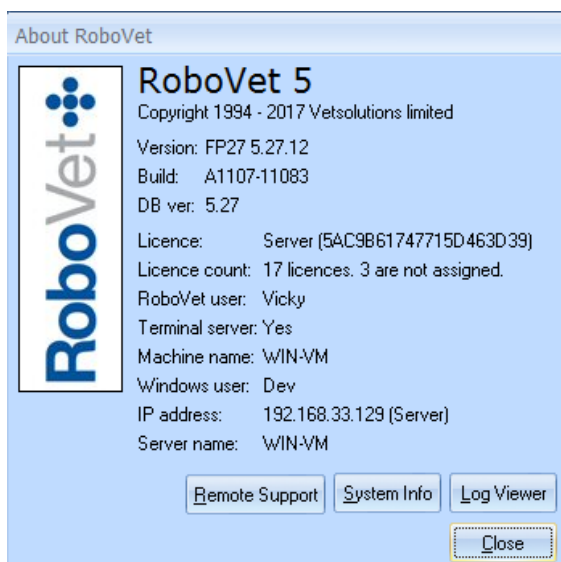
Please note: if the report is run in 'Grid View', it will only display parent products. If financial information is selected to be displayed, the prices shown will be at sale line level.

General Enhancements

RoboVet Licence

TFS 4328 Allow access to detailed licence information

The process to locate the number of licences present at a site was executed outside of the main program and was highly manual. The "About" screen in RoboVet (accessed from the RoboVet system button) now displays the number of licences present on a system along with how many are not assigned to terminals.



Bugs Fixed

Comms Engine

Bug 11965 Comms Engine cannot handle invalid email addresses

The Comms Engine did not validate email addresses, meaning that if an email address had an invalid format, the Comms Engine would repeatedly log an error stating that it was unable to send the email. In the Communications tab, the status would remain as 'Queued' and was not set to 'Failed', meaning the Comms Engine would permanently attempt to re-send the communication.

The Comms Engine now validates the email address format against standard validation rules before sending the email. If the address is invalid, the status in the Communications tab is set to 'Failed' with a failure reason 'Invalid email address'.

RoboVet Documents

Bug 11967 Sending Email/SMS from reports shows incorrect number when no results generated

When an SMS or email enabled report had generated no results, then selecting the 'SMS' or 'Email' button on the RoboVet Documents screen would cause the report to use the temporary document generated from the previous run of this report. This meant that although a message was displayed informing the user that no data had been returned, the 'Sending' screen was still displayed using the results from the previous report and the user could potentially re-send communications that may have already been sent.

If a report that is SMS or email enabled generates no results, then selecting the 'SMS' or 'Email' button on the RoboVet Documents screen will now only display the message informing the user that no data has been returned. The 'Sending' screen is not displayed and Word is not opened.