

Error Using a System Number Already in Use in AlarmBiller

06/20/2024 4:36 pm EDT

It is very important when you inactivate a system to put an 'X' or a character signifying that this system is no longer being used so that you have the option of reusing that system number later. In case 104988, the customer needed to reuse the number but couldn't as it was tied to an inactive system. To correct this error, follow these steps.

1. Went into a new system and received this error when trying to use system number 137323

The screenshot displays the 'ABC Company' AlarmBiller software interface. At the top, there is a navigation bar with the company name, user 'Erick', 'Support', and 'Logout' options. Below this is a 'Customers' dropdown menu and a search bar. A horizontal menu contains various system management options: Customers, Invoices, Payments, RMR, Work Orders, Proposals, Calendar, GL, Reports, Setup, and Accounting. A notification banner at the top of the main content area states: 'The system number already exists, please change it.' Below the notification, the form is titled 'New System: AEV Testing #2 - 2242'. The form is divided into two main sections. The left section contains fields for 'System Number' (137323), 'Account Number' (137323), 'System Type' (Access), 'Panel Type' (107), 'Panel Location' (Back Door), and 'Central Station' (Acadian). The right section contains fields for 'Warranty Labor' (ONE YEAR), 'Warranty Part' (ONE YEAR), 'Warranty Start Date', 'Service Level' (T&M - \$49.95 Trip), 'Inactive' (checkbox), and 'Inactive Date'. At the bottom of the form is a 'Comments' text area. The error message is highlighted in red text within the notification banner.

1. Went into the customers account and discovered that there was an inactive system with that system number

ABC Company Erick Support Logout

Customers Customer Search: name - cust #

Customers Invoices Payments RMR Work Orders Proposals Calendar GL Reports Setup Accounting

Site: AEV Testing #2 - 1 Map Customer Edit

Customer: AEV Testing #2 - 2242
 Site: AEV Testing #2
 123 My Street
 Columbus, OH 43220
 (440) 555-5555
 elaine.visner@boldgroup.com

Site Number: 1
 Sales Tax: 2J Test
 Tax Rate: 5.0000%
 Tax Exempt:
 Site Since: 10/05/2021
 Inactive Date:

Warranty Start:
 Warranty Labor:
 Warranty Part:
 Service Level:

Comments:

Notes Systems RMR Work Orders Site Parts 0 Contacts 0 Zones 0 Authorities Utilities

Systems New System

☒ Show Inactive Systems

System Number	System Type	Panel Type	Warranty Start Date
137323	Access	107	12/8/2021

10 items per page 1 - 1 of 1 items

1. Edited the system and added an X to the System number and saved

ABC Company Erick Support Logout

Customers Customer Search: name - cust #

Customers Invoices Payments RMR Work Orders Proposals Calendar GL Reports Setup Accounting

Notifications System Updated Successfully.

System: Access - X137323 Customer Back to Site Edit

Customer: AEV Testing #2 - 2242
 System Number: X137323
 System Type: Access
 Panel Type: 107
 Panel Location:

Warranty Labor: 90 Day Warranty
 Warranty Part: ONE YEAR
 Warranty Start: 12/08/2021
 Service Level: T&M - \$49.95 Trip
 Central Station:
 Account Number: X137323
 Inactive Date: 3/12/2024 9:11:19 AM

Comments:

Notes RMR 0 Work Orders 0 System Parts 0 Call List 0 Zones 0 Utilities

Notes

Add Note

Note	Modified	Modified By	Type	Expiration
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10 items per page No items to display

1. Went back into the original system and was able to add the 137323 number as desired.

Notifications

System Added Successfully.

System: Access - 137323

Customer | Back to Site | Edit

Customer: AEV Testing #2 - 2242
System Number: 137323
System Type: Access
Panel Type: 107
Panel Location: Back Door

Warranty Labor: 90 Day Warranty
Warranty Part: ONE YEAR
Warranty Start: 03/12/2024
Service Level: T&M - \$49.95 Trip
Central Station: Acadian
Account Number: 137323
Inactive Date:

Comments:

Notes | RMR | Work Orders | System Parts | Call List | Zones | Utilities

Notes

Add Note

Note	Modified	Modified By	Type	Expiration
No items to display				