

Business Alerts for MAS 90 and MAS 200

Frequently Asked Questions

What exactly is Business Alerts?

Business Alerts is an application that monitors your MAS 90 or MAS 200 database for specific criteria and sends out a notification via e-mail when those criteria are met.

How does the application “talk to” my MAS 90 or MAS 200 database?

Business Alerts communicates with the MAS 90 or MAS 200 database via ODBC and operates in a fashion similar to Crystal Reports.

Is Business Alerts available for MAS 200 for SQL Server?

Yes, as of version 4.1, Business Alerts is compatible with MAS 200 for SQL server. This version was released with MAS 90 and MAS 200 version 3.61.

Does Business Alerts come with any predefined processes (alerts)?

Yes. Business Alerts ships with numerous predefined processes. See the Business Alerts Specification Sheet for a complete listing.

Can I modify the predefined alerts?

Yes. All of the predefined alerts can be modified by the user.

Can I modify the SQL statement automatically generated when I build a new query?

Business Alerts generates SQL statements automatically when a query is generated. It is recommended to use the SQL command created by the Query Builder in Business Alerts for optimal results. Troubleshooting modified SQL commands is beyond our normal scope of support. We may not be able to assist you if your SQL statement has been manually modified. You should consult with a database administrator or local SQL expert for proper use of SQL syntax.

Can I create my own alerts?

Yes. You can create as many alerts as you want.

Can I send alerts to customers?

Yes. Business Alerts has the capability to obtain the e-mail address from the data source, so any e-mail address stored within the database can be used. This includes customers, vendors and salespeople. Additionally, you may create a user-defined field (UDF) to store e-mail addresses on forms that support UDF's.

Is Business Alerts available for prior versions of MAS 90 and MAS 200?

Business Alerts is designed to function with MAS 90 and MAS 200 version 3.5 and higher. Business Alerts will function with MAS 90 version 3.41, however, the included predefined alerts will not function properly because of the database schema changes that were made for the most current versions. Customer Support Services will not provide support for Business Alerts with MAS 90 version 3.41 or earlier.

Are there any certification requirements to resell Business Alerts or Data Agent Server?

There are no certification requirements at this time; however, you will need to purchase a reference library in order to resell the product.

Do you offer a class to learn more about installation and creation of Business Alerts?

Yes, We offer a hands-on class. For more information about this class and many other offerings log on to: <http://www.bestsoftware.com/education>

Is source code available for Business Alerts?

No, just as there is no source code available for Crystal Reports or FRx. And, since you can add new alerts without it, there is no plan to make source code available at this time.

Does the MAS 200 host program/service need to be running for Business Alerts to function?

No. The Business Alerts service functions independently of the MAS 200 host program/service.

Do I need a separate server for Business Alerts?

No. However, depending upon the number of users that utilize your accounting server, the size of your database and the number and type of processes that are active, you may want to operate Business Alerts on a separate machine.

Are there any additional requirements?

Yes. In order to send e-mails the Business Alerts application needs to be able to communicate with an SMTP mail server via TCP/IP, with a local e-mail client using MAPI or with Microsoft Exchange Server. Microsoft Outlook is the supported e-mail client for MAPI applications.

Will any version of Outlook work?

No. If you are running Business Alerts on Windows NT 4.0 or Windows 2000, you will need Outlook 98 or later. Outlook 2000 is recommended.

How is the application priced?

Business Alerts has a suggested list price of \$1,450.

What are the system requirements for Business Alerts?

Because Business Alerts is a database product, the alerts and processes run on a server. The requirements below are for the server. Alerts can be received on any workstation configured to receive e-mail in the supported formats.

The minimum requirements are:

- 233 MH2 Pentium Processor (Pentium II or better recommended)
- Microsoft Windows NT 4.0 with Service Pack 6a or later or Microsoft Windows 2000 with Service Pack 1 (Service Pack 2 recommended)
- Microsoft Internet Explorer 5.0 or later
- 128 MB of RAM
- 100 MB of free disk space for product installation