



# **FIREHOUSE Software®**

## **Cost Recovery Service**



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A **xerox**  Company

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# Table of Contents

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- Introduction..... 1
- Extract the FH Cost Recovery service files..... 1
- Install the Cost Recovery export in FH..... 3
- Set up automated tasks..... 4
- Enable the automated task processor..... 9

# Introduction

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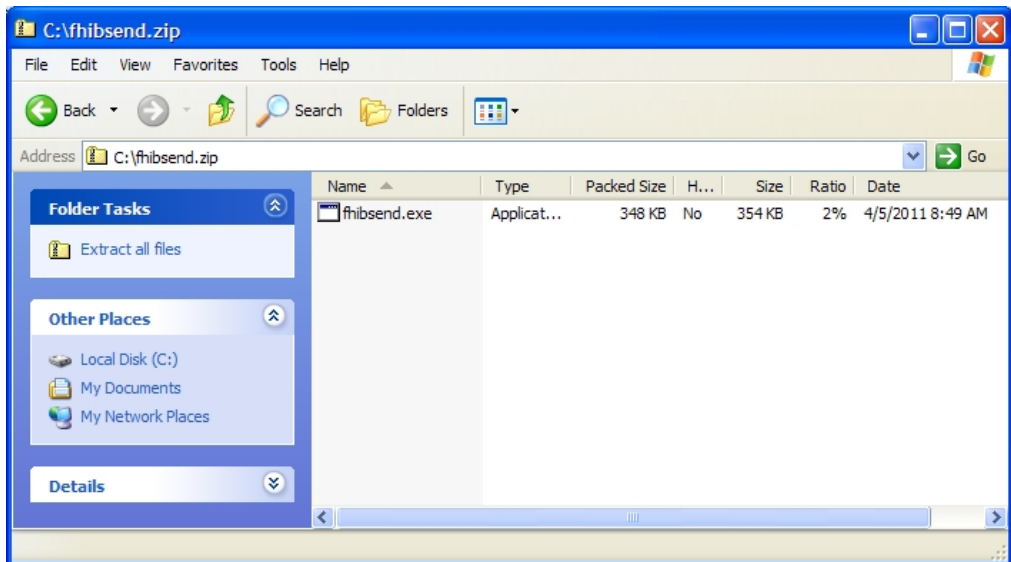
Fire Recovery USA, LLC, offers comprehensive cost recovery solutions for the services your department provides to the residents of your municipality.. Through collaboration with Fire Recovery USA, **FIREHOUSE** Software® has developed FH® Cost Recovery Service. This service exports your billable incident and inspections information from FH® to a file meeting Fire Recovery USA's specification, and then submits this file directly to Fire Recovery USA. Fire Recovery USA then bills the responsible parties for your services and collects the funds.

The **FIREHOUSE** Software Cost Recovery Service Notes is designed to help you install, configure, and run the custom data export.

## Extract the FH Cost Recovery service files

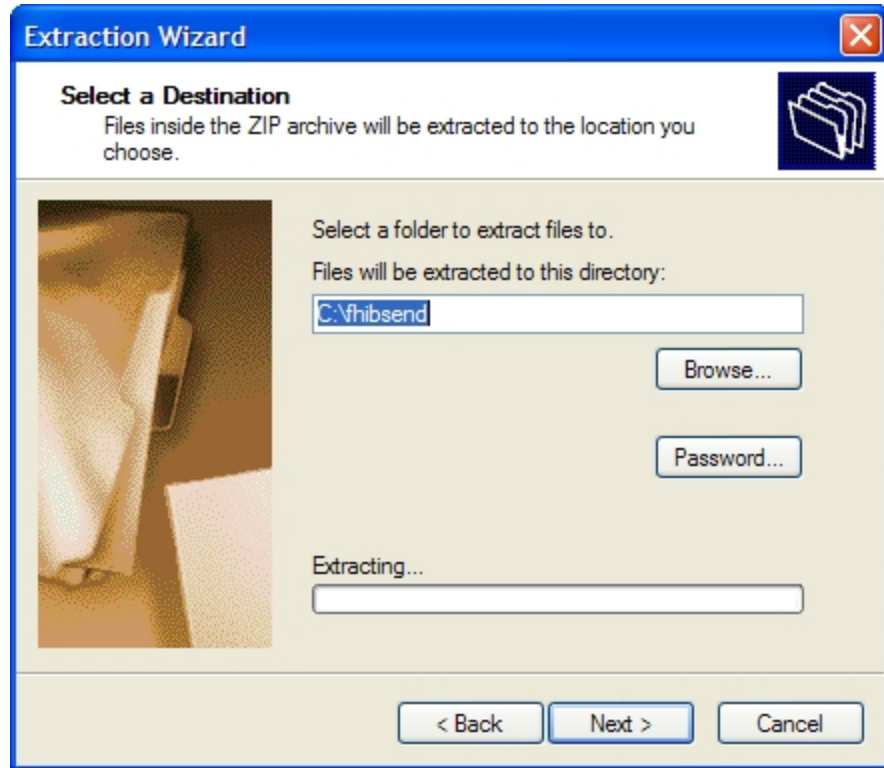
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1. Open the email you received from your sales representative and save the attached `fhibsend.zip` file and `.FHZ` file to a location on your hard drive.
2. Navigate to the location where you saved the ZIP file and double-click `FHibsend.zip`. A Windows explorer window displaying the contents of the zip file appears.



3. In the left pane, under **Folder Tasks**, click **Extract all files**. The **Extraction Wizard** dialog box appears, displaying the **Welcome** screen.
4. Click **Next >**.

The **Select a Destination** screen appears in the wizard.



5. In **Files will be extracted to this directory**, type the path to the root of your **FIREHOUSE** Software installation folder.

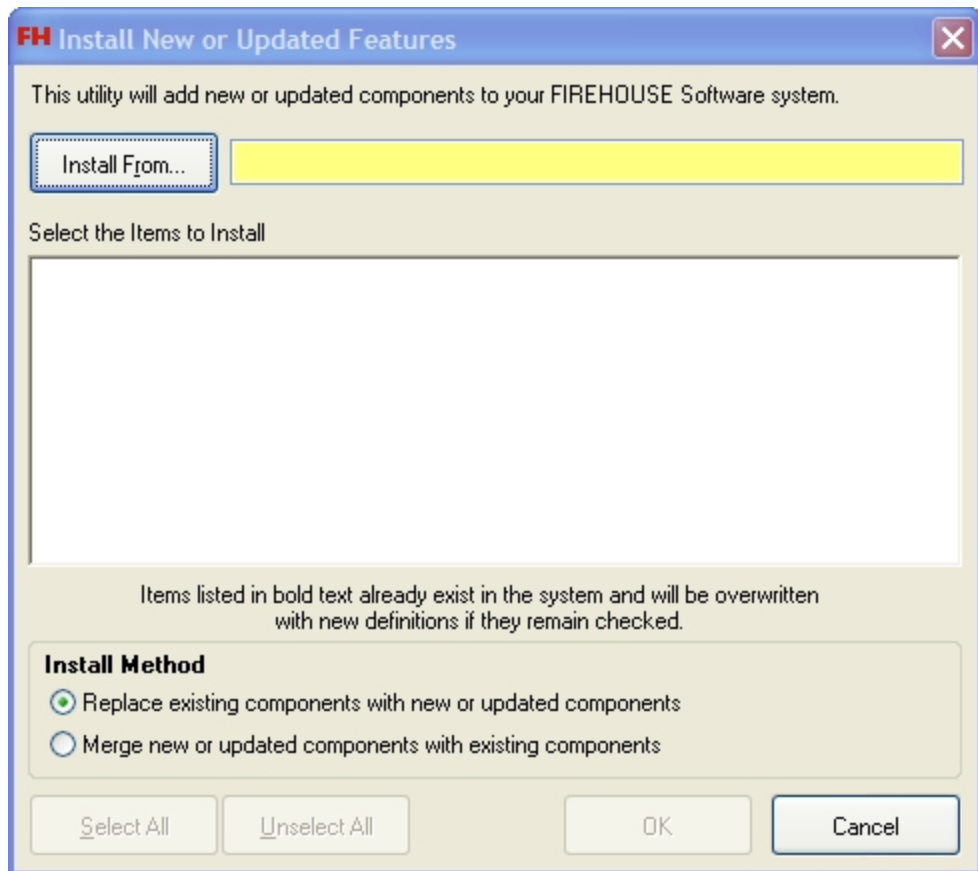
**Example:** C:\FIREHOUSE Software

**WARNING:** FH depends on the file being saved in this location.

6. Click **Next >**.  
The files are extracted.
7. Click **Finish**.  
Another Windows explorer window appears, displaying the contents of the folder at the location you specified on your hard drive.
8. Continue with [Install the Cost Recovery export in FH](#), on page 3.

# Install the Cost Recovery export in FH

1. Log into FH as an administrator.
2. Choose **Administration** → **Install New or Updated Components**.  
The **Install New or Updated Feature** dialog box appears.

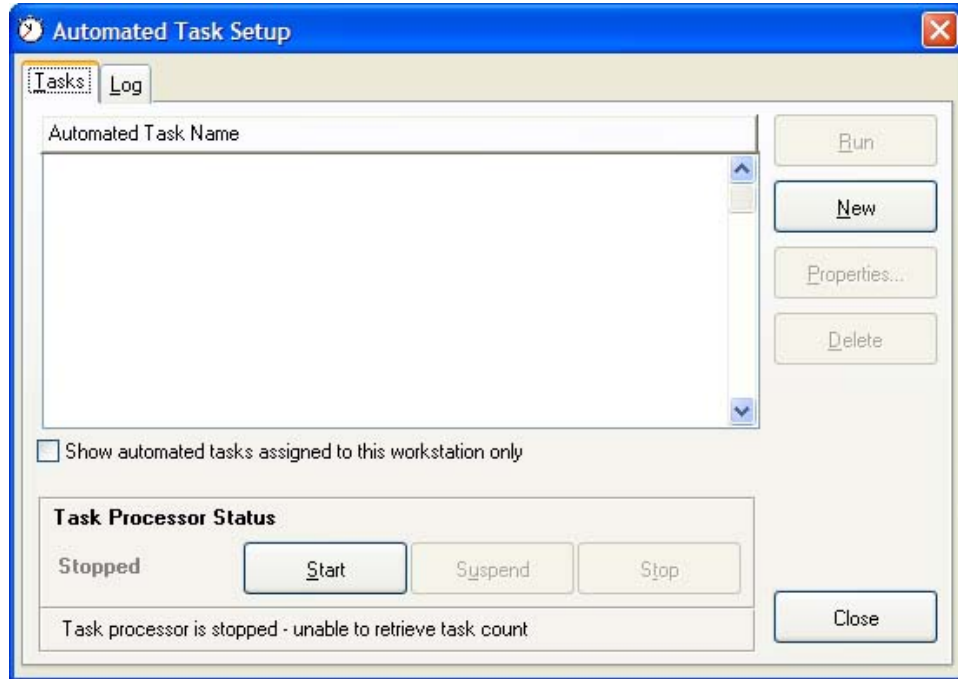


3. Click **Install From**.  
The **Select File** dialog box appears.
4. Use the dialog box to find and open the `.FHZ` file you saved to your hard drive.  
It may take a few moments for the **Install New or Updated Features** dialog box to list the items that will install.  

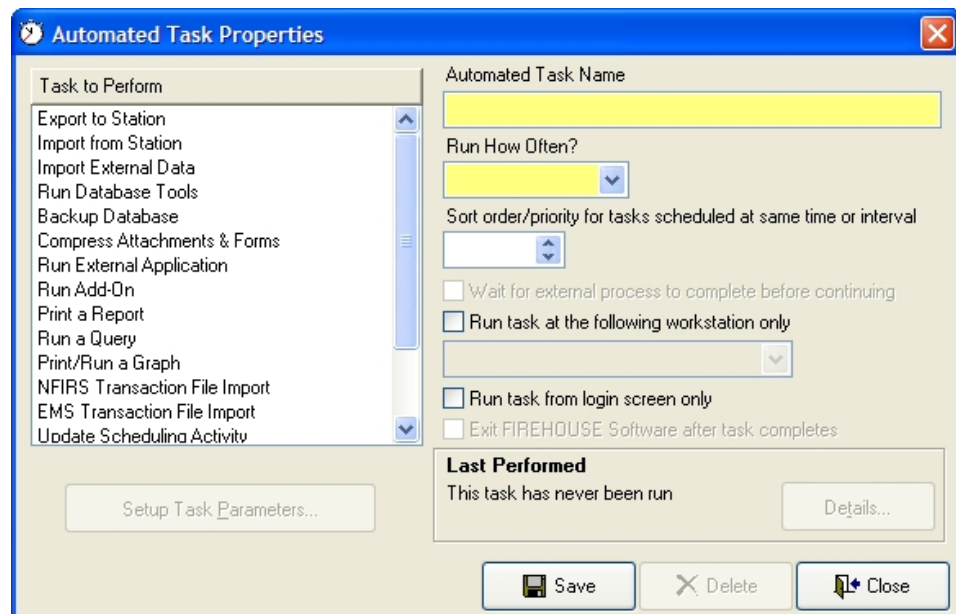
**Note:** Wait until this window is filled with items to begin the installation.
5. Click **OK**.  
A series of dialog boxes and status bars displaying the progress of the installation appear and then close automatically.
6. Continue with [Set up automated tasks](#), on page 4.

# Set up automated tasks

1. Log into FH as an administrator.
2. Choose **Administration** → **Automated Tasks**.  
The **Automated Task Setup** dialog box appears.



3. Click **New**.  
The **Automated Task Properties** dialog box appears.



4. Set up an automated task for exporting cost recovery data to files.
  - a. From **Tasks to Perform**, scroll down and select **Run Custom Data Export**.
  - b. In **Automated Task Name**, type `Cost Recovery Data Export`.
  - c. From **Run How Often**, select the option corresponding to how frequently you want the cost recovery data export task between to run.

Depending on which option you select, additional options may appear to the right of **Run How Often**.

**Example:** If you select **Weekly** or **Monthly**, the **Day** and **Time of Day** options appear. If you select **Timed**, the **Every** option appears.

- d. (If additional options appear) Specify values appropriate for the additional options.
- e. In **Sort order/priority for tasks scheduled at same time or interval**, enter 1.
- f. Click **Setup Task Parameters**.

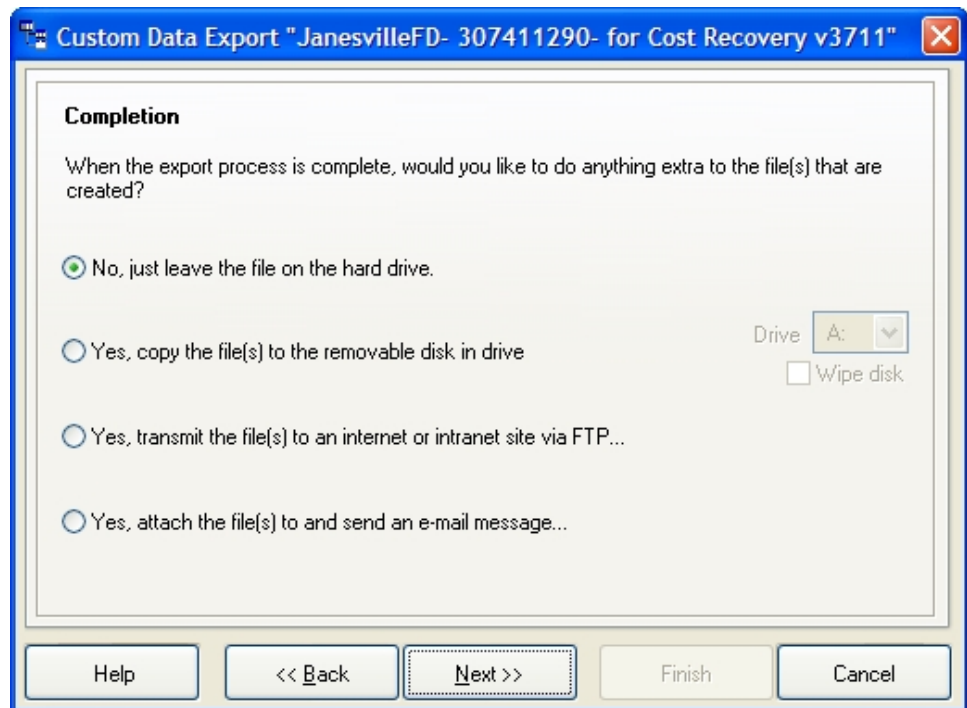
The **Custom Data Export** dialog box appears. The FH Cost Recovery data export is named with your department name, your FH serial number, the string for `Cost Recovery`, and a version number.

**Example:** SomewhereFD- 111111111- for Cost Recovery v3456

- g. Select the name of your FH Cost Recovery data export, and then click **Select**. The **Custom Data Export** wizard appears.



- h. (Optional) Change the location and name of the file the export creates.  
By default, the file is written to the `EXPORTX\firedepartmentname_FHserialnumber_for_Cost_Recovery_versionnumber_yymmdd.XML`
- Under **Export data to the following file**, clear **Use generated file name**.  
The **File** button and its field become active.
  - In the field, type the path and name you want the export to create, or click **File** and use the file browser that appears to navigate to the location and specify the file name.
- i. (Optional) Select **Write-protect all output files when done**.
- j. Click **Next >**.
- The **Completion** screen of the wizard appears.



- k. Select **No, just leave the file on the hard drive**, and then click **Next >**.  
The summary screen of the wizard appears.
- l. Review the information on the summary screen, and then click **Finish**.

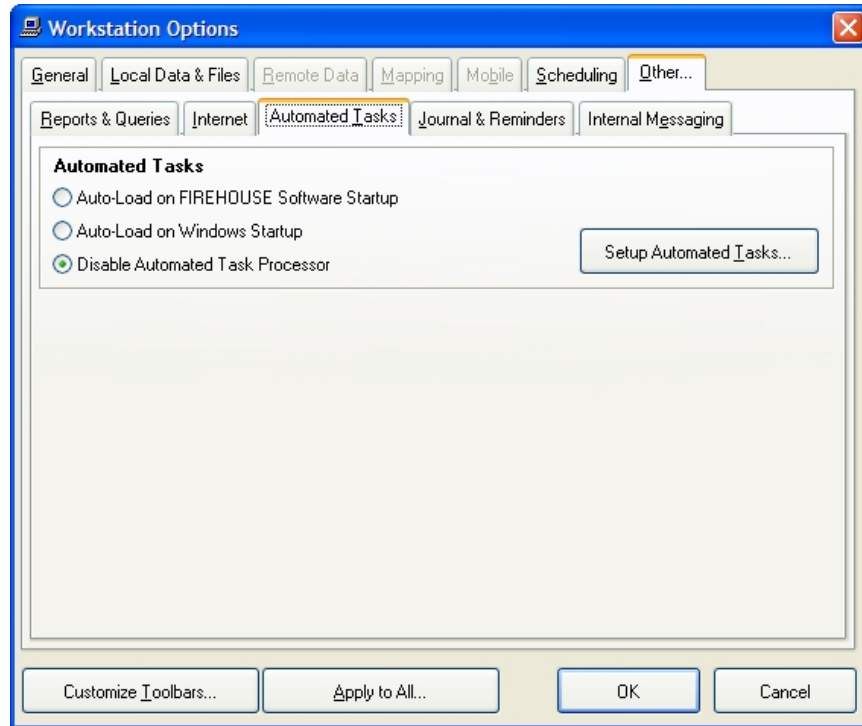


5. Set up an automated task for running the external application which processes the exported data and submits data that meets the appropriate criteria to Fire Recovery USA.
  - a. In the **Automated Task Setup** dialog box, click **New**.  
A blank **Automated Task Properties** dialog box appears.
  - b. From **Tasks to Perform**, scroll down and select **Run External Application**.
  - c. In **Automated Task Name**, type `Run Cost Recovery Application`.
  - d. From **Run How Often**, select the same option you selected for running the FH Cost Recovery data export.
  - e. Specify the same values for additional options as you did for running the FH Cost Recovery data export.
  - f. In **Sort order/priority for tasks scheduled at same time or interval**, enter 2.  
The FH Cost Recovery application will run as soon as the FH Cost Recovery data export finishes.
  - g. Click **Setup Task Parameters**.  
A file browser appears.
  - h. Navigate to your **FIREHOUSE** Software installation directory, and open the `fhib-send.exe` you extracted from the `.zip` file earlier.
  - i. In the **Automated Task Properties** dialog box, click **Save**, and then click **Close**.
  - j. In the **Automated Task Setup** dialog box, click **Close**.  
**Tip:** When the the FH Cost Recovery application runs, an `export.log` file is written to the **FIREHOUSE** Software installation directory, containing information about the data being processed.
6. Continue with [Enable the automated task processor](#), on page 9.

# Enable the automated task processor

**Caution:** To prevent problems with automated tasks, perform the steps below on a computer that is not normally used for normal FH data entry.

1. Choose **Tools** → **Workstation Options**.  
The **Workstation Options** dialog box appears.
2. Click the **Other** tab, and then the **Automated Tasks** tab.



3. Select either **Auto-Load on FIREHOUSE Software Startup** or **Auto-Load on Windows Startup**.

**Auto-Load on FIREHOUSE Software Startup** runs the automated task processor when someone logs into FH.

**Note:** If you set the automated task up as a timed task, you must select **Auto-Load on Windows Startup**.

**WARNING:** **Auto-Load on Windows Startup** does not run the automated task processor the way a Windows task service runs. For this option, the FH automated task requires that a user always be logged into Windows on the machine running the FH task processor.

4. Click **OK**.
5. (If you chose **Auto-Load on Windows Startup**) Log off your workstation, and then log in again.