

# eEBS™ 1.0.0 FAQ's

**Registered Office**

**Conzerv Systems Pvt Ltd (Formerly Enercon Systems Pvt Ltd)**  
**44P Electronic City Phase II East Hosur Road Bangalore 560 100 INDIA**  
**P +91 80 4118 9700 F +91 80 4118 9729 E [contact@conzerv.com](mailto:contact@conzerv.com)**  
**Customer Help Desk 1800 425 0555 (Toll Free All India from BSNL/MTNL Lines)**  
**Or Call +91 80 2852 0604 (Standard Charges Apply)**

1. *What is eEBS™?*
  - a) eEBS™ is an electric energy Billing system which works with ueLAN® Max and eLAN® Max and generates detailed billing information's of customers in Building, Malls and Resorts.
  - b) Easy to install, plug and play Energy Billing Software.
  - c) Provides all the standard features required for an energy Billing system.
  - d) Support Generation of reports manually or automatically at predefined DateTimes settings.
  - e) Reports available in various formats such as Excel, Pdf, Html, etc.
  
2. *What are the features available in eEBS™?*
  - a) Ideal for Energy billing in IT parks, commercial complexes, housing colonies & apartments & resorts
  - b) Scalable & integrates with µeLAN Max or eLAN Max
  - c) Preformatted energy billing reports.
  - d) Tenant/Customer based billing system can be generated on click of a mouse and reduce man days
  - e) Common area charges can be computed based on zone / area wise and on tenant wise
  - f) Provision for EB/DG combined billing for tenants
  - g) Runs on Windows XP or higher.
  - h) Provides piracy protection via hardware key.
  
3. *Which operating system supports eEBS™?*  
Runs on Windows XP Pro or Windows 2003 server.
  
4. *What are the basic requirements I need to have in my computer before I install eEBS?*

HARDWARE	
PC	Intel® Pentium 4 or higher
RAM	1GB or higher. Dedicated System is preferred.
Hard disk capacity	80GB min.
Monitor Resolution	1024 X 768 with minimum 256 colors or higher.
Mouse	Standard PS/2 port mouse.
Hardware Key	Parallel port hardware key or USB port hardware key can be used.
CDROM drive	48X or above
SOFTWARE	
Supported Operating systems	Windows XP Professional ( Service pack 2, 32 Bit), Windows Vista (32 bit)
SCADA	µeLAN® Max and eLAN® Max

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Third Party Softwares	<ul style="list-style-type: none"> <li>• Microsoft Office 2000 / XP / 2003 to generate reports</li> <li>• Microsoft Internet Explorer 5.x or above.</li> </ul>
Browser	Mozilla Firefox or Opera or Internet Explorer.
Office Suite	Open Office or MS Office 2003 or higher.
Accessories	Manuals

5. *Is it possible to use eEBS™ without ueLAN Max or eLAN Max?*  
 No, eEBS™ needs Consumption Data from ueLAN or eLAN Max SCADA.
6. *What is trial mode in eEBS™?*  
 eEBS™ will enter into “Trial mode” if hardware key is not present in the parallel port or in the USB port. This trial mode will expire after 60 day days from the day of installation. All the features available in eEBS™ can be used during the trial mode. After 60 days, a hardware key will be required to run eEBS.
7. *What is the validity of trial mode?*  
 a) The validity holds upto 60 days.  
 b) If additional trials need to be conducted, the service engineer can extend the trial mode duration by another 60 days by running the trail mode extender utility on the eEBS™ PC. He can get it from the EMS in-charge.
8. *How do I extend Trial period?*  
 Please contact Conzerv Systems Pvt. Ltd.
9. *If I extend trial period then for how many days it works?*  
 a) If a new hardware key is brought in, then the trial period extends based on what number of days the invoice had been raised from the customer.  
 b) Certain cases, the Service Engineer can extend the trial period of the product if there is no hardware key purchased from the customer to another 60 days.
10. *What will happen if eEBS is reinstalled (or PC formatted) after (License) upgrade?*  
 eEBS™ retains back the licensing information.
11. *How do I get licensed version of eEBS™?*  
 Order for the USB License key with the number of meters required and mention the meter details
12. *Are there two different setups available for trial mode and normal eEBS™?*  
 No.
13. *What happens if the trial period expires?*  
 When the trial mode is over eEBS™ will get's locked. Customer can do the following:  
 a) Customer can buy the License for eEBS™ and a hardware key will be provided

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with the necessary configuration (number of nodes, type of meter at each of the node).

eEBS™ to be reinstalled with the hardware key after uninstalling and deleting the eEBS™ directories

- b) If additional µLAN® MAX 4.5.1 trial needs to be conducted, the sales or service engineer will run the trail mode extender utility on the µLAN® MAX 4.5.1 installed PC to extend the trail mode by 60 days.

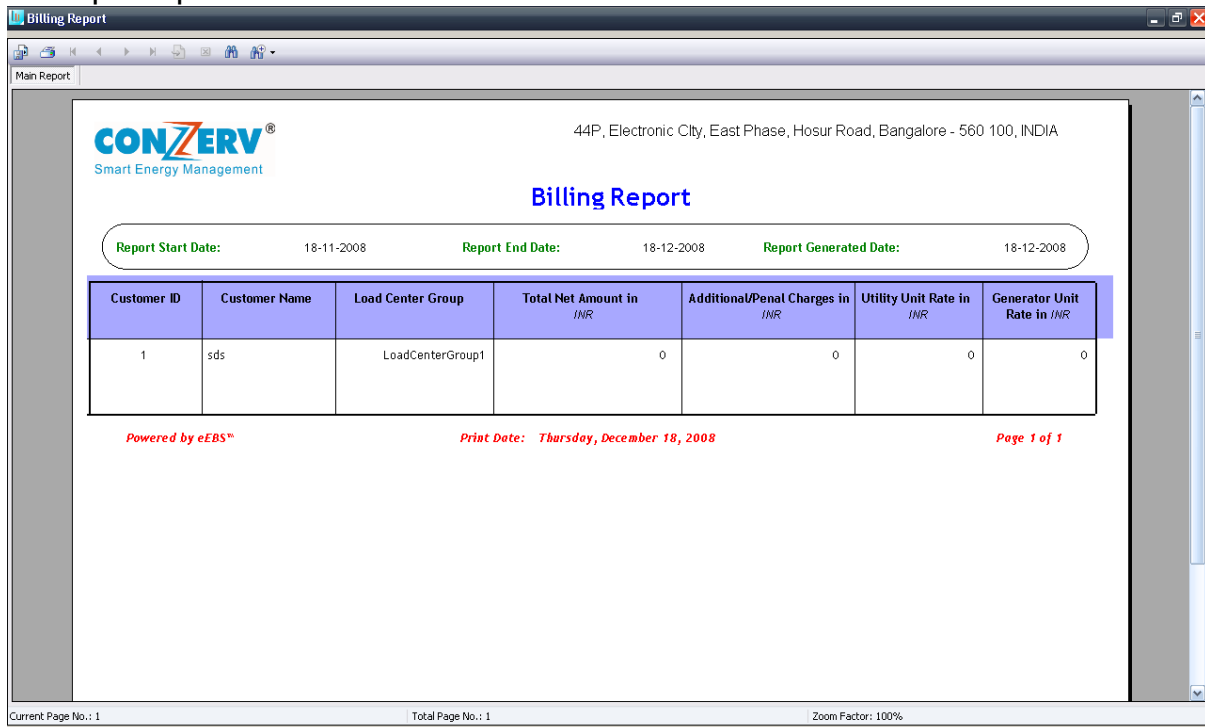
#### 14. What hardware is recommended?

See FAQ 4

#### 15. What is Summary Report?

Summary Report will display each customer's details including particular customers/tenants consumption and amount, etc., for a particular date interval.

A sample report is shown below:



The screenshot shows a web browser window titled 'Billing Report'. The page header includes the CONZERV logo and address: '44P, Electronic City, East Phase, Hosur Road, Bangalore - 560 100, INDIA'. The main heading is 'Billing Report'. Below this, there are three date fields: 'Report Start Date: 18-11-2008', 'Report End Date: 18-12-2008', and 'Report Generated Date: 18-12-2008'. A table with 7 columns follows: Customer ID, Customer Name, Load Center Group, Total Net Amount in INR, Additional/Penal Charges in INR, Utility Unit Rate in INR, and Generator Unit Rate in INR. The table contains one row with values: 1, sds, LoadCenterGroup1, 0, 0, 0, 0. At the bottom of the report, it says 'Powered by eEBS™', 'Print Date: Thursday, December 18, 2008', and 'Page 1 of 1'. The browser status bar shows 'Current Page No.: 1', 'Total Page No.: 1', and 'Zoom Factor: 100%'.

Customer ID	Customer Name	Load Center Group	Total Net Amount in INR	Additional/Penal Charges in INR	Utility Unit Rate in INR	Generator Unit Rate in INR
1	sds	LoadCenterGroup1	0	0	0	0

#### 16. What is Customer Bill?

Customer bills gives a details about each tenants consumption details, loadcentergroup assigned as well as additional charges being put on, etc. for a particular date interval.

Bills can be generated for the entire customer at one shot or individually.

A sample Bill is shown below:

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 INDIA

<b>Bill Start Date:</b> 02-11-2008		<b>Bill End Date:</b> 02-12-2008	
<b>Customer Name:</b> ems		<b>Customer Id:</b> 1	
<b>LoadCenter Group Name:</b>		LoadCenterGroup2	
<b>Total Utility Consumption (kWh):</b>	3318222	<b>Total Generator Consumption (kWh):</b>	0
<b>Utility Unit Rate (INR):</b>	1.61	<b>Generator Unit Rate (INR):</b>	7
<b>Total Utility Consumption Cost (INR):</b>	5342337.42	<b>Total Generator Consumption Cost (INR):</b>	0.00
<b>Common Area Charges (INR):</b>		5298608.21	
<b>Sub Total Consumption Cost (INR):</b>		10640945.63	
<b>Service Tax 10.5 % (INR):</b>		1117299.29	
<b>Additional Charges (INR):</b>		3	
<b>Net Amount Payable before Due date (03-12-2008):</b>		11758247.92	
<b>Net Amount Payable after Due date (03-12-2008):</b>		11993412.88	
<i>This is a autogenerated document. Signature is not required.</i>			

## 17. Can I customize Bills?

Only Logo and Address can be customized. Everything else is preformatted.

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