NEPTUNE
TECHNOLOGY GROUP

N_SIGHT® Software Suite Getting Started Guide
(Includes N_SIGHT & N_SIGHT PLUS Module)

NEPTUNE

ARB®

UTILITY
MANAGEMENT
SYSTEMS™

N_SIGHT® Software Suite Getting Started Guide

(Includes N_SIGHT & N_SIGHT PLUS Module)

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> Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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1: Installing N_SIGHT and N_SIGHT PLUS

This chapter describes the types of custom setups available and the basic installation instructions for the N_SIGHT® host software and the N_SIGHT® PLUS host software. It also includes hardware and software specifications and installation preparation tips. In addition, this guide presents a brief overview of the applications as well as how to use their respective Help system.

Custom Setups

Neptune offers several custom setup options that determine the type of installation you choose.

Table 1: Custom Setup Options

Custom Setup	Type of Installation	Description
N_SIGHT Host Desktop	AMR only	Supports handhelds and mobile devices only.
N_SIGHT Host Client N_SIGHT Host Server	AMR only	Supports CMIU, Cello, handhelds, and mobile devices.
N_SIGHT PLUS Host	AMI only	Supports all fixed network devices.
N_SIGHT and N_SIGHT PLUS Host	AMR and AMI	Supports a hybrid system of both mobile and fixed network devices.

Before installing the software, read this guide carefully to familiarize yourself with the following requirements.

- "N_SIGHT Client-Only/Standalone Requirements" on page 4
- "N_SIGHT PLUS Host Software Requirements" on page 9

Then, follow the specific procedures to perform the appropriate installation.

- "Setting Up N_SIGHT" on page 17
- "Installing N_SIGHT PLUS on a Server" on page 15

N_SIGHT System Requirements

To use the N_SIGHT host software, your computer and server need to meet the minimum requirements listed in the following sections. Table 2 on page 3 explains the requirements needed to run N_SIGHT efficiently on a server.

Table 2: N_SIGHT Server Requirements

Component	Minimum Requirements
Operating system	Windows Server 2012® Standard and R2/ Windows Server 2016®
Processor	Intel® Core™ 2 Duo 2-gigahertz (GHz) processor or faster
Memory	Minimum 4 gigabytes (GB) of RAM
	To determine your processor speed and amount of RAM your computer has, do one of the following: • Choose **Start** | **Control Panel** | **Performance and Maintenance** | **System** • Choose **Start** | **Settings** | **Control Panel** | **System**
Hard disk drive	At least 1.5 GB of available space on the hard disk
USB port	Minimum 1 USB port
Keyboard/mouse	Keyboard and a Microsoft mouse or some other compatible pointing device
Monitor	Video adapter and monitor with Super VGA (1280 x 720) or higher resolution
Network adapter	Network adapter appropriate for the type of local-area, wide-area, wireless or home network you wish to connect to, and access to an appropriate network infrastructure; access to third-party networks may require additional charges

N_SIGHT Client-Only/Standalone Requirements

The following table explains the requirements needed to run N_SIGHT efficiently in a client-only/standalone environment. The minimum requirements for an N_SIGHT client installation include the following in Table 3.

Table 3: N_SIGHT Client or Desktop Requirements

Component	Minimum Requirement
Operating System	Windows 8 Professional and Windows 8 Enterprise; Windows 10 Professional and Windows 10 Enterprise
Processor	Intel Core 2 Duo 2-gigahertz (GHz) processor or faster
Memory	Minimum 4 gigabytes (GB) of RAM
Hard disk drive	At least 1.5 GB of available space on the hard disk
USB port	Minimum 1 USB port
Keyboard/mouse	Keyboard and a Microsoft mouse or some other compatible pointing device
Monitor	Video adapter and monitor with Super VGA (1280 X 720) or higher resolution
Network	Network adapter appropriate for the type of local-area, wide-area, wireless or home network you wish to connect to, and access to an appropriate network infrastructure; access to third-party networks may require additional charges

Installation Considerations

The installation process is summarized in the following steps.

1. If you need to upgrade your Windows operating system, complete the upgrade before you install N_SIGHT. For more information, refer to "N_SIGHT Client-Only/Standalone Requirements" on the previous page.

2. Install N_SIGHT as described in "Installing N_SIGHT on a Desktop", in the *N_SIGHT™ Software Suite New Customer Guide*.

Types of N_SIGHT Installations

The best choice for your type of installation depends on factors such as whether N_SIGHT is running in a client/server environment or on a standalone environment.
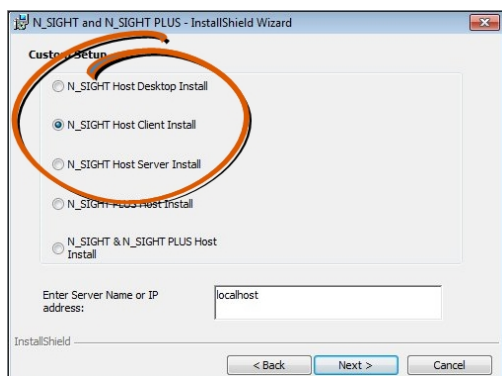

Figure 1: Types of N_SIGHT Installation

The following table provides a description of the types of installation and how to choose which one is best for you.

Table 4: Types of Installation

Type of Installation	Description
N_SIGHT Host Desktop	Install N_SIGHT on a standalone PC environment or hybrid/hosted deployments.
N_SIGHT Host Client	Install N_SIGHT as a client connecting to a database on a server.
N_SIGHT Host Server	Install N_SIGHT on a server allowing multiple-licensed clients to connect to a single database.

> (i) For fixed network options, refer to Table 1 on page 1. For complete detailed instructions on how to install the software, refer to "N_SIGHT PLUS Host Server Installation", in the *N_SIGHT™ Software Suite New Customer Guide*.

Installing N_SIGHT on a Standalone Desktop

Complete the following steps on a single computer to install N_SIGHT Host Desktop.

> (i) You must be logged on as an administrator and have full rights before you can proceed with the installation.

1. Before installing N_SIGHT Desktop Host, close all programs.

2. Insert the USB storage drive or installation media into your computer.

3. Browse and navigate to the drive to locate installation files.

4. Double-click or select setup.exe , located in the distribution\setup folder.

5. Respond to the online prompts as directed for your specific installation.

6. When responding to the prompts, be sure to pay specific attention to the following.

    - Accept the **License Agreement**.

    - For Custom Setup, select **N_SIGHT Host Desktop Install.**

> For complete detailed instructions on how to install the software, refer to "Installing N_SIGHT on a Desktop," in the *N_SIGHT™ Software Suite New Customer Guide*.

Setting Additional Client Licenses

Contact your distributor or Neptune Customer Support for assistance.

Uninstalling N_SIGHT

You can remove the N_SIGHT application using the Windows Control Panel, then selecting **Programs and Features**.

For example, you may need to reinstall the program at a later time. Using the Windows Control Panel's **Programs and Features** ensures that all files associated with N_SIGHT are properly updated in Windows registry.

Deleting Remaining Files after Removing N_SIGHT

If you need to uninstall N_SIGHT, or if an earlier version of N_SIGHT (previously N_SIGHT™ R900®, ARB® N_SIGHT™, ARB® N_SIGHT™ AMR, ARB N_SIGHT Mobile, or Equinox) is installed on the PC, use the Windows Control Panel's **Programs and Features** to uninstall the previous version. However, after removing the software, you must delete some remaining files that reside on the PC.

> ⚠ This step is irreversible. After it has been deleted, you cannot access the deleted files.

If you do not plan to retain N_SIGHT or mobile data for future use, then you can manually delete the remaining files. Neptune recommends that you back up any files before you delete from your PC. These files are located in either the ARB N_SIGHT AMR or mobile directory. See the following examples.

- C:\Users\Public\Neptune\ARB N_SIGHT AMR
- C:\Program Files\Neptune\Mobile

N_SIGHT PLUS Host Software Requirements

The N_SIGHT PLUS host software supplies all the control needed in the AMI system and provides the essential functions of system management, meter communications, reporting analysis, customer service, and alarm monitoring. It complies with prevailing industry standards and runs on a Windows compatible PC. N_SIGHT can be used in parallel with N_SIGHT PLUS to enable a hybrid meter reading approach. Both N_SIGHT and N_SIGHT PLUS have the ability to transfer data between the utility's CIS/billing software via an ASCII flat file format.

System Requirements

This section describes the hardware and software specifications, preparation, and instructions for installing N_SIGHT PLUS in a server environment. In addition, this guide provides instructions on how to use the N_SIGHT PLUS Web Help (see" Using N_SIGHT PLUS Web Help" on page 41).

Before installing the software, read this guide carefully to familiarize yourself with the requirements. Then, follow the procedures as you perform the installation.

Client PC Specifications

The following list describes how the client personal computer (PC) must meet the following minimum requirements:

✔ Windows 8 Professional and Windows 8 Enterprise;

   Windows 10 Professional and Windows 10 Enterprise

✔ Intel Core 2 Duo 2-gigahertz (GHz) processor or faster

✔ At least 2-GB of RAM; 4-GB RAM is recommended.

   To determine your processor speed and amount of RAM your computer has, do one of the following:

   • Choose **Start** | **Control Panel** | **Performance and Maintenance** | **System**.

   • Choose **Start** | **Settings** | **Control Panel** | **System**.

   The General Tab of the System Properties dialog shows the memory in your system.

✔ Minimum 4 gigabytes (GB) of RAM

✔ At least 1.5 GB of available space on the hard disk

✔ Minimum of one USB port.

✔ Keyboard and a mouse or compatible pointing device

✔ Video adapter and monitor with Super VGA (1280 x 720) or higher resolution

✔ Network adapter appropriate for the type of local-area, wide-area, wireless, or home network you wish to connect to, and access to an appropriate network infrastructure; access to third-party networks may require additional charges.

✔ Internet Explorer (version 9 or higher) and Firefox browsers supported

Server Specifications

ⓘ There must be a dedicated server when using N_SIGHT and N_SIGHT PLUS.

Table 5 describes the minimum recommendation for server installation.

Table 5: Server Specifications

Number of Services	0-10,000	10,000-50,000	50,000-100,000
Operating System	Server 2012 Standard/R2, Server 2016 Standard (w/5 CALs)	Server 2012 Standard/R2, Server 2016 Standard (w/10 CALs)	Server 2012 Standard/R2, Server 2016 Standard (w/10 CALs)
Processor	Dual - Intel Xeon or higher (10M Cache, 4 Core, 80W)	Dual - Intel Xeon or higher (10M Cache, 4 Core, 80W)	Quad Intel Xeon (24M Cache, 8-Core)
Logical Processors	8	8	32

Table 5: Server Specifications - Continued

Number of Services	0-10,000	10,000-50,000	50,000-100,000
RAM	32 GB RDIMM 1600 MT/s	64 GB RDIMM 1600 MT/s	128 GB RDIMM 1066 MT/s
Hard Drive Size (Total)	3-TB	6-TB	8.4 TB (for every 100K endpoints)
OS (Partitioned) (Drive – C:)	100-GB	100-GB	100-GB
Database/Backup	2.9-TB	5.9-TB	8.3-TB
Hard Drive Type Separate Partition from the Drive C:	Raid 5 (Raid 10 preferred) 10K RPM drives or SSD	Raid 5 (Raid 10 preferred) 10K RPM drives or SSD	Raid 5 (Raid 10 preferred) 10K RPM drives or SSD
Network Adapter	Yes - Gigabit	Yes - Gigabit	Yes - dual + Gigabit
Power Supply	Redundant	Redundant	Redundant
DVD-ROM drive	Yes	Yes	Yes

Post Requirements for N_SIGHT PLUS Installation

- Windows updates

- .NET 3.5 frameworks

- Password complexity – the server network password must be limited to 9 characters

Information Requirements

In addition to obtaining the meter reading from an MIU, the system supports the following information requirements.

✔ Stores additional meter readings and status flag information from other monitoring devices (such as distribution line leak noise loggers).

✔ Supports single and dual register meter.

✔ Supports meter readings (4 to 8 digits) and MIU ID numbers up to 10 digits.

✔ Supports E-CoderPLUS data.

✔ Interfaces with N_SIGHT if both the N_SIGHT and N_SIGHT PLUS applications are installed. If only N_SIGHT PLUS is installed, it also has an import/export capability to directly interface with CIS utility billing system.

✔ Supports GPS type data to identify locations of account geographically.

✔ Supports R900® Gateway.

✔ Supports the R450™ Data Collector (R450 DC) and R450™ Mini Collector (R450 MC).

✔ Supports a combination of R900® System and R450™ System.

In addition, consider the following.

✔ The system has the capacity to store all meter data information for two years.

✔ The Collectors and Gateways utilize UPS backups to prevent data loss in the event of a power outage or backhaul failure.

✔ The system monitors the status of the WAN and alerts the user in the event of a problem impacting communication between the Gateways or Collectors and the N_SIGHT PLUS host software.

✔ The system has the capability to monitor MIUs that have transmitted for the first time to identify successful installation and operation.

✔ The supplier provides the service of remotely monitoring the system and has controls in place to ensure optimized system operation.

✔ The system has the capability to monitor status/performance of the Gateway's and Collectors in the network.

✔ The system has diagnostics available so operators can evaluate performance, and send instructions over the air to optimize performance of the Collectors or Gateways and the network.

Installation Considerations

The installation process is summarized in these steps.

1. If you need to upgrade your Windows operating system, complete the upgrade before you install N_SIGHT PLUS. For more information, refer to "Installing N_SIGH PLUS on a Server," in the *N_SIGHT™ Software Suite New Customer Guide*.

2. Install N_SIGHT PLUS as described.

Installing N_SIGHT PLUS on a Server

This section provides instruction for installing the N_SIGHT PLUS host software on the server.

> If Neptune is hosting your N_SIGHT PLUS host software, you do not need to complete these installation procedures. However, if Neptune is not hosting your N_SIGHT PLUS host software, complete the instructions in this section to install the host software.

Begin Installation

To install the N_SIGHT PLUS host software on a server, complete the following instructions.

1. Insert the USB storage drive or installation media into your computer.

2. Click the **Browser** button and navigate to the drive where the installation files are located.

3. Select setup.exe and click **Open**.

4. Respond to the online prompts as directed for your specific installation.

5. When responding to the prompts, be sure to pay specific attention to the following:

    - Accept the **License agreement**.

    - For **Custom Setup,** choose **N_SIGHT PLUS Host Install**.

> For complete detailed instructions on how to install the host software, refer to "Installing N_SIGHT PLUS on a Server," in the *N_SIGHT™ Software Suite New Customer Guide.*

Installing Both N_SIGHT and N_SIGHT PLUS

To install the combined N_SIGHT and N_SIGHT PLUS host software, complete the following steps. It is the same as installing only the N_SIGHT PLUS host software.

1. On the Custom Setup window in the installation media, select the last option: **N_SIGHT & N_SIGHT PLUS Host Install**.

2. Complete the instructions outlined in "Installing N_SIGHT and N_SIGHT PLUS Host Software," located in the *N_SIGHT™ Software Suite New Customer Guide.*

2: Setting Up N_SIGHT

The first time you start N_SIGHT after you install and configure the software, you will be directed to complete a customer information screen. On that screen, you enter the initial setup values for your system so that it is ready to be used.

Completing Customer Information

When you start N_SIGHT for the first time after installing it, the following dialog appears.

Figure 2: About N_SIGHT Dialog

The About N_SIGHT Dialog requires you to contact Neptune's Customer Support at (800) 647-4832 to receive your customer number. Furthermore, if your utility purchased additional options, such as custom reports or the mobile capability, this is the dialog where you set up these options.

> You need to contact Neptune Customer Support for the Customer Number and Option key. See "Contacting Customer Support" on page 48.

Entering Your Customer Number

To enter your customer number, complete the following steps.

1. Do one of the following:

    - Open N_SIGHT for the first time.

    - Select **About** from the **Help** menu on the N_SIGHT main window.

    The About N_SIGHT dialog appears as illustrated in Figure 2 on the previous page.

2. Tab to **Customer Number** and enter your assigned customer number.

3. Tab to and enter the **Option Key**.

4. Do one of the following.

   - If there are no additional options to set up, click **OK** and proceed to "Entering Initial Setup Values" on the next page.

   - If you have additional options to set up, proceed to "Setting Up Additional Options".

Setting Up Additional Options

If your utility purchased additional options, such as custom reports or the mobile capability, the About N_SIGHT dialog (see Figure 2 on page 17) is where you set up these options. Complete the following steps.

1. On the About N_SIGHT dialog, complete your customer number as previously described in "Entering Your Customer Number".

2. Obtain the Option Key information from Neptune Customer Support at (800) 647-4832.

3. Customer Support will ask for your personal identification number (PIN) and will direct you in completing the setup of your options.

> You do not need to complete the setup of additional options in order to proceed with the remainder of your initial setup.

4. When you have completed the setup of additional options, click **OK** and proceed to "Entering Initial Setup Values" on the next page.

Entering Initial Setup Values

After you enter your customer number as described in "Completing Customer Information" on page 17, you will be asked to enter the initial setup information. See Figure 3.

The first four fields on this dialog display the locations created by the N_SIGHT installation program.

Figure 3: Initial Setup Values Default Dialog

> For specific information and a description for each field, refer to Table 6 on page 22.

Completing the Initial Setup Values

Complete the following information. Refer to Table 6 on page 22 as needed.

1. Verify the paths of the following fields.

   - **Host Files** (The default is
     C:\Users\Public\Neptune\NSIGHT\Basic\Host.)

   - **Backup Files** (The default is
     C:\Users\Public\Neptune\NSIGHT\Basic\backup.)

   - **Temp Files** (The default is
     C:\Users\Public\Neptune\NSIGHT\Basic\temp.)

   - **Batch Files** (The default is
     C:\Users\Public\Neptune\NSIGHT\Basic\Batch.)

> ⓘ If you need to change any of the default paths, click [....] to select the path for the location of the files.

2. Type the heading that you want to appear on your reports in the **Report Heading** field.

3. Select the **Import Type** from the selection list.

> ⓘ The selection you make in **Import Type** places the default values for the records in the lower half of the dialog.

4. Type the extension to be used for the files you want to import into N_SIGHT (**IMP**, for example).

5. If you selected **EZROUTE** for **Import Type**, complete the following:

    - Select **Adjust R900 Readings**, if applicable.

    - Select **Adjust Dials**, if applicable. (This field only displays when you select Adjust R900 Readings.)

7. Make any necessary changes, if applicable, and click **OK** to save the change you made. Now you are ready to begin using N_SIGHT. See "Starting the N_SIGHT Software" on page 27.

Table 6: Initial Setup Values

Field	Description
Host Files	Indicates the location created by the N_SIGHT installation program to be used for host files, which refers to the import file from billing as well as the export file from N_SIGHT to billing.
Backup Files	Indicates the location created by the N_SIGHT installation program to be used for backing up the database.
Temp Files	Indicates the location created by the N_SIGHT installation program to be used for temporary files.
Batch Files	Indicates the location created by the N_SIGHT installation program to be used for batch files created during the backup process.

Table 6: Initial Setup Values - Continued

Field	Description
Report Heading	Indicates the heading to be used for reports created by N_SIGHT.
Import Type	Indicates the file format of the file to import into N_SIGHT: • N_SIGHT • EZRoute • RouteMAPS
	There are two buttons that allow you to browse and select. • Import File Layout • Export File Layout
Ext	Indicates the file extension for import type files you selected.
Truncate E-Coder Reading	Indicates that readings to be exported are to be truncated. Used in conjunction with the RouteMAPS file format only.
Truncate Dials	Indicates the number of reading digits to truncate. You can insert a number less than eight (8) into the Truncate Number box. The number selected determines the number of reading digits that will be exported. Used in conjunction with Truncate E-CODER Readings setting.

Table 6: Initial Setup Values - Continued

Field	Description
	• This feature is only available when Truncate E-CODER Readings is enabled. • It is intended for use only when the utility's billing software does not provide a Number of Dials entry in the Import file. • Readings in the N_SIGHT Database and Reports will display all eight (8) digits.
Site ID	Indicates the unique identification for the site only for a system that is combined. The site ID should be set to 99998 (default).
	Only combined N_SIGHT and N_SIGHT PLUS systems have a unique Site ID. For N_SIGHT only, the Site ID will be the default.
System Type	Indicates whether the system is set up for fixed network, mobile, or both. For a mobile only meter reading environment, it should always be set to AMR for N_SIGHT host desktop, N_SIGHT host client, and N_SIGHT host server installations.
Collection Type	Indicates the type of MIUs being collected (R900, R450, or both).

Table 6: Initial Setup Values - Continued

Field	Description
EZRoute Only	
Adjust R900 Readings	This option allows an automatic adjustment of R900 readings. To enable this adjustment, check this box.
	The Adjust R900 Readings option reads only the first set of digits depending on the number of dials set in the Import file.
Adjust Dials	This option is used only for R900 accounts where the number of dials is blank within the file received from billing. This option allows you to set the number of dials only if you check Adjust R900 Readings. Examples: • If 4 is entered in Adjust Dials, then all R900 readings are adjusted to read the four (4) left-most digits. • A reading of 025146 with Adjust R900 Readings checked and Adjust Dials set to 4 will produce a final reading of 0251.
	The number of dials in the Import file should be set to adjust to the actual number of digits for the specified meter. The maximum number of dials allowed is nine (9).
Detailed Line Size	The line size for the record detail is 509 or 513.

Table 6: Initial Setup Values - Continued

Field	Description
RouteMAPS Only	
	These fields display default settings that have been configured for your system. Neptune recommends that you leave these settings as the defaults.
Cycle Summary (G1) Line Size	Indicates the line size for the cycle summary, record G1.
Header Session (H0) Line Size	Indicates the line size for the header session, record H0.
Route Header 1 (H1) Line Size	Indicates the line size for the first route header, record H1.
Route Header 2 (H2) Line Size	Indicates the line size for the second route header, record H2.
Device Detail 1 (D1) Line Size	Indicates the line size for the detail for the first device, record D1.
Device Detail 2 (D2) Line Size	Indicates the line size for the detail for the second device, record D2. This is the only setting that Neptune recommends may be changed.
Route Trailer (T1) Line Size	Indicates the line size for the route trailer, record T1.

Neptune strongly recommends that you do not change the locations for the Temp and Batch directories created by the installation program.

Online Help is available for you to reference while using the N_SIGHT host software.

Starting the N_SIGHT Software

Now that you have installed the software, you are ready to access N_SIGHT.

To start N_SIGHT, select **N_SIGHT** from the desktop. The N_SIGHT main window appears. See Figure 4 on the next page. On this window, you can access and perform all the tasks associated with the N_SIGHT application by using the navigation buttons.

Figure 4: N_SIGHT Main Window

3: Using N_SIGHT PLUS

This chapter provides information on using the N_SIGHT PLUS software.

Logging on to N_SIGHT PLUS

To log on N_SIGHT PLUS, complete the following steps.

1. Open a web browser and enter the N_SIGHT PLUS URL in the address bar. The following dialog appears.

Figure 5: Login Dialog

2. In the **Username** field, type the username you received from Neptune Customer Support. For example, your email address.

3. In the **Password** field, type the password you received from Customer Support.

4. Click **Login**.

Creating Additional User Accounts

To create additional users, complete the following steps.

1. Log on to the system again as you did previously.

   - In User ID, type Administrator.

   - In Password, type your password (the initial database password).

   The N_SIGHT PLUS main page appears.

2. Click the **Settings** tab.
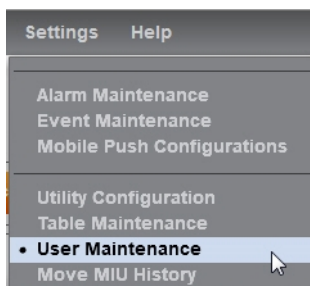
   The following options appear.

Figure 6: Settings Menu

4. Select **User Maintenance.**

   The User Maintenance page appears.

Figure 7: Create User Account

5. Click **Create New User.**

   The Create a New User dialog appears. (all required fields display
   a red *****.)

Creating a New User

1. Type the **Email** address of the user you are creating.

2. Type the **Password** for the user.

> The password must meet the following requirements.
>
> - 7 to 12 digits in length
> - Contain at least one number
> - Contain at least one capital letter
>
> Special characters are allowed but not required.

3. In **Confirm Password**, retype the password for the user.

4. For **Level**, select the access level for the user.

    - Admin

    - Supervisor

    - User

    - View Only

5. For **Mapping**, select the mapping availability for the user. See "Requirements for Mapping" on the facing page.

    - Enabled

    - Disabled

6. For **Reporting**, select the reporting grade for the user. See "Requirements for Reports" on page 34.

    - Standard

    - Deluxe

    - Disabled

7. Click one of the following.

    - **Save**

    - **Save & Close**

    A message appears to let you know that the user is added.

Requirements for Mapping

This section provides information on the requirements for mapping.

Customers with Existing ESRI ArcGIS Servers

Mapping component features for customers with an existing ESRI ArcGIS Server implementation are:

- The mapping component connects to the customer's in-house ESRI ArcGIS Server environment.

- The mapping component has access to available ArcGIS Server base maps.

- Specific GIS layers from the ArcGIS server can be exposed for viewing within the N_SIGHT PLUS mapping component; for example, mains, laterals, and assets.

- Some asset information stored within the ArcGIS system is viewable within the N_SIGHT PLUS mapping component.

- The N_SIGHT PLUS mapping component provides view-only access to ArcGIS items.

Customers without an Existing In-House ESRI ArcGIS Server

Mapping component features for customers without an existing in-house ESRI ArcGIS Server installation are:

- The mapping component supports the utilization of ESRI ArcGIS Online (web based) to provide all base maps.

- The mapping component utilizes ArcGIS Online for all required geocoding of utility points (requires adequate asset location information; minimally street address, city, state, and zip code).

Requirements for Reports

In order to use the Reports feature in N_SIGHT PLUS, customers must meet the recommended server specifications. Refer to" Server Specifications" on page 11 to be sure you meet these requirements.

Starting the Software From a Client PC

To start N_SIGHT PLUS on a client PC, complete the following steps.

1. Open the Web browser and type the server name or server
    IP address in the address bar. For example:

    http://N_SIGHT PLUS Server Name

> Replace **N_SIGHT PLUS Server Name** with the name or IP address of the server that N_SIGHT PLUS was installed on.

The Login dialog appears.

Figure 8: Login Dialog from Local PC

2. Type your **Username**.

3. Type your **Password**.

4. Click **Login**.

    N_SIGHT PLUS opens connecting to the database, and the
    Dashboard page opens allowing you to begin your daily tasks.

N_SIGHT PLUS Web Help

N_SIGHT PLUS software comes with Web Help. It provides specific
instructions on how to use N_SIGHT PLUS. The Help consists of
topics which provide information on the functionality of a screen and a
list of all fields and their descriptions.

Click ? and the N_SIGHT PLUS Web Help appears. Refer to " Using
N_SIGHT PLUS Web Help" on page 41.

4: N_SIGHT and N_SIGHT PLUS Help

This chapter describes the Help available within the host software for both N_SIGHT and N_SIGHT PLUS. The Help is the user manual for the software that you use while going about your daily tasks.

- N_SIGHT uses Online HTML Help because it is a standalone software.

- N_SIGHT PLUS uses Web Help because it is a Web software.

> Whenever the term Help is used in this chapter, it refers to both types of Help in general.

Using N_SIGHT Online Help

As you perform N_SIGHT functions, the Online Help is always available. It contains general information, procedures needed to accomplish tasks, and information on the activities in the N_SIGHT host software. The complete Online Help is available for all functions and dialogs.

Accessing from the Main Toolbar

From the N_SIGHT Main Menu toolbar, you can access the Online Help in one of the following ways:

- Click ⬥ Help Index from the N_SIGHT main window.

- Click ⬥ Page Help while on any window.

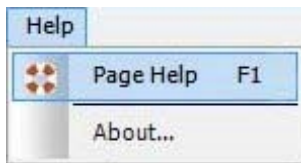- Press **F1** while on any window.

- Select **Help** | **Page Help F1**.

Help	
⬥ Page Help	F1
About...	

Figure 9: N_SIGHT Help Menu

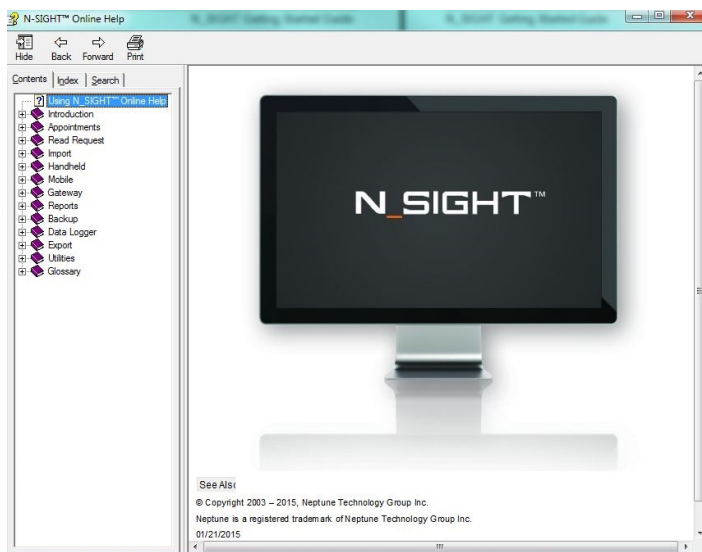When you have performed one of these actions, the Online Help appears. See Figure 10 on the facing page.

Figure 10: N_SIGHT Online Help

From this screen, you can access the entire manual. Wherever you are in the Help, you can use the following buttons to navigate. See Table 7 on page 40.

Table 7: Help Navigation Buttons

Click	To
⇦ Back	Move backward through the Help topics.
⇨ Forward	Move forward through the Help topics.

When available, these buttons help you to navigate through the sections you have already visited.

Using N_SIGHT PLUS Web Help

As you perform N_SIGHT PLUS functions, the Web Help is always available. The Web Help serves as the user's manual for the software. It contains general information and procedures needed to accomplish tasks, as well as information on the activities in the N_SIGHT PLUS host software. The complete Web Help is available for all functions as well as all dialog fields.

Accessing the N_SIGHT PLUS Help

On any page in N_SIGHT PLUS, you can access the Web Help in one of the following ways.

- Click ? in the upper right portion of the Web page.
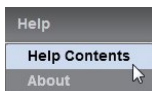
- Select ![Help menu] from the Help menu.

After you select Help, the Web Help opens as illustrated in Figure 11 on the next page.

Figure 11: N_SIGHT PLUS Web Help

From this window, you can access the entire Web Help system.

Accessing Web Help While Performing a Specific Task

You can also access the Web Help from anywhere within the program

by clicking [icon]. A Web Help window appears.

Tips for Using the Help

Here are some tips for using the Help menu topics.

- Some topics have a demonstration video available. Click ⊛ to view the video.

- Words in green are hotspots. Click these hotspots to get more information.

- Use the scroll bars on the right and at the bottom of the window to scroll through the topics.

- Use **BACK** to return to a previous Help topic.

- Click the **Help Index** button to display the Help contents.

More Information on Using Help

For specific details on using the Help to find the information you need, select one of the following topics depending on which host software you are using. From the Help main menu select one of the following:

- In the N_SIGHT Help, select "Using N_SIGHT Online Help."

- In the N_SIGHT PLUS Help, select "Using N_SIGHT PLUS Web Help."

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5: Product Support within North America

Neptune offers several ways to obtain high-quality, responsive customer support. However, before contacting Neptune, it's important that you know the version number of the N_SIGHT host software or the N_SIGHT PLUS host software that you are using. This information is useful to the Customer Support Specialist who helps you.

Identifying the N_SIGHT Version Number

It is important to know which version of the N_SIGHT software you are using when you contact Neptune Customer Support. To identify the version of N_SIGHT software you are using, complete the following steps.

1. Start N_SIGHT host software.

   The N_SIGHT main window appears.

2. Select **About** from the Help menu on the N_SIGHT main window.

   The About N_SIGHT dialog appears as shown in Figure 12 on the next page.

Figure 12: About N_SIGHT Dialog

You can access this screen at any time by selecting About from the Help menu.

Identifying the N_SIGHT PLUS Version Number

To identify the version number of the N_SIGHT PLUS host software you are using, complete the following steps.

1. Log on the N_SIGHT PLUS software.

2. Click **Help** and then **About** on the Navigation bar.

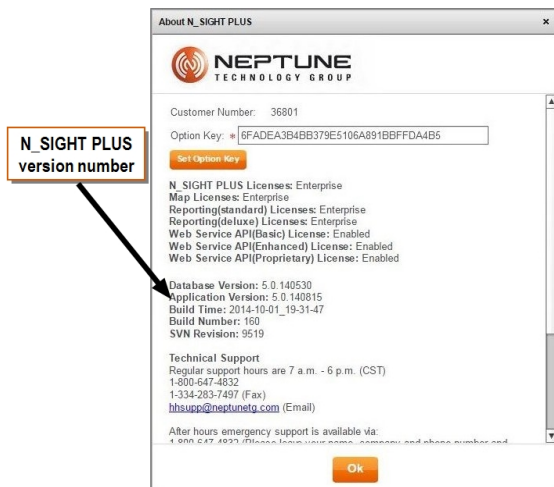   The About N_SIGHT PLUS information window appears.

N_SIGHT PLUS version number →

Figure 13: About N_SIGHT PLUS Window

Contacting Customer Support

Within North America, Neptune Customer Support is available Monday through Friday, 7:00 AM to 5:00 pm Central Standard Time (CST) by telephone, e-mail, or fax.

Phone

To contact Neptune Customer Support by phone, complete the following steps.

1. Call **(800) 647-4832**.

2. Select one of the following options.

    - Press **1** if you have a Technical Support Personal Identification number (PIN).

    - Press **2** if you do not have a Technical Support PIN number.

3. Enter the six-digit **PIN** number and press **#**.

4. Select one of the following options.

    - Press **2** for Technical Support.

    - Press **3** for maintenance contracts or renewals.

    - Press **4** for Return Material Authorization (RMA) for Canadian Accounts.

You are directed to the appropriate team of Customer Support Specialists. The specialists are dedicated to you until the issue is resolved to your satisfaction. When you call, be prepared to give the following information.

- Your name and utility or company name.

- A description of what occurred and what you were doing at the time.

- A description of any actions taken to correct the issue.

Fax

To contact Neptune Customer Support by fax, send a description of your problem to **(334) 283-7497**. Please include on the fax cover sheet the best time of day for a Customer Support Specialist to contact you.

Email

To contact Customer Support by email, send your message with a description of the problem to **hhsupp@neptunetg.com**.

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