D-Gen PRO FAQ & Tips

An economic screening tool to determine the feasibility of distributed power generation

Some frequently asked questions and tips from D-Gen PRO users and developer team.

Have something to add? Report a problem by sending your question to support@interenergysoftware.com

I cannot find utility rates for my state in the D-Gen Pro rate database?

Diversity and constant changes of electric and gas rates across the country makes it impractical to include all possible combinations and types of utility rates in the database distributed with the software. D-Gen PRO has a rate wizard built into the software so users could create specific rates and edit them as the rates change. However, the rates for some areas of the country may be very complex with numerous sub-classifications and charging categories built into the rate schedules. The D-Gen Pro rate wizard is limited in how it can handle some variables in those rates like reactive demand and contract demand charge. InterEnergy Software/GTI offers fee based customization services that include inputting specific rate schedules. Inquire by sending e-mail to support@interenergysoftware.com.

Can I create my own utility rates ?

You can create your own utility rates or gas rates by using the pull-down Tools Menu and selecting Rate Wizard.

The program can crash when the Help Menu is clicked.

Few users reported problems with opening the Help module from Help Menu option. For all of them opening the help by clicking F1 in the keyboard instead of the button in the screen solved the problem

<u>I have trouble opening some existing database files. A message displayed says that the files are reserved for another user.</u>

This is very easy to solve problem. A project has not been unlocked after use because of an abnormal exit from D-Gen Pro. Users simply need to select "Unlock all projects" in the Tools menu of the software.

<u>Do I need to select one of the pre-programmed generator sets or can I create my own?</u>

You can create your own generator set by using Tools/Generator Wizard.

<u>In the Generator Screen, there is a bar specifying that the generator runs when the load is above specific value kW. Is that set for the entire year or can I vary this from month to month depending on the season?</u>

This sets the information for the entire year – you cannot vary it from month to month.

<u>I need to re-install DGen Pro, how do I prevent losing work I have already completed?</u>

You need to be careful when you install D-Gen Pro more than once on the same computer. Here's why:

- The project, turbine, load shape, and rates information are all stored in the three databases named CLSDB.MDB, SHAPES.MDB, and RATES.MDB.
- If you've added projects or rates or changed load shapes then the values in these databases will be changed.
- If you install the D-Gen Pro software again, <u>their original databases will be overwritten by the default databases in the D-Gen Pro installation files!</u>

The way around this is to make sure that you make copies of the three databases listed above and put them in some safe directory on your computer **before** you re-install D-Gen Pro. After the second installation of D-Gen Pro, you should copy your original databases back into the D-Gen Pro directory.

<u>How do I access DGen PRO help while running the program?</u>

All you need to do is press F1 when you are looking at any given screen, and the help

menu will come up with information about that particular section. There is also a D-Gen
PRO User Manual accessible on this website and on the program CD.