



Have questions about what you read this month in our newsletter?

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Contact Us:

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September is RESTORE Month

Backup, backup , BACKUP! You hear this every day. Many of you have listened and setup some kind of backup system for your data (good for you!). In the last few months we have had some calls that required a restore of the files. This turned out to be an educational moment for many people including some of the IT techs. Let me tell you the whole story.

We got a call to recover a deleted journal in the accounting system. We said sure and where is the backup of the SQL database files? There was a long pause on the phone then the person said that they had an IT technician set up a whole system backup that ran every night to tape. We asked if they had last night's tape and was told sure it was already in the drive. So we tried to use the backup package that was installed by the technician to recover the data, but there was a

password that we needed to enter to access the recovery section.

No one knew this password except for the technician, who was unreachable by phone. After several hours of waiting the technician called in and we were able to access the recovery section of the software. We were unable to find any version of the database on the tape! The backup software was not able to access the database since it was locked by SQL at the time of the backup so it skipped the database files. So after several hours of waiting the person had to rekey the journal that was deleted.

This call raised several issues that are common with backup software in use today. First is the user did not know how to use the software or knew the password. Second is that no one checked to make sure that data files actually got backed up. Third is that only one person in the entire world (the

technician) really knew how the software was configured and if it was working properly. So we want to encourage you all to make September restore month. Please make sure that whatever backup system you use that you do the following:

- Check to make sure you are backing up the right files.
- Know how to check if all files are being backed up.
- Have at least two people know how to restore a file.
- Restore at least one file a month. (Do not destroy or overwrite any critical data!)
- Know how to restore files to a different disk location.

What's New in 9G Backup

Alerts: New methods for advising and updating you of 9G alerts have been added for cell phones and Twitter support. Now, you can receive 9G Backup alerts in three ways: Email, cell phones, and Twitter. To add these new alert methods to your existing 9G account, run 9G Backup, and click on the "Alerts" tab. On the Alerts page, click "New Alert" and then click on the "Text Message" tab and enter your cell phone number and carrier, then click "Save"; click on the "Twitter" tab and enter your Twitter account information and click "Configure Twitter," then click "Save." You can use all three methods or only one or two to keep you informed of 9G Backup alerts.

Payments: The methods for paying your 9G Backup billings have been expanded to include E-Checks and Pay Pal. Other payment methods are under consideration.

Rate Increase Reminder

Personalized rate increase letters were sent to everyone last month. The new prices for support are effective October 1st. Please make sure you have received your personalized letter and if you haven't, contact Steve Ferguson at 866-634-9991, extension 6.

Back Issues of our Newsletters

Miss an issue of our newsletter? We have archived the past four years' worth of newsletters that you can view on our website or download.

To access the archives, click on <http://www.cogitateinc.com/news.html>. Feel free to print or download them for referring to offline or passing out to your co-workers.

Associated Bank Field in Bank Types Maintenance

When you post time using the PR Post program, it will automatically deduct that time from your employees' banks if the PR Type you are posting has a Bank Type code entered in its Bank Type field (see *Payroll Types Maintenance program*). This must be a valid Bank Type code (see *Bank Types Maintenance program*).

As you setup your Bank Types, there is a field called **Associated Bank**. This is used when you're posting hours in PR Post to a Payroll Type that updates a bank that has an associated bank code in Bank Types Maintenance. For example, if you are posting time that you want to be removed from an employee's Sick Bank and you also want that time automatically removed from their Personal Bank, then you would enter the Personal Bank Type code in the

Associated Bank field when setting up the Sick Bank Type's definition.

You should never enter the same Bank Type code for the **Associated Bank** as the one you are setting up. This is called a "circular reference" and would result in an error when posting time in PR Post to update that bank.

If you do not wish to update multiple banks at once as in the example above, you should leave this field blank to avoid any unintentional results or errors when posting time to update your banks.

HMS/MMS Tip of the Month

When running financial reports at month end, in order to get a true picture of your position, you should be running your reports from the start of your fiscal year through the end of the current month. Running a *Trial Balance Report* for one month will

show the total transactions for that month, but does not show the YTD balances. This is true with most financial reports. Pay attention to your *Start* and *End* dates.

UtilAbility Tip of the Month

Assigning Bill Cycles to your accounts offers you special control over them and allows you to easily separate them into different groups based on the Bill Cycles you assign to them.

Your Account Bill Cycles are directly observed in various places throughout UtilAbility. For example, you can limit the information you export to Automatic Meter Readers based on your Bill Cycles. You can limit the accounts that are updated when performing the automated Shut off Functions based on your Bill Cycles, whether preparing Accounts for Shut off Notices or Finalizing Accounts for the Shut off Report. You

can sort your account list in the UtilAbility Central form by Bill Cycle if you wish them to be grouped in that order while viewing them and search by them to jump to the beginning of any group of Bill Cycles you wish. There are also a number of reports that allow you to limit their output specifically based on Bill Cycles.

When you calculate Utility Bills, the Bill Calculation utility calculates based on the Bill Cycle you specify, which means even your bills can be controlled using your Bill Cycles. Since the bills are assigned your specified Dates when calculated and there are many places throughout UtilAbility that are Billing Date driven, your Account Bill Cycles are therefore also indirectly observed in many places throughout UtilAbility.

This Bill Calculation utility observation of the Bill Cycles has many advantages in itself including the ability to bill different groups of your accounts in a variety of intervals such as monthly, bi-monthly and quarterly etc.

Finally, you can even use your Bill Cycles in other creative ways. For example, you can limit your calculation to a specific account that would otherwise be grouped with other accounts. You can also limit your calculation to an unusual group of accounts that would otherwise be grouped separately or with other accounts. Both of these examples can be accomplished by simply setting up a temporary unused Bill Cycle that you can assign to any accounts you wish before running the Bill Calculation utility. When you calculate your bills, you can specify the temporary bill cycle so only these modified accounts would be calculated.

Please remember to reset the temporary bill cycles back to their original values for any accounts you changed after their bills were calculated so they can rejoin their original group(s) again if necessary.

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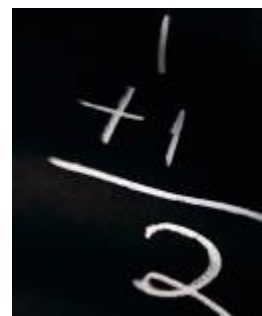
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Stand Up!

An Editorial -- by Jim Harlan

I'm typing this while standing at my computer. My screen, keyboard and mouse are all elevated by a box to be about 13 inches above my desk.

About a year and a half ago, I read a *New York Times* article about stand-up desks and their advantages to posture and general health. As I've been sitting many hours each day for decades in front of my computer, the article got my attention. The article talked about desks with tops that could be adjusted up or down and even some motorized ones that would raise with the press of a button. I checked them out on the internet and was put off by the high prices.

But I realized I didn't need anything fancy, just a riser for my screen, keyboard and mouse. I had an old

plastic 30-gallon plastic storage container laying around and found that with a board on top everything fit nicely. So, about May of last year, I went from sitting to standing in front of my computer.

There was a huge mindset change that I had to digest. Now, any keyboard and mouse work had to be done standing. It took quite a while to make this new approach seem normal but after about half a year it became natural to me.

I've now been at it for over 16 months and I'm going to continue with it. The advantages? Well, there is nothing dramatic to report. I think that the fact that I can go hours now while standing and working on my computer is success enough. Have my posture and health improved? I think so, but there's no real way that I can measure it. Do I miss sitting? Well, I do sit. On a phone call where

I'm not using the computer or when just reading articles on the internet I will sit. So in the past where I would be sitting the full day, I'm sitting less than half the time.

Humans were made to stand. But the fact that we fold at the waist and knees says we were also made to sit. I feel good now that I'm giving both postures about equal time. One should always stand up for one's principles, but sometimes you've got to stand up for yourself too!

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