



ANTHOLOGY

Recommended Maintenance

Anthology recommends the following maintenance routines along with their scheduled times to maintain a healthy system. Many of these recommendations are based on suggestions from hardware and third-party software manufacturers. Anthology Inc is not responsible for the advice given by these vendors or computer technicians whom are not employed by Anthology Inc.

For Window 7 maintenance/performance suggestions:

<http://windows.microsoft.com/en-CA/windows7/Optimize-Windows-7-for-better-performance>

Daily

All users must be closed out of Visual Anthology when doing Anthology related maintenance routines. The following tasks can be done manually from a workstation or the server. Most stores prefer to use the Scheduler to queue up these tasks, this can be done from Tools | Scheduler | Maintain.

- Run Quick backup
 - Select the Tools | Quick Backup menu option. Although this is necessarily a maintenance routine – it is a very important part the daily routine. If you have the Backup set to run automatically as part of the Scheduler after you run the Ztape Report – you may ignore this.
 - It is important to note that the Quick Backup utility only backs up Anthology data and is not meant to be a substitute for other backup devices such as tape backup systems. Anthology provides Quick Backup as a means to quickly restore data that may have become corrupt. It may not offer protection for hardware failure such as the hard disk drive failing. Other backup devices allow you to create a backup on media that can be stored off the computer – or off site completely. If you have other files such as Word documents, Excel spreadsheets, Quickbook files it's recommended you ensure some sort of nightly backup that can go offsite from the store. Turnkey system users will usually have a copy of HandyBackup already set to make a backup to a DVD.
- Re-index all your files every day
 - Select the Tools | Database Reindex menu option, then Run.
- Rebuild your keywords every day
 - Select the Tools | Tech Utilities | Rebuild Keywords menu option, then choose Run.

- PCCharge Users – PCCharge recommends the following:
 - Balance the Ztape against the PCCharge Credit Card Charge report.
 - Shut down and Restart PCCharge Payment Server.
 - **To shut down:** Double click on the Green \$ icon on settlement station. This brings up the PCCharge interface.
 - Select the File | Exit menu option. This shuts off the payment server.
 - **To restart:** Double click the payment server icon. This is usually located on the Desktop – it is the blue circle with Dick Tracy’s picture on it.

Weekly

- Windows Updates
 - It’s best to set your system to only “Notify” on new windows updates. Having windows updates download automatically and install automatically during business hours can be disruptive. To modify go to Control Panel | Security | Windows Updates.
- Viruses and Ad-ware
 - Anthology recommends you always use adequate virus and ad-ware protection. Not only can these intrusions be destructive but can also slow your computer’s performance.
 - Remember to keep your subscription up to date by downloading the latest virus and ad-ware definitions from the manufacturer. A local technician can assist in setting up this type of software.
 - Note that many security programs will ‘auto-scan’ or auto-protect your system by stopping files crossing the network and examining them. This can lead to slow downs in performance. We recommend setting up proper security exclusions/exceptions on every machine. Please see the customer zone document titled “SYS Windows Security and Anti-Virus Software” for more information.
- File Maintenance
 - Temporary Internet files, cookies, etc. are all accumulated on your system during normal web browsing. Although generally not a problem these files can consume large amounts of disk space. Anthology recommends you enlist the advice of a trusted, local technician to establish the procedures needed to keep these files in check.
- Defragment & Error checking hard disk drives
 - Anthology recommends following the manufacturers recommendations (Microsoft) for using these utilities.
- PCCharge Users- Repair and Compact Pcharge Payment Server.
 - Please use the instructions found on the whitepaper entitled “Pcharge Maintenance.doc”

Monthly

- Check Anthology, Inc. website at www.anthology.com

- Check the Customer Zone for updates. This website contains various newsletter articles that are updated periodically. General announcements and hot issues are listed here as well.
- Program updates/upgrades are kept in the “Downloads” area. Simply click the Downloads link on the home page and follow the directions for updating your program. We recommend staying on the current version. A password is required, customers on a valid support contract may contact support for this password.
- Windows Updates- As with any software updates are not uncommon. Between Windows, Internet Explorer, Firefox browser, Email programs, Adobe Reader, Office productivity software, etc, all can have updates available on their manufacturer’s site. You may wish to turn off normal automatic updating that may be turned on by default so as to prevent excessive resource hits during daytime operation hours. You should still manually check for updates on a periodic basis with any of these kinds of software packages.
- Reports
 - Run Inventory Status Report
 - The Inventory Status report is a snapshot of your data at the time the report is printed. This information can not be obtained retroactively. That is – if you need to know inventory status for June you have to run the report at the end of June. You cannot run a report for June in July.
- Cleaning your equipment
 - Anthology recommends you follow the manufacturer’s recommendations for cleaning and maintenance of your computer equipment and peripherals such as printers, scanners and network components (cables, etc.).
 - Further, removing any unnecessary programs or printers periodically is also recommended by most computer techs. Having extra programs running on startup of a computer such as Printer Ink management tools, QuickTime, i-Tunes, etc. will use up needed resources.
- Backups
 - It is recommended that periodically you review the log files in your backup program to verify backups are being made and correctly written to your backup media. Don’t wait until you need to restore from a backup to find out if it’s been working!

Yearly

- Physical Inventory
 - Anthology recommends you perform a Physical Inventory once every year to account for shrinkage, etc.
- Reports
 - Run End of year reports such as Inventory Status, Sales History, Customer Back Orders, etc.

- Servicing & Cleaning your equipment
 - Anthology recommends having your equipment cleaned and serviced by a competent, trusted local technician every year.