

Key Ops Dispatch

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----- Renaming Sales Journals without Problems -----

As part of your month-end procedures, you rename your sales journal. The current month's journal, JOUR-S, gets saved under another name.

You need to use a naming convention that lets you quickly identify the month and year for each sales journal. One way is use the month and year as the first four characters. Suppose you were using this method throughout 2000. At the end of January 2000 you renamed that month's sales journal as 0100-S:

- 01 = the month
- 00 = the year
- followed by -S, indicating it's a sales journal. (The -S is optional.)

Using this convention, when you perform the February month-end procedures, you will rename that month's sales journal as 0201-S.

When you rename the sales journal, the system automatically renames a number of subfiles, using the first two characters you specify. Suppose you rename your sales January sales journal as 0101-S, as we mentioned. Each subfile gets renamed by replacing the first two characters with 01, like this:

- JO-SPECIAL becomes 01-SPECIAL
- JO-LINE becomes 01-LINE
- JO-INDEX becomes 01-INDEX.

This method works fine for that year. However, at the end of January 2001, you would name the sales journal 0101-S. This causes a problem: you already have subfiles that begin with 01 from 2000, and now the system is trying to rename subfiles for 2001 using the same two characters. Instead of renaming the files, you get an error message.

To learn how to solve this problem, see [FAQ file 84: Renaming Sales Journals without Problems](#).

----- A Little Insurance: Making Sure your Backups Are Good -----

The information on your DDMS system is vital to your business. Unfortunately, you can lose this information in a number of ways. Some dealers lose computer information in disastrous ways: floods, fires, or lightning. Others lose information through simple, everyday user errors.

To guard against losing vital information, you need backups. And you need to verify that those backups are good. You also need to decide how often to verify, and establish a company policy: once a week, perhaps, or twice a month.

To learn how to verify a tape backup on each platform (PGDOS, Windows NT, Windows 2000, and UNIX), see [FAQ File 86: Making Sure Your Backups Are Good](#). This FAQ also explains how to store your tapes, and how long they last.

----- Windows 2000 Causes Backup Problem -----

Dealers who use the Windows 2000 platform may have problems making backups consistently. The backup component within Microsoft Windows 2000 Server fails to recognize the tape you insert. Instead of backing up, it records an error in the log file.

How Do You Know if This Problem Affects You?

You may not have realized that your backups were failing, if you did not check the log file. To check your log, follow these steps:

1. Click Start, point to Programs, then Accessories, then System Tools, and select Backup.
2. From the Tools menu, select Report. The system will display your log, including a time and date for each attempted backup.

If the backup failed, you'll see an error message indicating that no unused media was available.

What Solutions Are Available?

This is a problem with the Windows operating system, not with your DDMS software. Microsoft acknowledges the problem, and offers three workarounds. (For details, go to Microsoft's support site, <http://support.microsoft.com/directory/>, click Searchable Knowledge Base, and then search for problem Q267574.) However, none of Microsoft's proposed solutions works consistently.

We have a workaround solution that has worked consistently: using the backup program from NT 4.0. This is not one of Microsoft's recommended solutions, however, and it may stop working the next time you load a Windows 2000 service pack or update. (However, the next service pack should address this issue, making a workaround no longer necessary.)

Obtaining the Files You Need for the NT Backup

Note: Only a qualified system administrator should attempt this solution; it requires some knowledge of the Windows operating system.

You need to copy three files to make the NT backup program available: ntbackup.exe, ntct3d.dll, and backup.cmd. The first two files are the NT backup program; the backup.cmd file lets you run this backup program from a proc file. You can download these files from the [Windows 2000 Platform](#) page.

Once you download the files, place them all in your \DDMS\bin folder. This folder is on the D: drive on most systems.

These files do not replace your Windows 2000 backup program; you will have both the NT and 2000 backup programs.

Using the NT Backup with Proc Files

If you use a proc file for your backups, and your DDMS files are on your D: drive, this is all you need to do; the proc will automatically call the NT backup program you placed in your DDMS\bin folder.

If you use a proc file, but your DDMS files are on another drive (C: or E:, for example), you need to modify one file before your proc will work correctly. Follow these steps:

1. Open Windows Explorer, and navigate to the DDMS\bin folder.
2. Right-click the backup.cmd file.
3. Select the Open with option.
4. In the Open with dialog box, select Notepad.
5. When backup.cmd opens in Notepad, look at the last line. It contains two references to D:. Replace each of these with the drive that contains your DDMS files. If they're on drive C:, for example, edit the line so it looks like this:

```
c:\ddms\bin\ntbackup.exe backup c:\ddms /d "ddms backup" /b /t normal /l "ddmsbackup.log"
```

6. From the File menu, select Save. Close Notepad.

Starting NT Backup Manually

If you do not use a proc file for your backups, follow these steps to start the backup program:

1. Click the Start button, and select Run.
2. Click the Browse button, and navigate to the DDMS\bin folder.
3. Double-click the file ntbackup.exe.
4. In the Run dialog box, click OK.

Backing Up Windows Configuration Files

One important reason to back up your system is to save system files, so you can restore your Windows configuration. The NT backup program cannot do this for you, because Windows 2000 includes system files that did not exist on NT. Therefore, you must use the Windows 2000 program to back up these files. DDMS recommends that you make a separate backup of these system files once a month, and any time you change your Windows configuration.

To do this, follow these steps:

1. Click Start, point to Programs, then Accessories, then System Tools, and select Backup.
2. Click the Backup Wizard button.

Click Next.

3. In the What to Backup dialog box, select Only Back Up the System State Data.
4. Complete the backup by following the prompts.

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