



Newsletter

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Back Up with IMS CD Burning

Xanatek recommends having many forms of backups to ensure that you are protected in the event of a loss. (See related article from our Owner, Brent Sheppard, below.) Although backing up is solely your office's responsibility, we feel so strongly about your need to back up IMS data, we provide a cd burning program you can use as part of your disaster recovery plan. With the IMS CD Burning Program, all you need is a working CD burner on a local machine in your office and CD-Rs to begin backing up to disk. Our program makes 2 copies of each disk automatically. This lets you keep one set of backups onsite and take the other off. We recommend that you burn a CD once a week. (Ideally at the end of your daily back up cycle. The end of the cycle is when your daily backups would begin to over-write information previously saved. Backing up at the end of this cycle is your best chance at making data from that time frame available to you on the CD before it is over-written with new information.) Keep all of the disks you burn over-time. Having a hard copy makes it more likely that you could restore a single item in IMS if it were corrupted. They can also be used if you find other backups have failed and need restore IMS more fully. Using our CD Burning program even tells you how to label each disk. Xanatek stores what disk the information will be stored on. So if you need to restore a missing piece of information, we can tell you exactly what disk you are looking for, making restoring information faster and easier.

Note: You must have a working CD burner installed on a computer that can access IMS locally in order to take advantage of this program. If you do not already have a shortcut to Burning.exe on your desktop contact Xanatek

Transformation Station

Transformation Station is now available for Real Time Inquiries through IMS. For more information about Inquiries currently available [click here](#).

To request that your office be set up for Transformation Station [submit request](#).

New IMS Knowledge Base!

Try out Xanatek's new online help center where help documents and videos are at your fingertips. Knowledge Base Options can now be found in the Help sections, at the bottom of the IMS 3 Menu. Click Register KB User, if it is your first time visiting. From then on just click Knowledge Base and log right in!

Don't see Knowledge Base options? Contact Xanatek Tech Support for an update to our most recent version, 369.

We Need Your Help!

Calling all AAA of Michigan agents. We want to update your agency information! We are trying to get an accurate count of agencies that are interested in downloads for IMS from AAA of Michigan. At this time AAA does not feel there is enough of a demand and we'd like to show them that there is.

If you could please visit our website and complete this web-form, we can update your records with your carrier list and other details to keep your agency up to date with Xanatek's current offerings.

tech support at (800)820-1665 and we would be happy to make one for you.

How to: Determine if Windows can burn CDs on your computer

1. Open My Computer
2. Right-click the CD-drive and select Properties
3. Do you see a Recording tab in the top right? If so, Windows recognizes that this is a burner and should be able to burn to it. If you don't see this, Windows might not recognize the burning capabilities.

How To: Use IMS CD Burning

1. Open the CD Burning Program
2. Log In using your IMS login and password
3. Put in a disk your burning drive
4. Click the Start button in the CD Burning Program
5. Wait for disk to eject
6. Label disk as instructed in the Please Label the Current CD: box
7. Put disk 2 into your burning drive
8. Click OK to resume burning to the 2nd disk.

Hints:

- You want to select non re-writable disks for your IMS backups so that the information on it is permanent.
- If you have never backed up using our software before you may have a few disk to back up in order to catch up to the current disk you should be burning. Example: If you have been using IMS longer than will fit on a single disk, you could have several disks to go through (2 copies of each) before you are caught up.
- Yes, two copies are required. If something were to happen to one set, you have a spare.

[View All Tips](#)

You are invited to Boot Camp!

Come spend two days learning everything you ever wanted to know about IMS. Whether you

<http://xanatek.com/agency.php>

Not a AAA agent? Go ahead, update your records too! By completing the form it will ensure we know who is currently working for your agency, that your office is receiving our newsletter tips, updates, and more.

Thanks,

Brent Sheppard

just need a refresher course or want to learn how to utilize all the features IMS has to offer to further your business we want to see you here!

This is also a great opportunity for your office to learn first hand about all the new features IMS has added.

Our classroom setting provides each recruit with a computer to follow along with instructors as they offer in-depth training on every aspect of IMS. Open discussion is encouraged because we also want you to learn from your peers how they use IMS. Cost includes two full days of training and all of your class materials, not to mention lunch both days, for only \$299 per person.

We hope to see you there!

October 13th and 14th, 2011

For more information visit [Boot Camp](#) online.
To register [click here](#).

Back up...Back up...Back up!!!

I often speak to groups about agency automation. I always mention that agents are like the mechanic with the car that won't start. You are in the business of RISK, yet many of you either don't have a disaster recovery plan or are not "sufficiently" covered in the event of a data loss! At least once a quarter, we get a call from an agency that has experienced some type of potential data loss. I say potential because they don't know until they try to restore their data from their backup. In many cases, they learn the deficiencies of their backup system only when they need to restore lost data.

In case you did not know, I have worked with computers for over 16+ years and used to own a consulting business. I have seen every type of computer failure you can imagine! Heat, Cold, Hard Drive Failure, Fire, Virus, Water, Wind, Lightning, and User Error are just a few of the causes. From my years of experience, here are some words of wisdom for backing up your data:

- It's your data, don't rely upon your computer person - verify your backups work
- You can never backup too much
- Back up frequently
- Multiple copies of the backup are needed
- Take a copy of your back up offsite
- Never Trust - VERIFY!
- One form of back up is not enough - do various types of backups

It is difficult to explain each of these in a short article, but I am going to give you the brief version. It's your business. As owners, you often take charge of your office because it is your name and reputation on the line, yet in many cases you don't understand everything about how computers work, therefore you trust your

computer person. It is not hard to learn your backup system. Take responsibility for it and make sure it works. You should have multiple copies of your data, both onsite and offsite. Only storing your backup in an on-site safe is just not good enough. What happens if your office has a fire? Your server is burnt and chances are the data in your safe will be lost as well. You should consider backing up to multiple devices, at least once if not multiple times a day. Yes, the Internet is a great way to backup, but it should be one part of your complete backup plan not the only part. A good backup plan should include the following:

- A daily backup schedule to at least 2 different
- devices like a hard drive and the Internet
- You should use multiple hard drives - If you only use one drive, you are possibly backing up bad data over good data, if there is corruption.
- Use a different hard drive every day
- Take at least one drive home each week and leave it there
- Never leave all your backups onsite.

These are just some suggestions for your backup plan. A good disaster recovery plan would include working with your computer consultant to develop a plan that would quickly replace everything if you have a total loss. Should you have any questions, please feel free to contact the office.

Brent Sheppard

Xanatek Now LinkedIn



Xanatek has a group on the popular LinkedIn.com. We hope this will help to connect users and facilitate discussion on IMS. Please feel free to join and share the group with everyone you know.

If you have any question or comments please email Brent@xanatek.com

Be a Fan of Xanatek



Xanatek has a fan site on the popular Facebook.com. Join us today.



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