

EON SYSTEMS NEWSBIT

In this Issue:

- Important Tech Tip
- Customer Service Success
- Up Coming Conventions
- Training Seminar Success

PRACTICE MANAGEMENT AND DOCUMENTATION SOFTWARE SEPT. 2006

IMPORTANT!!

TPS™ & Documentor™ Tech Tip

Backing up your data in TPS and *Documentor* is vitally important.

It has recently come to my attention that some of our clients are not doing regular backups of their programs and their computers. Backups are done to protect your data from catastrophic occurrences such as flooding, power surges, virus's, hardware malfunctions, etc. There is never a good time to experience any of these catastrophes. How well you protect yourself with backups of your programs and your computer will determine the time and effort it takes to get up and operational after a catastrophe. There are countless stories of clients losing their data. The time, effort and heartache following the loss of data was in part, determined by whether or not they had a valid backup

One of our clients recently lost 1 ½ years of data, due to a hard drive crash and lack of a recent backup.

TPS 2000 will alert you if you are not doing proper, regular backups. When you first log into TPS, the following message will display, if you have not been doing proper, regular backups:

"Your system has NOT BEEN BACKED UP SINCE 2000.02.01!
Make a full backup of your C:\TPS2000\ directory as soon as possible."

DO NOT IGNORE THIS MESSAGE!

How it Works

Generally speaking, when files on a computer hard drive are backed up using a backup software, such as tape backup or zip software, the "archive attribute" on the files get re-set, indicating that a backup has been done.

TPS checks this setting to ensure that a backup is being done. If you are backing up and you are still getting this message, either 1) your backup software is set to not reset this archive attribute, 2) a backup is not actually occurring or 3) you are using a method, such as copying the files, rather than actually backing them up.

Recommended Procedure

We recommend that you follow a regular backup routine similar to the following:

For each day of the week your clinic is open, minimally back up all of the files relative to TPS and/or Documentor. These files are typically found in the \TPS2000 folder (for TPS) and/or in the \Program Files\Eon Systems\Documentor\Shared\Data folder (for Documentor). When doing your daily backups, we suggest you have a different tape, CD or other media, for each day of the week the clinic is open. These would be labeled as Monday, Tuesday, Wednesday, etc. Then each Monday, you would use the Monday tape, CD, etc. Tuesday, you would use the Tuesday one, etc., rotating though the different tapes or CDs and reutilizing them the following Monday, Tuesday, etc.

Additionally, we strongly suggest you back up your entire hard drive minimally 1 day a week. For this backup, we suggest you have 4 or 5 different tapes which are rotated in a similar manner to the daily backups.

Continued on page 2...

The tapes would be labeled Tape 1, Tape 2, etc. Then during the first week of the month you would use Tape 1, the second week, Tape 2 and so forth. The 5th tape and the 1st tape would be alternated each 1st week of the month. Note: Many clinics have their weekly, complete system backups set to automatically backup at a time when the clinic is closed. They simply put the correct tape in before leaving on Friday, and have the tape backup run unattended. Then when they return on Monday, they simply take the completed backup tape home.

Please Note

A few additional things to note:

- 1) It is very important that you take your backup media off premises. We have unfortunately seen offices that have been through fires, burglaries or other disasters, and the fact that the back up media was off premises, allowed them to get back up and going with a minimal amount of delay.
- 2) You should occasionally replace the backup media you use, as they will eventually wear out and it isn't always detected by the backup device.
- 3) Periodically verify that your backups are in fact working. The time to find out that there is a problem with your backup is when you don't need it, not after something has occurred.
- 4) Ensure you are backing up the actual TPS and/or Documentor files and not the TPS and/or Documentor shortcuts) on your desk top.
- 5) Do not run an incremental backup. Incremental backups allow for important files to be missed or overwritten.
- 6) If you frequently use other software on a daily or regular basis, be sure you have regular backups of those files as well.
- 7) Backing up your data to a different location on your hard drive or onto another hard drive within the office is of limited use, and is quite frankly a very large gamble. It does not protect you in any way from disasters such as fire, theft, etc.

Other Options

If you are choosing to backup only the TPS files on a daily basis, and only wish to backup the bare minimum files, these are the files you should be backing up:

Now Available - TPS TRAINING CDs

"How to Setup TPS" CD	\$59.95*
"How to Use TPS" CD	\$59.95*
"How to Use TPS - Advanced" CD	\$59.95*

Special Package Price - Includes one copy of each CD

Clients on current TPS Tech Support contract:	\$ 99.95*
Clients <i>not</i> on a current TPS Tech Support contract:	\$149.95*

*Plus applicable sales tax for AZ, FL, IN, TX, VA, WA & WI

To order, call (800) 955-6448

*.DBF
*.CDX
*.FPT
EON.D*

If you are choosing to backup only the Documentor files on a daily basis, and only wish to backup the bare minimum files, these are the files you should be backing up:

*.DBF
*.CDX
*.FPT
DM.D*

The * indicates all files that are named like this.

Please Note: When you do a TPS update or run Eon Recover, TPS2000 makes a copy of your data (only the above listed files) into subfolders titled RECOVRXX. DO NOT USE THESE AS A MEANS FOR BACKING UP YOUR DATA. These folders do take up space on your hard drive. If you need to, you may delete some of these folders. We suggest, however, that you leave at least the ten most recent RECOVRXX folders on your hard drive.

Please take the necessary precautions to protect yourself, your business and your computer.

Best regards,

Rose Greenwood

TRAINOR

BUSINESS FORMS & PRINTING

The perfect partner for the practice that needs standard or custom labels, forms, checks, promotional material or custom printing, etc.

CALL US AT (800) 356-7925

Visit our website at www.trainorprinting.com

The Practice Solution Training Seminar

SAN FRANCISCO

Saturday, October 14, 2006

Intermediate Seminar

Sunday, October 15, 2006

Advanced Seminar

Success from our Chicago Seminar:

“After 8 hours of this seminar I gained knowledge I couldn’t imagine I would gain in 6 years! I’m kicking myself for waiting so long. This seminar is made to expand the practice, increase visits and keep all stress levels down!”

Call today to register — (800) 955-6448

EON Systems, Inc. is dedicated to customer satisfaction, beginning the moment you choose our software for your practice. We want to share with you some excerpts from a recent Customer Service Survey.

EON: How are you doing with the program?

Client: Very well. The Onsite training was awesome. Learning a brand new system, even 3 people short, was scheduled, entered all the charges, and had everyone checked out and even did the billing with no problems. It went completely smoothly! That shows how good the product is!

EON: How would you rate the program overall?
(Scale 1 – 10, 10 being best)

Client: Probably a 15!!! We absolutely love it!

EON: How did your training go?

Client: Wonderful. Our trainer was amazing. She could answer all our questions.

The training CDs are fantastic, too. Most software should have something like that.

EON: If given the chance, would you refer us to another office/provider?

Client: Definitely. We already did this morning.

We love to hear your successes with our software and tech support. Fax them to (727) 298-8471.

Thank You For Telling Your Friends

The following clients are acknowledged for successfully referring someone to TPS or *Documentor* software:

Del Short, D.C. — Beaumont, CA

Charmaine Magale, D.C — Sacramento, CA

Barbara Martin — Wayzata, MN

Timothy Gay, D.C — San Diego, CA

Visit the EON Systems Exhibit at upcoming conventions

Dahan’s Perfect Practice Seminar

September 14-15

Chicago, IL

Association of New Jersey Chiropractors

Annual Convention

October 6-8

Parsippany, NJ

American Physical Therapists Association

Private Practice Section

October 11-14

Miami, FL