



eCotton Product Documentation
System Maintenance

It is very important that the Computer, Operating system and the eCotton programs are properly maintained to provide error free operation.

To reduce or eliminate the opportunity for errors, a recommended practice is to:

- Pack & Reindex
 - Packing improves performance by removing deleted records
 - Do weekly
- Perform a backup daily or after you have entered data that you do not want to enter again
- Check weekly for updates to the latest version of the eCotton programs.

Perform a Daily Backup

Occasionally computers wear out, lose connections, overheat, get power surges, damaged during moving, etc.

In the event that any of the above or possibly other problems arise, the lose of data can be prevented (or greatly reduced).

Refer to the Winback Users Guide for instructions on scheduling an automatic backup of the eCotton data. Data can be backed up onto:

- Flash drive (inexpensive USB attached storage device)
- Zip drive
- Diskettes (A: drive)
- Hard drive (C: or any drive with write access)
- eCotton's SafeBak Service

Reasons for Backing Up your data

At times a backup is required prior to performing certain tasks.

Perform a backup prior to:

- Beginning a new season
- Running data file maintenance tasks
- Upgrading to a new version of the program
- Changing to a new or different PC
- Sending a backup to eCotton support
- Any time you have done a lot of work and you do not want to re-enter.

Latest Program Version

The eCotton programmers make every effort to design and implement updates and enhancements on a timely basis. It is important that you are running the latest version of the program.

eCotton only supports the latest version of the program.

Check weekly for updates.

Customer Support

eCotton is committed to providing the best customer support in the business. There are problems that may arise that are not really eCotton issues.

The following issues should be addressed with the PC technical installers.

- Installation of hardware and software (other than the eCotton products).
- The configuration of computer networks or the interconnection of PCs for a network environment.
- Installation of printers, scanner, scales or other peripheral devices
- Providing internet access (service through an internet service provider – ISP) and email configuration

Before you call eCotton support

- Know your customer ID
See your product license invoice to determine what your ID is.
- Insure the latest version is running and properly configured
- Note all changes to hardware and/or software