



Help Desk Notes

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February 28, 2000

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This document, generated by the HAVEN Help Desk staff, contains instructions for frequently performed procedures with HAVEN software. The following six topics are discussed:

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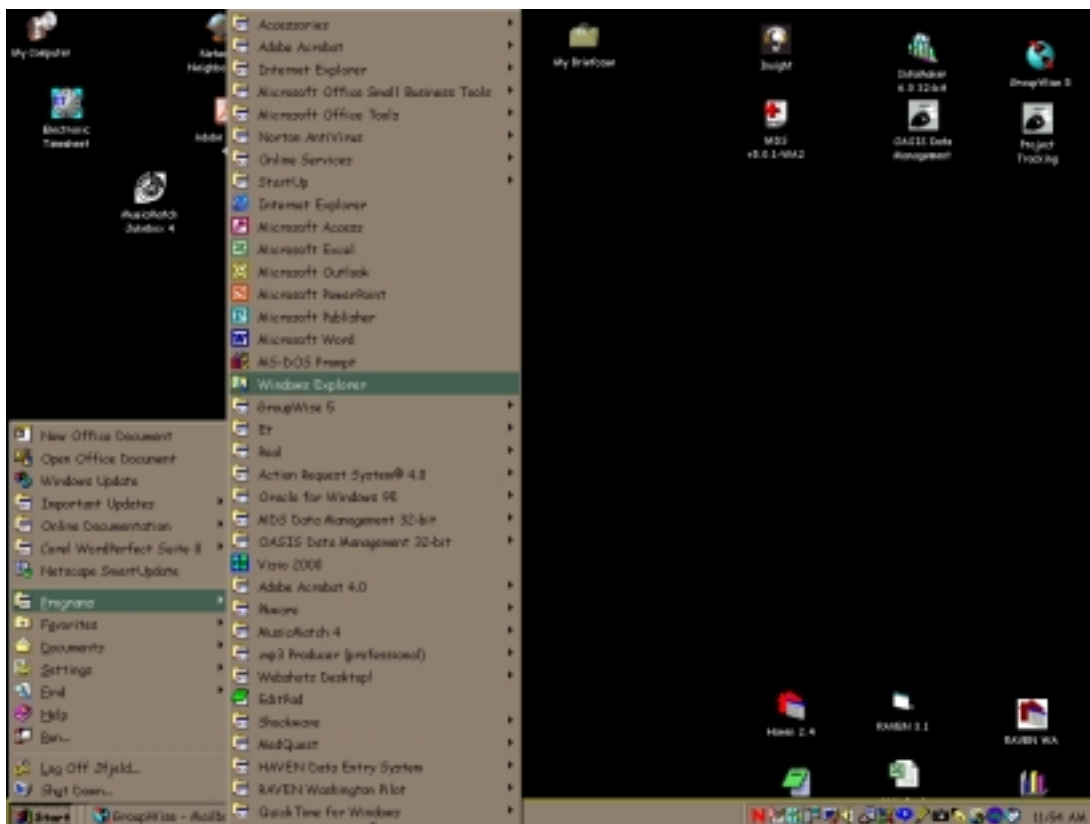
NOTE #1: CREATING DIRECTORIES FOR BACKUP/EXPORT

The following instructions are to help you create a new directory/folder to use for backups and exports from HAVEN.

First, using Windows Explorer, you will need to create a new backup/export directory/folder. You can open Windows Explorer by using these steps:

1. Click on the <START> button in the lower left corner of your screen.
2. Click <PROGRAMS>.
3. Click <WINDOWS EXPLORER>.

Your screen should appear similar to this:



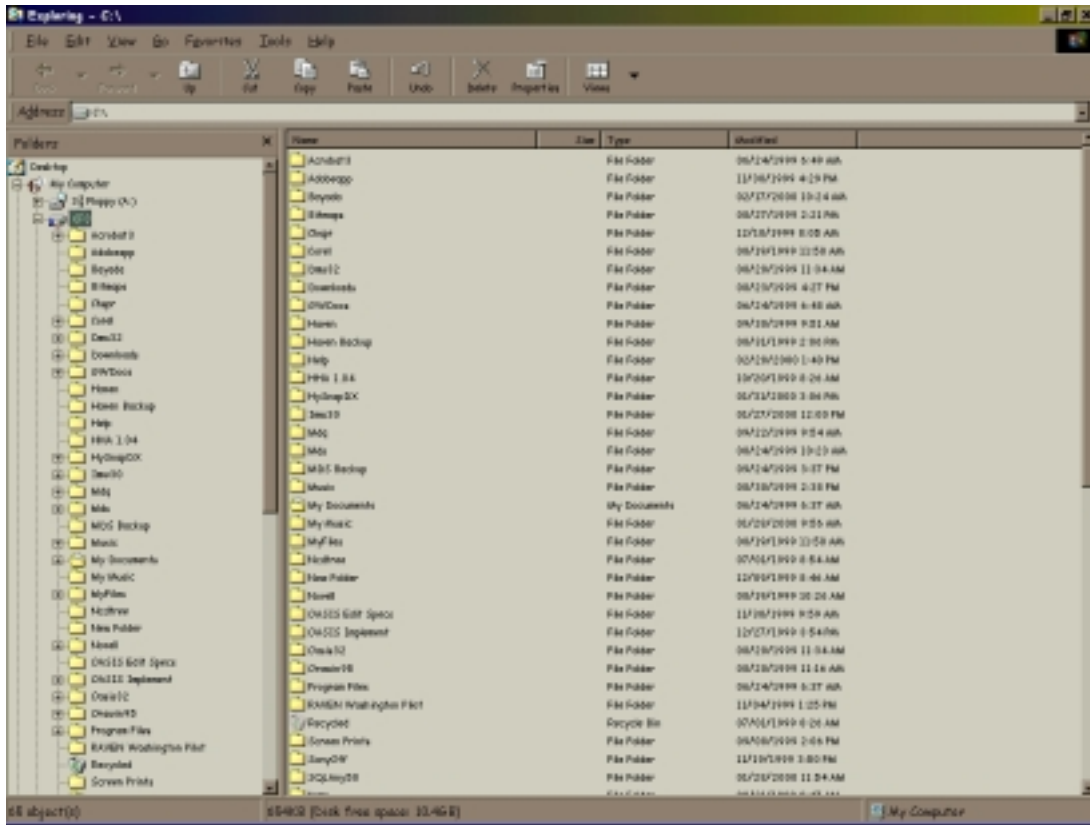


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After clicking on <WINDOWS EXPLORER>, the following screen will appear. We are now ready to create a new directory/folder. Click once on <C:> in the left window.



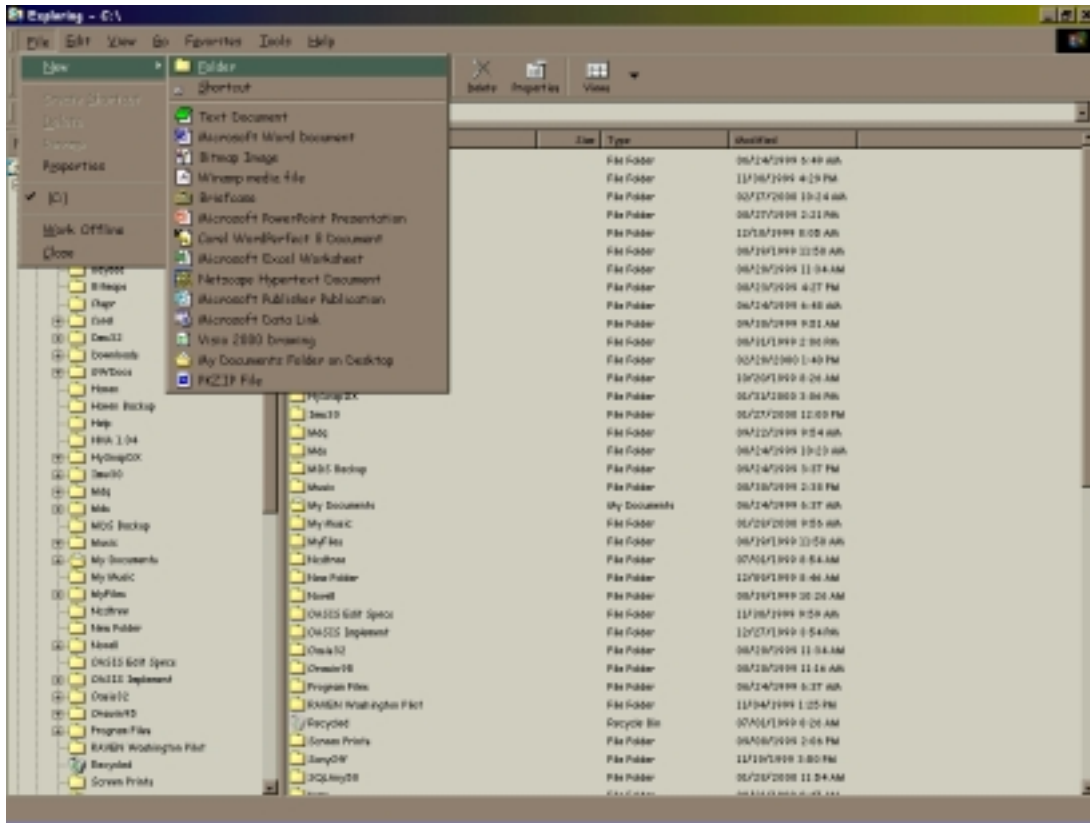


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Next, click on <FILE> on the menu bar. Choose <NEW> and <FOLDER>. After clicking on <FOLDER>, you will see a NEW Folder highlighted at the bottom of the right window.

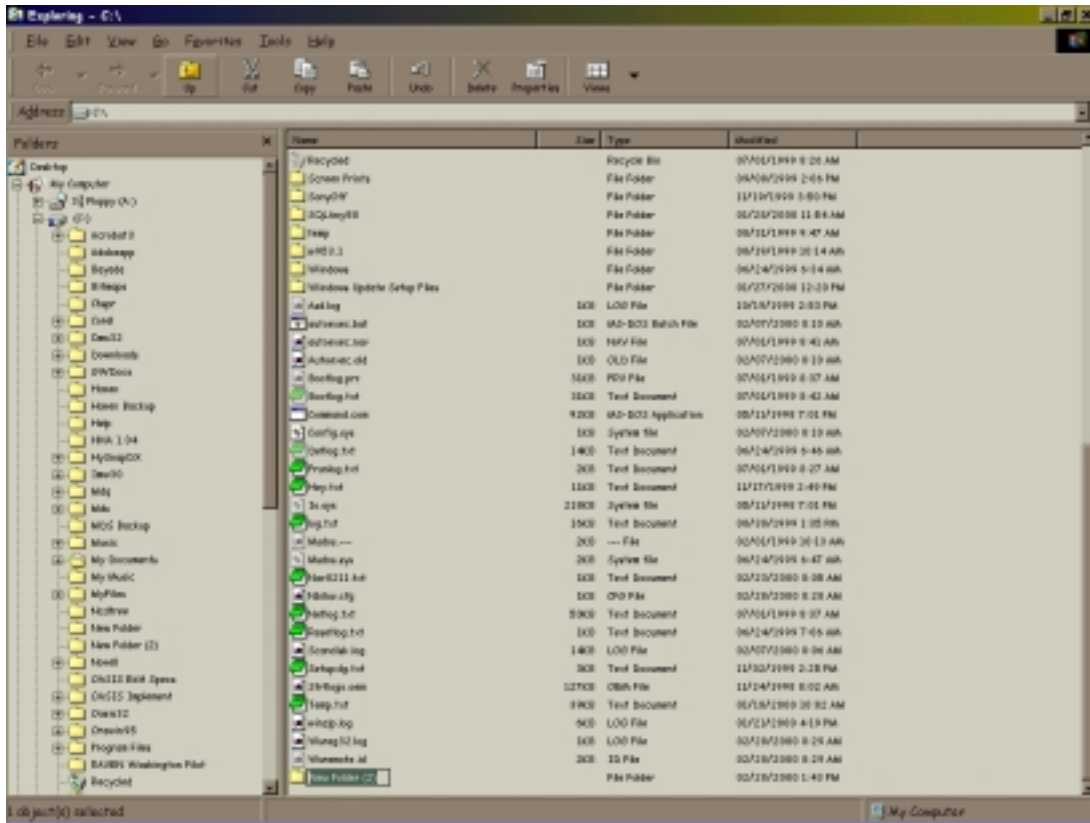




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You may now name the folder. We suggest you name the folder “HHABCKP” for any backup process, and “EXPORT” for export files. However, you may name the folders as you wish.

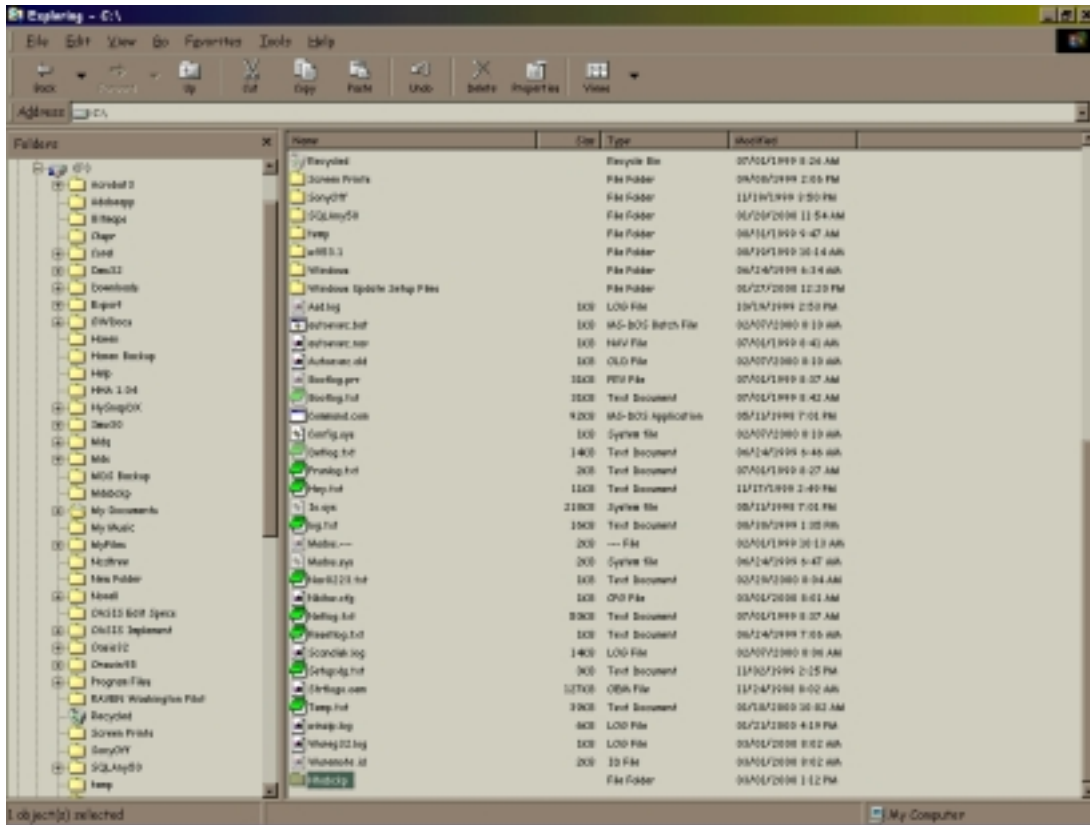
The new folder will appear highlighted, including a box around the name. You may now substitute your own name. You will notice that what you type replaces the words “New Folder.” When you have finished naming the folder, press <ENTER> on the keyboard.



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Next, go to the left window and click on <C:> again. You will now see your newly named folder among the other folders under the C:\drive.

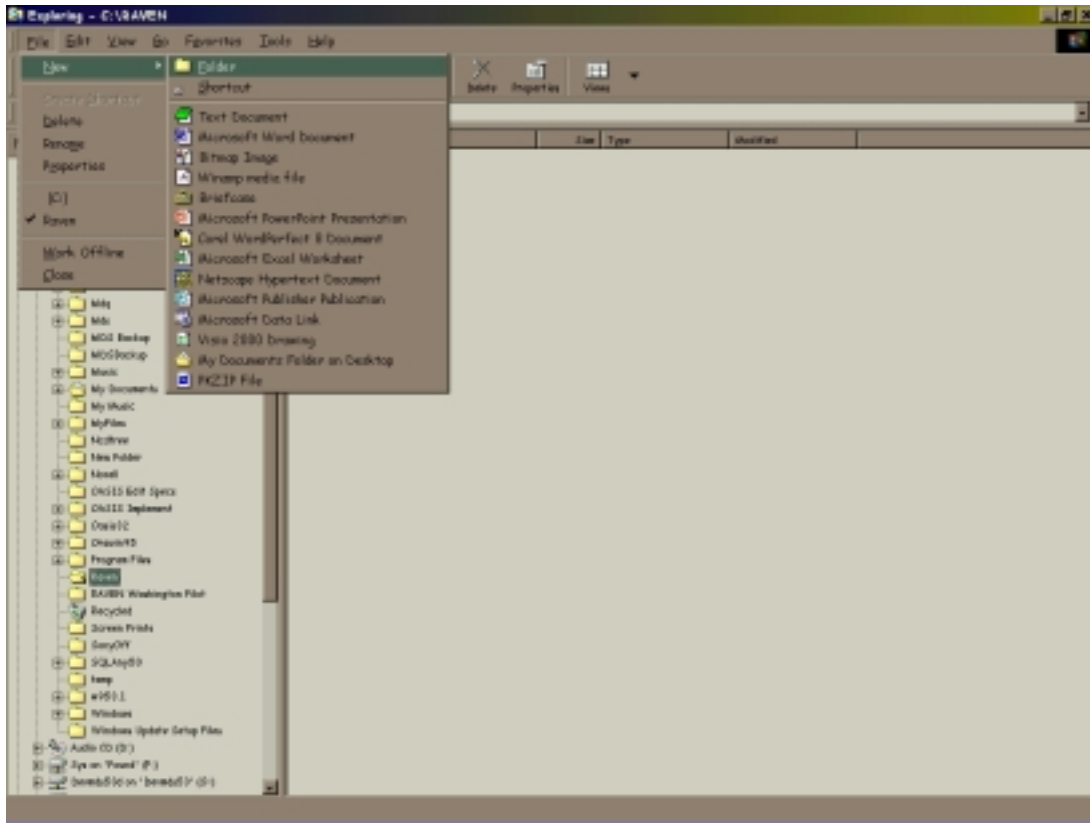
For the next step, click on your new folder so that it appears highlighted. (NOTE: The right side of the screen should go blank.) Choose <FILE>, <NEW>, and <FOLDER>. This will create a new folder within the “EXPORT” or “HHABCKP” folder you created above. We suggest you name this new folder with the name of the current month. (NOTE: You will want to do this for each month so as to keep your exports neatly organized.)



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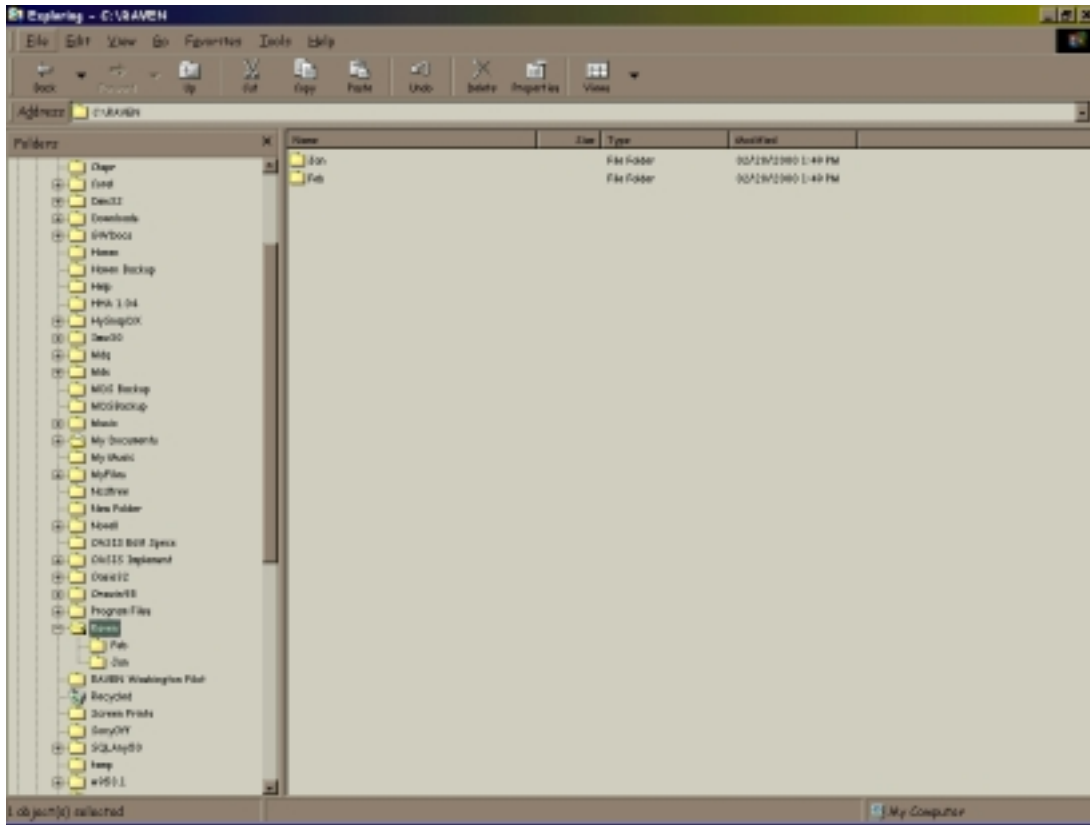
After clicking <FOLDER>, you will see “New Folder” appear on the right side of the screen. Again, it should have a box surrounding the name, with a cursor blinking at the end. Like before, rename the folder and press <ENTER> on the keyboard.



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You may now close Windows Explorer. Remember to repeat this process to create subfolders for the other months of the year.

You now have a file/path created and ready to use.



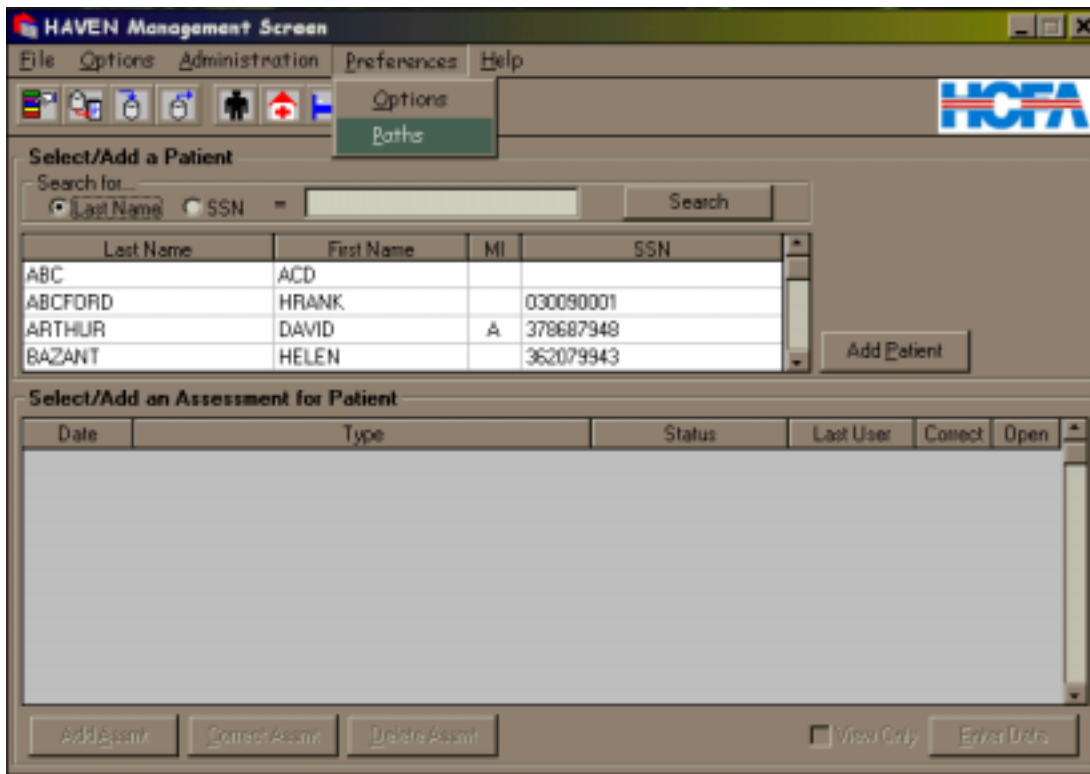
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NOTE #2: SETTING UP PATHS IN HAVEN

These instructions will assist you in setting up the file/path names in HAVEN for the backup and export processes.



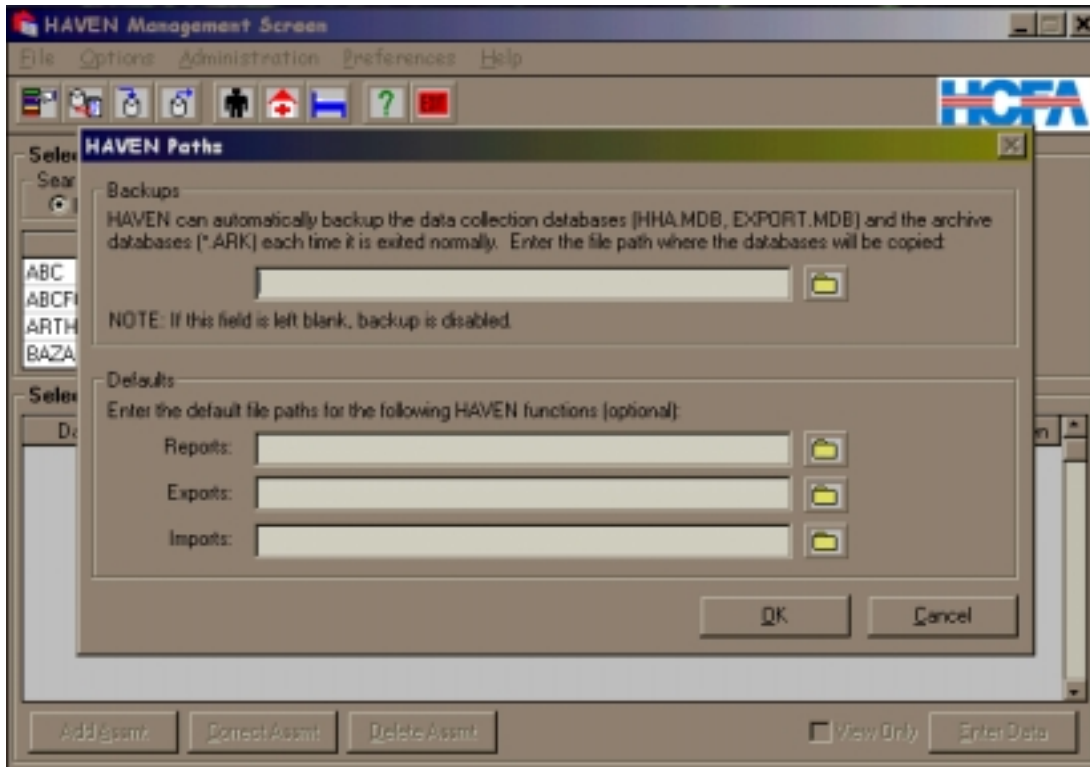
After logging into HAVEN, choose <PREFERENCES> and <PATHS>. The following screen will appear:



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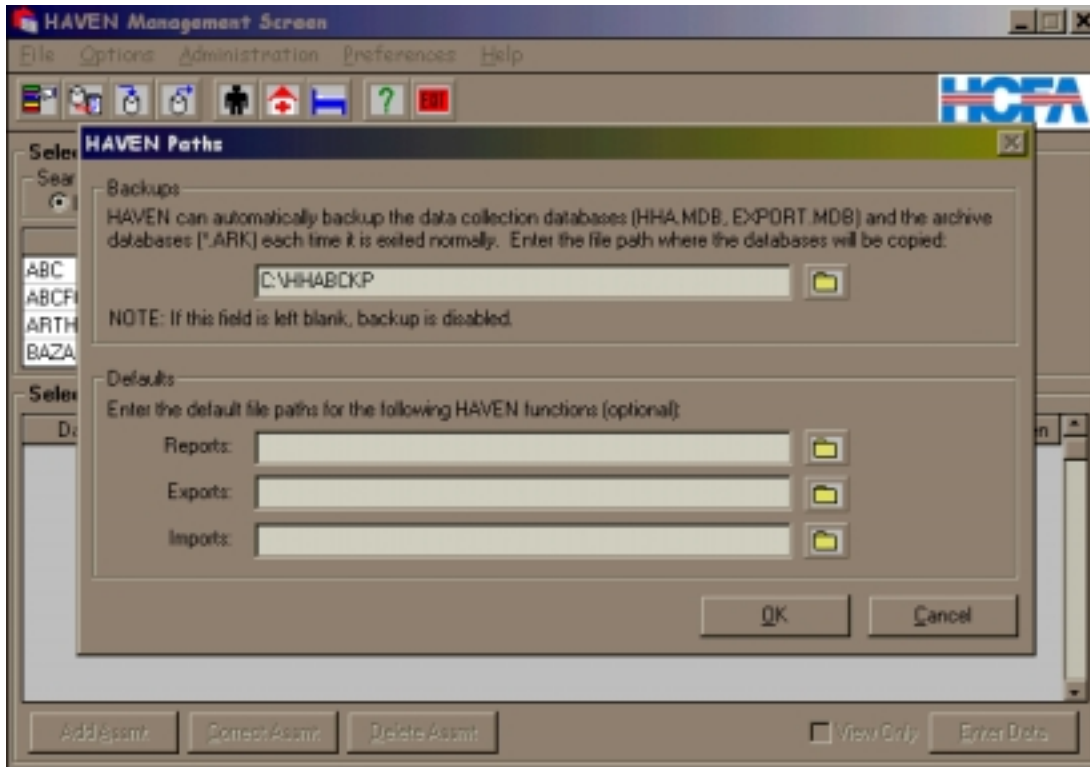
You will notice the screen is divided into two sections: “Backups” and “Defaults”. We will set the backup path first.



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In the previous note, we created the folder "HHABCKP." To set this folder as the backup path, type "C:\HHABCKP" in the space provided for the backup path. We are now ready to select the path for your export files.

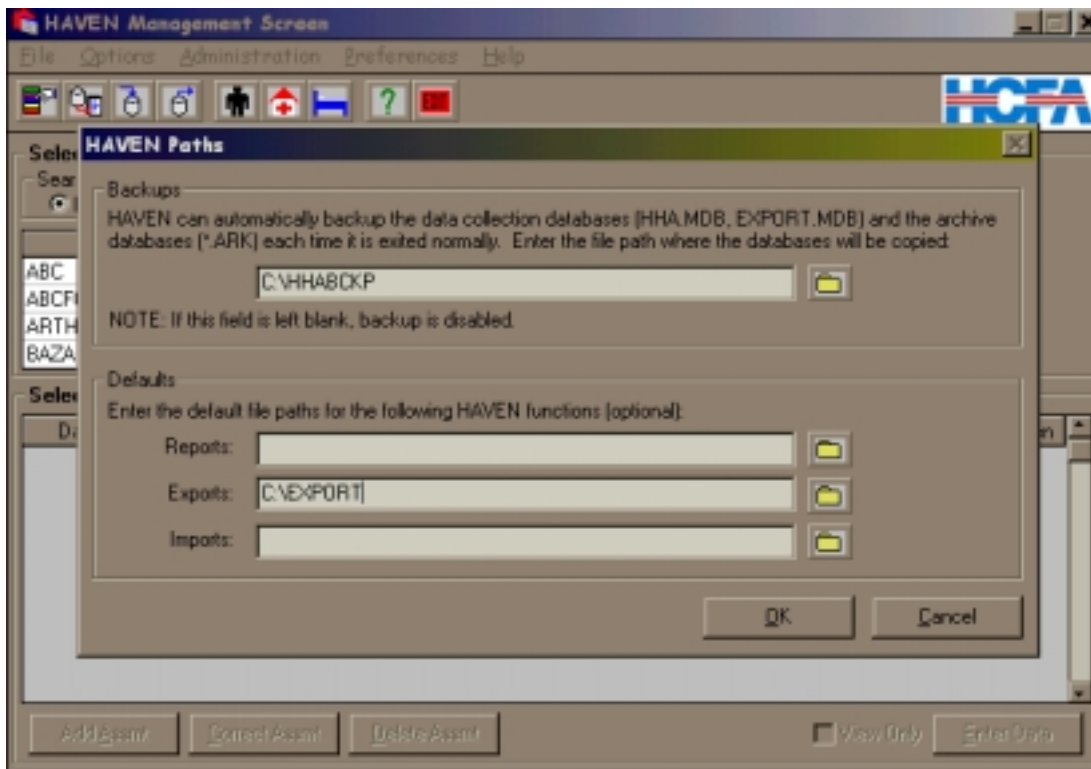


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You will recall that in the previous note, we created a folder called "EXPORT" to house the export files. In the space next to "Export" type the following path: "C:\EXPORT." (NOTE: Do not enter the current month in the export default field.)



If you are satisfied with the paths you have selected, choose <OK>. You will be returned to the HAVEN Management Screen. The backup and export processes are now enabled.



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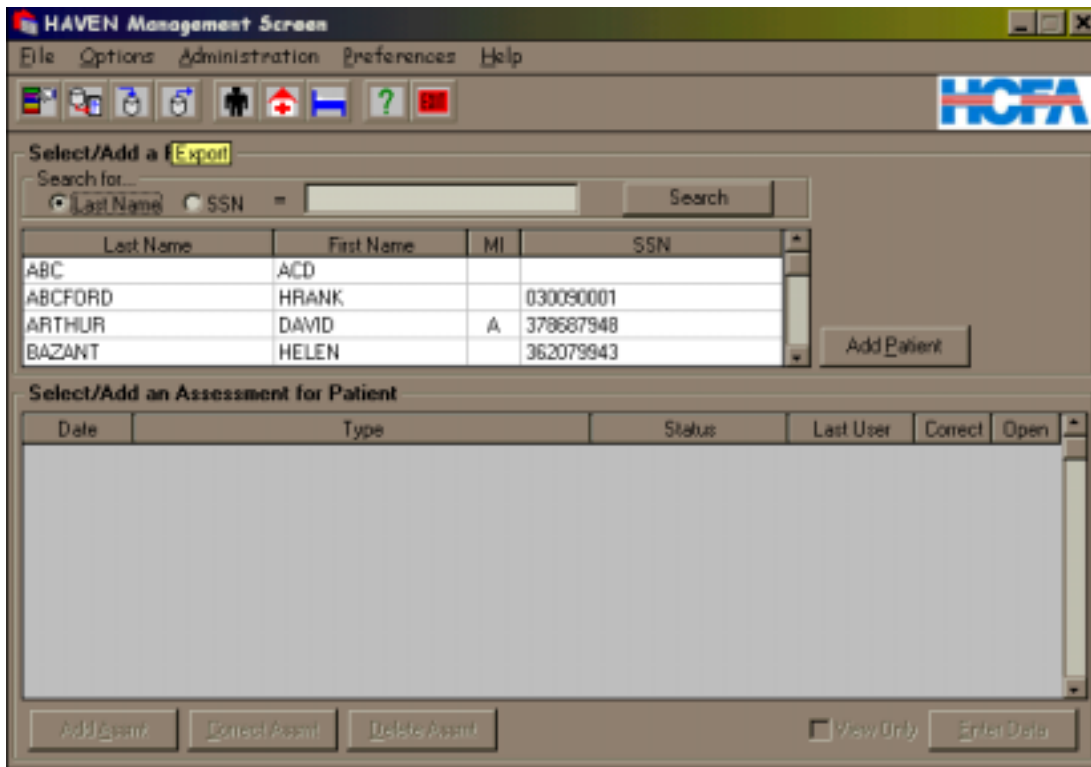
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NOTE #3: THE HAVEN EXPORT PROCESS

The following is a guide to assist you with the export function of HAVEN.

The export process can be accessed by two methods. The first option is to choose the EXPORT icon, as shown below:



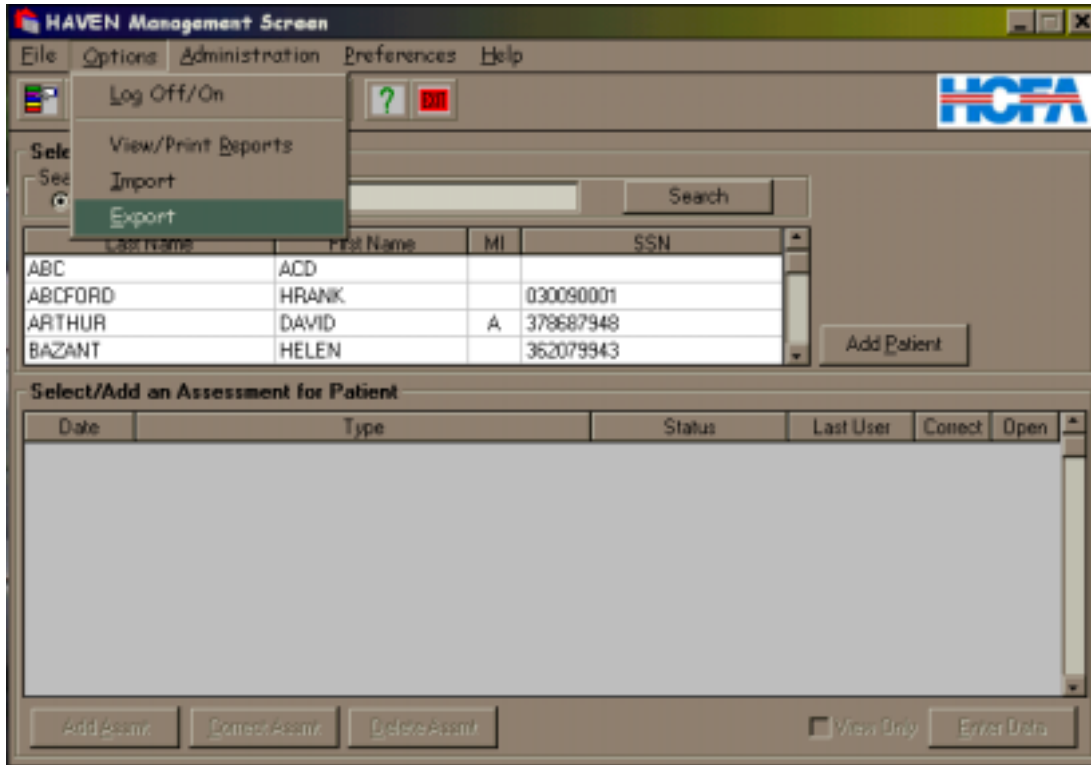


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The second method to access the export function is by selecting <OPTIONS> and <EXPORT> from the HAVEN Management Screen. This is shown below:



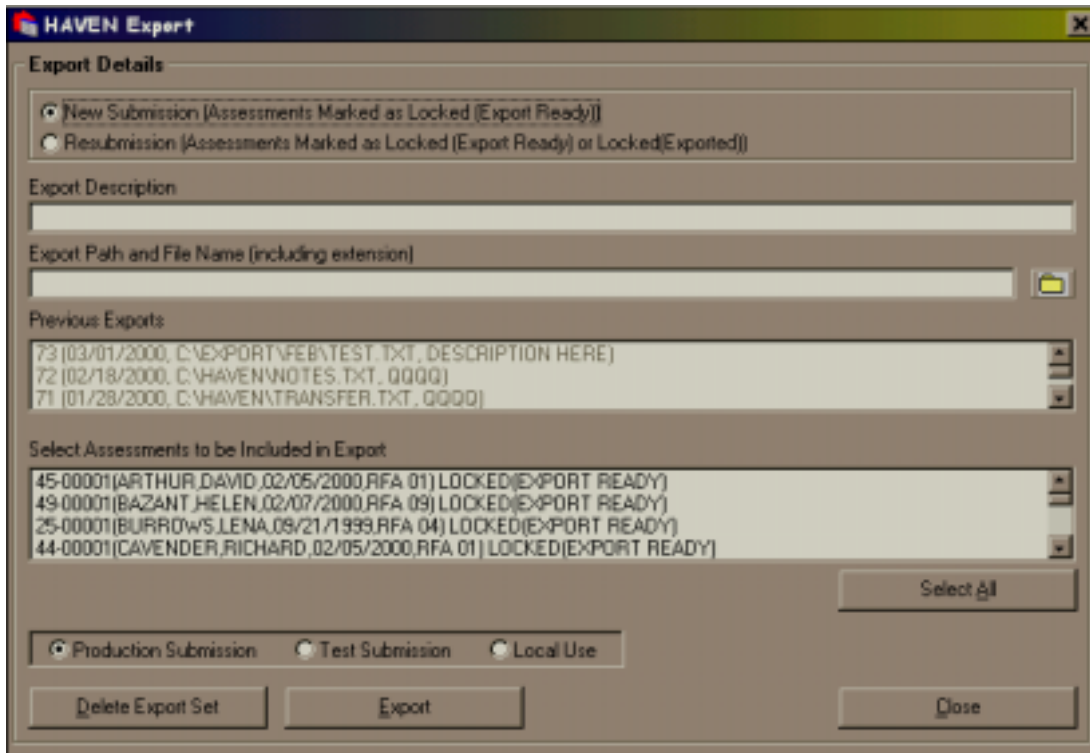


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After the export function has been selected, you will be presented with the following screen:



The "Export Description" field is "free text", meaning the user may type any combination of letters or numbers they wish. The text entered here will appear in the "Previous Exports" field after the export is complete. (NOTE: The date will automatically be entered after the description).

The "Export file/path name" field contains the location where the export file will be saved. (NOTE: The default setting in HAVEN will include all assessments that are "Locked (Export Ready)"; however, you may select the individual assessments that you wish to include in the export file.)

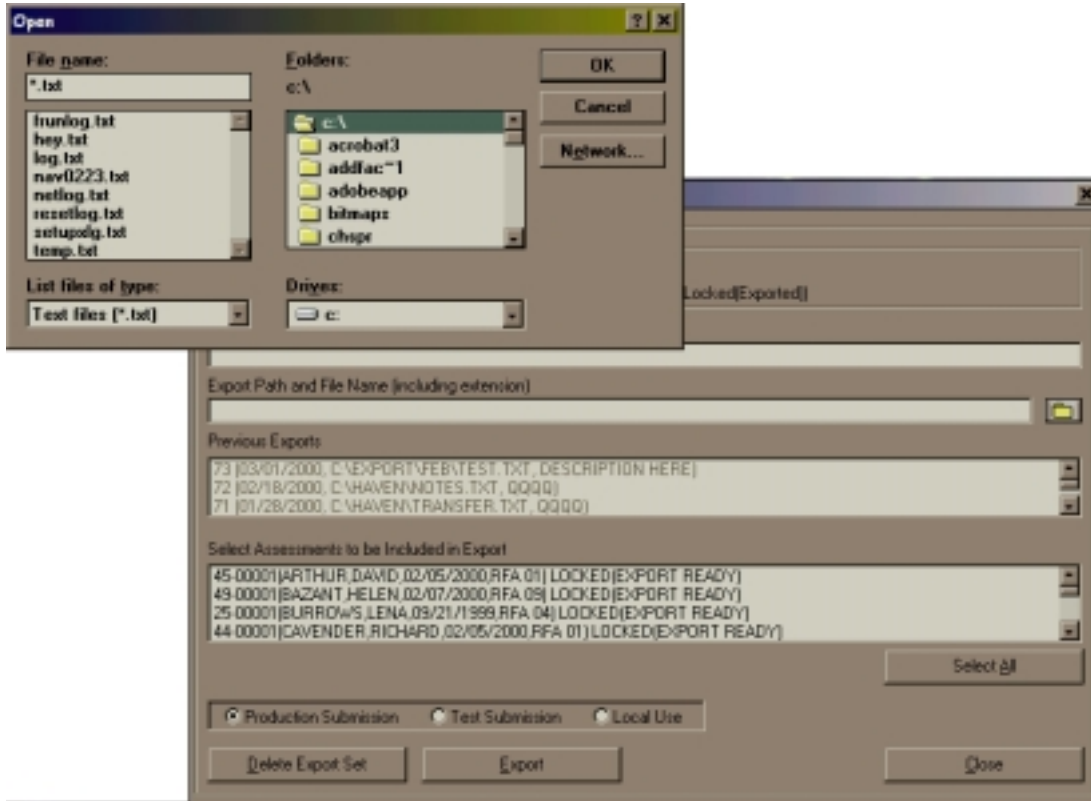


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You will notice an icon at the end of the “Export file path/name” field. After clicking the icon you will notice the following screen:



Under the “File name” field (where it shows *.txt) you may choose a name for the export. We suggest naming the export file so as to keep organized. For example, you may name the file after the week and month the export was created. It is very important that the name of the file end with “.txt”.

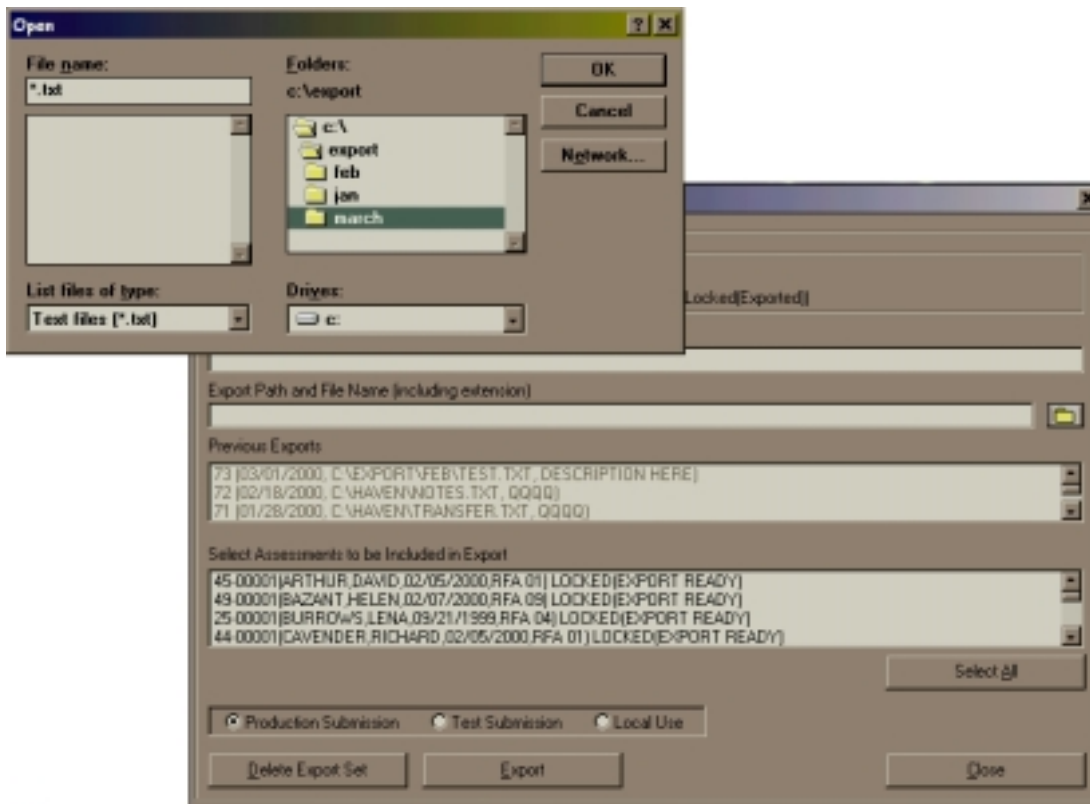


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Locate the “EXPORT” folder (created earlier), and double-click. The month(s) folder should appear under the “EXPORT” folder. Double-click on the correct month folder. Choose <OK>.



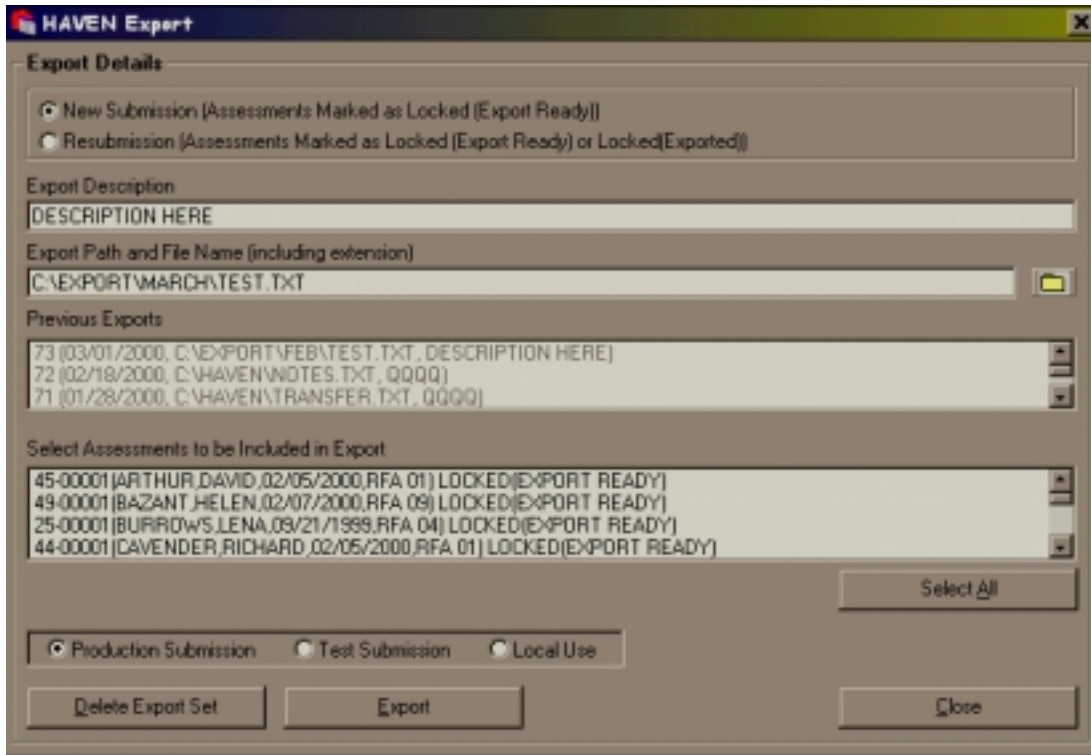
The <OPEN> window will disappear and you will be returned to the HAVEN Export Screen. You will notice that the “Export file/pathname” field contains the path you have selected, and as indicated in the following screen:



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To the right of the “Export Description” field choose the type of submission you are exporting; i.e., “Production Submission”, “Test Submission”, or “Local Use”. When you are satisfied with the choices you’ve made, choose <EXPORT>. (NOTE: On export, if either production or test submission is selected, any private pay assessments will be masked and the M0160 field will be blanked out in the export file. If local use is selected, no masking is done and the M0160 field is not blanked out. The submission type “Local Use” should be used whenever transmissions within an agency are required.)

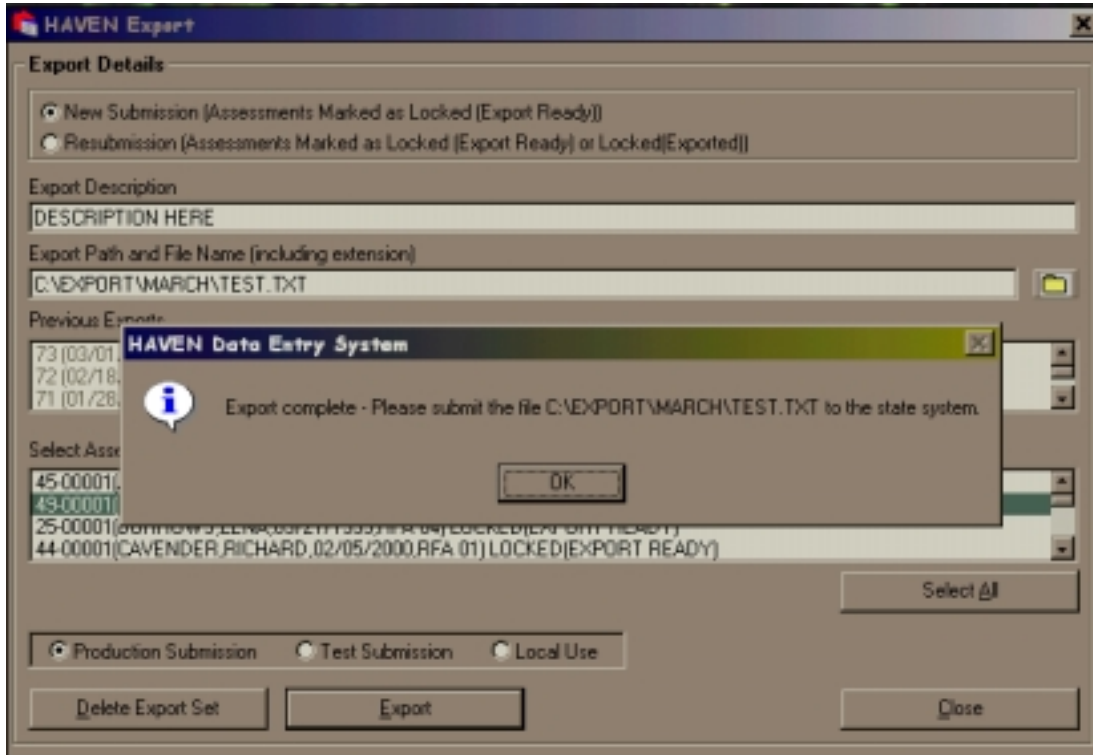


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You will receive a confirmation message, stating that the export is complete and the file may now be submitted to the State.



Choose <OK>. You will be returned to the HAVEN Export Screen. Next, choose <CLOSE>. You will be returned to the HAVEN Management Screen. You may now continue to enter assessments or exit the HAVEN program.

After creating the export file in HAVEN, you will need to establish a connection with the State's computer through the MDCN connection and enter the submission process.



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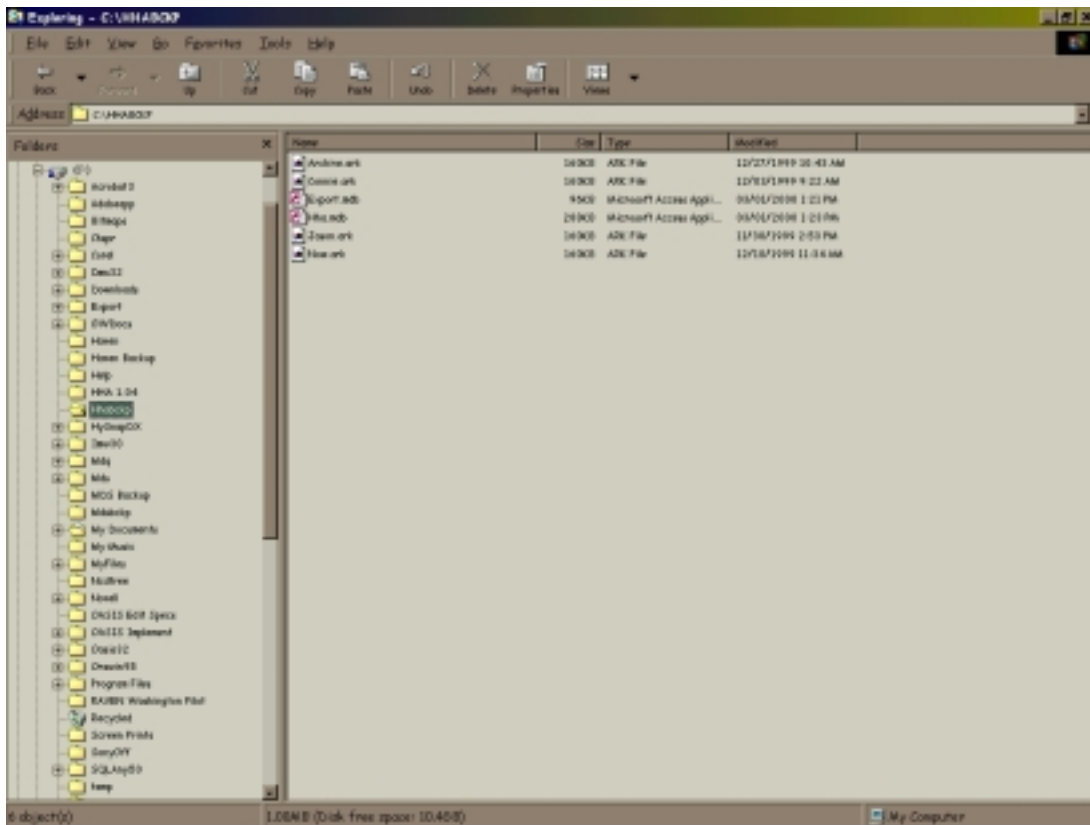
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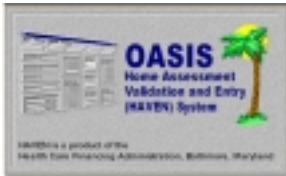
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NOTE #4: BACKING UP HAVEN DATABASES TO FLOPPIES

The following instructions describe how to make a backup copy of the HAVEN databases to floppy disks.

The copy process is best performed in Windows Explorer. To enter Windows Explorer, choose <START>, <PROGRAMS>, and <WINDOWS EXPLORER>. Next, locate the “HHABCKP” folder created in Note 1, and double-click. Your screen will look similar to below:



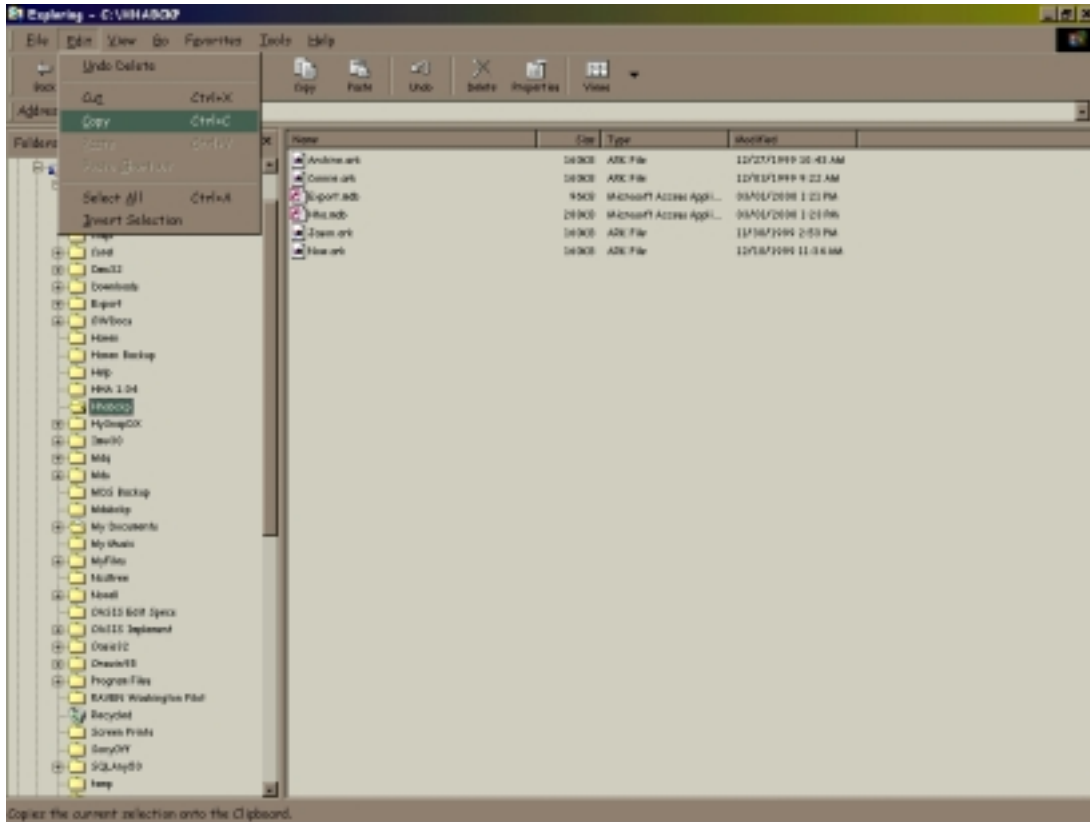


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While the “HHABCKP” folder is highlighted, choose <EDIT> and <COPY> from the menu bar. This will create a copy of the entire “HHABCKP” folder.



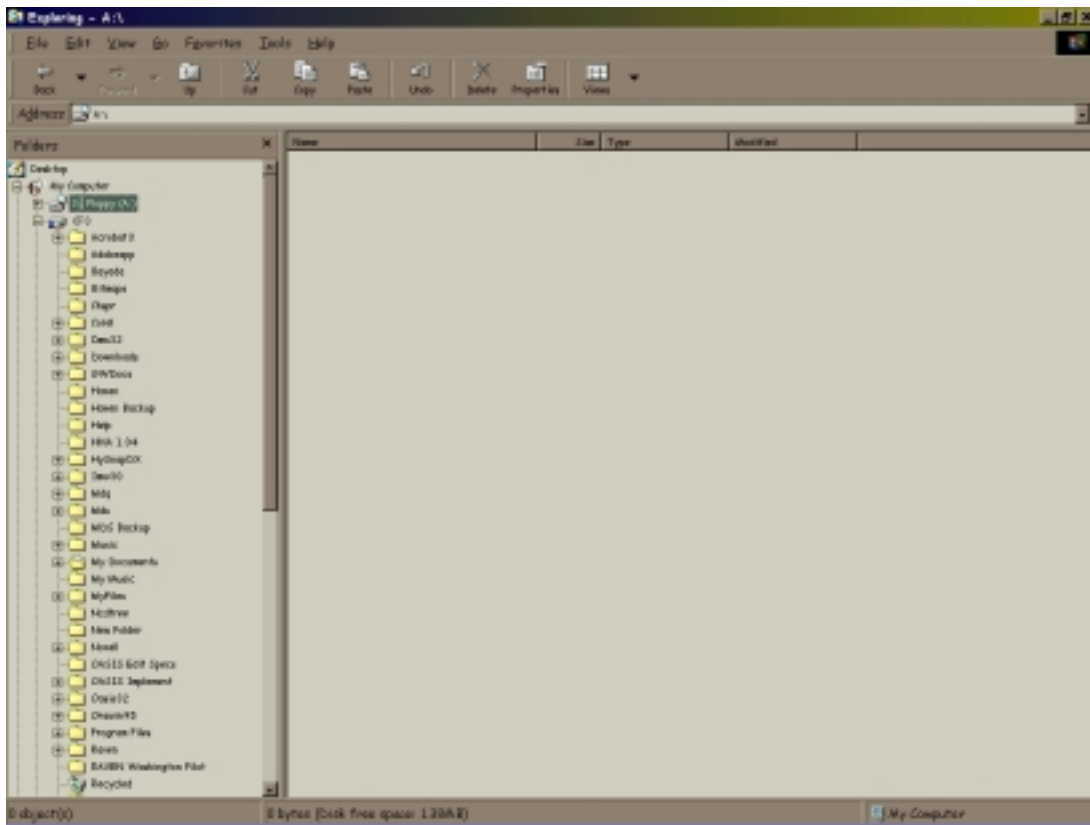


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Next, insert a blank 3 1/2" floppy disk into the appropriate drive. Using the scroll bar in the left window, select the 3 1/2" floppy drive, usually designated as A:\. Click the drive. (NOTE: You may hear some noise from the drive as the system reads the disk.)



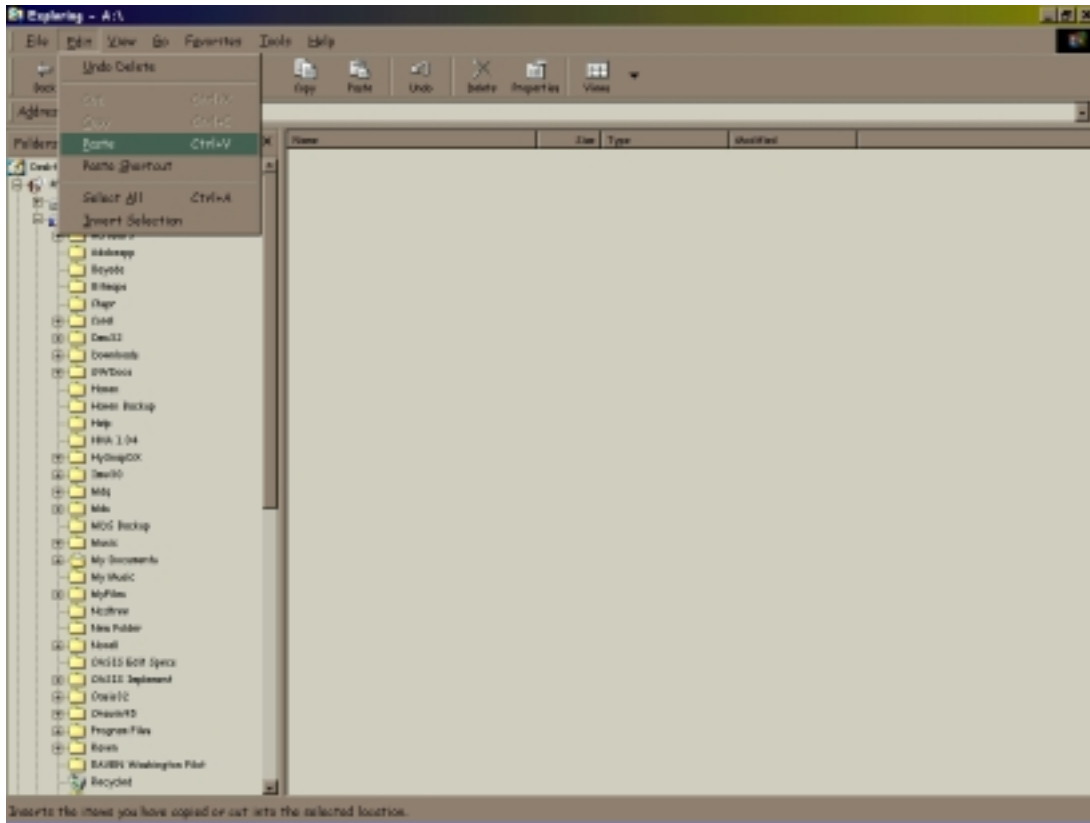


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While the “3 ½ Floppy (A:)” drive is highlighted, choose <EDIT> and <PASTE> from the menu bar. This will paste a copy of the entire “HHABCKP” folder onto the floppy disk.



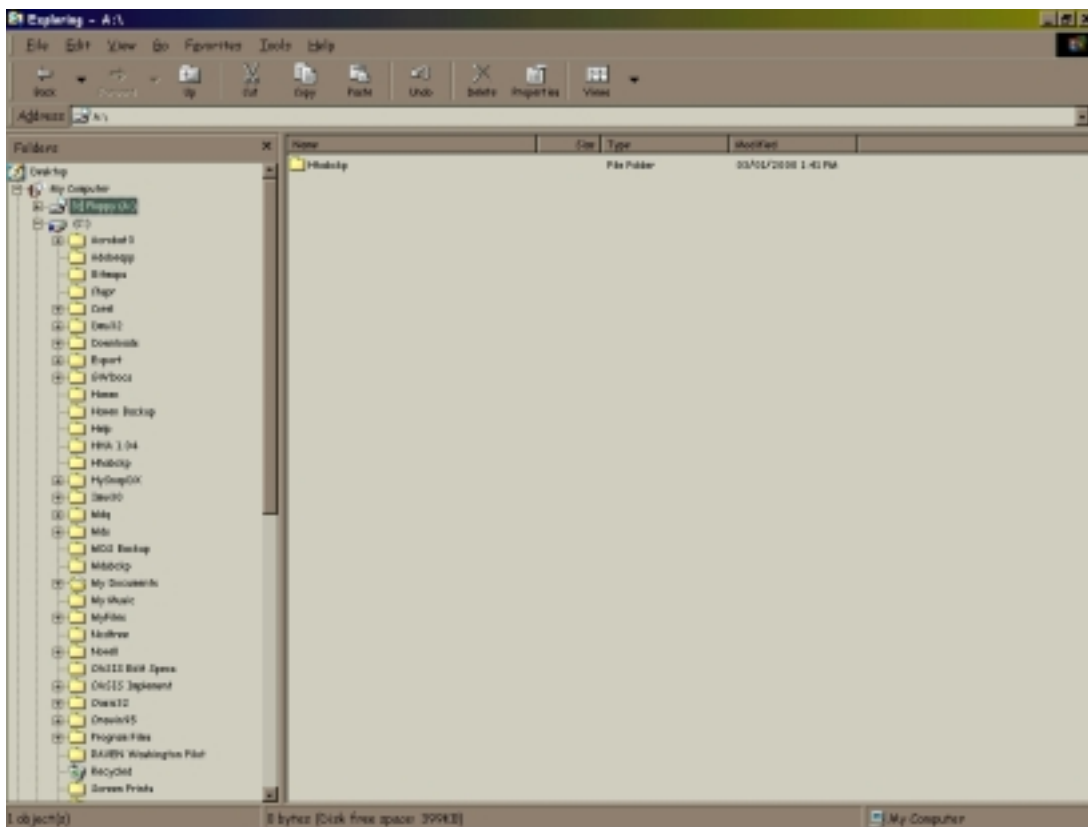


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When the copy process is completed, your screen should appear as indicated below. Note that the entire "HHABCKP" folder is shown on the floppy disk. It is possible that you will receive a message, indicating that the "HHABCKP" folder is too large to fit on the floppy disk. Should this problem arise, contact the HAVEN Help Desk and we will assist you.



IT IS VERY IMPORTANT THAT YOU BACK UP YOUR DATA ON A REGULAR BASIS. THIS WILL ENSURE RESTORATION OF YOUR DATA SHOULD A PROBLEM OCCUR!!!



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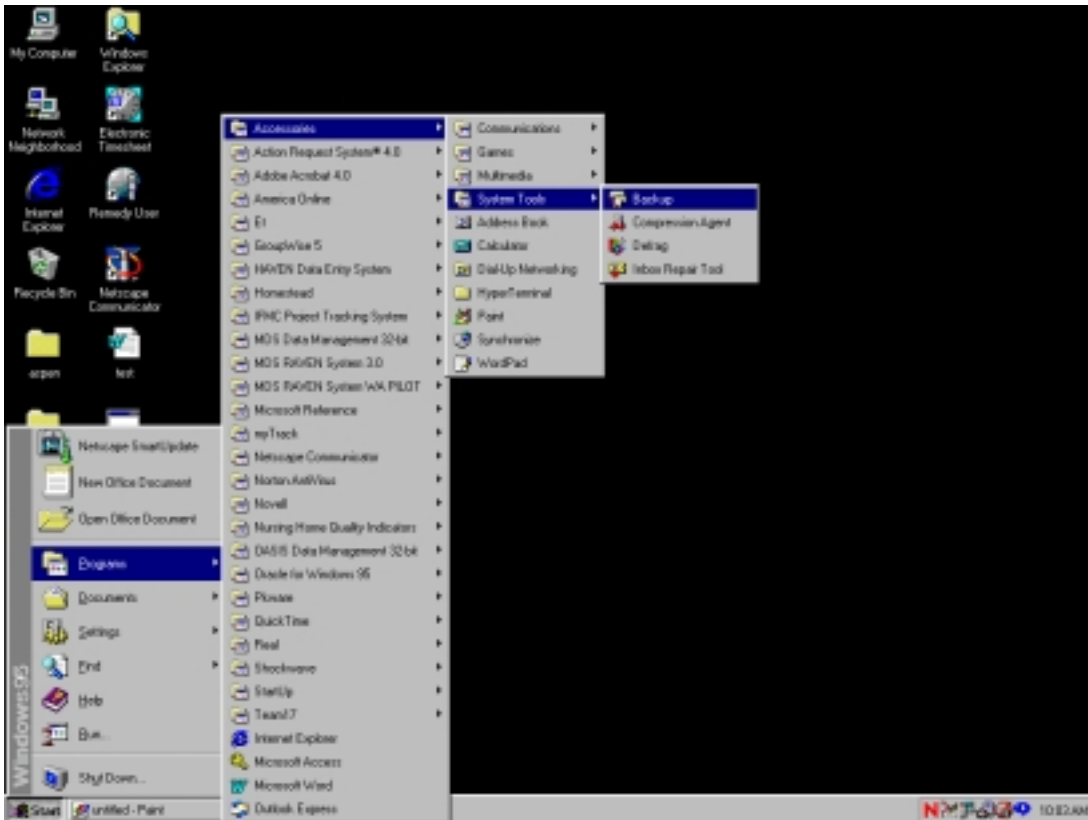
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NOTE #5: USING MICROSOFT BACKUP – WINDOWS 95

The following instructions describe how to perform backup operations utilizing the Windows 95 process. (NOTE: If backup is not installed on your machine, this may be added by opening the Control Panel and choosing “Add/Remove Programs” and selecting the backup feature. Your Windows 95 CD or disks will be required for this install. Consult your Windows 95 manual or System Administrator for instruction.)

The Windows 95 backup process includes one or all of the following: backup, and/or restoration, and/or comparison. Backup will be discussed first.

The backup feature of Windows 95 is accessed by clicking <START>, <PROGRAMS>, <ACCESSORIES>, <SYSTEM TOOLS>, and <BACKUP>.



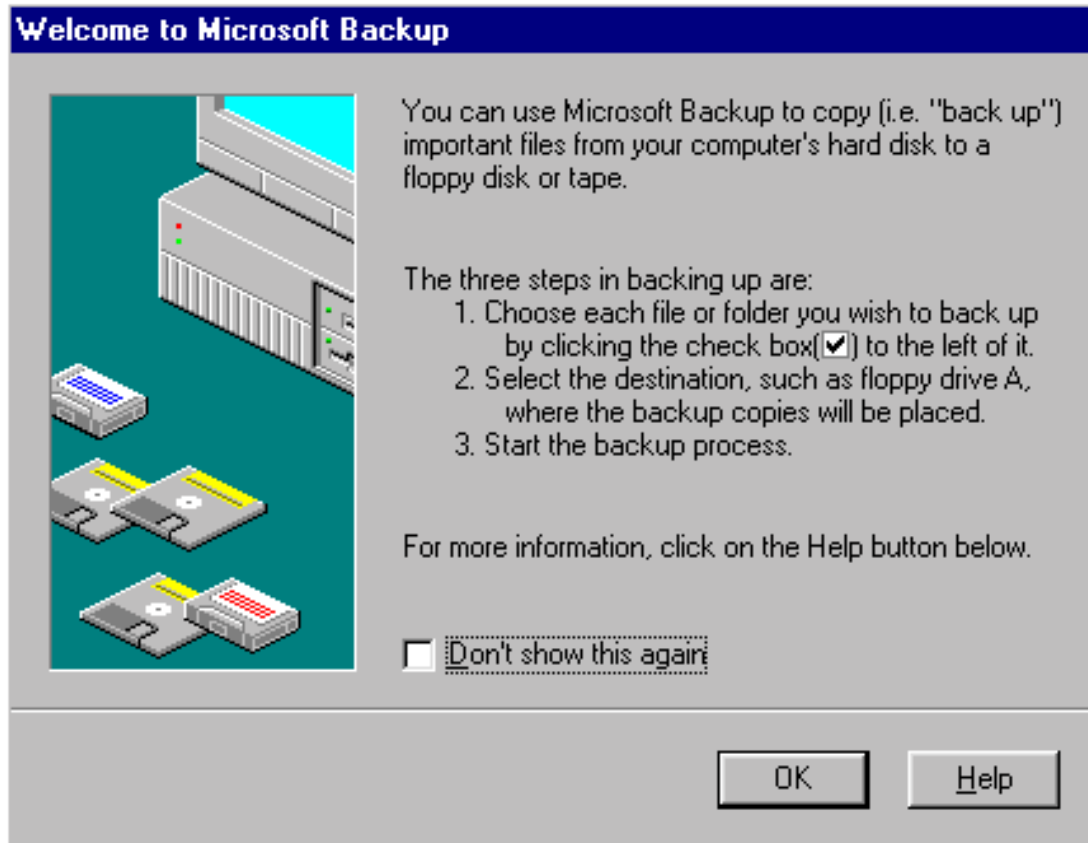


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The welcome page for the backup process describes the three steps to creating a backup.



On the following pages we've provided a little more detail. [It is very important that you back up your data on a regular basis. This will ensure restoration of your data should a problem occur!!!](#)

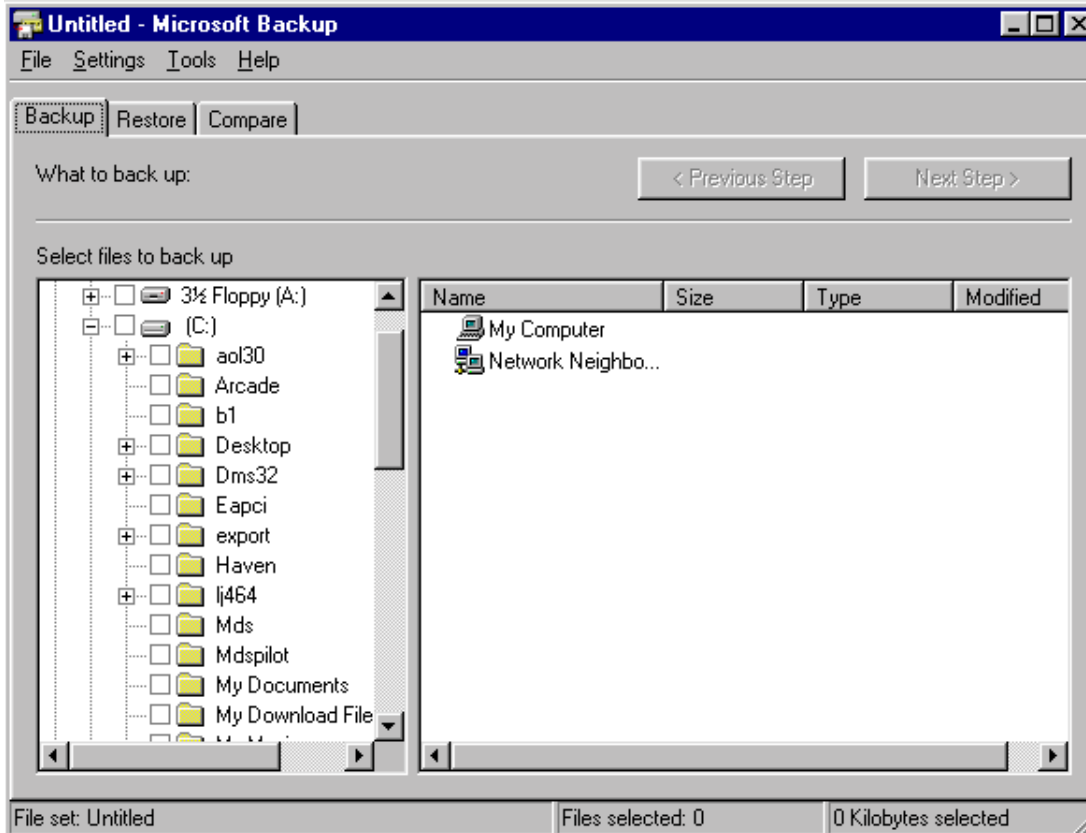


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First, click the “+” next to the C:\ drive to list all folders. Scroll down the list of folders and locate the “HAVEN” folder.



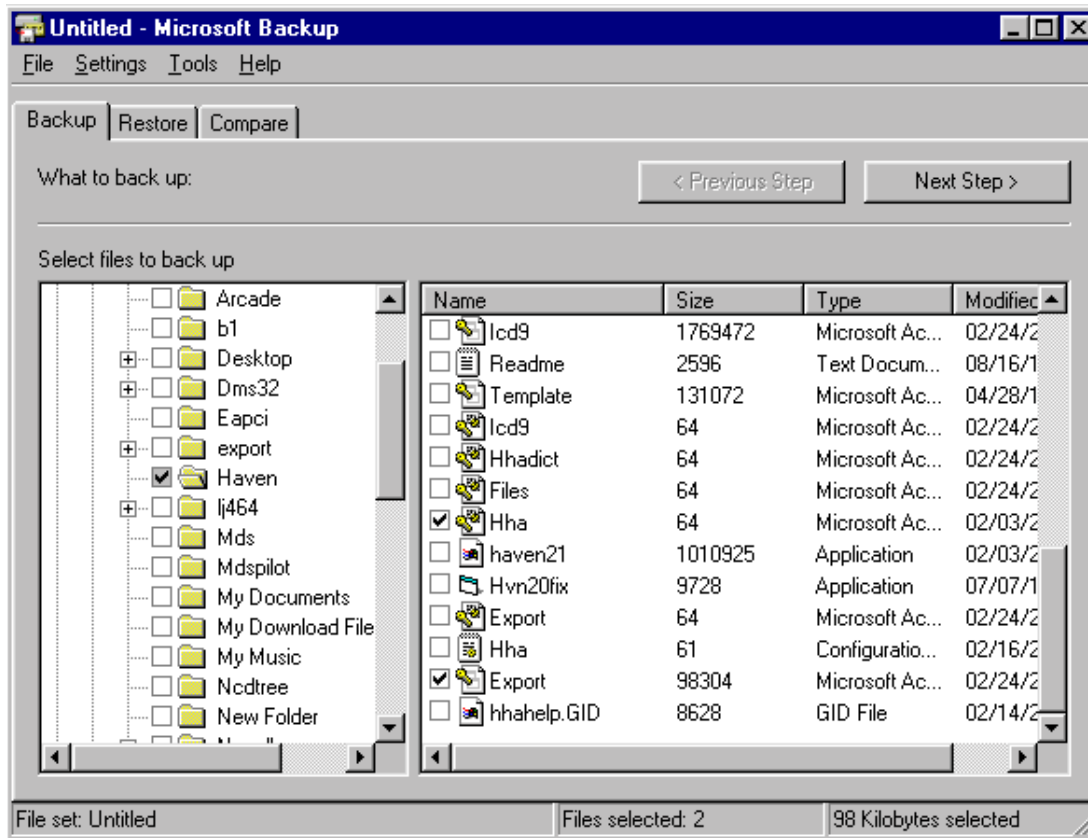


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Next, click the “HAVEN” folder to display the contents. Click the boxes next to “Export.mdb” and “HHA.mdb”. These are the files that will be included in the backup process. Click <NEXT STEP> to continue.



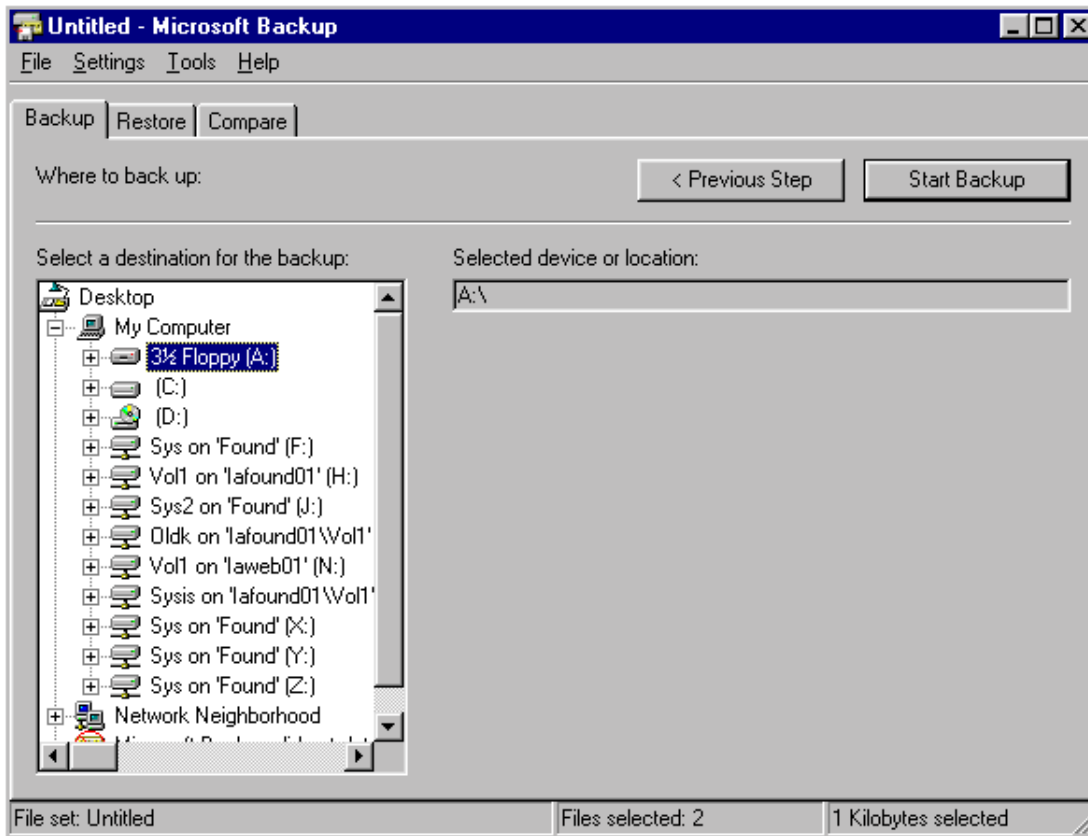


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You will next be asked to select the destination for the backup. Insert a blank 3 ½” floppy disk into your floppy drive (A:) and select “3 ½ Floppy (A:)” from the list on the left. Click <START BACKUP>.



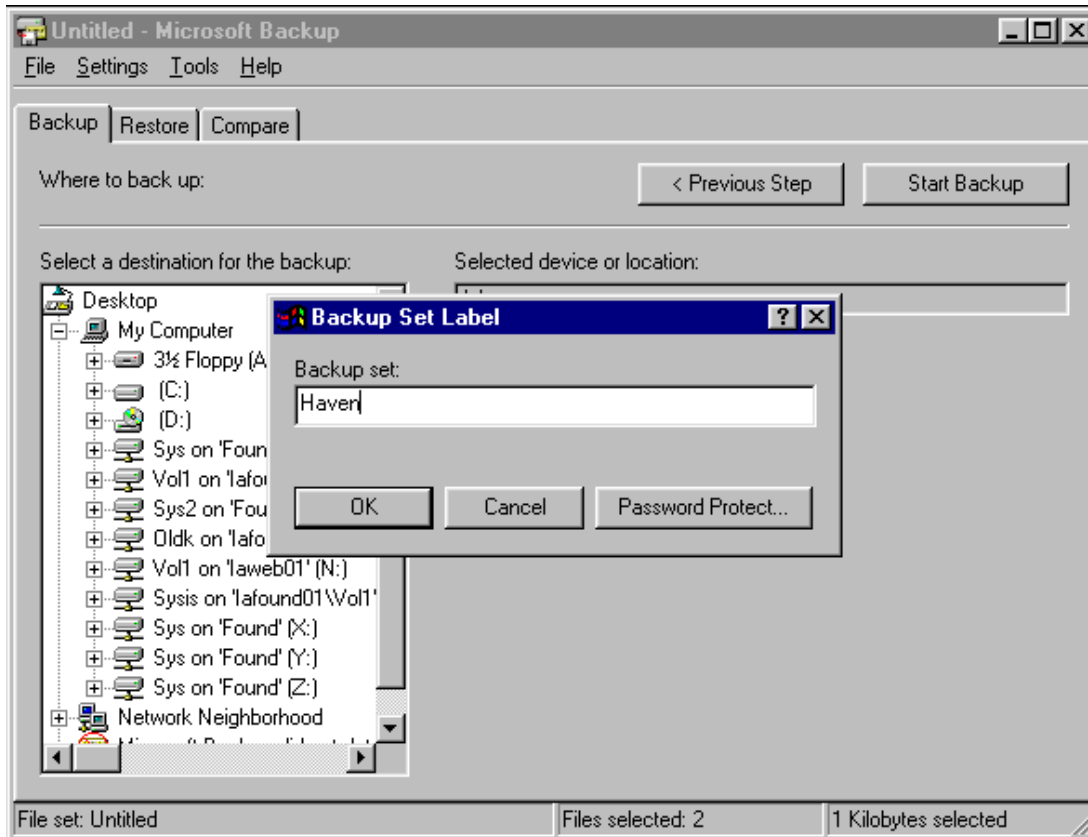


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You will be prompted to enter a name for the backup set label. We suggest you use "HAVEN". Enter the name and click <OK>.



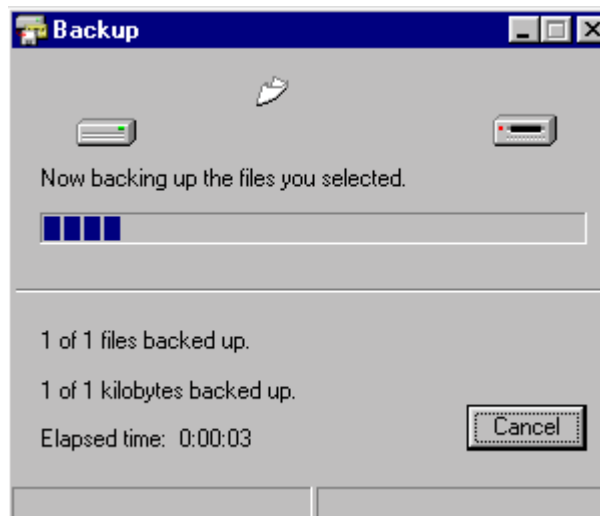


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The backup process will begin. A window will appear, showing the status of the operation. (NOTE: Depending on the size of the files you are backing up, you may be prompted to insert additional diskettes.)



The status window will indicate when the operation is complete. The "HHA.mdb" and "Export.mdb" databases are now backed up.



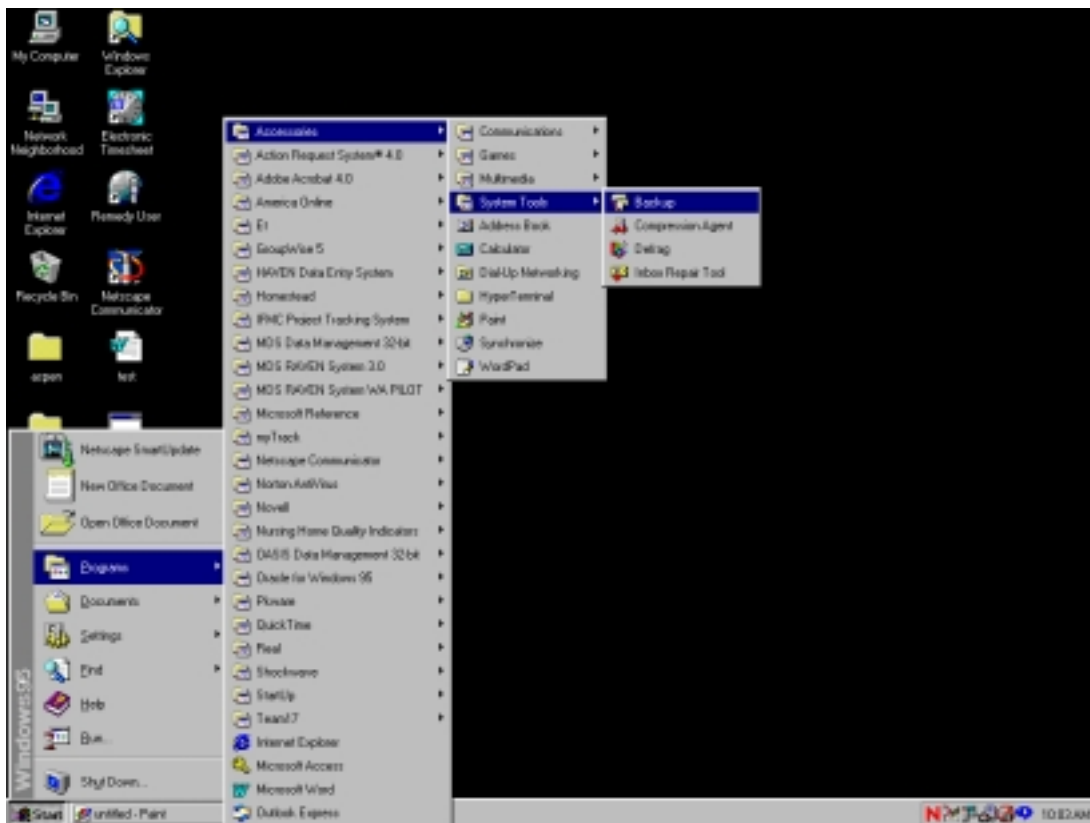
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The Restore function is discussed next. The Restore function should ONLY be used if you need to recover lost information resulting from data loss, i.e. computer “crash”, etc. (NOTE: The Restore function can only restore what has been backed up. For example, if you only backed up the “HHA.mdb” and “Export.mdb”, these are the only files that will be restored. Bear this in mind when deciding which files to back up.)

The backup feature of Windows 95 is accessed by clicking <START>, <PROGRAMS>, <ACCESSORIES>, <SYSTEM TOOLS>, and <BACKUP>.



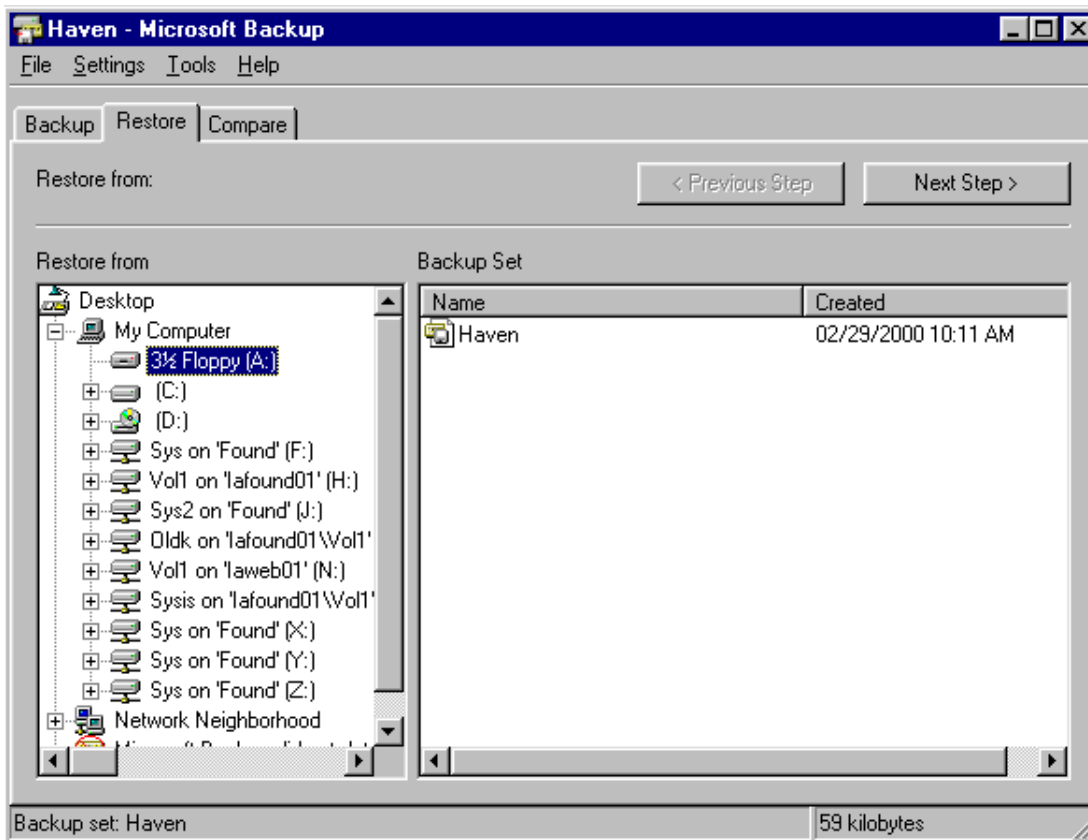


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When the Welcome screen appears, choose <OK>, and select the <RESTORE> tab. Select the drive (3 ½ Floppy A:) and backup set (Haven) you want to restore FROM. (NOTE: If you are restoring from a multiple disk backup, insert the first disk.) Click <NEXT STEP>.



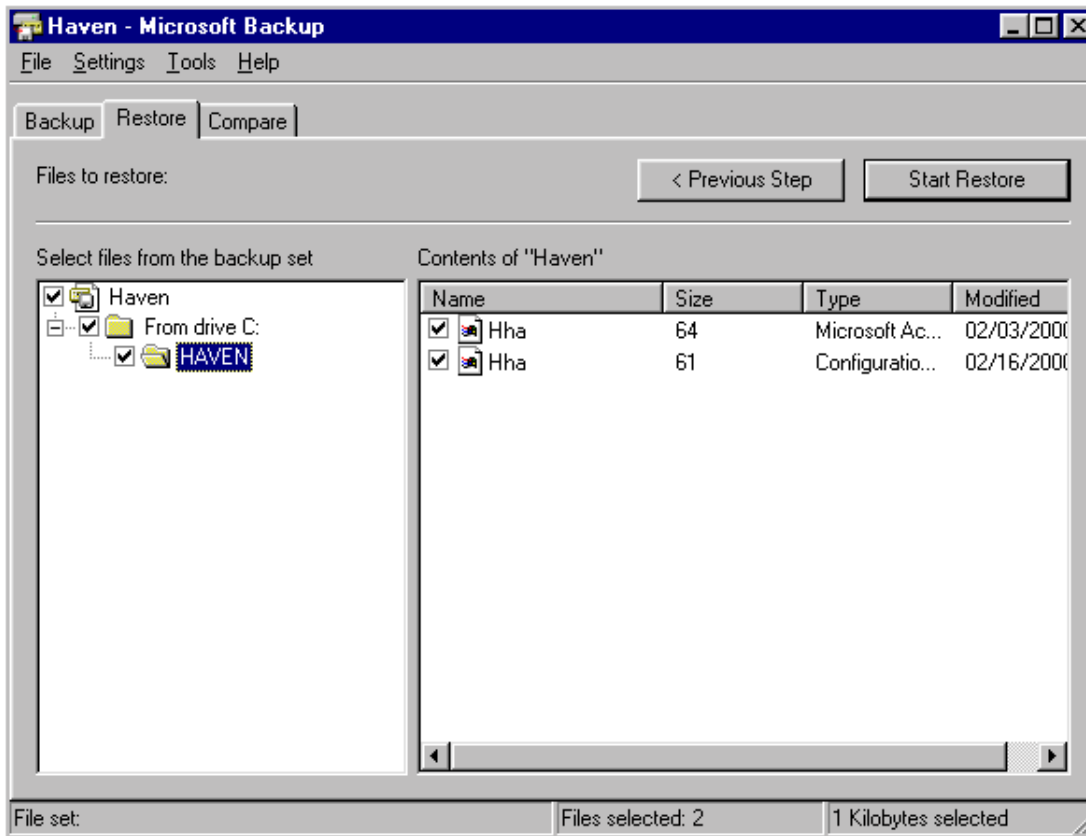


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Select the appropriate files to restore from the left and right sides of the screen. When you are satisfied with your choices, click <START RESTORE>.



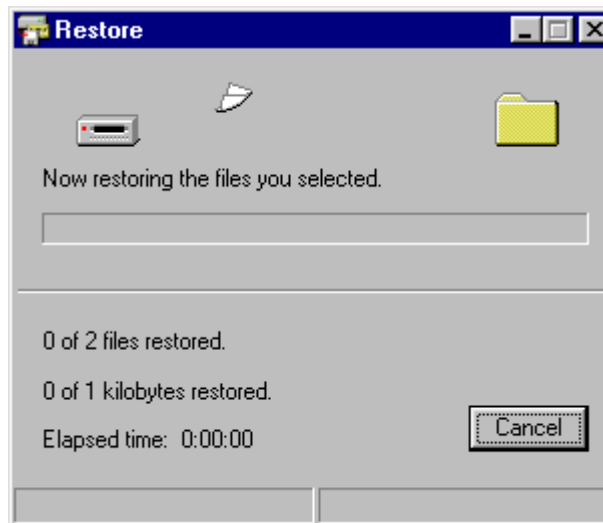


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The restore process will begin. A window will appear, showing the status of the operation. (NOTE: Depending on the size of the files you are restoring, you may be prompted to insert additional diskettes.)



The status window will indicate when the operation is complete. The selected files from the backup set have now been restored.



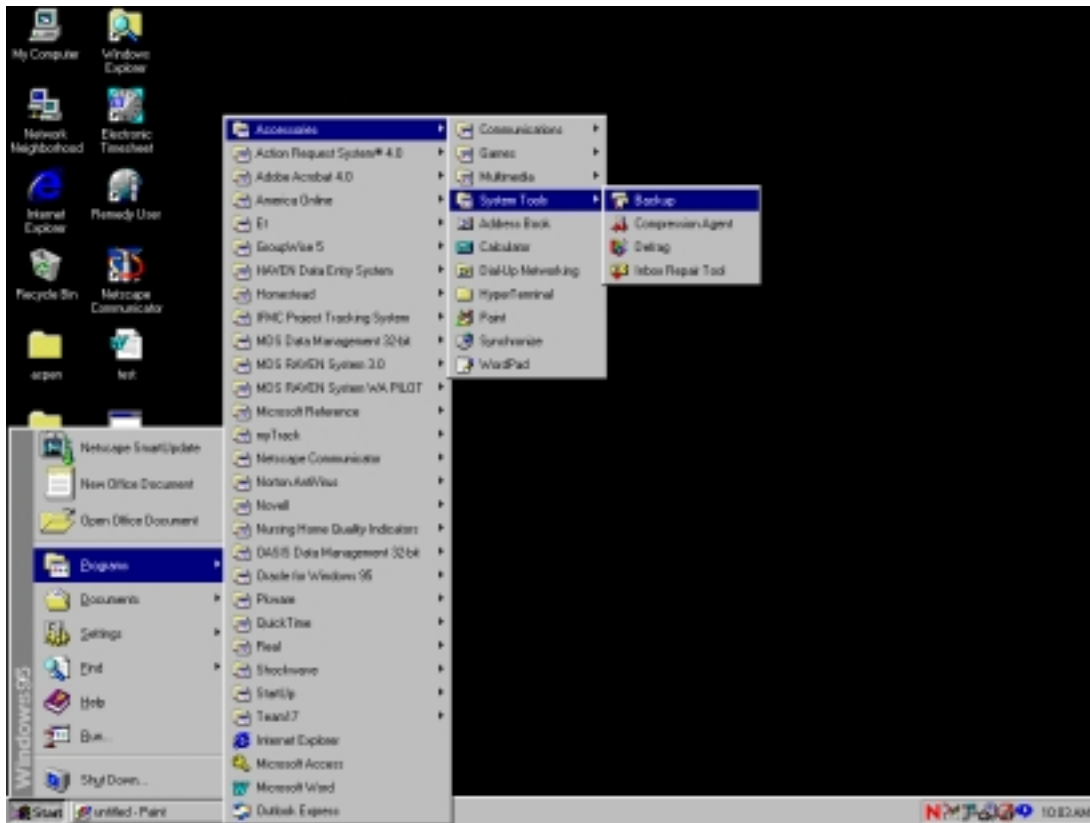
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The Compare function is discussed next. The Compare function is used to compare the data of your backup files as to their accuracy.

The compare feature of Windows 95 is accessed by clicking <START>, <PROGRAMS>, <ACCESSORIES>, <SYSTEM TOOLS>, and <BACKUP>.



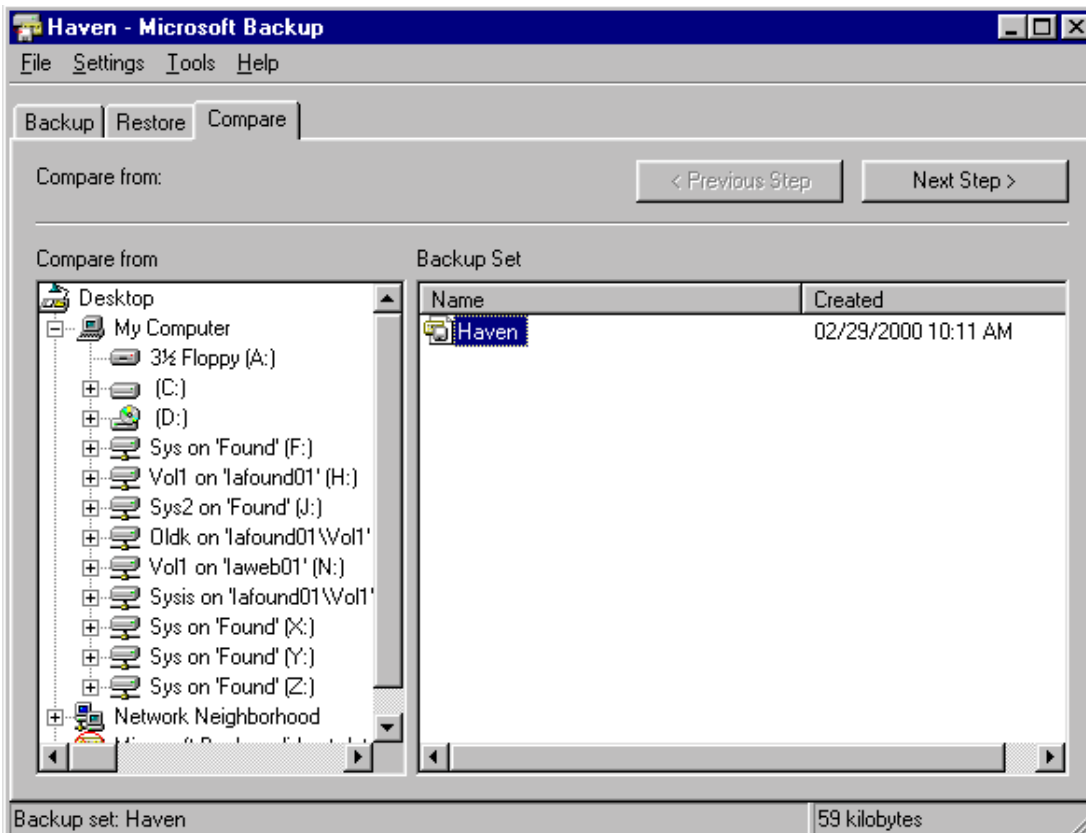


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When the Welcome screen appears, choose <OK>, and select the <COMPARE> tab. Select the drive (3 1/2 Floppy A:) and backup set (Haven) you want to compare. (NOTE: If you are comparing from a multiple disk backup, insert the first disk.) Click <NEXT STEP>.



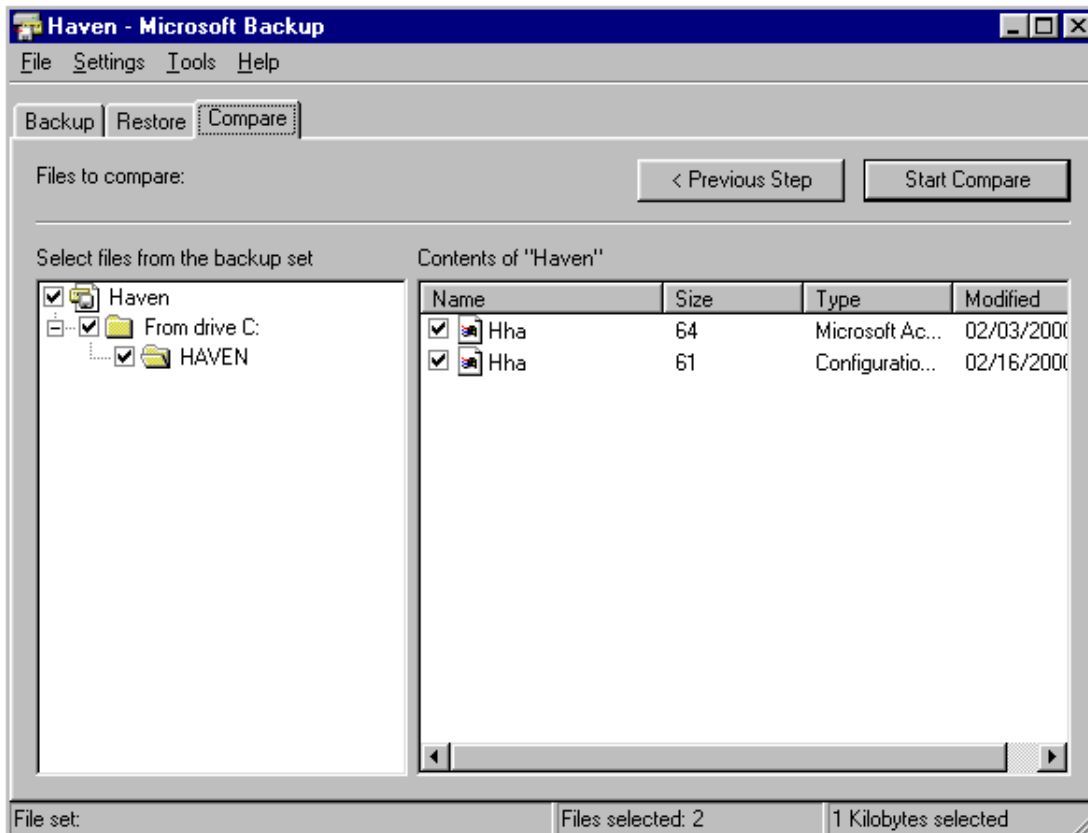


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Select the appropriate files to compare from the left and right sides of the screen. When you are satisfied with your choices, click <START COMPARE>.



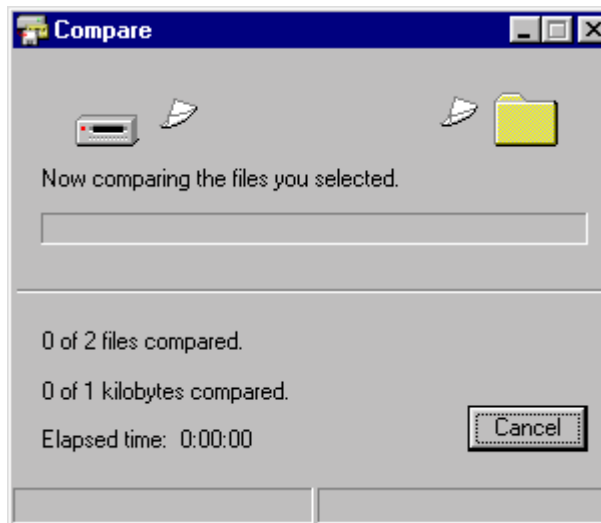


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The compare process will begin. A window will appear, showing the status of the operation. (NOTE: Depending on the size of the files you are comparing, you may be prompted to insert additional diskettes.)



The status window will indicate when the operation is complete. The selected files from the backup set have now been compared.



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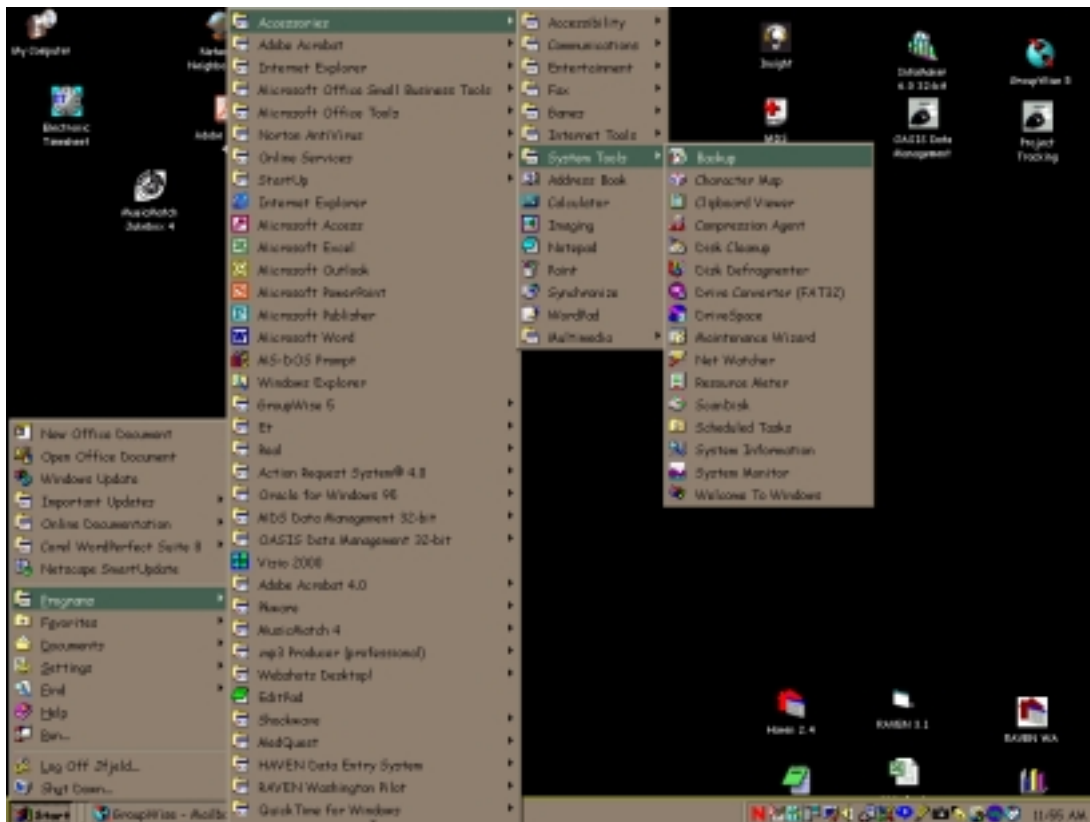
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NOTE #6: USING MICROSOFT BACKUP – WINDOWS 98

The following instructions describe how to perform backup operations utilizing the Windows 98 process. (NOTE: If backup is not installed on your machine, this may be added by opening the Control Panel and choosing “Add/Remove Programs” and selecting the backup feature. Your Windows 98 CD or disks will be required for this install. Consult your Windows 98 manual or System Administrator for instruction.)

The Windows 98 backup process includes one or all of the following: backup, and/or restoration, and/or comparison. Backup will be discussed first.

The backup feature of Windows 98 is accessed by clicking <START>, <PROGRAMS>, <ACCESSORIES>, <SYSTEM TOOLS>, and <BACKUP>.



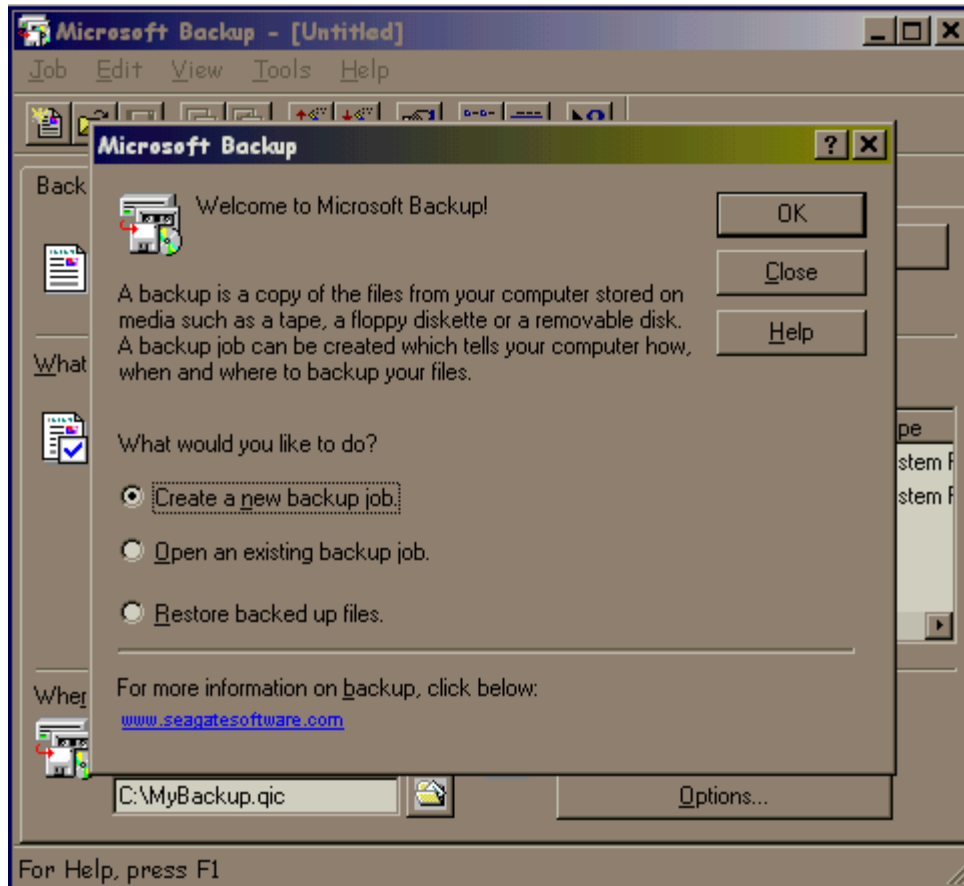


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We want to perform the initial backup. Choose the first option “Create a new backup job” and click <OK>.



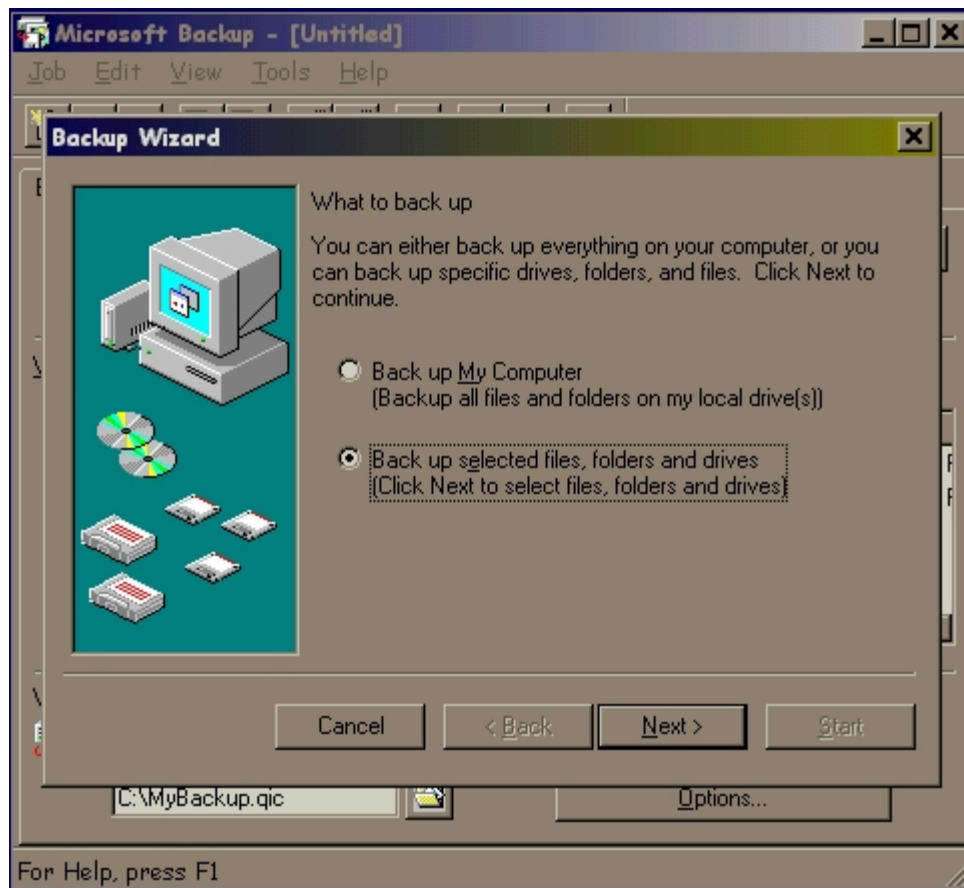


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The Backup Wizard window will appear. You will be asked to verify what you wish to back up. Choose the second option “Back up selected files, folders, and drives.” Click <NEXT>.



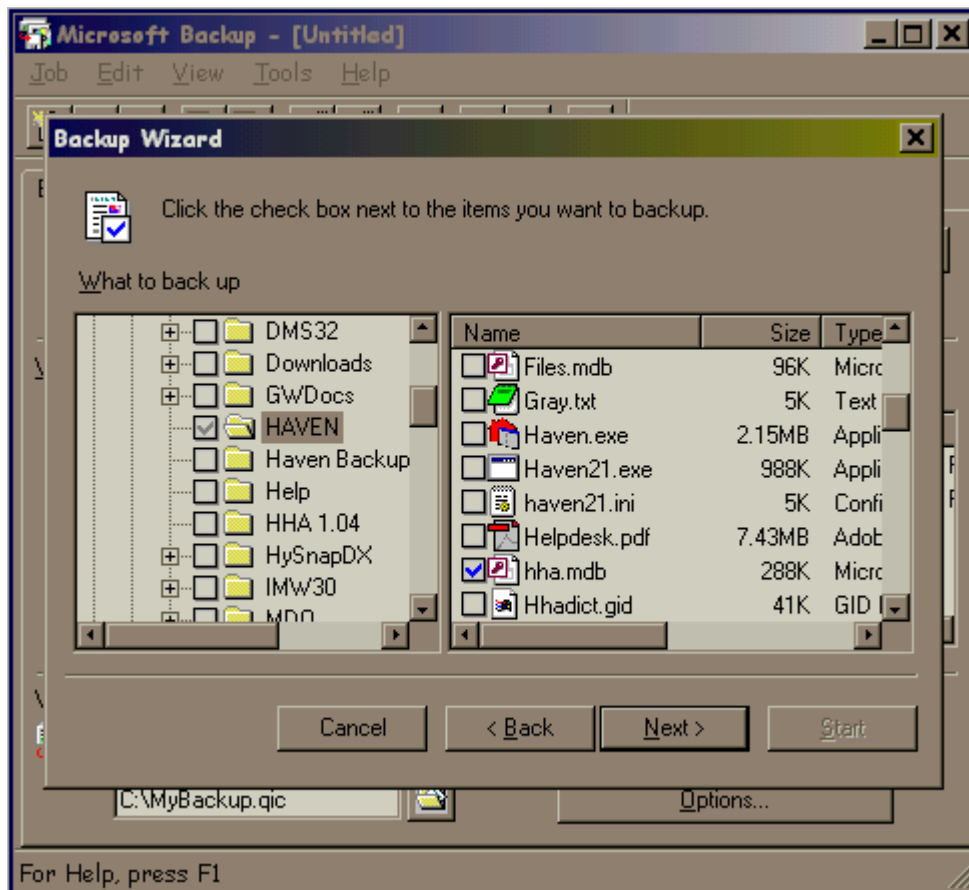


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Next, click the “+” next to the C:\ drive to list all folders. Locate the “HAVEN” folder and single click to display the contents. Click the boxes next to “Export.mdb” and “HHA.mdb”. These are the files that will be included in the backup process. Click <NEXT> to continue.



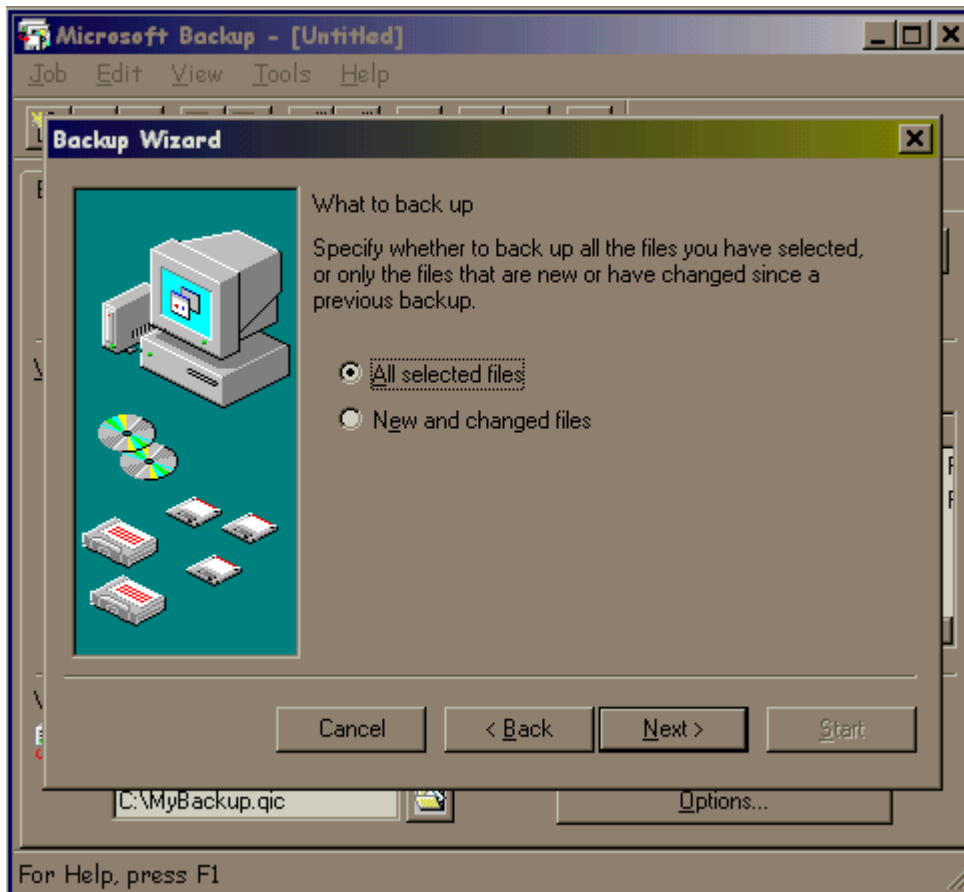


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The Backup Wizard will continue. Choose the option "All selected files" and click <NEXT>.



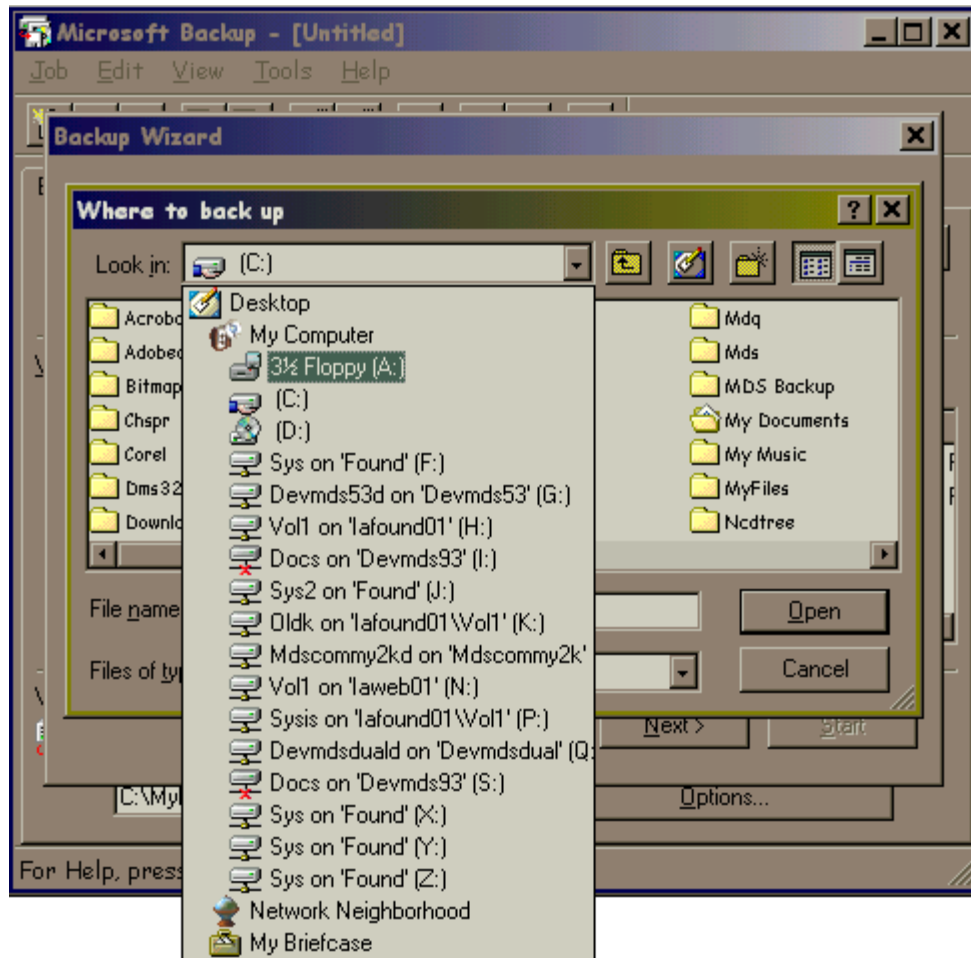


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Backup to "File." Click the folder next to this option to select the drive the backup will be copied TO. Insert a new floppy into the A:\ drive. Click the drop down arrow to the right of "Look In:" and select "3 1/2 Floppy (A:)". Choose <OPEN>.



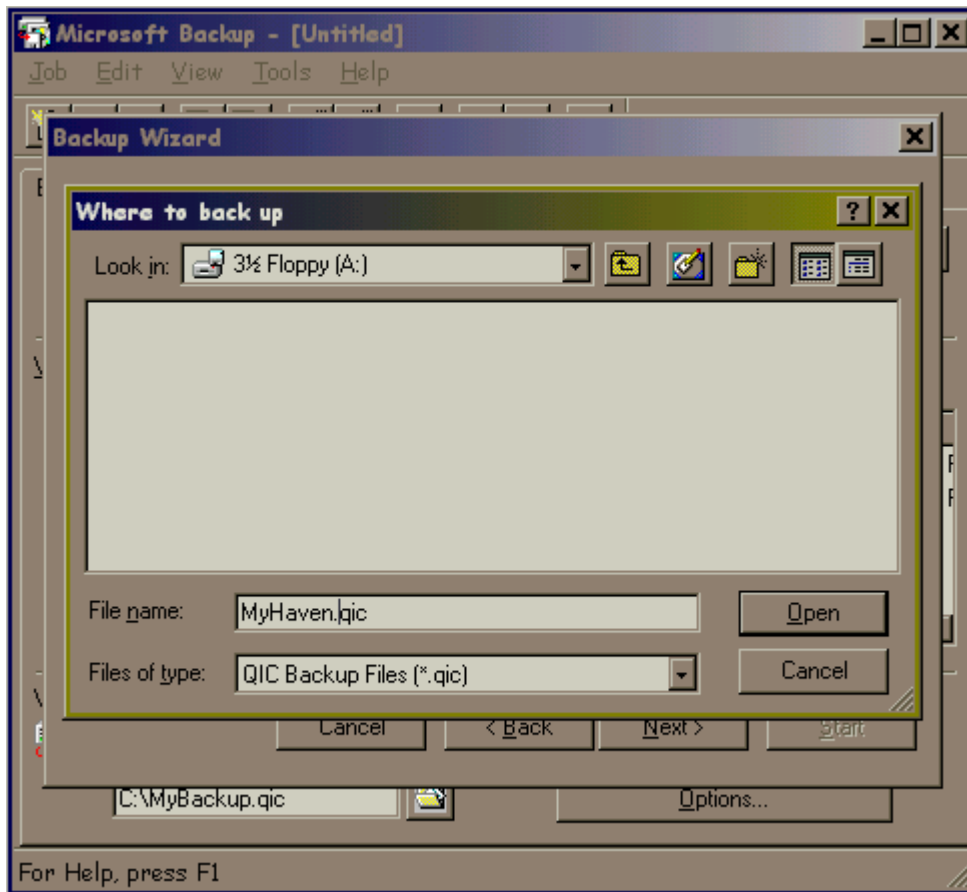


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You may now choose a name for your backup file. The default is MyBackup, but we recommend "MyHaven.qic". Enter a name and choose <OPEN>.



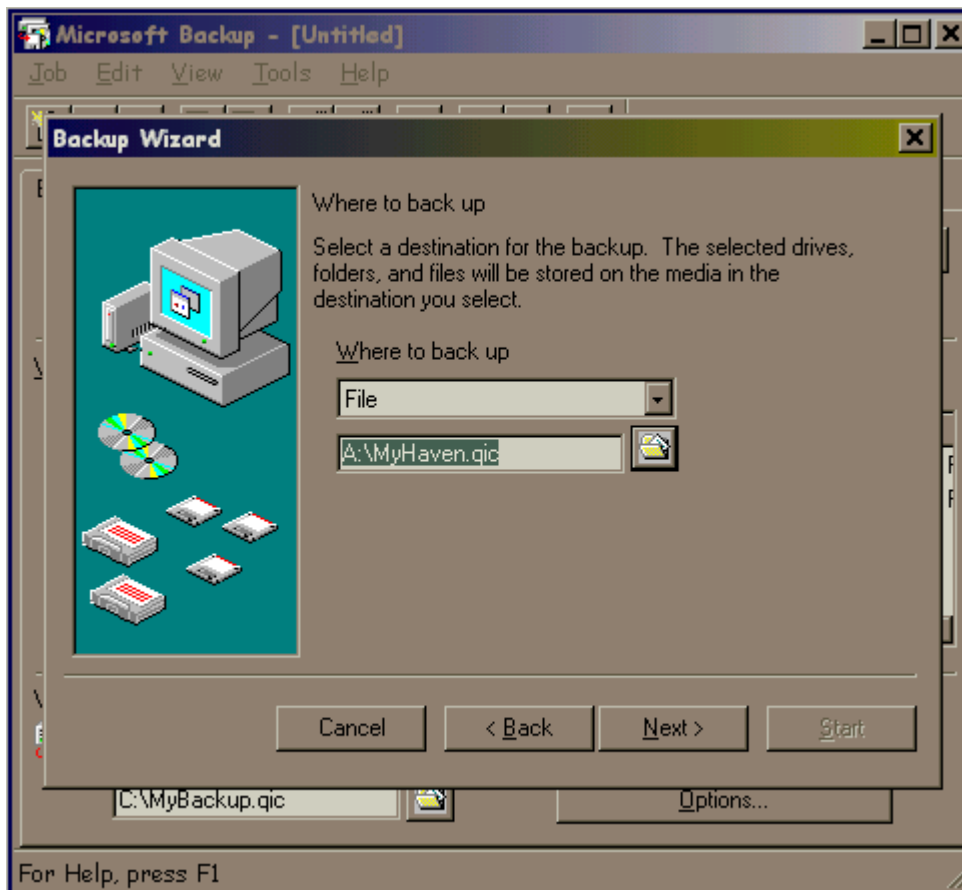


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You will be returned to the Backup Wizard screen. Notice that the backup path has been filled in. It should read "A:\MyHaven.qic". Choose <NEXT>.



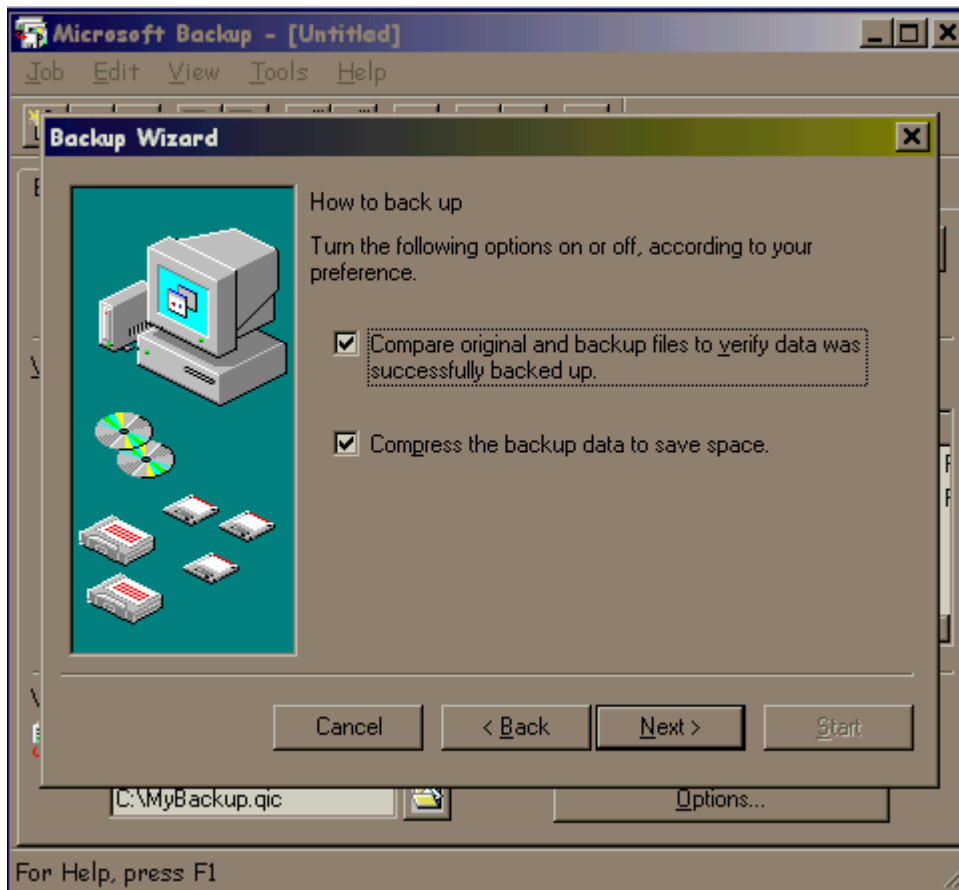


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Next, select your options. We recommend selecting both options. This will verify that the data was successfully backed up, and will also save disk space. Make your selections and choose <NEXT>.



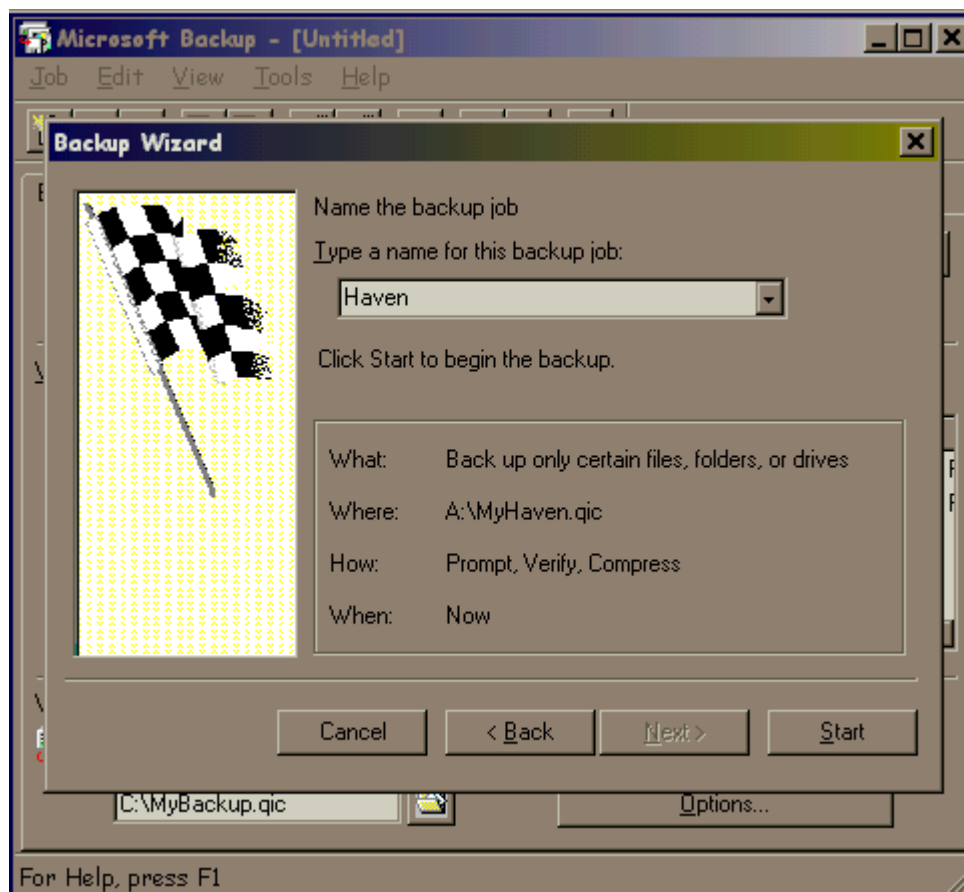


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You will now be prompted for a name for the backup job. We recommend "Haven." Enter your choice. Verify the current settings. If you are satisfied with your choices, choose <START>. If you wish to make any changes, choose <BACK>. The backup process will begin.



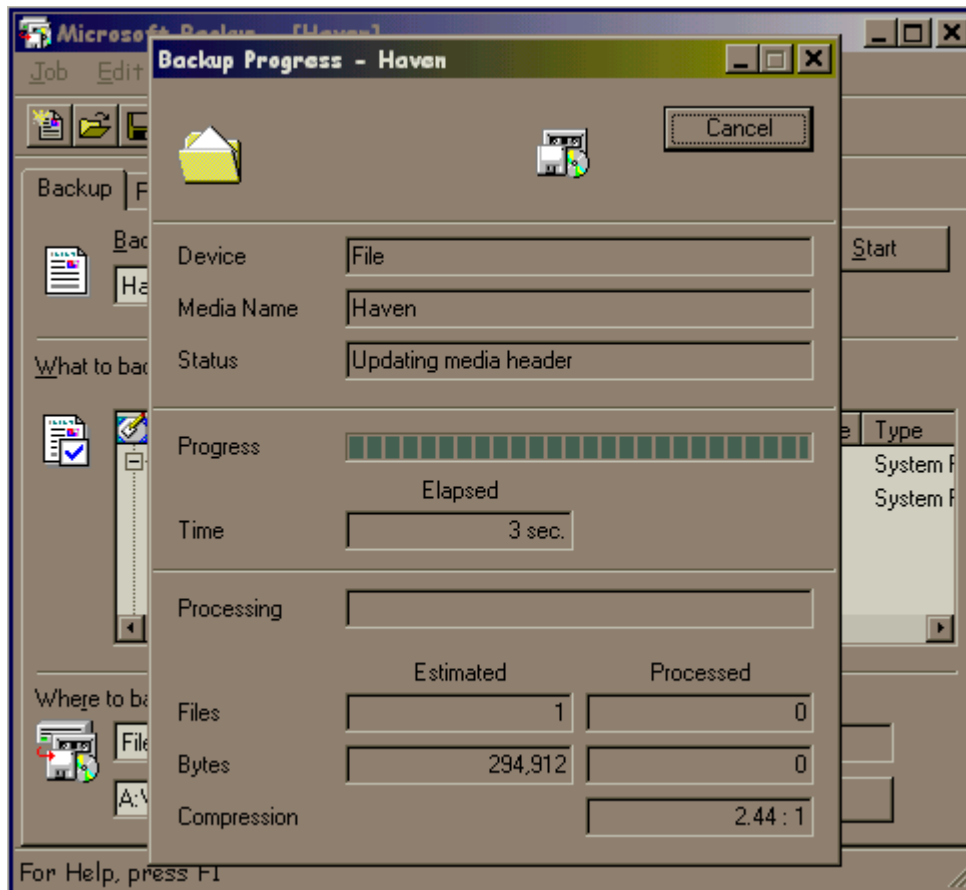


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The backup process will begin. A window will appear, showing the status of the operation. (NOTE: Depending on the size of the files you are backing up, you may be prompted to insert additional diskettes.)



The status window will indicate when the operation is complete. The selected files have now been backed up. It is very important that you back up your data on a regular basis. This will ensure restoration of your data should a problem occur!!!



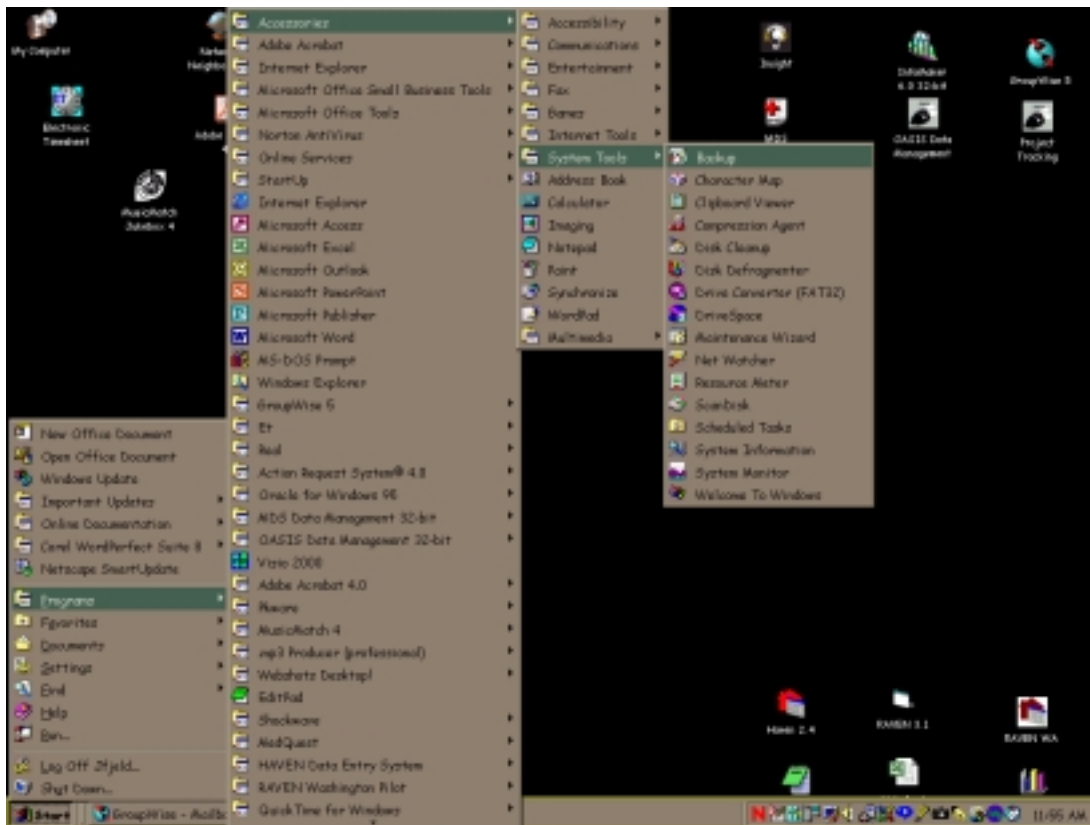
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The Restore function is discussed next. The Restore function should ONLY be used if you need to recover lost information resulting from data loss, i.e. computer “crash”, etc. (NOTE: The Restore function can only restore what has been backed up. For example, if you only backed up the “HHA.mdb” and “Export.mdb”, these are the only files that will be restored. Bear this in mind when deciding which files to back up.)

The backup feature of Windows 98 is accessed by clicking <START>, <PROGRAMS>, <ACCESSORIES>, <SYSTEM TOOLS>, and <BACKUP>.



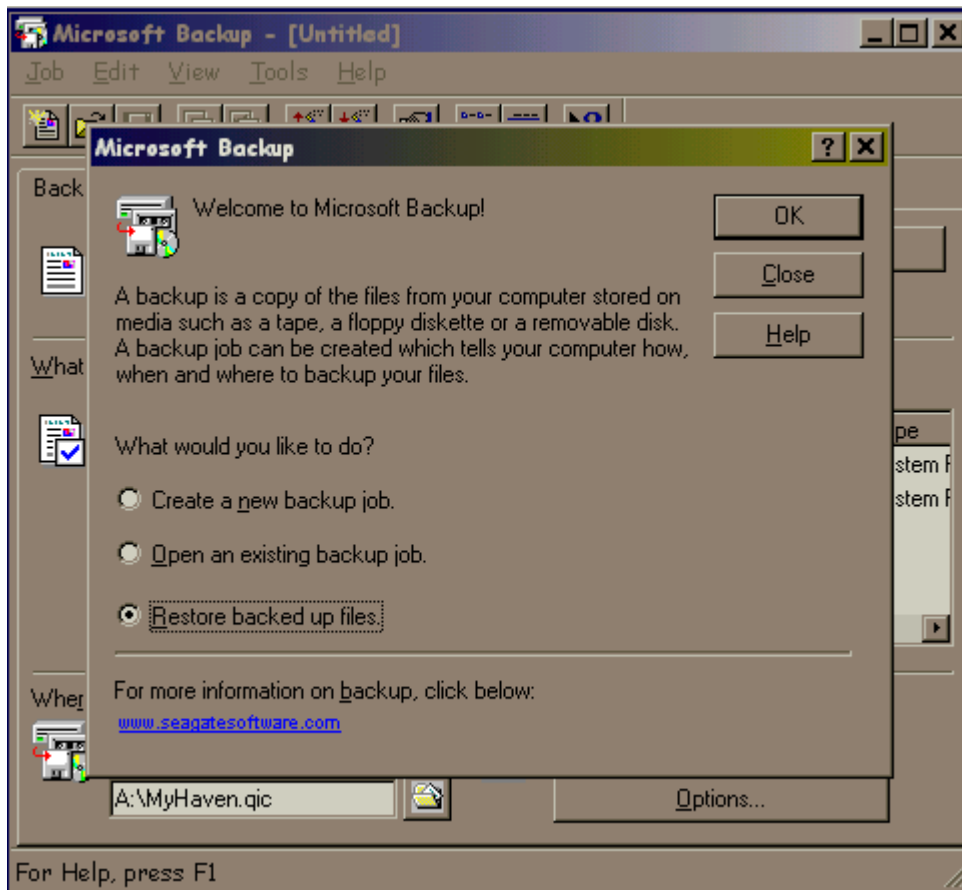


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We want to perform a restoration. Choose the third option “Restore backed up files” and click <OK>.



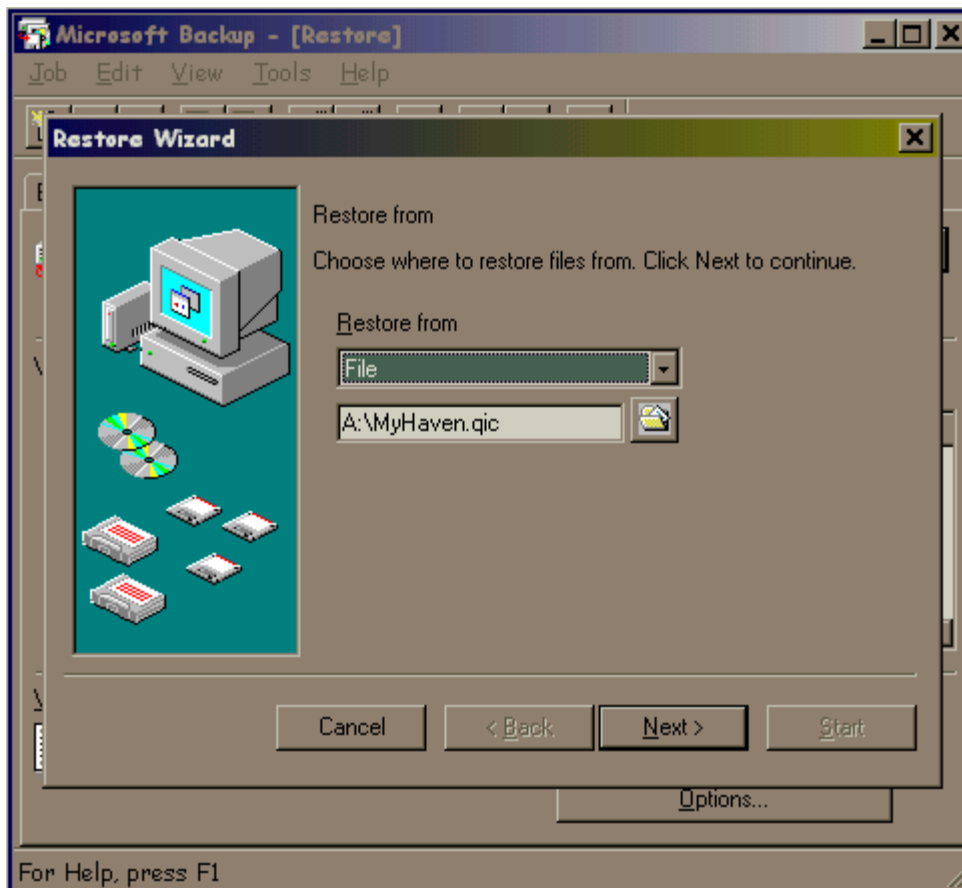


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Insert the floppy that contains the backup you are restoring FROM. If you are restoring from a multiple disk backup, insert Disk 1. Verify the location of your backup in the second window and select <NEXT>.



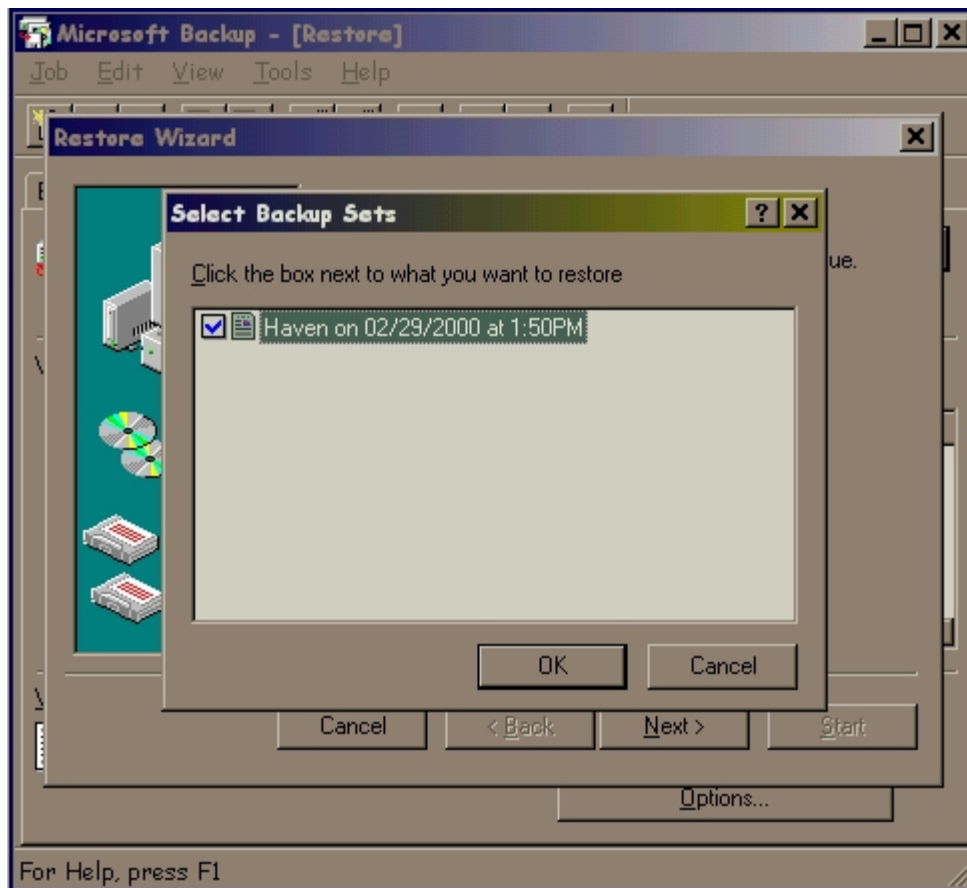


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The Select Backup Sets window appears. Select the SET you wish to restore and click <OK>.



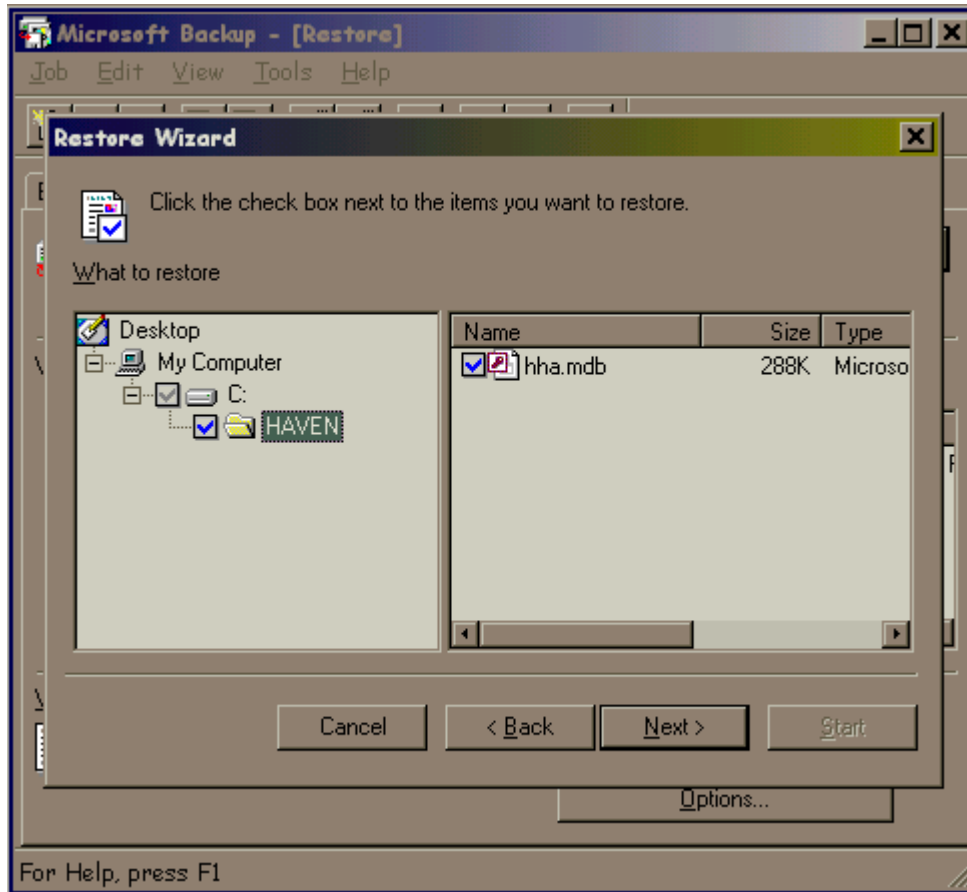


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Next, select the ITEMS you wish to restore. Click <NEXT>.



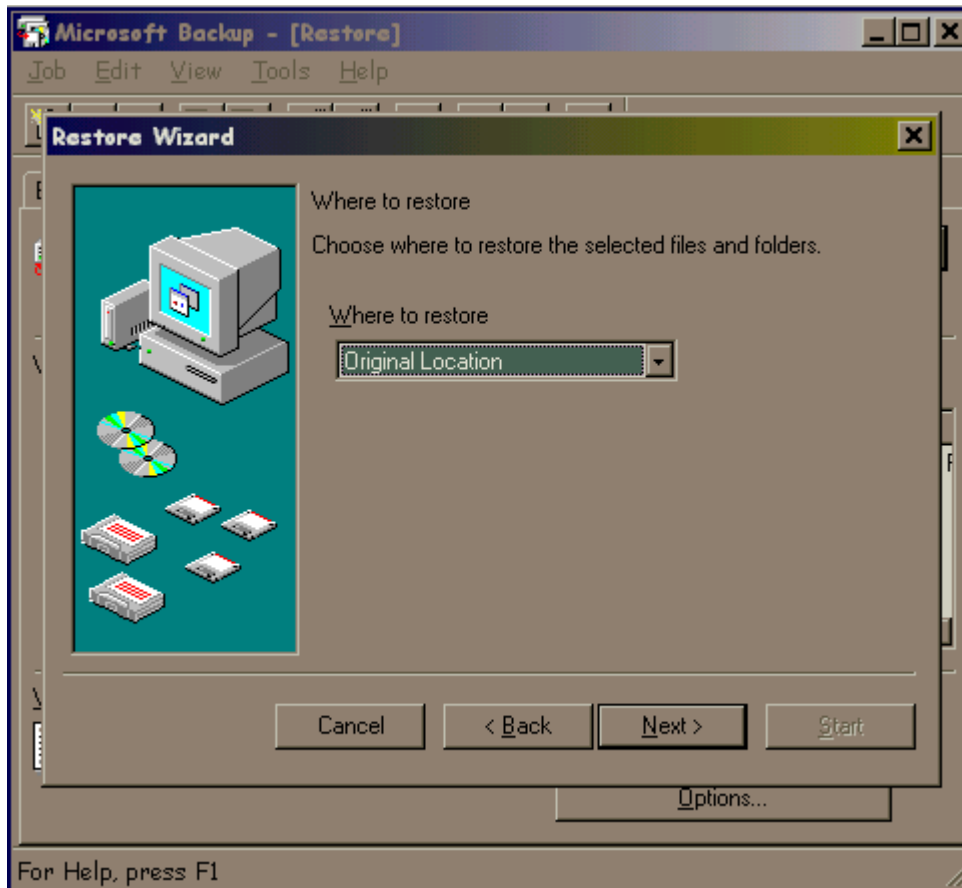


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You will be prompted as to WHERE to restore the files. Verify that "Original Location" is selected and click <NEXT> to continue.



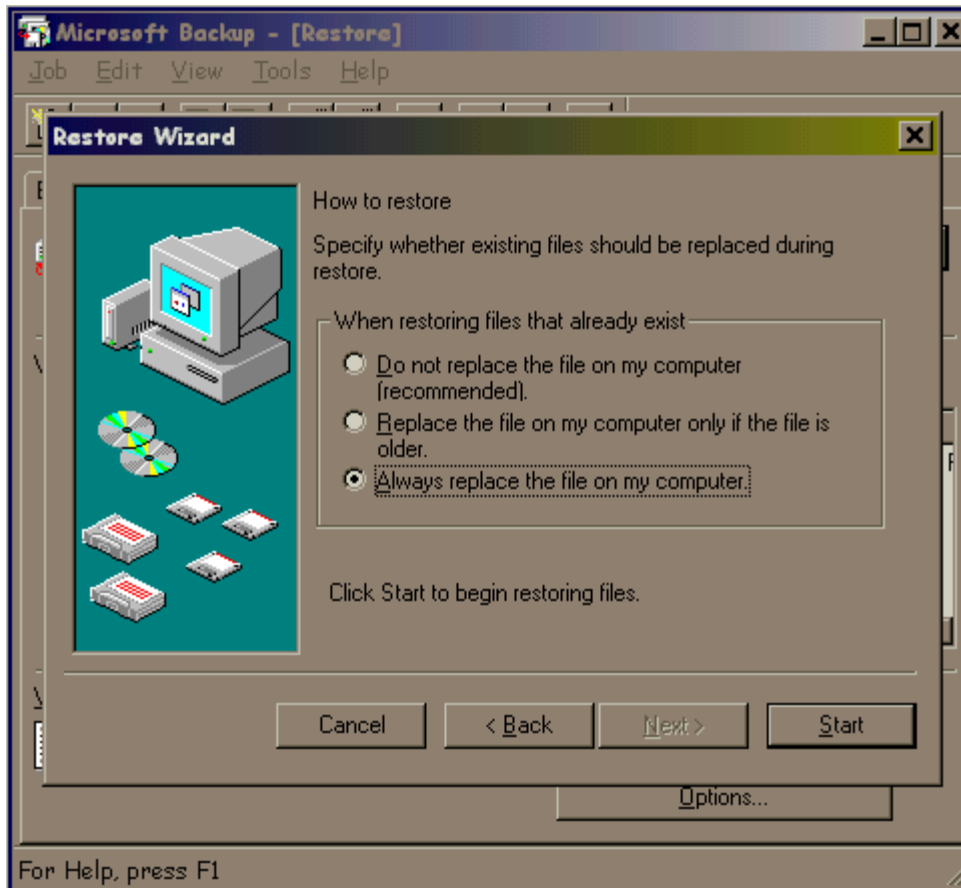


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You will be asked HOW to restore the files. Choose option 3 “Always replace the file on my computer.” (NOTE: With HAVEN backup, files are replaced as a last resort for a non-repairable, corrupt database.) Choose <START>.



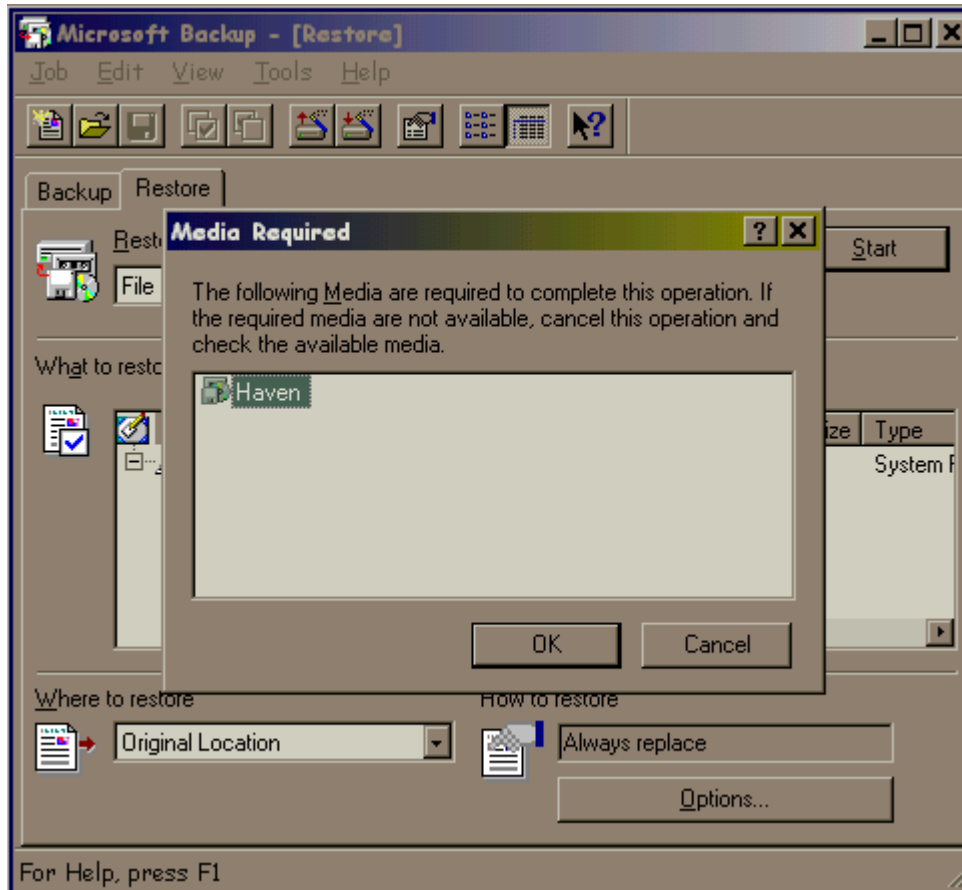


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The Media Required window will appear. Highlight "HAVEN" and click <OK>.



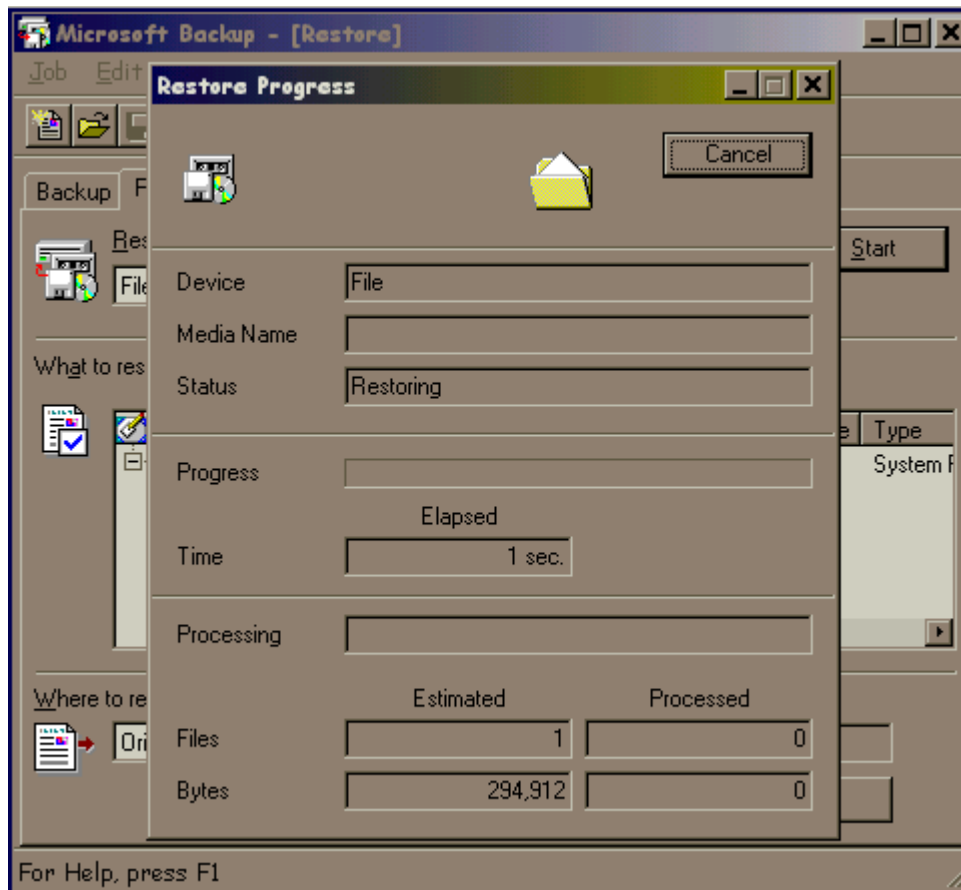


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The restore process will begin. A window will appear, showing the status of the operation. (NOTE: Depending on the size of the files you are restoring, you may be prompted to insert additional diskettes.)



The status window will indicate when the operation is complete. The selected files have now been restored.



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The Compare function will not be discussed as part of the Windows 98 process. The Compare function is integrated with the backup, and is performed after the backup process.