

BACK UPS AND DOCUMENT ARCHIVING:

1. When using the new “Call Morning” procedure, my system is looking for the wrong tape drive. How do I correct this?

*This should be reported to the SANDIS Helpdesk. Please include the name of your tape drive (i.e. TAP01 or TAP02).*

2. If backup problems exist (i.e. files are not backed up), how do I fix the errors? Are there tools to use that help troubleshoot and fix issues regarding failures or errors?

*Depending on the type of error, there may be resources available. Contact the SANDIS Helpdesk for assistance.*

3. Which backup tapes should be stored offsite?

*We recommend that you send your previous night's backup tape off-site each night and then return it to the rotation on the following day. SDRC uses Iron Mountain to store their backup tapes, which they rotate weekly. Included with each rotation is the most recent daily, weekly and full system save. Monthly back-up tapes are stored off-site at another location.*

4. Our daily backup, Monday – Thursday are backed up on one tape. Is this a good practice?

*No. We would not recommend that you save all of your backups on one tape. Problems with the one tape could be disastrous for an attempted recovery.*

5. Should the Daily scheduled backup ever be put on HOLD, such as on Sundays, Holidays, or when running the unattended Option #21 - Full System Save backup?

*No. We would not recommend that you ever put the regularly scheduled daily back-up on Hold. To avoid potential problems, work around the daily back-up schedule.*

6. How long are documents stored after a case is Closed? Deceased? Is there a retention policy?

*Information on the iSeries is not removed unless the records are marked for Delete.*

PRINTING:

1. Do WSCSTs work only with outques or can they work with writers as well?

*Yes. WSCSTs will work on both outques and writers. For more detailed information, please refer to the [Modifying WSCSTs](#) document.*

2. Is there a third party utility that will output a report in a window format rather than what is currently printed from SANDIS?

*The printed documents from the iSeries are created with output specifications and are hard-coded.*

USER PROFILES AND SECURITY:

1. What job runs the User Profile Email update?

*There are three variations at this time. The program only works if the email address of the staff person can be derived from the information in the Table of Codes. For example, SMITH, JOHN can be translated to JOHN SMITH by swapping the order. However, email addresses not entered into the Table of Codes need to be manually entered and/or updated.*

2. How do we run the report that checks User Profile validity?

*A utility program will be available soon which will list user profile by last used date. Look for this in the next release of the operating system 6.1.*

3. Is there such a thing as "partial access" (i.e. accounting staff who may need command line rights but not full access)?

*Yes. There is an option called "partial" limited access for limit capabilities. However, this option will not stop users from using the "Go" command. SANDIS provides a menu called, "Assist Me" to allow a user to temporarily interrupt a job. There are several versions of the "Assist Me" menu now available, which offer a variety of convenient options for printing and searching. Click [here](#) for more detailed information.*

4. Can our email be linked to our network GroupWise addresses (rather than update)?

*Yes, if a file of the information was made available on the iSeries. A program would need to be created to update the SANDIS email address information.*

## ARCA IT Conference Questions & Answers

5. My regional center has very few email groups that are setup. Is there a procedure by DDS or SANDIS to create groups?

*Yes, with SANDIS you can create group mailboxes using a generic CASM code in the Table of Codes. For example, @NT is a code used to route emails to the Trust Department.*

### MENUS:

1. Would SANDIS create instructions or provide training for creating customized menus?

*You may access instructions [here](#).*

### MISCELLANEOUS:

1. Recently our regional center accidentally used UCIs numbers that were not assigned to us and were in use at another Regional Center. How would I correct this problem?

*SANDIS has a Mass Move program that reads the number block at the regional center to automatically correct this type of problem. UFS information must be changed manually, however.*

2. I need to generate a list of the top 5 paid vendors. Is there a query I can use? How would I produce results by Tax ID?

*Yes. There is a program that runs based on the payment history file. At the command line type, CALL PAYHST1CL. Contact the SANDIS Helpdesk for assistance.*

3. How do we establish an IP for general use?

*Refer to the instructions provided in the conference presentation, pages 83-84 or you may click [here](#).*

4. Is there an easier way for us to update SANDIS in our branch offices?

*Contact the SANDIS Helpdesk to discuss available options.*

5. How do we get the Medi-cal number upload program to delete numbers which are wrong (i.e., 0000000)?

*Contact the SANDIS Helpdesk and ask that they modify the Medi-Cal program to delete the invalid Medi-Cal information.*