ACS Utilities

The ACS Utilities Manager contains a variety of tools and utilities. Many of the tools and utilities available are designed for use only with an ACS Customer Support Representative, but you can use some of them.

The Utility Manager also displays a System Snapshot, including the versions of ACS installed and the installation date. You can also click on **ACS System Settings** to view information concerning your ACS settings. Our Support Representatives may request information from this tab when troubleshooting certain problems.

ACS Utilities

Utility Manager contains the following ACS Utilities. To read more about a utility, including detailed procedures, click on the utility's name.

- **ACS Backup** — Click to open ACS Backup. This lets you create an exact copy of your data files that you can restore in the event of a disaster.
- **Rebuild Program Group** — Click to rebuild the ACS program group. This is useful if the ACS program group does not show all of the ACS buttons or if some of the buttons are deleted.
- **Table Maintenance** — Table Maintenance contains utilities that repair tables when they are corrupt. **Special Mailings --> People** — With this utility, you can move one or more individuals from the Special Mailings module to the People module.
- **People --> Special Mailings** — With this utility, you can copy one or more individuals from the People module into the Special Mailings module.
- **Reservations --> People** — With this utility, you can move an individual who is listed in the Reservations module to the People module.
- **Support Programs** — These programs are special utility programs designed to troubleshoot/correct problems. To access Support Programs, contact ACS Customer Support for a password.
- **Clear User Directories** — This utility provides a listing of the temporary files stored for each user. With this utility, you can delete a single file or all temporary files for each user or all users.
- **Reset All User Login Times** — Use this to clear all user's login/log out information. This does not affect a user's rights, saved searches and reports, or other settings. Use this utility when no one can log in to ACS and when no one is logged into ACS. If a single user is not able to log in to ACS, you can reset that user's login times in the Add/Edit Users window in ACS.
- **Repair Login Tables** — This utility repairs all user tables. Use this utility when a user table is corrupt and users receive error messages when logging in to ACS.
- **Delete .Net and .Lck Files** — When a user logs in to ACS, .net and .lck files are created to prevent multiple users from editing the same record at the same time. When the user exits ACS properly, the files are deleted. If the files are not deleted and the user receives error messages, use this utility to delete the files.

- **Mass Delete TMS Events** — With this utility you can delete outdated Ministry Scheduler events you no longer need to keep track of.

The Table Maintenance Utility

Table Maintenance contains utilities that repair tables when they become corrupt. The processes you use to repair a corrupted table depend on the error code and error message you receive.

In Table Maintenance, you can repair tables, optimize tables, reinstall tables, and view table information. In Table Verification, you can performance table maintenance for tables in ACS People Suite, ACS Financial Suite, and System. You can also select a different Financial Dataset if you have more than one dataset.

For assistance with Table Maintenance utilities, contact ACS Technologies Support.

The Special Mailings to People Utility

With this utility, you can move one or more individuals from the Special Mailings module to the People module. You can also move all of the individuals from the Special Mailings module to the People module. You also have the choice of removing these names from your Special Mailings roster.

ACS automatically verifies Label Names and Sort Fields to ensure the individuals' label names and other information are correct.

1. On the **Utility Manager** menu, click **Special Mailings --> People**.
2. Log in with your ACS user name and password.
3. Click **Select Record**.
4. Select the name of the individual you want to move, then click **OK**.
5. Under **Selections**, choose the following from the drop-down lists:
   - **Member Status**
   - **Record Type**
   - **E-mail Type**
   - **Comment Type**
6. Click **Move Record**, then **Yes**.
7. Click **OK** to the next two messages.
8. Click **Close**.

1. On the **Utility Manager** menu, click **Special Mailings --> People**.
2. Log in with your ACS user name and password.
3. Under **Selections**, choose the following from the drop-down lists. The same **Member Status**, **Record Type**, **E-mail Type** and **Comment Type** are applied to all of the individuals. You can edit each person's record in the ACS People module to change the each of these, if necessary.
   - **Member Status**
   - **Record Type**
   - **E-mail Type**
   - **Comment Type**
4. Click **Mass Move**.
5. When the confirmation message displays, click **Yes**.
6. Click **Close**.

The People to Special Mailings Utility

With this utility, you can copy one or more individuals from the People module into the Special Mailings module. You can also copy all of the individuals with the same member status from the People module to the Special Mailings module.

This utility does not delete individuals from the People module, but it can automatically deactivate an individual after copying the information into Special Mailings.

1. On the **Utility Manager** menu, click **People --> Special Mailings**.
2. Log in with your ACS user name and password.
3. Click **Find Person**.
4. Select the individual you want to copy to Special Mailings.
5. Click **Add** , then **Close**.
6. Select the special mailing group to which you want to add the individual.
7. Make the following optional selections:
- **E-mail Type**
- **Deactivate People Record after copy**
8. Click **Move Person**.
9. Click **OK** to the next three messages, then click **Close**.

1. On the **Utility Manager** menu, click **People --> Special Mailings**.
2. Log in with your ACS user name and password.
3. Under **Selections**, select the member status from the drop-down list that contains the people you want to copy to Special Mailings.
4. To select individuals, click **Find Person**.
5. Select the individual you want to copy to Special Mailings and click **Add** [→]. Repeat this step until all individuals are selected, then click **Close**.
6. Under **Available Groups**, select the Special Mailing Group to which you want to add the individuals.
7. Make the following optional selections:
   -
   - **E-mail Type**
   Deactivate People Record after copy
8. Click **Mass Move**.
9. Click **OK** to the next three messages, then click **Close**.

The Reservations to People Utility

With this utility, you can move an individual who is listed in the Reservations module to the People module.

1. On the **Utility Manager** menu, click **Reservations --> People**.
2. Select the individual you want to move to the People module, then click **OK**.
3. When the confirmation message displays, click **OK**.
4. Click **Close**. ACS automatically verifies label names and sort fields to ensure the individual's label name and other information are correct.

The Repair Login Tables Utility

This utility repairs all user tables. Use this utility when a user table is corrupt and users receive error messages when logging in to ACS.

Make sure all users are logged out of ACS before attempting to run this utility. You should also make sure you have full control rights to the X:\acsnet folder. X represents your network drive.

The Delete .Net and .Lck Files Utility

When a user logs into ACS, .net and .lck files are created to prevent multiple users from editing the same record at the same time. When the user exits ACS properly, the files are deleted.

If the files are not deleted, users can receive error messages when logging in to ACS or while performing tasks. Some of the reasons that .net and .lck files are not deleted include:

- User does not exit ACS properly (Click **Exit** in the window.)
- The workstation freezes and you have to restart
- You experience a power flux and the workstation restarts itself
- Shutting down the workstation without exiting ACS

You can use the **Delete .Net And .Lck Files** utility to delete the files. It's a good idea to try deleting these files before calling support, as they may resolve your error. Before you attempt to delete .net and .lck files, make sure that everyone exits ACS. If you are unable to delete the files, shutdown all workstations, then reboot the server. Once the server is back up, delete any files that still exist.

If you receive an "access denied" message when you click **Delete .Net And .Lck Files**, reboot your workstation. If you still cannot run the utility, reboot the server. If your server is running Windows® 2000, Windows XP®, or higher operating system, ask your network technician to close open files on the server without rebooting.

- **Search** — Click to begin searching your PC or network for all .net and .lck files.
- **Delete** — Click to delete the net and .lck files found during the search.
- **Close** — Click to exit the .Net/.Lck Utility window.
- **Deletable Files** — Displays a list of all net and .lck files found during the search.

The Mass Delete TMS Events Utility

With this utility you can delete outdated events or events that you no longer need to keep track of. This can improve the performance of TMS.

You must be an administrative user to use this utility. When you use this utility, events and bookings associated with the events are permanently deleted.

> ⚠️ **Note**
>
> We recommend making a backup of your TMS data before using this utility.

1. On the **Utility Manager** menu, click **Mass Delete TMS Events**.
2. Enter your ACS user name and password.
3. Select a **Calendar**.
4. Enter a **Date Range**. All events in this range will be deleted.
5. **Optional:** Click **Print** to print a listing of events that will be deleted.
6. Click **Delete Events**.

System Snapshot

The System Snapshot located on the Utility Manager menu contains important information about your computer, operating system, and ACS. An ACS Customer Support Representative may request this information when troubleshooting certain problems.

The following information is contained in the System Snapshot:

- **Operating System** — The version of Microsoft Windows, and any service packs installed.
- **Memory** — A table of your Total and Free RAM (Random Access Memory), Virtual Memory, and Page File.
- **Installed** — The date ACS was installed on this computer.
- **Updated** — The date you last loaded an ACS update on this computer.
- **File/ Version Number** — A list of ACS executable files and their version numbers.

System Utilities

In Utility Manager, the System Utilities menu includes the following utilities. Since these are Microsoft® Windows® utilities, consult Windows Help for more information.

- **Display Settings** — The Display Settings button opens the Microsoft® Windows® Display Properties window. This is a Windows program you can use to change your monitor and display settings.
- **Network Settings** — The Network Settings button opens the Microsoft® Windows® Network control panel utility. This is a Windows program you can use to change your network settings. Do not make any changes to your network settings without first consulting your network representative.
- **System Configuration** — The System Configuration button opens the Microsoft® Windows® System Properties. This is a Windows program you can use to change system properties and settings.