



Recommended New Year Maintenance

It's a new year and as your office transitions from 2011 to 2012, we've put together a list of recommendations to help you.

Additional details are available beginning on page two. Happy New Year!

Recommended ACI Maintenance

- Update ACI Track Auto-File Numbering
- Verify ACI Track Appraiser Information
- Configure ACI Report to Look to a 2012 Folder
- Run WebUpdate
- Backup Old Reports, PDF Files and Images
- Delete Old Reports, PDF Files, Images and ACI Backup Files

Recommended ACI365™ Maintenance

- Update Auto-File Numbering
- Verify Appraiser Information
- Update Your Website
- Create an E-mail Campaign

Recommended General Computer Maintenance

- Run Disk Cleanup
- Perform a Disk Defrag
- Check for Microsoft® Windows Updates

Recommended ACI Maintenance

Update ACI Track Auto–File Numbering

For offices using ACI Track to enter new orders and automatically generate file numbers, January is the time to update the auto–file numbering feature for 2012.

1. Open ACI Track and click **Setup > Office Controls**.
2. Update the *File Number Prefix*. The prefix may contain letters, numbers, and hyphens, and is included at the beginning of every file number.
3. Enter the starting number for auto-numbering in *Starting File Number*.
4. Click **OK**. Automatic numbering begins with the next order created.

NOTE: The minimum length of the automatically generated file number, including prefix, is eight characters. Track inserts zeros if the number of characters in the prefix plus the starting file number is less than eight (i.e., if the prefix is 598 and the starting file number is 1, the first file number will be 59800001).

TIP: Automatic file numbering applies to all computers sharing the same database

Verify ACI Track Appraiser Information

If your office uses ACI Track, the new year is a great time to verify and update appraiser details.

1. Open ACI Track and click **Databases > Appraisers**.
2. Select the *Appraiser* and click **Edit**.
3. Verify or update the appraiser information and click **OK**. Click **Close** to exit *Appraiser Maintenance*.

Configure ACI Report to Look to a 2012 Folder

If your office creates separate folders for each year's appraisal reports, create a 2012 folder and follow these instructions.

1. Click **Options > Environment** and select **File Locations**.
2. The *Reports* directory is selected. Click **Modify**, browse to and select the **2012** folder, and click **OK**.
3. Click **OK** to apply the changes, or click **Cancel** to exit.

Run WebUpdate

Make sure your ACI is current, so you have all the latest software features and updates.

Click **Help > About ACI Report** to view the software collection, version, and release. The collection should be ACI Collection 2010. If your collection is ACI Collection 2009 or older, please use the [ACI Update Advisor](#) to download and install ACI2010™.

The Release is the published date of the collection i.e., 11-1221WU. This is the December 21, 2011 WebUpdate (WU) release. To view the [latest WebUpdate highlights](#), visit our website.

With ACI2010™ installed, run WebUpdate to check for additional software updates. Software updates are available to all clients with an ACI membership agreement. ACI membership agreements can be renewed at the [ACI Store](#).

1. In Report, click **Help > ACI WebUpdate**. Outside of Report, double-click the **ACI WebUpdate** icon on the computer desktop or click **Start > All Programs > ACI Collection 32 > ACI System Utilities > WebUpdate**.
2. If requested, enter the company password and click **OK**.

NOTE: The *Special Update ID* field should be left blank unless otherwise instructed by ACI.

3. Click **Go** to download the updates.
4. Click **OK** when the update completes and click **Exit** to close the Web Updater.

Backup Old Reports, PDF Files, Images

When all 2011 appraisal reports are completed and closed, it's time to backup all the reports and associated files. Burn files to CD or DVD, move the files to a backup hard drive, or upload files to an online storage system.

Below is a list of the folders to backup in the location where ACI installs them. If your office has customized the folder locations, please reference your office setup.

Reports: C:\Program Files\ACI32\Reports

PDF Files: C:\Program Files\ACI32\PDFS

MISMO Files: C:\Program Files\ACI32\MISMO

Images: C:\Program Files\ACI32\Images

NOTE: If your operating system is Windows Vista or Windows 7, you may need to look for the C:\Program Files (x86)\... folders.

Delete Old Reports, PDF Files, Images and ACI Backup Files

After backing up old reports, PDF files, and images, remove the old files and create more space for your 2012 files. Below is a list of the file types you can delete in the folders where ACI installs them. If your office has customized the folder locations, please reference your office setup.

2011 and Older Reports (.ACI): C:\Program Files\ACI32\Reports\

ACI Backup Files (.ABK): C:\Program Files\ACI32\Reports\

MISMO Files (.XML and .PDF): C:\Program Files\ACI32\MISMO

PDF Files (.PDF): C:\Program Files\ACI32\PDFS

Images: C:\Program Files\ACI32\Images

NOTE: If your operating system is Windows Vista or Windows 7, you may need to look for the C:\Program Files (x86)\... folders.

Recommended ACI365™ Maintenance

Update Auto–File Numbering

For offices using ACI365™ to create new orders and automatically generate file numbers, January is the time to update the auto–file numbering feature for 2012.

1. In the *Management* section, click **Control Panel**.
2. Update the *Prefix*, *File Number* and *Suffix* for your 2012 files.
3. Click **Submit** to save the changes.

Verify Appraiser Information

If your office uses ACI365™, the new year is a great time to verify and update appraiser details.

1. In the *Management Section*, click **Employees and Appraisers**.
2. Click the **Edit** link for any Active User.
3. Verify or update employee details.
4. Click **Save** to accept the changes.

Update Your Website

Keep your website fresh and current with a few updates. Select a new template or color scheme. Update the text on your home page or other informational pages. Add new clickable pages. Insert new photos.

1. In the *Marketing* section, click **Company Website**.
2. Update the *Home Page*, *Content*, *Site Style* and *Modules*.
3. Click the **View Website** tool to review your updates.

Create an E-mail Campaign

Create a New Year's e-mail campaign to deliver to your clients and generate more business.

1. In the *Marketing* section, click **E-Mail Campaign**.
2. Enter a new campaign name.
3. Select recipients (clients, ordering persons, and appraisers) from the drop-down lists and click **Add**, or click **Add All** to include all e-mail addresses in the list. Click **Remove** to remove a contact from the recipient list, or click **Remove All** to remove all recipients from the list.

NOTE: Only company e-mail addresses are shown in the drop-down menu.

4. Enter a *Start Date* and an *End Date* for the e-mail campaign.

TIP: Set the start date as the first day e-mail should be delivered.

5. Select the *E-mail Interval* for e-mail delivery. Select from the list of common intervals or enter a custom interval in the field provided.
6. Enter the *Subject* text.

TIP: Select a category and theme from the drop-down lists to use a predefined campaign template.

7. Enter and format text using the content editor and click **Save**.

NOTE: When using a template, type desired text over placeholder text (words and angle brackets).

TIP: Right click in the field content and select *Insert Replaceable* to add a replaceable value to the e-mail. See the ACI365 Help Guide for additional information.

8. Click the **Run Campaign Now!** Link to launch the campaign.

Recommended Computer Maintenance

Basic computer maintenance can help your computer and the programs on your computer, including ACI, function better. Here are a few suggestions.

Run Disk Cleanup

Disk Cleanup helps remove unnecessary files, like temporary files, from your computer. Use this tool often to keep your computer clean.

1. Click **Start > My Computer**.

NOTE: Windows Vista and Windows 7 users, click **Start > Computer**.

2. Right-click the drive i.e., C:, X: and select **Properties**.
3. In the *General* tab click **Disk Cleanup** and follow the on-screen prompts.

Perform a Disk Defragment

Defragmenting your hard drive helps Windows put files in logical order, so Windows can find files more efficiently and increase speed. Use this utility a few times a year to help keep your computer running efficiently.

1. Click **Start > My Computer**.

NOTE: Windows Vista and Windows 7 users, click **Start > Computer**.

2. Right-click the drive i.e., C:, X: and select **Properties**.
3. Select the **Tools** tab, click **Defragment Now** and follow the on-screen prompts.

Check for Microsoft® Windows Updates

Microsoft provides software and security patches to authorized Windows users through the Microsoft Windows Update utility. Verify that your operating system's patches are current.

Click **Start > All Programs > Microsoft Update** or **Start > All Programs > Windows Update** and follow the on-screen prompts.

TIP: For help determining which updates to install, please contact a local computer technician familiar with Microsoft Windows Updates.

How can I contact Technical Solutions?

Contact ACI Technical Solutions at 800.274.8727 or support@aciweb.com. Technical Solutions is available Monday – Thursday 8:00 a.m. - 8:00 p.m. EST, and Friday 9:00 a.m. – 5:00 p.m. EST.

Premier 24/7 Support is available by subscription. Please visit the online [ACI Store](#) for additional information.

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