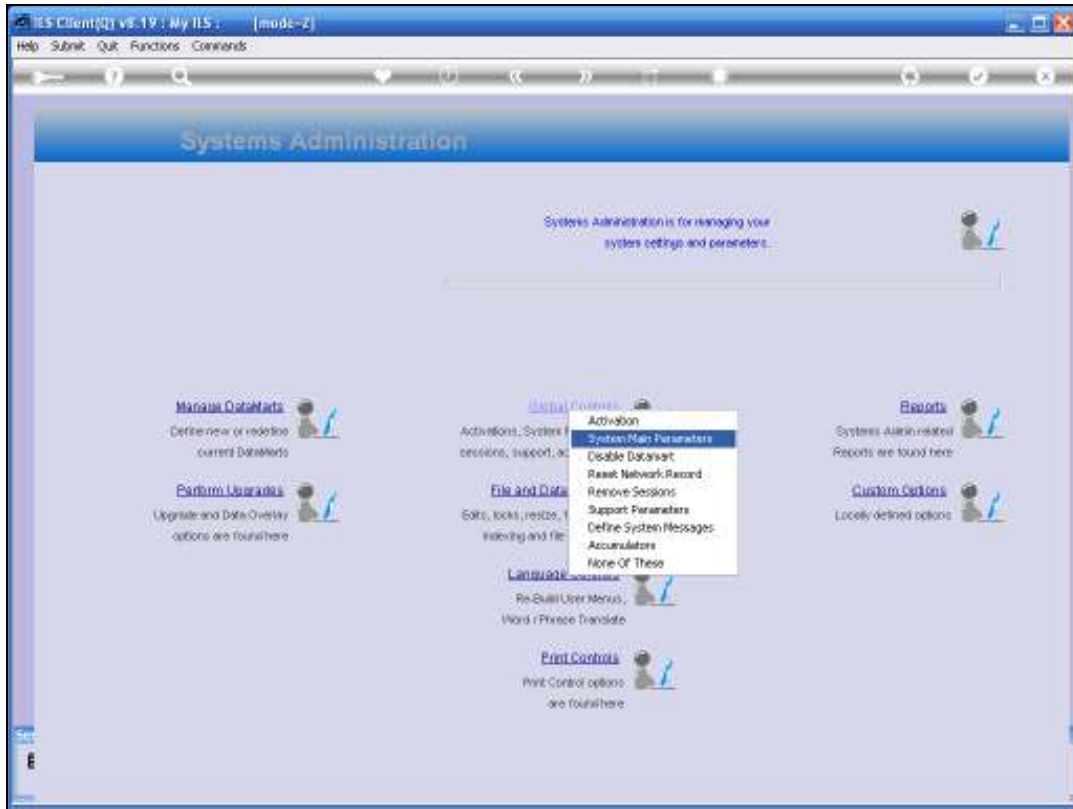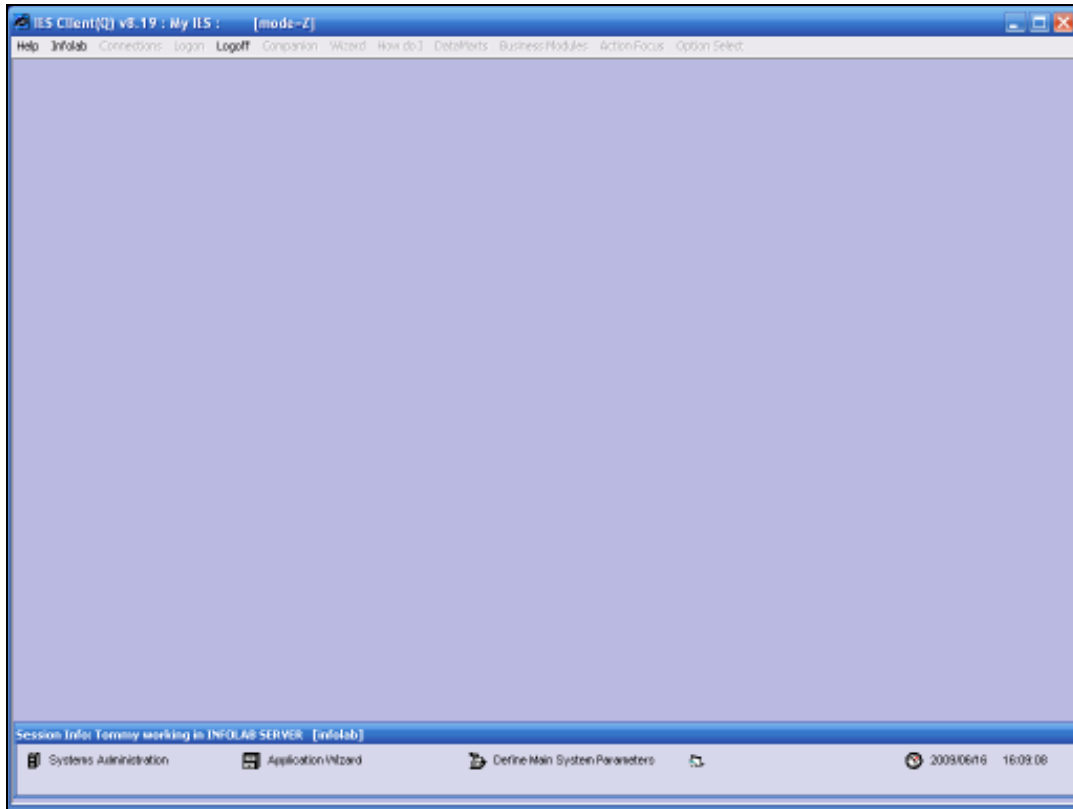Slide 1

Slide notes: In this tutorial we look at the Main System Parameters that affect operation of the system. From the Systems Administration menu, we choose "Global Controls" and then "System Main Parameters".
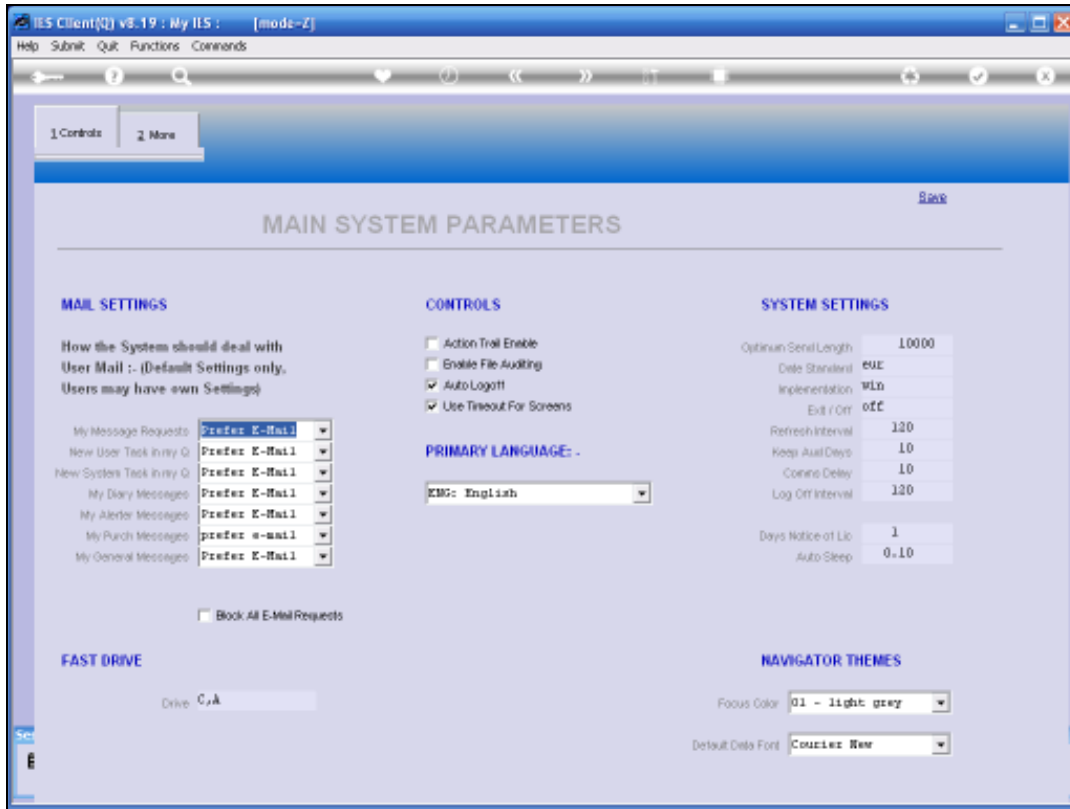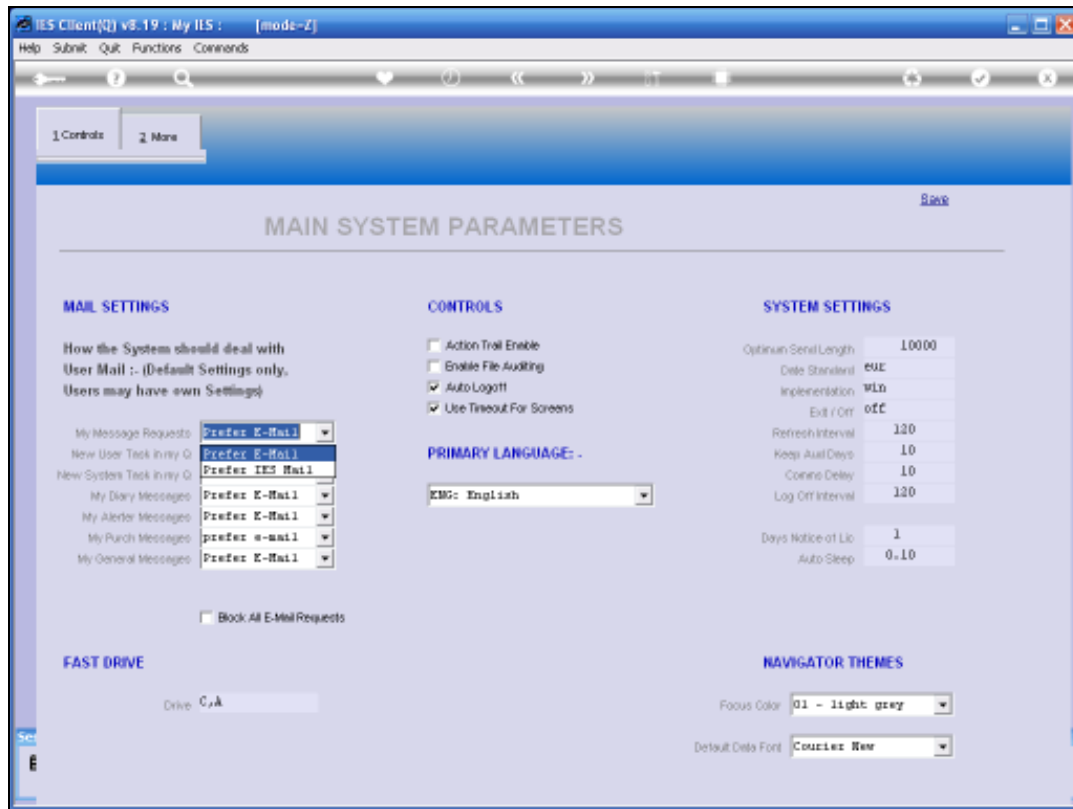
Slide 2

Slide notes:

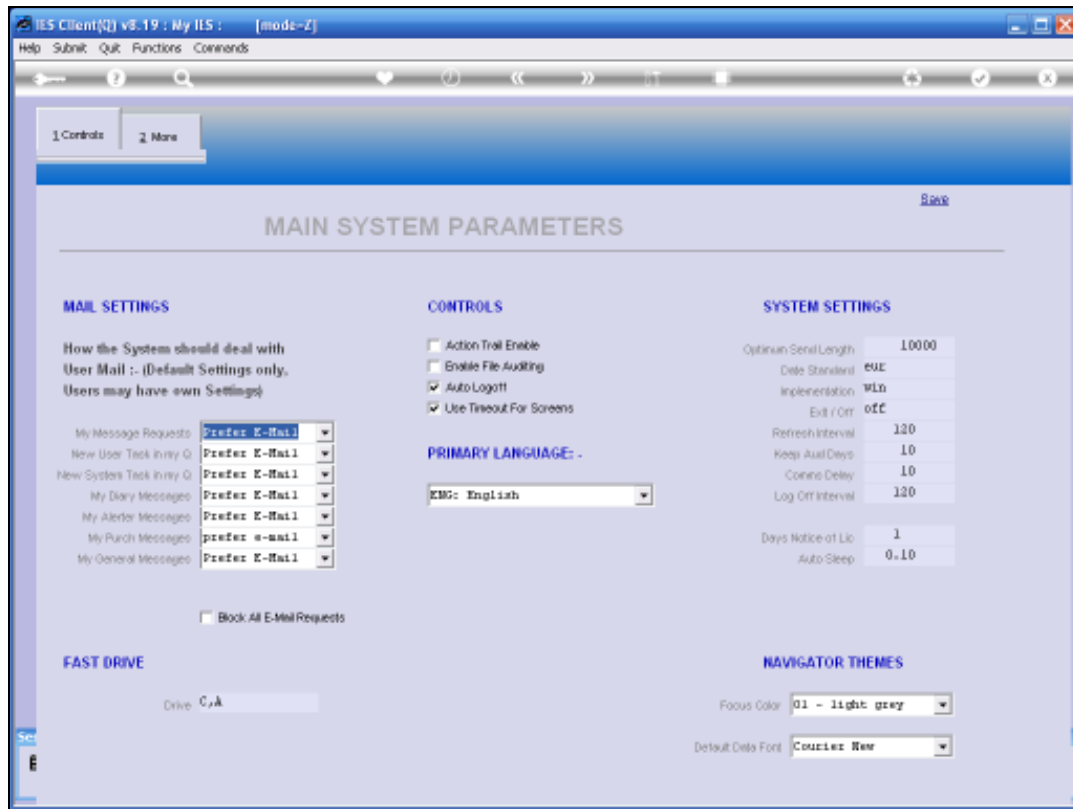Slide 3
Slide notes:

Slide 4
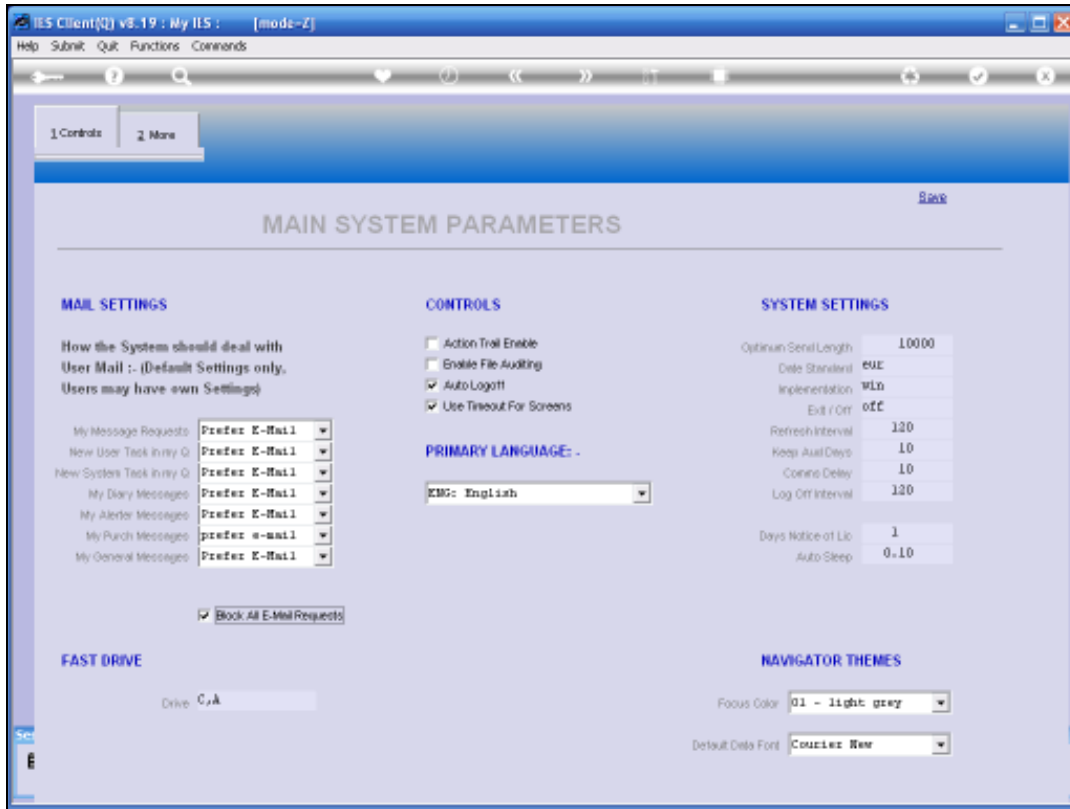Slide notes:

Slide 5
Slide notes:

Slide 6

Slide notes: There are a number of event triggers in IES where the system will or may send a message to a User, and these events are categorized as listed here. The system has default settings of how to dispatch these messages, i.e. by e-mail or by using the system internal IES mail messaging. We can choose a preferred method for each of these event types, but it should be noted that this is merely the default settings for the system, because each User has the right on his or her Settings to choose separately how the system should dispatch messages to them.
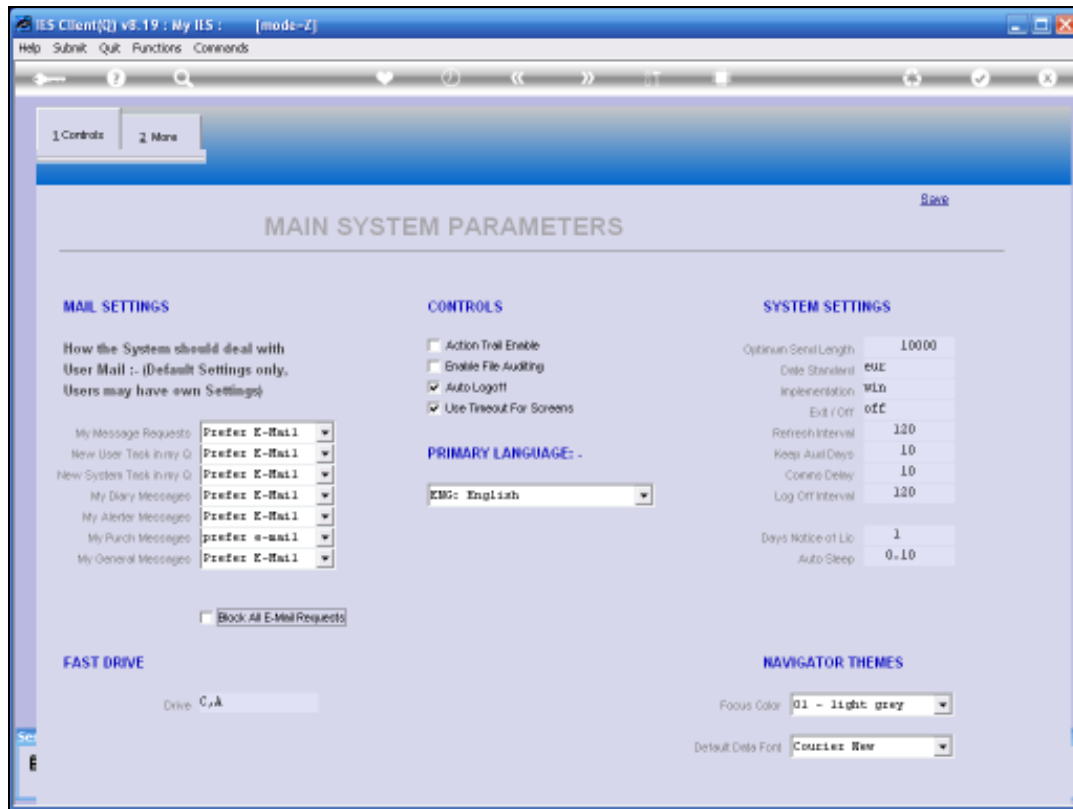
Slide 7

Slide notes: However, there is also an override option. If we check the blocking option to disallow e-mail for messaging, then in that case all messaging will be done in IES internal messaging format, even when a User has a personal setting that states e-mail as the choice.
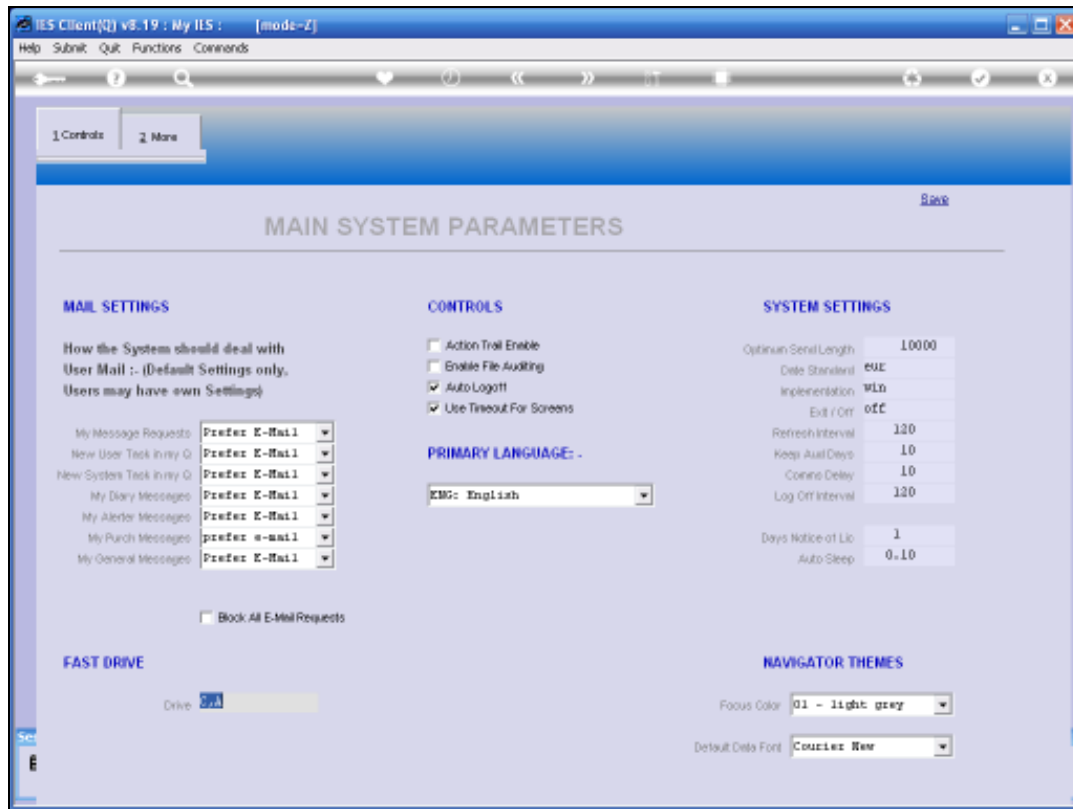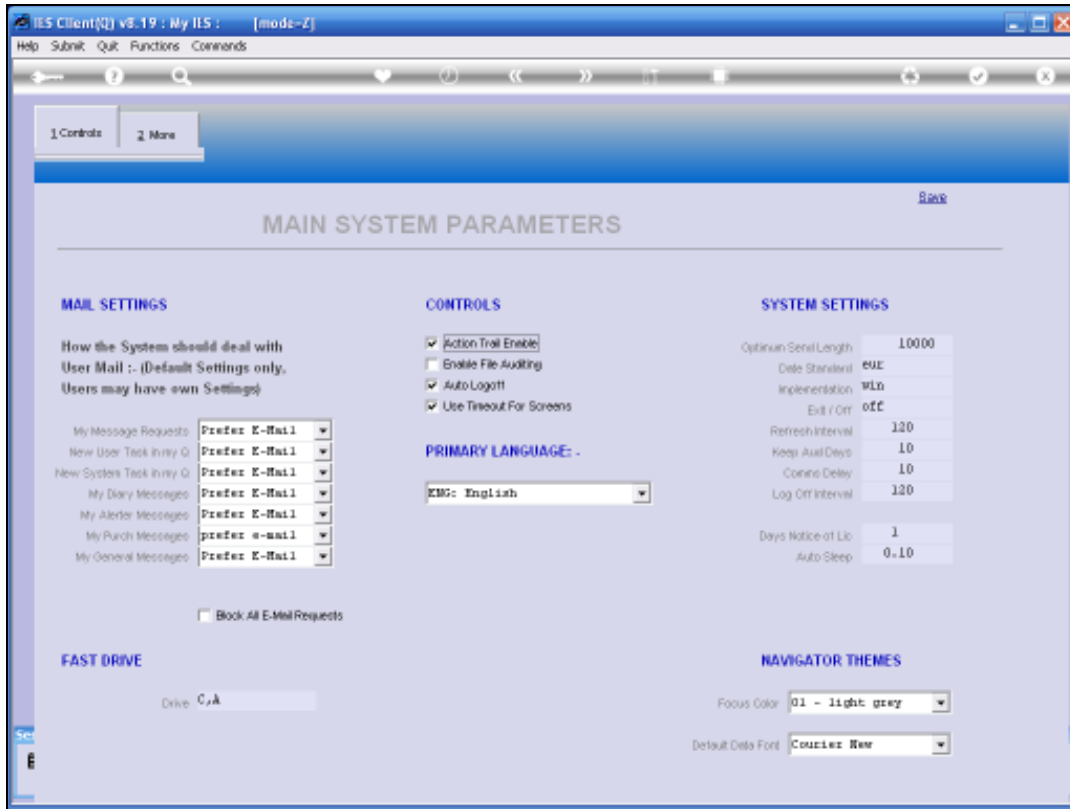
Slide 8
Slide notes:

Slide 9

Slide notes: The Fast Drive setting indicates how User Report Files are reached. There is a full on-line explanation if we check the Help, but in all multi-User environments this setting will be as shown here, except when the database is installed on a different drive than 'C', in which case the 'C' is replaced by the appropriate drive symbol. For single User systems, the setting is usually 'C,Q'.
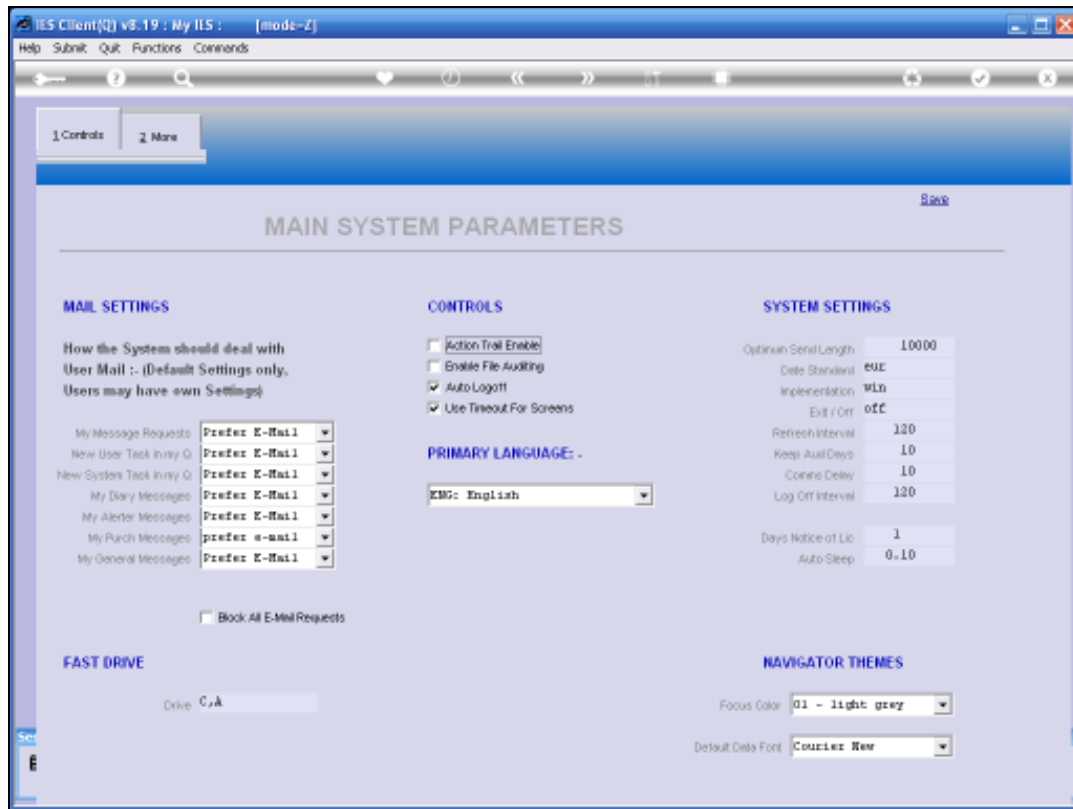
Slide 10

Slide notes: Action Trail enabling is a global switch that can be set at any time, and that can be changed again at any time. When it is ON, then any Users who are checked on their Master Records for Action Trail logging will be logged by the system for all menu options that they perform.
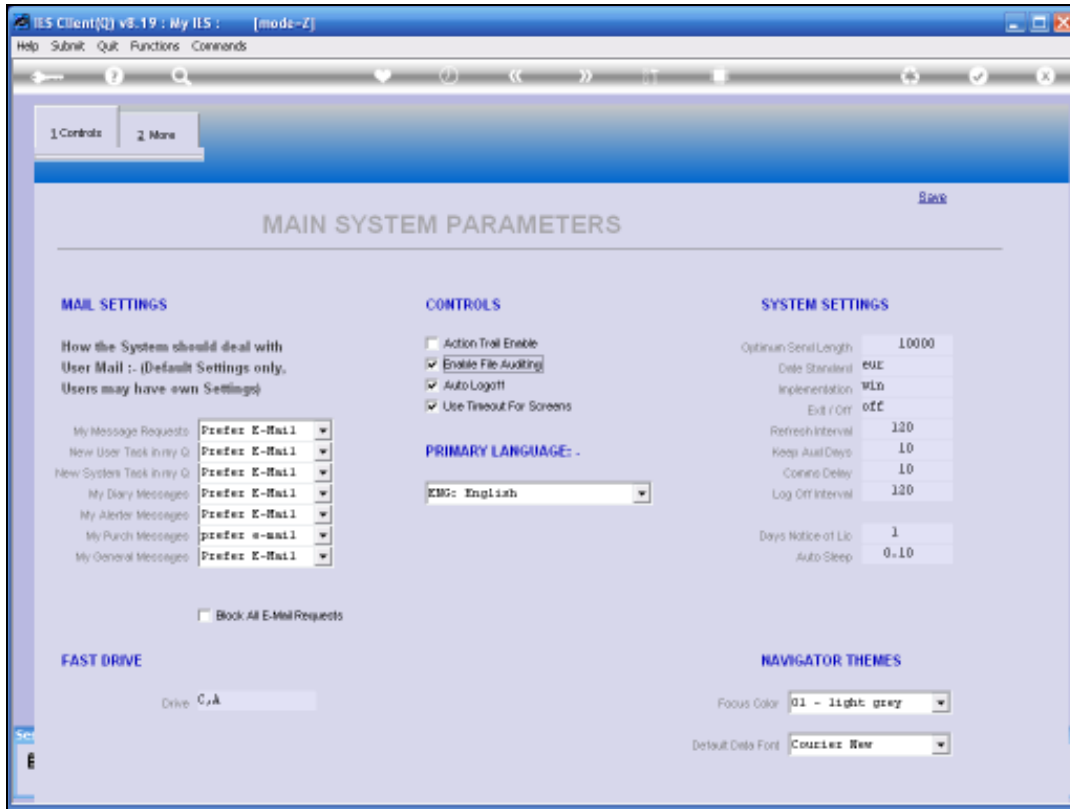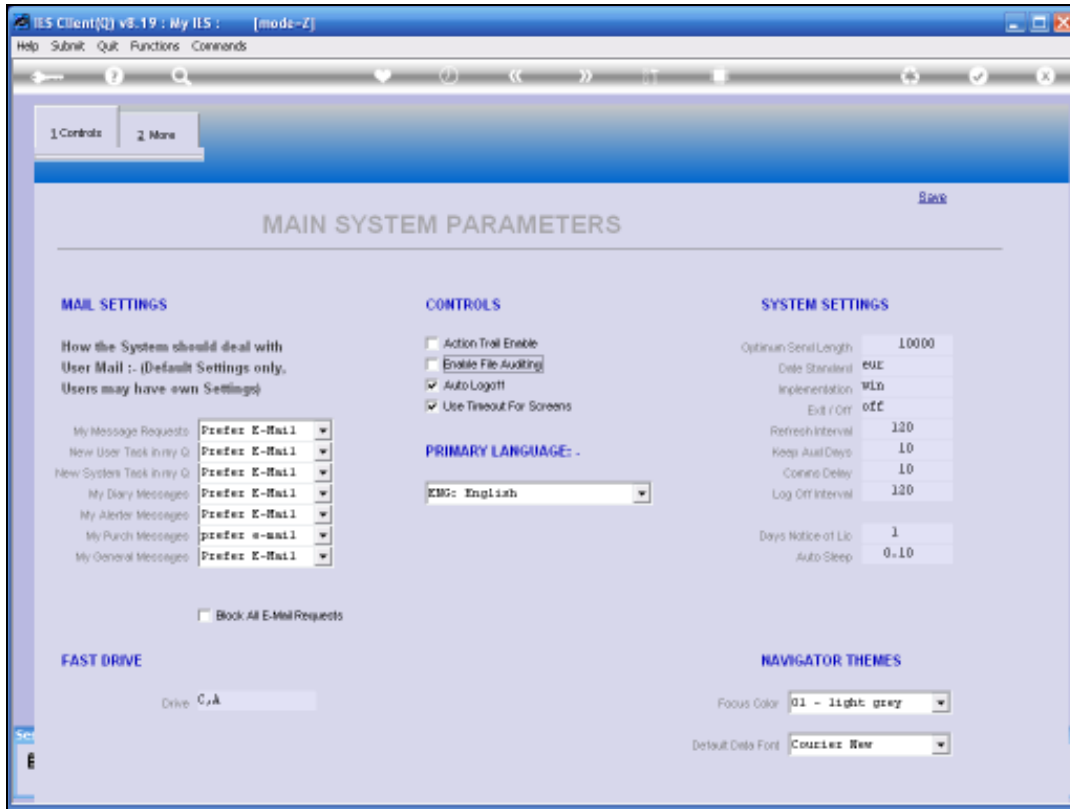
Slide 11
Slide notes:

Slide 12

Slide notes: Similarly, File Auditing is also such a global switch. When it is ON, then any Files that are checked for Auditing on the File Manager will be audit tracked for data changes by any Users.
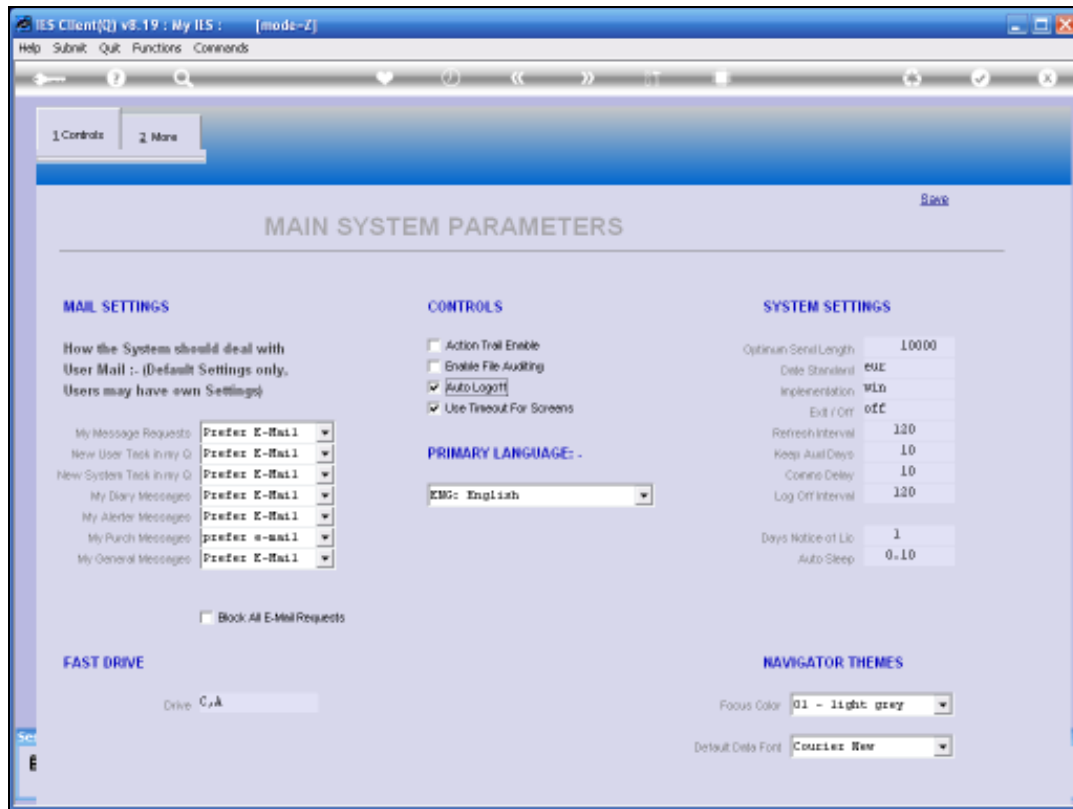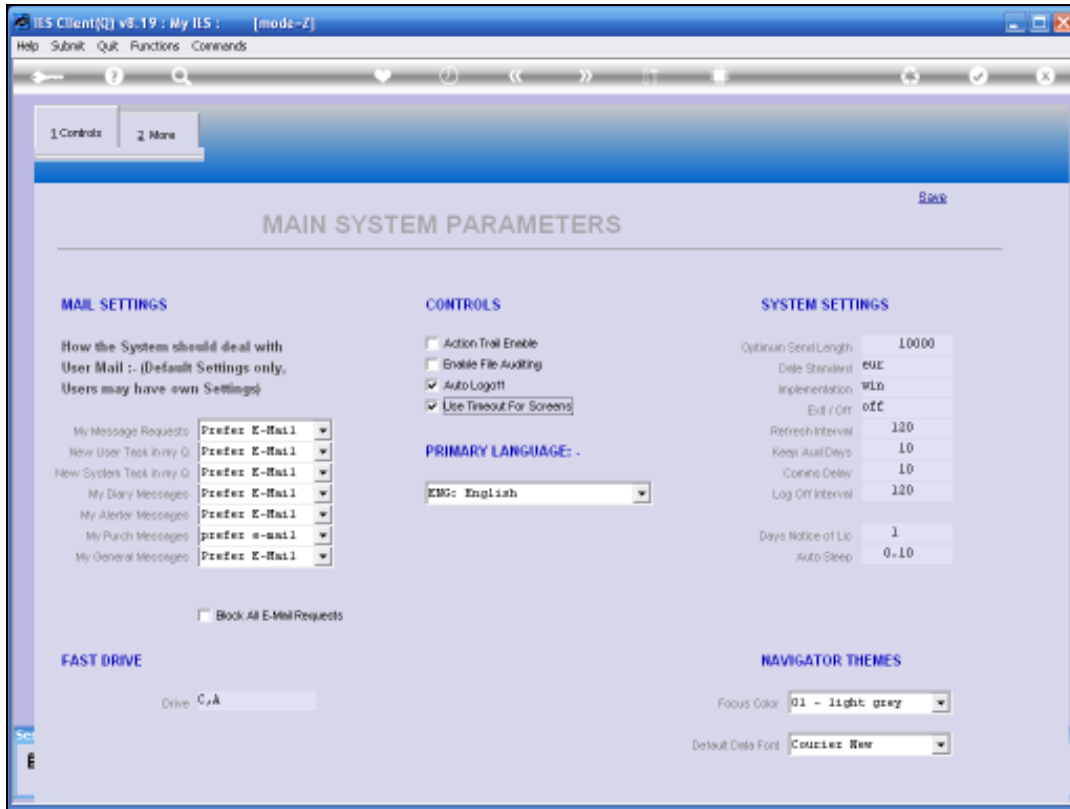
Slide 13
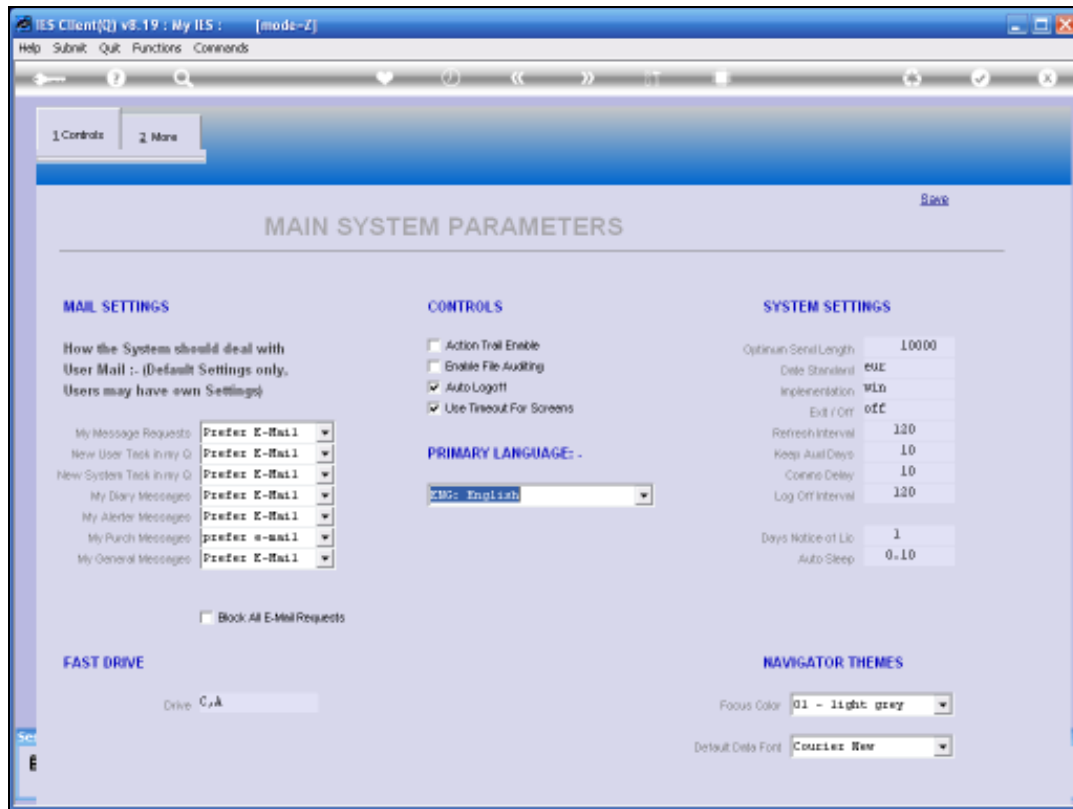Slide notes:

Slide 14
Slide notes:

Slide 15

Slide notes: The Auto Logoff switch is usually ON. When it is ON, then the system will automatically log off inactive Users to free up the license seats for other Users who may need to use the system. The time delay before an inactive User is logged off is set at the field called 'Log Off Interval'.
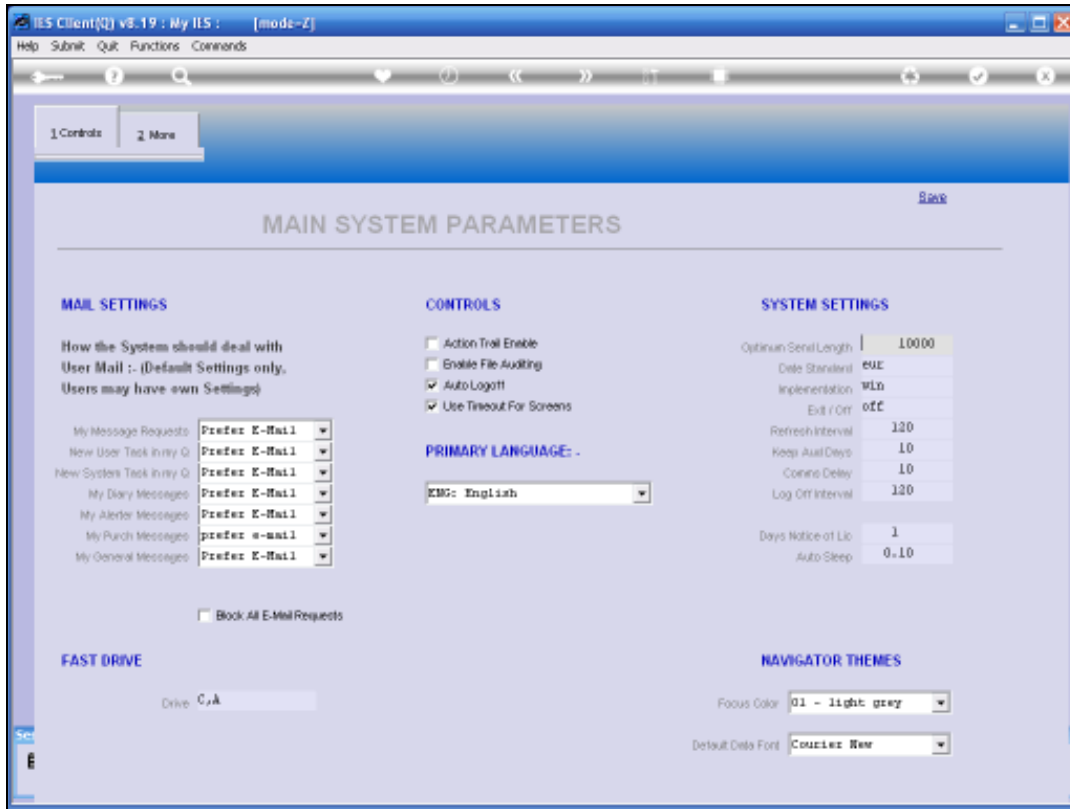
Slide 16

Slide notes: Timeout for screens is a standard system switch that should stay on.
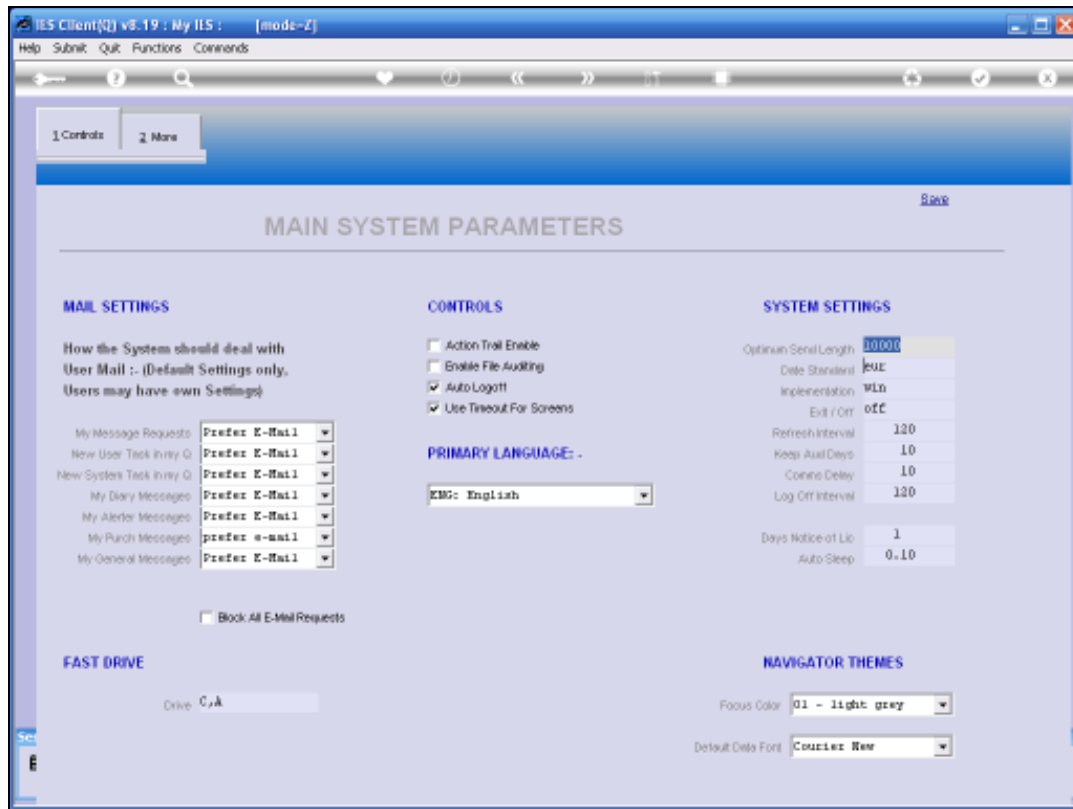
Slide 17

Slide notes: The primary language for the system is English, but it can also be set differently. The Language settings are always dependent on the implementation of local translations in languages other than English, and when the local equivalent cannot be found, then the system will always revert to English for that phrase, sentence or word.

Slide 18

Slide notes: 'Optimum send length' is an internally used communication setting, and should be as shown.

Slide 19

Slide notes: The Date Standard can be EUR for Euro or STD for Standard. The Standard setting is the USA arrangement where date displays are usually month, followed by day, followed by year. The Euro setting displays day, month, year. This setting is therefore important, so that dates and date fields may be processed according to local requirements.
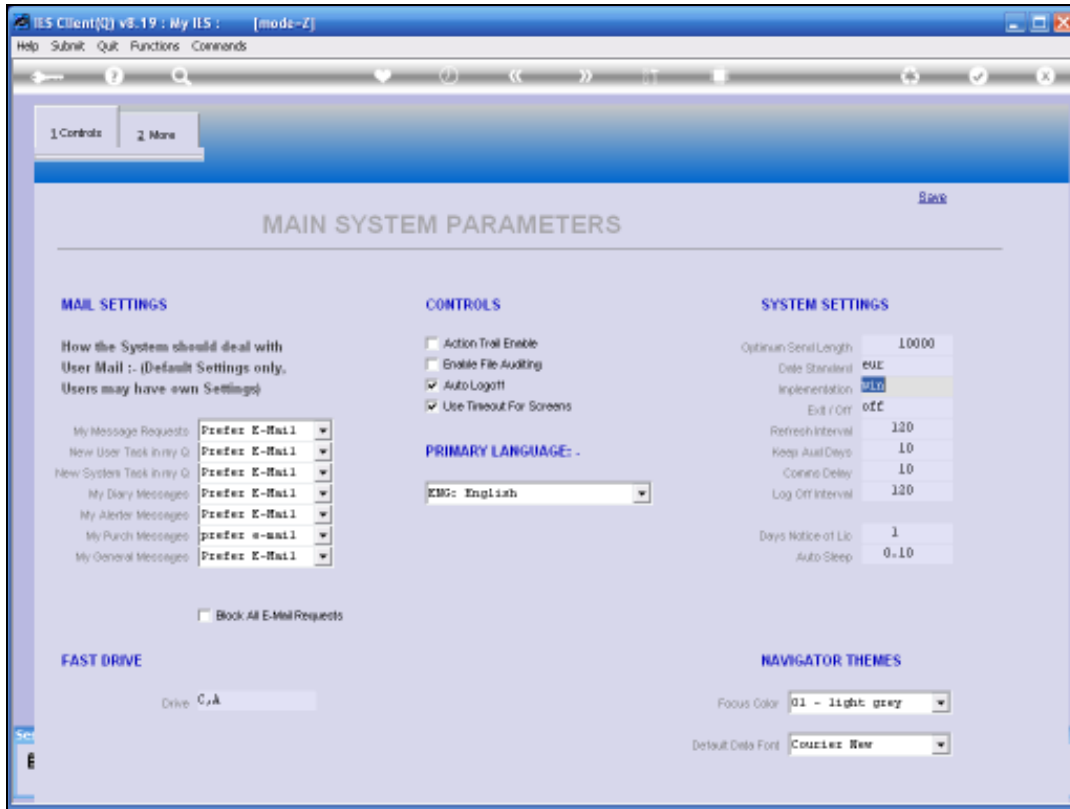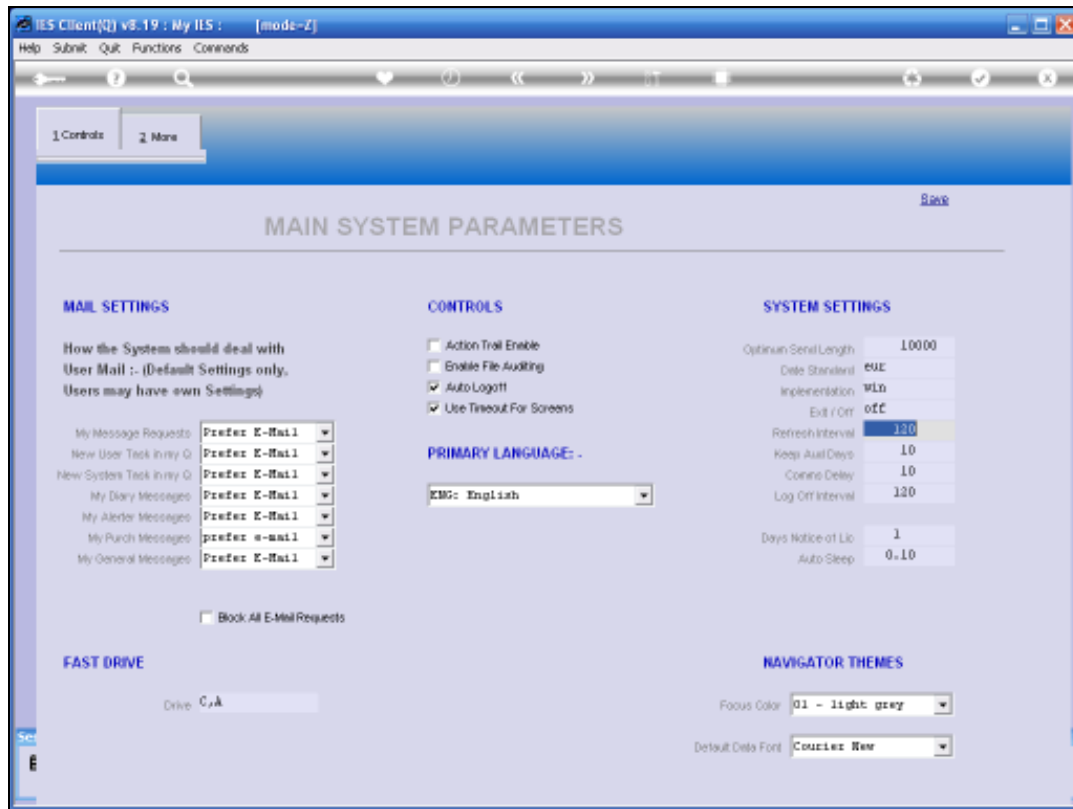
Slide 20

Slide notes: The implementation indicates the server platform type, and where 'win' means Windows. We may see the Help for other options.
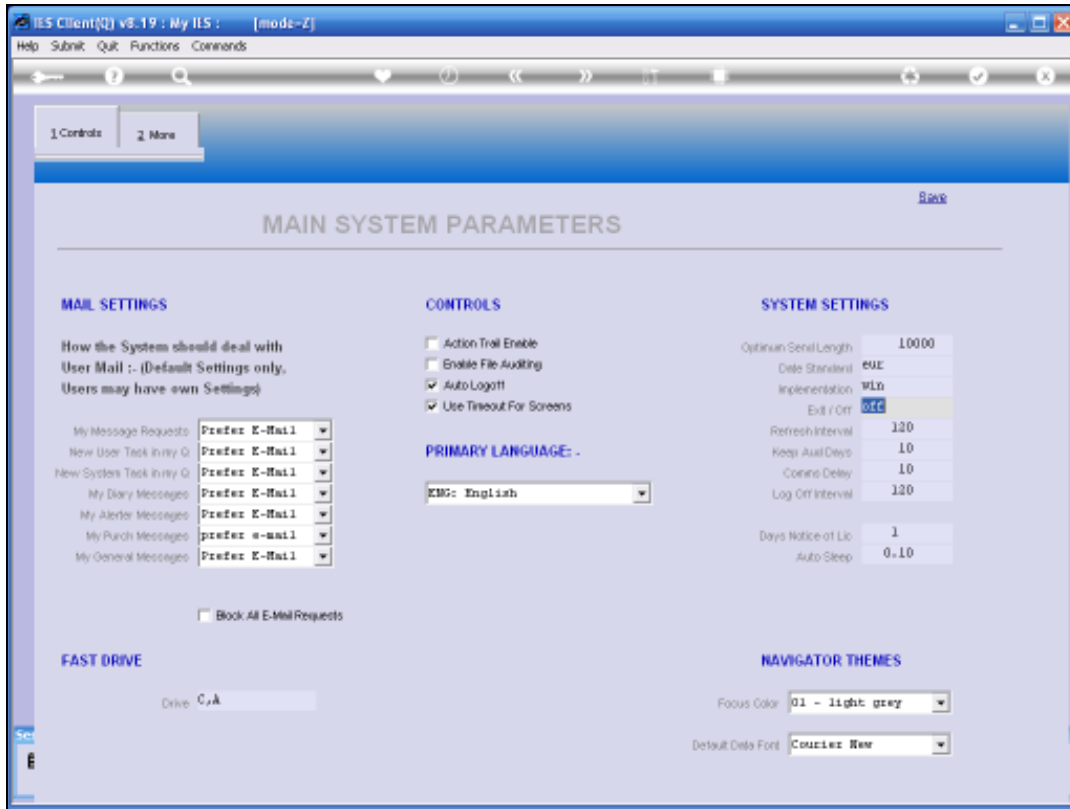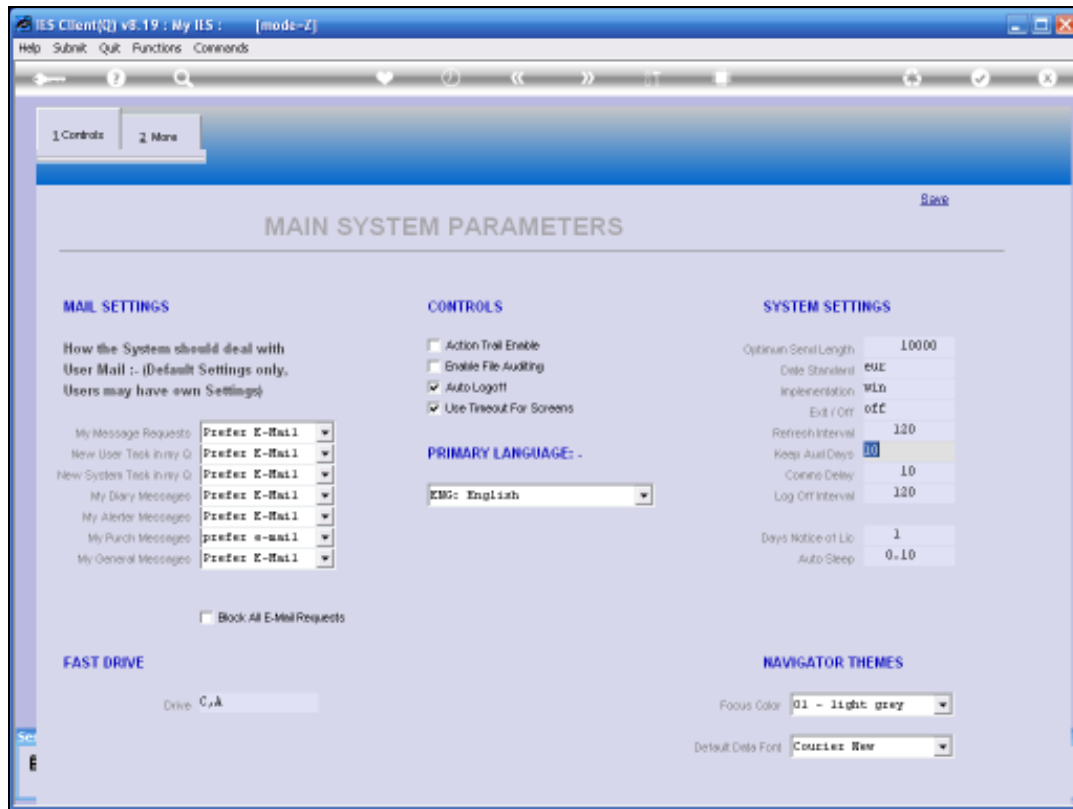
Slide 21

Slide notes: Exit / Off is always "off" for Windows Servers, and may be "exit" in the case of Linux or Unix.
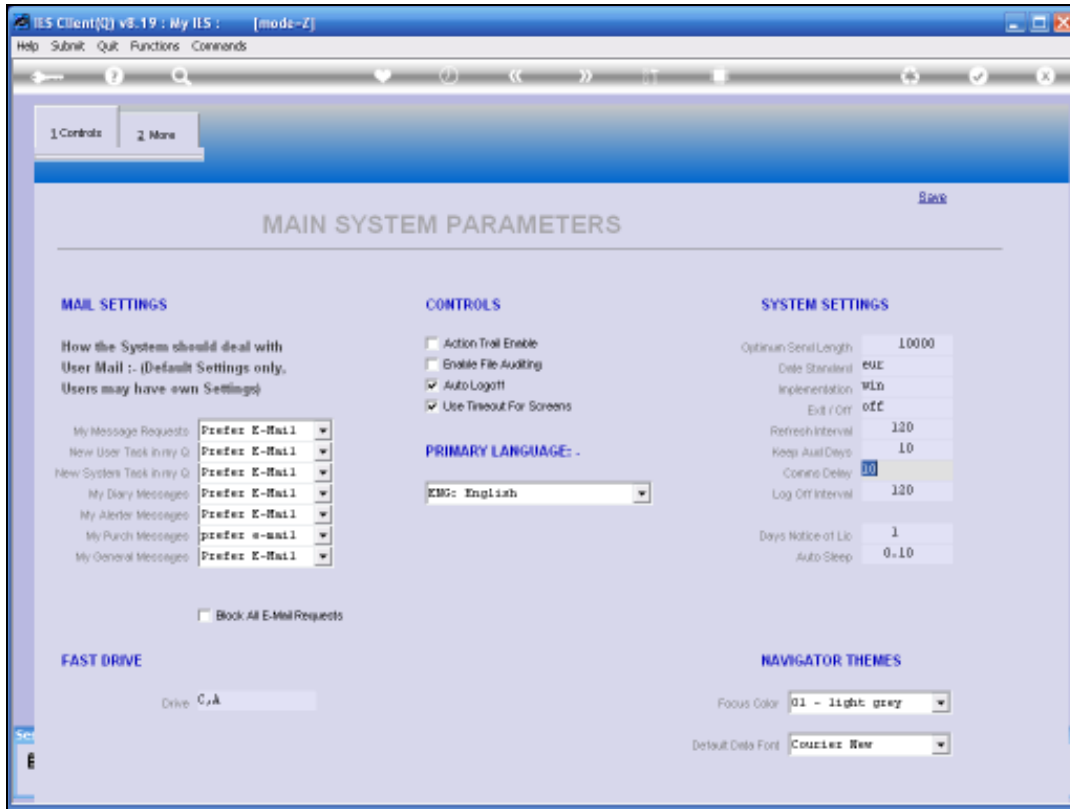
Slide 22

Slide notes: The Refresh Interval is indicated in seconds, and the default of 120 seconds or 2 minutes is realistic, but can be changed. After each Refresh Interval, a User Session is updated again with the latest operational and period settings for the Datamart in which the session is currently active.
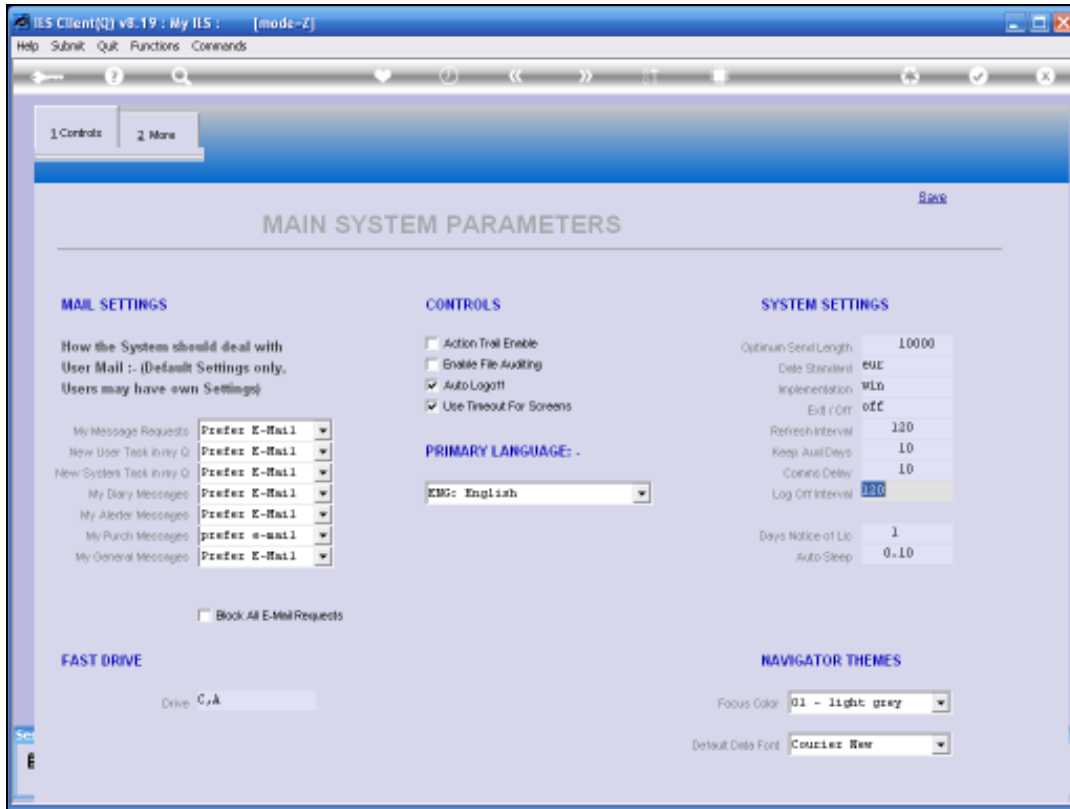
Slide 23

Slide notes: The 'Keep Aud Days' setting indicates how long the system should keep File Auditing data, i.e. information about who changed what and when.
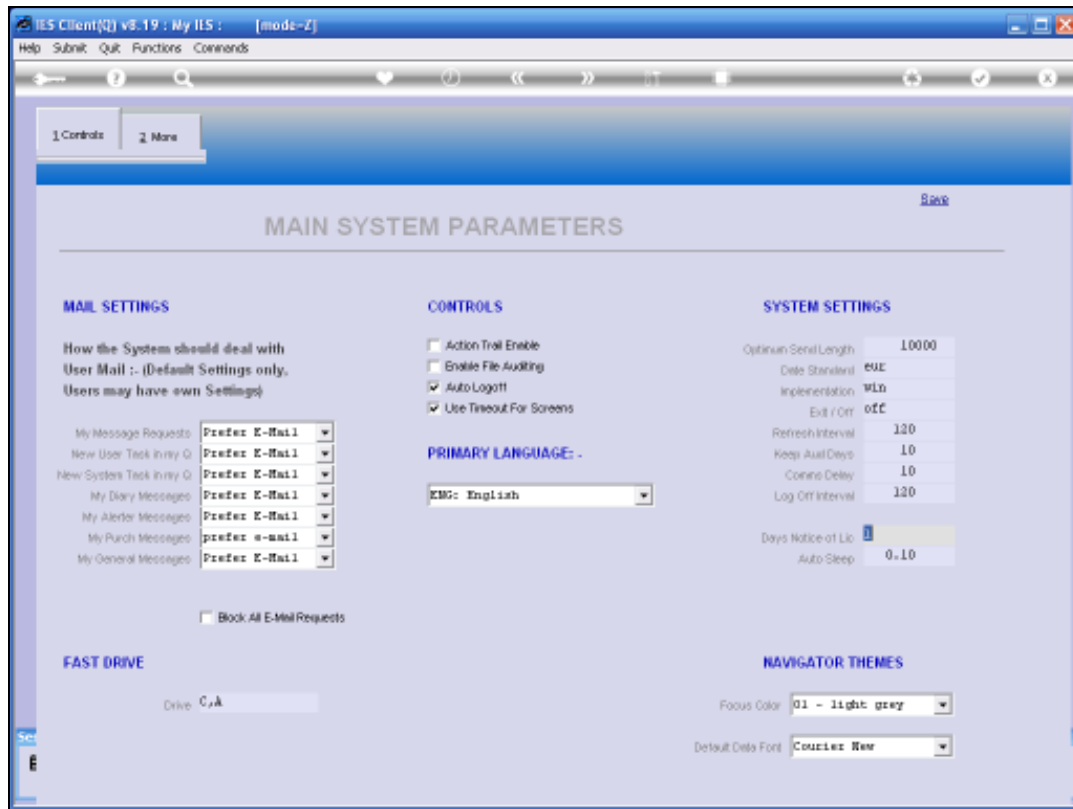
Slide 24

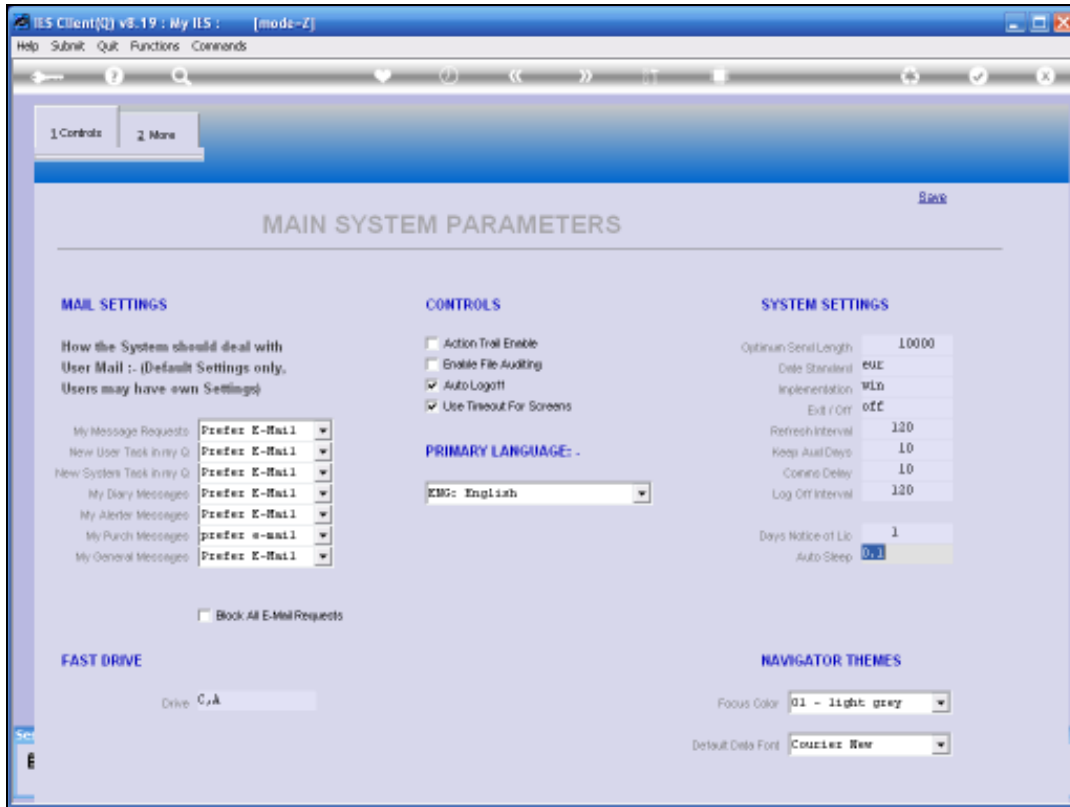Slide notes: Comms Delay is an internal setting that should be as shown here.

Slide 25

Slide notes: The Logoff Interval is stated in minutes, and indicates the delay before the system will log off an inactive Session.
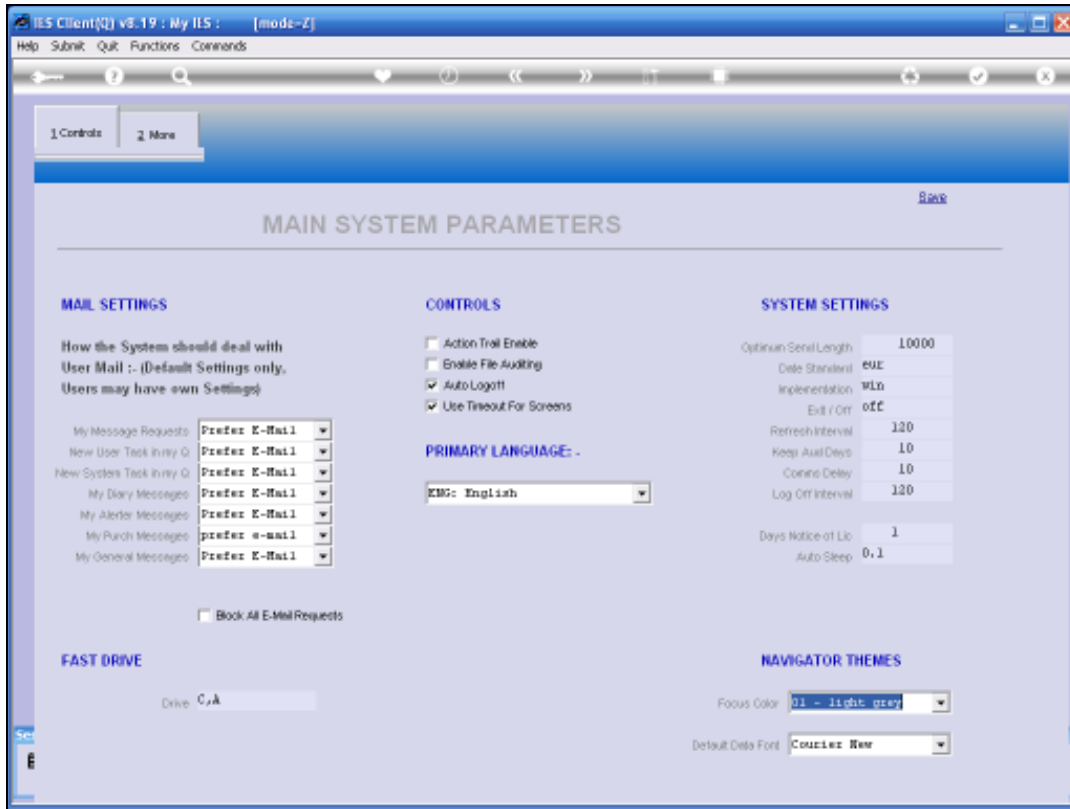
Slide 26

Slide notes: The system can alert us about the Activation License that will be expiring soon, and we may indicate the number of days of advance warning here.
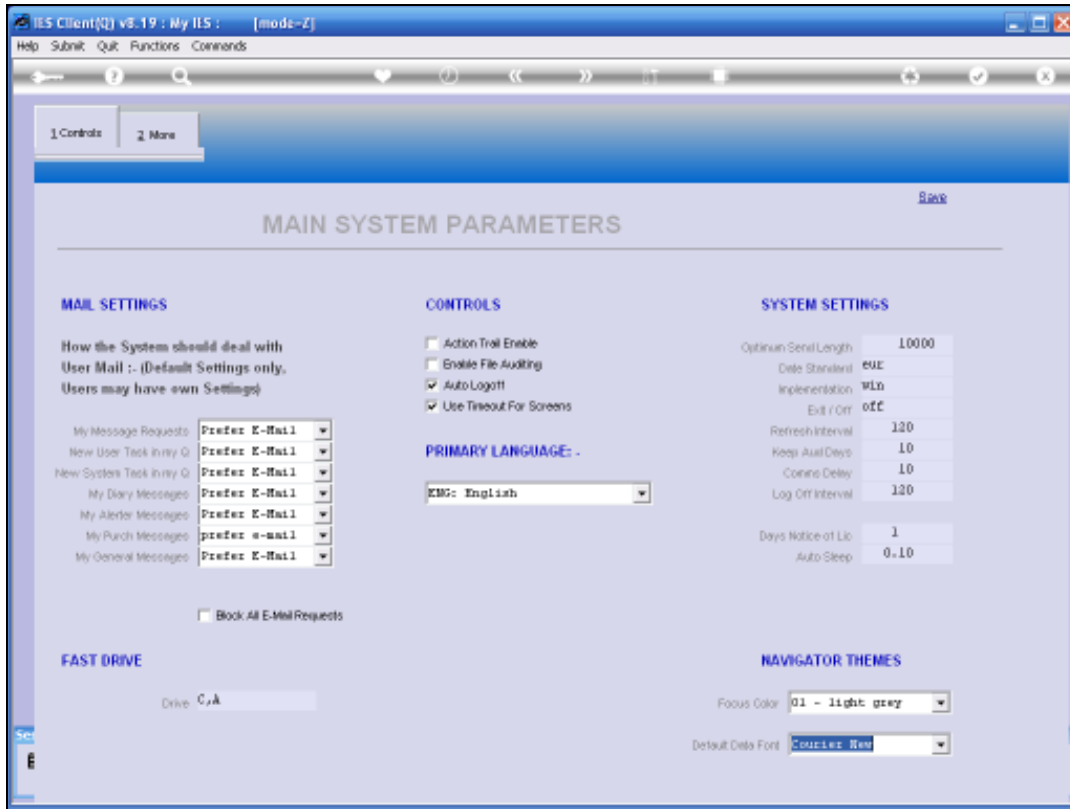
Slide 27

Slide notes: Auto Sleep is an internal setting that should be as shown here.
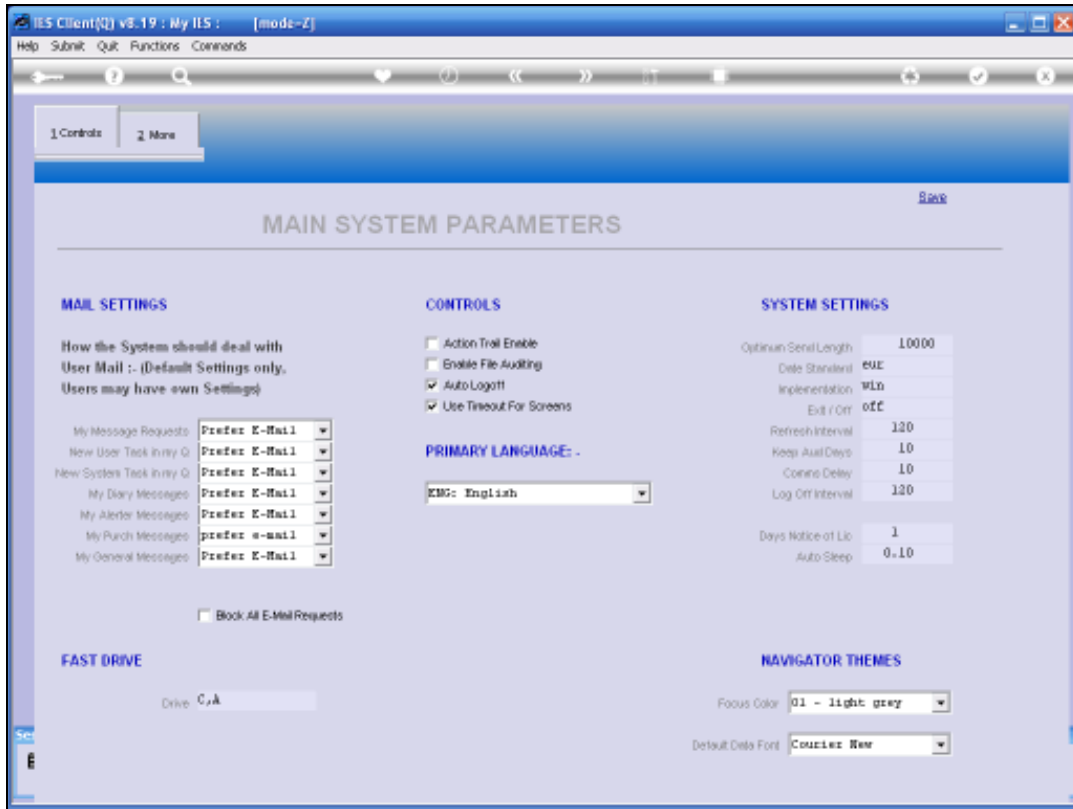
Slide 28

Slide notes: The Focus Color and Default Data Font are global defaults, but Users may make separate choices on their own settings.
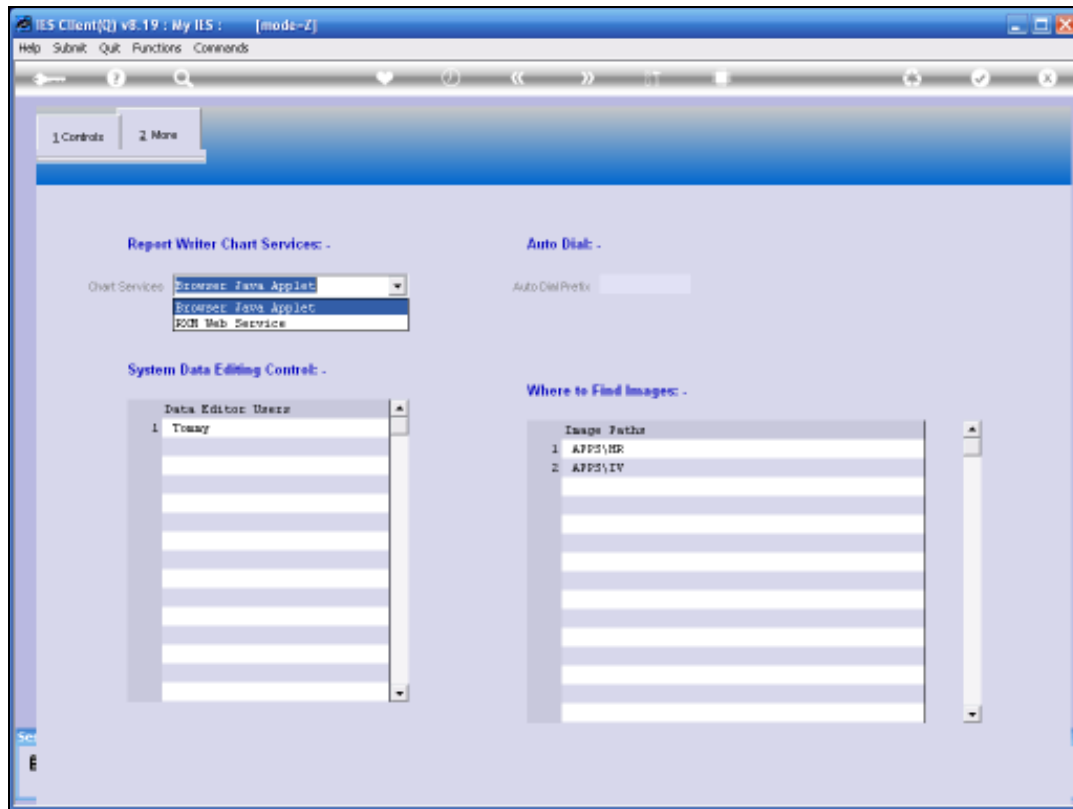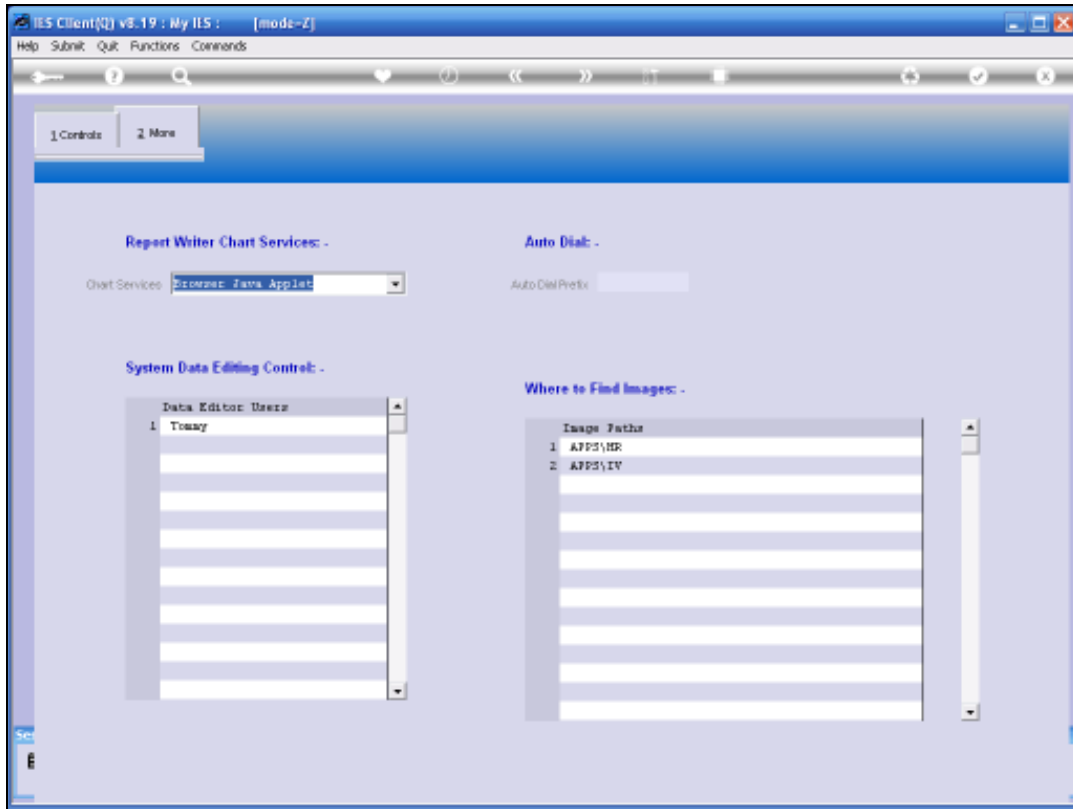
Slide 29
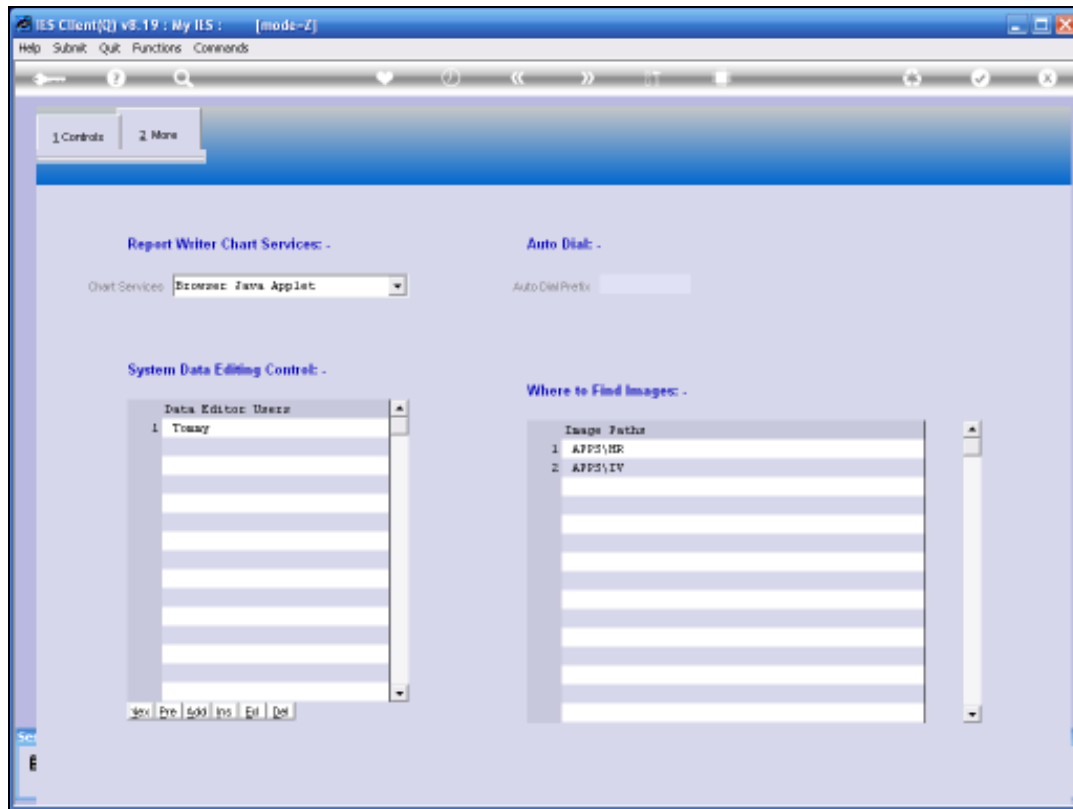
Slide notes:

Slide 30
Slide notes:

Slide 31

Slide notes: Chart Services refer to the use of Chart or Graphs on Document Writer reports, and these can be executed by the local Browser or can be executed by the IES RXM Web Service, if installed. The latter is often more reliable.
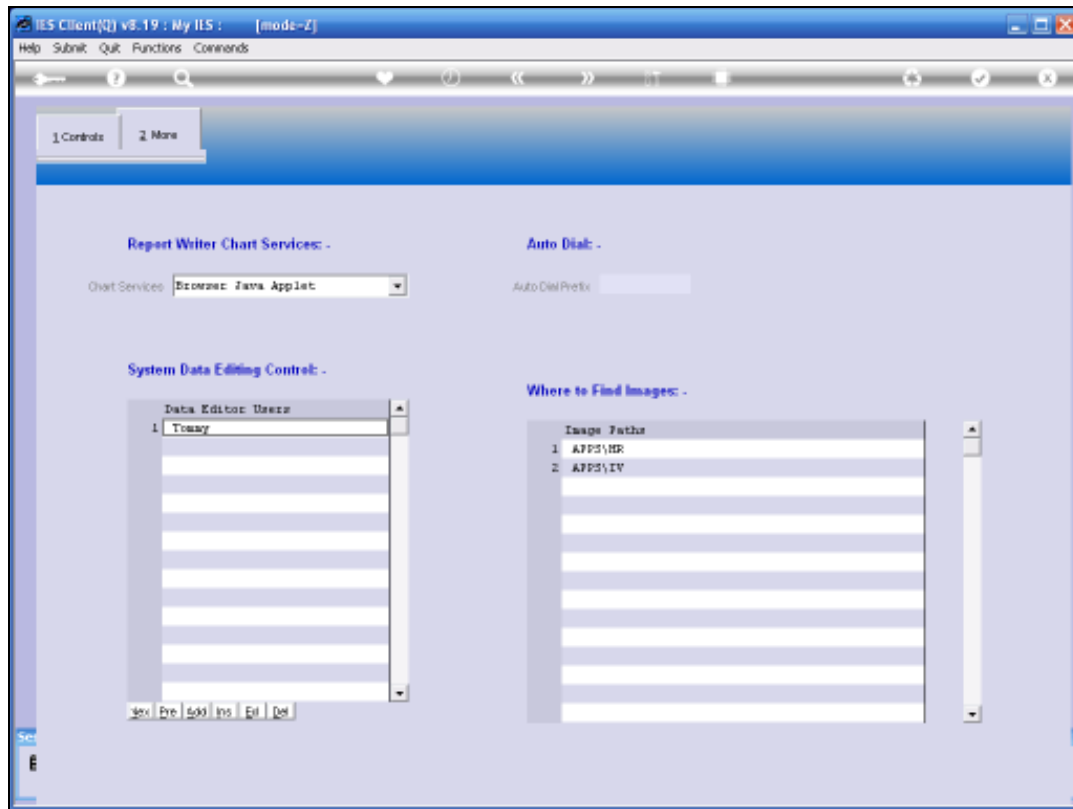
Slide 32
Slide notes:

Slide 33

Slide notes: The System Data Editor is a function found only in Systems Administration and allows manual changing of data on almost any kind of data record, and without being subject to normal data change business rules. Therefore, it is a sensitive function, and may only be performed or used by a User if listed here.

Slide 34

Slide notes: The Auto Dial prefix is only indicated if there is a standard dial prefix like '0' on the local PABX or exchange, and is used by the system when automatically placing telephone calls, as in Contact Marketing.
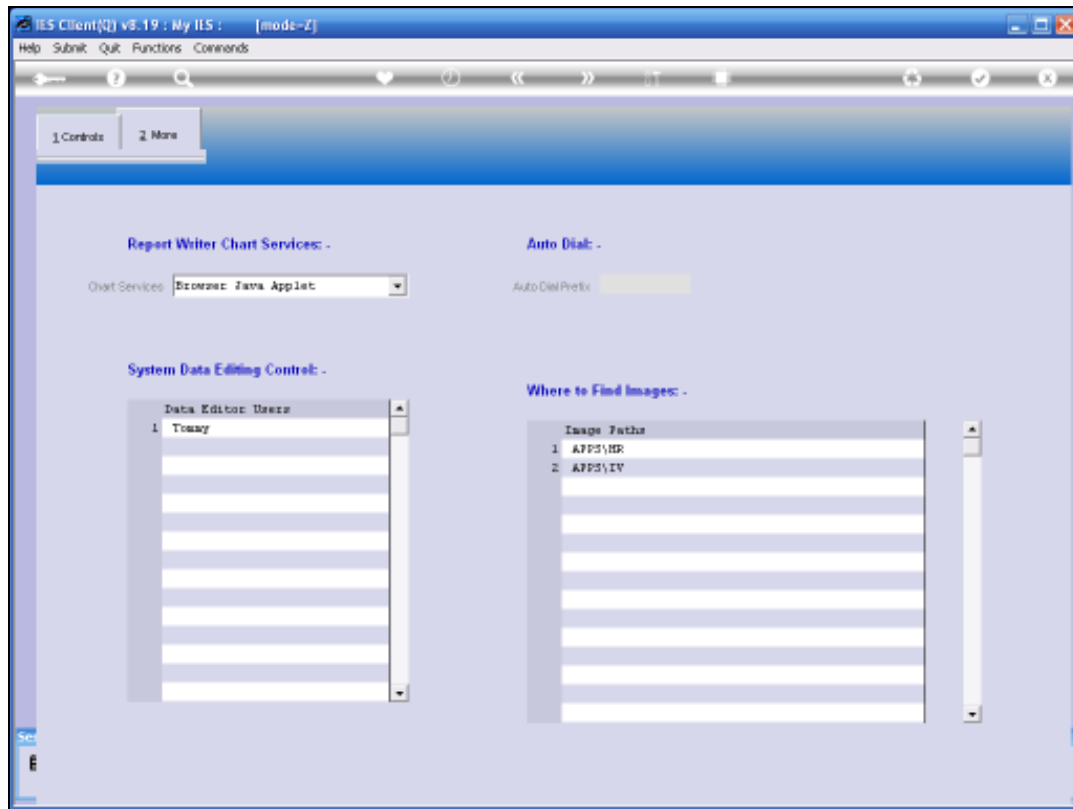
Slide 35

Slide notes: Up to 8 Image Paths may be specified. The defaults as shown here will usually suffice, but we may check the help for a full explanation when needed.

Slide 36

Slide notes: The Main System Parameters may in many cases be set or checked once when implementing the system, and never visited again, whereas in other cases it is frequently visited to toggle Action Trail enabling or disabling, or Fail Audit enabling or disabling, or for changing some other setting.