Introduction to Legacy HawkSoft Help Documentation

Version 5 of the HawkSoft Management System has reached its end of support. The following documents are an offline copy of the legacy Version 5 online help portal, provided as a courtesy to your agency, which has elected to remain on HawkSoft version 5.

Please keep the following in mind as you navigate this help documentation:

- To prevent issues with size, portability, and navigability, the Version 5 help documentation has been split into nine PDF files (including this one). If a help topic contains a link to a different topic which does not seem to function properly, it most likely links to a topic contained in a different PDF file. In that case, try searching the other PDF files for the topic named in the link.
- While some topics may mention contacting Product Support for assistance, **please note that HawkSoft Product Support assistance of any kind is no longer available for this version of HawkSoft**.
- While we have done our best to remove any topics relating to online features that are no longer functional, this help documentation may still contain references to features which are no longer functional due to HawkSoft 5's end of support.
- Help and training videos are not available in this help documentation. However, you may still occasionally see references to help or training videos in this documentation.

Database Maintenance

UNDER CONSTRUCTION

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Remove a User from a Seat

HawkSoft CMS can detect when one of your users has logged out of CMS, and then opens that licensed seat for another user. However, sometimes a seat remains "stuck", even after the user occupying that seat has logged out. If needed, an administrator in your office can manually remove a user from a seat to free up any stuck seats, or to control who can access your HawkSoft database.

This article explains how to access the Seat Licenses dialog, how to manually remove a logged-in user from a seat, and how to review the Licensing Log to see who has used the Seat Licenses dialog to remove a user.

For more information on managing your agency's licensed seats, such as how to add or remove seats to your agency's license, see Seat Management.

In this topic:

Seat License Dialog	Remove User Login	Licensing Log

Required Permissions:
In order to complete this task, user permissions must be set to include:

Setup > Seat License Administration

See Setting User Permissions for more information.

To access the Seat Licenses dialog

Click the **Help** icon, and then select **License Info**.

The **Seat Licenses** dialog opens with a list of each of the logged in users.

The top of the dialog also shows the number of seats your agency is currently licensed for.

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To manually remove a user's login

1. Select the user to log out, and then click the **Remove** button.

   When a seat is manually removed, that user will receive a message notifying them that their login has been removed and they can close CMS and log back in to continue. The user can complete the current task, but they can't open a new client or start a new action.

2. Click **Close** to exit the Seat Licenses dialog.

To review the Licensing Log

CMS updates the Licensing Log each time a user's login is removed. The log includes the date and time the user login was removed, the initials of the CMS administrator (user) who removed the login, and information to identify the removed user.

> If CMS automatically removed a login, CMSMessenger will be listed rather than the name of the administrator.

1. Click the **Utilities** icon, and then select **Error Log**.

   The **HawkSoft Log Files** dialog opens.

2. Select **Licensing.log** from the **Select File** drop-down.

   This log will appear in the drop-down list only if a user's login has been removed.

3. When you are done reviewing the list, click **Close** to exit the HawkSoft Log Files dialog.

Related Topics

HawkSoft Marketplace
User Setup Overview
Workstation Setup Overview

Backup and Restore Overview

Here at HawkSoft, we know that your data is important to you and your agency, which is why we allow your agency to create backups of your data, at no additional cost, as often as you would prefer, to help protect your agency data.

This overview provides recommendations and instructions to educate you on best practices for backing up and protecting your agency data, the type of data to back up, and how often to back up your data.

Types of data loss

In the world of data loss, there are two types to be mindful of:

Catastrophic loss requires recovery of your entire database due to a catastrophe, such as a fire or an attack on your agency's server.

Historical Data loss requires the restoration of data as it was backed up at a specific point in time, such as a corrupt client file.

Why we recommend backups

Running your own backups will help ensure your agency data is backed up regularly on your own local discs.

Backing up your data protects your agency from catastrophic data loss as well as the loss of data from a specific point in time, such as a corrupt file or a lost attachment. These backups can be used for recovering lost or damaged information, in addition to allowing you to keep a permanent, historical snapshot of your database. HawkSoft Backups enable you to keep each snapshot for archival purposes, whereas many third-party recovery backups like Carbonite may only store the most recent version of the data.

Recommended data to back up

Within HawkSoft, we provide two backup solutions, each solution backs up a unique set of data. These backups can be used for recovering lost or damaged information, in addition to allowing you to keep a permanent, historical snapshot of your database. For best practice purposes, we recommend performing both of the following backups:

HawkSoft Backups

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The Backup utility enables you to backup:

- Agency Documents
- Agency Specific Information
- CMS Client Information
- Current Images Folder (attachments created in the current semi-monthly period)
- Working Documents

> An Advanced option is available to enable you to only backup specific items if needed.

HawkSoft Attachment Backups

- Prior image folders

These two types of backups encompass all of your agency's HawkSoft data.

Recommended backup schedule

As the owner of your data, your agency can choose how often to perform the two types of backups to ensure that your business is protected. You can back up your data anytime and as often as your agency prefers, at no additional cost. HawkSoft recommends the following schedule for backing up your data:

HawkSoft Backups - daily

HawkSoft recommends that your agency performs HawkSoft Backups on a daily basis.

The reason for this recommendation is to help protect your agency from historical data loss. The more frequently you back up your agency data, the more accurate your data restoration will be. For example, if a client file is discovered missing and has been missing for more than 30 days, our HawkSoft Online Backups will not include the client file. A daily backup created and kept from before the file went missing would include the missing client file.

These backups should be stored off-site on media that cannot be overwritten. Each backup contains a "historical snapshot" of your data, making it easy to recover specific data or your entire data if needed.

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HawkSoft Attachment Backups - 1st and 16th of every month

HawkSoft recommends that your agency performs Attachment Backups on the 1st and 16th of each month.

The reason for this recommendation is to help protect your agency from historical data loss. For example, if an attachment is discovered missing and has been missing for more than 30 days, our HawkSoft Online Backups will not include the attachment. An Attachment Backup created and kept from before the attachment went missing would include the missing attachment.

HawkSoft attachments are organized into semi-monthly folders. Therefore, each Attachment Backup is a backup of the previous semi-monthly time period.

Performing Backups

HawkSoft CMS provides a Backup Utility to enable you to make sure your data is protected so that your data can be restored in the event of a problem. Backing up your data protects your agency from catastrophic data loss as well as the loss of data from a specific point in time, such as a corrupt file or a lost attachment (*historical data loss*).

The HawkSoft Backup Utility includes two types of backups: HawkSoft Backups and Attachment Backups. This article provides instructions on how to create a backup.

Creating Backups

To schedule Automated Backups

The HawkSoft CMS Backup Utility can create a scheduled daily backup by using Windows® Task Scheduler.

Schedule Automated Backups

To Restore data from a Backup

This article provides instructions to restore data from your backups. You can restore the entire CMS database, one client file, or specific parts of the client data. Creating backups of HawkSoft CMS data is critical to protect your agency against data loss, such as in the case of a server crash, a power surge, or anything else that might prevent access to the files in the CMS database.

Restore a Backup [+Video]

To Restore data from an Attachment Backup

HawkSoft CMS enables you to restore attachments to the CMS database from a CMS Attachment Backup.

Each attachment backup contains attachments that were created in CMS over a two-week period, between the 1st through the 15th or the 16th through the last day of the month. You will need the attachment backup file that pertains to the date the attachment was created in CMS.

Restore an Attachment Backup

Creating Backups

This article provides instructions on how to create a backup. For more information on why backups should be run and how often, see the Backup and Restore Overview article.

> Required Permissions:
> In order to complete this task, user permissions must be set to include:
>
> Utilities > Backup
>
> See Setting User Permissions for more information.

Before running the backup, make sure there is a backup folder on your local C:\ drive.

To create a backup folder

1. Open the **C:** drive.
2. Open the **Haw** folder.
3. Create a new folder.

   This process will vary, depending on your operating system.
4. Name the folder **Backups**, and then press enter.

To run a HawkSoft backup

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1. Log into HawkSoft CMS.
2. Click the **Utilities** icon, and then select **Backup**.

   The Backup/Restore dialog opens.
3. Select **Backup**.
4. Enter **C:\haw\backups** in the **Destination** field for the backup.
5. Recommended: Leave **Advanced Options** unchecked for a full backup.

   Optional: Check Advanced Options to back up a specific section or sections of HawkSoft CMS.

   - Agency Documents
   - Agency Specific Information
   - CMS Client Information
   - Current Images Folder (attachments created in the current semi-monthly period)
   - Working Documents
6. Click **Start**.
7. Click **Close**.
8. Refer to the computer manufacturer's instructions to transfer the created backup file from your Backups folder to a recordable disc.
9. Remove the disc and create a label called, *Daily Backup* and include the date.

   As additional archival backups are added to the disc, add that date to the disc label.

To run a HawkSoft Attachment Backup

1. Click the **Utilities** icon, and then select **Backup**.
2. In the Backup/Restore dialog, select **Attachment Backup**.
3. Leave **Previous Folder** selected.

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The **Current Folder** changes every day and therefore is included in the archival backup.

4. Select your backup location from the **Destination** drop-down list where the backup will be stored, such as the Rewritable disc drive.
5. Click **Start**.

   A progress bar displays, showing the progress of the backup. Once complete, a confirmation dialog appears.
6. Click **Close**.

Backup Tips

- All backups should be copied from your local workstation to permanent media such as DVDR/CDR or Blu-ray. Other media, such as portable hard drives or flash drives can be overwritten and are not considered permanent.
- The CMS Backup Utility allows you to write multiple backups to the same disc and will alert you when the disc is full.
- Backup discs should be taken off-site and placed in a secure location.
- Full backups and attachment backups should not be stored on the same disc.
- Some states require you to keep two copies of your backups, one on-site and one off-site. Check with your State Department of Insurance for requirements.

Related Topics

Backup and Restore Overview

Schedule Automated Backups

The HawkSoft CMS Backup Utility can create a scheduled daily backup by using Windows® Task Scheduler.

HawkSoft, Inc. recommends all backups be taken off-site at the end of the business day.

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Some computer or network security settings, including anti-virus and firewall, may prevent the backup from running properly. As with any backup, always make sure that the backup file has saved correctly before proceeding.

This task is typically performed by an Owner/Administrator or Manager.

Required Permissions:
In order to complete this task, user permissions must be set to include:

Utilities > Backup

See Setting User Permissions for more information.

Scheduling backups

1. Click the **Utilities** icon, and then select **Backup**.
2. Click **Schedule**, and then select **Daily**.
3. Click **Next**.
4. Select the location of the writable CD or DVD drive from the **Destination** drop-down list.
5. Leave the **Advanced Options** box unchecked.
6. Click **Start**.

   The HawkSoft CMS backup is scheduled by default to run at 11:59 PM Monday through Friday.

7. Click **Close**, or click **Advanced** to change the default backup schedule.

   If you choose to change the default backup schedule, follow the steps below:

Advanced scheduling for Windows® 10, 8, Windows 7, or Windows Vista®

After you click the Advanced button, the Windows Task Scheduler opens.

a. Select the **Task Scheduler Library**.
b. Right-click the task **HawkSoft Backup** and select **Properties**.
c. Select the **Triggers** tab on the **HawkSoft Backup Properties** dialog.

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d. Click **Edit** to open the **Edit Trigger** dialog box.

- Modify the start time and days of the week to run HawkSoft CMS Backup.
- Click **OK**.

e. Click **OK** to close the HawkSoft Backup Properties dialog.

f. Click the **X** to exit **Task Scheduler**.

g. Click **Close** to exit the **Schedule** dialog.

h. Click **Close** to exit the **Backup/Restore** menu.

Related Topics

Backup and Restore Overview
Restore a Backup [+Video]
Restore an Attachment Backup
Schedule File Maintenance

Restore a Backup [+Video]

This article provides instructions to restore data from your backups. You can restore the entire CMS database, one client file, or specific parts of the client data. Creating backups of HawkSoft CMS data is critical to protect your agency against data loss, such as in the case of a server crash, a power surge, or anything else that might prevent access to the files in the CMS database.

To restore attachments, see Restore an Attachment Backup.

This task is typically performed by an Owner/Administrator or Manager.

In this topic:

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Required Permissions:
In order to complete this task, user permissions must be set to include:

Utilities > Backup

See Setting User Permissions for more information.

The HawkSoft CMS Backup Utility backs up the CMS database only, and cannot back up the operating system or other files.

Restoring the entire database

1. Click the **Utilities** icon, and then select **Backup**.
2. Click **Restore**.

   The **Restore Source** dialog opens.
3. Make sure **Restore from Backup Files** is selected.

   The **Filename** defaults to the most recent backup zip file.
4. Optional: Click **Browse** to select a different backup zip file.

   The naming format for backup files is HawkSoft Backup V2 MM-DD-YYYY.zip.
5. Select **Full Restore** from the **Restore Type** drop-down menu, and then click **OK**.

   A confirmation message appears.
6. Click **Yes**.

   A **Replace Files** dialog opens.
7. Click **Yes to All** to replace the existing files.

   If you are prompted for a password, call .
8. Review the **Restore Results** dialog to ensure everything restored correctly.
9. Click **Close**.

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Restoring a partial database

1. Click the Utilities icon, and then select **Backup**.
2. Click **Restore**.
3. Make sure **Restore from Backup Files** is selected.

   The **Filename** defaults to the most recent backup zip file.
4. Optional: Click **Browse** to select a different backup zip file.

   The naming format for backup files is HawkSoft Backup V2 MM-DD-YYYY.zip.
5. Select **Select Specific File(s)** from the **Restore Type** drop-down list, and then click **OK**.

   The **Restore** dialog displays a list of all files within the backup zip file.
6. Select the file or files to restore, and then click **Restore**.

   A confirmation message appears.
7. Click **Yes**.
8. Click **Yes to All** to replace the existing files.

   > If you are prompted for a password, call .
9. Review the **Restore Results** report to ensure everything restored correctly.
10. Click **Close**.

Restoring a client file from a backup file

1. Click the Utilities icon, and then select **Backup**.
2. Click **Restore**.
3. Make sure **Restore from Backup Files** is selected.

   The **Filename** defaults to the most recent backup zip file.
4. Click **Browse** to select a different backup zip file.

The naming format for backup files is HawkSoft Backup V2 MM-DD-YYYY.zip.

5. Click **Lookup**, and then search for the client file you want to restore.
6. Select the client, and then click **OK**.

   The client ID number populates the **File to Restore** field.
7. Click **OK**.
8. Select the file or files to restore, and then click **Restore**.

   A confirmation message appears.
9. Click **Yes**.
10. Click **Yes to All** to replace the existing files.

    > If you are prompted for a password, call .
11. Review the **Restore Results** report to ensure everything restored correctly.
12. Click **Close**.

Restoring a client file from a backup folder

This option enables browsing several backup files at once, to restore one client file based on its last modified date.

1. Click the **Utilities** icon, and then select **Backup**.
2. Click **Restore**.
3. Select **Find in Backup Files** in the **Restore Source** dialog.
4. Click **Browse** to locate the correct backup folder.
5. Click **Lookup**, and then search for the client file to restore.
6. Select the individual client file.
7. Click **OK**.

   The items that are listed are all the backup dates and files for that client. The **Zip File** column contains the dates available in that backup location.

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8. Check the boxes next to the files to restore.

   > If multiple versions of the same file are selected, Windows will automatically overwrite the duplicate files.

9. Click **Restore**.

   A confirmation message appears.

10. Click **Yes**.
11. Click **Yes to All** to replace the existing files.

    > If you are prompted for a password, call .

12. Review the **Restore Results** to be sure everything restored correctly.
13. Click **Close**.

> After restoring one or more client files, if your agency has enabled HawkSoft Data Sync, it is important to synchronize your data. See Synchronize with HawkSoft Data Sync for more information.

Related Topics

Backup and Restore Overview
File Maintenance: Synchronize with HawkSoft Data Sync
Restore an Attachment Backup

Restore an Attachment Backup

HawkSoft CMS enables you to restore attachments to the CMS database from a CMS Attachment Backup.

Each attachment backup contains attachments that were created in CMS over a two-week period, between the 1st through the 15th or the 16th through the last day of the month. You will need the attachment backup file that pertains to the date the attachment was created in CMS.

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See Creating BackupsCreating Backups for instructions on backing up attachments.

In the case of catastrophic data loss, you will need all of the CMS Attachment Backup files. See Restore a Backup [+Video] for details.

In the case of catastrophic data loss, you will need all of the CMS Attachment Backup files. See Restore a Backup [+Video] for details.

In this topic:

This task is typically performed by an Owner/Administrator or Manager.

Required Permissions:
In order to complete this task, user permissions must be set to include:

Utilities > Backup

See Setting User Permissions for more information.

Restoring a complete attachment backup zip file

1. Click the **Utilities** icon, and then select **Backup**.
2. Select **Restore**.

   The **Restore Source** dialog opens.
3. Make sure **Restore from Backup Files** is selected.
4. Click **Browse** to select the attachment backup zip file(s).
5. Select the backup file, and then click **Open**.

   Example backup zip file:

   `HawkSoft Images V2 201510b - 11-05-2015.zip`

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> **201510b** indicates the time period included in the backup: the year (2015), month (10), and whether it is from the first two (a) or last two (b) weeks of that month.
>
> The backup was created on November 5, 2015.

6. Select **Minimal (Full Restore)** from the **Interface** drop-down menu, and then click **OK**.

   A Backup confirmation appears: **Would you like to do a full restore now?**

   > The backup was created on November 5, 2015.

7. Click **Yes**.
8. If prompted, click **Yes to All** to replace the existing files.
9. Review the **Restore Results** dialog to ensure everything restored correctly.
10. Click **Close** to exit the Results Report.
11. Click **Close** to exit the Restore Utility.

Restoring part of an attachment backup zip file

1. Click the **Utilities** icon, and then select **Backup**.
2. Click **Restore**.

   The **Restore Source** dialog opens.

3. Make sure **Restore from Backup Files** is selected.
4. Click **Browse** to select the attachment backup zip file(s), and then click **Open**.

   Example: The following is an example of a backup zip file:

   `HawkSoft Images V2 201302b - 03-01-2013.zip`

   > **201302b** indicates the time period included in the backup: the year (2013), month (02), and whether it is from the first two (a) or last two (b) weeks of that month.
   >
   > The backup was created on March 1, 2013.

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5. Select **Show File Selection Dialog** from the **Interface** drop-down menu, and then click **OK**.

   The **Restore** dialog box displays a list of all files within the backup zip file.

6. Select the file or files to restore, and then click **Restore**.

   A confirmation dialog box appears.

7. Click **Yes** or **Yes to All** to restore the listed item(s).
8. Review the **Restore Results** report to ensure everything restored correctly.
9. Click **Close** to exit the Results Report.
10. Click **Close** to exit the Restore Utility.

Related Topics

Restore a Backup [+Video]

File Maintenance Overview

As with any information database, HawkSoft CMS requires you to perform several basic maintenance tasks. Some of these are performed as needed, while others should be performed on a regular basis.

Freshen Indexes

As you add or update information in HawkSoft CMS, it is important to keep your CMS indexes up-to-date by running the Freshen Indexes utility. Running Freshen Indexes at least once a week keeps your search, report, and suspense indexes up to date.

Freshen Indexes [+Video]*

Scheduling File Maintenance

Scheduling File Maintenance on your computer will automate the process of running the HawkSoft CMS Freshen Indexes utility. Running Freshen Indexes once a week keeps your search, report, and Suspense indexes up to date. Agencies with larger client databases may need to run Freshen Indexes more frequently.

Schedule File Maintenance

Advanced File Maintenance

HawkSoft CMS enables your agency to run Advanced File Maintenance to keep your database organized and free of excessive files. Advanced Maintenance reduces the number of client files that do not have any active policies, and are no longer included in agency marketing campaigns.

Advanced Maintenance

File Maintenance Results

HawkSoft CMS generates File Maintenance Results after running Freshen Indexes, Advanced Maintenance, or Custom Maintenance: Integrity Check.

The results include statistical information regarding the file maintenance process and lists any issues found.

File Maintenance Results

Error Log

The HawkSoft Log Files (Error Log) enables you to track specific events in HawkSoft CMS, including File Maintenance, Backups, and errors. Log entries always start with the date and time.

Most HawkSoft Log Files are intended for use by HawkSoft and are not covered here. If you have any questions, please contact HawkSoft Product Support.

Search and Replace

The Search and Replace tool in HawkSoft CMS enables you to find invalid information for carriers and CMS users, and then replace the data with information found in the Policy/Company Setup and the agency's User List.

Search and Replace

Synchronize with HawkSoft Data Sync

HawkSoft Data Sync is the next evolution of HawkSoft’s agency management system. The service mirrors your agency’s database (client and policy data) to HawkSoft’s secure and encrypted cloud servers.

This Synchronize option is available if your data was previously synced to the Cloud, and you need to perform a synchronization due to restoring one or more client files from a backup.

Synchronize with HawkSoft Data Sync

Custom Maintenance

Custom Maintenance is a tool for advanced users only. Running Custom File Maintenance enables your agency to keep your database organized and up to date by refreshing the search indexes. This option can be used to perform specific file maintenance tasks, such as rebuilding search indexes, archiving client files, and purging attachments.

Custom Maintenance

Policy Data Auditing

HawkSoft's Advanced Customized Report enables you to audit your agency's policy data for missing or incorrect data. This report might be used after importing data, or periodically to ensure accurate data entry.

It is important that your policy data is entered correctly to ensure accurate reporting in HawkSoft.

Data Maintenance Tools

Several data patches are available for database maintenance. These are miscellaneous utilities used by advanced users and HawkSoft, Inc. technical support staff.

Data Maintenance Tools Overview

Fixing an Oversized Client File

To maintain speed and stability in the HawkSoft Cloud, there is a size limit for client files uploaded to the Cloud via Data Sync. HawkSoft will warn you when a client file is approaching its size limit, and will show an error message if the Cloud Manager attempts to upload an oversized client file.

If a client file becomes too large, it is usually due to empty data structures in the client file accumulating over time, rather than too much actual client or policy data. Therefore, recreating the client file will usually fix the issue.

Fix an Oversized Client File

Client Data Recovery - Internal

CMS creates a Recovery file each time changes are made to a client/policy or invoice. This Recovery file is designed to protect your files in the RARE case you might experience a computer virus or

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hardware failure.

Image Encryption

The Image Encryption utility enables you to encrypt all of your client/policy attachments to enhance the security of documents, images, proposals, ACORD forms, and downloads. Cybersecurity regulations will soon be updated for the financial and insurance industries, similar to the laws implemented in New York, which will require all attachments to be encrypted.

Image Encryption

Freshen Indexes [+Video]*

As you add or update information in HawkSoft CMS, it is important to keep your CMS indexes up-to-date by running the Freshen Indexes utility. Running Freshen Indexes at least once every two weeks keeps your search, report, and suspense indexes up to date.

In this topic:

Running the Fresher Indexes Utility

This task is typically performed by an Owner/Administrator or Manager.

Required Permissions:
In order to complete this task, user permissions must be set to include:

Utilities > File Maintenance

See Setting User Permissions for more information.

For best results, other users should be logged out of CMS while running File Maintenance.

Running the Freshen Indexes utility

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1. Click the **Utilities** icon, and then select **File Maintenance**.
2. Select **Freshen Indexes**.

   A confirmation message appears.
3. Click **Next**.

   The Freshen Index process runs, and then displays **File Maintenance Results**.

   The results page provides statistical information regarding the file maintenance process and lists any e-file(s) that were skipped during this process.
4. Review the results.

   If any client files were skipped, the report provides links to **Export** the list of skipped files or **Copy** the list to your clipboard. Skipped files are also listed as links that attempt to open the client file. If the file cannot be opened, a brief description of the error and a potential solution are displayed.
5. Optional: Click **Print** to generate a copy of the report.
6. Click **Close**.

Scheduling File Maintenance to run automatically

The Freshen Indexes process can be automated using the Windows Task Scheduler. This recurring task can be set up on any computer with access to HawkSoft CMS.

See Schedule File Maintenance for more information.

Related Topics

Advanced Maintenance

Schedule File Maintenance

Scheduling File Maintenance on your computer automates the process of running several maintenance tasks. This topic describes automating Freshen Indexes using Windows® Task Manager.

This task is typically performed by an Owner/Administrator or Manager.

> Required Permissions:
> In order to complete this task, user permissions must be set to include:

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Utilities > File Maintenance

See Setting User Permissions for more information.

This task should be configured to run from one computer only.

Scheduling File Maintenance to run automatically in Windows Vista®, Windows 7®, Windows 8®, and Windows® 10

The Windows Task Scheduler includes many options not included in the essential steps listed here. For further information about these other options, please reference Microsoft Online Support.

1. Select **Administrative Tools** from your Windows Control Panel.
2. Double-click on **Task Scheduler**.
3. Click **Action** on the Menu bar, and then select **Create Task**.
4. Enter the following information on the **General** tab:
    a. **Name** – HawkSoft CMS - Freshen Indexes
    b. **Description** – (optional)
    c. **Security Options** –
        - **When running the task, use the following user account:** This field can be left as is, or click **Change User or Group**.
        - Select **Run only when user is logged on**.
        - Select **Run with highest privileges**.
5. Complete the following on the **Triggers** tab:
    a. Click **New**.

       The **New Trigger** dialog opens.
    b. Select **Weekly** in the **Settings** section.

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c. Set a day and time for the task to run, preferably not during business hours or when other tasks are scheduled to run.

> HawkSoft, Inc. recommends performing file maintenance on a weekly basis. If your database is larger than 10,000 clients (total of active and inactive), we recommend running it twice a week.

d. Click **OK**.

6. Select the **Actions** tab and complete the following:

   a. Click **New**.

      The **New Action** dialog opens.

   b. **Start a program** is selected by default.

   c. **Program/script** – Click **Browse**, and then locate and open the HAW folder.

   d. Select `Filemainw.exe`, and then click **Open**.

   e. Add /Login:*user initials*, and then a space followed by /INDEXALL in the **Add Arguments** field.

      Example:

      /Login:*user initials* /INDEXALL

      If a **password** is required, enter /Password:*user password here*.

      See Schedule File Maintenance below for additional commands.

   f. Click **OK**.

7. Leave the default settings on the **Conditions** tab.

8. Configure the options on the **Settings** tab to accommodate your agency file maintenance requirements.

   HawkSoft, Inc. recommends:

   a. Check **Stop the task if it's running longer than**, and then select **2 Hours** from the drop-down list.

   b. Set the final option, **If the task is already running, then the following rule applies:**

Select **Stop the existing instance** from the drop-down list.

c. Click **OK**, and if prompted, enter your password.

File maintenance commands

Select /INDEXALL to freshen all Search indexes, or you can select a specific index to freshen.

Search Index Commands	Description
/INDEXALL	Rebuild all indexes below:
/NAME	Rebuild Name index
/ADDR	Rebuild Address index
/PNUM	Rebuild Policy Number index
/CPF	Rebuild Archives by Name index
/INCEP	Rebuild Inception Date index
/PHONE	Rebuild Phone Number index
/EMAIL	Rebuild Client Email Address index
/AGENCYID	Rebuild Agency ID index found within the client file
/GPI	Rebuild General Policy Information index

Additional Index Commands	Description
/SUSP	Rebuild Suspense lists
/MAILLIST	Rebuild Documents for Review List
/INT or FIX	Perform Integrity Check
/DOALL	Perform all tasks listed below
/CLIENTPURGE	Perform Client Purge
/ATTACHPURGE	Perform Attachments Purge

Additional Index Commands	Description
/ARCH	Perform Archive: If deadfiled and canceled "X" number of days, then archive
/DEAD	Perform Deadfile: If canceled or expired "X" number of days, then deadfile
/SKIPSUMMARYDIALOG	Runs the utility in "Silent Mode" so the Results page will not display on finish

Related Topics

Advanced Maintenance
Custom Maintenance
Freshen Indexes [+Video]*

Advanced Maintenance

HawkSoft CMS enables your agency to run Advanced File Maintenance to keep your database organized and free of excessive files. Advanced Maintenance reduces the number of client files that do not have any active policies, and are no longer included in agency marketing campaigns.

HawkSoft, Inc. recommends running Advanced File Maintenance every six months.

Running Advanced Maintenance can be set to rebuild indexes, change policy status to DFile, archive or purge client files, and purge attachments based on agency determined rules.

In this topic:

Setting Up Advanced File Maintenance   Running Advanced File Maintenance

This task is typically performed by an Owner/Administrator or Manager.

Required Permissions:
In order to complete this task, user permissions must be set to include:

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Utilities > File Maintenance

See Setting User Permissions for more information.

Setting up Advanced File Maintenance

1. Click the **Utilities** icon, and then select **File Maintenance**.
2. Click **Setup** under **Advanced Maintenance**.

   The **Advanced Maintenance Setup** dialog opens.
3. Set maintenance **Properties**.

   Indexes

Rebuild Search Indexes	Select to rebuild all Search Indexes. OR Click **Advanced**, and then select specific Search Indexes to rebuild.
Rebuild Suspenses	This utility searches your entire database to find open Suspenses, re-links them to the assigned users, and then refreshes the Suspense List.
Rebuild Documents for Review List	This utility searches your entire database to find documents assigned for review, re-links them to the assigned users, and then refreshes the Documents for Review list for each user.
Integrity Check/Repair	This utility checks for data integrity issues, such as missing critical information and invalid characters in phone numbers. It also recalculates GPI Premium. When the task is complete, CMS displays a **File Maintenance Results** dialog. Integrity errors are listed along with the Customer ID.

   File Maintenances

Dead File	Changes each of the policies to DFile status when all policies

	in a client file have expired or have been canceled, and have not had any activity for the designated number of days.
Archive	Archives the client file when all policies for the client file have a status of DFile, and the most recent policy has had the status of DFiled for the designated number of days. Archiving a client file changes the extension from **.CLI** to **.CPF**, and depending on Folder Location settings, may physically move the file to another database. See Folder Locations for more information.
Purge Clients	Check to permanently remove clients that have been archived for the designated number of years. Purge will permanently delete client files from your hard drive. Files can be recovered only from a data backup.

Attachments

Purge Attachments – Permanently deletes attachments based on the rules set by your agency. In order to purge attachments, you must have the **Archive Attachments** setting unchecked in the Database Configuration section of the General Configuration Settings.

a. Select **Purge Attachments**.

b. Click **Rules** to open the **Purge Attachment Rules** dialog.

c. Select a line item, and then click **Edit** to select a time-frame for purging the attachment.

   Optional: Select **Never** from the drop-down list to ensure the attachment item is not purged.

d. Select the check-box, and then enter a number to **Purge Images on policies inactive for x number of days or more**.

e. Click **OK**.

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> This option will permanently delete attachments from your hard drive. These attachments can be restored from your Restore an Attachment Backup.

4. Click **OK** to close the Advanced Maintenance Setup dialog.

   Now you are ready to run Advanced Maintenance.

Running Advanced Maintenance

Once you have set up advanced maintenance, you can easily run the maintenance utility.

1. Click the **Utilities** icon, and then select **File Maintenance**.
2. Click **Advanced Maintenance**.
3. Click **Next**.

   The advanced maintenance process runs and displays the **File Maintenance Results**.

   The results page provides statistical information regarding the File Maintenance and information regarding any file(s) that may have been skipped during this process.
4. Review the results.

   If files are skipped, a list of files will be listed as links. Click on the link to see specific information regarding the cause of the skipped file. You can export a list of skipped files by clicking on the **Export Copy** link.
5. Optional: Click **Print** to generate a copy of the report.
6. Click **Close**.

Related Topics

Freshen Indexes [+Video]*
Schedule File Maintenance

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File Maintenance Results

HawkSoft CMS generates File Maintenance Results after running Freshen Indexes, Advanced Maintenance, or Custom Maintenance: Integrity Check.

The results include statistical information regarding the file maintenance process and lists any issues found.

See File Maintenance Overview for more information.

In this topic:

File Maintenance

If any issues are found when running File Maintenance, the Results Report provides the list of issues and their corresponding files. It also provides links to export the list to a CSV file, or copy the list to your clipboard. Files with issues are also listed as links that attempt to open the client file. If the file cannot be opened, a brief description of the error and a potential solution are displayed.

File Maintenance Results

Results	Description
Date and Time	Start and finish time for the File Maintenance utility to process
Client Files Processed	Number of files processed by the File Maintenance utility
Issues Found	Number of issues found in the client files
Types of Issues	The following types of issues might be found when running File Maintenance: • Critical Errors – An error that prevents CMS from opening the client

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Results	Description
	file. This type of error may require the file to be restored. CMS sends notification of critical errors and a copy of the client file to Hawksoft Product Support. • Data Integrity Errors – This warning indicates that CMS was unable to access the data in the client file. This could happen if the file was opened by another user during file maintenance. • Data Integrity Warnings – This warning indicates that there might be invalid data in the file. For example, "This client file does not contain a named insured", or this warning might indicate a client file size of 0KB. A 0KB file can be created when a user cancels the action when entering a new customer.
Suspenses Found	Number of Suspenses found in the client files.
Document for Review Items Found	Number of documents attached to the client files that are assigned for review.
Actions Taken	CMS performs necessary actions to repair each client file during the Integrity Check as needed. This could include deleting client files that are 0KB files: • Records Dead Filed • Records archived

Results	Description
	• Records purged • Attachments purged • Items searched and replaced

Related Topics

Advanced Maintenance
Custom Maintenance
File Maintenance Overview
Freshen Indexes [+Video]*

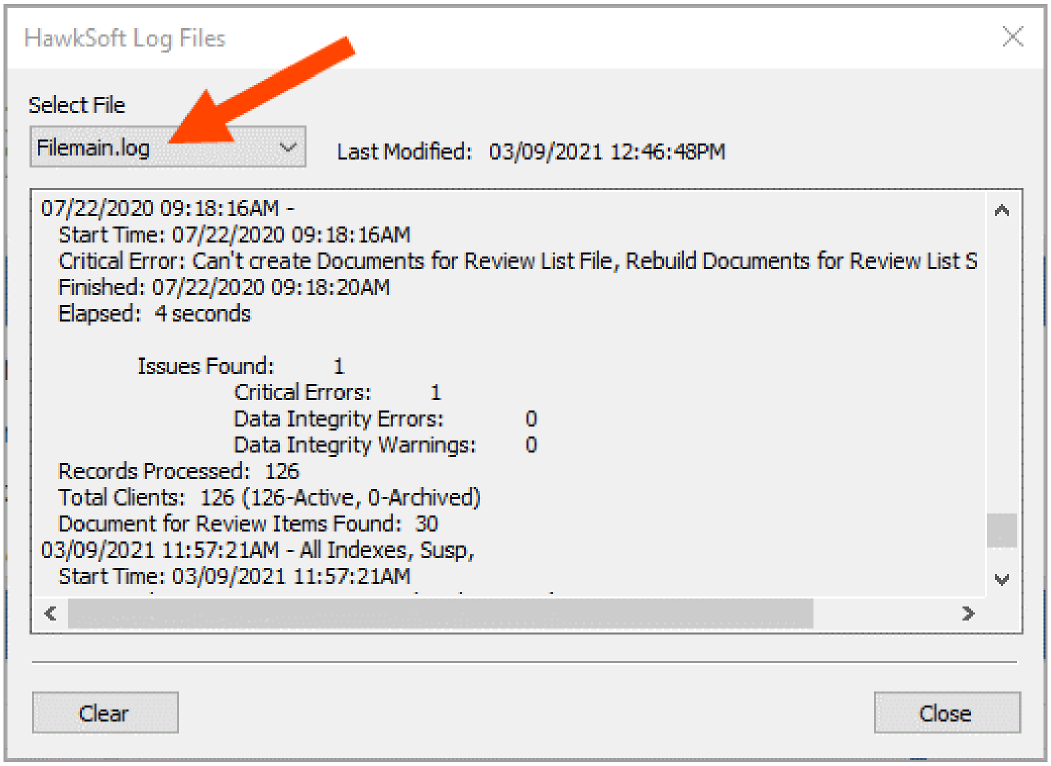
Error Log

The HawkSoft Log Files (Error Log) enables you to track specific events in HawkSoft CMS, including File Maintenance, Backups, and errors. Log entries always start with the date and time.

Most HawkSoft Log Files are intended for use by HawkSoft and are not covered here. If you have any questions, please contact HawkSoft Product Support.

Accessing the Error Log

1. Click on the **Utilities** icon, and then select **Error Log**.
2. Select a log file from the **Select File** drop-down.



Filemain

When you run File Maintenance, HawkSoft creates a File Maintenance (Filemain) Log. This includes running Freshen Indexes, Custom Maintenance, and Search and Replace. This includes the start and end times, number of records processed, details about theutility , and a list of errors.

Backup

When you run a backup, HawkSoft creates a Backup Log, noting any errors that occurred. If your agency runs automatic backups, these may not be tracked.

Error

When an error occurs, HawkSoft attempts to create an error log. Some errors prevent HawkSoft from being able to create an error log. HawkSoft includes information about the error, such as the error message or a snapshot of the script running when the error occurred.

Setup

When you change agency settings, such as User Permissions and General Settings, HawkSoft creates a Setup Log. The CMS Username, IP address, and windows username of the user who changed the settings are included in the log. Additional information may be available, depending on what was changed.

Reports

When a user runs a report in HawkSoft, details about the report are recorded here. This records the filters, output fields, and number of results listed on the report. This records the CMS Username, IP address, and windows username of the user that ran the report.

Related Topics

Tour of the CMS Start Page

Search and Replace

The Search and Replace tool in HawkSoft CMS enables you to find invalid information for carriers and CMS users, and then replace the data with information found in the Policy/Company Setup and the agency's User List.

This article describes how to use the utility to search and replace all invalid data, as well as how to use the utility to manually search and replace specific data.

Use Search and Replace when:

- Carriers make changes to their business name, policy state, or program information
- Your agency makes changes to existing carrier names and programs in Policy/Company Setup
- You need to reassign existing policies or Suspenses to a different user

Setting user permissions is typically performed by an Owner/Administrator.

> Required Permissions:
> In order to complete this task, user permissions must be set to include:
>
> Utilities > File Maintenance > Search and Replace/Data Replace
>
> See Setting User Permissions for more information.

In this topic:

Running Search and Replace for invalid data

Run the utility to search for all invalid companies and agent names in your database and update invalid data with correct information.

Always perform an BackupBackup prior to running Search and Replace

Step 1: Search and Replace by Company

1. Click the **Utilities** icon, and then select **File Maintenance**.
2. Click **Search and Replace**.

   The **Search and Replace** dialog opens.

   CMS searches all unarchived files in your system.
3. For more options, select one or more of the following search criteria on the **Search and Replace** dialog:
   - **Include archive files in scan**
   - **Include invalid programs in list of invalid companies**
   - **Include only active and pending policies**
4. Click **Next**.

   Click **Skip** when manually updating specific Company or Agent information.

   CMS searches the database and finds invalid company names and user initials.

   The **Search and Replace by Company** dialog opens.

   The **Current Company** column lists all the invalid companies found in your policies.
5. Highlight the invalid carrier name in the **Current Company** column, and then click **Edit**.

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The **Search and Replace Company** dialog opens.

6. Select valid data from the **Replace** fields drop-down options, and then click **OK**.

   If the correct company information is not available, click **Cancel**, and then use the **Policy Editor** to update Policy/Company Setup.

   a. Click **Policy Editor** to open Policy/ Company Setup, and then make the necessary changes to the company information.

   b. Click **Close**.

   c. Click the **Refresh** button on the **Search and Replace by Company** dialog to update the available company information.

   The valid data appears in the **New Company** column.

   > To undo changes made in the **Search and Replace** dialog, highlight the Company name, and then click **Clear**.

7. Repeat the process with all remaining Current Companies listed on the **Search and Replace by Company** dialog.

8. Click **Next** when all carrier level changes have been made.

Step 2: Search and Replace by Agent

1. After completing the steps above, the **Search and Replace by Agent** dialog opens.

2. Highlight the invalid agent name in the **Current User** column, and then click **Edit**.

   The **Search and Replace User** dialog opens.

3. Select valid data from the **Replace With**: **User** drop-down, and then click **OK**.

   The new data appears in the **New User** column.

4. Repeat the process with each agent name, as needed.

5. Select the items you want to update using the Search and Replace utility:

   - **Agent 1, Agent 2, and Agent 3 –** The New Agent replaces the Current Agent for each selected agent field.

- **Suspenses** – Transfers Suspenses assigned to the Current Agent, over to the New Agent.
- **Client Producer** – The Producer field on the Name and Address screen for this policy is updated with the new user name.
- **Client CSR** – The CSR field on the Name and Address screen for this policy is updated with the new user name.
- **Assigned for Review** – All documents assigned for review in CMS for the current user are assigned to the new user.

6. Click **Next**, and then click **Finish** to complete the Search and Replace process.
7. When Search and Replace is complete, a **File Maintenance Results** report displays the results.

Manually updating specific company or agent information

When company information changes or you need to reassign policies and/or suspenses to a different agent, you can skip the process of searching for policies with invalid data and manually update the invalid company/agent information, as needed.

Before following this procedure, update Policy Company Setup Information and/or Agent Information so the correct information is available when updating invalid data.

> You will need to know the exact spelling of the invalid data, before replacing.

Company

1. Click the **Utilities** icon, and then select **File Maintenance**.
2. Click **Search and Replace**.

   The **Search and Replace** dialog opens.
3. Click **Skip** on the **Search and Replace** dialog.

   The **Search and Replace by Company** dialog opens.
4. Click **Add** to replace a current company name with a new company name.

5. Enter the current company information in the **Search** fields.
    a. Select a **Policy Type** from the drop-down list.
    b. Enter the two-character abbreviation for the **Policy State**.
    c. Enter the current **Company** and/or **Program** name.

    > The spelling of the company and/or program must match exactly.

6. Enter the updated company information in the **Replace** fields.
7. Click **OK**.

    The updated company information is listed on the **Search and Replace by Company** dialog.

8. Click **Next**, and then click **Next** again to run the Search and Replace utility and update policy data with the new company information.

Agent

1. Click **Skip** on the **Search and Replace** dialog.

    The **Search and Replace by Company** dialog opens.

2. Click **Next**.

    The **Search and Replace by User** dialog opens.

3. Click **Add** to replace a current agent name with a new agent name, entered in the User List.
4. Enter the current **User** initials in the **Search For** section.
5. Select the new **User** from the drop-down list in the **Replace With** section.
6. Click **OK**.

    The new user is listed on the **Search and Replace by User** dialog.

7. Select the items you want updated by the Search and Replace utility:
    - **Agent 1, Agent 2, and Agent 3** – The New Agent replaces the Current Agent for each selected agent field.
    - **Suspenses** – Transfers Suspenses assigned to the Current Agent, over to the New Agent.

- **Client Producer** – The Producer field on the Name and Address screen for each client is updated with the new user name.
- **Client CSR** – The CSR field on the Name and Address screen for each client is updated with the new user name.
- **Assigned for Review** – The New Agent initials replace the Current Agent initials on all documents assigned for review in CMS.

8. Click **Next** to search for existing instances of the current user and replace with the new user.

When Search and Replace is complete, a **File Maintenance Results** report displays maintenance results, including any warnings or errors.

Related Topics

Policy/Company Setup Overview

Synchronize with HawkSoft Data Sync

HawkSoft Data Sync - formerly called Data Sharing - is the next evolution of HawkSoft's agency management system. The service mirrors your agency's database (client and policy data) to HawkSoft's secure and encrypted cloud servers.

If your data was previously synced to the Cloud, this utility enables you to do a manual sync of your agency data, for instance in the case of having to restore client data from a backup.

See for detailed steps to sync your data to the cloud the first time.

1. Click the Tools icon, and then select **File Maintenance**.
2. Click **Synchronize with HawkSoft Data Sync**.

   > You must have the option to exclude the synchronization process unchecked in Computer Specific Settings [+Video].

   A message appears with the number of files that need to be synced.
3. Click **Yes** to sync the files.

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A notification displays in your **Sys Tray** to confirm that your Sync is scheduled.

4. Optional: Double-click on the message or on the icon in your Windows Sys Tray to open the **HawkSoft Cloud Manager**.

   The HawkSoft Cloud Manager enables you to see the progress of the sync, and you can also pause and re-start the synchronization process.

5. Click **Close** to exit File Maintenance.

Related Topics

HawkSoft Marketplace

Custom Maintenance

Running Custom File Maintenance enables your agency to keep your database organized and up to date. This option can be used to perform specific file maintenance tasks, such as rebuilding search indexes, archiving client files, and purging client files and attachments.

Custom Maintenance is a tool typically used by an agency tech, or the person at the agency responsible for maintaining the database.

Required Permissions:
In order to complete this task, user permissions must be set to include:

File Maintenance > Backup

See User Permissions for more information.

HawkSoft, Inc. recommends running backups(HSO)backups prior to running Custom Maintenance.

Running Custom File Maintenance

1. Click the **Utilities** icon, and then select **File Maintenance**.
2. Click **Custom Maintenance** in the **File Maintenance** dialog box.

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The **Custom Maintenance** dialog box opens.

3. Set maintenance properties.

Indexes

Rebuild Search Indexes	Select to rebuild all Search Indexes. OR Click **Advanced**, and then select specific Search Indexes to rebuild.
Rebuild Suspenses	This utility searches your entire database to find open Suspenses, re-links them to the assigned users, and then refreshes the Suspense List.
Rebuild Documents for Review List	This utility searches your entire database to find documents assigned for review, re-links them to the assigned users, and then refreshes the Documents for Review list for each user.
Integrity Check-/Repair	This utility checks for data integrity issues, such as missing critical information and invalid characters in phone numbers. It also recalculates GPI Premium. When the task is complete, CMS displays a **File Maintenance Results** dialog. Integrity errors are listed along with the Customer ID.

File Maintenances

You must select at least one item from the Indexes list in order to run any of the items listed under File Maintenances.

Dead File	Changes each of the policies to DFile status when all policies in a client file have expired or have been canceled, and have not had any activity for the designated number of days.
Archive	Archives the client file when all policies for the client file have a status of DFile, and the most recent policy has had the status of DFiled for the designated number of days.

	Archiving a client file changes the extension from **.CLI** to **.CPF**, and depending on Folder Location settings, may physically move the file to another database. See Folder Locations for more information.
Purge Clients	Check to permanently remove clients that have been archived for the designated number of years. Purge will permanently delete client files from your hard drive. Files can be recovered only from a data backup.

Attachments

Purge Attachments – Permanently deletes attachments based on the rules set by your agency. In order to purge attachments, you must have the setting **Archive Attachments**, unchecked in the Database Configuration section of the General Configuration Settings.

a. Select **Purge Attachments**.

b. Click **Rules** to open the **Purge Attachment Rules** dialog.

c. Select a line item, and then click **Edit** to select a time-frame for purging the attachment.

   Optional: Select **Never** from the drop-down list to ensure the attachment item is not purged.

d. Select the check-box, and then enter a number to **Purge Images on policies inactive for x number of days or more**.

e. Click **OK**.

> This option will permanently delete attachments from your hard drive.

4. Once all options have been selected, click **Start** to initiate the process.
5. Click **Next** to run file maintenance.

   CMS displays the results when the task is complete.

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Related Topics

Freshen Indexes [+Video]*

Policy Data Auditing

HawkSoft's Advanced Customized Report enables you to audit your agency's policy data for missing or incorrect data. This report might be used after importing data, or periodically to ensure accurate data entry.

It is important that your policy data is entered correctly to ensure accurate reporting in HawkSoft.

Example: If a policy is created from imported data and the Status is empty, the Agency Intelligence and Sales and Retention reports won't include the policy in the reports.

See Business Agency Reports Overview to learn more about the different reports available in HawkSoft.

This task is typically performed by an Owner/Administrator.

In this topic:

Run a Policy Data Audit Report	Review the Report	Save New Report Layout for Future Audits

Required Permissions:
Reports are typically created by an Owner/Administrator or Manager, however, CMS provides the ability to allow limited access to any user whose job responsibilities include this task.
Example: An agency owner may allow access to Advanced Reports but can limit a user's ability to print, export, and/or save report data.

See Setting User Permissions for more information.

In order to complete this task, user permissions must be set to include:

Reports > Advanced Reports > Create New Reports > Run Memorized Reports

The **Output of Advanced Reports** User List permission contains a secondary permission related to the ability to print, export, and/or save report data.

To run a Policy Data Audit Report

Run an Advanced Report in CMS to include all policies, and then sort the data to review policies for missing or incorrect data.

1. Click **Reports** > **Advanced Reports** from the main CMS menu bar.
2. Click **<New Report>**.

   The **Policy Type Filter** dialog opens.
3. Leave **All Policy Types** and **Report By Policy** checked.
4. Click **Next**, and then click **Next** two more times to skip the **Filters**.
5. Click **Add/Edit** on the **Report Layout** dialog, to select the fields you want to review.

   Select additional fields that you have set as **Required on Insert** in General Configuration.

   Recommended fields

   Client Information

   Named Insured

   Customer ID

   Phone Primary

   Email Primary

   Client Type

   Customer Type

   Client Status

   Client Office (if your agency has multiple offices)

   Client Source

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Client Producer

Client CSR

General Policy Information

Agent

Agent 2

Agent 3

Company

Policy #

Premium

Status

Status Date

Office

6. Click **OK** to save your selected report fields.
7. Click **Finish** to run the report.

Review the report

1. With the report open, click the column header of the first data type you want to review. This will sort the data in ascending order.
2. Look for missing data in the selected column.
3. Double-click on a line item to open a policy as needed.

> Review log notes to identify the source of the bad data.
>
> For example, was the policy inserted from a rater, from the Data Importer, or manually entered prior to a change to your required fields?

4. Use the Action menu to make changes to each client/policy as needed.

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Save the new report layout for future audits

1. With your report results open, click **File** > **Save Memorized Report** from the main Reports menu bar.
2. Name the report layout appropriately, such as Policy Audit.

   Memorized filter and layout selections are saved to your Haw/Agency Documents folder by default. The report layout will be available from the **Run a Memorized Report** list when you click **Reports** > **Advanced Reports**.

Related Topics

Advanced Customized Reports
Best Workflow Practices for Accurate Reporting
Data Replace Using Advanced Reports
HS CMS Agency Reports Overview.htm
Report Templates (Memorized)

Data Maintenance Tools Overview

Several Data Patches are available in HawkSoft CMS for keeping your client files up to date. Access Data Patches from the main CMS menu bar: **Utilities** > **File Maintenance**.

Encrypt and Compact Client Database

The Encrypt and Compact Client Database utility encrypts and compresses all of your client and invoice files. Encryption is the process of converting data using any one of many different algorithms to make it unreadable to humans unless it is first decrypted. Encrypting files helps prevent unauthorized individuals or companies from accessing client file information.

Encrypt and Compact Client Database

Data Importer

The HawkSoft Data Importer is a tool that enables CMS to import client data from a spreadsheet, into the CMS database.

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Use the Data Importer when importing clients from an agency merge, importing prospect information from a leads generator, etc.

Data Importer

Personal Profile Import

This utility creates personal profiles for all drivers that have been added to Auto policies without also being added to the Personal Profile section of the Name and Address screen.

Personal Profile Import

Attachment Report

This utility creates a list of all attachment properties in your database. An agency may run an attachment report to find attachments that have been assigned to the Documents for Review or to determine if any attachments are invalid (not found).

Attachment Report

Freshen Client ID Lookup

The Freshen Client ID Lookup utility in CMS updates the Customer ID search index. When there are issues with retrieving a client file, such as a client that is missing from the list of Customer ID search results, this utility improves the accuracy of the results.

Freshen Client ID Lookup

Attachment Links

Attachment Links is a utility used to fix image paths that are no longer valid. Image paths may need repair as a result of the Images folder being moved or transferred to another location, such as a new server.

Attachment Links

Merge Duplicate Personal Profile

The Merge Duplicate Personal Profile utility merges, and then deletes, duplicate personal profiles from each client.

Merge Duplicate Personal Profile

Missing Receipts - Report Analyzer

The HawkSoft CMS Receipt Report Analyzer is a Data Patch which enables you to look for missing receipts or gaps in receipt numbers.

Missing Receipts - Report Analyzer

Remove Missing Attachments Patch

This patch should only be used by HawkSoft Support. The Remove Missing Attachments Patch enables a tech to permanently remove missing attachment links when converting data from a previous management system.

To fix missing attachments in your current database, see Attachment Report and Restore an Attachment Backup.

Remove Missing Attachments Patch

Encrypt and Compact Client Database

The Encrypt and Compact Client Database utility encrypts and compresses all of your client and invoice files. Encryption is the process of converting data using any one of many different algorithms to make the data unreadable to humans unless it is first decrypted.

Encrypting files helps prevent unauthorized individuals or companies from accessing client file information. When a file is compacted, it is compressed and the file size is reduced, improving disk drive memory efficiency.

This utility only applies if updating from a version prior to v3.08. After v3.08, client files are automatically encrypted.

See Image Encryption for information on encrypting attachments with v4.4.

This task is typically performed by an Owner/Administrator or Manager.

> Required Permissions:
> In order to complete this task, user permissions must be set to include:
>
> Utilities > File Maintenance
>
> See Setting User Permissions for more information.

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Running the encrypt and compact client database utility

1. Click the **Utilities** icon, and then select **File Maintenance**.

   The **File Maintenance** dialog opens.

2. Click **Data Patches** to display the list of Data Patch options.
3. Click **Encrypt and Compact Client Database**.

   A warning dialog appears, advising that all users should be out of the system for best results.

4. Click **Next**.

   CMS displays a progress bar while the encryption process is running.

   When the encryption is complete, CMS displays an **Encrypt and Compact Client Database Results** report that includes:

   - Start and finish Date/Time
   - Number of records skipped (if any)
   - The number of clients processed (encrypted), including active, inactive, and number of invoices found
   - Database size before and after

     The utility compresses the client files to decrease the size of the database. If the utility has been run more than once, the database has already been compressed and the size does not change.

   If any client files were skipped, the report provides links to **Export** the list of skipped files or **Copy** the list to your clipboard. Skipped files are also listed as links that attempt to open the client file. If the file cannot be opened, a brief description of the error and a potential solution are displayed.

5. **Print** or **Close** the report.

The client and invoice files are now encrypted and compressed.

Related Topics

Image Encryption
Data Maintenance Tools Overview

Data Importer

The HawkSoft Data Importer is a tool that enables CMS to import data into the CMS database from a spreadsheet or database file in order to create new client files. For example, you can import client data when performing an agency merge, or import prospect information from a leads generator.

This article explains how to import data into CMS and then map the data with CMS fields, which fields are required to be mapped, and which fields HawkSoft recommends mapping.

In this topic:

This task is typically performed by an Owner/Administrator or Manager.

Required Permissions:
In order to complete this task, user permissions must be set to include:

Utilities > File Maintenance

See Setting User Permissions for more information.

This procedure will create new client files from the imported information. To update client files that already exist in CMS, see The HawkSoft Importer.

Importing data is an advanced function available within CMS. Please consult with a HawkSoft, Inc. representative if you are unfamiliar with this process.

Before you begin

Prepare your spreadsheet or database file

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1. *Optional:* You can create your spreadsheet using the HawkSoft template.

   If you use the template, you will also be able to use the HawkSoft Configuration file, which will save you time.

   > The HawkSoft template has two tabs; one tab for the actual template which contains recommended headers and one tab for helpful instructions.

   a. Copy and paste your data into the template and save the file to your computer.

   b. Note the path where the file is saved on your computer.

2. Whether you are using your own spreadsheet/database file or the HawkSoft template, be sure to confirm that all columns have headers.

3. Remove columns that are not needed, and remove extra rows.

4. Modify your spreadsheet to include the Data Importer and be sure to include the following required fields:

   Policy Type

   Business Name/Last Name

   See Matching CMS fields without a configuration file below.

   > Your spreadsheet or database file must contain only fields available for import and must contain the required fields for the Data Importer to work correctly.

   Example: When you are importing policy information, include a **Policy Type** column so CMS will know which base type of policy to insert. Match the Policy Type column in your spreadsheet or database with a specific CMS policy type, such as Auto, Boat, MoPro, Home, or Commercial/Other.

5. Once your spreadsheet/database file is ready, save your changes and close the file.

   > Be sure to close the spreadsheet or database. Data Importer cannot import data if the source file is still open.

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(HawkSoft template only) Download and configure the HawkSoft Configuration file

The HawkSoft Configuration XML file can be used in conjunction with the HawkSoft Template to automatically map headers in the spreadsheet and save you time.

1. To download the HawkSoft Configuration file, click on the following link:

   HawkSoft Configuration file

   Depending on your browser, you may be asked to Open or Save the file; if prompted, click **Save**. Otherwise, the file downloads to your computer's local Downloads folder.

2. Navigate to your computer's local **Downloads** folder.
3. Right-click on **Data_Importer_Config_File.xml**, and select **Open With...** > **Notepad**.

   The XML file opens in a new Notepad window.

   > If your computer already has a more advanced text editor installed, such as **Notepad++**, you can open the Data Importer Config File with that program instead.

4. At the very top of the text in the Notepad window, look for the "**<Filename>**" tag.
5. **Copy** the location to the **Data_Importer_Template.xls** spreadsheet in your computer's local files, and **Paste** this path in between the **<Filename**> and **</Filename>** tags.

   > If your Data Importer Template spreadsheet is still located in your local Downloads folder, you can simply replace the "**[Your Username Here]**" portion of the path that is already listed between the Filename tags with your Windows username.

6. At the top-left of Notepad, click **File** > **Save**.

The HawkSoft Configuration file is now ready for use with the filled-in Data Importer Template.

Continue following the steps under Data Importer, and when prompted to select a **Configuration File**, click **Browse** and select **Data_Importer_Config_File.xml**.

Import a spreadsheet or database

1. Click the **Utilities** icon, and then select **Data Importer**.

   The **CMS Importer: Choose Database** dialog opens.

2. Browse to your **Database** or **spreadsheet** to import.

   CMS can import several file types, including spreadsheets and database files.

3. Optional: Click **Browse** to select a **Configuration File** to apply previously saved configuration settings.

   If your spreadsheet was created from the HawkSoft template, you can download and configure the provided configuration file to save time.

   > If you do not select a Configuration file, you will need to manually map all fields.

4. Click **Next**.

   The **CMS Importer: Choose Table** dialog opens.

5. Select a **Table** from the drop-down list.

   > When selecting a spreadsheet, "Table" represents a tab in the spreadsheet.
   >
   > Once you select a spreadsheet tab or database, CMS displays a preview of the data in the file.

6. Click **Next**.

   The **CMS Importer: Log Notes** dialog opens.

7. Add comments as needed.

   A log note will be created for each imported client file.

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8. Optional: Check the **Suspend Transaction** check box to suspend the log note to a user for follow-up.
9. Click **Next**.

   The **CMS Importer: Choose Key Field(s)** dialog displays the list of CMS field options, and a view of the spreadsheet columns.
10. Select the CMS field(s) that uniquely identify/differentiate each client file created by the data import process.

    If Last Name is selected as a key field, all entries with the identical last name will be inserted into the same client file. For this reason, we recommend selecting multiple fields, or selecting a field that contains truly unique information (e.g. phone or work email).
11. Click **Next**.

    The **CMS Importer: Match Fields** dialog opens.
12. If you did not use a configuration file, match the CMS fields to the fields in your spreadsheet or database. If you did use a configuration file, you can skip to step 13.

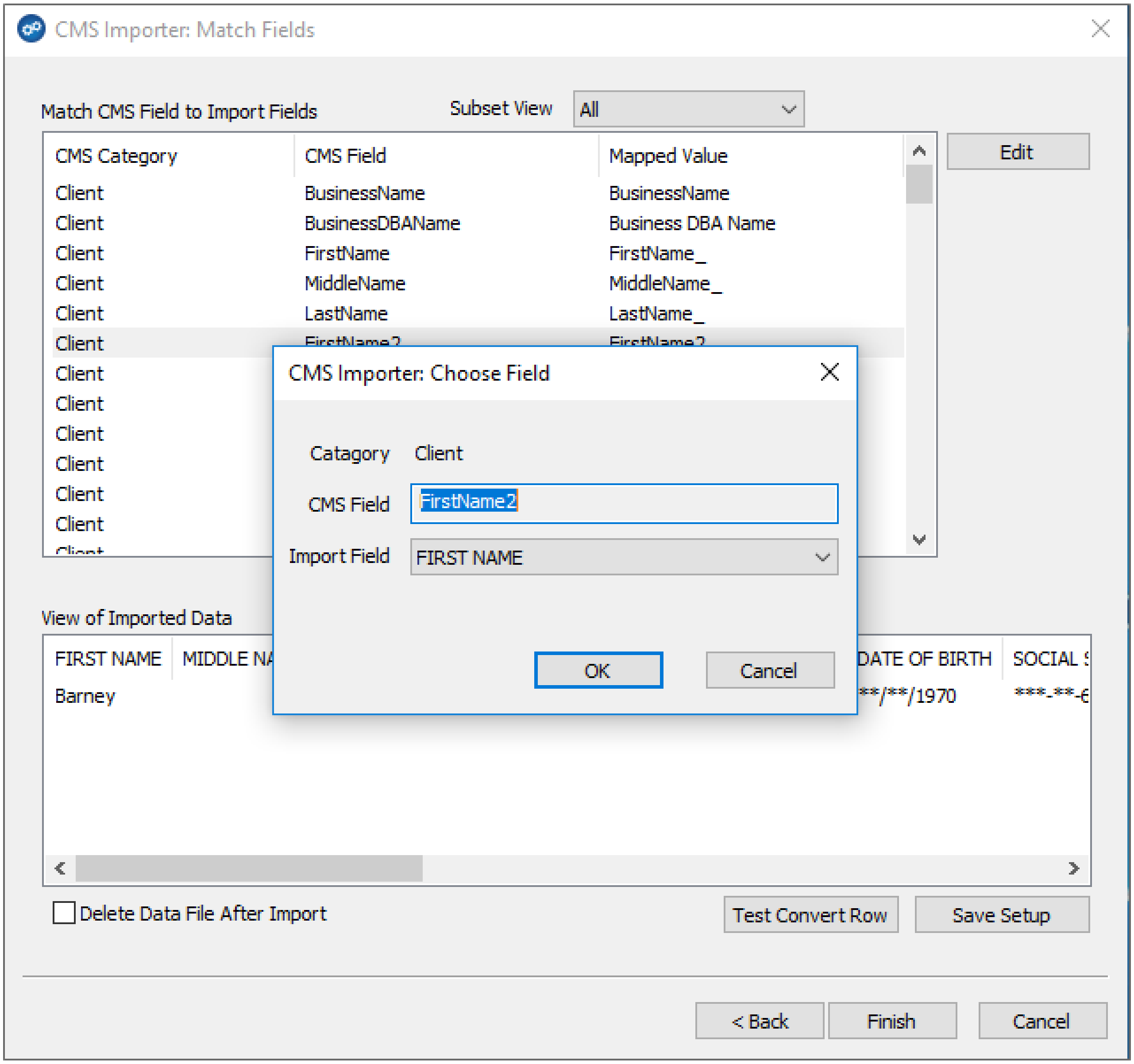
To match fields (without configuration file)

This section provides steps to match CMS fields to the fields in your spreadsheet or database. See below for additional information about matching specific fields.

a. Optional: Select a **Subset View** filter from the drop-down list to include only those fields specific to Client, Personal Info, Policy, or Client Misc info screens.

b. Select a CMS field you want to match, and then click **Edit**.

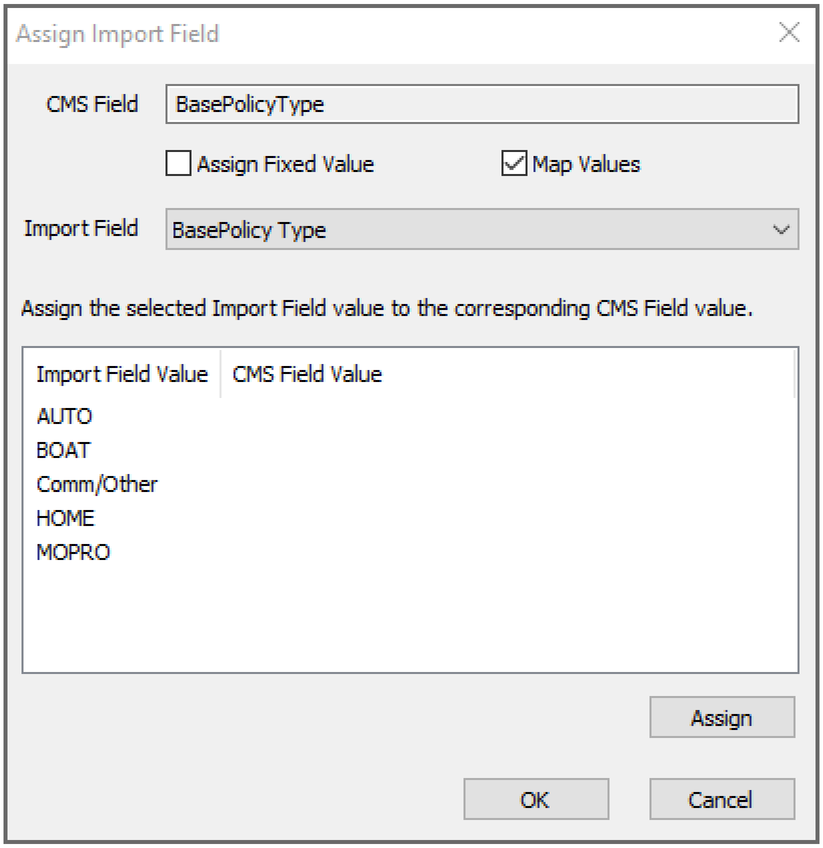
   The **CMS Importer: Choose Field** dialog opens.



c. Select a field (column header) from your spreadsheet from the **Import Field** drop-down list.

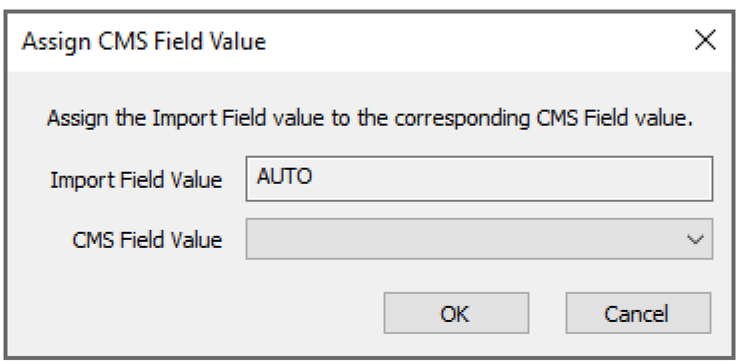
Some selected CMS fields present you with additional mapping options.

Example: When you map the **Base Policy Type**, you may see multiple selections under **Import Field Value**.



i. Select the **Import Field Value**, for example *Auto*, and then click **Assign**.

The **Assign CMS Field Value** dialog opens.



ii. Select the **CMS Field Value** from the drop-down, for example *Auto*, and then click **OK**.

Your selection is now in the **CMS Field Value** column.

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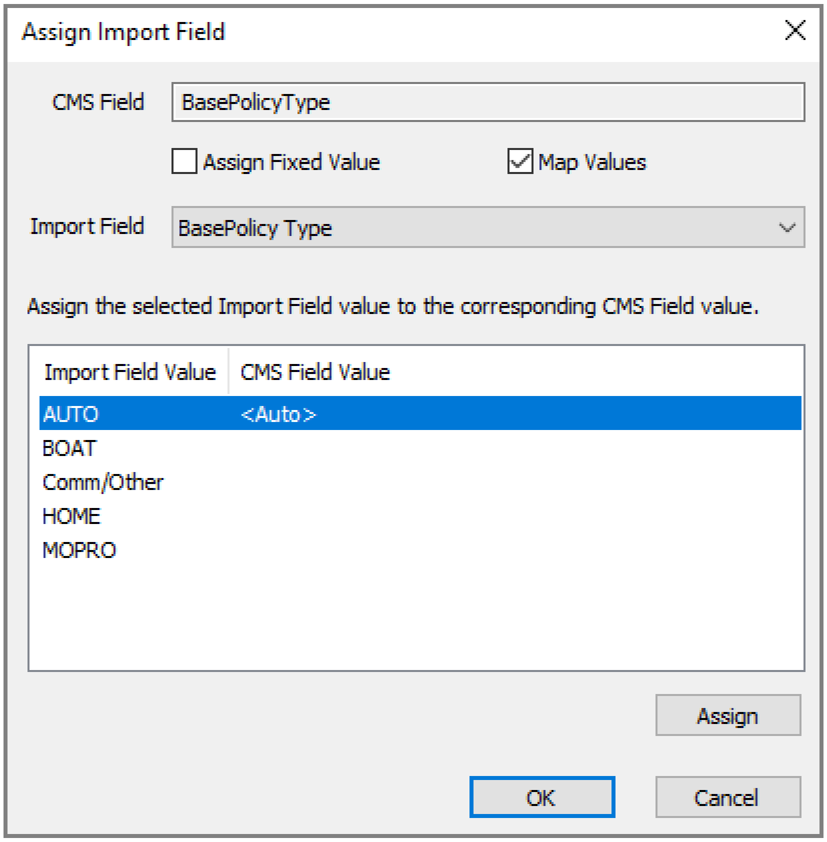

iii. Continue assigning each field, and then click **OK** to return to the **CMS Importer: Match Fields dialog**.

The selected value(s) now appears under **Mapped Value** next to the field name on the Match Fields dialog.

d. Continue matching the CMS fields. Be sure to match all the fields that contain information that you want transferred into CMS.

13. Once you have finished mapping all fields, you can review the imported client file data.

a. On the Match Fields dialog, highlight a field from the lower panel, and then click **Test Convert Row**.

The **Import Complete** message dialog appears.

b. Click **OK**.

CMS creates a sample client file that displays the data as it will look in CMS, once imported.

c. Review the sample client file.

    d. Close the sample client file to return to the **Match Fields** dialog.

    e. Continue reviewing each file.

14. Optional: Click **Save Setup** if you need to leave the importer before you are finished, or you have other spreadsheets with the same column headings that need to be imported.

    To access the saved file at a later time, browse to it from the **Utilities** icon > **Data Importer** > **Choose Database** > **Configuration File**.

15. Click **Finish** when field matching/reviewing data is complete.
16. Optional: Click **Yes** to save the Configuration file for future imports, or select **No** if you will not use the same configuration for mapping again.
17. The **Convert database to client files now?** dialog opens.
18. Select **Yes** to begin the conversion.

    A Conversion in Process progress bar appears. The conversion can take several minutes, depending on the size of the file.

    Once the data is converted, a **Data Importer** message opens showing Total Clients Added.

19. Click **OK** to import your clients into CMS.
20. Run Freshen Indexes to update your files and ensure your clients appear correctly in CMS.

More information about matching CMS fields without a configuration file

Once you have imported a spreadsheet or database, you must match CMS fields with data from the spreadsheet or database for Data Importer to work correctly. Certain fields are required and others are recommended for a successful import.

Required fields

Policy Type and Business Name/Last Name are required fields to match.

Policy Type

When importing client information only

1. Double-click **Base Policy Type** in the CMS Field list.
2. Check the **Assign Fixed Value** check box.
3. Select **No policies** from the **Fixed Value** drop-down list.
4. Click **OK**.

When you have only one policy type on your spreadsheet

1. Double-click **Base Policy Type** in the CMS Field list.
2. Check the **Assign Fixed Value** check box.
3. Select the relevant policy type from the **Fixed Value** drop-down list.

   Example: **Auto**.
4. Click **OK**.

When you have multiple policy types on the same spreadsheet

1. Match the **CMS Field** named **Base Policy Type** to the column header on your spreadsheet that contains the policy type information.
2. Leave the **Assign Fixed Value** check box unchecked.
3. Double-click on each type of policy that is listed in the box below the drop-down menu, and then select the correct base policy type that corresponds with each of the policy types.
4. Click **OK**.

Business Name/Last Name

One of these fields must be mapped to prevent the Invalid Client/Policy Data error message from appearing after the import is complete.

Recommended CMS fields

Policy State

When you are importing policies, this is an important field to map so CMS can insert the correct policy type. Mapping this field during the import process prevents the Invalid Client/Policy Data error message from appearing after the import is complete.

- Match the HawkSoft **Policy State** to the column that contains the policy state information.
- When your spreadsheet does not contain policy state information, and all policies are the same policy state, match the **Policy State** field from the **CMS Importer: Choose Field** dialog to **Fixed Value**, and then insert the 2-digit state abbreviation in the **Value** box below.

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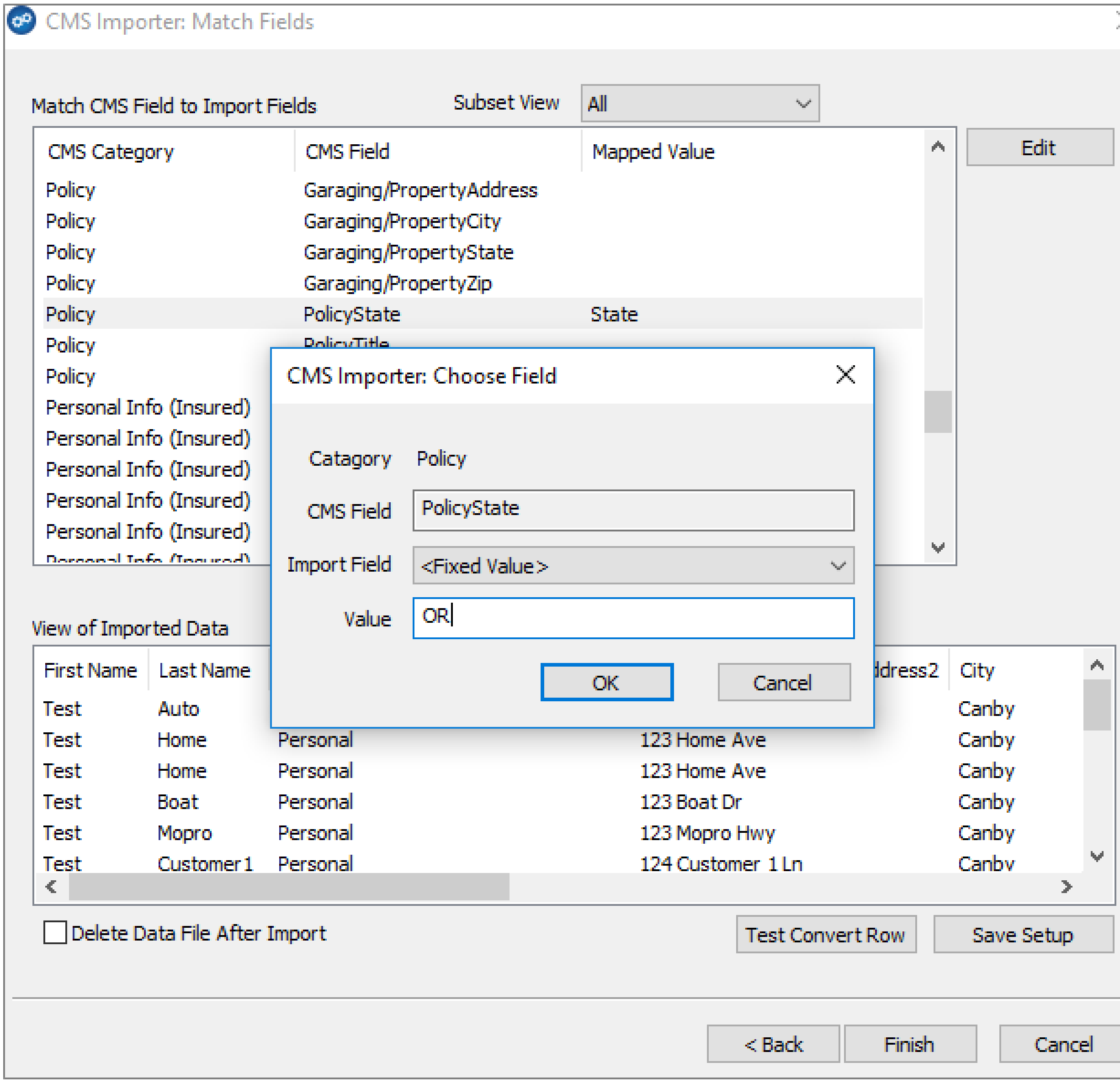
Example using *Oregon (OR)*:



Other fields

Consider including Term, Policy Title, Customer Type, Client Type, and Client Status. These fields will provide important information regarding the client and policy, and minimize manual input of information later.

List of all CMS fields available to match

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Client Subset View	Misc. Info Subset View	Policy Subset View	Personal Info (Insured) Subset View	Personal Info (2nd Named Insured) Subset View
BusinessName	ClientMiscInfo1	(Base)PolicyType	Title	Title
BusinessDBAName	ClientMiscInfo2	Company	Suffix	Suffix
FirstName	ClientMiscInfo3	Program	Date of	Date of
MiddleName	ClientMiscInfo4	NAIC	Birth	Birth
LastName	ClientMiscInfo5	AgentCode	Sex	Sex
FirstName2	ClientMiscInfo6	Agent1	Marital Status	Marital Status
MiddleName2	ClientMiscInfo7	Agent2	Relationship	Relationship
LastName2	ClientMiscInfo8	Agent3	Social Security Number	Social Security Number
FullName	ClientMiscInfo9	PolicyNumber	Occupation	Occupation
Address	ClientMiscInfo10	AccountNumber	Employer	Employer
Address2	ClientMiscInfo11	Status	Income	Income
City	ClientMiscInfo12	PolicyOffice	Interest	Interest
State	ClientMiscInfo13	InceptionDate	Comments	Comments
Zip	ClientMiscInfo14	EffectiveDate	Preferred Name (Dear)	Preferred Name (Dear)
GarageAddress		SoldDate	Anniversary Date	Anniversary Date
GarageAddress2		ExpirationDate	Driver's	Driver's

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Client Subset View	Misc. Info Subset View	Policy Subset View	Personal Info (Insured) Subset View	Personal Info (2nd Named Insured) Subset View
			License Number	License Number
GarageCity		StatusDate	Driver's License State	Driver's License State
GarageState		Term	Home Owners-Y/N	Home Owners-Y/
GarageZip		Billing Type		
ClientType		QuotedPremium		
ClientStatus		Source		
ClientOffice		ApplicationType		
HomePhone		LOB		
WorkPhone		PolicyForm		
CellPhone		Garaging/ Property/Address		
OtherPhone		Garaging/ PropertyCity		
MsgPhone		Garaging/ PropertyState		
Pager		Garaging/ PropertyZip		

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Client Subset View	Misc. Info Subset View	Policy Subset View	Personal Info (Insured) Subset View	Personal Info (2nd Named Insured) Subset View
Fax		PolicyState		
BusinessType		PolicyTitle		
CustomerType		LogNote		
HomeEmail				
WorkEmail				
OtherEmail				

Related Topics

Backup and Restore Overview

Data Importer PDF

Generic/Website Integration

Policy Data Auditing

The HawkSoft Importer

Personal Profile Import

The Personal Profile utility creates personal profiles for all drivers that have been added to Auto policies without also being added to the Personal Profile section of the Name and Address screen. Additionally, this patch matches driver profiles to personal profiles that have the same name, and floods data from a driver profile into any missing fields on the matching personal profile.

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An agency may want to run this utility if Auto policies have drivers without corresponding personal profiles, drivers whose personal profiles are not linked to the driver profile, or personal profiles that are missing information which *is* included on the associated driver profile.

Required Permissions:
In order to complete this task, user permissions must be set to include:

Utilities > File Maintenance

See Setting User Permissions for more information.

Importing driver information into a personal profile

1. Click the **Utilities** icon, and then select **File Maintenance**.
2. Select **Data Patches**, and then select **Personal Profile Import**.

   A confirmation message appears.
3. Click **Yes** to create a personal profile for each driver.

   The HawkSoft Data Patch progress dialog appears, and then closes once the import is complete.

Related Topics

Data Maintenance Tools Overview
Drivers

Attachment Report

This report generates a list of all attachments in your database, along with their properties such as file type, file name, attachment description, and path. An agency can run an attachment report to find any attachments that are invalid (not found). An attachment is invalid when it is listed on a policy, but cannot be opened. This could be due to invalid attachment links, an invalid images path in File Locations, or a data integrity issue.

This article describes how to run an Attachment Report for your CMS database, and how to use it to troubleshoot and fix invalid attachment links.

In this topic:

Required Permissions:
In order to complete this task, user permissions must be set to include:

Utilities > File Maintenance

See Setting User Permissions for more information.

Running an Attachment Report

1. Click the **Utilities** icon, and then select **File Maintenance**.

   The **File Maintenance** dialog opens.

2. Select **Data Patches**, and then select **Attachment Report**.

   The **Report Layout** dialog opens with the appropriate layout and fields selected for you.

3. Click **Finish** to run the report.

   The **CMS Attachment Report** opens with a list of all attachments in CMS.

   The **Att-Status** column indicates if any attachments are not found.

4. Click the **Summary** button.

5. Select **Att-Status** and click **OK**.

6. Double-click the number next to **Not Found**.

   This groups together the attachments that have not been found for easier viewing.

   If you do not see a Not Found row in the summary, that means all attachments in your database are valid, and you do not need to proceed any further.

Use this list of not-found attachments to troubleshoot what caused the invalid links, and to replace the links with valid ones.

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To fix broken attachment links

If you see attachments listed as Not Found in the attachment report, there are a few methods that may be used to troubleshoot the cause of the broken attachment links, and restore correct links to attachments.

Folder Locations

If your agency has recently moved your HawkSoft database in some way, such as moving to a new server, or moving to a different location on the server's file system, it is possible that some attachments were not moved to the new location and still reside in the old location of the database files. These steps will help verify that all attachments from the previous location were successfully moved.

> If your agency has deleted the previous HawkSoft installation in its old location, or moved the installation without leaving a copy in the previous location, you will not be able to complete these steps. Try the steps in the next sections.

> Required Permissions:
> In order to complete this task, user permissions must be set to include:
>
> Setup > Folder Locations
>
> See Setting User Permissions for more information.

1. Open the **Setup** menu. Select **Folder Locations**.

   The **HawkSoft Folder Locations** window opens.

2. Select the **Images Path**.
3. Click **Explorer**.

   The current Images folder opens. Notice the subfolder names: they are named in the format of "[year][month][a/b]" (ex. 201908b).

4. Leave this File Explorer window open, and browse to the previous location of the HawkSoft database. Contact your agency technician if you are unsure where

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HawkSoft was previously installed.

If HawkSoft was previously located on the same computer it is currently located on, you may right-click the File Explorer icon on your taskbar and select **File Explorer** to open a new File Explorer window.

5. Inside the **HAW** folder, open the **Images** folder.
6. Compare the years and months of the folders located in this Images folder to the years and months of the folders in your agency's current Images folder, which was opened in step 3. Take note of folders that show in the previous HawkSoft installation's Images folder, but do not show in the new HawkSoft installation's Images.
7. Select the folders that are missing in the new HawkSoft installation, then right-click the selection and click **Copy**.
8. Open the new HawkSoft installation's Images, right-click the window, and click **Paste**.

The missing attachments located in the previous HawkSoft installation are now copying over to the new installation's location. If you re-run the Attachment Report and continue to see invalid attachment links, continue onto the next sections to further troubleshoot the broken attachment links.

Re-assign Attachment Links

It is possible that the attachments listed as Not Found are in the correct Images folder, but the links to these attachments are pointing to the wrong location. To fix this, you can create a list of the paths that the invalid attachments are reporting, and replace each path with the correct images location.

> Required Permissions:
> In order to complete this task, user permissions must be set to include:
>
> Utilities > Search and Replace/Data Replace
>
> See Setting User Permissions for more information.

1. Open the summarized report that you created under Running an Attachment Report.

The report should be titled "**Att-Status - Not Found**".

2. Click the **Summary** button.
3. Select **BasePath**. Click **OK**.

   This creates a list of all base paths that the invalid attachments are reporting.
4. Double-click on the first line item in the summary.

   This creates a report of all invalid attachments reporting this base path.
5. Open **File**, then select **Data Replace**.

   The Data Replace dialog opens.
6. Open the **Replace** drop-down and select the first option that appears.

   This is the current images path of the HawkSoft database.
7. Click **OK**. Click **Yes** on the confirmation window that pops up.

   The paths of these attachments begin replacing.
8. Once all attachments in this report have had their paths replaced, return to the previous summary created in step 3, double-click the next item in the summary, and repeat steps 5-8 until all attachments have had their paths corrected.

Once all attachments have had their paths replaced, close and re-run the attachment report according to the steps in the section Running an Attachment Report to verify there are no more missing attachments.

Restoring attachments from backup

If you are still unable to restore some attachments after following the above steps, you could try to restore these attachments from attachment backups. See Restore an Attachment Backup for instructions on restoring attachments from backups.

Related Topics

Importing and Attaching Documents to Clients and Policies
Backup and Restore Overview
Restore an Attachment Backup
Data Maintenance Tools Overview

Attachment Links

Attachment Links is a utility used to fix image paths that are no longer valid. Image paths may need repair as a result of the Images folder being moved or transferred to another location, such as a new server.

This task is typically performed by an Owner/Administrator or Manager.

Required Permissions:
In order to complete this task, user permissions must be set to include:

Utilities > File Maintenance > Backup

See Setting User Permissions for more information.

Backup HawkSoft CMS prior to running the Attachment Links Utility.

See Backup and Restore Overview

Repairing attachment links

If any of these steps do not appear as shown and/or described, contact Product Support to assist with the Attachment Link utility.

1. Click the **Utilities** icon, and then select **File Maintenance**.
2. Select **Data Patches**, and then click **Attachment Links**.
3. The **Attachment Links** list automatically generates a list of all image locations found.
   - The **Find** column shows the locations where CMS expects to find image files.

     Look to see if the correct path is within the **Find** list. If it is, that path does not need to be repaired.

   - The **Count** column shows how many images are associated with that image path.
   - The **Replace** column displays the corrected path once it has been updated.

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4. Highlight the first image path that needs to be corrected, and then click **Edit**.

   The **Find** line contains the incorrect image path.

5. Click **Browse** next to the **Replace** field to select the correct image path.
6. Once the correct image path is chosen in the **Replace** field, add a back-slash \ to the end of the image path.

   > Failure to add the "\" can cause a problem retrieving the image.

7. Click **Update Examples**.

   The **New** column displays what the image path will look like after the link is corrected.

8. Check to make sure the new image path includes a date folder, such as **200908a** (August 2009).

   For example: \\server\share\HAW\images\200912a\0000123-01-01.pdf.

9. Click **OK** to return to the **Repair Attachment Links [Advanced]** window.
10. Repeat steps 4-10 for each incorrect image path.
11. Once all image paths have been replaced with the correct path, click **Start** to fix the attachment links.
12. Click **OK** when the confirmation window appears.
13. Run an Attachment Report to make sure all the image paths have been corrected.

Related Topics

Backup and Restore Overview
Restore an Attachment Backup

Remove Missing Attachments Patch

This patch should only be used by HawkSoft Support. The Remove Missing Attachments Patch enables a tech to permanently remove missing attachment links when converting data from a previous management system.

To fix missing attachments in your current database, see Attachment Report and Restore an Attachment Backup.

Freshen Client ID Lookup

The Freshen Client Lookup utility in HawkSoft CMS updates the Customer ID search index. When there are issues with retrieving a client file, such as a client that is missing from the list of Customer ID search results, this utility improves the accuracy of the results.

This task is typically performed by an Owner/Administrator or Manager.

> Required Permissions:
> In order to complete this task, user permissions must be set to include:
>
> Utilities > File Maintenance
>
> See Setting User Permissions for more information.

Running the utility

1. Click the **Utilities** icon, and then select **File Maintenance**.

   The **File Maintenance** task menu opens.

2. Click **Data Patches** > **Freshen Client ID Lookup**.

   The utility runs immediately, updating the client ID index.

   The **Client ID Log** opens, confirming the process is finished.

3. Click **Close**.

Merge Duplicate Personal Profile

Using the Merge Duplicate Personal Profile utility, HawkSoft CMS searches for duplicate profiles within the same client file, and then merges information from both profiles into one. The duplicate profile is deleted.

> Required Permissions:
> In order to complete this task, user permissions must be set to include:

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Utilities > File Maintenance > Backup

See Setting User Permissions for more information.

Merging duplicate personal profiles

1. Click the **Utilities** icon, and then select **File Maintenance**.

   The **File Maintenance** dialog opens.

2. Select **Data Patches**, and then select **Merge Duplicate Personal Profile Patch**.

   The **Merge Duplicate Personal Profile Patch** dialog opens.

3. Select from the following options:

Backup (recommended)

Select to run a daily backup of CMS to your desktop or other backup media in case you need to restore data in your CMS database after running this utility.

See Creating Backups for detailed steps.

This is an advanced function available within CMS.
Please consult with a HawkSoft, Inc. representative
if you are unfamiliar with this process.

Preview

Select to generate a report of duplicate profiles. With this option, no profiles are merged or deleted.

The report lists each duplicate profile and the matched information for each profile, as well as any information that will be dropped (removed).

Merge All Profiles Now – Optional: Click this button to merge the profiles.

Quick Filters – The Quick Filters list enables you to filter results.

Example: You may want to see how many files included a change to the Date of Birth. Un-checking all field options in the **Field Changes** section, except **Date of Birth**, would display these client files.

Merge Duplicates

Select to run the utility. This option merges and deletes duplicate profiles.

The **Data Patch Complete!** dialog opens with a list of changes.

a. Click **View Log and Close** to view a list of profiles that were merged.

   OR

   Click **Close** to close the **Data Patch Complete!** dialog.

b. Click **Close** to exit File Maintenance.

Related Topics

Data Maintenance Tools Overview
Personal Profile Import

Missing Receipts - Report Analyzer

The HawkSoft CMS Receipt Report Analyzer is a Data Patch which enables you to look for missing receipts or gaps in receipt numbers.

Missing receipts or gaps in receipt numbers can occur when two users have the Receipt Report open at the same time or a user loses network connection.

See Data Maintenance Tools Overview for more information about available patches.

Required Permissions:
In order to complete this task, user permissions must be set to include:

Utilities > File Maintenance

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See Setting User Permissions for more information.

To run the Receipt Report Analyzer

1. Click the Utilities icon, and then select **File Maintenance**.
2. Select **Data Patches**.
3. Select **Receipt Report Analyzer**.

   The **Receipt Report Analyzer** task menu opens with the following options:

   New Since Last Check

   Current Year

   Last Two Years

   All
4. Select one of the available time periods for the report.

   The report scans the receipt books.

   A confirmation appears listing the number of receipts found/checked, and the number of errors found.
5. Click **View Log & Close** to review errors.

Related Topics

Data Maintenance Tools Overview
File Maintenance Overview
Receipt Report

Fix an Oversized Client File

To maintain speed and stability in HawkSoft, there is a client file size limit. HawkSoft warns you if the client file is approaching its size limit. If the file size exceeds the maximum size, HawkSoft displays a message to create a separate client file.

If a client file becomes too large, it is usually due to a high number of Certificates of Insurance and/or empty data structures in the client file accumulating over time. Therefore, recreating the client file will usually fix the issue. This article provides steps for re-creating a client file to remove any empty data structures.

This task is typically performed by an Owner/Administrator or Manager.

In this topic:

Create a New Client File	Move Active Policies to New Chart	Move Client Attachments
Archive Original Client File	Recreate the Client's Forms	

Required Permissions:
In order to complete this task, user permissions must be set to include:

File > Insert Client
Search and Client Access >
Access to Client Types: You must have permission to the Client type you are inserting.
Access to Customer Types: You must have permission to the Customer Type you are inserting.
Client File > Action Menu > Change/Correction (Action Menu) > Internal Menu > Internal Correction > Archive/Move Policies > Archive Client

See Setting User Permissions for more information.

To create the new client file

1. Click **Client** > **Insert** > **New Customer** from the CMS Menu Bar.

   The Action menu opens.

2. Select **(No Policy)** at the bottom of the menu.

   We will move the policies to the new client later.

   The **Insert Client Only** window opens.

3. Fill out the client's information, personal profiles, and contact information on the **Name and Address** tab.

You can open the original client file in a separate window. This enables you to quickly fill out the new client according to the original client's details.

1. Click **Open in New Window** at the bottom-left of the Insert Client screen.

   Another instance of HawkSoft opens.

2. Search for the original client.

If you have more than one monitor, you can place the original client file on one monitor, and the Insert Client screen on another monitor for even faster copying.

4. Fill out the rest of the client's information on the **Client Misc Info**, **Cross-Sell/XDates**, and **Claims** tabs, as needed.
5. Click **Finish**.

   The Add Log Entry Comments dialog opens.

6. Add comments as needed, and then click **OK**.

   CMS opens the newly created client file.

To move the active policies to the new client

To reduce the client file size, move only active policies to the new client. Inactive policies should be kept on the original client file for archival purposes.

1. Open the original client file.
2. Right-click the Client/Policy Bar.
3. Uncheck **Show Inactive**.

   This ensures that only active policies will be moved to the new client.

4. Select the first policy on the Client/Policy Bar.
5. Click Action, and then select **Internal** > **Move Policy**.

   The Transfer Policy to Client dialog opens.

6. Enter the **Customer ID** of the new client file.

> The Customer ID is found in the top-left corner of the client window. You do not need to enter the 0's in front of the ID. (ex. to merge into client #00001234, enter 1234)

7. Click **Search**.
8. Click **No** to avoid archiving the client, as the client will be archived later.

   The policy, along with its log notes, forms, and attachments, are copied to the new client file.

9. Repeat steps 4-8 until all active policies are moved to the new client file.

To move client attachments

All attachments attached to policies will be carried over when the policies are moved, however, the attachments attached to the client file itself (listed under Client > Attachments) will need to be moved manually.

1. Open the original client file.
2. On the **Client** tab, select **Attachments**.
3. Uncheck **Show attachments for all policies**.

   This avoids duplicating attachments that are already attached to policies.

4. Select the first attachment in the list.
5. Hold Shift and select the attachment at the bottom of the list.

   All client attachments should be selected.

6. Right click the selection, and click **Move To** > **Other Client/Policy**.

   The 'Move attachment to...' dialog opens.

7. Enter the **Customer ID** of the new client file.
8. Click **Search**.
9. Select **Client** on the 'Choose a policy...' dialog.

   The client attachments are moved to the new client file.

To archive the original client file

1. Open the original client file.
2. Click Action, and then select **Internal** > **Archive Client**.
3. Click **Yes** on the confirmation prompt.

   If there are still suspenses open on the client file, a prompt will warn you that the suspenses must be closed.
4. Click **Yes** on the confirmation prompt to close suspenses.

   The Add Log Entry Comments dialog opens.
5. Add comments as needed, and then click **OK**.

   The oversized client file is archived.

To re-create the client's forms

ACORD forms attached to policies, as well as all form attachments (i.e. PDF documents), are carried over to the new client file.

> ACORD forms attached to the client itself (listed under the Client > Forms tab) are not carried over, and will need to be recreated.

See ACORD Forms Overview for a list of articles detailing how to create specific types of forms, or ACORD forms in general.

Related Topics

ACORD Forms Overview
Merging Client Files

Image Encryption

The Image Encryption utility enables you to encrypt all of your client/policy attachments to enhance the security of documents, images, proposals, ACORD forms, and downloads. Cybersecurity regulations will soon be updated for the financial and insurance industries, similar to the laws implemented in New York, which will require all attachments to be encrypted.

With v4.4, each time an existing attachment is opened or a new attachment is added, it is automatically encrypted.

This article provides steps to run the Image Encryption tool to encrypt all attachments at once, rather than at the time each attachment is opened.

> It is recommended that this utility is run directly on your server and outside of business hours.

The Image Encryption utility analyzes your database and runs a report to uncover any documents that are not encrypted. Once you have the report, you can encrypt all un-encrypted attachments.

Analyze your database and run the Image Encryption utility

You can run a utility to analyze your HawkSoft data to find any attachments that are not encrypted.

1. Click the Utilities icon, and then select **File Maintenance**.
2. Select **Image Encryption**.

   The HawkSoft Image Encryption dialog displays the Encryption Analysis Results. This dialog includes a list of all unencrypted files found in your CMS database in the following folders:

   ACORD forms

   Downloads (archived copies of previously received downloads)

   Proposals

   Images

   Unmatched Documents Inbox
3. Click the **Encrypt** button to proceed.

   A progress bar displays as the files are encrypted.
4. Optional: A **Pause** button is available if you need to pause without actually canceling the process. When you are ready to continue, click **Resume**.
5. Optional: The **Cancel** button is also available if you want to stop the process and continue at another time. When you are ready to continue the process, you will need to begin with the first step by clicking the Utilities icon. All files encrypted before the Cancel button is clicked remain encrypted.
6. Once the process is complete, click **Done**, and then close the File Maintenance menu.

Now that your attachments are encrypted, they can't be modified. Please see Working with Word Documents to learn how to un-encrypt a file for modification.

Related Topics

Importing and Attaching Documents to Clients and Policies
Encrypt and Compact Client Database
Working with Word Documents

Import Client Data Overview

HawkSoft CMS offers multiple options for importing data to update client files, including raters, HawkSoft Data Importer, and website integration. You can also import scheduled and unscheduled items for commercial policies, and import multiple drivers and vehicles for an existing auto policy. You can utilize these time-saving options instead of entering the data manually.

Comparative Rater options

The HawkSoft Client Management System provides tools for integrating CMS with comparative rating programs. Depending on the vendor your agency works with, the integration may be one-way or two-way.

See Comparative Raters Overview for more information.

The HawkSoft Importer

Use the HawkSoft CMS Importer to import client and policy or quote information into CMS from a third party vendor using a supported CMS integration file format. When the information is imported, you can create a new client file, add a new policy in an existing client file, or update an existing policy in a client file.

See The HawkSoft Importer for more information.

Quoting from carrier websites using HawkLink

HawkSoft CMS enables you to easily request policy quotes from carriers using HawkLink for Google Chrome.

See Quoting from Carrier Websites Using HawkLink for more information.

Data Importer

The HawkSoft Data Importer is a tool that enables CMS to import data into the CMS database from a spreadsheet or database file in order to create new client files. For example, you can import client data when performing an agency merge, or import prospect information from a leads generator.

See Data Importer for more information.

Import scheduled and unscheduled items

HawkSoft makes it easy to import scheduled and unscheduled items into existing commercial policies, such as inland marine or floater policies. This feature is especially useful for policies with many scheduled and unscheduled items, such as agricultural property policies.

See Export/Import Scheduled and Unscheduled Items for more information.

Import multiple drivers and vehicles

HawkSoft makes it easy to import drivers and vehicles into an existing auto policy through the use of a CSV spreadsheet template. This feature is especially useful for commercial policies with many vehicles and drivers. The exported spreadsheet/template contains a column for each field on the Drivers or Vehicles screen. Once the data is entered in the appropriate columns, the spreadsheet can be imported back into CMS and the data is updated on the policy.

See Export/Import Multiple Drivers and Vehicles for more information.

Website integration with HawkSoft CMS

IT and software or website developers that are tasked with sending data to CMS can use the generic data importer included with HawkSoft CMS to import data using specific data formats.

See Generic/Website Integration for more information.

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Image Upload

Image Upload enables you to upload the contents (multiple files) from a single folder located on your computer to the Unmatched Documents Inbox.

Image Upload

Cleaning up Agency Data

HawkSoft encourages your agency to make an effort to clean up missing client data or data that may have been entered incorrectly to make it consistent, complete, and accurate. Accurate data is important for accurate reporting as well as integrating with third party applications.

The following articles are intended to help your agency clean up data when needed.

In this topic:

Data Clean up Reports

Clean, consistent data is important to ensure accurate reporting and successful integrations with third-party vendors. A new installation of CMS includes several Data Clean up reports to help your agency clean up data as needed. You can also manually create or learn how to download the reports.

Data Clean Up Reports

- Inactive Clients with Active Policies
- Link Email to Profile
- Link Phone to Profile
- Missing Agent Report
- Missing CSRs and Producers

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Locate and Merge Duplicate Client Files

This article is intended to help you clean up your duplicate client files. Keeping a clean database helps ensure that a download updates the correct client file, and increases reporting accuracy.

Clean Up Duplicate Client Files

Clean up Duplicate Policies

This article is intended to help you clean up your duplicate policies. HawkSoft enables you to merge client files and move policies from one client to another when a correction is needed.

Clean Up Duplicate Policies

Clean up NAIC Codes for Carriers and Policies

NAIC codes are added to Policy/Company Setup, either automatically from a carrier download or manually entered. You might need to modify an NAIC code on several policies due to a change to a code in Policy Company Setup. It is important to update the NAIC code, or "Company Number", so it is listed correctly on any documentation (such as ID cards) generated from CMS.

This article provides instructions on updating an NAIC code on multiple policies to match the updated code in Policy/Company Setup.

Clean up NAIC Codes for Carriers and Policies

Consistent Company Names

To ensure your reports contain accurate data, you will want to verify that each unique company is configured with the same singular name for each state and base policy type. You can run a report to list all your companies, and if the results show different names for the same company, you can assign one exclusive name for the carrier in Policy/Company Setup. Once you clean up the company names in Policy/Company Setup, you can use the Data Replace feature in HawkSoft to assign the correct carrier names to your active client policies.

This article provides instructions for cleaning up your company list, and then updating carrier names on active policies accordingly.

Consistent Company Names

Data Clean Up Reports

Clean, consistent data is important to ensure accurate reporting and successful integrations with third-party vendors. A new installation of CMS includes several Data Clean up reports to help your agency clean up data as needed. You can also manually create or learn how to download the reports.

Data Clean-Up: Inactive Clients with Active Policies

This article is intended to help you identify and update client statuses that are out of date. This field can have an impact when importing to third-party integrations or if your agency uses this data in customized reports.

Data Clean-Up: Inactive Clients with Active Policies

Data Clean-Up: Link Email to Profile

This article is intended to help you identify and update main contacts with missing linked email addresses.

Your agency can provide third-party applications to your customers to enable them to view their policy data. Before integrating with a third party application, you will want to make sure all of your Named Insureds/Main Contacts have an email address associated with them.

Data Clean-Up: Link Email to Profile

Data Clean-Up: Link Phone to Profile

This article is intended to help you identify and update main contacts with missing linked phone numbers. Having linked phone numbers will make it easier for your agency to use the HawkSoft Text Messaging feature.

Data Clean-Up: Link Phone to Profile

Data Clean-Up: Missing Agent Report

This article is intended to help you clean up your policies that are missing Agents.

Data Clean-Up: Missing Agent Report

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Data Clean-Up: Missing CSRs and Producers

This article is intended to help you clean up your client files that are missing CSRs and Producers.

Data Clean-Up: Missing CSRs and Producers

Clean Up Duplicate Client Files

This article is intended to help you clean up your duplicate client files. Keeping a clean database helps ensure that a download updates the correct client file, and increases reporting accuracy.

Duplicate client files can occur in CMS when:

- A user inserts a new client file without verifying if one already exists.
- The **Auto Create Unfound Policies** option is checked in Download Rules*and* a downloaded policy is not matched with the existing client file due to partial or incorrect client/policy information that was manually entered.

You can run a Current Active Clients Report to get a list of clients, and then view the report to determine if there are duplicates that need to be merged.

In this topic:

Run a Current Active Clients Report	Merge Client Files

Required Permissions:
In order to complete this task, user permissions must be set to include:

Reports > Advanced Reports > Create New Reports

See Setting User Permissions for more information.

To run a Current Active Clients Report

1. Click **Reports** > **Advanced Reports** from the main CMS menu bar.
2. Click **New Report**.

   The **Policy Type Filter** dialog opens.
3. Leave the default setting for **Policy Types**.
4. Under **Report By**, select **Client (At least one policy must match criteria)**.
5. Click **Next**.

   The **Report Generator Filters** dialog opens.
6. In **Filter 1**, select **Policy Filters**: **Status**, and then check **All Active**.
7. Click **Next**.
8. Click **Next** to skip the second **Filters** dialog.
9. In the **Report Layout** drop-down list, select the **Customer Report Layout**.
10. Click **Finish**.

Now you have a report that includes all active clients, and you can determine if there are duplicates.

Review the report for duplicate clients

1. Click on **Last** in the new report.

   The report is sorted alphabetically by last name.
2. Scroll down the report until you locate any duplicate last names.
3. Press and hold the **Ctrl** key and select the duplicates.

   The selected entries are highlighted.
4. Right-click any of the selected entries and choose **New Report from Selected Entries**.

   The **Selected Entries from Customer Report** opens.
5. Double-click on each line item to open the client and determine if they are duplicates that need to be merged.

To merge Client files

You can incorporate duplicate client files and merge the policy information into one file through the Action Menu.

> Required Permissions:
> In order to complete this task, user permissions must be set to include:
>
> Client File > Action Menu > Change/Correction (Action Menu) > Internal Correction > Duplicate Policies
>
> See Setting User Permissions for more information.

1. Retrieve the client file you want to merge with another file.

   > Make sure the client file you retrieve and start the merge with is the file you no longer want to keep. This is the client file you will archive after the merge.

2. Click **Action**.
3. Select **Internal** > **Merge Clients**.

   The **Transfer Policy to Client** dialog opens.

4. Search for the client file to merge with the first client file.
5. Select the client file you are merging with, and then click **OK**.

   A prompt appears, asking if you want to archive the open client.

6. Click **Yes**.

   The client status is now set to **Archived**.

   > If the file is not archived, downloads can cause issues if duplicate policies with the same policy number exist in the database.

   The Add Log Entry Comments dialog opens.

7. Add comments as needed, and then click **OK**.

   The client files are merged along with the active and archived policies.

> As you add or update information in HawkSoft CMS, it is important to keep your CMS indexes up-to-date by running the Freshen Indexes utility. Running Freshen

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Indexes at least once every two weeks keeps your search, report, and suspense indexes up to date.

This action is typically performed by an Owner/Administrator or Manager. See Freshen Indexes [+Video]* for more information.

Related Topics

Custom Reports: Step by Step
Download Rules
Linking Client Files
Change Client Information
Merging Client Files

Clean Up Duplicate Policies

HawkSoft enables you to merge client files and move policies from one client to another when a correction is needed. However, you cannot *merge* policies in CMS.

Required Permissions:
In order to complete this task, user permissions must be set to include:

Action Menu > Internal Menu > Internal Correction
Action Menu > Internal Menu > Duplicate Policies

See Setting User Permissions for more information.

If you have duplicate policies, you can use the following steps to consolidate policy information, Log Notes, and attachments to one policy:

1. Verify that the original policy's information is accurate and up-to-date.

   If needed, you can make an internal policy change to correct the original policy's information.

   If the duplicate policy was caused by a carrier download, you can quickly update the original policy's information from the download attachment once the attachments are moved to the non-duplicate policy.

2. Move the Log Notes from the duplicate policy to the correct policy.
3. Move any attachments created on the duplicate to the correct policy.
4. Archive the duplicate policy once all Log Notes and attachments are moved to the correct policy.

Consider running a report to identify if other duplicate clients and policies exist in your database. Steps for running this report are located in our Cleaning up Duplicate Client Files article.

Related Topics

Cleaning Up Agency Data
Cleaning up Duplicate Client Files
Client File Changes Overview
Linking Client Files
Merging Client Files
Policy Changes Overview

Clean up your Carriers

This article is designed to help you clean up your carriers before migrating to HawkSoft 6.

To save reports for data cleanup

As you run the reports in HawkSoft, you can save the reports and assign the reports to another employee to work on fixing the data. If you do delegate cleanup, remember that the employee you select must also have permissions to access Agency Intelligence reports.

Important! A saved report is "static", meaning the data in the report will never change. Once data within CMS has been updated, run Freshen Indexes, and then re-run the report.

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1. With your report open, click **File** > **Save As**.

   By default, the report saves to the **Agency Documents** folder. HawkSoft pulls saved reports from this folder.

2. Enter a **File name** for the report, and then make sure the **Save as type** is DBaseIV (*.dbf).

   This extension enables the report to be interactive with your database, so that you can double-click on a client to open the file and make corrections.

3. Click **Save**.

To open the report

Depending on the user's permissions, you can open the report within Agency Intelligence or from Advanced Reports.

Agency Intelligence

1. With Agency Intelligence open, click **File** > **Open**.

   This opens the Agency Documents folder with File Explorer.

2. Select the report file, and then click **Open**.
3. Double - click on a line item to open the client/policy.

Advanced Reports

1. Click **Reports** > **Advanced Reports** to open the Report Generator dialog.
2. In the **Open a Saved Report** section, scroll down to select the report.

   The report opens.

3. Double - click on a line item to open the client/policy.

To clean up duplicate Companies

It is important that each unique company is entered only once. If the same company is entered with two different names, your reports will not be accurate. The information entered in Policy/Company Setup determines the default options available for each carrier when users insert policies in CMS. Many Agency Intelligence and Sales and Retention reports can be based on Company. To ensure that these reports contain accurate data, you will want to verify that your companies have been entered consistently.

This article provides instructions for consolidating multiple company names, and then updating company names on policies as needed.

Run a Company Report

1. Click **Reports** > **Agency Intelligence** from the main CMS menu bar to open Agency Intelligence predefined reports.
2. Select the **Policies in Force** report.
3. Select **Company** from the **Group By** drop-down, and then click on **Company** in the report to alphabetize the list.

   The list shows all companies, including companies that are the same but may have different names. For example, you might see that you have both "Progressive" and "Progressive Insurance" listed in the report.
4. Once you have identified which company names need to be modified, leave your report open and go to the main CMS screen. You can always refer back to the report if needed.

You are ready to modify your company list.

> Once you make changes to your company list you will need to make the same changes to the companies entered on existing policies to ensure accurate reporting of your book of business.

Modify duplicate company names in Policy/Company Setup

1. Click the **Settings** icon, and then select **Policy/Company Setup**.

   You will want to make the same company modifications for each policy type and state that contain that company name.

   > Users must have permissions set to **Policy/Company Setup** to perform this action. See Setting User Permissions for more information.
2. Determine which unique carrier names to use, and then select a carrier name that needs to be changed.

3. Click **Edit** to update the **Unique Name** for each state and base policy type as needed. This must be done for each carrier name that needs to be changed.
4. Click **Finish** > **Close** when done.

Your companies are cleaned up in Policy/Company Setup, and you are ready to clean up company names on pre-existing policies as needed.

Run Data Replace to assign unique company names to pre-existing policies.

> Always run a CMS Backup *immediately* prior to running Data Replace. The data replace process cannot be undone. Because of the possibility of making unintended changes to your client file database, HawkSoft recommends contacting Product Support for assistance before running Data Replace.

1. Return to your Agency Intelligence Report.

   > You can print out the report using the **Print** button at the top of the report to help keep track of which company you are working on.

2. Select a **Company** you want to change, and then double-click on the number to the right of the Company name, under **Policies**.

   A detailed report opens, listing the accounts that need cleanup.

3. In the new report , click **File** > **Data Replace**.

   The **Data Replace** dialog opens.

4. Select each base policy type as needed, and then select the unique company name to apply from the **Company** drop-down.
5. When you have made all your selections, click **OK**.

   A confirmation appears.

6. Click **Yes** to verify the replacement.

   A confirmation appears stating the replacement is complete.

   > You can double-click on a customer in the report to see the correct company name on the policy.

7. Repeat steps 1- 6 for each company that needs to be cleaned up.

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Your company names are cleaned up on pre-existing policies.

Be sure to run Freshen Indexes when you are done replacing data. Users must have permissions set to **File Maintenance** to perform this action. See Setting User Permissions for more information.

To clean up missing Lines of Business

Ensuring each policy has an associated Line of Business allows your agency to see metrics such as premium volume and the number of policies for each Line of Business.

1. Click **Reports** > **Agency Intelligence** from the main CMS menu bar to open Agency Intelligence predefined reports.
2. Select the **Policies in Force** report.
3. Select **Line of Business** from the **Group By** drop-down.

   A blank line under your selection indicates missing policy information.
4. Double-click on the number to the right of the blank line in the report, under **Policies**.

   A detailed report opens, listing the policies that need cleanup.
5. Double-click on a client in the report to open the client file.

   The client file opens with the policy tab selected.

   If there are a large number of policies that need to be assigned a specific LOB, you might want to use the Data Replace feature in CMS for cleanup. See Data Replace Using Advanced Reports for more information.

   Because of the possibility of making unintended changes to your client database, HawkSoft recommends running a CMS backup, and then contacting Product Support for assistance before running Data Replace. Product Support requires written permission from an agency administrator listed on the HawkSoft License Agreement before assisting with a Data Replace.
6. Click **Action > Internal > Change Client/Policy**.

   The Edit Client dialog opens.
7. Select the **Line of Business** on the **General Policy Information** tab, and then click **Finish**.
8. Click **Finish** on the Action menu to open a log note, and then add any comments as needed.

9. Click **OK** to save changes.
10. Return to the detailed report with the list of client files to continue opening client files and updating the Line of Business as needed.

When you are finished updating Lines of Business, be sure to run Freshen Indexes.

> To ensure consistency moving forward: Set the Line of Business field as a Required field.

To update an NAIC code for a carrier in Policy/Company Setup

> Required Permissions:
> In order to complete this task, user permissions must be set to include:
>
> Setup > Policy/Company Setup
>
> See Setting User Permissions for more information.

1. Open the **Setup** menu, and then select **Carrier/MGA Setup**.

   The **Policy/Company Setup** dialog opens.
2. Select the type of policy (**Auto**, **Home**, **Boat,MoPro**, or **Commercial/All Other**).
3. Select the **State** for the carrier.
4. Select the carrier from the list, and then click **Edit**.
5. Select the **Policy Info** tab.
6. Click **Add** to add a new code, or select a code and then click **Edit** to update the code.
7. Click **Finish**, and then click **Close**.

Your NAIC code is updated in Policy/Company Setup, and you are ready to replace the incorrect code on any existing policies as needed.

For more information on NAIC codes, see Policy Information.

To replace an NAIC code on existing policies

Required Permissions:
In order to complete this task, user permissions must be set to include:

Reports > Advanced Reports > Agency Intelligence
Utilities > Search and Replace/Data Replace

See Setting User Permissions for more information.

Run an NAIC report

1. Click **Reports** > **Agency Intelligence** from the CMS Menu Bar.
2. Select **Policies in Force** under **Policy KPIs** on the left.
3. Change the **Group By** drop-down to **Company**.
4. Click the **Company** column to sort the report by company name, ascending alphabetically.
5. Double-click the value in the **Policies** column next to the company that includes the NAIC code you need to change.

   The **Total Active Policies by Company** report for the company opens.
6. Click **Layout**.

   The **Report Layout** dialog opens.
7. Click **Add/Edit**.
8. Check **NAICCode** under General Policy Information.
9. Click **OK**.
10. Click **Finish**.
11. Click **Summary**.
12. Double-click **NAICCode**.

    A summary of all NAIC Codes for active policies with this company opens.
13. Double-click the NAIC Code to be updated.

    A new report of all active policies with this NAIC code opens.

Your new report is created. You are ready to back up your CMS data, and then use Data Replace to clean up NAIC codes.

Run a backup

Because of the possibility of making unintended changes to your client database, HawkSoft recommends running a CMS backup, and then contacting Product Support for assistance before running Data Replace. Changes made using Data Replace cannot be undone.

> Product Support requires written permission from an agency principal listed on your HawkSoft License Agreement before assisting a user with a Data Replace. Make sure your agency principal is ready to email Product Support, before contacting Product Support.

See Creating Backups for detailed steps.

Use Data Replace to clean up NAIC codes

1. In the new report, click **File** > **Data Replace**.

   The **Data Replace** dialog opens.

2. Select the side tab for the policy type you are replacing the NAIC code for.

   For example, if you are replacing the NAIC code for auto policy types, select the **Auto** side tab.

3. Uncheck **Do Not Replace** next to the **NAIC** field.

4. Enter the **NAIC** code you want for all policies on the report in the available field.

5. Repeat steps 2 - 4 on the **Boat**, **Home**, and **Commercial / All Other** side tabs, as needed.
6. Click **OK** to initiate the Data Replace.
7. Click **Yes** to confirm.

   Once complete, a confirmation dialog opens.

8. Click **OK**.
9. Double-click any row on the report.

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10. Verify that the policy's NAIC code is now correct.
11. Be sure to run Freshen Indexes when you are done replacing data.

    The NAIC code for all policies on the report are updated.

Clean up NAIC Codes for Carriers and Policies

NAIC codes are added to Policy/Company Setup, either automatically from a carrier download or manually entered. You might need to modify an NAIC code on several policies due to a change to a code in Policy Company Setup.

It is important to update the NAIC code, or "Company Number", so it is listed correctly on any documentation (such as ID cards) generated from CMS.

This article provides instructions on updating an NAIC code on multiple policies to match the updated code in Policy/Company Setup.

Setting user permissions is typically performed by an Owner/Administrator.

In this topic:

To update an NAIC code for a carrier in Policy/Company Setup

Required Permissions:
In order to complete this task, user permissions must be set to include:

Setup > Policy/Company Setup

See Setting User Permissions for more information.

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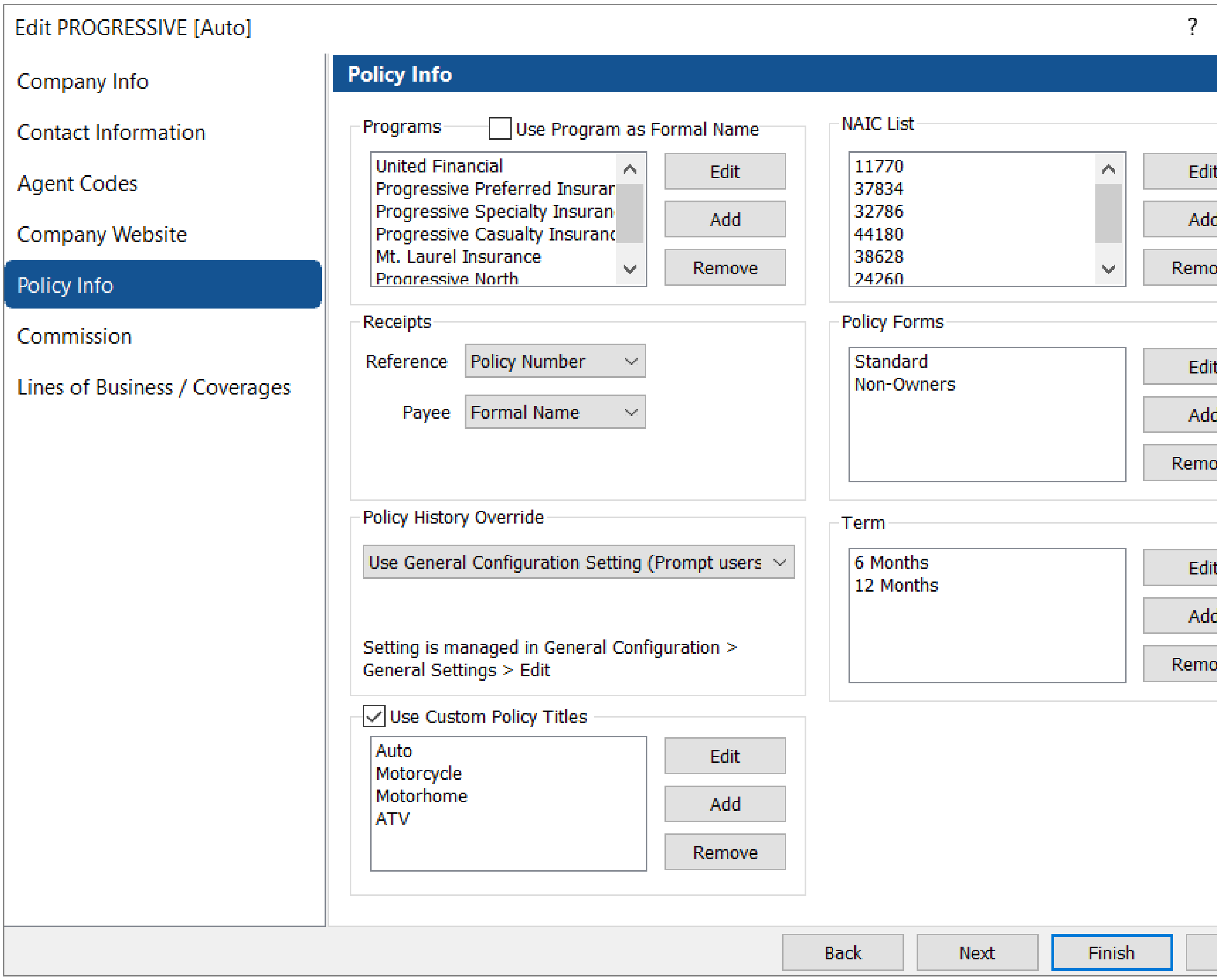
1. Click the **Settings** icon, and then select **Policy/Company Setup**.

   The **Policy/Company Setup** dialog opens.

2. Select the type of policy (**Auto**, **Home**, **Boat,MoPro**, or **Commercial/All Other**).
3. Select the **State** for the carrier.
4. Select the carrier from the list, and then click **Edit**.
5. Select the **Policy Info** tab.
6. Click **Add** to add a new code, or select a code and then click **Edit** to update the code.



7. Click **Finish**, and then click **Close**.

Your NAIC code is updated in Policy/Company Setup, and you are ready to replace the incorrect code on any existing policies as needed.

For more information on NAIC codes, see Policy Information.

To replace an NAIC code on existing policies

Required Permissions:
In order to complete this task, user permissions must be set to include:

Reports > Advanced Reports > Agency Intelligence
Utilities > Search and Replace/Data Replace

See Setting User Permissions for more information.

Run an NAIC report

1. Click **Reports** > **Agency Intelligence** from the CMS Menu Bar.
2. Select **Policies in Force** under **Policy KPIs** on the left.
3. Change the **Group By** drop-down to **Company**.
4. Click the **Company** column to sort the report by company name, ascending alphabetically.
5. Double-click the value in the **Policies** column next to the company that includes the NAIC code you need to change.

   The **Total Active Policies by Company** report for the company opens.
6. Click **Layout**.

   The **Report Layout** dialog opens.
7. Click **Add/Edit**.
8. Check **NAICCode** under General Policy Information.
9. Click **OK**.
10. Click **Finish**.
11. Click **Summary**.
12. Double-click **NAICCode**.

    A summary of all NAIC Codes for active policies with this company opens.

13. Double-click the NAIC Code to be updated.

    A new report of all active policies with this NAIC code opens.

Your new report is created. You are ready to back up your CMS data, and then use Data Replace to clean up NAIC codes.

Run a backup

Because of the possibility of making unintended changes to your client database, HawkSoft recommends running a CMS backup, and then contacting Product Support for assistance before running Data Replace. Changes made using Data Replace cannot be undone.

> Product Support requires written permission from an agency principal listed on your HawkSoft License Agreement before assisting a user with a Data Replace. Make sure your agency principal is ready to email Product Support, before contacting Product Support.

See Creating Backups for detailed steps.

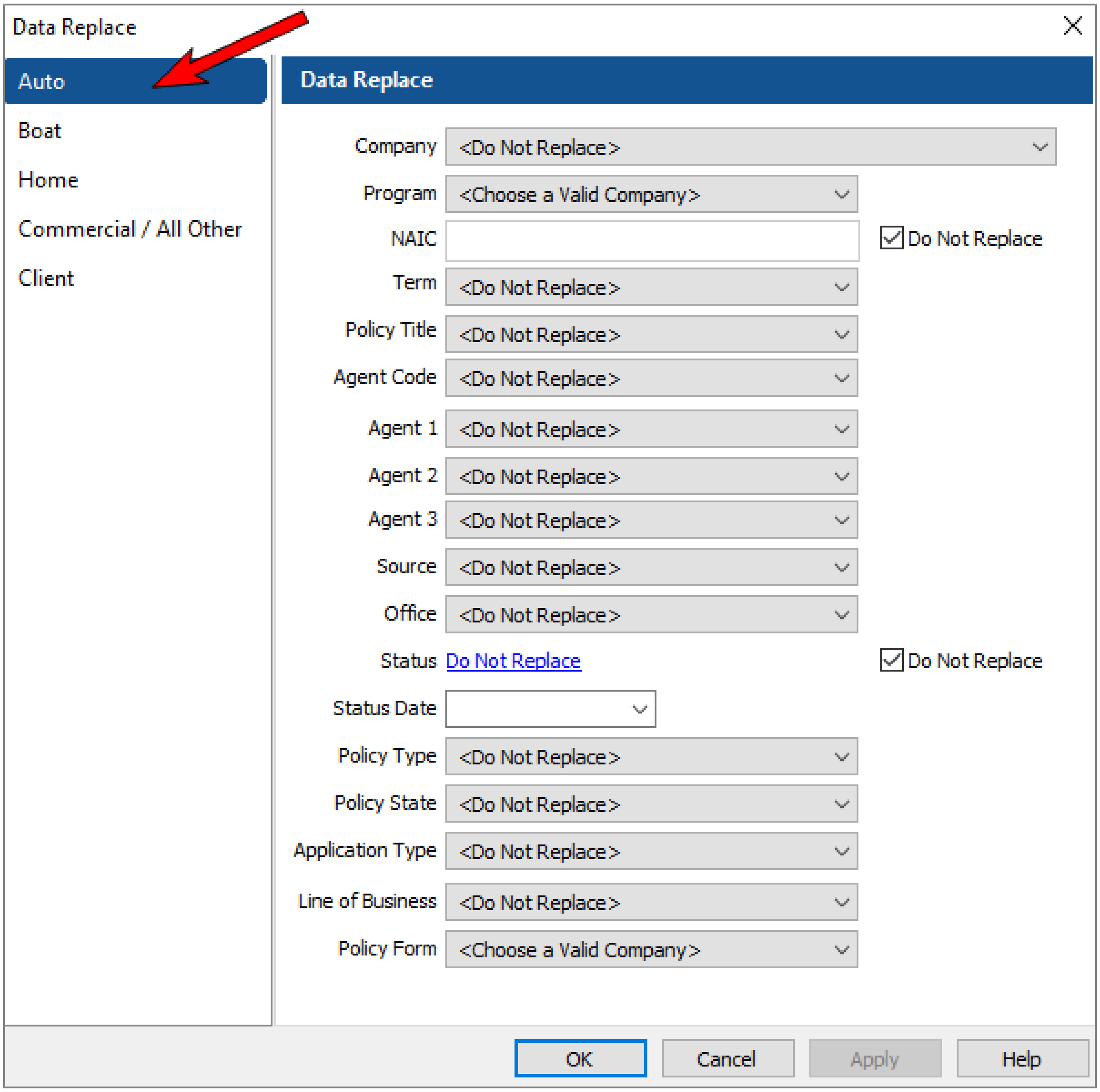
Use Data Replace to clean up NAIC codes

1. In the new report, click **File** > **Data Replace**.

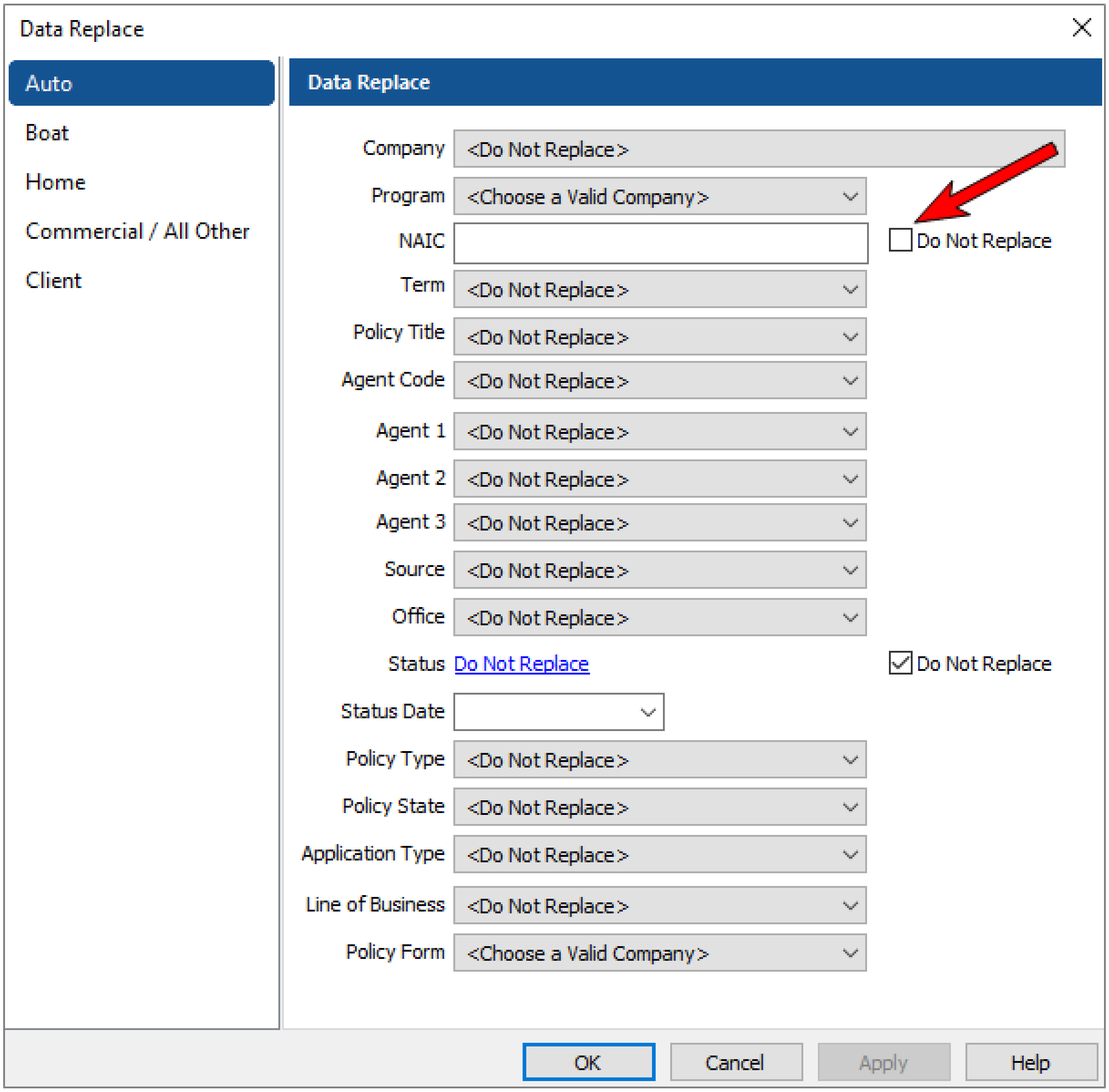
   The **Data Replace** dialog opens.

2. Select the side tab for the policy type you are replacing the NAIC code for.

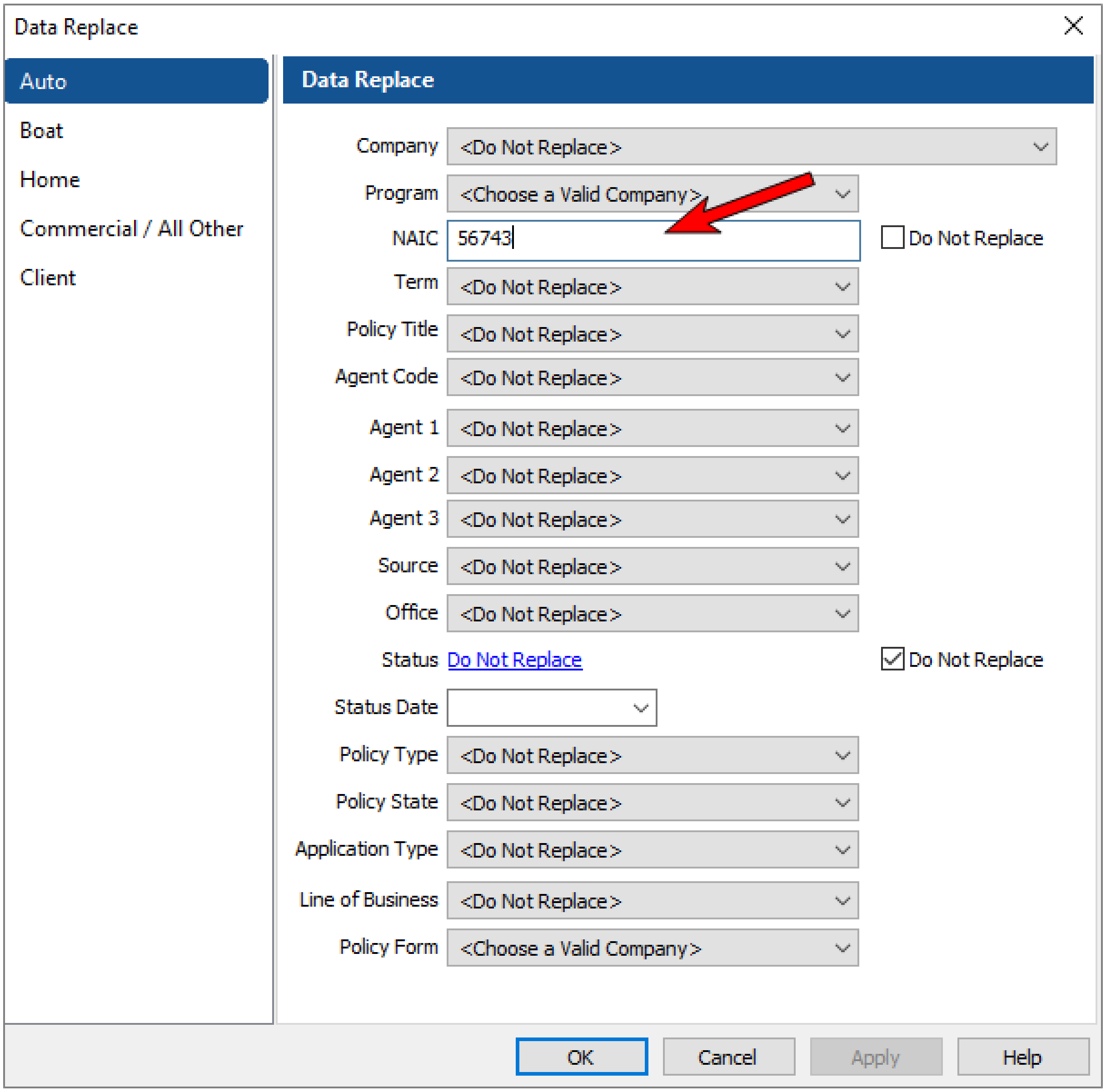
   For example, if you are replacing the NAIC code for auto policy types, select the **Auto** side tab.


Data Replace
Auto
Boat
Home
Commercial / All Other
Client
Data Replace
Company <Do Not Replace>
Program <Choose a Valid Company>
NAIC
Do Not Replace
Term <Do Not Replace>
Policy Title <Do Not Replace>
Agent Code <Do Not Replace>
Agent 1 <Do Not Replace>
Agent 2 <Do Not Replace>
Agent 3 <Do Not Replace>
Source <Do Not Replace>
Office <Do Not Replace>
Status Do Not Replace
Do Not Replace
Status Date
Policy Type <Do Not Replace>
Policy State <Do Not Replace>
Application Type <Do Not Replace>
Line of Business <Do Not Replace>
Policy Form <Choose a Valid Company>
OK
Cancel
Apply
Help

3. Uncheck **Do Not Replace** next to the **NAIC** field.



4. Enter the **NAIC** code you want for all policies on the report in the available field.



5. Repeat steps 2 - 4 on the **Boat**, **Home**, and **Commercial / All Other** side tabs, as needed.
6. Click **OK** to initiate the Data Replace.
7. Click **Yes** to confirm.

   Once complete, a confirmation dialog opens.
8. Click **OK**.
9. Double-click any row on the report.
10. Verify that the policy's NAIC code is now correct.

11. Be sure to run Freshen Indexes when you are done replacing data.

    The NAIC code for all policies on the report are updated.

Related Topics

Backup and Restore Overview
Data Replace Using Advanced Reports
Freshen Indexes [+Video]*
Policy/Company Setup: Policy Information

Consistent Company Names

The information entered in Policy/Company Setup determines the default options available for each carrier when users insert policies in CMS. Many Agency Intelligence and Sales and Retention reports can be based on Company. To ensure that these reports contain accurate data, you will want to verify that your companies have been entered consistently.

It is important that each unique company is entered only once. If the same company is entered with two different names, your reports will not be accurate.

This article provides instructions for consolidating multiple company names, and then updating company names on policies as needed.

See Adding a Carrier and Editing Carrier Information for more information on initial set up.

Setting user permissions is typically performed by an Owner/Administrator.

> Because of the possibility of making unintended changes to your client database, HawkSoft recommends running a CMS backup, and then contacting Product Support for assistance before running Data Replace. Product Support requires written permission from an agency administrator listed on the HawkSoft License Agreement before assisting with a Data Replace.

In this topic:

Required Permissions:
In order to complete this task, user permissions must be set to include:

Reports > Advanced Reports > Create New Reports
Utilities > Search and Replace/Data Replace

See Setting User Permissions for more information.

Identify duplicate companies with different names

You can run a report of your book of business, and then sort by company to find inconsistent naming. This report will include a list all of your companies, regardless of policy type and state.

You can also review your list of companies directly from your Policy/Company Setup. Simply review by each policy type and State.

1. Click **Reports** > **Advanced Reports** from the main CMS menu.
2. Click **New Report**.

   The **Policy Type Filter** dialog opens.
3. Leave the default setting for **Policy Types**.
4. Leave **Report By** set to **Policy**.
5. Click **Next**.

   The **Report Generator Filters** dialog opens.
6. In **Filter 1**, select **Policy Filters**: **Status**, and then select the **Not** check box below the Filter 1 field.

   This will enable you to quickly exclude Statuses not relevant to the report.

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7. In the Status list to the right, scroll down to select **All Other** to exclude policies with a Status of DFile, Purge, and Void.

   This will include all active and inactive policies for all carriers regardless.

8. Click **Next**.

9. Click **Next** to skip the second **Filters** dialog.

10. In the **Report Layout** drop-down list, select the **Status Report Layout**.

11. Click **Add/Edit** to select **Policy Type - Base (i.e. auto, Boat, Home, Mopro, Other)**.

12. Click **OK**, and then click **Finish**.

13. After the report runs, click the Σ **Summary** button.

14. Select **Company** from the **Summarize by** list, and then click **OK**.

    A summarized list of your companies opens in a new report.

15. Click the top of the **Company** column to sort alphabetically.

    Review the list for duplicate companies with slightly different names or spellings.

You are ready to modify your company list.

Modify duplicate company names in Policy/Company Setup

Once you make changes to your company list in Policy/Company Setup, you will need to make the same changes to the companies entered on existing policies to ensure accurate reporting of your book of business.

1. Once you have identified which company names need to be modified, leave your report open and go to the main CMS screen.

   You can print out the report using the **Print** button at the top of the report to help keep track of which company you are working on.

2. Click the **Settings** icon, and then select **Policy/Company Setup**.

   You will want to make the same company modifications for each policy type and state that contain that company name.

3. Select a carrier name that needs to be changed.
4. Click **Edit** to update the **Unique Name**.
5. Continue to make the same change for each policy type and state.
6. Click **Finish** > **Close** when done.

You now have your companies cleaned up in Policy/Company Setup. Next you will need to update each policy that contains an invalid company name with the correct company name.

Run Data Replace to update pre-existing policies with correct company names

> Always run a CMS Backup *immediately* prior to running Data Replace. The data replace process cannot be undone. Because of the possibility of making unintended changes to your client file database, HawkSoft recommends contacting Product Support for assistance before running Data Replace.

1. Return to your summarized report.

   > You can print out the report using the **Print** button at the top of the report to help keep track of which company you are working on.

2. Double-click on a company name you want to update.

   A detailed report opens, listing the policies that contain the invalid company name.

3. In the new report, click **File** > **Data Replace**.

   The **Data Replace** dialog opens.

4. Select each base policy type as needed, and then select the unique company name from the **Company** drop-down.
5. When you have updated the company name for each policy type, click **OK**.

   A confirmation appears.

6. Click **Yes** to verify the replacement.

   A confirmation appears stating the replacement is complete.

7. Click **OK**.

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> You can double-click on a customer in the report to see the correct company name on the policy.

8. Repeat steps 1 - 6 for each company that needs to be cleaned up.

You now have your companies cleaned up on pre-existing policies.

> Be sure to run Freshen Indexes when you are done replacing data. Users must have permissions set to **File Maintenance** to perform this action. See Setting User Permissions for more information.

Related Topics

Custom Reports: Step by Step
Data Replace Using Advanced Reports
Policy/Company Setup: Company Info