



OPERATIONS MANUAL

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1.0 GENERAL INFORMATION

The intent of this document is to provide operational information to facilitate the installation, support, maintenance and troubleshooting of the SPIRIT application. This manual will not provide application and/or usage information. This information can be found in the current SPIRIT Detailed Functional Design Document (DFDD).

This manual does not include information related to disaster recovery and hardware specific information. These items are state specific and could contain confidential information unique to each state. They will be covered in separate documentation if disaster recovery and hardware specific information are required by contract.

1.1 System Overview

The SPIRIT application is an automation system for the Supplemental Nutrition Program for Women, Infants, and Children (WIC Program). This is an on-line, web-based system with a central host that will support clinic and state office functions. The application will automate a number of functions at both the local service delivery sites and the state offices.

1.2 Additional Information

The current versions of the SPIRIT software and DFDD are available on the SPIRIT SharePoint site, <https://www.sugconnect.com>. A user name and password are required to access this site. If you do not have access to SUGConnect, contact Beverly Hancock, SPIRIT User Group (SUG) Central Product Manager at **Beverly.Hancock@chickasaw.net**

SPIRIT Training Scenarios from the SPIRIT Training/User Manual are accessible from within SPIRIT by pressing F1. In addition to the training scenarios, the user will be able to access and search Help information specific to the application the user is logged into.

2.0 System operations

2.1 SPIRIT System Components

The SPIRIT Application consists of the following high level components:

- Web Server(s)
- Central Database Server(s)
- Data Sync Laptop Servers(s)
- Client Workstations
- Peripherals

2.2 SPIRIT System Requirements

2.2.1 Web Server

- Windows Server 2008

2.2.2 Central Database Server(s)

- MS SQL Server 2008 Enterprise Edition Service Pack 1

2.2.2 Laptop Server for Data Sync

- Core 2 Duo 2 GHz CPU
- 1 GB HD (minimum)
- 4 GB RAM (minimum)
- 80 GB Hard Drive (minimum)
- CD-RW/DVD
- Windows XP Professional
 - SPIRIT is compatible with Windows Vista OS
- Microsoft Office Professional
 - SPIRIT is compatible with MS Office 2007
- Adobe Reader
- Microsoft SQL Server Workgroups 2008 Edition

2.2.1 Client Workstations

- Intel Pentium D Processor (Qty 1) (minimum)
- 4 GB RAM (minimum)
- 80 GB Hard Drive (minimum)
- CD-RW/DVD
- 10/100/1000 Ethernet
- Microsoft Windows XP Professional (3 year warranty)
 - SPIRIT (version 2.0 or higher) is compatible with Windows Vista OS
- Microsoft Office Professional
 - SPIRIT is compatible with MS Office 2007
- Adobe Reader

2.2.3 Peripherals

- Signature Pad
 - SignatureGem LCD 4x3
T-LBK755-BHSB-R (SPIRIT, Montana, Minnesota)
 - SignatureGem LCD 4x5
T-LBK766SE-BHSB-R (Missouri)
- Printers
 - CSC Recommends the use of MICR printers for the purpose of printing benefits.
 - Source Technologies MICR printers 9510, 9512, 9612 (Arkansas, Minnesota, Missouri, SPIRIT)
- Scanner
 - Pentax DSmobile 600 (Montana)
 - HP ScanJet G4010 (Arkansas, Missouri)
 - Canon CanoScan 5600F Color Image Scanner (Missouri)

2.3 Communications Overview

This section details the communication set up between system components.

2.3.1 Communication with the Database Server

The web servers and the application server (EOD & EOM processing) communicate with the database server on TCP port 1433. The firewall must have port 1433 open to allow this communication.

2.3.2 Communication between Web Servers and Client Workstations

All communication between client workstations and the web servers will use Web Services over TCP port 443. SSL certification is required for the communication process.

2.3.3 Communication with Data Sync Laptop

If a state decides to use network data sync configuration (up to 4 workstations connected to a laptop server in off-line mode) a Local Area Network (LAN) will be required for the machines. Port 1433 is required to be open for this local area network to function. It is recommended that the data sync computers have set IP addresses or a range of IP addresses to facilitate communication while networked for the purposes of working as a standalone network.

2.4 Installation and Setup

SPIRIT installation and setup documentation specific to each state are created and documented separately from this operations manual. The files typically generated and provided to the state are referred to as the “LIVE Install” instructions and contain instructions, a version of software that will initially be installed for the application server (EOM/EOD server), web server and client workstations. The initial configuration and session settings for each environment (e.g., production, training, etc.) are also provided. See Section 4.0 Initial Installation for instructions on how to complete the initial installation of SPIRIT.

2.4.1 Web Server and Application Server

Each state will have a unique configuration, installation and set-up based on:

- Equipment purchased
- Equipment location/hosting
- State networking and IT requirements
- State policies and procedures

2.4.2 General Setup

SPIRIT installation and setup documentation will include the setup for folder locations and file paths specific to each state's requirements. State specific documentation will be based on recommended SPIRIT setup and file structure.

NOTE: If State Network and IT processes require setup or file structures different than the SPIRIT recommended setup, States should adequately document the differences to facilitate maintenance of the State environment.

2.5 Applying Software Updates

CSC provides periodic software releases that include enhancements and bug fixes. An email notification that the release has been delivered is sent to the SUG Central Product Manager. The releases are posted on the SUGConnect SharePoint site with an updated version of the DFDD and email notification the release has been delivered is sent to the SUG Central Product Manager. In addition to the DFDD, release notes specific to each release are also posted to the SUG Connect website. Release notes provide a brief description of functionality delivered in the release and, as appropriate, will provide a reference to where additional information may be accessed.

2.5.1 Web Server Software Updates for SPIRIT

New software releases will have to be installed on every SPIRIT web server supporting a particular environment. For example, if production is supported by three (3) web servers, then all three (3) web servers must be installed with the new release. It is recommended to complete updates on one server and then to copy the setup to the other web servers.

To prevent the need to modify the following files for each new release, these files should be saved to the side after initial setup is complete and be used for every software update installation:

1. Copies of the State customized templates (refer to section 5.3).
2. ...\\WIC\Sites\\Services**Web.config**
3. ...\\WIC\Sites\\Services\bin**SessionSetting.xml**
4. ...\\WebserverCD**install.config**

Copy the **WebServerCD.ZIP** for the new release to the preferred drive on the first server and unzip this file.

1. Replace the "install.config" file in the new release WebServerCD.ZIP folder with the State's saved install.config file.
2. Copy the State's customized templates into the WebserverCD\ClientUpdate\Update folder. The Copy File screen will display. Click on **Copy and Replace**.
3. Modify the new release UpdateManifest.xml file to ensure the State's customized templates are downloaded to the Template folder on the client computers.

- a. Search for “TemplateBase” and replace it with “Template” for each template.
 - b. Search *for each* template by name and update the highlighted information with the information from the State’s customized template file:
 - i. File size:
<Size>22016</Size>
 - ii. Last Update Date:
<LastUpdatedOn>2011-07-06T14:40:38-05:00</LastUpdatedOn>
4. Stop the IIS application pools for the target websites on each of the web servers supporting the target environment(s).

```

Install.config.Montana - Notepad
File Edit Format View Help
<?xml version="1.0" encoding="utf-8"?>
<build xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns="urn:Microsoft:Sdc:Configuration:Build:1.2">
  <logOutput path="C:\Windows\system32\logfiles\Install.log" verbose="Detailed" section="" stopOnError="true" />

  <!-- Start the Survey Processor on the internal web server -->
  <run parameters="w3svc localhost Stop " path="%TEMP%\WebServer\bin\ServiceController.exe" waitForExit="true" section=""
stopOnError="true" />
  <run parameters="VqsSurveyProcessor localhost Stop " path="%TEMP%\WebServer\bin\ServiceController.exe" waitForExit="true"
section="" stopOnError="true" />
  <run parameters="SurveyImportService localhost Stop " path="%TEMP%\WebServer\bin\ServiceController.exe" waitForExit="true"
section="" stopOnError="true" />

  <!-- Copy the Survey Processor to the internal web server -->
  <run parameters='-r "C:\wic\*.*" /s' path="attrib" waitForExit="true" section="" stopOnError="true" />

  <!-- Copy the Vqs Services to each of the windows services folders -->
  <folder action='copy' source="%TEMP%\WebServer\Survey Processor" destination="C:\wic\Windows Services\bin"
stopOnError='true' />

```

Figure 1. Install.config rows that shut down entire server.

NOTE: the 3 rows highlighted in the screen shot (Figure 1) will shut down the entire web service for all websites on the server. Thus, if installing for Test environment and Test is on the same web server as Production, Production will be taken down. Thus, it is recommended that these 3 lines be commented out if multiple environments are housed on the same server.

5. Double click on Install.cmd to install the new release OR Right click on Install.cmd and select Open OR Right click on Install.cmd and select Run as Administrator

If the environment being updated is supported by multiple web servers, the following two steps must be completed to update the additional web servers with the new release:

6. For multi-server environment, Right click on the ...WIC\ folder and select Copy.
7. On each of the other web servers, paste the WIC\ folder in the appropriate location. In this manner, all web servers supporting the same environment are setup a like to facilitate troubleshooting any server issues.

2.5.2 Application Server Updates for SPIRIT

To ensure that End of Day and End of Month processes are synchronized with the SPIRIT database, the Application Server should be on the same version of software as the Web Servers. Steps for updating the Application Server follow below.

After the initial install of SPIRIT, copy the EODProcess.xml file off to the side.

1. Copy the “Application Server CD.ZIP” for the new release to the preferred drive on the Application server and unzip this file.
2. In Add or Remove Programs, Remove the WIC program.
3. At the prompt to confirm the removal of WIC, click Yes.
4. Open the Application Server CD folder for the new release.
5. Double click on Server.msi to install the new release OR Right click on Install.cmd and select Install.
6. Follow the prompts of the WIC Setup Wizard to complete installation. Refer to section 4.2 of this document.
7. Confirm the “EODProcess.xml” file in the new release Application Server CD folder. If it is not, copy the State’s saved EODProcess.xml file into this folder.

2.6 SPIRIT Application User Account Creation and Maintenance

2.6.1 User Account Creation

User account creation procedures can be found in the Training/User Manual for the Management Console application. Please refer to the Training/User Manual for detailed information.

2.6.2 User Account Maintenance

It is important for the administrator of passwords to know the following business rule values:

- PASSWORDRESETVALUE
- PASSWORDEXPIRATIONINDAYS

See Detailed Functional Design Document (DFDD) Appendix B for details on the state business rules.

CSC recommends each state establish and maintain a SPIRIT user with full permissions to facilitate the administration of the application, i.e. user with full rights to all locations including state level.

2.6.3 User Account Inactivation

User account inactivation procedures can be found in the Training/User Manual for the Management Console application. Please refer to the Training/User Manual for detailed information.

2.7 System Backup

CSC recommends that the backup of the SPIRIT environment be incorporated into the State’s existing backup practices and procedures. Recommendations that follow are specific to the SPIRIT system but may not be the only backup procedures that the State determines to implement.

2.7.1 Recommended Server Backup Schedule

CSC recommends the following SPIRIT server back-ups occur per existing state defined schedules:

- Daily Incremental Backups
 - Monday -Thursday after business hours
- Weekly Full Backups
 - Friday after business hours
 - If the system is accessed during weekend hours, the State may determine an additional backup after weekend business hours is necessary
- Month End Full Backup
 - Conduct full back up after production month end processing.
- Yearly Full Backup
 - Conduct full back up after production month end for the last month in the fiscal year.
- Restoration of the Production Database
 - Conduct full back up after a production failure (e.g., database server failure) and BEFORE production is restored from backup.
- Bi-Annual PC20xx Report Backup
 - Conduct full back up after business hours on April 30th according to FNS requirements

2.7.2 Retention Times

Retention times for all backups are based on State policies and practices.

- Bi-Annual PC20xx Report Backup
 - Recommendation: Retain an onsite backup of the PC20xx database until completion of the ABT review period.

2.7.3 General SQL Server Restore (sometimes referred to as Refresh)

The following steps provide general instructions for refreshing an existing SPIRIT database.

1. Confirm location of backup is accessible from the machine being used for the refresh. If necessary, copy the backup file to the appropriate drive on the server (e.g., D:\ drive).

NOTE: If copying from a compressed file, uncompress the backup file to the accessible drive on the server.

2. Open MS SQL Server Management Studio
3. In the Connect to Server screen
 - a. Select the Server name
 - b. Enter the appropriate Authentication method, Login and Password
 - c. Click Connect in the Connect to Server dialog.
4. Select New Query
5. In the Database dropdown menu on the toolbar, select the correct database (e.g., WMTC01P)

6. Copy the following SQL script into the query

```
USE MASTER
go
ALTER DATABASE WMTC01P
SET SINGLE_USER
WITH ROLLBACK IMMEDIATE
go
RESTORE DATABASE WMTC01P
FROM DISK = 'D:\Client Databases\2008-08-xx Montana\
WMTC01P_GOLD_20081009 BACKUP.bak '
WITH MOVE 'Data' TO 'D:\Program Files\Microsoft SQL
Server\MSSQL\data\WMTC01P_Data.MDF',
MOVE 'Log' TO 'D:\Program Files\Microsoft SQL
Server\MSSQL\data\WMTC01P_Log.LDF'
go
ALTER DATABASE WMTC01P
SET MULTI_USER
go
```

7. Modify the values highlighted to match the environment being restored:
- ALTER DATABASE and RESTORE DATABASE values are the target database being restored with new data.
 - FROM DISK value is the source file being used to restore the target database.
 - WITH MOVE 'Data' value is the logical file name of the source data file being moved to the target data file
 - MOVE 'Log' value is the logical file name of the source log file being moved to the target log file.
8. Execute the query.
9. Review MESSAGES fully to confirm that the script was executed successfully
10. Open another query window and run the following SQL script to de-orphan the SPIRIT User:

```
sp_change_users_login 'update_one', 'spirit', 'spirit'
go
```

NOTE: If you are unable to log into the application after a refresh, the de-orphan SQL script may need to be run.

11. Exit MS SQL Server Management Studio

2.8 System Maintenance

CSC recommends that the maintenance of the SPIRIT environment be incorporated into the State's existing maintenance practices and procedures. Recommendations that follow are

specific to the SPIRIT system but may not be the only maintenance procedures that a state may choose to implement.

2.8.1 Recommended Monthly Server Maintenance

CSC recommends the hosting Information Technology (IT) department perform monthly server maintenance to include at minimum:

- Installation of security patches and hot fixes
- Regularly scheduled system reboot
- Test fail-over
- Clean and recover disk space
 - Remove old IIS logs located in C:\WINDOWS\system32\LogFiles
 - Defrag the server hard drive

In case of emergency updates to the SPIRIT system, the State IT team, when possible, should contact all impacted personnel with schedule and duration of expected updates to ensure minimal impact to the end user.

2.8.2 Database Server Maintenance

CSC recommends all customers maintain up-to-date database statistics and defrag indexes.

Once the SPIRIT database environment is setup, a member of the CSC DBA team will work with the State DBA to create a DTS maintenance package. It is recommended that this package be run in production at a minimum of once per week from the SQL Server scheduler during non-business hours. It may be run daily if activity warrants. In addition, it is recommended that the maintenance package be run just before initiating the SPIRIT End of Month (EOM) process each month.

It is recommended that a notification process (email or page) be established to notify the appropriate staff of critical task failure (e.g., transaction log backups, full backups, failover cluster checker, etc).

2.9 System Recovery

CSC recommends that the hosting IT department maintain a list of SPIRIT equipment including the machine names, IP addresses, environment description, relevant web service addresses and maintenance/reboot schedule.

2.9.1 Individual Server Reboot

Servers can be rebooted at any time if no user is on the system. If the web servers are load balanced, you would reboot one completely then the other and if no user is on the system. For example, the following web servers are setup for load balancing. To reboot, you would reboot SPIRITWEB1 first and wait for it to fully complete the reboot process before rebooting SPIRITWEB2. You would wait for SPIRITWEB2 to fully complete before rebooting SPIRITWEB3.

- SPIRITWEB1 - This server is set to load balance with SPIRITWEB2 and SPIRITWEB3

- SPIRITWEB2 - This server will be set to load balance with SPIRITWEB1 and SPIRITWEB3
- SPIRITWEB3 - This server will be set to load balance with SPIRITWEB1 and SPIRITWEB2

If there are multiple databases clustered, the database servers should be set to fail over. If one database server has been shut off, end users should not notice anything. If both database boxes lost power or connection at the same time this would bring the entire system down. When rebooting the database servers, reboot one at a time. **SPIRITDB01** is currently being used so if a total reboot is needed, **SPIRITDB02** would be used. After it's fully completed rebooting, **SPIRITDB01** can be used and **SPIRITDB02** can be rebooted.

- SPIRITDB01 - Database Server (1) set to fail over.
- SPIRITDB02 - Database Server (2) set to fail over.

The application server (EOD/EOM server) can be rebooted at any time as long as it is back up and running before the EOD process or EO process is to start running. **Do not** reboot this server during the EOM or EOD process.

If a Raid Array is being used, it **should not** have to be rebooted. If power or connection is lost, this would bring the entire system down. All data is stored in the Raid Array.

The FTP Server can be rebooted at any time as long as it is back up and running before a transfer needs to occur. **Do not** reboot during a transfer. If files were being transferred and the server is rebooted, the file **will not** be automatically resent.

The test servers may not need to be rebooted as frequently as production servers. However, it is best practice to implement a schedule for these servers.

If there is a planned update to the web or applications servers (Web/Application), reboot both DB servers and then reboot both web servers. This process should be done after hours or with the knowledge that all users will be kicked off the system.

2.10.2 Entire System Shutdown

If all servers need to go offline, do so in the following order:

1. Shutdown the web cluster servers first. You will want to bring one server down at a time. Wait until the servers are offline to ensure users don't have an active connection.
2. Shutdown the application server (EOD/EOM).
3. Shut down the MSSQL Server cluster. You will want to turn off SERVER-X first, and then turn off SERVER-Y, etc.
4. Shut down the Active Directory servers.

2.10.3 Entire System Startup

To bring all servers back online, do so in the following order

1. Start the Active Directory servers first. Wait until these servers are back online before doing step 2.
2. Start the MSSQL Servers. Wait for each individual server to start before bringing the next server online.
3. Start the application server (EOD/EOM).

4. Start the web servers one at a time. Wait for each individual server to start before bringing the next server online.

2.10.4 Troubleshooting

SPIRIT versions 2.0 or greater require Microsoft Windows Server 2008. The following are links to Microsoft TechNet for information relating to Microsoft Windows Server 2008.

- Windows Server 2008:
[http://technet.microsoft.com/en-us/library/dd349801\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/dd349801(WS.10).aspx)
- Backup and Recovery Overview for Windows Server 2008
[http://technet.microsoft.com/en-us/library/cc770593\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/cc770593(WS.10).aspx)

3.0 SITE OPERATIONS OVERVIEW

3.1 System Requirements

SPIRIT is best viewed by client PC utilizing Internet Explorer 5.5 or greater and is compatible with Windows XP and with Windows Vista when using SPIRIT software version 2.0 or greater.

Maintenance Best Practices

To maintain optimal performance of Windows XP, the following steps should be taken.

1. Set Windows Update to Automatically download and install patches every night
2. Defrag the hard disk every week by opening the 'Start' menu and selecting 'Programs' -> 'Accessories' -> 'System Tools' -> 'Disk Defragmenter'.
3. Highlight the Hard Drive (usually C) and click the 'Defragment Button' at the bottom left of the screen.
4. Schedule the Anti-Virus program to run a full scan nightly.
5. Install Anti-Spyware program if not included with the Antivirus – schedule to run a full scan nightly.

3.2 Communication Requirements

CSC recommends finding a local ISP provider to determine types of Internet connection speeds that are available at each site. Below is a list of recommended connections based on the number of simultaneous users, but not availability of service by ISP.

User Qty	ISP Service	Device
3-7	DSL / Cable	Cable/DSL Modem, Router/Switch with DHCP and Firewall
7 or more	Fractional T1 / T1	Router / Switch with DHCP and Firewall (possibly sourced from T1 Service Provider)

3.3 SPIRIT Connection Troubleshooting

A user is not able to access SPIRIT. They have been able to connect to SPIRIT previously.

3.3.1 Connection to Other web sites

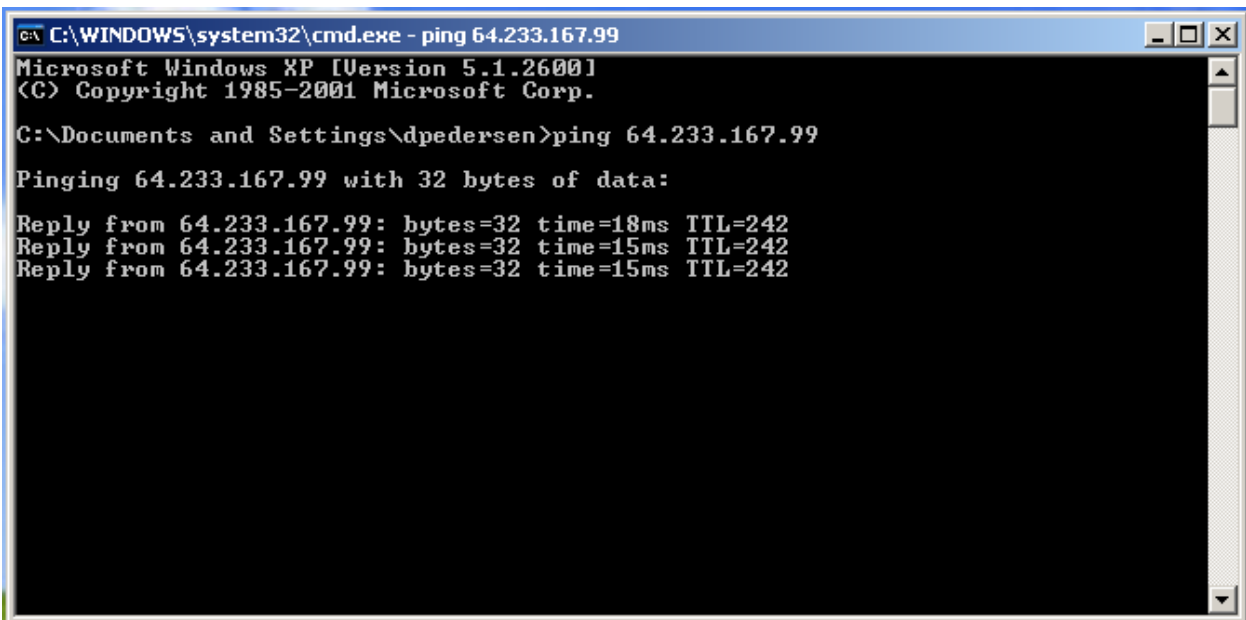
The first step is to see if a connection can be made to any other web sites with the web browser. Try going to www.google.com or www.yahoo.com. If a connection can be successfully made to those web sites, confirm if another computer in the same office is having trouble connecting to SPIRIT.

If a connection can be made to any web site but not to SPIRIT, call your help desk for assistance.

3.3.2 Ping Test

If unable to connect to other web sites, first perform a Ping test to check connectivity to the Internet.

1. Click Start button
2. Select 'Run'
3. In the Run screen, type 'CMD' in the Open text box
4. Click the OK button.
5. When the DOS command prompt displays, type
ping 64.233.167.99
6. Hit Enter
7. If the response reads something like:
'Reply from 64.233.167.99: bytes = 32 time=15ms TTL=242'
there is a good network connection.



```
C:\WINDOWS\system32\cmd.exe - ping 64.233.167.99
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\dpedersen>ping 64.233.167.99

Pinging 64.233.167.99 with 32 bytes of data:

Reply from 64.233.167.99: bytes=32 time=18ms TTL=242
Reply from 64.233.167.99: bytes=32 time=15ms TTL=242
Reply from 64.233.167.99: bytes=32 time=15ms TTL=242
```

Figure 2 Ping 64.233.167.99

8. Next typing
'ping google.com.'
9. Hit Enter
10. If the response reads something like:
'Reply from 64.233.167.99: bytes = 32 time=15ms TTL=242'
the DNS is working. If the response does not read like this, go to 3.3.3.

```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\dpedersen>ping google.com

Pinging google.com [64.233.167.99] with 32 bytes of data:

Reply from 64.233.167.99: bytes=32 time=42ms TTL=242
Reply from 64.233.167.99: bytes=32 time=50ms TTL=242
Reply from 64.233.167.99: bytes=32 time=15ms TTL=242
Reply from 64.233.167.99: bytes=32 time=16ms TTL=242

Ping statistics for 64.233.167.99:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 15ms, Maximum = 50ms, Average = 30ms

C:\Documents and Settings\dpedersen>
```

Figure 3 Ping google.com

11. Try connecting to the SPIRIT again.

If unable to connect to SPIRIT, go to 3.3.4.

3.3.3 Ping Test - Unsuccessful

When attempting to ping by IP address 24.233.167.99 or google.com and an error message 'Destination host unreachable' returns, there is probably no connection to the Internet.

```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\dpedersen>ping 24.233.167.99

Pinging 24.233.167.99 with 32 bytes of data:

Destination host unreachable.
Destination host unreachable.
Destination host unreachable.
Destination host unreachable.

Ping statistics for 24.233.167.99:
    Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),

C:\Documents and Settings\dpedersen>_
```

Figure 4 Destination Host Unreachable Message

3.3.4 Check Cables

Check the network cable in the back of the computer to ensure it's still plugged in. The network cable looks similar to a phone cable with a larger end. Make sure this is pushed all the way in to the network card.



Figure 5 Network Cable

After plugging it in, lights will flash on the back of your network card. If so, try the ping test again as described above. If the ping test doesn't work, reset the Cable/DSL modem and router.

Your office connects to the internet either by **Telephone Modem, Cable or DSL Modem**, or a **special T-1 connection (T-1 or Fractional T-1)**. Refer to the appropriate section below for your connection method.

Telephone Modem

If connected by Telephone Modem, confirm that the AC adapter, phone cords, and network cables are all plugged in securely and into their assigned ports. Power cycle the modem by turning it off, or unplugging it. Wait 20 seconds then turn it back on. Then do the following:

1. Click Start button
2. Select 'Run'
3. In the Run screen, type 'CMD' in the Open text box
4. Click the OK button.
5. When the DOS command prompt displays, type **ipconfig/release**
6. Hit Enter
7. Wait for a response
8. Then type **ipconfig/renew**
9. Try to connect to SPIRIT.

If you are unable to connect to SPIRIT, and the ping test doesn't work, contact your help desk.

Cable or DSL Modem

If you are connected by Cable or DSL Modem, confirm that the AC adapter, phone cords, and network cables are all plugged in securely and into their assigned ports. Power cycle the cable/DSL modem by unplugging it. Next, turn off the accompanying router by unplugging it. Wait 20 seconds and plug in the cable/DSL modem, then plug in the router. After starting both back up, wait 20 seconds. Then do the following:

1. Click Start button
2. Select 'Run'
3. In the Run screen, type 'CMD' in the Open text box
4. Click the OK button.

5. When the DOS command prompt displays, type
ipconfig/release
6. Hit Enter
7. Wait for a response
8. Then type
ipconfig/renew
9. Try to connect to SPIRIT.

If you are unable to connect to SPIRIT, and the ping test doesn't work, contact your help desk.

T1 or Fractional T1

If you are connected through a T-1 or Fractional T-1 service, confirm that the AC adapter and network cables are all plugged in securely and into their assigned ports on the router. Power cycle the router by unplugging it. Wait 20 seconds and plug the router back in.

1. Click Start button
2. Select 'Run'
3. In the Run screen, type 'CMD' in the Open text box
4. Click the OK button.
5. When the DOS command prompt displays, type
ipconfig/release
6. Hit Enter
7. Wait for a response
8. Then type
ipconfig/renew
9. Try to connect to SPIRIT.

If you are unable to connect to SPIRIT, and the ping test doesn't work, contact your help desk.

4.0 INITIAL INSTALLATION INSTRUCTIONS

The following is a detailed description of the procedures to complete the SPIRIT Installation process for the initial installation of the SPIRIT software on the Web Servers, Application Server and on Client machines.

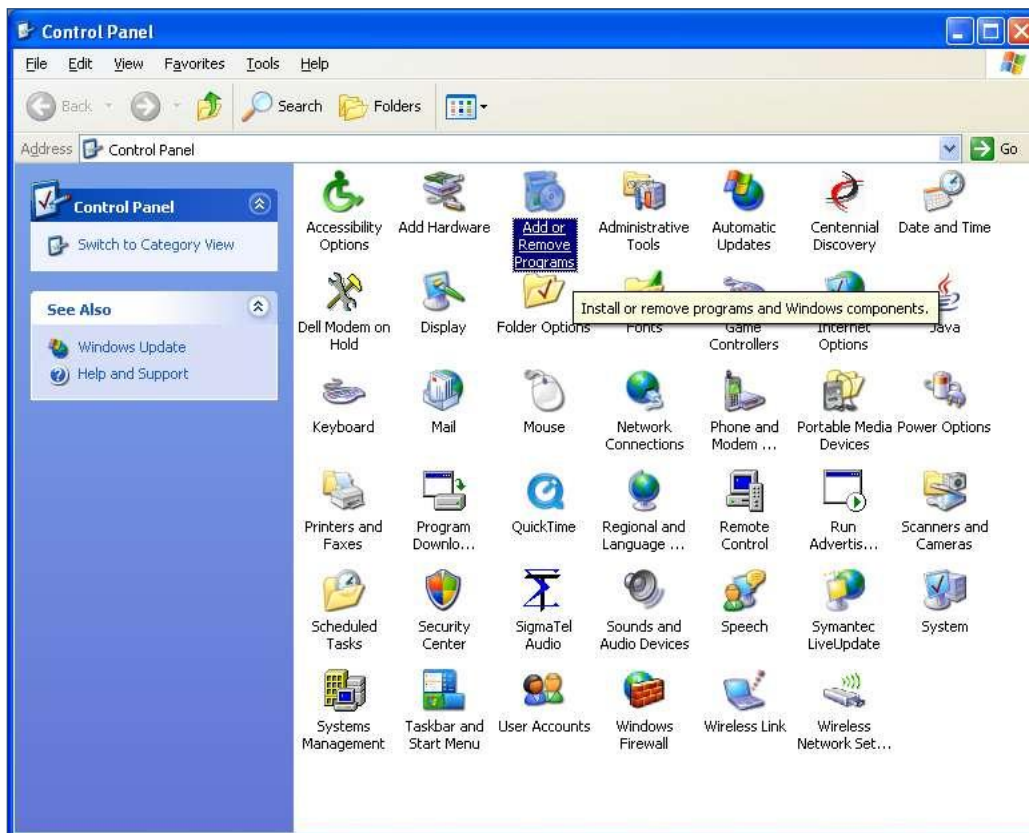
4.1 Web Server Install

The Web Server may be installed using

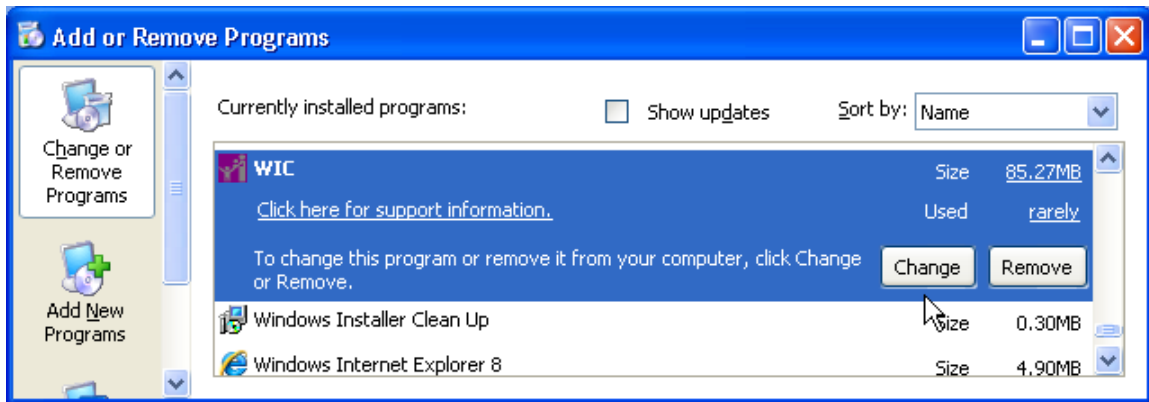
- Add or Remove programs in the Control Panel,
- From Web Server CD folder double click on Install.cmd,
- Right click on Install.cmd and select Open, or
- Right click on Install.cmd and select Run as Administrator

Install Using Add or Remove Programs

Open Add or Remove Programs from the Control Panel



Click the Add New Programs button on the left then select the CD or Floppy button in the top right corner



Click the Next button

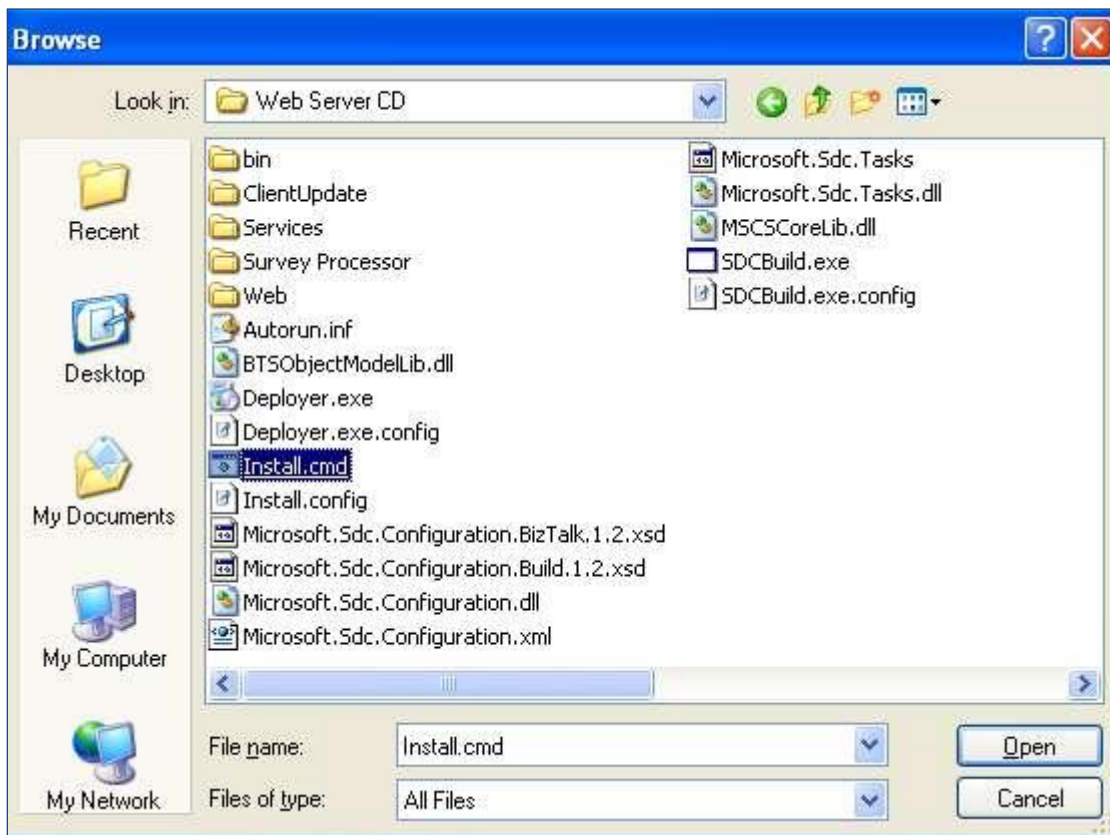


Now click the Browse button



Now locate the Web Server folder on the CD and select the Install.cmd file and Click Open.

NOTE: The value selected in the “Files of type” dropdown must be “All Files”.



Now click Finish. This will start the install.



When the install is finished click “OK”

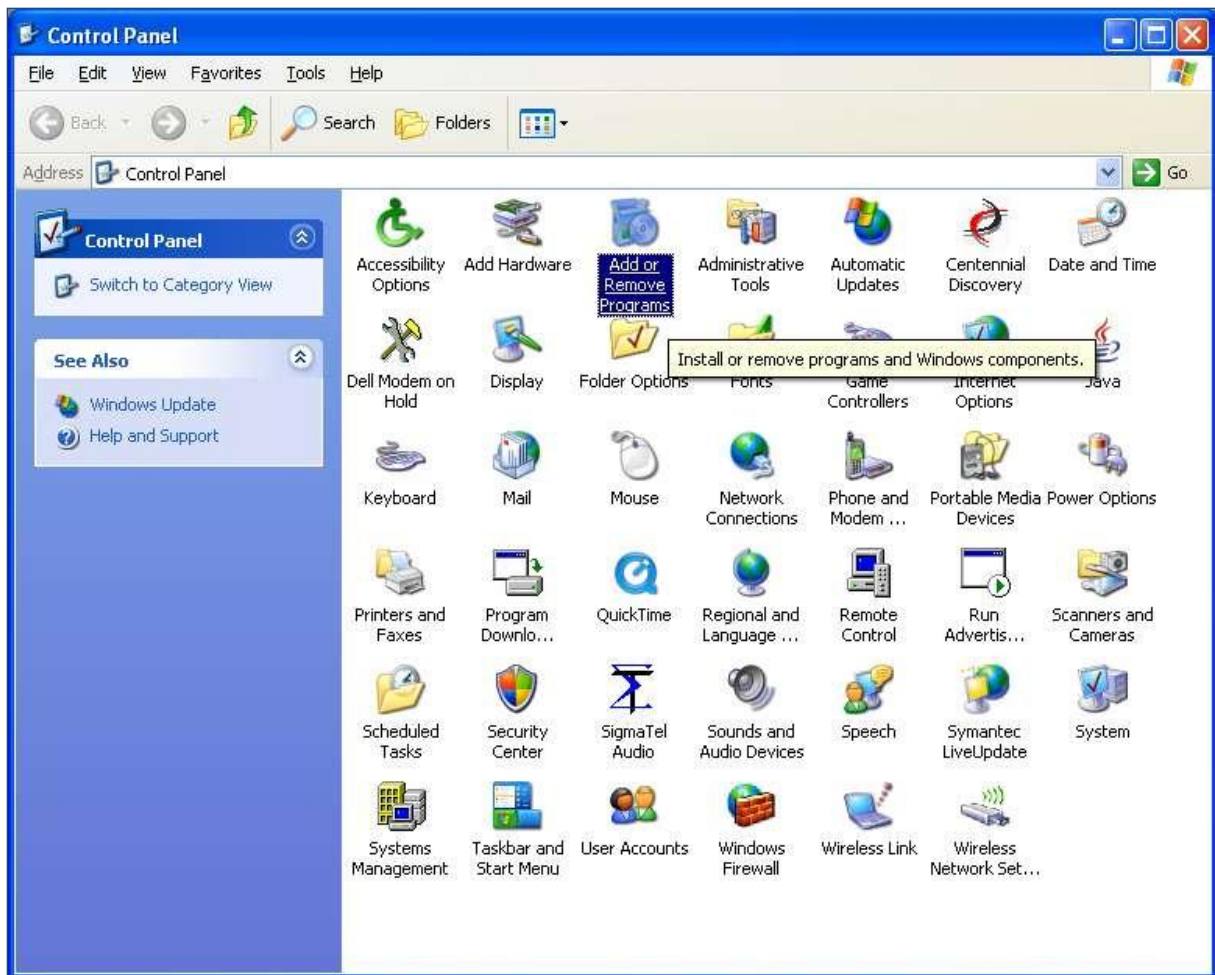


4.2 Application Server Install

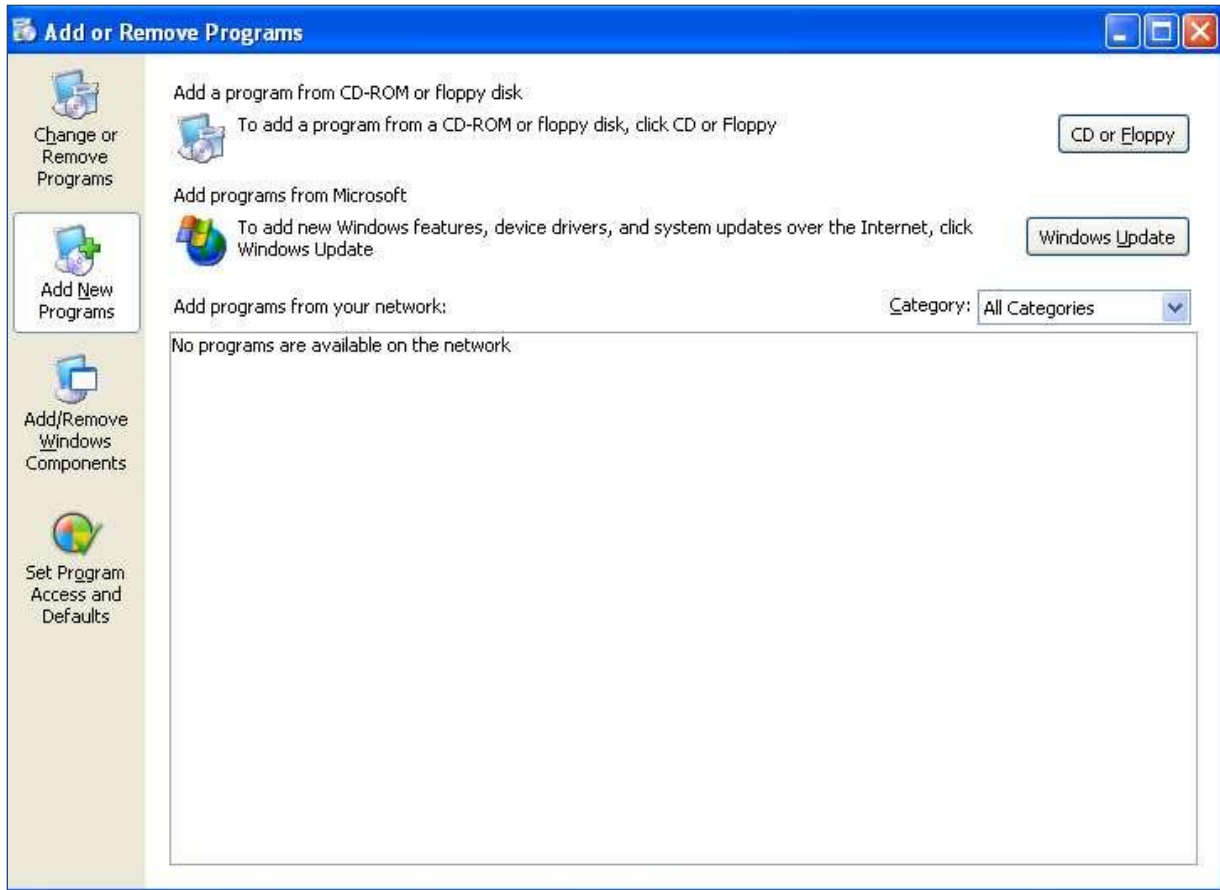
For the first time setup follow the “LIVE Install” documentation provided by CSC noted in section 2.4. The software can be installed using

- Add or Remove Programs in Control Panel ,
- By double clicking on Server.msi, or
- Right click on Install.cmd and select install.

Open Add or Remove Programs from the Control Panel



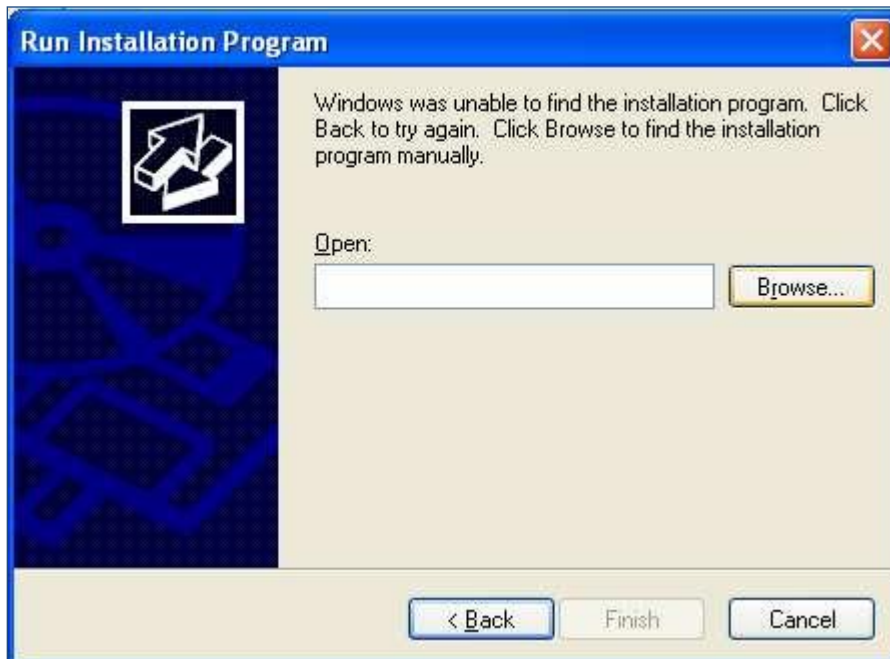
Click the Add New Programs button on the left then select the CD or Floppy button in the top right corner



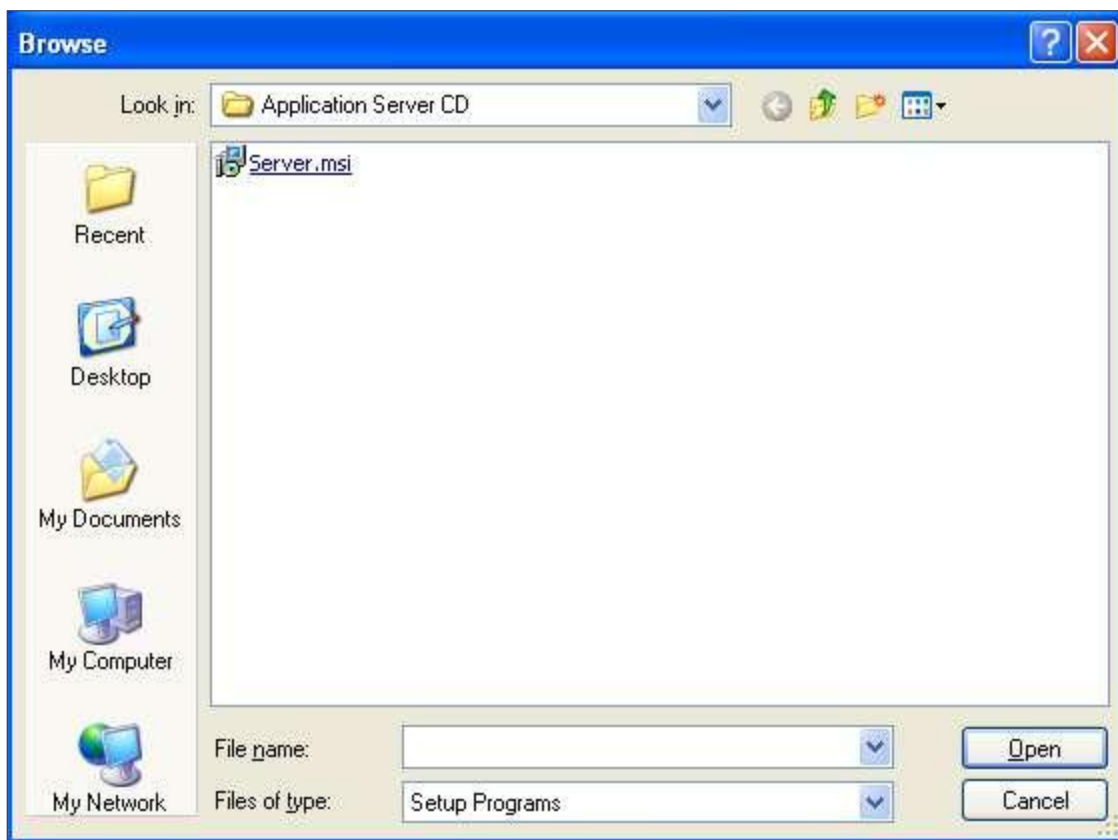
Click the Next button



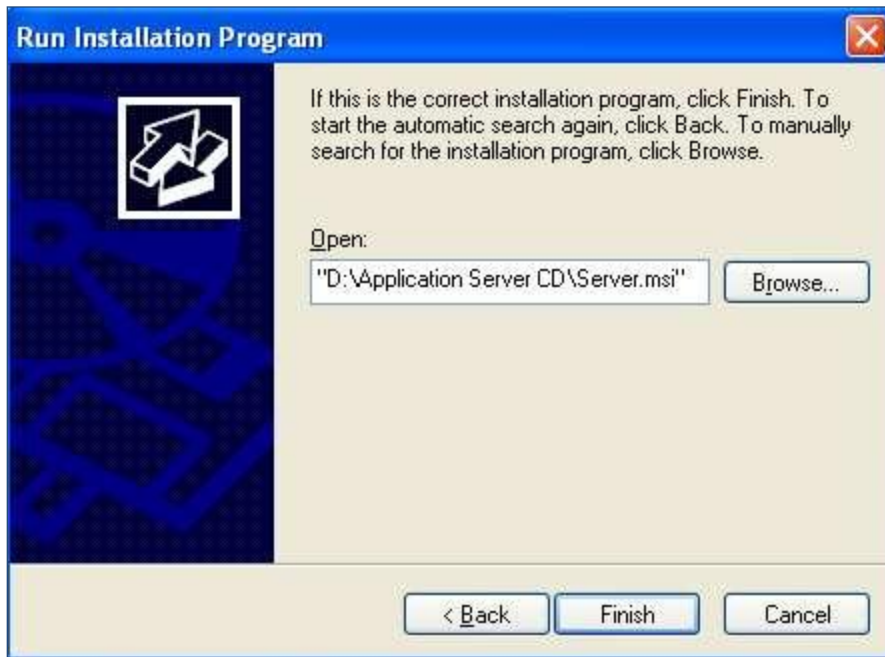
Now click the Browse button



Now find the Application Server folder on the CD and select the Server.msi file and Click Open.



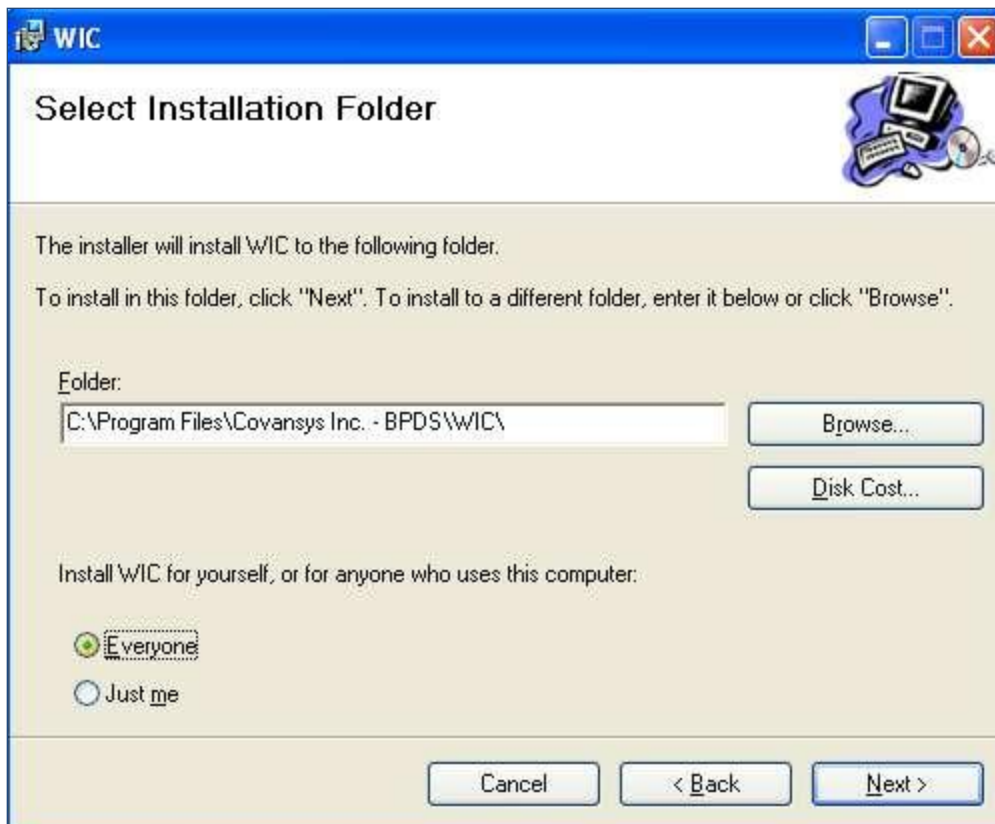
Click Finish



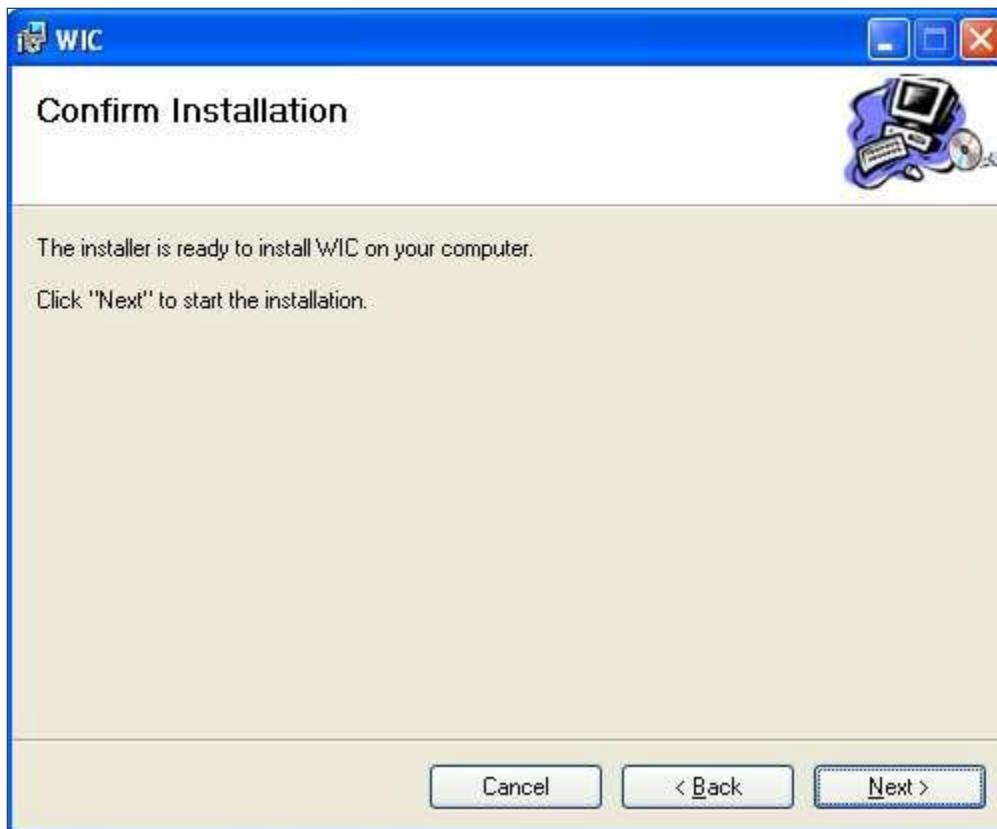
Click Next



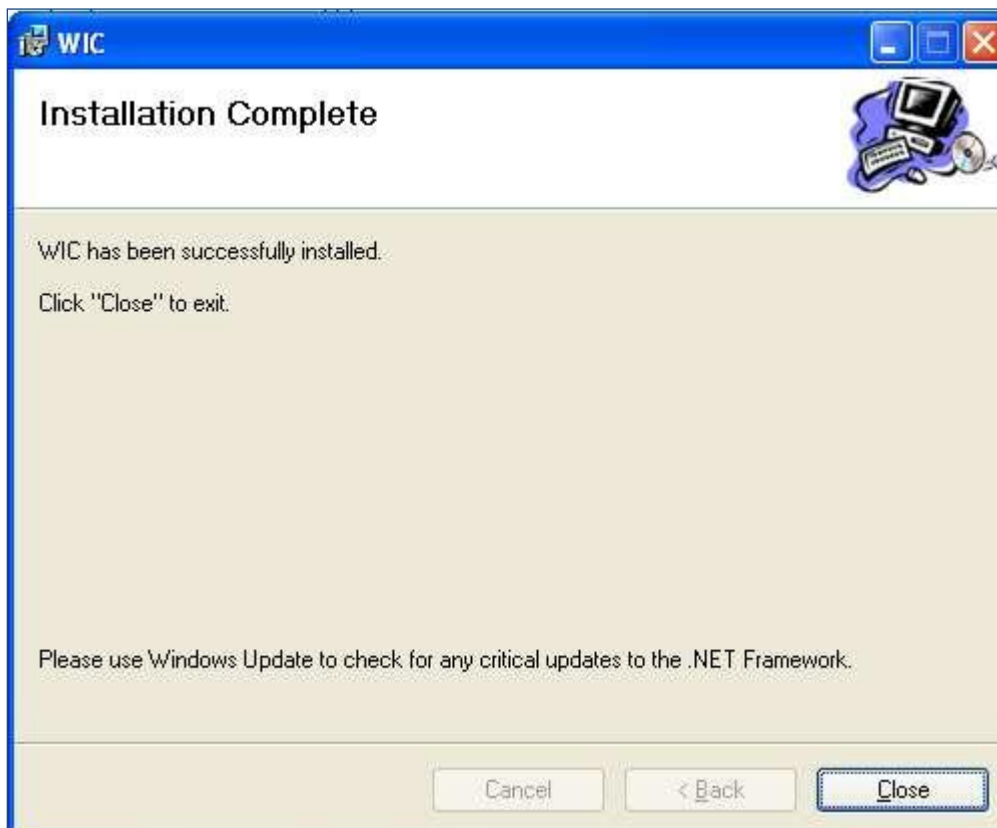
Click the “Everyone” and then click “Next”



Click Next button. This will start the install.



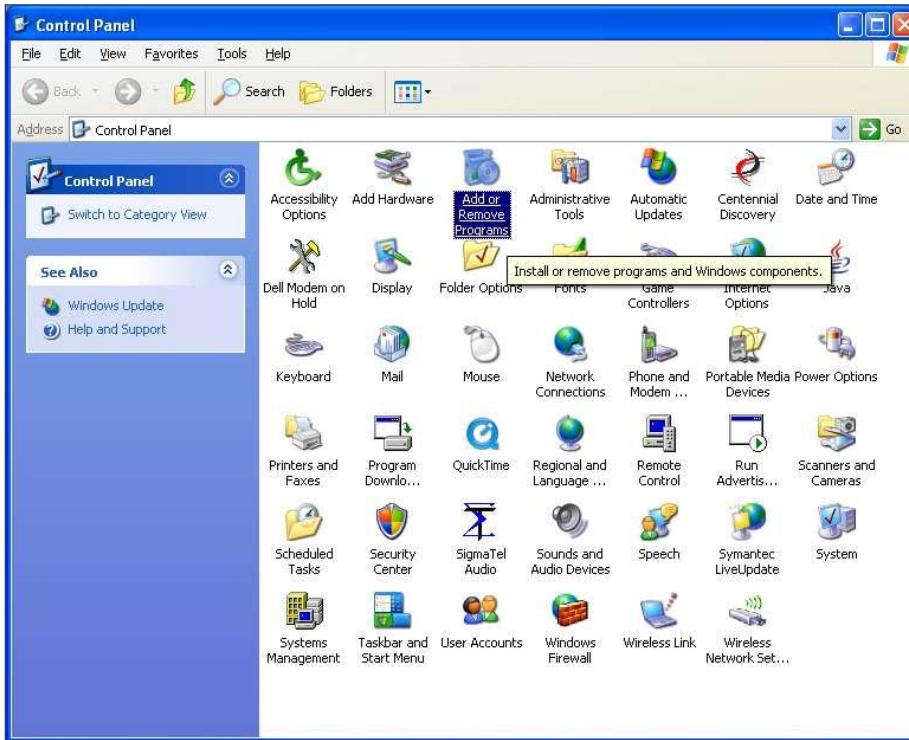
Click Close



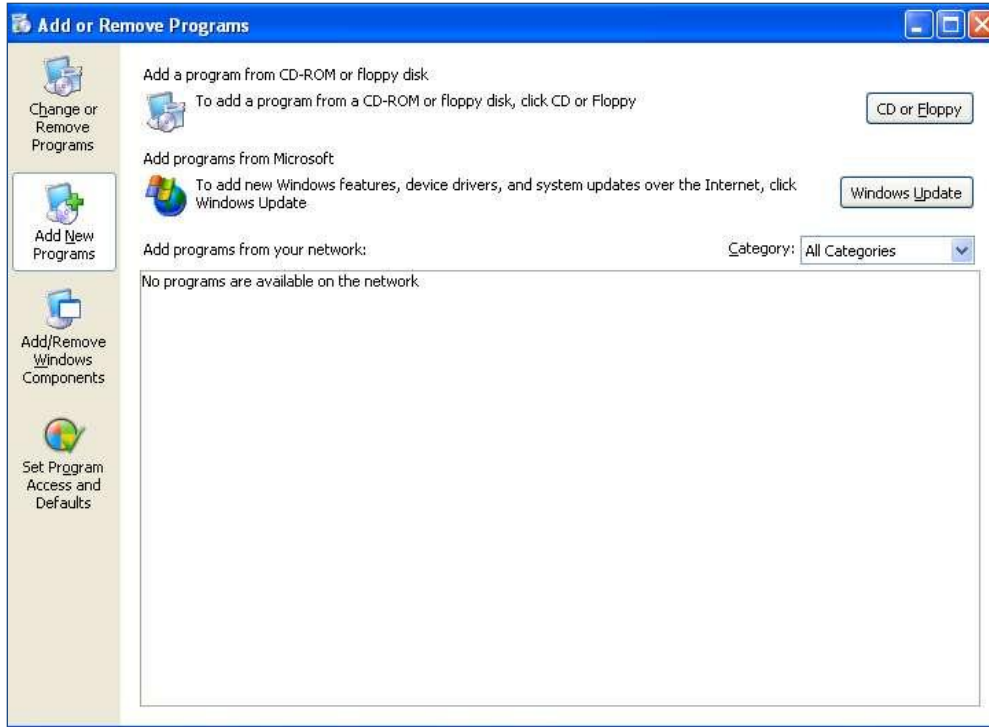
4.3 Client Install

These instructions are for the **initial** install of the SPIRIT client. After this installation the client application will automatically check for and apply updates on the web server at each login.

Open Add or Remove Programs from the Control Panel



Click the Add New Programs button on the left then select the CD or Floppy button in the top right corner



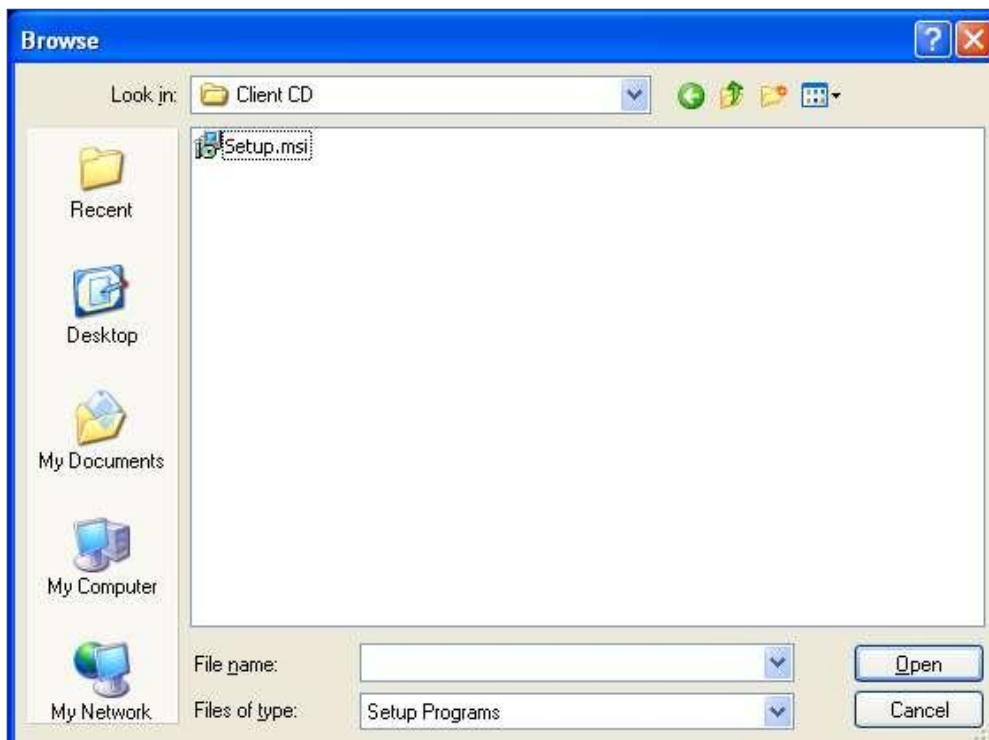
Click the Next button



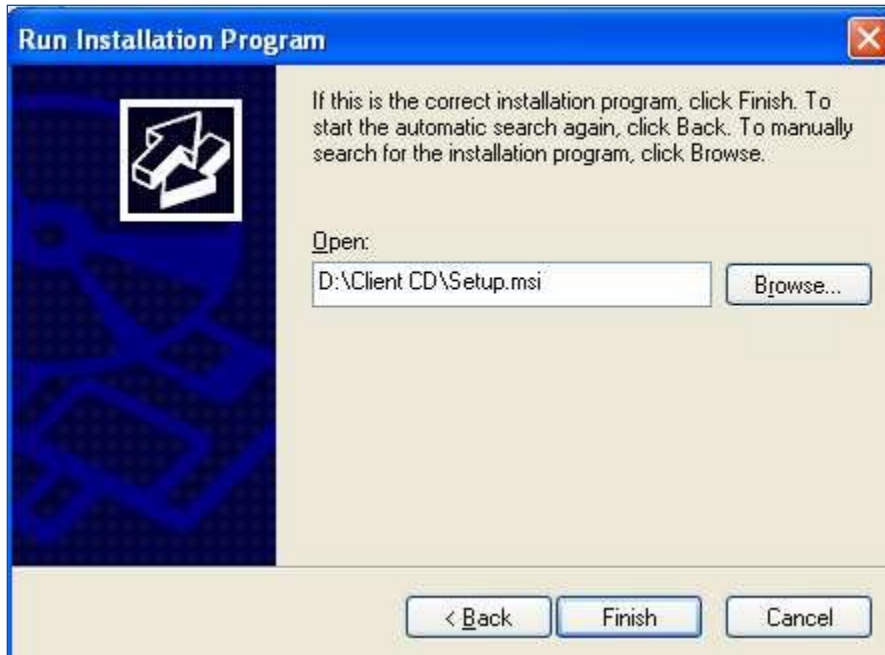
Now click the Browse button



Now find the Client folder on the CD and select the Setup.msi file and Click Open.



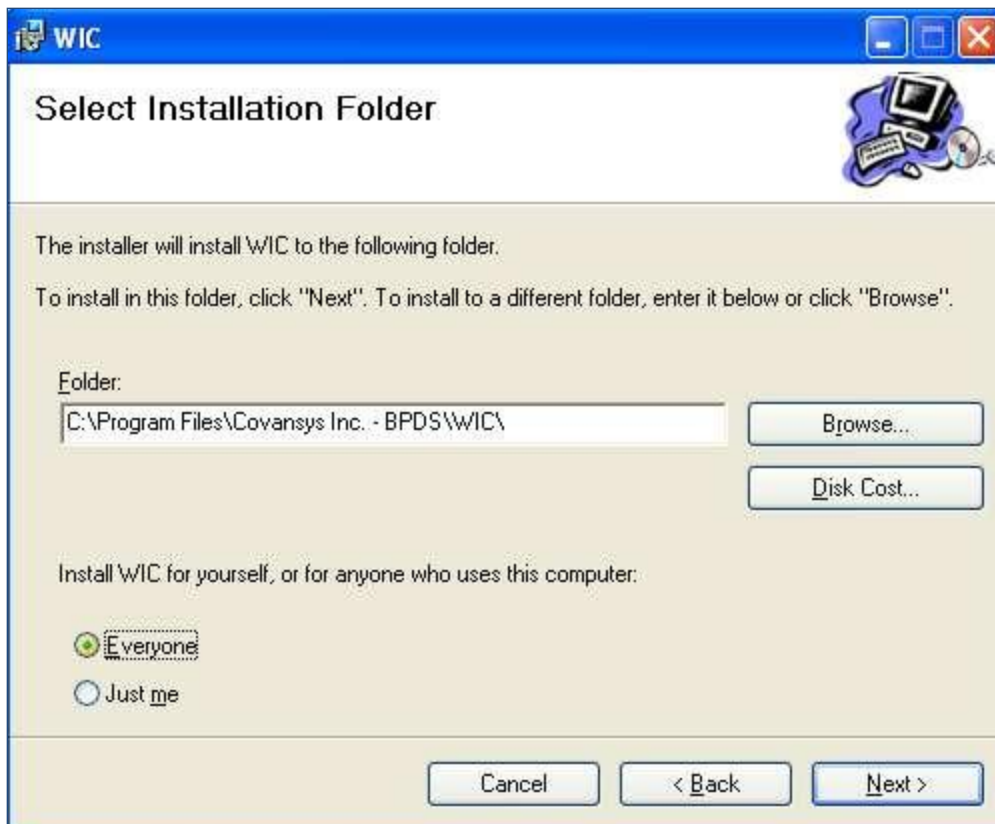
Now click Finish. This will start the install.



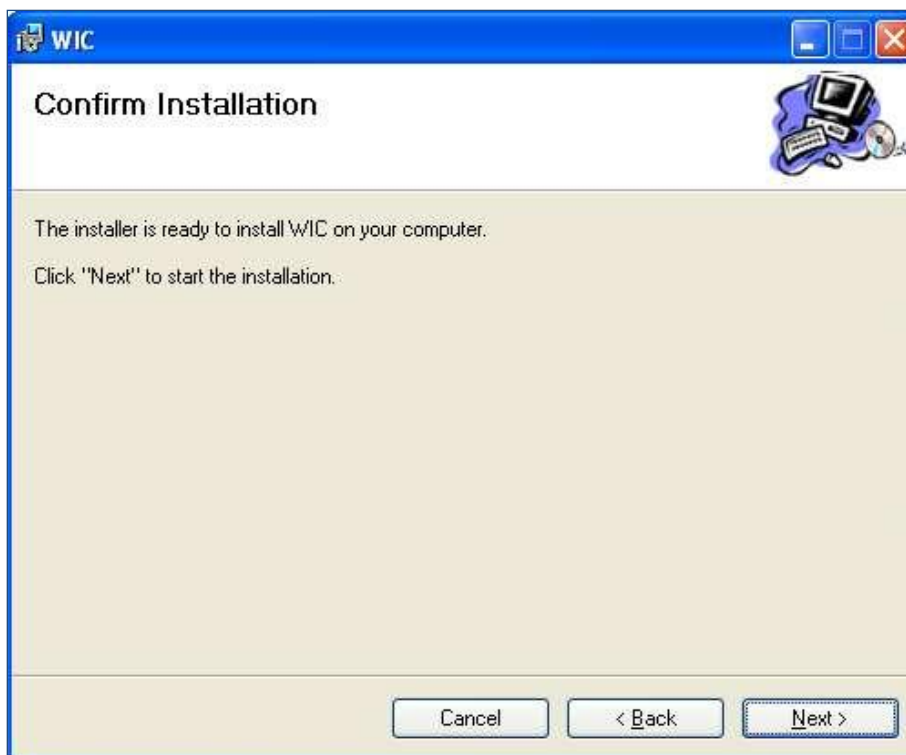
Click Next



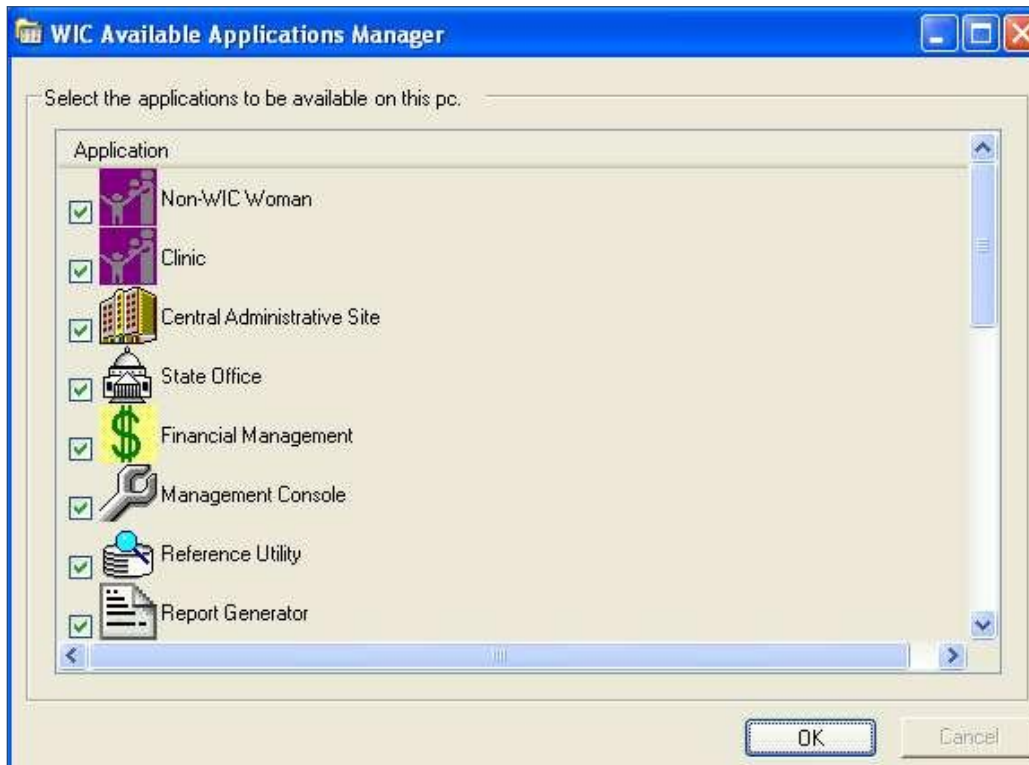
Click the “Everyone” and then click “Next”



Click Next button. This will start the install.



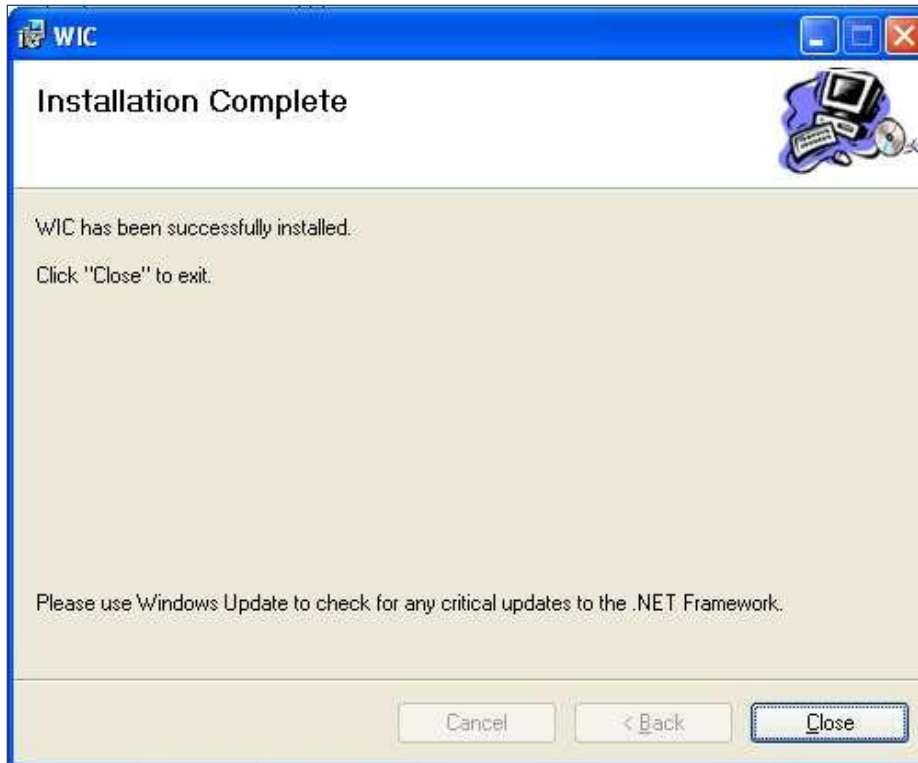
Select the applications to be available on the pc and then click OK



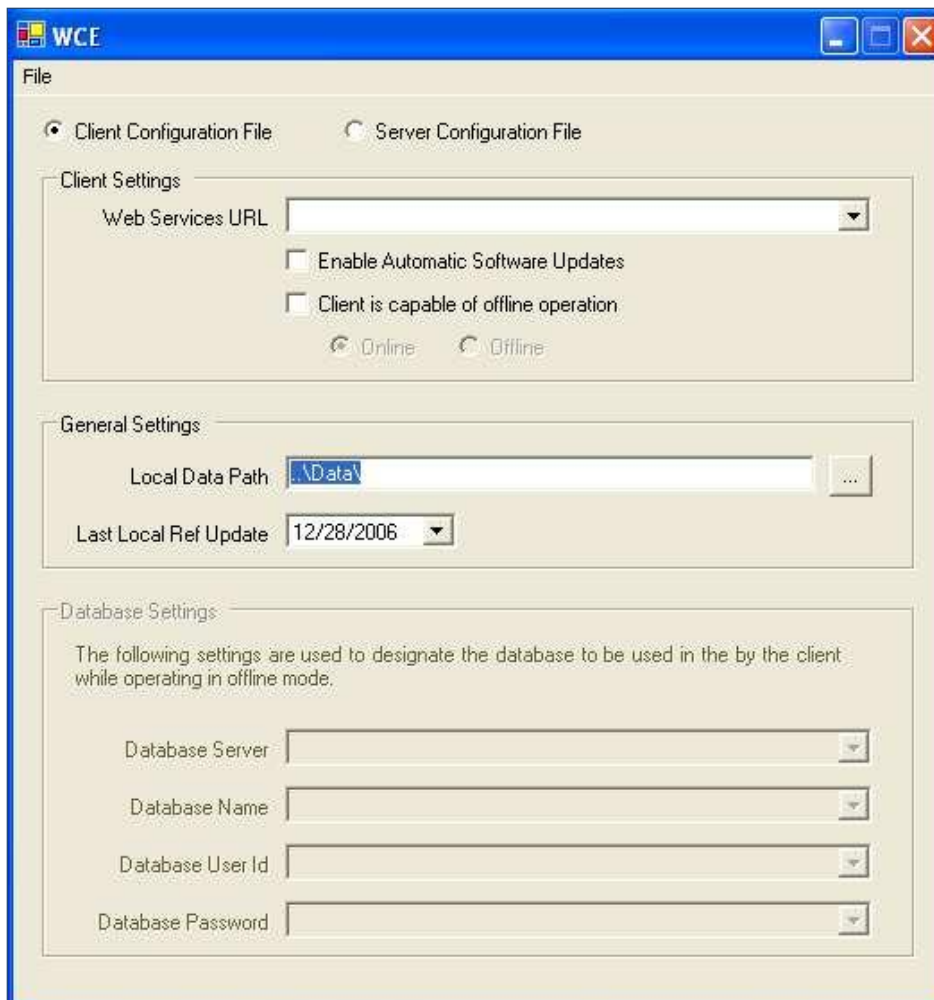
Click OK



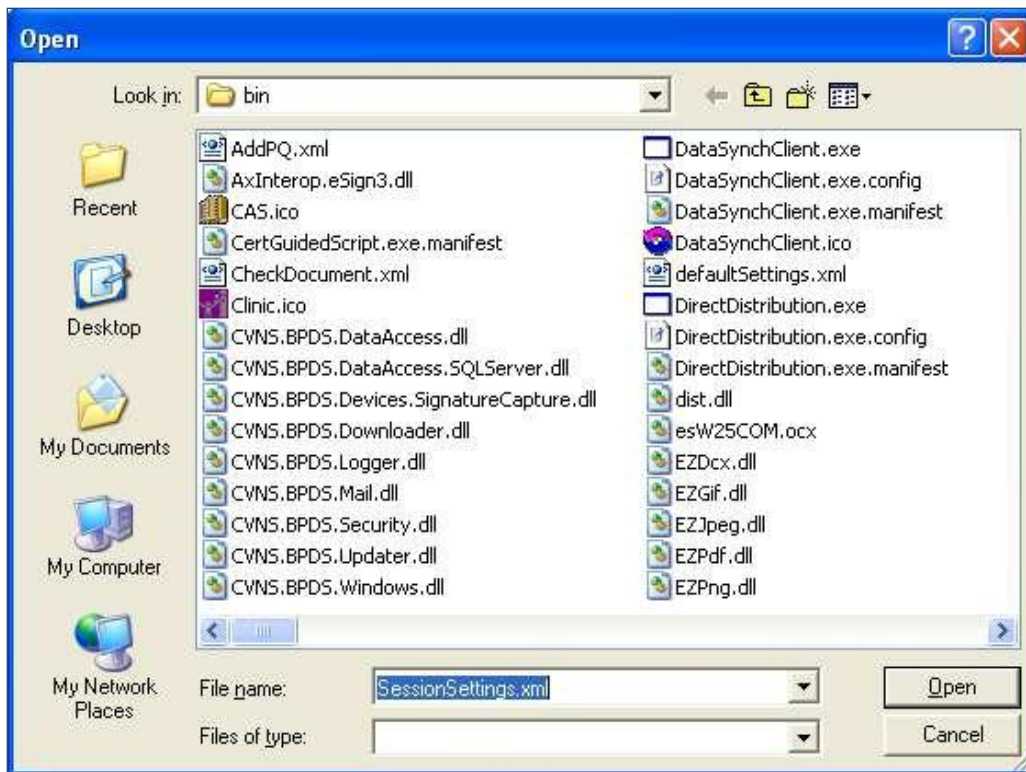
Click Close



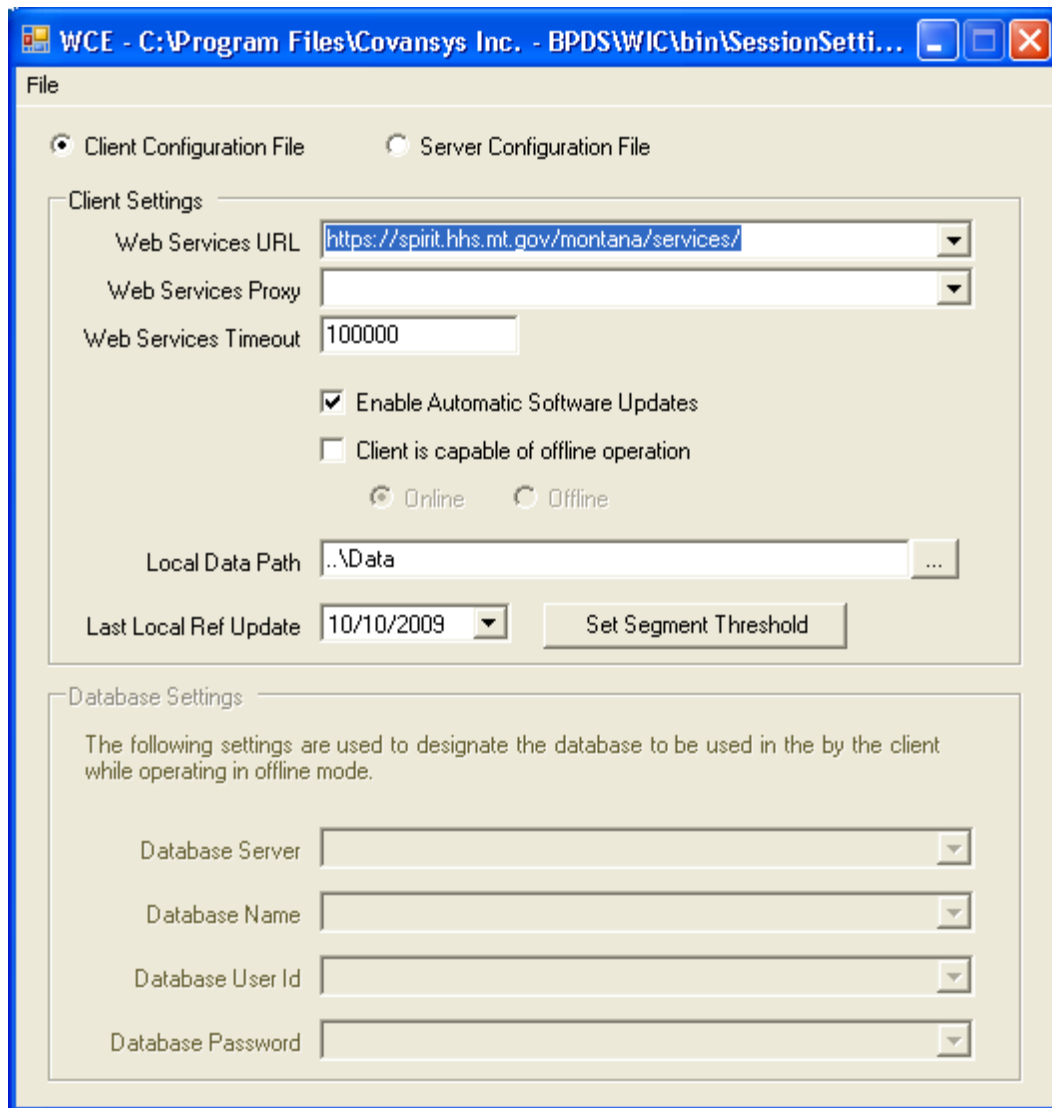
Once the install is complete open the WIC Config Editor. This is located in "Start -> All Programs -> WIC Applications -> WIC Config Editor" Select File -> Open from this screen.



Next click Open



Next confirm URL based on the site you wish to connect to.



Then click "File -> Save" and then exit.

5.0 MAINTAINING MAIL MERGE TEMPLATES

SPIRIT includes generic letters and notices to utilize as templates for printed communication with vendors and participants. The standard templates provided with the SPIRIT software are generic and the State may determine that customization is necessary. Following these instructions, the user will create a set of templates specific to their WIC program and apply them to the production environment for all users to access when working in the SPIRIT system. The vendor and participant letters are generated with Microsoft Word templates utilizing mail merge fields to enter vendor and participant specific data. Microsoft Word is required on user machines to update and use the SPIRIT templates.

NOTE: Maintain a master copy of all SPIRIT templates backed up to a CD or a backup directory on a network server.

The SPIRIT templates are stored in the following directories on each local machine:

C:\Program Files\Covansys Inc. - BPDS\WIC\Templates
C:\Program Files\Covansys Inc. - BPDS\WIC\TemplatesBase

The SPIRIT application uses the templates stored in C:\Program Files\Covansys Inc. - BPDS\WIC\Templates when printing mail merge documents.

Templates are stored on the SPIRIT Web Server(s):

...Wic\ClientUpdate\Update

When the user logs into SPIRIT, the system compares the dates and file sizes of the templates on the user machine with the template files on the web server in the ...Wic\ClientUpdate\Update folder. If the user's files are older than those on the web server, SPIRIT pushes the web server templates to the user's machine using the <LocalFileName>Templates\CertNotice.doc</LocalFileName> in the UpdateManifest.xml to determine where to push the files.

5.1 Customizing SPIRIT Templates for the Initial SPIRIT Install

Create a directory on a local machine and copy all template documents from ...Wic\ClientUpdate\Update to this local directory. For example, create a folder named "Customized SPIRIT Letters" and place the folder on the C:\ drive ("C:\Customized SPIRIT Letters"). The copies in this folder will be referred to as the "customized" templates. From this point forward, the user will modify these templates with information specific to their WIC program such as contact information or a State approved header using Microsoft Word.

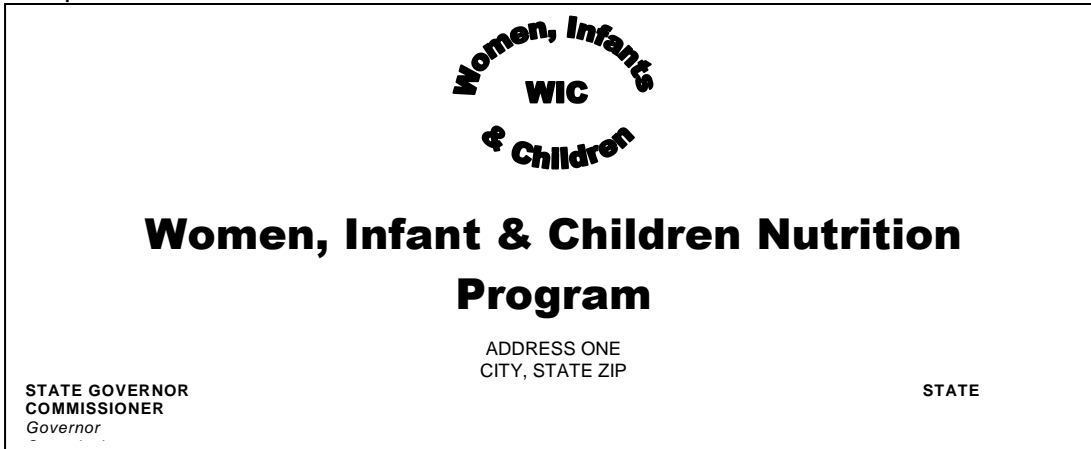
NOTE: Do not change the individual file names of the templates. SPIRIT utilizes the file name to locate the correct template when printing mail merge documents. An error will occur in SPIRIT if the names of the files are changed.

5.2 Customizing Templates Example 1

Open the "AP001.doc" template by double clicking on the working file. The document will open in Microsoft Word. The template may be edited as would any Microsoft Word document with the exception that the text between the << and >> symbols should not be changed. This information is the mail merge data placeholder into which SPIRIT will insert specific participant or vendor information.

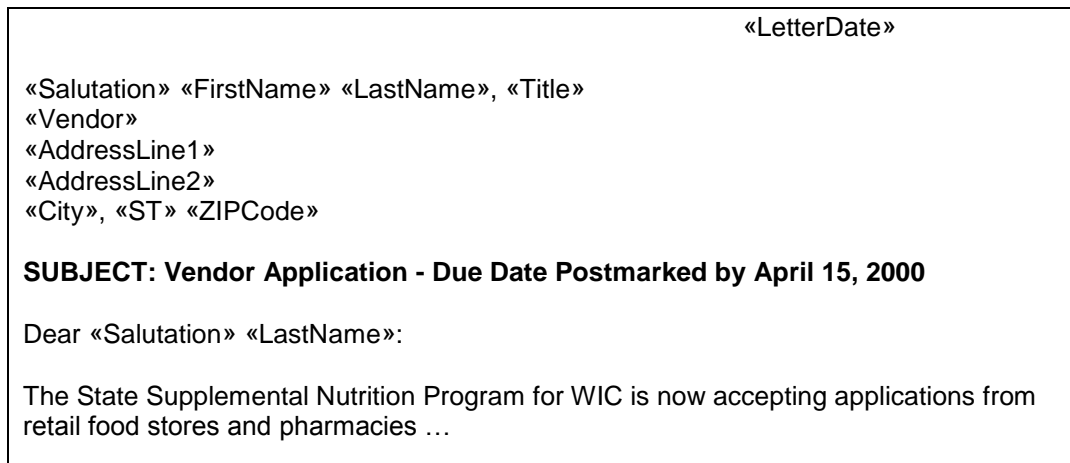
In the "AP001.doc" template the header information can be inserted with State letterhead.

Sample header:



Just below the header, in the body of the document, is the following information:

"AP001.doc" excerpt:



The subject line and the body of the letter can be changed. This template and all other templates include a mail merge value for <<userid>> to indicate who generated the letter. If this or any mail merge value is deleted, errors may be encountered during the printing of letters.

NOTE: Text between the << and >> is the mail merge data field. The text between these symbols should not be changed.

5.3 Example 2

Open the letter template "AN001.doc". This is the appointment notice template with mail merge values in the body of the letter for appointment type, date and time.

“AN001.doc” Excerpt:

```
«ClinicName»  
«ClinicAddressLine1»  
«ClinicCity», «ClinicST» «ClinicZIPCode»  
  
«FirstName» «LastName» «StateWicID»  
«AddressLine1»  
«City», «ST» «ZIPCode»  
  
«LetterDate»  
  
Dear «FirstName»,  
  
You are scheduled for a(n) «AppointmentDescription» appointment on  
  
«AppointmentDate» «AppointmentTime» at  
«ClinicName»  
«ClinicAddressLine1», «ClinicCity»
```

The text surrounding the mail merge values may be changed. Such as, the first paragraph has been slightly changed:

```
Dear «FirstName»,  
  
Your next «AppointmentDescription» appointment is scheduled for  
  
«AppointmentDate» «AppointmentTime» at  
«ClinicName»  
«ClinicAddressLine1», «ClinicCity»
```

5.4 Testing Templates Folder on Local Computer:

Once a template has been modified, it can be tested from the application on the local machine before updating the Web Server. Copy the modified template to the **C:\Program Files\Covansys Inc. - BPDSWIC\Templates** directory.

5.4.1 Vendor Templates

To test a Vendor template, log into the Vendor Management application. The template being tested will determine where in the application to access the letter. See the Vendor Training/User Manual for assistance with printing a specific letter.

NOTE: A copy of printed Vendor Letters is saved as a MS Word document to the C:\ drive. The format of the file name includes the Vendor ID, the template name and the date/time stamp.

5.4.2 Clinic Templates

To test a participant template, log into the Clinic application. The template being tested will determine where in the application to access the letter. See the Clinic Training/User Manual for assistance with printing a specific letter.

5.5 Deploying Customized Templates to the Web Server(s)

5.5.1 Deploying Templates

The final template versions must be deployed to all SPIRIT web servers to ensure all users generate vendor and or participant documents using the approved customized templates.

1. Copy the customized template to the “\Wic\ClientUpdate\Update” folder on the Web Server. When prompted, click Yes to replace the existing template.
2. Modify the UpdateManifest.xml file to ensure the customized templates are downloaded to the Template folder on the client computers.
 - i. Search for “TemplateBase” and replace with “Template” for *each* of the customized template. This step is only necessary if a new software release is being deployed.
 - ii. For *each* customized template being updated, search by template name and update the highlighted sections below with the information from the customized template file:
 1. Replace Size with the file size in bytes of the customized template file:
<Size>22016</Size>
 2. Last Update Date with the modified date of the customized template file:
<LastUpdatedOn>2011-07-06T14:40:38-05:00</LastUpdatedOn>

NOTE: Make sure the LOCALFILENAME in the UpdateManifest.xml includes the “Templates” folder in the file path. Such as: <LocalFileName>Templates\CertNotice.doc</LocalFileName>

Any time the State makes changes to a template and those changes need to be applied to all user machines, the modified template must be deployed to ALL SPIRIT web servers following the steps above.

For example, the “CertNotice.doc” template has been updated with a new logo. The UpdateManifest.xml items highlighted in yellow below will need to be updated with the new file information. Once these changes are made to the UpdateManifest.xml, the template will be over-written on all Client PCs.

```
<ApplicationFile>
  <Size>12288</Size>
  <LocalFileName>Templates\CertNotice.doc</LocalFileName>
  <ServerFileName>CertNotice.doc</ServerFileName>
  <LastUpdatedOn>2009-10-07T10:31:32.0000000-05:00</LastUpdatedOn>
</ApplicationFile>
```

5.3.2 New Templates Delivered in a New Release of SPIRIT

From time to time new template options will be added to the SPIRIT system. Refer to section 5.1 through 5.5 for customizing the new template and section 5.5.1 for deploying the new template. The UpdateManifest.xml will need to be updated for the new template so the new template will be available on the Client PCs.

1. Search for the new report by file name.
Example: NewTemplate.doc.
2. In the LocalFileName line, replace "TemplateBase" and with "Template".
Example:
Change `<LocalFileName>Templatebase\NEWTempate.doc</LocalFileName>` to
`<LocalFileName>Template\NEWTempate.doc</LocalFileName>`
3. Update the file Size with the file Size of the customized template file:
Example: Change `<Size>22016</Size>` to `<Size>12288</Size>`
4. Update the LastUpdateOn with the date of the customized template file:
Example: `<LastUpdatedOn>2011-07-06T14:40:38-05:00</LastUpdatedOn>`

6.0 END OF DAY (EOD) SYSTEM ADMINISTRATION

The following information will review the functions of the End of Day Process application that is run either manually or automatically on the Server at the end of the business day. The main processing for EOD is designed to run on a server. The application interface does not typically require interaction from a user.

There are two exceptions that will require acknowledgement.

1. If the application is started again while EOD is currently running a message will be issued stating that another instance of the application is already running.
2. If the database table CURRENTLYEXECUTING shows a process that is in conflict with EOD, a message will be displayed. The message will display the process name that conflicts with EOD. For example, the End of Month processes use bank paid/rejected information for food instruments which EOD processes. Therefore, the two processes must not run simultaneously.

The EOD administrator controls when EOD will execute using Schedule Job Administration and Windows Task Scheduler. When the administrator adds EOD to the schedule from the Schedule Job Administration application, the database table SCHEDULEDJOBCONTROL is updated to indicate that EOD is scheduled.

NOTE: Scheduling EOD in the Schedule Job Administration application does not initiate the EOD process.

EOD must also be scheduled through Window Task Scheduler or some other form of automated scheduler or manually started. When started, the first step of EOD confirms that EOD is scheduled in the SCHEDULEDJOBCONTROL table before proceeding. If the table indicates it is scheduled, then processing continues; otherwise, EOD immediately terminates. This feature provides for the flexibility of keeping EOD on an automated scheduler to run each day without daily user interaction.

6.1 Daily Maintenance

CSC recommends reviewing the EOD logs each day through the Schedule Job Administration application for potential errors that may need to be resolved before EOD can process for the following day. Refer to the SPIRIT Training/User Manual for how to access the EOD logs using the Schedule Job Administration application.

As part of the State's banking contract, State personnel may have access to a web site hosted by the banking contractor to monitor daily banking transactions. This will aid in the resolution of errors that may occur during the paid file process of EOD.

6.2 Running EOD

When EOD process is started, it will log into the system using a known username and password. This will give the program access to the database tables it needs to get the required information. The EOD Dialog will be initially displayed in a minimized state. The EOD window can be restored by double clicking the title bar. A progress bar is displayed while the processes are running. All informative and error condition messages are saved to the EOD event log. The processes run during EOD are determined by the values selected for

related State Business Rules in the StateBusinessRules table. Refer to Appendices B & C of the current DFDD for more information on State Business Rules.

6.3 Progress Meter

When the EOD dialog is maximized, the progress meter is displayed to inform the user of EOD processing status. The progress meter displays the percentage complete for the processing of the files. Once the meter reaches 100% the EOD process is complete.

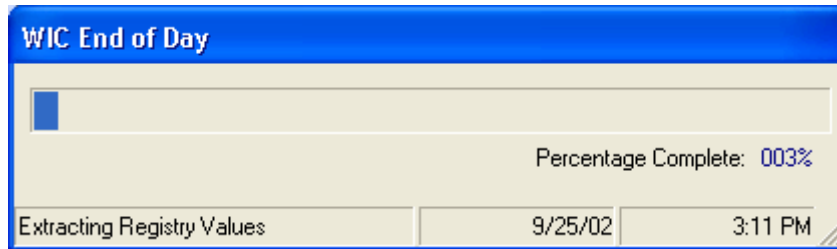


Figure 6 EOD Dialog

6.4 Order of EOD Processing

State business rule settings determine which EOD tasks will be performed. Refer to the current DFDD sections Appendix B – Client Business Rules and Appendix C – System Defined Business Rules for more details on the EOD state business rules. Processes are run first, the import of files second, and the export of files will be completed last. Refer to the Schedule Job Administration section of the current DFDD for more details on these processes.

6.5 EOD Files

6.5.1 EOD File Location

EOD files created by SPIRIT are stored on the EOD/EOM Application server. Third party files (i.e., bank paid files) sent for SPIRIT EOD to process must be stored on the Application Server as well. The following file structure is a **sample** for the storage of EOD files.

- C:\WIC\Sites\Montana\Data\EOD

With the following sub folders:

- C:\WIC\Sites\Montana\Data\EOD\Banking
 - C:\WIC\Sites\Montana\Data\EOD\Banking\CSC
 - C:\WIC\Sites\Montana\Data\EOD\Banking\SentFiles
 - Individual daily issuance **files and paid files** from the bank that have not yet been processed by EOD should be stored in C:\WIC\Sites\Montana\Data\EOD\Banking and not within a Banking subdirectory.
- C:\WIC\Sites\Montana\Data\EOD\PEDIATRIC
- C:\WIC\Sites\Montana\Data\EOD\PREGNANCY
- C:\WIC\Sites\Montana\Data\EOD\Vendor

6.5.2 EOD FTP and SFTP Processes

SPIRIT functionality includes FTP communications for sending SPIRIT generated banking files to and picking files up from an external location using Windows FTP process. If the State's banking contractor supports FTP communications, SPIRIT can be configured to FTP directly to the banking contractor. To use the FTP process the Value for the State Business Rule EOD_SENDRCEIVEEXTERNALFILES must be set to Y

SPIRIT functionality does not support SFTP communications. States may create an SFTP process external to SPIRIT to complete communications with the bank.

6.5.3 Archiving EOD Files

If the State determines it is necessary to keep record of all files sent and received by SPIRIT, CSC recommends that archiving processes be defined for these files.

NOTE: The file naming convention for the SPIRIT **issuance file** contains a date stamp (MMDD) but it does NOT include the year. If the State does not archive old issuance files, these files will be overwritten each year. For example, issuance file name for both November 30, 2009 and for November 30, 2010 would be ISMD1130.txt. The 2010 file would overwrite the 2009 file.

7.0 END OF MONTH (EOM)

The following information is provided for System Administration purposes with the End of Month processes. Month End consists of two primary components: 1) Desktop Scheduling and 2) EOM Processing.

7.1 Maintenance Procedures

7.1.1 Daily Maintenance

Because the successful scheduling of End of Month is closely tied to paid information received daily from the bank, CSC recommends reviewing the EOD log files daily to ensure timely response to any issues with processing paid data are resolved prior to the next run of End of Month. EOD Log files are accessible in the Schedule Job Administration application. Daily monitoring and resolution to such issues will reduce the amount of time spent at the end of the month. Refer to the Training/User Manual for the Schedule Job Administration application on how to access the EOD logs using.

As part of the State's banking contract, State personnel may have access to a web site hosted by the banking contractor to monitor daily banking transactions. This will aid in the resolution of errors that may occur during the paid file process of EOD.

7.1.2 Monthly Maintenance

Because end of month processing utilizes a high amount of resources on the database server, maintaining up-to-date database statistics is important for the successful and efficient run of EOM. In addition, some of the database tables modified during the EOM process do not have consistent activity from month to month and the updating of these tables will be particularly sensitive to bad statistics. CSC recommends running the DTS maintenance package just before initiating the SPIRIT End of Month process. Refer to section 2.8.2 Database Server Maintenance of this document.

7.2 Desktop Scheduling

End of Month is scheduled using the Scheduled Jobs Administration application. To successfully schedule EOM, the user will have to enter the WIC Paid Total. This number is the total amount the bank paid for the month that EOM will be processing and typically comes from the bank.

7.2.1 WIC Month End Administration

The WIC Month End Administration interface provides for adding and removing End of Month from the schedule and the options to view or purge the Month End log. Also displayed are the latest Month End settings. The Month End Settings are helpful in understanding the system issued messages when attempting to add or remove from the schedule. For example, if the last status shows errors, then the user can expect to be guided by the system via messages when they select Add to Schedule. The messages will give options for restarting based on Month End settings and data.

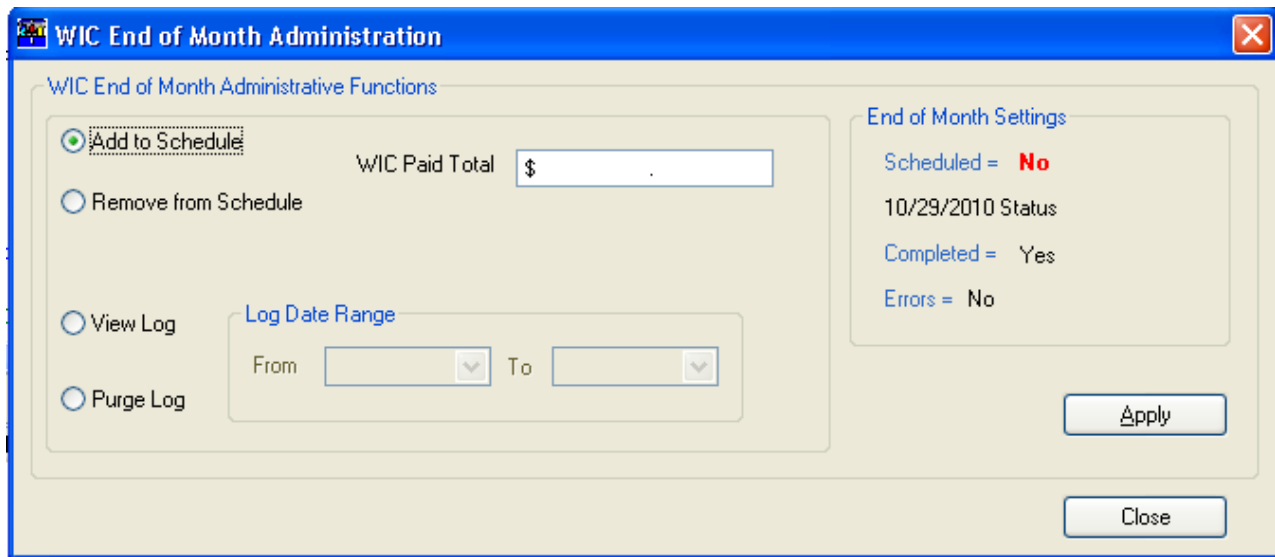


Figure 7 WIC Month End Administration Main Window

7.2.2 Add to Schedule

To schedule Month End, select option Add to Schedule. Upon selection of Add to Schedule, pre-schedule validation occurs that involves:

1. Confirmation that Month End is currently not executing. If it is currently running, a message will be issued.
2. Verifies Bank Reconciliation totals. A state business rule is used to determine if this process is applicable to the state. If it is applicable and the bank totals do not reconcile, a text file is displayed with the bank totals. Month End cannot be scheduled until they have been corrected.
3. Determines the state/status of Month End. Each state/status is described below.

7.2.3 Month End Status: Normal

If the previous Month End executed successfully and the current month is ready to process, the Month End status is determined to be a "Normal Schedule" and the following window will be displayed for confirmation to continue.

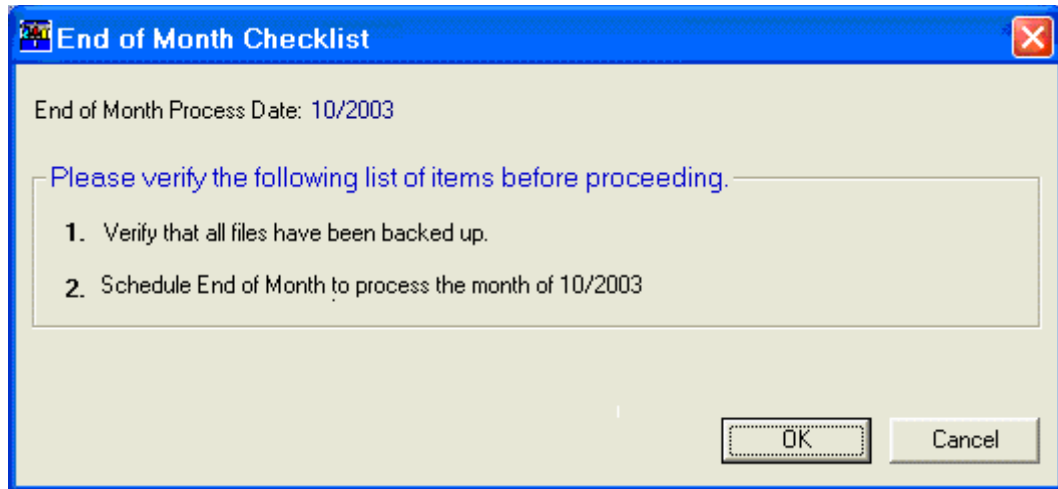


Figure 8 Month End Checklist

Upon selection of OK, Month End will be scheduled to run.

- The exact time is dependent on when the Windows Task Scheduler begins. If a Windows Task Scheduler has been setup to run daily for EOM and it has been added to the schedule prior to when the Windows Task begins, then it will run on that day's schedule; otherwise, it will run on the next day's schedule.
- The Month End Settings will be changed to show Scheduled = Yes.

7.2.4 Month End Status: Restart

If the current month end completed with errors, the End of Month Settings will display as:
Scheduled = No
Completed = No
Errors = Yes

This indicates that the status of EOM is "Restart Schedule". All errors will need to be researched and analyzed before attempting to reschedule. To assist in the understanding of the error, review the log to determine which processes completed successfully and which had completed with errors.

7.2.5 Restarting EOM

In situations when EOM fails to complete successfully, the State may 'restart' EOM once the State determines the cause of the interruption has been addressed. For more information on how to restart EOM, refer to the End of Month topic under the Scheduled Job Administration in the SPIRIT DFDD.

7.2.6 Remove from Schedule

To remove EOM from the schedule, select option Remove from Schedule as shown on Figure 7 - WIC Month End Administration Main Window. Upon selection of Remove from Schedule, the system will verify that EOM is not currently running. If it is not running, then EOM will be removed from the schedule.

End of Month is removed automatically from the schedule each time it runs with or without errors. The Month End Settings will generally show Scheduled = No. Use this option if

you add EOM to the schedule and then must remove from the schedule before EOM actually runs.

Note: If the EOM scheduled was a restart or rerun, Remove from Schedule will reset Month End Settings to the original values. The restart or rerun must be rescheduled by selecting Add to Schedule. The restart or rerun messages will display again as applicable.

7.2.7 View Log

To view the Month End Log, select option View Log as shown on Figure 7 - WIC Month End Administration Main Window. A “From Date” and “To Date” range is required.

The EOM process that runs on the server logs an entry prior to each process. Error messages, Add to Schedule and Remove from Schedule also write entries to this log.

7.2.8 Purge Log

To purge the Month End Log, select option Purge Log as shown on Figure 7 - WIC Month End Administration Main Window. A “From Date” and “To Date” range is required. It is recommended to periodically purge data from the Month End log.

7.3 EOM Processing

EOM processing consists of required and optional processes. State business rules control which processes are applicable to the State. Only the processes applicable to the State will be executed. In the SPIRIT DFDD’s table of contents, refer to Schedule Job Administration for current details of these processes.

7.4 Month End Files

The reports generated during the End of Month Process will be typically saved in Adobe Acrobat PDF format. EOM will save files to the following or similar directory on the EOD/EOM application server:

- C:\WIC\Sites\Montana\Data\EOM

7.4.1 Reports

EOM produces a number of reports both required and optional. State business rules control which reports are applicable to the State. Reports are saved to the following directory on the EOD/EOM application server:

- C:\WIC\Sites\Montana\Data\EOM\Reports

Within this directory EOM creates a folder for the month being run. For example,

- C:\WIC\Sites\Montana\Data\EOM\Reports\201005

Within each month’s folder, EOM will create a folder for each category of report generated. The sub folders will include the following:

FINANCIAL REPORTS
HIGH RISK REPORTS

The sub folders may include optional folders:

OPTIONAL CASELOAD REPORTS
OPTIONAL ENROLLMENT REPORTS
OPTIONAL FOODINSTRUMENT REPORTS
OPTIONAL NUTRITION REPORTS
OPTIONAL OPERATIONAL REPORTS
OPTIONAL VENDOR REPORTS
OPTIONAL STATE DEFINED REPORTS

7.4.2 CDC Files

EOM creates the Pediatric and Pregnancy files for the CDC. These files are saved to the following directories:

- C:\WIC\Sites\Montana\Data\EOM\PEDIATRIC
- C:\WIC\Sites\Montana\Data\EOM\PREGNANCY

7.4.3 Archiving EOM Files

If the State determines it is necessary to keep record of all files created by SPIRIT, CSC recommends archiving these files annually. This can be accomplished by creating a folder within the C:\WIC\Sites\Montana\Data\EOM, naming the folder with the year of files being archived then moving files to be archived into this folder.

7.5 File Management

The File Management function allows the user to remove currently executing records remaining after EOM/EOD process or the Application Server has had an abnormal shutdown while the processes were running.

8.0 APPENDIX A

Glossary of Terms

ADMINISTRATOR

For Windows XP Professional, a person responsible for setting up and managing domain controllers or local computers and their user and group accounts, assigning passwords and permissions, and helping users with networking problems. Administrators are members of the Administrators group and have full control over the domain or computer.

For Windows XP Home Edition, a person who can make system-wide changes to the computer, install software, and who has access to all files on the computer. A person with a computer administrator account has full access to other user accounts on the computer.

ALPHANUMERIC

Alphabetic and numeric characteristics (letters and numbers).

APPLICATION

A collection of one or more interrelated data processing operations set up to run on a computer on a routine, periodic basis to satisfy a particular functional need.

APPLICATION SOFTWARE

A computer program or set of programs (system) that perform a specific task (such as word processing).

ASCII

American Standard Code for Information Interchange. Standard digital set used for representing information in microcomputers.

AUTHORIZATION

The process that determines what a user is permitted to do on a computer system or network.

BACKGROUND

The screen background image used on a graphical user interface such as Windows. Any pattern or picture that can be stored as a bitmap (.bmp) file can be set as a screen background.

BACKGROUND PROGRAM

A program that runs while the user is working on another task. The computer's microprocessor assigns fewer resources to background programs than foreground programs.

BACKUP COPY

Duplicate copy of data or information stored separately in case of loss or damage to the original.

BOOT

The process of starting or resetting a computer. When first turned on (cold boot) or reset (warm boot), the computer runs the software that loads and starts the computer's operating system, which prepares it for use.

BROWSER

Software that interprets the markup of files in HTML, formats them into Web pages, and displays them to the end user. Some browsers also permit end users to send and receive e-mail, read newsgroups, and play sound or video files embedded in Web documents.

CD

A disk drive that stores and reads data from a compact disk.

CD-R

Recordable compact disc. Data can be copied to the CD on more than one occasion; however, data cannot be erased from the CD.

CD-RW

Rewritable compact disc. Data can be copied to the CD on more than one occasion and can be erased.

CHARACTER MODE

A display mode in which the monitor can display letters, numbers, and other text characters, but no graphical images or character formatting (italics, superscript, and so on).

CLIENT

Any computer or program connecting to, or requesting the services of, another computer or program. Client can also refer to the software that enables the computer or program to establish the connection.

For a local area network (LAN) or the Internet, a computer that uses shared network resources provided by another computer (called a server).

CLIENT APPLICATION

A Windows-based application that can display and store linked or embedded objects. For distributed applications, the application that imitates a request to a server application.

COMPUTER ACCOUNT

An account that is created by a domain administrator and uniquely identifies the computer on the domain. The Windows computer account matches the name of the computer joining the domain.

COMPUTER ADMINISTRATOR

A user who manages a computer. The computer administrator makes system-wide changes to the computer, including installing programs and accessing all files on the computer, and can create, change and delete the accounts of other users.

CONNECT

To assign a drive letter, port, or computer name to a shared resource so that you can use it.

CPU

Central Processing Unit. Main unit within a computer system that contains the circuits that interpret and control the execution of instructions. Directs control of information and computing.

CRASH

Hardware or software failure that renders the computer inoperative.

DAILY BACKUP

A backup that copies all selected files that have been modified the day the daily backup is performed. The backed-up files are not marked as having been backed up (in other words, the archive attribute is not cleared).

DATA

Information that a computer processes.

DATABASE

Compilation of data records in an organized format.

DBMS

Data Base Management System. Software that manages, manipulates, and retrieves data in a database.

DEBUGGING

Process of correcting errors in a program.

DEVICE

Any piece of equipment that can be attached to a network or computer; for example, a computer, printer, joystick, adapter, or modem card, or any other peripheral equipment. Devices normally require a device driver to function with Windows.

DISK

Circular magnetic storage device which is rotated while in use. Also called a "floppy disk, hard disk or compact disk."

DISPLAY

Output device for viewing stored information.

DOCUMENT

Any self-contained piece of work created with an application program and, if saved on disk, given a unique file name by which it can be retrieved.

DOMAIN

A group of computers that are part of a network and share a common directory database. A domain is administered as a unit with common rules and procedures. Each domain has a unique name.

An Active Directory domain is a collection of computers defined by the administrator of a Windows network. These computers share a common directory database, security policies, and security relationships with other domains. An Active Directory domain provides access to the centralized user accounts and group accounts maintained by the domain administrator. An Active Directory forest is made up of one or more domains, each of which can span more than one physical location.

A DNS domain is any tree or sub-tree within the DNS namespace. Although the names for DNS domains often correspond to Active Directory domains, DNS domains should not be confused with Active Directory domains.

DOMAIN NAME

The name given by an administrator to a collection of networked computers that share a common directory. Part of the Domain Name System (DNS) naming structure, domain names consist of a sequence of name labels separated by periods.

DRIVE

An area of storage that is formatted with a file system and has a drive letter. The storage can be a floppy disk, a CD, a hard disk, or another type of disk. You can view the contents of a drive by clicking its icon in Windows Explorer or My Computer.

DRIVE LETTER

The naming convention for disk drives on IBM and compatible computers. Drives are named by letter, beginning with A, followed by a colon.

FILE

One or more items of similar data uniquely identified. A collection of records.

FILE TYPE

In the Windows environment, a designation of the operational or structural characteristics of a file. The file type identifies the program, such as Microsoft Word, that is used to open the file. File types are associated with a file name extension. For example, files that have the .txt or .log extension are of the Text Document type and can be opened using any text editor.

FIRMWARE

Program stored in a computer's memory or Read Only Memory.

FONT

A graphic design applied to a collection of numbers, symbols, and characters. A font describes a certain typeface, along with other qualities such as size, spacing, and pitch.

GROUP

A subset of the network established by the network administrator, usually based on departmental organization or physical proximity in the network. File protection facilities allow read/write restrictions for files and folders for groups, users, and the entire network.

HARD COPY

Computer output printed on paper.

HARD DISK

Disk made of rigid material.

HARDWARE

Physical parts of the computer system.

HIGH RESOLUTION

Quality of a display system or printer capable of reproducing images of great detail accurately.

HuBERT

Health **BE**nefits **R**eal **T**ime. **W**IC Information **N**etwork **S**ystem. SPIRIT Web-based WIC management information system customized for the State of Minnesota WIC program.

INITIALIZE

To reset a computer system to a beginning point before starting a task. Also used to format a blank disk.

INPUT/OUTPUT

The transfer of information between a user and/ and or peripheral devices, files and the CPU.

INTERFACE

Device or program that allows separate parts of a computer to work together.

INSTRUCTION

Single order or command within a program.

I/O

See Input/Output.

LIBRARY

Collection of programs or data files.

LOG OFF

To sign off of the network.

LOG ON

To sign on to the network.

MEMORY

Part of a computer CPU that is able to retain binary coded information and instructions.

MENU

Program function options or choices displayed for user selection.

MICROPROCESSOR

CPU of a microcomputer.

MODEM

MOdulator-DEModulator. Peripheral used to interface a digital device with a telephone line, while encoding and decoding sequential bits of information into tone variations. Used for transmitting and receiving data.

MOWINS

Missouri WIC Information Network System. SPIRIT Web-based WIC management information system customized for the State of Missouri WIC program.

M-SPIRIT

Montana SPIRIT. SPIRIT Web-based WIC management information system customized for the State of Montana WIC program.

NETWORK

Provides the capability for a number of computer systems and devices that are logically linked together to share resources by communicating with each other via telecommunications.

NETWORK ADMINISTRATOR

The person charged with planning, designing, and maintaining the network operation.

NODE

A computer or other device that is a member of the network.

ONLINE

Being connected to a computer system via telecommunications.

OPERATING SOFTWARE

Software program for an operating system.

OPERATING SYSTEM

Program that controls the execution of other programs, or software, within a computer system, and interprets application software commands.

OWNER

The person who "owns" a file. You are the owner of files you create.

PERIPHERAL

Accessory part of a computer system not essential to its operation.

PORT

Connecting point for joining hardware and peripherals to computer system.

POWER SURGE EQUIPMENT

Device that protects computer systems from power fluctuations, which may cause errors or a crash.

PROGRAM

Sequence of specified instructions that tells the computer what to do.

RAM

Random Access Memory. Temporary memory on chips, disk, or similar device. Data is used by the CPU and may be altered by the user. Information in a RAM chip is lost when power to the computer system is turned off.

READ/WRITE MEMORY

Alternate name for RAM.

ROM

Read Only Memory. Permanent memory included in a CPU that cannot be altered by a user or a program. Data in this memory is used by the CPU as soon as power is supplied to the computer system, in order to allow the system to be booted.

SCROLLING

Moving the information displayed on a screen up or down by one or more lines.

SOFTWARE

Computer programs; generally input on disk to a computer system.

SPIRIT

Successful Partners in Reaching Innovative Technology. The first State Agency Model (SAM) information system for the WIC program.

USER-FRIENDLY

Capable of use by non-programming, or "user," personnel.

USERNAME

The name of the user that is typed to log on to the network.

WORK STATION

A stand-alone microcomputer or a terminal or microcomputer attached to a host computer.

General Keyboard Shortcuts

Press	To
CTRL+C	Copy.
CTRL+X	Cut.
CTRL+V	Paste.
CTRL+Z	Undo.
DELETE	Delete.
SHIFT+DELETE	Delete selected item permanently without placing the item in the Recycle Bin.
CTRL while dragging an item	Copy selected item.
CTRL+SHIFT while dragging an item	Create shortcut to selected item.
F2	Rename selected item.
CTRL+RIGHT ARROW	Move the insertion point to the beginning of the next word.
CTRL+LEFT ARROW	Move the insertion point to the beginning of the previous word.
CTRL+DOWN ARROW	Move the insertion point to the beginning of the next paragraph.
CTRL+UP ARROW	Move the insertion point to the beginning of the previous paragraph.
CTRL+SHIFT with any of the arrow keys	Highlight a block of text.
SHIFT with any of the arrow keys	Select more than one item in a window or on the desktop, or select text within a document.
CTRL+A	Select all.
F3	Search for a file or folder.
ALT+ENTER	View properties for the selected item.
ALT+F4	Close the active item, or quit the active program.
ALT+Enter	Displays the properties of the selected object.
ALT+SPACEBAR	Opens the shortcut menu for the active window.
CTRL+F4	Close the active document in programs that allow you to have multiple documents open simultaneously.
ALT+TAB	Switch between open items.

ALT+ESC	Cycle through items in the order they were opened.
F6	Cycle through screen elements in a window or on the desktop.
F4	Display the Address bar list in My Computer or Windows Explorer.
SHIFT+F10	Display the shortcut menu for the selected item.
ALT+SPACEBAR	Display the System menu for the active window.
CTRL+ESC	Display the Start menu.
ALT+Underlined letter in a menu name	Display the corresponding menu.
Underlined letter in a command name on an open menu	Carry out the corresponding command.
F10	Activate the menu bar in the active program.
RIGHT ARROW	Open the next menu to the right, or open a submenu.
LEFT ARROW	Open the next menu to the left, or close a submenu.
F5	Refresh the active window.
BACKSPACE	View the folder one level up in My Computer or Windows Explorer.
ESC	Cancel the current task.
SHIFT when you insert a CD into the CD-ROM drive	Prevent the CD from automatically playing.