

ACT! database Procedures

From COG Tech Support:

As with all electronic data, it is common best practice to make frequent backups of the ACT! database. In accordance with this best practice, ITFM performs a full backup of the ACT! database every night at 8PM. This process of backing up the ACT! database is made simple by using the integrated backup utility that comes with ACT! The ACT! backup utility allows an Administrator to easily backup and restore all of the data files associated with the database.

New procedure:

Deletes – must be marked for deletion and list submitted to COG/TPB Staff