Minnreg Veterans Association
Position Description For: Tech Support
5 June 2025

Position Title: Tech Support

Reports To: MVA President

Provides Guidance To: Indirectly to all management staff members relating to the use and maintenance of the technical support tools that are available to us.
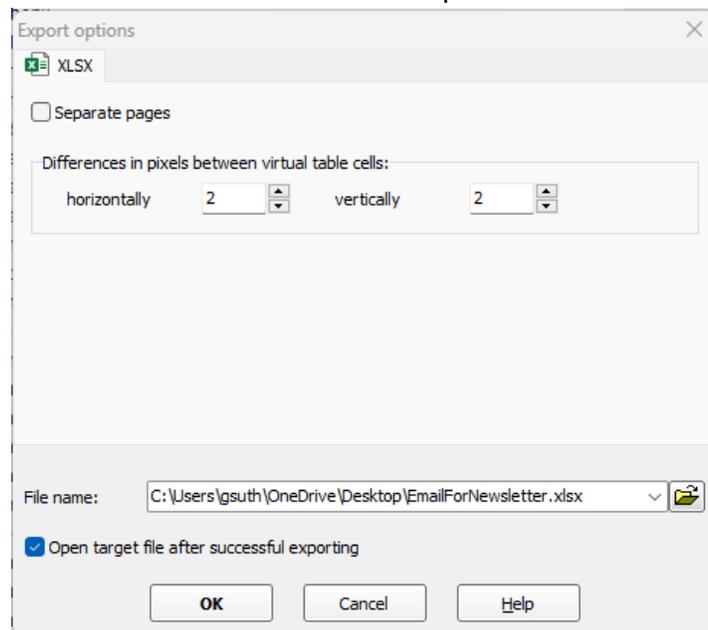
Budget Responsibility: None

Position Responsibilities:
1. Prepare an updated list of email addresses used to send out periodic email blasts to the general membership.
2. Manage the process for backing up the company owned computers to another device. Also address the restore process.
3. Manage the daily back-ups of the company cloud storage device.
4. Update the data tables within the Member Database that support the several standard reports available from the Database.
5. Prepare an updated list of birthdays for next month's newsletter.

Processes and Procedures:
1. Updated email address list.
   a. Using Reportizer Viewer 6, open the specific report **EmailForNewsletter.dtt**.
   b. Export the report in the XLSX format. The process will ask for a destination location for the file. The destination in this picture is the Desktop.

c. Because the Open Target File box is checked, the file will open in MS Excel. Clean up the file by deleting columns B and D and deleting the blank lines in the file. (One technique to delete blank lines is to sort all of the lines in the file on column A, and the blank lines will fall to the bottom of the file, where they can be deleted.)

d. Navigate to the top of the data in the file and insert a new line above all the others. The values for the new cells are: column A = **EmailAddress**, column B = **LastName** and column C = **FirstName**.

e. Save the file, as a normal XLSX format, and also as a CSV format.

f. Send the CSV file to the Newsletter Editor for updating the current address list.

g. Close the Excel app and the Reportizer Viewer 6 app. The process is complete.

2. Manage the process for backing up the company owned computers. An app named Aomei Backupper is chosen to perform periodic copies of the storage disks within the computers. The software should be already installed on the machines.

a. Attach the backup device into any available USB port. Check for the presence of the device using File Explorer.

b. Start the software. Specifically: click the Windows Menu button in left side of the Menu Bar, click the **Backupper** icon on the display.

c. In the Menu on the left of the screen, click **Backup**.

d. A display showing various options will open; click the **Disk Backup** option.

e. At the top left of the screen select the **Task Name** that is supplied and replace the name with a new name made up of the name of the computer being backed up and the date of the backup.

    i. Select the computer name from the list below:

        1. For Desktop computer, use **DesktopDiskBackup**.

        2. For Treasurer laptop, use **TreasDiskBackup**.

        3. For Secretary laptop, use **SecretDiskBackup**.

    ii. For the date of the backup, use the 4-digit year, the 2-digit month, and the 2-digit day.

    iii. All data items in the Task Name are separated by a dash.

    iv. For example, the Task Name for a backup of the Secretary Laptop today would look like **SecretDiskBackup-2025-02-13**. Press the Enter key when finished.

f. In the middle of the screen there is a box that says Add Disk. Click the box; click the name of the disk that contains the **C:Windows** partition (likely it will be Disk0). Then click the Add button at the bottom of the window.

g. In the destination box, there will be 3 folders with the same names as the computer names in step 2.d.i. Select the name of the destination that corresponds to the computer being backed up.

h. When everything looks good, click the Start Backup button in the lower right-hand corner of the window.

i. After the backup process has started (percent is greater than zero), click the gear wheel icon in the lower left of the display. A box of Settings is opened. Click the box next to **Check backup integrity on completion**, then click the OK button.

j. The backup process will proceed to 100%, then the integrity check will proceed to 100%. When the checking has reached 100%, a Finish button will appear. Click that button, close the app and disconnect the backup drive device.

k. Desktop computer statistics

Date	Backup Time	Amt Data Saved
2024-11-20	15:38 – 15:51	62.1 GB
2024-12-11	15:23 – 15:36	65.4 GB
2025-01-29	17:15 – 17:28	62.1 GB
2025-03-26	14:49 – 15:03	65.6 GB
2025-04-30	13:53 – 14:07	66.2 GB
2025-06-04	14:41 – 14:55	67.7 GB

l. Treasurer laptop statistics

Date	Backup Time	Amt Data Saved
2025-01-30	13:29 – 13:53	121 GB
2025-02-13	20:05 – 20:31	130 GB
2025-02-28	16:45 – 17:16	151 GB
2025-05-01	13:10 – 13:38	135 GB

m. Secretary laptop statistics

2025-03-12	12:48 – 13:01	60.1 GB
2025-05-14	11:17 – 11:30	61.0 GB

3. Manage the daily back-ups of the company cloud storage device. The MVA Membership database and associated software and files, as well as the Quicken database and associated Treasurer documents are hosted on a free device in the cloud known as pCloud. You can learn more about this capability by clicking here. Given the importance and sensitivity of these files, access to the device is closely guarded. And because of the importance of the files, a backup is performed daily by the Tech Support person. It is the responsibility of this person to periodically check that the backups are being performed properly and in a timely manner. Because of the sensitivity of the data, nothing more will be presented in this public document.

4. The Member Database contains all member data needed to produce a number of standard reports. Some of these reports display live data items and can be produced at any time with live data. Other reports display data that is derived from other data and it is more efficient to produce these reports after executing a process to derive that data. That process is described here.

    a. Sign in to the database user-interface application.

        i. Start the Maui_1_7 application from the desktop.

        ii. Enter User Name and Password, click **Check User Name**. Acknowledge the welcome message.

        iii. From the Main Menu, click the **Report Support** button.

        iv. The following window will be displayed.

This window supports various reporting requirements. Select a date for the birthday reports, then click the Setup Reports button.

Select a date 📅15

[ ]

Setup Reports

Close This Window

Progress

[ ]

Note: Reports are produced in the Reportizer Viewer 6 application, not here.

        v. Click the mini-calendar in the first input box and select the date for the collection of birthday data. It will be displayed in the second box.

        vi. Press the Setup Reports button. Wait while the process runs. Progress will be displayed in the Progress Bar. When it is finished, the message All **Report Data Updated** will be shown at the bottom of the window.

        vii. Click the **Close This Window** button and **Quit** the application.

5. Each month, a new list of the next month's birthdays is provided to the Newsletter Editor for inclusion in the next issue. This position provides that list by following these steps.
    a. Using Reportizer Viewer 6, open the specific report **BirthdayNewsletterList.dtt**.
    b. Export the report in the Text format. The process will ask for a destination location for the file. The destination location in this picture is the Desktop
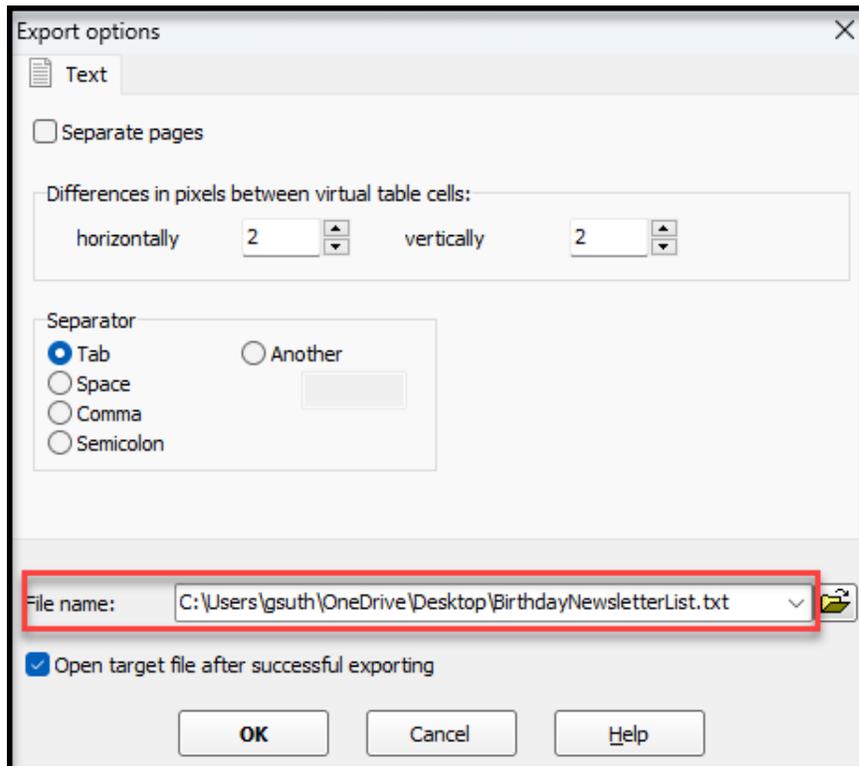
    c. Because the Open Target File box is checked, the file will open in a text editor application on your PC. Clean up the file by deleting the first line in the file, then saving the file in TXT format.
    d. Send the TXT file to the Newsletter Editor for updating the next month birthday list for the next newsletter.
    e. Close the Text Editor app and the Reportizer Viewer 6 app. The process is complete.