

MCA Tech Check Up - Backups & Software

- ❑ **Check your Windows System Information.** Remember, Apple/Macs are not allowed for the MCA computer. Verify that you are using the Professional (or enterprise) version of Windows 7, 8, or 10. Home versions of the operating system are not compatible with our software. Click [here](#) for information on finding your Windows version.
- ❑ **Do your backups every day!** Things happen that are outside the scope of WinMORE's control, including things like computer crashes, power outages, and server crashes. A daily backup is the best insurance against issues resulting from any of those types of incidents.
 - ❑ **WinMORE Backup process:**
 1. Verify system and data files. Setup > Verify System & Data Files. If it comes back that you have good data, proceed to step 2. If you see errors, go directly to step 3.
 2. Go to Setup > Backup. (If you are on a multi-user system (WinMORE is on a server) everyone needs to log out for you to complete the backup.)
 3. Take screenshots of any messages that pop up. Email kwmcangel@kw.com immediately, include screenshots, and describe ANY issues you may be having with WinMORE in your email.
 - ❑ **Verify that your backup is actually there!** Go to your WinMORE3 folder > mdat > backup. Sort by date to ensure your backup saved correctly. **If there is no backup of WinMORE, and you encounter a data corruption in your WinMORE files, you will likely lose data, and need to re-enter everything from the point of the last valid backup.**
 - ❑ **Backup AccountEdge.** In AccountEdge, go to File > Backup. Make note of the location you're saving the backup to. *If you receive any errors during the backup process, [contact AccountEdge immediately.](#)*
- ❑ **Audit your online backup software settings.** In your online backup software (we recommend Logos Data) log in and ensure that you have included the locations for the entire WinMORE3 folder and your AccountEdge company file and AccountEdge backup folder.
- ❑ **Check your backups.** At least once a week, go into your online backup system and try opening a file. Does it open? If not, you may not have a valid backup. Check with your backup vendor or IT provider to resolve this issue immediately.
- ❑ **Have at least one other form of backup!** KWRI recommends that you have 3 forms of backups. Each day, before you leave the Market Center, using a thumb drive or an external hard drive, backup your entire WinMORE3 folder and your *current* AccountEdge company file and backup folder.

Questions? We're here to help! Email us at kwmcangel@kw.com for any questions you may have.