

What is a STEP1 Supervisor?

The Supervisor is primary point of contact between your company and STEP1.

Your Supervisor is your STEP1 expert. They have been trained in using STEP1, understand your company's strategy and goals in using STEP1, and train other employees in using STEP1 to increase efficiency and effectiveness every day. (Training Guides)

How does STEP1 work?

- A. STEP1 Server Software
- B. STEP1 Client Software
 - 1. Supervisor module (V7.35)
 - DBQ
 - DBComm
 - DBAgent
- C. Installing STEP1 modules
 - 1. How to install
 - 2. In a separate folder
 - 3. Exclude this folder from Virus Scanner
- D. AutoUpdates (including virus scanner issues)
 - What does it do and why

Supervisor Duties

- A. DBQ / DBComm Cycling
 - 1. Verify email is being sent successfully
 - 2. AWS SES if problems (V7.37 / AWS Account)
- B. Backups
 - 1. Local Hard Disk (non-zipped)
 - 2. Zipped backup file
 - 3. Thumb drive
 - 4. Cloud Archive
 - 5. S4

C. Data Checks

1. Keep at 0. Fix right away to keep from causing more problems.
2. What do they mean?
3. How to fix

D. Opening Next Post Period

- Don't open next post period while others are in STEP1

E. Sysmain

1. Utilities
2. SD Import
3. LaGasse Import
4. Data Import (V7)

F. Windows

1. Disk Space
2. Critical Updates
3. Virus scanner (including what to exclude)
4. Defrags (more of an issue in V6)

Daily Checklist — What to do & What to look at

On DataServer

- If critical Windows Updates are waiting, plan to install them (when you can get everyone out of STEP1 for reboot)

On your Workstation

1. Verify DBQ/DBComm is running and cycling properly
2. Verify queue ran last night
3. Verify Backup was successful and moved to thumb drive/cloud
4. Verify all Data Checks are 0 (fix if not)

Q & A