COUNTY RECORDS RESEARCH

CRR-PRO
ver 6.0 plus

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If you need the latest version of this manual, or have technical questions, please visit the web page http://www.crrpro.com and go to the customer support area.

1. Introduction

CRR-Pro software is a simple way to get on line as quickly as possible. Once the program is loaded, you are ready to download County Records Research Default and Trustee Sale data files and maintain your own foreclosure database. CRR-Pro can print various reports to organize your work and delete aging data after predetermined periods. Your information is maintained in a database, where you have instant access. There are search capabilities to locate individual records and data is automatically maintained in many convenient sort orders. Sort (and search) by APN, Beneficiary, City, Map Grid, Trustee, Street Address, Sale Date, Property Type, Trustee Sale Reference Number or List Date. There are also several summary reports you can printout to help organize your work. Printing mailing labels is a snap. The program will automatically manage your mailings and even organize follow-up mailings if necessary. You can choose from the most popular laser label formats. Additional formats are available as well. Ask about custom form setup for mailing your custom letters. If you have an open connection to the internet such as DSL or Cable, CRR-Pro will communicate directly with the countyrecordsresearch.com server. Your daily data files can all be downloaded directly to the CRR program. No cumbersome downloads to negotiate. One click and you can obtain a map of each property location.

Overview You will use the CRR-Pro program to help you download CRR foreclosure data files. Those with DSL or Cable will find the auto-download feature to be quite the time saver. Others will use Internet explorer to download their data files. Once downloaded to the CRR-Pro program (data) folder, the files will be "imported into your own CRR database for viewing, printing, sorting, mailing etc…

2. Getting Started

Loading the Program

Note: If you are upgrading from a previous version of CRR-Pro, and you have previous datayou would like to transfer to the new program, you should make sure the TEMP File in your old program has been cleared so that all the data you wish to save is in your old ARCHIVE File. This should be done prior to loading the 6.0 plus.

Simply insert the CRR-Pro CD into your CD-ROM drive. After a few moments, the program will begin to load. Make sure to read the license agreement when it comes up. If the program does not begin to load by itself, select ***Start***, ***Run***, and then ***D:\SETUP.EXE*** (assuming your CD drive is D:. If it is not, make the appropriate substitution). Run this setup program.

Starting the Program

During the loading process, the CRR-Pro icon will be placed on your desktop. Simply double click on the icon to start the program.

The first screen that will appear is the unlock screen. You don't have to unlock it right away. The program will be fully functional and continue to work for 30 days. Simply click on LATER to get past the unlock But before the 30 days has elapsed, make sure to call for your unlock code. When you do call, you should have the program started and waiting at the unlock screen. The code is different each time the program is started and the correct unlock code can only be furnished knowing the random program code currently displayed. Once the program is unlocked, you will not have to unlock it again unless you reload the program. Normally, the program will never need re-loading. If you feel that might be necessary, please call us for instructions.

Retrieving Your Data From A Previous Version

If you are updating from a previous version of CRR-Pro and wish to bring your previous archive file into the new program, follow these steps:

1. Open CRR-Pro 6.0 plus using the Icon on your desktop (if necessary, Click "LATER" to bypass the unlock)
2. Select **UTILITIES** then **SETUP** and then the **MISCL** tab along the bottom of the setup page.
3. Locate the **BACKUP TO / RESTORE FROM** field and click the **BROWSE** button.
4. Browse for your old program folder on your C Drive (CRRPRO6.0, WIN52, WIN50, or CRSAR) click on it to select it, click OK.
5. Your old program folder should now be shown in the "Backup To / Restore From" field. Click **OK** to close SETUP.
6. From the main menu, select **UTILITIES, BACKUP/RESTORE**, then **RESTORE**, **ARCHIVE FILE**, Follow the prompts.

*Note: Before proceeding, you must make sure your purge times are acceptable to you since you must" Purge and Reindex" your ARCHIVE file to complete the data restoration. Go to **UTILITIES**, **SETUP**, and select the **PURGING** tab. Make sure the numbers for deletion of old NOD's and old Trustee Sales is OK for you so that you won't loose any desirable data. Once you have verified your deletion times are suitable, from the main menu, go to **UTILITIES**, then **PURGE AND REINDEX**, and select **ARCHIVE FILE**, follow the prompts. Once your archive file is reindexed, your old data will be properly restored to your new Archive File.*

3. DOWNLOADING DATA

Auto-Downloading (DSL and Cable direct connect customers only)

*First time users should go directly to the setup page in the CRR-Pro program and supply their CRR web page ID and Password so the program can obtain your files for you. From the main menu, select **Utilities**, **Setup**, **Download** tab**.** Click on **Enter ID and Password.** Carefully type your ID and Password in the spaces provided. (You will not be able to view them later, only re-enter them if necessary). Click on **OK** (bottom of the window).*

From the main menu of the CRR-Pro program, Select **Connect** and then select **Auto Download.**

a. Click on **List Files**. You should soon see a list of the files that you can download.

b. Download your files using one of the available buttons: **Highlighted**, **All NOD's**, **All NTS's, All Files**

Manually Downloading from www.*countyrecordsresearch.com*

1. From the CRR-Pro main menu, Select ***Connect***, ***Connect to countyrecordsresearch.com*** . Your browser should start up (if it isn't

already running) and will go directly to *countyrecordsresearch.com*.

> *Note: AOL users and some others may find that their browser does not go to the County Records Research web page when selecting that option from the CRR-Pro menu. In that case, simply exit the CRR-Pro program and use your normal browser to connect as you would with any other web page.*

2. Once connected, sign in with your ID and password.

3. From the list of individual files, choose a file (county, date, and data type) and click on "**Download**".

4. Click on ***Download Data in raw DBF file format***.

5. When prompted to "Open or Save to Disk", Always choose ***save to disk***.

6. The "Save AS" window will now appear. Drop down the "**Save In**" box and browse for ***C:\crrpro6.0plus\data*** (that is, click on the down arrow immediately to the right side of the "Save In" box and open **my computer**, open local **C drive**:, then open **\crrpro6.0plus**, then open **\Data**.)

7. Once you have the "data" folder open, click **Save** and your file will be saved to disk.

   Remember, **Do Not open the file**, always click on save. You can use your "Back" button to return to the download page to download additional files or just close your browser.

If you are just starting out, downloading a single NOD or NTS file may be easier until you have a bit more experience with the system. Later on, you can download multiple files (all files you haven't downloaded yet).

For multiple files, choose "Download all pending NODs" or "Download All pending Trustee Sales" and you will download one large file which will contain your back data (up to a maximum of 25 daily NOD or NTS data files).

When downloading multiple files, the file name downloaded will consist of a random number followed by ".dbf". Individual files will be named with abbreviations for the county, data type, and date, all followed by ".dbf". For example ORDF0123.DBF would be an individual default file for 01/23.

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4. **<u>Importing the Data</u>**

Whichever method you use (A. or B. above) you are now ready to import the downloaded data files(s) into your own CRR-Pro database where you can view and print the individual Default or Trustee Sale data records and maintain your own foreclosure database.Click on

Utilities,

Import CRR Files.

You should now see a list of the files you downloaded (available files box).

Above the "Available Files" box, you will see the directory on your computer where CRR-Pro is looking for downloaded files. It should read "C:\crrpro*6.0plus\Data*".

From the list of Available Files**, choose the files you wish to import** by clicking the right arrow button (just right of the "available files" box). The double arrow (>>) moves all files over, the single arrow (>) moves just the highlighted file(s).

Now, click on the

Import

button. The selected file(s) will be "Imported" into the CRR-Pro database, specifically, into the *Temporary File.*

Note that you do not have to import all downloaded files at one go. Some users choose to import one date or county at a time, or just defaults or trustee sales by themselves

After the import operation has been completed, you may then go to view your newly downloaded records in the Temporary File.

The original of the downloaded data file is automatically deleted after import as it is no longer useful and would waste disk space. If, for some reason, you wish to retain the originals of the imported data files, this can be done by deactivating the auto-delete option. Go to **Utilities**, **Setup** and change "Delete originals of downloaded files (usually yes)" to **NO**. In that case, the original files will not be auto-deleted upon import and it will be up to you to perform this task manually.

<u>Filtering By Property Type</u> It is possible to filter the data records during import. The user can specify which *Use Codes* (property types) are imported. From the main CRR-Pro menu, click on

Utilities, **Setup**.

The default is "All property Types". To eliminate the import of certain property types, simply un-check them and they will not be imported from then on. *This does not effect data already imported.*

Filtering By Zip or by City

It is also possible to choose data by *zip code* or *city name*. As above, click on

Utilities, **Setup**.

Simply build your own list of zip codes or city names. A sample list is loaded when the program is first run on your computer. If you like, modify the list to suite your needs. To avoid accidental data loss by new users, “Disable Zip/City Filter” is checked so that the Zip/City Filter is disabled (does not affect data file imports).

To modify the Zip/City list, click on **Del** to delete an entry, **Ins** to insert one. You do not need to enter both the zip and city in your custom list, however, it is easier to manage for the user if each zip entry has a corresponding city name.

The user can select to filter by *city name* or *zip* code list. They can also choose to import only those mentioned in the list or import all except those mentioned in the list. When your custom list is ready, un-check the box "**Disable Zip/City Filter** and it will operate as described.

> *Note: As shipped, the program has the zip/city filter disabled. This is because the list of zips/cities is just a sample list. When you have made up your custom list and indicated your preference to Retain or Discard the listed zips/citys during import, filter by either zip or city, then you can "activate" the zip/city filter by un-checking the box called "Disable Zip/City Filter".*

5. Temporary File –

Introduction

The Temporary (Temp) File is where imported data goes first. This is where you will first be able to view your downloaded data. The Temp file is not intended for permanent storage. It is simply a temporary holding place to view the days data. When you are through viewing, deleting unwanted records, printing etc..., the Temp file should be emptied awaiting the next day’s data. From the main menu, select

File Access

Then,

Temporary File

<u>Browsing Data</u>

When the Temporary File first opens, you will see the data presented in a "Browse" view. That is, each property is a single line. The number of total records *is displayed in a window near the bottom of the screen.*

> *If this box is not visible, your screen resolution may have to be increased. The program was designed for 800 x 600 screen resolution. This is set in Windows using*
>
> ***Start/Settings/Control Panel/Display/Settings.***
>
> *You should now be able to adjust your screen resolution with the slider provided for the purpose.*

Using the tabs at the bottom of the Temp File screen (or the **VIEW** menu), you can shift between **Browse View** and **Form View**.

The Form View shows an entire property record at one time. You can page through the records in either Form or Browse views. You can navigate using the arrows at the bottom of the screen or by using menu selections. Also active are the following keyboard keys:

> **Home**- First record
>
> **End**- Last Record
>
> **PgUp**- Previous Record
>
> **PgDn**- Next Record

When browsing through records in the Temporary File, you may delete records that are not of particular interest. From the top menu, simply highlight one or more records (hold down <Ctrl> or <Shift> to highlight multiple records. From the top menu bar, select:

> **Edit, Delete Record(s)**

or alternatively, while holding down the <Ctrl> or <Shift> keyboard button as necessary,

Right Click, select **Delete Record(s)** .

While in the Temp File, to view just trustee sales by themselves, choose

View, **Trustee Sales**.

Similarly, to view defaults by themselves, choose

View, **Defaults**. This feature is also available in the Archive File.

Printing a Record

You may also print individual data records. From the top menu, select

File, **Print Records**

You can print multiple records by highlighting them as described above. Notice also, you have a choice of three different print formats from the browse view:

- One-Liner
- Compressed (similar to CRR hard copy format)
- Full Size (similar to Form View screen image)

Note: If viewing data in Form View (one full record per screen), it is not possible, of course, to highlight multiple records. Printing while in Form View will yield a full size printout similar to the screens Form View display.

Selecting Records for Mailings see **Mailing Labels** below.

Marking Records for Deletion, Printing, or Mailing

You will notice two small blocks at the left of each record (Browse View). These fields indicate "**T**" for "TAG" and "**M**" for MAIL. When a particular record(s) is highlighted, you can use the right mouse button to bring up a "speed Menu". Left clicking on "Tag" will cause the record to be "Tagged". Left clicking on "Mail" will cause the "Mail" field to become active. Multiple records can be highlighted as above.

In the "Form View", the Tag and Mail boxes may be "ticked" directly clicking on them. Once records in the Temporary file have been "Tagged", you can delete them later in one operation by "Purging" the Temporary File (in the Utilities menu). In the event that you wish to purge out ALL EXCEPT the tagged records, simply use **SETUP** in **UTILITIES** to select that option before purging.

Use the "**Mail**" box to indicate which records will generate a mailing label later on. The default is to mail to "Marked" properties only. In Utilities, Setup, Output, you can choose to mail to "ALL" or "ALL Except marked". The Temporary File data may be viewed in a number of sort orders. The default order is the List Date (the date of file you downloaded). Choose other sort orders, if desired, from the Temporary File menu bar.

> *Note: The Archive File, where the bulk of your data will reside, has very much expanded sort (and search) capabilities. Don't be afraid to transfer the data to your Archive File. You will have ready access to your data there and with expanded capabilities.*

Viewing a Map (customers with DSL or Cable Internet direct connections only)

Customers with direct internet connections (ie… Cable or DSL) can make use of Yahoo! ™ or Mapquest ™ maps. To enable this function, go to Utilities, Setup, Miscl. And choose the map source you would like to use. The "Map" icon on the Temp File and Archive File screen will be enabled.

> *Please Note: Access to on-line maps is courtesy of the respective suppliers and is covered by copyright laws. You should read the terms of use on their web pages if you have any questions.*
>
> *We do not charge anything for this convenience. We merely facilitate your use of this free map data.*
>
> *You may not charge for this data, make unauthorized copies of the maps or sell them. They are for your personal use only. If you do not agree to this use, please do not use them.*

Printing a Report

CRR-Win provides a number of special report lists for printing. Choose the **PRINTED REPORTS** selection from the main menu. Please make sure your printer is connected and ready. You may choose from the following report selections:

> **Temp File Data**

Archive File

- Trustee Sale Data
- Notice of Default Data

Special report formats are available as an option. Normally, these will not be required except for very particular cases. They appear below the normal report menu selections and are "greyed" (deactivated) until such time as custom report format options are needed. Call for details.

Clearing the Temp File

Once you are through with the days Temporary File data, it should be emptied in preparation for the next day's data. This operation is called "**Clear Temporary File**" and is accomplished by choosing that option from the Utilities Menu.

The data from the Temporary File will now be appended to the Archive File (properly sorted) and the Temporary File will be cleared out. All data in the Temp File that was not deleted will be moved to the Archive File. It will stay there until you either (1) manually delete a record, or (2) purge the Archive File of old data (see below).

6. Archive File-

Introduction The Archive File is your storage and work place for all of the data that you have downloaded and transferred (appended) from the Temporary File

Note that Trustee Sale records and Notice of Default records will appear in a similar format. Note that the only difference is that the Notice of Default records will have a blank Sale Date, Place, Time etc...

The archive file is where most of your work will be organized. This is the data you will be searching when looking for individual records. For your convenience, data in the Archive File is automatically kept in a number of sort orders. This is particularly useful when looking for data dealing with a particular Address, APN, Beneficiary, Trustee, City, etc...

While viewing records in the Archive File, you may change the sort order by choosing the menu item **Sort Order**. The default sort order is List Date (date the notice was "listed" by CRR).

The Archive File has another additional function not found in the Temporary File. That is a powerful search feature. You can immediately locate a record by searching for it. As your Archive File grows in size, this is a very convenient feature. See below.

Archive File- Getting There

From the Main menu, select

File Access,

Archive File

Searching the Archive File

The Archive search function is "context sensitive". That is, the program will allow you to search for files based on the sort that you are viewing. For example, if you are viewing the Archive File in APN order, you can search for a particular APN. If you are viewing the records in Street Address order, you can search for a particular Street Address and so on...

To try this function, while viewing a record in your Archive File, click inside the "**Seeker**" box. Once you have done so, it will highlight yellow. Begin to enter the target of your search, one character at a time. If you are in the browse view, you will see the seeker in action.

Each time you enter another character in the seeker box, the program will again try to locate the first matching record. When the seeker fails to find a match, it will delete the last character you entered. Try it. It is much easier to do than to describe.

> Note: When using the seeker for a date search, you must enter the date in the following format: YYMMDD. That is, enter the two digit year, then enter the two digit month, then enter the two digit day - ALL WITHOUT SPACES OR ANY OTHER CHARACTERS IN BETWEEN.
>
> For example, to find a trustee sale date of 01/14/04, after making sure the sort order is set to Sale Date, enter in the seeker box: 040114.
>
> If you are in the browse view, you will see the seeker searching for the date as you enter it. If the date you are entering doesn't exist, seeker won't let you type past the part it CAN find.

<u>Editing Records in the Archive File (Form View)</u>

Any Archive File record may be edited. By keeping the Sale Date current, for example, the program will automatically maintain the proper Sale Date sort order and your Trustee Sale information will remain current. If you track Trustee Sales or pursue REOs, you will certainly want to keep your Sale Dates current.

> Please Note: When changing sale dates, the sale date index is not updated. This is a convenience feature which allows easy editing of sale dates.
>
> However, when done, and you have exited the Archive File, you will need to Purge (and reindex) the Archive File so that the sale dates will again be sorted correctly (see Purging the Archive File below)

<u>Editing Records in the Archive File (Browse View)</u>

Editing fields in the Browse view is inhibited (the default). This is done as a safety feature to reduce the possibility of inadvertently editing fields while browsing. If you wish to edit fields while in Browse View, this feature can be enabled by

> **Edit**,
>
> **Allow Editing in Browse View**.
>
> *Note: While browse view editing is enabled, it will not be possible to highlight multiple properties for printing, mailing, deleting. Those menu selections will therefore be disabled.*

When editing a record, as with most database programs, simply move to another record to save your changes. The move to another record causes your changes to be saved.

As a safety feature, you will be warned that the record has been changed and you will be given the opportunity to save the changes or not. If you wish to disable this warning, from the main CRR-Pro menu, select

> **Utilities**,
>
> **Setup**,
>
> **Misc**, and make the appropriate change.

<u>Purging Data From the Archive File</u>

There are generally two ways to purge data from the Archive File. First, records can be individually purged by selecting

Edit, **Delete Record(s)**.

from the top menu bar. In Browse view, multiple records can be highlighted and deleted at the same time. The second method is by selecting

File Index and Purge

from the Utilities menu**.** This will cause the program to scan the Archive File for Notices of Default which are old and purge them. It will also scan for Notices of Trustee Sale which have gone past the Sale Date by a specified number of days.

In both cases, you set the criteria for an aged file. To specify aging of properties, use

Utilities,

Setup,

Purging

tab. Now, when the "File Index and Purge" function is done (From Utilities), Old records will be purged from the Archive File and it will be resorted and downsized accordingly.

It is a very good idea to perform this operation from time to time or immediately after trustee sale dates have been edited. This will keep the disk files properly indexed (sorted) and from getting too large. *This operation will not occur by itself, you have to initiate it.*

> *Important note <u>for those tracking Trustee Sales</u>: Once trustee Sale dates have been updated, the Archive File must be re-indexed to properly display the sale date order. From the main program menu, choose **Utilities**, **Purge and Re-Index**, **Archive File**. Make sure your preferences for deletion time for old data has been specified (**Utilities**, **Setup**, **Purging**).*

In previous versions of the CRR-Pro software, the Trustee Sale date sort was always active. This caused a problem when editing sale dates. If a date was edited (and the sort order was by Sale Date), the property record would "jump" to the new date and you would have to navigate back to where you were editing.

This was inconvenient. In CRR-Pro+, the Sale Date index is not active when editing sale dates. This makes editing Sale Dates much easier BUT requires the user to manually re-index the archive file to put the records back in correct Sale

Date order when finished editing sale dates.

Using the H and L Filters

The Form view contains two special "Code Characters" which are called "**H**" and "**L**". The H and/or L boxes on each property record (Form View only) can be ticked.

The code characters allow those data records to be segregated. For example, one might use "H" to refer to high equity properties and "L" to refer to lower equity properties. When viewing data in the Archive File, you may choose to view "H" or "L" coded properties only. All other records will seem to disappear from view. Choose this function from the **Archive File** menu bar **View**, **H or L**.

> *Please note that this option is disabled when you receive the program. To enable the H and L filter operation described above, use **Utilities**, **Setup**, **View**, and enable the "H" and "L" filters.*
>
> *The program is delivered with this function disabled because users with very large archive files may experience a slowdown in program operation if the "H" and "L" filters are used.*

Mailing Labels

Mailing labels are generated from data in the *Archive File only*. Use

Utilities,

Setup,

Output

to choose a variety of options for your mailings:

- Location to place Merge File (When using Print to File)
- Label Type (when printing to printer)
- Print (or Merge) labels for Marked records / All / ALL Except Marked Records
- Print labels for Trustee Sale and/or Default Records
- Delay time for Multiple (reminder) mailings

- Merge just address fields or ALL fields

See following for explanation of settings.

<u>Who Gets a Label?</u>

Select how you are going to choose particular properties to be printed. You can choose to print (or merge) the following: (1) “ALL”, (2) just those “Marked for Mail”, or (3) “ALL Except Marked”.

In this context, “Marked” refers to those properties with a “tick” in the box that says “Mail” on each record. For example, when viewing property records in the Temporary File or Archive File (Form View selected), you will see the box that says “Mail”. Tick this box to “Mark” a record for mail. In the browse view, simply right-click and select “Mail”. (mailings only occur from data in the Archive File).

You may selectively remove NTS or NOD records from your mailings by un-ticking the appropriate boxes in the setup page.

<u>Print Labels or Generate Merge File?</u>

You will need to decide on printing labels or generating a merge file. The default is mailing labels. If you wish to generate a merge file instead, select .DBF format. Also, if choosing DFB Merge File, indicate where you would like to place the merge file. The default is in the /Merge folder. You could choose “My Documents” for example, if you were going to print letters using MS Word.

> *If using the DBF Merge File, the program default is to export only address fields into your merge file. This saves disk space. If you need other data fields, then un-check the box that says “MERGE ADDRESS FIELDS only”.*

<u>Choose Label Type (For Label Printing Only)</u>

The most popular labels are the Avery 5160 and 5161. Both of these label types (and some others) are available within the program. If the type of label you use is not available in the program, additional formats can be added as an option. Additionally, your letter can be programmed into a custom format which would have the foreclosure properties mailing address in a windowed envelope position. Ask for details.

Printing Your Letter (Merge File)

If you will be generating a merge file and then using MS Word (for example) to print your own letter, you need to know the naming convention used when generating merge files. This will help you identify it.

The first letter of the merge file corresponds to the mailing that has been selected. For example "f" for first mailing, "s" for second mailing, "t" for third mailing, and "g" for general mailing. Next, the letters "mrg", then the date generated (ie… 1201), and finally, ".dbf" to signify a database file. That is, a first mailing generated on Dec 01 would be named "**fmrg1201.dbf**".

> *Tip: when trying to open your data (source) file in Word, select "All" or ".DBF" file type so that Word will find the file. Word defaults to ".doc" files, otherwise and you won't be able to find your merge file (data source) with Word.*

Designing and using Word merge letters is beyond the scope of this document. Please refer to your word processor documentation.

> *Note: Custom programming is available to allow printing your custom letter from the CRR-Pro program itself. Thus, the complexity of separate merging and printing is eliminated. Printing your letters becomes a one step process. Call for details.*

Multiple Mailing Capabilities

The CRR-Pro program can manage multiple mailings. A "**First Mailing**" generates labels (or Merge File) for all applicable Archive File records that have not yet received a "First Mailing". At the conclusion of a merge (or successful label print), the Archive File records are "date-stamped" with the mailing (or merge) date. This mailing date is visible on each individual property record in the archive file. It will be visible just to the right of the "mail" tick box. This way, a first Mailing will not be repeated.

A "**Second Mailing**" is similar except that it applies to all records in the Archive file that have already had a First Mailing and it has been more that X days ago (X is the delay Time in **Utilities**, **Setup**, **Output**).

A "**Third Mailing**" would then be all records which have already had a Second Mailing but it has been more than X days ago. A "General Mailing" would be for all selected records even if they have been mailed to before (No mailing date is added to the individual property records).

7. Protecting Your Data

Backup your Archive File

Just as with any program on your computer, you should make frequent backups to avoid data loss. This data loss can occur for a variety of reasons including disk failure, board failure, and power interruptions. It is not necessary to backup the entire program. As long as you have the original CD, the program can be reloaded. You must, however, have a backup of your data to put back once the original (blank) program is back in place. Before making a backup of your data, be sure to go (from the main menu) to

Utilities,

Setup,

Miscl.

and set your backup location. Browse for the location where you would like to backup your data. This could be a network drive, floppy, or removable (zip) disk.

Click OK when you are done. *It is also a good idea to "Append and Clear" your Temp file and also Purge and Re-index your Archive File (in that order) before making your backup.*

Once your backup location is set, you can backup your archive file. From the main menu, select **Utilities**, then **Backup/Restore**, then **Backup Archive File**.

> *Note: You should alternate disks when you make your backups. I use one disk for each weekly backup (Friday) of the month. That way, I always have more than one backup and I only need four disks (marked week-1, week-2 and so on). Also note that only about 1,200 records can fit on a floppy disk. If your archive file is larger than that, you should use a different backup location. I prefer an inexpensive zip drive for the purpose. If you have a network drive available, that would work also.*

Restoring your Archive File is just as simple. First, make sure you have selected the "Backup/Restore" location in **Utilities**, **Setup**, **Misc**. From the main menu, click on **Utilities**, **Setup**, then **Backup/Restore**, then **Restore Archive File**.

> *Note: When your Archive File is restored from your backup, data in the backup is "appended" to the Archive File. For example, any data residing in your Archive File is not overwritten (lost), the backup data is added to what is already there.*

8. TECHNICAL NOTES:

Corrupted Data Files

If for some reason, a file has been corrupted in transmission while you were downloading it, you may generate an error when trying to IMPORT it into the CRR-pro program. To remedy this problem, erase the bad data file from the directory C:\CRRPRO6.0plus\DATA, and download it once again. It will be easier to determine which download file may be bad by importing them one-by-one rather than all together.

To delete a file in most Windows systems, right click on "START", and select "Explore" from the drop down menu. Browse for the location C:\crrpro6.0plus\DATA folder. Highlight the file you want to delete, then right click and select "Delete" from the drop down menu.

> *Never delete files from the C:\CRRPRO6.0plus folder as this might cause the program to malfunction.*

DBF Merge File Type

CRR-Pro 6 series software uses the latest in high performance database files. Technically, it is a DBASE Level 7 File. This is also the type of file the program exports when it produces DBF merge files.

Not all word processing (or other) programs will be able to open this type of Dbase file. It will depend on when they were written. If you are not sure, contact your program supplier.

Re-Installing the Program

It is seldom necessary to re-load the program. Most difficulties are easily resolved without resorting to re-loading. Some reasons for reloading the program might include: Changing computers, or following maintenance for a computer related problem.

> *Note: Do not attempt to install CRR-Pro again once you have begun to use the program. Doing so may cause your database to be over-written and your data to be lost. If you need assistance after loading the program, please call.*

Data Storage Requirements Each property record (one default or one foreclosure notice) will require about one K bytes of space on your hard drive. This translates to about one megabyte for each thousand records in your database. By today's standards, that is not much space. The CRR-Pro program itself will occupy an additional 10 Megs of disk space. My archive file runs about 250,000 records and it requires about 225 Meg of disk space.

For a more complete list of technical tips, please go to http://www.crrpro.com and select "Customer Support".

Remember, we are committed to getting you on line as quickly and effortlessly as possible.

If you have any problems or questions at any point in the process, please don't hesitate to call for assistance.

9AM – 5:30PM most weekdays

(Closed Weekends and Holidays).

(562) 493-0360 http://www.crrpro.com