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# What's New, FSS?



The event that Americans commonly call the First Thanksgiving was celebrated by the Pilgrims after the first harvest in the New World in October 1621. The feast lasted three days, and as accounted by attendee Edward Winslow, was attended by 90 Native Americans, and 53 Pilgrims.

## Holiday Hours

**FSS will be closed Thursday, Nov 28, and Friday Nov 29 to observe the Thanksgiving Day holiday.**

## Updating Call Groups

To ensure you're contacting ALL your past due borrowers on Monday morning, be sure to click the "Update Call Groups" button when you go into the Work Account Screen. This ensures that your call groups are up to date, and include any accounts that became delinquent over the weekend. And this function is not limited to "weekend" use. You should use this anytime your office was closed; for instance, after a holiday, or whenever you are closed due to inclement weather.

Make sure you don't miss a contact by updating your Call Groups! For additional assistance maximizing your opportunities to manage your past due accounts, call our software support dept.

# Winter Weather and Power Outages

This time of year generally brings ice and snow, and by often – downed power lines, which can cause power outages or power surges. Here are a few ways these weather phenomena may affect your computers:

1. Power Outages. This is a common issue during severe weather. The danger in this is the unexpected computer shutdown. Your computer's OS (operating system) requires a sequence to shut down properly, ensuring all processes have terminated before power is shut off. An unexpected power loss, such as may be experienced during a thunderstorm, forces the computer to power down without the benefit of the normal shut down procedure, and data critical to some software operations (such as your Loan Accounting software) may be corrupted as a result. Additionally, system files necessary for the operating system to run properly may be damaged, leaving your computer unable to restart properly.
2. Power surges. Many of us in midwestern and southern states still face the potential for thunderstorms even during the cold winter months. The power surge is a common problem caused by lightning. Your office has outlets designed to deliver 120 volts to electric devices. The current generated by a lightning strike can exceed several **million** volts. Your computer certainly cannot stand that kind of surge without sustaining damage.

The only certain way to protect your computer against electric anomalies is to unplug the computer. This means physically unplugging the computer from electric and network outlets until the severe weather has passed. However, this may not be practical for a business computer network. In this case, we have a couple of recommendations.

1. To guard against power outages, you need an Uninterruptable Power Supply (UPS). These devices contain backup batteries that continue to supply power to the computer if the power goes out. However, most UPS devices only provide power for several minutes. The good news is, a few minutes is generally more than enough time to complete a loan transaction, and shut the computer down properly.
2. Surge suppressors. These days, surge-protected power-strips are common office hardware, and easy to find at any office supply or computer supply store. These do not provide backup power, but they do provide protection against surges. However, the outlets on UPS devices are protected against power surges, making a UPS the ideal safety device for your server. It is FSS standard policy, for customers who purchase their computer network hardware from us, to sell a UPS for use with the server computer, and surge suppressors for the Client computers.

**If you are uncertain what type of devices (if any) you are currently depending on, or have questions, about whether or not it protects you against power outages, or power surges only, please contact our staff at your earliest convenience. Don't take chances! Call 405-794-4900.**

**According to the University of Illinois, 88% of Americans surveyed by the National Turkey Federation eat turkey on Thanksgiving. 46 million turkeys are eaten each Thanksgiving, 22 million on Christmas and 19 million turkeys on Easter. In 2011, 736 million pounds of turkey were consumed in the United States.**

