retain
Resource Planning System

Retan Manage Manua

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1 Introduction

1.1 Introduction

Retain Manager Manual

Retain Planner edition
Retain Corporate edition

www.retaininternational.com

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1.2 About Retain Manager

Retain Manager is the administration module for Retain. Retain Manager is used for initial set up tasks and for the subsequent administration of Retain data files.

Set up tasks performed within Retain Manager include:

- specifying database names and locations

- defining display and calculation calendars (e.g. standard working days);

- defining statutory holidays;

- defining priority colour codes and descriptions;

- setting up charge rates and charge rate periods;

Administration functions include looking after the data files and performing database consistency checks.

1.3   About Retain

Retain is a flexible planning tool for viewing and manipulating staff and job allocations through a user friendly graphical interface. It has been designed to resemble the manual "wall chart" booking system, but it is much more versatile than any manual booking system.

1.4   How to use this guide

Refer to this Manager Guide if you are doing any of the following:

- setting Retain up for the first time;

- performing database administration tasks; or

Refer to the separate User Guide if you are using Retain to make bookings or view staff plans or reports.

1.5   Installing Retain

Retain should already be installed on your PC and network. For full installation instructions and allowable changes, please see the separate implementation guide.

1.6   Initial tasks

After installing the software you should configure Retain to your organization's requirements by carrying out some initial set-up tasks as follows:

- specifying the location of the data files;

- setting up initial charge rates and charge periods;

- defining standard working diaries, for both calculation and display purposes;

- setting up priority colours and defining colour conventions and descriptions; and

Note: You can amend these settings later if desired (see Set-up options) but it can save considerable effort later on if you are able to set up these areas before making bookings in Retain.

1.7   Conventions

The following conventions are used throughout this user guide:

- Data file types are referred to as follows:
    .RDB files are referred to as Retain database configuration files.

    .RTN files are referred to as notebooks.

    The collection of data files that make up the database:
    .DBF files are referred to as data files.   (Standard)
    Linked to the database via BDE.   (DBI)
    .NSF files are referred to as data files.   (Notes)
    Linked to the database via Retain Server application.   (Client/Server)

- Details you must enter from the keyboard are in bold typeface, for example:

    Type **C:** as the run command.

- Menu options and options within dialog boxes are expressed in single quotes, for example:

Select 'Data', 'Edit' from the menus.

- Keyboard strokes are represented by capitals, for example:

  ENTER represents the Enter or carriage return key (also referred to as the RETURN key in some computer manuals).

  ESC represents the Escape key.

  F1, F2 etc., represent the function keys.

  SHIFT represents the Shift key.

  CTRL represents the Control key.

  ALT represents the Alt key.

- A plus sign between two key presses indicates a combination of key presses. For example CTRL+S represents the action of holding down the Control key and pressing the S key.

- You can use full UNC names to describe the location of files, in addition to being able to use mapped drive letters. This allows you to set up Retain in a standard way where different drive mappings are used on each PC.

1.8   Where to get support

If you have a problem with Retain which you are unable to resolve through this user guide or through your local support contacts, please contact your Support Service Provider.

2   Using Retain Manager

A number of set-up functions are highly sensitive in terms of their impact on your database. They are therefore consigned to a separate Retain Manager module so that access may be restricted to specific users if desired.
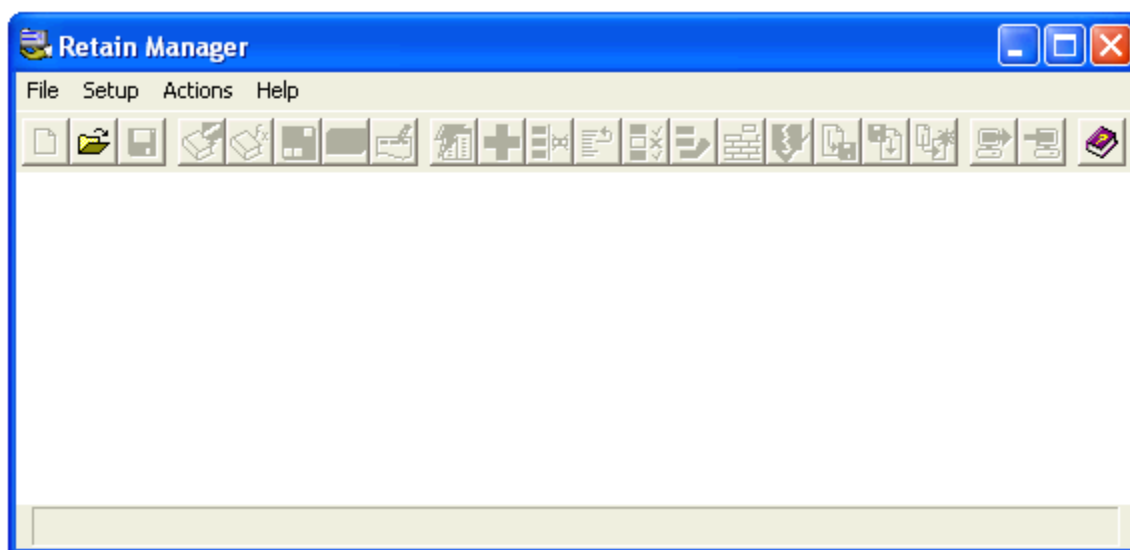
2.1   Starting Retain Manager

To run Retain Manager select the appropriate icon in the Start Programs menu or double-click on the icon.

Retain must not be running when certain Retain Manager functions are performed.

2.2   The Retain Manager interface

When you start Retain Manager you will arrive at the main screen like this:

At this screen you can :

- open or create a Retain database configuration file by selecting the relevant option from the 'File' menu (see Setting up the Retain database configuration file).

Once you have created or opened a Retain database configuration file the name of the file will be displayed on the main Retain Manager screen. You will then be able to perform set-up tasks (see Set-up options) and administration actions.

2.3   Exiting Retain Manager

To exit the software choose 'File', 'Exit' from the menus.

Short-cut: ALT+F4.

If you attempt to exit without previously saving any changes made to your open database file, Retain Manager will prompt you to do so.

3   Setting up the Retain database

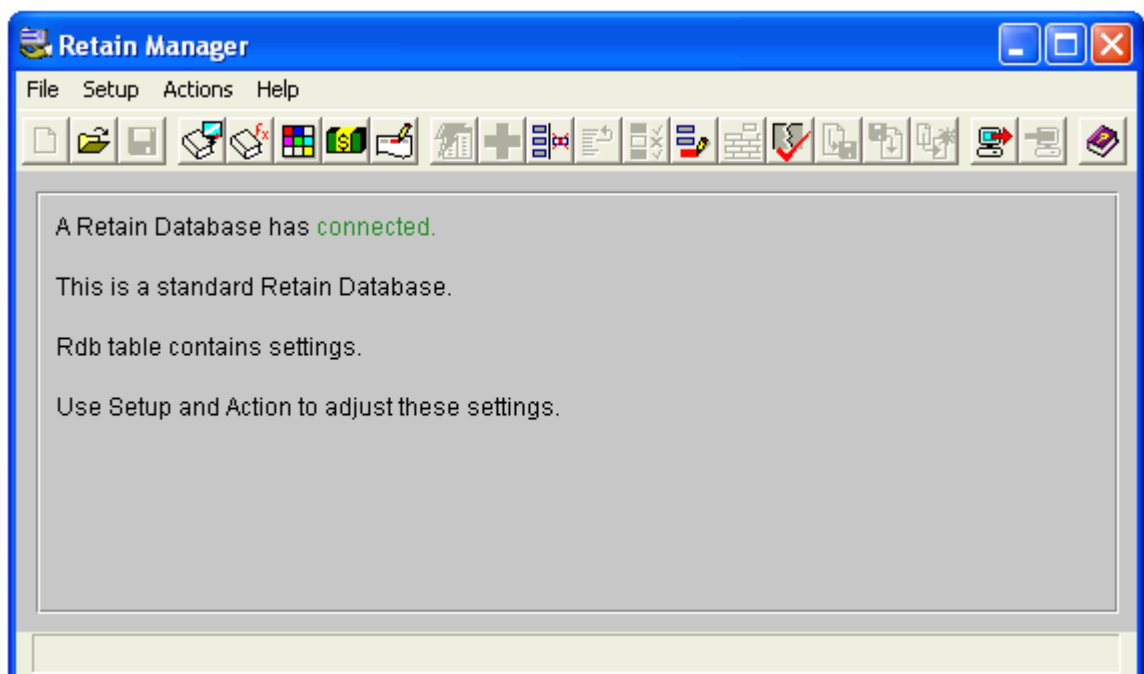Retain Manager can be used to set up the following options:

- charge rates and charge periods;

- calculation and display diaries; and

- priority colours and priority colour descriptions.

3.1   Opening a Retain database file

In Retain Manager, to open an existing Retain database configuration file:

1. Select 'File', 'Open' from the menus.

   Short-cut: 📂 Open file icon, CTRL+O.

The name of the opened database file will be displayed at the main Retain Manager screen to indicate that it has been opened.

3.2   Saving the Retain database file

To save changes to the current database file select 'File', 'Save' from the menus.

Short-cut: 💾 Save database icon.

4   Set-up options

Once you have created or opened a Retain database configuration file, the various set-up options can be amended by selecting the desired item from the 'Setup' menu or by clicking on the appropriate icon.

Set-up options are displayed in a tabbed dialog screen entitled 'Retain Database Properties', with the selected item to the front.

Enter details as desired and click on the tab headings to navigate between the various set-up areas. Then click on OK when done.

The following setup areas are available:

- Display diary - the standard working day as displayed on the screen, default for a new notebook (page).

- Calculation diary - the working day as used for all time and revenue calculations.

- Colour codes - priority colour descriptions of bookings, associated with booking colours displayed in the wallchart.

- Charge rates - for specific jobs and resource grades, used for calculating revenue.

- Extra settings - mainly how different job groups are used in calculations.

- Statutory Holidays - set-up statutory holidays to be excluded from calculations.

There are other options, which are only available in the INI file that belongs to the .RDB file.

4.1 Display diary

To amend the default display diary, select 'Setup', 'Display diary' from the menus or click on the 'Display Diary' tab header in the 'Retain Database Properties' dialog.

Short-cut: Display diary icon.
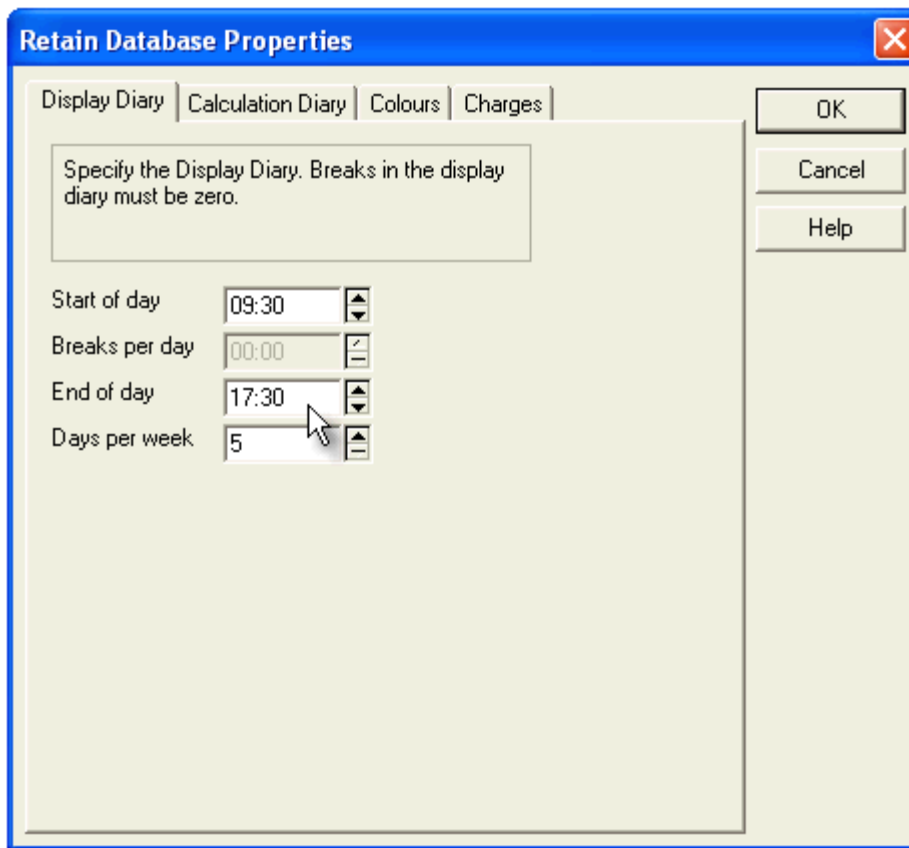
The display diary defines the standard working day that your users will see when the Retain wallchart is displayed on screen. The values entered here are default values, used for new notebooks and notebook pages. In Retain, the display diary can be amended for each notebook page as desired. Enter values for the following:
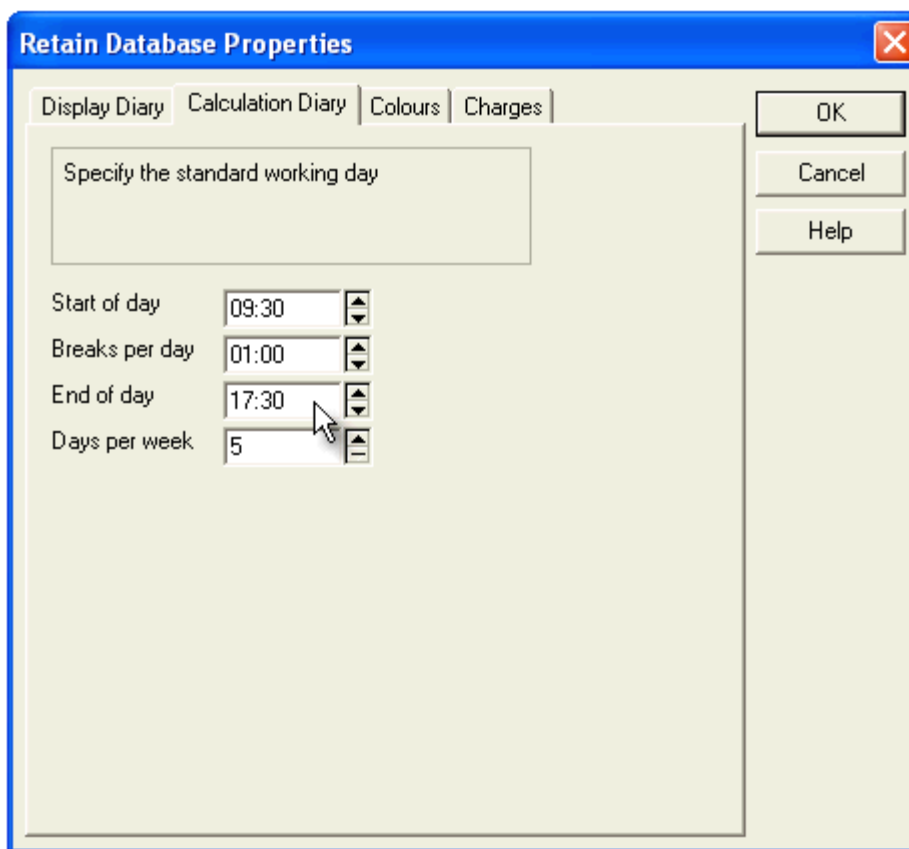
- *Start of day* - any valid time based on the 24-hour clock.

- *End of day* - any valid time based on the 24-hour clock.

- *Days per week* - either 5 or 7 days (recommend 5 days).

Tip: Use the up/down arrows to the right of each text box or right-click with the mouse above the text box for a selection list of allowed values.

4.2   Calculation diary

To amend the calculation diary select 'Setup', 'Calculation diary' from the menus or click on the 'Calculation diary' tab header in the 'Retain Database Properties' dialog.

Short-cut: Calculation diary icon.

The calculation diary is used for all calculations. It is important that the day length defined here reflects your standard day otherwise calculations may produce misleading time and cost/revenue calculations. Enter the following details:

- *Start of day* - any valid time based on the 24-hour clock. Usually the same as the display diary.

- *Breaks per day* - any valid time in hours and minutes.

- *End of day* - any valid time based on the 24-hour clock. Usually the same as the display diary.

- *Days per week* - either 5 or 7 days. Usually the same as the display diary. (5 days is recommended.)

The breaks per day figure is deducted from the overall day length to produce the standard working day. For example, if the start of day is 09.00 hours and the end of day is 17.30 hours then the full day length is 8.5 hours. If breaks per day is 01:00 hours then the standard working day is calculated as 7.5 hours.

4.3   Colour codes

To set the priority colour codes select 'Setup', 'Colour codes' from the menus or click on the 'Colour codes' tab header in the 'Retain Database Properties' dialog.

Short-cut: [icon] Colour codes icon.
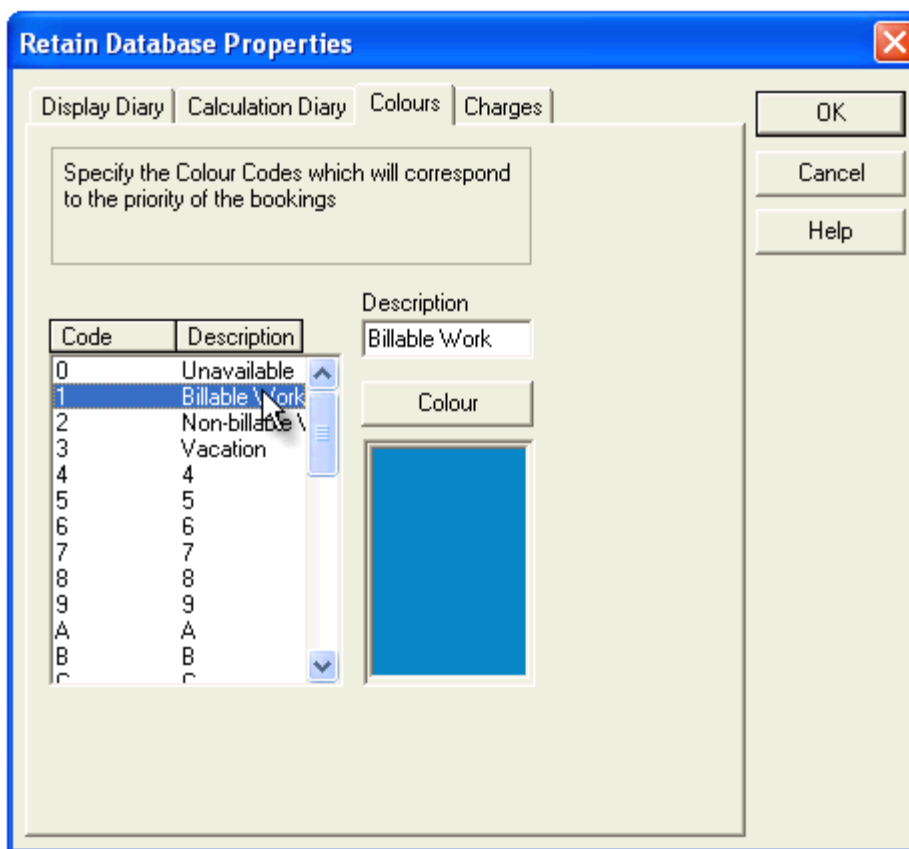
In Retain each booking has a colour. The booking colour defaults to that associated with the job being booked, based on its job 'Priority' field, but can be overridden for each booking made.

Agree a colour convention up front and apply this convention when setting up jobs and making bookings. You may wish to separate bookings graphically by manager, type of work, or some other method.

The Colour codes dialog is where you define the colours which will be used on the wallchart and what each colour will represent.

To set colours and define what they represent:

1. Click on a row in the box on the left of the dialog to select the colour code.

    The current colour and description are displayed. Up to 36 colours may be defined, using codes 0-9 and A-Z.

2. Click in the 'Description' box and enter a descriptive name for this colour.

    At set up, the description is the same as the colour code. You may wish to give a description to indicate what that colour represents, such as 'Holiday', 'Proposal' or 'J Smith'.

3. Click on the 'Colour' button to select a new colour.

    It is best to choose a solid colour, otherwise it can become difficult to read the text on the colour booking bars in the Retain graphical views.

4. Repeat steps 1 to 3 for each colour code as desired.

4.4   Selecting colours

At the 'Colour codes' dialog, clicking on the 'Colour' button displays the Windows colour panel.

To select the colour that will be associated with the current colour code:

1. Click on a basic colour or one of the existing custom colours to select the colour.

2. Click on 'OK' to accept your selection.

The basic colours and existing custom colours usually provide adequate choice for the purposes of distinguishing bookings on your Retain wallchart. If you do need to define new custom colours, however:
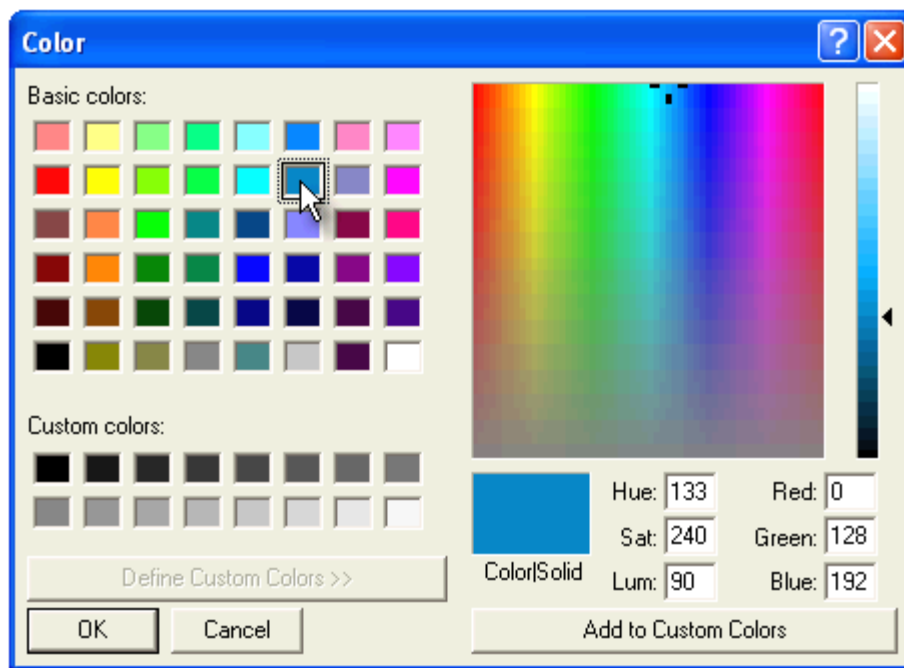
3. Click anywhere on the colour grid to select the colour you wish to use.

    The information below the colour grid indicates the exact colour you have selected.

4. Click on 'Add to custom colours' to add your selected colour to the custom colours list.

5. Click on the new colour in the custom colours list to select it for the currently selected colour code.

6. Click on 'OK' to accept your selection.

4.5   Charge rates

To set up charge rates select 'Setup', 'Charge rates' from the menus or click on the 'Charges' tab header in the 'Retain Database Properties' dialog.

Short-cut: Charge rates icon.

In Retain, the charge rates applied to bookings can be automatically determined via a 3-dimensional charge rate matrix. This comprises:

- *date ranges* - rate determined by the date on which a booking starts.

- *resource grades* - rate determined by the grade of the resource being booked.

- *charge codes* - rate determined by the type of job being booked.

By combining these 3 elements, Retain can comfortably accommodate sophisticated charging structures.

The charge rates dialog

The Charge Rates dialog is where you define the charge rate matrix:
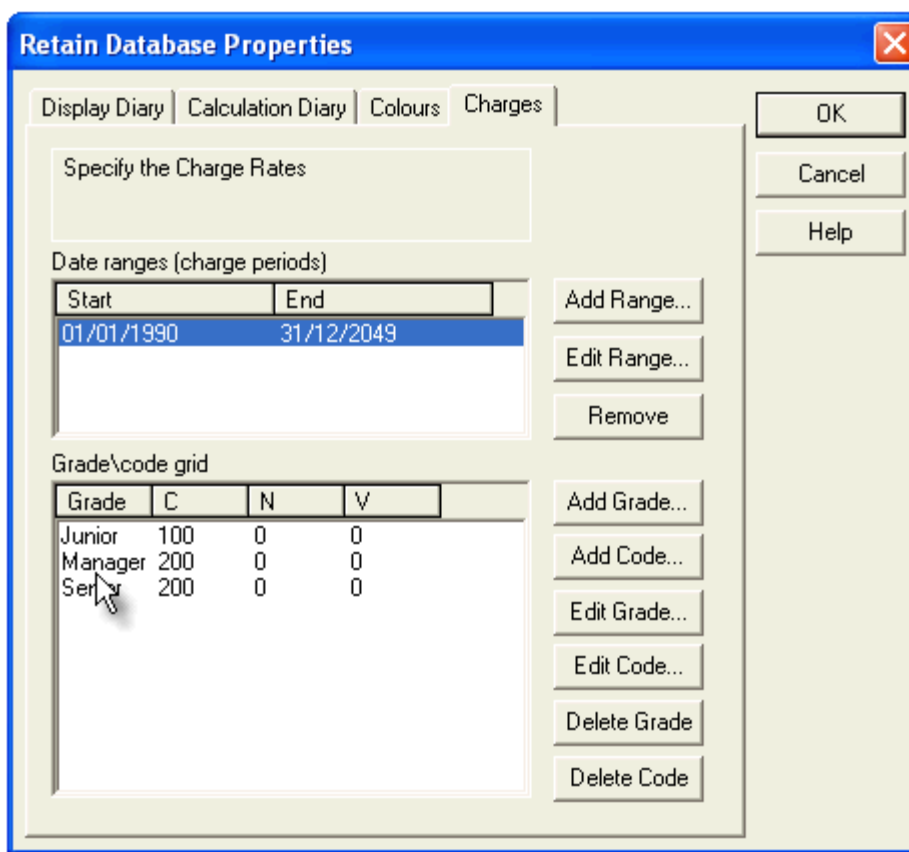
Existing date ranges are listed in the centre of the dialog and, for each date range and resource grades and charge codes, the rates are displayed in the Charge Rates panel.

Click on a date range to edit the charge rate details for that range. Double click on a row in the Charge Rates grid to edit the rates associated with the resource grade for the date range.

Use the dialog options as follows:

- *Add range* - adds a new date range, beginning the day after the last available date range.

- *Edit range* - edits the currently selected date range.

- *Remove* - removes the currently selected date range.

- *Add Grade* - adds a new resource grade.

- *Add Code* - add a new job charge code.

- *Edit Grade* - displays a list of resource grades available for editing.

- *Edit Code* - displays a list of job charge codes available for editing.

- *Delete Grade* - displays a list of resource grades available for deletion.

- *Delete Code* - displays a list of job charge codes available for deletion.

Defining charge rate date ranges

Charge rates can be defined for one or more date ranges. The date ranges usually reflect periodic adjustments to your organization's charging structure, such as the annual increase in charge rates. At least one date range must be specified. You can add or amend the date ranges as and when changes in your organization's charge rates are announced.

To define charge rate date ranges make sure you are in the Charge Rates dialog and then:

- Highlight an existing date range and click on the 'Edit range...' button to amend the start and end dates.

- Click on the 'Add range...' button to add a new date range, beginning the day after the end date of the last date range in the list.

- Highlight an existing date range and click on the 'Remove' button to remove that date range and all associated charge rates.

When you amend date ranges the adjacent ranges are automatically adjusted so that there are no gaps or overlaps between the date ranges.

Once you are satisfied with the date ranges, grades and charge codes you should define the charge rates applying for each date range you have specified.

Defining charge rate grades

Defining charge rate grades allows you to set up charge rates which will be picked up automatically in Retain every time a booking is made against a resource with a corresponding resource grade. It is essential that the grades defined here correspond exactly to the grades defined against resources set up in Retain.

To define charge rate grades, make sure you are in the Charge Rates dialog and then:

1. Click on the 'Add Grade...' button to add a new grade.

2. Type in the new grade name.

   Remember that these should correspond exactly to the grades that you will store against resources in Retain.

3. Click on 'OK' to accept the new grade.

   The new grade will appear in the left hand column of the charge rate grid.

4. Repeat steps 1 to 3 for each new grade as desired.

You should normally set up a charge rate grade for each resource grade set up in your resources database.

To remove a charge rate grade:

1. At the 'Charge Rates' dialog, click on the 'Delete Grade' button.

2. At the 'Delete Grade' dialog , select the grade you wish to delete.

3. Click on 'OK' to delete the selected charge rate grade.

Deleting a charge rate grade removes the grade and associated charge rates from the charge rates matrix, but it does not affect the grades of resources in the resource database or the charge rates applied to existing bookings of that grade. See *Update bookings* for more information.

Defining charge rate codes

Charge rate codes allow you to set up rates which will be picked up automatically in Retain every time a booking is made against a job with a corresponding job analysis code. For example, you might use codes of 'N' for non-chargeable jobs and 'C' for chargeable jobs.

The codes you define here must correspond exactly to the analysis codes defined against jobs set up in Retain.

To define charge rate codes, make sure you are in the Charge Rates dialog and then:

1. Click on the 'Add Code...' button to add a new code.

2. Type in the new code name.

   Remember that these should correspond exactly to the analysis codes that you will store against jobs in Retain.

3. Click on 'OK' to accept the new code.

   The new code will appear in the top row of the charge rate grid.

4. Repeat steps 1 to 3 for each new charge rate code as desired.

You should normally set up a charge rate code for each job analysis code set up in your jobs database.

To remove a charge rate code:

1. At the 'Charge Rates' dialog, click on the 'Delete Code' button.

2. At the 'Delete Charge Code' dialog, select the code you wish to delete.

3. Click on 'OK' to delete the selected charge rate code.

Deleting a charge rate code removes the code and associated charge rates from the charge rates matrix, but it does not affect the analysis codes of jobs in the jobs database or the charge rates applied to existing bookings of that code. See Update bookings for more information.

Defining charge rates

Define charge rates in units per hour. These rates are applied to each booking and evaluated against the number of hours in the booking to arrive at a booking cost. These booking costs can also be aggregated in various ways, to produce cost figures by job or resource group, for example.

You can enter a charge rate for every combination of date range, resource grade and job code defined in your charge rates matrix. As a minimum, you would normally define rates against each resource grade covering at least one time period.

To enter charge rates, make sure you are in the Charge Rates dialog and then:

1. Select the date range for which you want to enter charge rates.

2. Select a grade by double-clicking on the row.

3. Enter the new charge rates for each combination with a code in the row window.

   Enter a value in units per hour.

4. Repeat steps 2 and 3 for each grade within the selected date range as desired. Repeat steps 1 to 3 for each date range as desired.

Charge rate amendments are applied to all new bookings made in Retain but do not affect any existing bookings. See Update bookings for guidance on updating existing bookings for changes in charge rates.

4.6   Extra settings

Extra settings are provided to adjust the way in which Retain treats data, for example in utilisation calculations. The definitions are given in the following sections, most of which can be changed through the extra settings screen in Retain Manager.
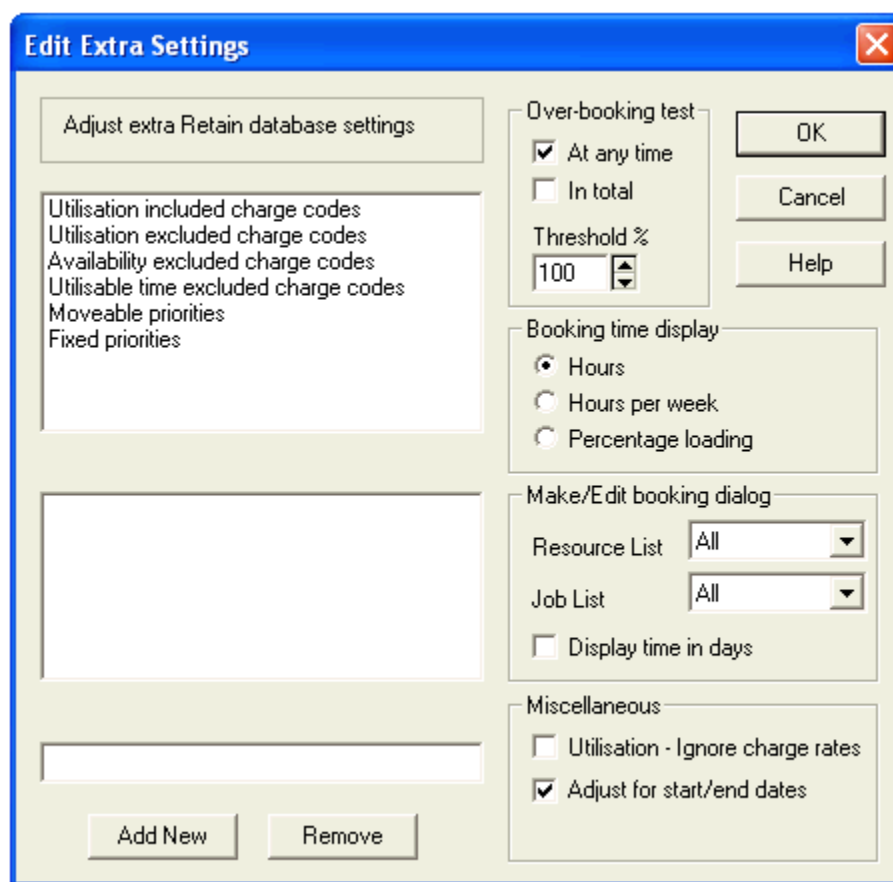
Utilisation & Availability calculations
Adjust for start/end dates
Over-booking test
Fixed priorities
Booking time display
Display time in days
Make/Edit booking dialog

More flexible utilisation and availibility calculations

Utilisation and availability reports can now be adjusted for items such as vacation, part-time unavailability, moveable bookings and zero charge-rate utilisation jobs. This means you can produce more accurate formulae such as:

Utilisation = [Booked time] less [Non-utilised time] less [Excluded time]
           [Total standard time] less [Excluded time]

Availability =[Available time] plus [Booked but available] less [Excluded time]
           [Total standard time]

To implement these changes you will need to:

1. apply certain conventions for the bookings ANALYSIS field, such as 'X' for exclude, 'N' for non-utilised and 'A' for available; and

2. make some changes to the Retain data configuration file (xxxx.INI) held in your data directory, either through Retain Manager or by using a text editor such as Windows Notepad (see below).

It is important to assess the impact your changes could have on other areas of the software. For example, the ANALYSIS field is also used for job-based charge rates, so you may need to update your charge rates matrix. Also, if you want to apply the changes to your existing plans you will need to (a) update your jobs for the new analysis codes and (b) run the 'Update bookings' feature in Retain Manager to apply these new codes to existing bookings.

To implement these features, either make the relevant changes in Retain Manager (select 'Setup', 'Extra settings') or directly edit the .INI configuration file in your data directory. Example entries in the INI file are as follows:

[UtilisationIncludedChargeCodes]
IncludeAllChargeRates=0
> When OFF (0), this forces all bookings with a non-zero charge rate to be included in utilisation report calculations (i.e. the current default) and you can specify individual charge codes to be treated as utilised using the following format. When ON (1) all bookings are included in the calculations by default, unless excluded by the [UtilisationExcludedChargeCodes] section. Alternatively, this option can be set by ticking 'Utilisation - Ignore charge rates' in 'Setup', 'Extra Settings...'.

ChargeCode0=C
ChargeCode1=S
> This example treats bookings with codes of 'C' or 'S' as utilised (i.e. it includes them in the numerator of utilisation calculations), even if they have a zero charge rate. The number after ChargeCode should increment.

[UtilisationExcludedChargeCodes]
ChargeCode0=N
ChargeCode0=X
> This excludes bookings with the specified codes from the utilisation calculation. This example treats bookings with codes of 'N' or 'X' as non-utilised even if they have a non-zero charge rate (i.e. it excludes them from the numerator of utilisation calculations).

[AvailabilityExcludedChargeCodes]
ChargeCode0=A
ChargeCode1=X
> This excludes bookings with the specified codes from the availability calculation. This example treats bookings with codes of 'A' and 'X' as available (i.e. it adjusts the numerator of availability calculations).

[AvailableTimeExcludedChargeCodes]
ChargeCode0=X
> This excludes time from the calculated total time used for utilisation calculations (i.e. it adjusts the denominator of utilisation calculations). You might use this setting to adjust for non-statutory holidays or part-time unavailability. The example excludes bookings with a code of 'X' from the total time figure. In previous editions of Retain, these charge codes were also excluded from availability calculations. By adding charge code '<', the program reverts to these old settings.

> *Note: You must ensure that codes specified here are also specified in the earlier sections, otherwise unexpected results may occur.*

[MoveablePriorities]
Priority0=9
> This excludes bookings with the specified priorities (colours) from the availability calculation on the basis that they can be moved. This example treats all bookings with a priority of '9' as available (i.e. it adjusts the numerator of availability calculations). Note: This setting relates to the booking PRIORITY field, whereas the other settings relate to the ANALYSIS field.

To make these changes in Retain Manager:

1. Make sure the 'Setup', 'Extra Settings...' menu is displayed.

2. In the top list box select the type of charge codes or priorities to be changed. The current charge codes assigned are displayed in the second list box.

3. Type the charge code you want to add in the edit box below the listboxes. Click 'Add New' to add the charge code.

4. To remove one of the codes, select the code in the list box and click the 'Remove' button.

Option to adjust starter/leaver time in reports

Utilisation reports can also be adjusted to exclude both the period of time prior to a resource starting or after they have left. This gives a truer account of the resource's time.

This feature is activated by default. To disable it through Retain Manager, uncheck the 'Adjust for start/end dates' option in 'Setup', 'Extra settings...'.

Note: If the start and end fields are not included in the database, this setting has no meaning.

Warning message for overbookings

Users can be warned if, by making a booking, they will exceed the maximum time in a resource's day. They will be prompted to either continue or cancel. This can be set to warn either 'at any time' (over-allocation at any point) or 'in total' (total time in a specified date range).

To implement this feature, either make the relevant changes in Retain Manager, in the 'Setup', 'Extra settings...' menu by checking the appropriate checkboxes in the 'Over-booking test' group, or by editing the .INI configuration file. Example entries are as follows:

[Overallocation]
        DoTest=0/1/2
        Threshold=100

These settings apply as follows:

DoTest=0
        Switches overallocation test off (default is off).

DoTest=1
        Checks for overallocation at any single point.

DoTest=2
        Checks the total time available against the total time booked in the date range specified.

Threshold=100
        The threshold is a percentage value which can be set. It is the point at which the over-allocation test will display a warning and ask for confirmation.

Option to 'fix' bookings of a certain priority (colour)

Designated bookings can be fixed so that users cannot move them inadvertently. Bookings are fixed with respect to their priority (colour) so the user can amend the colour and hence move the booking if desired.

By adding the relevant priority numbers in the configuration settings in the .INI file held in your Retain data directory the rules can be set that fix the bookings. This can be done in Retain Manager as well, in the 'Setup', 'Extra Settings...' menu. An example entry would be as follows:

[FixedPriorities]
Priorities=9A
        In this example bookings with priority colours of '9' and 'A' would be fixed.

Different ways to display time on booking bars/tips

The booking bar, together with the pop-up tips field can be configured to display the 'Time' field, which displays either (a) the total amount of time of the job, (b) the hours per week, or (c) the % loading. This is an old feature, retained for backward compatibility. It is recommended that you use calculated fields for these purposes (calculated.bookingTime, calculated.HoursPerWeek and calculated.bookingLoading).

If needed, implement this through Retain Manager by ticking the required box in 'Setup', 'Extra settings...', or by editing the .INI file directly. An example of the changes to the configuration file is as follows:

[Display]
ShowHoursPerWeek=0/1/2

ShowHoursPerWeek=0
        Shows the total hours booked.

ShowHoursPerWeek=1
        Shows the hours/week booked.

ShowHoursPerWeek=2
        Shows the percentage loading over the entire booking.

Bookings shown in days or hours

The length of time of the booking can now be shown in either hours or days in the 'Make/Edit booking' dialog.

Implement this feature through Retain Manager by ticking the 'Display time in days' in 'Setup', 'Extra settings...'.

Selected records in booking dialog

For large numbers of jobs or resources, it can be cumbersome to have all jobs or resources listed in the Make/Edit booking dialog. In case a selection on resources or jobs is currently active in the wallchart, it is possible to limit the jobs or resources shown in the dialog to the currently selected records.

This can be implemented in Retain Manager in the 'Setup', 'Extra Settings...' menu by selecting either 'Selection' or 'All' for the Resource List and Job List in the 'Edit booking form' section.

4.7   Statutory Holidays

A new feature in version 3.5 is the possibility of adding statutory (or public) holidays to the wallchart. Not only are they clearly marked in the wallchart, they are also excluded from calculations and accounted for in booking operations, rather like weekends. Statutory holidays are visible in the wallchart as a hatched-out day, similar to the period before a resource's start date or after a resource's end date. Consult the Retain User Guide for more information.

Statutory holidays are added in Retain Manager as follows:

1. Select 'Setup', 'Statutory Holidays...' from the menu.
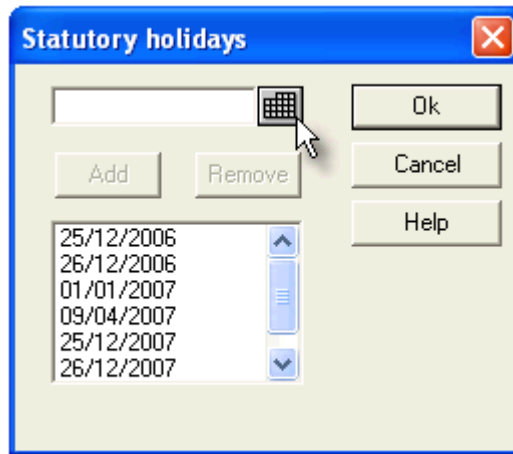
2. Select the date for the statutory holiday, either with the Calendar icon or by typing in the edit box.

3. Click 'Add' to add the statutory holiday to the list. Repeat steps 2 and 3 to add further statutory holidays.

4. To remove a statutory holiday, select it in the list and click 'Remove'.

5. Click OK to accept your changes or Cancel to go back to your old settings.

4.8   INI file setup options

Ability to hide bookings from chart viewers

Full users can make bookings whilst keeping them hidden from view to chart viewers. This can be useful when doing a forward planning exercise prior to its communication to staff, for example.

To implement this feature, you need to make changes to the configuration settings in the .INI file held in the Retain data directory. An example is as follows:

[Hide]
BookField=PRIORITY
BookFieldVal=Z
> In this example all bookings with a priority of 'Z' will be hidden from view when accessed by chart viewers.

Change priority palette to colour palette

The colour palette can now be called either Priority or Colour, depending on your preference.

To implement this feature, you need to make changes to the configuration settings in the .INI file held in your Retain data directory. Example entries are as follows:

[UserInterface]
PriorityPalette=Colour Palette
> This line is used to rename the Priority Palette as a Colour Palette. The change affects both the menu item and the dialogue window itself.

Priority=Colour
> This renames the Priority as Colour on the make booking dialogue box.

List all tasks in small tables

If your job table is not large (perhaps less than 1000 names), you can use a setting in the .INI file to display the standard Retain dialog box instead of having to do a character search on the jobs. This setting is:

[MakeBookingDialog]
FullTaskList=1 (default = 0)
> This setting causes the Make/Edit Booking Dialogue window to list all jobs, rather than only the partial lists required for very large databases.

Restrict displayed records (view selection)

The new view selection can be used to restrict what records are seen in each table. It requires the field name and table name in order to set up the global filter.

[Task]
ViewSelection=restask.office='London'
> (this will show only those jobs where the office field equals London)

[Resource]
ViewSelection=resres.group='London'
> (this will show only those resources where the group field equals London)

[Booking]
ViewSelection=resbook.priority='1'
> (this will only show those bookings that have a priority of 1)

Server name

Retain now needs to pick up the correct server for an RDB file, so this new setting specifies a server name, set up in the SERVERS.INI file, from which the data will be used.

[TOM]
ServerString=TestServer
> (name of the server alias as specified in the [SERVER_ALIAS] section of the SERVERS.INI file.)

INI file definitions

LICENCE.INI (Local licence sub-directory)

SETTING   *USAGE*

Licence directory   This .INI file can be created in the local Retain licence sub-directory pointing to the licence directory on the server, to speed up running time over a WAN. Defines the directory where the licence files can be found on the server, e.g.
                                     [Licence directory]
                                       Licence directory=F:\Retain2\Mylicdir

RETAIN.INI (Software directory, program definitions)

SETTING   *USAGE*

[CloseDelay]
Delay   Determines the length of inactive time in minutes before the dbase data files are closed in Retain. If (delay<=0) then this feature is disabled.

[logoff]
time=0   Disables checking of the LOGOFF.RNT, reducing network traffic. The default setting is checking every 60 seconds. All timings are in seconds.

[Dbase]
CloseDelay   Note: This feature has been replaced by **[CloseDelay]** and has only been included for backward

compatibility. This determines the length of inactive time in seconds before the dbase data files are closed in Retain. If (delay<=0) then this feature is disabled.

5   Setting up the data

General guidance

Before using Retain on a daily basis, it is useful to capture the information you need and set up permanent information, such as staff names and names of recurring jobs or assignments, so that this information will be readily available when you need to use it. If you wish to tailor your database by adding and changing the fields, refer to the Implementation Guide.

You should also think through the way in which you are going to structure your data files and then collect together the raw material in readiness for input. This process is likely to include:

- Preparing a schedule of staff details to add to the Resource data file.

- Preparing a schedule of recurring or forthcoming assignments to add to the Task data file.

- Preparing a schedule of generic sub-jobs to add to the 'Components' data file.

You may prefer to implement Retain starting with blank databases, allowing users to add records as and when they are needed. However, dealing with the set-up of data files as an 'up-front' exercise has several advantages:

- Conventions for usage of the different fields can be firmly established on set-up and are therefore less likely to be ignored.

- Data can be collated and checked centrally from other sources, such as staff and client systems, therefore reducing the risk of error.

- There may be scope to transfer this data automatically from other systems.

- Those people doing the planning can see who is available and what assignments need to be planned from day 1.

Manual or automated data file set-up

Once you have agreed the structure of your data files and collected the information, your data files can be set up quickly in Retain. Most organizations should be able to set up their entire Retain databases in under half a day, simply by adding records manually using the features available within Retain.

However, if you have particularly large databases to set up, and if this data exists in other software applications within your organization, such as your personnel records, you may wish to consider automatic population of your Retain data files.

To populate the data files automatically you will need to create source files and import them into the Retain data files held in the appropriate dBase format. In particular, the following rules must be observed:

General

- The data imported must match the field names and types of the Retain data files.

- No records should contain data exceeding their corresponding Retain field lengths.

Resources

- *Name (and Initials)* - a unique name (and initials combination for Retain Standard) is required for each record in RESRES without trailing spaces.

- *Grade* - this should match the grades defined in the charge rates matrix.

Jobs

- *Name* - a unique job name is required for each record in RESTASK without trailing spaces.

- *Priority* - this defines the default colour of job bookings. You may wish to develop a rule for importing data to this field, conforming to your agreed conventions for the use of colours.

- *Analysis* - this is used for picking up charge rates based on job codes. You may wish to develop a rule for importing data to this field, such as 'C' for chargeable jobs and 'N' for non-chargeable jobs.

- *Recovery* - this is a percentage applied to cost, expressed as a number (1.00 represents 100%). You may wish to develop a rule for importing data to this field, perhaps depending on the type of job.

Components

- A unique name is required for each record.

- The component is not associated with a particular job, but with all jobs. It is normally a general description, applicable to most jobs, rather than very specific activities.

Contact your supplier for guidance on importing data to the Retain data files, or if you would like your supplier to perform a data import on your behalf.

6 Database administration and backup

Retain Manager provides a number of database administration functions to help you keep control over your Retain data files. Most of these functions apply to the Standard edition which has direct access to the data files.

Other editions of Retain use an external database platform. As the underlying database is a full large-scale system, database administration is not performed within Retain Manager. Administration is now carried out from within the chosen database solution.

6.1 Purging

To purge the data files, select 'Actions', 'Purge' from the menus.

Short-cut: The 'Purge' icon.

This option purges all bookings prior to a specified date. If your Retain database has historic bookings which are no longer needed for reference purposes, you may decide to purge bookings from the database up until a specified date. Purging booking records from time to time reduces disk space usage and improves the performance of the software.

The 'Purge' dialog allows you to enter the earliest date from which you want to keep bookings.
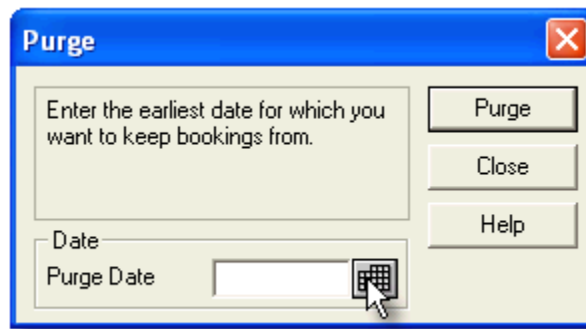
To purge the booking records:

1. Enter a date or click on the calendar icon to the right of the date panel to select a date from the calendar.

2. Click on 'OK' to confirm your selection.

3. Confirm that you want to purge bookings prior to the selected date when prompted to do so.

This procedure eliminates all booking records which end prior to the selected date. Backup your Retain data files before purging.

6.2 Updating bookings

To update bookings select 'Actions', 'Update bookings' from the menus.

Short-cut: The 'Update bookings' icon.

Use this option to amend existing bookings retrospectively. This option may be required, for example, where:

- Bookings have been entered prior to setting up charge rates or staff grades.

- Staff promotions need to be reflected on all bookings with effect from a certain date.

- Charge rate changes need to be reflected on existing bookings with effect from a certain date.

- Job priority colour changes need to be reflected on existing bookings.

- The calculation diary is changed or statutory holidays are added.

The 'Update Bookings' dialog allows you to specify update criteria:
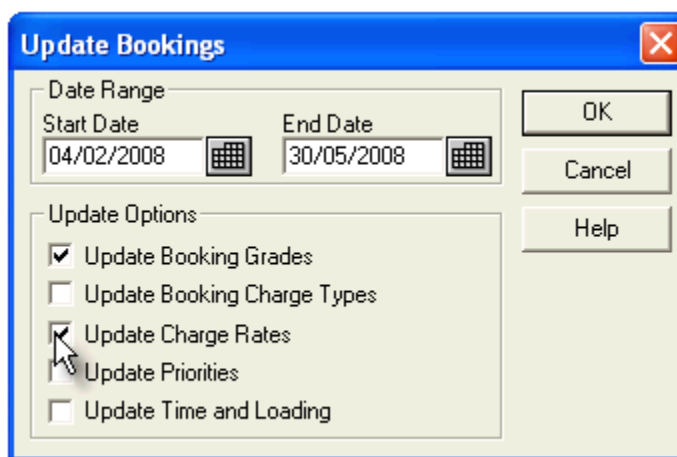
To update the bookings:

1. Enter a start date or click on the calendar icon to the right of the start date panel to select a date from the calendar.

2. Enter an end date or click on the calendar icon to the right of the end date panel to select a date from the calendar.

3. Select one or more of the following update options:

    - *Booking grades* - updates bookings with the current grade of the booked resource.

    - *Booking charge types* - updates bookings with the current analysis code of the booked job.

    - *Charge rates* - updates bookings based on the grade and charge type stored in the booking records.

    Note: This will mean that any non-standard charge rates will be overwritten by the default charge rate for the grade and charge type stored in the booking. If the booking grade or booking charge type is also being updated on this pass, the updated values will be used in determining the new charge rate.

    - *Priorities* - updates bookings with the current priority of the booked job.

    - *Time and Loading* - updates time and loading fields, necessary when changing the calculation diary or adding statutory holidays.

4. Click on 'OK' to confirm your selections and update the bookings.

You may need to combine the above functions with changes elsewhere in order to achieve the desired effect. Here are some examples:

Example 1 - Staff promotions with effect from 1 July

Suggested approach:

1. Amend the resource grade for promoted staff either on or after 1 July.

2. Run 'Update Bookings' for all bookings from 1 July onwards.

    Select options: 'Update Booking Grades' (latest grades) and 'Update Charge Rates' (corresponding charge rates). There is no need to amend charge rates themselves unless these also changed with effect from the same date.

Example 2 - New charge rates with effect from 1 October

Suggested approach:

1. Set up a new charge rate date range at the 'Charge Rates' dialog, covering the period from 1 October until the next anticipated change.

2. Set up the corresponding charge rates for each resource grade and/or job code as necessary.

3. Run 'Update Bookings' to update all existing bookings from 1 October onwards.

   Select option: 'Update Charge Rates'. No need to update the booking grades or charge types unless the charge rate structure has changed or there are staff promotions to be dealt with from the same date.

Example 3 - Using new features of Retain 3.5 with existing bookings

Suggested approach:

1. Add the required fields to RESBOOK (see the separate 'Upgrade to 3.5 guide').

2. Use Retain Manager to add any future statutory holidays to be included.

3. Run 'Update Bookings' to update all bookings for which you want to use the new features. This is likely to be all bookings from the current day onwards that have already been planned.

   Select option: 'Update Time and Loading'.

6.3 Checking the database

To check the structure of the data files select 'Actions', 'Check structure' from the menus.

Short-cut: The 'Check structure' icon.

This checks that the data structure of the files is consistent for use by Retain. If you have changed the structure of the data files use this function to ensure you have not introduced database integrity problems. If there are problems with the structure, this function will gives details of the inconsistencies.

6.4 Making backups of your data

It is essential to make regular backups of your Retain data. For maximum security backups should be made on a separate storage device from the live data. If you store your live data on the hard disk, store your backups on floppy disk, tape or another storage medium.

For all Retain editions except Standard, there are utilities provided with the chosen database solution. The only files outside the database that need backing up are the Retain notebooks (**RTN** files) .

7 Reference

Icon	Menu	Description	Hot key
	File | New	Retain database	Ctrl + N
	File | Open	existing database	Ctrl + O
	File | Save	Retain database	Ctrl + S
	Setup | Display Diary	display diary	Ctrl + D
	Setup | Calculation Diary	calculation diary	Ctrl + C
	Setup | Colour Codes	colour codes	Ctrl + L
	Setup | Charge rates	charge rates	Ctrl + R
	Setup | Report field names	report field names	Ctrl + A
	Actions | Zap		Ctrl + Z
	Actions | Rescue		Ctrl + E
	Actions | Purge		Ctrl + U
	Actions | Reindex	index	Ctrl + I
	Actions | Pack		Ctrl + P
	Actions | Consistency	checks	Ctrl + T
	Actions | Update bookings	bookings	Ctrl + B
	Actions | Rebuild defaults	defaults	Ctrl + F
	Actions | Check structure	structure	Ctrl + K
	Actions | Backup data	data	Ctrl + V
	Actions | Replicate data	data	Ctrl + G
	Network | Registration	registration	
	Network | View current users	view current users	
	Network | User Access	maintain access rights	
	Network | Log off all	logoff all users	
	Network | Permit all on	permit logon of users	
	Help | Contents	Manager help	

8 Support

8.1 Support services

Support for Retain is available worldwide. This topic is linked to your support provider's information: Support Service Provider

retain nte nat   na

USA: 1 877 819 8820 (toll free)
UK: 0845 458 8660
World: +44 20 7538 4774

USA fax: 1 928 563 5137
World fax: +44 (0)845 458 8661

E-mail: info@retaininternational.com

Support: support@retaininternational.com

Address: 33 Beaufort Court
                   Admirals Way
                   London
                   E14 9XL
                   United Kingdom

Index

retaininternational
33 Beaufort Court
Admirals Way
London
E14 9XL
United Kingdom

1 877 819 8820 toll free (USA)
0845 458 8660 (UK)
+44 20 7538 4774 (World)

info@retaininternational.com
www.retaininternational.com