



**COUGAR
MOUNTAIN
SOFTWARE**

DENALI

CONTROLLER
USER'S GUIDE

Microsoft®
GOLD CERTIFIED
Partner

Copyright Notification

At Cougar Mountain Software, Inc., we strive to produce high-quality software at reasonable prices. We can only do this, however, if our rights as developers are respected. Even though we provide exceptional software at low prices, we do not consent to unlicensed use of our software or documentation.

Information contained in this document represents the current view of Cougar Mountain Software on the issues discussed as of the date of publication. Because Cougar Mountain Software must respond to changing market conditions, it should not be interpreted to be a commitment on the part of Cougar Mountain Software, and Cougar Mountain Software cannot guarantee the accuracy of any information presented after the date of publication.

This documentation is for informational purposes only and is not a qualified accounting reference. COUGAR MOUNTAIN SOFTWARE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, AS TO THE INFORMATION IN THIS DOCUMENT. It is the user's responsibility to review the latest publication releases from Cougar Mountain Software. The demonstration companies, organizations, products, people, and events depicted herein are fictitious. No association with any real company, organization, product, person, or event is intended or should be inferred.

Complying with all applicable copyright laws is the responsibility of the user. Without limiting the rights under copyright, no part of this document may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), or for any purpose, without the express written permission of Cougar Mountain Software.

Cougar Mountain Software may have patents, patent applications, trademarks, copyrights, or other intellectual property rights covering subject matter in this document. Except as expressly provided in any written license agreement from Cougar Mountain Software, the furnishing of this document does not give you any license to these patents, trademarks, copyrights, or other intellectual property.

Recognized Trademarks. Microsoft and all Windows products are registered trademarks of Microsoft Corporation. QuickBooks is a trademark of Intuit Inc., registered in the United States and other countries. Other brands or products are the trademarks or registered trademarks of their respective holders and should be treated as such.

© 2021 Cougar Mountain Software

All Rights Reserved

UGPDF00011 122021

Learning About Your Available Resources 7

How to Use This Guide	8
How This Guide Is Organized.....	8
Denali Help.....	9
Document Conventions.....	9
In-Program and Web Help	9
Navigating the In-Program Help	10
Navigating the Web Help	11
Printing Help Topics	13
User Guides	13
Release Notes.....	13
Customer Support.....	13
Information to Gather before You Contact Customer Support.....	14
Contacting Customer Support.....	14
Training	14
Online Training	14
Classroom Training in Boise.....	15
On-Site Training at Your Business	15
Telephone Training	15
Training Videos	15
Troubleshooting Options.....	15

Setting Up Your Organization 16

Creating Your Organization	17
Creating a New Organization	17
Installing/Uninstalling Modules	18
Closing All Modules	19
Using the Fiscal Calendar	20

Setting Up the Fiscal Calendar	20
Setting up TSYS® Genius™	22
Setting up NeonCRM (Fund product only).....	23
Setting up Denali BI	23
Integrating to Donately	24
Integrating to Yodlee Automatic Reconciliation.....	24
Integrating to PayPal.....	25
Transmitting Data to the Government	26
Setting up Email Alerts	26
Working with Currencies	27
Working with Exchange Rates	29
Setting up or Selecting an Organization	30
Troubleshooting: Setting Up Your Organization	33

Controller Management Tasks 34

Options and Preferences in Controller	35
General Setup.....	35
Custom Options Setup	36
Print Preferences in Controller	38
Display Table Information.....	39
Processing Payroll Transactions.....	40
Exporting CMS Professional Payroll Files for Import into Denali	40
Processing External Payroll Files in Denali	40
Viewing Reports	41

Backing Up, Restoring, and Deleting Data.....	42
Manually Back Up Data.....	42
Automatically Back Up Data	44
Restore Data	48
Delete an Organization	49
Copying an Organization.....	50
Troubleshooting: Controller Management Tasks.....	52

Working with Users and Groups 53

User and Security Options	54
Users, User Rights, and User Passwords	54
Adding or Editing a User.....	54
Setting User Rights.....	56
Changing User Rights	57
Using Enhanced Security.....	58
Setting User Passwords	59
Resetting User Passwords.....	59
Copying Users from Another Company.....	60
Deleting a User	62
Groups and Group Rights	63
Adding a Group.....	63
Setting or Changing Group Rights.....	64
Copying Groups from Another Company	64
Deleting a Group	66
Filling Groups with Users	66
Assigning Users to a Group.....	67
Assigning Groups to Users.....	67
Troubleshooting: Working with Users and Groups	69

Glossary	70
<hr/>	
Index	79
<hr/>	

Chapter **1**

Learning About Your Available Resources

How to Use This Guide

How This Guide Is Organized

Denali Help

Customer Support

Training

Troubleshooting Options

The Controller module in Denali provides you with the flexibility to create new companies, manage security, and define system settings. This guide is meant to help you learn how to effectively use your software. This chapter provides an overview of the Controller module and how it can meet your needs.

How to Use This Guide

We wrote this documentation to accommodate a system that has all available modules and enhancements installed and integrated. If this is not the case, some windows and options might be different. After you review this guide, if you would like to expand your software package to get the most out of Denali, refer to our website or contact our Sales Department at (800) 388-3038 for more information.

If you have not done so already, we highly recommend you review the information in the Getting Started guide before you continue. This guide provides valuable information on the commonalities between the Denali modules, customization options to ensure Denali meets your needs, and overviews of the different types of help and training available.

How This Guide Is Organized

Refer to this section for a summary of what is covered in this user's guide and how to get the most out of it.

Chapter 1: Learning About this Resource

This chapter introduces you to the organization of this user's guide. It provides an overall look at the information you can find and how it is designed.

Chapter 2: Setting Up Your Organization

This section tells you how to create an organization. You will need to refer to the documentation for each module for information to help you set up the software to meet all of your business needs.

Chapter 3: Controller Management Tasks

This section covers how to complete basic tasks in the Controller module typically performed by management. This includes how to manage your fiscal calendar and other organization information, how to back up and restore organizations, and how to generate reports.

Chapter 4: Working with Users and Groups

This section covers how to set up critical security features and users. You will also find information on how you can assign users to groups so you can assign security options to multiple users.

Denali Help

Cougar Mountain Software is dedicated to providing as much help as you need to feel comfortable using our software. These topics describe the conventions we use in the documentation and the different types of help we offer.

Document Conventions

The following conventions are used throughout the documentation:

Convention	Use
Bold	<p>Titles, names, and anything that appears on the screen will appear in bold, exactly as it appears.</p> <ul style="list-style-type: none">•Select Change Session Date from the Common Tasks menu.•Click the New button.•Enter a name in the Name box.
Italic	<p>Italics are used for text that you should enter, or text that appears in a box or field within a window.</p> <ul style="list-style-type: none">•Enter <i>Hardwood</i> in the Description box.•The default for this field is <i>IN Code</i>.
Uppercase	<p>Uppercase characters will be used to denote keyboard keys or hot key combinations. Some examples are:</p> <ul style="list-style-type: none">•To delete an item in the detail grid, select the item and press the DELETE key.•To open the Enter Transaction Comments window, simultaneously press SHIFT+C.
>	<p>This character is used to separate menus, submenus, and commands.</p> <p>For example: Select Renumber / Merge Stock Items from the Inventory Items menu is written as: Select Inventory Items > Renumber / Merge Stock Items from the left navigation pane.</p>

In-Program and Web Help

Cougar Mountain offers in-program help, which is part of the software, accessible from any Help button, and does not require an Internet connection. We also offer web help that you can access at <https://cougarmtnservice.com/help/index.html>. The web help includes features not available in the in-program help, such as the ability to comment on topics and share information on social networking platforms. The content is the same in the in-program and web help.

When you access the help, you will find we offer both procedural and window-specific help. If you want to know the steps you need to take to complete a task, you should access the procedural help. If you want to know what an option or field in a window is used for, you should access the window-specific help.

Window-Specific Help

Denali offers window-specific help that explains each field and option available in every window. When you work in the software, you can access help specific to an active window or tab when you click the **Help** button or press F1 on the keyboard.

In many window-specific topics, you can access related task-based help topics when you select the **See Also** button at the bottom of the topic window. You can also access the task-based help from the Table of Contents in the left pane of the Help window.

Procedural Help

Procedural help gives you steps to complete a process from start to finish and general information about the software windows. You can access this help from the left navigation pane in the software when you click **Resources and Tools > Access the Denali Help**. You can also access the Help when you select the question mark on the right side of the toolbar. If you already have the Help window open, you can access all the help from the Table of Contents in the left pane of the window.

Reference Help

Denali includes topics that are designed to provide additional information for your reference. For example, format requirements to import transactions and purchase order calculations. Most of these topics can be found in the Appendix, which you can access from the Table of Contents in the in-program and web help.

Navigating the In-Program Help

When you access the Help in the software, you access the in-program help system. To help you find the information you're looking for, we outline the different parts of the Help window.

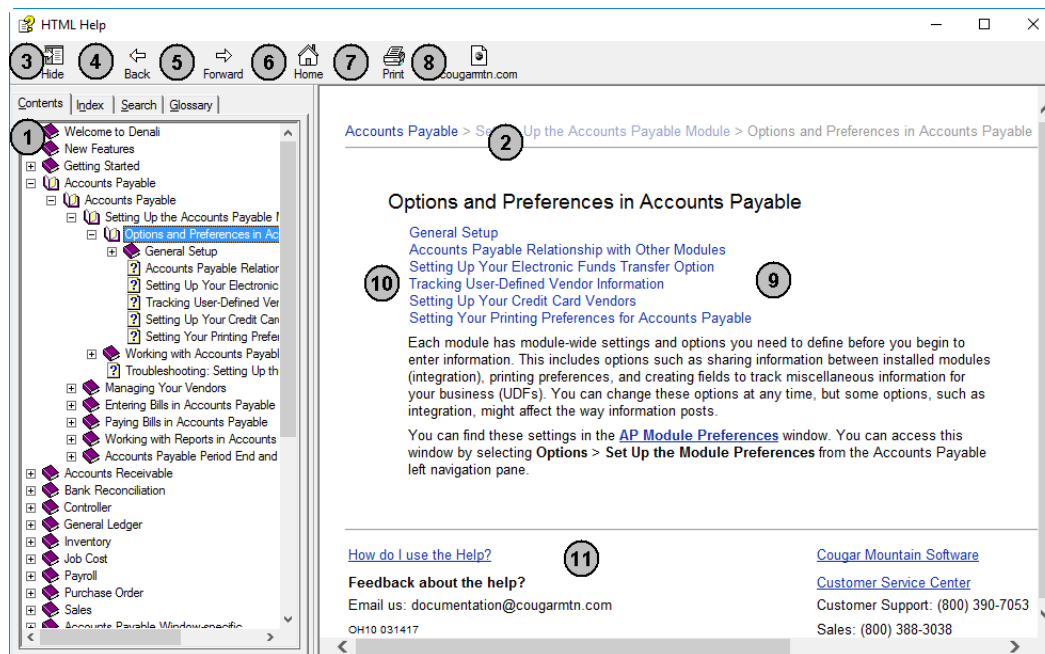


Figure 1: Navigational points and features available in the in-program help window.

The reference numbers in the table correspond with the previous figure and are used to highlight the main navigational points and features.

Reference Number	Option Name	Description
1	Contents tab	This is the Table of Contents for the Help. Click on the books to show the related subtopics.
2	Breadcrumbs	These are links that show you where you are in the Help. The first link reflects the main topic and following links are subtopics. You can click these links to navigate backwards.
3	Hide button	This hides the Table of Contents and changes to read Show , which you can then click to see the Table of Contents.
4	Back button	Clicking this button takes you back through the previously viewed topics one at a time.
5	Forward button	Clicking this button takes you forward through the topics you have moved back through using the Back button, one topic at a time.
6	Home button	This button returns you to the main topic window in the Help.
7	Print button	If you want to print the current help topic, click this button.
8	Website button	This button opens the Cougar Mountain corporate website through your browser.
9	Topic window	This window displays the open or active topic.
10	Sublinks	The links listed are subtopics of the open topic.
11	Email Us	Your feedback on the documentation and Help systems is appreciated. Use this email address to send the Documentation Team your comments or suggestions.

Navigating the Web Help

To help you find the information you're looking for in the web help, we outline the different parts of the window.

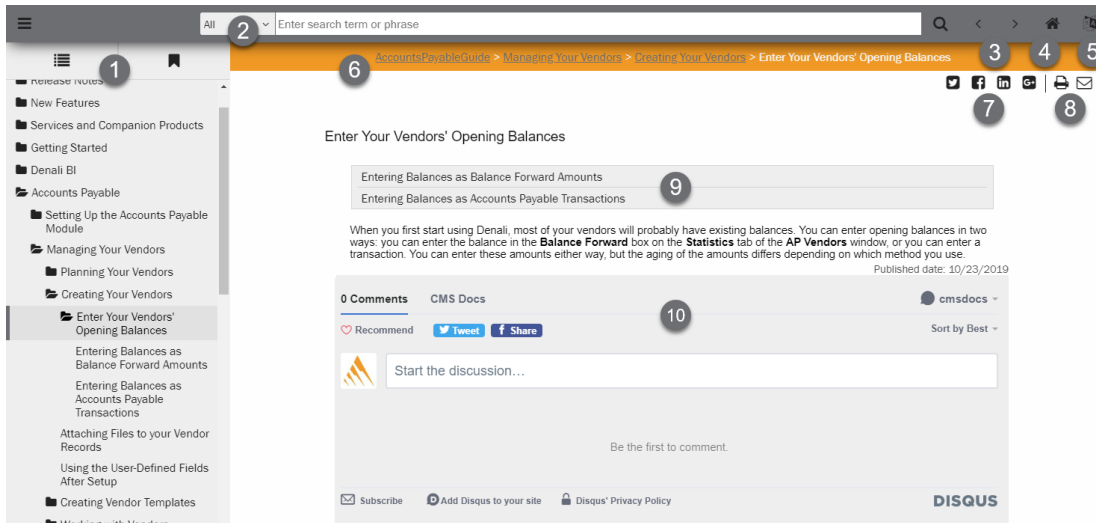


Figure 2: Navigational points and features available in the web help window.

The reference numbers in the table correspond with the previous figure and are used to highlight the main navigational points and features.

Reference Number	Option Name	Description
1	Contents	This is the Table of Contents for the Help. Click on the folders to show the topics available.
2	Search	Use the search field to quickly find the information you're looking for. You can use the drop-down to filter the search to certain modules/ guides.
3	Forward and Back	Click these arrows to navigate forward and back through the help topics, one topic at a time.
4	Home	Click this button to go to the home page of the web help.
5	Translate	Click this button to translate the help to another language.
6	Breadcrumbs	These links show you where you are in the help. The first link reflects the main topic and the following links are subtopics. You can click these links to navigate backwards.
7	Social	Click these buttons to post a topic on social media.
8	Print & Email	Click these buttons to print the help topic or email the CMS Documentation team.
9	Sublinks	The links listed are subtopics of the open topic.
10	Disqus Comment	Use this feature to share public comment/questions with other users and the CMS Documentation team.

Printing Help Topics

You can print out any help topic to keep for future reference.

To print a single topic:

- 1 Select the **Print** button or right-click and select **Print** from the right-click menu.
- 2 If the **Print Topics** window appears, select **Print the selected topic** and then select **OK**.
- 3 When the **Print** window appears, make any desired adjustments and then select **Print**.

To print multiple topics in the in-program help:

- 1 Verify the **Contents** tab is visible.
- 2 Highlight the heading of the section you would like to print.
- 3 Select the **Print** button.
- 4 The **Print Topics** window will appear.
- 5 Select **Print the selected headings and all subtopics** to print the entire section.

User Guides

Denali includes access to PDF (portable document format) versions of the procedural help that you can open with Acrobat® Reader®. This is the same procedural help content that appears in the in-program and web help. To access these user guides, click **Start > Denali by Cougar Mountain > Denali User Guides**. When the Customer Service Center site opens, choose the guide you want to view.

Release Notes

The *Release Notes* include last-minute changes and technical issues not covered in other documentation. You can review the *Release Notes* on the installation screen at the start of the installation process, from the **Start** menu, or through the web help. You need to have Acrobat® Reader® to view the PDF.

To access them from the **Start** menu, click **Start > Denali by Cougar Mountain > Release Notes**.

Customer Support

If you come across a problem or an error message you cannot resolve, call our Customer Support Department. Cougar Mountain Software maintains a full-time Customer Support staff at our Boise, Idaho office specially trained to solve problems.

Our Customer Support staff has the expertise to answer your questions about installation and operation of the software. Call (800) 390-7053 to contact a Support Specialist. You can receive customer support over the phone from Cougar Mountain Software or you might be referred to a Cougar Mountain business partner in your area who can provide personalized, local support.

Cougar Mountain Software offers support contract plans that allow you to get help when you need it. You can request a Customer Support Specialist to contact you through our online form or you can send an email to Customer Support. Visit our Customer Support Center online at: <https://www.cougarmtn.com/support-request/>.

You can also visit the customer service site at <https://service.cougarmtn.com> to search for software updates you can download at your convenience.

Information to Gather before You Contact Customer Support

When you contact Cougar Mountain Customer Support, please have your support number ready. This is typically your telephone number with the area code first. It will also be helpful to know your operating system, the Cougar Mountain product(s) you purchased and installed, and the version of the product. If you are not sure how or where to find this information, Customer Support can help.

Contacting Customer Support

Refer to the following table for options available to contact a Customer Support Specialist for answers to your questions. You can also use one of these options to purchase a support contract, which will ensure you get the help you need.

Support Type:	Contact via:
Contact a Customer Support Specialist.	(800) 390-7053
Purchase a Software Assurance plan.	(800) 388-3038
Email questions to a Customer Support Specialist.	technicalsupport@cougarmtn.com
Complete the online Call Back Request form to have a Customer Support Specialist contact you.	https://www.cougarmtn.com/support-request/

Training

While Denali is a comprehensive business accounting solution, the information you can get from the software will only be as good as the information you put in. The more you know about the software, the more you will be able to take advantage of its features. For this reason, we consider training to be a critical part of the learning process. We offer several different types of training—one or more are sure to meet your educational needs, time constraints, and budget. Contact Cougar Mountain at (800) 388-3038 about your training needs.

Online Training

To ensure you get the most out of your accounting software, it is important that you understand all its capabilities. For this reason, as part of our Software Assurance program, we include the opportunity for you to participate in e-learning. This educational resource is offered online through the Cougar Mountain Customer Service Center (CSC) website (<https://service.cougarmtn.com/>). Depending on the subscription you purchase, you can access a wealth of short presentations on the features of Denali. Because these presentations are online, you can view a topic whenever it is convenient for you and/or your employees. For more information on this resource, contact your account executive at (800) 388-3038.

Classroom Training in Boise

We offer training classes on a regular basis at our corporate headquarters in beautiful Boise, Idaho. If you have a few people to train, this is a great way to learn about the software's features and how you can use it to its full potential for your needs. One of the benefits of coming to our training classes is that you can hear from other users of the software, which can remind you of issues that are important to you. Another benefit is that it removes you from the day-to-day tasks at your own office and allows you to concentrate more fully on learning how to use the software. You can use this as a powerful tool to "train your trainer"—once the staff members who attended the training arrive back home, they can teach other staff members the aspects of the software they need to know.

On-Site Training at Your Business

If you have more than a few people to train, you might want to consider on-site training. In this scenario, one of our professional trainers travels to your site and works with your employees. One advantage to this type of training is that you can train as many people as necessary without incurring additional costs and you can have specific people participate for specific sessions depending on their job duties. For example, during the training for Purchase Order, only those associated with handling purchase orders need to be present. This will allow for less interruption in daily productivity. Another advantage of on-site training is that you can work with your own organization's data and business practices while focusing on the specific needs of your business.

Telephone Training

Training can also be done over the telephone. Using network streaming technology via an internet connection between your computer and our trainer's computer, you and your employees can work with one of our professional trainers to focus on the specific parts of the software you choose. The trainer will be able to see your computer screen and you can work with either your own data or the demonstration data to learn how to best use the software for your business. This is a great solution if you have one or two modules that are new to you and you want thorough training without traveling to our training facility or having a trainer come to you.

Training Videos

Cougar Mountain Software also offers training videos which can help you in specific areas of the software. They serve as a great orientation for people new to your company and/or the software. They also can be a refresher for people who have already used the software, but need help in a few areas or are changing their job responsibilities to include things they haven't done before.

Troubleshooting Options

One goal of Cougar Mountain Software is to make your accounting software experience a positive and effective one. For this reason, we included Troubleshooting sections throughout this documentation to provide answers to problems that might occur. It is our intent to provide many possible solutions to your questions. If you have suggestions for additions to the Troubleshooting sections, please feel free to email us at documentation@cougarmtn.com.

Chapter **2**

Setting Up Your Organization

Creating Your Organization

Using the Fiscal Calendar

Setting up TSYS® Genius™

Setting up NeonCRM (Fund product only)

Setting up Denali BI

Integrating to Donately

Integrating to Yodlee Automatic Reconciliation

Integrating to PayPal

Setting up Email Alerts

Troubleshooting: Setting Up Your Organization

Once you create your organization in Denali, you are on your way to making informed financial decisions. Before and after you create your organization, you can use the demonstration data that came with your software to familiarize yourself with the available features. It is important to consider your accounting needs and refer to the setup instructions for each module before you create your organization.

Creating Your Organization

Depending on your setup, you can integrate all the information for a single organization throughout the system. If you have multiple organizations, the software treats each organization independently of any other. You can, however, create consolidated financial statements in General Ledger that combine information from multiple organizations.

Organization data is stored in a SQL database in the location you specify when you install the software. You can grant users access to all the data or set up security that requires them to log in with a password, and grants them access to only areas of the software you choose (see “Working with Users and Groups” on page 53).

Whether you are a new user to Denali, or you from CMS Professional (refer to the Conversion Guide or online help), depending on the type of business you have, you might find the need to create more than one organization.

Example: Why Would I Need Additional Organizations?

You might create an additional organization to store organization data from prior years. When you close the year in General Ledger, you will lose the ability to easily gather data in some of the reports for periods that are no longer within your fiscal calendar.

When you create another organization and copy your data files into the new organization before you close the year, you will be able to run reports in the new organization any time you need to. Be sure to name the new organization something that will easily identify the data that is stored, especially if you do this for more than one year. For example, if you will be using the organization to store all your fiscal data from 2013, it could be called something like: *FY2013*.

Refer to this chapter for more information about creating organizations; refer to “Copying an Organization” on page 50 for more information about creating an archive copy of your data.

Creating a New Organization

When you create a new organization, you need to set up all the organization options.

To create a new organization:

- 1 In the Controller module, select **Company Options > Define Company Information** from the left navigation pane.
The **Set Up/Select Organization** window appears.
- 2 Select **New**.

The **CMS Select Accounting Type** window appears.

- 3 From the radio buttons, choose if you want to set up a Fund or Non-Fund organization.

- 4 **Select OK.**

The **Create Denali Organization** window will open.

- 5 Select the **Create new organization** radio button.

The **CMS Organization Information** window appears and you can begin to enter your organization information. Select the **Help** button in the software window for details about the options in this window.

With the exception of the organization abbreviation, this information can be modified at any time.

If you want to convert from CMS Professional (only available in Denali 32-bit) or Import data from QuickBooks®, see the Conversion guide or QuickBooks Import guide.

- 6 Review the **System Settings** tab and adjust the settings as desired.

- 7 **Select OK.**

It might take a few minutes for the system to process your entries, then the **CMS Install Modules** window will appear.

- 8 Select the modules you want to install to this organization. See “Installing/Uninstalling Modules” on page 18 for more information.

- 9 After the modules are installed, the **CMS Fiscal Calendar** window appears.

Review the options and settings for the fiscal calendar and adjust them as necessary. Refer to “Using the Fiscal Calendar” on page 20 for additional information.

- 10 **Select OK.**

NOTE: You can only use the modules you purchased and installed.

In each module, there is certain information you need to enter before you can use the software. For information on the settings you need to define in each module, see the relevant user's guide.

Congratulations! Your new organization has been created. Continue with your organization setup by referring to “Controller Management Tasks” on page 34.

Installing/Uninstalling Modules

You can install and uninstall modules for an organization in the Controller module. This can be beneficial if you want to set up different organizations in the software for specific purposes and each organization only uses some of the modules you purchased.

You can change the modules installed for each organization at any time as long as you purchased the module.

To install, uninstall, or reinstall a module in an organization:

- 1 In the Controller module, select **Organization Options > Install/Uninstall Modules**. The **CMS Install Modules** window will appear.

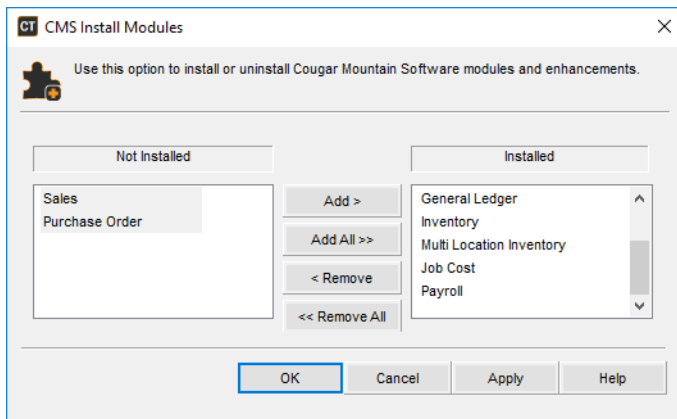


Figure 3: CMS Install Modules window

- 2 Move any modules or products you want to install to this organization from the **Not Installed** list box to the **Installed** list box by either double-clicking on them or selecting them and clicking the **Add** button. If you would like to uninstall modules from this organization, move the modules or products from the **Installed** list box to the **Not Installed** list box.

NOTE: When you uninstall a module, data you entered is not erased; it deactivates the module or add-on until you reinstall it.

- 3 When you finish selecting modules, select the **OK** or **Apply** button to begin the process. **OK** will close the window upon completion of the process and **Apply** will leave the window open.

The **CMS Install Modules** or the **CMS Uninstall Modules** progress bar will appear while the system installs/uninstalls the modules or products you selected.

Closing All Modules

If you have several modules open, use this window to close and log out of all of them at once. You can choose to close modules in all organizations or only in the organization you're in. To open this window, select **Organization > Close Program/Log Off** from the top menu bar.

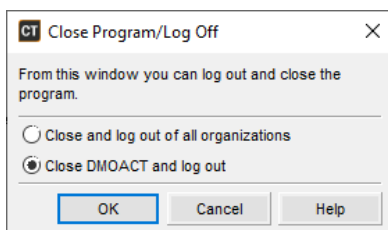


Figure 4: Close Program/Log Off window

Using the Fiscal Calendar

The fiscal calendar is very important when you set up your organization. How you set up this information will affect how transactions post. Once you set the information in the **Number of Periods** and **Fiscal Year Start** boxes, you cannot change it. If you change the fiscal calendar after you post transactions, the date on the transactions will remain unchanged.

NOTE: *It can be complicated and time consuming to change the fiscal calendar after you post information. We recommend you double-check your calendar settings and correct any errors before you post. Once you verify the accuracy of your entries, check the **Balance Forward Entries Completed** check box in the GL Module Preferences window, which will lock your fiscal calendar and enable you to post. If you do not have General Ledger installed, the fiscal calendar cannot be locked and can be changed at any time. Refer to the General Ledger guide for information on forwarding account balances.*

If you need to change your fiscal calendar after you post, call Cougar Mountain Customer Support at (800) 390-7053.

When you create a new organization, the window automatically appears so you can specify the fiscal year for the new organization.

If you receive a message while you work in Denali that your system date must be within the fiscal calendar, you most likely need to close the year in General Ledger. See the General Ledger guide for information on how to complete that process. If General Ledger is not installed, you can roll the fiscal calendar forward in the Fiscal Calendar window.

Setting Up the Fiscal Calendar

The fiscal calendar is what the system uses to determine a yearly cycle that might or might not match a calendar year. Instead of months, the fiscal calendar uses periods that are generally (and by default) the length of a month. Based on your organization, you can tailor this information to meet your accounting needs. For detailed information about any of the options in this window, select the **Help** button in the software window.

To set up your fiscal calendar before you post:

- 1 In the Controller module, select **Organization Options > Fiscal Calendar** from the left navigation pane.
The **CMS Fiscal Calendar** window will appear.

CT CMS Fiscal Calendar

Use this window to specify the fiscal calendar which applies to your company. Note: Please be sure that your fiscal calendar is set up accurately before you post data to any module of the software.

Present Period 18

Date Block Period 0

Number of Periods 12

Fiscal Year Start 01/01/2017

Current Year | Year 2 | Year 3 | Year 4 | Year 5

Period	Starting	Ending	Period	Starting	Ending
1	01/01/2017	01/31/2017	7	07/01/2017	07/31/2017
2	02/01/2017	02/28/2017	8	08/01/2017	08/31/2017
3	03/01/2017	03/31/2017	9	09/01/2017	09/30/2017
4	04/01/2017	04/30/2017	10	10/01/2017	10/31/2017
5	05/01/2017	05/31/2017	11	11/01/2017	11/30/2017
6	06/01/2017	06/30/2017	12	12/01/2017	12/31/2017

OK Cancel Help

Figure 5: CMS Fiscal Calendar window

- 2 Enter the number of the present period in the **Present Period** box.
This box is only used to set the default for the period range when you run reports in General Ledger. It has no effect on posting and does not automatically change when a new month begins.
- 3 If you want to restrict posting to previous periods, enter the period to block from posting in the **Date Block Period** box.
Users cannot post in the period specified, or in any period prior to it.
- 4 Use the **Number of Periods** drop-down to select the number of periods in your organization's fiscal calendar, either 12 or 13.
If you use a 13-period fiscal calendar, the 13th period consists of a single day, which is the last day of the fiscal year. This provides a place for the year-end adjusting entries in a way that doesn't "skew" your monthly figures.
- 5 Select the date of the first day of your organization's fiscal calendar from the **Fiscal Year Start** drop-down calendar.
- 6 Check to make sure all the starting dates for the periods are correct.
If you chose to utilize a 13th period, the additional period will not show until you select **OK**.
- 7 Select **OK** to save your changes.

Changing the Present Period

The **Present Period** field in the **CMS Fiscal Calendar** window is used as a default for any reports that include a period range as one of the filter options. You can change this when you run the report. To change the present period, select **Organization Options > Set Up the Fiscal Calendar** from the left navigation pane. Enter a period number in the **Present Period** box.

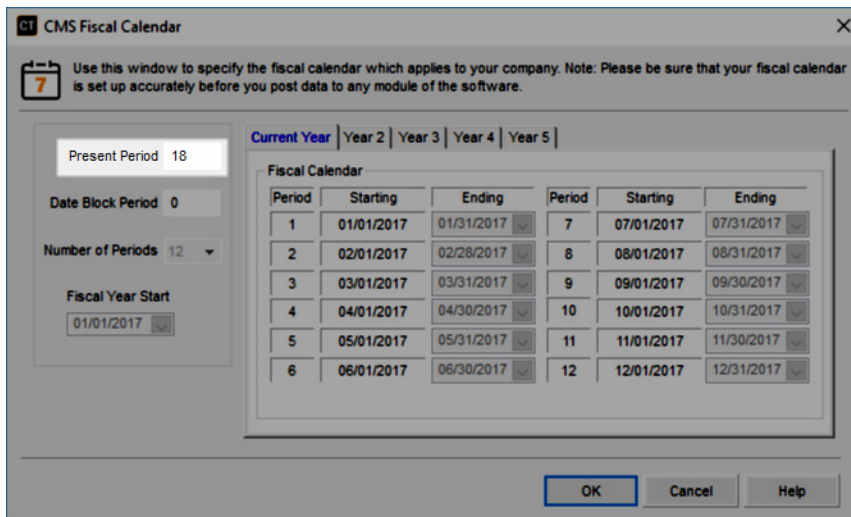


Figure 6: CMS Fiscal Calendar window, Present Period

Setting up TSYS® Genius™

TSYS Genius is a secure payment processing solution you can use to authorize payment transactions. Before you connect your Genius Customer Engagement Device (CED) to use with Denali, you should set it up according to the TSYS documentation that came with it.

NOTE: If Denali crashes and the Genius device is unresponsive, you need to unplug the Genius device to reset it.

To set up TSYS Genius to use with Denali:

- 1 In Controller, select **Organization Options > TSYS Setup** from the left navigation pane. The TSYS Setup window will open.

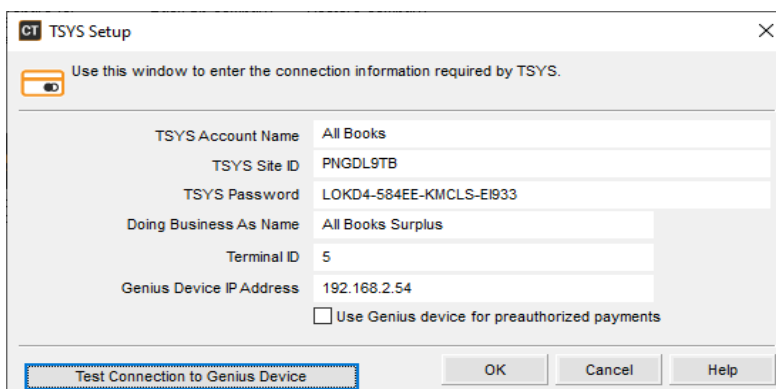


Figure 7: CMS TSYS Setup window

- 2 Enter the information provided to you by TSYS in the Account Name, Site ID, and Password fields.
- 3 In the **Doing Business As Name** field, enter the name of your business as you want it to appear on your device.

- 4 In the **Genius Device IP Address** field, enter the IP address for your device. For information about locating the IP address, refer to the documentation that came with your device.
- 5 If you accept MasterCard, you must enter a terminal ID in the **Terminal ID** field. If you use Point of Sale, you can set an ID for each register in the window. If you use Order Entry, this is the terminal ID for all transactions.
- 6 If you entered an IP Address for your device, you can select the **Use Genius device for preauthorized payments** check box to use Genius to preauthorize transactions. If you leave this check box unchecked, you can either manually preauthorize the payment, or you or the customer can swipe the card with a non-Genius card reader.
- 7 If you want to make sure your device is connected correctly, select the **Test Connection to Genius Device** button.

After you set up TSYS Genius, you must select it as your authorization software in Accounts Receivable, Point of Sale, or Order Entry Module Preferences to use it to authorize payment transactions. Refer to the Accounts Receivable or Sales Administrator guide for more information.

Setting up NeonCRM (Fund product only)

NeonCRM is cloud-based, nonprofit constituent relationship management software that allows you to consolidate donors, memberships, and transactions in one place. You can integrate this software with Denali Fund to import accounts and donations. You must have security set up to access the integration.

To set up integration to NeonCRM:

- 1 In Controller, select **Organization Options > NeonCRM Setup** from the left navigation pane. The **NeonCRM Setup** window will open.

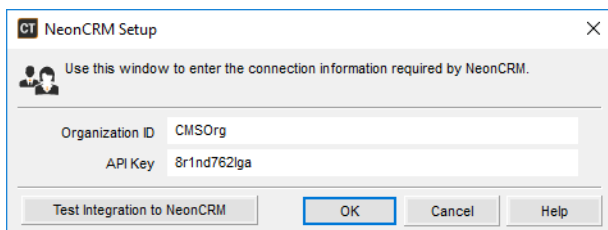


Figure 8: *NeonCRM Setup window*

- 2 Enter your Organization ID and API Key in the appropriate fields. To find this information scroll down on this page of the NeonCRM guide.
- 3 Click the **Test Integration to NeonCRM** button to test the connection. You will receive a message indicating success or failure.
- 4 After you successfully test your integration, click the **OK** button to save your settings. After integration is complete, you will be able to import accounts from NeonCRM in Accounts Receivable and import donations from NeonCRM in General Ledger.

Setting up Denali BI

Denali BI powered by Sisense is a business intelligence platform designed to show you important analytics. You must enter your username and password in the **Denali Business Intelligence** window before you can access Denali BI.

In Controller, select **Common Tasks > Denali BI Setup** from the left navigation pane. The **Denali Business Intelligence** window will open. Enter your primary administrator username and password. When you click **OK**, Denali will connect to the Denali BI server and build your data. The first time you connect, this might take a few minutes.

For help on how to use Denali BI, open the web help at cougarmtnservice.com/help.

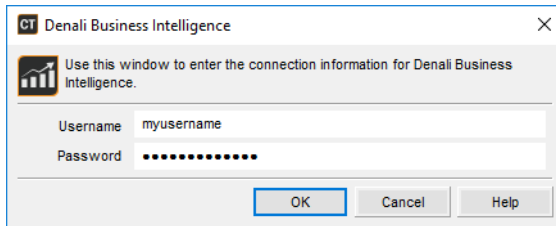


Figure 9: *Denali Business Intelligence window*

Integrating to Donately

If you use Donately to collect donations, you can integrate to your account and import the donations into Denali. You will need access to you account token, which you can access by logging in to your account, clicking **Integrations** in the sidebar, and clicking the **Donately API** tab. Click **SHOW API TOKEN** to see your token.

To integrate with Donately:

- 1 In Controller, select **Company/Organization Options > Set Up Donately Integration** from the left navigation pane. The **Set Up Donately Integration** window will open.

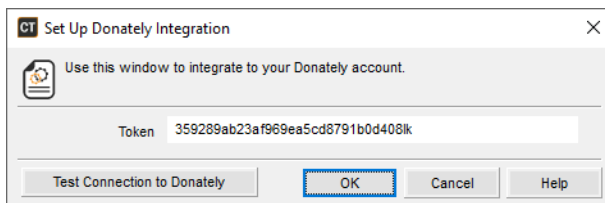


Figure 10: *Set Up Donately Integration window*

- 2 Enter your token.
- 3 Click the **Test Connection to Donately** button.
You will receive a message indicating whether your connection was successful or not.
- 4 Click **OK** to close the window.
The Import Donations from Donately option will now be available in General Ledger.

Integrating to Yodlee Automatic Reconciliation

If you use Bank Reconciliation and want to automatically reconcile your bank statements, you can link your Denali accounts to your bank accounts. Yodlee will match the transactions for you and eliminate the need for you to manually reconcile your bank statements.

To integrate Bank Reconciliation with Yodlee:

- 1 In Controller, select **Company/Organization Options > Set Up Yodlee Integration** from the left navigation pane. The **Set Up Yodlee Integration** window will open.

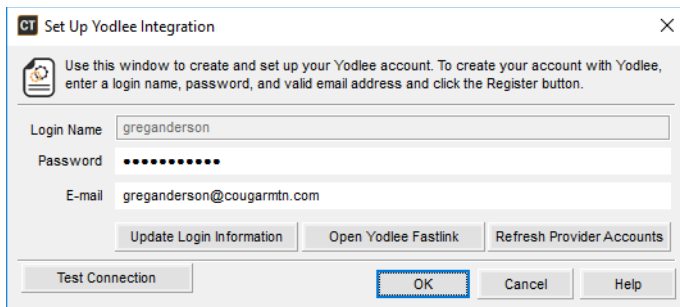
A screenshot of the 'Set Up Yodlee Integration' window. The window has a title bar with a close button. Below the title bar is a gear icon and a message: 'Use this window to create and set up your Yodlee account. To create your account with Yodlee, enter a login name, password, and valid email address and click the Register button.' There are three input fields: 'Login Name' with the value 'greganderson', 'Password' with masked characters, and 'E-mail' with the value 'greganderson@cougar.mtn.com'. Below these fields are three buttons: 'Update Login Information', 'Open Yodlee Fastlink', and 'Refresh Provider Accounts'. At the bottom of the window are four buttons: 'Test Connection', 'OK' (highlighted with a blue border), 'Cancel', and 'Help'.

Figure 11: Set Up Yodlee Integration window

- 2 Enter your login name, password, and email address.
- 3 Click the **Register** button to register your account with Yodlee. Once your account is successfully registered, the **Register** button changes to an **Update** button so you can update your login information if necessary.
- 4 Click the **Open Yodlee Fastlink** button. The **Yodlee Fastlink** window will open and you can choose which accounts you want to connect to Denali.
- 5 After you connect all your accounts, close the window to return to Denali.
- 6 Click **OK** in the **Set Up Yodlee Integration** window.
When you open Bank Reconciliation you will now be able to link your Denali and Yodlee accounts in the **BR Bank Account** window and you will also be able to automatically reconcile your accounts in the Reconciliation window.

Integrating to PayPal

To integrate Denali with PayPal, you need to access your User ID and Secret from your PayPal business account. To find this information follow the instructions under **Get Credentials** on this PayPal page <https://developer.paypal.com/docs/api/overview/#get-credentials>. When you're on the PayPal API page, be sure you're looking at your "live" credentials.

After you access your User ID and Secret, open Denali Controller.

To set up integration with PayPal:

- 1 In Controller, click **Company Options > Set Up PayPal Integration** from the left navigation pane. The Set Up PayPal Integration window will open.

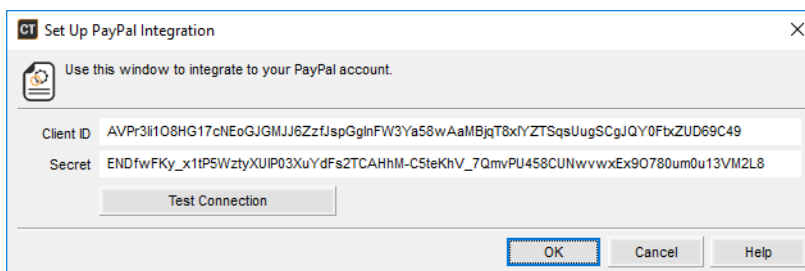
A screenshot of the 'Set Up PayPal Integration' window. The window has a title bar with a close button. Below the title bar is a gear icon and a message: 'Use this window to integrate to your PayPal account.' There are two input fields: 'Client ID' with the value 'AVPr3f108HG17cNEoGJGMJJ6ZzfJspGglnFW3Ya58wAaMBjgT8xIYZTSqsUugSCgJQY0FbxZUD69C49' and 'Secret' with the value 'ENDfwFKy_x1tP5WztyXUIP03XuYdFs2TCAHhM-C5teKhV_7QmVPU458CUNwvwxEx90780um0u13VM2L8'. Below these fields is a button labeled 'Test Connection'. At the bottom of the window are three buttons: 'OK' (highlighted with a blue border), 'Cancel', and 'Help'.

Figure 12: Set Up PayPal Integration window

- 2 Enter the User ID and Secret you found on your PayPal page.
- 3 Click the **Test Connection** button.
You will receive a message indicating whether your connection was successful or not.
- 4 After you are successfully integrated, click **OK** to save your settings.
You must successfully connect to PayPal before you can automate payment collection in Accounts Receivable.

Transmitting Data to the Government

The government allows businesses to submit information to them electronically or via magnetic media. Certain formatting and information requirements of the government are handled using the electronic constants. You will usually only use this feature when you have Accounts Payable installed. You must define electronic constants for each Denali organization you create.

To set your electronic constants:

- 1 In the Controller module, select **Common Tasks > Prepare for Electronic Transmissions**.
- 2 Enter the basic information about your organization to create your electronic file for transmittal to the appropriate government agencies.

The screenshot shows the 'CMS Electronic Constants' window. It has a title bar with 'CT CMS Electronic Constants' and standard window controls. The main area contains several sections of input fields. The top section includes 'Employer ID # (EIN)', 'PIN', 'Transmitter Name' (filled with 'All Books Surplus'), 'Street Address' (filled with '576 Cloverdale'), 'City' (filled with 'Boise'), 'State' (filled with 'ID'), 'Zip Code' (filled with '83704'), 'Zip Code Extension', 'Country Code' (filled with 'US'), 'Foreign State/Province', and 'Postal Code'. Below this is a 'TCC (1099 Use Only)' field. The next section includes 'File Return Name' (filled with 'Lee Miller'), 'File Return Address' (filled with '576 Cloverdale'), 'City' (filled with 'Boise'), 'State' (filled with 'ID'), 'Zip Code' (filled with '83704'), 'Zip Code Extension', 'Country Code' (filled with 'US'), 'Foreign State/Province', and 'Postal Code'. To the right of these is a 'Contact Information' box with 'Name' (filled with 'John Smith'), 'Phone Number' (filled with '(208) 555-2614'), 'Extension', 'FAX' (filled with '(208) 555-8541'), and 'E-mail'. At the bottom right is a 'Preferred Method of Problem Notification' section with two radio buttons: 'E-mail/Internet' and 'Postal Service' (which is selected). At the very bottom are 'OK', 'Cancel', and 'Help' buttons.

Figure 13: CMS Electronic Constants window

Setting up Email Alerts

You can send email alerts in Accounts Payable, Bank Reconciliation, Payroll, and Purchase Order to let the recipients know that a batch is ready for processing (in Purchase Order you can also send alerts to let a buyer know a requisition is ready for approval). The email addresses for the alerts are set up in each module, but you need to set up the email account the alerts will originate from here.

To set up your outgoing email account:

- 1 In Controller, select **Organization Options > Internal Control Alerts Setup** from the left navigation pane. The **Internal Control Alerts Setup** window will open.

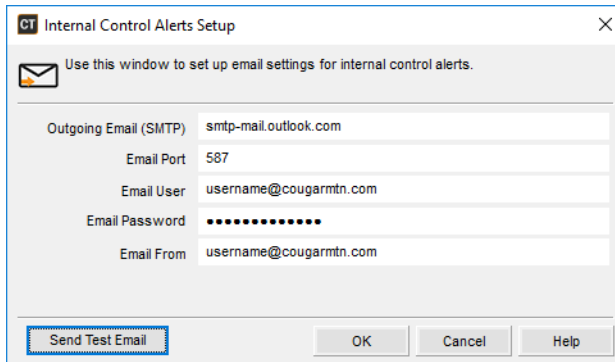


Figure 14: *Internal Control Alerts Setup window*

- 2 In the **Outgoing Email (SMTP)** field, enter the email server address for the account you want to send alerts from.
- 3 Enter the port for your email server.
- 4 Fill in the username and password for the email server.
- 5 In the **Email From** field, enter the email address you want to send alert emails from.
- 6 Click the **Test Email** button to make sure the settings are correct. An email will be sent from the address in the **Email From** field to that same address. The email will have a subject of "Test email" and text of "This email has been sent to you through your Denali accounting software."

Working with Currencies

If you want to accept multiple currencies in the Sales module, you can select which ones you accept here.

To accept multiple currencies for tender in the Sales module:

- 1 In the Controller module select **Organization Options > Set Up Currencies** from the left navigation pane.
The **CMS Currencies** window opens.

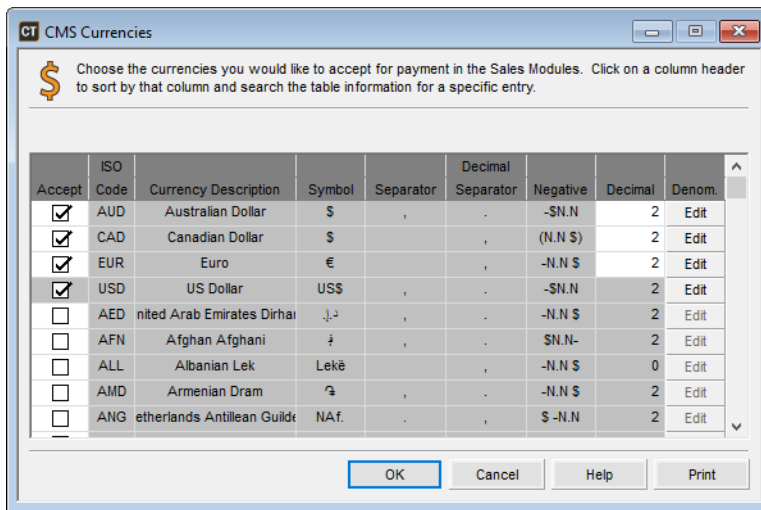


Figure 15: *CMS Currencies window*

- 2 Select the **Accept** check box for each currency type you want to accept.
Any selections in this window will not affect your default currency. The default currency for the organization will be checked and the **Accept** box grayed out.
- 3 In the **Decimal** column, enter the number of decimal places the system should use for the selected currency.
- 4 In the **Denom.** column, click the **Edit** button to set up denominations to accept for the selected currency.
The **CMS Denominations** window appears.
- 5 In the **Quick Tender** column, you can select the respective check box for up to six denominations you want to make available as quick tender buttons in the **Sales Transaction Closeout** window in the Sales module. See the Sales Clerk guide for additional information.

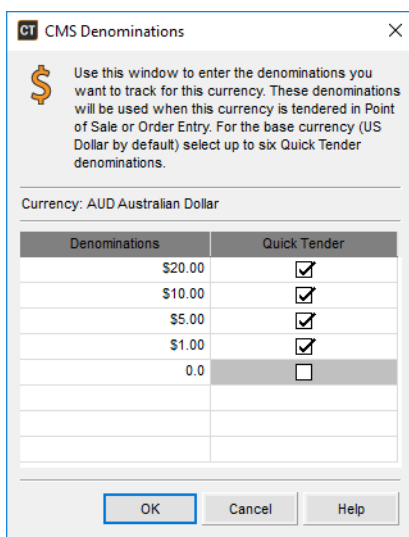


Figure 16: *CMS Denominations window*

- 6 When you finish, select **OK** to keep the settings.
- 7 Repeat these steps until you finish defining the currencies you want to accept for this organization.
- 8 Select **OK** to save these currencies.

Working with Exchange Rates

Exchange rates define how the value of one currency converts into another currency. For example, a single US dollar might be equal to five of another currency. In this case the exchange rate would be 5 when exchanging a US dollar to this currency and .2 would be the rate of exchange from this other currency to a US dollar.

Exchange rates fluctuate continually and how and when the calculation is made can influence the results. For example, today one US dollar might be worth four of another currency, but next week the exchange rate could change and a US dollar might be worth five of the same currency.

Setting and Updating Exchange Rates

If you will accept currencies other than your default currency, you need to set the exchange rates for them. Exchange rates determine the conversion between your native (default) currency and the other currencies you accept. You can update these rates any time the value changes. For updated rate information, visit www.x-rates.com/d/USD/table.html.

To set or update exchange rates:

- 1 In the Controller module, select **Common Tasks > Manage Exchange Rates**. The **CMS Exchange Rates** window appears.

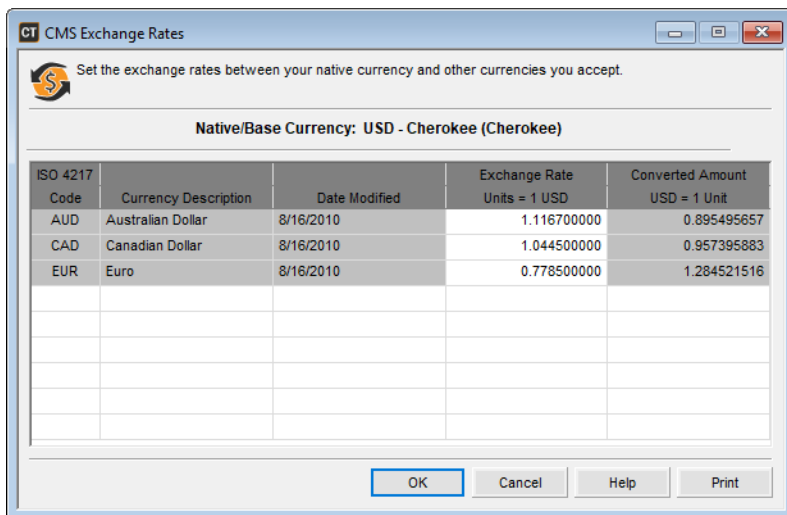


Figure 17: CMS Exchange Rates window

- 2 Use the Exchange Rate column to set how the system will handle the exchange for each currency. The Converted Amount column will autofill with the figure that will be used when you calculate funds using this exchange rate.

The **Date Modified** column shows the last date and time each currency was updated.

- 3 When you finish entering or updating your rates, select **OK** to save.

Printing Exchange Rates

To keep track of the exchange rates so that they can be monitored easily, we suggest you print the rates after each entry or update (see “Working with Exchange Rates” on page 29).

To print your exchange rates:

- 1 If you are currently working in the **CMS Exchange Rates** window, select the **Print** button, then skip to the next step.
If you are not currently working in the **CMS Exchange Rates** window, in the Controller module, select **Common Tasks > Manage Exchange Rates** from the navigation pane.
- 2 Select the **Print** button.

CMS Exchange Rates Report			
All Books Surplus (ALLBOO)			
8/16/2010 9:26:03 AM		Page 1	
Native/Base Currency: USD - English (United States)			
ISO 4217 Currency Code	Currency Description	Exchange Rate Units = 1 USD	Converted Amount USD = 1 Unit
AUD	Australian Dollar	1.116700000	0.895495657
CAD	Canadian Dollar	1.044500000	0.957395883
EUR	Euro	0.778500000	1.284521516

Figure 18: CMS Exchange Rates Report

Setting up or Selecting an Organization

In Controller, after you open an organization and log into the system, you can select a different organization to work with, as well as manage various organization and system settings. You can also create a new organization, remove an existing organization, or manage other global settings.

To select or set up a different organization to work with, select **Organization Options > Define Organization Information** from the left navigation pane.

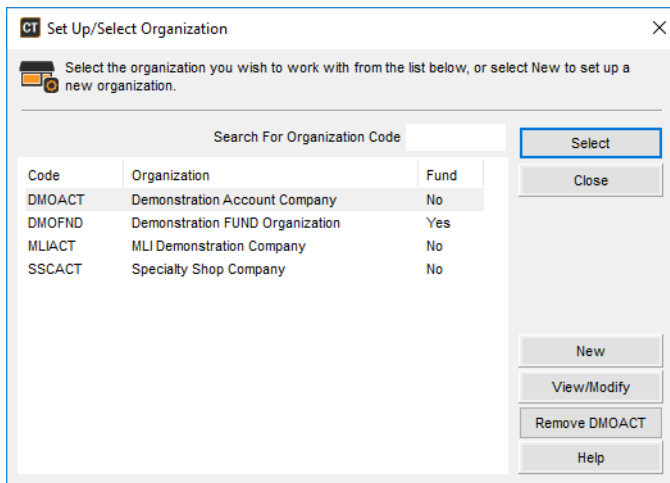


Figure 19: CMS Set Up/Select Organization window

Highlight the organization you want to work with and click the **Select** button or double-click your choice. If you want to create a new organization, select the **New** button. Refer to “Creating a New Organization” on page 17 for the remaining steps necessary to create a new organization.

To view or modify organization detail, database information, or system settings:

- 1 In the Controller module, select **Organization Options > Define Organization Information** from the left navigation pane.
- 2 Highlight the organization you want to edit.
- 3 Select the **View/Modify** button and the **CMS Organization Information** window will appear.

Figure 20: CMS Organization Information window

You can now view the address information you have for the organization on the **Organization Detail** tab.

On the **System Settings** tab, you can view or change the database, the system date prompt, and other miscellaneous information this organization uses (see “Setting up or Selecting an Organization” on page 30).

Troubleshooting: Setting Up Your Organization

At times, problems or errors can occur that are simple to fix without contacting Customer Support. Here, we indicate some common problems and ways to correct them. If you do not find what you are looking for in this section, refer to the help options under the “Denali Help” section of this guide and/or check the FAQ topics of our Customer Service Center at <http://cougarmtnservice.com> before you contact Customer Support. If you would like to offer suggestions for additions to our Troubleshooting sections, please email us at documentation@cougarmtn.com.

To Fix This:	Try This:
My fiscal year is not the standard January 1 through December 31; how can I set the dates I want to use?	In Controller, select Organization Options > Set Up the Fiscal Calendar from the navigation pane and set up your fiscal calendar according to your needs. See “Setting Up the Fiscal Calendar” on page 20.
I want to transfer organization information to the government via an electronic file; how do I set this up?	In Controller, select Common Tasks > Prepare for Electronic Transmissions from the navigation pane, and refer to “Transmitting Data to the Government” on page 26 for additional help.
I suspect my organization data files are corrupt; how do I repair the data files?	Try to uninstall and reinstall the module(s) in the organization that you suspect contain corrupt data files. To do this, select Organization Options > Install/Uninstall Modules from the navigation pane.
When I try to use an organization I created, I get a message saying the tables were not updated.	You might be able to update some information using this message, but for many updates, you need to close the program and run the SQL to SQL function to update your data. This function is found in the Denali Utilities.
I want to add modules that I need, or remove modules that I don't need, from an organization I already created.	You can add or remove modules at any time. In the Controller module, go to Organization Options > Install/Uninstall Modules and add or remove the modules. For more information, see “Installing/Uninstalling Modules” on page 18.

Chapter **3**

Controller Management Tasks

Options and Preferences in Controller

Display Table Information

Processing Payroll Transactions

Viewing Reports

Backing Up, Restoring, and Deleting Data

Copying an Organization

Troubleshooting: Controller Management Tasks

The Controller module is the administration tool for your organizations and all installed modules. You'll use this module to set up and manage your security, user, and group settings, as well as back up, restore, and delete organization data. It is the foundation for other modules and you cannot uninstall it. This chapter covers options typically set up by management.

Options and Preferences in Controller

Each module has module-wide settings and options that you need to set up before you enter information.

If you have rights, you can open the **CMS Module Preferences** window in Controller by selecting **Organization Options > Define Organization Preferences** from the left navigation pane.

General Setup

Because the module preferences in Controller are settings that apply to all of Denali, be sure to consider the impact of all the options available on each tab. For more information about what each option does, click the **Help** button in the software window.

On the **General** tab of the **CMS Module Preferences** window, you will find options for setting up Denali features such as the look of the software and how to open new module windows, as well as password security and purge settings for conversion and integration reports.

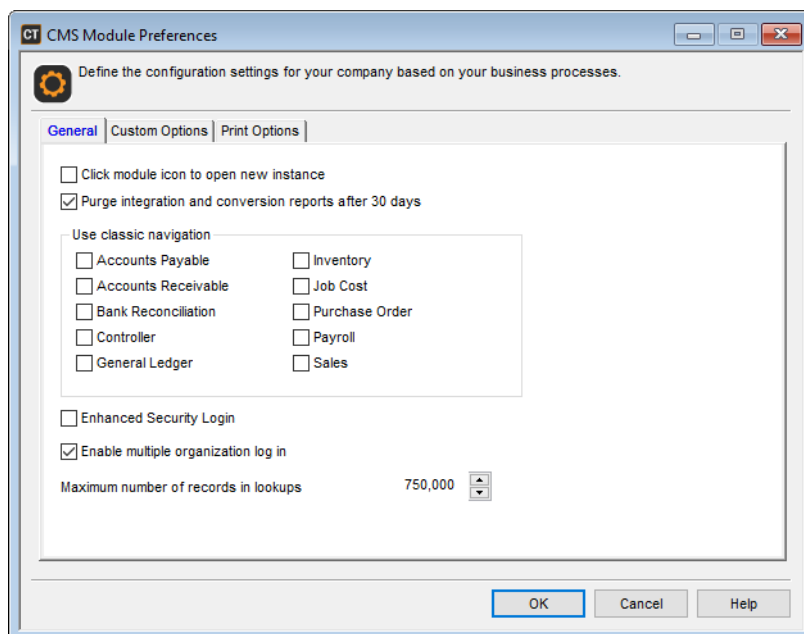


Figure 21: CMS Module Preferences window

Custom Options Setup

You might want to create custom reports or define menus to provide information or options to you that are not available by default in Denali. The **Custom Options** tab in the **CMS Module Preferences** window allows you to define custom menus to give you easy access to business-specific documents, programs, or websites. You can also use this tab to attach custom reports to certain reports in Denali.

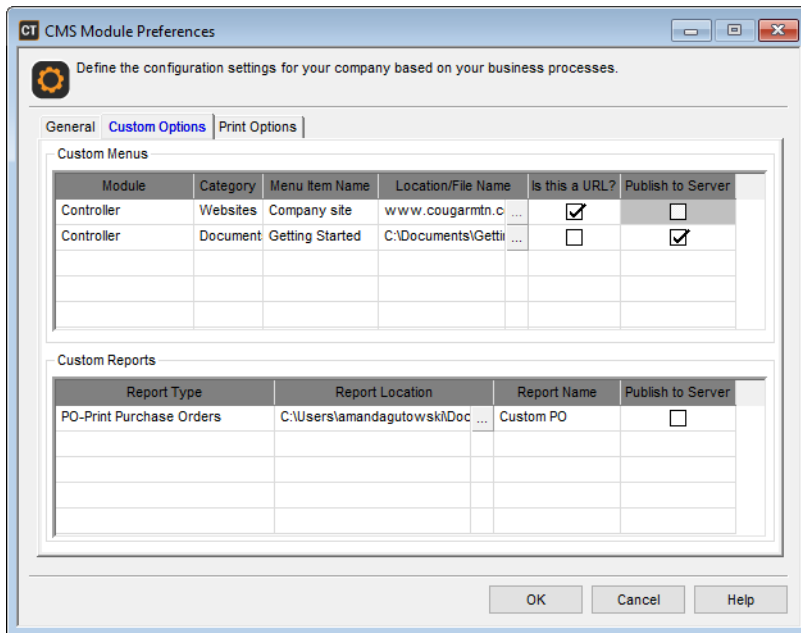


Figure 22: CMS Module Preferences window, Custom Options tab

Creating Custom Menus

You might want to create a custom menu in a module if you need quick access to specific documents or websites. For example, you might have an end-of-day checklist you want to easily access at business close or certain websites that you often visit that relate to tasks for that module. In the Custom Menus area of the **Custom Options** tab, you can create a custom menu option in any module to access any document or internet site.

To create a custom menu option:

- 1 In Controller, select **Organization Options > Define Organization Preferences** or **Company Options > Define Company Preferences** from the navigation pane and select the **Custom Options** tab in the **CMS Module Preferences** window.
- 2 In the **Custom Menus** grid, select the module for which you want to create a custom menu from the **Module** drop-down.
- 3 If you want to create a category for the menu option, type a category name in the **Category** field. You might use categories, for example, if you have two business websites you visit frequently and four checklists you use each day. You could define a category for websites and another for checklists.
- 4 In the **Menu Item Name** column, enter the name of the menu option as you want it to appear in the custom menu.
- 5 In the **Location/File Name** field, enter or browse to the path where the document or program you want to access from the custom menu is located. If you want to link to a website, enter the site address.

- 6 If you want the custom menu to open to a website, select the **Is this a URL?** check box.
- 7 Select the **Publish to Server** check box if you want to publish the file to the SQL server for access by anyone with rights to the custom menu. If you leave this check box unchecked, only those with access to the location defined in the **Location / File Name** field will be able to use to this custom menu option. This check box is only available if you did not select the **Is this a URL?** check box.

You can right-click in any cell of the grid for options to remove the menu option from the grid and/or the document from the SQL server.

The order in which you enter menu items in this window is the order they appear in the custom menu for which they're defined. You must set up security to allow access to the custom menus in each module. For more information about the options available in the window, click the **Help** button.

Creating Custom Reports

If you designed custom reports using SAP® Crystal Reports, you can set up Denali to access those reports directly from certain report windows. When you open certain report windows, you can choose to run the default report or choose from your custom reports. You can access custom reports from the following windows:

- Accounts Payable: Aging Report, Print Immediate Checks, Print Checks, Enter Bills Edit Report, Pay Bills Edit Report
- Accounts Receivable: Customer Statements, Aged Analysis, Dated Invoice Payment Report
- Bank Reconciliation: Print Checks
- General Ledger: Audit Trail, Balance Sheet, Budget Performance, Income Statement (Accounting product), Revenue and Expense Report (Fund product)
- Inventory: History Report, On Hand Report, On Order Report
- Payroll: Edit Report, Employee History Report, Employee Leave Report
- Purchase Order: Print Purchase Orders, Reprint Purchase Orders
- Sales: Edit Report, Print Invoices, Reprint Invoices from History, Packing Slips, Picking Report, Profit Margin Report, Sales by Salesperson Report

To attach a custom report to a report window:

- 1 In Controller, select **Organization Options > Define Organization Preferences** or **Company Options > Define Company Preferences** from the navigation pane and select the **Custom Options** tab in the **CMS Module Preferences** window.
- 2 In the **Custom Reports** grid, select the report window from which you want to access your custom report from the **Report Type** drop-down.
For more information about the options available in this window, click the **Help** button.
- 3 In the **Report Location** field, enter the path or browse to the path where the custom report file is located.
- 4 In the **Report Name** field, enter the name of the report as you want it to appear in the report window.
- 5 Select the **Publish to Server** check box if you want to publish the custom report to the SQL server. If this check box is left unchecked, only those with access to the location defined in the **Report Location** field will be able to run the custom report.

You can right-click in any cell in the grid for options to remove the file from the grid and/or document from the server. You can also choose to download the report if you need to make changes to it.

The order in which you enter custom reports in this window is the order they appear in the report drop-down for which they're defined. You must set up security to add, change, and remove reports from the **Custom Options** tab.

If you attached a custom report to a report window, you can select the **Use a custom report** check box and then select the report you want to generate from the drop-down.

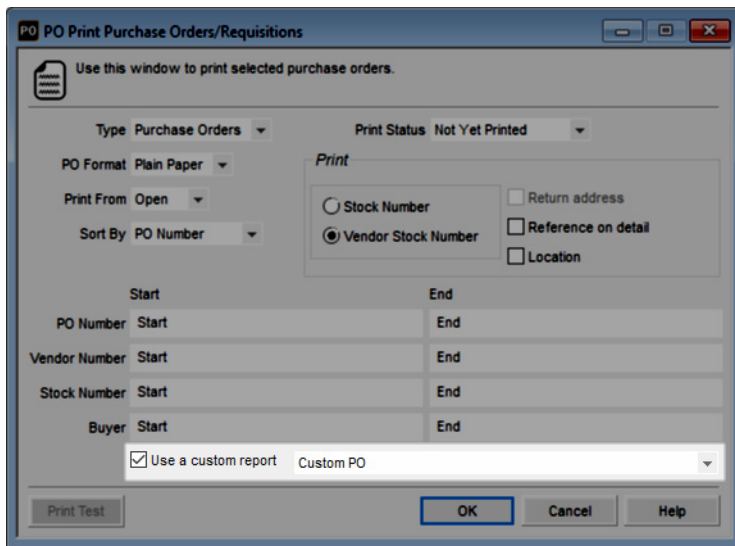


Figure 23: *PO Print Purchase Orders/Requisitions window, Custom Report option*

See the Crystal Reports user documentation for information about how to modify existing Denali reports. You might not be able to make certain modifications. Please call your account representative at (800) 388-3038 for more information.

Print Preferences in Controller

Use the **Print Options** tab in the **CMS Module Preferences** window to specify your printing preferences for Controller reports. Select **Organization Options > Define Organization Preferences** from the navigation pane and then select the **Print Options** tab in the **CMS Module Preferences** window.

There are two types of reports for which you can specify default print options: integration reports and conversion reports.

Select the check box in the **Edit** column to have the option to change these default settings every time you print.

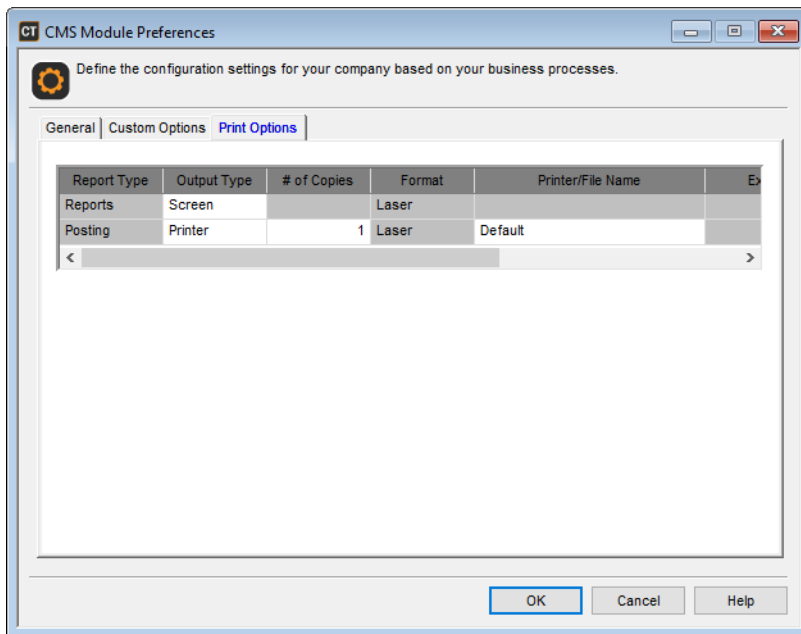


Figure 24: CMS Module Preferences window, Print Options tab

Display Table Information

You might want to monitor the status of your data tables. For example, if you want to make sure your tables don't become so large they slow down posting or reporting. If you notice your tables have a large number of records, you can purge unwanted data. Refer to each module's user's guide for information on this option.

You can view the name of Controller data tables, number of records in the tables, and the date the tables were created or last updated.

To view your table information, select **Resources and Tools > View Table Information** from the left navigation pane in the Controller module.

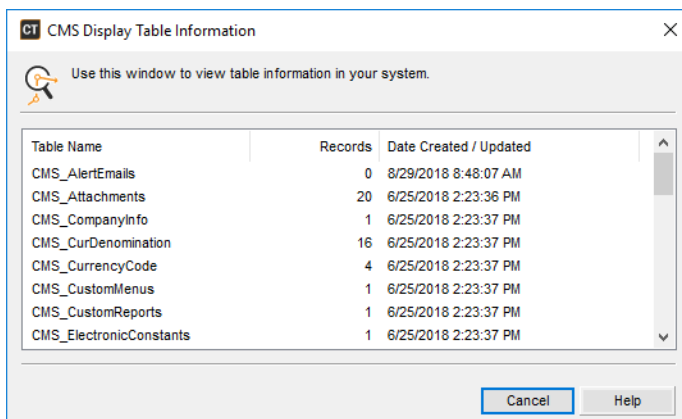


Figure 25: CMS Display Table Information window

Processing Payroll Transactions

Use the **CMS Process Payroll Transactions** window if you want to import and post external payroll files. These files can originate from CMS Professional or any payroll service, as long as the file meets Denali's import file format requirements. You can view these requirements in the user's guide for the module you want to import to. If you import from CMS Professional, your General Ledger accounts in Denali must match your General Ledger accounts in CMS Professional.

NOTE: *If you are importing a CMS Professional Bank Reconciliation text file that contains direct deposit transactions, in Denali Bank Reconciliation, you need to create a Payee Card File named Direct Deposit and select the Organization Payee Type. Your direct deposit transactions will post to this payee.*

Exporting CMS Professional Payroll Files for Import into Denali

If you integrate CMS Professional Payroll to Denali, you will use the Universal Bridge to export a data file from CMS Professional and then import your Accounts Payable, Bank Reconciliation, and/or General Ledger data into Denali. We highly recommend you print the posting reports so you have a reference after you import and post the transactions in Denali.

CMS Professional does not post to any modules you set to Denali integration and instead creates an external file. Validation for these modules does not occur until you import and post the file in Denali. There is no change to how transactions post to Payroll.

NOTE: *Your ledger account numbers in CMS Professional and Denali must match.*

Each external file that is created has a unique filename. By default, the file is saved in your CMS Professional installation folder for the company in which you are posting. A module code is added to the end of each posting reference for the filename. The module codes are:

- Accounts Payable: A
- Bank Reconciliation: B
- General Ledger: G

For example, a complete filename and path could be: C:\CMSWIN\DMODATA\UBRIDGE\PR0111G.txt.

Processing External Payroll Files in Denali

You can import external payroll files into Denali that originate from CMS Professional or any payroll service, but must meet Denali's import file format requirements.

To process external payroll files:

- 1 In Controller, select **Common Tasks > Process Payroll Transactions** from the left navigation pane.

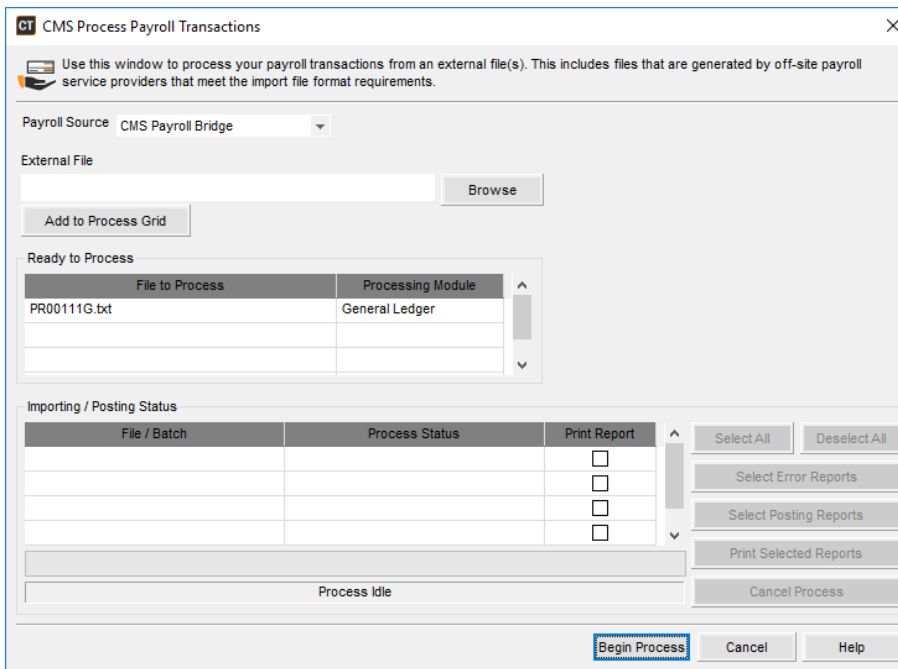


Figure 26: CMS Process Payroll Transactions window

- 2 In the **CMS Process Payroll Transactions** window, select the source of the payroll files from the **Payroll Source** drop-down.
- 3 In the **External File** field, use the **Browse** button to select the file you want to import. Each module for which you are importing payroll transactions requires a separate file. If you are importing files from CMS Professional, by default, the file saves to a path similar to this:
C:\CMSWIN\DMODATA\UBRIDGE\PR00111G.txt.
- 4 Click the **Add to Process Grid** button to add the file to the **Ready to Process** grid. If you are importing an external file not associated with CMS Professional, you must select the module to which the file should post from the **Processing Module** drop-down.
- 5 When all the files you want to import and post are added to the grid, select the **Begin Process** button. While the importing/posting process takes place, access to all modules from Controller will be locked until the process is complete.
- 6 When they are available in the **Importing/Posting Status** grid, select and print the necessary reports. If you need to correct errors after the process is complete, you can leave this window open while you work in the other modules. You do not need to reimport the text file to run the process again.
Select the **Help** button in the software window for information specific to each field or option in the window.

Viewing Reports

From the **Reports** menu on the Controller menu bar, you can view integration error reports, conversion reports for data that was successfully converted from CMS Professional to Denali, and red flag reports.

Integration error reports are created when integration fails. In Module Preferences of a module, next to the Integration options drop-down, the Fix <Module> Integration button appears when there is an error with integration. Selecting this button produces an error report to help you resolve the issue. When you view the report list in Controller, the reports are module, data, and time stamped to help you select the correct one.

Conversion reports are created when you convert CMS Professional data to Denali. When the conversion successfully completes, you can view the Pre-Conversion Data Checklist, Codes/Values Added Report, and the Integration Status Report from this menu.

To automatically delete these reports, select the **Purge integration and conversion reports after 30 days** check box in the **CMS Module Preferences** window.

Red flag reports are reports that originate in other modules that identify changes in data that can help you detect fraud. These reports include:

- AP Control Report
- AP GL Expense Distribution Report
- AR Control Report
- BR Missing Check Report
- GL Reprint Posting Report
- IN Control Report
- IN Movement Report
- PO Open Purchase Order Report
- Sales Price Variance Report
- Sales Invoice Tracking Report

Refer to the documentation for each module for information about these reports.

Backing Up, Restoring, and Deleting Data

As with any important computer information, it is critical to back up data in Denali. You can back up the database in many ways, and SQL includes a number of options for this purpose. You can back up your data whenever you want, for example, on a daily or weekly basis, and we highly recommend you do so regularly. You can choose to manually back up your data through Controller or set up a backup schedule using Microsoft® Task Scheduler.

Additionally, if for any reason you need to delete an organization, you can do so in Controller.

Manually Back Up Data

You can manually back up Denali data at any time in Controller. You can also set up automatic backups with Microsoft scheduler. See “Automatically Back Up Data” on page 44 for more information. If you want to copy the organization instead, you can use the Copy Organization Utility to archive an organization and have full access to it in the future. See “Copying an Organization” on page 50 for more information.

NOTE: *The backup process only includes Denali database files and files that are published to the server. If you attached any files through the software and did not publish them, they will not be included in the backup.*

If you back up data to restore (see “Restore Data” on page 48) into a new organization, you also need to copy users from the current organization into the new organization. This allows your users to log in.

To back up your organization:

- 1 Before you begin this process, you need to close any open modules other than Controller.
- 2 In the Controller module, select **Resources and Tools > Manually Back Up Data** from the left navigation pane.

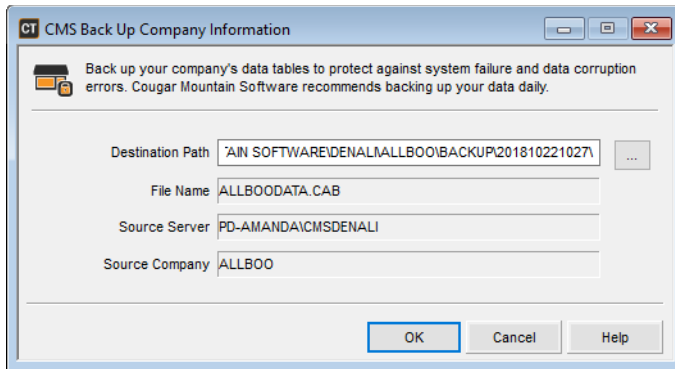


Figure 27: CMS Backup Company Information window

- 3 Select the location where you would like to save the backup.
By default, the backup will be saved in your organization database folder on the computer on which the backup is run, for example:
`C:\PROGRAM FILES\COUGAR MOUNTAIN SOFTWARE\DENALI\CMS\BACKUP\201312131606\.`
The system will automatically assign a unique name and folder for each backup. The default name is based on the date and time the backup occurs. For instance, in the example above the unique name is: `201312131606`. This represents the date of December 13, 2013 and the time is 16:06 hours (24-hour clock).
- 4 Select **OK** to continue with the backup.
After the backup is complete, the **CMS Backup Complete** window will appear. This window includes a log of the backup activities that you can review to find out which data was successfully backed up. Click **OK** after you are done reviewing the log or click **Print Log** to print the CMS Data Log Report.

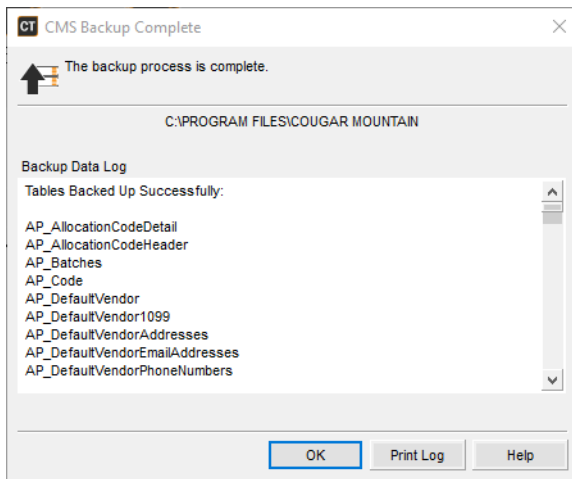


Figure 28: CMS Backup Data Log window

Automatically Back Up Data

If you want to back up your data on a regular basis, for example, nightly, you can use the Microsoft® Task Scheduler to set up automatic backups for any organization or all your organizations. You can also manually back up your data at any time. See “Manually Back Up Data” on page 42 for more information.

To set up automatic backups:

- 1 Click **Start > Control Panel > System and Security > Administrative Tools**.
- 2 Double-click **Task Scheduler**.

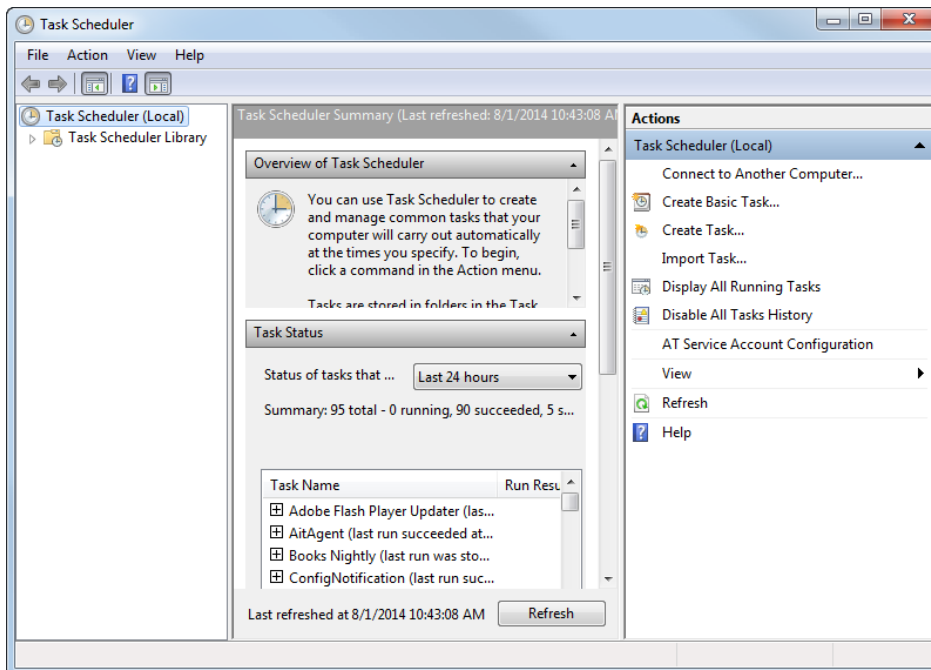


Figure 29: Task Scheduler window

- 3 In the **Task Scheduler** window, select **Task Scheduler Library** in the left navigation pane.
- 4 Right-click on **Task Scheduler Library** and select **New Folder** from the menu.
- 5 Enter a folder name, for example *Denali Backups* and click **OK**.
- 6 Highlight the folder you created and click **Create Task** in the **Actions** box on the right.
- 7 In the **Create Task** window, enter a task name and description. For example, *Books Nightly* and *Nightly Backups for All Books*.
- 8 Select the **Run only when user is logged in** radio button.
Press F1 on your keyboard to view the Microsoft help for more information about the options in this window.

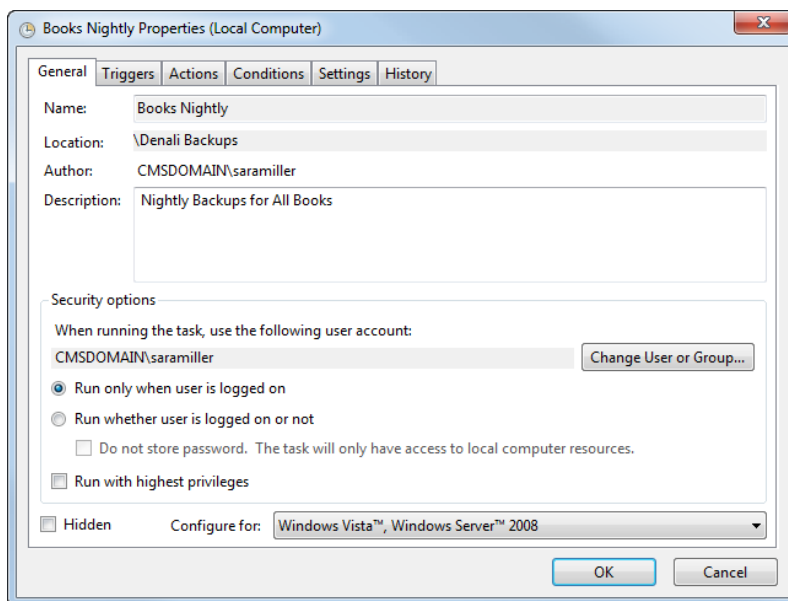


Figure 30: Create Task window, General tab

When you set up a backup task, you must specify the conditions to trigger the backup. Use the **Triggers** tab to do this.

To set up the Triggers tab:

- 1 In the **Create Task** window, click the **Triggers** tab.
- 2 Click the **New...** button.
- 3 In the **New Trigger** window, set the frequency and time you want the backups to occur. For example, you can choose to back up your data daily at 8:00 pm.
- 4 Check the **Enabled** check box at the bottom of the window.

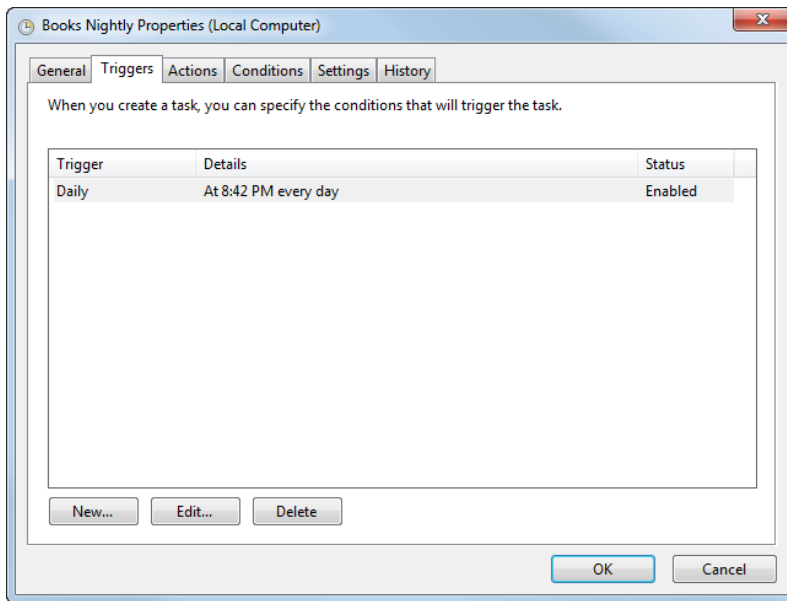


Figure 31: Create Tasks window, Triggers tab

5 Click OK.

The next step when you create a backup task is to specify what should get backed up and where it should be saved. Use the **Actions** tab for this.

To set up the Actions tab:

- 1** In the **Create Task** window, click the **Actions** tab.
- 2** Click the **New...** button.
- 3** In the **New Action** window, select *Start a program* from the **Action** drop-down.
- 4** In the **Program/script:** field, enter the path to your Denali software. For example, *C:\Program Files (x86)\Cougar Mountain Software\Denali\CMSCT32.exe*.
- 5** In the **Add arguments (optional)** field, enter *-dc <company code> -cu <login> -qt -bk <location to store backup>*. For example, *-dc ALLBOO -cu SUP -qt -bk C:\DataBackup*.
 - -dc indicates which company to back up
 - -cu indicates which user to log in with. This user should not have a password and you should only use it for this function.
 - -qt indicates that the process should run in the background (i.e. you won't see Controller open)
 - -bk indicates to start a backup. If you enter a path after this, it will store the backup in the designated location. The backup will be overwritten each time.

NOTE: If you use iVault to back up your data, be sure to set your Denali backup to a folder that iVault will copy.

If you do not enter a location after *-bk* to store the data, it will default to the location of your manual backup and a new file will be created for each backup. If you do enter a location, the backup will be overwritten each time.

- 6** In the **Start in (optional)** field, type the path where your Denali CMSCT32.exe file is located. For example, *C:\Program Files (x86)\Cougar Mountain Software\Denali*.

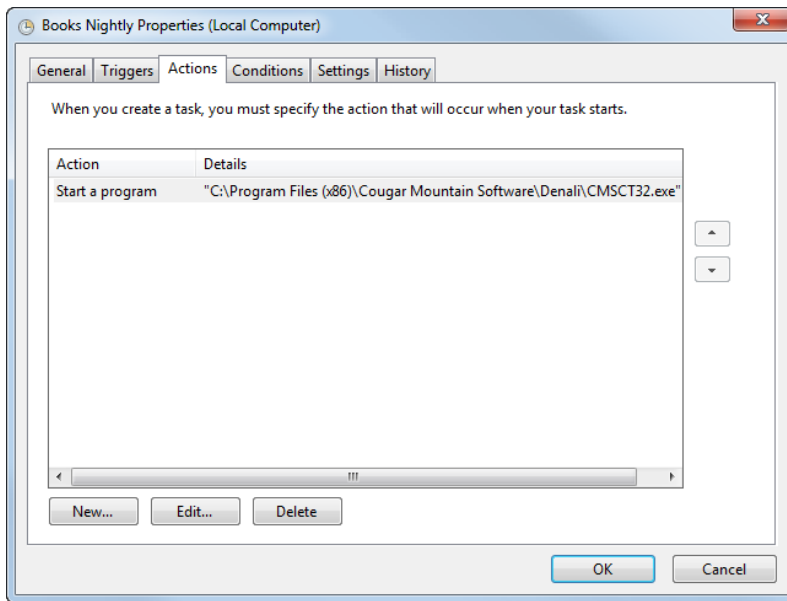


Figure 32: Create Task window, Actions tab

- 7 Click **OK** to save.

The other settings for this task can be left as the default settings or you can change them to meet your needs. Press F1 on your keyboard to view the Microsoft help for more information about the options in this window.

- 8 Click **OK** in the **Create Task** window to save this task.

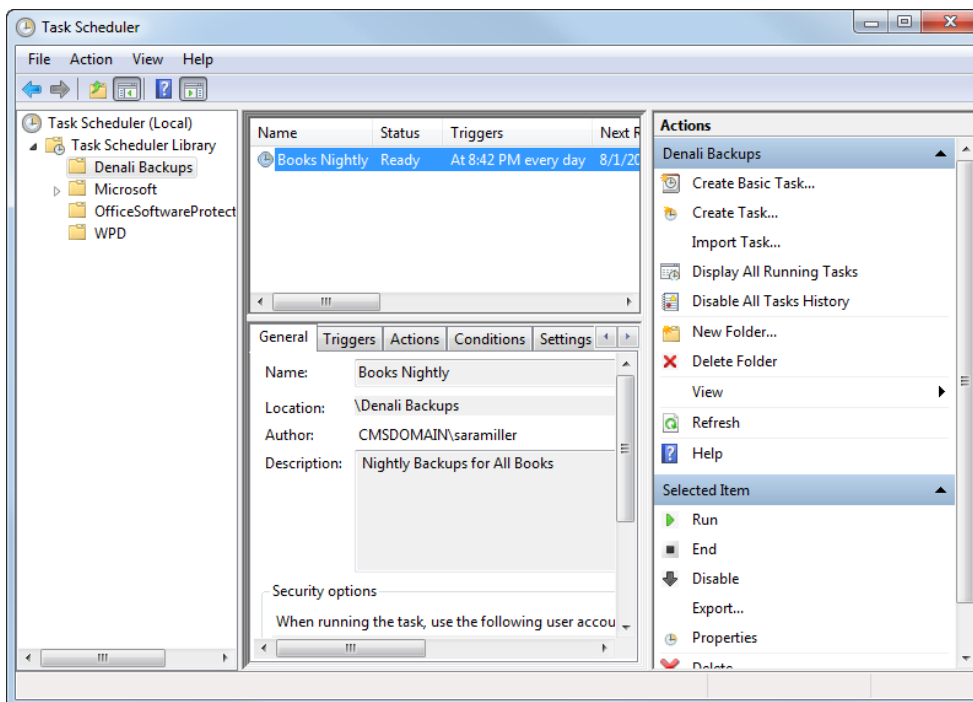


Figure 33: Task Scheduler window

When the backup is finished at the set time, a CAB file will be at the path you specified. For example, *C:\DataBackup*. You can restore this data any time.

Restore Data

If you lose organization data but created a backup, you will be able to restore from your latest backup. Although you might not recover all data, you can save a lot of time if you restore. You can restore a backup at any time, but keep in mind that when you restore a backup, it will overwrite your existing data.

To restore your organization information:

- 1 In the Controller module, select **Resources and Tools > Restore Data from a Backup** from the left navigation pane.
- 2 In the **CMS Restore Company Information** window, navigate to the backup you want to restore. When you select a folder with backup files, the backups will appear in the list box on the left side of the window.

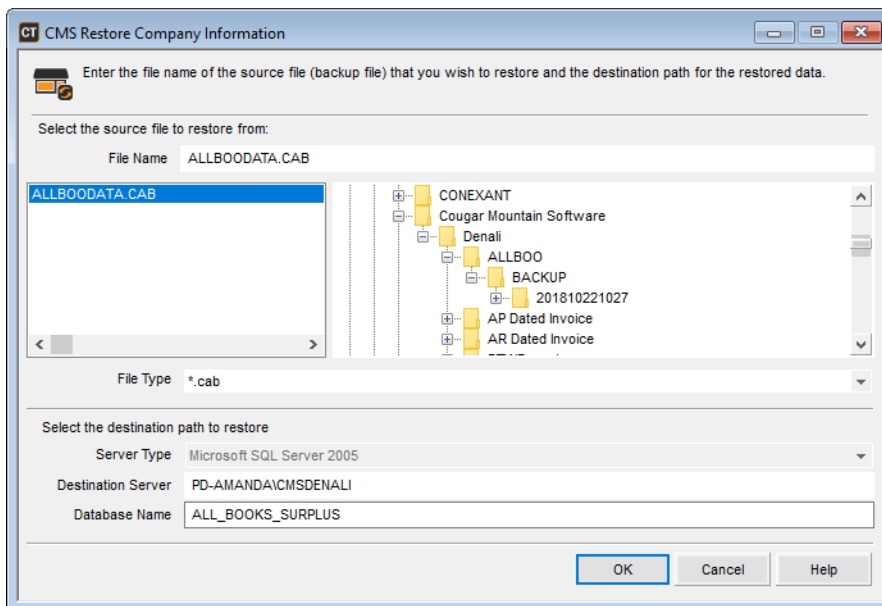


Figure 34: CMS Restore Company Information window

- 3 Select the backup file you want to restore.
- 4 Review the destination path to which to restore the database and update it if necessary.
- 5 Select **OK** to start the restore.

After the restore is complete, the **CMS Restore Complete** window will appear. This window includes a log of the restore activities that you can review to find out which data was successfully restored. Click **OK** after you review the log or click **Print Log** to print the CMS Data Log Report.

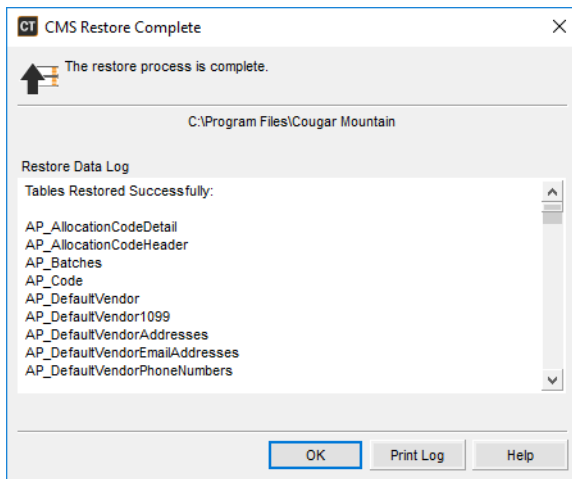


Figure 35: CMS Restore Complete window

Delete an Organization

If for any reason you no longer use an organization, you can remove it from the software. Only a user with supervisor rights can delete an organization. Make sure you are logged in to a different organization than the one you want to delete.

To delete an organization:

- 1 Open the Controller module for an organization other than the one you want to delete and log in as the Supervisor (SUP) user.
- 2 Select **Organization Options > Define Organization Information** from the left navigation pane.

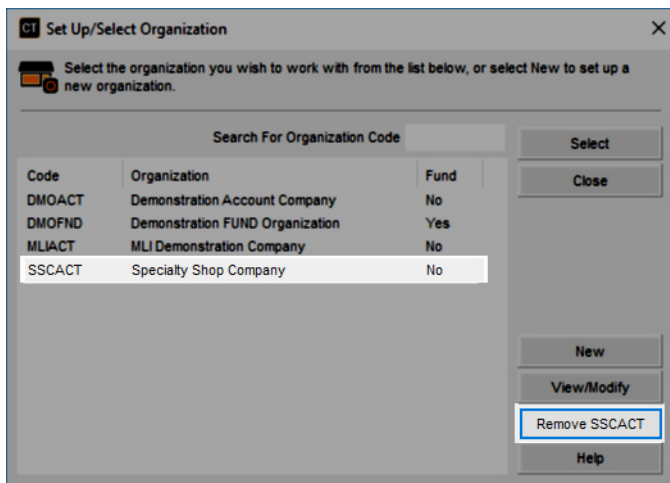


Figure 36: CMS Set Up/Select Organization, remove organization

- 3 Highlight the organization you want to remove.

- 4 Select the **Remove** button.

NOTE: When you delete an organization, the data is not removed automatically from the database. The link to the organization is removed within Denali, but the data tables still exist. If you deleted an organization, but need access to the data, call Cougar Mountain Customer Support at (800) 390-7053.

- 5 If you are not logged in as the Supervisor user or a user with full access rights, you will be prompted to enter the Supervisor user's password in the **CMS System Security** window.
- 6 Select **OK** to continue.
- 7 Next, you will be prompted to make sure you want to delete this organization. Select **Yes** to continue or **No** to cancel the removal process.
When the removal process is complete, you will be returned to the **Set Up/Select Organization** window.

Copying an Organization

You can use the Copy Organization Utility if you want to archive an organization and have full access to it in the future. You will be able to interact with the copied organization the same as the original.

You can also choose to create a backup of your company. A backup only saves your company data; you would need to restore a backup to access it.

To create a copy of an organization:

- 1 In the Controller module of the organization you want to copy, select **Resources and Tools > Copy an Organization** from the left navigation pane.
- or -

Select **Start > All Programs > Denali by Cougar Mountain > Denali Utilities > Client Utilities or Server Utilities**.

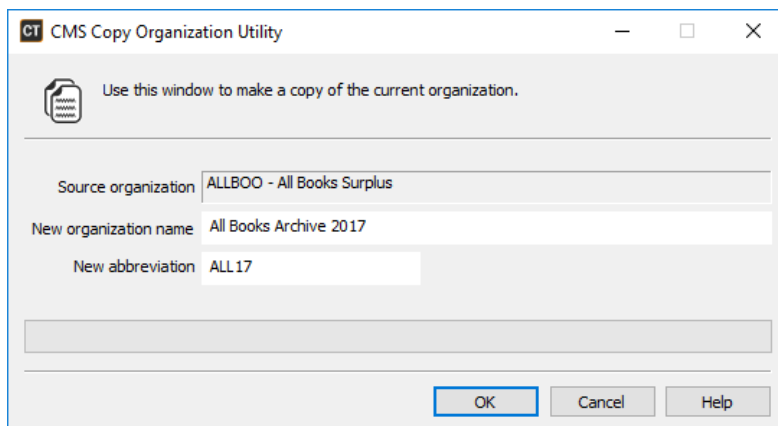


Figure 37: CMS Copy Organization Utility

- 2 If you accessed the window from the Utilities, select the organization you want to copy and log in.
- 3 In the **CMS Copy Organization Utility** window, enter the name of the new organization in the **New organization name** field.
- 4 If you want to change the organization abbreviation in the **New abbreviation** field, enter up to six alphanumeric characters.
The organization abbreviation cannot be the same as any other organization abbreviations.

- 5 Select **OK** to copy the organization.

Troubleshooting: Controller Management Tasks

At times, problems or errors can occur that are simple to fix without contacting Customer Support. Here, we indicate some common problems and ways to correct them. If you do not find what you are looking for in this section, refer to the help options under the “Denali Help” section of this guide and/or check the FAQ topics of our Customer Service Center at <http://cougarmtnservice.com> before you contact Customer Support. If you would like to offer suggestions for additions to our Troubleshooting sections, please email us at documentation@cougarmtn.com.

To Fix This:	Try This:
Denali looks different than I'm used to. Is there any way to use Denali with the old navigation?	Yes. On the General tab of the CMS Module Preferences window, select the module check boxes for which you want to use classic navigation.
I'm trying to import direct deposit transactions from CMS Professional Bank Reconciliation and I keep receiving an error.	In Denali Bank Reconciliation, create a Payee Card File. See “Processing Payroll Transactions” on page 40.
I have some integration error reports that don't appear in my Reports menu anymore. Where did they go?	If you check the Purge integration and conversion reports after 30 days check box in the CMS Module Preferences window, the reports will automatically purge and will no longer appear.

Chapter

4

Working with Users and Groups

User and Security Options

Users, User Rights, and User Passwords

Groups and Group Rights

Filling Groups with Users

Troubleshooting: Working with Users and Groups

You can establish a variety of security settings for each person that uses Denali. You can allow specific users, or groups of users, access to specific modules and specific functions.

Take the time to review all the information on these options before you begin. This way you will be sure to set up your security to meet the needs of your business.

User and Security Options

Your accounting data needs to be secure. For complete, step-by-step information on establishing security in your system, see “Users, User Rights, and User Passwords” on page 54 or “Groups and Group Rights” on page 63.

NOTE: *These settings will not secure the actual SQL database in which your information is stored. To secure your data from access outside of Denali you will need to set security settings within SQL. Refer to your SQL documentation for more information.*

For convenience, you can print out reports on users or groups by selecting **Print** on the **CMS Add/Change Users** or **CMS Add/Change Groups** windows.

Users, User Rights, and User Passwords

The ability to control who has access to your accounting information is essential. Denali allows you to assign access rights for all modules from the **Security Options** menu in the Controller module.

Adding or Editing a User

You can add, edit, or remove users in Controller. The Supervisor (SUP) is the default user and has complete access to the software. You cannot change the Supervisor rights; think of this user as the System Administrator.

CAUTION: *If you forget the password you assigned to the SUP username and you haven't established another user with full access rights, you will not be able to access supervisory areas of the software. For assistance please call Cougar Mountain Customer Support at (800) 390-7053.*

To add a new user:

- 1 In the Controller module, select **Security Options > Add / Change User Accounts** from the left navigation pane.

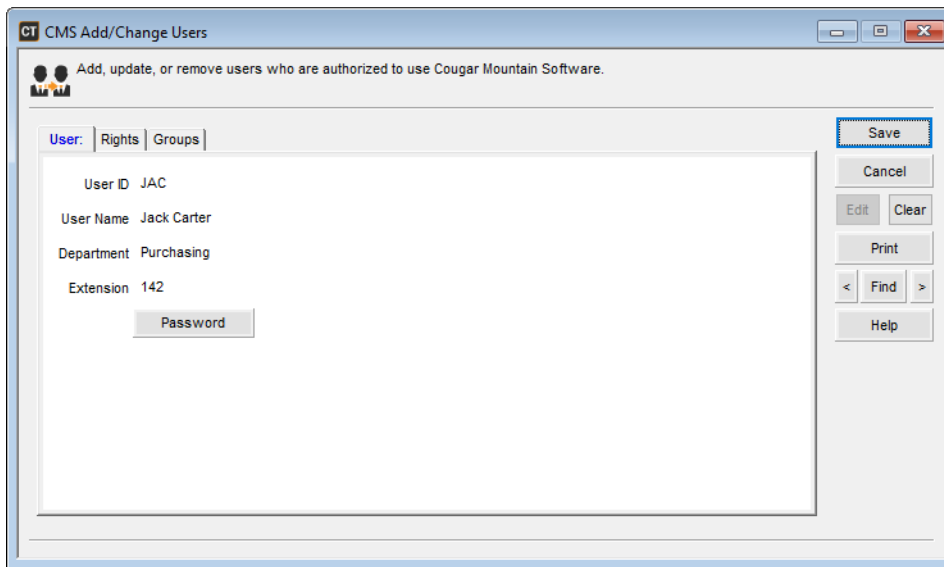


Figure 38: CMS Add/Change Users window

Enter a code up to six characters in the **User ID** box.

- 2 In the **User Name** box, enter the name of the user.
Click the **Help** button in the software window for specific information about the fields in this window.
- 3 Select the **Password** button.
When you select this button you will be prompted to save the user first before you continue.

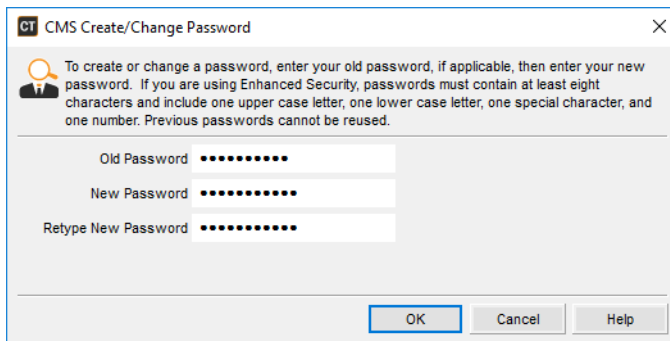


Figure 39: CMS Create/Change Password window

Click the Help button in the window for password requirements.

- 4 When you finish entering a password for this user, select **OK** to close this window and return to the **CMS Add/Change Users** window.
- 5 Select **Save** to keep this user.
You can delete this user at any time. See “Deleting a User” on page 62 for additional information.

NOTE: You cannot edit the rights of the Supervisor, which will remain unrestricted. If you forget your password to the Supervisor user, contact Customer Support at (800) 390-7053.

To edit an existing user:

- 1 In the Controller module, select **Security Options > Add / Change User Accounts** from the left navigation pane.

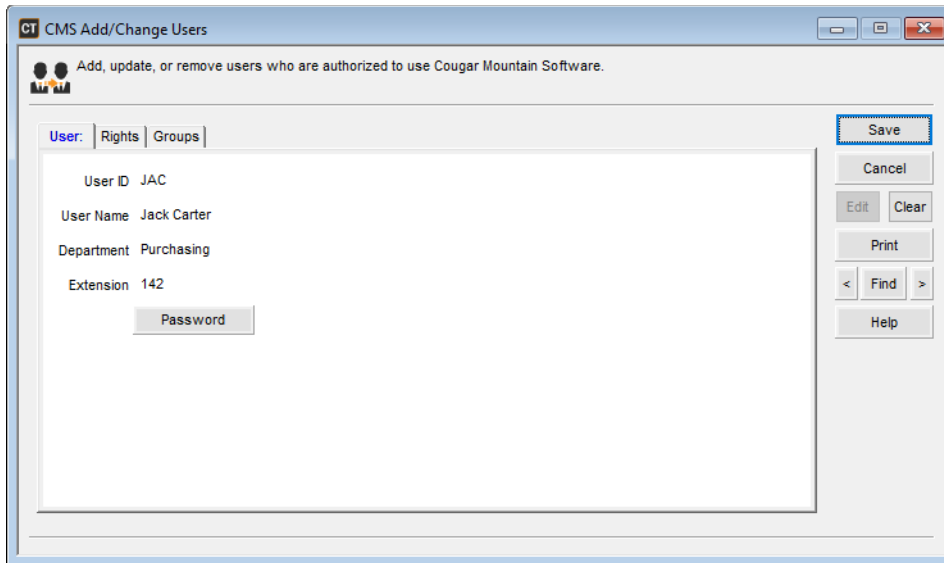


Figure 40: CMS Add/Change Users window

- 2 Use the Lookup in the **User ID** field to select the user you want to modify.
- 3 Click the **Edit** button.
- 4 Make change to the user's password or rights.
- 5 Select **Save**.

Setting User Rights

By default, a new user has no access rights. When you assign a user to a group, they will have access to everything the group has access to.

Keep in mind that if the user's individual settings allow access to areas that the group's settings do not, they will still have access to these areas. If access to a module is completely restricted from a user, it could affect access in other modules. For example, if a user does not have access to the General Ledger module and they attempt to create a Terms Code in Accounts Receivable, that user will not be able to save the code because permission to view General Ledger accounts is required to save a Terms Code.

The following steps describe assigning user rights:

- 1 In the Controller module, select **Security Options > Add / Change User Accounts** from the left navigation pane.
- 2 In the **User ID** box, select the user.
- 3 Select the **Rights** tab.
- 4 Select the **Edit** button.

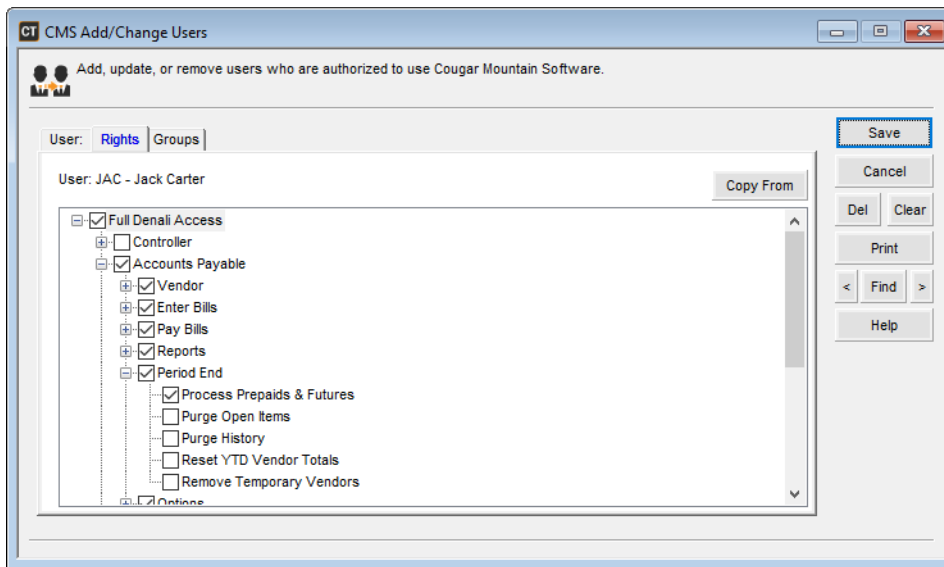


Figure 41: CMS Add/Change Users window, Rights tab

- 5 Double-click an item or click the plus next to the item to open sub-items.
- 6 Place a check mark in the check box to allow this user to access the specified area. If the check box is empty, this user cannot access that window or menu.

To quickly set rights for several users of the same security level, select the **Copy From** button and then select the user that you want to copy.

NOTE: If you select a check box to give a user rights to a specific menu option or window, all higher-level check boxes associated with that option are also checked. For example, if you check the Add / Change Users check box under **Full Denali Access > Controller > Security**, each of the higher-level check boxes are also checked. This also means that even though a top-level check box is checked, all the check boxes under it aren't necessarily checked. Make sure to expand the trees to ensure you assign appropriate rights to this user before you save.

- 7 Select **Save** to save the changes.
- After editing, you must log out and log in to the system to activate the new user's rights.

Changing User Rights

You can define a user's rights by membership in a group and by individual user. If you want to provide more access to a specific user and not the entire group, then give the user rights to the additional areas. If you want to change rights for an entire group, see "Setting or Changing Group Rights" on page 64. If you give individual users access to a particular area, the group settings will not override this. If you want a user to have more restrictions than a group has, they must be removed from any group that gives them access to the area.

To change a user's rights:

- 1 In the Controller module, select **Security Options > Add / Change User Accounts** from the left navigation pane.

- 2 In the **User ID** box, select the user you would like to change.
- 3 Select the **Rights** tab.
- 4 Select the **Edit** button to allow changes.

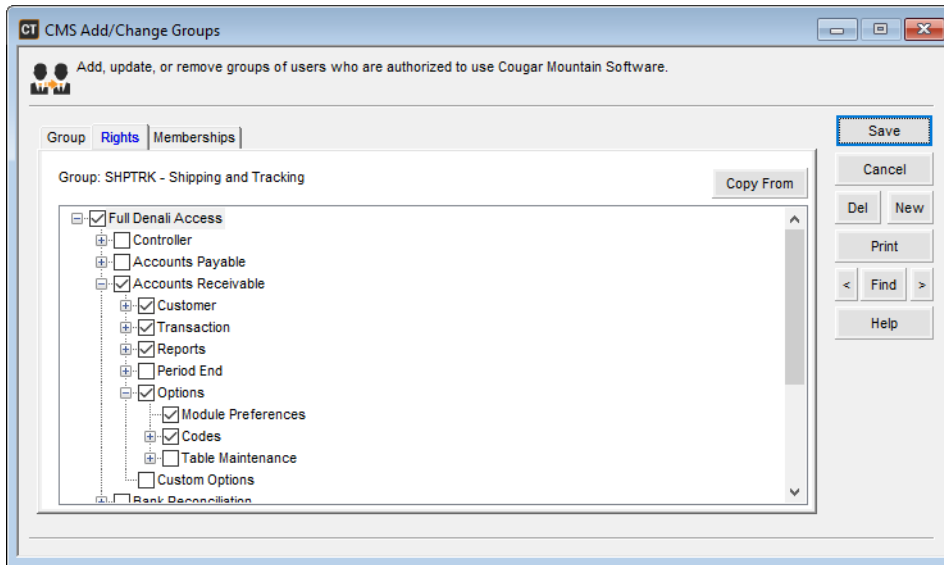


Figure 42: CMS Add/Change Users window, Rights tab

- 5 Make the desired changes.
- 6 Select **Save** to save your changes.

Using Enhanced Security

You can turn on enhanced password security by selecting the **Enhanced Security Login** check box in Module Preferences. This causes the following changes:

- all users will be required to have a password.
- each password must contain at least 8 characters (up to 200) and include at least 1 uppercase, 1 lowercase, 1 special character, and 1 number.
- passwords must be changed every 90 days; a prompt will be given beginning on the 85th day, and on the 90th day users will not be able to access Denali until they change their password (the SUP user can reset all passwords).
- users cannot use the same password more than once.
- if users enter an incorrect password 3 times, their account will be locked for 30 minutes. An administrator can unlock the account by or unchecking the **Locked** check box on the user record in the window.

Setting User Passwords

Strong passwords contain both alphabetical and numerical characters in unpredictable combinations. When you create a password, you should select an unpredictable combination of characters you can easily remember. For example, you might think of a familiar phrase and select the first letter of each word in the phrase to form the alphabetical part of your password.

To add or change a user's password after the user has been created:

- 1 Log into the Controller module with the user you want to change the password for and select **Security Options > Change User Password** from the left navigation pane.

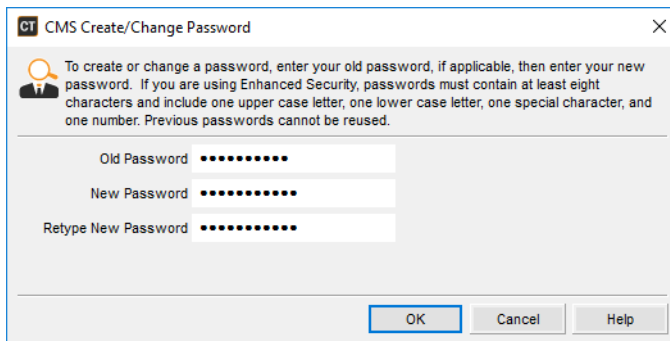


Figure 43: CMS Create/Change Password window

- 2 If no password has been set for this user the **Old Password** box will be grayed out. If a password has been previously entered for this user, you will need to enter the current password in the **Old Password** box before a new password can be entered.
- 3 Enter a password of up to 200 alphanumeric characters in the **New Password** box. If you have Enhanced Security turned on, there are . See “Using Enhanced Security” on page 58 for more information.
- 4 In the **Retype New Password** box, retype the password exactly as you typed it in the **New Password** box.
- 5 Select **OK** to save your changes.

Resetting User Passwords

If you need to reset a user password, you can use the Reset Password window. You must have rights to access this window.

To reset a password:

- 1 Select **Security Options > Reset User's Password** from the left navigation pane. The CMS Reset Password window will open.

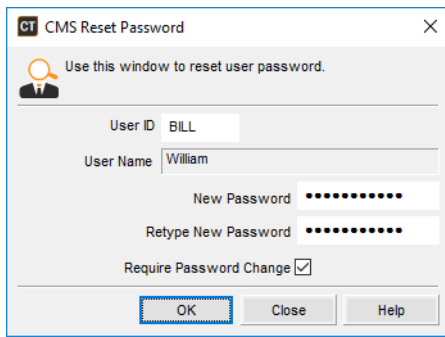


Figure 44: CMS Reset Password window

- 2 Enter the User ID for the user whose password you want to change.
- 3 Enter a new password.
- 4 If you want the user to change this password the next time they log into Denali, select the **Require Password Change** check box. When the user next logs in, they will be forced to change their password before they can continue.
- 5 Click **OK** to save the new password.

Copying Users from Another Company

Two companies often share employees. For that reason, you have the option to set up users in one company and copy them to another company. For example, if you have two companies that share the department managers, you can copy these users from one company to another instead of creating them individually in both companies.

When you copy a company, you should be in the company to which you are copying. For example, if you create a new company and you want to copy all of the users from an old company into the new one, you would open the new company and then copy the users from the old.

To copy users from a company:

- 1 In the Controller module, select **Security Options > Copy Users From Another Company** from the left navigation pane.
- 2 Select the company to which you want to copy users.
If you do not see the company you are looking for, use the **Search for Code** box. For detailed information about the options in this window, select the **Help** button in the software window.

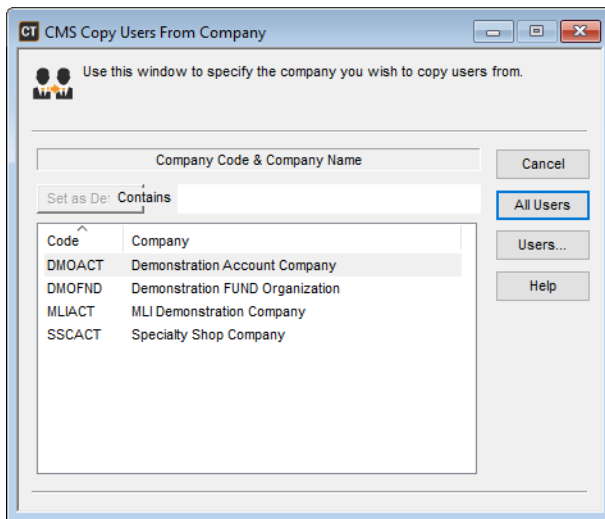


Figure 45: CMS Copy Users From Company window

- 3 Select **Users** to copy only selected users.

- or -

Select **All Users** to copy all the users from the selected company.

If you select **Users**, the **CMS Copy Users** window appears.

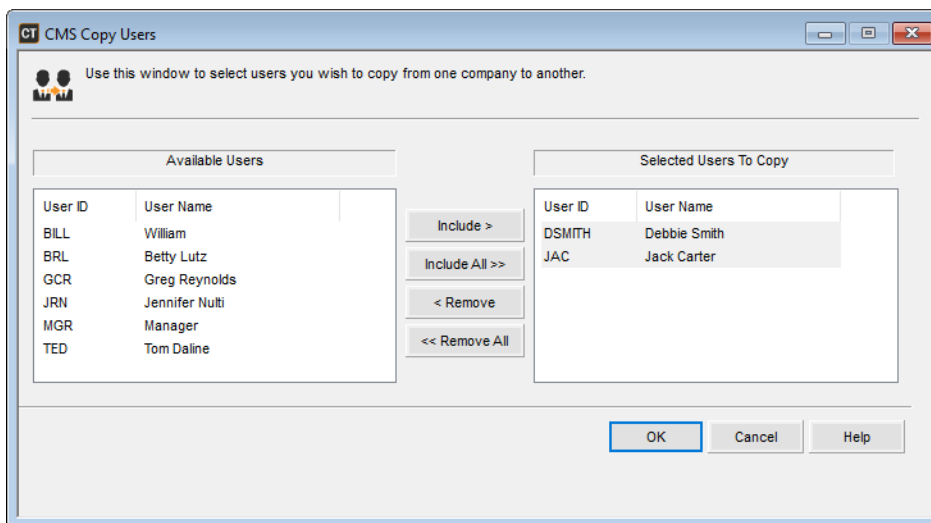


Figure 46: CMS Copy Users window

- 4 Use the **Include** and **Include All** buttons to move the users you want to copy from the **Available Users** list box to the **Selected Users To Copy** list box.
If you need to omit a user from the **Selected Users To Copy** list box, use the **Remove** or **Remove All** buttons.
- 5 Select **OK** to copy the selected users.

When copying is complete, the system will automatically return to the **CMS Copy Users From Company** window.

- 6 Repeat these steps until you complete the process of copying users to all the companies you want.

Deleting a User

If you no longer use a User ID, you can delete it from the software. You must have access rights to the **CMS Add/Change Users** window to delete a user from an organization.

To delete a user:

- 1 In the Controller module, select **Security Options > Add / Change User Accounts** from the left navigation pane.

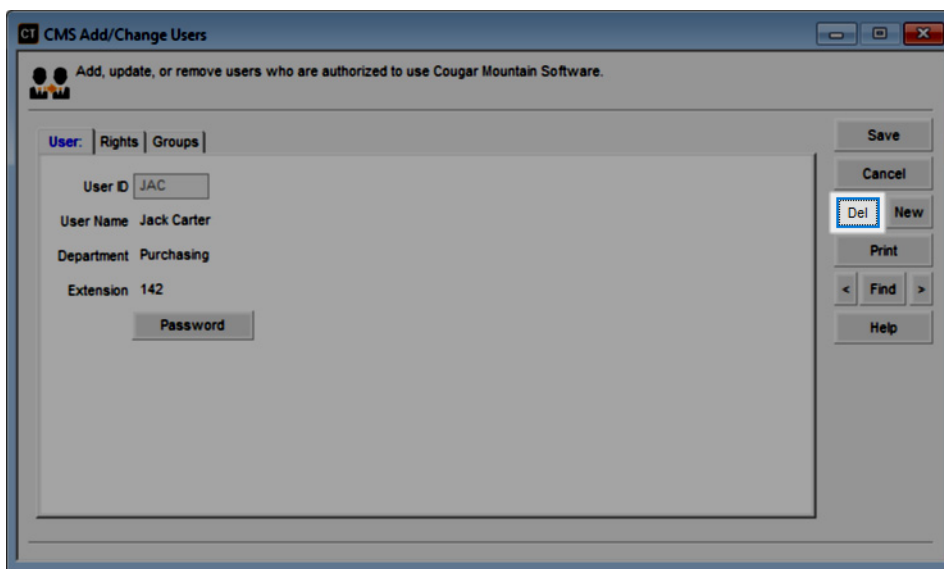


Figure 47: CMS Add/Change Users window, Delete button

- 2 In the **User ID** box, select the user you want to delete.
You can type the User ID or use the Lookup to select the user. You can also use the **Find** buttons on the right side of the window.
- 3 Select **Edit**. The **Edit** button will change to read **Del**.
- 4 Select **Del**.
A warning message appears asking if you are sure you want to delete this user record.
- 5 Select **Yes** to delete the User ID.

NOTE: The Supervisor (SUP) user cannot be deleted and will remain unrestricted. If you have lost the password for the Supervisor user, contact Customer Support at (800) 390-7053.

Groups and Group Rights

You can use groups to simplify the setup for security and user rights (see “Users, User Rights, and User Passwords” on page 54). You can define different groups and any user you assign to that group will have the rights of the group. You can give additional rights to a specific user in a group, but a user cannot have fewer rights than the group allows.

This option is beneficial if you have several employees you want to have the same rights. Rather than set security on each individual User ID, you can create a group with the appropriate rights and assign all the users to this group.

Adding a Group

The demonstration data that comes with the software includes a number of default groups based on common users and the areas they typically need to access. See “Copying Users from Another Company” on page 60 for information on copying these default groups into your organization.

To add a new group:

- 1 In the Controller module, select **Security Options > Add / Change User Groups** from the left navigation pane.

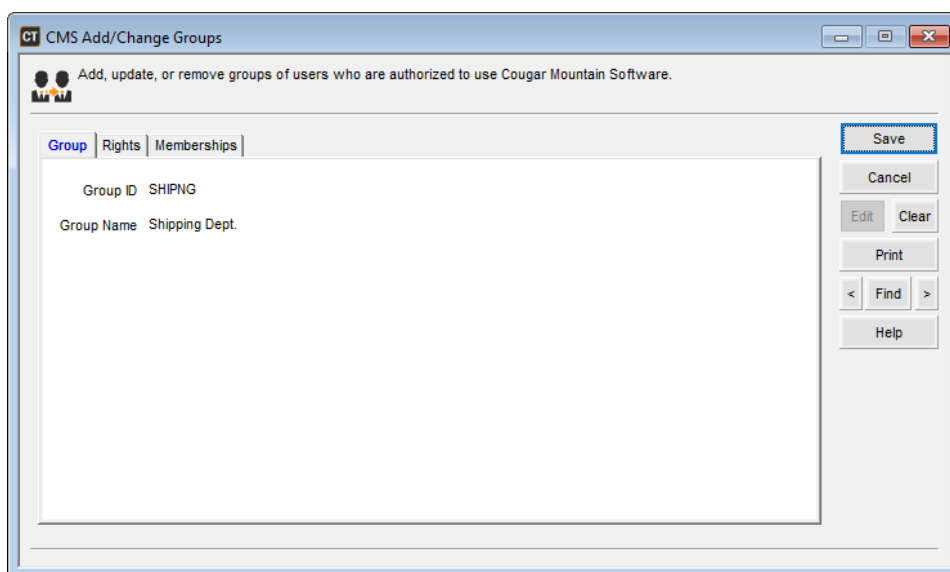


Figure 48: CMS Add Change Groups window

- 2 In the **Group ID** box, enter up to six characters to identify the group.
- 3 In the **Group Name** box, enter a name or description to better describe this group.
- 4 Select **Save** to keep this group.

After you create a new group, adjust the rights and memberships to suit your security needs (see “Setting or Changing Group Rights” on page 64 and “Assigning Users to a Group” on page 67).

Setting or Changing Group Rights

You set rights for groups the same way you set rights for individual users. By default, a group has no rights and you must select the areas you want the group to have access to. A user cannot have fewer rights than any group they belong to, but you can give them rights in addition to those of the group.

To set or change a group's rights:

- 1 In the Controller module, select **Security Options > Add / Change User Groups** from the left navigation pane.
- 2 In the **Group ID** box, select the group you would like to change.
You can type the group name or use the Lookup to select the group. You can also use the **Find** button on the right side of the window.
- 3 Select the **Rights** tab.
- 4 Select the **Edit** button to allow changes.

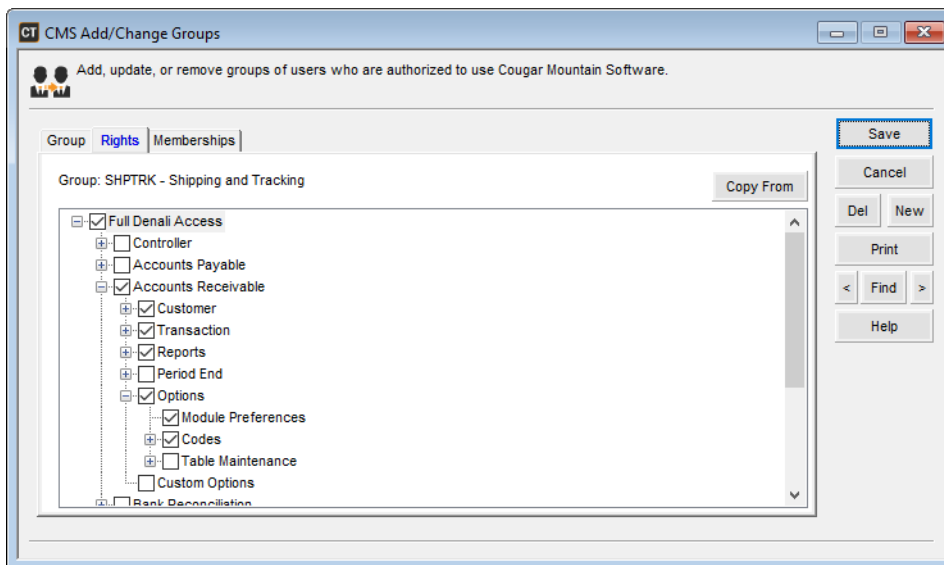


Figure 49: CMS Add/Change Groups window, Rights tab

- 5 Use the check boxes to change the security settings.
- 6 When you finish, select **Save** to save your changes.
After you assign rights to the group, you can assign users to the group (see “Assigning Users to a Group” on page 67).

Copying Groups from Another Company

If you have more than one company in your system and they share employees, you can copy groups from one company to another to save time and effort. For example, if you have two companies and they share Accounts Payable and Accounts Receivable employees, you can copy these groups of users, memberships, and rights from one company to the other.

Follow the steps below to copy groups from one company to another:

- 1 In the Controller module, select **Security Options > Copy Groups From Another Company** from the left navigation pane.

- 2 Select the company from which you want to copy groups.
If you do not see the company you are looking for, use the **Search for Code** box.

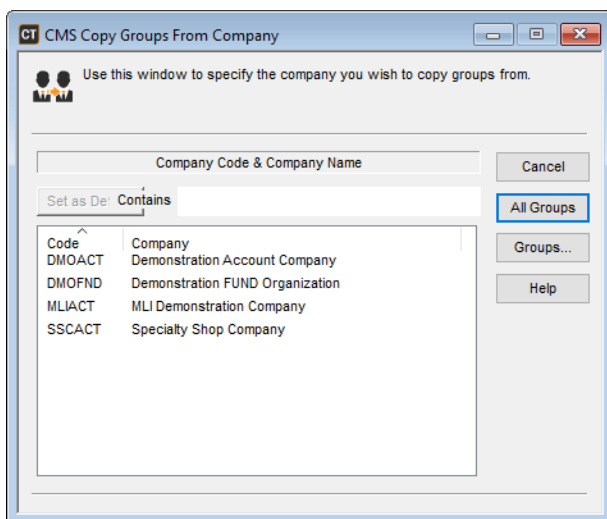


Figure 50: CMS Copy Groups From Company

- 3 Select **Groups** to copy only selected groups.
- or -
Select **All Groups** to copy all the groups from the selected company.
If you select the **Groups** button, the **CMS Copy Groups** window appears.

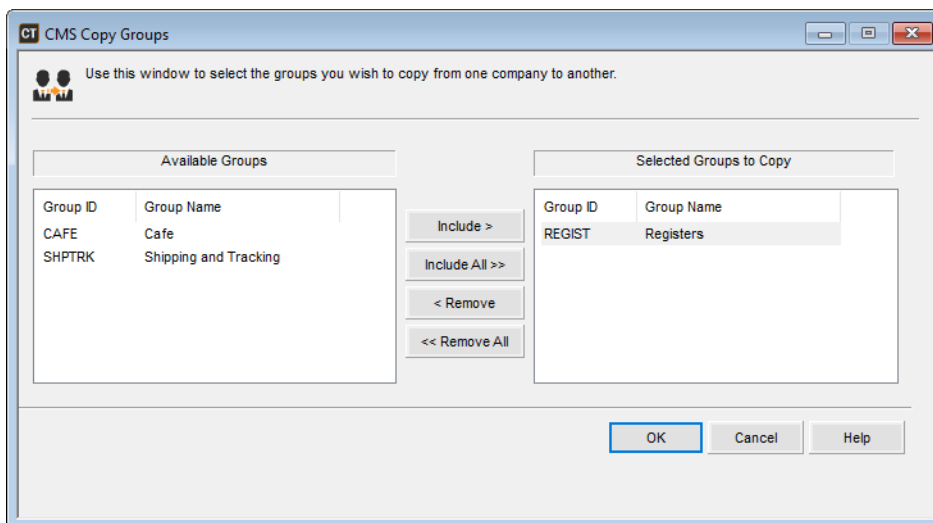


Figure 51: CMS Copy Groups window

- 4 Use the **Include** and **Include All** buttons to move the groups you want to copy from the **Available Groups** list box to the **Selected Groups To Copy** list box.
If you need to remove a group from the **Selected Groups To Copy** list box, use the **Remove** or **Remove All** buttons.

- 5 Select **OK** to copy the groups selected.
When copying is complete, the system will automatically return to the **CMS Copy Groups From Company** window.
- 6 Repeat these steps until you complete the process of copying all the groups you want.

Deleting a Group

If you no longer need a group, you can delete it from the system. You must have rights to add and change group rights to delete a group.

To delete a group:

- 1 In the Controller module, select **Security Options > Add / Change User Group** from the left navigation pane.

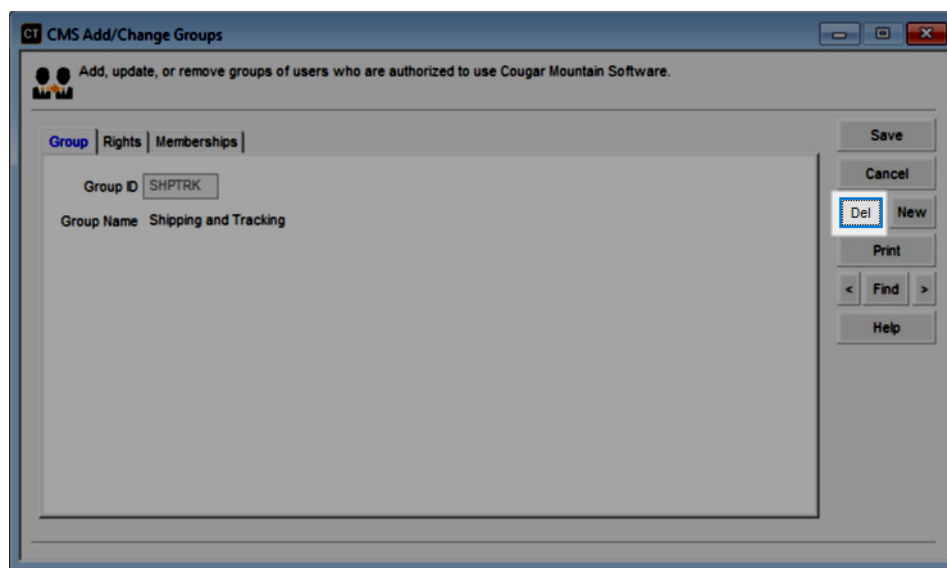


Figure 52: CMS Add/Change Groups, Delete button

- 2 From the **Group ID** box, select the group you want to delete.
You can type the group name in the box, or use the Lookup or the **Find** button to select the group.
- 3 Select the **Edit** button.
The **Edit** button will change to read **Del**.
- 4 Select **Del**.
A warning message appears asking if you are sure you want to delete this group record.
- 5 Select **Yes** to delete the group.

Filling Groups with Users

Once you establish groups and users, you need to decide which users will be in each group. There are two ways to do this. You can assign groups to users in the **CMS Add/Change Users** window or you can assign users to groups in the **CMS Add/Change Groups** window. Changes you make in one window will be reflected in both places.

Assigning Users to a Group

Once you create a group, you need to add users to the group. The **CMS Add/Change Users** window allows you to assign users to groups (see “Assigning Groups to Users” on page 67).

To assign users to a group:

- 1 In the Controller module, select **Security Options > Add / Change User Group** from the left navigation pane.
- 2 In the **Group ID** box, select the group to which you would like to assign users. For detailed information about the options in this window, select the **Help** button in the software window.
You can type the group name, or use the Lookup or the **Find** button to select the group.
- 3 Select the **Memberships** tab.
- 4 Select the **Edit** button to allow changes.

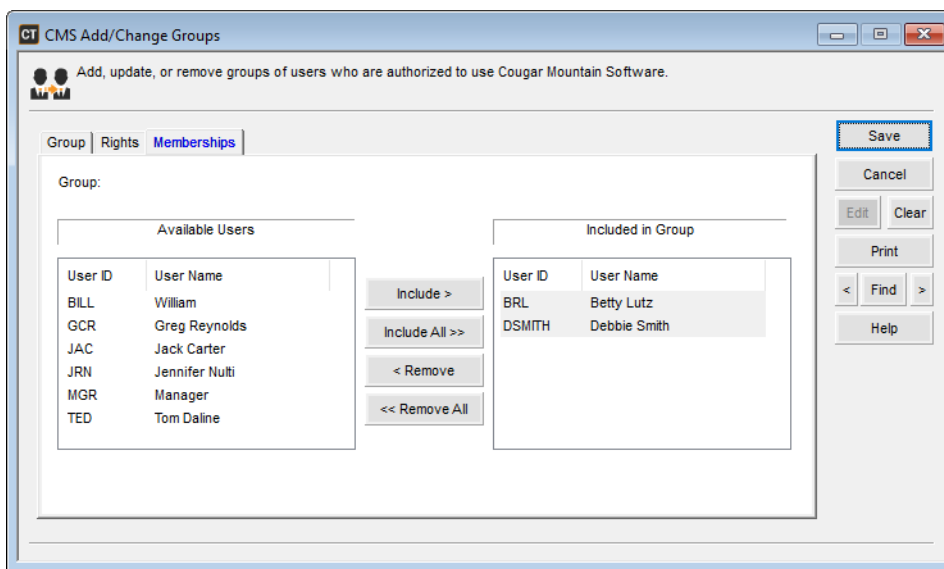


Figure 53: CMS Add/Change Groups window, Memberships tab

- 5 Move the users you would like to add to the group from the **Available Users** list box to the **Included in Group** list box.
- 6 When you finish your selections, select **Save** to keep the changes.

Alternatively, if you create or edit a user after you establish a group, you can assign a group to the user in the **CMS Add/Change Users** window. See “Assigning Groups to Users” on page 67 for more information.

Assigning Groups to Users

You can assign groups with pre-defined security rights to a user. This provides an easy way to apply rights to a new user. Once you assign a group or multiple groups to a user, you can give additional rights to just that user (see “Changing User Rights” on page 57). However, you cannot restrict a user from any rights the group has. Assigning a group to a user will not take away additional rights you give to the user.

To assign a group or multiple groups to a user:

- 1 In the Controller module, select **Security Options > Add / Change User Accounts** from the left navigation pane.
- 2 Select the group you would like to assign to a user.
- 3 Select the **Edit** button.
- 4 Select the **Groups** tab.

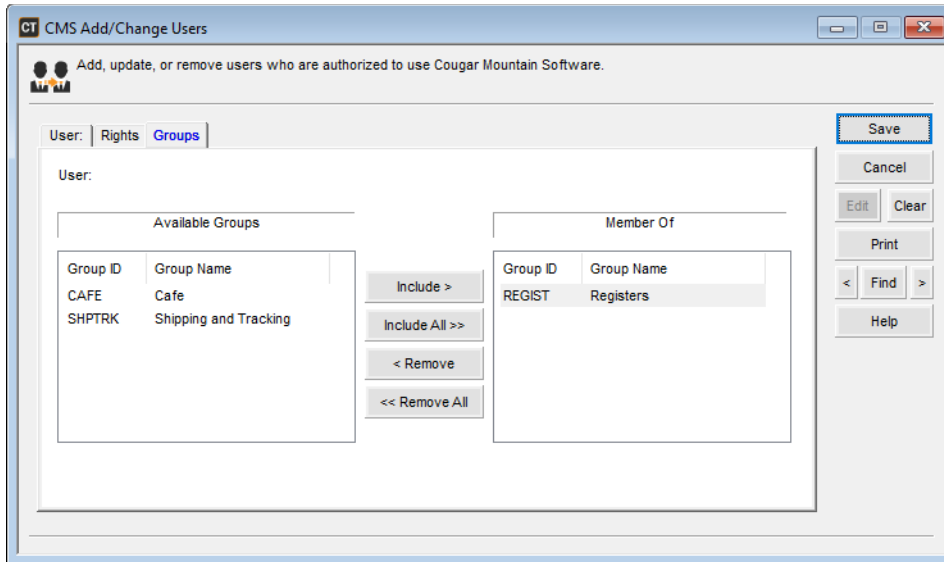


Figure 54: CMS Add/Change Users window, Groups tab

- 5 Use the **Include** or **Include All** buttons to move the groups for this user from the **Available Groups** list box to the **Member Of** list box.
Use the **Remove** or **Remove All** buttons to delete groups from this user.
- 6 Select **Save** to keep the changes.
Alternatively, if you create or edit a group after you establish a user, you can assign a user to the group in the **CMS Add/Change Groups** window. See “Assigning Users to a Group” on page 67 for more information.

Troubleshooting: Working with Users and Groups

At times, problems or errors can occur that are simple to fix without contacting Customer Support. Here, we indicate some common problems and ways to correct them. If you do not find what you are looking for in this section, refer to the help options under the “Denali Help” section of this guide and/or check the FAQ topics of our Customer Service Center at <http://cougarmtnservice.com> before you contact Customer Support. If you would like to offer suggestions for additions to our Troubleshooting sections, please email us at documentation@cougarmtn.com.

To Fix This:	Try This:
I have two records for the same user. Can I delete one of them?	Yes. Refer to “Deleting a User” on page 62 for information on this issue.
I have seven users that will have the same rights to the system. Is there any way to apply these rights to all of them at once?	You can create a group of users which will share the same rights. Refer to “Adding a Group” on page 63 for assistance.
I want to remove certain rights from a user, but when I viewed his rights, they were already removed. Why does he still have these rights?	Check to see what group(s) he is assigned to. Any group he is assigned to might have the rights. Refer to “Groups and Group Rights” on page 63 for information on rights for groups.
One of the users inadvertently lost his/her password and cannot access the software.	For security purposes, the current password is required in order to set a new password for any user. If a user is unable to access the system because he/she does not have the password, you can create a new User ID in the system and set up a new password for him/her. You can delete out an old User ID if it is no longer in use. See “Adding or Editing a User” on page 54 and “Deleting a User” on page 62 for more information.

A

Accounting Period	The period of time covered by an income statement. One year is often the accounting period for financial reporting, but financial statements are also prepared by most organizations for each quarter and each month.
Accrual Basis of Accounting	The practice of recording revenue in the period in which it is earned and recording expenses in the period in which they are incurred. The effect on the business is recognized as goods or services are rendered or consumed, rather than when cash is received or paid.
Applied Credit	In Accounts Receivable, a credit memo that reduces the amount remaining to be paid on a specific debit item, instead of merely reducing the total amount owed on the account.
Applied Debit	In Accounts Payable, a debit memo that reduces the amount remaining to be paid on a specific credit item, instead of merely reducing the total amount owed on the account.
Applied Payment	In Accounts Receivable or Sales modules, a payment that reduces the amount remaining to be paid on a specific debit item, instead of merely reducing the total amount owed on the account.
AP Code	A six-character alphanumeric code attached to vendor master records that directs how transactions are posted to General Ledger accounts and also how they are aged.
AR Code	A six-character alphanumeric code attached to customer master records and used to categorize customers. The AR Code is also used to specify a GL Accounts Receivable account.
Assets	The economic resources owned by a business for the purpose of conducting business operations.
Audit Trail	The documentation of transactions for use by consumers and auditors of financial statements to substantiate the authenticity and accuracy of the financial statements. Also, a report available in the General Ledger module that provides a chronological listing by account of the entries posted to each account.

B

Backups	Periodically updated copies of computer data that ensure against total loss of data from a catastrophic event. Backups can be automatic or manual.
Balance Forward	An AR customer type specified by the AR Code in which all open invoices are compacted into a single monthly balance at the end of each month. <i>See also</i> Open Item.

Bank Reconciliation	A report, or the process of preparing it, that lists the outstanding items comprising the difference between the bank statement balance and the organization check-book balance.
Batch Processing	A transaction processing method that allows for multiple transactions to be entered and edited prior to posting. You can also choose to use one or multiple batches.
Batch Status	The activity status associated with each batch of transactions. The status is viewable through the Batch Status Report for modules set up for multiple batch processing. You can access a batch until it is posted.
Batch Type	Batch types are identified in the Batch Status Reports, with each type of batch containing different transaction types. The different modules have different batch types.
Benefit	Benefit earned by employee such as vacation leave, sick leave, insurance, bonus, etc. Benefits do not increase the amount of the employee's paycheck.

C

CMS Date	The CMS Date (or system date) is the date that all modules and software use by default. This date is set each time the software is opened.
Cash Basis of Accounting	The practice of recording revenue when received in cash and recording expenses when they are paid in cash.
Cash Flow Statement	A statement of sources of cash receipts and purpose of cash disbursements used to explain the change in the Cash account balance.
Cash Key	An indicator that identifies a transaction as a cash transaction and determines which General Ledger Cash account is affected.
Chart of Accounts	A list of the general ledger accounts and corresponding account numbers used to record the events of a business.
Committed	In Inventory, the process of deducting the quantity of stock items that have been included in a transaction that has been saved but not posted from the available quantity of that stock item. Once the sales transaction has been posted, the committed quantity is subtracted from the on-hand quantity, the on-hand quantity is updated, and the committed quantity is reset to zero. For example, if there are 20 widgets in stock and the clerk sells 4 over the course of the day, then the on-hand quantity of the item will still reflect 20, but the Available quantity (which is what appears when you open the stock item lookup when selling an item) will reflect 16, since 4 have been committed. Once the transactions for the day have been posted, the committed quantity is reset to zero, and the on-hand quantity is adjusted to 16, which will match the Available Quantity until more transactions which include that stock item are saved.
Consolidated Financial Statements	Financial statements presenting the combined financial position and operating results of affiliated organizations.

Context-Sensitive Help	Help that is relevant to the current active window. It includes information about all the options in the window. A Help button is available in some windows and the default Help key is F1. (See also the <i>Task-based Help</i> definition).
Contra Account	A ledger account which is deducted from a related account.
Contra-Asset Account	An account with a credit balance that offsets an asset account to reflect the appropriate balance sheet value for the asset.
Contra-Liability Account	An account with a debit balance that offsets a liability account to reflect the appropriate balance sheet value for the asset.
Cost Activity	In Job Cost, you enter cost activity to keep track of the progression of your jobs. Activity posts to all affected modules.
Cost Code	In Job Cost, Cost Codes allow you to track activity and cost for specific parts of your jobs. They help you maintain accurate budgets, effective planning, and stay up-to-date on your projects.
Credit	An amount entered in the right-hand column of a ledger account. A credit decreases an asset or expense account balance, and increases a liability, equity, or income account balance.
Credit Memo	A document issued that reduces the amount of a receivable or increases the amount of a payable. These are used to record returned goods, defective goods or services, miscellaneous charges or credits, and error corrections.
D	
Database	For Denali, the database refers to the SQL server that stores the software tables. The tables store all of your organization data.
Debit	A debit increases an asset or expense account balance, and decreases a liability, equity, or income account balance.
Deduction	Amount deducted from pre-tax or after-tax wages.
Default	A value automatically placed in a data entry field that is saved unless it's overridden to a different value.
Department Code	A Code that defines the departments within an organization. Department Codes determine which general ledger income accounts are affected by transactions.
Detail Line Type	The type of transaction item entered on a particular line of a transaction document.
Discount Code	A two-part code established in the Sales module which specifies a discount percentage by inventory item and customer. One half of the code is entered on the customer master record and the other half is entered as part of each Inventory master record.

Double-Entry Accounting System	A system in which the total dollar amount of debits must equal the total dollar amount of credits.
Due From	An asset account that indicates the amount of deposits held in another account.
Due To	A liability account that indicates the amount payable to another account.
E	
Earnings	Wages, salary, or other compensation.
Edit Report	A listing of entered but not posted transactions for checking the accuracy of the data entry work.
EFT	Electronic Funds Transfer. The electronic transfer of funds from one bank account to another in an encrypted format. Charges are made automatically through the Federal Reserve's automated Clearing House (ACH).
EFTPS	Electronic Federal Tax Payment System; must be used to make electronic tax payments to the IRS.
EIN	Employer Identification Number; This number is distributed by the IRS and is your business identity; also called Tax Identification Number.
Electronic Con- stants	Method of saving data in a report format to submit the report electronically, rather than on paper.
Encumber	Setting aside an amount as a planned expense or obligation.
Equity	See <i>Owner's Equity</i> .
Expense	The cost of goods or services used for the purpose of generating revenue.
Expense Allocation	The process of allocating indirect expenses of a business among departments.
Extended Price	The result when the quantity invoiced is multiplied by the price per unit. The total for a detail line on an invoice.

F

FICA	Federal Insurance Contributions Act. The tax paid equally by employee and employer, commonly known as Social Security Tax.
FIFO	Also known as "first in, first out", this is an inventory valuation method based on the assumption that the first item acquired is the first item sold, and that the remaining items are the most recently acquired.
Finished Good	A product that is created by combining other items. In Inventory, this is called a Kit. The Finished Good has completed the manufacturing and/or assembly process and is ready for sale.

Form 940 Employer's Annual Federal Unemployment (FUTA) Tax Return.

Form 941 Employer's Quarterly Federal Tax Return.

FUTA Federal Unemployment Tax (See *Form 940*).

G

GL Key Six-character alphanumeric entries found in various codes throughout the accounting modules that are used in the Interface Table to specify an associated general ledger account.

H

Hold Invoice A sales invoice that is retained in the batch for further action. A hold transaction remains in the hold batch and does not post until it is retrieved and changed to an invoice.

History Transactions that were posted in any module.

I

IN Code A six-character alphanumeric code attached to IN Stock master records that directs how transactions are posted to General Ledger accounts and the inventory valuation method.

Income Revenue resulting from the operations of a business.

Interface Code It specifies which general ledger accounts are affected by a transaction.

Interface Key Often used interchangeably with GL Key. See *GL Key*.

Interface Table A cumulative table of Interface Codes that directs posting of transactions from the Sales and Accounts Receivable modules to the appropriate general ledger accounts. It is similar to a Lookup table that contains every possible set of transaction circumstances and the accounts affected by transactions conducted under each set of circumstances.

Integration Indicators set within the Module Preferences window of each module that specifies communication of posted information between modules.

Invoice Only Transaction A Purchase Order transaction that invoices items that were previously received into Inventory but not invoiced.

Invoice An itemized statement of goods or services sold that shows quantities, prices, total charges, payment terms, and sales tax. An invoice might also include many other items of information such as item description. The invoice serves as the original evidence of ownership transfer for both the buyer and seller.

J

Journal Entry This is a transaction created in General Ledger that adjusts particular accounts in your chart of accounts.

K

Kits This refers to a method of selling a group of inventory items for one price. For example you could create a pizza kit that might include the dough, sauce, and grated cheese. A kit is a group of stock items sold together as a single item.

L

Landing Cost The costs of acquiring inventory besides the purchase cost. Sales tax and freight charges can be landing costs. Discounts can also be considered landing costs depending on your business.

Liabilities The claims against the assets of a business. The debts or financial obligations of a business.

LIFO Also known as “last in, first out” and is an inventory valuation method based on the assumption that the last item acquired is the first item sold, and that the remaining items are the first acquired.

Line Item Types The different types of transactions that can be documented on a detail line of an invoice.

M

Master Tables The tables that hold the records containing general information about the participants or objects of transactions within a module. In General Ledger the master table contains the account names, numbers, and balances. In Accounts Receivable the master table contains the customer names, numbers, balances, and other general information. In Inventory the master table contains the inventory item descriptions, stock numbers, and cost and quantity information.

Module One of the functional applications of Denali. The modules are Controller, General Ledger, Accounts Receivable, Accounts Payable, Sales (Order Entry/Point of Sale), Inventory, Job Cost, Payroll, Purchase Order, and Bank Reconciliation.

N

Nested Tax Codes A set of Sales Tax Codes that are set up to charge tax on a sale for more than one taxing agency. The total for all agencies is assessed on the sale, and the amounts for the individual agencies are recorded separately.

Non-Inventory Code A code that defines product categories that are not inventory items.

O

Open Item	A line item from a receivable or payable transaction that has an amount remaining to be paid or applied.
Other Time	In Payroll, units worked at other than the regular pay rate, such as overtime units.
Outstanding Checks	Checks issued on a bank account that have not been presented to the bank for payment.
Owner's Equity	The resources invested in a business by the owner plus profits retained in the business. The amount by which the assets of an organization exceed liabilities.

P

Paid Out	In Accounts Payable, an invoice paid to a vendor that does not have a vendor record established in the AP module. In Purchase Order, an order made out to a vendor that does not have a vendor record established in the AP module. In the Sales module, a paid out transaction is one in which cash is removed from the drawer to fund a miscellaneous purchase.
Periodic	Occurring at regular time intervals.
Phase	In Job Cost, phases are groups of Cost Codes that make up different parts of your jobs. As you complete phases, you enter cost activity.
Posting	The process of recording the effects of transactions to other integrated modules and General Ledger. Posting creates a history of your transactions.
Prepaid Expenses	Expenses, such as rent and insurance, which are paid in advance. The unused portion of prepaid expenses are a balance sheet asset.
Profit	The amount by which the revenue from business operations exceeds the cost of operations.

R

Recurring Batch	A transaction batch that holds template invoices that can be generated repeatedly. It is used for periodically recurring transactions without having to retype the information each time.
Retained Earnings	The portion of owner or stockholder equity that is a result of profit earned by the business.
Revenue (Operating Credit)	Income that a business receives from its business operations.

S

SQL Structured Query Language. This is the type of database Denali uses.

Standard Cost An Inventory valuation method by which the cost assigned to an Inventory item at the time of sale is a predetermined estimate. When the actual cost is recognized, any variance between standard and actual costs is posted to an inventory variance account and an expense adjustment account.

T

Tax Number Also known as Tax Identification Number or EIN, this is the number assigned to your business by the IRS.

Terms Code A code in Accounts Receivable that outlines terms for early payment discounts and finance charges. When a Terms Code is attached to a transaction, the terms specified in the code apply to the transaction.

Transaction Batch A group of transactions that will be posted together.

Transactions Business events which can be measured in money.

U

Unapplied Credit A credit in Accounts Receivable or the Sales module that reduces the total amount owed by the customer, but does not reduce the amount remaining to be paid on a specific debit item. The unapplied item is an open item until the full amount is applied.

Unapplied Debit A debit in Accounts Payable that reduces the amount owed a vendor, but does not reduce the amount remaining to paid on a specific credit item. The unapplied item is an open item until the full amount is applied.

Unapplied Payment A payment in Accounts Receivable or the Sales module that reduces the total amount owed by the customer, but does not reduce the amount remaining to be paid on a specific debit item. The unapplied item is an open item until the full amount is applied.

Units The number by which the pay rate is multiplied to calculate gross pay. The most commonly used units in Payroll calculations are hours, but other measures of time or production can be used.

Universal Bridge The Denali feature that imports unposted transactions from an external file. Modules that support this feature are General Ledger, Accounts Receivable, Accounts Payable, Inventory, Sales, Payroll, and Bank Reconciliation.

User Interface The means by which a computer user exchanges information with the computer. The menu and data entry screens are good examples of user interface.

V

Valuation Method The practice used to assign costs to inventory items sold.

W

W-2 Employee wage and tax statement, provided by the employer to the employee.

W-3 Transmittal of Wage and Tax Statements. Information filed with the Social Security Administration by the employer.

Weighted Average Cost Method This method of inventory valuation divides the total cost of stock items available to sell by the number of units available.

Window-Specific Help Help that is relevant to the current window. It includes information about all the options in the window. A **Help** button is available in some windows and the default Help key is F1.

A

- adding
 - a group 63
- archive organization 50
- assigning users to a group 66, 67
- automatic data backup 44

B

- back up
 - company 42
 - organization 42
- backup
 - data, automatic 44
 - data, manual 42
- Business Intelligence setup 23

C

- c 24
- changing
 - group rights 64
 - present period 21
 - user rights 57
- close all modules 19
- company
 - back up 42
 - creating new 17
 - data 42
 - delete 49
 - restore 48
 - transmitting 26
 - data, creating 17
 - delete 42
 - fiscal calendar 20
 - restore 42
 - selecting 30
 - setting up 30
- connect to Donately 24
- context sensitive help 10
- controller
 - options 35
 - preferences 35
 - printing 38
 - setup 35
- controller reports 41
- copy organization 50
- creating 17
- creating, data 17
- currencies
 - default 27
 - exchange rates 29
- currency 27

- custom menu 36
- custom reports 37
- customer support 13
 - contacting 14
 - gathering information 14

D

- data 17
 - backup 42, 44
 - company 42
 - delete 49
 - restore 48
 - organization 42
 - backup 42, 44
 - delete 49
 - restore 48
 - transmitting 26
- data, creating
 - company 17
 - organization 17
- default
 - currency 27
- delete
 - company 42
 - data
 - company 49
 - organization 49
 - organization 42
- deleting
 - a group 66
 - a user 62
- Denali BI setup 23
- document conventions 9
- Donately integration 24

E

- electronic constants
 - setting 26
- email alerts
 - setup 26
- enhanced security 58
- exchange rates
 - printing 30
 - setting 29
 - updating 29
 - working with 29

F

- fiscal calendar
 - company 20
 - organization 20
 - set up 20

G

- general
 - setup 35
- genius
 - merchantware 22
- groups
 - adding 63
 - assigning users 66, 67
 - deleting 66
 - rights 63
 - setting, changing 64

H

- help
 - customer support 13
 - task-based 10
 - troubleshooting options 15
 - user's guide 13
 - window specific 10

I

- import payroll 40
- information
 - display table 39
- installing modules 18
- integrate to Donately 24
- integrate to paypal 25
- integrate to Yodlee 24
- internal alerts
 - setup 26

L

- log out from all modules 19

M

- management tasks
 - troubleshooting 52
- manual data backup 42
- menu
 - custom options 36
- merchant warehouse 22
- merchantware
 - genius 22
 - set up 22
 - transport 22
- module
 - installing 18
 - uninstalling 18
- modules
 - close all 19

N

- NeonCRM
 - setup 23

O

- online
 - training 14
- options
 - controller 35
- organization
 - archive 50
 - back up 42
 - copy 50
 - creating new 17
 - data 42
 - backup 42, 44
 - delete 49
 - restore 48
 - transmitting 26
 - data, creating 17
 - delete 42
 - fiscal calendar 20
 - restore 42
 - selecting 30
 - setting up 30

P

- password security 58
- passwords
 - reset 59
 - users 54
 - setting 59
- paypal
 - integration 25
- payroll
 - import transactions 40
- post payroll 40
- preferences
 - controller 35
 - print 38
 - system-wide 35
- present period
 - changing 21
- print
 - preferences 38
- printing
 - controller 38
 - exchange rates 30
- process payroll 40

R

- release notes 13

- reports
 - codes/values added 41
 - conversion data checklist 41
 - custom 37
 - integration error 41
 - integration status 41
 - viewing 41

- reset passwords 59

- restore
 - company 42
 - data
 - company 48
 - organization 48
 - organization 42

- rights
 - groups 63
 - users 54
 - changing 57
 - security 54
 - setting 56

S

- security
 - groups
 - rights 63
 - users
 - deleting 62
 - rights 54

- selecting
 - company 30
 - organization 30

- set up
 - fiscal calendar 20
 - merchantware 22
 - rights
 - groups 64

- set up custom reports 37

- setting
 - default currency 27
 - exchange rates 29
 - groups
 - rights 64
 - user passwords 59
 - user rights 56

- setting up
 - company 30
 - organization 30
- setting up NeonCRM 23

- settings
 - system-wide 35

- setup
 - controller 35

- creating new company 17
 - creating new organization 17
 - currencies 27
 - general 35
- setup email alerts 26
- strong passwords 58
- system-wide
 - preferences 35
 - settings 35
- system-wide administration
 - troubleshooting 52

T

- table
 - display information 39
- training 14
 - classroom 15
 - online 14
 - on-site 15
 - telephone 15
- transmitting
 - company
 - data 26
 - organization
 - data 26
- transport
 - merchantware 22
- troubleshooting
 - management tasks 52
 - options 15
 - system-wide administration 52
 - users and groups 52, 69

U

- uninstalling modules 18
- updating exchange rates 29
- user
 - adding 54
 - editing 54
- users
 - assigning to group 66, 67
 - deleting 62
 - passwords 54
 - setting 59
 - rights 54
 - changing 57
 - security 54
 - setting 56
- users and groups
 - troubleshooting 52
- using this guide 8

I n d e x

W

window specific help 10

Y

Yodlee automatic reconciliation 24

DENALI



**COUGAR
MOUNTAIN
SOFTWARE**

7180 Potomac Dr.
Boise, Idaho 83704
Sales: (800) 388-3038
Customer Support: (800) 390-7053
Forms & Supplies: (800) 454-1660
www.cougarmtn.com