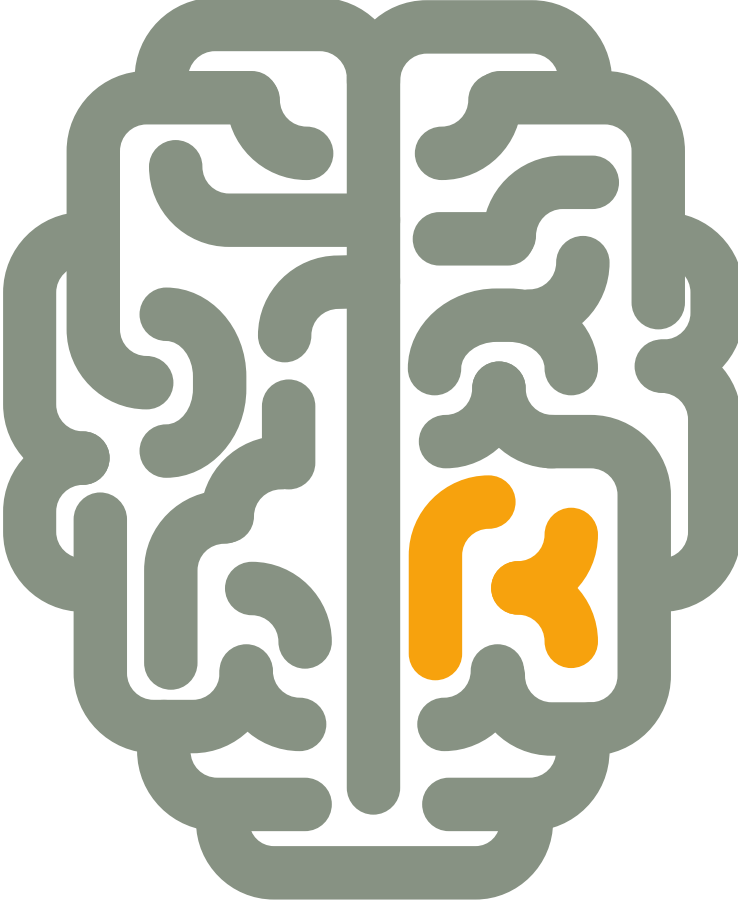

Client Care Desktop

4.0 to 4.33 File Conversion & Data Extract Tool Guide

SYNAPTIC
CLIENT CARE

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Introduction

The Client Care Desktop (CCD) Data Extract Tool allows users of CCD to convert their existing system to a FileMaker 15 compatible format or extract their data contained within CCD to Excel spreadsheets.

This guide has been created to provide;

- A high-level overview of Client Care Desktop (CCD) Data Extract Tool
- An understanding of prerequisite requirements ahead of running the Tool
- A Step by Step guide to prepare and run the Data Extract Tool

We recommend that the tasks are performed by personnel who have a good understanding of your infrastructure, such as an internal or external IT department.

If you have any questions regarding this document, please contact our application support team on 0800 028 0033 before you start the process.

Please be aware that the application support team can only advise you regarding the process. If you require us to perform any part of the process, please contact our customer service team with your requirements who will arrange for an estimate and confirm the service charge.

Minimum Specification

The most recent minimum specification document can be found on the Knowledgebase.

If your system does not meet the minimum specification, please contact the application support team on 0800 028 0033 or email support@synaptic.co.uk.

Overview

This tool can be used to convert your databases to FileMaker 15 and extract data held within CCD to Excel spreadsheets if required.

The extract will be based upon the data entered into the system and the routine will create a spreadsheet for each populated CCD data table.

The routine excludes calculated fields but will include all data you have entered manually into CCD.

Prior to Running the Conversion & Data Extract Tool

Please ensure you have;

- Read this guide fully
- Read the CCD Remote Desktop Access document if using CCD via RDP or Citrix
- Taken a copy of your databases (*.cd4)
- Installed a compatible version of FileMaker Pro (14/15)
- Adequate free space on your PC's local drive (approx. 3 x size database files)
- Excel 2013 or above

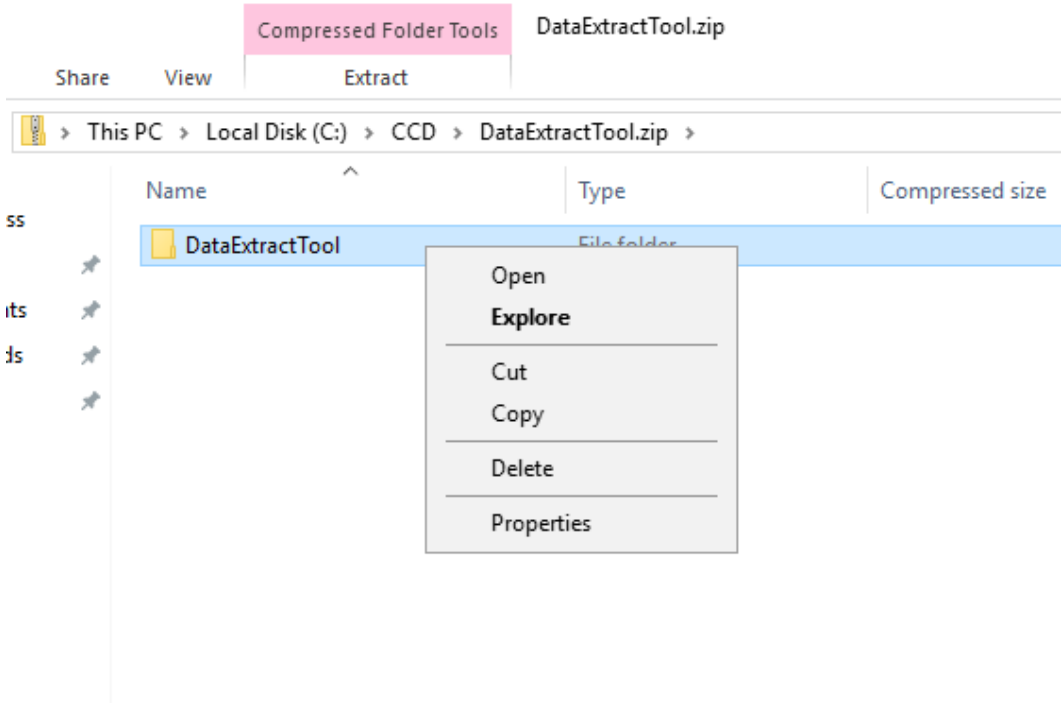
Useful Links

https://kb.synaptic.co.uk/help/how-to-locate-ccd-databases
https://kb.synaptic.co.uk/help/how-to-find-your-back-up-location

Download and Unpack the Conversion & Extract Tool

Click here to download the DataExtractTool zip file from our website and save to your machine.

Double-click the DataExtractTool.zip file in Windows Explorer. Right-Click on the file and Copy to paste the files to a directory of your choice on your PC.



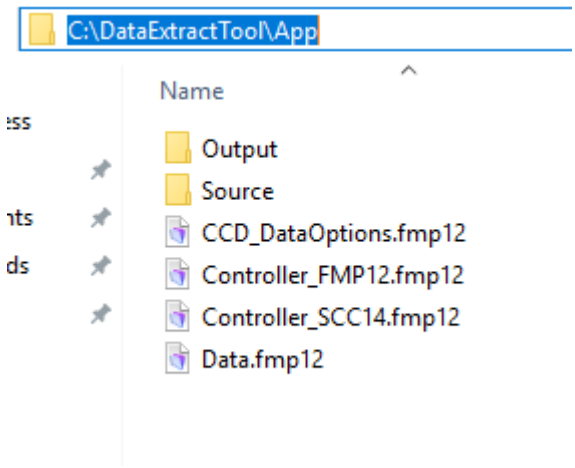
Within the Data Extract Tool your will find the App directory, which will contain two additional directories;

- Source – where you will place the database files you wish to extract the data from
- Output – where the spreadsheets will be held once the data is extracted.

Populating the Source Files

…DataExtractTool\App\Source

Navigate to the Data Extract Tool and open the Source directory within the App directory.



Place a copy of your database files (*.CD4) into the source directory. Please refer to the Useful Links section if you are unsure how to locate your files.

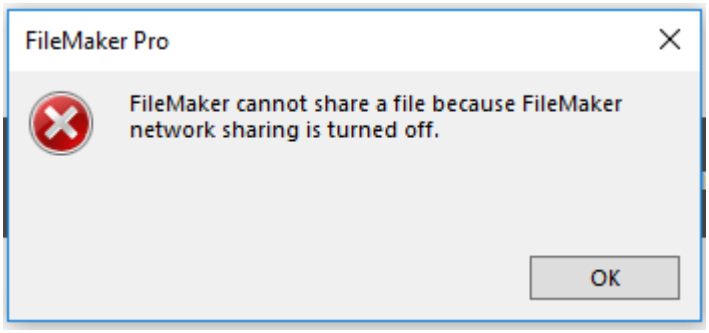
Running the Tool

…DataExtractTool\App

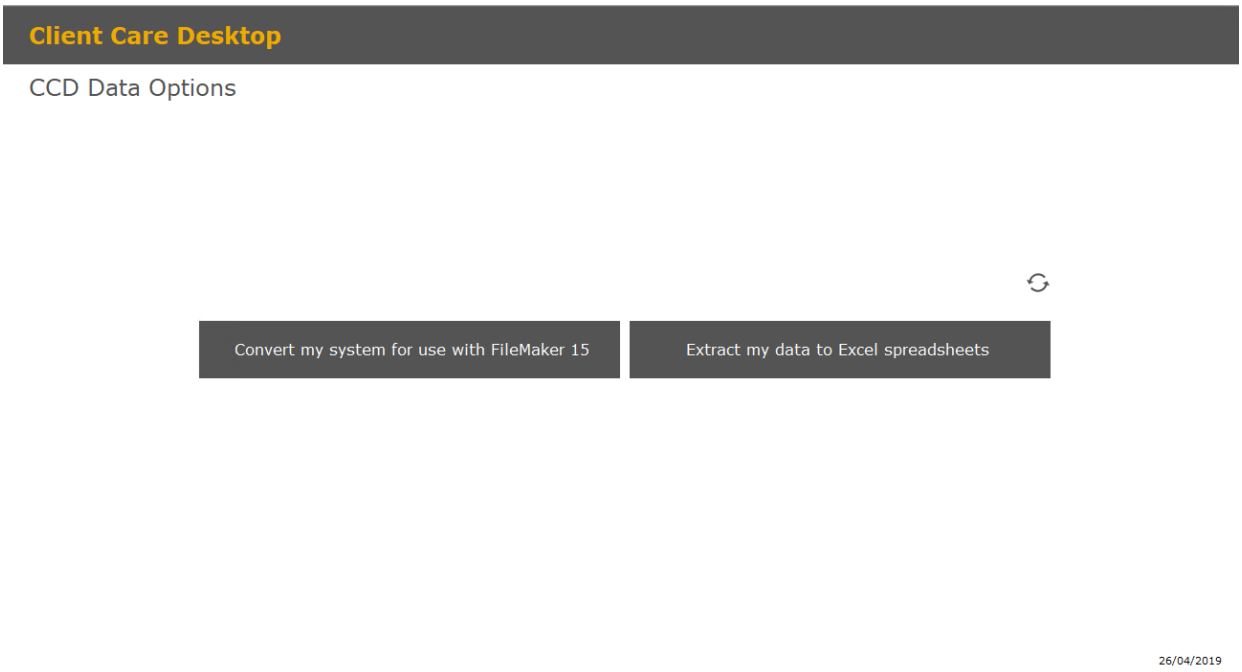
Navigate to the Data Extract Tool and open the App directory.

Double-Click the **CCD_DataOptions.fmp12** file

If you see the dialog below, click ok to proceed



The following screen will be displayed



If you do not see the screen above, please check that

- FileMaker Pro 14 or 15 is installed
- You have copied the correct files in to the source directory

Converting FileMaker Databases

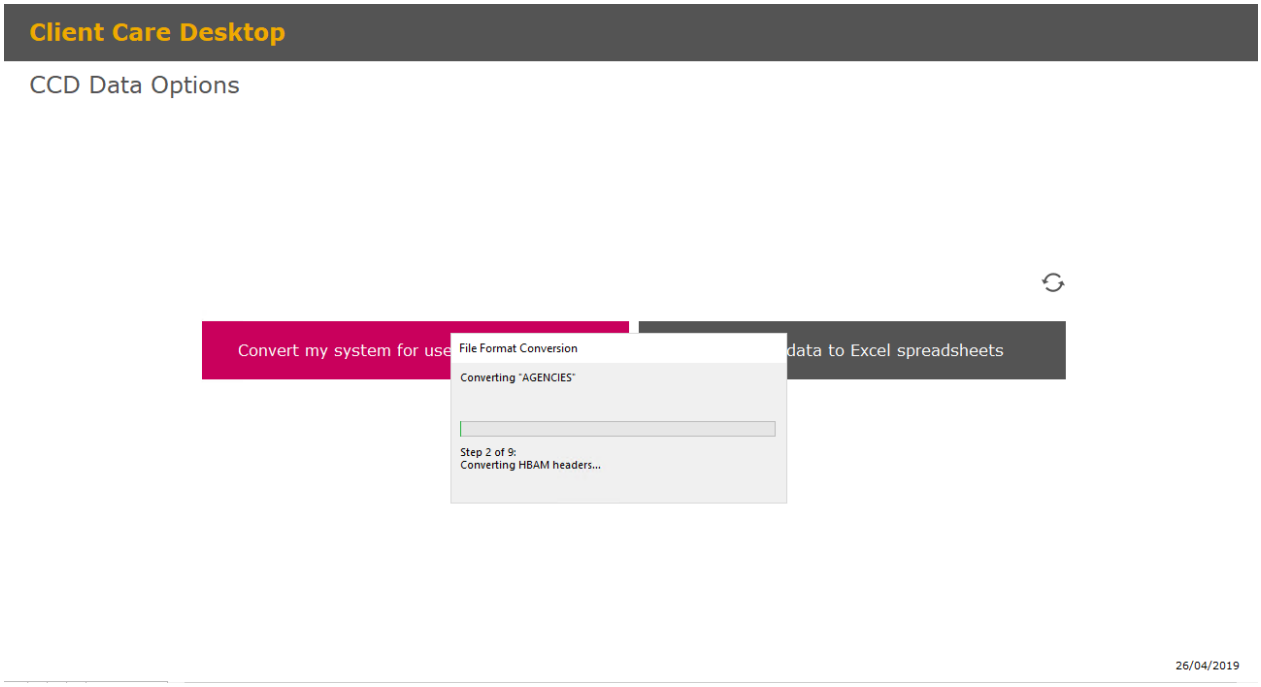
To start the Conversion routine, click on ***Convert my system for use with FileMaker 15***

This option can be used to convert your CCD system to a FileMaker 15 compatible format for continued use if you have purchased FileMaker 15 licences and signed an agreement for a CCD Long Term licence to use beyond 31/12/2019.

At the end of the routine new files with the *.FMP12 extension will be placed into the Output directory. These files should be copied to the machine you intend to use to access CCD or to the FileMaker Server LIVE directory in a multi-user environment.

The conversion process can take some time to complete (1 - 3 hours dependent upon size of files).

As the routine progresses you will see a dialog detailing which file is currently being converted. Files will be converted in alphabetical order.



Extracting Data

You will need to convert your system to a FileMaker 15 compatible version prior to generating the spreadsheets.

To start the data extract routine, click on ***Extract my data to Excel spreadsheets***.

This routine will create Excel spreadsheets based upon the data tables within CCD and will take between 10 and 60 minutes to complete.

The extracted spreadsheets will be placed in the Output directory.

If you have added documents under the Clients > Documents > Forms area of CCD, you will also see a documents directory, which contains any documents held within CCD. They will be in folders corresponding to the unique identifier of the record they were attracted from (see Documents.xlsx for the corresponding field values).

As the routine progresses you will see a dialog detailing which table is currently being exported. Tables will be exported in alphabetical order dependent upon their parent file.

List of Extracted Data

- Advice (Recommendations and Suitability Letters)
- Agencies (Agency numbers linking Advisers to Providers)
- Archive (Agency numbers linking Advisers to Providers)
- Cheques (Receipts / Provider statements)
- ChildTrust
- Clients
- ClientAddresses (CCD 4.50 and above only)
- ClientGoals
- Commrec (Remuneration records Paid/Unpaid – Link to Cheques)
- Contacts
- Credit (Adviser credit checks)
- Devel (Adviser development records - Observations)
- Factfind
- Fees (Fee setup records – Advisers & Clients)
- Firms
- CustomAssets (Setup records for Directly Held Assets – e.g. Art Collection, Cash)
- InsurerAddresses
- Insurer
- Invest (Assets/Funds linked to holdings)
- HistoricInvest (Snapshot values of Assets/Funds linked to holdings over time)
- Invoice (New style Invoice records detailing multiple Fees from Commrec file)
- JoinClientAddresses (Joins Client records to Address records - CCD 4.50 and above only)
- KPI
- Ledger (Archive of Paid remuneration records)
- Log (Parent record of Holdings)
- Advisers
- Breaches
- CPDlog
- Complaints
- Discipline
- Documents (Documents held within CCD - Clients>Documents > Forms)
- References (Adviser References)
- Staff
- Marketing
- Offset (Any Fee Offset records linked to an Invoice)
- Premcomm (Premium and Compliance records for a holding linked to Log)
- Reviews
- Scheme
- CorporateFactfind
- Units
- VAT (VAT records linked to Commrec)
- Withdrawals (Withdrawals \ Income from a holding)
- Work

All extracted files will exclude calculated data, meaning data will exclude values such as Total Liabilities but include each liability value as entered into the system.

CCD Entity Relationship Diagrams

The data within CCD is held in relational tables, which means different data is held in different tables.

The data is linked together by matching values between the Primary Key field of one table and the Foreign Key field of an associated table.

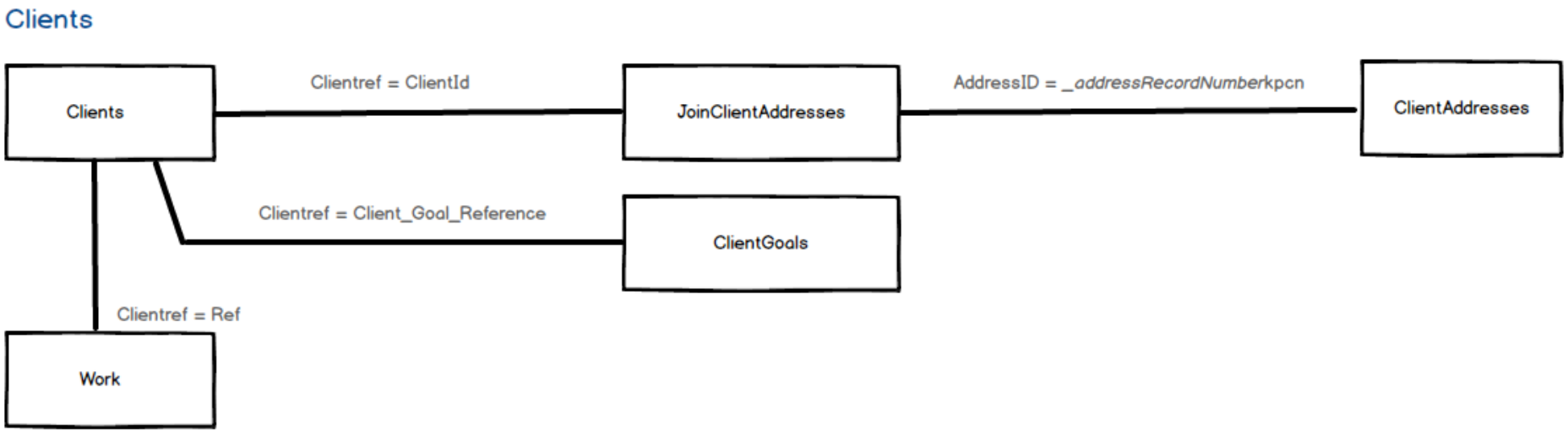
The diagrams in the document below are intended to highlight how the data extracted by the Data Extract Tool is linked together.

Example
In order, to find a list of Client goals, you would therefore find a client in the Clients.xlsx file and take note of the Clientref value which is the unique identifier of that client.

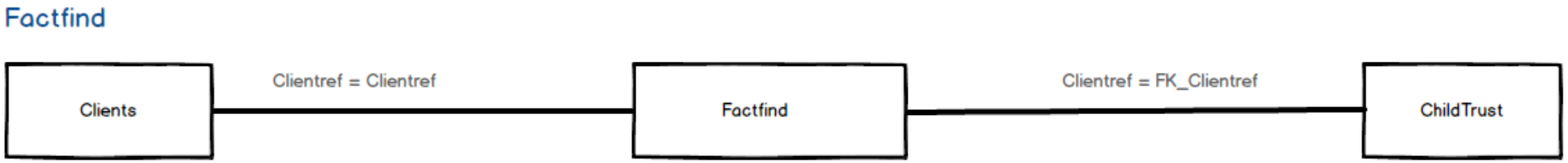
You can then open the ClientGoals.xlsx file and filter the results by the Client_Goal_Reference column using the Clientref value previously noted.

If client A Smith had a Clientref value of 123456 in the Clients.xlsx file. You would filter the ClientGoals.xlsx file by the Client_Goal_Reference column using 123456 as the value.

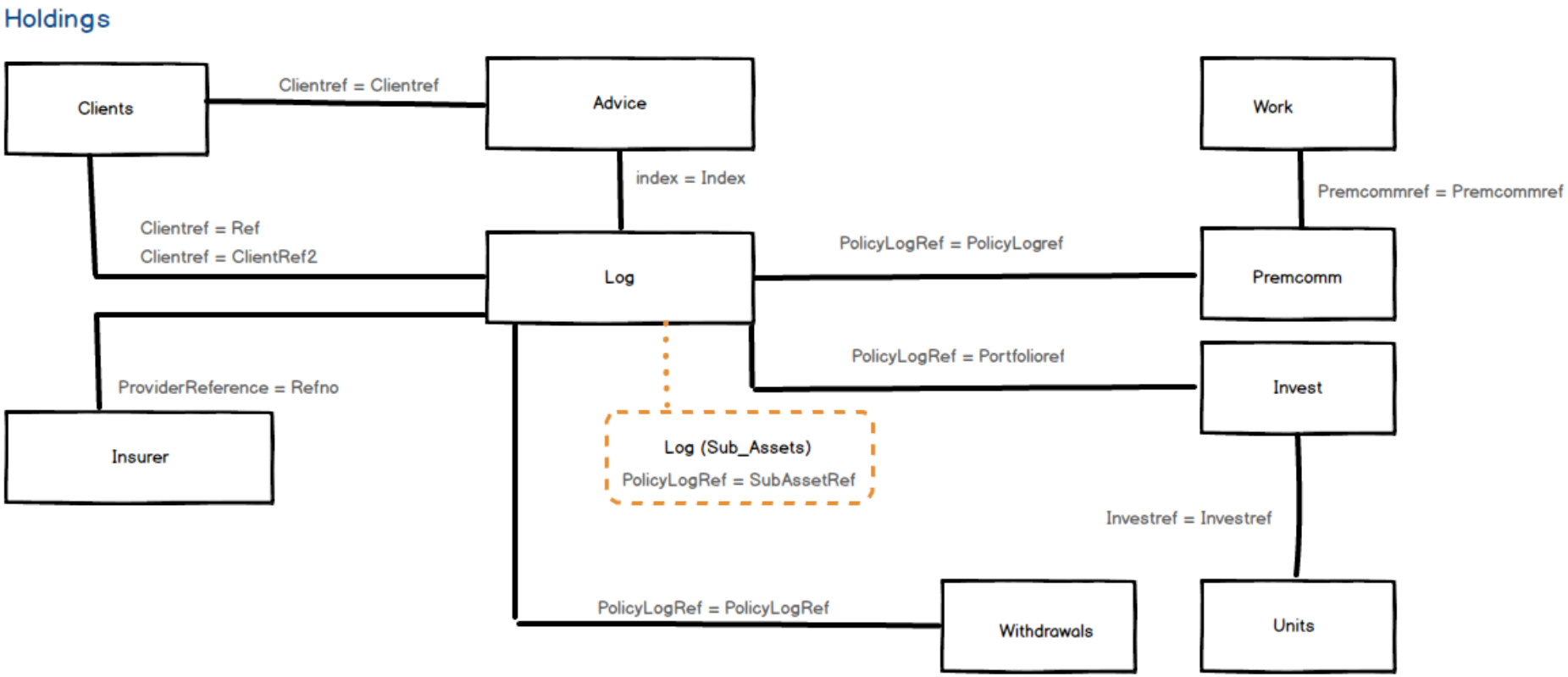
Client Relationship Entity Diagram



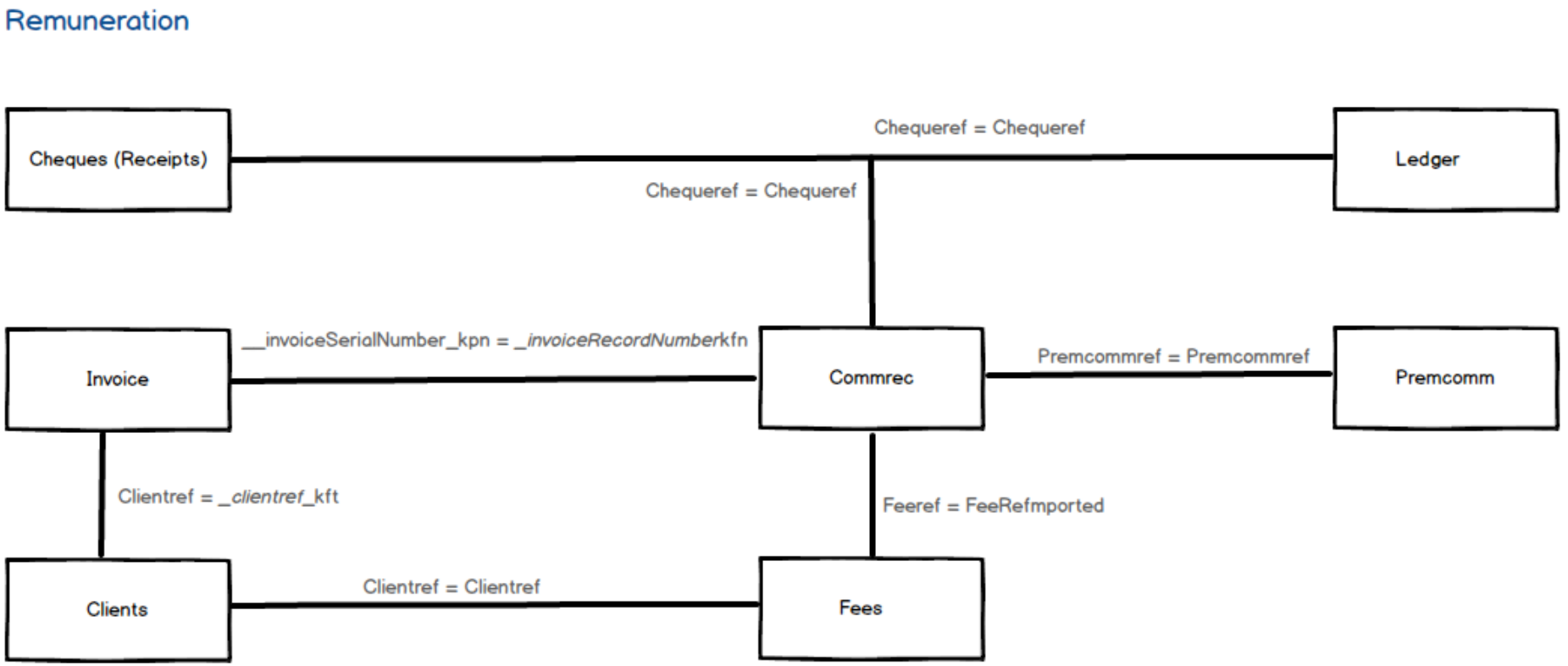
Factfind Relationship Entity Diagram



Holding Relationship Entity Diagram

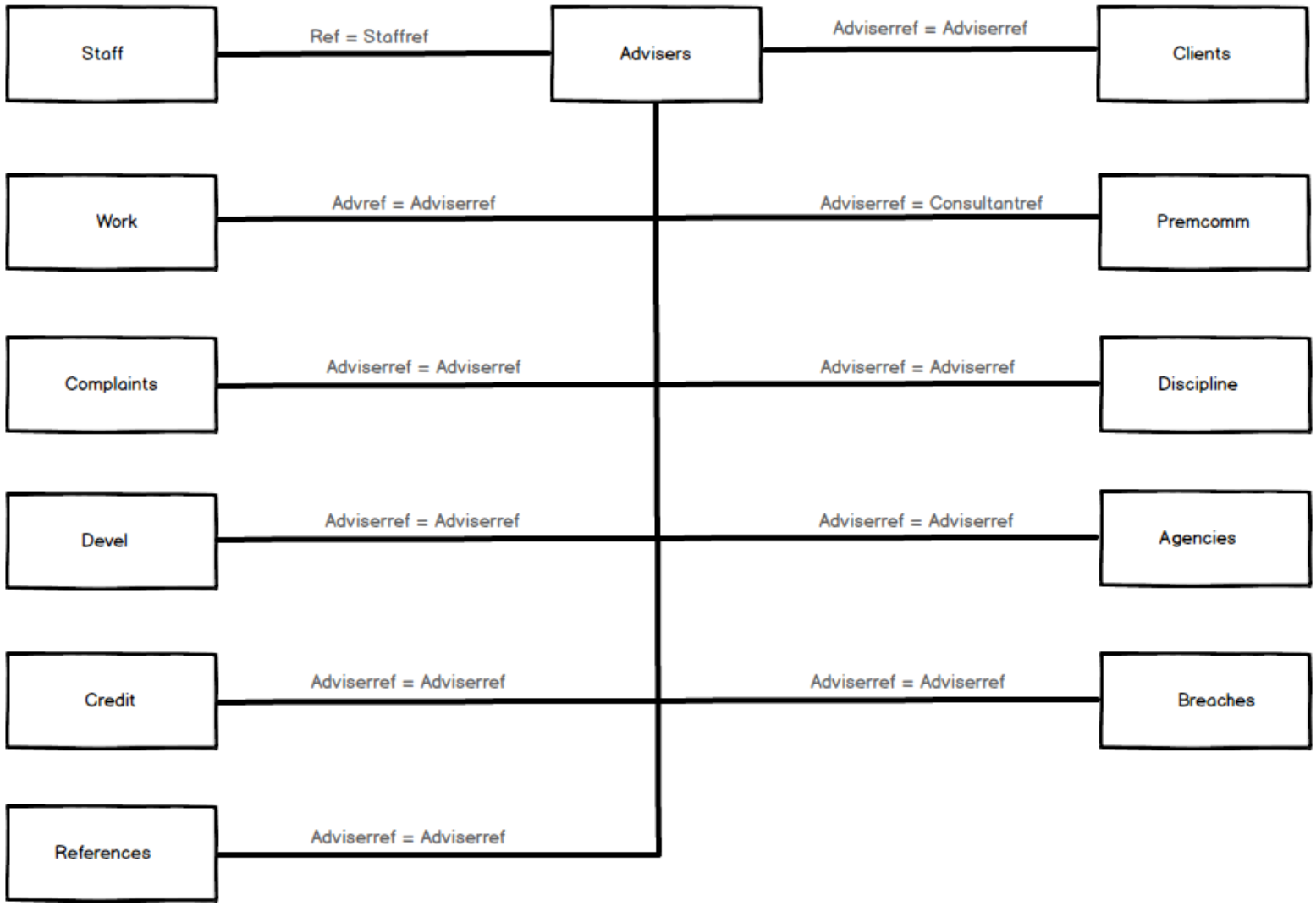


Remuneration Relationship Entity Diagram



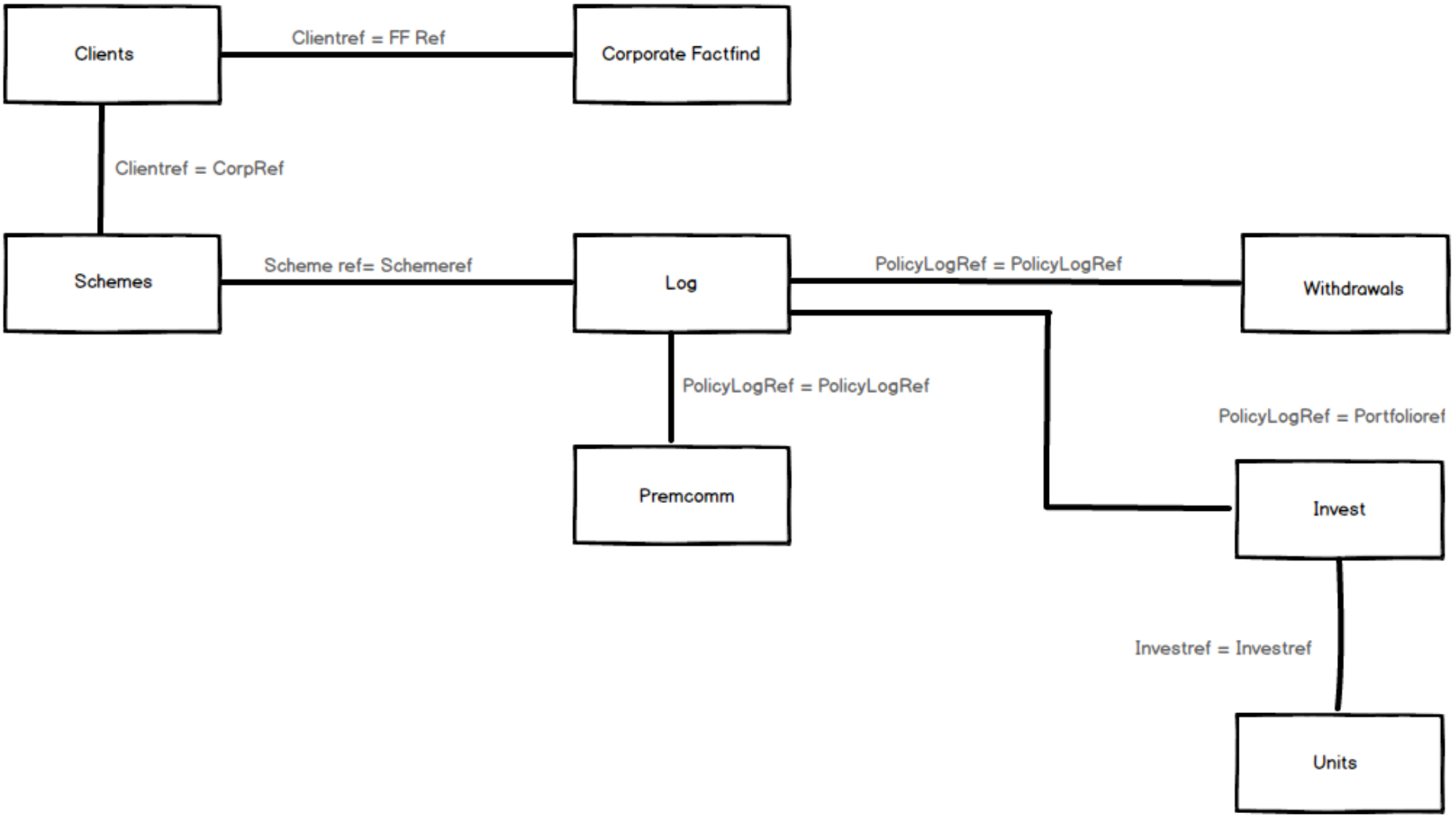
Adviser Relationship Entity Diagram

Adviser



Scheme Relationship Entity Diagram

Scheme



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