

COGITATE

Monthly Newsletter

Equipment Rental Update

It appears we omitted a crucial piece of information in our Equipment Rental Update documentation. Even if you don't adjust (either upwards or downwards) the rental rate the State allows, you still need to run the program to update Equipment State Rental Rates to the most current rates. If you haven't run this program yet, you need to do so as soon as possible to make sure you're charging the State the correct amount for 2010.

Crystal Reports

Due to continued problems experienced with Crystal Reports and their support of their own product, we've started investigating new report generation software. We plan to have this issue resolved within the next few months.

Lump-Sum Payouts

We're creating a training video that covers paying lump-sum payments to retirees and employees requesting payment for their unused bank hours. This video will show you, step-by-step, what information needs to be changed to keep the withheld taxes to a minimum.

My Software is Acting Goofy!

If you are experiencing strange occurrences when you run HMS, MMS or UtilAbility, before calling for support, run the Check for Updates program (under the Help menu) to assure you have the latest version of the software. If you're still having problems afterward, please call us.

Anti-Virus Software May be the Culprit

We're hearing more and more from our customers – typically those with the latest version of Norton Antivirus or Norton Internet Security – that our software tends to cease functioning after anti-virus scans or during boot-ups. The key components in our software are the “DLL” (Dynamic Link Library) files. These files send up red flags to anti-virus and firewall software programs and those programs are quarantining (moving) our DLLs to quarantine folders. So, when you try to run our software, it can't find the required DLL files and the software won't run.

The age old question of “How do I secure my computer?” is always evolving. I would like to offer some of my insights about this topic.

Let me start by saying that I don't believe there is any way to protect any computer 100%. The best protection against attacks is to use common sense and decent protection software. There are many ways to attack or infect your computer and cause damage or loss of data. It's important to have protection against each of the ways attacks happen. So for the basic configurations you should use a firewall, anti-virus, and anti-spyware/malware programs.

I've come across many different programs that provide these sorts of protection. I've found two programs that I will recommend.

- The first is Microsoft Security Essentials. This software can be downloaded at http://www.microsoft.com/security_essentials. I think this package is the best and it's what I use on all my computers.
- The second one is AVG and can be downloaded at <http://www.avg.com>. This program has a great reputation and works well with any computer configuration.

If you have any questions or concerns, please don't hesitate to contact us.

Tax Receipting Nears Completion

Jim Harlan has been burning the midnight oil getting the Tax Receipting software up and running. He's really close and it's still a work in progress, but he hopes to have it ready to ship in a month or so. Call us for information.

Speaking of Midnight Oil . . .

Brett and George are busily cranking out training videos for our software products. Right now the emphasis has been on UtilAbility videos, but as they wind down, the HMS and MMS training videos will start appearing on the Cogitate website.

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