



Update (August, 2005)




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... the name is the commitment

Software Updates & Antivirus

- *Grisoft (the publishers of AVG anti-virus) are releasing updates to their virus signatures daily (as are Norton, and McAfee). I mention this in passing only to highlight that you MUST allow all machines on your network to update their definitions nightly. Since making this an issue with my customers in 2003, virus issues in my customer base has dropped substantially.*
- *Microsoft has released a new tool installed as part of the Windows update process. It will verify that you are running a legal copy of Windows (XP, and server 2003 only). As all of you have legal copies of Windows XP if your computer has been purchased through QCW you should have no problems. You may however be asked to consent to the update before it will be installed. Please note that you MUST agree, otherwise you will not receive further updates from Microsoft. If there are any problems, please call QCW support for help in resolving them.*
- *Still on the update theme, how many of you are keeping your copy of Windows up to date, but NOT updating your Office products? On the 'Help' menu of Microsoft Word (or Excel, or Outlook etc.) you will see 'Office Update' (if you're running Office 2003), or at least 'Microsoft Office on the Web'. Choose either, proceed forward looking for updates and install them. Particularly if you're running Microsoft Outlook for your email, it's critical that these updates be done.*

greenWORKS is the product! ...the name is the commitment

Greetings, and a nice warm summer to all of you as well.

Here in Ontario we've set records in June and come very close in July as well. June had 20 days where the temperatures cracked 30°C (ok, that's 86°F for those of the US persuasion). Worse yet, on 14 nights the temperature didn't make it below 20°C (that's 68°F). It's hot, but, the office is air-conditioned. So much for the weather report, important only because hot days make for thunder storms. We've had a spate of lightening damage at a number of sites. It's worth the reminder that you should have a working uninterruptible power supply (UPS) on at least your server, and surge/spike protection on all of you other equipment. It's worth the effort. Test your UPS

annually and keep on testing it.

As many of you are anxiously awaiting, EDI, windows & all other projects are also proceeding in a VERY busy summer!

Important notice: Aug 5th thru 21st 2005

The office will be closed for these 17 days inclusive with Conrad **on vacation**. **EMERGENCY support ONLY** will be available at the normal support number above between the hours of 8am thru 8pm. Non-critical calls will be answered on or after the 22nd of August. Regrettably from your point of view, John's family is vacationing with mine this year. All of this information is available on the website as well. Email is the preferred method of contacting Conrad during this period as it will be checked several times daily.

Using the QCW Website

Despite the fact I mentioned this in the last update in March it's worth commenting again.

Additions continue to be made to the support page. This has included updates to the section dealing with export permits, an updated retail cashier's manual (which I'd recommend you customize for your own installation, Word format available on request), and of course the release notes.

I'm quite proud of the fact that the release notes have now been

updated to display directly on the website, as they're changed on my 'release' computer in the office, in a searchable format.

In addition, this technique is allowing greenWORKS to print invoices directly (complete with background & logo if you have an HP laser printer). By the end of the summer, the inventory availability used by the wholesale growers can also be posted directly to your websites without any manual intervention. Keep watching for further notes re progress.