



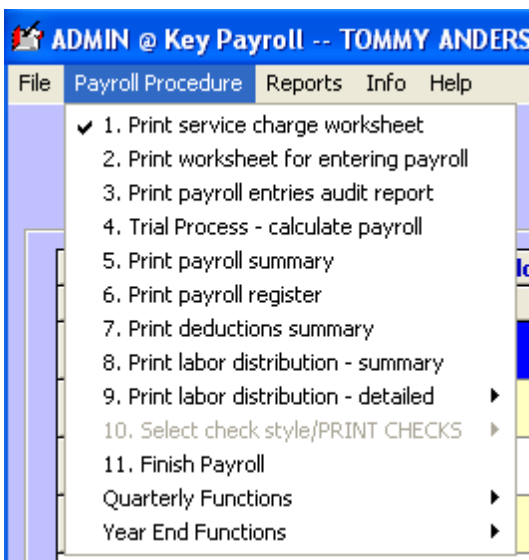
1-Minute Newsletter – Dec 2014

This is another installation of our 1-Minute Newsletter – we hope you find it helpful!

Windows 7 and Windows 8 Issues...

Recent updates to both Windows 7 and Windows 8 contain updated core Windows modules that are NOT COMPATIBLE with the older version of Club Office software. It's quite frustrating that Microsoft has removed some of the features our software has always used but it appears to be related to what they call, "security." In any event, when our software tries to use

one of these features that's been removed from Windows the software makes a "call" to the Windows system and you may get an "error 6." If you get this error, YOU NEED TO CONVERT TO THE NEW SOFTWARE! And for users who have a support plan with us, of course the conversion is FREE! Call us to schedule your conversion date: **952-941-0855**.



Payroll Processing

Payroll is one of the most complex of back office operations, and if you're new to it, YOU NEED HELP!!! Actually, what you *really* need are written procedures to follow. Some of that is already included in the payroll module when you choose the **Payroll Procedure** menu – the basic tasks are listed in numerical order and as you complete them, a check mark appears adjacent to the most recently completed task. However, the menu only scratches the surface as there are usually many smaller steps required to complete various tasks. For example, simply gathering time cards to make sure you have ALL of them is extremely important. And of course, making sure NEW hires are created and configured with jobs and pay rates so that payroll can be calculated for them... and... and.... the list gets pretty extensive in short order. Payroll processing accuracy is *crucially important* to everyone involved, and we've found that users that have a great many interruptions often make some rather egregious mistakes – mistakes that are often quite difficult to fix because payroll reporting is so incredibly time sensitive. *Call us and schedule some training!*

May We Suggest...

Using computers in the workplace (or at home, for that matter) is becoming less and less easy as reports of data security and illegal hacking activities increase. This puts the onus of dealing with these issues squarely on your doorstep. There are some issues that you *MUST* attend to for your Club Office system to run smoothly. We offer these notes as suggestions that have worked very well for us and for others who have followed them.

- **User Account Control:** intended to protect your computer (it does a really good job) but unfortunately, it can also prevent Club Office software from running. Club Office is not native to a Windows installation – and UAC is like a secondary Windows Firewall. It blocks things. We suggest either shutting it off altogether or no higher than the first from the bottom setting on the slider control that allows changing it.
- **Run as Administrator:** RIGHT-click on the desktop icon you use to start Club Office, and if you're using Windows 7 or Windows 8, you should see an option to "Run as administrator." That's usually a one-time use however, so to make the setting stick, RIGHT-click on the icon, choose Properties, and in the "Shortcut" tab, select the Advanced button. Check the "Run as administrator" box, and click OK. Then click the APPLY button, and OK to close the properties frame. (Hey, we didn't invent Windows – we know this sounds complicated but it's not hard to do.)
- **Disk Cache:** this is a hardware setting and it's *extremely* important to turn it OFF. It can make a *HUGE* difference in the way your Club Office system functions. Why? Because a disk cache (pronounced 'cash') is a place in the computer's memory, *not an actual place in the database*. When the disk cache is turned on and you make a journal entry or key a member payment or issue a payables check, Windows doesn't store it in the database right away – it stores it in its memory instead and tries to write it out to the database at some later time... just how much later is anybody's guess. The disk cache setting is buried a little bit in Windows, and to

get to it, you need to use the Device Manager (via the Control Panel). In the Device Manager you'll see Disk Drives up near the top of the list – open it, select your hard disk from the list and open that. Then choose the POLICIES tab for your hard disk and uncheck the box that says “Enable write caching on the device.” Click OK. Then RESTART your computer or the change you made will not take.

- **Windows Firewall:** A firewall is designed to prevent changes to your computer and/or network. But it's very dumb; it doesn't know good application programs from bad, so its default setting is to just block nearly everything that goes through the network. It's simpler for the software to do that. Of course, it doesn't help you one bit. You likely will have to tell it to allow various programs to work through it. This is pretty easy, really. Open the Control panel and choose Windows Firewall. In the upper left of the firewall screen you should see an option to “Allow a program or feature through Windows Firewall.” Choose that. Scroll through the list of programs and if you see any of the following, check both boxes to the right opposite the program name:
 - CDCO.EXE – this is the startup program for Club Office.
 - HEARTBEAT.EXE – this is the POS system's communication module
 - SQLPOS.EXE – this is the main POS system module
 - TCLOCK.EXE – this is Club Office's TimeClock module.
 - SYNCNETWORK.EXE – this is the time synchronizing module for the POS and TimeClock.

If you DON'T see any of the above, then you need to add them using the “Allow another program” button. You'll be taken to a screen that lists the software installed on your computer; sometimes all of it does not appear and you need to use the “browse” function to find it. If your system is set up the way it's supposed to be, here's where to look:

- CDCO.EXE – you should find it as P:\CDCO\CDCO.EXE
- HEARTBEAT.EXE – you should find it as C:\CDCONODE\HEARTBEAT.EXE
- SQLPOS.EXE – you should find it as C:\CDCONODE\SQLPOS.EXE
- TCLOCK.EXE – you should find it as C:\CDCONODE\TCLOCK.EXE
- SYNCNETWORK.EXE – you should find it as C:\CDCONODE\SYNCNETWORK.EXE

Of course, save the settings and restart your computer or the changes may not take effect.

- **Power Settings:** Windows has many settings intended to be energy saving and while they may in fact help out the environment a teensy, tiny bit, they can turn your computing experience into a nightmare of tech support problems. We suggest that you TURN ALL POWER SAVING OFF. Again, go to the control panel and select Power Options. Your computer is probably already set to a “balanced plan.” Choose “Change plan settings” to the right of that option. For turn off the display, chose NEVER. For put the computer to sleep, choose NEVER. Then choose the option to “Change advanced power settings.” Select each item on the list and if you see an option to “Turn off...” set that option to NEVER. Some items may have a performance setting, and you should set it to “Maximum performance.” Set all the “sleep” settings to Never – you do not want your computer to go to sleep unless you power it off. If you use USB devices, set the USB settings to DISABLED or Windows might decide to disconnect your USB drive, a printer, or your touch screen or mouse on its own... you don't want that. For “Processor power management” you can generally leave those settings along since they generally protect your processor chip from catching on fire. After you set them all, click the APPLY button. They back at the change settings screen, if the “Save Changes” button is active, click it; if it's not, just close the screen. At the control panel again, choose DEVICE MANAGER. Scroll down to Network Adapters and open it, then double-click on the network adapter that's listed. Select the Power Management tab; uncheck the box to “Allow the computer to turn off this device to save power” and click OK. Go down the list further to Universal Serial Bus controllers and open it. You may see several items as USB ROOT HUB. Each one has a Power Management setting; be sure to uncheck the box to “Allow computer to turn off..” and click OK. Finally, close the device manager and restart your computer so the changes can take effect.
- **Antivirus Software:** here's where the rubber really hits the road since at last count, there were about 100 commercial antivirus systems on the market and no two of them are designed with the same features. The really puts the ownership of this squarely in your lap. Just remember that they work similarly to how a Firewall works but the essential difference is that they actually read the data going through the computer instead of categorically blocking it by the program file's name. As they read the data they scan for “signatures” of bits and bytes that bear a resemblance to the signatures that viruses have, and if they see a similarity, they don't let the data through. We have found the Microsoft Security Essentials (free for Windows 7 and 8) has worked very well for us. It's not intrusive to our software and is quick and quite efficient, so it's our antivirus system of choice. Admittedly it doesn't have the very top rating for security, but it's still very, very good. If you don't allow staff to use your computers to surf social media or questionable web sites, you have to ask, “How much security do I really need?” Either way, you still may have to configure your antivirus software to “allow programs to work through it,” so look for that kind of configuration option in the software you choose.