

dka ONLINE SUPPORT

Effective 31st March 2005 the DOS based PC Anywhere online support will be discontinued.

Together with the fact that dka software is now predominantly Windows based, plus the advances in technology and the availability of Internet facilities, it is no longer feasible to maintain a point-to-point, dial-up facility such as PC Anywhere.

Various options are available for continued use of online support and these are shown overleaf. Further information on each of the options is available by contacting dka but the ultimate decision and setup is the responsibility of the user.

Users should consult with their IT people with a view to configuring the most appropriate facility for their use.

Each of the facilities shown overleaf is currently being used with a number of sites with significant improvements in response times and overall efficiency.

If you elect not to use online support our ability to assist you with problems is seriously limited.

In the event that this is the case the only avenue we will have to investigate processing or file problems will be via email. This is viewed as a last resort due to the time taken to transfer data (particularly large files) and the fact that files viewed in isolation from the remainder of the database may not always reveal the cause of a particular problem. This can then necessitate the transfer of additional files to enable continuing research into the problem.

In most cases, around 85%, we have a copy of the data used in each site. This is provided to us on CD by each user site on an irregular basis. Where this is the case the data is used for testing and for the resolution of problems as they occur.

As the needs of individual users can vary quite significantly the availability of diverse data assists in our testing. Data is held in confidence and is used only for the purposes of testing and problem resolution as mentioned above.

When reporting problems or making inquiries it is preferable to use email in the first instance as the office is not always attended however, emails are always accessible via notebooks carried by dka staff.

If you have any queries or you require further information please do not hesitate to contact dka.

For configuration queries your IT people should contact dka directly.

Continued on page 2...

The following facilities can be used for communications with dka via the Internet:

Operating System

Windows NT4/2000/2003 Server
XP Professional
Windows98

Connection via

Terminal Services
Remote Desktop Connection
PCAnywhere v9+

Terminal Services is the preferred method of communication for on-line support.

Remote Desktop Connection, when used, the local user must be logged off the computer being accessed while a remote user (dka) is connected.

Broadband Connection

To use any of the above programs a broadband connection to the Internet is required. Broadband being: ADSL/Cable/Satellite or ISDN.

A connection speed of 128/512kbs is recommended, a minimum of 64/128kbs is usable but it prolongs online time.

Dynamic IP Addresses

If you have dynamic IP addresses, as opposed to a permanent IP address, then you can use a third party product such as DNS2Go or NO-IP.COM. This enables a connection to your network using a name related IP address.

dka Network/IP for Firewall

The dka network IP address required for Firewall access is **dka.net.au 220.245.52.166**

User (Host) Set-up/Configuration

For LBS and UBFTTrader installations access to the data and program folders is required on connection to the host. Two search paths are required:

- x:\lbs_pgm
 - x:\lbs_pgm\lbs_util
- where x: is the drive letter containing your data & programs

The workstation accessed at the host site:

- does not need to physically have the data on it but must have mapped drives to the data and program folders where these exist elsewhere eg. on a network server.
- requires a 'File Handles' setting of 255 as a minimum.
- Requires Read/Write/Delete access to the local drive on the workstation to enable login procedures and user related data files to be accessed

The workstation should include access to:

- your email software to enable the transfer of data and programs
If using an internal mail server it is preferable to have an account setup for user 'dka'. This account would then be used for the direct uploading of release updates etc.
- FTP (File Transfer Protocol) using Port 21 if permitted by your Firewall.
This enables direct uploading of data and programs for support purposes and is much more efficient than using email from a support point of view
- MS Excel for testing of exports/extracts etc

Security

We understand the need for security and expect all connections to be protected by login procedures and passwords. However, it would assist us greatly if we are permitted to nominate the login and passwords to be used.

This avoids us having a multitude of different settings for each of the individual user sites to which we connect. Details are available on request.