



HILL COUNTRY SOFTWARE & SUPPORT
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Newsletter

October, 2008

HCSS User's Conference – November 19-21

Our annual user's conference is not far off, and I would like to remind everyone that the user's conference is the primary tool we use to introduce and discuss new improvements to the software. Lately we have had a few of our customers comment that they are simply not aware of all the new features that have been added to our products, and upon further review we find that these customers have not attended the conference in quite some time. I can tell you that since last years conference a lot of new features have been added, and the best way to learn of these new features is to attend. It should also be noted that the user's conference in the number one forum we use to discuss our software as it is today, and as it might be in the future.

IADT Accounting System = December, 2008

There is no doubt that the migration of our Budgetary Accounting System has taken longer than originally anticipated, but finally we can say that it will soon be ready for deployment. The product will be unveiled at our annual User's Conference in November, with deployment to our accounting users to begin in December. From time to time, in business, events occur that alter the course a company will take, and this year has been a prime example of such a happening. Since the first of the year our development staff has been working at a pace no group should have to endure. But it happened, we have worked our way through the challenges, and shortly all will be complete.

We believe that the actual learning curve that will be experienced by our accounting users will be very short and easy, and we also believe that the training we will be able to provide at our conference this year will shorten the amount of onsite training that will be required as the new system is installed in your office. In preparation for this migration it is absolutely essential that you bring your computer hardware into compliance with the requirements of this new software. This process is started by downloading the IADT Application Form, which is located on the home page of our web site. This form must be completed and submitted to us before any installation will be scheduled. It is absolutely imperative that your hardware be properly prepared before we arrive at your office. Failure to do so will result in additional charges to you, our customer, as you will be charged for the first failed appearance in your office, and the follow up visit, which will occur after your computer hardware has been properly upgraded. At the current time we estimate that the entire conversion and training process will take from four to eight hours, depending on how quickly you and your staff adapt to the new software.

New or Replacement Computer Hardware

So that our software might run correctly, it is absolutely essential that you consult with our technical support staff before making any type of change to your computer system. This applies to software, computers, monitors, printers, scanners, and any other device that will be attached to your computer or network. The computer related products available to you today are usually more powerful and cheaper than what was available in the past, but the need to have these devices installed and configured properly has become much more critical. With the new IADT environment, it is also critical that you not load any software products to your computer without consulting with us first. Microsoft's Internet Explorer does not get along well with all software, and if Internet Explorer is having difficulties, so will our software.

It is also important that we know of your upcoming change, so that we might have the appropriate personnel available, to assist you, when the time comes. We have created a network of computer hardware specialists, trained to install and configure computers so that our software will perform correctly. Call us in advance, so that we might schedule one of these certified technicians to insure that your new environment is installed and configured correctly.

Vista Business or XP Professional

Earlier this summer Microsoft stopped selling their XP operating Systems in all of the retail outlets where computers are sold. However, they did not stop this practice when you order computers direct from the manufacturers or their authorized factory resellers. Corporate America has told Microsoft that it will continue to use the XP operating system until it gains confidence in Vista. In June of 2008 Microsoft released Service Pack 1 for the Vista operating systems. I upgraded my Vista computer with Service pack 1, and the change was immediately noticeable. In my opinion, Service Pack 1 has resolved all of the remaining issues that Vista had, and I have experienced no problems with my computer since then. This means that as far as HCSS is concerned, the Vista Business Operating System is ready for use with our software. Please note that I said the Vista Business Operating System, not any of the other versions. Also, at this time, we do not support the 64 bit version of Vista Business, rather the 32 bit version. The 64 bit version is brand new and there are very few software products that will run under it. You as our customer, have the choice of which operating system you would prefer to use with the purchase of your next computer from a source other than a retail store. The look and feel of Vista is somewhat different than that of XP, but once you get used to it, you will like it. It should also be noted that HCSS is not in the business of teaching you how to use Vista Business as part of our normal support agreements. We will however, entertain the option of teaching a class on a paid hourly basis. At our conference in November, we will have a short session on the Vista Business Operating System, and Microsoft Office 2007.

Jim Stateczny

President/CEO

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