CADZOW NEWS

Cadzow *TECH Pty. Ltd.*

DEVELOPING SOFTWARE FOR BUSINESS & GOVERNMENT

247 Fullarton Road, Eastwood, S.A. 5063
P.O. Box 517, Glenside, S.A. 5065
Email CADZOW@CADZOW.COM.AU
Web http://www.cadzow.com.au
Telephone (08) 8357 7122
Facsimile (08) 8121 9240

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HELLO, GOOD EVENING AND WELCOME

Merry, Merry, Merry! Cadzow's contribution to yuletide jollity is our detailed, informative and slightly odd study of mince pies. No need to thank us. http://www.cadzow.com.au/?Article=1903.

SUPPORT: Year-End Services

Our telephone and email support services will be operational as usual during the holiday and new year period. Generally speaking, we are not scheduling "routine" site visits during this period, but critical events will continue to be handled immediately. Therefore don't be afraid to contact us for any reason if required.

Aside from support for our **Cadzow 2000** suite of business software products, Cadzow also provides a range of general and specialised IT support services. For small business, corporate and government we provide a fixed-fee whole-of-network service, covering problem solving, maintenance, advice, support, secure drive erasing, and many other matters. This service includes site visits where required, but a lot of work is done remotely, including after hours, to minimise disruption during the working day. For home and small office, we offer a "per minute" casual support service, accessible by phone, email and fax.

We also provide advice about general IT issues, such as acquisitions, tenders and problems. We invite businesses to discuss their requirements with us before making a decision about substantial projects. Some of the work we do is as a "disinterested third-party", analysing a problem which might have stalled due to two vendors blaming each other. Such advice is sometimes included with our fixed-fee service, and sometimes quoted separately. You don't need to be an existing client to use these ad-hoc services.

Dedicated Support for SMB/Corporate/Government: http://www.cadzow.com.au/?Article=1834

Casual Support for Home/SOHO: http://www.cadzow.com.au/?Article=1833

COMPUTING: Service Pack Frenzy

The service packs are coming thick and fast from Microsoft.

If you need any assistance with these updates, please let us know. Clients with fixed-fee network maintenance services will have these service packs automatically deployed as appropriate for their environment, and don't need to take any action.

Microsoft Office 2003 Service Pack 3 (Released September 2007) — Routine update for quality and stability, and includes all previously-issued security updates. Contains one tiny "gotcha": it will not open older file formats such as early versions of .DOC, .XLS and others like Quattro Pro. This can be an issue because some modern automated systems generate files in the older formats. There are other security-related lockdowns also. However, these can be disabled by tweaking some settings in the registry. See http://www.cadzow.com.au/?Article=1858.

Microsoft Office 2007 Service Pack 1 (Released December 2007) — Routine update for quality and stability, and includes all previously-issued security updates, in addition to the fix for the slow performance of Outlook 2007 and the weird calculation/display bug in Excel 2007. There are also corresponding updates for Project, Visio, Sharepoint, and the server versions.

Microsoft Windows Server 2003 Service Pack 2 (Released July 2007) — Routine update for quality and stability, and also applies to Small Business Server (SBS) 2003 and the "R2" editions of both. (There is an important post-SP2 fix for SBS which is easily available via Windows Update.) This is a fairly uncontroversial update, not "critical", but part of the continuing maintenance of the operating system and

provides a solid baseline for future security updates. Applying service packs to servers requires some planning and forethought. See http://www.cadzow.com.au/?Article=1416 for a guide. Cadzow 2000 is compatible (for example, where using Terminal Services/Remote Desktop).

Microsoft Exchange Server 2007 Service Pack 1 (Released November 2007) — A major upgrade, with many new and improved features. In fact, the improvements are so numerous it makes one wonder how we managed to live without them in the first place. Tread carefully, and research before deploying.

Microsoft Windows XP Service Pack 3 (To be released 2008) — The one you've all been waiting for (or not). SP2 was released more than three years ago. So Windows XP must have been pretty solid in the meantime? Well, no, there are actually about 100 "critical" patches that apply to Windows XP SP2. Service Pack 3 combines hundreds of previous fixes into one convenient package. Because of the delay since the last Service Pack, many organisations will have fallen out of practice testing and deploying updates of this nature, and may decide to give it a miss. However, although Windows XP has been superseded by Windows Vista, it will dominate business PCs for some time to come, and Service Pack 3 is a welcome update which provides a reliable base for future updates. We'll be testing Cadzow 2000 with SP3 and issuing advice about compatibility shortly. See http://www.cadzow.com.au/?Article=1898.

Microsoft Windows Vista Service Pack 1 (To be released 2008) — When Windows NT 4.0 Service Pack 6 was released in 1999, the size was a shocker: 34Mb! Ah, for those innocent days. Windows Vista SP1 will be about 450Mb (or 550Mb for the all-languages version). Fortunately, on ADSL2 that will download in about 10 minutes. In any case, due to the efficiency of Automatic Updates, standalone systems will only download what is required, and you probably won't notice it. SP1 is mostly concerned with quality and stability, but not performance. If you've been struggling with some odd behaviour (not counting User Access Control), hopefully it will go away when SP1 is installed. But if you've been struggling with slowness, you'll just have to do what your grandpappy used to do: buy more memory.

CADZOW SOFTWARE: New Stuff

Email: Improved support for the latest Lotus Notes (7.0.x).

Content Manager/Weblink: Numerous improvements, including a new search engine.

Reports: All reports can now be more easily saved in Rich Text format (.RTF).

Search: Some improvements to the search dialog (F3).

Enquiries: Some extra search criteria have been added.

Plus: Many other tweaks, speed improvements and minor features.

The latest public build of Cadzow 2000 is **2007.12.002** and was issued in December 2007.

COMPUTING: More Battery Recalls

Toshiba: http://www.bxinfo.toshiba.com

Nokia: http://www.nokia.com/batteryreplacement/en/

See also http://www.cadzow.com.au/?Article=1744 for a discussion on safe practices with notebooks (and other devices with batteries).

COMEDY, Great Moments In

Emma Dreaming, Arthur White, Chris Muss, Jess Like-Dee, Juan Swee, Hugh Sterno, Wendy Treetops-Glissen, Anne Chilled-Wren, Liz Anne, "Two Ears" Laybelle, Cindy Snow.

Cast of modern version of an old Bing Crosby film, as proposed by The Goodies