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the answer

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## ESH COMPUTER CENTER

FEBRUARY 2009

### Retail Sales Software Solutions [ Nathaniel Gingrich, Customer Support ]

Eagle Business Software has been reaching out to small businesses for more than 20 years by providing cost effective business management solutions. Service companies, manufacturing and construction businesses, repair shops, along with many others have benefited by the power of EBMS. Over the past couple of years, the development team at Eagle Business Software has been focusing on streamlining retail Point-of-Sale solutions to better accommodate small stores who face the challenges of managing lots of inventory while keeping checkout lanes operating smoothly. Most Point-of-Sale packages available today have much to be desired, especially in the practical areas of inventory management and accurate accounting. Eagle Business Point-of-Sale builds on its foundational strengths by integrating into one package the accounting and business management tools any small retail business needs.



Integral to any Point-of-Sale solution is the ability to handle streams of customers with cartloads of merchandise quickly and efficiently. Processing high volumes of transactions with dozens of SKU's per transaction is very important and is one of the most challenging tasks a business software system will perform. Since the foundation of Eagle Business Point-of-Sale is the tried and true inventory management system known to manage tens of thousands of parts effectively, these tasks become natural. All information on the Point-of-Sale machine is in

synchronization with the EBMS data base. All information is current and relevant. Any transactions can be posted to the accounting system at any time without interfering with ongoing sales and with complete confidence that it is up-to-the-minute information.

Eagle Business Software provides efficient inventory purchasing tools. Store stock is maintained through computer calculated ordering processes. Order quantities are suggested based on desired minimums and maximums. An Advanced Inventory module automates this further with complex algorithms that review past sales history, margins of past sales, along with other criteria, and intuitively calculates a suggested order quantity. This module takes the guess work out of purchasing seasonal products or in reducing those stocks of items with low turnover, while increasing the availability of the items that make the most profit either by turnover or margin. Multiple units of measure, multiple suppliers per SKU, unlimited years of history, UPC or barcoded SKU ID, and many more unique features make EBMS the most advanced inventory management system in its price range.

No Point-of-Sale solution would be complete without the necessary hardware. Eagle Business Point-of-

Sale is compatible with many TouchScreen Point-of-Sale solutions. Large buttons and menus make navigation quick and easy. Credit & debit card processing directly within the program make payment receipt instinctive. Peripherals such as receipt printers, barcode scanners, cash drawers, and signature/PIN pads are all compatible with Eagle Business Point-of-Sale. These compatible products are available along with the Point-of-Sale software.

These POS tools extend the commitment of Eagle Business Software to provide each small business owner the business management systems they need to bring their companies to increased levels of efficiency and profitability. We, at Eagle Business Software, believe the strength of the small business is a large part of what makes our society great. If you are interested in knowing how Eagle Business Software can be a benefit to your company, please contact one of our Business Software Consultants at 800.818.5761 or visit us at [www.EagleBusinessSoftware.com](http://www.EagleBusinessSoftware.com).



Business Technology  
Seminar 2009 Details Inside!



Software & Tech Tips  
Computer Class Schedule



Who to contact at  
Esh Computer  
Center:

MARCH 3, 2009

# business technology seminar '09



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held at..... **Shady Maple Smorgasbord**  
from..... **8:30 AM—4:00 PM**

Seminar is FREE but seating is limited. Please make your reservation by Wednesday, February 25. For more information or to register, contact Karen Keller at 717.442.1080 or [kkeller@eshcom.com](mailto:kkeller@eshcom.com).

## Featuring Thomas K. Casey, CMC, CCP Business Consulting Services as Guest Speaker

Business Consulting Services ("BCS") is a management consulting organization dedicated to providing high quality, professional services to the business, government and non-profit communities. BCS was founded in 1991 by Thomas Casey, who has over twenty years experience in the consulting industry. The firm specializes in the two key areas of business: performance improvement and information technology consulting. Tom Casey is one of fewer than 15 consultants in the world to have achieved both the Certified Management Consultant (CMC) and Certified Computing Professional (CCP) designations.

## SCHEDULE

- 8:30am-9:00am**  
Registration/Breakfast/Networking Opportunities
- 9:00am-10:30am**  
The True Cost of Technology
- 10:30am-10:45am**  
Break
- 10:45am-12:00pm**  
EBMS Presentation of New Technologies  
*Time Clock, Point-of-Sale, Payware, PCI Compliance*
- 12:00pm-1:00pm**  
Lunch Break
- 1:00pm-2:15pm**  
Why Projects Fail
- 2:15pm-2:30pm**  
Break
- 2:30pm-3:45pm**  
EBMS-Purchasing and Managing Inventory Forum
- 3:45pm-4:00pm**  
Wrap up/Grand Prize Drawing

## SPEAKERS

- Guest Speaker:**  
Tom Casey
- PPI:**  
Robert Beck
- EBMS:**  
Jake Esh
- Forum:**  
Nathaniel Gingrich
- First Data Merchant Services:**  
Pete Beckary



15.4" Dual Core Lenovo Laptop

+additional door prizes!



## The Battle Against Malicious Software Continues

[ Bill Holmes, technician ]

Viruses and other malware continue to threaten computer users with sluggish performance, Internet and email problems, and privacy issues. It is important to have protective tools in place before an attack, because removing an infection once it has begun its damage can be difficult and costly. If you have an email-only type of connection you are just as vulnerable as someone with a complete, high-speed Internet service. And even if your Internet service provides virus protection on their server, you ought to install antivirus and antispyware/malware protection on your personal computer as well. Better to be as safe as possible rather than sorry.

First, make sure you have reliable antivirus software installed on your computer, and learn how it works. Be certain to keep it up-to-date: ensure that virus definitions are updating automatically. This will enable the software to recognize and clean the dozen new viruses being introduced to the web almost daily. Not all antivirus software is created equal. Do some research to find which ones are recommended. Lately, Avast and AVG have done well in the ratings and, best of all, they are free for home computers running Windows (see <http://www.avast.com/eng/download-avast-home.html> and <http://free.avg.com/download-avg-anti-virus-free-edition>).

Next, there are two applications we recommend for cleaning spyware from your computer. Go to [www.superantispyware.com/download.html](http://www.superantispyware.com/download.html) to download the installer for SuperAntiSpyware. Then, download and install MalwareBytes from <http://www.malwarebytes.org/>. After installing these products, update them and then run a full-system scan with each. Downloading the free versions of each of these will allow you to clean the spyware from your com-

puter. However, the free versions do not prevent spyware from tampering with your PC—the paid versions will, so consider purchasing one or both. While it is not a problem to have several antispyware applications running on your computer, it is not generally recommended to have two antivirus programs loaded. They tend to conflict with each other and they will slow your computer to a crawl.

For web browsing, consider using Mozilla's Firefox. It boasts better security than Internet Explorer. For more information, go to <http://www.mozilla.com/en-US/firefox/> and read what others have said. Spyware originates from malicious web sites. These sites will, through a security breach or other weakness in the web browser, download and install a small application on your computer

that will deliver pop-up ads and other annoyances—some more serious than others. A good utility that warns you if a site is potentially malicious is McAfee's Site

Advisor. It will work with both Firefox and Internet Explorer, and it is free. Download it from <http://www.siteadvisor.com/download/ff.html>.

If your computer is new, or has recently been formatted (with Windows being freshly installed), now is the time to put these measures in place. There are no guarantees that you will never see any spyware on your computer, but preventing most of it is much easier than opening the door for any and all attacks and then trying to remove them. Esh Computer Center can restore your computer if you are unable to do it yourself. We will also attempt to put these security measures into place to prevent future infections. Remember - keeping your computer is up to you. Stay informed, do your research, and practice safe computing. A clean computer is a happy computer.

**“Stay informed, do your research, and practice safe computing.”**



## Tech Tip

[ Bill Holmes, technician ]

A serious threat to Windows computers (known by such names as Conficker, Downup, Downadup, and Kido) has reportedly infected almost **nine million computers worldwide**. The activity of this Worm should remind us of how important it is to keep Windows and our AntiVirus/AntiSpyware software up-to-date. A patch to prevent this virus was offered by Microsoft back in October 2008, and one source reports that thirty percent of Windows users failed to apply it.

Once infected, the worm disables those services that allow Windows to download and install security patches and other critical updates. It does the same thing to your anti-virus software, preventing it from staying current and, basically, it leaves your computer even more vulnerable than it was before. It will collect personal information as well as download and install additional malware. It can even lock you out of your computer.

If you suspect you have been hit by this virus and are still able to connect to the Internet, try downloading the Downadup Removal Tool from Symantec at [http://www.symantec.com/norton/security\\_response/removaltools.jsp](http://www.symantec.com/norton/security_response/removaltools.jsp). Otherwise, you will need to bring your computer into Esh Computer Center in order to fix the problem.

The importance of keeping Windows up-to-date (along with your antivirus/antispyware software) cannot be stressed enough. For example, if you have not updated Windows to at least Service Pack 2 (SP3 is available), then you are out of luck because no security patch was issued for systems running Windows with Service Pack. This means you will be vulnerable for repeated attacks from Conficker/Downadup as well as other viruses. Unfortunately, a dial-up connection makes it difficult to keep a modern computer current. The updates can be quite large and take time to download. Consider switching to a DSL or Cable Internet connection, especially if you have a newer computer, or soon plan on purchasing one.

**“The importance of keeping your Windows up-to-date cannot be stressed enough.”**

## COMPUTER CLASSES

Description	Start Date	Day	Time	Duration	Price	W/PC Purchase
Computer Basics Level 1	March 19	Thursday	6:30-9:00pm	3 weeks	\$99	FREE
Computer Basics Level 2	April 16	Thursday	6:30-9:00pm	5 weeks	\$195	\$150.00

All classes are held at The Gap Family Center. Evening classes meet from 6:30 p.m. to 9:00 p.m. A Double Policy option is available. Using the double policy means that two people will share a computer with the second person paying only ½ price for the class. To insure placement in the class, payment needs to be made when registering. A full refund can be made up to two weeks prior to the class should you need to cancel. If you have any questions, please contact Karen at 442-1080 or [kkeller@eshcom.com](mailto:kkeller@eshcom.com).

# ESH COMPUTER CENTER

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**MARCH 3, 2009**

business technology seminar '09



see inside for more details!