

Hello,

Several clients have contracted Uniform Accounting Network (UAN) Support seeking guidance regarding solicitations from 3rd party vendors offering an array of services from upgrading the antivirus, improving the processing speed, and etc. The solicitors indicate that they are aware that your entity is a UAN client. UAN does not endorse or recommend these services. Please keep the following in mind before you consider using their services:

1. The Symantec antivirus software installed on your UAN system is a high quality and proven product. As with all antivirus products, the Symantec antivirus must be updated regularly to ensure that your system is protected from current viruses. Detail instructions on how to update the antivirus software is available on page three of the Symantec Endpoint 12.1 Instructions. A copy of the instructions is posted on our web site at:
http://uanlink.auditor.state.oh.us/pdf/hardware-software_resources/Symantec_Install_and_Live_Update_Instructions.pdf .
2. UAN will be replacing all clients' systems within a few months. More information will be forthcoming. With the upcoming hardware replacement, it does not necessitate the need for expensive diagnostic tests to improve the processing speed on your current UAN hardware.
3. Many of these 3rd party vendors are requesting immediate remote access to your UAN system. Remote access to the UAN system by anyone other than UAN or Dell is highly discouraged. Please be cautious to whom you allow access to your UAN system.

If you have any questions, please contact UAN Support at: uan_support@auditor.state.oh.us or 1-800-833-8261

Respectfully,

UAN Support