

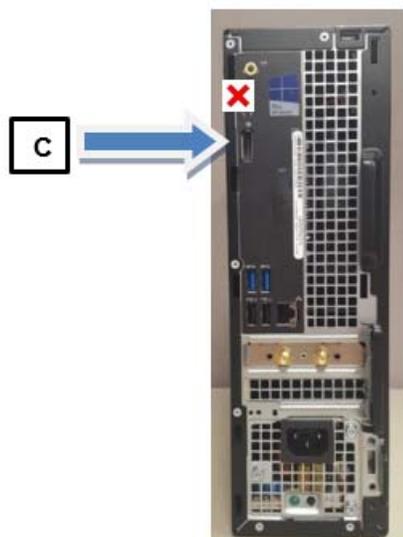


# Dave Yost • Auditor of State

**TO:** UAN Users  
**FROM:** UAN Support  
**DATE:** June 23, 2017  
**SUBJECT:** UAN User Notes

## HARDWARE TRANSFER REMINDERS AND SOLUTIONS TO FREQUENTLY ASKED QUESTIONS

- The Hardware Transfer USB drive used to perform the data transfer and reimaging the donated hardware was included in the same envelope as the printed Hardware Transfer Instructions 2017.
- The New Dell desktop:
  - An extra cable was shipped with the monitor that is not compatible with the desktop computer you received. It is a VGA cable, but the computer does not have a VGA port (you also received a Display Port cable that you will use). It is okay to use the VGA cable for related purposes at your entity. For example, you could use it to connect another compatible laptop or desktop to the monitor using the VGA cable.
  - The monitor speaker bar plugs into a USB port. Any USB port on the computer can be used for this.
- Before starting the data transfer process, UAN recommends:
  - Empty the Window's Recycle Bin. Right-click the Recycle Bin (located on the desktop) and from the pop-up menu select 'Empty Recycle Bin'.
  - Any document(s) that are password protected must be manually transferred to the new Dell UAN PC.
  - Any document(s) waiting to be burned to disc must be burned to the disc or deleted from the burning queue before starting the data transfer.
- On Page 15, letter C, the Blue Arrow incorrectly points to the HDMI port (denoted with a red x in the following diagram). The following diagram has been corrected to indicate the location of the Display Port cable. The following diagram is a picture of the back of the desktop computer. A red 'x' illustrates the incorrect



- Page 23 after the transfer backup has been completed, click ok. The UAN Hardware Transfer USB Drive can now be removed from the computer.
- Step 8 on page 28 is when the Reimage Passcode is entered into the old Dell UAN PC. The Reimage Passcode is not entered during step 5 on page 23.
- Page 35 contain steps to activate the new Dell UAN PC's Malwarebytes applications. You must be log on to the internet to activate the Malwarebytes applications.
- Some clients are experiencing a Window's communication issue with their new Dell UAN PC and their Dell 2375 (multi-functional) printer. The communication issue is causing long delays when printing. If you are experiencing printing delays with your Dell 2375 printer, UAN requests that you please complete the following instructions:

**Please Note:** The following instructions **only need to be completed once**. After completion if there continues to be printing delays, please contact UAN Support.

**Step 1:** Check and if available download any Windows Update(s). To check for updates select the Windows icon (bottom left hand corner of the desktop) → Settings → Update & security → Windows Update → select 'Check for updates'. If Windows Update(s) are available, the updates will automatically begin to download.

**Step 2:** Reboot the PC.

**Step 3:** Leave the PC and printer on overnight to sync. After this issue has been resolved, you may shut down the PC and printer when not in use.

**Step 4:** On the following day, begin by printing a moderate size print job (approximately 5 – 10 pages) to verify the printing issue has been resolved.

- The flash drive letter may be different on the new computer than the old. For example, on the old computer, Windows may label the flash drive as ‘Removable Drive (E)’ while on the new computer, it may label it ‘Removable Drive (D)’. This may initially cause an error when attempting to complete a UAN Backup on the new computer because the UAN application automatically fills in the last drive letter that was used on the backup form (normally a great feature because it saves you the step of selecting the drive every time you complete a backup). If you receive an error message when attempting to complete a backup, you should complete the steps that follow.

*Please Note:* The Window’s error message you receive may seem unrelated to the issue as describe here, nevertheless it is often the cause.

Steps confirm the backup identifies the correct drive letter:

**Step 1:** Cancel the error message and close the backup form. If you have any additional flash drives plugged into the computer, remove them i.e. only the flash drive that you will be using for the backup should remain in the computer.

**Step 2:** Reopen the form: General → Maintenance → Backups → UAN Backup (the steps below also apply if you are completing a Documents Backup).

**Step 3:** Select ‘ Flash or USB Drive’ in the Backup Destination section.

**Step 4:** Click the ‘Browse’ button to the right of the selection. This will open a ‘Drive Select’ form listing the flash drive letter. Double-click the drive letter.

Note: when you double-click it may expand to a list of folders, but you do not need to make a selection in the list.

**Step 5:** Click ‘OK’ to save and close the ‘Drive Select’ form and return to the UAN Backup form.

**Step 6:** Confirm that the correct drive letter is listed in the ‘ Flash or USB Drive’ field, followed by the folder ‘\UANBackups\’.

- If the correct drive letter is listed, click ‘Start’ to begin the backup. If no error occurs, then the issue is resolved.

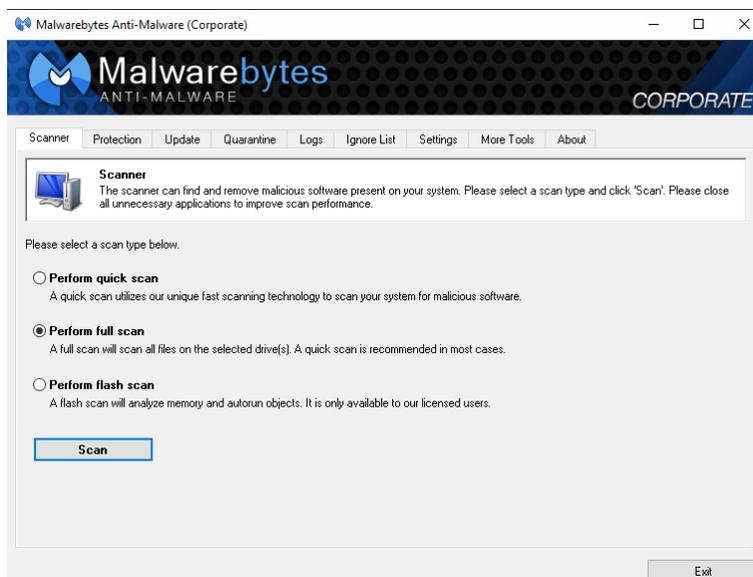
- If the incorrect drive letter is still listed, then follow these additional steps:
  - Select ‘ Network Drive or Other’ in the Backup Destination section. Repeat steps 4-5 above under this destination option.
  - Confirm that the correct drive letter is listed in the ‘ Network Drive or Other’ field.
  - If the incorrect drive letter is still listed or if you continue to receive backup error messages, contact UAN Support.

## UAN SECURITY UPDATE

Windows Defender has replaced Symantec Endpoint Protection as the anti-virus software package on the UAN Dell Latitude 3570 and the OptiPlex 3040 PCs. In addition to the anti-virus software, Malwarebytes is installed as the Anti-Malware package (*Anti-Ransomware, Anti-Exploit, and Anti-Malware*).

Malware attacks over the Internet are increasing. Malware can come in many different forms ranging from a simple cookie, to a ransomware attack that locks down your computer. It is not uncommon to receive some type of popup or malware message when using the Internet, especially for a long period of time. If you receive a message that appears to be some type of malware or virus attack, there are tools on your UAN computer to combat them. When an attack occurs, it may be difficult to determine if it is malware or a virus. Because of this, we recommend using both security pieces that are installed on your UAN computer. Detailed below is what you should do in the event of an attack

### Run a full scan with Malwarebytes Anti-Malware



The Malwarebytes icon on your desktop is the first thing that you should run if you believe to have some type of malware or virus. If for some reason your computer is locked up, reboot and immediately double click on the icon after the restart. Choose the option ‘Perform full scan’ and click on the ‘Scan’ button. During the scan, there will probably be

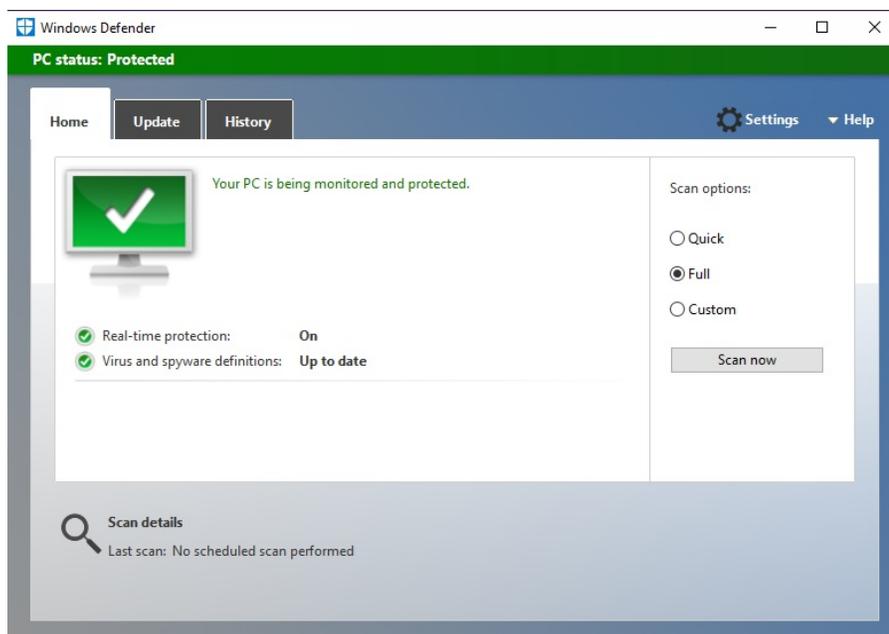
instances listed. If you believe to have malware, this is a good thing because Malwarebytes will isolate the issues into a 'Quarantine'. Once the scan is finished, the instances will be listed. Always choose the option to 'Quarantine'. In the event that you have malware, you will want to run a second scan to ensure that your computer is clean.

### **Reboot and run a second full scan with Malwarebytes Anti-Malware**

Once you have restarted, follow the same process with a full scan with Malwarebytes Anti-Malware. If your original scan finds many issues, you may see additional instances on the second scan. Keep performing this task and rebooting until the scan results in zero items to quarantine. Call UAN Support if the scan results with an item that cannot be quarantined, A reimage of your computer may be necessary.

### **Run a full scan with Windows Defender**

In addition to a Malware scan when suspecting a security attack, a Virus scan should also be performed. To run a virus scan, right click on the Windows Defender Icon located in the bottom right portion of your screen under 'Show Hidden Icons'. (You may also run a Search for 'Windows Defender'). This is the icon. 



Under 'Scan options:' choose 'Full' and click 'Scan Now'. This scan will go through every file on your computer, and run tests differently than Malwarebytes. This should take a considerable amount of time longer than the Malwarebytes Scan. During this scan, you may minimize the window and continue with your work. If the scan does not result in an instance of a virus, select the option to Delete or Remove. If a critical file becomes infected, the only option may be to 'Quarantine' the virus. When a virus has been quarantined, no further action is required and you can continue on with your work.

### **View the 'Windows 10 Security for UAN Clients' Video on the UANLink webpage**

This video will take you through updating both Security packages, and will show you how to schedule an automatic scan at certain intervals. It will also highlight additional

### View the free cyber security training video after logging in to Profile Login

The Auditor of State has made this available to all UAN clients. This is a very informative video that goes in depth with one of the leading security experts in the world.

## Home

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### Cyber Security Training

With growing cyber threats such as ransomware, social engineering, viruses and more, it is everyone's responsibility to remain vigilant against increasingly sophisticated attacks attempting to steal government money. Vigilance begins with awareness which is why Auditor Yost is offering this free Security Awareness Training.

You can watch all eight modules at once or over a period of time, but the tips you learn will help keep you and your entity safe.

[Watch Now](#)

Web Address: <https://www.knowbe4.com/cap>  
password: cap

## WINDOWS 10 TASK SCHEDULER FOR WINDOWS DEFENDER

Windows Defender is an anti-virus application which comes preinstalled on the new UAN computer. It scans any files that you may open to work on, but it is not setup by Microsoft to automatically run a full system scan of your computer unless you manually initiate the process.

UAN Support recommends that you initiate a full system scan on a weekly basis at the minimum. To make this process easier, UAN has developed a custom task scheduler to use for Windows Defender scans. The task scheduler is currently available as a download through the UANLink. To download and setup the Windows Defender Scheduler, please do the following:

**Step 1:** Open the UAN home page (<https://uanlink.ohioauditor.gov>) and click Profile Login at the top-right corner. The username is your 4-digit UAN Entity ID, and the password is your 5-character Auditor of State invoice customer number.

**Step 2:** Click Software Patches.

**Step 3:** Click Windows Defender Scheduler.

**Step 4:** A Windows message will appear “What do you want to do with Windows Defender Scheduler.exe?” Click [Save].

**Step 5:** A Windows message will appear “Windows Defender Scheduler.exe finished downloading.” Click [Run].

**Step 6:** A User Account Control window will appear “Do you want this app to make changes to your device? ... Task Scheduler”. Enter the password “FiscalOfficer” (no quotes, capital F and O, and no space). Click [Yes].

**Step 7:** The update will install and a Windows Defender Scheduler box will be displayed. Select the Day and Time for Windows Defender Scheduler to initiate a weekly scan. Click[Ok].

**Step 8:** A Windows message will appear “Windows Defender has been scheduled.” Click [OK].

**Step 9:** After the Day and Time for a scheduled scan has passed, you may verify a scan was completed by clicking on the Windows icon in the lower left hand corner of the screen and typing “Windows Defender” in the Search field. Then, click on [Windows Defender].

**Step 10:** A Windows Defender window will open. In the lower left corner of the window, you will see “Scan details”. There you will find the date and time of the last scan.

*If you wish to change the scheduled scan, you may repeat the steps listed above. This scheduler can only be used on the new UAN computer.*

## NEW HARDWARE TUTORIAL VIDEOS

The UAN Tech Department has developed several instructional videos to help clients familiarize themselves with Microsoft Windows 10, and the new Security applications Microsoft Windows Defender and Malwarebytes. To access the videos, go to the UAN home page at: <https://uanlink.ohioauditor.gov/> and then click the menus: Training → Hardware to view the video list.

## BUDGET TUTORIAL VIDEO

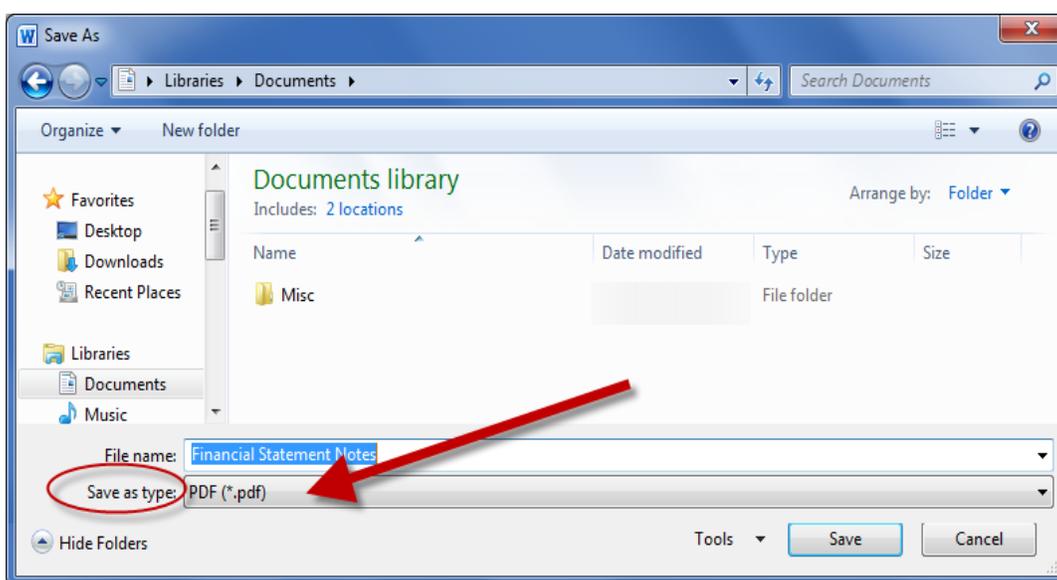
The UAN Budget tutorial video is available online. To access the video, go to the UAN home page at: <https://uanlink.ohioauditor.gov/> and then click the menus: Training → Budget.

## ANNUAL FINANCIAL STATEMENT (AFR) NOTES

For UAN to submit your AFR Notes to the Hinkle System, the AFR Notes document must be in a PDF format and the PDF document must be imported into the AFR - AOS (year end) Backup file. UAN cannot submit your AFR Notes in a Word format, Paper or PDF document that is not imported into the AFR – AOS Backup file. If you are notified that your Notes were not submitted to the Hinkle System, please do the following three steps:

### STEP 1: SAVE WORD / EXCEL FILES TO ADOBE PDF FORMAT:

The documents import feature is now restricted to files formatted in the Adobe PDF file type per the request of the Auditor of State's Office so that all files submitted to the Auditor of State will be a uniform file type. If needed, the steps to save Microsoft Word or Excel files to the Adobe PDF format are included below. Open the Word or Excel document. Click the 'File' menu and click the 'Save As' button and a 'Save As' window will open (see example below).



If needed, use the browsing pane on the left to browse to the file folder location in which you would like to save the file (for example, the Documents folder). Confirm or edit the 'File name' field. Click the 'Save as type' drop-down menu and select 'PDF'. Then click the 'Save' button and a PDF file version of your Word / Excel document will be saved to that location. Depending on the computer's Microsoft default options it may or may not automatically open the PDF after processing. If it does not, click the Window's start button, type 'Windows Explorer' to open the Window's Explorer file browser and browse to the location that you saved the file to view and confirm it was saved correctly.

### STEP 2: USING THE AFR – DOCUMENTS IMPORT UTILITY

#### STEPS TO ACCESS:

General → Reports & Statements → Year End → AFR – Document Import

The 'Year' drop-down menu located to the right of the Add button will default to 2017. Click to change the Year to 2016.

**[Add]** Click to open the import form.

**Type:**

Click one of the radio buttons  to select the AFR Type to import.

Note: When the 'Other' type is selected; a description must be entered.

**File:**

Click [Browse] to open a browsing window to pick the file. If needed, click the 'Look in' drop down menu to look through the computer folders for the location of the file. Select the file, then click [Open] to return to the import form. Clicking [Save] will add the file to the AFR – Documents import area, indicating it will be included in the next AOS submission file/disc.

**[Edit]**

This can be used to edit the AFR Type after the document has been imported.

**[Delete]**

Use to delete documents imported in error or that will be replaced by revised documents.

**[Display]**

Display will open the selected PDF file.

**IMPORTANT:**

The purpose of the display button is to verify that the correct information was successfully imported – not to modify the file. To modify the file, you should:

- 1) Save the revised copy as a PDF file using the software it was created in.
- 2) Delete the original imported file in the AFR – Documents Import screen.
- 3) Import the revised copy.

**STEP 3: RE-CREATE THE AFR-AOS BACKUP TO RESUBMIT**

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**IMPORTANT: Resubmitting your AFR – AOS Backup will update your annual financial report filing date.**

**STEPS TO ACCESS:**

General → Maintenance → Year End → AFR – AOS Backups. Read the system message carefully and click OK.

Unlike other backups, this backup file name cannot be edited. You can either create a file to submit online (Option #1) or create a disc to mail (Option #2). UAN recommends submitting the file online for entities that have access to a high-speed internet connection.

**OPTION 1: CREATE A FILE TO SUBMIT ONLINE**

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Select the backup destination: ' Internet Submission – E-Files Directory.' Then click [Start].

When the backup is complete, a message will appear with instructions for submitting the file to the Auditor of State. The audit submission file will be saved under the C:\\_UAN\_Efiles directory. The file will be named 'xxxx\_2016\_AFR.uan' except that instead of 'xxxx' it will contain the entity's four digit UAN entity Id number. You will be prompted to select that file at the time that you make the submission online. Carefully read the additional information in the message and click [OK]. Click [Close] to close the AFR-AOS Backup form.

#### OPTION 2: CREATE A DISC TO MAIL

Select the backup destination: ' Postal Submission – CD or DVD.' Insert a blank disc in the CD/DVD tray and close it. Then click [Start].

When the backup is complete, the backup form will close, a message will open stating your "AFR – AOS Backup disc has been created" and the disc will be ejected. Immediately label the disc. The AFR – AOS backup for audit submission disc should be labeled in the following manner:

2016 AFR

Your Entity Name

Your County Name

Your UAN Entity ID Number

Carefully read the additional information in the message and click [OK]. Click [Close] to close the AFR-AOS Backup form.