

Joseph E. Mills, Jr.

From: UAN_Support
Sent: Friday, June 08, 2012 4:33 PM
Subject: UAN Symantec Update Conflicts

UAN Clients,

The UAN User Agreement (see below for Section III.B.5) states that UAN must be notified if additional software is installed on the UAN PC. We are learning that many entity's IT groups have (unaware of the user agreement) installed an antivirus package and have removed the original Symantec software. This will cause the recently released Symantec update to fail.

If you or your IT group has removed Symantec you may receive a registry error or the install may halt on the "Performing Symantec Update, Please Wait" message box.

For the protection of the UAN PC, UAN has never authorized the installation of alternative antivirus/firewall software package. However, there are many very good alternative antivirus and firewall applications that include live updates. If you or your IT group has installed an alternative antivirus/firewall software package and decide to continue to use the package, UAN must be notified in writing. Please use and edit the below text to notify UAN and we will review each request individually. Approval will be granted unless we respond otherwise.

Subject: Request for Software Approval – Antivirus Replacement

Body:

(Place Entity Name Here), xxx County has installed (Place Antivirus Name Here) software package on the UAN system. This antivirus package will periodically update and scan the UAN system for viruses, and provide continuous firewall protection.

We are aware that the installation of this software cannot alter the configuration of the UAN Accounting and Payroll software, as well as any accompanying software provided by UAN. If conflicts arise, our entity will take responsibility to resolve the issue. In the event that UAN assistance is needed, we agree that a complete reimage of the system may be necessary.

Section III.B.5 Local Government agrees that only Software provided by AOS will be installed on the Hardware provided by AOS. Unauthorized installation of Software will result in the Local Government being held responsible for any costs incurred in the removal of the Software or costs resulting from the unauthorized installation of Software.

If you have any questions, please contact the UAN Support Line at (800)833-8261 or by email at uan_support@auditor.state.oh.us

UAN Support