



# Mary Taylor, CPA

## Auditor of State

UAN Tech News

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### **Hardware Deployment**

UAN computer hardware is replaced every three years to coincide with the expiration of UAN vendor service contracts. The entire UAN system will be replaced later this year for all entities. The new hardware is tentatively slated to be deployed in two phases in 2008. Phase I is scheduled for May and June, and Phase II is scheduled for July and August. To determine which phase you are in, visit <http://uanlink.auditor.state.oh.us> to view the UAN Hardware Deployment Map. The text color of your county number indicates your phase.

A document detailing information related to the new hardware deployment will be mailed to you soon. It is critical that you verify your current shipping address on the document to avoid delays in the delivery of the new hardware. The document is also important for helping us determine the shipping method to use for your delivery location.

### **Remote Office Virtual Assistant (ROVA) - Nationwide Toll Free Number**

ROVA is the dial-up internet service provided to you as part of the UAN software package. When using ROVA, always select a telephone number from the directory list that is considered a local number in your area. If you select a long-distance number, your entity will be subject to long-distance telephone charges. If there are no local cities available in the directory list, it is acceptable to choose the Nationwide Toll Free Number. Directions to choose this number are as follows:

1. Open ROVA and click the large 'Directory' button. The Search Directory window will open.
2. In the drop-down box below 'State:' on the left side of the Search Directory window, select 'Nationwide.' It is the topmost selection, above 'Alabama'.
3. In the box below 'City:' select 'Nationwide Toll Free.' It is listed in alphabetical order.
4. Click the 'Search' button, located near the bottom left of the Search Directory window.
5. On the upper-right side of the window, click on the words 'Analog (1 Found)' below 'Search Results (1 Found)'.
6. Click on 'Save as Favorite', located below the 'Search' button.
7. Type 'Toll Free' in the Save Favorite text field, and then click the 'OK' button.
8. Click on 'Close' on the bottom left of the Search Directory window.  
You will be returned to the main ROVA screen.
9. Verify that 'Nationwide' is selected in the 'Favorites' box to the left of the 'Directory' button.
10. Click the 'Options' button. Verify that the grey 'Dial Preview' box displays an 800 number.
11. Click 'Connect' to dial.

Complete instructions for setting up ROVA are included on this update CD. If you do not know your username and password, it will be included in the upcoming hardware deployment mailing. You may also call the UAN Support line with any questions at (800) 833-8261.

### **My Documents Backup**

The 'My Documents' folder on your desktop contains the UAN Accounting, Payroll, Cemetery, and Inventory Manuals as well as recent documentation and update instructions. It is also the default folder for Microsoft Office documents such as Meeting Minutes and the GASB MD&A and Notes. We would like to remind you that the 'My Documents' folder is not saved with any regular backup, including the Quarterly Backup. It is important to complete a 'My Documents' backup regularly to avoid the potential loss of important data in the 'My Documents' folder.

Pictures, music, and video files stored in the 'My Documents' folder (or any subfolders therein, including 'My Pictures' and 'My Music') may prevent the backup from completing successfully. If you receive an error message while performing a 'My Documents' backup, you will have to move such files to another location. The 'My Documents' backup is accessible under the 'System Utilities' icon, in the 'UAN Backup Options'. For more information about UAN backups, refer to Appendix E of the UAN Accounting Manual.

### **Dell Warranty Information**

If you are experiencing a software problem with your PC, please call the UAN Support line at (800) 833-8261 to speak to a technician. If the problem is determined by you or the UAN technician to be hardware-related, you must call Dell at (866) 876-3355. The Dell technician will need your Dell Service Tag number, located on the left side of your UAN PC (or on the top if the PC is standing vertically). Do not give Dell your AOS number. The Dell Service Tag number is not the same as the Auditor of State Tag number located on the front of your UAN PC.

All UAN hardware is warranted under our Dell service contract. In accordance with this contract, any repairs, replacements, or modifications to any component of the UAN system must be performed only by a licensed Dell technician. Unauthorized servicing or modifications will void the hardware warranties, and any failed or returned hardware with a voided warranty must be replaced at your entity's expense.

We encourage the use of high-speed internet on your UAN PC. With the popularity of wireless networks growing, we would like to remind you that the installation of an internal wireless card will void your UAN PC warranty unless the installation is performed by a licensed Dell technician. If you choose to connect your UAN PC to a wireless network, we recommend that you use an external USB wireless network adapter.

Only purchase official Dell supplies for your Dell 1710N Laser Printer. Dell's warranty agreement states that if you install a 3<sup>rd</sup>-party toner cartridge or printer drum and Dell determines that the toner or printer drum damaged your printer, the warranty on your printer is void. You can purchase genuine Dell printer toner cartridges and printer drums from Dell directly, and from select office supply stores.

### **Dell Printer Information**

If you are experiencing issues with your printer jamming and/or pulling paper from the wrong tray, your printer has to be reset. The steps to reset the Dell 1710N are as follows:

1. Turn your printer off with the switch in the back next to the power cord.
2. Open the top front door by pressing the button on the front left.
3. Hold the 'Continue' and 'Cancel' buttons down and, at the same time, turn the printer back on and keep the buttons held down until the error light is lit by itself.

4. Release the 'Continue' and 'Cancel' buttons and then close the top front door.
5. On the Windows desktop, double-click on 'UAN' and then 'System Utilities'.
6. Double-click 'Reset Dell Printer'.
7. Remove all paper from the top paper tray and then print a letter-size report.
8. After the report prints correctly, load legal paper back in the top tray and print another letter-size report. It should print correctly again.

For more information about the Dell 1710N, please refer to the 'Dell 1710N Laser Printing Quick Tips' or 'Dell 1710 Last Printer Hardware Quick Tips' documents in your 'My Documents' UAN Quick Tips folder.

### **3<sup>rd</sup>-Party Hardware and Software**

Before installing 3<sup>rd</sup>-party hardware or software, you must mail or fax UAN a request on your entity's letterhead requesting permission to do so. This includes installing high-speed internet service (with or without software), and additional software packages such as check-signing software. Requests should be sent to:

Ohio Auditor of State  
Uniform Accounting Network  
88 East Broad St  
Columbus, OH 43215  
Fax:(877)727-0088



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