



33-35 Manor Road, Colchester, Essex CO3 3LX.

# 2006

## 2006/0701

### CITRIX REMOTE ACCESS TO YOUR SITE

We are pleased to announce the introduction of the Citrix GoToAssist service.

This is a remote control software facility that very quickly and easily enables remote connections to your desktop machines or servers. It bypasses firewalls (by using your outbound connection to the internet) and doesn't need an administrator to install it. It supports file transfers in both directions and allows chat sessions between the host (i.e. Computerwise) and remote machines.

The key purpose of this software is to enable us to connect remotely to your system, and will:

1. Allow problems to be fixed rapidly.
2. Enhance our service and hence your satisfaction.
3. Avoid protracted telephone support calls, and
4. Provide a direct connection to your desktop to resolve problems.

Each individual connection requires a simple website request from you, the entry of a secure connection code, and the rest is up to us.

### IRIS ENTERPRISE: EXCHEQUER V5.71

A new version of Exchequer will be issued this autumn.

The principal enhancements contained in the release are:

- Customisable General ledger 'Views'
- Variance View (using General Ledger Clone)
- Bank Reconciliation improvements
- Nominal Journal wizard
- Electronic Banking interface
- Spell checker
- Outlook today (including notes to Microsoft Outlook).

We will notify you, via these newsletters, when the version is available.

### IRIS ENTERPRISE ~ OPERATIONAL TIPS

Should a daybook posting failure occur, it is common to resolve by using the un-post routines, but these can be time consuming.

Most users tend to run daybook posts at the end of their working day after a whole day's Exchequer processing has been done, and as it is common practice to perform data backups overnight, the option to restore to a previous backup is not feasible as a whole day's worth of Exchequer entries will be lost, therefore leaving the un-post routine as the only fix option.

Consider performing daybook posts the following morning as a data backup would already have been performed.

If a daybook posting did fail, the option to resolve with the un-post routine is still available but it is also feasible to restore from the previous back-up as no Exchequer inputs have been entered.

Continued on next page...

Computerwise Limited is now part of a much larger group with offices in Bromley, Colchester, Portsmouth, and Wimbledon.

This structure provides you with the stability and expertise that a large company can offer whilst coupling it with the care and responsiveness exercised by a smaller concern.

### Support Department

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☎ 01206 764 749

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🌐 [www.cwise.co.uk](http://www.cwise.co.uk)

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## INTEX EARNIE ~ ACQUISITION BY IRIS ENTERPRISE SOFTWARE

As you will have noticed in the press over the past couple of weeks the IRIS Group has acquired Intex Software. It is felt that the inclusion of Intex within the IRIS group will lead to an increased level of integration between Intex Earnie payroll family and IRIS Exchequer, which will ultimately see significant benefits to existing users with a payroll requirement and of course add another key benefit for businesses that are potential Exchequer users of the future. The change will not affect users in the short term although plans have already been made towards producing a P11D and HR Manager modules to sit along side Earnie.

## EC SALES LIST ~ WITHDRAWAL OF PLAIN PAPER SUBMISSIONS

HM Revenue & Customs (HMRC) is withdrawing the EC Sales List (VAT 101) plain paper submission method on 31 July 2006. Any data received on plain paper after 31 July 2006 will be rejected.

To replace this, HMRC has launched a new service that allows businesses to submit their VAT 101 declarations via the Internet. There are two submission options available:

1. An online form that can be accessed and completed on the website, or
2. A XML or CSV file upload option, which is of particular use to those businesses that regularly submit in excess of 20 lines on their VAT 101.

To assist companies in complying with the new legislation, Pegasus has introduced the facility to create a XML upload file in Opera II (5.00.00) and Opera (3.41.00) when running the E.S.L. Report. Capital Gold Accounts (3.53.20) will also include a XML file generation option within the EC Sales List.

HM Revenue & Customs has published introductory information about the service and registration instructions on their website, please [click here](#).

Opera (3.41.00) is available now, Opera II (5.00.00) is scheduled for release on 31 July, and Capital Gold Accounts (3.53.20) has been released in the last few days. Should you require any of these versions to assist you with your EC Sales List submission, please contact Support Department so that we can arrange for an urgent upgrade.

## PEGASUS CAPITAL GOLD ACCOUNTS ~ BACKUP (DYNAZIP) ERRORS

From time to time users of Capital Gold Accounts have experienced problems when using the internal backup facility. These problems have often generated a Dynazip error, especially if floppy disks are being used.

A paper giving the various definitions of these errors has been posted to our website, and can be accessed by clicking [here](#).

Care should always be exercised when storing or transporting such media, as inadvertent damage can otherwise be caused. You should also replace disks if they have been used repeatedly over a long period. Also, check occasionally that you are able to successfully restore from your backup. Instances have been known where users have meticulously backed up to the same set of disks, only to find to their dismay that they are un-readable when they most need them!

## STOP IT!

We hope that you find our e-mailed information sheets of direct help to you and your business. However, if you wish to remove your name from the mailing list or make changes regarding recipients, please contact John Stannard, Support Department.

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