

## Remote Access

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Secure Access Manager that incorporates a web development tool and portal capabilities into the base Citrix product.

Microsoft has a solution called Terminal Services. Terminal services works much the same way as Citrix and in fact was originally created by Citrix and is required for Citrix to run. Terminal Services runs on Microsoft Server 2000 and there is a new and improved version that runs on Microsoft Server 2003. While it has good functionality, it still lacks certain capabilities of Citrix.

Remote Access Software permits great flexibility in the way you work. ✦

## Wireless Network Update

In our September, 2002 issue of *The Next Wave*, we described the two main standards at the time, 802.11a and 802.11b. Proving once again that the only thing certain in the world of computers is change, there will shortly be a new standard, 802.11g. Like the "b" standard, the "g" standard operates in the 2.4-Ghz radio spectrum thereby providing backward compatibility with the "b" products on the market. The advantage is that it can operate at a theoretical speed of 54 Mbps very similar to the "a" standard. In reality, throughput is between 15 to 20 Mbps which is still acceptable for many computing

applications. Except for special circumstances, we predict that the "g" will be the winner because it does somewhat better at distances further from the access point (performance drops noticeably when the wireless device is more than 100 feet from the access point).

If you want to hedge your bets, LinkSys model WRT55AG supports all three standards. Note that performance drops considerably if you run both "b" and "g" clients simultaneously in mixed mode. The best performance is to have only "g" devices on the network so that the access point can run "g" native. ✦



**Beachwood  
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## Accessing Your Systems Remotely

It's the information age! That means that you no longer have to be at a particular physical location to get work done. More and more people are working away from their office while on the road, at home, or wherever. This technology is also useful for companies with multiple locations that need to link their computer resources together.

Remote access software and hardware products satisfy these requirements. File, application, and database servers can reside at your main location while you, with your computer and Internet connection, can be most anywhere. This article describes various types of products available and what they are best suited for.

In the old days (i.e. last year), most people would use a product like pcAnywhere to access and take control of a single computer remotely. Microsoft once again has taken a big chunk out of competitors by building "Remote Desktop" into Windows XP Professional (but not the Home edition). Windows XP Remote Desktop is a single user solution and works pretty darn well. There is a product from ThinSoft called WinConnect that can turn Windows XP Remote Desktop into a multi-user environment for several simultaneous connections but the jury is still out on the

stability and security of this solution. Other single user solutions include VNC (free), Laplink2, and Go To My PC.

One of the best known remote access methods for the corporate arena is Citrix. Citrix MetaFrame XP Presentation Manager allows you to publish a set of application icons that a person with the Citrix client installed on their pc can locate and run over a wide area network or the Internet. All processing is done on the Citrix server so only key strokes, screen refreshes, and mouse clicks travel over the connection making it very efficient. It is a multi-user solution and depending on the applications being run, a moderate dedicated server can handle about 20 concurrent users. Citrix has another product called

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### Management Letter

The hot weather is here and this issue of *The Next Wave* describes some pretty hot technologies. Computer usage is finally loosening up to permit things to happen easier. For instance, on the front page, we describe how you can access your computer network from outside your office. On the back page is an article about improvements in internal wireless networks to give you freedom to move about a building.

The two articles on the inside pages are about a product from Vineyard Software that really make things easy. This tool monitors a database to look for unusual conditions you define and then can send you an email telling you what it found. This software finally provides a real-time means to manage by exception. With the information overload that each of us experiences daily, it is great to have a product that simplifies life.

If you have a computer automation concept that you believe can make a difference in your organization, call us. We can help make it happen.

Steve Rogers

Beachwood Systems Consulting is a full service computer firm providing consulting, PC & network support, ERP & CRM business applications, and Web and Windows based software development using the .Net platform, XML, Visual C++, VB, Microsoft Access & SQL, and Seagate Crystal Reports.



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## Tips and Tricks for



### Quick Export

For a quick and easy way to export data from GoldMine, use the Contact Search Center to export to Excel, Word, or the Clipboard. To start the export right-click in the records list of the Contact Search Center. On the menu that appears select Output to > Excel, Word, or Clipboard. The information will be exported to the corresponding program.

With GoldMine v6.0 you have the option to add additional columns to the Contact Search Center. This enables you to export more columns including user-defined fields. Version 6.0 also gives users the ability to search the Contact Search Center using filters and export only the filtered records.

**Training** is worth its weight in Gold! Why struggle when you can spend one day to become more productive all year? Below is a list of upcoming GoldMine classes.

#### Introduction to GoldMine

Thursday July 3  
Thursday August 7

#### Intermediate GoldMine

Thursday July 10  
Thursday August 14

#### Advanced GoldMine

Thursday July 17  
Thursday August 21

#### Administrative Capabilities

Tues/Weds July 8/9

For complete information on all upcoming GoldMine training classes, please call or visit our website: [www.beachsys.com](http://www.beachsys.com).

## KnowledgeSync 2000 for GoldMine

Do you need to generate and distribute weekly or monthly reports to your Sales Managers? Would you like to be notified about any marketing campaign prospects that haven't been followed-up with in over a month? Would your CFO like to know about pending sales for clients on credit hold? These options once available only to the largest of companies are now becoming more widely available through a product called KnowledgeSync 2000.

KnowledgeSync for Sales Force Automation automatically monitors GoldMine for specific conditions you define and then triggers actions to occur. Some examples of applications for KnowledgeSync are to: (1) improve integration with other products to provide a sales organization with

the ability to be alerted about critical customer activities based on the combined information in GoldMine and any other front-office or back-office application; (2) automatically generate and distribute frequently used reports on a periodic basis via email or webcast; (3) assist with one-to-one marketing opportunities where KnowledgeSync can identify and alert you to the marketing opportunity as it arises; (4) enhance Business Intelligence by monitoring GoldMine for problems with business critical success factors so that you can be alerted in time to correct the problem.

KnowledgeSync is designed to work with GoldMine and extend its capabilities so your employees have the tools they need to become more productive and efficient. ✦

## Microsoft CRM

Microsoft CRM Sales for Outlook Client gives you the ability to work with your CRM data within the familiar Outlook environment. Users can work with the Outlook client both online and offline. The synchronization capabilities the Outlook client contains give you the ability to take the application with you while you travel, or work away from your office.

Microsoft CRM Sales for Outlook Client can be accessed from within Microsoft Outlook 2000 and later versions. Once installed, the client appears as an icon within the Outlook tool bar and as a separate folder within the folder list. Additional shortcuts

and folders make other areas of Microsoft CRM easily accessible from within Outlook. These areas include email, tasks, and contacts. The Outlook client is focused on the Microsoft CRM Sales modules.

Microsoft CRM Outlook Client allows users to take advantage of the functionality of a CRM product while working within Outlook, a product they are familiar with. By continuing to use a product they are familiar with, it lessens the fear many users feel when learning a new product and can make training and implementation of Microsoft CRM easier for your staff to manage. ✦

## Macola's Event Manager

Are you overloaded trying to stay on top of your business by monitoring reports to look for problems? Does important information slip through the cracks and catch you by surprise? If so Macola's new Event Manager is for you.

The Event Manager automatically monitors your Macola database looking for conditions you specify as often as you want. Through this constant monitoring, critical, time-sensitive business information will be delivered to your staff, clients, and partners in real-time as they need it. Some example applications for the Event Manager are to: (1) alert purchasing when an item drops below its re-order level; (2) spot customers who haven't purchased in over 'X' days; (3) notify customers about an order that will be arriving late; (4) Send a customer a reminder about an overdue invoice; (5) Send order confirmations to customers automatically via e-mail.

There are two steps to setting up Event Manager notifications. The first step is to setup a Query Definition. The Query Definition allows you to setup a condition that the Event Manager will search the Macola database for. An example of a Query Definition is items with quantity on hand below their reorder level. When setting up the Query Definition the user goes through a series of tabs to select the tables, links, columns, and filters to be used in configuring the Query Definition. This process is similar to setting up a Crystal Report or Microsoft Access report.

Once the Query Definition is defined, creating an Event is the next step. When creating an Event the first step to select the Query Definition that will be used. After selecting the query you specify the

notification type that will happen when the query is met. Examples of notification types are email, fax, page, or webcast. Once the action is defined you specify the subscribers of the notification. The subscribers are the people that will receive the notification that the Query Definition has met its criteria. The final step is to set the time interval for how often the Query Definition will be run against the database, such as every minute, hour, or at a specific time.

One more powerful feature of an Event is the ability to attach Crystal Reports. This allows users to pre-define, automatically generate, and distribute Crystal Reports. Reports can be distributed via e-mail, fax, FTP, and by linking reports to a Web page. By creating Events that monitor the database constantly you can create real-time reports. Another option is to create Events that run at scheduled times to create a mini Executive Information System that includes reports such as past due customers, manufacturing orders that are late, and booked customer orders. These reports can be run over night and be ready for management to view each morning. A final idea is to use Events to email reports to remote sales reps showing their customer's sales.

Exact has recently announced the release of the Event Manager for its Macola software. Event Manager was developed by Vineyard Software which has entered into an agreement with Exact Macola to allow Exact to sell it directly through its resellers to the end users. Much like Crystal Reports, Macola will sell and support this product. Event Manager will be available with both Progression and ES products.

For more information and to schedule a demonstration, call Gary Baum at 216-823-1800 ext 103. ✦



## Macola Training

### SPECIAL DISCOUNTS

10% off 2<sup>nd</sup> attendee, 20% off 3<sup>rd</sup> attendee, 30% off 4<sup>th</sup>+ attendee\*

### **Accounting**

**8/12 – 8/14**

Day 1: General Ledger & Month End/Year End

Day 2: Accounts Payable

Day 3: AR/Bank Book

### **Distribution**

**9/2 – 9/5**

Day 1: Inventory Management

Day 2: Order Entry

Day 3: Purchase Order & Receiving

Day 4: Order to Cash Cycle & Purchase to Pay Cycle

### **Manufacturing Planning and Control (MPC)**

**9/9 – 9/11**

Day 1: Inventory & BOM &

Production Order Processing

Day 2: Master Scheduling / MRP

Day 3: Processing Transactions

### **ERP Manufacturing**

**8/5 – 8/8**

Day 1: Inventory & BOM

Day 2: Standard Product Routing

Day 3: Shop Floor Control

Day 4: Manufacturing Cost Acctg

### **System Administration**

**8/27-8/28**

Day 1: System Manager

Day 2: Database Tips, Client Setup, File Purging, & Troubleshooting

### **Crystal Reports for Macola**

**8/19 – 8/20, 9/16 – 9/17**

Day 1: Creating Reports & Selecting and Sorting Records

Day 2: Creating Formulas & Formatting Sections & Presentation Quality Reports

\*Please see our web site, [www.beachsys.com](http://www.beachsys.com) for details and current schedule information.