



1<sup>st</sup> Floor, 25 York Street  
Launceston  
PO Box 1381  
Launceston  
Tasmania 7250 Australia  
Telephone (03) 6334 2353  
Facsimile (03) 6331 4824  
Email: info@natsoft.biz

## **NEWSLETTER December 2002**

Dear Client

### **Natsoft Services Update**

Natsoft can now provide additional software for greater business efficiency, this includes the range of Microsoft Software. So if you are interested in purchasing Microsoft Office please give us a call and we can source it for you and also assist with installation.

It is a good time to look at your software licencing and make sure that all copies of software installed on systems are legal. If software is not licenced then users could be guilty of software piracy as outlined on Microsoft's website as quoted below.

#### **What is software Piracy?**

Illegal copying of computer software, often referred to as piracy, is like theft. Software piracy occurs through counterfeiting or hard disk loading by unscrupulous dealers, companies and organisations duplicating software in excess of their licensed entitlement, training and educational institutions using or distributing software illegally, individual users making copies for friends and colleagues, and through electronic distribution via the Internet through Web sites, auction sites, newsgroups and online classified advertisements. -  
<http://www.microsoft.com/australia/piracy/>

The staff at Natsoft are working towards Microsoft Partner Certification and also Cisco Certified Network Administrator status to support this broadening of direction. It is our intention to continue to work closely with your Computer hardware suppliers and believe that these two areas will help our ability to serve you the customer and provide a higher level of support. All computer equipment requirements and computer systems service should still be directed to your Computer Hardware supplier. They have developed the infrastructure and resources to provide the appropriate level of support in this area.

#### **AntiVirus Software**

Recent experience with the Bugbear virus highlighted the issue that many clients are not sufficiently protected against viruses. This lack of protection came about in two different ways, firstly no antivirus software being run at all, or alternatively virus definition files not being kept up to date.

If you do not have any antivirus software at all and use the internet then give us a call and we will advise you of the best direction to take. If you do have antivirus software make sure you keep your definition files up to date. This might mean setting up a live update facility, that automatically downloads current definitions everytime you connect to the internet. You should update your virus definition files at least once a week if a manual update facility option is the only alternative. Waiting for your updates to arrive in the mail is clearly not a satisfactory alternative and if you are in this position please do not hesitate in calling to discuss alternatives.

We felt it important to highlight this issue as so much time was lost by clients through the inconvenience caused and of course we at Natsoft were tied up constantly advising clients on the means to clean their systems of the Virus.

#### **End Of Year**

We have now come to the end of another year but remember this DOES NOT MEAN we need to change the year to 2003 in your Natsoft software. Also unless your financial year ends in December DO NOT perform a year update. This will just help to save any inconvenience or loss of helpful information.

We wish you all the best for the New Year and look forward to sharing with you some exciting developments in the New Year.



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*Regards from the Client Support Team at National Software!*