

totalFBOweb® UPDATE

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Thank you for being our customer! We greatly appreciate your faith in us and this quarterly newsletter is one of the ways we are working to stay in touch with you. We'll be sending it out via email and it will also be available on the website at www.totalfboweb.com in case you miss an issue. **Please be sure to share this info with your staff!**

First Quarter UPDATE

During the past quarter we've made great progress on our project to upgrade the TotalFBOweb® hosting service for everyone. We have worked with our vendors to make the platform more stable, faster, and to resolve printing issues. In addition, we've been enhancing the security of the entire network in accordance with the latest PCI standards. We've tripled the number of servers available for login and upgraded all servers to the latest 64-bit equipment, with more memory, faster drives, and more CPUs. Along the way we've also tripled the number of SQL servers and added a third layer of redundancy to your backups. Even the firewall got an upgrade as we moved to a higher capacity unit which handles packet inspection faster and more thoroughly than ever before.

FINAL Steps

But the final step to this project now belongs to YOU. About a month ago we sent each customer a list of logins to be used by individual users. Some of these are being used, but we still see that many users are sharing the same login. It is critical that login sharing be discontinued in order to finally resolve some of the printing problems you have experienced, as well as to meet PCI requirements.

Effective at 5:00 am, Thursday, May 6, 2010, login sharing will be blocked.

If you have misplaced your list of available logins, please contact Tech Support today for assistance. In addition, logins which are not being used will be disabled. Thus, you must return your login list and indicate to us the names of the employees to whom they have been assigned. At any time that you need to re-enable or add a login, just let us know and we can make that happen for you very quickly.

Where you have multiple employees sharing the same computer (such as at a front counter or line shack) it is permissible to use a single login for that machine. However, the same login cannot be used more than once at a time.

NEW Printing Method Available on Thursday

Some customers with very tight security on local workstations have been experiencing issues with the Net2Printer add-on. Our new server enhancements now permit us to map to your printers directly without the use of Net2Printer. When you connect to the Application Zone you'll continue to see two icons for launching **TotalFBO®**.



TotalFBOv6

- The standard TotalFBOv6 icon launches without Net2Printer, and also has an enhanced login script. This is the preferred method. Note that you'll no longer see the yellow printer icon in your task bar with this option.



TotalFBOv6-B

- If for any reason you experience issues with printing or getting connected, you may use the TotalFBOv6-B icon, which will continue to function as it has in the past.

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