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In observance of Independence Day, PenSoft will be closed Wednesday, July 4th.

In observance of Labor Day, PenSoft will be closed Monday, September 3rd.

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## Payroll's Need for Speed

**P**ayroll is a critical task dependent on technology that responds in real-time. Program Support Consultants routinely get calls for assistance in troubleshooting and tracking down the root cause of a latency issue but identifying the cause is easier said than done. The configuration of each customer's system is unique, so there is not a single solution for all instances of latency, and it can be a process of volleying questions and answers back and forth to diagnose the origin of the problem.

The installation of PenSoft Payroll on a network is acceptable, but the health of your network impacts how the program performs. Each time you add data (personnel, job codes, process payroll) your data file size increases requiring additional system resources to operate. It is not unusual for data files to grow beyond the support of your network.

### Payroll Speed Identifying Latency Issues

Customers contacting Program Support to troubleshoot a latency issue should have the following information available to help in expediting the resolution.

- What is the total number of personnel you are paying in PenSoft Payroll within the company?
- What is your payroll frequency? Do you pay multiple frequencies?
- Is your payroll processed using departments or job costing? If yes, how many departments/job codes are used.
  - Are multiple users accessing PenSoft Payroll at the same time?
  - Is PenSoft data located on a server and accessed across a network?
- Do you process payroll for multiple companies? If yes, print a company list report. The report lists each company's name and the primary data file associated with the company.

*See Speed, page 4*

## 2019 PenSoft Payroll Renewal Options

**S**ummer is the time for flip flops and family vacations, but before you set off on your next adventure review your PenSoft Payroll renewal options.

PenSoft Payroll Hosted Solution customers subscribe to an automatic monthly renewal so there is nothing additional you need to do to ensure access to 2019 PenSoft Payroll. We will continue sending an invoice with the newsletters to provide you the opportunity to purchase tax forms. EASY!

Desktop subscription customers will receive a renewal notice with each of the newsletters. You have several options for completing the renewal process. CONVENIENT!

- Log into your secure online account to renew your software and place an order for your tax forms. Payment options have expanded to include online e-check payment.

### 2019 PenSoft Payroll Easy & Convenient Renewal Methods

- Mail the renewal with any changes and tax form order along with payment.
- Call Sales at 888-736-7638 to renew your software and order tax forms.

June is the perfect time to review your list of authorized contacts and submit any changes. Online you have full access to update the list, but if you prefer to fax an updated list, be sure to send it on

company letterhead signed by the primary point of contact for the company.

Security is a top priority at PenSoft. We recommend if there has been a change in personnel who had access to your online account, update your password to prevent unauthorized access to downloading updates or locking users out of the account. If you change your e-mail or contact information, be sure to update it as soon as possible.

2019 PenSoft Payroll orders will be available for download on December 17th and prepaid tax form orders ship November 12th.



Leroy Newman  
President & CEO

## President's Corner

We hope you and your families are enjoying the summer weather and activities after the long winter just didn't want to give up.

### 2019 PenSoft Payroll and 2018 Tax Forms

2018 is half way over and PenSoft is already preparing for 2019 PenSoft Payroll and 2018 tax forms. Renewal notices and forms orders are included with this newsletter. It is time to consider your end-of-year and 2019 requirements. As a reminder PenSoft now accepts checks electronically for payment of products and services.

### ACA Full-Service

Integrity Data ACA Reporting full-service solution handles the heavy lifting of ACA reporting compliance then provides the customer with a downloadable file for printing and distributing IRS FORM 1095-C to employees.

Clients who do not have the resources for printing and distributing employee IRS FORM 1095-C can select the optional service of Integrity Data printing and distributing the forms to the employees for an additional fee of \$3.00 per form. Clients must opt-in to select the additional service when finalizing their ACA year-end reporting.

### PenSoft Website

PenSoft's website is being redesigned. A lot of effort is being expended to improve the entire site. Not only will it be easier to navigate with a new layout and colors, but it will also be compatible with smart phones, tablets and laptops. So access will be available to essentially any device with internet connectivity. We are looking forward to releasing the new website late this summer or early fall.

## Employees

Melinee' Cody, Director of Support and Training, celebrated 20 years with PenSoft on April 13, 2018. Melinee' came to PenSoft with accounting and payroll experience. She was originally hired as a Program Consultant where she excelled by offering outstanding support to our customers. In February 2004 when the Director of Support and Training position was vacated, Melinee' was promoted to this position. As Director Melinee' has excelled in leading her team to develop a solid software test plan resulting in the smoothest year-to-year conversions reducing customer frustrations with the new year's software. She efficiently assigns research and support tasks to her employees. Congratulations Melinee'! Keep up the good work.

Brandi Hines, Program Support Consultant, successfully passed the American Payroll Association Fundamentals of Payroll Certification test. She spent many hours off duty preparing for this test. Passing it is a testament to her professionalism and desire for self-improvement. Congratulations Brandi!

## Meltdown and Spectre

You may have recently heard news reports about two separate computer vulnerabilities called Meltdown and Spectre. Spectre is an issue that affects virtually every computer on the planet – it's a flaw in the basic design of Intel, AMD, and some ARM processors since roughly 1995. Meltdown is an issue with Intel processors, and possibly AMD processors. This issue affects the processor regardless of the device it's in.

The vulnerability allows malicious software to access areas of memory that belong to other applications. Doing so exposes computer code and data – like user names and passwords, photos, e-mail, etc – that can be accessed by the malicious software and sent on to whoever wrote the malicious software to begin with. There's virtually no way to tell if this exploit has been or is being used against you. So what do you do?

Manufacturers of operating systems (Microsoft, Apple, Linux, etc) have issued patches to try to block or contain the exploit, so your first step should be to make sure your device is properly updated. These patches will come at a cost however. Because the problem exists at a hardware level, any attempt to ameliorate it consumes resources, so expect your computer to run a little slower. In time, the patches themselves may be patched and some of that overhead may get returned to you. Regardless of any downside, you should get patched immediately.

If you'd like more information on Meltdown, Spectre, or the current state of the effort to resolve this issue, there's an excellent write-up at <https://meltdownattack.com>

# Q&A

**Q.** Before installing PenSoft Payroll on our new computers in the payroll department we called Program Support for guidance. The Support Consultant recommended we use the UNC method for accessing the database across the network. What is the UNC and why is this method preferred?

**A.** Universal Naming Convention (UNC) is a standard for identifying servers, printers, and other resources in a network. In place of a drive letter, a UNC path uses double slashes or backslashes to precede the name of the computer.

- UNC paths avoid conflict issues with duplicate drive letters on multiple computers pointing to different locations. UNC paths are abstracted from specific server names, making it easier to identify the location of the data.
- Virtualized applications will experience less latency when UNC paths are used versus a mapped drive since the path is specific to the file location.
- The use of a UNC path streamlines the process of moving or reinstalling PenSoft Payroll.
- UNC paths are not as targeted to certain widespread viruses and malware that exploit mapped drives.

**Q.** We process our direct deposit files through a PenSoft partner. Recently we received the following message after submitting our file "No new account or paycards\* were found at this time with amounts or counts that are outside the standard statistical thresholds for each given company." What does this mean?

**A.** Due to increase in fraud, the processor's system calculates the percentage of paycards and accounts receiving deposits for each company. If a company exceeds its normal threshold, the client

is notified to ensure the deposits are legitimate and not an act of fraud. It is an example of how Automated Clearing House (ACH) processors are implementing additional security measures to protect your company.

**Q.** Our network administrator implemented file permissions to restrict access to the PenSoft database. We prefer to implement permission functions within PenSoft Payroll. How can we accomplish our objective?

**A.** All editions of PenSoft Payroll offer the ability to require users to sign in. The administrator can establish users and assign roles at the company level for each user, limiting their access to only authorized functions. There are four components of this feature.

- **Administrator:** Has full access and is permanent, meaning it cannot be modified or deleted. Can update passwords.
- **System Roles:** Sets the permissions the user will have over global settings for all companies. This role is added by default to the Administrator and Default Roles setting. Users can only be assigned to a single system role.
- **Company Roles:** The roles sets the permissions the user will have under each company. The Administrator, Default, and No Access Roles by default include the company role.
- **Manage System Users:** Defines the users with access to PenSoft Payroll. Setup system and company roles first and then complete the user setup.

Contact Program Support at 757-873-1199 for assistance in establishing system and company roles.

## Spring Cleaning - Update Account Information

Remembering who to contact when you move, get a new e-mail account or get a new phone number can be a daunting task. The list of organizations can seem endless, and there is sure to be someone you forget.

PenSoft is sharing this friendly reminder we need current contact information to ensure you are not missing out on key benefits.

### Security

PenSoft is committed to keeping a close watch for unusual activity within our clients' accounts. By not having updated contact information, you may experience the inconvenience of being temporarily locked out of your online account if we are unable to reach the designated point of contact within your organization.

### Important Notices

Knowledge is power, and we want you to be in the know! PenSoft wants to provide our clients with the communication channel of choice. But, there are times we reach out to clients to notify you of mandatory updates or maintenance is being performed, limiting your access to particular products or services. Maintenance is typically not performed during normal working hours, but

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A method of determining the network's impact on the performance of PenSoft Payroll is to back up the data to your desktop and create a new common data folder residing on your local computer.

Once the data resides on your local computer, open the application and run the reports or processes causing the initial latency. If the speed of the process is normal, then you should ask your network administrator to run diagnostics on your network to determine the root cause of the latency.

After performing the diagnostics, restore the common data to the original location and delete the common data folder on your local computer. If you do not have a network administrator on staff or are not comfortable in performing the task without assistance, call Program Support and a Consultant can walk you through the process.

In the event, there is no change in the performance of the application contact Program Support. A Consultant may ask to join your session using Bomgar, a secure remote access application, to evaluate the performance of PenSoft Payroll. Also, be prepared if the Support Consultant requests a backup of your database to perform diagnostic tests here at PenSoft.

PenSoft is not able to diagnose issues related to your private network, but with a backup of your data, the Program Consultant can analyze the database for corruption. In the event of database corruption, PenSoft will determine if it is possible to "fix" or if there needs to be a more extensive process for repairing the corrupted database.

### Possible Causes of PenSoft Payroll Database Corruptions:

- Rebooting or turning off the computer when PenSoft Payroll is open
- PenSoft Payroll open constantly
- Sharing data through backup and restoring on a frequent basis
- Network and media disk errors
- Virus on the system

It is possible the only resolution is to create a "new" company and start fresh. While this may seem daunting, Program Support can provide technical guidance for importing limited data elements to streamline the process.

PenSoft encourages customers and network administrators to contact Program Support before modifying or repairing the PenSoft Payroll database to outline the best approach to resolving a latency issue. Program Support is available Monday – Thursday 9am–6pm and Fridays 9am–5pm at 757-873-1199 or by e-mail [support@pensoft.com](mailto:support@pensoft.com)

## Spring Cleaning, continued from page 3

in the event of an emergency, we need to have a current e-mail address to send out notices to provide you with as much notice in advance as possible. E-mail is the most effective and least disruptive channel of communication for the majority of clients.

### Subscription Benefits

PenSoft provides a quarterly newsletter and no-cost seminars for our subscription base customers. If we do not have your most current address or e-mail, you will miss out on the announcement or get the information too late to benefit. Don't let this happen to you!

There are various quick and easy ways to update your contact information:

1. Log in to your online account and update the information on record.
2. On company letterhead and signed by the organization's primary point of contact, fax to 757-873-1733 the update to your contact information. The update should also include any changes to the list of authorized personnel who can obtain program support.

Haven't logged into your account for a while and forgot your password? No worries, click "forgot password?" and a new password will be sent to the e-mail address on record.

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