

EASY TRIP NEWSLETTER

Easy Trip, 15 Years Strong

IN THIS ISSUE

<i>Windows Vista 64 bit</i>	1
<i>Support / Custom Features</i>	2
<i>ET Web App</i>	2
<i>Easy Trip Modules</i>	3
<i>Windows Vista UAC</i>	3
<i>Sending Email with Easy Trip</i>	5
<i>Email From Vista</i>	6



We would like to thank our customers for their continued support and encouragement. As the livery industry struggles in this economy, BG Consulting is fully committed to maintaining and improving its software products and technical support.

Easy Trip Software / BG Consulting
80-Q N Cabrillo Hwy PMB 324
Half Moon Bay, CA 94019

(650) 728-3828 Voice
(650) 728-3840 Fax

support@easytrip.net
www.easytrip.net
www.earlyResponse.net

Windows Vista 64 bit

Easy Trip software is a 32 bit Windows program that will operate and run properly on the newer Vista 64 bit computers that are currently being released. One of the advantages of a 64 bit computer is the ability to have more than 4 GB of installed memory. With more memory installed it is very likely that Easy Trip, as well as other 32 bit programs, will run faster on a 64 bit computer.

Our development team will continue to test and ensure Easy Trip works on Windows 2000, Windows XP, Windows Vista, Windows Vista x64, and Windows Server operating systems.

For compatibility and ease of use, we have upgraded our installation and Easy Trip update programs to integrate with 64 bit computers.

What is a 64 bit Computer?

In order to install Vista 64 or run 64 bit software, you must have a computer that has a 64 bit processor or CPU. You must also obtain device drivers that were specifically developed for a 64 bit computer.

An example of a device driver is a program that communicates with your printer. If the manufacturer of your printer or scanner does not release a new driver, then the device will not be useable on your new 64 bit computer.

ET Windows Update

All registered Easy Trip Customers are entitled to receive an update to the current version of our Easy Trip program. Updates to Easy Trip are included at no additional cost with your paid Annual License.

To find the exact version installed, start Easy Trip and click on **Help** and then select **About**. The value underneath the "Version 3.10" indicates the build number for your copy of Easy Trip.

If the value displayed in the Help, About window is a clock time less than "12:17 pm" please contact BG Consulting for an update.

Support / Custom Features

Many of our customers have requested special features, enhancements, or modifications to our Easy Trip software and ET Web App. We are available to add or change any of the features in our software for any individual company.

Your company may request any software additions or modifications to our products. All custom work is billed at \$65 per hour unless noted otherwise.

To begin the process of customization, please email or fax BG Consulting the exact details of the modifications you are requesting. We will review your information and then provide an estimated number of hours.

BG Consulting is also available to customize or modify your web site for online Reservations, Importing Reservations into Easy Trip, or setting up our ET Web Application.

ET Web App

Our ET Web App was released three years ago and our clients keep telling us how much they love it. This application gives your Dispatchers, Drivers and Customers the ability to view and print their own Reservation Trip Sheets, Manifest, Invoices, and Statements from any web browser on their computer.

When your Drivers or Clients use the ET Web App they are not given direct access to your Easy Trip data, located in your office. From their web browser users can only retrieve data that is requested from our ET web application.

When users display Reservations and Invoices they will be shown the reports in a standard PDF format. Users can save the pdf or print it locally as needed.

Key Features

There are three different types of users. Drivers, Dispatchers, and Clients. **Drivers** can only view or print Reservation Trip Sheets or a Manifest. Drivers will only be allowed to access runs which were assigned to them. You can also set a flag so a Driver can not view posted reservations.

Your **Clients** can use the ET Web App to access Easy Trip information and view or print their own Trip Sheets, Manifest, Invoices, and Statements. Clients will only be allowed to view runs for their own Customer or Bill To Account number, depending on how the account was configured.

The most awesome part of the ET Web App is your business data is not transferred to some random computer hosting company. Your data is secure and stays safely in your office.

Easy Trip Modules

There are two different versions of Easy Trip. The **Personal** version and the **Professional** version.

Both versions allow users to enter and maintain Customer, Reservations, Invoicing, Manifest, Scheduling, Faxing, Email, and lots of reports. The Professional version has more than 325 reports.

The difference between these two versions is the addition of Account Receivable in the Professional version. The AR feature allows users to keep track of payments that have been received, add credit and debit memos, aging, and print 50 additional reports not included in the Personal version.

We have several modules that can be added on to Easy Trip to increase functionality. When new modules are purchased you will be sent an update CD to Easy Trip. The new modules will be incorporated in your update. All your existing data will still be present after the update is installed.

Easy Trip Modules

The following is a list of the add on modules available for both the Professional and Personal Versions of Easy Trip. For more information about the modules please consult our web site or contact our office.

Accounts Payable
Archive
Auto Email
Credit Card Processing (Professional Only)
Farm In & Farm Out
Internet Reservations (Import)
Multi-User / Network (Includes Security)
Security
Vehicle
Worker / Driver

Windows Vista UAC

** What Microsoft says about User Account Control.

User Account Control (UAC) is a new security component in Windows Vista. UAC enables standard users to perform common tasks that would normally be done by a user with administrator privileges. By separating the standard user from the administrator user tasks, UAC will be an important enhancement in Windows Vista.

Before Windows Vista, an administrator account had access to everything. This access model did not include any failsafe or security checks to ensure that users truly wanted to perform a task. As a result, malicious software could install on their computer without notifying the user. To help prevent malicious software from silently installing, Microsoft developed the UAC feature.

** In reality, User Account Control is easily one of the most hated, annoying, and frustrating features of Windows Vista.

The UAC disables programs from functioning, by limiting access unless you agree to each action a program wants to perform. UAC controls who has access to which files, folders, programs, and procedures.

A standard or normal user account does not have administrator privileges to do certain things. Some actions will require elevation to administrator status and Vista will prompt the user to elevate. This prompt is a simple box that says "Windows needs your permission to continue". If you started this action the pop up says you should click on "Continue", click "Cancel" to terminate the action.

Most of the time the UAC appears, with all of its warnings and pops up, to ask if you just did something you wanted to do.

At the 2008 Security Conference (RSA) Microsoft admitted that UAC was designed to annoy. Microsoft's David Cross came out and said, "The reason we put UAC into the platform was to annoy users. I'm serious."

**** What is the real purpose of UAC?**

UAC is *not a security barrier*, which is one of the reasons many users do not see the point in a process elevation alert box that asks you to click OK as opposed to entering an administrator password.

Security is not the main purpose of UAC. The real purpose is quite simple, it is meant to trip whenever a routine attempts to elevate security privileges and then get in your face.

There are two main goals of UAC. One is to give users a chance to approve of the elevation in the off chance that the action requested is bad. The other goal is to encourage software developers to design programs that only request elevation for actions that really require these privileges.

The problem is most users routinely click "continue" without even reading what action UAC is about to permit. Users have learned to equate the UAC pop up with those annoying web site pop up messages. Users automatically assume this UAC message is just another one of "those questions". So users click continue without even thinking about it.

Clicking continue will allow the web site or the requested task to do what it wanted to do in the first place. This is why UAC does not provide any real security, most users tend to never read what they are allowing to happen.

**** What triggers UAC?**

Any action that Vista deems as needing higher privileges, will cause UAC to display its pop up box and ask you to confirm.

For some actions you must have administrator privileges. For these actions Vista requires a standard user to enter an administrator logon. Even an administrator user will need to give consent for some actions. This is done to ensure you really want to do the given action.

Most users feel that the main problem with Vista's UAC is that it prompts far too often.

**** One good thing about UAC.**

Here is an example of what UAC is supposed to do. Say you are browsing the Internet and a web site attempts to install something on your computer. The UAC will pop up a box to ask if you want to execute the requested procedure. Click no, unless you are really, and I mean really 100% sure, you want to run the procedure. In this case UAC prevented a possibly infected web site from damaging your computer.

**** What are my choices?**

- 1 Turn UAC off. The problem with shutting off UAC is that other security conscious Vista components may decide it is just not safe to run without it.
- 2 Leave UAC on and run elevated when prompted.
- 3 Hire a genuine Vista certified technician to modify the Group Policies. If set up properly this will reduce how often UAC messages are displayed.

Sending Email with Easy Trip

In order to send email there are several things that are required. First you must have a computer, an Internet connection from an ISP (Internet Service Provider) and an Email program.

Programs that allow you to send, receive, and manage email are called "Email Clients". A very common and well known email client would be Outlook Express. Other examples would be Thunderbird, Eudora, Opera Mail, SeaMonkey Mail, and Netscape Email.

In order to send and receive Email within Easy Trip, we developed an email client and incorporated this into our software. Easy Trip is therefore able to send, receive, and manage Emails without the need of other software such as Outlook.

From within Easy Trip you can send an email with a text message in the body, as well as including attachments.

Emailing Trip Sheets

When emailing a Reservation Trip Sheet, Invoice, or Manifest, Easy Trip will send the report as an attachment to the email. The attachment is in a standard **PDF format**. Adobe is a common and free PDF reader that anyone can download.

You may include text in the body of the email when you email a Trip Sheet, Invoice, or Manifest.

In order to send the reports as a PDF you must ensure that Ghostscript has been installed on your main computer and the Ghostscript printer driver has been set up on every computer in your office. BG Consulting includes an installer for this program on all of our setup and update CDs.

Internet Access

In order to send and receive email you will need an Internet Provider that can handle POP3 (receiving) and SMTP (sending). BG Consulting is not an ISP and therefore we can not provide this service.

To configure the Email Client in Easy Trip you will need to contact your ISP and obtain your specific POP3 and SMTP values.

You must have the exact user name and password that your ISP has assigned to you for email to work properly.

Configuration in Easy Trip

Select **Options** and then **Email** to see a list of your existing email User Accounts. To add an account in Easy Trip, click the Add button.

On the email configuration screen you will need to provide the information as required by your ISP.

Personal Information The full name that you would like displayed in Easy Trip on the email screen. The email address is what will appear in the "from email" address line when you compose an email. Some ISP's may require that your "from" value correspond to your real email address.

POP3 The values for this section must correspond to the exact values your ISP has provided. The user name and password must correspond to the information established by your Internet provider.

SMTP The values for this section must correspond to the exact values your ISP has provided. Only check 'yes' and enter the Authentication information if your ISP requires it.

Email User Accounts

Each User Account in Easy Trip corresponds to a unique email account set up by your ISP. If your email address (as established with your ISP) is something like, info@YourWebSite.com, then your User Account name should be **info**.

To access an existing User Account select OPTIONS, EMAIL then highlight the full name of **info** and click on SELECT.

Each user in Easy Trip has its own unique individual Email Address book. There is an option in the Email Address Book to copy the entire contents from one User Account to another existing User Account.

Only email messages for the currently selected User Account will be displayed on the Email screen.

Testing Email in Easy Trip

Before emailing a Trip Sheet or Invoice you should send a simple test email to ensure that your email is working properly. You might have things configured to send and yet not receive, or vice versa. Testing both processes is important.

Once you add a new User Account or select an existing Account, an Email window will be displayed. Some of the options on this screen are as follows:

Compose	Create a new Email
Address	Displays your Address Book
Config	Display to edit your Email Settings
Reset User	(See below)

The Reset User will remove the "remembered" password. The next time you want to send an email you will need to select a User Account and enter your password.

Email From Vista

On some Vista computers you may see a warning message when you attempt to compose an email. If you see the following message then a required component is not installed on the current computer. You must resolve this issue before emails can be composed and sent.

"DHTML Edit Object can not be created or does not exist."

This message means the DHTML Windows editing control is missing. This component is used to add styling and to display the text for the body of the email.

If you do not see the above message in Easy Trip when you attempt to compose an Email, then the required components are already installed and nothing further need be done.

Installing the DHTML Component

To obtain and install this component visit our web site and click on the "ET Demo and Other Files" link. You may also go directly to the following page:

<http://www.easytrip.netdemo.html>

Under "Other files of Interest" there is an entry for "DHTML Update - Windows Vista Only". Clicking on this link will automatically take you to a Microsoft web page.

Click on the button that says "Download" and then follow the instructions provided by Microsoft.

Reliable and Proven Software that Works

Easy Trip Professional Version \$975

Customers • Reservations • Invoicing • Accounts Receivable
Vehicle Scheduler • Reservation Calendar • Faxing • Email
Dispatch • Manifest • Driver Availability • Vehicle Availability

- ✧ Create your own Account Types, Run Types, Rates, Vehicle Types, **Landmarks**, and more!
- ✧ **Duplicate** a Reservation for Round Trip, multiple car Runs, or specific days in a Date Range.
- ✧ Enter unlimited Directions, **Routing**, and Instructions for the Driver.
- ✧ Print from a variety of styles for Reservation Trip Sheets, Invoices, and Statements.
- ✧ Reservation History, Special Instructions, Faxing, Text Messaging, and **Email**.
- ✧ Over **300** built-in Reports!

Easy Trip Professional Version	\$ 975
Easy Trip Personal Version	\$ 575
Annual License & Technical Support Fee (Includes All Updates, License, and ET Technical Support)	\$ 300
Personal Version Technical Support Fee	\$ 200

◇ ET Web Application	\$ 500
◆ Accounts Payable	\$ 300
◆ Archive	\$ 50
◆ Auto Email Invoices	\$ 150
◆ Credit Card Processing	\$ 400
◆ Farm In & Farm Out	\$ 150
◆ Internet Reservations (Import)	\$ 150
◆ Multi-User / Network (Includes Security)	\$ 650
◆ Security	\$ 150
◆ Vehicle	\$ 150
◆ Worker / Driver	\$ 150

BG Consulting
80-Q Cabrillo Hwy PMB 324
Half Moon Bay, CA 94019

(650) 728-3828
(650) 728-3840 Fax

www.easytrip.net
support@easytrip.net

Easy Trip / Early Response Newsletter Spring 2009



Software Newsletter

BG Consulting
80-Q N Cabrillo Hwy PMB 324
Half Moon Bay, CA 94019

