Newsletter Number 103, November 2015 by Doug Meuross

Digital certificates

A reminder that digital certificates have a limited life and require renewal after two years. A renewal email will be sent to the AO (Authorised Officer) tied to your Type 2AO certificate. If the AO has left the company and their email address deleted then the renewal email will go into a "black hole". Make sure that the AO email address is not deleted and configure it to forward on any emails to a live email account. Best in the first place to assign a generic email address to the Type 2AO digital certificate (e.g. digital-certs@abc.com.au) and have the emails forwarded on as required.

Check you current digital certificates to see when they expire before you have a drama on your hands. We do not issue or renew digital certificates so we cannot assist you in an emergency. All digital certificates must be processed by and authorised entity such as Verisign.

You must have a back up copy of all your digital certificates together with a document that details all of the associated email accounts and certificate and email pass words. Keep copies on site and off site in case of disaster.

Backup!!

We are still seeing cases where clients have had equipment failure resulting in the loss of data and there has not been any backup. It is vital that you back up important data, especially Cyberfreight so that in the event of a disaster you can recover. It is very easy ad does not take long to back up vital data to a USB stick, portable disk drive or to the "cloud" (e.g.Drop Box,). There are many damaging viruses circulating and it is not possible to install absolute prevention. There is also a chance that equipment failure could cause the loss of data. All of the risks apply equally to the "cloud"

or your own server. Please, please make sure that you have a multi layer reliable back up of all your critical data – your business may depend on it!

Help Desk

Please email all support issues to our help desk team using the dedicated email address- support@htfs.com.au. A case number will automatically be created and followed up. Without a case number (phone call only) then there is a chance that the issue might be overlooked. Please do not email support cases directly to an individual as they might be away from the office and in any event they will have to then manually register a support case slowing the overall process.

We want to make sure that all support cases are attended to hence we have created our Help Desk system as relying on memory does not work all the time. As well as making sure that all cases are followed up we can get accurate information about what is creating support cases so we can take remedial action where required.

Both our Sydney and Singapore support teams have access to our Help Desk system so if the cases is in the system then both teams can assist. Our Singapore team works up to 5:30 Singapore time to this provides additional coverage.

When you phone our support team and quote a case number they will have all of the case information available to them and this should speed up the support process.

CFS module

Cyberfreight has a new CFS module available with version 4.02 (to be released soon). Please contact us for more details.