classcomputing

CLASS NOTES FD August 2016

"Insider Tips To make Your Fire District Run Faster, Easier And Increase ROI"

What's New

August 2016

A message from the owners...

"**A**s a Fire District, you do not have time to manage the operational AND Technical issues. That is where we have your back ! Call us and put an end to your IT problems finally & forever !"

Dale & Mark,
Class Computing

SOPs From The Trenches

Trending This Month...

Apparatus Wireless Disconnects

GOT GOBI 2000 / 3000... GET 4000 / 5000

Mobile PMDC units in the apparatus vehicles have become a standard in the Fire Service community.

Fire Apparatus out in the field have a tough enough time without having to worry about reliable mobile access.

Many stations have added Network Access Extenders from their mobile carriers to get better signal in the bay floors of the stations.

These extender units do help the mobile cards with connectivity, but with time, connectivity will drop off.

If you are looking to keep your PMDC units longer you may be able to swap out a newer version mobile card.

On the older model PMDC units, the mobile cards were a GOBI 2000 or 3000 version. As the units get older, these cards will lose connectivity and reliability as with any electronic device.

Any electronics that take on heat during use tends to degrade over time. Remember the famous 54g Router that would work for 30 min and stop working? Also, as networks are improved, legacy hardware starts to lose functionality; the word 'compatible' does not mean improved performance.

The newer mobile cards, **Gobi 4000 & 5000** version may work with your CF-19s, CF-31's or Lenovo XT200's.

Please give us a call to determine if your Mobile cards can be upgraded.

BEST TIPS FROM FIREHOUSE SOFTWARE® FH INSIDER® THIS MONTH

Customer Q & A

I'm using the FH Cloud for FH 7. Can I install my own .fhz files?

Yes, you can, as long as you put the files on your computer, in a local folder with full control to everyone.

Note: When you are ready to install the file, remember that the default C: drive is the FH Cloud server's C: drive, not that of your computer.
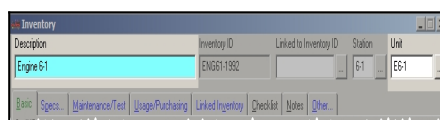
In FH, do the following:

1. Choose **Administration > Install New or Updated Components**. The **Install New or Updated Features** dialog box appears.
2. In the **Install From** field, specify the path to the .fhz file in the format *Drive Letter*:/client/c/*FolderName*/*Filename*.fhz. **Example:** M:/client/c/FHzFolder/MyFile.fhz **Important:** If FH automatically adds quotes to the path in the field, delete the quotes, or the path will be invalid. When the path is invalid, the **Install From** field highlights in red.

3. Select the items to install and the install method in the dialog box as normal.
4. Click **OK**.

Tip Of The Week

(If you are using FH 7.14 or older and NEMSIS) The **Unit** field in an inventory record should be filled in *only* if the record is for an apparatus, and can only be filled with one unit call sign throughout the Inventory module. This prevents error messages stating that your NEMSIS configuration is not complete when you save the EMS patient record.

FH Inspector synchronization issue is resolved

On occasion, when synchronizing previous versions of FH Inspector with the FH Cloud, an error message

appeared stating that the server sent bad data, and the synchronization did not complete. FH Inspector 3.0.5.6 identifies this condition and continues the synchronization without the error. You no longer need to relicense an IPad or clear data, which avoids any data loss. New logging and diagnostics options are also available, so that you can send any error results to FH support to quickly resolve any issues.

Shiny New Gadget
Of The Month

HP's Spectre 13.3
The World's Thinnest
Windows Notebook[1]

(1. Popular Mechanics July 11, 2016)

HP has made this laptop a serious rival to the sleek and premium Apple MacBook family.

Despite its ultra-thin design and lightweight construction, HP's latest notebook is a serious machine with top-shelf hardware on board.

HP offers the Spectre 13.3 with a choice of a sixth-generation Intel Core i5 or Intel Core i7 processor. Both options come standard with 8GB of RAM and a 13.3-inch display with a Full HD resolution (1,920 by 1,080 pixels). The device has three USB Type-C ports — one for charging and two with Intel Thunderbolt support. The laptop weighs just under 2.5 pounds, and measures 10.4 millimeters at its thickest point. Every Spectre 13.3 packs a four-cell 38 Wh battery.

Read the whole review here: http://www.popularmechanics.com/technology/gadgets/a21766/hp-spectre-13-review/ written by Stefan Varharov.
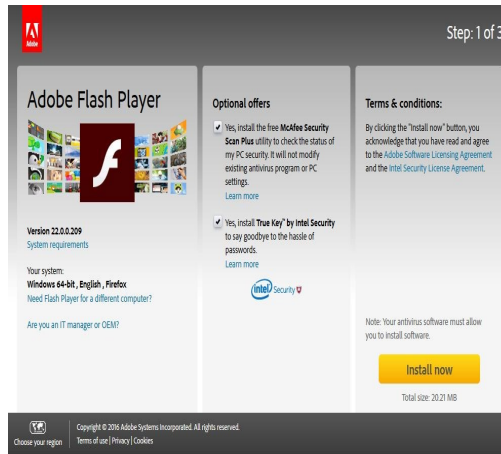
Call Class Computing today the latest pricing on this amazing laptop by HP (312) 262-3930.

HITCHHIKERS AND TRICKSTERS

By Ryan Beaman

Hard drive full? Computer seem to be more sluggish than usual? Ever look at the installed programs on your computer and wonder where half of it came from? It could be some of your bad habits you're not even aware you have. In our tech driven world, it's easy to assume that you can get what you want, when you want it, with the greatest of ease. For the most part, it is true. However, it also makes it easy for companies and sometimes hackers to sneak in those unwanted extras. Let's look at a few right now.

1. Tag-Alongs In Software Installs...

Next. Next. Next. Wait, What did that say? Oh, well. Next. Next...**Sound familiar?** Like maybe the last time you updated Java or Flash? Installers from popular programs and plug-ins (such as the fore mentioned favorites) usually include some extra "offers" that install by default. While these are usually safe, they still take up resources and unknowingly installing a different AV application in addition to your current protection can still cause issues.

Best practice when running installs and updates here would be to slow down. Some installers go so far as to add information screens that purposely makes you impatient and want to speed through that extra install screen. Take your time and read each screen. It's better than going through and uninstalling it later.

2. Fake Links And Indirect links...
Always go to the software manufacturer official site! Imagine you are at your computer and you have a

little downtime. Maybe, I'll play a little internet game, you think to yourself. You go to Google, search for "internet games", click a link that looks good, and pick your game. But, then get hit with one of these:
"You need to update your Flash Player. Click Here to update now!"
First instinct is to click that link and get updating. Those Angry Birds aren't going to fling themselves. But, wait. As Admiral Akbar famously said **"IT'S A TRAP!"** There is no guarantee that the site it takes you to is the official Flash site or whatever thing needs updating. Sometimes, that link will take you to a page that looks like it's the correct site. The layout and artwork might even look the same. Hackers set traps like this one all the time and even the most seasoned tech-savvy computer user can fall prey to them. So, if you really need to play that jewel matching game, take the time and go find the official website (When in doubt, Google it) and install the plug in from there. If after that and you restart your browser, it still asks you to update, then you may have found a bogus game site and should find another. Of course, you shouldn't be playing games at work, but that's more for an HR article than a tech one ;)

3. Be careful of links from download sites...
There are almost infinite files to download off of the internet. From apps to music to pictures of your mom's dog to any number of others. For those, there are many sites from which to download them from. Many of those sites seem to have multiple links to start the download, sometimes in big green button labeled "DOWNLOAD NOW". Again, take your time. This, too is a trap. All modern browsers will show you where the links lead if you hover over the link, as a pop up or in the status bar at the bottom of the screen. Read that to make sure it links to the file you are looking for. If you are unsure, that leads to the next point…

4. Do your research...
Google is your friend. It has all the answers. If you're not sure about the software you are downloading or the site you are about to download it from, **Google it.** The beautiful part about the internet is there is many places to get what you need, some more legit than others. However, whenever you can, go through the developer's or company's website and get it directly from them. Best to go right to the source!

Have doubts or need help? Call us at (312) 262-3930. We can manage your entire companies IT remotely.

NATIONAL FALLEN FIREFIGHTERS FOUNDATION

35th Annual National Fallen Firefighters Memorial Weekend   October 8-9 2016

http://www.firehero.org/events/memorial-weekend/attending-memorial-weekend/

https://www.firehero.org/donate/

Hot Sellers Last 60 Days

Toughpad FZ-G1

Toughbook 54

Gaining Interest Last 60 Days

Getac F110

Getac RX10

GETAC®

Absolute DDS
This optional protective measure disables your F110 if it detects an unauthorized or compromised entry.

Trusted Platform Module 2.0
The F110 features TPM 2.0 – a powerful anti-tampering device that checks for any signs of intrusion during system boot-up.

Fingerprint Scanner
Verify your ID with ease and accuracy by simply swiping your finger.

NFC/RFID Reader
Authenticate your credentials via Near Field or Radio Frequency transmission.

Smart Card Reader
The F110 supports Smart Cards for secure identity verification.

Windows 10 Multi-Factor Authentication
The F110's hardware fully supports Microsoft's latest authentication tools, including Windows Hello, Microsoft Passport and Credential Guard.

Who Wants To Win A $25 Gift Card?

The Grand Prize Winner of last month's Trivia Challenge Quiz is …
Nobody, nobody was able to correctly answer the question from July:
What is the primary purpose for the "Hurst Tool"?
(A) Rescue extrication tool (B) Blocks used to secure parked fire vehicles
(C) Used to cut holes into the roof of a burning building
(D) Used as a stretcher to remove injured persons
The correct answer was **(A) Rescue extrication tool**

Now, here's this month's trivia question specifically for Fire & Rescue.
The winner will receive a $25 VISA® gift Card.

What is a "Wet Down" Ceremony?
(A) Special Party thrown after a Firefighter's 3rd Divorce
(B) Party held before newbie Firefighters clean the Apparatus Floor
(C) Event when putting a New Apparatus in service
(D) Barbecue at a Firefighter's house when he gets a new patio

E-mail Us Right Now With Your Answer
sales@classcomputing.com

Get More Free Tips, Tools and Services At Our Web Site: **www.firestationsupport.com**