

Odyssey Outlook

September 2009

Service Pack 4 Now Available

GP 10 Service Pack 4 is available on CustomerSource

Service Pack 4 for GP 10 customers is now available. New Payroll and HR functionality, including Payroll Extensions, is included in the Service Pack. Another major enhancement provided by Service Pack 4 includes new GP Extender functionality! Extender is an easy-to-use module that allows you to customize GP without writing a single line of code. The new functionality will enable you to build new screens, custom grids, data windows and fields. You can also track detail notes and easily launch ad hoc queries based on new business data.

The new Extender features include:

Forms and Detailed Forms Features

- Create stand alone forms with scrolling windows for data entry
- Auto-generate next Master ID Numbers
- Create lookups that can be used on other Extender Objects
- Create Multicurrency Forms
- Add additional windows
- Add note and note list windows
- Add form information to SmartList
- Add detail header and detail line item information to SmartList
- Create templates
- Add default values
- Import data into forms and detailed forms
- Default values and line items
- Add to homepage as quicklink

Note: You must be current on an Enhancement Plan to download service packs. Prior to downloading, we recommend having a working backup of the Dynamics database and all company databases, the modified dictionaries and any modified forms or reports prior to applying service packs. Contact Odyssey for assistance - email support@tosg.com.

Odyssey named to the 2009 Microsoft Presidents Club

2009 PRESIDENT'S CLUB
for Microsoft Dynamics

Odyssey Software has been named to the 2009 Microsoft Dynamics President's Club receiving recognition from Microsoft Corp. for its dedication and commitment to customers. This honor reflects Odyssey's success in extending the Microsoft Dynamics platform to drive business advantages in companies worldwide.

The President's Club is a prestigious group that represents the top 5% of Dynamics partners worldwide. These partners are recognized for reaching key business milestones while maintaining a constant dedication to achieving high levels of customer satisfaction and an active pursuit of product and technological advancement.

"Microsoft is proud to congratulate Odyssey Software on being named to the 2009 Microsoft Dynamics President's Club," said Doug Kennedy, vice president of Microsoft Dynamics Partners. "This accomplishment is a result of Odyssey demonstrating unparalleled commitment by investing in the success of Microsoft Dynamics, our customers and solutions. "

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Holiday Schedule

Our office will be closed on the following days in observance of the holidays:

Thurs, Nov 26

Friday, Nov 27

Thurs, Dec 24

Fri, Dec 25

NEW Smartlist Builder Templates Available

Smartlist Builder takes the highly popular and easy-to-use SmartList tool in GP and dramatically increases its power and range. You can create your own custom SmartLists with the information that you want to view and analyze, link tables and add calculated fields, create summary Smartlists such as sales orders summarized by customer, and you can generate customized report presentations using the Excel Report Builder tool. Microsoft has released new templates that can be imported and modified within Smartlist Builder and they are now available! The templates are *free* but you must own Smartlist Builder and be current on an Enhancement Plan in order to download.

Please note: If you download and import a SmartList Template, any existing SmartList Builder SmartLists with the same SmartList ID will be overwritten. We recommend having an export of all SmartList Builder SmartLists prior to importing the templates. You also have the ability to modify the templates to meet your specific business needs. Contact Odyssey if you would like to see a demo of Smartlist Builder or learn more about this add-on module: info@tosg.com.

Below is the full listing of available Smartlist Builder templates. Contact Odyssey if you would like to access these templates.

Name	Smartlists Available
GP System Sample Smartlists	Activity Tracking
GP Company Sample Smartlists	Tax Detail Transactions
GP General Ledger Sample SmartLists	Account Summary Account Transactions Accounts Bank Transactions Multidimensional Analysis
GP Multicurrency Sample SmartLists.zip	Exchange Rates
GP Receivables Management Sample SmartLists.zip	Cash Receipts Commissions Customer Addresses Customer Items Customer Period Summary Customer/Vendor Customers Receivables Transactions
GP Sales Order Processing Sample SmartLists.zip	Prospects Sales Line Items Sales Transactions
GP Invoicing Sample SmartLists.zip	Invoicing Lines
Field Service Sample SmartLists.zip	Contracts and Contract Lines Equipment Field Service Calls History Contracts and Lines History Field Service Calls History RMAs and Lines History RTVs and Lines RMAs and Lines RTV Lines RTVs Work Orders

Download	Smartlists Available
GP Payables Management Sample SmartLists.zip	Payables Distributions Payables Transactions Vendors and Addresses
GP Purchase Order Processing Sample SmartLists.zip	Purchase Line Items Purchase Orders Receivings Line Items Receivings Transactions
GP Inventory Sample SmartLists.zip	Inventory Purchase Receipts Inventory Transactions Items and Item Quantities Landed Cost ID and Group ID Stock Count and Vendor Items
GP Payroll Sample SmartLists.zip	Employees and Summary Payroll Historical Transactions Payroll Transactions
Human Resources Sample SmartLists.zip	Applicant Applicant Education Applicant Skills Employee Benefits Employee Education Injuries Post-Dated Pay Rates
Fixed Assets Sample SmartLists.zip	Fixed Assets Fixed Assets Books Fixed Assets Purchase
Project Accounting Sample SmartLists.zip	PA Billing Cycle PA Billing Historical Transactions PA Billing Open Transactions PA Billing Work Transactions PA Contracts PA Cost Categories PA Employee Expense Historical Transactions PA Equipment PA Miscellaneous PA Projects PA Timesheet Transactions PA IV Transfer Transactions

Integrate GP 10 and CRM 4.0 - Adapter Available in October!

Microsoft has officially announced the Microsoft Dynamics CRM Adapter for Microsoft Dynamics GP and the integration tool will be available in October 2009! There are many questions surrounding this new tool, so read below for answers to the most Frequently Asked Questions.

How much will the CRM to GP Adapter cost?

The Adapter is FREE. However customers must own GP and CRM and be current on the Enhancement Plan.

Does the Adapter support all GP and CRM versions?

No. The Adapter is only available for GP version 10 and CRM version 4.0. Customers must also be on the latest Service Packs - SV 4 for GP and Update Rollup #5 for CRM.

What is/are the main integration engines/services used for the Adapter?

Web services and eConnect. The integration is a web service to web service integration. The integration is comprised of an NT Service which binds together web services for both Microsoft Dynamics CRM and Microsoft Dynamics GP to read and write data. The integration service also leverages a transform engine to convert the data between the interfaces to ensure that the data moving between the two systems is compatible and in correct form.

Are there plug-ins associated with the installation of the Adapter?

Yes. There are a number of plug-ins that are installed with the Adapter to ensure the appropriate process flows in an integrated solution. Some examples of this include a plug-in which converts a Microsoft Dynamics CRM order to read-only once it is submitted to Microsoft Dynamics GP. Another plug-in allows a user to choose when a Microsoft Dynamics CRM Account is submitted to Microsoft Dynamics GP.

Will this release of the Adapter have multicurrency functionality?

No. Microsoft is considering multicurrency functionality for future releases of the Adapter.

How is the Adapter different from an Independent Software Vendor (ISV) integration toolset?

The Adapter is an out of the box, lightly extensible data integration tool. It will allow for additional property mapping between existing entities which are exposed through the adapters, and the upcoming SDK release will allow additional adapters to be built. If your integration requires more complex needs such as introducing workflows into the integration components, integrating other 3rd party products, or doing more multi-mastering of data across multiple applications, then an ISV integration toolset may be more appropriate.

Will this Adapter be compatible with Microsoft Dynamics CRM Online?

No. The initial release of the Adapter will only support installations of Microsoft Dynamics CRM 4.0 Update Rollup #5 and Microsoft Dynamics GP 10.0 Service Pack 4. We will continue to review our integration strategies between our hosted and on-premise applications.

Does the Adapter provide a bi-directional integration?

Yes. The Adapter will allow for data movement between both CRM and GP. In a number of cases, we assume that the GP application is the system of record (Products, Pricing, Unit of Measure, Sales Invoices, etc.)

In the case of Sales Orders, these documents can be created in either system. Once an order is submitted from Microsoft Dynamics CRM 4.0 to Microsoft Dynamics GP, the ERP solution becomes the system of record and the order will be read-only in CRM.

In the case of the Microsoft Dynamics CRM 4.0 Account and Microsoft Dynamics GP 10.0 Customer, the data is truly multi-mastered. Once the data exists in both systems, an update to either system will trigger a subsequent update in the other respective system for properties which are included in the integration mapping.

Can the Adapter integrate GP data into CRM custom entities?

With the release of the Software Development Kit later this fall, CRM Custom Entities will be supported and Odyssey and customers will be able to build their own additional adapters.

Can I utilize the Adapter to integrate my existing, or other software solutions, with GP?

Yes. However, Microsoft will only provide support for the integration between Microsoft Dynamics CRM and Microsoft Dynamics ERP solutions. In order to create integrations between your existing, or other software, solutions and Microsoft Dynamics GP or CRM, please review the Adapter SDK (Available: Calendar Q4 2009.) Microsoft will support the Adapter SDK, which will allow you to create your own self-supported integrations to other solutions of your choice.

How can customers obtain the Adapter?

If you would like to utilize the integration tool, please contact Odyssey to place an order for the free Adapter. Odyssey will then send a link to download the tool.

CRM Mobile Express now available

Free download for CRM customers

Visit <https://crm.dynamics.com> to learn more

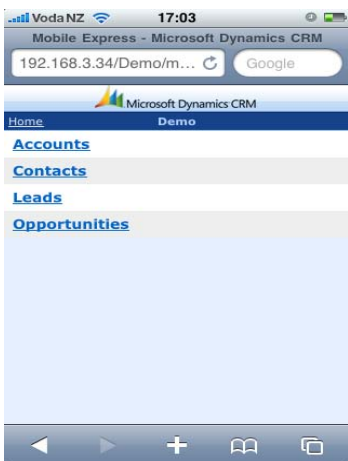
Microsoft has released their long-anticipated CRM Mobile Express solution for Dynamics CRM 4.0 and it is FREE for CRM customers! The Microsoft CRM Team states "Mobile Express gives organizations a Microsoft supported mobile solution with the power of choice: choices in the devices and in the networks they use when going mobile."

To provide the most value possible for CRM customers, Mobile Express is available at no additional cost, is deeply integrated with the security and customization tools in Microsoft Dynamics CRM 4.0 and runs on virtually any device that can display HTML 4.0. Users can experience increased productivity while on the road and system administrators can enjoy a fast deployment with no need to update and deploy device software.

Mobile Express also supports CRM's full customization and multi tenant capabilities. Those capabilities allow organizations to deploy a CRM solution for one set of workers and, using the same software licenses and hardware, develop instantly mobilized solutions for a wide variety of other business needs using point and click tools.



CRM Mobile Express as seen from the HTC Touch Pro running Internet Explorer

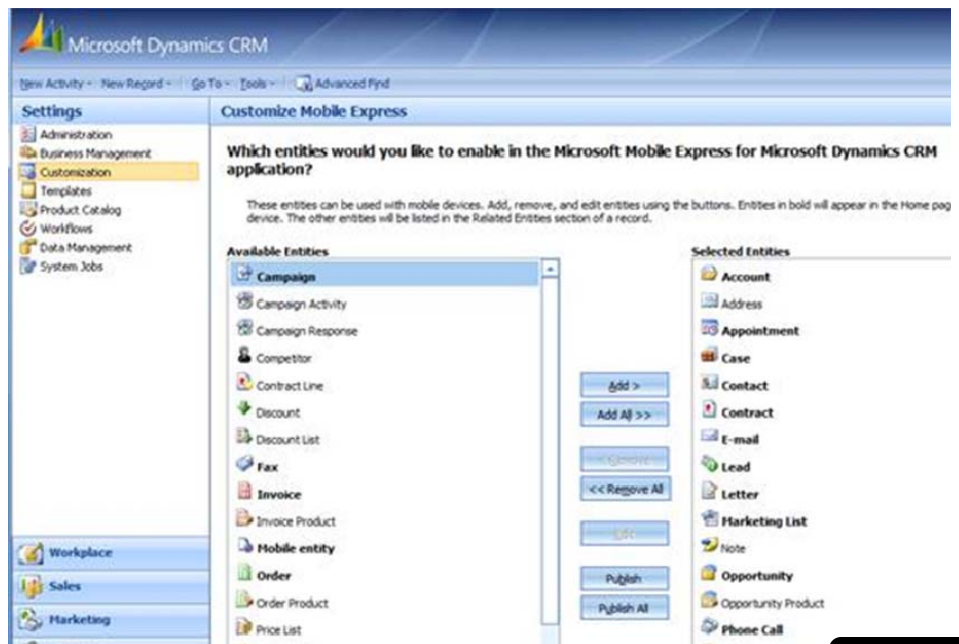


CRM Mobile Express as seen from the iPhone

Customization tools are embedded within the application and use the same user roles you already have to provide role based experiences on the device.

While a few 3rd party vendors have released mobile options for the CRM solution, this is the first Microsoft-produced version. Contact Odyssey to learn more or visit <http://crm.dynamics.com/>.

We'll see you on the road with Mobile Express!



New Solution Accelerators for Microsoft Dynamics CRM

www.microsoft.com/crm

In the last issue we introduced Microsoft Dynamics CRM Accelerators - the free add-on modules for CRM that enable organizations to use the software for more than sales and marketing operations. Microsoft has recently announced that more accelerators will be released soon, which include Social Networking, Partner Relationship Management and Portal Integration accelerators.

Social Networking Accelerator

What do people do these days when they don't get the right customer service or buy a bad product? Most likely they complain about it online. Some do it via blogs but more recently people have been doing this via Twitter. The new Social Networking Accelerator allows business professionals to monitor and analyze customers' conversations on social networking sites, and as a result provides real-time status updates about their products and services. This accelerator delivers integration with Twitter, and other networks will be introduced in future releases. The social networking feature can provide greater visibility into customers' experiences and opinions, helping companies to make better decisions and ultimately help improve brand awareness and customer engagement. The Social Networking Accelerator can be viewed online at <http://crm.dynamics.com>

Partner Relationship Management Accelerator

The Partner Relationship Management (PRM) Accelerator allows businesses to use Microsoft Dynamics CRM to distribute sales leads and centrally manage sales opportunities across channel partners. It provides pre-built extensions to the Microsoft Dynamics CRM sales force automation functionality, including new data entities, workflow and reports. Using the PRM Accelerator, companies can jointly manage sales processes with their channel partners through a centralized Web portal, as well as extend this integration to automate additional business processes.

Portal Integration Accelerator

The Portal Integration Accelerator easily connects Microsoft Dynamics CRM to an organization's Web experience. With this added capability, a business analyst can use point-and-click configuration — as opposed to Web development — to rapidly extend to the Internet any business process and drive costs out of everyday business interactions.

CRM Accelerators available:

- Analytics
- Business Data Auditing
- Business Productivity
- CRM Notifications
- Enterprise Search
- Extended Sales Forecasting
- Event Management
- eService
- Healthcare Industry

Releasing soon:

- Social Networking
- Partner Relationship Management
- Portal Integration

Accelerators are yet another example of how the Microsoft Dynamics CRM 4.0 platform can be configured and extended to broaden your usage of the software. CRM is also easy to customize and can be used for many applications not listed above. It can help you manage constituents, properties, patients, suppliers, students, projects and much more. The opportunities are endless with CRM and we would love to show you how it can help your organization.

For a detailed listing of the Accelerators, contact Odyssey at info@tosg.com. Microsoft Dynamics CRM customers can download each of these solutions from <http://www.codeplex.com/crmaccelerators>

On-premise or On-line

Did you know CRM Online is also available? Contact Odyssey to learn more about this hosted option and to try it free for 30 days.



Microsoft honored at CRM Magazine Awards

In other CRM news, Microsoft has been recognized with four Market Leader awards from CRM Magazine. The award categories include Enterprise Suite CRM, Midmarket Suite CRM, Sales Force Automation and Business Intelligence. "To stay competitive in a challenging economy, companies must come up with innovative ways to improve their customer relationship efforts," said David Myron, CRM magazine's editorial director. "This is exactly what the recipients of the 2009 CRM Market Awards have done."

These awards are examples of Microsoft's promise of the Dynamic Business, a vision for helping companies realize their full potential through the strategic use of flexible business applications that remain relevant as their business needs evolve.

In the News

GP 10 WORKS WITH WINDOWS 7 OUT OF THE BOX

Windows 7 is expected to be available in October and it will be immediately compatible with Dynamics GP 10! Microsoft states that there are no plans to make GP versions 9.0 or lower compatible with Windows 7, so if you are eager to get your hands on Window 7 but are on an old version of GP, now is the time to upgrade!

A few of the many benefits of Windows 7 include increased performance, faster boot-times, ease of maintenance and many improvements over Vista and XP. Users will also like the sleek user interface, the “fun” graphic capabilities (such as the Aero Shake feature) and improved navigation features that really do help make you more productive. Visit page 7 for more info on Windows 7 and visit the homepage to check out videos, screenshots and more info about this release: www.w7info.com.



EXTENDED SUPPORT FOR SERVICE PACKS

Microsoft recently announced Longer Support Timelines for Microsoft Dynamics Service Packs. With this move, Dynamics products will be supported for 24 months after a new service pack is released, as opposed to 12 months. Essentially this means that customers will have more time to test service packs before implementing them, while Microsoft still “officially” supports the service pack you are currently on. One important note is that this has no impact on the overall lifecycle policy for Dynamics products. No matter when the last service pack for a product comes out, mainstream support for the entire version will end 5 years after the product was released. Please see the last page of this newsletter to view the current Service Packs available and Lifecycle end dates for Microsoft Dynamics GP, CRM, FRx, Forecaster and SQL Server.

GP AND SQL SERVER SCALABILITY WHITEPAPER

Microsoft has released a new White Paper documenting the successful Performance Benchmark Testing of Microsoft Dynamics GP 10.0 SP2 with SQL Server 2008 and Windows Server 2008. This paper describes the scalability tests of Microsoft Dynamics GP 10.0 SP2 running with *1,000 constant concurrent users* in heavy transaction processing and analysis activity across various functional areas of the solution.

The document details a sample customer environment that was able to process nearly 3.3 million business transactions, with a total of more than 10.6 million transactions line items, all within an 8 hour day! The paper also details real-life customer performance results of existing Microsoft Dynamics GP Customers. Contact Odyssey for a full copy of the White Paper today!

MICROSOFT AND INTEL CRM SCALABILITY BENCHMARK

Microsoft and Intel Corporation announced performance results for Microsoft Dynamics CRM that set new enterprise standards for scalability, cost and environmental sustainability. Through a combination of enterprise-class software and the latest Intel® Xeon® processor 5500 series, which can reduce server power consumption by up to 30 percent, Microsoft Dynamics CRM 4.0 scaled to more than 50,000 concurrent users over a high-volume workload — while experiencing subsecond response times. Brad Wilson, general manager of Microsoft Dynamics CRM said “In this benchmark, we’ve proved that Microsoft Dynamics CRM can handle extreme workloads with minimal investment in hardware and a reduced impact to the environment. We’re once again redefining the price-to-value equation in the CRM market, across all deployment models.”

By comparison, an October 2008 performance test for Oracle Siebel Release 8.0 (1) scaled to 14,000 users and 1.6 million daily transactions leveraging Sun hardware that cost more than \$150,000. The Microsoft Dynamics CRM benchmark scaled to more than 50,000 users and more than 2.9 million daily transactions — all from hardware that costs less than \$35,000 (2), or \$0.70 per user. In this comparison, Microsoft Dynamics CRM drove three and a half times more users and almost two times more transactions — while reducing hardware costs nearly *80 percent*.

Detailed performance tests and production runs were completed on Microsoft Windows Server 2008 and Microsoft SQL Server 2008 for 50,000 concurrent users, 5,000 concurrent users, 2,500 concurrent users, and 1,000 concurrent users. For scenarios with casual users or lower transaction rates per user, higher number of users can be accommodated. An executive summary of the performance and scalability benchmark is available and other white papers that outline the results of each test will be published in the coming weeks at <http://crm.dynamics.com>.

NEW CREDIT CARD STANDARDS

The major credit card firms (Master Card, Visa, American Express, Discover) have created new standards for firms that are accepting and processing credit card transactions. In all but the smallest firms, this will require significant software upgrades. Firms that are not compliant face fines and the termination of their processing abilities. This includes any firm that captures and holds, even for short periods of time, the credit card numbers of clients.

Some of these requirements went into affect September 1. A comprehensive overview of PCI-DSS compliance can be found [here](#). Several of the credit card vendors for Dynamics GP are working on PCI-DSS compliance, and Nodus’ CCA-DSS product is certified compliant.

Ten Things IT Professionals Should Know About Windows 7

Windows 7 is scheduled to release in October. Visit the homepage to discover more about this release: <http://www.w7info.com>



Unlike its predecessor, the Windows 7 operating system is intended to be an incremental upgrade with the goal of being fully compatible with existing device drivers, applications, and hardware. Microsoft will be releasing Windows 7 on October 22, 2009 and their team has released the top ten things IT professionals in charge of desktop administration should know.

1. Application compatibility

Windows Vista introduced architectural changes down to the core level that made the operating system more secure than Windows XP. However, this came at a cost; many applications needed modification to function properly in a Windows Vista environment. While at this point in the lifecycle of Windows Vista (post Service Pack 1) most applications are now compatible, deploying Windows Vista into the desktop environment early on required some “heavy lifting” and a few late nights.

Windows 7 is built on the same basic architecture as Windows Vista, so most applications will retain their compatibility between these operating systems. This alone will make adopting Windows 7 much less challenging than migrating from Windows XP to Windows Vista. If your organization is like many that are still standardized on Windows XP, you will need to transition to updated versions of your key applications, but the availability of Windows Vista - compatible versions and well proven shims - will make this task more manageable.

2. Hardware compatibility and requirements

Much like the application compatibility issues, adopting Windows Vista early-on was a challenge because of the higher system requirements, such as RAM and graphics. On the flip side, Windows Vista provides manageability and security that just isn't available on Windows XP, and with more capable hardware Windows Vista is able to perform a number of useful functions that improve productivity (such as Windows Search 4 and the Windows Aero desktop experience) and increase PC responsiveness (the ReadyBoost technology launches applications more quickly by maintaining a portion of frequently used applications in memory).

Windows 7 was designed to perform well on the same hardware that runs Windows Vista well, while delivering additional performance and reliability improvements. The design team for Windows 7 had a specific focus on the fundamentals—as well as maintaining compatibility with existing applications and hardware. In operation, you will find that Windows 7 boots faster and has a smaller memory footprint than Windows Vista.

3. Better Together with Windows Server 2008

One of the key benefits of the modern operating system is that Windows 7 and the Windows Server 2008 operating system share a common code base, and are maintained with a single servicing model. This servicing model means updates and security updates are shared across both client PCs and servers, simplifying the process of maintaining an up-to-date infrastructure.

In addition, environments with both Windows Server 2008 and Windows 7 unlock capabilities that extend functionality and help ensure a more secure environment. One example is DirectAccess, which allows management and updating of remote mobile PCs that are connected to the Internet, even when they are not connected to the corporate network. This capability helps ensure that remote users receive security patches on a timely basis, and allows IT to update configuration setting via Group Policy. For the end user, DirectAccess allows access to locations on the corporate network without using a virtual private network (VPN) connection. (In addition to Windows Server 2008 R2, DirectAccess requires IPSec and IPv6 implementation.)

4. Extend data encryption to removable data

News reports are rife with stories about companies losing control over sensitive information. In some industries, this is an issue with grave legal implications, while in other situations the issue is inconvenience. Regardless, smart compliance policy dictates that sensitive information be safeguarded in the event of a lost or stolen laptop. Further, preventing sensitive information from being removed from corporate resources is a pillar of effective compliance management.

Windows 7 includes BitLocker technology, first implemented in Windows Vista, which now provides full encryption of all boot volumes on a PC; along with introducing BitLocker To Go that offers data protection on portable storage, such as USB flash drives. In addition, BitLocker Drive Encryption and BitLocker To Go can be managed via Group Policy, placing more control over sensitive information in the hands of the professionals.

5. Control the application portfolio available to end users

Windows 7 features AppLocker, which is a new capability that allows IT administrators to specify which applications are permitted to run on a laptop or desktop PC. This capability helps you manage license compliance and control access to sensitive programs in addition to helping reduce the opportunity for malware to run on client PCs. AppLocker provides a powerful rule-based structure for specifying which applications can run, and includes “publisher rules” that keeps the rules intact though version updates. To see how AppLocker is set up and managed, click [here](#) for a screencast demonstration.

Tech Corner continued on next page...



Ten Things IT Professionals Should Know About Windows 7

6. Easier migration of user data

Windows 7 includes enhancements to the User State Migration Tool (USMT), a command-line tool that you use to migrate operating system settings, files, and other user profile data from one PC to another. In Windows 7, USMT adds a hardlink migration feature for computer refresh scenarios, a capability that stores user data and settings in a common place on a drive, eliminating the need to “physically” move the files during a clean install.

7. Automate routine tasks with powerful scripting

To help IT administrators better maintain a consistent environment and improve personal productivity, Windows 7 includes an updated graphical scripting editor, Windows PowerShell 2.0—a powerful, complete scripting language that supports branching, looping, functions, debugging, exception handling, and internationalization. Click [here](#) to take a quick tour of PowerShell 2.0.

- PowerShell 2.0 has an intuitive, graphical user interface that helps make script generation easier, especially for administrators who are not comfortable in command-line environments.
- PowerShell 2.0 supports two types of remoting—fan-out, which delivers management scripts on a one-to-many basis, and one-to-one interactive remoting to support troubleshooting of a specific machine. You can also use the PowerShell Restricted Shell to limit commands and command parameters to system administrators, and to restrict scripts to those who have been granted rights.
- PowerShell 2.0, with the Group Policy Management Console (available as a separate download), allows IT professionals to use scripting to manage Group Policy Objects and to create or edit registry-based group policy settings in Windows 7.

8. Troubleshoot faster and more effectively

Windows 7 provides rich tools to identify and resolve technical issues, often by the end users themselves. If a help desk call is unavoidable, Windows 7 includes several features and troubleshooting tools to help speed resolution.

- The Problem Steps Recorder allows end users to reproduce and record their experience with an application failure, with each step recorded as a screen shot along with accompanying logs and software configuration data. A compressed file is then created that can be forwarded to support staff to help troubleshoot the problem.
- Windows 7 includes a suite of troubleshooting packs, collections of PowerShell scripts, and related information that can be executed remotely by IT professionals from the command line, and controlled on the enterprise basis through Group Policy Settings.
- Windows 7 also includes Unified Tracing to help identify and resolve network connectivity issues in a single tool. Unified Tracing collects event logs and captures packets across all layers of the networking stack, providing an integrated view into what’s happening in the Windows 7 networking stack and aiding analysis and problem resolution.

9. Create, deploy and manage images more efficiently

Windows 7 includes several tools to streamline the creation and servicing of the deployment image, and to get users up and running as quickly as possible. The Deployment Image Servicing and Management (DISM) tool in Windows 7 provides a central place to build and service Windows images offline. With DISM, you can perform many functions with one tool: mount and unmount system images; add, remove, and enumerate packages and drivers; enable or disable Windows features; configure international settings, and maintain an inventory of offline images that contain drivers, packages features, and software updates. Windows 7 also enables the same processes and tools to be used when managing virtual machine (VHD) and native file-based (WIM) image files.

Windows 7 also includes Dynamic Driver Provisioning, where device drivers are stored independent of the deployed image and can be injected dynamically based on the Plug and Play ID of the hardware, or as predetermined sets based on information contained in the basic input/output system (BIOS). Reducing the number of drivers on individual machines reduces the number of potential conflicts, ultimately minimizing setup time and improving the reliability of the PC.

When you are ready to deploy Windows 7, Multicast Multiple Stream Transfer enables servers to “broadcast” image data to multiple clients simultaneously, and to group clients with similar bandwidth capabilities into network streams to permit the fastest possible overall transfer rate while optimizing bandwidth utilization. Watch a screen cast demonstration of the deployment tools for Windows 7 [here](#).

10. Improve user productivity in branch offices

Windows 7 introduces BranchCache, a technology that caches frequently accessed content from remote file and Web servers in the branch location, so users can access this information more quickly. The cache can be hosted centrally on a server in the branch location or can be distributed across user PCs. One caveat: to take advantage of BranchCache, you will need to deploy Windows Server 2008 R2 on the related servers.

Bonus: Better support for client virtualization

Windows 7 delivers a richer experience when users are connected to a virtual desktop—much closer to the experience provides by a native Windows desktop. For example, Windows 7 provides multi-monitor support, bi-directional audio to enable Voice over Internet Protocol (VoIP) and speech recognition applications, and access to local devices, such as printers.

Visit www.w7info.com to learn more about the Windows 7 operating system.

Get Your GP House In Order

5 ways to prepare for the economic rebound

The recent economic news is encouraging. Business activity, from real estate to demand for durable goods, seems to be trending upward for the first time in many months. It appears we're about to turn the corner to economic recovery, but the question is will you be ready to capitalize on the increased activity?

In an economic downturn, layoffs inevitably occur, leaving many companies more lean than they've been in years. While that's great when business volume is down, what happens when activity increases? Are you gearing up for the greater volume? Will you do everything you can to make your existing staff more productive or will you just re-hire the heads that you had to let go during the recession?

Conversely, when business is booming, routine maintenance is put off because there are just not enough hours in the day to do it. Will you go into the recovery still needing to perform that maintenance, perhaps putting it off until the next downturn in business? How will that affect your users' productivity as business picks up again?

Here are five suggestions you will want to consider in preparation for the recovery:

1. Invest in training

Microsoft Dynamics GP is a large application with lots of opportunities to improve day-to-day work. Too often, however, training and learning end with the initial training. No one is ever able to absorb everything in initial training sessions, so follow-up training and continuous learning are critical. In addition, each new release of Dynamics GP brings even more functionality to learn. Recurrent training is an investment that will pay for itself many, many times over.

2. Clean up transactional and master data

Do you know how many open Purchase Orders, Sales Orders, Discontinued Item Numbers, Account Numbers, etc, your users have to wade through when looking up the data they really need? Without a routine to periodically cleanse this data, data lookups can become quite burdensome. Why not take this relatively slow period to archive old data that is no longer useful? Your users will love you for it.

3. Get your software up-to-date - version and service packs

Again, what better time to perform your software updates than during a period of lower activity? Users will be less interrupted as a result of updates and you'll have more time for testing the updates to ensure that everything works as expected.

4. Implement modules or 3rd party apps you've been putting off.

Now is the perfect time to implement that new functionality! Not only is it easier to implement because you have more time to focus on installation and testing, the

productivity increases your experience may well eliminate the need to add heads as business volumes increase. But, there are other compelling reasons to consider investing in your GP system right now:

- The major depreciation tax write-offs of the 2008 stimulus package were extended to the end of 2009
- Your competitors may not be investing in the future, opening an opportunity for you to take market share
- Financing is available and rates are at historic lows
- New Capital Expenditures can:
 - Increase revenue
 - Reduce costs
 - Increase productivity
 - Build your brand, image, or franchise
 - Open new markets

5. Assess and document your technical infrastructure and determine if any hardware upgrades are required

Times of slower activity are ideal for performing your IT housekeeping. Just as the machine shop down the street focuses on lubricating, adjusting, and cleaning their machines when business is slow, so should you be making sure your systems machinery is well oiled and tuned for the impending increase in business.

Now is a GREAT time to get your GP house in order. Make those investments in capital and intellectual assets. Prudent investments will always provide handsome returns in the future.

To learn more ways to get your GP house in order, contact Odyssey by emailing support@tosg.com or call 724.940.4411.

ODYSSEY
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Upcoming Training Classes

All classes are scheduled at Odyssey's office. For a date not listed below and client specific training, please contact Odyssey at 724.940.4411 or email info@tosg.com.

Topic	October	November	December	January
Payroll	Thursday, Oct 8	Friday, Nov 6	Friday, Dec 4	Friday, Jan 8
System Manager	Tues, Oct 13	Tues, Nov 10	Tues, Dec 8	Tues, Jan 12
FRx	Wed, Oct 14	Wed, Nov 11	Wed, Dec 9	Wed, Jan 13
General Ledger	Thurs, Oct 15	Thurs, Nov 12	Thurs, Dec 10	Thurs, Jan 14
Accounts Payable	Tues, Oct 20	Tues, Nov 17	Tues, Dec 15	Tues, Jan 19
Advanced FRx I	Wed, Oct 21	Wed, Nov 18	Wed, Dec 16	Wed, Jan 20
Accounts Receivable	Thurs, Oct 22	Thurs, Nov 19	Mon, Dec 7	Thurs, Jan 21
Advanced FRx II	Wed, Oct 28	Wed, Nov 4	Wed, Dec 30	Wed, Jan 27

*Odyssey's regularly scheduled in-house training classes are \$500 for the first attendee and \$250 for each additional attendee. Advanced FRx classes are \$500 for each attendee.

All classes are scheduled for 9am-5pm. Regularly scheduled classes cover the current release of Microsoft Dynamics GP (currently v10). Basic FRx knowledge is *required* for the Advanced FRx classes. CPE credits are available for each training class. Contact Odyssey for more information and to schedule a class for a date not listed above. Client-specific training designed exclusively for your organization are also available. Visit www.tosg.com for future dates.

Ask Odyssey

Q: Dear Odyssey - I get an error when trying to give a user access to another company – 'unable to determine owner of DYNAMICS database' .

A: During the initial installation, the database owner (dbo) for all Microsoft Dynamics GP databases (DYNAMICS and Company dbs) is set to DYNSA. Certain functions and procedures require DYNSA to be the dbo, such as adding users to additional companies. In order to set the dbo back to DYNSA run the following script in SQL Server Management Studio against all of your Dynamics GP databases:

```
EXEC sp_changedbowner 'DYNSA'
```

Contact Odyssey if you any questions or concerns about running this SQL script.

Q: Dear Odyssey - I am using multiple SmartLists to combine information for a report. Is there an easier way to get the reports I need using SmartList?

A: You can use a SmartList add-on called SmartList Builder to build your own SmartLists. After installing the product, select the table or tables you would like to access. All SmartList objects are composed of at least one table. You can use GP tables including 3rd party tables, SQL tables, or data connections, and can choose which fields from those tables to use. In addition, custom Go To links can be created. A Go To link is the link from a SmartList to a GP window. Security settings for Smartlist apply to the Smartlist Builder, so you can be sure only authorized users are viewing the new SmartLists.

Smartlist Builder is an add-on module, so contact Odyssey for pricing and training information or to request a demo.

Have a question for Odyssey? Submit a support request by emailing support@tosg.com or by calling 724.940.4411.

Microsoft Dynamics Promotions



For more information or a quote, please contact Anne at 724.940.4411x101 or aclinton@tosg.com today. Hurry - these deals end soon!

License Discount on additional modules

When you purchase 2 add-on modules, receive a 3rd module for 50% off.

- Offer only applies to GP modules.
- Does not apply to Enhancement fees
- Offer ends Dec 23, 2009. Other restrictions may apply.

Transition to Business Ready Licensing

For a limited time, receive a 25% discount on additional modules or users when you move to Microsoft's new licensing model - *Business Ready Licensing*.

- Additional users/modules must be purchased at the time of transition; discount does not apply to the transition fee.
- Offer ends Sept 25, 2009. Discount does not apply to enhancement fees and cannot be combined with other offers. Other restrictions may apply.

About Business Ready Licensing

Business Ready Licensing (BRL) is an alternative pricing model for Microsoft Dynamics GP. While most customers purchase modules one by one, BRL provides packages of modules and pricing is primarily based on number of users. BRL is now available for existing customers and can greatly expand your functionality. To learn more about BRL, contact Anne at aclinton@tosg.com, 724.940.4411 x 101, or view the on-demand Microsoft webcast covering Business Ready Licensing:

<http://msevents.microsoft.com/CUI/WebCastEventDetails.aspx?culture=en-US&EventID=1032362704&CountryCode=US>

You must be current on an enhancement plan to be eligible for these offers. Enhancement fees will apply to all modules and users acquired. Some offers cannot be combined with other offers; special terms and conditions may apply. Contact Odyssey for promotion details and pricing.



3rd Party software spotlight: CRG Changer

Corporate Renaissance Group has developed a number of solutions designed to help Microsoft Dynamics GP customers operate more efficiently, increase productivity, and maximize their GP investment. One of the most widely used products by our customers is their Changer series. **Changer** easily changes and merges general ledger accounts, vendor IDs, employee IDs, item numbers, customer IDs, project numbers and contract numbers for all current and historical transactions. Transactions associated with all codes are automatically transferred to the new numbers and IDs with no trace to the original information. Drill downs, balances and reports will treat the modified information as if it had been posted to the new account from the beginning.

The following **Changer** modules allow for easy and straightforward changes to Microsoft Dynamics GP data:

- Changer GL – Change or merge General Ledger Accounts
- Changer RM – Change or merge Customer Numbers
- Changer PM – Change or merge Vendor IDs

- Changer IV – Change or merge Item Numbers
- Changer PR – Change Payroll Employee IDs to new codes
- Changer PA – Change Project Numbers and Contract Numbers in Project Accounting module to new codes

CRG understands many customers have implemented third-party solutions and additional modules to maximize the return of their Microsoft Business Solutions investment. To keep pace, CRG has incorporated 'changing and merging' functionality into Changer which will update data from various third-party applications and Great Plains additional modules with those using Great Plains on Microsoft SQL Server. These include:

- Project Accounting
- Fixed Assets
- Cash Flow Management
- Electronic Reconcile
- Manufacturing
- EFT for Payables/Receivable
- Collection Mgmt
- Safe Pay
- Human Resources
- Payroll
- Revenue Expense Deferral
- MICR from Mekorma
- Job Costing from Wennsoft
- Billing Series from Encore



Contact Odyssey for more information on CRG or visit www.crgroup.com.

Latest Service Packs and Product Lifecycle Dates

Service Pack Reminder

Is your GP installation up to date? Go to **Help—About Great Plains or Help (question mark icon in upper right hand portion of screen) — About Microsoft Dynamics GP** to find out. Contact Odyssey for assistance with downloading Service Packs.

***NOTE** - You must be current on an Enhancement Plan to access Service Packs. We recommend having a working backup of the Dynamics database and all company databases, the modified dictionaries and any modified forms or reports prior to applying service packs.

Product	Version 8.0 LAST SERVICE PACK	Version 9.0	Version 10.0
GP (Great Plains)	8.00g73	9.00.0358	NEW: Service Pack 4 10.00.1368
Dexterity	8.00g086	9.00.0086	10.0.324
Explorer/SmartList	8.00.63	9.00.0278	10.00.0899
FRx	6.5.246 6.7.9111 6.7.10343	Service Pack 9 - 6.7.9111 Service Pack 10 - 6.7.10343 *(Must apply SV 9 before installing SV 10)	Service Pack 9 - 6.7.9111 Service Pack 10 - 6.7.10343 *(Must apply SV 9 before installing SV 10)
Forecaster 7.0			Service Pack 3 7.0.1613.13

CRM 4.0	Update Rollup 4 <i>CRM Online customers - All updates are installed automatically.</i>	
SQL Server	SQL Server 2005: Service Pack 3 9.00.4035	SQL Server 2008: Service Pack 1 10.00.2531.00

Product Lifecycle Dates

The following Microsoft versions will no longer be supported by Microsoft after their respective expiration dates. For more information on Microsoft's support policy, please visit <http://support.microsoft.com/lifecycle>

Microsoft Dynamics VERSION	EXPIRATION DATE
GP 8.0	October 13, 2009
GP 9.0	January 1, 2011
GP 10.0	October 9, 2012
CRM 3.0	April 12, 2011
CRM 4.0	April 9, 2013

Microsoft FRx	EXPIRATION DATE
FRx 6.5	July 1, 2008
FRx 6.7	October 9, 2012
Note: To ensure that your FRx installation remains supported and up-to-date, we recommend you upgrade to FRx 6.7. FRx 6.7 was released with Microsoft Dynamics GP v8.0.	

Microsoft SQL SERVER	General Availability Date	Mainstream Support Expires
SQL Server 2005	1/14/2006	4/12/2011
SQL Server 2008	11/11/2008	1/14/2014

Visit Microsoft's Support website for a complete listing of Microsoft products and their respective expiration dates:

<http://support.microsoft.com/lifecycle>

