

## **Maintenance**

When you first license Links you get one year's software maintenance. This provides email and telephone support for the system and FREE upgrades as they become available.

After the first year you can decide whether you wish to renew the license or not.

If you do not have a maintenance license you will be required to pay in advance for any support or upgrades.

## **Upgrades**

Links is in continuous development as circumstances change and at the request of current users.

These updates are issued on a regular basis and will be loaded directly onto your system via the Internet.

## **Remote assistance**

The quickest, fastest, simplest and safest way to receive updates is by a remote link from Links to your computer across the internet.

There are various ways of doing this but the preferred option is using software call pcAnywhere.

When you need assistance let Links know what you want then start-up pcAnywhere and we will do the rest.

With pcAnywhere it is possible to give tutorials on your computer showing you what to do whilst talking you through it on the phone.

## **Routine tasks**

There are several regular tasks you should carry out to keep your databases in good working order and prevent data loss.

Backups – always take regular backups as you never know when a computer might fail (see Get started).

Tidy –This routine also has processes which clear out redundant data (see Get started).

Optimise – Optimising tidies up the databases and repairs and damaged indexes or lost fields (see Get started).

Re-boot – If your computers are on constantly re-boot them regularly (including your server) as this makes sure the operating system clears its memory and runs at its optimum.

## Printers

**Standard printers** - Any printer will work with Links as long as the printer is the “default” Windows printer.

All reports are designed to fit A4 paper and will automatically rotate to landscape when required.

Some reports produce labels in standard formats 2 or 3 across and 7 down or print addresses directly on envelopes.

**Scorecard printers** – if you want to print scorecards you need a printer capable of printing on card – either using your existing scorecards or printing a complete scorecard on blank card.

**Receipt printers** – The till and booking modules can print till receipts and any standard receipt printer will do (80mm roll). Links recommends the Epson TM88.

## Swipe-cards

All the links modules can be used in conjunction with swipe-cards and is specifically designed to work with the Golfnet used in Ireland.

Links uses only the ID encoded on the magnetic strip and does not write any information to the card.

Swipe-cards can be used by Links in 3 main areas:-

**Handicaps** - to identify golfers as they enter a competition or return their score.

**Bookings** – to identify bona-fide members and their eligibility to play and to track guest limits or rounds played.

**Epos** – to identify bona-fide members and any restrictions placed on them, to verify age and to run members “loyalty” accounts

**Card readers** – card readers can be incorporated into a keyboard or till or separate units.

## Tills

The ePos module is designed to run on a “touch-screen” till.

These tills can be all in one or separate units (till, receipt printer and cash drawer).

Alternatively you can use a standard computer (with or without a touch-screen) and add the components required (this is especially useful at a reception desk where the computer is used for normal business and taking green fees or subscriptions).

Any standard **cash drawer** is suitable but to open automatically it needs to be wired to receipt printer.

Any standard **barcode reader** can also be used where most of the stock already has a barcode printed on it (items without a barcode can be input via the touch-screen).

## PSI

PSI stands for Personal Score Input allowing golfers to enter their scores during competitions. This is done using a touch screen with or without swipe card operation.

## Windows programs

**Links** can export data in a variety of formats that can be used by Windows software such as Notepad and Wordpad. The export can be in MRG, TXT and CSV formats.

Data worked on external software can also be imported into **Links**. This is especially useful to populate **Links** when you first start to use it.

Export options are usually given as options on the Print menu within each module or when updating other modules from the central Membership database.

## Microsoft Office

Data exported can be used by Microsoft Office programs to add greater flexibility and to add a more professional touch to letters and mail shots.

CSV files are ideal for Excel allowing each club to do further in depth analysis of the data held.

Data imported into Word can be used for high quality mail merges either as letters, faxes or email. The fax option requires a suitable fax driver and the email option requires Microsoft Outlook (Outlook Express is not acceptable).

Links can export data and open merge documents as one seamless operation (details on how to create the link are in each module)

## **Golf Software**

Data can be imported from other proprietary software to enable data held by say, Club Systems, to be used in the Links Bookings module.

Similarly data held in the Links Membership package can be exported for use in a Controlled Door Entry system or ePos system

## **Logmein**

Logmein is an Internet service allowing remote access to your computer. This is a quick and easy way to rapidly fix any problems you may have and provide help as required.

For more information go to <http://www.logmein.com/>

## **pcAnywhere**

PcAnywhere is similar to Logmein but requires a static IP address or a Dynamic DNS service (see Dynamic DNS) in order to work.

pcAnywhere allows the bulk transfer of files when upgrades are being installed.

For more information go to <http://www.symantecstore.com/>

## **Cute**

Cute is supplied by Globalscape and is a file transfer application.

Cute is necessary only for those using the Handicap system in Ireland to transfer data to and from Golfnet.

For more information go to <http://www.cuteftp.com/>

## **Dynamic DNS**

Whenever you connect to the Internet your Service Provider allocates you an IP address unless you have already purchased a fixed one.

An IP address is basically your postal address on the internet so that other users can find you. This is essential if you are using our online Booking or Handicap service and for Links to locate you with pcAnywhere.

If you don't have a fixed IP address you can use a Dynamic DNS service which automatically tracks your temporary IP address and locates you under a name such as **yourclub.dns2go.com**.

For more information go to <http://dns2go.deerfield.com/>

## **PKZIP**

PKZIP is an application that bundles and compresses your files making them easier to transfer by email and extracts ZIP files sent to you.

PKZIP is necessary only for those using the Handicap system in Ireland to transfer data to and from Golfnet.

For more information go to <http://www.pkware.com/>