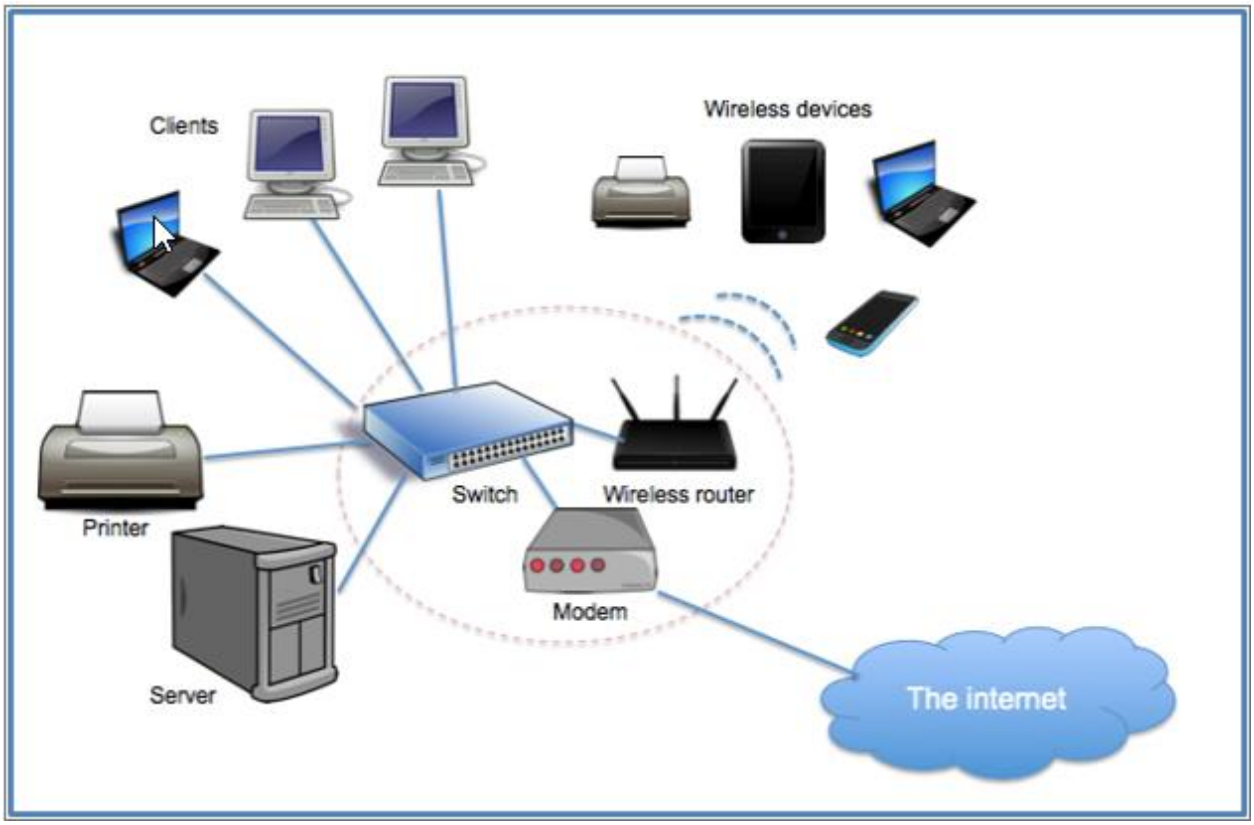
Phone: (204) 324-6429
support@choicetech.ca

Network Configuration Guidelines White Paper

An easy-to-understand guide for configuring your network for accounting software and optimizing your performance.



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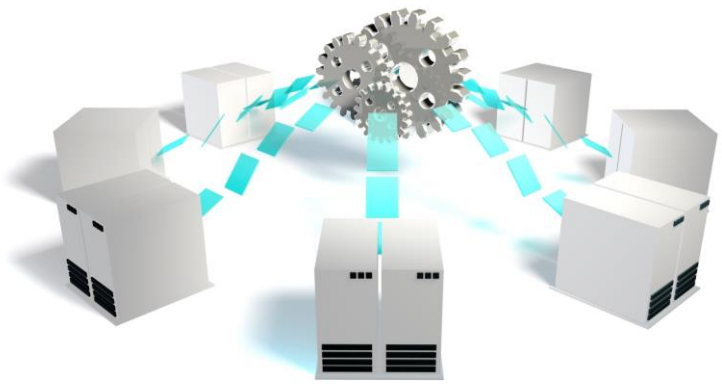
Guideline Overview

These Network and hardware requirements are common for mid-market accounting applications. This article has been prepared as an easy-to-understand guide on how to configure your network using Industry best practices.

ChoiceTech Accounting Solutions has worked closely with ITs of clients to resolve many network related problems within the accounting department. This document is created with you, the end-user, in mind to help you provide to your IT/Network specialists the information they need to configure your network to an optimal configuration.



We recommend these network and hardware specifications specifically for larger Adagio sites. Adagio can also be installed in a remote desktop environment where Adagio is installed on the server through your RDP connection and then the workstations play a less significant role. For licensing purposes an Adagio client still needs to be installed on every Adagio workstation. Another configuration is where the Adagio application is installed on every workstation and the server acts as a file sharing device. Here the workstations need to be well configured as the application runs on the workstations. Drive speed is important. The server can be lightly configured but will need a good Solid-State drive subassembly.

ChoiceTech Accounting Solutions is not an IT company although we have worked closely with ITs of clients to resolved many network related issues, this document is created as a suggestion for any issues you may run into with Adagio. The developer of Adagio also has forums to help us make suggestions to you based on other customers who have assisted successfully with similar networks. Adagio is running successfully for thousands of end users on unique environments.

We have made significant effort to ensure the accuracy of this document. If you believe that any of the information contained herein is incorrect, please let us know by emailing info@choicetech.ca. We hope that you will find this document useful in your endeavours.

Hardware & Server Requirements
Network Optimization Guide
Administrative Summary
Hardware Requirements

1. Workstation Configuration
2. Server Configuration
3. Network switches and infrastructure
4. Server Room and Network
5. Internet Connectivity and Firewall
6. Windows Domains, Printing and Network Shares
7. Maintenance and Monitoring
8. WinZip versus Compressed Folders

Administrative Summary

Hardware Requirements & Network Recommendations

Workstation Recommendations:

- Windows 10 Professional 64 bit with 3.0 Ghz or greater Quad Core CPU with 8 Gigabytes of RAM
- Windows 8.1 Professional 64 bit with 2.4 Ghz or greater Dual Core CPU with 8 Gigabytes RAM

Monitor Recommendations:

- When purchasing wide screen monitors, please purchase business use monitors and that have proper text size.
- We recommend Dual Monitors for all users as an inexpensive productivity improvement tool which may increase productivity up to 50% or more

Server Recommendations:

- Use name brand hardware.
- Deploy a Terminal Server using Remote Desktop for improved performance by eliminating the need to move application and data elements across the network.

- Most transaction-based software is Input/Output intensive. Use appropriate hard drives, like SSD or M2 or NVMe in RAID 10
- Virtual servers are a great option; however, virtual servers do not create virtual hardware. Make sure you purchase adequate hardware resources for the number of virtual servers you plan on running
- Small Business Servers are not recommended posing high overhead from software components rarely used. Exchange settings conflict with those required for accounting software unless all workstations are Windows 8/10. As a result, accounting data is at risk of being corrupted, or the server is very slow. If you run Microsoft Exchange in house it is recommended that it run on either a separate physical or virtual server instance.

Network Recommendations:

- All components should be running at 1,000 megabytes per second (1 GB/s) or 10Gb Ethernet for larger sites.
- Switches must be a high-quality throughput (wire speed).
- Cabling should be Cat 5e for Gigabit Ethernet connections, installed by an expert, properly terminated in a patch panel. Depending on the distance, use Cat 6a, fiber or twinax connections for 10Gb Ethernet connections.
- Use the correct network configuration for Opportunistic Locking and SMB, based on server and workstation operating systems

Antivirus Recommendations:

- Use a managed solution, installed on the server instead of Firewall software. Many antivirus applications can create 1GB or greater changes daily as they update their virus signature files. Exclude your backups, to decrease backup size significantly.
- Get a professional to install your hardware firewall and do not use a software Firewall as your primary defense against outside intrusions.
- Exclude all accounting software programs and data folders, both mapped drive and UNC path.

Mapped Drive Recommendations:

- For Terminal or Citrix servers, use SUBST instead of NET Use

Using SUBST eliminates random access violation errors.

Backup Recommendations:

- Either Block Level (BL) or Block Level Incremental (BLI) backups (like VitalEsafe).
- Entire disk snapshot-based backup technologies (like the former "Ghost").
- With traditional file-based backup, you must backup all files. ***Do not use an incremental file backup.***

Uninterrupted Power Supply (UPS) Recommendations:

- All accounting software servers and workstations must be on UPSs. Ensure runtime is adequate for the load of the protected equipment
    - Include all accessories plug in as well.
- UPS batteries should be replaced when the manufacturer recommends. Label them when you replace them with a date.
- **Antivirus:**
    - To test if antivirus is the problem, uninstall and ***do not disable only***.

Administrative Summary to Eliminate slow Networks

Troubleshooting a slow network:

- Properly configure hardware/hard drives
- 10/100 legacy switches – improperly configured, with network loops and/or bad bottlenecks
- Use high quality wire speed switches like Cisco HP, and Allied Telesys
- Cascading of switches forcing many users to share a single network wire
- Weak, low-end server hardware or poor network infrastructure

Antivirus:

The best way to determine if the antivirus software is the problem is to uninstall it. Ensure Opportunist locking is properly configured in Server Message Block (SMB) setting. Configuration is dependent on the server. A workstation mix in your network, if not properly configured can cause corruption and can have an adverse impact of network performance.

- To test if antivirus is the problem, uninstall and ***do not disable only***.

Note: Please make sure your server has the latest Microsoft Hot Fix for SMB.

Combination of: Opportunistic Locking Server O/S Workstation O/S SMB Server Workstations

- 2012 R2 W7 or higher 2 Enabled W8 or higher 3 Enabled
- 2016 Standard W7 or higher 2 Enabled W8 or higher 3 Enabled

Note:

• SMB 1 has been compromised and has been the source of many malware infections. It is no longer recommended and should be turned off on all servers as soon as possible.

• Opportunistic Locking setting must be the same way on all workstations, network, and accounting software

• When considering Server/Workstation combination, consider ***all*** workstations on the network, not just those used for accounting software.

Network Optimization Guide

1. Workstation Configuration

Recommended Minimum System Requirements:

Workstation Operating System:	Windows 8/8.1 or 10 Professional (64 bit)
Workstation CPU:	Core i7 CPU, 3 GHz with 32GB RAM recommended.
Workstation Disk Drive:	250 Gigabyte recommended; Solid State Disk (SSD)MV2 or NVMe highly recommended to maximize performance.
Workstation Display:	IPS monitors are much clearer and cause much less eye fatigue than lower quality monitors. Spend a few extra dollars and your employees will benefit greatly.
Server:	Windows Server 2012 R2 or Windows 2016

• Please do not upgrade existing workstations to a new operating system as hardware has improved exponentially

• All “home” based versions of Windows 8.x and Windows 10 do not support domains or networks properly and ARE NOT recommended. Please acquire Professional or higher versions of Windows.

• Workstations should all have Gigabit Ethernet (1000 Base-T network connections

• The local user will require full administrative rights to the local workstation for software installation and setup. This can be lowered to “power user” after installation.

• **Ensure that a sufficiently large paging file size is assigned**. For all Windows versions use a custom not System Managed paging file and change it to the system recommended size.

• Disable all unnecessary start-up items to free up system resources and minimize conflicts

2. Server Configuration

Example: Start-Run-MSCONFIG – and turn off all non-essential items (almost everything):
• Ensure that all mapped drives, domain & printers are created and tested in advance of software installation.

Server Disk I/O subsystem:

• Your server must be configured using SSD PCIe disks and an advanced controller with minimum 512 MB of cache and more for larger organizations like 1GB or 2GB caching controllers, which can support RAID 10. At the time of this update the document examples of a quality RAID controller would be: Dell Perc H730 and H730/P, the HP HPE Smart Array P408i-a, or a Lenova Think Server RAID 720i.

• **The choice of the controller may very well be the single most important decision that is made in the hardware configuration of your server, Do not go for cheap here.** The faster your controller, the faster everyone gets their work done and the longer your server will last.

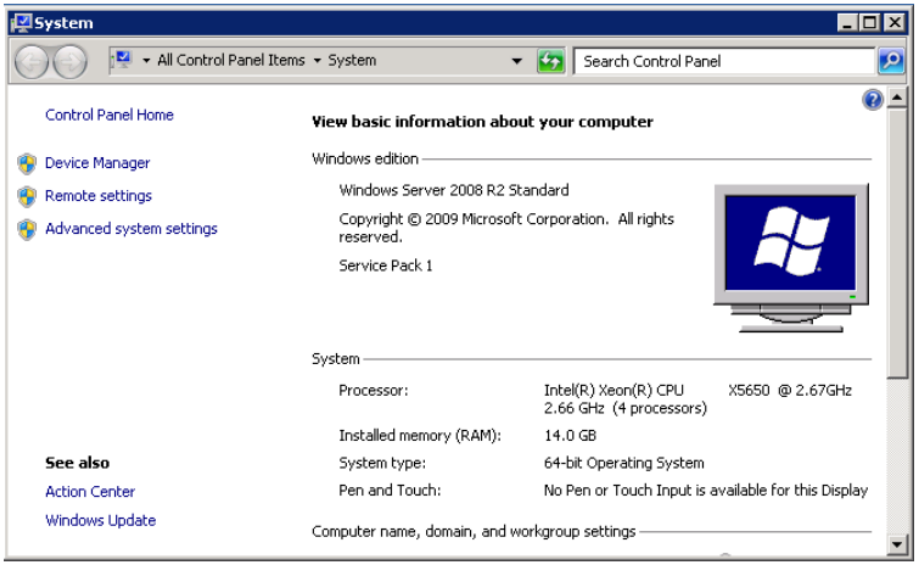
Server Requirements

• **SATA drives are never acceptable**, as their performance is poor and does not meet the grade, even in RAID 10 configurations. SATA is for desktops and not servers. Do not be tempted by the low prices of SATA since they have low performance (with the exception smaller databases).
• The processor will sit idle much of the time, waiting for slow disks to eventfully cough up the information you need.
C: = RAID SSD, operating system, and page file.
D: = RAID 10 SSD, accounting software file repository (4 - 250-500GB capacity)
Virtual Machine configurations are highly recommended
RAID 5 is not recommended.

Server Memory and Operating System:

- 32GB of RAM in a 64-bit Windows 2012 R2 environment is recommended. 64GB of RAM or more recommended for Windows Server 2016.

Good 10-15 user server RAM & CPU example:



Server CPU:

- XEON 4 core processors are recommended with 5400 series or greater, running at 2.4 GHz or greater. Intel E3- or E5- with 4-12 core processors are recommended, running at 3.0 GHz or faster. Currently most Windows software (including Adagio) is single threaded and cannot take advantage of multiple cores. Always select the highest clock rate you can get with the number of cores required to run your workload. More cores will not make your application software run faster (but it will support more simultaneous users). It is simple math: a 3.5 Ghz CPU will run most application software 75% faster than a 2.0Ghz CPU.

Server Brand:

NAME BRAND ONLY! There have been so many problems with “white boxes” we normally do not even consider them anymore. Please only consider IBM, DELL, HP, etc. They have real warranty, support, and quality assurance, which a “house brand”, Intel self-assembled system simply cannot compete with.

Server Network Connections:

- Dual load-balanced 1000 Base-T network cards are recommended in all configurations.
    - This provides redundancy and eliminates bottleneck potentials between the servers and switch.

Server Configuration

Additional CPU cores to support remote desktop users: 1 additional CPU core for each 4 simultaneous remote desktop users

Example: Windows 2012 R2 Server with 20 simultaneous remote desktop users

Memory calculation: 32GB + 20 * 4GB = 112GB rounded up to 128GB

CPU Cores required calculation: 4 cores for Windows 2012 R2 + 20 users/4 users per core = 4+5 = 9 minimum CPU cores. While it is possible to run this load on 8 cores you should consider future growth and probably choose to round up to 12 cores. 12 cores can be configured with either a single 12-core 3.0Ghz CPU (Intel E5-2687W) or two 6-core 3.4Ghz CPUs (Intel E5-2643). Unless you anticipate a large increase in the number of users over the next 3-4 years (to more than 32 users), the two 6-core CPUs would give you better performance at a lower cost. **Very important to keep the frequency of the processors high.**

Virtual Servers:

Most accounting software is compatible with running on a Virtual Server, like any server would be, and here are some good recommendations for building a good Virtual Server which will run your accounting software well:

1. Most important – performance. Running an accounting server plus other servers on the same physical host will slow the accounting software down, unless the host is properly provisioned, so choose your hosting platform wisely. There is no “magical resource increasing” in VMware or Hyper-V or any virtual platform. The host must have enough CPU, RAM & Disk resources to run all the servers you will be hosting on it, and it must be substantially more powerful than a single conventional server.
    - Virtualization lowers total cost of ownership and has many other benefits.
2. As accounting software has heavy disk I/O requirements, providing real-time access to dozens of files simultaneously for multiple users, in our experience, we have found that a low number of conventional drives (E.g. 3) in a RAID 5 array will not suffice for even a single server. Please use larger RAID 10 arrays or better yet, consider deploying Enterprise Class SSD drives in an array or an SSD PCIe card to host your virtual servers. This way you will have no possibility of disk I/O bottlenecks. Configure your virtual server to have full access to the drive subsystem.

3. Convenience and flexibility: Virtual servers are not hardware dependent, and guest servers can be easily relocated to new systems, granting you flexibility and portability with regards to hardware requirements. If you find your host underpowered, you can move one or more guest servers to a new host with ease.

SSD Drives:

This is now the accepted technology as it is proven to be exceptionally fast, reliable and has recently become much more cost effective. Recent cost decreases in the cost of Enterprise SSDs and significant increase in their lifespan makes consideration of using SSD storage exclusively very attractive.

- 4th generation enterprise SSDs offer up to 500,000 IOPS or greater. This is the same throughput as a RAID 10 array with over a thousand conventional drives in it!
- SSD drives run at a lower temperature, have no moving parts, are resistant to shock. They use way less power and have a much higher mean time between failure rate at 2 - 2.5 million hours.

Enterprise class SSD drives are highly recommended:

• Enterprise class SSDs and their even higher performing SSD PCIe cards offer lower cell failure rates and power failure protection.
• Both OCZ and Fusion IO have been adopted by large server manufacturers like Dell & IBM.
• Please do not consider consumer class SSD drives, as they have issues with cell failure and degrading performance over time. Do not use them in your server.

Details on the performance of SSD PCIe drives:

- Conventional disks typically can process about 230 requests per second – called IOPS.
- This means that a RAID 10 array with 10 disks can process 2300 IOPS or requests per second, under ideal conditions.

Server Backup Solutions:

- Recent changes in technology now offer new possibilities for backup solutions.
- Because some accounting software solutions, like Adagio, are capable of changing the contents of a file without changing the file size or date stamp, conventional file based backup solutions are not recommended unless you do a full backup (never incremental). Full file-based backups can run out of time and are not good choice with the myriad of backup technologies available today.
- A new type of backup that is becoming the mainstay in the backup industry is called block level or block level incremental. This new technology is wonderful for accounting users because it examines the disk for changes and not the file system. It bypasses the weaknesses of legacy file-based backup technologies and offers users a great new solution, properly protecting important accounting data. Block level backup solutions like Shadow Safe take a completely different approach to backups and can make incremental backups every hour to ensure your data is protected. File by file backup solutions cannot backup while users are accessing the data and are limited to a single backup each night at best.

The three types of backup solutions that will work are:

A. Either Block Level (BL) or Block Level Incremental (BLI) backups (looking for changed disk data blocks and ignoring the file system).
B. Entire disk snapshot-based backup technologies (like the former "Ghost").
C. If you use a **traditional file based backup** technology **you MUST do a FULL BACKUP** of all areas of the application and data repositories – **incremental or traditional backup of these directories is NEVER AN OPTION** – you will not have a good backup. This is not recommended, but it will work.

Server (and Workstation) Antivirus Solutions:

Antivirus Software installation:
This is an important subsection of proper workstation and server configuration.

The rules are simple:

1. Please do not install the firewall portion of an Antivirus protection suite onto a workstation or server participating in an accounting software configuration. Proper firewall protection should be achieved through a hardware security appliance like a SonicWALL, not through a software solution, as this type of solution gets into the "layers" of communication in a workstation's TCP/IP stack, and interferes with critical server to workstation communications. *Please, while you are installing all Anti-virus protection suites, ensure that you select "Custom", and disable installation of the firewall portion of that suite.

2. Always exclude the accounting software program & data folders from real-time scanning (both mapped drive and UNC paths). Virus scanners will both impair the performance of accounting software and may also see the accounting software application executions as "virus- like" activity and break or shut down important processes. Note: It is important to exclude both the accounting software programs and data.

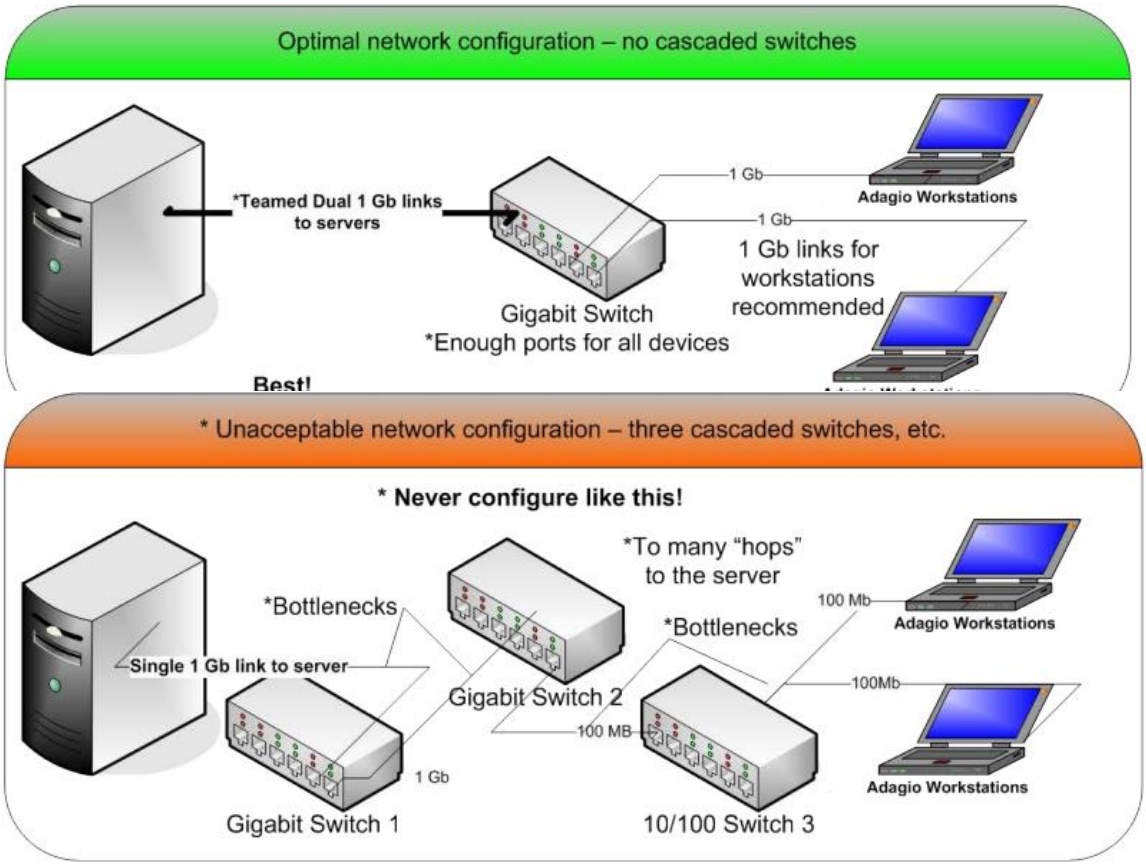
3. Managed antivirus solutions are best! Installation of a corporate antivirus solution with central management suites is recommended. These corporate solutions ensure that all clients are up-to-date and provide many helpful features like network wide scanning and client management tools.

4. Use the same antivirus software version throughout the whole company! Mixing and matching versions and manufactures makes antivirus solution management difficult to maintain. When all clients run the same solution, you will not have as many unique problems to deal with. Standards are preferred especially concerning antivirus solutions.

5. Anti-virus prevention: Educate your end-users to prevent a piece of malware by not saying “yes” when prompted. These applications are common, and can easily infect systems, so take time to inform end-users to beware! If such a program pops up, either terminate the window in task manger, or ask someone who knows what is going on. Using “Firefox” can also help or some other non-Microsoft version of Internet browser, as these alternatives to Internet Explorer are not vulnerable to the same attacks as Microsoft products.

3. Network switches and infrastructure

As a rule: It is our professional recommendation that you should NEVER cascade your core (wiring closet) switches. If you outgrow a 24-port switch, replace it with a 48-port switch. If you outgrow a 48-port switch, you are a very large organization and will need to upgrade to switches that support stacking ports (normally 10Gb or 40Gb ports). In no case should you ever cascade more than two switches. The use of teamed 1GB links between servers and switches is highly recommended.



4. Server Room and Network

Uninterruptible Power Supply (UPS) devices:

Power must be supplied by a UPS to all accounting software servers and workstations. If your accounting software is in the middle of writing something to disk and EITHER the workstation OR the accounting software server shuts down unexpectedly, the accounting data can become corrupted.

• When purchasing a UPS, you should confirm it supplies adequate run-time with no AC present for the load of the protected equipment.

• Check UPS when adding workstations and servers to confirm it will support the new hardware to meet requirements for UPS's.

• Ensure switches & routers are plugged into a UPS since they must stay "live" until your applications have finished saving all network transactions to disk.

• Give UPS enough time to run Windows shutdown software. Wait 5-10 minutes on workstations and 15 or more minutes for a server to allow it to properly shutdown.

• UPS batteries need to be replaced when the manufacturer recommends, not when they die. It eliminates catastrophe in most critical circumstances like a power failure.

• The UPS devices need to be tested, with either the built-in run time calibration or powering down your server or workstation to prevent data corruption, load the UPS with an old monitor and unplug the UPS. If it provides power for 10-15 minutes to the load, it is OK and if not replace the UPS or its batteries. Test UPS's annually.

Air conditioning:

• The servers or server room should have a reasonable temperature approximately 20 degrees Celsius. This will dramatically increase the life expectancy of your servers.

• Invest in a dedicated air-conditioner to keep your servers cool is at a low-cost. Use approximately 5,000 BTU per server, to cool both the server and the ambient air.

Note: ***Store your server in a ventilated area with cool air.***

• On average, for every 10 degrees cooler you keep your server or server room, you may add 3-5 years life expectancy to your servers.

Windows shutdown:

One reason for using UPS devices is to avoid improper Windows shutdown. Always shut down Windows from the START – SHUTDOWN feature in the operating system, as failure to do so can corrupt accounting software data. The power button is a last resort and every time you press it instead of patiently awaiting shutdown.

5. Internet Connectivity and Firewall

Internet Service Provider (ISP):

Choose the most reliable Internet Service Provider in your area instead of small outfits.

• We recommend using a provider who regularly deals with commercial users and can easily provide static IP addresses and business plans.

If you are hosting a Remote Desktop Server, or using remote connectivity, pay attention to its' upload speed and download speed is irrelevant. A typical rule is 100 Kb/s per Remote Desktop user, so if you have ten external users, 10 x 100 Mb/s = 1 Mb/s upload speed.

• Dedicated IP addresses are recommended for remote connectivity, as random IP address changes cause connectivity issues.

Firewall:

To properly protect your critical accounting financial system, please use a hardware firewall appliance, and not a software firewall or a SOHO (Small Office Home Office) designated firewall. DLink, Linksys and Netgear are designed for home use and not business use.

Software firewalls are never recommended as they interfere with accounting software server to workstation connectivity. Use a firewall with Deep Packet Inspection and not a simple NAT-Based router to protect your corporate data. Hackers have spoofing tools and can easily bypass a NAT router and grant someone remote access to your corporate data in seconds! Hackers are prevalent!

Recommended business use firewalls are SonicWALL, Cisco PIX, Juniper, Nokia running CheckPoint FW-1 on top of their IPSO operating system, Watchguard, and Symantec's 5400 series appliances.

SonicWALL devices are highly recommended. They are reliable, easy to configure and competitively priced, for a firewall that provides excellent protection, performance, and reliability.

6. Windows Domains, Printing and Network Shares

Windows Domains:

Apply modern accounting software methods to utilize current networking technology, requiring mapped drives, and supports network printing. Get an expert to properly configure your Window Domains.

A good rule of thumb for a Window Domain name is int.domain.com where domain is the root name of your public domain name, and the NetBIOS name = domain. Never call your internal domain the same name as your public domain. Add an INT. etc. in front of it.

Example:

Internal FQDN: int.microsoft.com NETBIOS name: MICROSOFT

• Create a domain and join to this domain all workstations which you wish to run your accounting software on.

Mapped Drives:

1. Share a directory called "Accounting" or the name of your accounting software.

On the RAID-10 D: drive of your accounting server. This is where the accounting software programs and data will reside.

2. Allow all Adagio users both full NTFS and full Share permissions to this folder.

3. Add a mapped drive using a Domain Logon Script or Domain Policy to the shared folder. This is accomplished by adding the command in netlogon.bat assigned to each user in Active Directory User and Computers.

Example:

Recommendations: subst p: \\server\accounting

Historical: net use p: \\server\accounting /persistent: yes

Using SUBST eliminates random access violation errors when running, particularly in a Remote Desktop environment. Test folder to ensure that each user has full permission.

• Never modify the default domain policy to map drives if you use policies for mapping resources. Always create new policy.

Network Printing:

Connect your network printers directly to the server, set up the shares on a server, and then connect the workstations to those shared printers on the domain print server, or use a dedicated network print server connected to the accounting software server.

There are several reasons for this:

- Single point of printer administration
- More robust print queue on the server which is far less prone to queue errors
- Easier to troubleshoot if you have a driver version that is causing boxes to appear around text and you only need to update the driver in one place instead of each workstation.

4. HP compatible printers are compatible with all accounting programs and should all be tested prior to installation of your accounting software as well as other printers are also acceptable.

File access Permissions for Adagio:

"Fact: Without full access and permissions to all files and systems functions for the installation of your accounting software, proper installation is not possible."

This includes:

- Full access permissions end-user to the accounting software server data folder.
- Full local administrative rights to the current system or Remote Desktop, for the duration of the accounting software installation, for ALL end-users that will be running accounting.
- An unmodified domain policy except for password requirements. If the domain policies have been modified, restore them to original. For any polices that must be enforced, create a separate custom policy, add the changes, and make them applicable to no users until the installation is complete.
- Post-install system rights assignment: It is normally safe to lower the effective rights of the end-user to "power user" after installation.
- Post-install file access permission to the accounting software data folders with "full access". This way security risk is low as accounting software has its own built-in security.

Section 6: Windows Domains, Printing and Network Shares - continued

5. Test file permissions and workstation security BEFORE the installers arrive. Ensure that the end user can install and uninstall an application. Ensure that the end-user can create, save, edit, rename & delete a file on the accounting software mapped drive.

Note: It is not the responsibility of **ChoiceTech Accounting Solutions** to ensure that your network permissions are properly setup, and that is one of the reasons they are providing you this guide – to help you with this issue. Failure to meet these file server and workstation permission requirements can complicate the install procedure, adding time and costs to any installation project.

7. Server Maintenance and Monitoring

Regular Server maintenance by IT Professional:

- Inspect RAID arrays
- Check Event logs for errors
- Defragment the system volumes except for SSD
- Ensure disks are not running out of space
- Inspect Your backups
- Do Windows update

8. WinZip versus Compressed Folders

WinZip:

WinZip has been around for a long time. WinZip is not Freeware when used for commercial purposes. WinZip's biggest advantages are speed and a full set of features.

Compressed Folders:

This is a free utility now available as part of the operating system, however, can take a long time and lacks features. Consider purchasing a couple of licensed copies of WinZip, one for the server and a second for the primary workstation that we would normally use when picking up and delivering your accounting database.

Delays resulting from having to contend with an expired WinZip license or having to wait for Compressed Folders to finish adds to the cost of supporting your database.

Network Guide Summary

The network, server & workstation recommendations are not just recommended for Adagio but are recommended as optimal configurations for any small to medium sized network. By following these simple guidelines, like removing cascaded switches, and ensuring proper workstation, domain and server configurations, your entire network and organization will benefit. You may not require much to bring your hardware and network up to date to get huge benefits like adding a few Gigabit Ethernet switches, some network reconfigurations and your performance improves significantly.

The benefits of supporting accounting software on optimized networks are huge. It runs accounting runs smoothly, saves time, eliminates errors, and is a reliable and efficient financial application. Running accounting software on poor networks is costly to maintain and provides poor performance.

Optional: Consider purchasing and installing two fully licensed copies of WinZip, one for the server and a second for the primary workstation that we would normally use when picking up and delivering your accounting database.

It is the goal of ChoiceTech Accounting Solutions to see your networks properly configured so that your overall experience with accounting software will be better. This information should help you save money long term.

Adagio Accounting is a powerful and stable solution. Following this network guide will further enhance the stability of your environment and speed up your daily processes.

Please contact ChoiceTech Accounting Solutions if you wish to acquire assistance with reviewing, auditing, or implementing any of the recommendations in this guide. We would be more than happy to discuss any of these points with you.

If you need assistance with determining how to apply the material in this document to your circumstances, please feel free to contact our customer service team at info@choicetech.ca or call (204) 324-6429.