

E-max / Edge Tech Bulletin 15

Date Issued: 08/15/08

Product Affected: Load & Track Client(s), Load & Track Server, Bingo Console

Version(s) Affected: All Versions

Problem: Application Software Upgrades being done incorrectly.

Please note: Booting from the Application Software CD is not an upgrade. It is a full install (all programming will be lost) and should be done in the same order as an upgrade. (Client, Server and E-max / Edge Bingo Console)

Software Updates are done from Main Menu, Utilities, Upgrade Software.

Solution:

- 1) Dial out and renew the License Key.
- 2) Back up the Bingo Game database on a CD.
- 3) Install the Application Software Update in the proper sequence. Load & Track Client(s) must be upgraded first, Load & Track Server must be upgraded after all the Load & Track Clients are upgraded, the E-max / Edge Bingo Console is upgraded last.
- 4) Create new database backup on the Load & Track.
- 5) Create new database backup on the E-max / Edge Bingo console.
- 6) Disregard all previous Bingo Game database backups.