



## **Martech**

SYSTEMS, INC.

*This newsletter is full of important and helpful information. Please take the time to read it. If you do not work directly with the Fair Management software, please pass this newsletter on to the staff that works with the software.*

Check out the following information in this newsletter...

- Important Update (*Required for all users*)
- Updated Dates for On-line Training Courses (*Train your data entry personnel*)
- Knowledge Base and Support Website
- Supplies (new item)
- Summer Support Hours

### **Important – Update:**

The **June 16, 2005** update to the Blue Ribbon Fair Management program is now available.

**THIS UPDATE IS VERY IMPORTANT AND REQUIRED FOR EVERYONE BECAUSE IT DOES AFFECT THE GENERAL ENTRY FILE!**

- Fixes the problem some users experienced with losing General Entries.
- Set Departmental Fees on the exhibitor fee screen to automatically be in input mode when the screen is first opened. Prevents 'key violation' error.
- Illinois 10% 75% report. Corrects totals for sections spanning two or more pages.

Please install as soon as possible. The update will not affect any data you already have entered into the software. To download, go to our web site at the following location:

<http://martechsys.com/support/update.shtml>

[http://martechsys.zftp.com/fair/Update\\_Fair\\_Management\\_2.60.0412\\_to\\_2.60.0616.exe](http://martechsys.zftp.com/fair/Update_Fair_Management_2.60.0412_to_2.60.0616.exe)

**Note: The full 2005 upgrade (April CD) must be installed on your computer before this incremental update can be added. Placing this June update over the 2004, version 2.5 program, will make your program unusable.**

**This update supercedes the update labeled 2.60.0527 that was issued on May 27, 2005. You WILL need to install this update if you have installed the May 27, 2005 update. If you have not already installed the May 27 update, then go directly to this update without installing the other one.**

***Before installing the incremental update, make a back up of your data folder. You must always have a current backup of you data before any update is installed. If you do not know how to make a backup, do not ignore this step, please call our Help Desk for assistance.***

Before installing any update to the Blue Ribbon Fair Management program, close down all programs that are currently running on your computer. This also includes any programs, such as virus scans, that you may have running in the background. Programs that are open at the time an update is installed may interfere with the proper installation of an update. If you are running the software on a network, make sure the software is closed on ALL computers.

People receiving this message via email may click on the above link to get to the *Incremental Update* download site. If the link is not highlighted in your email program, then cut and paste the link into your web browser's *Location* field. After downloading the file, Please follow these instructions:

1. After downloading the file, double click on the file icon named **Update\_Fair\_Management\_2.60.0412\_to\_2.60.0616.exe** to start the installer program. Download the file to your *Desktop* or your *My Documents* folder to make finding the file easier.
2. The *Winzip Self-Extractor* window will appear. In the **Unzip to folder:** field, clear the contents and type **C:\** where C: is the drive letter that your Fair Management System is installed on. If your Fair Management system is on a drive other than C:\, then use that drive letter.
3. Click on the **Unzip** button and follow the onscreen instructions.

After you install the update, please restart your computer. The update contains updated system files that require the Operating Systems to be restarted before they can take effect. *If you are running the software on a network, you MUST install the update on all the networked computers.*

To check the version build date of the Fair Management System, go **Help|About**. Use the drop-down file listing. Find "Formsdll.dll". It should be dated **June 16, 2005**. This verifies that the update has been properly installed. Also, if you are running the program on a network with multiple computers, the update **MUST** be installed on all computers. All machines must display the same system date.

### **On-Line Training Courses - An Exciting New Option for 2005:**

The first round of On-Line classes has been completed and the second round is just beginning. The sessions were well attended and we received rave review from the participants. You will receive a step by step course outline that can be used as reference after the training for each session that you are registered for. Consider joining us for one of the upcoming sessions.

Some responses from participants:

"I was pleased with the amount of information that was covered in the session"

"The online screens were easy to follow"

"I like the one hour, specific focused training. I can more easily carve out one hour of my time and I can sign up for a certain area without being bogged down for a longer period of time covering things that I already know how to do. I hope you continue to offer these types of training throughout the year.

Thanks!"

NOTE: You do not need the Fair Management software loaded on the computer that you will be doing the training on. All you need is an internet connection (preferably high speed) and a phone line for the voice portion of the training.

Classes that are currently available:

**Course 1: Exhibitor/General Entries/Fairbook** - Monday, June 20, 2005 at 3:00 pm Central Time

**Course 2: Judging Results** - Wednesday, June 22, 2005 at 3:00 pm Central Time

**Course 3: Premiums** - Monday, June 27, 2005 at 3:00 pm Central Time

**Course 4: Livestock/Market Entries** - Wednesday, June 29, 2005 at 3:00 pm Central Time

**Course 5: Market Auction** - Thursday, July 7, 2005 at 3:00 pm Central Time

Blue Ribbon Support Bulletin Archive: [www.martechsys.com/support/news](http://www.martechsys.com/support/news)

For more information on training, contact Jennifer at 715-845-2794 or email [jenm@martechsys.com](mailto:jenm@martechsys.com).

### Knowledge Base and Support Website:

**NEW FOR 2005** – Our support website at [www.martechsys.com](http://www.martechsys.com) has been update to now include a NEW Knowledge Base. This feature will be continually updated as new questions and support issues arise. Please take the time to visit the Knowledge Base before giving our office a call. Your questions may already be answered there and you will save time and money by checking first.

Also note that our support website contains many Tip Sheets that will walk you through some common procedures within the software. Take the time to visit the Tip Sheets section and print off those that pertain to you. This will also save you some hassle when it comes to fair time.

### Inventory Your Supplies:

Take the time now to inventory your supplies needed for the Fair Management program. Many times we receive last minute requests for entry tags that need to be shipped overnight. This can be very expensive and add dramatically to your supply cost. We are currently knee-deep in shipping entry tag orders out, so to prevent a delay in your order, please get them in to us as soon as possible.

**NEW FOR 2005** - Green Entry Tags are now available from our supply department. If these prove to be a popular item, we will add more colors next year. We welcome your comments and suggestions for colors.

Remember that checks and wristbands will take 10 to 14 business days to be printed and shipped. Checks are not printed in our office, and must be custom printed by a third company printer. We turn all check orders over immediately to our printer once the payment and order are received in our office (all custom check orders must be pre-paid prior to printing). Plan ahead now and have all your supplies ordered before you need them.

All check and wristband orders require pre-payment by check or credit card (Visa or MasterCard). If you need a price quote for your order or have any questions, contact Michael at 715-845-2794 or [mikem@martechsys.com](mailto:mikem@martechsys.com).

### Summer Support Hours:

Expanded summer support hours will begin the weekend of June 4 and are scheduled though the end of September. Call (715) 845-2794 for support. The hours will be the following (all central time):

Weekdays:	8:00 am – 5:00 pm
Saturdays:	9:00 am – 4:00 pm
Sunday:	12:00 pm – 3:00 pm

After hours, we have an on-call pager available for urgent and emergency support calls. The pager will NOT be monitored during established weekday and Saturday office hours. During the month of June and September, the pager will be monitored on Sundays during the established office hours if no one is available in the office. To access the pager, please call our normal office phone number (715-845-2794).

**When prompted, Press 1 for Emergency Support.** If you want a return call, DO NOT enter the 3-digit extension of a specific employee. This will only a place a message in their mailbox and NOT activate the beeper. Please speak clearly and slowly when leaving a detailed message that should include the problem that you are having. This will aid our support staff in answering your call.

**The pager is only for urgent or emergency calls that can not wait to be answered during normal office hours. Since only one staff person will be monitoring the pager, we need to keep that person available for fairs that are currently in session.**

Please note that the on-call service is not a 24-hour service. Any pages received after 10:00 pm CDT will be returned the following morning. If you will be doing a mission critical operation that may require assistance after hours, please make arrangements with us during normal office hours. We will be glad to assist you so that support is available when you need it. Pre-notification also prepares our on-call support staff so that they have the necessary materials available to assist you.

If you have any questions or comments about how support policies, support hours, how calls are returned, etc., drop an email to [jenm@martechsys.com](mailto:jenm@martechsys.com) or call Jennifer directly at (715) 845-2794.

**Share the News!**

Make copies and pass this newsletter around to your complete staff. This information is a vital part of the support system for your Blue Ribbon Fair Management program.