



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*)
- On-line Training Courses (*Train your data entry personnel*)
- Lease options for additional computer workstations during your fair.
- Check Orders
- Introducing Kim – New receptionist answering the phone at Martech Systems.
- Knowledge Base and Web Support
- Make those backups!!

Important – Update:

Open your Fair Management software program. Go to **Help|About** to check the version build date of the Fair Management System. Use the drop-down file listing. Find **Special.dll**. It should be dated **July 22, 2005** or later. This verifies that you are properly updated. If your **Formsdll.dll** is dated prior to **July 22, 2005**, you must go to the www.martechsys.com website and download the current update. If you receive 'Updates by Mail', please install the most recent CD that you received. This update **MUST** be installed on all computers. All machines must display the same system date.

Special Notice to Illinois fairs. This update contains the requested change to the Grand Summary Report that is sent to the state. See the enclosed instruction sheet for details.

The current update to the Blue Ribbon Fair Management program is now available on our website. Either of the links below will take you to the website. Updates by Mail subscribers will receive a CD with the update on it. Please install as soon as possible. The update will not affect any data you already have entered into the software.

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

http://martechsys.zftp.com/fair/Update_Fair_Management_2.60.0412_to_2.60.0722.exe

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

***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 an update, 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, run it by going **Start|Run**, and enter the path and file name **Update_Fair_Management_2.60.0412_to_2.60.0722.exe** into the *Run* field. Once the install starts, follow the on-screen instructions. Updates by Mail subscribers will receive a CD with the update on it, so no downloading is necessary. Simply follow the instructions on the enclosed CD. 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 "Special.dll". It should be dated **July 22, 2005** or later. 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.

More On-Line Training Courses Available:

Our Spring and Summer round of On-Line training classes have been completed. The sessions were well attended and we received rave reviews 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.

We are planning on starting new sessions this fall. If you are interested, please email Jennifer at jenm@martechsys.com and let her know the month you want training and the courses that you are interested in taking. This will help us get the sessions scheduled for times that are convenient for everyone interested.

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.

For more information on training, contact Jennifer at 715-845-2794 or email jenm@martechsys.com.

Extra Workstations for your Fair:

Your current user license allows you to network four computers for use at your fair. If you need extra computers during the fair, a lease option if available. Each additional computer license is \$75.00 per month/per license. You pay no additional support fees for these temporary licenses. We will issue you new Access Codes for the amount of time and number of users you have purchased. When the time limit expires, you simply enter your old Access Codes for 4 user licenses. If you need more information or wish to purchase additional temporary licenses, please call our office at 715-845-2794 and ask for Jennifer or email her at jenm@martechsys.com.

Check Orders:

If you have not ordered your checks yet, please remember that they do take 10-14 days to get printed and shipped. Also, check orders do require pre-payment. Please call our office to get a price quote based on the quantity that you need and get your orders in early.

Receptionist on Duty:

The pleasant voice you hear answering our phones from 9:00 am to 4:00 pm Central Time is Kim, our new receptionist. Please identify yourself, your fair name, state, and nature of your call. Kim will direct you to the proper person to handle your call. Many of you are used to the calls being answered directly by the Help Desk. Kim now helps to direct calls to the proper people within our office. Our help staff is now supporting well over 850 fairs, so more organization is needed to keep our system running smoothly. Thanks for your cooperation.

Summer Support Hours:

July is the busiest time of the year for us support wise. Tuesdays and Thursdays from 10 am – 3 pm and Friday afternoons are the peak times for support calls. We have a limited number of incoming lines, so if you receive a busy signal, please try again. If your call isn't urgent, try calling at a non peak time. Also check out our resources at www.martechsys.com/support. Your questions may be answered there.

Our summer support hours are:

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

After hours, an on-call pager is available for urgent support until 10:00 pm Central Time. Call our normal office phone number at (715-845-2794). When prompted for an extension number, **press 1 for Urgent Support**. Leave your name, fair name, telephone number where you can be reached and the problem you are experiencing. Speak clearly and repeat your telephone number slowly. This will aid our support staff in returning your call.

Knowledge Base and Support Website:

NEW FOR 2005 – Our support website at www.martechsys.com has been updated to now include a NEW Knowledge Base. This feature is being 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.

Tip Sheets:

Tip Sheets are available on www.martechsys.com. Click on Support|Fair Management. Go to Tip Sheets. Especially if you are using the Market Show and Auction options, much valuable information is available on splitting weight classes and running the auction.

BACKUP YOUR DATA!!!

We still have too many fairs that do not make regular backups of their current Fair Management data. This is playing a dangerous game of chance. You get up in the morning and your toaster may not work. Things are just not made the way they used to be. You go to the fair office and your computer will not turn on. Things are just not made the way they used to be, except you had just finished putting in all your fair entries. Do you have a backup?

There was a meeting in the fair office last night. Someone was on the computer. Now your fair data is gone. We have heard this story. Do you have a backup?

Backups can only be made by you! This is your insurance against possible, unintentional loss of data. There is no good reason why you don't have a backup. Lost data is gone forever. If you do not have a backup that can be restored, you start the data entry process all over again.

How to make a backup:

1. If your computer has a writable CD drive, learn to use it. Write your data continuously to CDs. CDs are cheap.
2. Jump drives (small, external storage drives) that plug into the USB port are easy to use. Simply copy the data to the jump drive the same way you would copy data to a diskette. The great advantage is that they hold much more data. Best Buy had 128 mg. drives on sale this week for \$9.95. 1 gigabyte drives were only \$49.95.
3. Learn to use Winzip. This will compress your data so it fits on a diskette. If you do not have Winzip installed on your computer, it can be installed from the Tools folder found on your hard drive – C:\Program Files\Windows Fair Management\Tools. Instructions for using Winzip can be found on our website.
4. Do not attempt to use the Microsoft backups found on Windows 2000 or Windows XP. They are difficult to use and even more difficult to restore.
5. If you have questions, call our Help Desk for advise.