



TECHNICAL BULLETIN

TBEX005
January 3, 2003

ToolWatch Express Customer:

This technical bulletin is to inform you about an issue that may affect your current version, and to provide a solution in the event that the issue has affected your current ToolWatch Express system.

In some cases, ToolWatch may report the following error when launched after January 1st, 2003: "Preview period expired. Please contact ToolWatch to receive an update to the latest version."

In order to address this issue, ToolWatch has created a patch release for ToolWatch Express. You will need to install this patch version in order to correct the problem stated. We recommend that all users apply this patch *even if they are not experiencing the error*.

To install the release, please follow the *Installation Instructions* below. Installation should take less than one minute per workstation.

We are sorry for any inconvenience that this may have caused.

Denise Shelton,
Customer Alliance Services
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REQUIREMENTS AND APPLICABILITY

This installer will update the following software:

- ToolWatch Tool Tracking and Management System Express Edition version 7.0.0

INSTALLATION INSTRUCTIONS

You must perform these steps on all workstations and servers that you wish to update. We recommend that all workstations and servers get updated with this patch

1. Download the attached file with this link: http://www.toolwatch.com/PublicFTP/ex701/TWEX_701P.exe
2. After downloading the file, run the program by double-clicking the file. *You will see the ToolWatch Express Update program.*
3. Follow the installation instructions. When prompted, verify the location of your ToolWatch software installation.
4. You do **not** need to restart your computer.
5. You do **not** need to reinstall your ToolWatch software.

TECHNICAL SUPPORT

If you have any questions or need help installing or using ToolWatch, please contact our technical support team via email at support@toolwatch.com or via telephone at 1-800-676-4034; 8:00 AM - 5:00 PM, Mountain Standard Time. Please have your ToolWatch Express serial number(s) and version numbers ready.