

November 20, 2020

CUSTOMER ADVISORY NOTIFICATION



CAN- Windows Flash Removal Update

Overview

Microsoft has released an optional catalog update that removes Adobe Flash from systems running versions of Windows 8 and 10 and any installed browsers. When the update is complete, it subsequently prevents Adobe Flash from being reinstalled. Everi requests that you **do not** run this update to remove Adobe Flash from the devices used to access PKMS. Rejecting this update will help avoid disruption to your Everi Loyalty platforms.

For more information about this update, please visit the link below:

<https://support.microsoft.com/en-us/help/4577586/update-for-removal-of-adobe-flash-player>

Affected Products

- Promotional Kiosks
- Workstations used to conduct Drawings via PKMS
- Enrollment Kiosks
- MGT Loyalty Kiosks

Suggested Customer Action

Do not accept or run the Windows Flash Removal update on any of the following:

- Kiosk devices
- Workstations used to access PKMS to configure promotions or drawings
- Workstations used to control or administer drawings

If you accidentally run the update and have issues reinstalling Flash, please contact our Support Team via email or call (702) 360-8550 for assistance.

Your property can prevent future unwanted updates with Everi's IoT and Security Suite Module

- Everi recommends utilizing the IoT and Security Suite Module on your Loyalty Suite to prevent this and other updates from making unwanted changes and improving overall functionality of your fleet.
- If you would like more information about Everi's IoT and Security Suite Module, please contact Heather Lee at heather.lee@everi.com.

Everi Action

Everi is committed to adapting as technological environments change to provide best in class Loyalty Solutions to our customers. We are actively working to move our content to HTML5, removing all Flash based code from our upcoming system releases. We will continue to provide additional information as these releases become available.

If you have questions regarding how this update may impact your specific property, please call or email our Support team for assistance.