

Dear 3Shape TRIOS users

We have identified a critical software certification issue that, unless patched immediately, will render your TRIOS software inactive by SATURDAY FEBRUARY 18TH 23:59 GMT.

Luckily, the issue is easy to fix if you take action BEFORE SATURDAY FEBRUARY 18TH 2017 23:59 GMT.

We have prepared an easy-to-install software patch that renews the certificate and permanently solves the issue.

IMPORTANT: After Saturday February 18th 23:59 GMT, you will need to contact support to perform the update.

How to update your TRIOS:

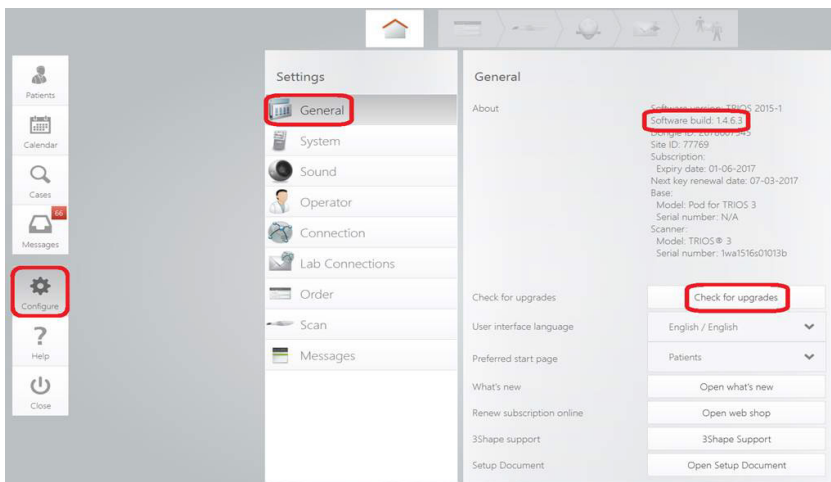
Turn on (or restart) your TRIOS software/cart.

Make sure you have a working internet connection.

Press 'Configure -> General -> Check for Upgrades'. The

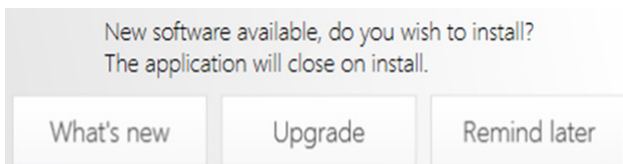
new TRIOS software will start downloading.

This may take a while depending on your internet connection.



Once the download is completed, you will see a dialog box in the lower left corner prompting you to upgrade.

PRESS THE UPGRADE BUTTON. When the installation is complete, your system is ready to go.



Verify that the software has been updated to version 1.4.6.3 / 1.3.4.7 (see screenshot above)

We apologize for any inconveniences this causes you. We are naturally taking steps to ensure that this does not happen again in the future.