

Office - CMA/POS Certificate Update

2019 - Fall Edition

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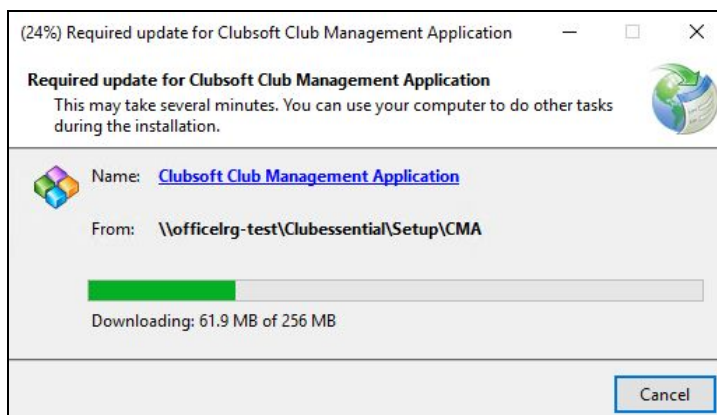
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Overview

Clubessential has updated our certification with Microsoft for our CMA & POS products. In addition, Microsoft offers an added level of protection to ensure your safety when downloading new content. When our next product enhancements are released, you may need to accept this new certificate to enable the update. We want to ensure a smooth process for your updates to CMA & POS so we have created the following guide to assist. Please follow the steps below in accordance with your operating system to successfully accept this new certificate and update to your Clubessential system.

Please Note: Previously, when opening CMA/POS Users would see the following dialogue box installing the update from Clubsoft Club Management Application, and the update would begin automatically.

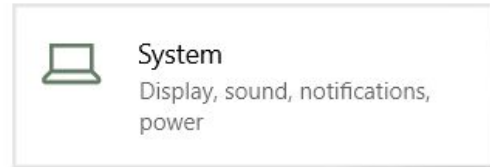
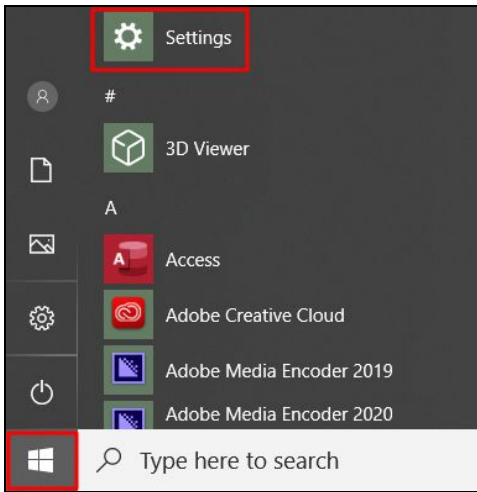


What Operating System do I have?

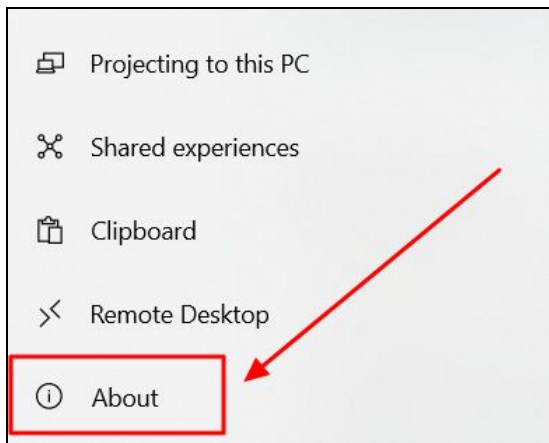
The Microsoft Certificate acceptance messages may look different depending on your operating system. To find your operating system, follow the steps below.

Please Note: If the examples below do not look like your system, you may have an earlier version of Windows. For earlier versions of Windows navigate to the **Start** button, then **Computer**, then **Properties** to find your operating system.

First, navigate to the windows icon (start) and select **Settings** (Settings can also be typed into the search bar that populates). Within the Settings menu, select **System**, shown below.



Within the System menu, select **About**. Then, scroll down to **Windows Specifications**. Your Operating System will be listed under **Edition**, shown here.

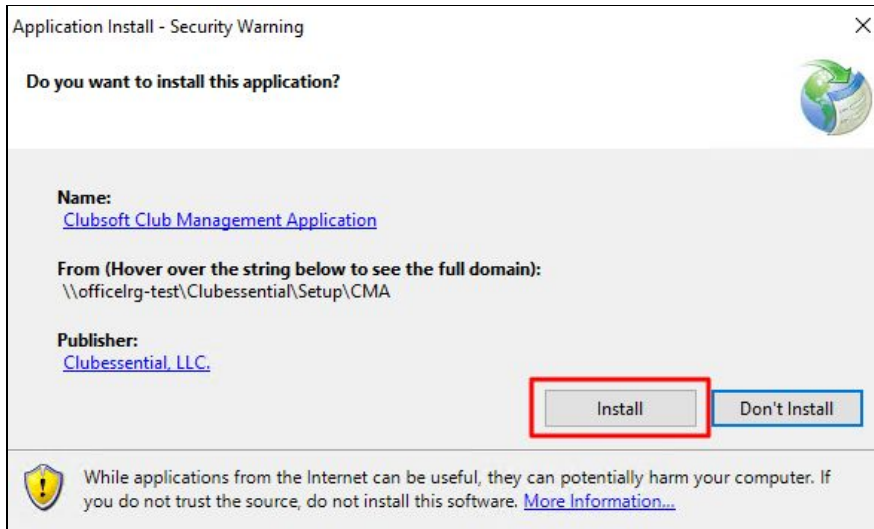


Windows specifications	
Edition	Windows 10 Pro
Version	1809
Installed on	4/1/2019
OS build	17763.805

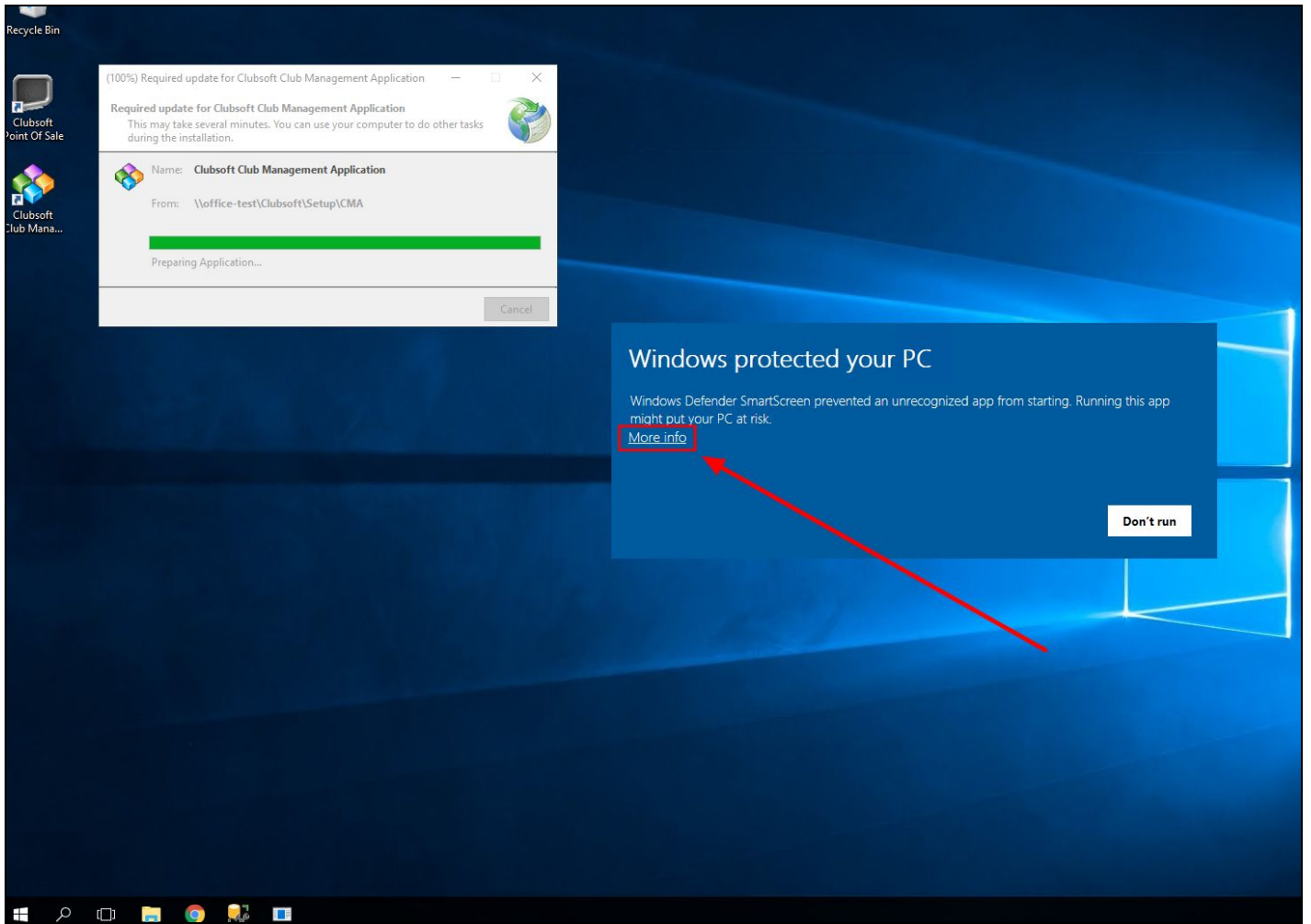
Please proceed to the corresponding operating system below for specific instructions.

Windows 10

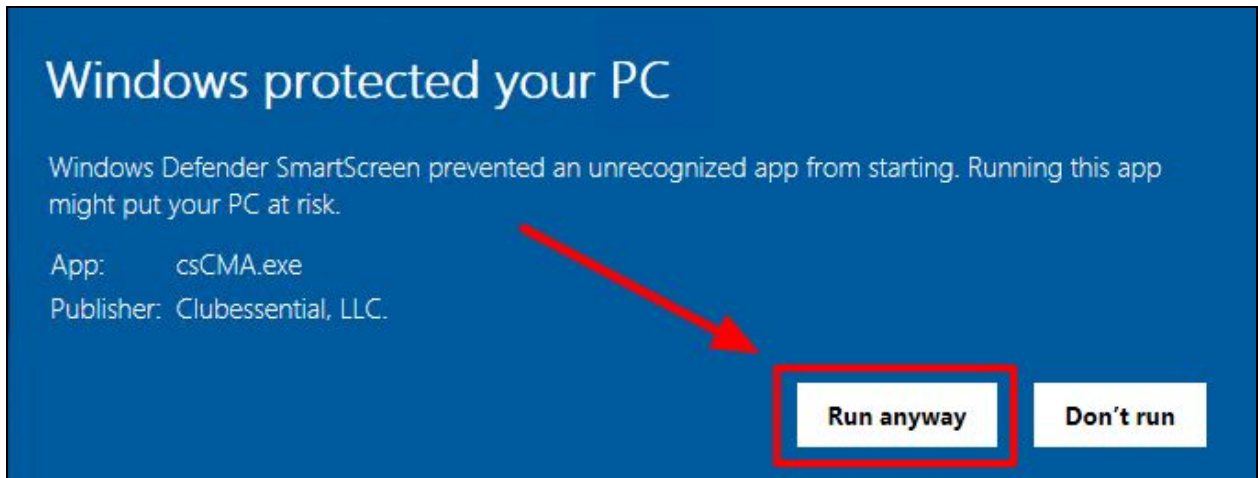
When clicking the shortcut for CMA or POS, the following dialogue box will populate. Select **Install**.



After selecting **Install**, another dialogue box will populate beginning the installation process. In addition, some users may see a Windows SmartScreen display “**Windows protected your PC**”. In order to continue with the installation, select **More Info**, highlighted below.

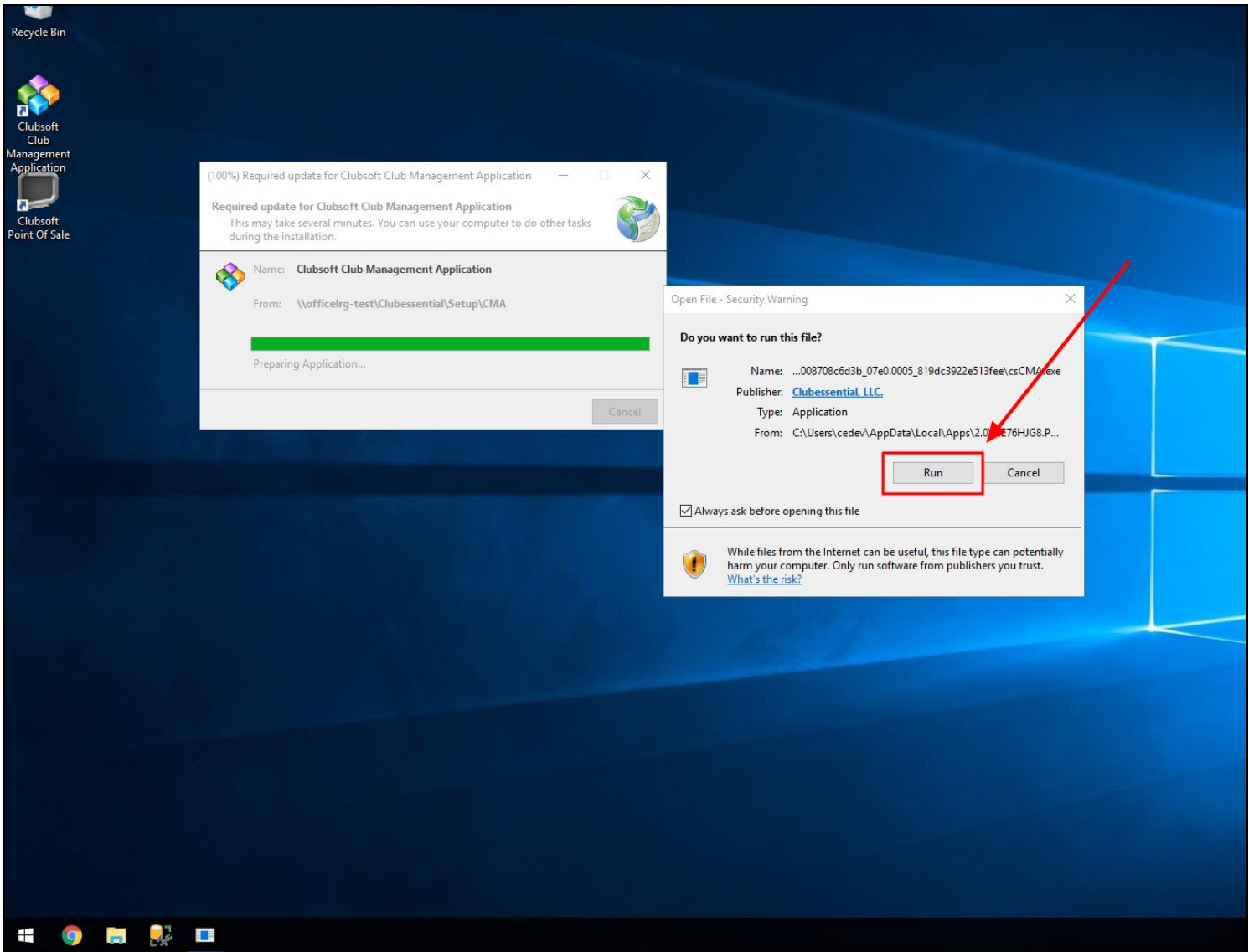


Once **More Info** is selected, the following dialogue box will open. Select **Run Anyway**.



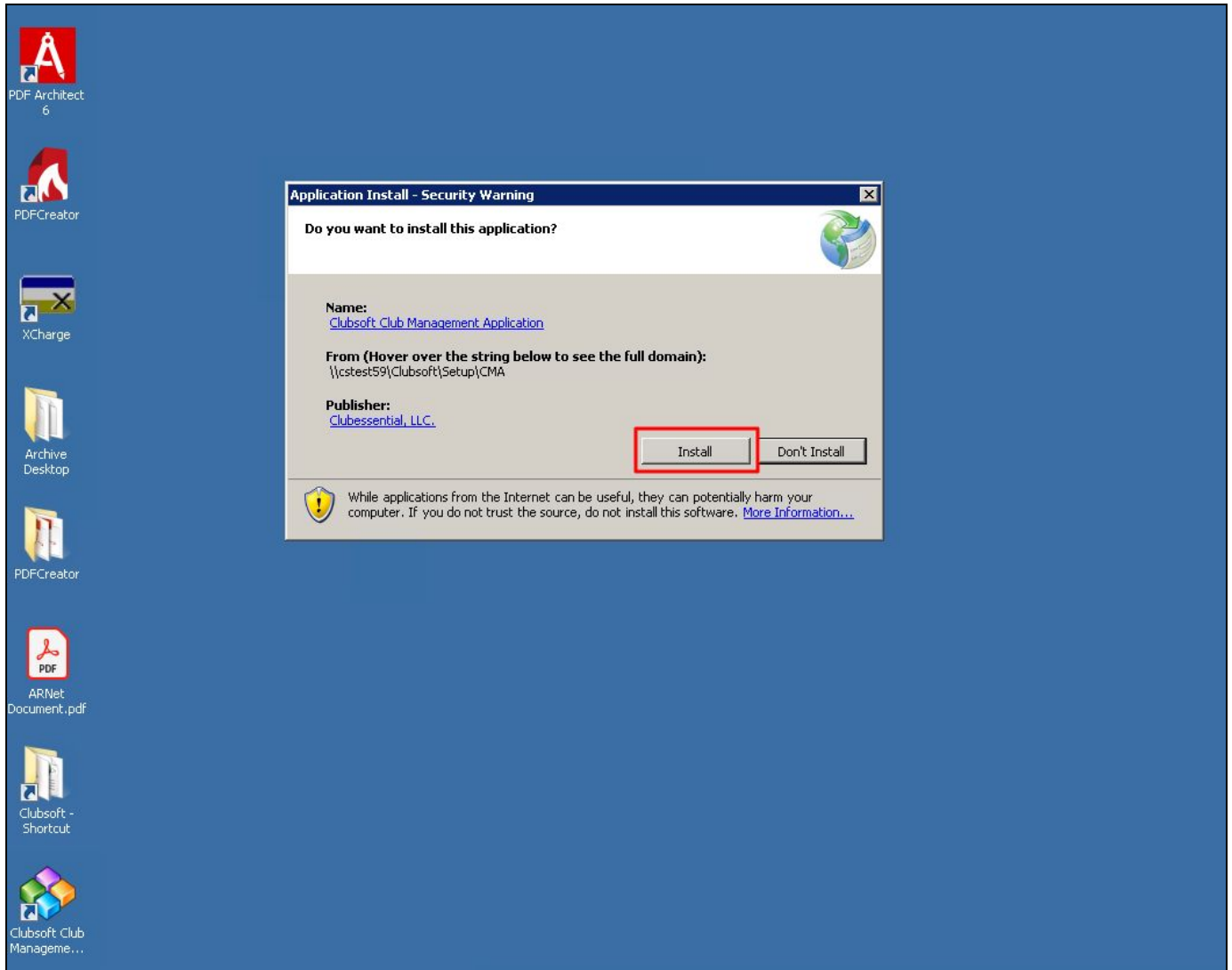
Once Run anyway is clicked, CMA/POS will launch as usual.

For systems without Windows SmartScreen, the following dialogue boxes will populate. The system will prompt “**Do you want to run this file?**” Select **Run** and the system will launch as usual.

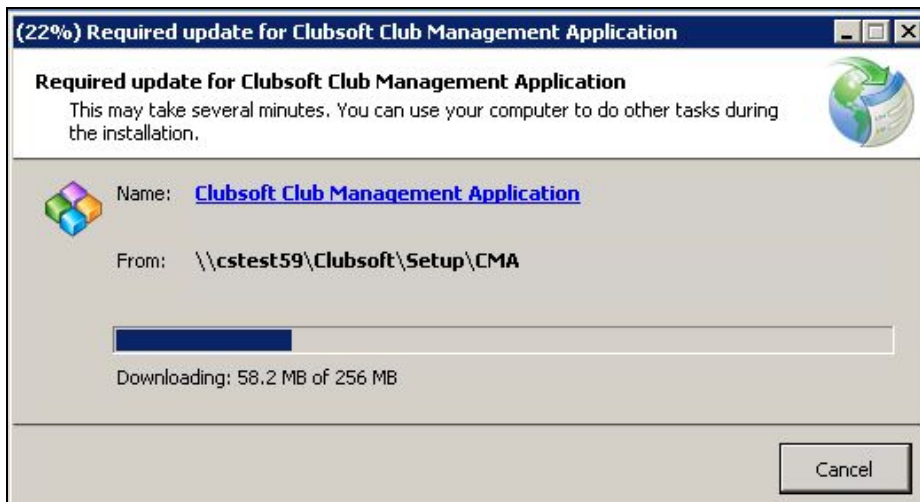


Windows Server 2008

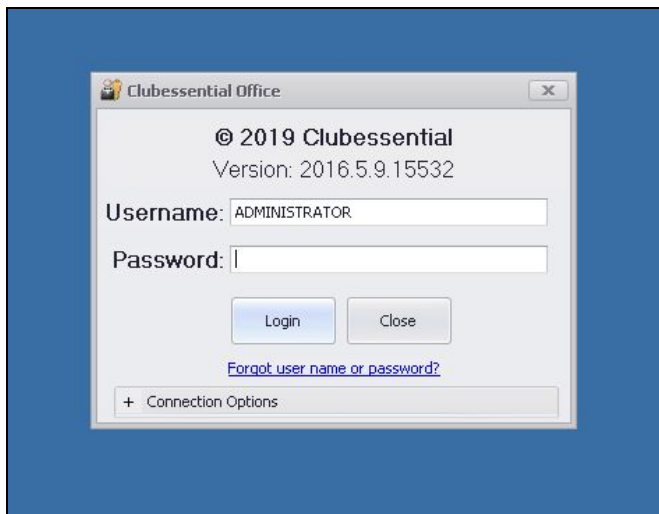
When clicking the shortcut for CMA or POS, the following dialogue box will populate. Select **Install**.



The update will then install, seen here.



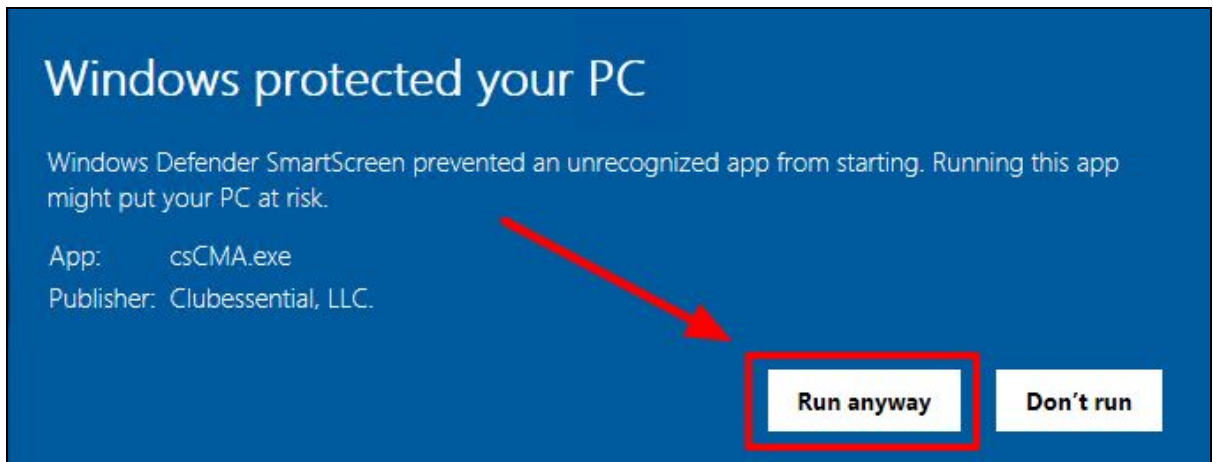
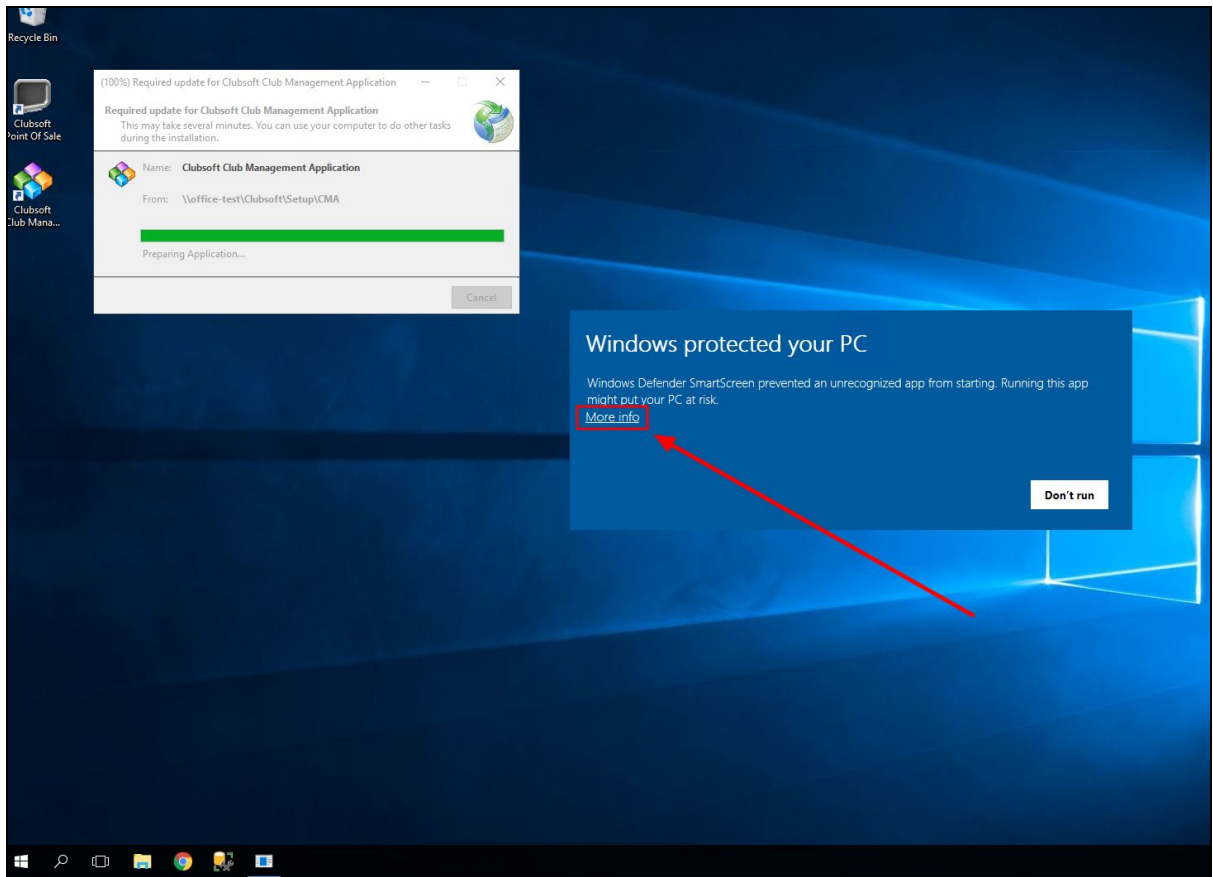
After the update is installed, the CMA or POS login screen will populate and the user can log in as normal.

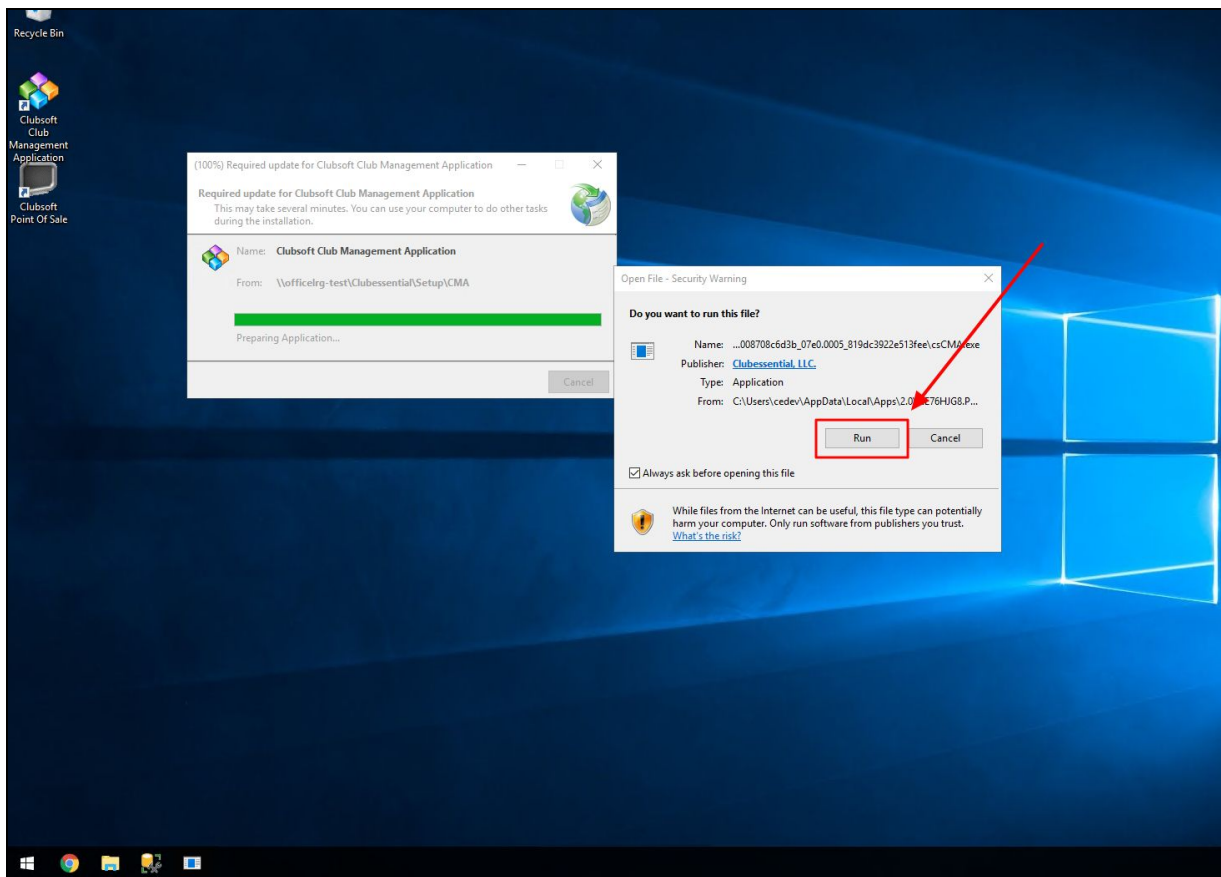


Hosted Clients

If you are a hosted user accessing the Clubessential software via Remote Desktop Connection, after double-clicking the CMA/POS icon and selecting "Install" you may see a Windows SmartScreen display "Windows protected your PC". In order to continue with the installation, select **More Info**. Once More Info is selected, the following dialogue box will

open. Select **Run Anyway**.





After this selection, the CMA/POS will open as usual when initiating an update.

Windows XP, Windows Vista, & Windows 7

Windows XP, and Windows Vista, & Windows 7 users may see a dialogue box asking “**Do you want to install this application?**”. If this is the case, select **Run** or **Install** as usual.

Best Practices

- It is important to note that Clubessential will send out a notification of this change and instructions within the Office product. However, that popup message will not show on POS systems. Please ensure all members of your team, especially those who only use the POS product are aware of this change.