

Important Asgard Notification!

Advance Notice Longer Scheduled Down Time Tuesday, April 7, 2020 7pm - Midnight PST

Katana Software is on-target to publish Asgard desktop and Mobile 2.0 (Beta) v2.12.0.

This update will include several significant fixes and enhancements, as well as a major change to the way that we store work order information. ***This set of changes is expected to improve desktop and mobile speed/performance, reduce transaction times, and optimize storage.***

In order to provide these benefits, a longer-than-usual maintenance window will be required. The anticipated maintenance window is 5 hours. We have selected the maintenance time in consideration of all of our customers, spanning Hawaii to Europe.

Asgard (desktop and mobile applications) will be unavailable from 7pm to midnight PST on April 7 (see impact by timezone below).

Thank you for your support as we work to improve your Asgard experience!

Summary of Impacts by Region

Hawaii - Tues, April 7, 4-9pm

Pacific - Tues, April 7, 7pm -12am

Mountain - Tues, April 7, 8pm - Wed, April 8 -1am

Central - Tues, April 7, 9pm - Wed, April 8 - 2am

East - Tues, April 7 - 10pm - Wed, April 8 -3am

Europe - Weds, April 8, 3-8am

We appreciate your assistance with this matter. For questions or concerns contact Asgard

Support at **424-203-3295** or email us at support@katanasoft.com