

Action Required for Whelen Command® and WeCad™ Update



CUSTOMER SERVICE UPDATE • MARKET ADVISORY

MA:0107 • 10/2024

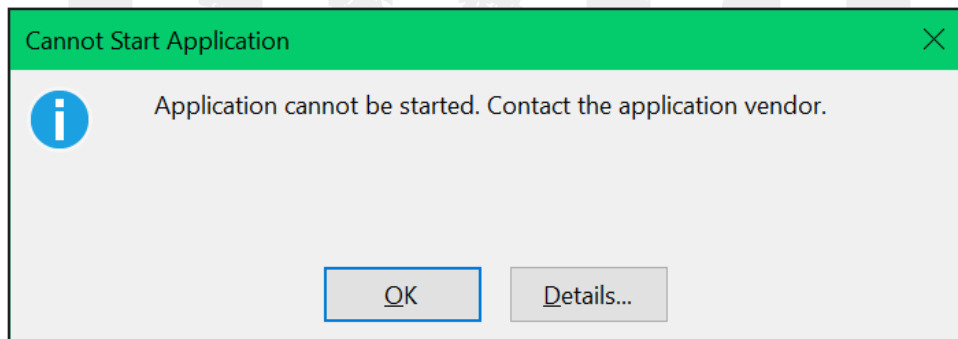
To enhance the security of our software platforms we have updated the security certificate for **Whelen Command** and **WeCad**. As a result, you'll need to uninstall and reinstall these programs after 10:01 AM on October 15, 2024.

What to Expect:

- If you try to open Whelen Command or WeCad after this time without reinstalling, you'll see the message: "Application cannot be started. Contact the application vendor."
- This is a one-time process—the programs will open normally after reinstalling.

The update also resolves an issue for users previously seeing a driver installation error indicating drivers could not be installed. If you need further assistance, please email our technical support team at custserv@whelen.com or call (860)526-9504.

Thank you for your attention to this important update.



Message before reinstall