

Adobe Flash No Longer  
Supported after 1/1/21

# Adobe Discontinues Flash

- As [previously announced](#) by Adobe in July 2017, Adobe will stop supporting Flash Player after December 31, 2020 (“**EOL Date**”).
- To help secure users’ systems, Adobe will block Flash content from running in Flash Player beginning January 12, 2021.
- Adobe does not intend to issue Flash Player updates or security patches after the EOL Date.
- Adobe strongly recommends that all users uninstall Flash Player immediately.

# What this means for LeadMaster Users

- If you use version APP3 or APP4 there is no impact.
- If you use the Classic version your charts will no longer work after Jan 1, 2021. LeadMaster recommends updating to a newer version of the LeadMaster APP, there is no cost – see the instructions ‘For Classic Users (1998 version)’.
- If you use the APP or APP2 version you may need to take action. Check your account settings to determine if action is required:
  - Select - My Account / Other Settings / Chart Presentation
  - If this is set to ‘Non-Flash Charts’ no action is necessary.
  - If this is set to ‘Flash Charts’ you will need to change the setting in ‘My Account’ to ‘Non-Flash’ charts. Log out / log in and you should see your charts without flash. No other changes are necessary.
- If you want to use a more recent version of the APP, please contact your LeadMaster Representative for assistance.

# If your menu looks like this then you are logged into the Classic version

**LEADMASTER**  
Exceed Your Goals

Home  
Accts/Targets  
Contacts

Reports  
Library  
User Settings

Add New Records  
Campaigns  
Search Archives

Administration  
Change Database  
E-Marketing

Calendar

> SEARCH  
> LOGOFF

Dashboard Settings | Message Board | Shortcuts | My Searches | Show Me | Help Guide

Welcome, Andy B.  
Wednesday, December 23, 2020 - 12/23/2020 12:04 PM EST

### Information Center

LeadMaster - Solutions for All Industries

Quick Search

Company  
Contact  
Go

Tasks / Appts.  
Shortcuts  
My Searches

Start Your Free Trial

The All-In-One / Lead Management Solution

Marketing ROI Report  
No records for chart

Opportunity Detail Report  
No records for chart

# For Classic Users (1998 version)

- LeadMaster recommends moving to a newer version of the APP.
- As announced in August 2020, the Classic APP is scheduled for decommissioning in Q1 2021.
- To use APP2, APP3 or APP4 select one of the login URLs below.
  - APP2 – <https://app2.leadmastercrm.com>
  - APP3 – <https://app3.leadmastercrm.com>
  - APP4 – <https://app4.leadmastercrm.com>
- In the newer versions you will need to update your dashboard charts as explained in the section 'For Users with Flash Charts'.
- If you need assistance transitioning to a different version of the application please contact your LeadMaster representative.

# For Classic Users (1998 version) continued

- The changes to the user interface and features increase as you move from one version to the next.
- To minimize the changes we suggest you login to APP2.
- To maximize the available features we suggest you use the APP4 login.
- [Click here for a list of new features in APP4](#), for example the new [email marketing report](#).
- Please contact your LeadMaster Representative when migrating to a different version of the APP so they can set the default version.

# Check your 'My Account' Settings to Determine if you are using Flash Charts

CRM Solutions  
by LeadMaster  
All-in-1 Growth Platform

Wednesday - 12/23/2020 8:03:51 AM EST  
My Account Log out

Home Companies Contacts Deals Add Library Calendar Reports APPs Admin Help Search

Change Password Help Guide

User Information Time And Date Calendar And Callbacks Email Signatures Other Settings

Banner Default Skin

Spell Check ☒

Spell Check Language ☒ US English ☐ UK English

Chart Presentation Non Flash Charts

Default Tab on Home Page ☒ Info Center ☐ Cases ☐ Smart Queue ☐ Assignment ☐ Campaign Analysis ☐ Sales Analysis ☐ Leads Analysis ☐ Testing ☐ Activity Report ☐ Global

Default Page Clicking on the 'Company' hyperlink from search results, accounts and reports takes you to:

☐ View Record ☒ Record View ☐ Edit View ☐ Custom View

Add to Comments / Notes checked ☒ Show Preview Pages ☒

Message Ticker ☐ Show Left Menu ☒

Left Menu Options Complete View

Add Me to Bcc ☒

Currency Display currency values in the following currency:  
The system setting for currency

IP Address 192.168.0.20  
Workgroup ID 18  
Logon ID 62220  
REST API Token

LESS

Update GO Cancel


APP & APP2 users will need to convert their charts to Non-Flash Charts before Jan 1, 2021 as Chrome will no longer support Flash effective Jan 1, 2021

# For Users with Flash Charts

- You will need to change your 'My Account' setting to 'Non-Flash Charts'
  - My Account / Other Settings / Chart Presentation
  - Set to 'Non-Flash Charts'
- This setting is only available in APP and APP2 so you'll need to make the change there even if you are updating to APP3 or APP4.
- If you don't make the change in 'My Account' settings to 'Non-Flash Charts' prior to Jan 1, 2021 LeadMaster will make the change for you. All users will have their 'My Account' settings changed to 'Non-Flash Charts' on Jan 1, 2021.




# Old (Flash Charts) look like this when flash is disabled.



Sales Lead Management & Sales CRM

Wednesday - 12/23/2020 10:26:19 AM EST

My Account  Log out

HomeAccountsContactsReportsLibraryAddCampaignsCalendarAdminLevel 10HelpSEARCH

Quick SearchFind Match

Info CenterOpportunitiesSalesActivity HubGlobalHelp / Videos

My DashboardsMy Dashboard ReportsHelp Guide

December 2020

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

> To Do

> Lead Center


> My Searches

> My Reports/Charts


> Recent Items

> My Cases

> My Smart Queue




Run Adobe Flash




Run Adobe Flash

# Old (Flash Charts) look like this when Flash has been removed.



Sales Lead Management & Sales CRM

Wednesday - 12/23/2020 10:28:14 AM EST

My Account  Log out

HomeAccountsContactsReportsLibraryAddCampaignsCalendarAdminLevel 10HelpSEARCH

Quick SearchFind Match

Info CenterOpportunitiesSalesActivity HubGlobalHelp / Videos

My DashboardsMy Dashboard ReportsHelp Guide

December 2020

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

> To Do

> Lead Center

> My Searches

> My Reports/Charts

> Recent Items

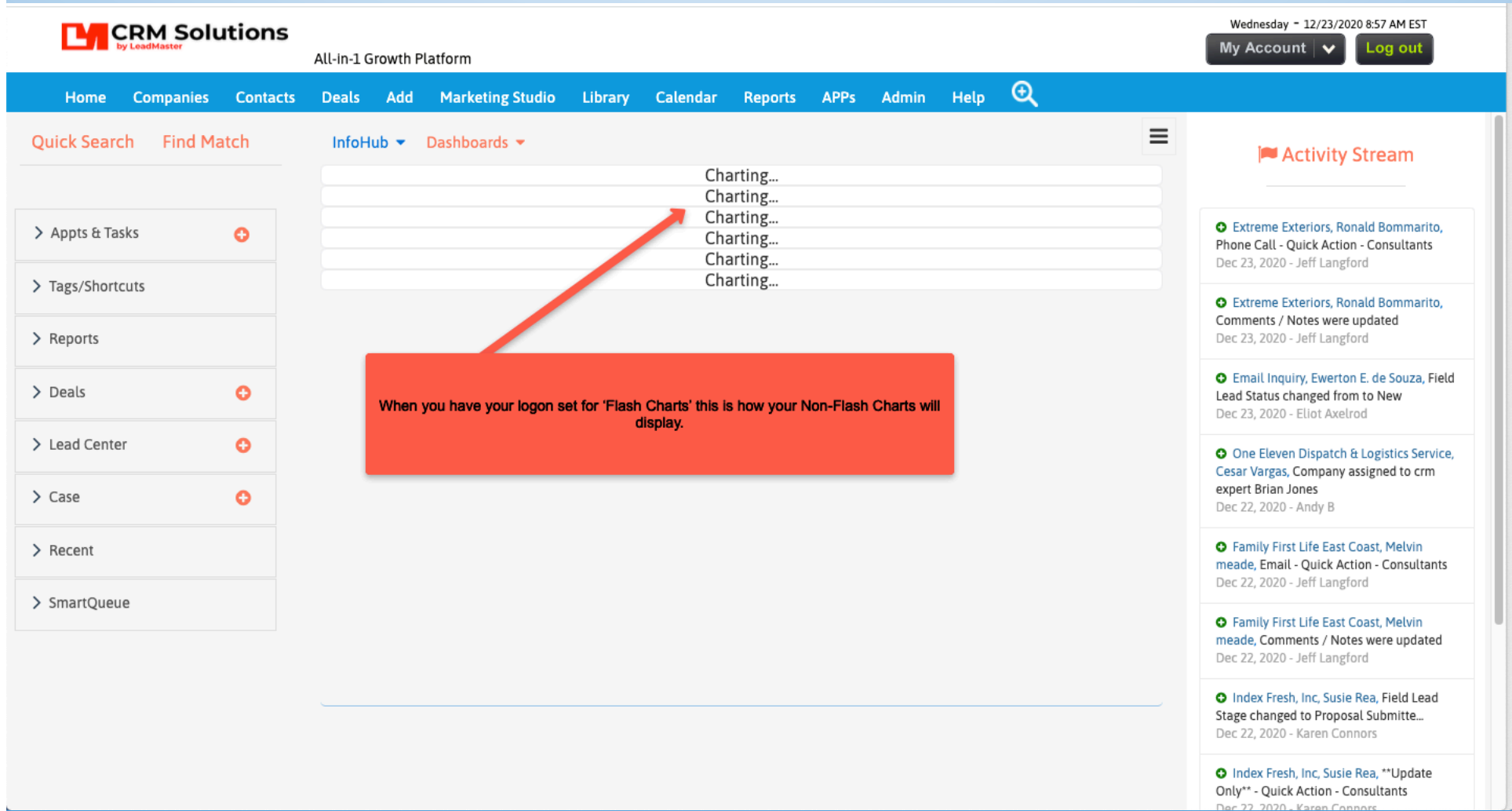
> My Cases

> My Smart Queue

Charting...

Charting...

# New (Non-Flash) Charts look like this when Flash Charts is selected in My Account



**CRM Solutions**  
by LeadMaster

All-in-1 Growth Platform

Wednesday - 12/23/2020 8:57 AM EST  
My Account ▼ Log out

Home Companies Contacts Deals Add Marketing Studio Library Calendar Reports APPs Admin Help

Quick Search Find Match

InfoHub ▾ Dashboards ▾

Charting...  
Charting...  
Charting...  
Charting...  
Charting...  
Charting...

When you have your logon set for 'Flash Charts' this is how your Non-Flash Charts will display.

**Activity Stream**

- Extreme Exteriors, Ronald Bommarito, Phone Call - Quick Action - Consultants  
Dec 23, 2020 - Jeff Langford
- Extreme Exteriors, Ronald Bommarito, Comments / Notes were updated  
Dec 23, 2020 - Jeff Langford
- Email Inquiry, Ewerton E. de Souza, Field Lead Status changed from to New  
Dec 23, 2020 - Eliot Axelrod
- One Eleven Dispatch & Logistics Service, Cesar Vargas, Company assigned to crm expert Brian Jones  
Dec 22, 2020 - Andy B
- Family First Life East Coast, Melvin meade, Email - Quick Action - Consultants  
Dec 22, 2020 - Jeff Langford
- Family First Life East Coast, Melvin meade, Comments / Notes were updated  
Dec 22, 2020 - Jeff Langford
- Index Fresh, Inc, Susie Rea, Field Lead Stage changed to Proposal Submitte...  
Dec 22, 2020 - Karen Connors
- Index Fresh, Inc, Susie Rea, \*\*Update Only\*\* - Quick Action - Consultants  
Dec 22, 2020 - Karen Connors

Adobe Flash No Longer  
Supported after 1/1/21