

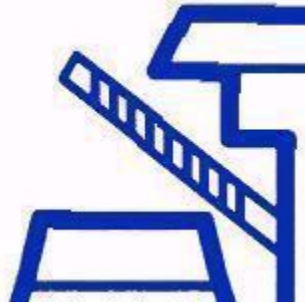
From: Ed Mazer, Communications Committee <Communications@RosedaleMHOA.com>
Sent: Monday, September 21, 2026 4:24 PM
To: Edward & Charlene Mazer
Subject: TEKWave bug causing QR-Codes to fail to open entry gates resolved



Rosedale Master Homeowners Association

www.rosedalemasterhoa.com

A TEKWave bug causing QR-codes to fail to open entry gates has been resolved



A bug introduced in the most recent release of the TEKWave software that runs the PCs at both gatehouses has resulted in QR-codes recently issued to visitors from your TEKWave app and paper barcode passes issued by the gatehouse to failing to open the gates, requiring the gate attendant to manually open the gate for those incoming visitors. In some instances, it has also affected notification to homeowners of incoming visitors. We have been working with TEKWave to resolve the problem.

They have identified and fixed the bug, and subject to final testing, they have informed us that they expect to deliver a new release with the bug fixed by the end of day tomorrow (Tuesday).

Apologies for any inconvenience this may have caused.

This message was sent to Ed@Themazers.Com by Communications@RosedaleMHOA.com
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