
Internet Connection Problems

The Blue Moon Software is designed to automatically connect to the internet and find the Blue Moon server when you choose “Automatic Software Update” or “Set Counter Electronically.” However, the wide variety of computers, network connections, and internet service providers makes it impossible to connect automatically from every system. If you experience connection problems, first try to establish an internet connection by your normal methods (outside of the Blue Moon Software) and then leave that connection active while you run the Blue Moon Software, and try again.

If you cannot establish an internet connection by the normal means (outside of the Blue Moon software), contact your local tech support or your management company.

If you can establish an internet connection, but still get the message “The Blue Moon Server could not be contacted” then there may be a network problem between you and the Blue Moon server, or the server may be temporarily down. Try again in a few hours. If you are still unable to establish a connection, contact Blue Moon tech support.

