

Technical Bulletin

ISS45 Scanner/Scale Dormant After End-of-Day

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Some dealers have reported a problem where, after the end-of-day, the scanner/scale will not function until the post is either rebooted or WinPOS is exited and restarted.

The problem occurs in the following configuration (*all three required*):

- A) TeamPoS 2000 or TeamPoS 3000 running either ISS45 V7 or V8, *and*
- B) RS-232 single cable Scanner/Scale connection, *and*
- C) The store is using Connected Payments

This issue is resolved by updating the MTXEPS Connected Payments DLLs to the following (or later) version:

- MTX_EPS.DLL 825.2.0.1000
- MTX_SE.DLL 825.2.0.57

To get these new DLLs to correct this issue, contact MTXEPS support with the Connected Payments “company” and “store” information and MTXEPS will update the store automatically for you. (Note that these DLLs are *not* being automatically “pushed” to all stores – MTXEPS will only update those stores specifically reporting this issue.