

TECHNICAL BULLETIN

SM-TECH-14:04

ScanMaster Pervasive Database Engine Error

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Some sites have reported a “DATABASE ENGINE ERROR” message appearing on the POS Operator Display before arriving at the “CLOSED” screen. Pressing the CLEAR key at this point will cause a reboot. This condition can be intermittent, but generally happens during POS operating system restarts.

SOLUTION

Edit **C:\GROCERY\REGSTART.DAT** on the POS to add the parameter **/D:xx** (where **xx** is the number of seconds the POS application should delay before starting).

- It is likely that introducing this option with a small number of seconds to delay, *will only improve the situation – causing fewer database engine errors.*
- It is therefore recommended to start this parameter with a setting of 20 (that is, **/D:20**) then increase the parameter *until the error no longer occurs.*

If the store is willing to add sixty seconds to the lane reboot time, you can set this parameter number as high as **/D:60** to provide a full minute of delay. Such a delay should eliminate any further occurrences of the Database Engine Error during the POS O/S restart.

BACKGROUND

This error is appearing because the ScanMaster POS attempts to access the Pervasive database engine before that engine is fully loaded and ready to accept the request. When this happens, the Pervasive engine load is interrupted and fails to complete. This situation is exacerbated by slower processors and/or a heavier load of O/S services and background applications. In addition, newer versions of the Pervasive database engine are larger and take longer to boot and load.

This issue has so far been reported with Pervasive 11 only – although it does not appear on *all* POS terminals with Pervasive 11. If these symptoms present themselves with earlier Pervasive versions on the POS terminal, use the same solution described above to mitigate the issue.