

Technical Bulletin

IBM SurePOS 300 E4A Corrupted Image

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There have been recent reports regarding IBM SurePOS 300 units (4810-E4A) having issues after UPOS is installed. You may be unable to successfully test the cash drawer. In the Device Manager, the driver is installed but reports a (Code 37) and won't initialize. If this drawer test fails, the drawer will not work in operation.

To our knowledge, this problem only affects IBM SurePOS 300 E4A units with a manufacture date on or after November 2010.

The problem appears to be that the image has been improperly loaded or corrupted.

This affects all software products running on the E4A, including ScanMaster and ISS45.

SOLUTIONS

- **Option 1** – Use the recovery CD available from StoreNext to re-image the terminal or use a prior image you have from an IBM SurePOS 300 E4A that doesn't have the issue (there is only one certified image released for this POST).
- **Option 2** – Copy file `xb057870_repair.cmd` available on the StoreNext Dealer Support Web site at <ftp://ftp.storenex.com/iss45support/IBMDrivers/> and run this from a command line. After script finishes, then reboot the POST. Device Manager should now test positive and drawer will function properly.

The preferred method is Option 1 since this is a known clean image.