

Technical Bulletin

ScanMaster HASP Software Key Trouble-Shooting

SM-TECH-06:01
January 23, 2006

If you receive an error from the ScanMaster HASP security system (usually a 1002 error number) you should check the following. These notes apply to the server only.

1. Make sure there is only one copy of Sm2smr.dll on the Defdrive and it should be in the \Windows\System32 folder.
2. The win.ini file's ScanMaster section must have a ServerName=Server where "Server" is the computer name of the ScanMaster server and a ServerShare=Scan1Dos. If the computer name is changed after ScanMaster is installed, the "ServerName=" will need changed manually as will the "SQLServerName=" in the Landrive:\Grocery\SMConfig.ini file. If the server name entry is wrong, correct the entry, stop and restart the ScanMaster security service.
3. Ensure that Landrive:\grocery\files\gr2sss.btr exists and that the currently signed on user has full rights to the Landrive:\Grocery folder structure.
4. If the security still fails, go to the device manager and ensure that the HASP Aladdin device drivers are detected.
5. Reinstall the HASP drivers. Stop the ScanMaster Security service, go to Defdrive:\Grocery and run hinstall -i. Restart the ScanMaster Security service.
6. If the security works on the server but fails on a workstation, ensure that the LAN connection to the server is ok and that the currently logged on user has full rights to the ScanMaster server's shared drive.
7. If the Hasp security still errors, call ScanMaster Support.

To Your Success,

Denny
Denny Wood
Support Specialist

This document and information are supplied to StoreNext Retail Technologies personnel and third parties to assist them in doing business with StoreNext. They are not to be used or distributed for any other purpose.

StoreNext Retail Technologies LLC endeavors to ensure that the information in this document is correct and fairly stated, but does not accept liability for any error or omission.