

Technical Bulletin

ISS45 — QDX Files Fix for Maximum Record Size

POS-TECH-19:02

March 18, 2019

Note: This is the first issue.

ISSUE

A defect in the 8.1.8.1-100 upgrade/patch release has been found.

This upgrade sets the QDX **Maximum Record** file sizes back to default file sizes. For certain applications such as Loyalty, Fuel and WIC, certain QDX files must have larger maximum record sizes for the POS to run correctly.

This issue was fixed in 8.1.8.1-140, which does NOT resize the files.

The 8.1.8.1-150 patch goes further and resizes the **Maximum Records** parameter in **q-dex.prm** to the correct recommended size.

NCR is providing two (2) solution options described below.

SOLUTION 1

For 8.1.8.1-100 – 8.1.8.1-130 systems where the customer is not ready to upgrade to 8.1.8.1-150, this resolution does not require manually resizing the QDX Files.

- A new **q-dex.prm** file has been coded that creates the correct **Maximum Record** sizes. A new batch file **UPDATED_QDX.bat** routine will replace the incorrect **q-dex.prm** file with this new version of the file that will ensure the correct **Maximum Records** parameter.
 - [Click Here](#) to download the **UPDATED_QDX.zip** file, which contains the **UPDATED_QDX** folder which in turn contains the **UPDATE_QDX.BAT** file as well as **q-dex.prm**.
- Steps to perform on the POS:
 1. Stop the POS Application
 2. Place **UPDATED_QDX** folder on the C: drive
 - a. This folder contains an **UPDATE_QDX.BAT** file and **q-dex.prm**
 3. Run **UPDATE_QDX.BAT** as Administrator
 4. Press any key to exit
 5. Perform a Cold Start

SOLUTION #2:

For 8.1.8.1-090 (and earlier) systems upgrading to 8.1.8.1-100 – 8.1.8.1-130, a batch file was created to capture a backup of the existing (good) **q-dex.prm**.

Run this batch file (in the **BACKUP** folder) **before** upgrading the system. After the upgrade is complete, this will replace the faulty **q-dex.prm** file with the good version that you backed up.

- [Click Here](#) to download the **Backup.zip** file, which contains the **BACKUP** folder, which in turn contains **Backup.bat**.

■ Steps:

1. Stop the POS Application
2. Copy the **BACKUP** Folder onto the C: drive
3. Run **Backup.bat** as Administrator
4. Press any key to back up the existing **q-dex.prm**
5. A folder will be created called **PRM_BAK** with a backup of the (correctly sized) **q-dex.prm** file
6. Upgrade the system patch level – for example from 8.1.8.1-080 to 8.1.8.1-030
7. Hit any key to replace the **q-dex.prm** file with good version from your backup
8. Perform a Cold Start