

Technical Bulletin

ScanMaster “Error 76” at POS with 2.1.2 Upgrade

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Situation: you are doing a ScanMaster upgrade to Version 2.01.02. The terminal is off-line.

Problem: you get an Error 76 at the registers when they try to go on-line.

Resolution: it is more than likely an install problem that occurs if you do not do the upgrade when the terminal is on-line. Certain folders do not get created. Look for the existence on the LAN drive of the following:

- \Grocery\Files\Media
- \Grocery\Files\Media\Images
- \Grocery\Files\Media\Movies
- \Grocery\Files\Media\Customer

If these folders do not exist please add them and restart the registers.

To Your Success,

Bart

Bart Woodbridge
ScanMaster Support Manager