

Technical Bulletin

ScanMaster Support with New IBM OPOS and Drivers

SM-TECH-09:23
November 2, 2009

When loading the new SurePOS 300 IBM E4A models, the new OPOS/UPOS drivers must be used – the IBM driver set for the old model of the SurePOS 300 will not operate correctly. These drivers are available (see below) on the StoreNext Dealer Support Web site. In addition, during the certification process of the new IBM 4610-2CR printer with ScanMaster V2, several problems were found:

1. **Problem:** when using delayed receipt where a barcode will be printed on the receipt (i.e. suspended transactions, promotional coupons, etc.) receipt printing does not work properly – only the barcode is printed. No other transaction detail is provided.
 - **Solution:** this issue has been addressed in ScanMaster 2.06.01-060. This new version has been released and is available from the StoreNext Dealer Support Web site.
2. **Problem:** endorsing a check after the face of check has been printed results in a printer error.
 - **Solution:** this issue was due to a firmware problem with the new IBM 4610-2CR printer. IBM has now released new printer firmware (v07.1A) that corrects this issue (firmware is available on the StoreNext Dealer Support Web site). In addition, it is critical to set the Emulation Mode to “Native Mode” instead of “Compatibility Mode.”
3. **Problem:** beep sound from touch screen is lost after a reboot of the POS.
 - **Solution:** IBM released a new ELO touch driver (v4.8.3.0) to correct this issue.

The new 4610-2CR hardware also requires a newer IBM UPOS/OPOS version. The original PoS image contains the older version which must be updated. IBM UPOS/OPOS v1.12.1.20 can be obtained from StoreNext Website.

To ensure successful installations, make sure the following steps are followed:

- Follow the instructions in the Installation Manual “ScanMaster 2.06.01-060 Installation Instructions for IBM SurePOS 300 (4810-E4A).pdf.”

Note: following the old installation manual for the IBM 300 (4810-E3H) or not following any documentation will result in an unsuccessful installation of the POS.
- Retrieve the installation instructions *and* required Drivers from the StoreNext Web site. Everything you need is located on the StoreNext Dealer Support Web site. [Click here for the Drivers Page](#) and select IBM SurePOS Drivers. You will see the directory for the IBM 300 4810-E4A.
- Make a ghost backup of the POS before you start so if you need to start over you have a good working factory default image.

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