

# Technical Bulletin

## HASP Key Upgrade .EXE Files for ScanMaster, ISS45 and ENCOR

POS-TECH-17:06  
October 12, 2017

The .EXE files used for executing remote HASP upgrades for ISS45, ENCOR and ScanMaster upgrades are no longer packaged or included within the .ZIP upgrade files provided by NCR Software Production.

These key upgrade .ZIP files are sent to the Channel Partner technical personnel via email, but an increasing number of email servers are rejecting any emails that include or attach any executable files. Some email security filters now detect enclosed .exe files and strip the entire .ZIP file attachments. The old dodge of renaming the .EXE with a different extension also fails to pass through some filters, even if a renamed .EXE is also enclosed within a .ZIP or other shell.

So the HASP upgrade .ZIP files are now provided without the executables in these packages.

Channel Partners have two options to get the necessary HASP upgrade executable programs:

- Since the HASP upgrade executable files are the same from key to key (within the same POS type), Channel Partners can simply use a current .EXE that was previously sent as part of an earlier email upgrade package for that type of POS system.
- NCR also now posts the current upgrade executable file versions for download on the NCR Channel Partner Support Website. Once in the folder, you can select the ENCOR, ScanMaster or ISS45 executable by right-clicking the desired item for download.
  - [Click Here](#) to go to the FTP download folder for these HASP upgrade executables.
  - The .EXE files are also available for download from the Channel Partner Support Website: see the [Drivers, Firmware and Associated Files](#) page.