



**Subject: U-Scan Software Update Alert**

**Update B:** Updated to include new Microsoft KB2393802 and additional Product Affected information.

**Update A:** Updated to include second Microsoft KB981852 article, and to include Windows 2000 OS.

**Overview**

U-Scan and Microsoft update Alert.

If the customer deploys **Windows update KB2393802, KB979683 or KB981852** to the U-Scan systems, the U-Scan application will fail to function and will crash. If you try to read HKEY\_CURRENT\_USER\Software\OptimalRobotics, access will be denied.

Product Affected

U-Scan - registry mirroring service (USNTSVC) with XP, WePOS, POSReady or Windows 2000 Operating Systems.

As of the Robot versions listed below, the U-Scan registries have been moved to HKEY\_LOCAL\_MACHINE. Customers who currently have an installed version of U-Scan with these Robot versions or higher are not at risk.

4.3.0.0.SBU.B13

4.3.0.0.B34

Customers Immediately At Risk

Publix, Canadian Tire, A&P US, Pathmark, Axfood, Walgreens.

Additionally, any customer who receives a U-Scan 4.3 build will also be at risk as all 4.3 builds now use the registry mirroring service. This only applies to 4.3 builds with Robot versions prior to the versions listed above.

**Solution**

Customers should not deploy these update to any U-Scan system. In the event the update is inadvertently deployed, the only known solution is to reimage the system. Using "Add/Remove Programs" to remove the update will leave the Windows Operating System in an invalid update state putting the system at risk.

Customers should test the impact of the Microsoft patches in their lab before deploying them to live U-Scan systems.

**Impact**

- Production No Impact.
- Installed Units No Impact. If problem is seen/reported, see above Solution.
- Repair Center No Impact.
- Service Spares No Impact.

For inquires specific to this issue, please contact the U-Scan Help Desk in Montreal.

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