

Technical Bulletin

ISS45: Upgrading to OpenEPS in Catalina Stores

ISS45-TECH-08:09
September 24, 2008

There have been a few calls to Support where it's reported that Catalina stops working after upgrading to WinEPS or Connected Payments. The investigation turned up the reason – but it turns out that there is no conflict between Catalina and Connected Payments: they both work together fine on an ISS45 system.

It was found that the terminals had been reloaded from CD, but no patches had been installed. The installer apparently assumed that installing the patches wasn't necessary because OpenEPS would be installed.

However, when you load a terminal with a new load from CD there is a dummy WPAPT.DLL into the c:\program files\posware\winpos\drv32 directory. It has been provided in this manner for many years because other applications may need to be installed on the terminal and those applications could require a special WPAPT.DLL. This is why, as part of any -050 patch on an ISS45 CD, there is a question in the install batch file asking if the installer needs "Catalina or Xinetix." If the installer does not install any patch, the dummy WPAPT.DLL goes into the drv32 directory and the terminal will not run Catalina even though the option is on the software key.

When upgrading from Concord to OpenEPS you should always reload the terminal from CD since this removes old and inoperative files, and this is especially important if the system was previously running Concord. We have found that when you switch from Concord to MTX not all the Concord files get replaced/removed and this can cause some unusual issues.

There are two methods to prevent having problems with upgrades to OpenEPS with Catalina when you have reloaded the terminal from CD:

1. Install one of the x50 patches from the CD. It can be the 7xxx050.us or 7xxx050.mtx, it doesn't matter which one just as long as you select Catalina during the install of the patch. No matter which patch you use if you select Catalina you will have the correct WPAPT.DLL file. And, when you load the Connected Payments files you will have the correct DLL's to run OpenEPS for Connected Payments or WinEPS.

Or...

2. You can manually switch the WPAPT.DLL to the correct one after the reload from CD. Go to the c:\program files\posware\winpos\drv32 directory and copy the WPAPT_CATALINA.DLL to WPAPT.DLL.

Either of these methods works well and they are equally effective.