

April 25, 2007

Ingenico tech support has reported to us today a bug in the 6550 driver for USB units. The bug causes the unit to stay in a claimed status even when it gets a command to release it as a device. As a result a system hang-up occurs and the only way to release the resource is to disconnect the Ingenico from its power source.

The newer units especially are affected by that bug.

A test that we ran on a unit with the old driver, gave us problems every few transactions. Various versions gave us different intervals between lock-ups.

Replacing the driver eliminated the problem completely. A full day of use in a very busy store while using the new driver went by without even one hiccup.

All the computers that use Ingenico 6550 need to be updated: Un-install and re-install the drivers for the units.

Notes:

1. During the following steps it may prompt you to re-start Windows. My experience was on a few computers that it worked well without restarting Windows.
2. These steps have to be performed on every computer that uses Ingenico 6550.

Steps:

1. From the control panel un-install Ingenico 6xxx
2. download from <http://www.posplus.com/downloads/Ingenico> 6xxx 02.40-0 (Build 5).zip and execute it.
3. Run the program "OPOS for the Ingenico iSeries.exe" (Password is ingenico).
4. Go to the control panel Ingenico iSeries configuration and double click it.
5. In the General tab change to USB:
Note: If your unit is not USB, select the appropriate connection type.
6. In the Line display Tab change to 6550:
7. Click OK.