



Open Bravo Receipt Printer and Till Not Working with No Error Messages – Can also affect some Sales Scanners

Apologies for this being overly technical but if you are experiencing these problems the instructions below could be a quick fix. The message has been sent to all Bertline sites but, if you are not an Open Bravo user or are not experiencing any Open Bravo or Sales Scanner problems, please ignore this message.

Symptoms

Open Bravo. Complete a till transaction and instead of the receipt printing and the drawer opening nothing happens. There are no error messages and the problem only starts after a PC restart, such as turning on in the morning. It will continue until a fix is applied.

Sales Scanner. Scanning will result in the scanner light going permanently red and not responding.

Cause

Around 9th September a Prolific Driver Update was issued via the Microsoft Windows Update process. This driver only affects a device called a USB-Serial Port Convertor, which some Bertline PCs with Bertline are fitted with.

Fix

The fix is to rollback this driver and to install the driver previously used. Follow these steps:

- Using Windows Search enter '**Device Manager**' and press the 'Enter' key to open
- Once in 'Device Manager' expand the '**Ports**' folder
- Right click on the port labelled '**Prolific**' (if you do not see the label '**Prolific**' it is likely the problem is not as described)
- Select '**Properties**'
- Select the '**Driver**' tab
- Select '**Update Driver**'
- Select '**Browse my computer for driver software**'
- Select '**Let me pick from a list of available drivers on my computer**'
- In the displayed box you should see two drivers. **Select Prolific USB-to-Serial Comm Port Version 3.8.12.0 (03/03/2017 or earlier – any drive not dated 2020)**
- Select this driver and click on next
- The driver installation will commence and when complete Device Manager can be closed
- You may be prompted to restart the PC in which case restart
- Following the restart load Open Bravo and the hardware should work correctly
- In the case of a Scanner not working '**turn the scanner off at the mains**' close and reload Bertline and it should work normally

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