



Vol. 3 Release #3

Dear EPISUITE Partner:

We at ImageWare Systems are grateful for the continuing popularity of our EPISUITE 5.x software and are proud to provide you with these high-quality products. It is through your feedback that we are able to constantly improve our products by addressing technical issues that may arise in “real-world” situations. Therefore, we are pleased to inform you that the EPISUITE 5.x patches mentioned below are available from our support web site at [http://www.episuite.com/episuite\\_support.cfm](http://www.episuite.com/episuite_support.cfm) or by following the links below.

Here are some technical problems recently brought to our attention by various customers and partners:

- 1 Problem:** Dynamic Text Box property  
If, in the Classic and Lite flavors of Guard Draw, you get the error “Unsupported Operation was attempted” when you double click on a Dynamic Text Box, please download the patch mentioned below.

**Resolution:** A fix is available as a flavor specific patch at:

[ftp://ftp.episuite.com/from/EPISUITE\\_5.5\\_Patches/DynamicTextError\\_Classic\\_and\\_Lite](ftp://ftp.episuite.com/from/EPISUITE_5.5_Patches/DynamicTextError_Classic_and_Lite)

**IMPORTANT: Please review the README.TXT for proper installation instructions.**

**Technical Notes:**

This patch affects the following file: GADrawRes.dll.

- 2 Problem:** When updating from 3.0 and 4.0 to EPISUITE 5.5, you may encounter a database problem with all of the following parameters.

While using Microsoft Access:

You receive the error "GuardCard, Failed to print Card, Failed to execute database query Database error too few parameters Expected 1 Error 3061",

The card still gets printed with all the personalization data,

The Card Status remains as “Unprinted”,

The Creation Date is not created, and

The Num\_Prints is not incremented.

**Resolution:** A fix is available as a downloadable patch at:

[ftp://ftp.episuite.com/from/EPISUITE\\_5.5\\_Patches/Updating\\_From\\_Previous\\_Version](ftp://ftp.episuite.com/from/EPISUITE_5.5_Patches/Updating_From_Previous_Version)

**Technical Notes:**

If you are using SQL and Oracle databases, please contact our Technical Support Center so that we may work with you to solve the problem on a case-by-case basis.