



Vol. 3 Release #4

Dear EPISUITE Customer:

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.iwsinc.com/episuite_support.cfm or by following the links below.

1. **Problem:** An error occurs while opening or printing layout files from EPISUITE 5.5 after the operating system has been upgraded from Windows 9.x or NT to Windows 2000. The symptom is receiving an error message stating either “Application error invalid reference memory” or “Unable to initialize the device context”.

Cause: This is called a cross-platform error. When a new layout is saved, the printer name for which it was designed is recorded internally in the design (.GDR) file. Therefore, even if the same card printer is used on Windows 2000, some of the printer settings contained in the card design may be used differently from the old operating system. In this case, when EPISUITE tries to open or print these files, it will generate an error.

Resolution: Using the Printers control panel, rename the card printer driver on the Windows 2000 station to a different name than the one used by the previous OS. Open the GDR file in GuardDraw. You will be prompted to convert the GDR to the new default printer--choose **Yes**. This will reset the printer settings contained in the GDR to those of the printer driver. Resave the GDR file.

2. **Problem:** A General Protection Fault (GPF) occurs when applying a Mod 10 checksum on a Codabar-type bar code (bug).

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

http://www.iwsinc.com/episuite_support.cfm

3. **Problem:** Cannot use the pre-defined **Person - Created by Date** report in EPISUITE 5.5.

Resolution: In order to use this report, three new date fields must be added when using an EPISUITE database that has been upgraded from a previous version, including EPISUITE 5.0. **This feature is currently available for MS Access 97 databases only.**

a. Using the GuardTool Database Utility, click the **Jet Database Module** button, click the **New Date Fields** button and then click **Yes** at the confirmation dialog.

b. You must also download an updated version of the GuardTool Reports database available at:

http://www.iwsinc.com/episuite_support.cfm

4. **Problem:** When images are saved externally in GuardCard 5.0, the following error occurs: "Database error: The field GA_BLOB. Image format can't contain a null value because the required property for this field is set to true, enter a value in this field, error 3314".

Cause: This error occurs when using a database that has been upgraded from EPISUITE 3 or 4 to 5.0 using GuardTool Updater, as well as having configured GuardCard to save captured images in files instead of inside the database. This is set by selecting the **Store image in files** option from the **View > Options > Image Setup** command in GuardCard.

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

http://www.iwsinc.com/episuite_support.cfm

Follow these instructions after you have downloaded and unzipped the file:

1. Copy the file "ResetGA_BLOB.mdb" to your EPISUITE folder (by default C:\Program Files\EPISUITE 5.0).
2. Use the **Start > Find > Files or Folders** option of the Windows menu (or **Start > Search > For Files or Folders**) to search for the file "GuardTool Reports.lnk".(be sure to include the double quotes).
3. Copy this file to your Desktop.
4. Rename it to "ResetGA_BLOB.lnk".
5. Right-click it and select **Properties** from the dropdown menu.
6. Go to the **Shortcut** tab.
7. On the target line, change the string "GuardToolReports.mdb" to "ResetGA_BLOB.mdb". Do not modify the pathnames.
8. To fix the database, double-click the shortcut you created on your desktop. You will be prompted to select the Access database to modify. A message will appear upon successful completion of the task. Delete the shortcut from your desktop.