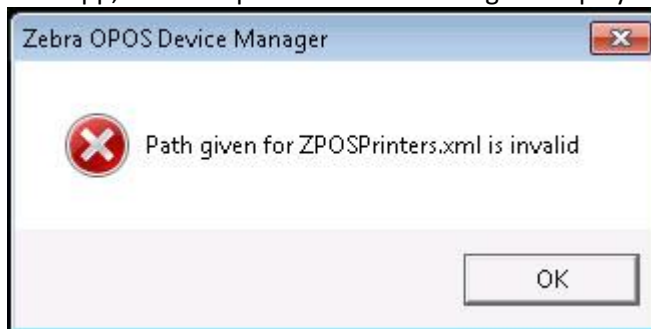


## Zebra OPOS Driver Application Installation and Device Manager or Test App Startup Issues

With the release of version 1.14.1.75 (April 3, 2018), the supported version of Microsoft POS for .NET is now 1.14. We have seen two issues occur when installing this new version.

1. Path given for ZPOSPrinter.xml is invalid
2. The Zebra OPOS Device Manager starts with no error and lets you add printers but the Zebra OPOS Test App, will not open. No error message is displayed the application just does not start.



Complete all of the following steps to resolve.

- ) Uninstall both the POS for .NET v1.12 and the Zebra printer OPOS driver 1.14.1.75 via Control Panel Programs and Features
- ) Install POS for .NET v1.14 and double click the opos-printer-driver-utility-1-14-1-75.exe to re-install the Zebra printer OPOS driver.
- ) Reboot the PC
- ) Open the Device Manager and there should be no error. Printers setup are still there.
- ) Open the Zebra OPOS Test App

Both the Zebra OPOS DeviceManager and the Zebra OPOS Test Application are 32bit applications that can run on a 64-bit OS. Also, the .dlls are 32-bit and so the target architecture for an app needs to be 32-bit. If your OPOS application is set to compile for 64-bit, it might cause errors. This will be especially evident if the Zebra OPOS DeviceManager and the Zebra OPOS Test Application work but your OPOS application does not.

If you use an earlier version of the driver in a 64 bit system the Zebra OPOS Device Manager and the Zebra OPOS Test Application can install successfully. However, the following error, "Path given for ZPOSPrinters.xml is invalid" is known to occur when attempting to run the Zebra OPOS Device Manager v1.11.4.8a or below within a 64 bit operating system. Remove and Install the latest version of the OPOS Driver, if you encounter this error.

**Note:** It is highly recommended to un-install the existing version prior to installing the new version. Use Control Panel > Programs and Features to ensure the previous version is fully removed.

**Note:** It may be possible to resolve any errors you encounter starting the Zebra OPOS DeviceManager or the Zebra OPOS Test Application, if you right click either program and choose "Run as administrator" within your Windows operating system.