



## Resetting a GuardScan Transaction Log

### Symptom

There is some type of GuardScan Terminal error affecting record or image transmission, or scan take an excessive time to process, or other systems related to offline processing.

### Cause

There can be several causes including improper terminal shutdown, sudden power loss, or possible record orphans caused during a database redirection.

### Solution

Please reset the Transaction Log to recreate a new Transaction Log on the affected Terminal. To reset the Transaction Log, please complete the following steps.

1. Press the Manager button to enter the Manager Mode (enter password as needed).
2. Select the System menu option (enter password as needed).
3. Select the Database Options menu item.
4. Highlight the Terminal Key (it should be highlighted by default), and press the Reset Transaction Log button.
5. Press Yes to restart the Terminal, and check for correct operation.