



Cannot Connect to Server Issue

Symptom: Upon scanning a card, a yellow response screen appears with the Message “Cannot Connect to Server“ or some similar error message appears.

Cause: On rare occasions, the GuardScan Transaction Server may start before the Network Services start, causing an invalid network handle.

Solution: Please complete the following steps to resolve this issue.

1. Power off and restart the unit, and test operation. Test for correct operation. If this corrects the issue, please continue unit use, otherwise proceed to the next step.
2. If Step 1 was unsuccessful in resolving the error, please click on the on-screen **Manager** Button. Enter the Manager Password (Default password: 12345)
3. Press the **Down Arrow** to select the **Setup** menu option (press the **Select** arrow). Enter the Setup Password (Default password: 54321)
4. Press the down arrow to select the **Setup GuardScan Transaction Server** menu option (press the **Select** arrow). Wait for Setup Program to Load.
5. Press the **Service Manager** button.
6. If the **Stop** button is available, press the **Stop** button. Once the **Start** button is available, press the **Start** button.
7. Press the Close Button
8. Press the Close button again. This should return you to the main Dashboard.
9. Test for correct operation.