Dear Valuable Customer,

You are a proud owner of Wep Billing Printer.Our machines are easy to operate, effortless & easy to maintain on low running costs. Enjoy our fantastic service spread across the country through well networked Authorized Service Providers. This Technical Communication guide will help you to operate the Machine easily and help you to diagnose and troubleshoot in case of any problem. Regarding any suggestion and feedback e-mail us at rbp.support@wepindia.com

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Models Covered: BP 20, BP JOY, BP 25T, BP 85T, BP 85, BP 20 Plus, BP 25T Plus, BP 85T Plus, BP 2100, BP 2100 JOY, BP 2100 Emerge

Drivers Installation Process in BP Printers

Introduction: This technical communication will cover driver Installation process for all BP Models which will help us in its User Utility Operations.

Step-1: Go to Control Panel > Devices and Printers
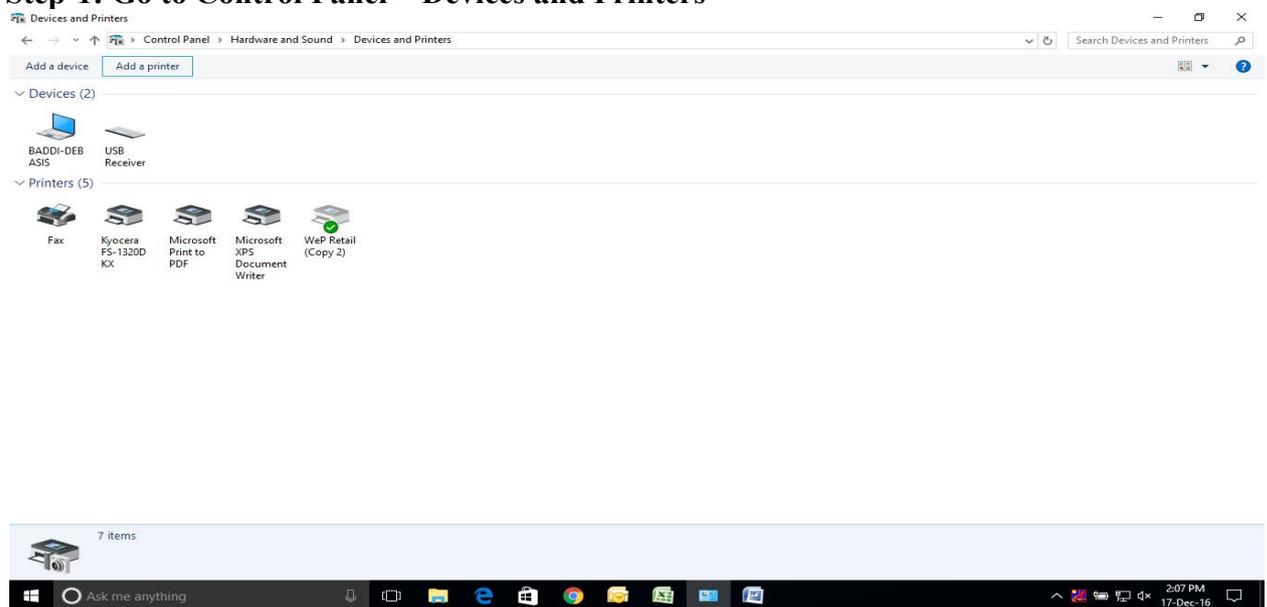
Step-2: Select for Add a Printer
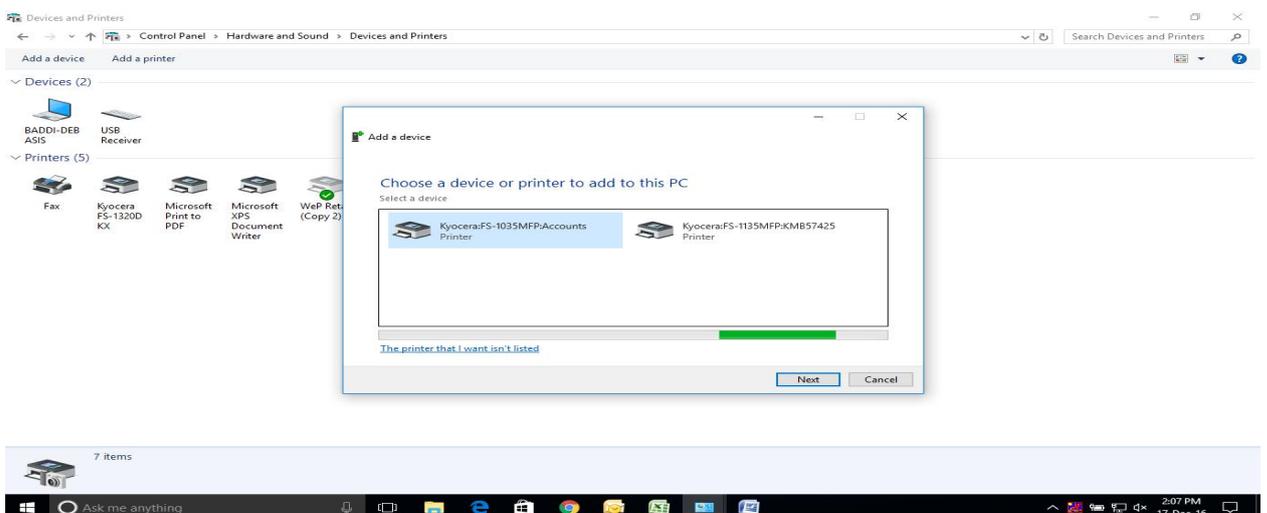
Step-3: Printer we want to install will listed as showing below.
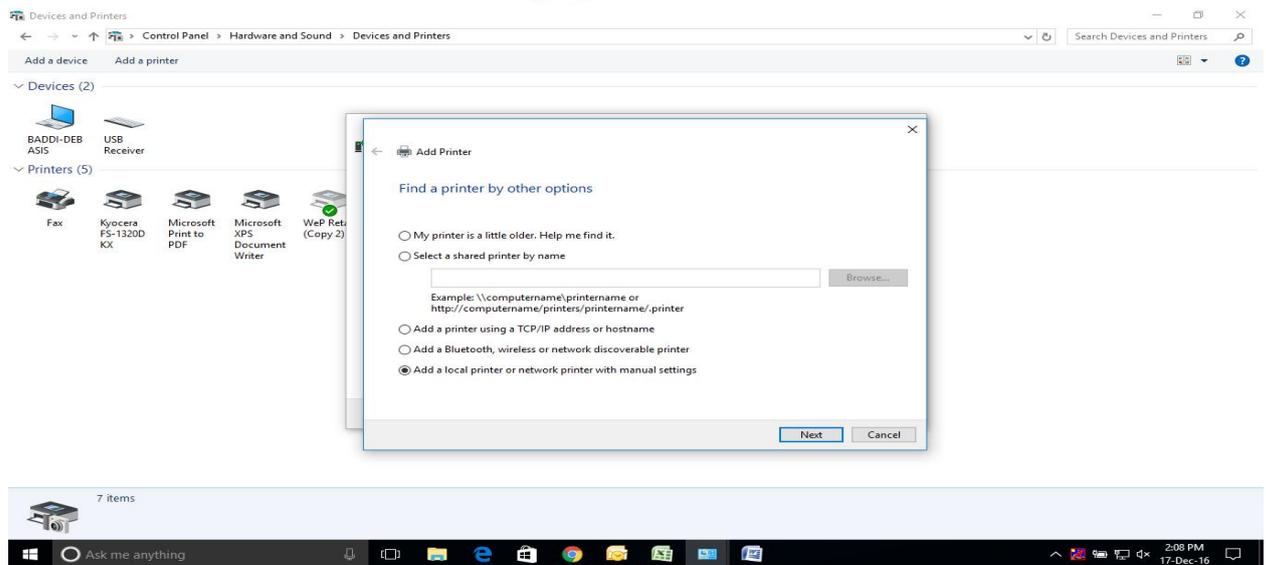
Step-4: Select for "Add a local printer"
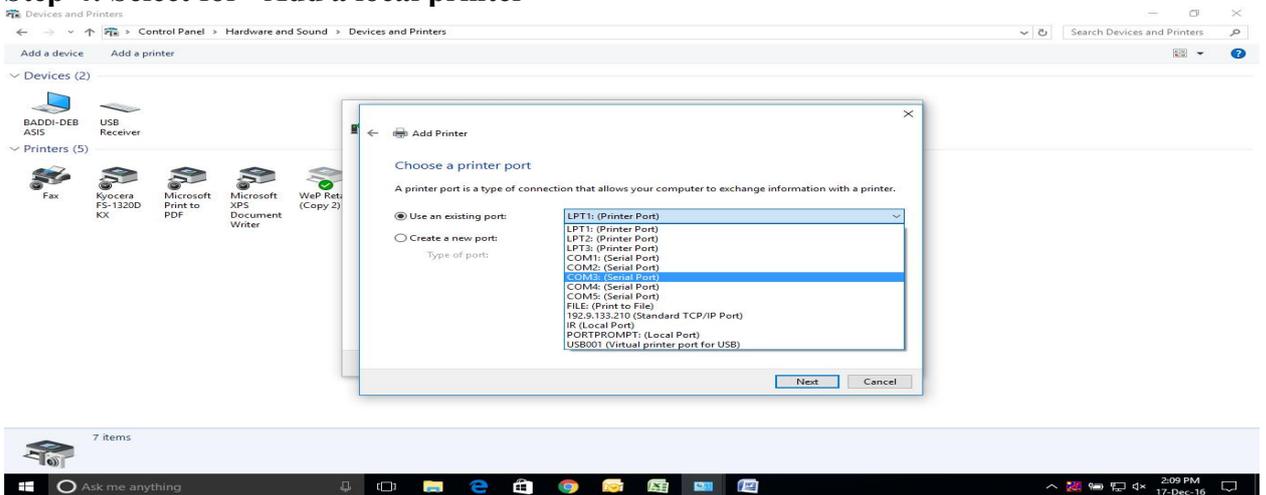
Step-5: Select any one com port which is not in use.
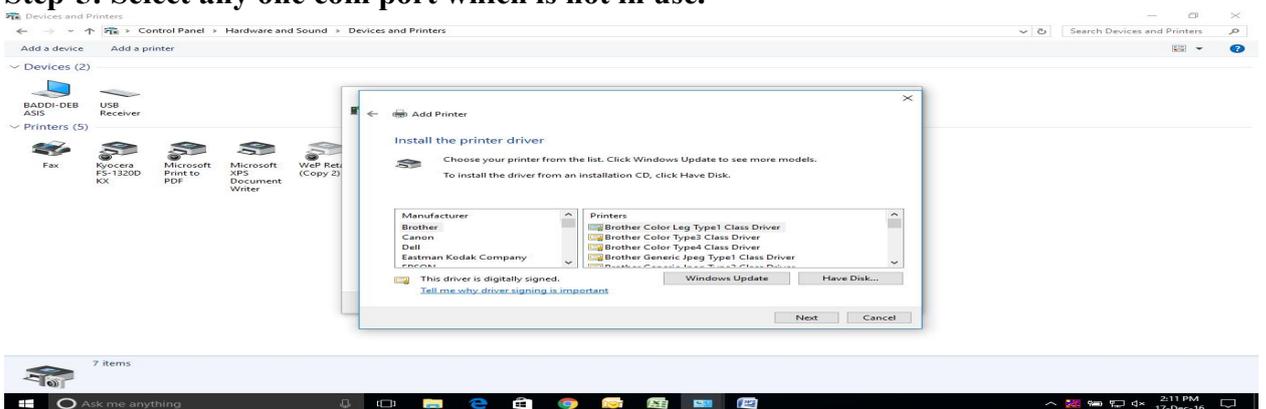
Step-6: Select "Have a disk".
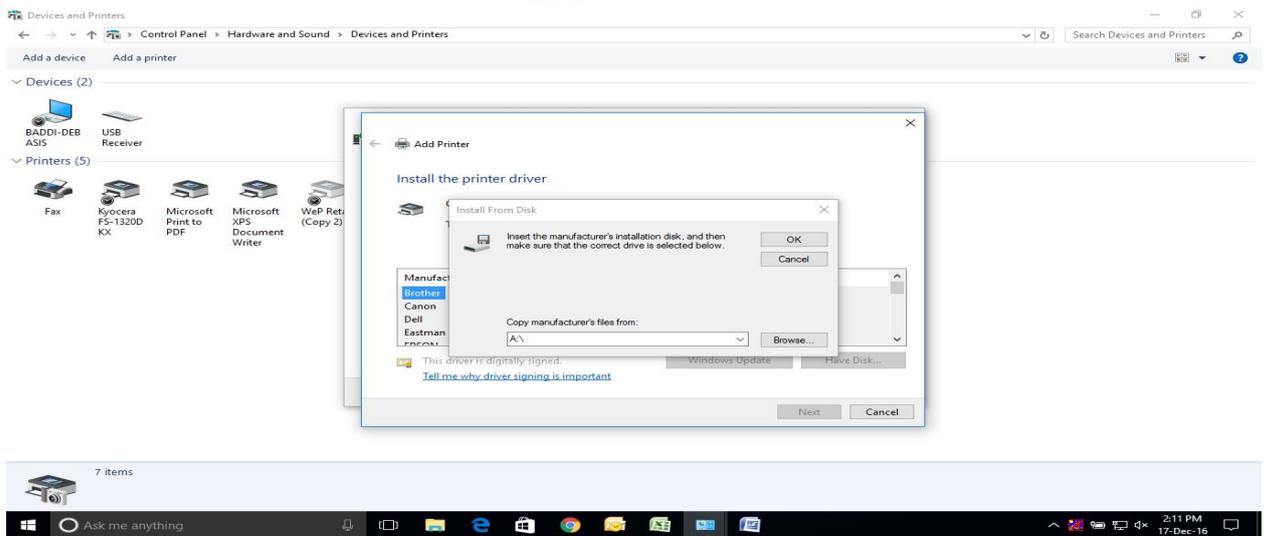
Step-7: Select "Browse" & Browse your file through the below path.
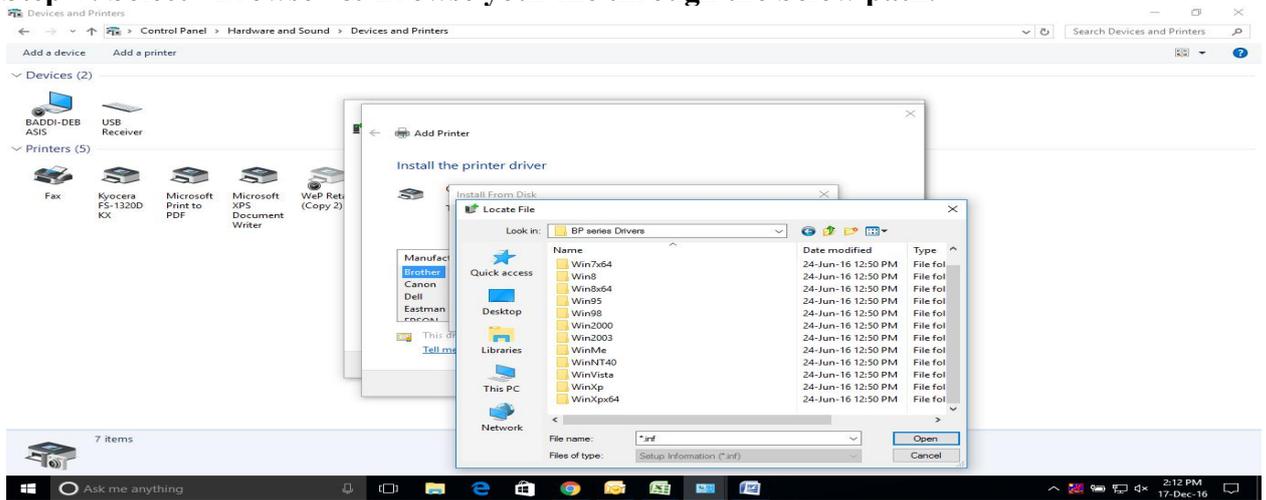
Step-8: Select the file according to your OS and Bit.
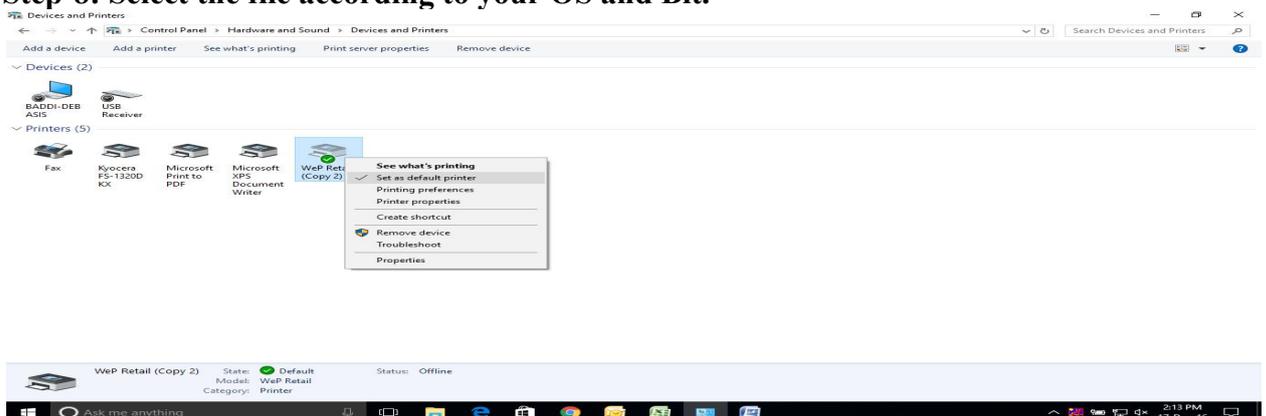
Step-9: After installation, right click on "WeP Retail" and select on "Set as default printer".
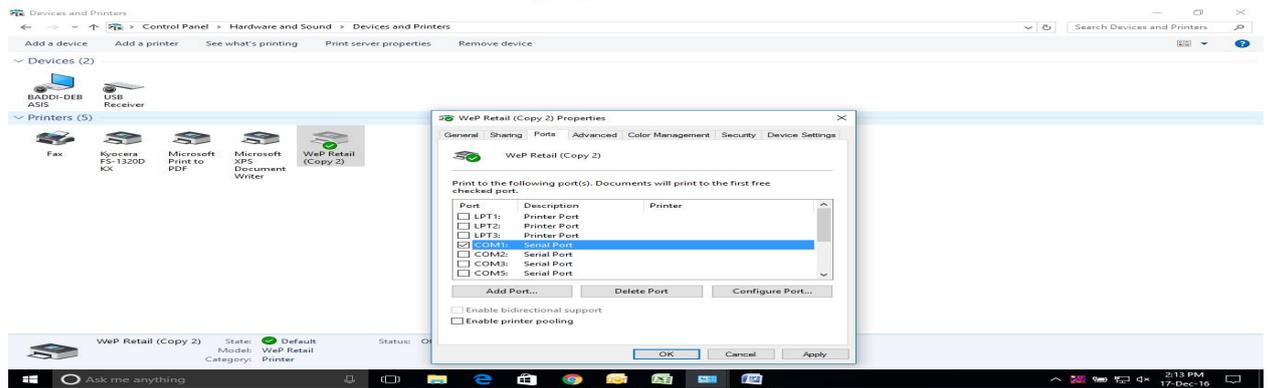
Step-10: Right click on "WeP Retail" and select on "Printer Properties" > "Port">Select the port according to your connection

Models Covered: BP 20, BP JOY, BP 25T, BP 85T, BP 85, BP 20 Plus, BP 25T Plus, BP 85T Plus, BP 2100, BP 2100 JOY, BP 2100 Emerge

Troubleshoot guide to fix Comdlg32.ocx error while installing BP Printers Utility
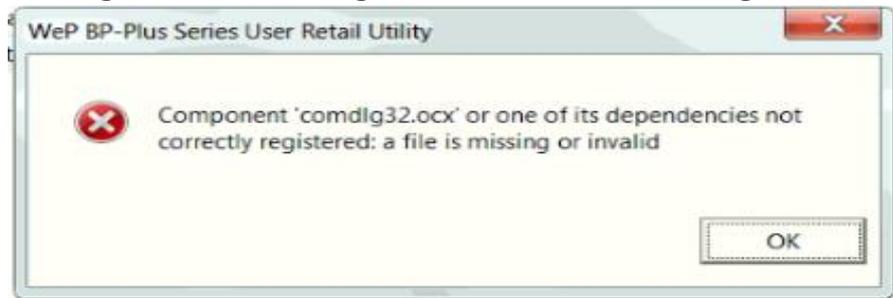
Introduction: Some of the Users are facing "Comdlg32.ocx" error while installation of BP Printers User Utility. This issue occurs due to non-availability of specific file in some of the systems.

Here is the detailed process to resolve the issue and operate through Printers Utility.

Step 1: Manually Register Comdlg32.ocx Using Microsoft Register Server

Step 2: Repair Invalid Comdlg32.ocx Registry Entries

Step 3: Conduct a Full Malware Scan of Your PC

Step 4: Run Windows System File Checker ("sfc /scannow")

Step 5: Uninstall and Reinstall the MSDN Development Platform U.S. Program Associated with Comdlg32.ocx

Step 6: Utilize Windows System Restore to "Undo" Recent System Changes

Step 7: Install All Available Windows Updates

Step 8: Perform a Clean Installation of Windows

Step 1: Manually Register Comdlg32.ocx Using Microsoft Register Server

When you install software that uses the comdlg32.ocx dependency, the software should automatically register the file for you. In some cases your OCX file may not register properly, and as a result, will provide a "comdlg32.ocx not registered" error. Fortunately, you can use a built-in utility called "Microsoft Register Server" (regsvr32.exe) to re-register your comdlg32.ocx file.

How to re-register comdlg32.ocx from an elevated command prompt (**Windows XP, Vista, 7, 8, and 10**):

1.   Click the **Start** button.
2.   Type "**command**" in the **search box... DO NOT** hit **ENTER** yet!
3.   While holding **CTRL-Shift** on your keyboard, hit **ENTER**.
4.   You will be prompted with a permission dialog box.
5.   Click **Yes**.
6.   Type the following command: **regsvr32 /u comdlg32.ocx**.
7.   Hit **ENTER**. This will **UN-REGISTER** your file.
8.   Type the following command: **regsvr32 /i comdlg32.ocx**.
9.   Hit **ENTER**. This will **RE-REGISTER** your file.
10.   Close the command prompt window.
11.   Re-start the program associated with comdlg32.ocx error.

Step 2: Repair Invalid Comdlg32.ocx Registry Entries
1.   Click the **Start** button.
2.   Type "**command**" in the **search box... DO NOT** hit **ENTER** yet!
3.   While holding **CTRL-Shift** on your keyboard, hit **ENTER**.
4.   You will be prompted with a permission dialog box.
5.   Click **Yes**.
6.   A black box will open with a blinking cursor.
7.   Type "**regedit**" and hit **ENTER**.
8.   In the Registry Editor, select the comdlg32.ocx-related key (e.g. MSDN Development Platform U.S.) you want to back up.
9.   From the **File** menu, choose **Export**.
10.   In the **Save In** list, select the folder where you want to save the MSDN Development Platform U.S. backup key.
11.   In the **File Name** box, type a name for your backup file, such as "MSDN Development Platform U.S. Backup".
12.   In the **Export Range** box, be sure that "**Selected branch**" is selected.
13.   Click **Save**.
14.   The file is then saved with a **.reg file extension**.
15.   You now have a backup of your comdlg32.ocx-related registry entry.

Step 3: Conduct a Full Malware Scan of Your PC

There is a chance that your comdlg32.ocx error could be related to a malware infection on your PC. These malicious intruders can damage, corrupt, or even delete OCX-related files. Furthermore, there's a possibility that the comdlg32.ocx error you are experiencing is related to a component of the malicious program itself.

Tip: If you do not already have a malware protection program installed, we highly recommend using Microsoft Anti-Malware (<u>download here</u>). They offer a malware removal guarantee that is not offered by other security software.

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Step 4: Run Windows System File Checker ("sfc /scannow")

System File Checker is a handy tool included with Windows that allows you scan for and restore corruptions in Windows system files (including those related to comdlg32.ocx). If System File Checker finds a problem with your OCX or other critical system file, it will attempt to replace the problematic files automatically.
To run System File Checker (**Windows XP, Vista, 7, 8, and 10**):
 Click the **Start** button.
 Type "**command**" in the **search box... DO NOT** hit **ENTER** yet!
 While holding **CTRL-Shift** on your keyboard, hit **ENTER**.
 You will be prompted with a permission dialog box.
 Click **Yes**.
 A black box will open with a blinking cursor.
 Type "**sfc /scannow**" and hit **ENTER**.
 System File Checker will begin scanning for comdlg32.ocx and other system file problems (be patient - the system scan may take a while).
 Follow the on-screen commands.

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Step 5: Uninstall and Reinstall the MSDN Development Platform U.S. Program Associated with Comdlg32.ocx

If your comdlg32.ocx error is related to a specific program, reinstalling MSDN Development Platform U.S.-related software could be the answer.
Instructions for **Windows 7 and Windows Vista**:
 Open Programs and Features by clicking the **Start** button.
 Click **Control Panel** on the right-side menu.
 Click **Programs**.
 Click **Programs and Features**.

Locate **comdlg32.ocx-associated program** (eg. MSDN Development Platform U.S.) under the **Name** column.

Click on the MSDN Development Platform U.S.-associated entry.

Click the **Uninstall** button on the top menu ribbon.

Follow the on-screen directions to complete the uninstallation of your comdlg32.ocx-associated program.

Instructions for **Windows XP**:

Open Programs and Features by clicking the **Start** button.

Click **Control Panel**.

Click **Add or Remove Programs**.

Locate **comdlg32.ocx-associated program** (eg. MSDN Development Platform U.S.) under the list of **Currently Installed Programs**.

Click on the MSDN Development Platform U.S.-associated entry.

Click the **Remove** button on the right side.

Follow the on-screen directions to complete the uninstallation of your comdlg32.ocx-associated program.

Instructions for **Windows 8**:

Hover the cursor in the **bottom left of the screen** to produce the **Start Menu** image.

Right-Click to bring up the **Start Context Menu**.

Click **Programs and Features**.

Locate **comdlg32.ocx-associated program** (eg. MSDN Development Platform U.S.) under the **Name** column.

Click on the MSDN Development Platform U.S.-associated entry.

Click the **Uninstall/Change** on the top menu ribbon.

Follow the on-screen directions to complete the uninstallation of your comdlg32.ocx-associated program.

After you have successfully uninstalled your comdlg32.ocx-associated program (eg. MSDN Development Platform U.S.), reinstall the program according to the Microsoft instructions.

Tip: If you are positive that your OCX error is related to a specific Microsoft program, uninstalling and reinstalling your comdlg32.ocx-related program will likely be the solution to your problem.

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Step 6: Utilize Windows System Restore to "Undo" Recent System Changes

Windows System Restore allows you to "go back in time" with your PC to help fix your comdlg32.ocx problems. System Restore can return your PC's system files and programs back to a time when everything was working fine. This can potentially help you avoid hours of troubleshooting headaches associated with OCX errors.

Please Note: Using System Restore will not affect your documents, pictures, or other data.

To use System, Restore (Windows XP, Vista, 7, 8, and 10):
      Click the Start button.
      In the search box, type "System Restore" and hit ENTER.
      In the results, click System Restore.
      Enter any administrator passwords (if prompted).
      Follow the steps in the Wizard to choose a restore point.
      Restore your computer.

Step 7: Install All Available Windows Updates

Microsoft is constantly updating and improving Windows system files that could be associated with comdlg32.ocx. Sometimes resolving your OCX problems may be as simple as updating Windows with the latest Service Pack or other patch that Microsoft releases on an ongoing basis.

To check for **Windows Updates (Windows XP, Vista, 7, 8, and 10)**:
      Click the **Start** button.
      Type "**update**" into the search box and hit **ENTER**.
      The **Windows Update** dialog box will appear.
      If updates are available, click the **Install Updates** button.

Step 8: Perform a Clean Installation of Windows

Models Covered: BP 20, BP JOY, BP 25T, BP 85T, BP 85, BP 20 Plus, BP 25T Plus, BP 85T Plus, BP 2100, BP 2100 JOY, BP 2100 Emerge

How to Disable Driver Signature for Windows based Operating System

Introduction: In Driver installation process it raises error due to driver signature for window OS. We have to disable that Driver Signature for installation of drivers successfully. This technical communication will cover the process how to disable Driver Signature for Window based Operating System

Step 1 Open a Command Prompt with admin privileges.

 In Windows 10/8.1/8, press the Windows key + X and select "Command Prompt (admin)".

 In Windows 7/XP/Vista, you can type "command prompt" in the Start search box, right-click on "Command Prompt" in the result and select "run as administrator".
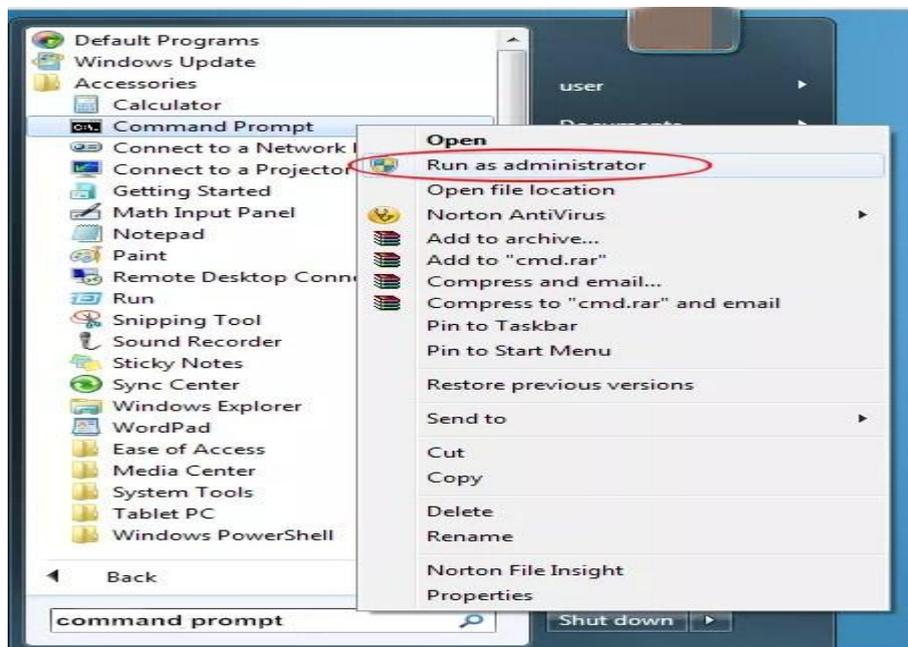
Step 2 Type the below command and press the Enter key:
"bcdedit /set test signing on"

You should receive the "**The operation completed successfully**" message.

Step 3 Close the Command Prompt window and restart your computer. Now you can install any unsigned drivers without problems.

Date of Release: 27th Apr 2020

Models Covered: BP 20, BP JOY, BP 25T, BP 85T, BP 85, BP 20 Plus, BP 25T Plus, BP 85T Plus, BP 2100, BP 2100 JOY, BP 2100 Emerge

Retail Utility User Utility Installation/Un-installation & Port Setting

Introduction: This technical communication guides us how to Installation/Un-Installation & make Port Setting. It helps us to PC connectivity with Printer.

Installation Requirements

1. A PC running any of the below mentioned operating system:
   o Windows 95
   o Windows 98
   o Windows Me
   o Windows NT 4.0 (SP6 or later)
   o Windows 2000
   o Windows 2003
   o Windows XP
   o Windows XP x64
   o Windows Vista
   o Windows 7(x86 and x64)
2. A Serial port if you wish to configure the device.
3. 100 MB of hard disk space.
4. Remaining hardware specifications as specified by operating system.
5. On some operating systems, you may have to login with software installation rights to install this utility.

Installation Procedure: Please follow steps to install this utility:

1. Close all the applications that are running.
2. Uninstall your previous version of the utility, if already installed. See *Un-Installation Procedure* section for details on this.
3. Run the setup.exe file that comes along with installation package. Below shown window will appear, then press next button to continue.
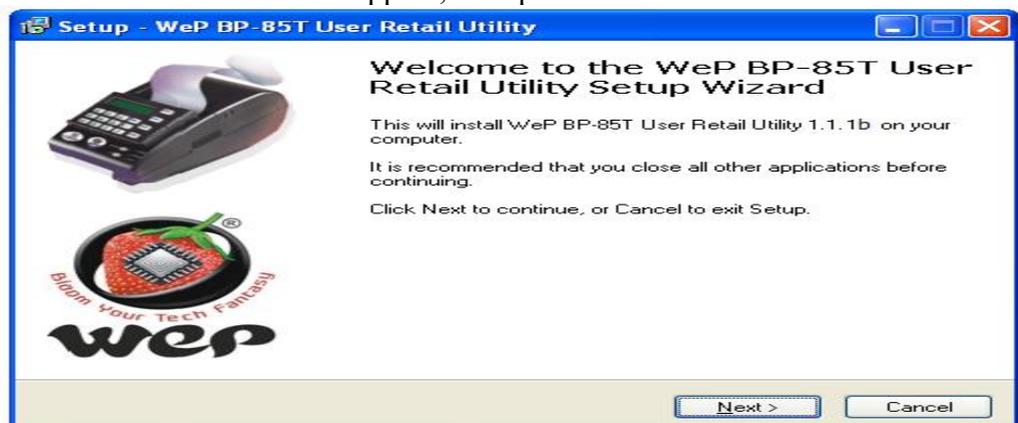
4. Below shown window will appear If you wish you can change the installation directory press the 'Browse' button and choose the required path. Otherwise click on the 'Next' button.

5. Below shown window will appear If you wish you can change the 'Start menu folder' press the 'Browse' button and choose the required path. Otherwise click on the 'Next' button.
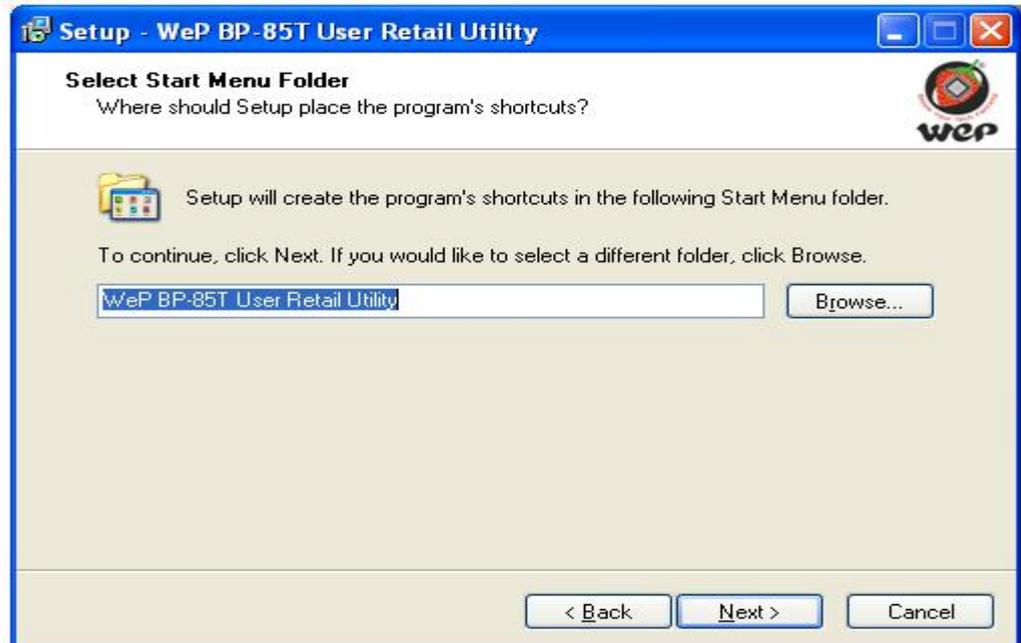
6. Follow the on screen instruction to complete the installation. When successfully completed the utility can be accessed from the program group.

Un-Installation Procedure

Method 1:

1. Select the un-install option from Start menu -> WeP BP-85T User Retail Utility, and follow the instruction to complete the un-installation process.

Method 2:

1. Select Add Remove programs or Programs and Feature (in Windows Vista and Windows 7) tool from the Control Panel of your operating system.
2. Click the Install/Uninstall tab for Windows 95/98/Me/NT. For Windows 2000/2003/XP/XPX64/ Vista/7 continue with next point.
3. Locate the WeP BP-85T User Retail Utility. Select it and click on Remove or un-install button available.

Serial Port Settings

Before any data is downloaded to ECR using this utility, the following settings are required.

1. The default printer driver port: Serial port
2. Baud Rate: 19200/115200 Bits per second
3. Data bits: 8

6. Flow Control: None

Models Covered: BP 20, BP JOY, BP 25T, BP 85T, BP 85, BP 20 Plus, BP 25T Plus, BP 85T Plus, BP 2100, BP 2100 JOY, BP 2100 Emerge

Retail User Utility Billing Configuration Process

Introduction: This technical communication covers the Bill Configuration through User Utility. It helps us in processing a bill with different settings and configurations.

Billing option Configuration

You can access this window via *Bills->Billing Option Configuration* menu.
This window allows configuring some of the options that affects the bill.

Bill Number

Allows the user to choose one among the types of bill number available. They are

·   **Continuous:** The bill number in the bills that are printed from the day of installation will start from 1 and it continuous up to 3999997500.

·   **Daily Reset:** The bill number will reset to 1 when date & month is changed in the device.

Round Off Total Bill Amount

This option allows you to select the type of round off required for the total bill amount. It can be any one of the following.

·   **No Round Off:** Total amount in the bill will be printed without any round off.

·   **Round Off to 25 Paise:** This option allows rounding off the total amount to the nearest 25 paise. e.g., If the Total Amount is 12.30, on selecting this option, Total amount will be rounded to 12.25

·   **Round Off to 50 Paise:** This option allows rounding off the total amount to the nearest 50 paise. e.g., If the Total Amount is 12.30, on selecting this option, Total amount will be rounded to 12.50

·   **Round Off to 1 Rupee:** This option allows rounding off the total amount to the nearest 1 Rupee. e.g., If the Total Amount is 12.30, on selecting this option, Total amount will be rounded to 12.00

Discount Type

This option allows you to select the type of discount among the following options.

·   **No discount:** If you select this option then while billing, the device will not ask to enter any discount for the bill.

·   **Item wise discount in percentage:** This option allows you to enter item wise discount in percentage for individual item during billing.

·   **Overall discount in percentage before service tax:** This option allows you to enter discount for the total amount in percentage. This discount is applied on the total amount that is calculated before applying service tax on total amount.

·   **Overall discount in rupees after service tax:** This option allows you to enter the discount for the total amount in rupees. This discount is calculated on the total amount that is obtained after applying service tax on the total amount.

User Defined Field

This option allows you to enter some custom field that appears in the top of the bill, after bill number. On selection of UDF filed, the UDF name and length are mandatory.

·   **Field Name:** The UDF name can take any combination of alphabets or digits. The maximum length of UDF name is 25 characters. This name can be anything as "Operator Id", "Room no" or "Table No".

·   **Max Limit:** This specifies how many UDF that user can enter. The maximum number of UDF's that can be entered is 250. Its default value is 1.

Ex: If UDF name is Table No and Max Limit is 70, then you can enter 1, 2, 3…70 table numbers while billing.

The options that are dependent on UDF are

·   **Kitchen Order Token:** This option can be selected only when User Defined Field is selected. Kitchen Order Token is a token that contains the order given by the customer. Every customer is identified by a particular UDF field.

·   **Select KOT through panel:** This option allows you to enable or disable KOT through machine. This setting is downloaded through the 'Bill Settings' window.

Others

·   **Change price while billing:** This allows you to edit the price of an item in machine while billing an item.

·   **Print Cash Received and Balance:** This allows you to print the cash received from the customer and balance amount that you should pay to customer.

·   **Service tax:** This option allows you to enable the service tax value.

·   **Service tax value:** This option allows you to enter service tax value for the total amount. The maximum service tax that can be entered is 99.99%

Bill Header and Footer

You can access this window via *Bills->Bill Header and Footer* menu.

Here you can edit the header and footer that you need to be printed in the bill and reports.

Header Text

Here you can enter the text that will appear as the header in the bills and reports you print. There are some constraints on header text. They are:

Maximum 10 lines of text can be entered

Maximum of 40 characters per line can be entered when font is small font

Maximum of 20 characters per line can be entered when font is large font

Footer Text

Here you can enter the text that will appear as the footer in the bills and reports you print. There are some constraints on footer text. They are:

Maximum 5 lines of text can be entered

Maximum of 40 characters per line can be entered when font is small font

Maximum of 20 characters per line can be entered when font is large font

Note:

Header and footer files are saved in "*.RTF" format. You are requested not to modify the contents by explicitly opening them in other applications.

Bill and Reports Formats

You can access this feature via *Bills->Bill and Report Formats* menu.

This feature will be available to you only if you have selected Master Configuration file.

This window allows you to download all the bill and report settings that are present in selected Master Configuration file. Here you can view the bill or report format by selecting the same from the list given.

Download

This button allows you to download the selected bill or report format in the given window.

Download All

This button allows you to download all the repots and bill format at once.

Note:

This window downloads only the fields that will be printed in the bill and reports. In the above bill, when you download Bill Format, the fields that are downloaded to the device are:

"Sl", "ITEM NAME", "QTY", "PRICE", " DISC", "AMOUNT".

Header footer and User Defined Field are not downloaded.

Models Covered: BP 20, BP JOY, BP 25T, BP 85T, BP 85, BP 20 Plus, BP 25T Plus, BP 85T Plus, BP 2100, BP 2100 JOY, BP 2100 Emerge

Runtime 70 Error while usage of BP Printer User Utility

Introduction: What Causes Runtime Error 70**:** An example of error you may receive when it occurs.

Run-time error '70':
Permission Denied

This error is present in Microsoft Windows systems and the reason they occur, as mentioned before, is partly due to the lack of security privileges. If the workstation cannot access the server then it cannot complete the task and to stop the computer endlessly attempting to fulfill this and freeze, Microsoft have designed a way to stop it which results in this error. The runtime error 70 can occur when the user attempts to invoke methods on the MTS component (Microsoft Transaction Server) from which they do not have rights to. These problems are only minor and can be solved by following the steps below.

How To Fix Runtime Error "70":

● Step 1 – Enable Authorization Checking

The above error usually occurs when either Enable Authorization Checking is turned on in Microsoft Transaction Server or the Microsoft NT user that is trying to launch the objects from the VB application does not have the rights to invoke methods on the MTS component. To resolve these issues:

Clear the Enable Authorization Checking setting. To do this, launch MTS Explorer and then open the properties window for the component. In the security tab, clear Enable Authorization Checking.
This method eradicates the stringent security privileges that would be present if the option was left on. This should allow access to the server from the Windows NT workstation, however, if this is not the case please continue to the next step.

● Step 2 – Give Administrator Permissions to All Users on Your PC

Giving the user administrator permissions will allow them access to the server as the server will recognize that the workstation is not a foreign one but is indeed a safe local workstation. To carry out this step, you must:

Download Windows 10 Repair Tool

For Windows 95, 98 or ME:

1. Run DCOM Config.
2. Select the DCOM Server application from the list of available applications.

3. Select the Properties button or double-click the DCOM Server application in the list.
4. Test the server with "Default Access Permissions."

For Windows NT or 2000:

1. Run DCOM Config.
2. Select the DCOM Server application from the list of available application.
3. Select the Properties button, or double-click the DCOM Server application in the list.
4. Test the server with "Default Access Permissions," "Default Launch Permissions," and "Custom Configuration Permissions."

On either of these steps, if the run time error 70 still appears, try not to go to the next step straight away, but to instead modify the Default Access Permissions from the Default Security tab in DCOM Config. This is a common reason why the error occurs because they restrict what the user can access and therefore produce this security related error. If this step did not work, carry out the next step.

[Download Windows 10 Repair Tool](#)

ReimageRepair.exe

STEP BY STEP GUIDE
Step 1:
Download the PC repair tool
Step 2:
Install and launch the application
Step 3:
Click the "Scan now" button to detect issues and abnormalities
Step 4:
Click the "Repair All" button to fix the issues

Models Covered: Models Covered: BP 20, BP JOY, BP 25T, BP 85T, BP 85, BP 20 Plus, BP 25T Plus, BP 85T Plus, BP 2100, BP 2100 JOY, BP 2100 Emerge

LOGO Creation for Supported models of BP Printers

Introduction: We can insert Logo as a header in our Billing Printers. This technical communication will guide us How to create a Logo for billing printer. Logo facility is available for particular models only BP 25T Plus, BP 85T Plus, BP 85T, BP Emerge Basic, BP 2100 Series and JOY POS

Step-1: Open your required PICTURE in Paint.
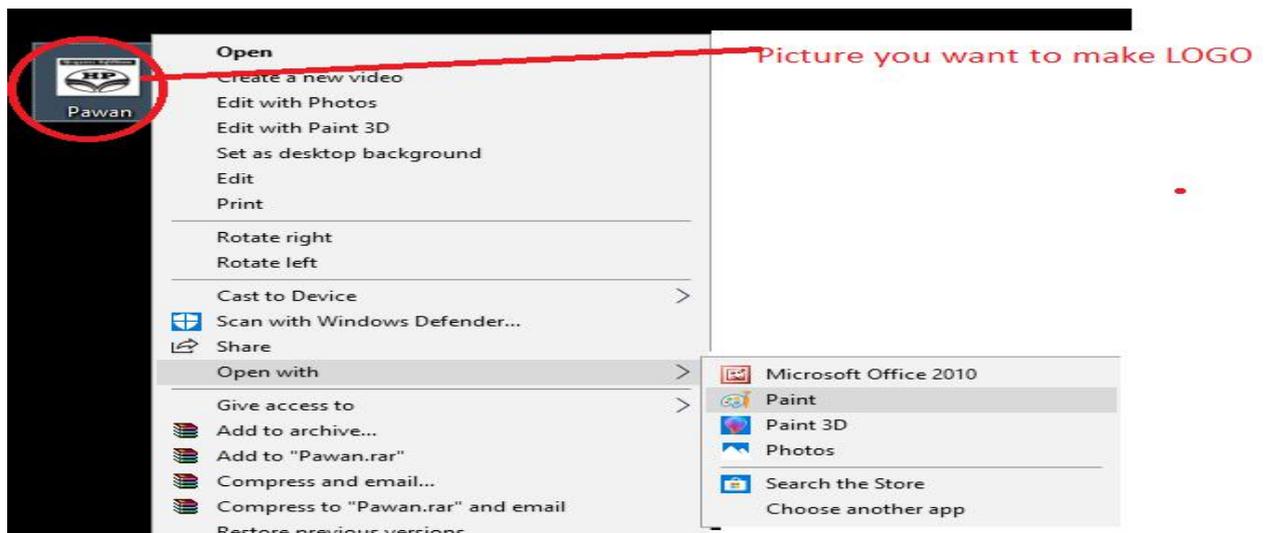
Step-2: Select **Resize** option and select **Pixels** with **Horizontal* Vertical-448*326** and select **OK**
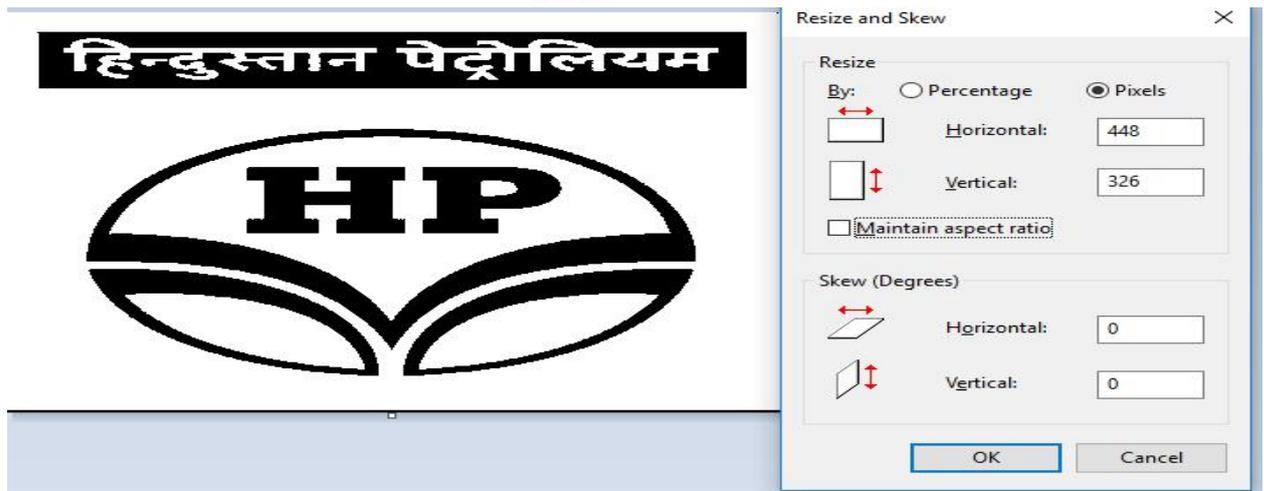
Step-3: Go to **File** and Select **Save as**
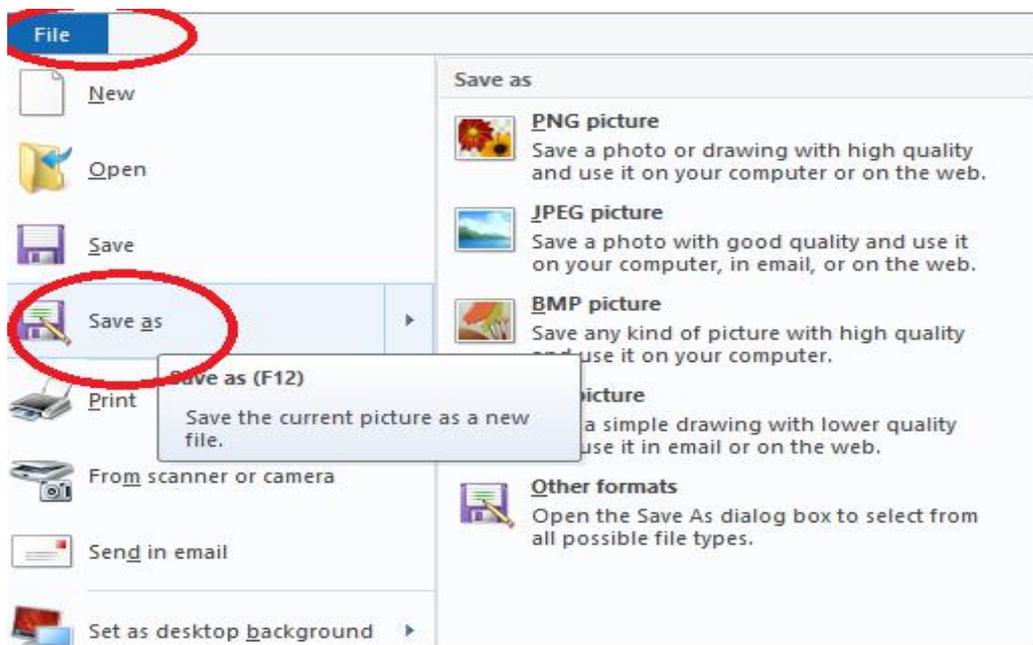
Step-4: Select **File Name**, **Location** and **Save as Type Monochrome Bitmap** and select **Save**
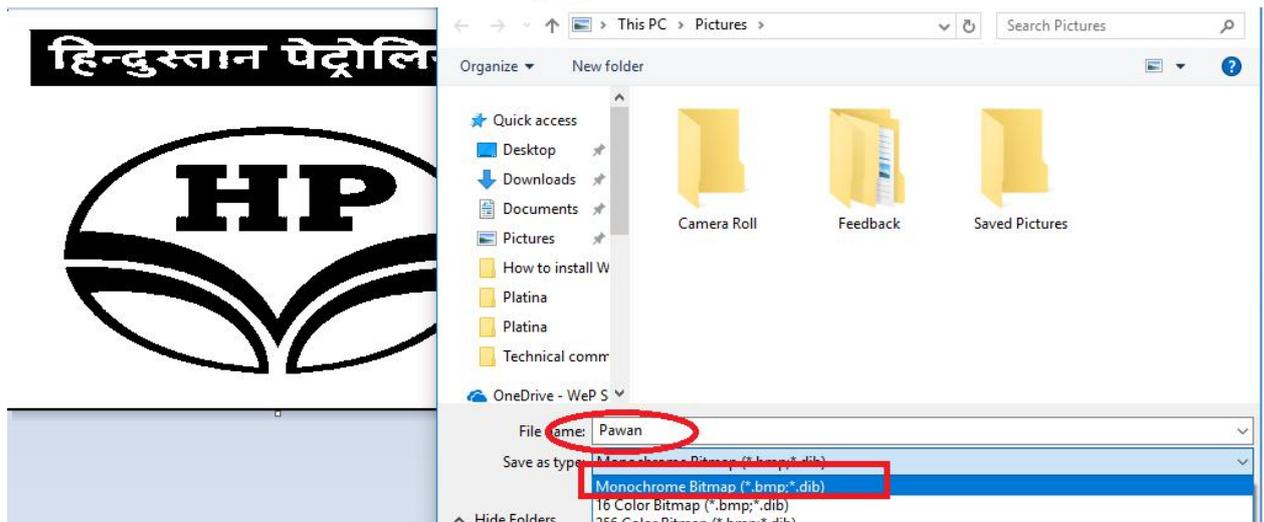
Step-5: Go to saved picture and check **properties.** If size is **17.8 kb** then you have done above process perfectly and LOGO is ready to use in user utility of supported models.
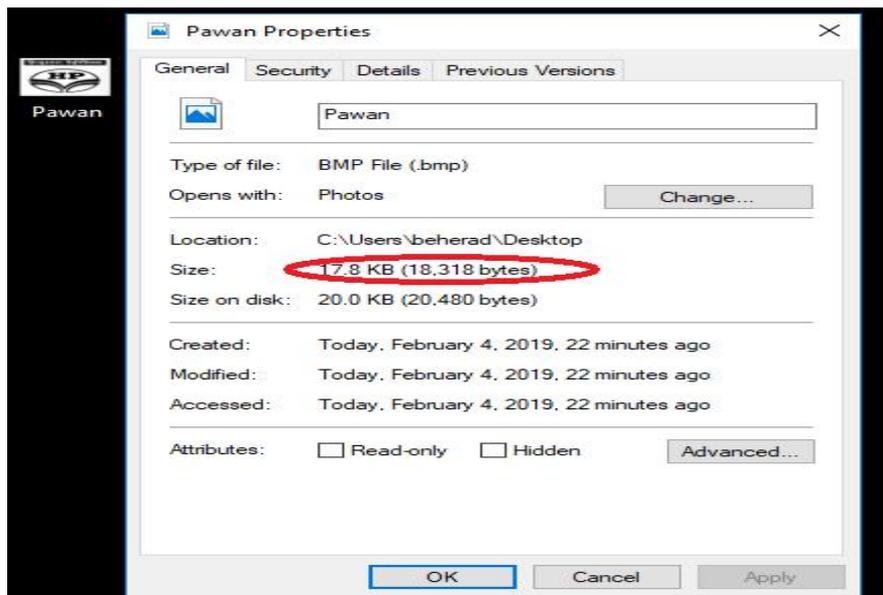
We can insert this file to our Printer through its User Utility.

Usage of External keyboard connectivity with BP Printers

Introduction: We are offering External Keyboard connectivity with our retail models and this technical communication will guide how connect external Keyboard and usage process. This facility is available in particular models only (BP 25T Plus, BP 85T Plus, BP 85T, BP Emerge Series, BP Gold series & JOY POS)

Keys of BP Printer	Keys of external keyboard
MENU	HOME
PRINT	F12
CANCEL	ESCAPE
DOWN ARROW	DOWN ARROW
UP ARROW	UP ARROW/BACKSPACE
NUMBERS	NUMBERS
ALPHABET	ALPHABET

Once External Keyboard connected through USB port to printer and giving permission to use it we can operate it with above said keys. Compatible Keyboards with our Printers: **Dell SK 8115, Lenovo SK 8825, Logitech K200, TVSE, Genius**

Models Covered: BP 20, BP JOY, BP 25T, BP 85T, BP 85, BP 20 Plus, BP 25T Plus, BP 85T Plus, BP 2100, BP 2100 JOY, BP 2100 Emerge

How to reset User Password for BP Printer.

Introduction: If we forgot password of our Billing machine then we can RESET his password through User utility usage. For this refer below process

Step-1: Put Printer on DATA DOWNLOAD mode and connect Serial/USB cable for respective supported models.
Step-2: Go to **User Utility** of respective model and Login to User Utility
Step-3: Go to **Change Password** option and select **Printer Password**

Step-4: Enter **New Password** and **Confirm Password.** Click on **Download** & **OK.**

Now printer can Log In through new Password.

Unit of measurement configuration for Item Database entry in BP Models

Introduction: In BP Printers we can configure different measure of units which have one required as per customer. This technical communication will cover to replace and configure units with existing one.

Step-1: Open USER UTILITY > ITEM MANGEMENT > Then select "Configure Unit".

Step-2: Chose on unit which you don't want to use in item database.

Step-3: Rename that Unit as First letter of unit should Capital and in notation first letter is capital and second is small. If you want Decimal quantity, then select "Decimal Quantity".
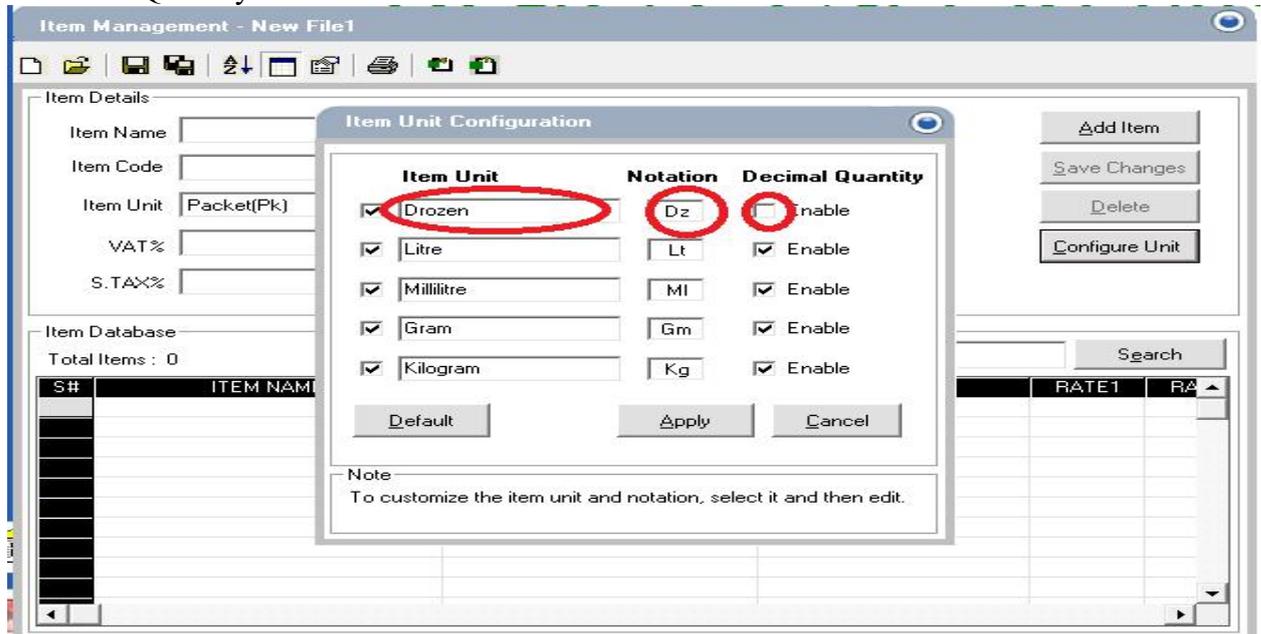
Step-4:Add an item with you new added Unit and send printer. Make sure that before send printer,erase all database from printer.
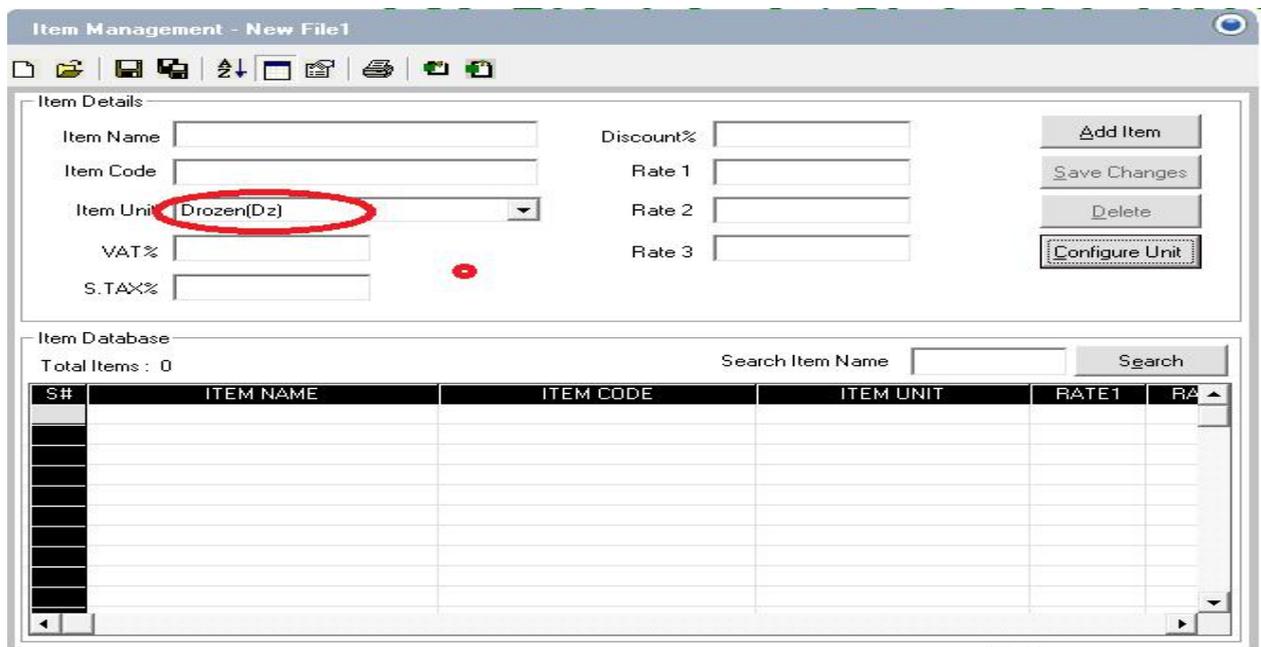
USB-to-Serial Converter Configuration Procedure in BP Printer

Introduction: For BP Printers which support only Serial Port connectivity only. We can use USB to Serial Converter for User Utility Operations and below process will guide us regarding installation of Converter.

1. Connect the USB to Serial converter to computer.
2. When user connects the USB to Serial Converter it will ask for install the driver.
3. Install the USB to Serial Converter driver by using driver CD provided with the product.
4. Restart the computer.
5. After installation complete, click on the right click on the My Computer icon & go to the property. The window is displayed as shown in the below screen.

6. Now click on the Hardware tab & select the Device Manager Option below window is displayed on the screen.

7. In the below figure you can see that the USB to Serial Comm. Port is set COM4 which is inside the brackets as Shown in the figure, so please note down that to which COM port number the USB to Serial Comm. Port is set. For example, in the below figure the USB to Serial Comm. Port is set COM4.
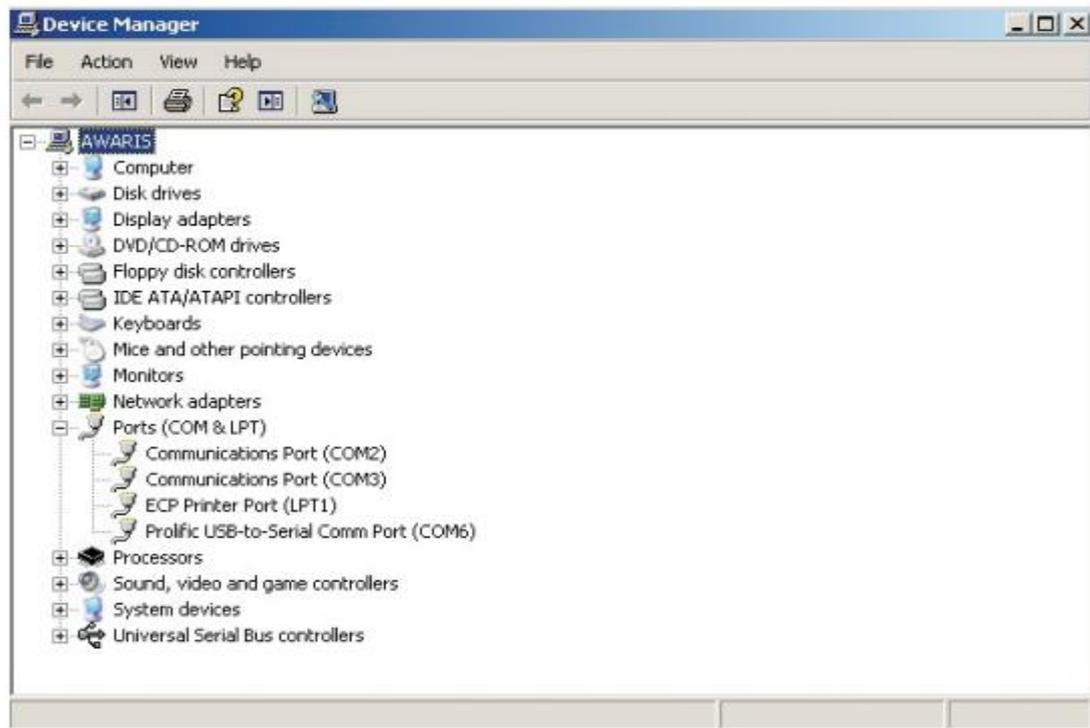
Instructions to use the USB to Serial port Converter in this product
1. Com port configuration: Automatically it will select some com port. But we need to change it to com1 & the following settings are required in PC:
i. The default printer driver port: Serial port (com1)
ii. Baud Rate: 19200/115200 Bits per second
iii. Data bits: 8
Note: Works only with Win XP(only 32bit), Vista, 2000, 2003, 7x86, 7x64, win 8, win8.1, win10 (Even though the manufacturer supports win 98 and ME it does not work because port setting is not possible)

Models Covered: BP 20, BP JOY, BP 25T, BP 85T, BP 85, BP 20 Plus, BP 25T Plus, BP 85T Plus, BP 2100, BP 2100 JOY, BP 2100 Emerge

How to Disable Driver Signature Verification on 64-Bit Windows 8.1 or 10

Introduction: During Printer Driver installation we faces issue in Windows 8.1 or 10 for 64 Bit. We have to disable windows driver Signature to install the same. This technical communication will guide to verify the same and disable driver signature.

To disable driver signature verification, we're going to need to get into the Troubleshooting options from the boot manager. The easiest way to bring this screen up is using a secret trick. Simply select Restart from the power options menu (on Windows 8 that's under Charms or on the login screen, and in Windows 10 it's on the Start Menu). Hold down the SHIFT key while you click Restart.

Again, you can use this trick on any of the power menus in Windows 8 or 10, whether on the login screen, Charms bar, Start Menu, or Start Screen Once your computer has rebooted you will be able to choose the Troubleshoot option.
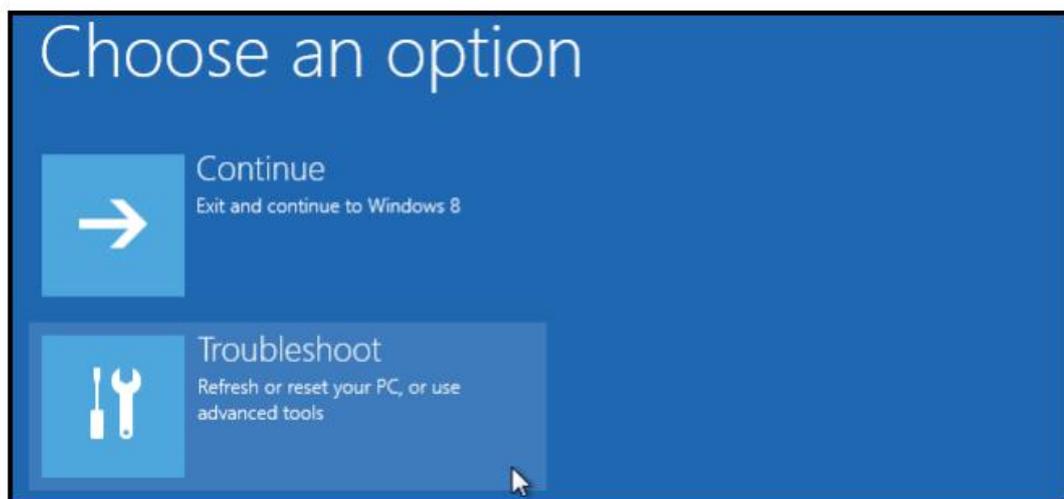
Then head into advanced options.
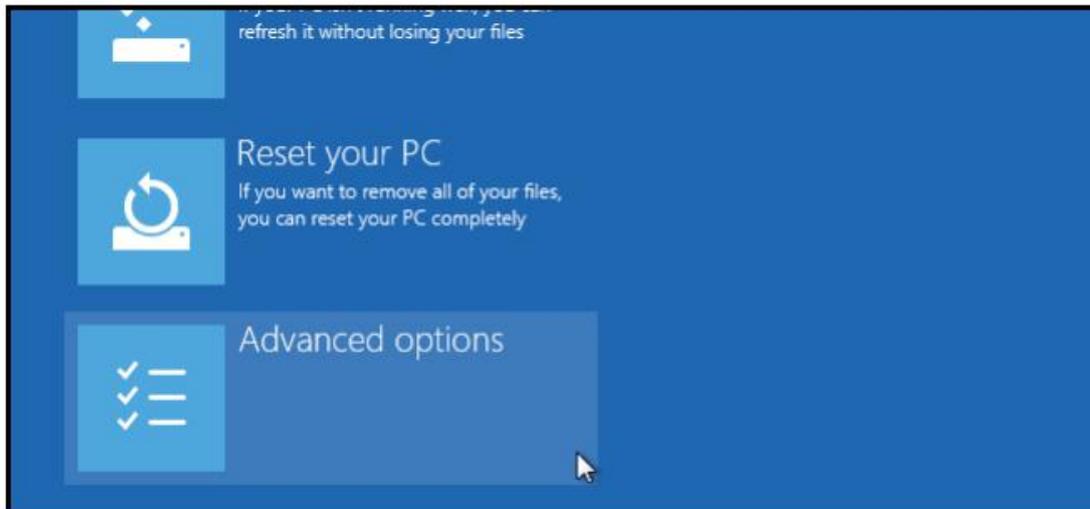
Then Start-up Settings.
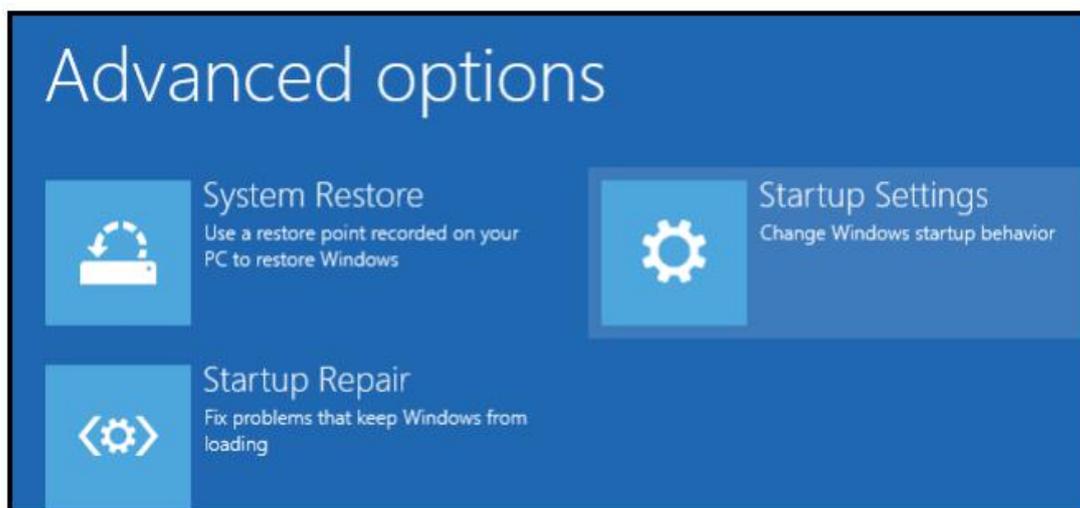
Since we are modifying boot time configuration settings, you will need to restart your Computer one last time.
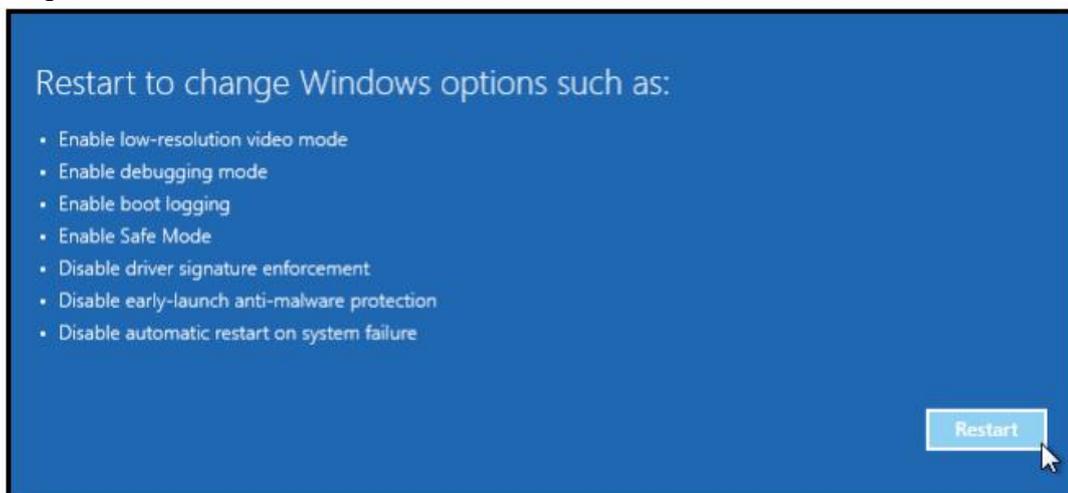
Finally, you will be given a list of start-up settings that you can change. The one we are looking for is "Disable driver signature enforcement". To choose the setting, you will need to press the F7 key.

Startup Settings

Press a number to choose from the options below:

Use number keys or functions keys F1-F9.

1) Enable debugging
2) Enable boot logging
3) Enable low-resolution video
4) Enable Safe Mode
5) Enable Safe Mode with Networking
6) Enable Safe Mode with Command Prompt
7) Disable driver signature enforcement
8) Disable early launch anti-malware protection
9) Disable automatic restart after failure

That's all there is to it. Your PC will then reboot and you will be able to install unsigned drivers without any error message

Models Covered: BP 20, BP JOY, BP 25T, BP 85T, BP 85, BP 20 Plus, BP 25TPlus, BP 85T Plus, BP 2100, BP 2100 JOY, BP 2100 Emerge

Troubleshooting for Error 0x00000709 while connecting Printer to PC

Identification of error.
In case data files don't transfer from PC to Printer during user utility operations. Ensure the Error 0x0000070. This problem can be rectified through control panel section of your PC.
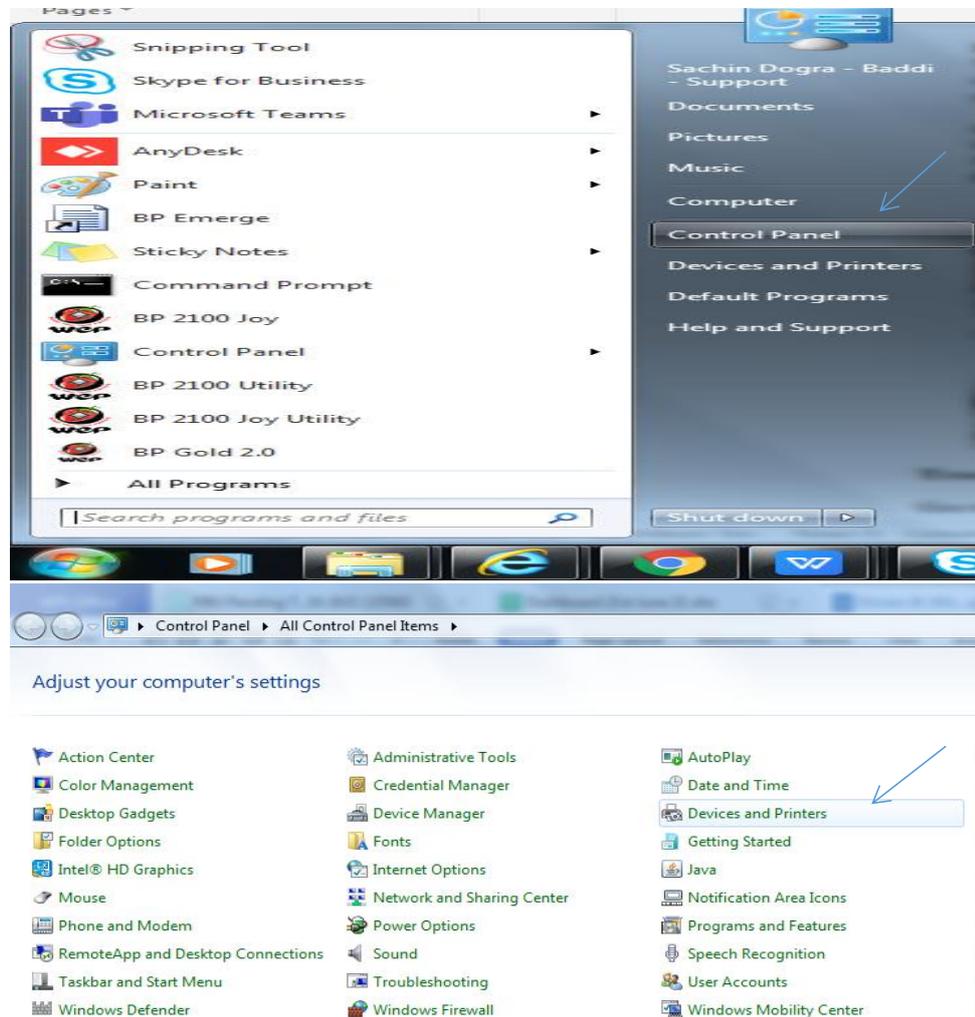
Go to Control Panel >Device and Printers

Select for wep printer. Choose here to set as default printer.
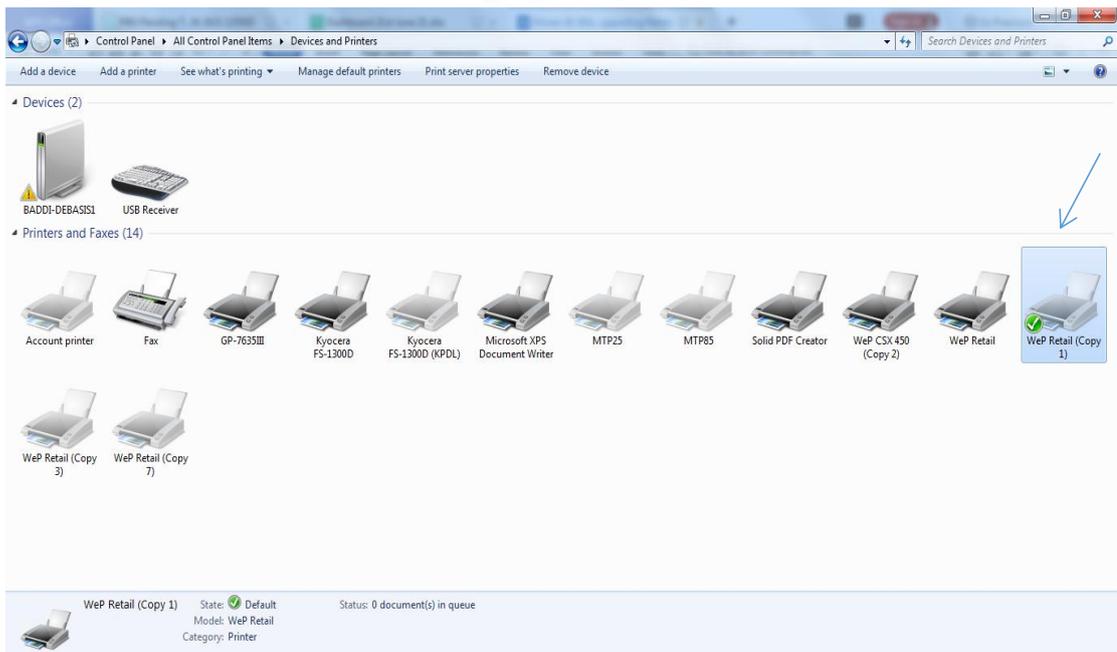
On selection of the same display will show as below. Notification for **Error 0x00000709**
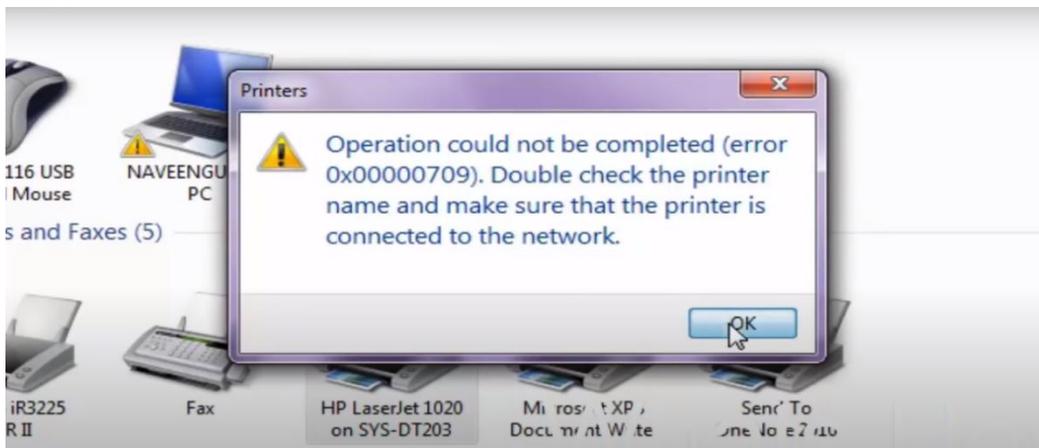
Troubleshooting for Error 0x00000709

Go to search option and type "regedit" (for win 7 operating system)
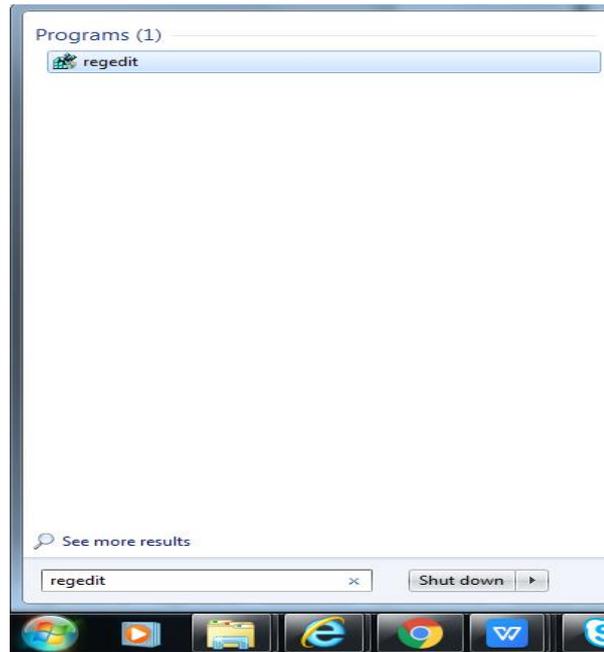
Go to search option and type "Registry Editor" (for win 8, 8.1, 10 operating system)
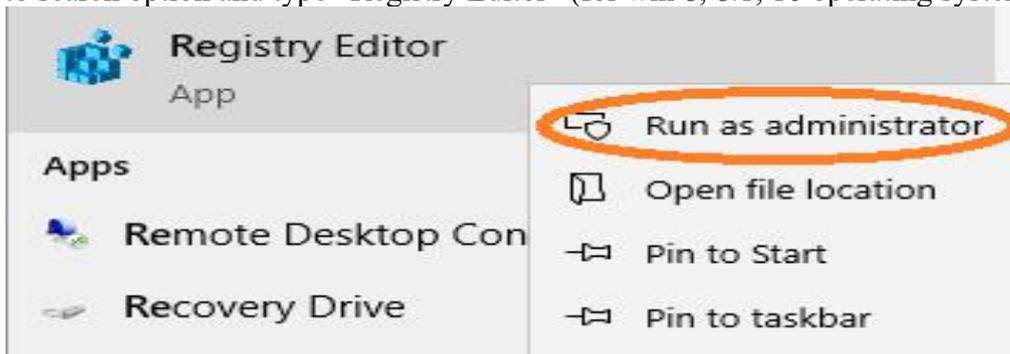
Run this program as administrator.

Go to HKEY_CURRENT_USER and select for Software under this section.
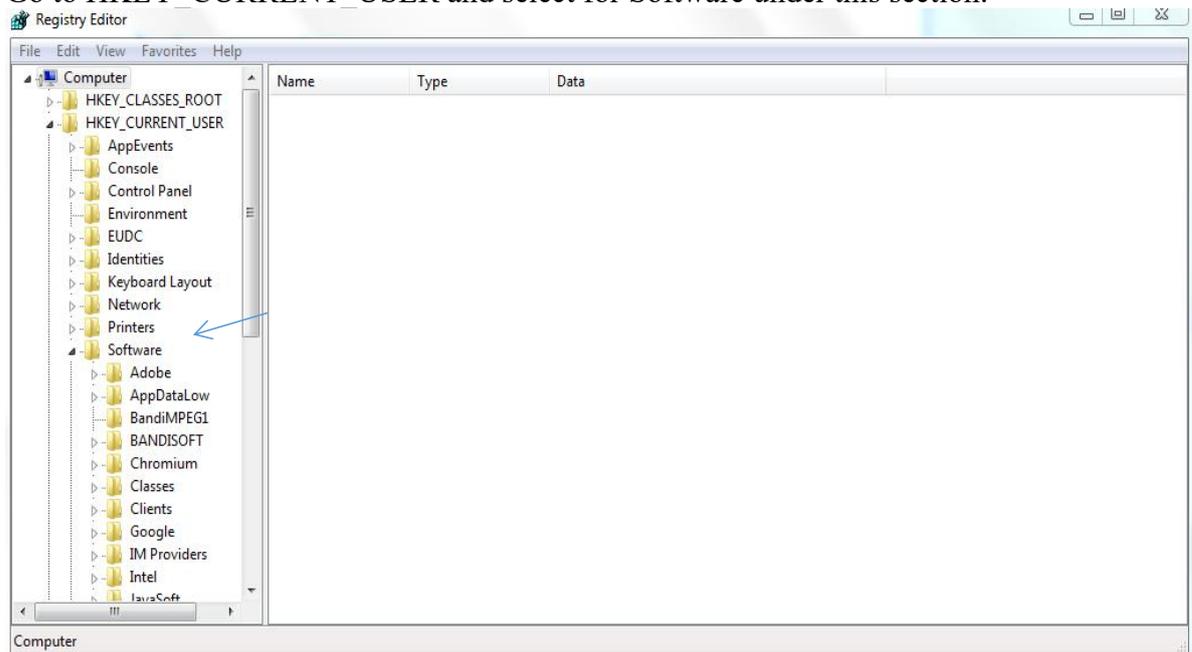
Select for Microsoft under Software section and proceed with Windows NT, Right click on windows and provide the permissions.
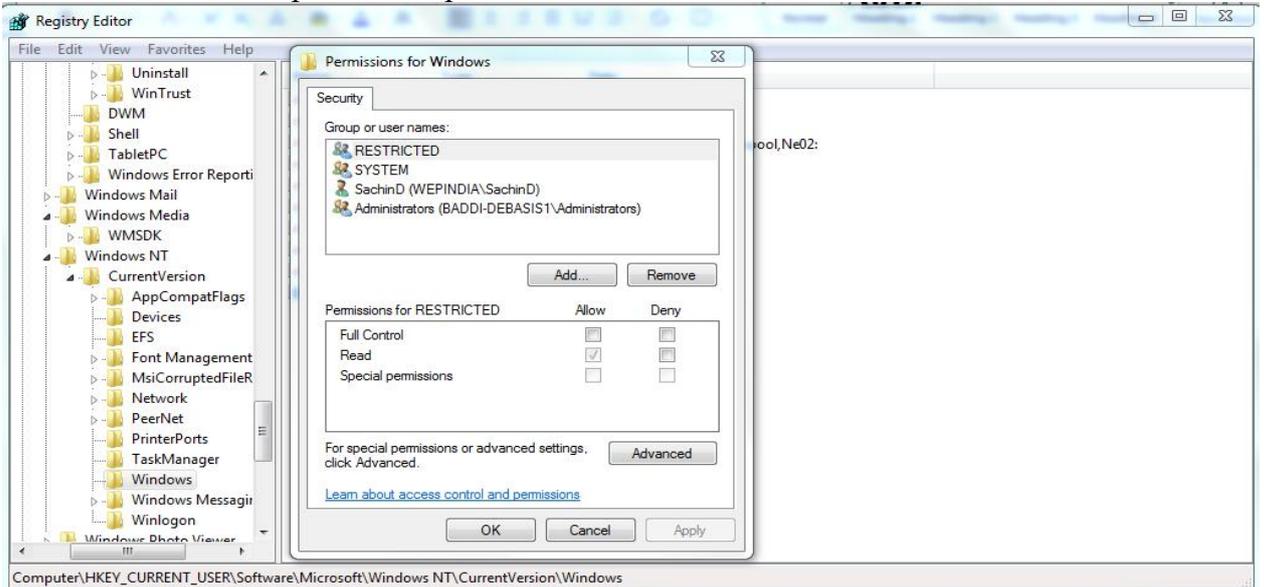
Click on RESTRICTED and allow all the permissions then click on apply.
Restart your computer before proceeding for your work.

Models Covered: BP 20, BP JOY, BP 25T, BP 85T, BP 85, BP 20 Plus, BP 25TPlus, BP 85T Plus, BP 2100, BP 2100 JOY, BP 2100 Emerge

Troubleshooting for Data Transfer Error while Operating through User Utility

Introduction: In Our Billing printers we can add data to Printers through it User Utility operations. In some of the cases we found errors for data not transfer/Invalid data shown on Printer display. With help of this technical note we will go through the process of error identification and its troubleshooting

Data not transfer error: This error occurs when we tries to download item database from user utility to printer and it not reflects into Printer without any error message.

Troubleshooting:

1. Check for the connection wire between Printer and PC.
2. Go to control panel and check for the Printer selection, It has to be selected as a default Printer. If it is not right click on the Wep Retail Printer and select for "Set as a Default Printer".
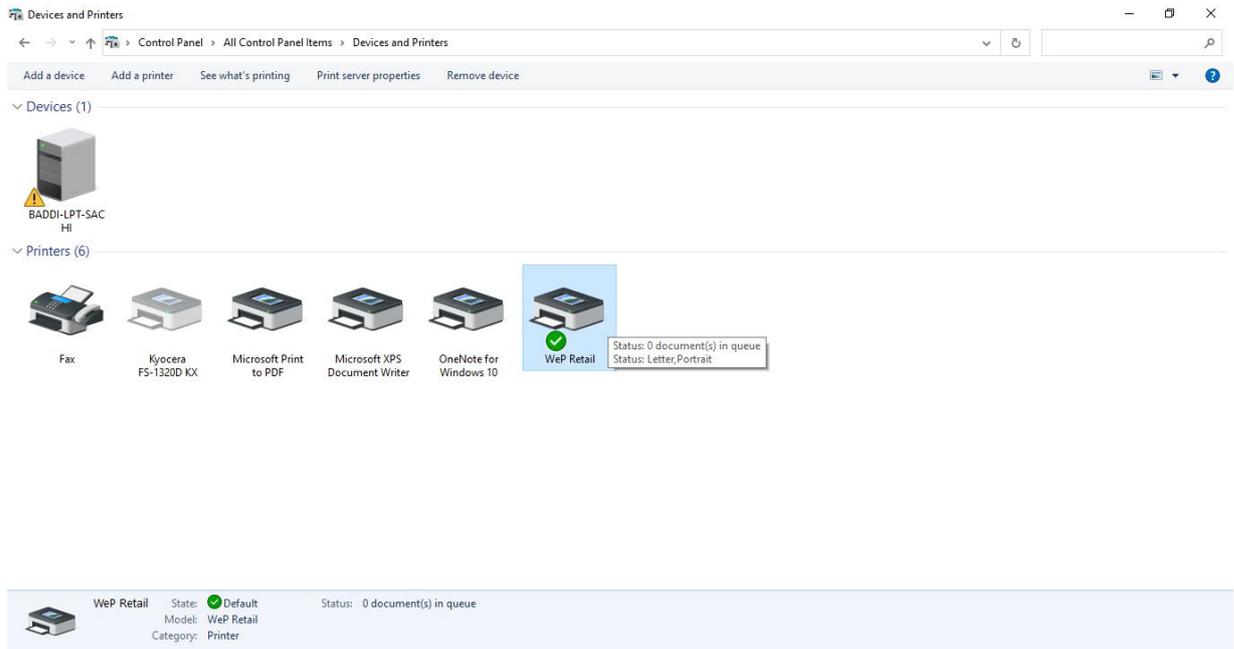
3. Give a Download command from User Utility and recheck with the Printer section under control panel. As it don't shown any pending Document and we have successfully transferred data from its user utility to Printer.
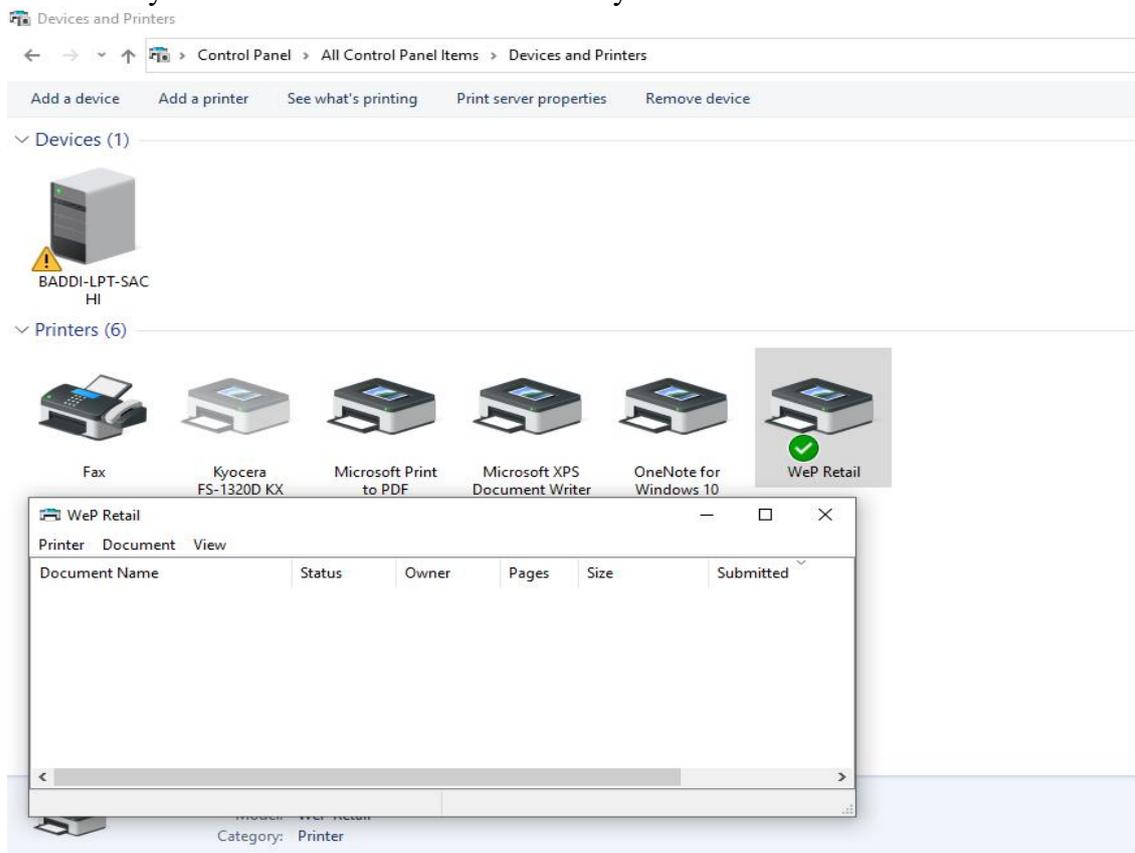
Invalid Data shown in Printer: In process of Data transfer when we download database from user Utility to Printer it shows an error of Invalid data and we can troubleshoot it with the help of below process.

Troubleshooting: "Invalid Data", This error occurs due to wrong selection of Pinter Baud rate while installing its Drivers.

1. Go to control panel and check for the Wep Retail Printer as a Default printer.
2. Right click on Printer selection and select for Printer Properties.
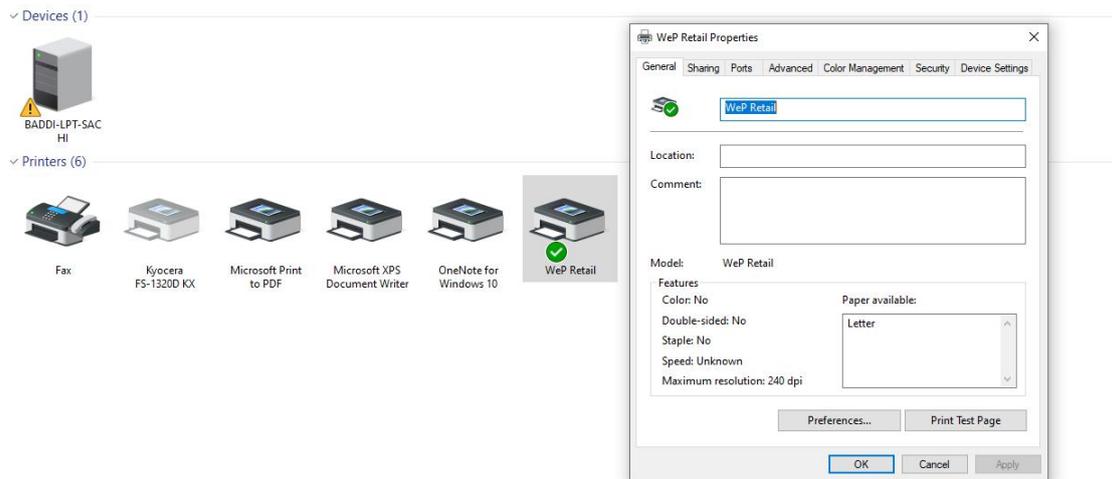
3. Go to its port selection and select for the Baud rate of 115200 under its comport selection.
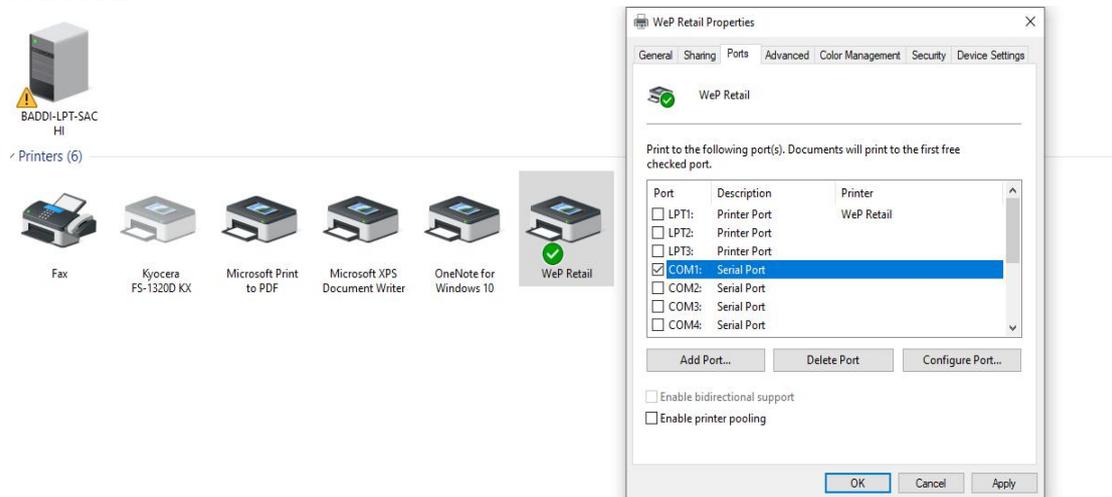
We have successfully done the troubleshooting for data transfer and it can easily transfer database from its User utility to Printer.

Models Covered: BP 20, BP JOY, BP 25T, BP 85T, BP 85, BP 20 Plus, BP 25TPlus, BP 85T Plus, BP 2100, BP 2100 JOY, BP 2100 Emerge

Master file configuration in Billing printers through User Utility

Introduction: In Our Billing printers we can make changes to our billing/reports segment and provide required setting with the help of Master file configuration. We can make Master file configuration with help of its User Utility.

Master File Creation: To create a master file for particular model go through below procedure.

1. Login into Master Utility and Go to **Configure Mater Settings.**

2. Master utility provides us various settings which can't be processed through Printer settings.

3. Choose for the required settings required under Bill Settings and Report Settings.

4. Go to save option and save the settings we have selected in above section. Utility will create a file with .wcm extension

5. We have successfully created a Mater file and now we will go through procedure of Mater file Configuration.

Master File Configuration:

1. Login into User utility through its login password wepindia.

2. Go to select Master config File and choose for the Master file we have created with help of master utility.

3. We have successfully configured Master File to User utility.
4. Go with general procedure of Item Database creation and settings will be saved to Printer with Database insertion process.

Regarding any Feedback and queries, kindly reach us on below:
Mail Id: rbp.support@wepindia.com
Toll Free Number: 8103 500 500
WhatsApp Number: +91-9148224129