

ISHIDA SCALELINK PRO 5 TROUBLESHOOTER RELEASE NOTES

The ScaleLink Pro 5 troubleshooter utility program is intended to resolve several issues that may affect the program. Five different steps are taken -- one at a time -- to attempt to return SLP-5 to normal operation. The Troubleshooter is provided as a batch file to make it as universal as possible.

The SLP-5 troubleshooter utility is compatible with Windows 7, 8, and 10. The troubleshooter utility can be used for both SLP-5 and SLP-5 Lite.

Version 1.1 features & changes [19 September 2018]

The following lists the main changes from the previous version.

1. 1.1 is the initial release of the SLP-5 Troubleshooter utility program.
2. The batch file must run As an Administrator. Right click on the batch file and select "Run as administrator" to launch the utility.
3. The following steps are performed one at a time. After each step the utility prompts the user to start SLP-5 and check if the program operates normally.
 - a. Restart the two SLP-5 services.
 - b. Uninstall and reinstall the two SLP-5 services.
 - c. Restore the most current Setup file from the Backup folder. The current Setup file is renamed as "OldSETUP_yyyymmdd.ser".
 - d. Check the .CFG files to ensure they are not blank, and replace or delete as needed.
 - e. Restore the second most recent Setup file from the Backup folder. The current Setup file is renamed as "OldSETUP_yyyymmdd(x).ser".
4. If none of the five actions listed in item 3 above resolve the issue with SLP-5 the user is advised to uninstall and reinstall the program.
5. A log file TroubleshooterLog.txt is created in the ScaleLink Pro 5 program folder listing the actions taken.

Version 1.2 features & changes [16 January 2019]

The following lists the main changes from the previous version.

1. Modified to run on 32-bit operating systems. This applies to the compiled .EXE version only.

Version 1.3 features & changes [21 August 2019]

The following lists the main changes from the previous version.

1. Added display text indicating the step being performed.
2. Updated wording of the various prompts.

ISHIDA SCALELINK PRO 5 TROUBLESHOOTER RELEASE NOTES



© Rice Lake Weighing Systems Specifications subject to change without notice.
Rice Lake Weighing Systems is an ISO 9001 registered company.

230 W. Coleman St. • Rice Lake, WI 54868 • USA
U.S. 800-472-6703 • Canada/Mexico 800-321-6703 • International 715-234-9171 • Europe +31 (0)26 472 1319

www.ricelake.com/retail

www.ricelake.mx

www.ricelake.eu

www.ricelake.co.in

August 21, 2019

2 / 2

SLP-5_Troubleshooter_Release_Notes

Contents of this document are the sole copyright of Rice Lake Weighing Systems (RLWS), not for use without RLWS written consent.