SmarterPay – On Premise

EISCD Updates Issue
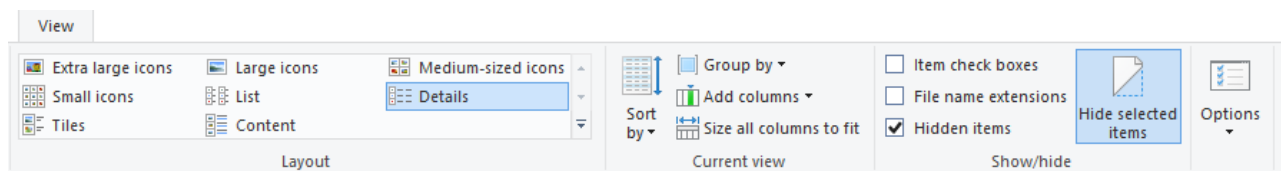## Modulus Checks not being performed.

Introduction

Please follow this document to remove the corrupted EISCD updates from your SmarterPay instance to allow this continue as normal. This will need to be on the location of the server, if you run multiple clients with a central server, this will need to be done on the server. If you only have SmarterPay installed on one computer, it will only need to be done there.

Removing Corrupted File

Firstly, you will need to access WINDOWS (:C)

From here select the 'View' tab in the top left corner. In here Hidden Items needs to be selected (See screenshot below)

You will see it has now revealed the folder 'ProgramData'

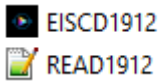From here you will need to navigate through these below folders.

C:\ProgramData\SmarterPay\2.0.3.64\ISCD (Please note the version No. should correspond to the version of SmarterPay you are using.)

The folder will look similar to the screenshot below.

This PC › WINDOWS (C:) › ProgramData › SmarterPay › 2.0.3.64 › ISCD

Name	Date modified	Type	Size
EISCD2212	22/12/2022 14:19	DAT File	10,510 KB
READ2212	22/12/2022 14:19	TXT File	1 KB
EISCD1212	14/12/2022 15:43	DAT File	10,509 KB
READ1212	14/12/2022 15:43	TXT File	1 KB
EISCD0512	05/12/2022 16:26	DAT File	10,508 KB
READ0512	05/12/2022 16:26	TXT File	1 KB
EISCD2811	29/11/2022 15:21	DAT File	10,511 KB
READ2811	29/11/2022 15:21	TXT File	1 KB
EISCD2111	22/11/2022 11:20	DAT File	10,511 KB
READ2111	22/11/2022 11:20	TXT File	1 KB
SCSUBTAB	04/11/2021 09:33	TXT File	1 KB
VALACDOS	04/11/2021 09:33	TXT File	90 KB

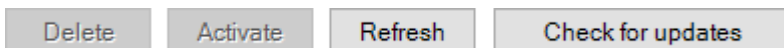From here you will need to select the two Files below and delete them.

EISCD1912
READ1912

Once they are gone, we will be heading to the SmarterPay Administrator.

Once in select the EISCD Updates tab on the left (Shown below)
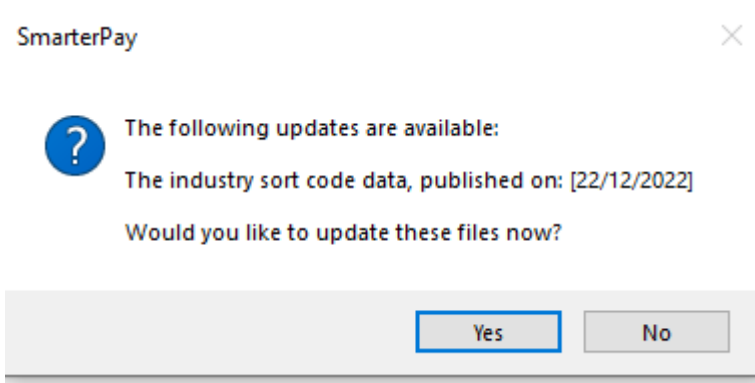

EISCD Updates

The 'Available EISCD Data' section may be blank at this point.

From the bottom of the screen select 'Check for Updates' button (Shown below)

This should prompt a pop up like the one below.

Select Yes.

After this you will need to Refresh, and this will automatically select the latest update and activate.

If you have completed these steps and the issue has not been resolved, please contact the Helpdesk for more support on the issue.

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