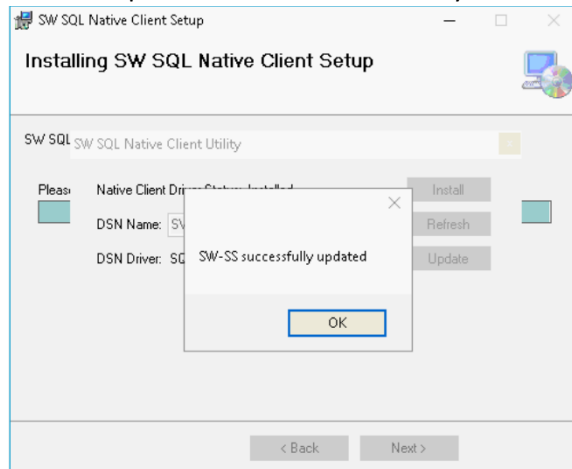


## Windows update / VendMax client issue

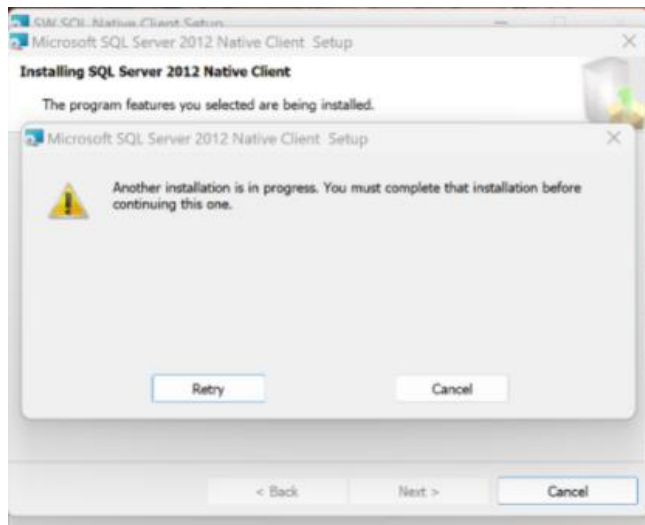
### Installation Instructions

1. Download sw\_ncli11\_setup.zip
2. Unzip file to desktop
3. Double-click file to launch Install wizard.
4. Click Next to start the install
5. From this point on you can leave all the default settings and click Next Until installation begins.
6. Click Yes on the windows Popup to continue installing.
7. Installation is completed and a success when you come to this screen



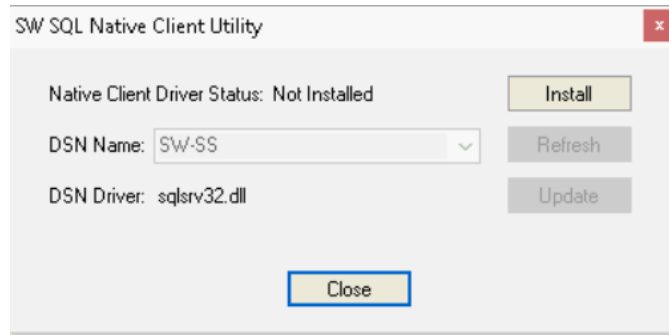
- a.
8. Click OK to close the msg
9. Click OK to close the installer
10. Login Vendmax to ensure you can login without errors.

If you experience installation troubles and receive this msg...

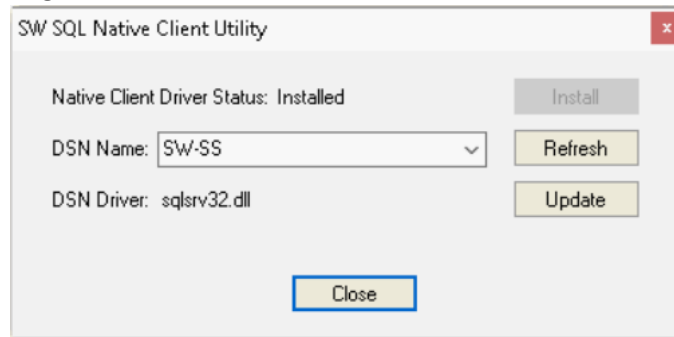


1. Click Cancel from all of the msgs until all closed.

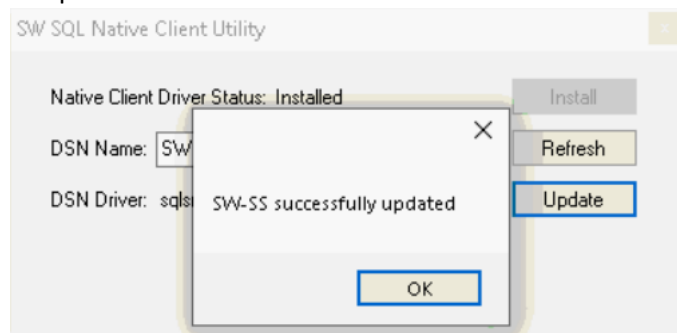
2. Open Windows Explorer
  - a. Click Start
  - b. Type File Explorer
  - c. Double click on File Explorer or Hit the Enter key on keyboard.
3. Browse to C:\Program Files (x86)\Crane Payment Innovations\SW SQL Native Client Setup
4. Double-Click on 'sw\_ncli\_util.exe'



- a.
5. If 'Native Client Driver Status:' displays 'Not Installed'
  - a. Click on 'Install' button to launch the Native Client 11 component
  - b. Click Next to all windows and accept all defaults to complete install.
6. Back to original window now should show 'Installed' for Status.



- a.
7. Click on 'Update' button to configure Client Connection and new window appears to confirm Successful update.



- a.
8. Click 'OK' button then 'Close' button on the main window.

You should now be able to Open Vendmax and login without errors.

If you experience any difficulty, please send email to [support@craneconnectivity.com](mailto:support@craneconnectivity.com) for assistance.