

<b>T.I. no.:</b> 2023-17 <b>Updated:</b> -	<b>Topic:</b> Avoiding memory overload during software update
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<b>Date:</b> 18.07.2023	<b>Priority</b>	<b>Need for action</b>
<b>Affected machines:</b> SCClub	High	As soon as possible
<b>From serial number:</b> -	x Medium	x On next visit to the machine
<b>As of date:</b> Immediately	Low	FYI only

## OPTIMISATION

We received the following complaints from the field:

- > After restart following a software update, the machine stops in the beans screen; even another restart does not help in these cases. In order to get the machines concerned operational again, they have to be restarted with the help of the panel updater.

Investigations have shown that this error pattern can occur if there is not enough memory available during the copying process of the software update package from the USB stick to the memory of the front panel.

This danger exists with all SCClub machines, because the specific Schaeerer icons and settings occupy the additional memory space (including telemetry).

**Note**

If the WMF icons are displayed instead of the Schaeerer icons after a software update, the file "**SCC\_1.0.17.gz**" must also be loaded.

## Serial and spare part solution

For concerned machines, the file "**1100S\_ClearFlash.gz**" is available for download on the Mediapool in the Software section, which - before a software update - can be loaded onto a machine under **USB > Load Language**

**The file is only intended for use before a software update!**

If the file is loaded onto a machine, it deletes all language packages except German and English as well as all animations. This is to ensure that enough memory is available for the update process. During the software update, all language packages and animations are then restored and are available again without further action.

**Note**

Please note that after loading the file "**1100S\_ClearFlash.gz**", machines have loaded the **German** language, which can be changed to English.

The service technician carrying out the update must therefore be able to carry out the update with the machine language set to "German" or "English"!

**Service Contact**

**Global Technical Support Team**  
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