

Schaerer Coffee Club

Error message after updating to software version 2.6.1

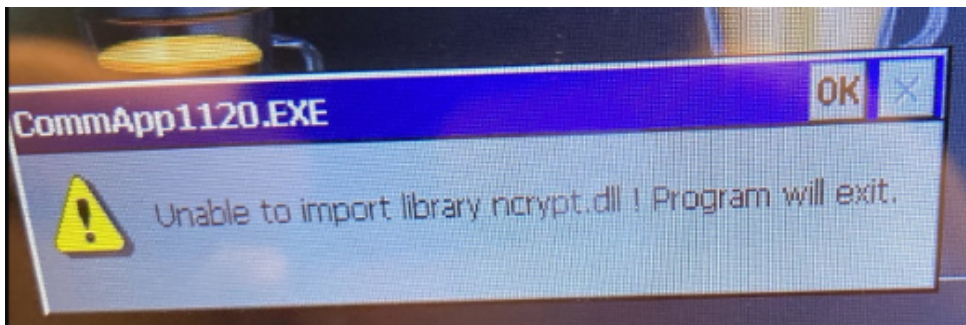
Priority		Recommendation / Need for action	
X	High		As soon as possible
	Medium	X	On next visit to the machine
	Low		FYI only

Preface

This technical information serves to provide trained service technicians with machine-specific information. For service and maintenance work on coffee machines and their accessories, appropriate skills in electrical engineering, mechanics and hydraulics are required. If you do not have these skills, please contact trained service personnel. Otherwise there is a risk of damage to the machine or injury to yourself or other persons nearby.

Description of the issue

We have received reports from the field that the following error message occurred after updating the machine software to the latest version 2.6.1:



The error message can be acknowledged with "OK", but appears again after each restart.

Investigations into this error message revealed that it is caused by outdated operating system software (BSP). As part of the release tests for the software version, the new machine software was tested in combination with BSP versions 44 and 45, if there is an older BSP version on the machine, the error message occurs after updating the machine software.

The error message does not occur with the current BSP version!

Important note on BSP version 45:

The published BSP_45.exe did not support all hardware versions of the front panels in the field. The affected machines do not recognise the BSP version on the USB stick and therefore do not start the BSP update routine.

TECHNICAL INFORMATION 2026-06-EN

The file "BSP_45_new.exe", which supports all hardware versions in the field, is now available for download from the Mediapool. We recommend deleting saved BSP_45.exe versions from the USB sticks and computers and replacing them with the new file from the Mediapool.

After extracting the BSP_45_new.exe, the following folders must be created on the USB stick:

- 1120
 - 6736-1400-2004
 - 6736-1400-2005
 - 6736-1400-2006

- BSP
 - 6736-1400-2004
 - 6736-1400-2005
 - 6736-1400-2006
 - 6736-1400-2007
 - 6736-1900-0501
 - 6736-1900-0502
 - 6736-1900-0503
 - 6736-1900-0504
 - 6736-1900-0505
 - 6736-1900-0506

Each subfolder corresponds to a hardware version (PCB_PN), which can be read out in the Info menu:

