This error has been coming up on several occasions for a few of our customers:

Zip and write completed in 1 minutes 32 seconds
Export completed in 1 hours 57 minutes 27 seconds
Error during update!
An error was encountered during the update. Diagnostic information about the error appears below.

I/O error 103

Although this error appears every time s5poll.exe updates, all information are sent and received from both the Main Office and WEAR/Polling location without any problems. To fix this, follow these steps:

Note: Before doing these, please make sure that nobody is logged in to System5 on the affected location.

1. **Connect to the location's server**
2. **Stop S5poll.exe**
3. **Check for 'Polling.Now' file under the location's dataset**
4. **If you can find this, delete the file**
5. **Run s5poll.exe again and you should not be getting the 103 error again**

Thanks.

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