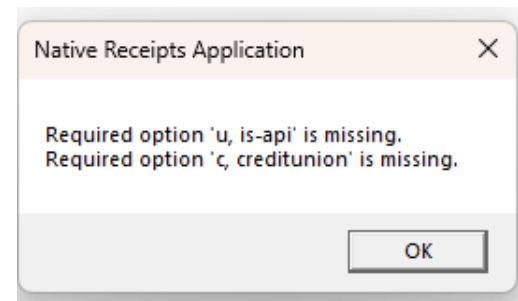# CU*ANSWERS Imaging Solutions

How to Manually Upgrade Native Receipts

With the 25.10 release, we are deploying a new version of Native Receipts to support photo ID viewing and document scanning for Online CU*Spy Credit Unions. [Click here to learn more about features included in the 25.10 release](#).

To help make sure this transition goes smoothly for your credit union, please make sure that Native Receipts is closed before updating GOLD on October 12th, 2025. If Native Receipts is running, the upgrade will not be able to take place.

We strongly recommend restarting the computer before updating CU*BASE to sign off any users who are logged in.

If you run into any Native Receipt issues after the release, especially when populating a photo ID (example pictured to the right), it is most likely because the upgrade did not take place. Please complete one of the following methods to upgrade Native Receipts.

Native Receipts Application ✕

Required option 'u, is-api' is missing.
Required option 'c, creditunion' is missing.

OK

3 Methods to Manually Update Native Receipts

1) Force CU*BASE Upgrade
- Exit Native Receipts (right click on the asterisk icon in the system tray and select exit)
- Browse to http://updates.cubase.org/
- Select credit union in dropdown
- Download and run "Force CU*BASE Update"
- Launch GOLD to complete the upgrade

2) Force CU*BASE Upgrade
- Exit Native Receipts (right click on the asterisk icon in the system tray and select exit)
- Exit CU*BASE GOLD
- Browse to "C:\CUBASE\cubase"
- Drag "resources.csh" and drop on "scrush.exe"
- Launch GOLD to complete the upgrade

3) Download Native Receipts Installer
- Exit Native Receipts (right click on the asterisk icon in the system tray and select exit)
- Go to https://cbx-updates.cuanswers.com/Updates-CUBASE/NativeReceipts/Prod/NativeReceipts.msi. CU*South, CU*NorthWest and Site-Four clients, please go to https://cbx-updates.cuasterisk.com/Updates-Site-Four/NativeReceipts/Prod/
- Run installer and follow the prompts

Troubleshooting

If you experience any issues with the upgrade, please reach out to Network Services at 616-285-5711 x266 or via email at helpdesk@cuanswers.com.