

ITScript Net® - PLUS & OMNI™

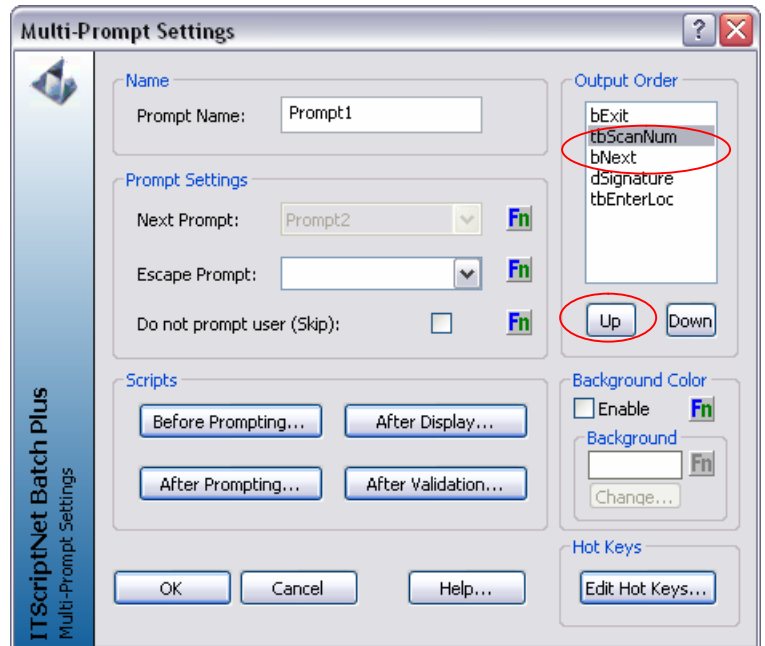
Scan fails on device

Issue:

- A user has a new ITScriptNet program loaded to a mobile device.
- When running the program, press the hardware's SCAN button, the scan lights do not work, nor does the program accept manual entry from the keypad.
- The user may have checked that the prompt is set to accept data by either scanning or keyboard.
- The user is able to scan using the hardware's demo utilities.

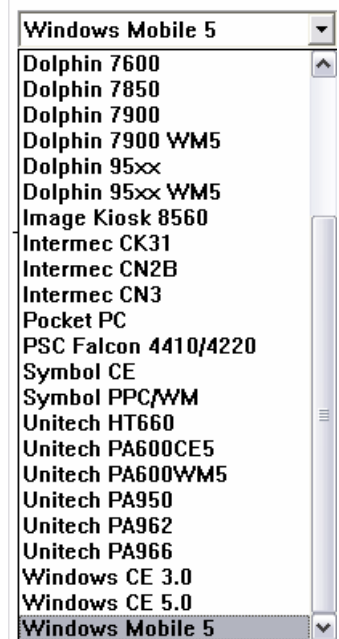
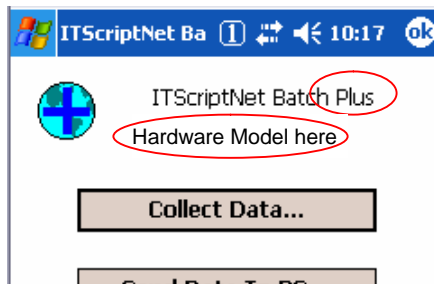
Resolutions:

1. The **focus** is not set on the input element of the scan. Tap on the element and see if an entry can be made from using the keypad. If the focus (blinking cursor) is on a button or text element, then pressing the Scan button won't do anything.
 - **Tab Order:** From the ITScriptNet program designer, check the Tab Order of the elements on the screen in question. Is the tab order set to focus on the correct element? For example, in the image at right, the tbScanNum should be first in the list, followed by the tbEnterLoc, with the bExit (exit button) listed last. Use the Up and Down buttons to resort the list.



2. The ITScriptNet **client did not load properly.**

- Run ITScriptNet on the mobile device.
- The client that was loaded will be displayed in the main Menu screen above the Collect Data button. The client must match the mobile device model. The user may need to reload the ITScriptNet client. The ITScriptNet clients are specific to each mobile device model.
- If a **generic** ITScriptNet client was loaded (whether PPC, WinCE, or WinMobile5), then the **scan engine will not work.**
 - **ITScriptNet Versions 2.1+below:** Navigate Start>Programs>Your ITScriptNet version>Clients>Install *MobileDeviceModel* Client. Then follow the on-screen instructions.
 - **ITScriptNet Versions 2.2+ above:** Use the ITScriptNet *System Console* to load the client (shortcut from Windows Desktop); be sure to select the correct client which matches the mobile device from the list (example image at right).



Please consult the User Guide for answers to questions. If you are unable to find the answers you need, please contact Z-Space by email: support@z-space.com or submit a question via our Support Forum at <http://www.zspace.com/forums/>.