Technical Bulletin – VA CT45 Pocket Scanner not Showing Alpha Characters

2/8/2023

Bulleting: TB20230209

Issue / Question

This technical bulletin addresses a data output issue on the Honeywell CT45 scanner where alpha characters are omitted from the output.

Applicable to

Scanner Models	
Intermec CK3	No
Honeywell CK65	No
Honeywell CT45	Yes

Applications	
ENNX	Yes
PRCUS	Yes
PRCPH	Yes
Maximo	Yes

Example

The user scans a barcode with value IE123 or types IE123 and the output is just 123 such as shown in this image.
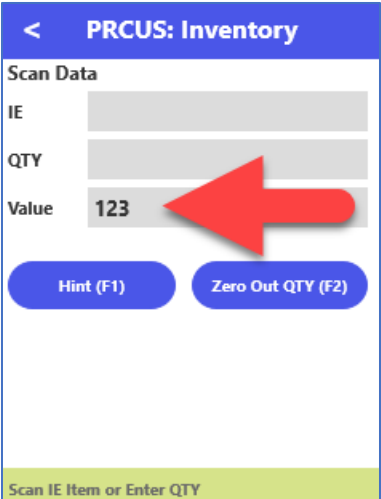

Symptoms

The issue may go away after a reboot of the device and reappear after another reboot.

Diagnosis

The device has a faulty settings file which needs to be replaced.

Repair Time

Approximately 5 minutes.

Resolution

Replace the datacollectionservice.xml file on the scanner. The steps to complete this procedure are:

1. Connect the scanner to the PC with a USB cable. Either using the pocket scanner dock or direct connect USB cable. Once the scanner is connected. Go to the PC. On the computer, the scanners folder can now be seen via Windows File Explore. Navigate to:
    This PC > CT45 > Internal shared storage > honeywell > persist

2. Download the new datacollectionservice.xml file from the MSS Software website. Download it here or visit the MSS Software website mss-software.com. You can access this by clicking barcode solutions > VA Hospital Soultions > Scanning products> more info> Vista Pocket Scanner> More Info> under additional information click Downloads. Download it to your PC and unzip the zip file.

3. Drag and drop the new file DataCollectionService.xml into the "persist" folder to replace/overwrite the existing file.

4. Reboot the scanner and verify it is working correctly