7. Issues while Working with Produmex Scan

7.1. No blank serial number found

When scanning a serial number on the client, Produmex Scan displays an error message despite the fact that there is stock for the item in the inventory: *Current stock is too low for item <itemcode>. Stock: 0*

The affected items are the serial numbered items managed with the *On Release Only* method and the possible reason behind the error message is that the system cannot find suitable ‘blank’ serial numbers to update.

Possible solution
Check if the *Automatic Serial Number Creation on Receipt* option is enabled on the *Item Master Data* screen. When it is not enabled, SAP B1 will not create ‘blank’ serial numbers during the reception. Therefore, there will be no blank serial number to update when creating inventory issue documents. Create the serial numbers manually on the *Serial Number Management - Complete* screen.

7.2. Mobile picking data of pick lists cannot be synchronized

When synchronizing mobile picking data on the *Pick List* screen, SAP B1 may experience a discrepancy between the picked quantity and the open quantity on the base document and it displays an error message.

The cause of the discrepancy is that the SAP stock has been modified during the picking process.

Examples of SAP error messages resulting from the discrepancy are:

- *Cannot add row without complete selection of batch/serial numbers.*
- *1470000341 - Fully allocate item <itemcode> to bin locations in warehouse <whcode>. Fix stock allocations in SAP based on available quantities for all the lines of this Pick List.*

Best practice
Review the picked items (picked quantity, bin location and batch quantity) and compare them to the open quantity of the base document. Adjust the quantities manually to resolve the discrepancy or if it is not possible, close the original pick list, create a new one and start the picking process again.

The following query can be used to list the picked items of a given pick list which is not

closed. Make sure that you indicate the pick list number at the end of query.

```
select * from "@BXPLMSMOBPICK" as "P" LEFT JOIN "PKL1" on
"P"."U_BXPPkLEn" = "PKL1"."AbsEntry" and "P"."U_BXPPkLLn" =
"PKL1"."PickEntry" where "PKL1"."PickStatus" <> 'C' AND
"PKL1"."AbsEntry" = ENTER YOUR PICK LIST NUMBER HERE
```

After running the query, open the Mobile Picking Data UDT (BXPLMSMOBPICK) via *Tools* > *User Defined Windows* and on the basis of the query results modify the picked quantity of the given pick list manually.

7.3. The stock cannot be allocated in Produmex Scan

Example: Error message while performing a stock transfer



Possible causes:

a) The stock is allocated for another transaction which has not been finished.

Solution: Finish the blocking transaction.

b) A transaction started in Produmex Scan must be finished in Produmex Scan. If it is finished in SAP B1, next time when you use the same stock in another transaction in Produmex Scan, the system displays the error message. The stock is allocated for the previous transaction and cannot be used for another transaction.

Solution: Cancel the blocking transaction in SAP B1.

- Navigate to *Inventory* > *Inventory Transactions* > *Mobile Transactions* > *Search Mobile Transactions*. Here you can find the pending transactions.
- Double-click on the transaction and the system opens the *Mobile Transactions* screen.
- Right-click on the *Mobile Transactions* screen and select *Cancel*.



7.4. Scan Error "POI Code is missing" in Produmex Scan

Important: In Argentinian localization where the POI field is mandatory for certain SBO Transactions during a scan an error message will pop up. POIs are NOT implemented for Stock Transfer in Produmex Scan. The POI field should have been filled beforehand in SAP B1.

More information about the extra fields for Argentin Customers: Produmex Scan: Extra Fields for Argentinian Database

There is a possibility in SBO to generate the POI Codes automatically that is explained in Spanish Definición de puntos de emisión | SAP Help Portal

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Last update: **2026/08/11 11:06**