4.3. Fat Client

4.3.1. Fat Client

4.3.1.1. Fix for fatclient error on startup

Issue
When starting the fatclient/simulator we receive the following error:

```
ProdumexError 30004: An unhandled exception occured while the device
controller tried to display a screen. See the InnerException for details. —>
FileNotFoundException: Could not load file or assembly
'System.IdentifyModel.Selectors, Version=3.0.0.0, Culture=neutral,
PublicKeyToken=b77a5c561934e089' or one of its dependencies. The system
cannot find the file specified. ←—
```


This is due to a .Net Framework bug

Solution:
Install the hotfix for the .Net Framework: https://support.microsoft.com/en-us/kb/2803760

This should solve the issue, and you should be able to start the fatclient without getting any errors.

4.3.1.2. Error: Device Controller tried to display a screen

Issue

Solution
Please adapt the .bat file of the scanner. Change "Touchscreen" to "PocketSize".

If the error still occurs change the resolution to W:240 and h:320 in the same file.

4.3.2. Items

4.3.2.1. Item cannot be picked

Issue
When selecting an item during the picking flow, you get the message that the "Item cannot be
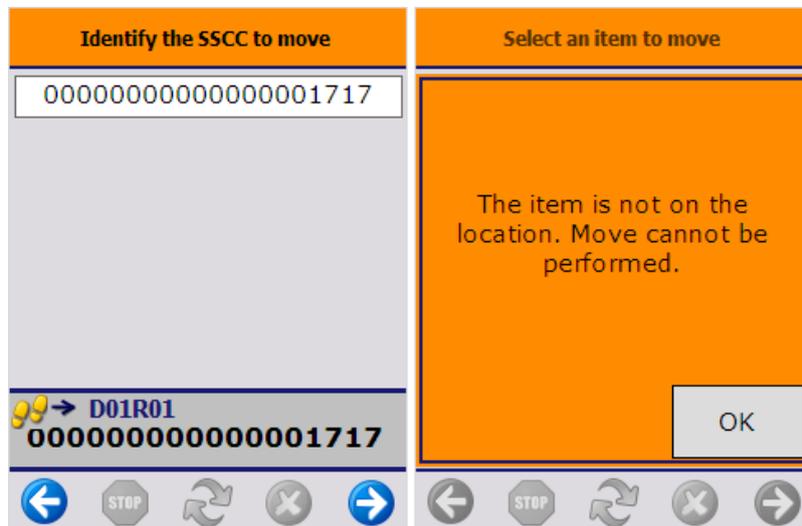
picked".

Solution

- Check if there is enough stock available in this Warehouse
- Check if the stock is not locked and it is free
- check if the locations are not locked
- check if the Best Before Date is still valid. (make sure that you take into account the shelf life of the item)

4.3.2.2. Open move document but items already moved

Issue

The reason for this is that these items are probably already moved by an unforseen or wrong manipulation. You can find those items with the corresponding location and SSCC in the Traceability report.

Solution

Those items are still linked to a Move document. If you close this Move document, it won't show up in the scanner anymore.

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