

## 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 occurred 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”.

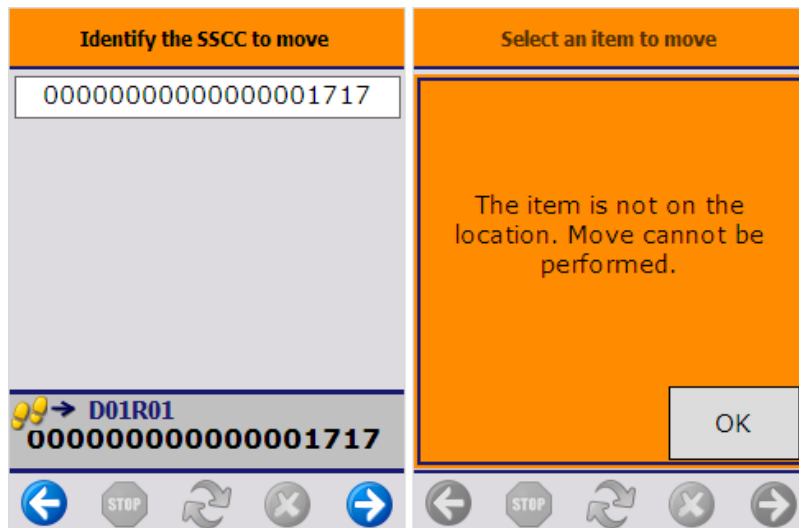


### Solution

- 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 unforeseen or wrong manipulation. You can find those items with the corresponding location and SSCC in the Traceability report.

Link	Doc Entry	Creation Date	Creation Time	User	From location	To location	Quantity	Quantity per Uom	Uom	Quantity uom 2	Uom2	Batchnumber 1	Batchnumber 2	Best Before Date	From LUID	From SSCC
303		12/06/17	10:48 AM	manager	P1.1	PL01	1.000000	1.000000	pcs			EGY001			60	00000000000000598
304		12/06/17	10:49 AM	manager	P1.1	PL01	1.000000	1.000000	pcs			EGY1123				
305		12/06/17	10:55 AM	manager	P1.1	PL01	2.000000	1.000000	pcs			33417			142	00000000000001380
306		12/06/17	10:55 AM	manager	PL01	A1.1	1.000000	1.000000	pcs			EGY001				
306		12/06/17	10:55 AM	manager	PL01	A1.1	1.000000	1.000000	pcs			EGY1123				
312		12/11/17	04:24 PM	manager	A1.1	ML01	5.000000	1.000000	pcs			B11211				
314		12/11/17	04:24 PM	manager	A1.1	ML01	5.000000	1.000000	pcs			B11211				
315		12/11/17	04:25 PM	manager	A1.1	ML01	5.000000	1.000000	pcs			B11211				
316		12/12/17	09:53 AM	manager	A1.1	D01SH01	10.000000	1.000000	pcs			B11211				
317		12/12/17	09:57 AM	manager	A1.1	D01SH01	10.000000	1.000000	pcs			B11211				
322		12/12/17	10:18 AM	manager	A1.1	D01SH01	10.000000	1.000000	pcs			B11211				
323		12/12/17	10:18 AM	manager	A1.1	D01SH01	10.000000	1.000000	pcs			B11211				
337		01/16/18	03:37 PM	manager	A1.1	D01SH01	10.000000	1.000000	pcs			B11211				
339		01/16/18	04:24 PM	manager	A1.1	D01SH01	10.000000	1.000000	pcs			B11211				
342		01/23/18	03:47 PM	manager	A1.1	D01SH01	10.000000	1.000000	pcs			B11212				
343		01/23/18	03:56 PM	manager	D01R01	A1.1	10.000000	1.000000	pcs			01618			181	00000000000001717

## 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.



From:

<https://wiki.produmex.name/> - **Produmex**

Permanent link:

<https://wiki.produmex.name/doku.php?id=support:supportguidev2:pdmxrelated:fatclients>

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