

# Unable to use ScanShell and SnapShell devices at the same time on the same computer

Last Modified on 01/13/2022 11:58 am EST

## Symptom

You may find that you are unable to use both a ScanShell and a SnapShell device at the same time on the same computer.

When a ScanShell device is connected to the computer, and the user tries to access the SnapShell device, the following error may appear:

"SnapShell Error: Camera was detected with invalid device type (0)"

## Resolution

This is a known issue confirmed by the manufacturer, Card Scanning Solutions.

To work around this issue, follow the steps below to allow the SnapShell device to work. If you want the ScanShell device to work, substitute SnapShell for ScanShell in the steps below.

- 1) Disconnect the ScanShell device, or disable it in Windows using the Device Manager.
- 2) Disconnect the SnapShell device.
- 3) Restart the computer.
- 4) Connect the SnapShell device to a different USB port than was previously used.

**Important:** By following the steps in this article, you still cannot use both ScanShell and SnapShell devices at the same time on the same computer. This merely allows you to switch to the device you want to use.

## Applies To

OnGuard 2009 (6.3.249) or later

## Additional Information

None

