

Unable to scan using new SDK drivers for Scanshell and Snapshell devices.

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Symptom

Unable to scan using new SDK drivers for Scanshell and Snapshell devices.

Resolution

The Scanshell or Snapshell SDK drivers can be obtained from Card Scanning Solutions. To implement these SDK's follow these steps:

1. Install the SDK package.
2. Browse to `C:\Program Files (x86)\Card Scanning Solutions\SDK`.
3. Select all and copy the contents of this folder.
4. Browse to the OnGuard directory.
5. Paste and replace all files.
6. Restart all OnGuard applications.

Applies To

OnGuard (All Versions)

Additional Information
