

# 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

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