

MSCM Troubleshooting Tips

Handheld unit will not synchronize with network

After verifying the network cable is connected to docking station and ensuring the handheld is in the cradle, turn the power on the handheld off and turn it back on. If that doesn't work, verify the Server Address and Storage Path:

1. Tap *Start, Mobile SCM*. The Login screen should display.
2. Tap *File* (lower left corner), *Settings*.
3. Verify the *Server Address* points to the correct Lawson environment.
4. Verify the *Storage Path* points to \Lawson.
5. With the IP address and Storage Path corrected, cradle the Handheld unit. Test for connectivity by tapping *Test*.

Pars are not visible in the Par Counting screen

This means Par(s) still need to be downloaded. After asking your Mobile SCM Administrator to assign Par(s) to your Login ID:

1. Dock the Handheld unit and log in.
2. Tap *Par Count, All Platforms*.
3. Select the Par(s) to be downloaded by placing a check in the box next to the *Par Loc* name.
4. Tap *Download* (button in the upper right corner) to load the Par(s) into the Handheld unit.

Error Message "Uncounted Forms May Not Be Sent":

This message displays when there are no counts in the pars. Once a par has counts, you will see the small circle to the left of the par is half black and half clear. If all items have been counted, the circle will be totally black. To count:

1. Tap *OK* to close the pop-up message.
2. Tap *Par Count*, then *Par Loc to Count* and the Par will highlight in blue.
3. Tap *Count* (button in the bottom left corner).
4. When finished, tap *Done*. You are returned to the "Par" list.

When the counting is completed, place the Handheld unit in the cradle. Allow a few seconds for the Handheld unit to synchronize and tap *Send* (upper right corner).

Error Message "Partnership name already exists"

This occurs if you dock your Handheld unit at a Handheld-configured PC other than your own. Each partnership is unique and the software on someone else's PC will not recognize the name associated with your Handheld unit. If you have a need to dock your Handheld unit at more than one PC, you can do one of the following:

Create a new partnership on the second PC.

OR

1. Delete the existing partnership from the desktop. Click the *ActiveSync icon* on the task bar. The menu opens.
2. Click on *File* and delete Partnership.

Delivery ticket for goods received in PO30 not interfacing to MSCM

Receipts entered and released in PO30 should create a file in the Arrival Directory in Lawson that is available to interface into MSCM. If this is not working properly:

1. Verify that header level package tracking is defined for your PO Company (PO01)
2. After receiving and releasing a record in PO30, verify a file is created under \$LAWDIR/prodline/work/ARRIVAL
3. Wait for potrack scheduler to update and verify delivery information in handheld by inquiring under Tracking & Delivery feature of MSCM application
4. Verify that file has been deleted from Arrival directory in Production

Can't see all Pars on Handhelds

All Pars might not be synching with MSCM because the window of time for the batch interface process to run is too small. The amount of time for the scheduler to run might have to be increased to allow all data to transfer. Note that the initial load transfers all data, whereas subsequent loads only transfer updated information. To test:

1. Query and compare total records in MSCM and Procurement databases.
2. If totals do not match, increase the amount of time on the scheduler and try again.