Problems Scanning Bar Codes (continued)

Problem	Solution
You scan a valid bar code label to enter data for your application. The data decoded by the scan module does not match the data encoded in the bar code label.	The computer may have decoded the bar code label in a symbology other than the label's actual symbology. Try scanning the bar code label again. Make sure you scan the entire label.

Resetting the CN3

You rarely need to reset the computer. If the computer does not resume after pressing the **Power** button, or if the computer or an application lock up, you may need to reset the CN3. The CN3 uses the configuration currently saved in flash memory during the boot process. There are three ways to reset the CN3:

- Warm booting the CN3
- Cold booting the CN3
- Clean booting the CN3

Warm Booting the CN3

You may need to perform a warm boot to correct conditions where an application stops responding to the system.

To warm boot the computer

- Press and hold the **Power** button for 10 seconds or right-click on the CN3 via the SmartSystems Console and select **Intermec Power Tools** > **Warm Boot Device**.

The computer systematically shuts down, restarts, and goes through the initialization process.

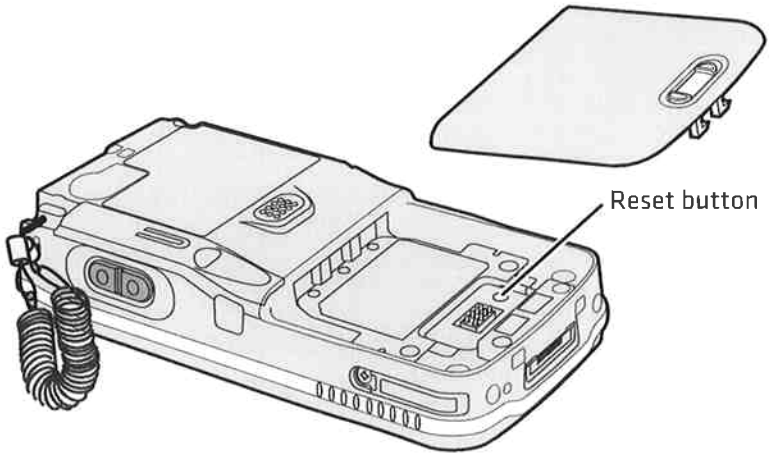
Cold Booting the CN3

In some cases where the computer completely stops responding, it may be necessary to perform a cold boot. Because cold booting may result in data loss, only use this method if all other recovery methods have failed.

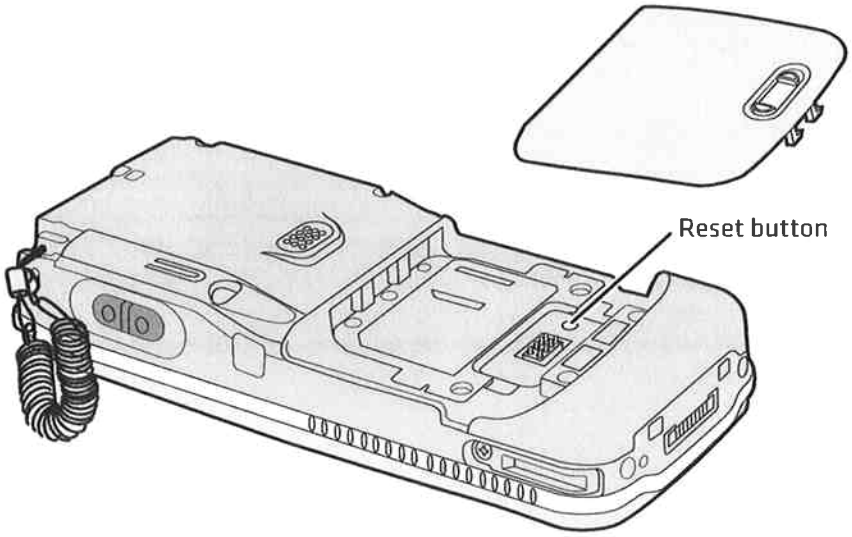
Note: Cold booting the CN3 does not guarantee that cached disk data will be saved, so transactional data may be lost during the reset. All other data is preserved.

To cold boot your CN3

1. Press the **Power** button to suspend the CN3.
2. Remove the battery pack from the CN3.
3. Press the **Reset** button on the back of the CN3.



Locating the Reset Button on the CN3



Locating the Reset Button on the CN3e

Clean Booting the CN3

When you clean boot the CN3, it loads only those files and programs that are absolutely required by the operating system. Use the clean boot to troubleshoot the CN3 by getting it up and running so that you can perform diagnostic tests to determine which elements of the normal boot process are causing problems.

Caution

The clean boot process will erase the memory in the mobile computer, including all applications and data files found in the object store.

Caution

A clean boot will load files from the Flash File Store if an SSPB files are not on a miniSD card. If SSPB files are on a miniSD card, they will overwrite the files in the Flash File Store.

To clean boot the computer

1. Press the **Power** button to suspend the CN3.
2. Remove the battery pack from the back of the CN3.
3. With a stylus, press the **Reset** button on the battery cavity.
4. Press and hold the **Power** button as you insert the battery back into the CN3.