DR5 mobile device: scan engine appears to work, but no data (or partial data) is entered into app fields

Scott Leonard - 2022-03-29 - in Mobile Computers

Symptom

On the DR5 mobile device, using the scan buttons with the scan engine appears to work (the device beeps for a successful scan) but no data is entered into the app field (e.g. Asset Tag or Item Number). One user reported that a phrase "Sample Room" was being auto-entered into multiple fields.

When scanning into the scan service app, data appears as expected. The Scan Parsing feature was not enabled in AssetCloud and InventoryCloud. Using the camera produces data as expected.

Problem

Erroneous data has been cached in the Autofill service.

Solution

Disable Autofill. Go into Settings, Privacy, Advanced, "Autofill service from Google": Slide the button "Use Autofill with Google" to the left to turn off this service.

In at least one instance, after scanning was producing expected data in the apps, turning Autofill back on still allowed correct scans in apps, while other Autofill functionality was enabled elsewhere on the device.