# InventoryCloud: Scanning Item Number barcodes on mobile devices is not sending the correct value

Jason - 2021-04-13 - Cloud

**Symptom:** When scanning the Item Number barcodes in the InventoryCloud mobile app, the correct value is not sent. Only certain characters are sent, especially if the value mixes letters and numbers. Applies to Android app v1.80 and iOS app v1.0.14 (8) (shows 1.0.13 in App Store) and later.

**Cause:** In order to assist with the mobile device parsing GS1 barcodes when scanning, a feature was added to set up rules for how to handle the scanned data. Unfortunately, this is affecting scanning normal barcodes as well.

**Solution:** In the web interface, go to Mobility > Scan Parsing Configuration. Remove the text from the Scan Parsing Rule box, and replace it with the following:
<Rules><Rule Name="Item Rule"><Condition><Type>Always</Type><Length /><Position /><Character /><InputField>ItemNumber</InputField></Condition><Fields NumberofFields="0"></Fields></Rule></Rules>

Click Save on the web page, then on the mobile device, go to Settings > Download to have it refresh its database to receive the new rule.

## Related Content

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