

# SIT Dispenser Troubleshooting Guide

## Document Purpose:

For review of common errors and FAQs on the SIT receiving process applicable to dispenser operations. The document is divided into five sections: **Login, Delivery Number / Transaction ID Input, Associating Serial Numbers to the delivery, Completing the Delivery, and Application Updates**. If any errors occur during the receiving process this document can be used to determine if there is any action required or possible to resolve the issue. Any actions that should be performed by an Admin user will be noted with “**Admin:**” preceding the action.

Note: T&TS is an abbreviation for Track & Trace Services

## Login

Error / Issue	Cause	Action
“Error: Invalid username or password. Contact your system administrator”	User has entered incorrect login credentials for the SIT application	<b>Admin:</b> Verify the user’s email address is added on the T&TS Users page  If the user exists and is still receiving this error, their password can be reset from the Users page
“Error: No permissions found.”	User does not have the correct permissions and service access in the Life Sciences Cloud	<b>Admin:</b> Verify that a role has been created on the T&TS Roles page, with the “Receive” permission checked under “Smart Inventory Tracker for Warehouse Operations”. Verify that the user has this role enabled in the T&TS Users page
“Error: You are not a member of Smart Inventory Tracker”	User does not have the correct membership for the T&TS Smart Inventory Tracker Application	<b>Admin:</b> Verify that the user is added as a member of Smart Inventory Tracker under Username → Management → Applications
“Error: You are not a member of Serialized Operations Management”	User does not have the correct membership for the T&TS Serialized Operations Management Application	<b>Admin:</b> Verify that the user is added as a member of Serialized Operations Management under Username → Management → Applications

<p>“The device was unable to be secured. Contact your system administrator”</p>	<p>The SIT application cannot reach the T&amp;TS</p>	<p>Verify that the application was installed from the download directory</p> <p>Verify that the correct permissions are enabled in the device’s application settings for Smart Inventory Tracker (Storage permission for handhelds, Storage and Camera permissions for smart phones)</p>
<p>Login button is not displayed</p>	<p>The SIT application install is not complete</p>	<p>Verify that the correct permissions are enabled in the device’s application settings for Smart Inventory Tracker (Storage permission for handhelds, Storage and Camera permissions for smart phones)</p>
	<p>The handheld device does not have correct network permissions to reach the T&amp;TS</p>	<p>Contact local IT / Networking staff for troubleshooting of the network the handheld device is connected to. TraceLink can provide connection info if not already provided</p>

### Delivery Number / Transaction ID Input

Error / Issue	Cause	Action
<p>"Error: Unable to decode the barcode"</p>	<p>User has scanned a barcode that is unable to be decoded by the application</p>	<p>Verify the barcode is the correct 1D or 2D barcode for the Delivery Number / Transaction ID</p> <p>Verify the contents of the barcode (many smartphone applications can be used to view barcode contents)</p>
<p>"Error: Invalid characters entered. Invalid characters are: &lt; &gt; \"</p>	<p>User has scanned a 1D or 2D barcode that contains one of the following characters: &lt; &gt; \</p>	<p>Verify the barcode is the correct 1D or 2D barcode for the Delivery Number / Transaction ID (Delivery cannot exist with invalid characters)</p>

<p>"Error: Maximum 255 characters exceeded."</p>	<p>User has scanned a 1D or 2D barcode that contains more than 255 characters</p>	<p>Verify the barcode is the correct 1D or 2D barcode for the Delivery Number / Transaction ID (Delivery cannot exist with greater than 255 characters)</p>
<p>"Error: Unable to connect to SOM."</p>	<p>User has scanned or manually entered a delivery number and the application cannot reach the Serialized Operations Manager application</p>	<p>Verify handheld device is connected to the Wi-Fi network  <b>Admin:</b> Verify the T&amp;TS is not experiencing any service issues</p>
<p>"Error: The delivery number does not exist in SOM."</p>	<p>User has scanned or manually entered a delivery number that does not exist in Serialized Operations Manager</p>	<p><b>Admin:</b> Verify the delivery does not exist in SOM under Inbound Movement → View Receipts → Search for Unsubmitted receipts.  <b>Admin:</b> Verify the delivery does not exist in Product Track (Delivery Number / Transaction ID can be entered in the "Keywords" field)  <b>Admin:</b> If the delivery is not available as an unsubmitted receipt, check to make sure it did not error in Info Exchange.</p>
<p>"Error: The delivery has already been received."</p>	<p>User has scanned or manually entered a delivery number that has been submitted in Serialized Operations Manager</p>	<p><b>Admin:</b> Verify that the delivery has been completed previously in SOM under Inbound Movement → View Receipts → Search for Submitted receipts</p>
<p>"Error: The delivery number is not a valid receipt document."</p>	<p>User has scanned or manually entered a delivery number that is not defined as an inbound delivery in Serialized Operations Manager</p>	<p><b>Admin:</b> Verify the delivery does not exist in SOM under Inbound Movement → View Receipts → Search for Unsubmitted receipts  <b>Admin:</b> If the delivery is not available as an unsubmitted receipt, check to make sure it did not error in Info Exchange.</p>

<p>"Error: &lt;Username&gt; is working on the delivery"</p>	<p>User has scanned or manually entered an outbound delivery number that is being worked on by another user in the application</p>	<p>Verify with user the delivery is already in process</p>
<p>"Invalid Products Scanned"</p>	<p>The scanned serial numbers are not contained within the delivery receipt. This is a Product, No Data situation.</p>	<p>Receive the physical products for which you have received data. You will need to create an exception and reach out to your supplier.</p>
<p>"Quantity Limit Exceeded"</p>	<p>The quantity scanned exceeds the quantity shipped in the delivery. This is a Product, No Data issue.</p>	<p>Receive the physical products for which you have received data. You will need to create an exception and reach out to your supplier.</p>
<p>"Invalid Lots Scanned"</p>	<p>The serial numbers scanned do not match the lots specified in the delivery receipt. This is a Product, No Data issue.</p>	<p>Receive the physical products for which you have received correct data. You will need to create an exception and reach out to your supplier.</p> <p><b>Admin:</b> If all products in the delivery are incorrect, you will want to Void the delivery and reach out to your supplier. In SOM under Inbound Movement → View Receipts → Search for Unsubmitted receipts. Then click Void.</p>
<p>"Invalid Products and Lots Scanned"</p>	<p>The serial numbers scanned do not match the products or lots contained in the delivery receipt. This is a Product, No Data issue.</p>	<p>Receive the physical products for which you have received correct data. You will need to create an exception and reach out to your supplier.</p> <p><b>Admin:</b> If all products in the delivery are incorrect, you will want to Void the delivery and reach out to your supplier. In SOM under Inbound Movement → View Receipts → Search for Unsubmitted receipts. Then click Void.</p>

## Associating Serial Numbers

Error / Issue	Cause	Action
"Error: Unable to decode the barcode"	User inputs a barcode that is unable to be decoded by the application	<p>Verify the barcode is the correct 2D barcode for the Serial Number</p> <p>Verify the contents of the barcode – GTIN barcode should include GTIN, Serial Number, Lot, and Expiry (many smartphone applications can be used to view barcode contents)</p>
"Error: The serial number is being processed by user <Username>"	User inputs a serial number that is in process by a different user	Verify with the user that the serial number is in process on another delivery
"Error: The serial number is associated to <document number>"	User inputs a serial number that is associated to a suspended transaction	<b>Admin:</b> Verify that the serial number has been associated to another delivery in SOM under Inbound Movement → View Receipts → Search for Unsubmitted receipts
"Error: The parent serial number is associated to <document number>"	User inputs a serial number with a parent that is associated to a suspended transaction	<b>Admin:</b> Verify that the parent serial number has been associated to another delivery in SOM under Inbound Movement → View Receipts → Search for Unsubmitted receipts
"Error: Unable to connect to SOM."	User inputs a valid serial number and the application cannot reach the Serialized Operations Manager application	<p>Verify handheld device is connected to the Wi-Fi network</p> <p><b>Admin:</b> Verify the T&amp;TS is not experiencing any service issues</p>
"Error: Parent serial number is already associated to the receipt"	User inputs a serial number that is a child of a serial number already associated to the receive delivery number	Verify that the parent serial number has been associated to the receipt already, can be viewed on the serial number screen within the delivery

<p>“Remove &lt;Serial Number&gt; from the receipt?”</p>	<p>User inputs a serial number which has already been associated to the current delivery</p>	<p>Verify that the serial number is desired to be removed from the delivery, select yes or no on the prompt</p>
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## Completing the Delivery

Error / Issue	Cause	Action
<p>"Expected quantity not fulfilled.</p> <p>Receive these serial numbers and:</p> <p><b>Complete</b> the delivery</p> <p><b>Save</b> the delivery"</p>	<p>User selects the Receive button to complete the delivery</p>	<p>Verify which action to take:</p> <p>Completing the delivery completes with the current serial numbers added, and the delivery cannot be reopened</p> <p>Saving the delivery suspends the delivery for later access</p> <p><b>Admin:</b> Partial receiving can be enabled if required in the SOM Service and Management &gt; Smart Inventory Tracker settings.</p>

## Application Updates

Error / Issue	Cause	Action
<p>"Pending software update will be installed"</p> <p>“Do you want to install an update to this existing application? Your existing data will not be lost. It does not require any special access.”</p>	<p>An update to the SIT application has been pushed from the T&amp;TS to each handheld device</p>	<p>On each handheld device, accept the prompt and select “Install” to install the update – the application can only connect to T&amp;TS while on the latest version</p> <p>If there is an issue with the update, contact your local IT / Networking staff for troubleshooting of the network the handheld device is connected to. TraceLink can provide connection info if not already provided</p>