

Why can't I import cardholder data using a Scanshell 1000N or 1000N-A?

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Question

Why can't I import cardholder data using a Scanshell 1000N or 1000N-A?

Answer

The ScanShell 1000N and ScanShell 1000N-A are not compatible with OnGuard applications.

The 'N' in the model number indicates that the hardware is non-OCR, which means the scanner cannot identify alphanumeric characters. These models can only scan the source material into an image file.

For currently supported hardware, refer to the compatibility charts in the Partner Center

Applies To

OnGuard (All versions)

Additional Information
