



## Changing or Updating the GuardScan COM Port

### Symptom

A card scans on a GuardScan Terminal with a 2-D reader installed, but the scan is either not processed or returns a “Cannot Decode Card” type error occurs after each scan.

### Cause

When installing a new barcode reader, updating the device drivers, or changing USB ports, occasionally a new COM (Serial) port will be assigned to the 2-D barcode reader. GuardScan must be configured to recognize to new COM port so that successful scans can take place.

### Solution

1. Power on the GuardScan Terminal with a 2-D barcode reader.
2. Press the **Manager** button. Enter the *Manager* Password.
3. Select the *Setup* Menu Option. Enter the *System* Password.
4. Select *GuardScan Terminal Setup* menu Option, and hit the **Return** Key.
5. Click the + symbol next to the *Hardware Device Information* (this displays other settings).
6. Click the + symbol next to the *Primary Hardware Device* (this displays other settings).
7. Select the *Serial Port Name* setting.
8. In the drop-down to the right of the *Serial Port Name* setting, click on the drop-down arrow.
9. Select the correct COM (Serial) port from the list. NOTE: Typically the correct COM port is the highest number on the list.
10. Press the **Close** button, and answer *Yes* when prompted to save settings.
11. After main screen completes loading, check lower status bar for success or error messages, and check for correct operation.