

## Scanner Fix

Windows 10 machines **without** Touch Screen:

1. Go to <https://www.ariesportal.com> and click the Downloads tab (on the left side)
2. Under the Scanner heading, download the Barcode Scanner IT4600 Setup and Configuration Barcodes.

\*Note: You do not have to have the IT4600 Scanner for this. You can have either IT4600 or Xenon.

3. Print out a copy of the barcode page and scan the barcode with the scanner

### IT 4600 Barcode Setup

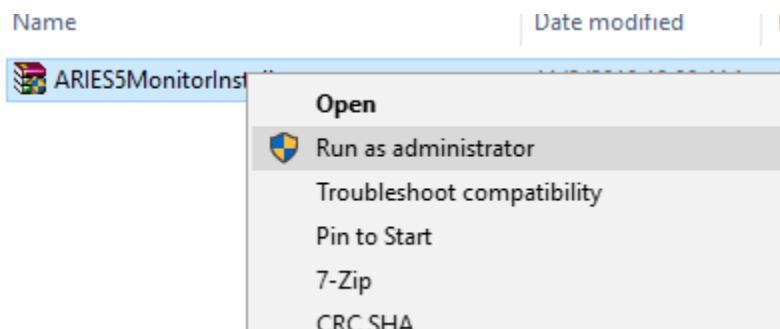


4. Open ARIES and try scanning using quick capture

Windows 10 machines **with** Touch Screen Feature:

Do the following steps:

1. Go to <https://www.ariesportal.com> and click the Downloads tab (on the left side)
2. Under the ARIES 5.1 heading, download the ARIES5MonitorInstall
3. Extract the files and Run as Administrator



The scanner should now work. Open ARIES and test by scanning a license.

**\*If the scanner still does not work, try the following:**

### Check Permissions

1. Go to the C drive and right click on ARIES5Monitor
2. Right click on ARIES5Monitor, select Properties, then click on the Security tab
3. Click Edit
4. Click on each individual item in the Group or Usernames list and check the Allow boxes for each permission (See screenshot below)
5. Test the scanner again, if it does not work still, call ARIES tech support.

