

Android Support Guide

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Contents

1 Android Support Guide.....	1
1.1 Android Support Guide.....	1
1.2 Troubleshooting Guide.....	2

1 Android Support Guide

1.1 Android Support Guide

References:

- [Installing Barcoders Android Server](#)
- [Android Usage Guide](#)

Filesystem:

- "C:\Program Files\Barcoders" - the ABSStudio files
- "C:\logs" - contains:
 - ◆ barcoders_upgrade.log - the upgrade log
 - ◆ ACDebugLog.txt - the server log
- "C:\data"

Shortcuts should be created on the desktop:

- "Start Barcoders Server" - the server itself - should already be running
- "Start Barcoders Admin" - similar to Wavelink Administrator - shows the connected devices and licenses.
- "Start Barcoders Updater" - for updating the version.

The ABSStudio Server runs in a command window that must remain open at all times. Do not close this window as this will stop all Android functionality for that customer.

When Android devices connect, the processes will be running under the "Start Barcoders Server" - it is from here that they can be killed with Task Manager.

The Android version of the RDT program is installed in exactly the same place as the existing RDT program RDTMenu1.exe and is called RDTMeni1_Android.exe.

1.1.1 Debug Settings

In "C:\Program Files\Barcoders\AndroidStudio" there are two configuration files:

- appsettings.json - application log levels
- config.json - the applications being run by ABSStudio

To configure applications that can be run by the system, add entries to the config.json file, example below:

```
{
  "ProgramTasks": [
    {
      "ExecutablePath": "C:/WCSTEST/RDTMenu1_Android.exe",
      "Name": "RDTMenu1 (TEST)",
      "UsePipes": "True",
    },
    {
      "ExecutablePath": "C:/WCSSLIVE/RDTMenu1_Android.exe",
      "Name": "RDTMenu1 (LIVE)",
      "UsePipes": "True",
    }
  ]
}
```

To change logging for the application, modify the Logging setting of the appsettings.json file, example below:

```
"Logging": {
  "LogLevel": {
    "Default": "Info",
    "Microsoft": "Warning",
    "Microsoft.Hosting.Lifetime": "Error"
  }
}
```



```
},
```

Values can be changed to

- Info
- Warning
- Error
- Debug

Logging is exported to the command window of the application.

Logging is also sent to the server log.

Debug mode can also be enabled on the shortcut when running the ABSServer, e.g.

```
"C:\Program Files\Barcoders\AndroidStudio\Android Connector.exe" --debug
```

Once debug has been enabled, the log files may be searched for the terminal ID.

 **Note:** We can clear (delete) the log file and it will recreate with no issues whilst still running.

 **Note:** A single copy of the log file is added to by the server - it does not change or rotate every day or hour.

A script is being investigated to copy and to clear down old scripts - details will be added here and in the installation guide when available.

Tracing terminal ID through Debug logs

- Find the terminal ID in WCS Maintenance, using the Connected Users screen - copy the terminal ID (large characters with hyphens for Android devices)
- Use this to filter the log file for everything for that terminal ID.

1.1.2 Versions

When running the system, the Android application and the Android Server connector must be the compatible versions.

To see the Android app version, get the user to:

- Go to Settings
- Apps
- Find Warehouse Terminal
- Check version

To check the Server version, check the latest updated version number in the upgrade log.

 **Note:** Upgrades to our software requiring upgrade to Barcodes ABS Server is an exceptional process.

The install to both the Android ABS Studio Server and Android client must be rolled in or back manually.

Never upgrade the ABS Server or Android app unless required by an upgrade.

1.2 Troubleshooting Guide

1.2.1 Android device can't connect

- Check can other Wavelink devices connect
 - ◆ Proves system up and running



- Check error on device
 - ◆ When using the app on a wireless device, the application being used is subject to the connectivity of the device to the network and to the application. If there are any issues with the network connectivity or the app cannot be accessed, the application will display the main screen, showing "Error Connecting". Ensure that there is a network connection, then advise hit any key on any physical or popup keyboard to reconnect.
 - ◆ If displays selection of system then does not show WCS splash screen:
 - ◇ Check Android app set up properly in JSON config settings.
 - ◆ If system selected then splash screen displays, then Error connecting to WCS
 - ◇ Check WCS running - basic WCS issue

- Check Android Connector Window
 - ◆ If not already running, use "Start Barcoders Admin" shortcut on Desktop, or "C:\Program Files\Barcoders\AndroidConnectorWindow\TermProtoTestWindow.exe"

- Check command window open
 - ◆ Command window will be named "Start Barcoders Server", or "C:\Program Files\Barcoders\AndroidStudio\Android Connector.exe"
 - ◆ Check Task Manager that it is running
 - ◆ Start if not

- Check license
 - ◆ Look at license.xml file
 - ◆ Shows users and expiration.
 - ◆ Note: This file cannot be modified as it is checked. Modifications will fail the check and the system will be useless.
 - ◆ Compare total number of users in the Barcoders Admin window - if there are connected devices up to the maximum, no more users can connect.

- Check for versions
 - ◆ Confirm version of Android connector version in server logs or in Upgrade log.
 - ◆ Confirm Android version on device
 - ◆ Confirm validity and compatibility of versions - check local project documentation.
 - ◆ Advise update device for compatibility

- Check for errors in the server.
 - ◆ Check the command window.
 - ◆ Check the server log.

1.2.2 Every Android Device cannot connect

Perform checks above to ensure that there are no other issues. If no other issues are found, the ABS Studio Server likely has failed and must be restarted.

Stop the barcode Server command window - this will disconnect EVERY android user.

Warning: This will interrupt any users that are connected, to ANY site. It is the equivalent of stopping the Wavelink server/service on the machine. Use with caution and with the permission of the operation.

Start the barcode command window again.

Users can now reconnect.

