Numeric-Entry Anomaly in Certain Windows Operating Environments

In some Windows® operating environments, the cursor may behave abnormally when making an entry in a numeric field after you have entered a decimal, or when a balance is used to transmit the sample weight. This anomaly has been found most commonly in the Windows XP environment with the hkcmd (hotkey accelerator) driver installed.

As an example, we will use the Mass field:

Correct:  The cursor advances to the first digit after entering a decimal.

Incorrect:  The cursor advances to the last digit after entering a decimal.

If you are experiencing this cursor behavior, the fix is simple:

1. Click the Start menu, then select Run; enter MSCONFIG.
2. Click OK, the System Configuration Utility dialog is displayed.

3. Click the Startup tab. Locate the hkmcmd option and click in the checkbox to deselect.

This option is a hotkey accelerator; deselecting it does not interfere with normal operation.

4. Click OK. This change requires that you restart Windows.

When Windows restarts, a dialog indicating a change has been made to the Startup mode may be displayed. To prevent this dialog from displaying each time you start Windows, click Don’t show this message or launch the System configuration Utility when Windows starts closing the dialog.