

## Numeric-Entry Anomaly in Certain Windows Operating Environments

In some Windows<sup>®</sup> 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:   | <u>M</u> ass: | 1. <u>0</u> 000 g |
|------------|---------------|-------------------|
| Incorrect: | <u>M</u> ass: | 1.000 <u>0</u> g  |

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

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.

| Run   | ? 🗙  |
|-------|--|
| -     | Type the name of a program, folder, document, or<br>Internet resource, and Windows will open it for you. |
| Open: | MSCONFIG 😪   |
|       | OK Cancel <u>B</u> rowse   |



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- 2. Click **OK**, the System Configuration Utility dialog is displayed.
- 3. Click the **Startup** tab. Locate the **hkcmd** option and click in the checkbox to deselect.

| eneral SYSTEM.INI WIN | I.INI BOOT.INI Services | Startup Tools                                |
|-----------------------|-------------------------|--|
| Startup Item          | Command                 | Location                                     |
| 🗹 igfxpers            | C:\WINDOWS\system       | HKLM\SOFTWARE\Microsoft\Windows\CurrentVer.  |
| 🗹 jusched             | "C:\Program Files\Com   | HKLM\SOFTWARE\Microsoft\Windows\CurrentVer.  |
| 🗹 ChangeTPMAuth       | C:\Program Files\Wav    | HKLM\SOFTWARE\Microsoft\Windows\CurrentVer.  |
| 🗹 WavXDocMgr          | C:\Program Files\Wav    | HKLM\SOFTWARE\Microsoft\Windows\CurrentVer.  |
| 🗹 Dell                | "C:\Program Files\Dell\ | HKLM\SOFTWARE\Microsoft\Windows\CurrentVer.  |
| BcmDeviceAndTask      | C:\Program Files\Dell\  | HKLM\SOFTWARE\Microsoft\Windows\CurrentVer.  |
| 🗹 pcentmon            | "C:\Program Files\Tre   | HKLM\SOFTWARE\Microsoft\Windows\CurrentVer.  |
| 🗹 tvnserver           | "C:\Program Files\Tigh  | HKLM\SOFTWARE\Microsoft\Windows\CurrentVer.  |
| 🗹 Adobe Reader Spe    | C:\PROGRA~1\Adobe       | Common Startup                               |
| 🗹 Windows Search      | C:\PROGRA~1\WIND        | Common Startup                               |
| hkcmd                 | C:\WINDOWS\system       | SOFTWARE\Microsoft\Windows\CurrentVersion\Ru |
|                       |                         | ~      |
|                       |                         | Enable All Disable All                       |

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.