

Dolphin 6510 Stuck in Reboot Loop: **How to Reset device software : Applies only to Version 3**

(V4 is ok, it doesn't use .cab files).

Unfortunately, neither Z-Space nor Honeywell have been able to determine a cause or remedy for the reboot loop issue. At this time, we are considering this to be a known issue; but our engineers will continue to search for a resolution.

This only applies to ITScriptNet Version 3 and the Dolphin 6510 WinCE6.

Reboot loop trick:

If a device is stuck in a reboot loop, and instead of doing a factory reset, do this:
Wait while the reboot is occurring (the red bar at the bottom of the screen is running across), as soon as the screen turns black, **keep pressing the ESC key rapidly**. This will halt the loop and return to the device's Windows CE desktop.

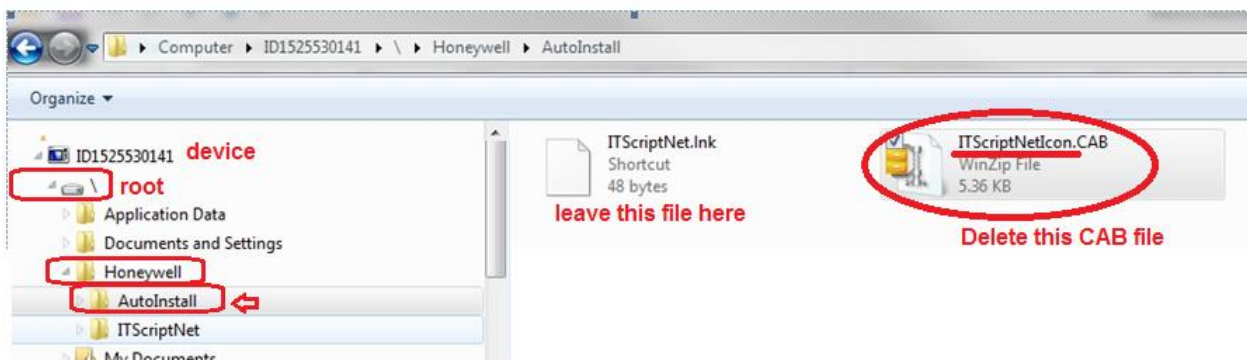
Work around:

Please follow these steps to ensure your customer's Dolphin 6510 will avoid this issue:

Delete ITScriptNetIcon.CAB file:

- 1. On the device** (or if you can get it connected to the PC via USB/Mobile Device Center), navigate into the device's **root\Honeywell\AutoInstall** folder.
 - If you are working through the device's File Explorer, then tap and *hold* on the CAB file (should be a yellow icon). Tap on Delete to *delete* the file named: **ITScriptNetIcon.CAB**.
 - If you are viewing the device's folders through an explorer on the PC, then from the view from your computer, delete that CAB file off the device.
- 2. And on the computer:** use Windows Explorer and navigate into the folder at **C:\Program Files\ITScriptNet\Clients\ITSN_Dolphin6x00CE** and either:
 - Delete that .cab file off your computer,
 - OR** rename the file: **ITScriptNetIcon.CAB** to **RenamedITScriptNetIcon.BAK** (the file extension must be renamed or it will still load).
 - Then load the client to the device as you would normally, through the System Console's Configure Devices.

Recommended: Delete this same cab file from every other Dolphin 6510 Windows CE6, before rebooting.



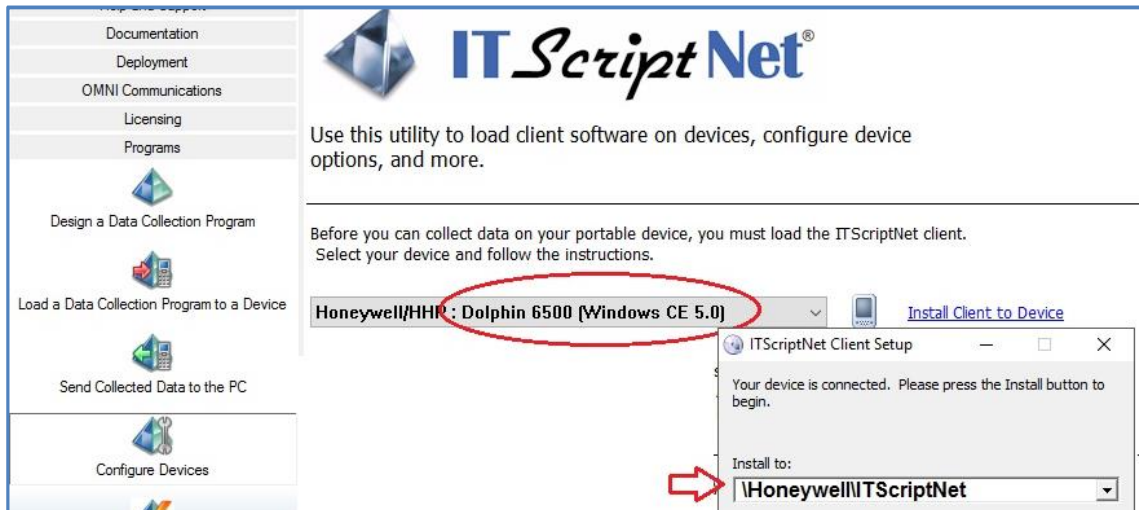
Install and Launch ITScriptNet



Install after a Factory Reset:

If you have performed a Factory-Reset, and when you see the Windows CE desktop, you will need to reload everything***, and reconfigure your ITScriptNet to match your other devices configuration.

*****MAKE SURE that the install of ITScriptNet goes into: root\Honeywell**
(not the IPSM for only this Dolphin 6510)
(not the Autoinstall folder).



If the device reboots, the desktop shortcut to ITScriptNet may not display. In this case, you need to navigate to the \Honeywell\ITScriptNet folder and either:

- Run the client exe from there, or
- Tap and hold and select copy, then go back to the desktop and tap and hold and select Paste Shortcut.

