How to Fix Pick Scan Lockup

1. First of all, **stop Pick Scan**. If the P21 application is responding normally, you can hit **Stop** and it will cease to increment additional pick tickets to the queue. If it is not responding, then simply press **Ctrl+Shift+Esc** to bring up **Task Manager** and click on the **Processes** tab, and then end every **pxxi.exe** process (this is the P21 application process – it will forcibly shut it down) by clicking on them to select them, and then clicking the **End Process** button. **Do not** end the **P21CrystalIntegration.exe** processes until you have counted how many of them there are.
2. Secondly, count how many **P21CrystalIntegration.exe** processes have accumulated in the **Task Manager** (it is also probably a good idea to keep an eye on these processes and leave **Task Manager** up as Pick Scan is running, so you can catch it before too many pick tickets slip accumulate).
3. Run the **unconfirmed pick ticket query** and **sort by Pick Ticket Print Date** to get the pick tickets that need to be re-printed.
4. Restart the PC after you get the number of hung print jobs.
5. Once the PC is restarted, you will need to login to P21 four times. **NOTE**: When you log in one time, go ahead and run it and choose **Non-licensed Mode** – this frees up the licenses so that these four are not being used (it may not let you log in otherwise):
   1. gigasales (ZHOT)
   2. gigasales (GREEN)
   3. gigasales (WHITE)
   4. hawksales (HAWK)
6. If you still get the error about there not being enough licenses, run the query in **SQL Server** to see how many licenses are being used (use that one that excludes sales).

This should fix the problem; however, remember to keep an eye on the **Task Manager** to minimize the collateral damage with hung pick tickets. If you need further assistance, please don’t hesitate to ask for help from someone in the I.T. department.