AegexScan Frequently Asked Questions (FAQs)

Question: Which OS are supported?
Answer: Windows 10 1703 or newer

Question: Where can I find additional resources and technical information for AegexScan?
Answer: The User Guide, along with a number of other supporting documents, can be found by going to https://aegex.com/solutions/aegexscan and clicking on the on the orange button "User Guide and additional resources".

Question: Is AegexScan browser based?
Answer: No, this is an executable file that functions a keyboard wedge that is licensed to a specific device. The application was developed for the Windows Store but can run fully as a UWP client. It was certified by Microsoft as fully UWP-compliant, although it can also use Win 32 code to do some things not possible in UWP.

Question: Is URL Mapping Supported?
Answer: Yes, however, this is normally done by IT or third-party vendors to map the scans into back-of-house databases (cloud and physical) and ERP systems. The supported URL commands can be found at https://aegex.com/solutions/aegexscan by clicking on the orange button "User Guide and additional resources."

Question: Is Continuous Scanning Supported?
Answer: Yes, but on an existing permanent license, this needs to be enabled. For a NEW permanent license, it is best to advise Aegex at the time of purchase so that we can enable this functionality, as it is a different license type.

Question: How do I find my activation code after the tablet I had a permanent license on was re-flashed or wiped?
Answer: The AegexScan licensing server holds a digital fingerprint of the hardware for activated licenses, so, as long as no major hardware components are changed, the tablet can be wiped, a new Windows image installed, and when AegexScan is launched again (from the demo link), it will communicate with the server and re-activate the license.

Question: Does Aegex provide something we can use to test the basic functionality of AegexScan?

Answer: Yes, Aegex created a mock application in Excel which can be requested by clicking on the "Contact Aegex for a sample application" link at
https://aegex.com/solutions/aegexscan

Question: Does the application need wired or wireless connectivity to function?
Answer: The answer is, "It depends." If the end source that the data is being mapped to resides on the tablet (think mapping to a spreadsheet), then the answer is "No, it does not need connectivity." However, if the data is being mapped to a database or other source that resides on the network, rather than on the device itself, some form of connectivity is required.

Question: What Barcode types are supported by AegexScan?
Answer: **1D Barcodes supported** - Code 39, Code 93, Code 128, UPC/EAN/JAN, Interleave 2 of 5, Hong Kong 2 of 5, Matrix 2 of 5, NEC 2 of 5, Codabar, Code 11, MSI Plessey, Pharmacode, RSS, Telepen, Straight 2 of 5, Korea Post, Trioptic
2D Barcodes supported - Data Matrix, PDF417, MicroPDF417, QR Code, Micro QR Code, Aztec Code, Codablock, MaxiCode, UCC Composite, Hanxin, DotCode, Grid Matrix

Question: What is the SKU for AegexScan?
Answer: A000-VBO-001-01

Question: How do I purchase an AegexScan license, and how long does it take to get a permanent license?
Answer: Submit your contact information to aegexscanpurchase@aegex.com along with a request for the number of licenses you would like to purchase. An Aegex representative will assist you in completing your order, and, once complete, the activation code(s) will be sent to you within 24-28 hours of purchase.