Count XL

4.3

Release Date: 9/18/2023

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Summary

This document provides detailed information on navigating the Yellow Dog Mobile Application, CountXL.

CountXL is an application to perform physical inventories that primarily focuses on the ability to scan barcodes.

While the app is available for all Android devices, Count XL is officially supported for the following devices: **Unitech EA602, EA520, and EA630** handheld devices.

You can request additional training by contacting Support.

Support Information

Support Hotline: **757.663.7514** (9am – 8pm EST Monday – Friday)

Emergency Support: **757.818.9360, option 2**

Submit Tickets to Support: Portal.Yellowdogsoftware.com

Click here to schedule a **thirty-minute training session**. Training is up to one hour and free of charge to any customers currently on a support contract.

To access our **Knowledge Base**, click here.

Pre-configuration

Use of the Yellow Dog CountXL app is only compatible with Yellow Dog version 370 and higher. If you are currently on another version of Yellow Dog, you will need to consult your Implementation Guide or contact Support for upgrade scheduling or about becoming hosted.

To install the Yellow Dog CountXL mobile app, navigate to the Google Play Store and search "Yellow Dog CountXL".

Link: https://play.google.com/store/apps/details?id=com.yellowdogsoftware.countxl&hl=en_US&gl=US

Once downloaded, hosted customers will need their Client ID, Username and Password. This information can be obtained from your Implementation Guide or by contacting Support. Non-Hosted customers will be able to use the Create Stand-alone Session feature to create sessions without being hosted or having access to Wi-Fi.

This app works in conjunction with the Yellow Dog Windows desktop client.

Improved Error Messaging

In some cases where users encounter duplicate SKUs in their database, Count XL will be unable to create a session until those problem items are resolved. Introduced in 4.3 are improved error messages that detail what are potential causes to the error and how to potentially resolve the issue by reviewing and resolving Problems Items in YDInv. Additionally, a reference code is provided that can be supplied to Yellow Dog's Support team if further assistance is needed.

Error

An error occurred while transferring data to the database file. This could be caused by duplicate SKUs. In Yellow Dog Inventory, please refer to 'Problem Items' in Item Management to identify and resolve any issues. Should the problem persist, please contact support with the following reference code: (e5af7d4c6960 4f4fbf64dc0eeaac3d41)

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