

## Numeric-Entry Anomaly in Certain Windows Operating Environments

In some Windows® 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:**



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

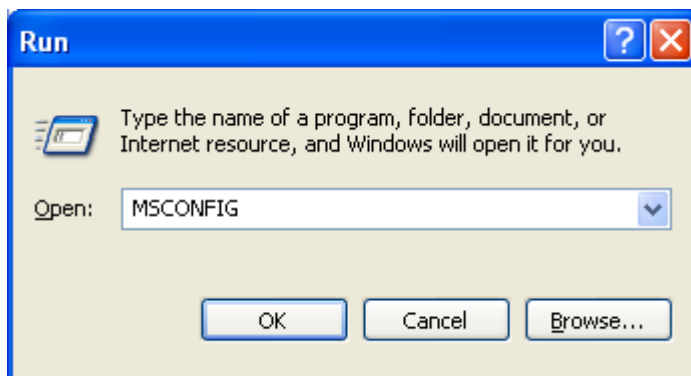
**Incorrect:**



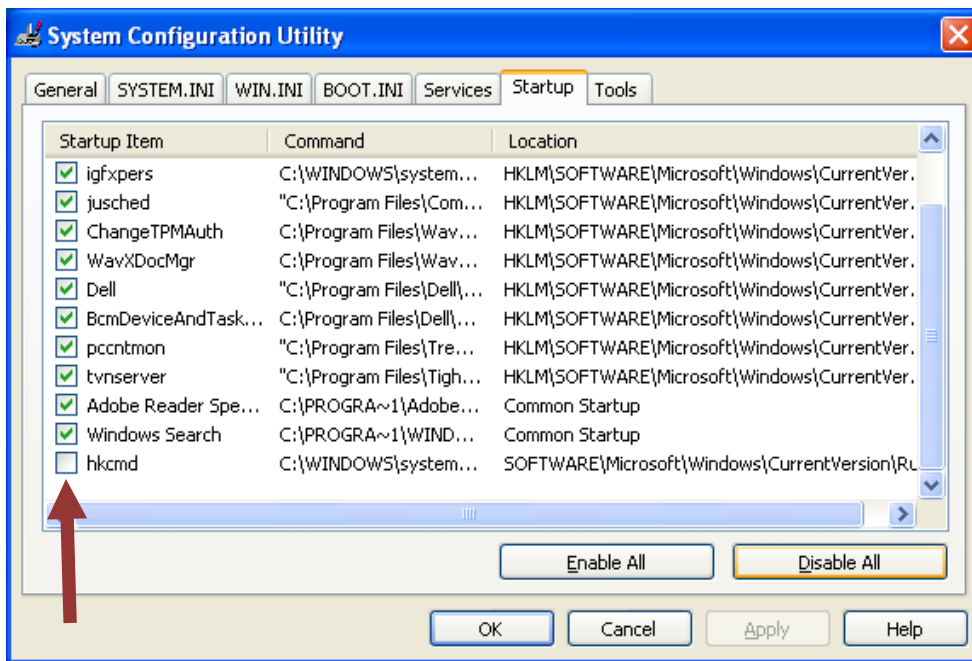
The cursor advances to the last digit after entering a decimal.

If you are experiencing this cursor behavior, the fix is simple:

1. Click the Start menu, then select **Run**; enter MSCONFIG.



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.



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.