

How to Disable the HTML Focus in Touchscreen Ticket Entry to Prevent Losing Scans or Keystrokes

Summary:

How to Disable the HTML Focus in Touchscreen Ticket Entry to Prevent Losing Scans or Keystrokes

Cause:

This is a new feature in 8.5.6.4_005.

Solution:

From Counterpoint Online Help:

In Touchscreen Ticket Entry, if you click into the HTML areas, they may take keyboard focus. This can cause problems with lost scans or lost keystrokes. To avoid this, Counterpoint now includes an option to prevent these areas from taking focus.

When HTML focus is disabled, the HTML still works for passive information displays. However, any active interactions with the HTML are disabled. For example, you can no longer click links or use any user input controls in the HTML area.

This setting is available with NCR Counterpoint v8.5.6.4patch5 or later.

To disable HTML focus, clear the **Allow HTML to take focus** check box in the Options tab of the Button Editor window (**Setup > Point of Sale > Touchscreen Codes**).

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=1258>