KTA - Job not processing. Awaiting Events

Summary
13709

QUESTION:
My Job contains a Scan Create new Job form and a Device Create New Job form.
I have added the pre-condition [SCANNED]>0 within the first activity.
When creating a Job via the MFP it gets processed successfully.
But when creating a Job via the Scan Create New Job form, the Job stuck at first activity in "Awaiting events" state.

How can this be solved?

SOLUTION:
This behavior occurs when the SCANNED Event is not fired via the Scan Create New Job form. In order to solve this it is needed to create a RaiseEvent .Net action from TotalAgility.SDL.Jobservice.
Add "SCANNED" in the eventname and "SCNJ" in the eventsource configuration.

After this map the action to the CaptureControl in OnCreateNewJob event. Re-release the form and the issue is solved.

Keywords: ScanCreateNewJob, DeviceCreateNewJob, SCANNED, MFP