Signature Pad

Cavallo Support - 2025-12-30 - Setup

Overview

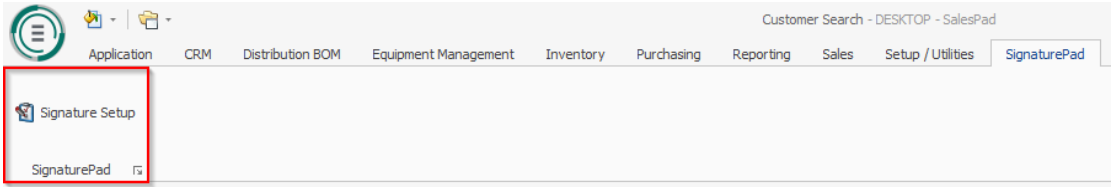
The signature pad module in SalesPad will allow a user to capture signatures on sales documents via a touch-screen device or a Topaz device. SalesPad currently supports the T-S460 model.

For including signatures on a Printed Report, see: Signature Pad Report Scripting.

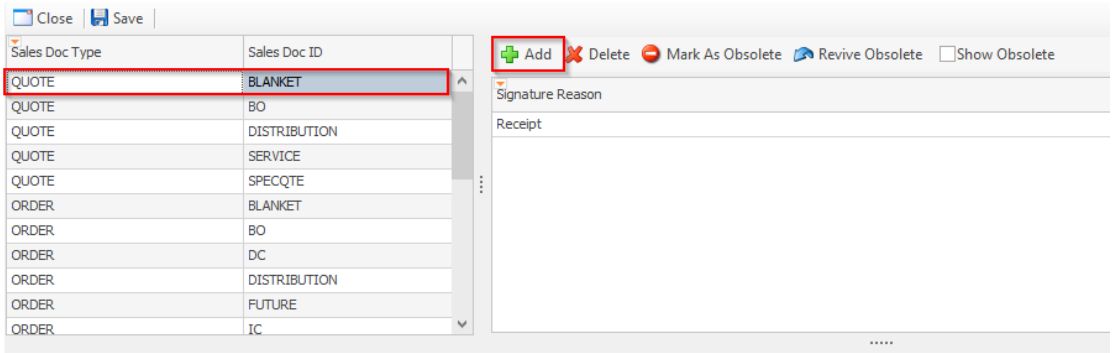
Note: For versions prior to 4.6.0.23, in order to use the signature pad functionality, you must install the Signature Pad .dll, which is available for free. Versions after will see this .dll already included and installed. If you need this file, please contact Cavallo Support. In addition, you must have Microsoft's Handwriting and Ink feature installed.

Signature Pad Setup

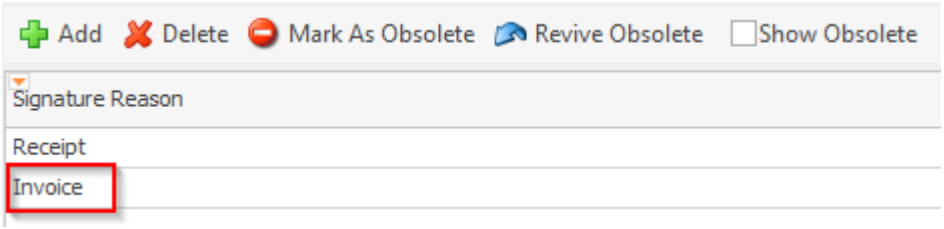
After installing the Signature Pad .dll, open the Signature Setup tab.



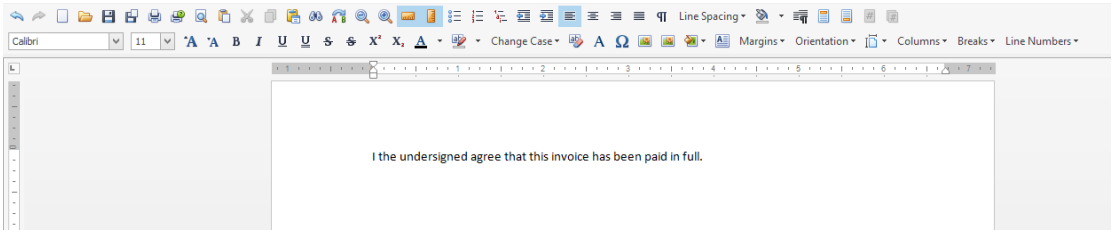
The Signature Setup tab is where you can create different Signature Reasons associated with Sales Doc Types. To add a Signature Reason, select the Sales Doc Type you want the reason associated with and click the **Add** button in the upper left-hand corner of the Signature Reason field.



Type the name of the Signature Reason in the text box that appears.



Use the editor below the Signature Reason field to record any further information, such as disclaimers or explanations of expectations, you want visible to the signee.



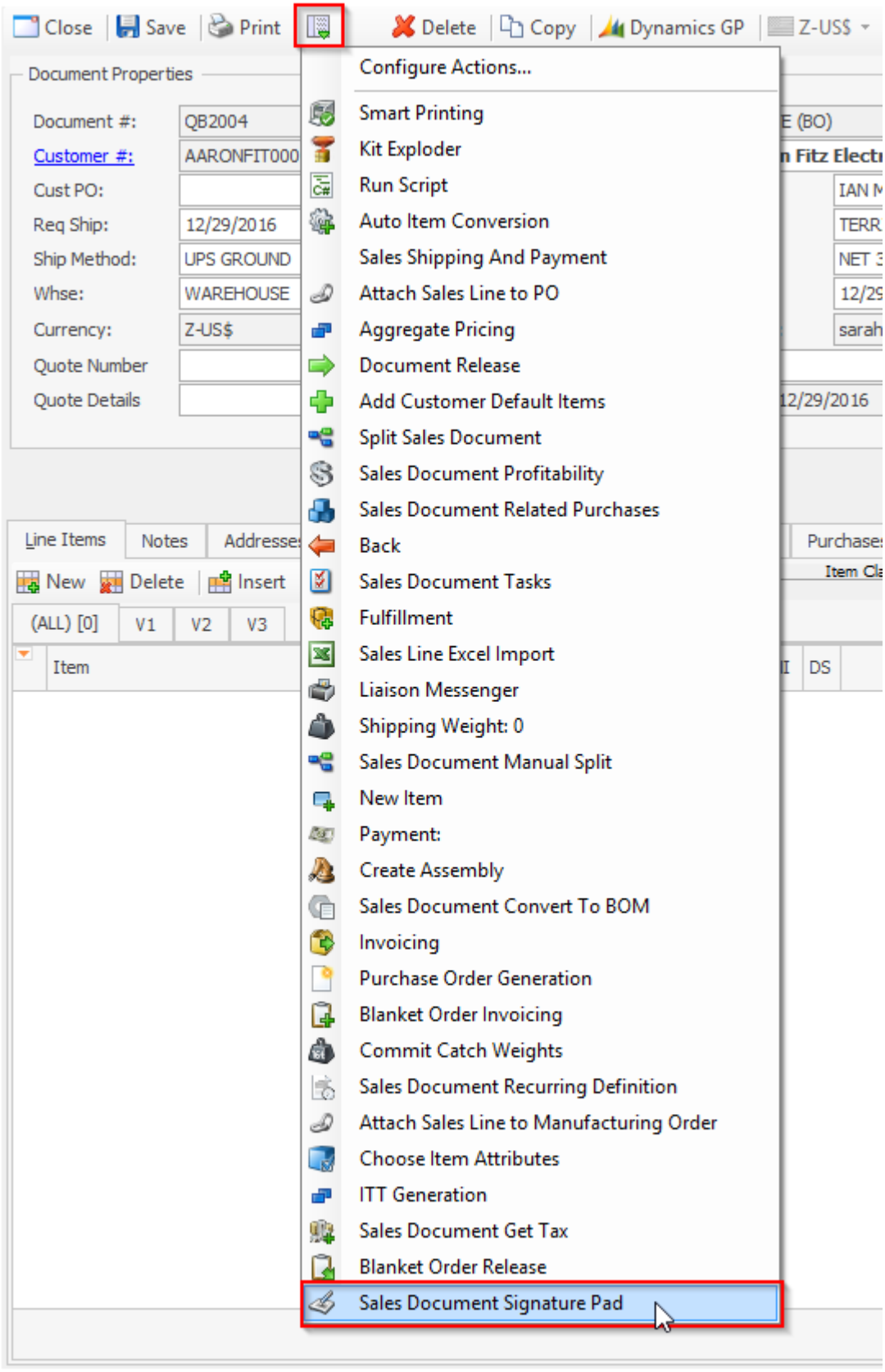
To mark an existing Signature Reason as obsolete, select that reason and check the Obsolete box to the far right.



To make an obsolete reason no longer obsolete, select that reason and click **Revive Obsolete**.

Using the Signature Pad

When creating a sales document, a user can select the Sales Document Signature Pad plugin, as shown below. A pop-up menu will allow the user to sign and click **OK**. The signature is then saved to the database, and will show up if the plugin is opened again on the same sales document. This plugin is also available for counter sales.



The Signatures window will appear. To select a different Signature Reason, click the Signature Reasons dropdown.

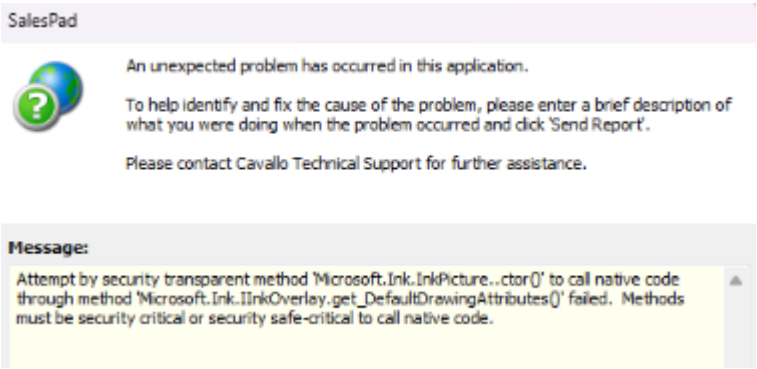


Once you've selected the correct Signature Reason, use the Touch Screen field below to record the signature and click **OK**.

Microsoft Ink and Windows 11

On newer updates of Windows 11, you may receive this error message when attempting to use the Signature Pad:

"*Attempt by security transparent method 'Microsoft.Ink.InkPicture..ctor()' to call native code through method 'Microsoft.Ink.IInkOverlay.get_DefaultDrawingAttributes()' failed. Methods must be security critical or security safe-critical to call native code.*"

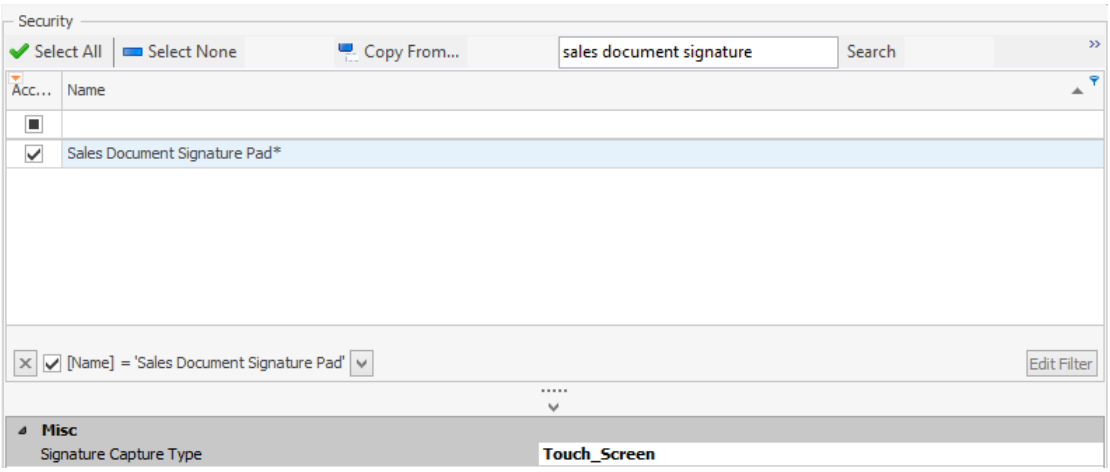


If you receive this error, you can try rolling back the latest Windows update. We've had users confirm that rolling back KB5065426 and KB5065081 has addressed the issue for them, but we've also had users report that it had no effect.

If that doesn't work, we'd recommend reaching out to our Support team to determine the best way to address this for your system.

Security

Under *Sales Document Signature* in Security, check *Sales Document Signature Pad* to enable the Signature Pad module. There is also a sub-setting that will allow a user to select whether they are using the Topaz pad or a touch-screen device.



The signature pad should be configured according to the instructions pertinant to the device being used, and should be tested with the manufacturer's software before using it in SalesPad. No further configuration is

required from within SalesPad.

You will also want to enable the *Topaz Sales Document Signature* and *Touch Screen Sales Document Signature* securities.