VersaWorks Abnormal Termination or Lock up Troubleshooting Procedure

The most common causes for VersaWorks to crash or lock up can be attributed to the following:

1. VersaWorks not up-to-date
2. Incomplete or improper update
3. Corrupted jobs in the queue
4. Corrupted artwork files

Crashing or freezing may occur in the following circumstances.

1. During launch
2. When opening or closing Job Settings window
3. When changing settings in Job Settings window
4. When processing (RIPing/Printing) a file
5. Randomly with no specific pattern

General Troubleshooting Steps

Step 1 – Making sure your computer meets the requirements to run VersaWorks.

The recommended computer configuration to run VersaWorks is:

Operating System	Windows XP Professional (32-bit), Windows Vista Business or Ultimate, **Windows 7 Professional** or Ultimate
CPU	Dual Core or better, 2GHz or faster
RAM	2GB or more (**4GB** is strongly recommended if you run VersaWorks and design application on the same computer)
Hard Disk	40 GB of free space on the disk Windows is installed
Monitor	1280 x 1024 or higher resolution
Network	100 Base T (Wireless network is not recommended)
USB	Only needed when using VersaCAMM SP-300V or GX cutters

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Increasing the amount of RAM (4GB is recommended) is one of the most effective and inexpensive way to enhance computer performance and stability as more memory becomes available for the operating system, VersaWorks and other applications that are running concurrently. Since 64-bit versions of Windows (Vista or 7) can fully utilize larger amounts of memory (RAM), we recommend installing/upgrading to 4GB or more. 32-bit versions of Windows (Vista or 7) cannot use the full 4GB memory space but you will still see improvement in performance by upgrading to 3GB.

Also, keeping your computer and operating system up-to-date applying the latest system and driver updates can also improve performance and reliability overall. VersaWorks interfaces heavily with memory, hard drive, video and network interface cards. A faulty driver can cause frequent or random crashes, so it is a good idea to keep them up-to-date.

Step 2 – Making sure VersaWorks is up-to-date

One of the most common reasons for VersaWorks to crash or freeze can be attributed to running an old version of VersaWorks. A number of improvements in reliability were made in the past few versions and everybody should update to the latest version. Any of symptoms listed in the beginning of this document can show up when running outdated versions of VersaWorks. Please follow the steps below to update VersaWorks.

1. Close VersaWorks and restart the computer. Restarting the computer will ensure that all files will be updated correctly.

2. Go to **Start > All Programs > Roland VersaWorks > Online Update**.
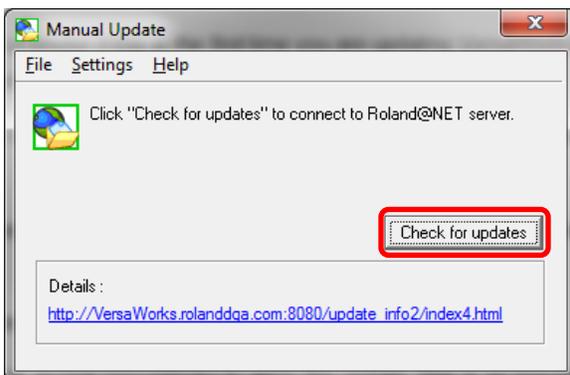

3. Click on **Check for updates**

   If this is the first time you are updating VersaWorks online on this computer, you may be prompted to register your printer. Please complete the registration to be able to update VersaWorks.

4. If your version of VersaWorks is not current, the **Online Updater** will list the items that need to be updated.

   You can reduce the size of download by clicking **Details** and deselecting media profiles that are not relevant for your device.
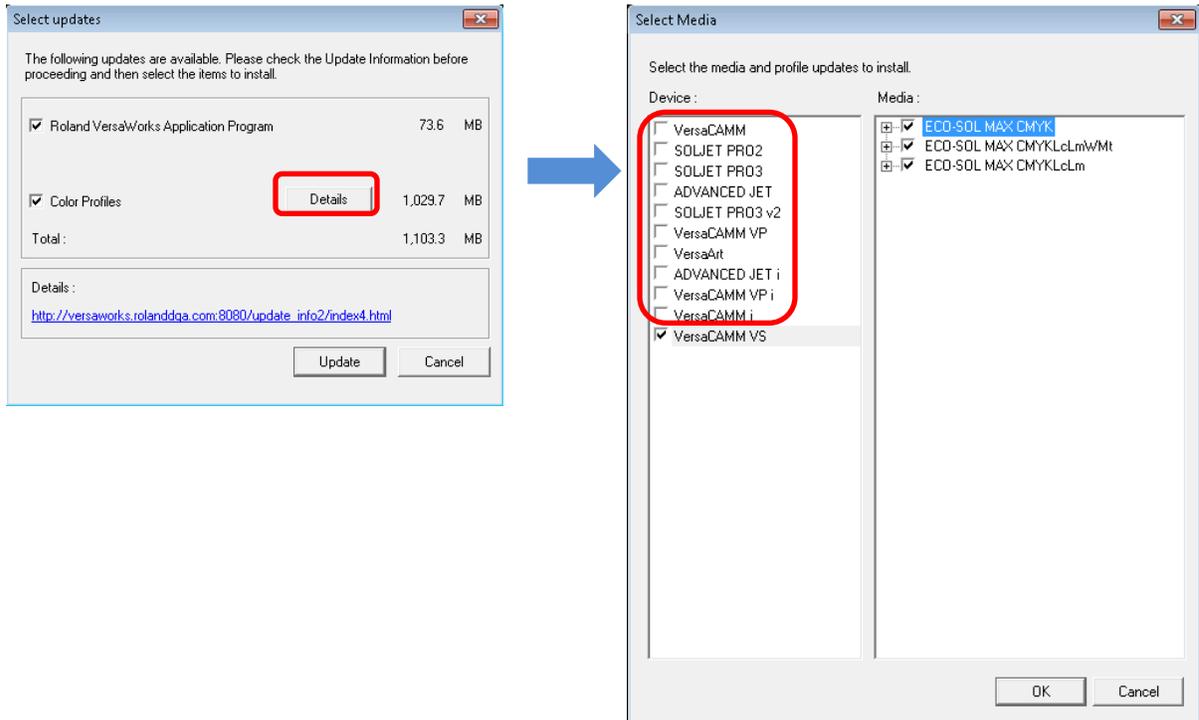

5. Click **Update** and the updater will start downloading updates.

6. Click **OK** when downloading is completed to apply the updates.

7. Launch VersaWorks to apply the update. This is an important step as some updates are only applied when VersaWorks is launched.

8. Close VersaWorks and go again to **Start > All Programs > Roland VersaWorks > Online Update** and make sure there is no additional updates to your program. Proceed to update if it still shows more updates to application program and device information.

9. Once all updates are applied, launch VersaWorks and verify if the crash still occurs. If the crash still occurs, go to **Step 3 – Initializing VersaWorks**.

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Step 3 – Initializing VersaWorks

In some cases, a corrupted job in the queue or corrupted configuration file can cause VersaWorks to crash. In this case, the crash may occur when launching VersaWorks or when processing a file in the queue. This issue may also happen immediately after updating VersaWorks as the update may have not been applied correctly. Whenever you experience repeated crashes, initializing VersaWorks can be an effective way to fix the problem. Note that the following information will be cleared by initializing VersaWorks:

1. Printer configuration – please take note of printer's IP address before initializing VersaWorks. If you can start VersaWorks, the IP address can be viewed in **Printer Status** windows. If VersaWorks does not start, the IP address can be viewed from the printer menu by navigating to **MENU > SYSTEM INFO > NETWORK > IP ADDRESS**. On some printers such as SOLJET PRO II, VersaCAMM SP-540V, AJ and FP printers, you will need a utility called **Print Server NetTool** to see the IP address (NetTool is available for download from our support site).
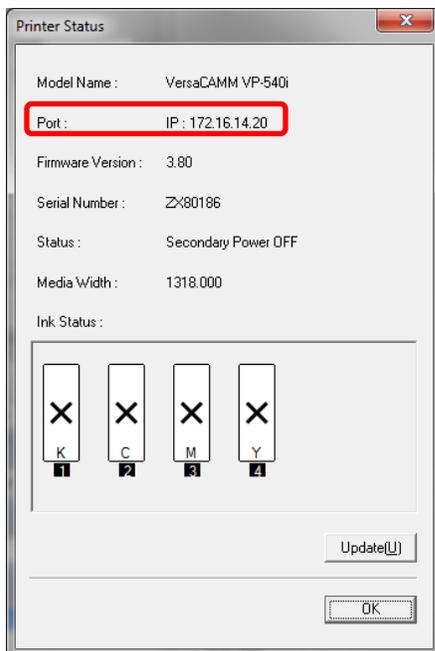
2. **Preferences** and **Queue settings** – if possible, take note of any special settings that you have done in **Preferences** or **Queue Settings**, so that you can replicate the same settings after VersaWorks is initialized.

3. Jobs in the queue – although initialization will not delete any design file, it will completely clear the job queue and you will lose any job specific settings that you have done. If you need to reprint any job in the queue, save the job in **.rvw** format. Once VersaWorks is initialized and reconfigured, the **.rvw** file can be reloaded to recover the job and the settings that were used for printing.

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Follow the procedure below to initialize VersaWorks:

1. Close VersaWorks

2. Go to **Start > All Programs > Roland VersaWorks > Initialize Application**

3. Click **Yes** and then **OK**.

4. Launch VersaWorks and enter the printer's **IP address** or select **USB** if your printer is connected to a USB port.

5. Verify if the crash issue has been fixed.

Crashing or freezing with a specific file

If VersaWorks crashes or freezes when processing a file make sure the file is one of supported formats in VersaWorks. VersaWorks supports the following formats: **.jpg**, **.tif**, **.eps**, **.pdf** and **.ps**. If the file is saved in a format not supported by VersaWorks, open the file in the design application and select **Save as** to save in one of supported formats. Most of design applications allow saving in EPS or PDF formats.

If the file is one of supported formats, it is important to determine whether the issue occurs only with this specific file or with any file.

If the crash/freeze occurs with any file including raster images such as JPEG, TIFF files, and other design formats such as PDF, EPS and PS, the issue is most likely caused by some corruption in VersaWorks. Please follow the procedure in **Step 3 – Initializing VersaWorks** to fix this problem.

If the crash occurs with one file in particular, the file itself is likely to be corrupted. Please follow the steps below to troubleshoot the file:

1. Open the file in the design application.

2. Select all the objects from the design and press **Ctrl+C** to copy the entire design to the clipboard.

3. Create a new blank file.

4. Press **Ctrl+V** to paste the design to the new file.

5. Go to **File > Save (or Save as)** to create a new copy of your design in one of the formats supported by VersaWorks.

6. Load the new file in VersaWorks and verify if the steps above fixed the problem.

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7. If VersaWorks still crashes, try saving in a different format by executing **File > Save As** and select a different file format (if the original file was in EPS format, try saving in PDF format and vice versa).

8. Try also changing the PosScript version when saving. By default, Illustrator will use **PostScript level 2** when saving the file in EPS format. Try changing this option to **PostScript 3**.

9. Another option is to save in **.ps** format by printing using **RolandVW** printer driver and selecting **Save as File**. Saving as PostScript file using the PostScript driver creates files that are simpler as the PostScript driver takes care of converting complex effects to standard PostScript format.

Other Crashing or Freezing Issues

In some cases, you may see unusual error messages such as **Runtime error** or VersaWorks detects that there is a newer version but it does not get updated. This issue is typically caused by problems during VersaWorks installation or updating on computer running Windows Vista or 7. Windows Vista and 7 may prevent the overwriting of files in Program Files folder in the following situations:

- User account does not have administrator rights
- Files are being used by an application (may happen when VersaWorks is not properly closed)

When this happens, Windows creates copies of these files under a hidden folder which may cause VersaWorks to not update correctly and work erratically. Please perform the steps below to fix this issue:

1. Close VersaWorks.

2. Launch Windows Explorer.

3. Click **Organize** and select **Folder and search options**.
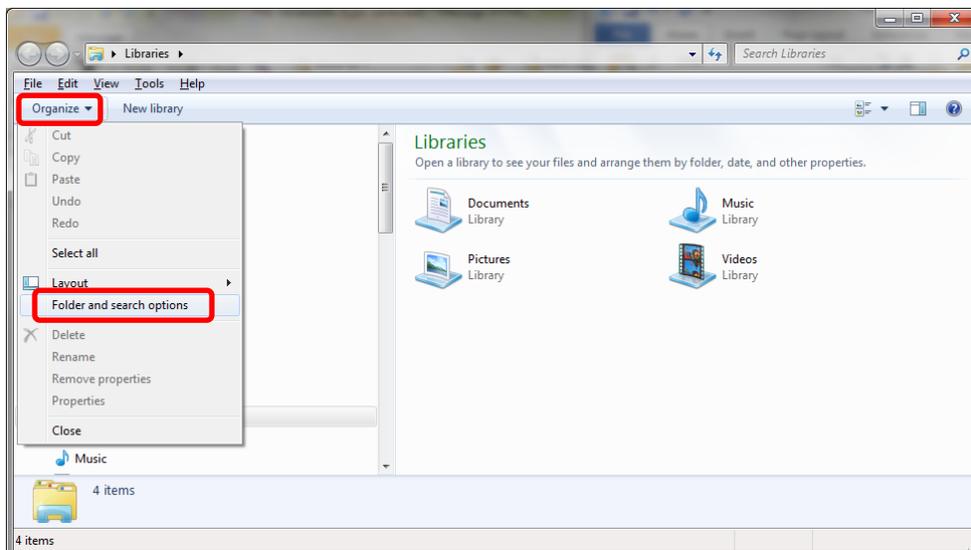
4. In **Folder Options**, click **View** and then check the option **Show hidden files, folders, and drives**.
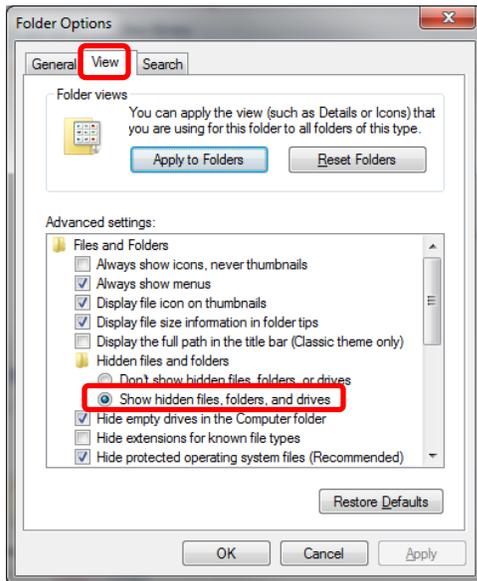

5. Click **OK**.

6. Still in Windows Explorer, navigate to **C:\Users\{user name}\AppData\Local\VirtualStore\Program Files(x86)** folder if you are running 64-bit version of Windows or **C:\Users\{user name}\AppData\Local\VirtualStore\Program Files** if you are running 32-bit version of Windows.

7. Delete the **Roland VersaWorks** folder from this folder.

8. Follow the steps in Step 2 – Making sure VersaWorks is up-to-date.

9. Check if you the issue has been fixed.

If you are still experiencing issues after all these troubleshooting steps…

If you are still experiencing random or persistent freezing and crashing issue even after performing all troubleshooting steps described above, please contact Roland Technical Support. Please be prepared to provide the following information when contacting Roland.

1. Printer's Serial Number

2. Printer's Firmware Version

3. Version of VersaWorks (Go to **Help** > **About VersaWorks**)

4. Version of Windows Operating System (Windows 7 Professional 32-bit, Windows Vista Ultimate 64-bit, Windows XP Professional, etc.)
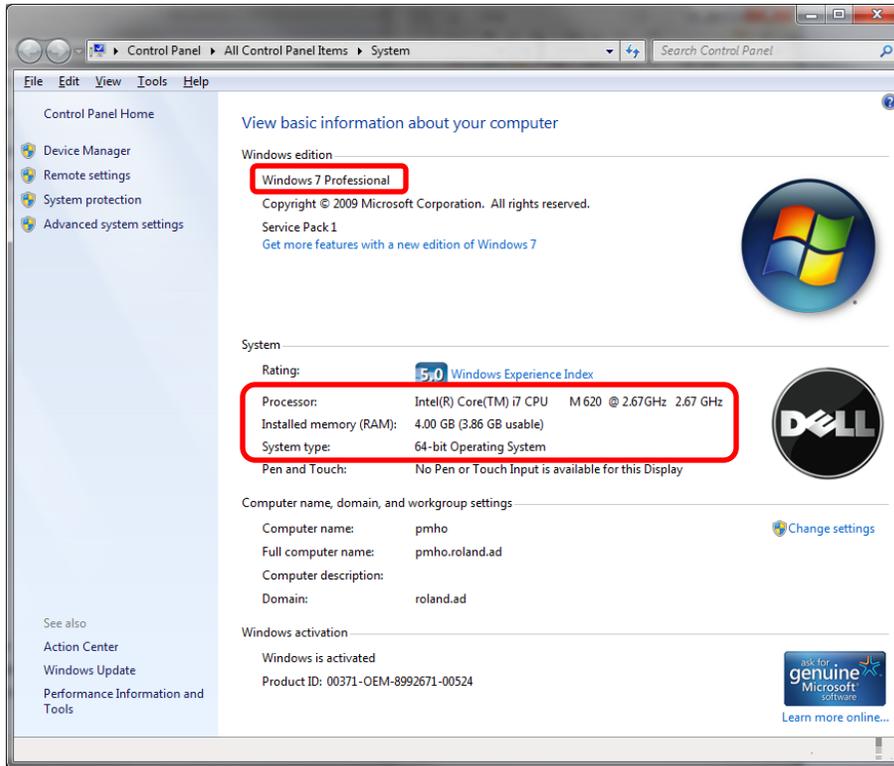
5. Computer information (brand, CPU, amount of RAM, free Hard Disk space)

6. Complete error message if VersaWorks or the computer displays an error message when the issue occurs. It is always a good idea to capture the screen shot of any error message by pressing **Print Screen** key in the keyboard and pasting on an e-mail message or on Windows **Paint** application and saving as a bitmap file.

7. Detailed steps to duplicate the problem. If a specific design file is involved, we may ask to provide the design file that causes VersaWorks to fail.

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