### **Trouble-shooting: Software - LabelDirect**

These notes were written for LabelDirect v.3 but may be of value to users of other versions.

### **Invalid Server Response**

- Q. I am trying to licence LabelDirect online but get the message 'Invalid Server Response'. Why is this?
- A. Check that your Windows User account does not restrict or partially restrict access to the internet. If your PC has any level of internet access at all then LabelDirect attempts to communicate with the licensing server, but if the URL is blocked it will halt with the message 'Invalid Server Response'.

### Licence the software offline

- Q. Can I licence LabelDirect without going online?
- A. A manual licensing alternative exists but this must be forced to operate by unplugging your PC from the internet. You also need to be on the telephone to convey information generated by the offline process. When ready, call the number below:

0845 299 7096 (Image Computer Systems)

### Large character offset

- Q. I am printing very large characters in LabelDirect. The text is offset to one side and remains so no matter what I do, yet the label previews correctly. What's wrong?
- A. This problem is known to occur with Arial Unicode and AgencyFB fonts (possibly other Windows fonts) when printed at very large point sizes. The problem is avoided only by printing such labels from Microsoft Word.

### Picture file (or database) not found

- Q. LabelDirect won't open a label which contains a picture, reporting that it cannot find the picture file. Double-clicking the label file fails to launch LabelDirect. A message box appears saying 'Browse or Abort'. What's wrong?
- A. The following should be noted:

Labels incorporate images by linking rather than embedding, which means that if the picture file is moved to a new location after the label has been created, the two must be re-associated. The link is also lost if the file-path to the picture is altered in any way, e.g. a folder somewhere in the path is renamed.

When the link (association) between a label and its picture file is lost for whatever reason, the label file can only be opened from within LabelDirect, not by double-clicking it, which initiates a browser that allows you to re-establish the link. It is good practise, where possible, to place picture files in the same folder as the labels they belong to.

None of the above applies to LabelDirect's built-in symbols, which are embedded.

### **Unexpected trial version mode**

## Q. My LabelDirect software is in trial mode, but it should not be. The program requests the CD Key each time it is launched. What is wrong?

A. If you have LabelDirect version 1 or 2 you must take care to type in the CD Key and Serial Number correctly. Typing the Serial Number incorrectly during installation makes LabelDirect run in trial mode.

If you have LabelDirect version 3 or later the software will run in trial mode until you purchase a licence

### Graphics print okay but text does not

# Q. Blank labels are produced. Drawing objects are printed but not the text. How can I remedy this?

A. This is an early LabelDirect problem. If your software is of the version which produces a print preview window before printing, click the Restart button when this window appears. Also switch the printer off for a few seconds. Ideally, upgrade to the latest version of LabelDirect.

### The label previews okay but not everything prints

# Q. Not all the objects on my label are printing even though they appear on screen. What's happening?

A. If any label object (including its bounding box) is located partly or entirely outside the label then LabelDirect may produce this message: 'Warning: One or more of the label elements extend outside the label. This can result in a failure to print.' Even an empty text box left forgotten in a corner of the screen during development of the label can cause the label to come out completely blank.

Furthermore, if you have disabled the abovementioned warning system you can be left with no clue what's wrong.

USEFUL TRICK: Select any object on the label, then use the Tab key on your keyboard to rotate through all the other objects. You might find an orphaned text box, with no text in it, located off the label where it can cause trouble.

### **Code 39 limitations**

Q. I'm trying to create a bar code in Code39 but when I enter certain characters the message 'Invalid' displays. Why is this?

A. For a wider allowance of characters, such as inclusion of the ampersand, you need the Full ASCII version of Code 39 which, at Dec 2013 is not available in LabelDirect.

### **Unpredictable 'Print List'**

### Q. I am printing from a database. When making a print list I select a record in the upper pane but clicking 'Add' populates the lower pane with unwanted extra records. Why?

A. In the LabelDirect design window, click 'Database' (menu) > 'Properties' and set 'Key:' to a field which contains information that is unique to each record.

This is necessary because 'Make Print List' is a graphical interface which generates an SQL query on your behalf, based on what you select to print. To work properly LabelDirect needs to know which database column (field) contains information that is not repeated elsewhere in that column.

### Over-printing on variable data fields

# Q. When I print labels the variable data fields over-write each other and create an unreadable jumble that worsens with each label. What's causing this?

A. De-select the setting: 'Auto optimisation on label print'. To do this, click 'Preferences' (menu) > 'General' (tab) > 'Auto-Optimisation on Label Print'

### Weird happenings with my database labels

### Q. All kinds of strange things are happening with my database link up. What am I doing wrong?

A. Always make sure that your database file is closed before launching a label that connects to it.

Also, if your database is a spreadsheet then it should contain only data. Do not burden the sheet with titles, notes or miscellaneous information. Place such information on a separate sheet within the workbook. There is one exception. The top row of the data table (the header row) may contain column headings if desired. See below for an example of a short database.

A	В	C	D	E	F		A	В	С	D	E	F
OK SHOP DATA	BASE						Title	Author	Category	Stock Code		
Title	Author	Category	Stock Code	Price		2	Camping With The Kids	Evan Elpuss	Humour	SB001	£4.95	
Camping With The Kids	Evan Elpuss	Humour	SB001	£4.95		9	Come What may	Helen Highwater	Fiction	SB002	£18.60	
Come What may	Helen Highwater	Fiction	SB002	£18.60		4	Herbal Remedies	Rose Hiptea	Science	SB003	£2.50	
Herbal Remedies	Rose Hiptea	Science	SB003	£2.50		-	It Came From Planet X	Terry Fying	Fiction	SB003	£7.20	
It Came From Planet X	Terry Fyling	Fiction	SB004	£7.20		0	Man Overboard	Bob Uppandown	Fiction	SB004	£9.50	
Man Overboard	Bob Uppandown	Fiction	SB005	£9.50		0						
The Art Of Brevity: Vol.	<ol> <li>Miles Toolong</li> </ol>	Self Improvement	SB006	£12.75		7	The Art Of Brevity: Vol. 1	Miles Toolong	Self Improvement	SB006	£12.75	
The Melting Ice Caps	Luke Warmwater	Science	SB008	£16.50		8	The Melting Ice Caps	Luke Warmwater	Science	SB008	£16.50	
What Women Want	Sheila Gree	Psychology	SB009	£5.75		ģ.	What Women Want	Sheila Gree	Psychology	SB009	£5.75	
Selling In china	Lee Pin Kwik	Commerce	SB010	£17.50		10	Selling In china	Lee Pin Kwik	Commerce	SB010	£17.50	
Amateur Dramatics	Kurt Nupp	Leisure	SB011	£11.95		11	Amateur Dramatics	Kurt Nupp	Leisure	SB011	£11.95	
Luck Of The Draw	Tom Bola	Fiction	SB012	£13.95		12		Tom Bola	Fiction	SB012	£13.95	
The British Seaside Holid		Sociology		£8.75		13	The British Seaside Holiday	Raynard Daley	Sociology	SB013	£8.75	
Mega-structures	Hugh Mungus	Science		£18.99		14	Mega-structures	Hugh Mungus	Science	SB014	£18.99	
Contingency Planning	Justin Case	Commerce	SB015	£19.95		15	Contingency Planning	Justin Case	Commerce	SB015	£19.95	
The Future Of Lighting	Ellie Dee	Science	SB016	£14.50		16	The Future Of Lighting	Ellie Dee	Science	SB016	£14.50	
Coping With Change	Isla Just	Psychology	SB017	£12.75		17	Coping With Change	Isla Just	Psychology	SB017	£12.75	
Old Technology	Anna Log	Science	SB018	£12.50		18	Old Technology	Anna Log	Science	SB018	£12.50	
The Jurassic Coast	Cella Camph	Science	SB019	£18.95		19	The Jurassic Coast	Celia Camph	Science	SB019	£18.95	
Dressage	Jim Khana	Self Improvement	SB020	£17.99		20	Dressage	Jim Khana	Self Improvement	SB020	£17.99	
The Art Of Brevity: Vol.	2 Warren Peace	Self Improvement	SB022	£12.75		21	The Art Of Brevity: Vol. 2	Warren Peace	Self Improvement	SB022	£12.75	
The History of Transpor	rt Orson Cart	History	SB023	£18.95		22		Orson Cart		SB023	£18.95	
The History of Transpo	rt Orson Cart			£18.95	X	22		Orson Cart	History	SB023	£18.95	

### XLSX type spreadsheets

### Q. I can't get LabelDirect to link to an Excel 'xlsx' type spreadsheet. Help!

A. Early versions of LabelDirect (pre version 2) have no connection capability for xlsx type spreadsheets.

If you are trying to connect to an xlsx sheet from LabelDirect v.1.3 (for example) you have to do one of three things:

- 1. Upgrade to the latest version of LabelDirect (Professional edition).
- 2. Use copy and paste to embed the xlsx data into an xls workbook.
- 3. Allow an earlier version of Excel to convert the file.

If you cannot open the xlsx workbook on your computer, download the Microsoft Office Compatibility Pack for Excel 2007 from:

http://www.microsoft.com/en-us/download/details.aspx?id=3

### 'Sample Data' warning

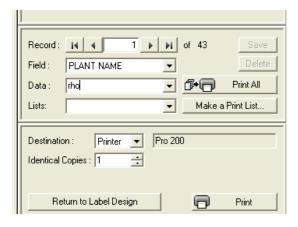
- Q. I have a LabelStation with network card fitted, and a 'Sample Data' warning comes up when connecting to a database. Should I worry about this?
- A. No. Early versions of LabelDirect do this. The warning may be ignored.

### **Database record selection**

### Q. How can I speed up record selection when printing labels from a database?

A. Version 1.3 of LabelDirect does not allow record selection using the 'Data:' input box, which means that 'Make Print List' must be used to select records. Later versions of the software allow records to be selected with 'predictive' text via the 'Search' box to speed up individual record selection.

In later versions of LabelDirect the 'Data:' input box has fully predictive record selection, so that if you type 'Rho' . . .



then click the drop-list button you'll see all the records beginning with 'Rho':



In other words the predictive text does the following:

Data:	Drop-list shows	Label preview shows
(blank)	First 50 plants	First plant
R	All plants names beginning with 'R'	First of plants beginning with 'R'
Rho	All plant names beginning with 'Rho'	First of plant names beginning with 'Rho'
Etc.	Etc.	Etc.

### File will not delete

### Q. I have a label file (or picture file) which cannot be deleted or moved. What do I do?

A. Reboot Windows. At some stage the awkward file was probably linked to another file, or perhaps was part of a database connection, and Windows is (mistakenly) protecting it from deletion.

### Warning

# Q. When I design a label I often get the message 'Warning: One or more label elements extend outside the label' yet the label prints fine. Does this matter?

A No. You can generally ignore this message. Sometimes the content of a label element falls inside the label area but its bounding box does not. This is generally acceptable. If the offending element is a text box containing a printer font (as opposed to a Windows font) you may always ignore the message.

After developing a label template it is a good idea to check for stray text boxes by selecting any visible text box then pressing the keyboard 'Tab' key to rotate through all the others. A forgotten text box, which is invisible if empty, can cause strange occurrences when left outside the label area. Later versions of LabelDirect allow the above warning message to be dismissed permanently but given the abovementioned danger it could be better to live with it. Reactivation of the warning system, once disabled, is highly technical.

### **Blank labels**

- Q. My printer produces blank labels when a double quotation mark " (used as inches symbol) is present, even though the label previews correctly.
- A. This is a software quirk which occurs only when using the printer's internal fonts. In early versions of LabelDirect the double-quote mark can only be printed in a Windows True-Type font.

### **Vertical Offset**

- Q. Why do my vertical 'Offset' settings appear to follow no consistent rules?
- A. Changes to the offset value have no meaningful effect until another label has been printed. In other words, print and discard one label after each adjustment so that your test label starts from the adjusted position.

### Font greyed out

- Q. Why is the font size option greyed out?
- A. You have 'Copy Fit Text Within Frame' selected in 'Formatting'

### Label not printing as previewed

- Q. Why is my printer not printing a label object (element) that previews correctly?
- A. Check that data 'Source Type' for the troublesome element is set to 'Fixed' and not 'Keyboard' or 'Database'