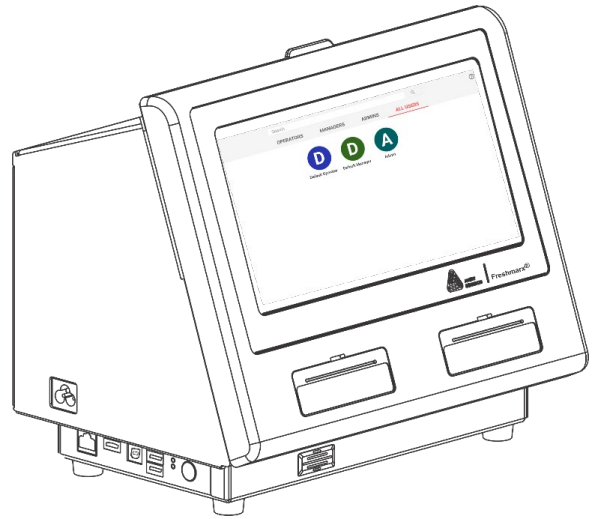


# Freshmarx® Central Troubleshooting Guide

To view troubleshooting and frequently asked questions/information, select a link for the operator type:

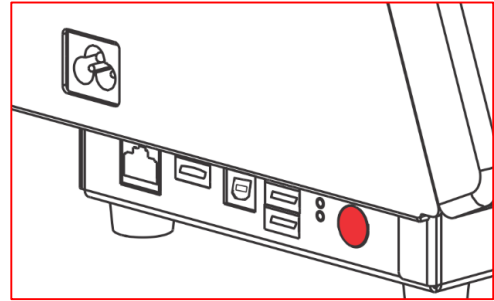
- ◆ [Operators](#)
- ◆ [Managers/System Administrators](#)



# For an Operator

## My label isn't printing.




- ◆ You pressed a product button that doesn't print a label; some product buttons allow you to view a video, set a timer, or see a recipe.
- ◆ Your printer is out of supply or there is a supply jam.
- ◆ Turn off the printer then back on (red power button).




## The printer is frozen. When I touch the screen nothing happens.

- ◆ The application encountered an issue, turn off the printer then back on (red power button).

## My print is off the label and/or is printing on multiple labels.

- ◆ Select the **Prep** application , tap **Printer Settings**  from the left menu, then use the right arrows  to scroll through the tab names, select Calibrate Die Cut/Calibrate

## The incorrect prep/use by date/time printed on my label.

- ◆ Check the printer's current date/time. Your System Administrator may need to adjust the printer's time/date settings. In **Configure**, tap **General Settings**  then Date & Time. Verify the date and Timezone setting – the printer may be set to UTC Greenwich time.

## My USB drive is not found on the printer/tablet.


- ◆ The USB drive must be formatted as FAT32 to work on the printer.
- ◆ The USB drive must be formatted as exFAT to work on the tablet.

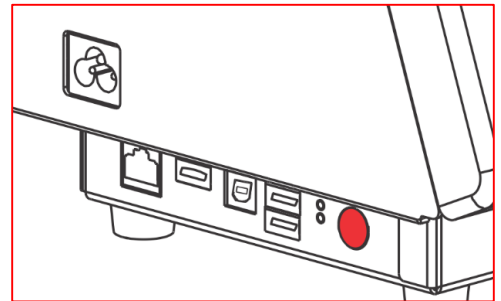
# For a Manager/System Administrator

## I see “Data File Not Activated.”


- ◆ There is a software version mismatch between the installed Freshmarx version on the printer/tablet and the version installed on your PC. For optimum compatibility, the installed software versions should match (printer/tablet and PC version). Update the printer’s application version to match the installed PC version.
- ◆ If importing a data file from a CSV file, the CSV file must be **semicolon (;)** delimited. A comma separated CSV file will not import.

## My printer is not connected to Wi-Fi.

- ◆ Restart the printer. Turn off the printer then back on (red power button).
- ◆ Make sure your wireless network is correctly operating.
- ◆ In Configure, tap Network  then Wi-Fi Settings. Make sure Wi-Fi is turned **ON** and the correct wireless network is selected.



## I see “SFTP Server Error, Error: 0, connection error.”

- ◆ Make sure the SFTP Server settings are correct.  
In **Configure**, tap **File Transfer Settings**  then SFTP Pull. Verify the settings.
- ◆ Make sure your SFTP server is correctly operating.
- ◆ Verify the printer is on the network.

## I see “SFTP Server Error, Error: 3, no valid data in config.xml.”

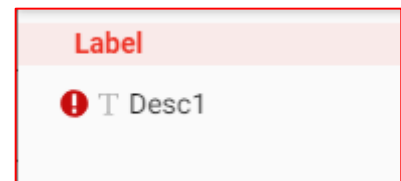
- ◆ The files specified in the *config.xml* file cannot be found or the file on the SFTP server is the same version of the file already loaded on the printer.
- ◆ Make sure the files specified in *config.xml* are in the configured SFTP server sub-directory folder.

## I see “SFTP Server Error, Error: 5, file not found on the SFTP server.”

- ◆ The printer is able to connect to the SFTP server, but the *config.xml* file cannot be found or the specified files in *config.xml* (.dat18 or .enc) cannot be found.
- ◆ Make sure the *config.xml* file is in the same sub-directory folder as the .dat18 and .enc files.

I see “Label Preview Stub” without a print preview.

- ◆ Open the format in **Label Design** and check for any field errors. Field errors appear with a red exclamation point in the Label section (upper-left corner). The field may be placed off the label’s boundaries. Position the field on the label and save the file.
- ◆ Check fixed data fields and make sure they do not contain too many characters.



I see Error 4 “Resource not found.”

- ◆ The logo or graphic used is too large for the field containing it. Open the format in **Label Design**. Logos/graphics must be sized in pixels and smaller than the field containing them. Pixel dimensions are shown in the Standard Format Library help topic.
- ◆ Your custom format includes a graphic, but the graphic is not included in your Media files. Open **Edit** and add the image to your Media files.

I see Error 14 “The XML file is invalid.”

- ◆ Restart the printer. Turn off the printer then back on (red power button). Resend the data file.
- ◆ Send a different data file to the printer. If it sends successfully, send the data file that previously generated the XML error.

I see Error 20 “Alias name consists of more than 32 symbols.”

- ◆ If using a custom format, make sure the custom format’s *filename* and/or custom *image/graphic filename* does not exceed 32 characters.
- ◆ Check your data *filename*’s length. Make sure it does not exceed 32 characters.

I see “Character limit reached” in Edit.

- ◆ Open the format in **Label Design**. Use a smaller font point size for the field in question or increase the size of the field on the label.
- ◆ Use a larger-size label if possible.