Freshmarx® Central Troubleshooting Guide
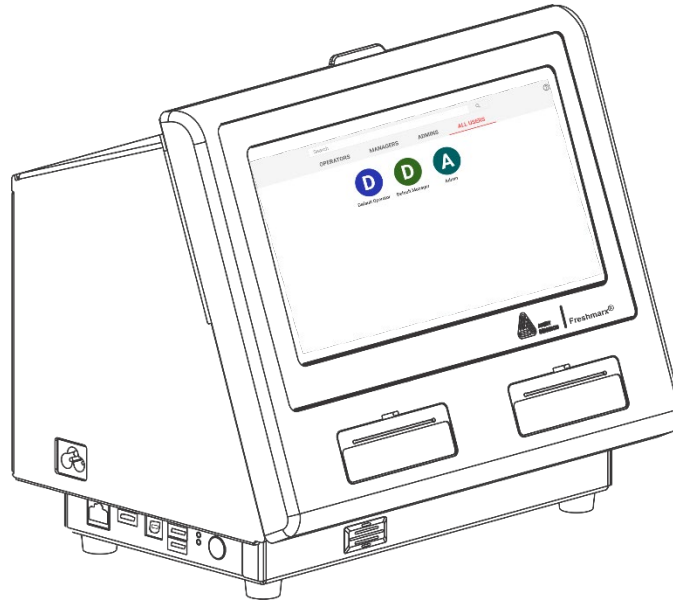
To view troubleshooting and frequently asked questions/information, select a link for the operator type:
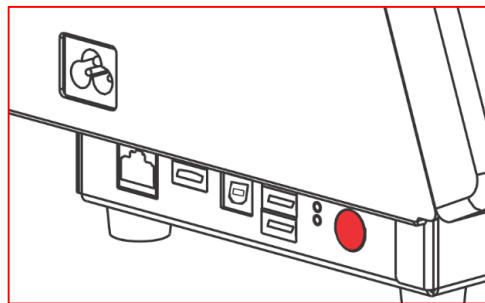
- [Operators](#)
- [Managers/System Administrators](#)

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).

I see "Print Engine Error. Supply error: please check supply. Cancel Print or Retry."

♦ Clean the supply sensor/printhead. Clean the platen roller and printhead using a cotton swab moistened with isopropyl alcohol. Read the printer's online help for instructions. Press help ⑦ from the printer's login screen.

♦ Calibrate the supply. Watch the calibration videos within **Prep**.
Select the **Prep** application 🖳, tap **Printer Settings** 🖨, use the right arrows ≫ to scroll until you see Calibrate Diecut or Calibrate Blackmark. Press play ▶ to watch the videos. Then, calibrate your supply.

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

♦ Calibrate the supply. Watch the calibration videos within **Prep**.
Select the **Prep** application 🖳, tap **Printer Settings** 🖨, use the right arrows ≫ to scroll until you see Calibrate Diecut or Calibrate Blackmark. Press play ▶ to watch the videos. Then, calibrate your supply.

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 Time zone setting – the printer may be set to UTC Greenwich time.

My USB drive is not found on the printer/tablet or the printer does not recognize my USB drive.

♦ The USB thumb drive must be formatted as FAT16/FAT32/exFAT to work on the tablet.

♦ The USB thumb drive must be formatted as FAT32 to work on the printer. Your System Administrator should format the thumb drive on the printer:

◊ Press ⊞, 🏠, 🟢 , then ⦂⦂⦂ .

◊ Go to Settings>Storage>Portable Storage>select ⋮ (from the upper right)>Storage Settings>Format. Follow the on-screen instructions. The printer reboots after formatting the USB thumb drive.

My product buttons are missing images or text.

- ♦ The application encountered an issue, turn off the printer then back on (red power button). If the error persists, see your System Administrator.

For a Manager/System Administrator

I cannot open the Configure & Edit application on my PC.

♦ Check with your local IT – a Microsoft® Windows® group policy setting may not allow third-party application installations. You may need to install applications as an Administrator.

♦ Uninstall the Configure & Edit application using the control panel, then delete the folder **\Program Files\Avery Dennison\Configure&Edit** if it exists.

♦ Reboot the PC. Reinstall the Configure & Edit application as an Administrator. After the installation is complete, run each application as an Administrator and agree to the prompts that appear.

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.

♦ All filenames (data, custom format, graphic, etc.) must only contain Latin characters without accent marks. Best practices for file naming recommends **not using** any of the following characters:

Character	Character	Character	Character	Character
# pound	% percent	& ampersand	{ left curly bracket	} right curly bracket
\ back slash	/ forward slash	blank space(s)	< left angle bracket	> right angle bracket
* asterisk	? question mark	$ dollar sign	! exclamation point	: colon
@ at sign	' single quotes	" double quotes	` back tick	~ tilde
+ plus sign	= equal sign		vertical bar/pipe		

♦ All filenames (data, custom format, graphic, etc.) cannot exceed 127 characters (including the extension).

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.
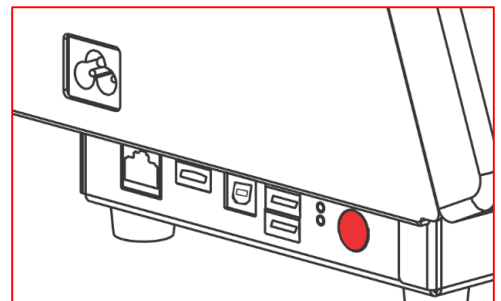
I see "SFTP Server Error, Error: 0, connection error."

♦ 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.xlml 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 "SFTP Server Error, Error: 15, Data file failed to update."

♦ Make sure the file specified in *config.xml* (.dat18) uses **MM/DD/YYYY** as the date field format. The two-digit month and date are required. For example, if the date of the data file is July 2, use 07/02/2021.

♦ Make sure your SFTP server is correctly operating.

♦ Verify the printer is on the network.

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.
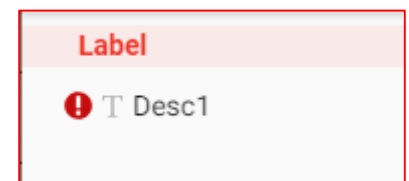
I see Error 4 "Resource not found."

♦ All filenames (data, custom format, graphic, etc.) must only contain Latin characters without accent marks.

♦ 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 5 "Invalid Response Received."

♦ Make sure the supply loaded in the printer is the correct size for the formats being printed.

♦ The printer is waiting on return data or a timeout occurred. For example, the response from the printhead is too slow and causes an error. Restart the printer. Turn off the printer then back on (red power button). Resend the data file.

♦ Rename the data file and resend the data file. All filenames (data, custom format, graphic, etc.) must only contain Latin characters without accent marks.

I see Error 11 "A parameter was invalid."

♦ Restart the printer. Turn off the printer then back on (red power button). Select a product button to print and if Error 11 persists, call Technical Support.

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 127 symbols."

♦ All filenames (data, custom format, graphic, etc.) cannot exceed 127 characters (including the extension).

Product buttons are missing images or text.

♦ Resend the data file.

♦ Rename the data file and resend the data file. All filenames (data, custom format, graphic, etc.) must only contain Latin characters without accent marks.

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.