

## **INITIALIZATION ERRORS**

Initialization errors occasionally occur on our web based label printing applications. The following procedures, taken in sequence, will generally eliminate these errors with the least amount of disruption. Please follow these steps carefully and precisely. Pay close attention as the instructions are different depending upon your version of Internet Explorer.

Problems with Grid Initialization can generally be corrected by clearing your browser's cache, but you should first check your temporary file settings. Our web based label printing application performs best with a MINIMUM of 256 MB of temporary file space, but a setting of 512 MB (or more) is better, especially if dealing with large amounts of data. Check your temporary file space settings by following these steps:

- 1) In Internet Explorer, go to the Tools menu
- 2) Select Internet Options
- 3) On the General tab, select "Settings" in the Browsing History category (Temporary Internet Files category on IE6)
- 4) Adjust the number in the Disk Space to Use box to an appropriate setting (512 MB or more preferred)
- 5) Confirm new settings by clicking "OK"

Clearing your browser's cache (temporary internet files) is pretty straight forward. The process will work best when you follow these specific steps precisely:

- 1) Logout of your label printing application and close your Internet Explorer window
- 2) Open Internet Explorer, but **DO NOT** go to your label printing application - touching the site will open files and this procedure won't work
- 3) Go to the Tools menu
- 4) Select Internet Options
- 5) On the General tab:
  - a) On IE6, in Temporary Internet Files category, select "Delete Files" button; check the "Delete all offline content" box and confirm by clicking "OK"
  - b) On IE7, in Browsing History category, select "Delete..." button; then select "Delete Files..." in Temporary Internet Files category; click "Yes" to confirm, then "Close" and then "OK"
  - c) On IE8, in Browsing History category, select "Delete..." button; un-check all boxes except Temporary Internet Files and click "Delete" button and then "OK" - **NOTE:** You MUST un-check the Preserve Favorites website data box or files will not clear if you have the site bookmarked
- 7) Close all Internet Explorer windows
- 8) Open browser and go to your label printing application web site
- 9) Login and select label design and grid should load correctly

If problems persist, you may need to clear Cookies as well by selecting that option using the above procedure. **Please Note:** Clearing your cookies will remove any printer alignment settings, so remember to reset them if necessary.

Finally, in some rare cases, the above steps don't cure the problem. That generally means that the print engine has gotten damaged or corrupted in some way. That means the print engine (ActiveX) will need to be removed and re-installed using the following procedure:

Remember that you need to have administrative rights on the workstation to be able to install the Active X.

- 1) Close all browser windows
- 2) Open browser, but **DO NOT** go to label printing application site - touching the site will open files and this will not work
- 3) Go to Tools Menu
  - a) On IE6, choose Internet Options; on General tab, select Settings button in "Temporary Internet Files" category; in Settings window, click "View Objects..." button; in Downloaded Program Files window, select Labels Web Engine, right click and select Remove; click "Yes" to confirm and then "OK" to close window
  - b) On IE7, choose Manage Add-ons and then Enable or Disable Add-ons; change the drop-down menu to Show: Downloaded ActiveX Controls; select Labels Web Engine and click the "Delete" button in the lower right corner of the window; confirm and close windows
  - c) On IE8, choose Manage Add-ons; on left side of window, change drop-down menu to Show: All Add-ons; select Labels Web Engine; click the More Information link in the lower left section of the window; click the "Remove" button in the lower left corner of the next window; confirm any security windows, close the More Information window, close the Add-on window
- 4) Close all browser windows
- 5) Open browser and go to label printing application site
- 10) Select Print Labels
- 11) Site will ask you to download and install new copy of Active X component
- 12) Follow installation instructions and steps

Please contact Technical Support with any questions or concerns or if you continue to experience problems.