

Ticket-it Troubleshooting Guide

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Ticket-it performance is very slow

If Ticket-it performance is consistently slow (not a temporary issue), then try these solutions:

- Update Internet Explorer on the affected computers.
- Clear the cache and history of Internet Explorer on the affected computers.
- Check proxies and hosts. Often your IT may have imposed restrictions on your internet that can cause problems for Ticket-it.
- [Reset Internet Explorer's settings](#). Doing so will require pop-ups to be enabled for the Ticket-it website again, as well as accepting the 'allow advanced printing' prompt under the Ticket-it administration page.

Note that if you have slow internet, Ticket-it will take a long time to load as a result.

Pages print on a different printer

This will occur if you selected the wrong "Virtual USB Port" during installation. To fix:

- Right-click the printer icon and select **Properties**
- Click the **Ports** tab.
- Your Ticket-It printer's name will appear alongside the port it's currently assigned to. Other printers will also appear in this list, allowing you to determine which ports are free. Tick an alternate 'Virtual Printer port for USB' (generally the correct one will have no other printer assigned to it).
- Try a test print to confirm.
- Alternatively, delete the printer, and install it again; specifying a free port.

The printer occasionally feeds extra labels or jams

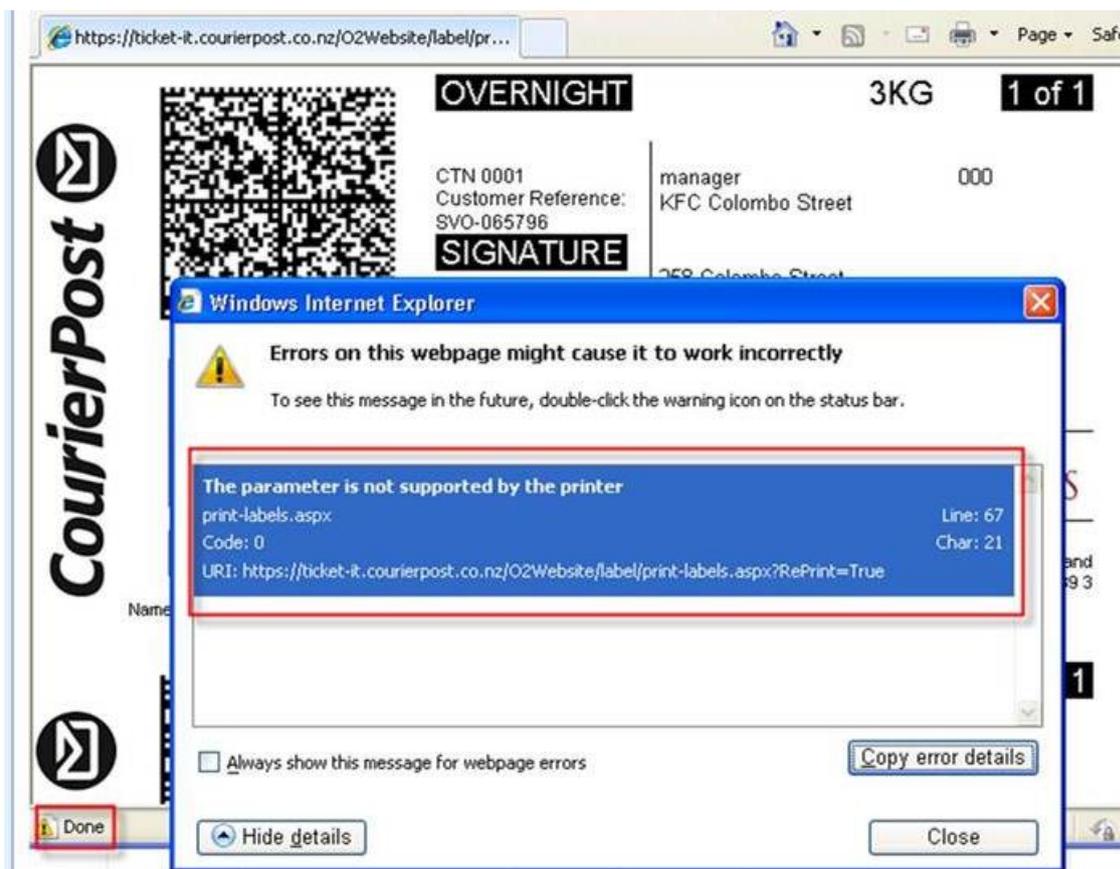
Most printers will exhibit strange printing behaviour if the label roll isn't loaded properly or gets stuck during print, so it's always worth checking for these factors:

- Printer power cable is loose
- Label roll inside the printer has fallen off the spindle or is slightly loose
- Label roll inside the printer has not been correctly placed under the guides
- Sticky residue on the roller or print-head. This can be rubbed off with a tissue or fingernail.

Label appears on screen but does not disappear or print

There are two possible causes for this issue:

1. When this occurs you should see the warning symbol in the bottom-left of your screen (see below screenshot). Clicking the warning symbol should show the above error message.
To resolve this issue, [uninstall the currently installed printer driver](#) and install the recommended driver, using the instructions available at the [Help Centre](#).



2. You may need to downgrade Internet Explorer. At time of writing, Internet Explorer 11 is not supported.
To downgrade:
 - a. Open **Programs and Features** via the **Start Menu**, **Start Screen** or from **Control Panel**.
 - b. Click **View Installed Updates** and let the page populate.
 - c. Select **Internet Explorer 11** under the **Microsoft Windows** header.
 - d. Click **Uninstall** (near the top of the screen). Follow the prompts and reboot when required.
 - e. You will then need to install the ActiveX again and unblock popups.

The barcode is not correctly aligned

Try changing the **Page Length** of the **Page Size / Stock** from 174 to 176/178mm. Instructions for setting up these sizes are included in the printer install guides available at the [Help Centre](#).

Labels print upside down

If using the Seagull Drivers:

1. In **Control Panel** -> **Printers and Faxes / Devices and Printers**, right-click the icon for your Ticket-it printer and select **Printing Preferences**.
2. Click the **Page Setup** tab.
3. Click the **Advanced Options** button.
4. Select **180°** in the **Default Orientation** listbox. Click **Apply** and **OK**.
5. Click **Apply** and **OK** on the **Page Setup** tab as well.

Note: There is another method for changing orientation using these drivers, but that option only functions correctly in Windows XP.

If using the default Drivers:

1. In **Control Panel** -> **Printers and Faxes / Devices and Printers**, right-click the icon for your Ticket-it printer and select **Printing Preferences**.
2. In the **Stocks** listbox, select the Stock Size in use for Ticket-it. Normally this will be called "Ticket-it".
3. Tick **Rotate 180°**.
4. Click **Apply**.

If this has no effect, try:

1. In **Control Panel** -> **Printers and Faxes / Devices and Printers**, right-click the icon for your Ticket-it printer and select **Printing Properties**.
2. Click the **Printer Settings** tab.
3. Tick **Always use drivers settings**.
4. Click **Apply**.

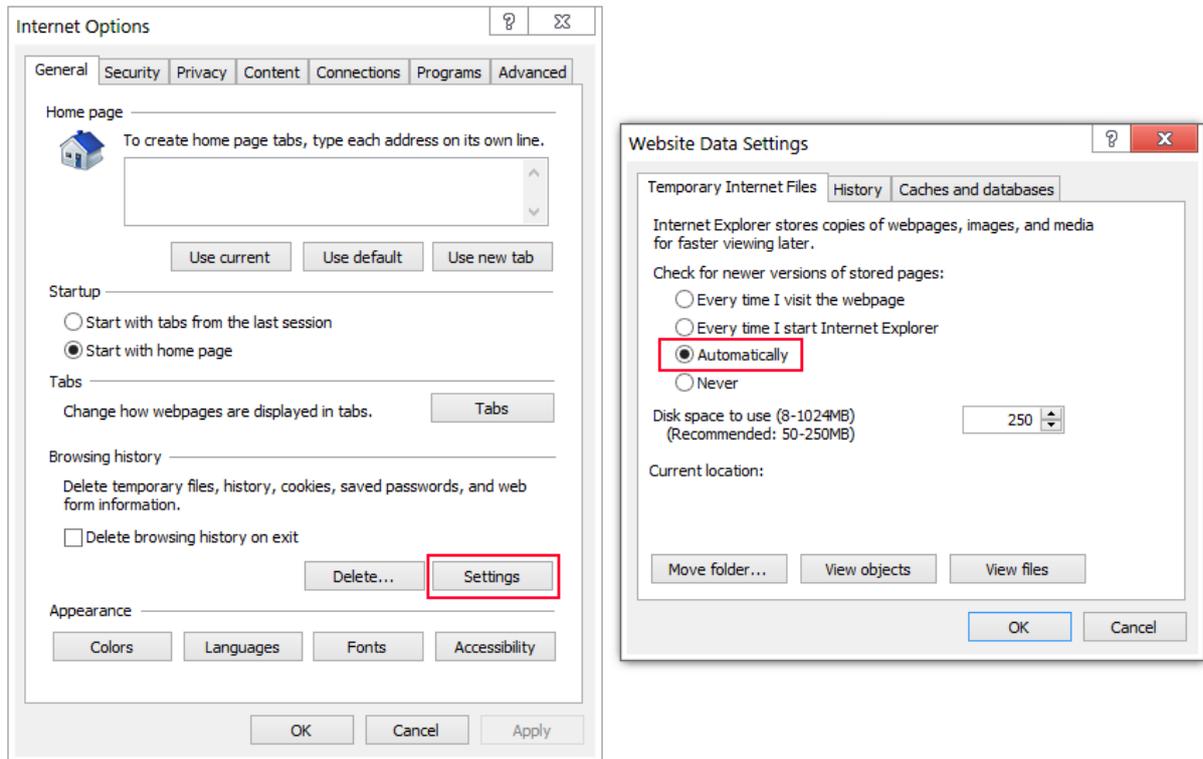
Finally, if the above still doesn't work, [recalibrate the printer](#). After doing this, you may need to untick the **180°** option.

"c:\mcfxuser.exe is missing" error when printing or viewing Administration tab

To resolve this error, [manually install the ActiveX component](#).

Ticket-it prints an older label instead

1. Open Internet Explorer.
2. On the menu, select **Tools -> Internet Options**. You may need to press **alt** to reveal the menu.
3. Click the **Settings** button.
4. Tick **Automatically** under the **Check for newer versions of stored pages** header.



Odd Black Boxes appear on the ticket

This tends to occur if you've upgraded Internet Explorer or migrated to a new system. The solution is to [reinstall the ActiveX component](#).



The printed Ticket image is too small/large to fit on the label

There is a Windows Profile setting one can accidentally trigger by pressing a certain combination of keys. This causes Internet Explorer to render websites slightly larger or slightly smaller than usual. This affects the size of the image that Ticket-It sends to the printer! To fix this, you must reset Internet Explorer's settings.

1. Open Internet Explorer, go to **Tools > Internet Options**, click the **Advanced** tab, and then click the **"Reset..."** button at the bottom of the Window (just above the **Apply** button).
2. You will be prompted to close other programs and warned that certain settings will be lost (usually things like saved passwords and browsing history). Accept, and reboot the computer if prompted.
3. The problem should now be fixed. You will need to **"Always allow pop-ups from courierpost.co.nz"** when prompted after going to the Ticket-It welcome screen or when printing a label, as the previous setting will have been lost.

SATO CG412DT: prints 10mm and then jams and beeps

This issue is caused by the printer being in Thermal Transfer printing mode instead of Direct Transfer printing mode. To fix:

1. Browse to the **Printers and Faxes / Devices and Printers** folder.
2. Right-click the printer and select **Properties / Printer Properties**.
3. Click the **Preferences...** button
4. Click the **Advanced Setup** tab.
5. Untick **thermal transfer**.
6. Click **Apply**.

Alternatively, try using the Seagull Drivers. Follow the ["Other Label printers guide"](#) available on the [Help Centre](#).

SATO CG412DT: prints out half a label

This issue is caused by the printer being in Continuous printing mode instead of Tear Off printing mode. To fix:

1. Browse to the *Printers and Faxes / Devices and Printers* folder.
2. Right-click the printer and select *Properties / Printer Properties*.
3. Click the *Preferences...* button
4. Click the *Advanced Setup* tab.
5. Change *Operation Mode* and *Print Mode* to **Tear Off**.
6. Click Apply.
7. Alternatively, try [recalibrating the printer](#).

SATO CG412DT: will not print or test print on Windows 7 64bit

This issue is caused by Windows 7 sometimes not installing the correct 64bit printer drivers. To fix:

1. Download the correct drivers from: <http://www.satoeurope.com/uk/service-support/printer-drivers.aspx>
2. Extract the driver files.
3. Install the printer using the 'Add a printer' dialogue. When asked to select a driver, browse to the extracted driver folder and select SI_ENH.inf from the *64bit* folder.
4. Select SATO CG412DT from the list.
5. Proceed with rest of installation using the guide from the help centre.

Alternatively, try using the Seagull Drivers. Follow the "[Other Label printers guide](#)" available on the [Help Centre](#).

The printed image on the label is very small or squashed

This issue has been known to occur with Zebra printers under certain Windows configurations. To fix:

1. Right-click the printer.
2. Select *Printer Properties*.
3. Click on the *Advanced* tab.
4. Click the *Print directly to the printer* radio button.
5. Click *Apply*.

When printing a label, Internet Explorer freezes

This is caused by the wrong version of the ActiveX script being installed. See reinstalling the [ActiveX script](#).

Issues with Network printers

Ticket-it considers a locally attached printer (plugged directly into the PC via USB) and a shared or networked printer as having *different names*. This can cause issues. Here is an example:

- I use my Ticket-It login on PC #1. The printer is locally attached via USB and named **Ticket-It-printer**. I save my printer settings under Administration and print some tickets.
- I use my Ticket-It login on my neighbour's PC (PC #2). I try to print labels but cannot, even though **Ticket-It-Printer** is accessible from PC #2 over the network.

This occurs because Ticket-it cannot find the saved printer '**Ticket-It-printer**' on PC #2. On PC #2, the printer will be referred to as '**PC #1/Ticket-It-Printer**' instead (the network name of the printer). The alternate printer name can be saved as the default printer in Ticket-it and I will be able to print again, but when I move back to PC #1 I will need to once again change my settings.

Solutions:

- Do not use Ticket-it on PC #1 (usual setup for print-server scenarios)
- Create a Ticket-It login for use on PC#1 and another one for use on any other computer accessing the printer over the network. Each account can have its own specific printer assignment.
- Consider installing the printer on a completely separate PC (such as a server) that will not be using Ticket-it. This is the best solution, as the server will be always on, ensuring that the printer will never be unavailable to the network. For added convenience, use a Networked printer (one that connects to the network directly via Ethernet cable), install it on the server, and share it to all other computers. This way the printer can be placed anywhere and be accessible from anywhere.

Quick Fixes

- If you're not using a Seagull Driver, try going to *Printer Properties*, then the *Printer Settings* tab, and then ticking the *Always use driver settings* box.
- Using a different driver can solve many problems. If the driver automatically installed by Windows has issues, try using the Seagull Drivers (refer to the appropriate instructions available at <http://www.courierpost.co.nz/faq/ticket-it-help/>)
- [Try Recalibrating the printer.](#)

Uninstalling Printer Drivers

1. Delete any existing print jobs in the queue. Click [here](#) if you are unsure of how to do this.
2. Browse to the **Printers and Faxes / Devices and Printers** folder.
3. Right-click the printer you wish to remove and select **Delete / Remove Device**.
4. Then, in the same folder, go to **File > Server Properties** (in Windows 7 you may need to press **alt** to reveal the top menu bar), browse to the **Drivers** tab, select the driver for your printer (it should be named the same as your printer model) and click **Delete**. Click **Okay** on any prompts that appear.

Reinstalling the ActiveX

Sometimes the ActiveX component can become faulty – typically after updating Internet Explorer. This causes the ‘black box’ issue or prevents printing entirely. To reinstall the ActiveX:

1. Download this file: <http://www.courierpost.co.nz/files/pdfs/faq/ticket-it-activex-installer/>.
2. Extract the two files within the .zip to your desktop, then double-click SMSX.exe (you may need to run it as admin).
3. Accept all the prompts. If prompted to, restart your PC. If not, restart Internet Explorer and try a test print.

Recalibrating printers

Sometimes printers will print labels incorrectly even with all the correct software settings in place. Generally the fix for this is to recalibrate the printer; which forces it to measure the labels and adjust to the dimensions. Doing this resolves a number of problems.

Most Zebra models, including LP2844, LP2844-Z, GK420D, GK420T

Hold the feed button down until you see the light blink once, then twice quickly in succession, then release the feed button. Newer models will feed two blank labels. Older printers will feed several blank labels and then print several test labels as well. The printer should stop automatically, but if not, pressing the feed button should end the process.

Older Zebra models such as the TLP2844

Turn the printer off by flicking the switch on the back of the printer. Hold the Feed button, and then turn the printer back on. Release the feed button when the ring of light around the Feed button turns red. The printer will feed and print test labels. Press the Feed button twice to complete the process.

SATO D512

Turn the printer off. Hold the Feed and Line buttons and turn the printer on. Hold the buttons for about six seconds and then let go. Wait until the printer beeps three times, and then turn it off.

SATO CG412DT

See the next page for an image explaining how to recalibrate this printer model.

To perform Factory default, follow the steps mentioned below carefully:

- Note: (i) Short press means pressing the button for 2secs but less than 3secs.
 (ii) Long press means pressing the button for more than 3secs, until hearing beep sound and/or LED indicators change to other state as indicated.
 (iii) If you missed any of the steps, power OFF and redo the steps from beginning.

- 1) Ensure that the printer power is OFF. With top cover open, while pressing the **FEED/LINE** button, press and release the **POWER** button.

LED indicator prompt 
 Red light

- 2) Release the **FEED/LINE** button immediately after hearing the one short beep sound.

- 3) Short press the **FEED/LINE** button.

LED indicator prompt 
 Blinking red light

- 4) Short press the **FEED/LINE** button again.

LED indicators prompt  | 
 Blinking green light | Blinking red light

- 5) Long press the **FEED/LINE** button until hearing one short beep sound and the LED indicators are all OFF  | 
 Off | Off

- 6) Then, close the Top Cover. You should hear 3 long beep sound with

LED indicator prompt green light and then, prompt 
 Blinking green light

- 7) Then, short press the **FEED/LINE** button to start Factory Test Print. The printer will print non-stop the 3-page of information. Press the **FEED/LINE** button will pause the printing. Press the **FEED/LINE** button again will resume the printing. Power OFF will deactivate the Factory Test Print and end the Factory Default mode.