

TB0370 winMulti Initialising Lockup

On winMulti startup sequence, the program crashes before the machine is allowed to datum and initialise.

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Whilst a software fix is being written, one of these work arounds can remove a corrupted file that is stopping the machine from starting properly:

Corrupt SAM files

A SAM file is created for each label that is printed. If they are not created properly, it causes the software to crash. To overcome this:

1. Open Windows Explorer (or My Computer)
2. Navigate to c:\DDRIVE\SAMOUT or c:\Multi\SAMOUT directory (either one or the other will exist)
3. Delete all the files in the director (the faulty file will be 0kB in size and be blank)

Corrupt work.449 file

The work.449 file is a record of which files the machine was last working on. If it is corrupted it can cause a crash

1. Open Windows Explorer (or My Computer)
2. Navigate to c:\DDRIVE\ or c:\Multi\ directory (either one or the other will exist)
3. Delete the file called work.449