

Troubleshooting

Textile software RIP





Version 1.2

MIMCIKI[™] MIMAKI ENGINEERING CO., LTD.

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ErgoSoft AG Moosgrabenstr. 13 CH-8595 Altnau, Switzerland

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The TxLink4 is available in different editions. Therefore, the description of available features in this document does not necessarily reflect the license details of your edition of the TxLink4. For information on the features included in your edition of the TxLink4 refer to the MIMAKI ENGINEERING website or contact your dealer.

Rev. 1.2

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Introduction

This documentation discusses frequently asked questions related to TxLink4 and how to solve common issues. If your issue cannot be resolved even after reviewing this documentation, please contact our Customer Support.

Problems Related to Installing the Software

License Activation Errors

Problem

During installation of TxLink4, below message is shown at the Web browser, and the License Activation failed.

English	₩ ▼	Mimaki	MIMAKI ENGINEERING CO., LTD.
Home			

Mimaki Automatic License Update

Welcome to automatic license update.

Here you find license updates for you CmContainer, provided by the vendor of the license.

Select the CmContainer, you want to update and click "Check License Updates". You can transfer these updates during the next step.



Error

Internal error during license transfer. Please contact the support service.

0x18088008 CodeMeter License Central WebDepot v16.02.159.500.ws 2020-12-04 02:58:53 (UTC)

Case 1

Possible Causes

Unsupported Web browser (e.g. Internet Explorer) is used for License Activation.

Solution

1 After the installation, open below URL by supported Web browser (latest version of Microsoft Edge or Google Chrome) and execute the License Activation.

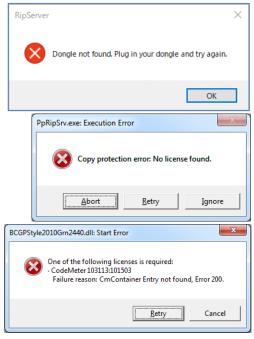
http://webhost4.ergosoft.net/webdepotMimaki/

Problems Related to Launching the Software

License Errors

Problem

After turning on the PC where TxLink4 is installed, a message like the ones shown to the right appears and TxLink4 cannot be launched.



Case 1

Possible Causes

Your PC is not recognizing the USB dongle.

Solution

- 1 Connect the USB dongle to another USB port on your PC.
- 2 If your USB dongle is connected to your PC through a USB hub, connect the USB dongle directly to the PC.

Case 2

Possible Causes

Your PC may be infected with a USB-related virus.

Solution

- 1 Use an antivirus software package to check your PC for any viruses. If a virus is found, clean it from your system.
- 2 Once the virus is cleaned from your system, reinstall TxLink4.

Case 3

Possible Causes

The USB dongle may be damaged.

Solution

1 Check the dongle number printed on the front of the USB dongle. If you are unable to read the number due to dirt or wear, check the dongle number engraved on the USB connector portion of the dongle.



- 2 With the USB dongle connected to your PC, open CodeMeter Control Center. You can open CodeMeter Control Center by selecting Start menu > CodeMeter > CodeMeter Control Center.
- 3 Check to see if the dongle number you noted in step 1 above is displayed in the list on the [License] tab. If the dongle number is not in this list, the USB dongle is damaged.

If you determine that your USB dongle is damaged, please contact our Customer Support.

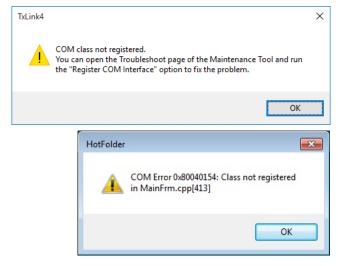
😋 CodeMeter Control Center		-	-		×
<u>F</u> ile <u>P</u> rocess <u>V</u> iew <u>H</u> elp					
License Events					
CmStick 3-4398787	Name:	CmStick			Ø
	Serial:	3-4398787			9
	Version:	CmStick 4.03			ଷ
	Capacity:	99 % free (315624 Bytes)			
	Status:	🔿 🞯 Disabled			
		🔘 🥯 Enabled until unplugg	ed		
		🖲 😋 Enabled			
	License Update	Eject Change Passwo	rd		
CodeMeter is started.				Web	Admin

Problems Encountered While Using the Software

COM Errors

Problem

 A COM-related error like the ones shown to the right appears while you are using TxLink4.



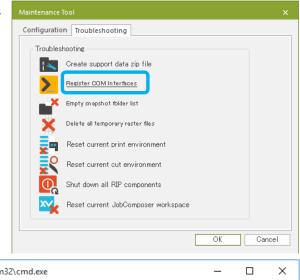
Case 1

Possible Causes

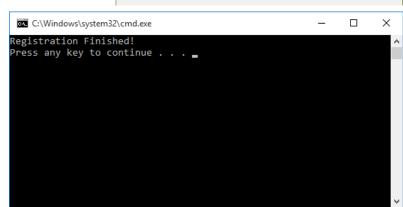
This error occurs when a part of the TxLink4 installation fails.

Solution

- 1 Close TxLink4.
- 2 Open the Maintenance Tool by selecting Start menu > TxLink4 > Maintenance Tool, then run [Register COM Interfaces] under the [Troubleshooting] tab.



3 After the **COM Interface** registration finishes, a window like the one shown to the right is displayed. Press any key on the keyboard to complete the operation.



Printing Problems

Printing Won't Start

Problem

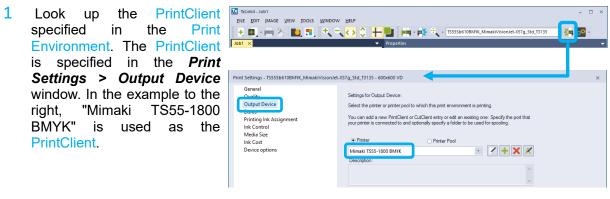
Printing will not start even after clicking [OK] in the **Print** window.

Case 1

Possible Causes

Printing cannot be executed if PrintClient is not running.

Solution

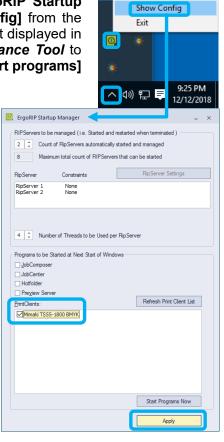


2 To manually run PrintClient, select *TOOLS > Print Clients* and then select the PrintClient identified in step 1 above.

TxLink4 - esr_cow_ls_f			
EILE EDIT IMAGE VIEW TO	OLS <u>W</u> INDOW <u>H</u> ELP		
+ • • * •	Options Edit Presets	Ctrl+Shift+O	- 📭 🔍 - TS55Sb610BMYK_N
esr_cow_ls_f ×	Print Clients	+	Mimaki TS55-1800 BMYK
	Print Environments	Ctrl+Shift+Alt+P	Setup

3 To automatically run PrintClient, right-click on the ErgoRIP Startup Manager icon in the Task tray, then select [Show Config] from the popup menu. If the ErgoRIP Startup Manager icon is not displayed in the Task tray, select Start menu > TxLink4 > Maintenance Tool to launch the Maintenance Tool. Select [Automatically start programs] in the [Configuration] tab.

In the **Print Clients** list, select the **PrintClient** you want to start automatically, then click [Apply]. The next time your PC starts up, **PrintClient** will run automatically.



Case 2

Possible Causes

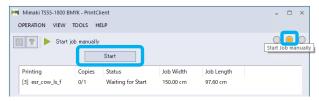
The PrintClient is offline and printing cannot be performed.

Solution

1 Check the signal in the upper right corner of the PrintClient window. If the signal is red, it is **Offline** and printing cannot be started.

Mimaki TS55-1800 BMYK - PrintClient	- 🗆 ×
OPERATION VIEW TOOLS HELP	
	Offline

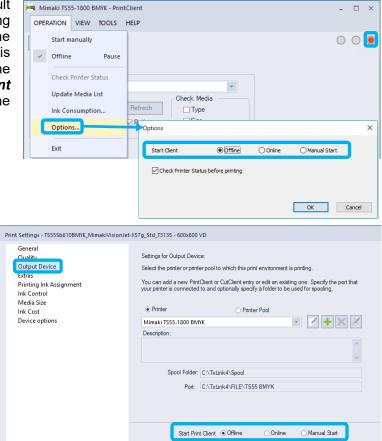
2 If you want to start a job manually, select Start Job Manually, and then click [Start].



3 If you want to start jobs automatically, select Online.

Mimaki TS55-1800 B	MYK - PrintC		- 🗆 ×		
OPERATION VIEW	TOOLS H	ELP			_
🗕 🍸 🔵 Waitir	ng for data				Online
Printing	Copies	Status	Job Width	Job Length	
[4] esr_cow_ls_f	0/1	Printing: 17% 0:00:	150.00 cm	97.60 cm	

You can specify the default PrintClient run mode by selecting OPERATION > Options for the PrintClient while the PrintClient is Offline. You can also specify the default run mode in Print Settings > Output Device for the Print Environment.



Errors During Printing that Interrupts Print Operation

Problem

Printing is interrupted when TxLink4 detects a communications error with the printer during printing.

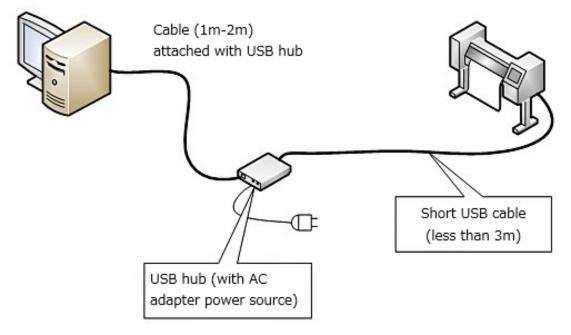
Case 1

Possible Causes

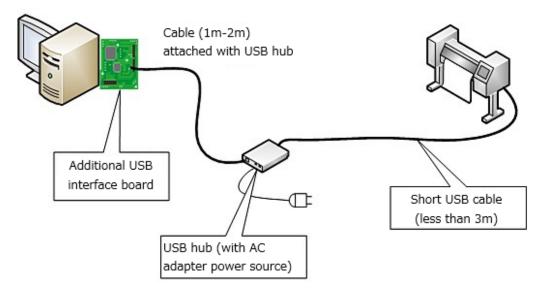
The USB connection may not be connected properly or the connection quality is poor.

Solution

- 1 Try turning off the printer and RIP computer, then unplug the USB cable once and reconnect the cable and turn on the printer and RIP computer again.
- 2 The computer USB port may be damaged. Try inserting the USB cable to another USB port.
- 3 When connecting the USB cable with USB repeater cable, test the operation without extending the cable.
- 4 If the cable is damaged or disconnected by mechanical stress, change the cable.
- 5 Connect the printer through a USB hub that has its own dedicated power supply. If you are using a USB 2.0 cable, use a cable that is 3 meters or less in length with a gold-plated connector and a ferrite core to prevent noise.



6 If the issue is not resolved by performing step 5 above, add a USB interface card to your PC to connect the printer.



7 There may be incompatible USB2.0 cables in the market. Use recommended USB cable (OPT-J0137: USB2.0 cable (5m)) which is tested.

Case 2

Possible Causes

Communications performance may be hindered due to increased PC load. This problem often occurs when using multiple printers or a high-speed printer.

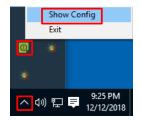
Solution

1 Select the target PrintClient in *TOOLS > Print Clients > Setup*, then click the [Edit] button.

2 Change [Status Monitor Type] to "None", then click [OK]. Changing this option to "None", you will be unable to view the printer status in the PrintClient window, but it will reduce the possibility of errors occurring during printing.

Setup Print or Cut Client	×
Client	_
Printer O Printer Pool O Cutter Show all	
Mimaki TS55-1800 TCP/IP	
Description:	
Spool folder: C:\Users\Public\Documents\EsRip\15\Files\Spool\Mimaki TS55-1800	
Port: MIMAKI-TCPIP\$169.254.47.82	
Start mode	
Offline Online Manual Start	
Background image You can provide an image file as a background image to	
visually represent the output device.	
Base Folder to be suggested for Spool Folders	
C:#Users#Public#Documents#EsRip#15#Files#Spool]
User Level Close	
Edit Printer Port Settings	×
Port	
Specify a Port for Data Output	
MIMAKI-TCPIP\$169.254.47.82	
Port Settings <u>A</u> dd Port <u>R</u> emove Port	
Status Monitor Type None 💌	
Folder for Spool Files	
C:¥Users¥Public¥Documents¥EsRip¥15¥Files¥Spool¥Mimaki TS55-1800	
Browse	
Name:	J
Name.	
Description:	-10
Cost Factor 1 per h	
Print data type Mimaki TS55_1800]
Assigned to Computer YZ-E670	
OK Cancel	

3 If the problem still occurs even above countermeasure took, decrease number of RipServers or its program Threads. Right-click on the ErgoRIP Startup Manager icon in the Task tray, then select [Show Config] from the popup menu. If the ErgoRIP Startup Manager icon is not displayed in the Task tray, select Start menu > TxLink4 > Maintenance Tool to launch the Maintenance Tool. Select [Automatically start programs] in the [Configuration] tab.



4 Decrease [Count of RipServers automatically started and managed] and / or [Number of Threads to be Used per RipServer].

0 ErgoRIF	Startup Manager			-	×
RIPServers t	o be managed (i.e. Started and restarted when ter	minated) -			
1 ‡	Count of RipServers automatically started and	managed			
8	Maximum total count of RIPServers that can be	e started			
RipServer	Constraints		RipServer Settings		
RipServe	er 1 None				
2 🌲	Number of Threads to be Used per RipServer				
Programs to	be Started at Next Start of Windows				
JobCen Hotfold					
Preview					
PrintClients			Refresh Print Client List		
Mima	ki TS55-1800 4C				
			Start Programs Now		
		-			
			Apply		

5 Click **[Apply]**. Then re-start Windows.

Black Preview shows at JobCenter or PrintClient

Problem

Preview image is displayed as black rectangle at Job Details tab of JobCenter or PrintClient window. Furthermore, when using Tiger-1800B MkII / MkIII, the black rectangle is displayed as preview too on MPC or QPrint.

Case 1

Possible Causes

This phenomenon occurs when the Ripping process finished earlier than the creating preview image process for JobCenter or PrintClient. In this case, JobCenter and PrintClient shows black

OPERATION	u <u>v</u> iew	TOOLS	HELP				
	U Idle						
			1 🖾 🌣				
Error	Cop	Status	Ready	Job D Detail	etails Jo s	urnal Value	^
		_		Prin	it Envir	\$Temp_Mimaki Tiger-18	
Done	Cop		Ready	Prin C	tor	Mimaki Tiger-18008 MK	> ×
	1/1	Done	Today 10:19				-
[20] Density							

Show Config

Exit

0

- 🗆 ×

image as the preview without waiting for the previewing process. However, the job will print correctly.

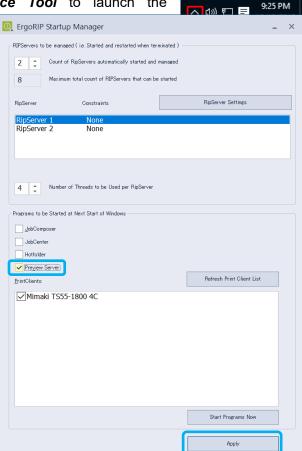
Solution

This phenomenon cannot be fully prevented. This often occurs when prints simple job especially Linearization chart or Calibration chart. The improving method shows below.

1 If the PreviewServer is not automatically started along with the JobComposer, the PreviewServer will be too slow for the first previewing process. Right-click on the ErgoRIP Startup Manager icon in the Task tray, then select [Show Config] from the popup menu. If the ErgoRIP Startup Manager icon is not displayed in the Task tray, select Start menu > TxLink4 > Maintenance Tool to launch the

MaintenanceTool.Select[Automatically start programs] in the[Configuration] tab.

2 Turn on **[Preview Server]** checkbox. Then click **[Apply]**. The **PreviewServer** will start automatically from next Windows starting up.



If too many snapshots remaining in Image folders, it makes slow down the responding time of the PreviewServer. Select Start menu > TxLink4 > Maintenance Tool to launch the Maintenance Tool. Then click [Empty snapshot folder list] in the [Troubleshooting] tab.

Configuration	Troubleshooting	
Troubleshooting		
1 👟	Create support data zip file	
2	Register COM Interfaces	
×[Empty snapshot folder list	
×	Delete all temporary raster files	
29	Reset current print environment	
	Reset current cut environment	
Q	Shut down all RIP components	
~	Reset current JobComposer workspace	
	OK Gance	el
	Changes to ErgoRip settings	×
	All dependent processes need to be close	d.
	Should the processes terminate?	
	Yes N	o

Problems Encountered During Job Execution or Unexpected Results

There are many possible causes if you encounter problems such as errors occurring during a job's RIP processing or unexpected print results, so it is difficult to pinpoint the issue. If after reviewing all Application Notes, Printer Manuals, the Mimaki Engineering website's FAQ, or other resources your issue is not resolved, follow the instructions below to create an Archive file, and submit that file and imported image files along with detailed information about your particular issue to our Customer Support.

How to Create a Job Archive File

 Open JobCenter from TOOLS > Modules > JobCenter, then select the desired job from either the [ERROR] queue or [DONE] queue. Then, right-click to open the popup menu and click [Archive].

JobCenter FILE EDIT VIE	W TOOLS	HELP							- 0
		i	3 🔆 🖮	•		- 4	None		
Print / Cut Client Mimaki TS55-1800	Onli BMYK Offli		Media	Width 0.00 cm	Jo	ıb		CLIE	INT
rror	Copies	Status		Ready		Job Details			
10] Error Job Done	0/1 Suspe Delete Archie Produ	e ve action Data		ERRO Ready DON		P U C Error occurr [AE=1311]: F	lage 1 Inrecovera Operand st true ed Error Job.p ile could r	r in showpage 111].	
rint		rties		Printer	Je	<			

✓ Including Print Environment Including images

OK

Cancel

Including ripped data

Delete from queue

2 In the Archive window, select the Archive option you want to include in the Archive file. Then click "OK".

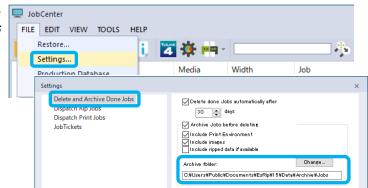
Please select at least [Including Print Environment].

If you select [**Including ripped data**], the size of the Archive file will be extremely large. Especially, it will

be maximum 1.5GB per 1m at Step & Repeat job. Please follow advice from our Customer Support whether check [Including ripped data] or not.

The imported image files will not be included in the Archive file even though **[Including images]** is selected. Please take the image files manually and submit to our Customer Support with the Archive file.

3 Confirm the location of the Archive folder in *FILE > Settings* in JobCenter.



4 Obtain the target Archive file (.pja file extension) from the Archive folder noted in step 3 above. The Archive file's name includes the job ID, job name, and job creation date.

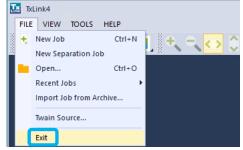
🔜 🔁 📮 = Jobs	-		×
File Home Share View			~ ?
\leftarrow \rightarrow \checkmark \uparrow \square \ll Data \Rightarrow Archive \Rightarrow Jobs \checkmark \circlearrowright Search Jobs			Q
Users ^ Name	Туре		
All Users [713]Error Job_181212'160117.pja	PJA Fi	le	
Default			
Default User			
Libraries			
Public Account Pictures			
Public Desktop			
Public Documents			
EsRip			
<mark>.</mark> 15			
Data			
Archive			
Jobs			
PrEnv v <			>
1 item 1 item selected 3.00 MB			

Other Issues

If you encounter any other issues related to TxLink4 (operational issues with TxLink4 itself, connection problems between your PC and printer, etc.), follow the procedure below to create a **Support data zip file** and submit that file along with detailed information to our Customer Support.

Support Data Zip File Creation

1 Close TxLink4. If any of the following windows are open, close them: Album, Preview Server, RipServer, JobCenter, HotFolder, or PrintClient.



- 2 Navigate to *Start menu > TxLink4 > Maintenance Tool* and open Troubleshooting.
- 3 Click [Shut down all RIP components] and click [OK] in the [Shut down all RIP components] window. After the processing finishes, the [Shut down all RIP components] window will close.



4 Click [Create support data zip file], then click the [Create File] button in the [Create Support Data File] window. In the [Save As] window that appears, select any desired location, then click the [Save] button. This will create the Support data zip file (es.support.zip).

E Save As	Configuration Troubleshooting Troubleshooting Create support data zip file Register IOM Interfaces Create Support Data File This tool automatically generates a zip about your ErgoSoft RIP installation, w technicians for remote troubleshooting Create File	which can be useful for support
$\leftarrow \rightarrow + \uparrow$ \land Docume.	> My Documents v ^で Searc	ch My Documents 🔎
Organize 🔻 New folder		:== 🔹 😮
This PC This PC Desktop My Documents My Music My Videos Downloads Music Pictures	Name No items match you	Date modified Typ ur search.
Ville V	<	>
File <u>n</u> ame: es.support.zi	ip	~
Save as type: ZIP Files (*.zi	p)	~
Hide Folders		Save Cancel