

## Troubleshooting

## **Textile software RIP**

# *M*imaki<sup>®</sup> TxLink<sup>®</sup>5



MIMAKI ENGINEERING CO., LTD.

Version 1.0

**MIMCIKI**<sup>™</sup> MIMAKI ENGINEERING CO., LTD.

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The TxLink5 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 TxLink5. For information on the features included in your edition of the TxLink5 refer to the MIMAKI ENGINEERING website or contact your dealer.

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### Introduction

This documentation discusses frequently asked questions related to TxLink5 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 TxLink5, 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 TxLink5 is installed, a message like the ones shown to the right appears and TxLink5 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 TxLink5.

#### 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>File P</u> rocess <u>V</u> iew <u>H</u> elp					
License Events					
CmStick 3-4398787	Name:	CmStick			
	Serial:	3-4398787			9
	Version:	CmStick 4.03			ଷ
	Capacity:	99 % free (315624 Bytes)			
	Status:	🔿 🎯 Disabled			
		🔿 🎯 Enabled until unplug	ged		
		Enabled			
	License Update	Eject Change Passw	ord		
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 TxLink5.



Case 1

**Possible Causes** 

This error occurs when a part of the TxLink5 installation fails.

#### Solution

- 1 Close TxLink5.
- 2 Open the Maintenance Tool by selecting [TxLink5 ControlCenter] > [Tools] > [MaintenanceTool], 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 PrintQueue is not running.

#### Solution



2 To manually run PrintQueue, select [Tools] > PrintQueues] and then select the PrintQueue identified in step 1 above.

JobComposer				
File Edit Image View	Тоо	ls Window Help		
+ 🖬 - 🥅 🖄	•	Application Defaults Preset Manager CostManager	Ctrl+Shift+O	TS330BMYKLbLm+
•=		PrintQueues	•	Mimaki TS330-1600
=	e¥:	Print Environment Manager	Ctrl+Shift+Alt+P	Setup

3 To automatically run PrintQueue, select the PrintQueue you want to start automatically, select the PrintQueue and turn on the CheckBox, in the [TxLink5 ControlCenter] > [Queues] > [PrintQueues to be started with ControlCenter] list.



#### Case 2

**Possible Causes** 

The PrintQueue is offline and printing cannot be performed.

#### Solution

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

1000 Mimaki TS330-1600	- PrintQueue			- 0
Operation View 1	lools <u>H</u> elp			
0 X X		-New-	· + .	
Done		• • •		
Done	Copies Status	Time 🚫 🗐 🕖 🕬		

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

genetion Vie	i-1600 - PrintQua w Tools <u>H</u> el	as 9				- 0 ×
OØX		10			the letteres and the second se	
Print	Copius	Pio	Status	× ×	N T Orright menult	
[7] Rest	0/7	1	Waiting for Start	31	Det .	_

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

19 Minuki 15330-1600 - PrintQueue				×
Operation View Tools Help				
	a None-	· • •		
Print	··· 🔊 🖻 👝 🔊	-	0	0.
Print Copies Prio	Status Juli 💟 🗒 👘		0	

You can specify the default run mode in [TxLink5 ControlCenter] > [Queues] > [Start mode], for selected PrintQueue in the [PrintQueues to be started with ControlCenter] list.

TxLink5 ControlCenter			Х
Home Tools Queues	IP & Programs		
PrintQueues to be started with ControlCe ⊠ Mimaki TS330-1600	nter	OutQueues to be started with ControlCe	nter
Start mode Offline Online	Manual Start	Start mode ⊙Offline Online ⊡Start minimized	) Manual Start
Actions		* <b>*</b> e	Q
Start	Shutdown All	Manade	Refresh
			Minimize Exit

#### **Errors During Printing that Interrupts Print Operation**

Problem

Printing is interrupted when TxLink5 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 PrintQueue in [Tools] > [PrintQueues] > [Setup], then click the [Edit] button.

Mimaki TS330-1600	) TCP.IP		+ :	× K
Description:				
				^
				-
Spool folder:	C:¥Users¥Public¥Docu	ments¥EsRip¥17¥F	iles¥Spoo¥Mimaki TS	330-1600
Port	MIMAKI-TCPIP\$169.2	54.95.130		
Start mode	MIMAKI-TCPIP\$169.2	54.95.130	anual Start	
- Start mode	● MIMAKI-TCPIP\$169.2	54.95.130 ○ M	anual Start	
Start mode	● MIMAKI-TCPIP\$169.2	54.95.130 ○ M	anual Start	
Start mode	● MIMAKI-TCPIP\$169.2	54.95.130 O M	anual Start	

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 PrintQueue window, but it will reduce the possibility of errors occurring during printing.

Edit Printer Port Settings		×
Port Specify a Port for Data Output		
MIMAKI-TCPIP\$169.254.95.13	0	*
Port Settings	<u>A</u> dd Port	<u>R</u> emove Port
Status Monitor Type	None	· ·
Folder for Spool Files		
C:¥Users¥Public¥Documents¥E	sRip¥17¥Files¥Spoo¥Mimał	ki TS330-1600
		Browse
Name:		
Mimaki TS330-1600 TCP.IP		
Description:		
		~
Cost Factor	USD per h	
Print data type	Mimaki TS330	
Assigned to Computer	YZ-F034	
	0	K Cancel

3 If the problem still occurs even above countermeasure took, decrease number of RipEngines or its program Threads. Decrease [Count of RipEngines automatically started] and / or [Number of Threads to be Used per RipEngine] at [TxLink5 ControlCenter] > [RIP&Programs].

Formes to be m					
A state of the second	anaged		Programs to be started with C	ControlCenter	
RipEngines	Constraints	24	Programs		212
RipEngine 1	To be printed on	346	☐ JabComposer ☐ QueueManager ☐ HotFolder ☑ PreviewServer		
•		•	Program Features		•
Count	of RipEngines automatically started		Feature	Use	
Maxim	um count of RipEngines		Step&Repeat		
No.	and share do to be used one. Dis Contra		ColorCombine		
	r of threads to be used per ropongine		Colordra Profiler		
stem Information					
stem Information	n Info				
stem Information Show System ntrolCenter	n Info				

#### Black Preview shows at QueueManager or PrintQueue

#### Problem

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

Mimaki TS330-1600 - I	PrintQueue								×
Operation View Too	ols <u>H</u> elp								
			-None			₽, -			
Done		<b>▼</b> ×				•		0	0
Done	Copies Status	Time	<b>O</b> =	) Xile				$\bigcirc$	$\bigcirc$
(6) Test	1/1 Done	2025							
			Job Details		<b>▼</b> ×	Job Preview	_		-
			Job Details Journ	al					_
			Details	Value	<b>^</b>				
			# in	6					
			Name	Test					
			Created		- 14				
			Cwper						
			E Conies	1					
			Job Size	30.30 cm x 21.60 cm					-
4			<ul> <li>Job Size</li> <li>Features</li> </ul>	30.30 cm x 21.60 cm					

#### Case 1

**Possible Causes** 

This phenomenon occurs when the Ripping process finished earlier than the creating preview image process for QueueManager or PrintQueue. In this case, QueueManager and PrintQueue shows black 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. Turn on **[Preview**] Server] [TxLink5 at ControlCenter] [RIP&Program] > [Programs to be started with ControlCenter].

RipEngines to be ma	naged		Programs to be started with	Control/Center	
RipEngines RipEngine 1	Constraints To be printed on	÷	Programs UbbComposer UbbComposer UbbComposer UbbComposer UbbComposer PreviewManger		
1 Count o	f RipEngines automatically started m count of RipEngines of threads to be used per RipEngine		Program Features Feature Step&Repeat ColorCombine ColorGPS Profiler	Use	

2 alf too many snapshots remaining in Image folders, it makes slow down the responding time of the PreviewServer. Click [Delete All Snapshots] at [Tools] > [Application Defaults] > [Application] > [Snapshots] tab.

Preferences		
✓ Image		
Image Format	Disk space in use by image folders	
Print Marks	Limit cases accountion	
Image Add-Ons		
Image Margin	Delete All Snapshots Now in use 18.97 MB	
Crop	- Spanshot Options	
Tiling	Supress image display	
Extra Channels	Use original image as high resolution spanshot	
Tune		
> Color Replacement	Cache Memory: 80 🗘 MB	
> Color Management	High resolution snapshot size: 10 🗘 MB	
PDF/EPS Parameters		
Mask Image	Store snapshots in image folder (not recommended)	
Step and Repeat		
✓ Job		
Media Size and Margins		
Extras		
Job Processing Policy		
<ul> <li>Application</li> </ul>		
Display		
Snapshots		
PDF/EPS Interpreter Settings		
Spectrophotometer		
User Preferences		

## **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 along with detailed information about your particular issue to our Customer Support.

#### How to Create a Job Archive File

1 Open QueueManager from [Tools] > [Modules] > [QueueManager], then select the desired job from either the [Error] queue or [Done] queue. Then, right-click to open the popup menu and click [Archive].



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] and [Including images]. 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.

3 Confirm the location of the User Data folder in [Help] > [About QueueManager].

QueueManag	er			
File Edit Vie	w Tools Help			
	Documentation			
Done	MIMAKI on the Web			
	About QueueManager			
About QueueManager	×			
TxLink	QueueManager Version 17.3.0.3145 64-bit Unicode Copyright @ 1933-2024 Ergosoft Au All Rights Reserved			
	User Data: C:¥Users¥Public¥Documents¥EsRip¥ 17¥Data			
	PANTONE® Colors displayed herein may not match PANTONE-identified standards. Consult ourrent PANTONE Color Publication for accurate color.			
PANTONE Digital Color	PANTONE® and other Pantone trademarks are trademarks or registered trademarks of Pantone LLC in the United States and/or other countries.			
	ОК			

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



### **Other Issues**

If you encounter any other issues related to TxLink5 (operational issues with TxLink5 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 JobComposer. If any of the following windows are open, close them: Album, Preview Server, RipEngine, QueueManager, HotFolder or PrintQueue.



- 2 Navigate to [TxLink5 ControlCenter] > [MaintenanceTool] 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).



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