Problem	Cause	Solution
Barcodes disappearing when printing	Wrong driver selected at print time.	Ensure that the label is designed for the correct printer and that the correct printer driver is installed. Do not change the printer at print time. Do not change between EasyLabel drivers and Windows drivers.
No local hardware key was detected and no network license manager was found. Only printing one at a time. Barcodes printing all 1s	Demo mode.	Ensure a license key is installed on the computer that is being used to print.
Font looks different when printed	Different driver is being used than what the format was originally designed for.	Either install the correct driver, or "refresh" the fields by double clicking them, selecting "change", then selecting "OK" – The font may need to be changed if using a different printer.
Cutter tab says "Option Not Available"	The cutter option is not enabled in the driver.	Use an EasyLabel internal driver and enable the "Cutter" option in the Printer Configuration menu for that printer.
RFID tab says "Option Not Available"	The RFID option is not enabled in the driver, the printer does not have RFID capabilities, or a Windows driver is being used.	Use an EasyLabel internal driver and enable the "RFID" option in the Printer Configuration menu for that printer ***Note: some printers have RFID options automatically enabled***.
Label prints too small and in the corner	Printer DPI is higher than the driver installed.	Install the correct DPI driver and update the printer driver that the format is designed for.

Label prints too large	Printer DPI is lower than the driver installed.	Install the correct DPI driver and update the printer driver that the format is designed for.
Label is only printing in a 4x4 area	Windows driver is being used. Default page size is set and has not been changed.	In the Printing Preferences of the Windows driver for that printer, create a label stock equal to or larger than the size needed.
License key has failed, due to a missing or faulty hardware key	Missing or faulty hardware key. Potential power issue.	Locate the hardware key and ensure it is plugged into the computer. Try using a different port and ensuring that the port has sufficient power.
Installing EasyLabel but stuck on "Registering ActiveX Server"	Permissions issue.	Right click on the program and install as Administrator.
Installing EasyLabel but stuck on "Configuration file not found"	Permissions issue.	Right click on the program and install as Administrator.
Image appears black when printing	Transparency in the image or too high of bit depth.	Save the image in MS Paint as a png.
Sometimes the hardware key is not being found despite being plugged in, other times it is found but it is seemingly random	Lack of power or faulty USB port.	Unplug any unnecessary USBs. Ensure that the PC does not allow the USB to go to sleep. Ensure that USB battery saver is disabled. Try using a different USB port on that computer.
Multi-User license not working or not being found on the host machine	Network Server is not started.	Start the Network Server application.
Multi-User license not being found on the client machine	Connection may be blocked by a router, switch, firewall, subnet cross, or the search can time out.	Try searching for the host machine by IP in WibuKey Test and Settings on the Network tab.
Network Server application does not appear in the Windows toolbar or Hidden icons menu. Network Server	Permissions issue.	Right click the application and select "Run as Administrator".

application does not start despite clicking "Start Server"		
Moved labels from one computer to another but now it isn't finding the database	Database wasn't copied over or is not in the same location as it was previously.	Copy over the database into the same file path that it was previously in OR redirect all database connections to the new location of the database.
"Unable to open" error in Print Queue	Likely the wrong printer is selected or the selected printer is set to use an incorrect port.	Ensure that the correct printer is being selected and that the selected printer is connected to the correct port in the Printer Configuration menu.
Only Tharo printers appear in the Printer Configuration menu	You have installed THARO START, intended only for Tharo printers.	Uninstall THARO START and install the correct version of EasyLabel for your license key. If you have an older EASYLABEL version, contact techsupport@easylabel.com for further assistance.
FORMAT CREATED FOR ANOTHER PRINTER CONTROLLER	The printer driver that the label was designed for is not installed.	Install the correct printer driver or update the printer driver that the format is designed for.
Format was created for the <driver> driver. This is a Windows printer driver. Please close EASYLABEL and install the <driver> Windows printer driver on this system	The Windows printer driver that the label was designed for is not installed.	Install the correct printer driver or update the printer driver that the format is designed for.
Format was created for the <driver> driver. This is an internal EASYLABEL driver. Please close the format and from the first screen in EASYLABEL click on Settings, Printer Configuration. Then click on Edit, Add to add the driver	The EASYLABEL printer driver that the label was designed for is not installed.	Install the correct printer driver by following the directions in the error message or update the printer driver that the format is designed for.

| Unable to access file | The format file is searching in a specific directory for a file it is dependant on and cannot find it. Likely due to moving computers or renaming the file. | Locate the file that it is dependent on and move it to that directory OR redirect the dependent fields on the label to the new location of the file. |