

Non- WK errors in EASYLABEL

- ERROR_INVALID_SUBSYSTEM
 - Ensure “Machine Specific” is selected and all WibuKey Subsystems enabled on the “Network” tab in the WibuKey Software Protection: Test and Settings (WibuKey in the Windows Control Panel)
 - These changes will only take place if the user logged in is an Administrator. If you only need this user to work, you can check all options under “User Specific” in the meantime.
- ERROR_SERVER_NOT_FOUND
 - Ensure the license USB key is securely connected to the Host Machine (The computer with the license key plugged in)
 - Start the Network Server application on the Host Machine
 - Starting Network Server video:
<https://easylabel.com/videos/Starting-Network-Server.mp4>
 - If issue persists, connect to the host via direct IP search
- Failed with error NO_ERROR: “No error occurred”
 - Install issues, oftentimes caused by lack of user permissions during install.
 - Uninstall Wibu
 - Reinstall Wibu by right clicking the file and running it as Administrator
 - Error could also be caused by a license key not being plugged in during a key upgrade
- Bad version
 - The computer sees that a key is there, but EasyLabel cannot communicate with the license
 - Power issue, not enough power on the USB bus
 - Unplug other USB devices, ensure power saving mode is NOT enabled, try an externally powered USB hub
- ERROR_ENTRY_NOT_FOUND
 - Either running the Network Server application with a single user key OR the Network Server is running on multiple computers
 - Confirm that the license is a Multi-User license (run Key ID)
 - Stop the Network Server on all computers except the Host Machine (The computer with the license key plugged in)
 - Rescan and restart Network Server service
- ERROR_BAD_NET_SYSTEM
 - Something is blocking the key over the network
 - Make sure UDP 22347 is open in and outbound
 - Make direct IP connection in WibuKey Test and Settings
- ERROR_NET_NOT_READY
 - Network communication issue
 - Make sure UDP 22347 is open in and outbound
 - Ensure you can pass a UDP Packet on UDP 22347 back and fourth

- Error: Command File record limit exceeded
 - Labelcom issue – hundreds of jobs are being sent with LabelCom all at once
 - Ensure that the port being monitored is sending one set of information at a time

 - Error: UNABLE TO LOAD LANGUAGE MODULE
 - It means a permission, corruption or someone has moved/copied Easylabel instead of installing it on a new PC
 - Do a "repair" from the "programs and features" in the Windows Control Panel or reinstall EASYLABEL

 - EASYLABEL Invalid
 - It usually means that permissions were missing during install or something like the label.cfg, easyspdll.config, etc. were moved/ deleted
 - Uninstall EASYLABEL, reinstall it as administrator
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