

*QQboxx : After launching QQboxx, the LightScribe Print icon does not appear in the toolbar.*

**There could be several reasons for this.**

**Reason 1:** The RW-drive installed in the Duplicator may be a non LightScribe RW-drive.

**Recommendation 1:** Determine whether the RW-drive is a LightScribe RW-drive:

- a. Check the serialnumber of the product
- b. Check the Shipping records
- c. Check the Log files

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**Reason 2:** The LightScribe System Software (LSS) and / or the LightScribe Windows Public Software Development Kit (SDK) were not properly installed during the software installation.

**Recommendation 2:** Determine whether the LSS and SDK has been installed properly.

1. Check the installed LSS and SDK by going to [Start] --> [Program] to see if it is installed properly.
2. Go to [Settings] --> [Control Panel] --> [Add or Remove Programs] ; check if LSS and SDK are installed properly.

*Unique solution ID: #1000*

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*Author: Acronova Tech Support  
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