

QQboxx : QQboxx stops and the LS_Dialog window does not appear, when labeling the first disc.

Â

Reason: LightScribe System Software (LSS) and Windows Public Software Development Kit (SDK) cannot find the path of the image file that the user has selected. Some target path in Windows systems are visible but are not real path, causing LLS and Windows Public SDK unable to find the file location and Windows Public SDK will not provide an error signal to the program, hence the system does not respond.

Â

Recommandation:

This problem only occur on Operating Systems (OS) with double byte character set.

If using OS with double byte character set, do NOT save the print label image on the "Desktop" or in "My Documents".

Unique solution ID: #1001

Author: Acronova Tech Support

Last update: 2009-11-24 07:41