

GRID INITIALIZATION ERROR

Problems with Grid Initialization can generally be corrected by clearing your browser's cache, but you should first check your temporary file settings. LabelsAnywhere.com.au performs best with a MINIMUM of 256 MB of temporary file space, but a setting of 512 MB (or more) is better. Check your temporary file space settings by following these steps:

- 1) In Internet Explorer, go to the Tools menu
- 2) Select Internet Options
- 3) On the General tab, select "Settings" in the Browsing History category (Temporary Internet Files on IE6)
- 4) Adjust the number in the Disk Space to Use box to an appropriate setting (512MB or more preferred)
- 5) Confirm new settings by clicking "OK"

Clearing your browser's cache (temporary internet files) is pretty straight forward. The process will work best when you follow these specific steps precisely:

- 1) Logout of LabelsAnywhere.com and close your Internet Explorer.
- 2) Open Internet Explorer, but **DO NOT** go to LabelsAnywhere.com.au - touching the site will open files and this may not work
- 3) Go to the Tools menu
- 4) Select Internet Options
- 5) On the General tab, select "Delete..." in the Browsing History category ("Delete Files..." in Temporary Internet Files category on IE6)
- 6) In the Delete Browsing History window, select "Delete files..." in the Temporary Internet Files category and confirm (on IE6, select the "Delete all offline content" box and confirm)
- 7) Close all Internet Explorer windows
- 8) Open browser and go to LabelsAnywhere.com.au
- 9) Login and select label design and grid should load correctly

If problems persist, you may need to clear Cookies as well by selecting that option using the above procedure. Please Note: Clearing your cookies will remove any printer alignment settings, so remember to reset them if necessary.

Finally, in some rare cases, the above steps don't cure the problem. That generally means that the LabelsAnywhere print engine has gotten damaged or corrupted in some way. That means the print engine (ActiveX) will need to be removed and reinstalled using the following procedure:

Remember that you need to have administrative rights on the workstation to be able to install the Active X.

- 1) Close all browser windows
- 2) Open browser, but **DO NOT** go to LabelsAnywhere.com.au - touching LabelsAnywhere site will open files and this will not work
- 3) Go to Tools Menu
- 4) Select Internet Options
- 5) On General tab, select Settings button in "Temporary Internet Files" category ("Browsing History" on IE 7.0)
- 6) In Settings window....Select View Objects...
- 7) Right click on LabelsAnywhere Web Engine and select Remove
- 8) Close all browser windows
- 9) Open browser and go to LabelsAnywhere.com.au
- 10) Select Print Labels
- 11) Site will ask you to download and install new copy of Active X component
- 12) Follow installation instructions

Please contact Compact Technical Support with any questions or concerns or if you continue to experience problems.



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LabelsAnywhere

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