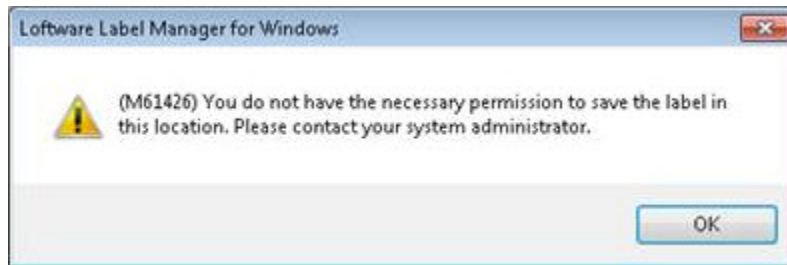


Error M11901 and Error M61426: Design32 Fails on Label File Open or Save

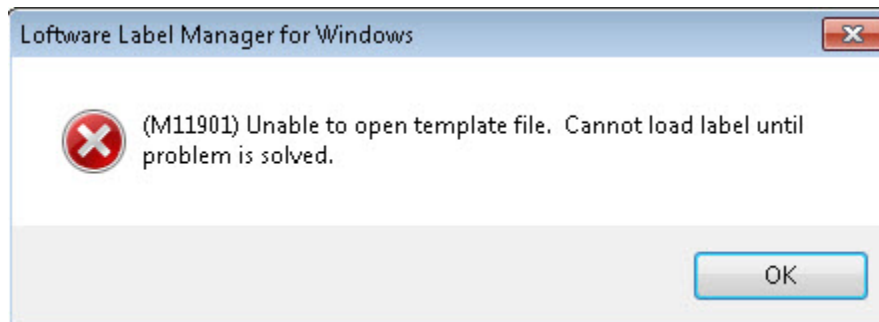
Message

When attempting to save, load, or create a label design, the application throws one or both of the following errors:

M61426 You do not have the necessary permission to save the label in this location. Please contact your system administrator.



M11901 Unable to open template file. Cannot load label until problem is solved.



Explanation

There are two potential causes for this error:

- The user may not have permissions to the folder where the label or template folder is located. A set of standard Windows permissions is shown in the following table. Ideally, the user should have Full Control of the folder/files.

Article Number

2017032

Versions

All supported LPS family product versions

Environment

Windows environments

Permission	Meaning for Folders	Meaning for Files
Read	Permits viewing and listing of files and subfolders	Permits viewing or accessing of the file's contents
Write	Permits adding of files and subfolders	Permits writing to a file
Read & Execute	Permits viewing and listing of files and subfolders as well as executing of files; inherited by files and folders	Permits viewing and accessing of the file's contents as well as executing of the file
List Folder Contents	Permits viewing and listing of files and subfolders as well as executing of files; inherited by folders only	N/A
Modify	Permits reading and writing of files and subfolders; allows deletion of the folder	Permits reading and writing of the file; allows deletion of the file
Full Control	Permits reading, writing, changing, and deleting of files and subfolders	Permits reading, writing, changing and deleting of the file

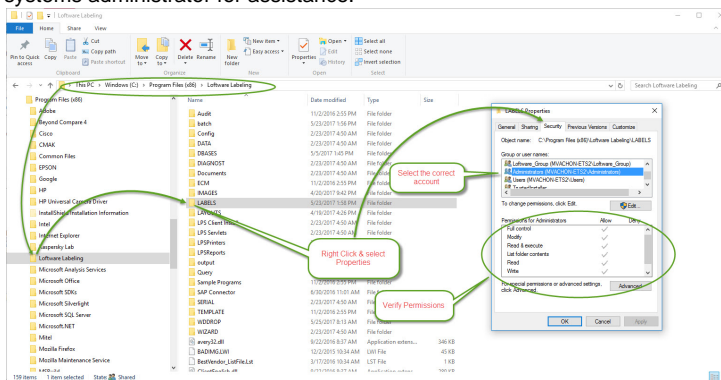
- The application is unable to locate the corresponding template file or file location for the label in question, usually due to an incorrect template file path location.

Solution

M61426 Error Solution

First, do the following to confirm the user has permissions to the folder where the label or template folder is located:

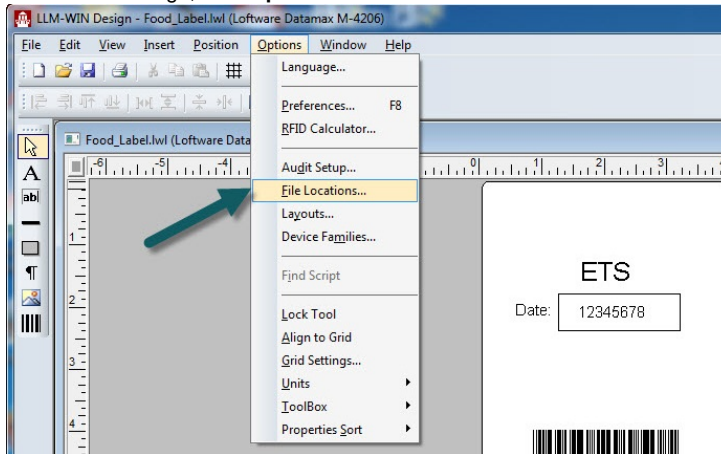
- Open a Windows file browser and navigate to the Software installation (by default this is C:\Program Files (x86)\Loftware Labeling).
- Right-click on the **Labels** subfolder.
- Click **Properties**.
- Click the **Security** tab and select your account or user name.
- Verify the permissions for that account from the list shown.
- If the desired permissions are not set, click **Edit** to change them.
- If permission modification is not accessible or allowed, contact your IT or systems administrator for assistance.



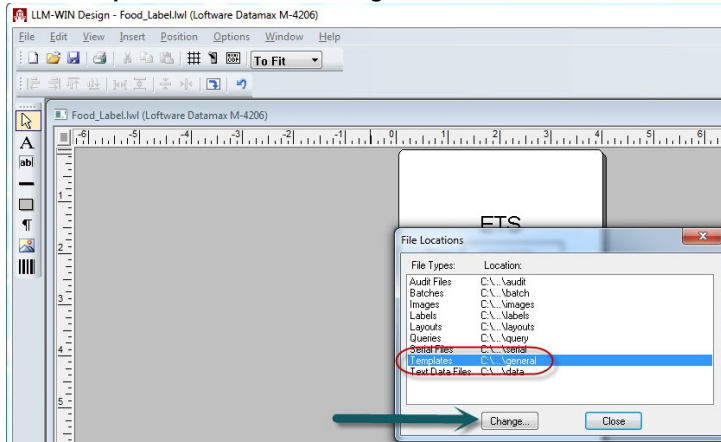
M11901 Error Solution

Verify or change the location of the location of the ...\\Software Labeling\\Template\\General:

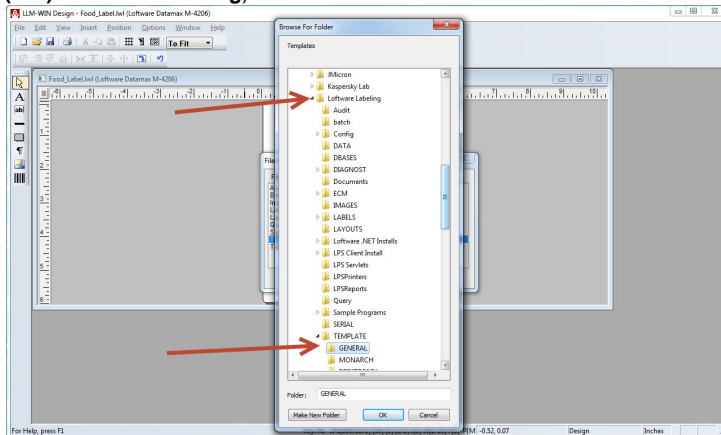
1. In LLM-WIN Design, click **Options > File Locations**.



2. Select **Templates** and then click **Change**.



3. Browse to the Software install folder (for example, **C:\\Program Files (x86)\\Software Labeling**) and select the **..\\TEMPLATE\\GENERAL** folder.



4. Click **OK**.
5. It may be necessary to close the application and restart it for the changes to take effect.

The logged in user needs to be part of the **Software_Group** under **Local Users and**

Related Articles

[Page:Using Datamatrix Format ID and Error Correction Level settings](#)

[Page:Error M4722 There was an Error While Attempting to Change the Service Configuration](#)

[Page:PostgreSQL Service Starts Then Immediately Stops](#)

[Page:Error M11901 and Error M61426: Design32 Fails on Label File Open or Save](#)

[Page:Error M4803 Failed to Connect to Batch Print Server, Class Not Registered](#)