

LCD on Zebra Printer Displays OUT OF MEMORY STORING GRAPHIC

Description

When attempting to print a label containing images from Loftware, some Zebra printer models, like the 105SL, may display a message on the LCD indicating:

Message
OUT OF MEMORY STORING GRAPHIC

Note: Attempting to print an identical label to a Zebra 140XiIII may work fine.

Explanation

Within **Design32 Options Preferences Zebra** there is a checkbox to **Recall graphics by file name**. With this checkbox selected, Loftware stores the graphic on the Zebra printer using the 8.3 "short file" naming convention. For example, if the image name is WarningMessage.jpg, the image is stored on the Zebra with the name WARNINGM.GRF.

However, if the image is not located in the Loftware default image location (set by **Design32 Options File Locations Images**), then the path information is included as part of the 8.3 file name on the Zebra.

For example, if the image on the label is being referenced as \\SERVER1\Images\WarningMessage.jpg (file://\SERVER1\Images\WarningMessage.jpg), then Loftware stores this image on the Zebra as \\SERVER.GRF (file://\SERVER.GRF) (\SERVER (file://\SERVER) is the first 8 characters of the fully qualified file name). Some Zebra printer models, like the 105SL, have difficulty with special characters in the file name (two backslashes) and will display OUT OF MEMORY STORING GRAPHIC on the LCD when an attempt is made to store this file name on the printer.

Solution

Reminder: The OUT OF MEMORY STORING GRAPHIC message on a Zebra is model specific. It was reproduced on a Zebra 105SL using the example above, but the same test on a 140XiIII worked fine.

If you have a model that is displaying this error, some options to correct this behavior are:

- If not needed, clear the checkbox: **Design 32 Options Preferences Zebra Recall graphics by file name**. With this checkbox cleared, images are stored on the Zebra using an incrementing file name: IMAGE0.GRF, IMAGE1.GRF, IMAGE2.GRF, etc.
- Move all images to the location specified by **Design32 Options File Locations Images** and "relink" the images on the affected labels so only the file name, without any path information, appears in the File Name: setting of the image field. (see following screen shots)
- Reset the default Images location specified by **Design32 Options File Locations Images** to "point" to the location where all images will be stored and then relink the image fields on the affected labels so only the file name, without any path information, appears in the File Name: setting of the image field. (see following screen shots).

Note: After changing Preference and File Location settings, any Loftware Label Manager applications (Design 32, On Demand Print Print 32, etc.) and the Loftware Print Server should be restarted.

Article Number

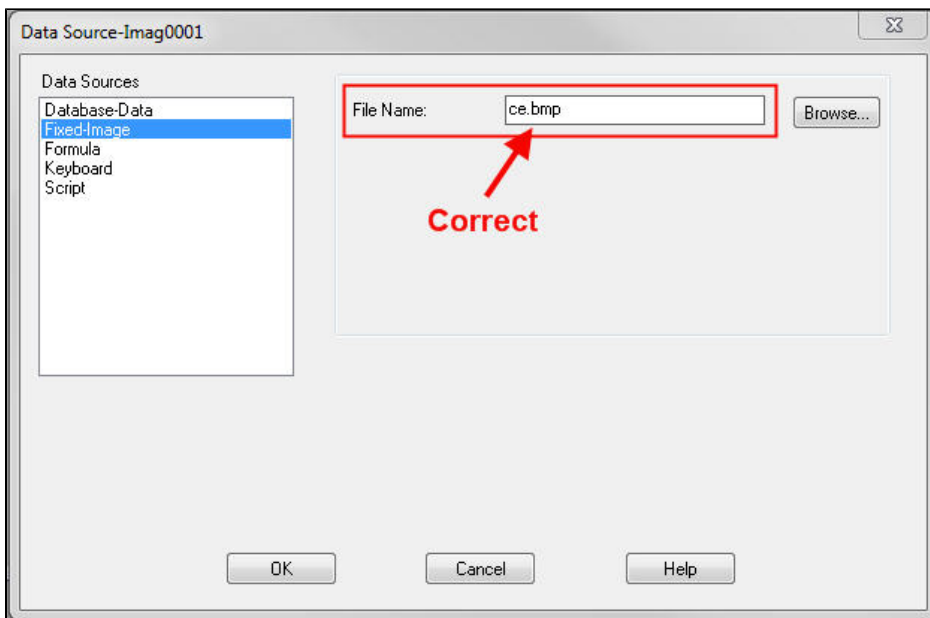
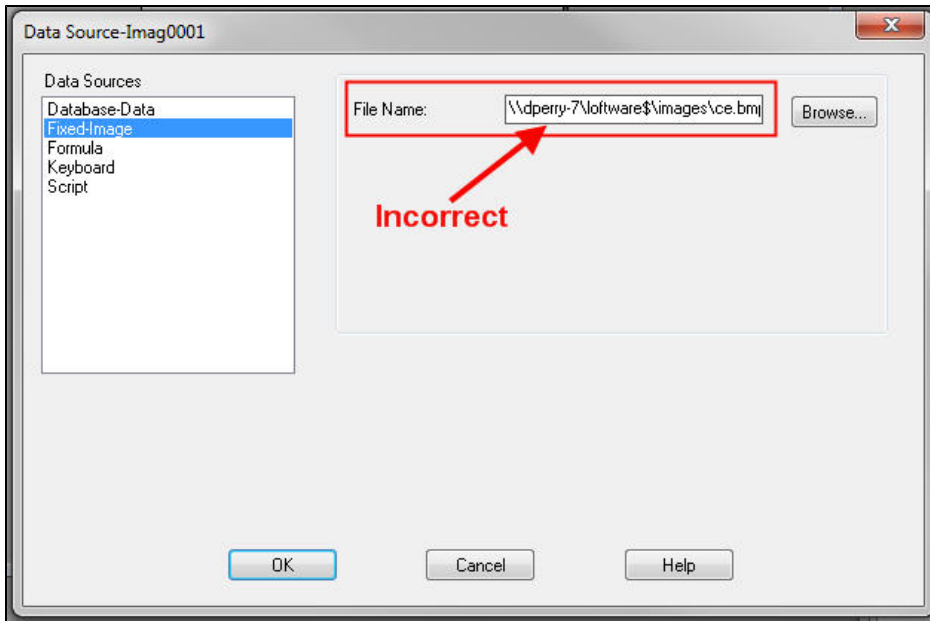
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Versions

LLM version 8.x and higher

Environment

All supported installation environments.



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