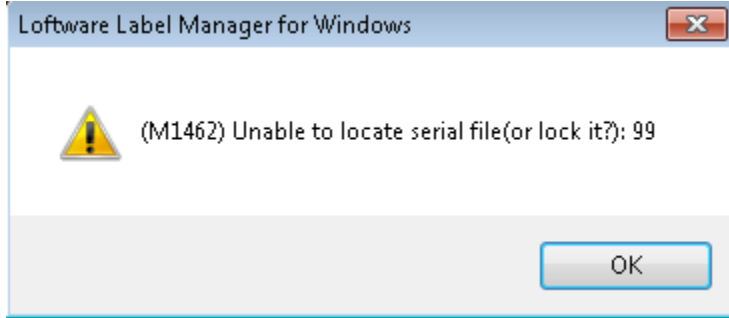


Error M1462 Unable to locate serial file (or lock it?): <Serial File Name>

Problem

When opening a field with a serial number on the label in Design 32, you get the following error:



(Please keep in mind that this only effects the label displayed in Design32, the label still actually prints.)

Explanation

The label is printing fine, along with printing the Serial number as expected. However when trying to make a change to the field using a serial file, you get the following (M1462) error in Design 32.

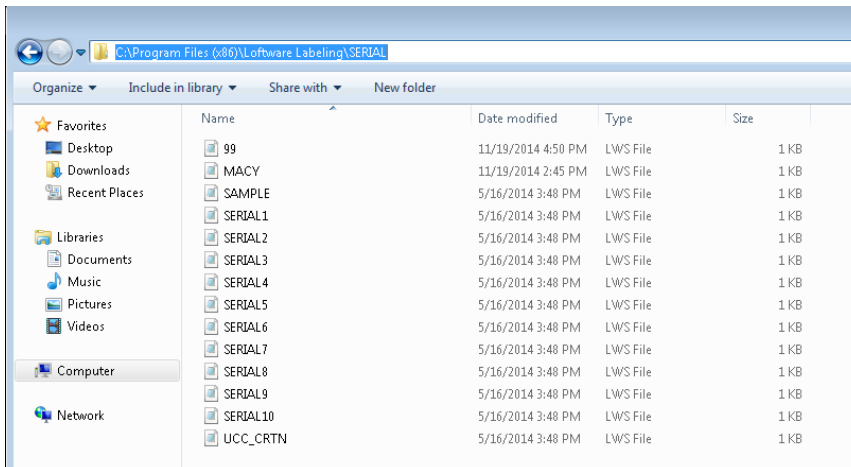
When you navigate to your Serial file directory, you will notice one of two things, either the file is not there, or the files have been associated to a program, and you have the "hide extensions for known file types" property turned on.

If the file is not there the label will not print. If the Loftware Print Service prints the label, it is because it sends down a specific serial file name with .lws extension, but when trying to open the serial number file in Design32, it sends down a request to bring back all files with a *.lws extension. Since the file extensions are hidden, Design32 throws an error because it can not find the file.

Solution

There are three separate solutions, and all three solutions relate to the serial files located in the serial directory (the default directory is :C:\Program Files (x86)\Loftware Labeling\SERIAL).

1. If you navigate to the serial directory and the file is not there, then you will need to move the serial file to this location, and or recreate the serial file.



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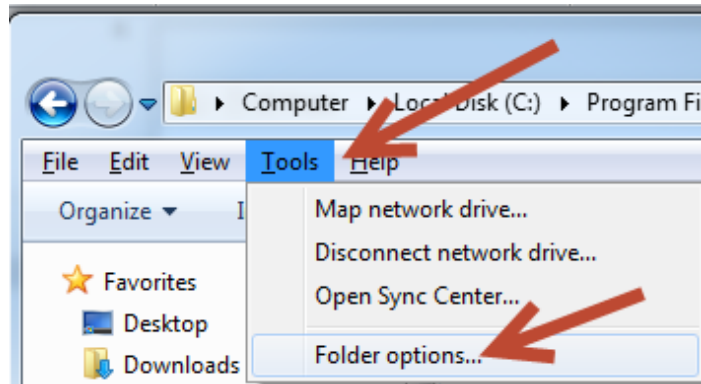
Versions

All supported LPS family product versions.

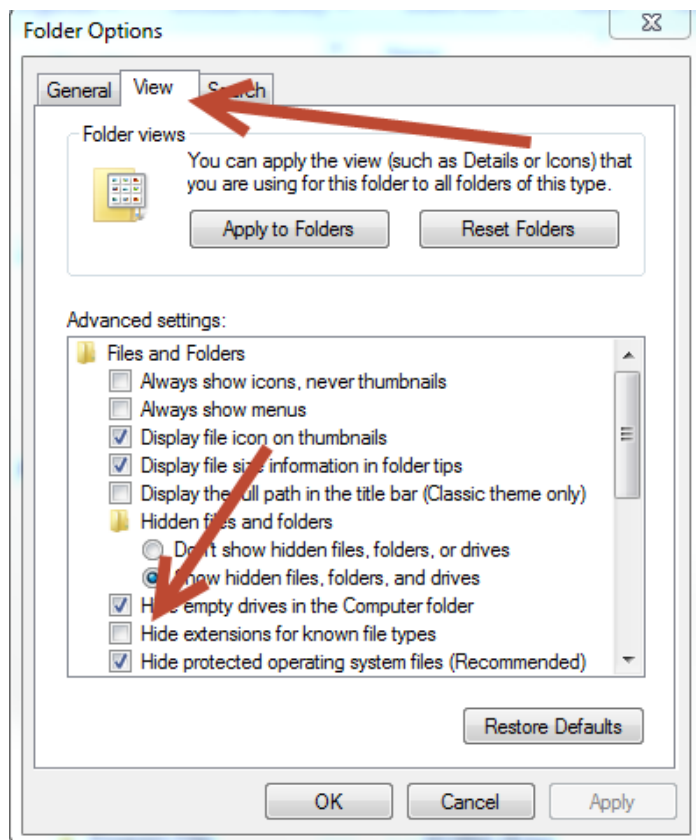
Environment

2. If you navigate to the serial directory and see the files, but do not see the extension, then there are two solutions (a and b):

1. The first solution would be to show known file extensions:
 1. Navigate to the serial file directory (default directory path = C:\Program Files (x86)\Loftware Labeling\SERIAL).
 2. Once in the directory select **Tools** on the menu, and then **Folder options**. (if in windows 7 and the **Tools** menu is not showing press the Alt key).



3. In the **Folder Options** box select the view tab and then deselect the 'Hide extensions for known file types' option.



4. Once the extension is showing, proceed as normal and the error does not appear in Design 32 anymore.

2. In order for an extension to be hidden, the file has to be associated to a program that resides on the machine, such as Notepad, Notepad++, etc. The third fix, would be to not associate the file with a program, and as a result, the extension is not hidden.

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