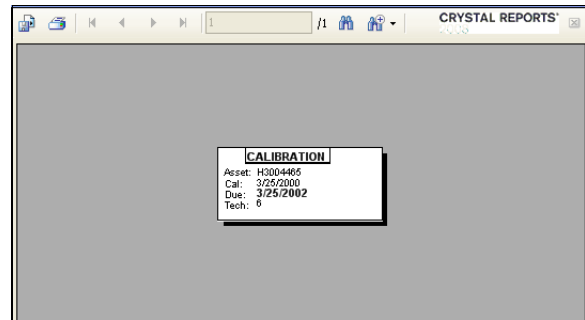
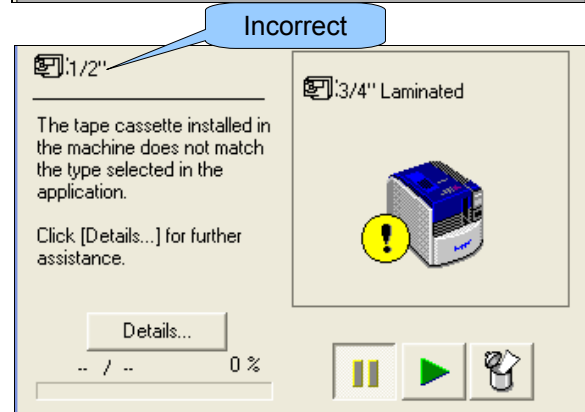


Brother Label Printer Printer Errors

OTS has been receiving calls regarding label printing problems with MET/TRACK 7.3 using the Brother PT-9500PC. The labels are created using Crystal Reports 2008 SP3. When printing calibration labels with the MET/TRACK 7.3 application, the program will generate a preview as shown at right. Everything looks correct. However, when the print button was selected and the actual printing process was initiated, the Brother printer driver would create an error displaying that the label had the wrong size printer cartridge installed. Actually, the correct printer cartridge was installed.



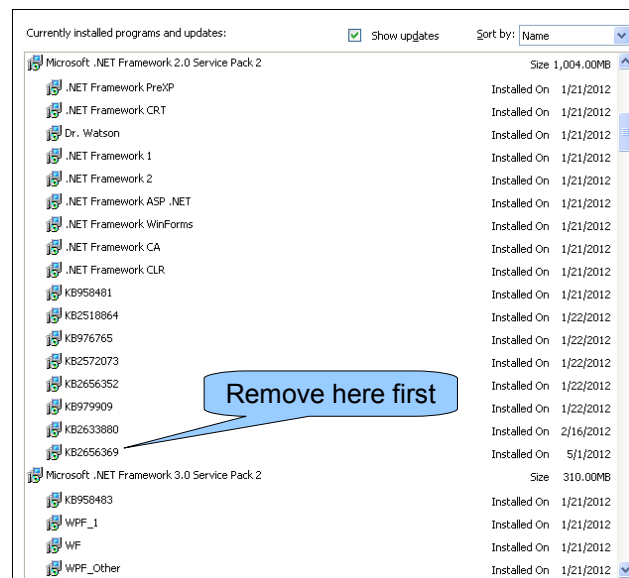
The second picture at right shows the printer error. The printer driver shows that the label is supposed to use a 1/2 inch cartridge and that the printer has a 3/4 inch cartridge installed. The error is that the label is actually a 3/4 inch width label. The printer driver should have printed the 3/4 inch label, but it did not. So what happened and why did the printer driver display a message that the cartridge is supposed to use a 1/2 inch cartridge? The problem is that the label utilizes a template or form for the label to fit on the proper size labels. Our problem is the printer driver ignored the printer label size instruction, and used the default size.



OTS has been creating Label Printing Packages for over a decade. In the beginning, label printing required the use of a default printer configuration. Over the years, OTS developed a partnership with Brother and the printer drivers were improved. One of those improvements was the development of a template that is stored in a file for the printer driver to access. This allowed the Crystal Report to select the correct label form size for the label to be printed. For example, a template with the name LABEL05 could be a small label with dimensions 1/2 inch high and 1 1/2 inches in length. All the operator has to do is to keep the different size cartridges available if a different size was selected. Some companies dedicate a specific printer for each label size, or a pool of printers.

During the last week of April 2012, OTS started receiving calls that labels which had printed correctly in the past, had all of a sudden stopped working with errors similar to the one shown above. After an investigation it was determined that a Microsoft Security Update was responsible for the problem. The security update is KB2656369. A symptom of this security update is to suppress certain form data commands that are sent to the printer. While we were concerned regarding the Label Printers, there may be other printing problems with pre-defined forms and Microsoft acknowledges this possibility.

The solution to fix the problem is to remove the security update using the Add/Remove Programs Utility. The Screen at right shows the first entry to remove under the .NET Framework 2.0 Service Pack 2. The operating system for this article was Windows XP.



The next step is to verify that there are no other entries in the list of updates for KB2656369. We have seen one case where the update was displayed twice. The second entry with the same name may be found at the bottom of the list. These security updates can only be removed by personnel with the correct administrative privileges. After removing KB2656369, the computer should be rebooted. It does take some time to remove this update, so be patient.

Removing security updates does provide a challenge for IT departments. It complicates matters, because most large organizations will push the updates to a certain number of computers at a time. Updates are not usually sent all at once because network bandwidth can be compromised. There will have to be a change in network settings so that the offending security update does not re-install. The security update may solve a problem on some other computer. Some organizations have decided to only remove the update from selected computers.

Microsoft will sometimes create updates for previous updates. At this time, we are unaware of any solutions that can solve the problem differently. Much time was spent researching the issue. OTS is working on some new printer configurations that may solve this problem in the future, but that does not solve the current problem.

If you are using MET/TRACK 7.3 and the Brother labels have stopped printing properly, take a look at your system and make a determination if the security update is installed. If you have more than one computer that has the problem, pick one machine to test and make sure the solution documented here works for you. The same problem may occur with the Brother PT-9700PC or the PT-9800PC. If the security update is removed, it can easily be reinstalled. If there are any comments regarding this document, please direct them to [support@ontimesupport.com](mailto:support@ontimesupport.com).