



Troubleshooting

Textile software RIP

Mimaki™

TxLink5™



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The [TxLink5](#) is available in different editions. Therefore, the description of available features in this document does not necessarily reflect the license details of your edition of the [TxLink5](#). For information on the features included in your edition of the [TxLink5](#) refer to the MIMAKI ENGINEERING website or contact your dealer.

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Introduction

This documentation discusses frequently asked questions related to [TxLink5](#) and how to solve common issues. If your issue cannot be resolved even after reviewing this documentation, please contact our Customer Support.

Problems Related to Installing the Software

License Activation Errors

Problem

- During installation of **TxLink5**, below message is shown at the Web browser, and the License Activation failed.



Mimaki Automatic License Update

Welcome to automatic license update.

Here you find license updates for you CmContainer, provided by the vendor of the license.

Select the CmContainer, you want to update and click "Check License Updates". You can transfer these updates during the next step.



Error

Internal error during license transfer. Please contact the support service.

0x18088008

CodeMeter License Central WebDepot v16.02.159.500.ws

2020-12-04 02:58:53 (UTC)

Case 1

Possible Causes

- Unsupported Web browser (e.g. Internet Explorer) is used for License Activation.

Solution

- 1 After the installation, open below URL by supported Web browser (latest version of Microsoft Edge or Google Chrome) and execute the License Activation.

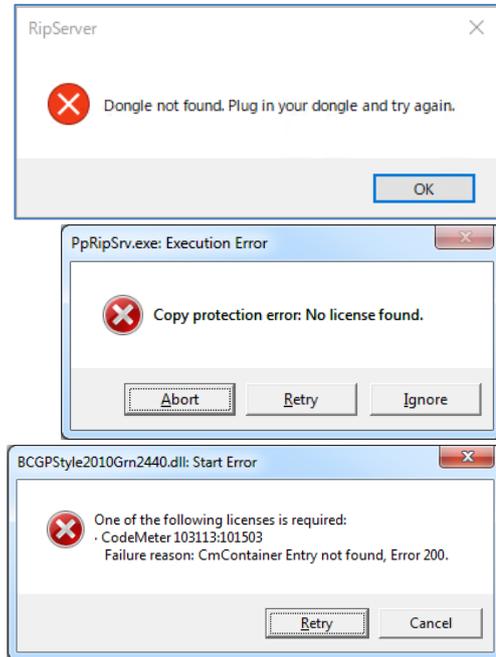
<http://webhost4.ergosoft.net/webdepotMimaki/>

Problems Related to Launching the Software

License Errors

Problem

- After turning on the PC where **TxLink5** is installed, a message like the ones shown to the right appears and **TxLink5** cannot be launched.



Case 1

Possible Causes

- Your PC is not recognizing the USB dongle.

Solution

- 1 Connect the USB dongle to another USB port on your PC.
- 2 If your USB dongle is connected to your PC through a USB hub, connect the USB dongle directly to the PC.

Case 2

Possible Causes

- Your PC may be infected with a USB-related virus.

Solution

- 1 Use an antivirus software package to check your PC for any viruses. If a virus is found, clean it from your system.
- 2 Once the virus is cleaned from your system, reinstall **TxLink5**.

Case 3

Possible Causes

- The USB dongle may be damaged.

Solution

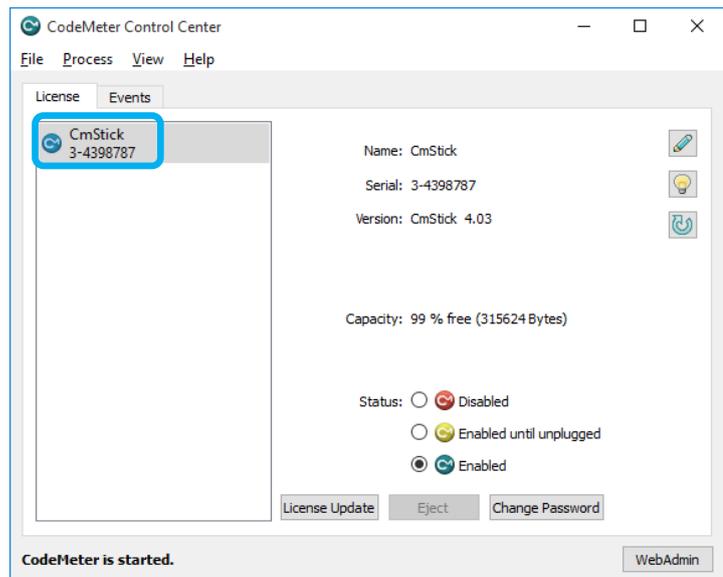
- 1 Check the dongle number printed on the front of the USB dongle. If you are unable to read the number due to dirt or wear, check the dongle number engraved on the USB connector portion of the dongle.



- 2 With the USB dongle connected to your PC, open **CodeMeter Control Center**. You can open **CodeMeter Control Center** by selecting **[Start menu] > [CodeMeter] > [CodeMeter Control Center]**.

- 3 Check to see if the dongle number you noted in step 1 above is displayed in the list on the **[License]** tab. If the dongle number is not in this list, the USB dongle is damaged.

If you determine that your USB dongle is damaged, please contact our Customer Support.

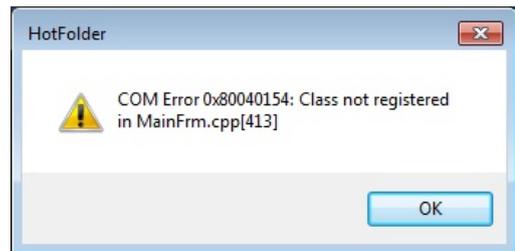
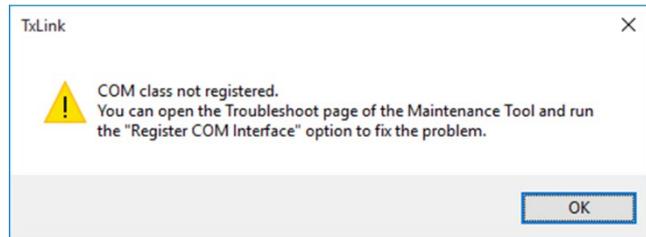


Problems Encountered While Using the Software

COM Errors

Problem

- A COM-related error like the ones shown to the right appears while you are using **TxLink5**.



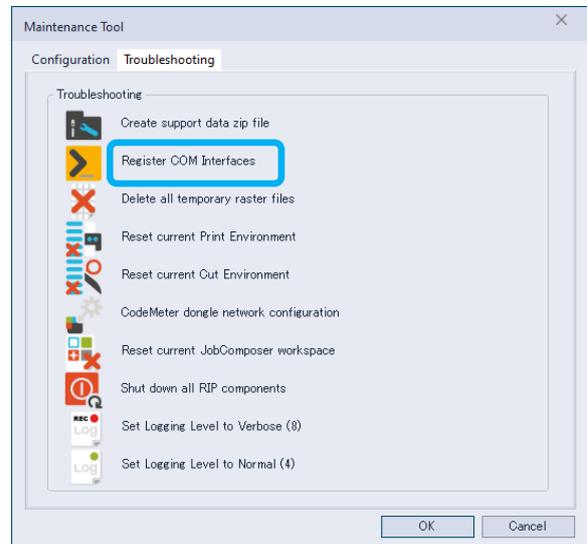
Case 1

Possible Causes

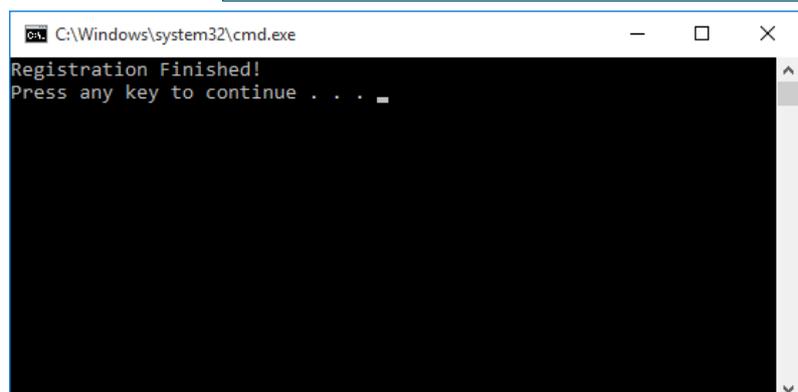
- This error occurs when a part of the **TxLink5** installation fails.

Solution

- 1 Close **TxLink5**.
- 2 Open the **Maintenance Tool** by selecting **[TxLink5 ControlCenter] > [Tools] > [MaintenanceTool]**, then run **[Register COM Interfaces]** under the **[Troubleshooting]** tab.



- 3 After the **COM Interface** registration finishes, a window like the one shown to the right is displayed. Press any key on the keyboard to complete the operation.



Printing Problems

Printing Won't Start

Problem

- Printing will not start even after clicking **[OK]** in the **Print** window.

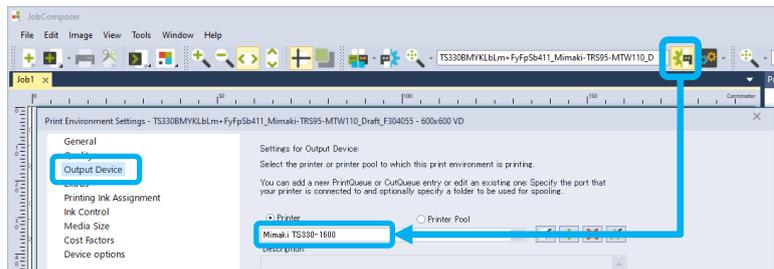
Case 1

Possible Causes

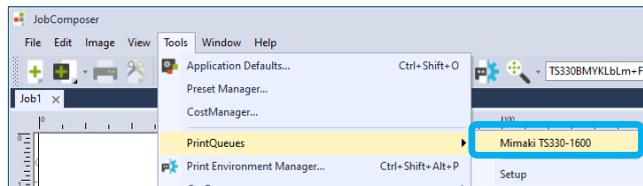
- Printing cannot be executed if **PrintQueue** is not running.

Solution

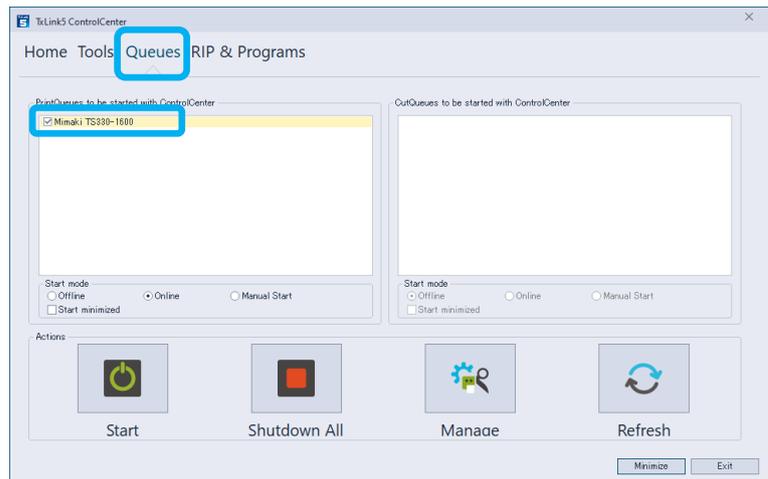
- 1 Look up the **PrintQueue** specified in the **Print Environment**. The **PrintQueue** is specified in the **[Print Environment Settings] > [Output Device]** tab. In the example to the right, "Mimaki TS330-1600" is used as the **PrintQueue**.



- 2 To manually run **PrintQueue**, select **[Tools] > PrintQueues]** and then select the **PrintQueue** identified in step 1 above.



- 3 To automatically run **PrintQueue**, select the **PrintQueue** you want to start automatically, select the **PrintQueue** and turn on the CheckBox, in the **[TxLink5 ControlCenter] > [Queues] > [PrintQueues to be started with ControlCenter]** list.



Case 2

Possible Causes

- The **PrintQueue** is offline and printing cannot be performed.

Solution

- 1 Check the signal in the upper right corner of the **PrintQueue** window. If the signal is red, it is **Offline** and printing cannot be started.



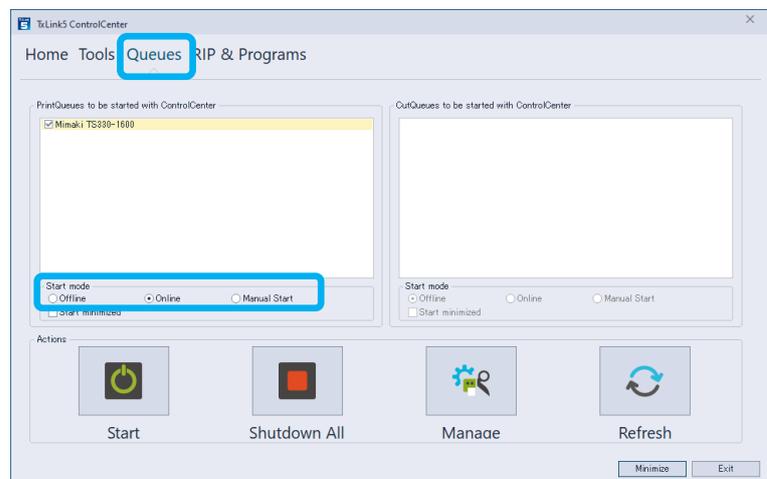
- 2 If you want to start a job manually, select **Start Job Manually**, and then click **[Start]**.



- 3 If you want to start jobs automatically, select **Online**.



- You can specify the default run mode in **[TxLink5 ControlCenter] > [Queues] > [Start mode]**, for selected **PrintQueue** in the **[PrintQueues to be started with ControlCenter]** list.



Errors During Printing that Interrupts Print Operation

Problem

- Printing is interrupted when **TxLink5** detects a communications error with the printer during printing.

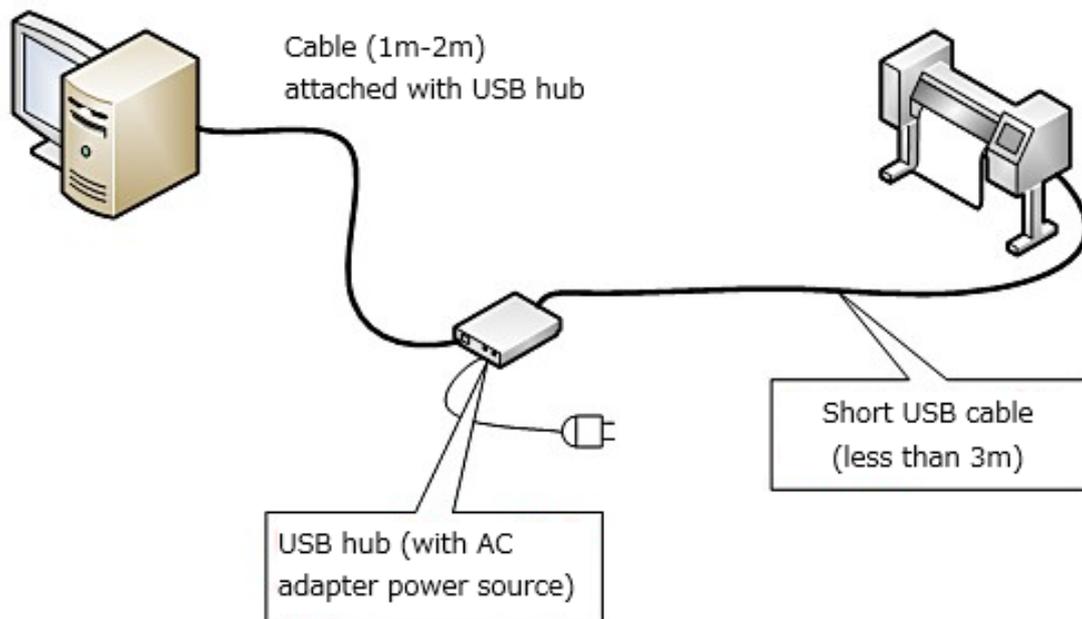
Case 1

Possible Causes

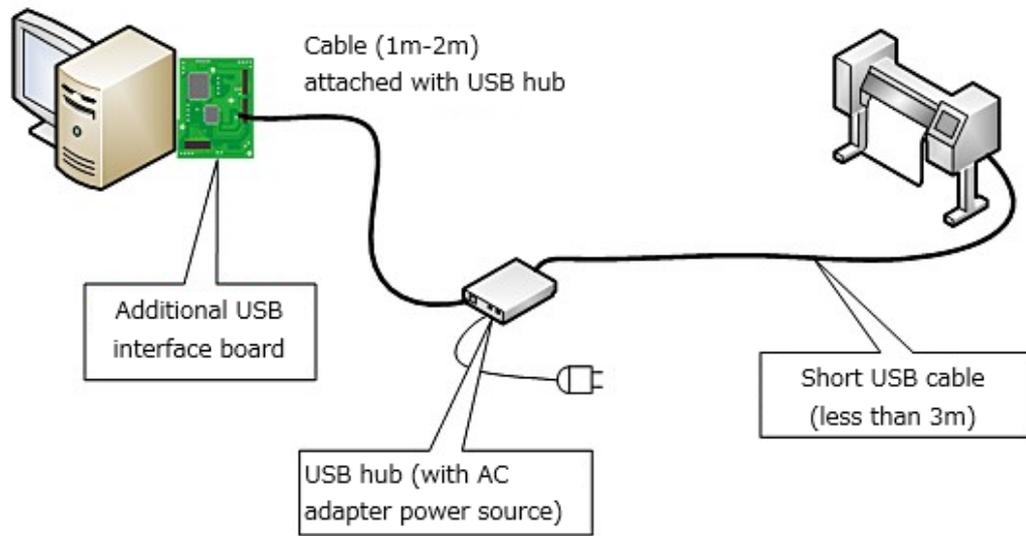
- The USB connection may not be connected properly or the connection quality is poor.

Solution

- 1 Try turning off the printer and RIP computer, then unplug the USB cable once and reconnect the cable and turn on the printer and RIP computer again.
- 2 The computer USB port may be damaged. Try inserting the USB cable to another USB port.
- 3 When connecting the USB cable with USB repeater cable, test the operation without extending the cable.
- 4 If the cable is damaged or disconnected by mechanical stress, change the cable.
- 5 Connect the printer through a USB hub that has its own dedicated power supply. If you are using a USB 2.0 cable, use a cable that is 3 meters or less in length with a gold-plated connector and a ferrite core to prevent noise.



- 6 If the issue is not resolved by performing step 5 above, add a USB interface card to your PC to connect the printer.



- 7 There may be incompatible USB2.0 cables in the market. Use recommended USB cable (OPT-J0137: USB2.0 cable (5m)) which is tested.

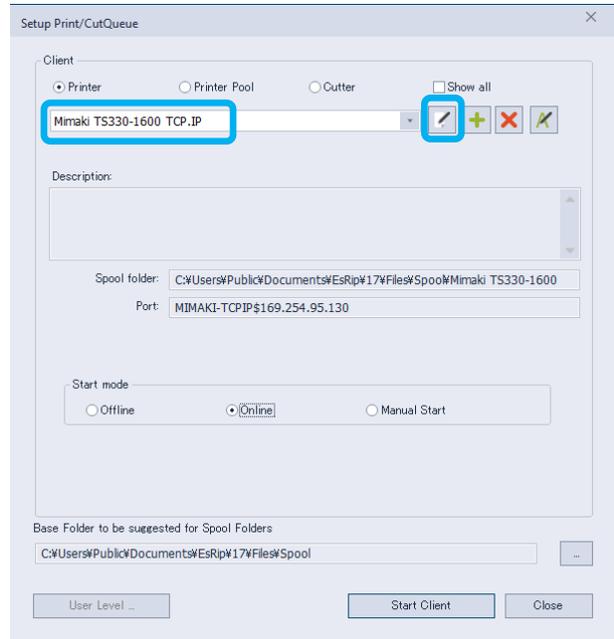
Case 2

Possible Causes

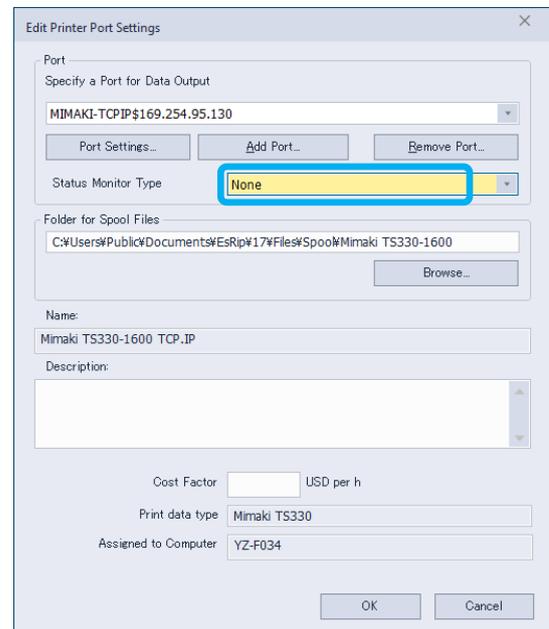
- Communications performance may be hindered due to increased PC load. This problem often occurs when using multiple printers or a high-speed printer.

Solution

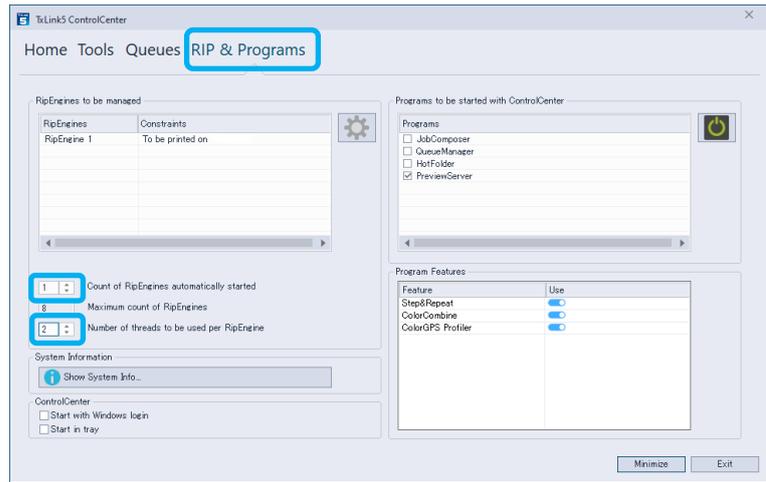
- 1 Select the target **PrintQueue** in **[Tools] > [PrintQueues] > [Setup]**, then click the **[Edit]** button.



- 2 Change **[Status Monitor Type]** to "None", then click **[OK]**. Changing this option to "None", you will be unable to view the printer status in the **PrintQueue** window, but it will reduce the possibility of errors occurring during printing.



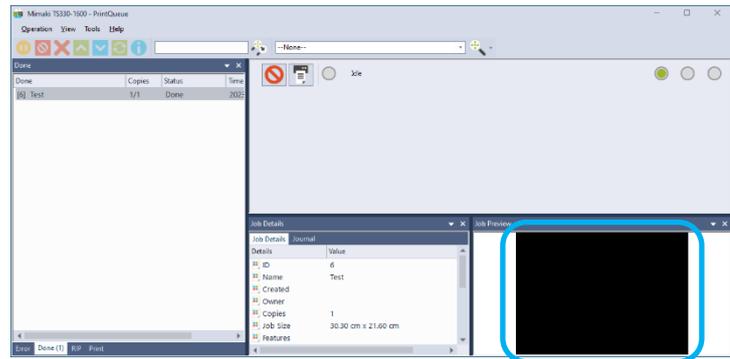
- 3 If the problem still occurs even above countermeasure took, decrease number of RipEngines or its program Threads. Decrease **[Count of RipEngines automatically started]** and / or **[Number of Threads to be Used per RipEngine]** at **[TxLink5 ControlCenter] [RIP&Programs]**.



Black Preview shows at QueueManager or PrintQueue

Problem

- Preview image is displayed as black rectangle at **Job Details** tab of **QueueManager** or **PrintQueue** window. Furthermore, when using Tiger-1800B MkII / MkIII, the black rectangle is displayed as preview too on **MPC**.



Case 1

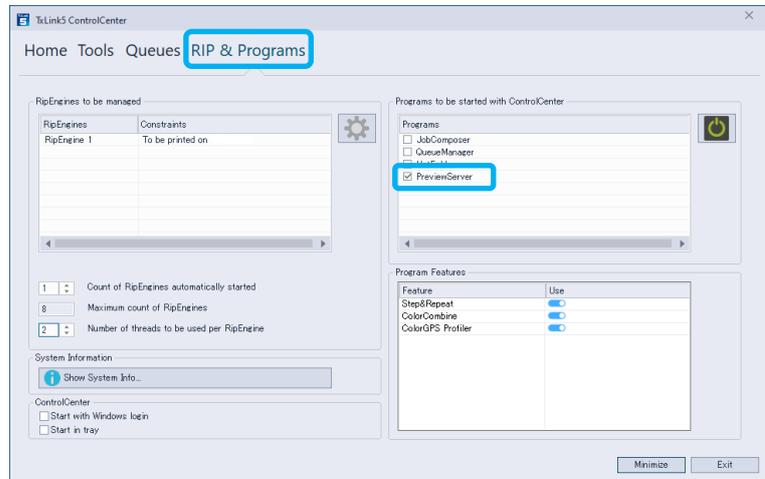
Possible Causes

- This phenomenon occurs when the Ripping process finished earlier than the creating preview image process for **QueueManager** or **PrintQueue**. In this case, **QueueManager** and **PrintQueue** shows black image as the preview without waiting for the previewing process. However, the job will print correctly.

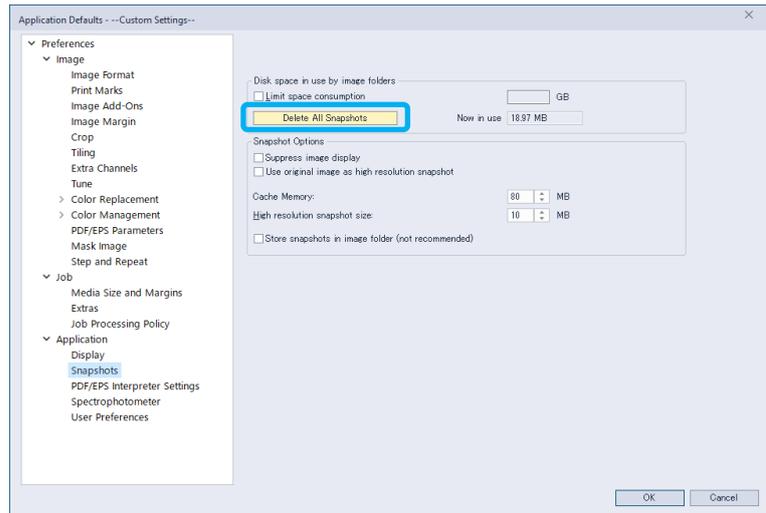
Solution

This phenomenon cannot be fully prevented. This often occurs when prints simple job especially Linearization chart or Calibration chart. The improving method shows below.

- If the **PreviewServer** is not automatically started along with the **JobComposer**, the **PreviewServer** will be too slow for the first previewing process. Turn on **[Preview Server]** at **[TxLink5 ControlCenter] > [RIP&Program] > [Programs to be started with ControlCenter]**.



2 If too many snapshots remaining in Image folders, it makes slow down the responding time of the **PreviewServer**. Click **[Delete All Snapshots]** at **[Tools] > [Application Defaults] > [Application] > [Snapshots]** tab.

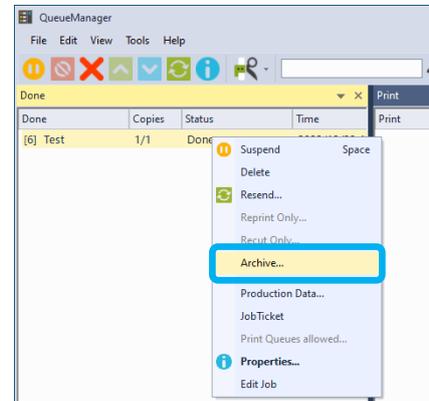


Problems Encountered During Job Execution or Unexpected Results

There are many possible causes if you encounter problems such as errors occurring during a job's RIP processing or unexpected print results, so it is difficult to pinpoint the issue. If after reviewing all Application Notes, Printer Manuals, the Mimaki Engineering website's FAQ, or other resources your issue is not resolved, follow the instructions below to create an Archive file, and submit that file along with detailed information about your particular issue to our Customer Support.

How to Create a Job Archive File

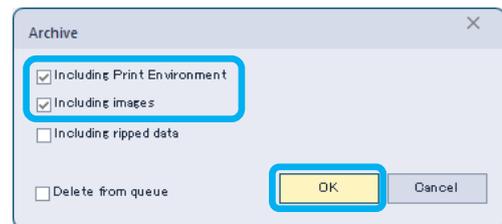
- 1 Open [QueueManager](#) from **[Tools] > [Modules] > [QueueManager]**, then select the desired job from either the **[Error]** queue or **[Done]** queue. Then, right-click to open the popup menu and click **[Archive]**.



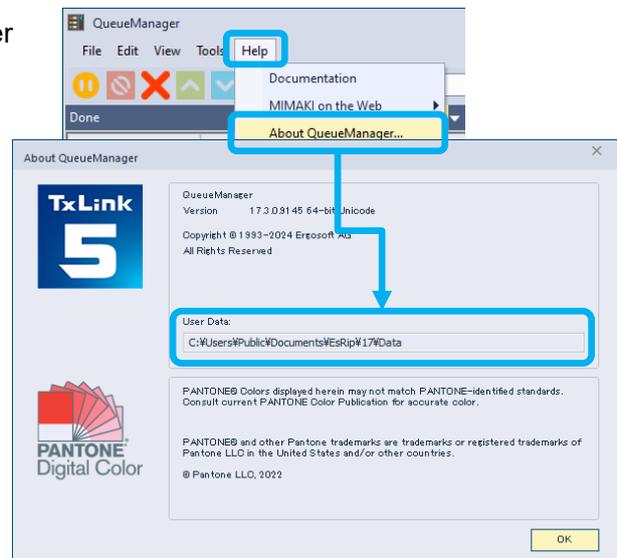
- 2 In the Archive window, select the Archive option you want to include in the Archive file. Then click "OK". Please select at least **[Including Print Environment]** and **[Including images]**.

If you select **[Including ripped data]**, the size of the Archive file will be extremely large. Especially, it will be maximum 1.5GB per 1m at Step & Repeat job.

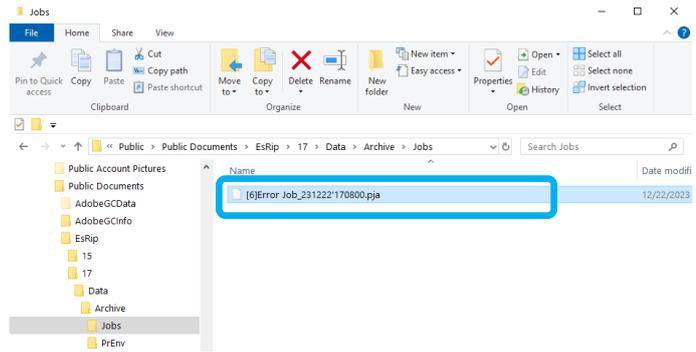
Please follow advice from our Customer Support whether check **[Including ripped data]** or not.



- 3 Confirm the location of the User Data folder in **[Help] > [About QueueManager]**.



- 4 Obtain the target Archive file (.pja file extension) at "Archive\Jobs" folder in the Archive folder noted in step 3 above. The Archive file's name includes the job ID, job name, and job creation date.

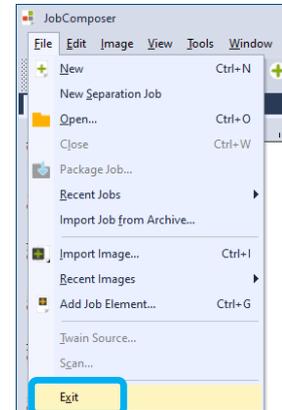


Other Issues

If you encounter any other issues related to **TxLink5** (operational issues with **TxLink5** itself, connection problems between your PC and printer, etc.), follow the procedure below to create a **Support data zip file** and submit that file along with detailed information to our Customer Support.

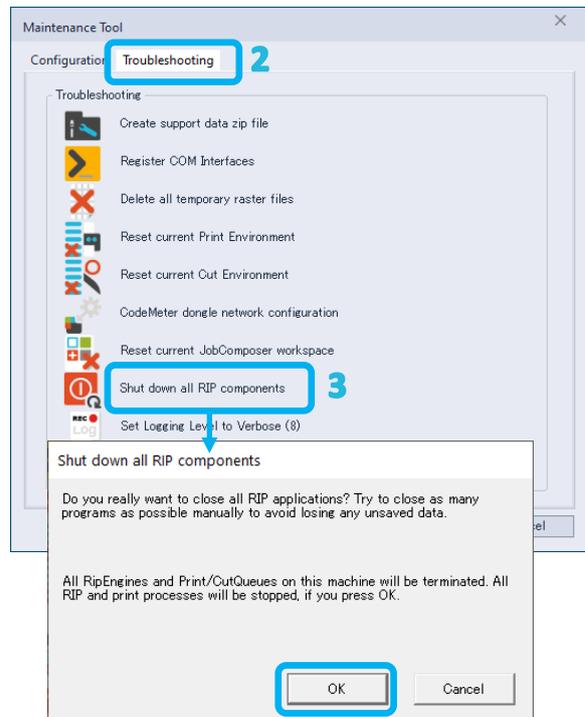
Support Data Zip File Creation

- 1 Close **JobComposer**. If any of the following windows are open, close them: **Album**, **Preview Server**, **RipEngine**, **QueueManager**, **HotFolder** or **PrintQueue**.



- 2 Navigate to **[TxLink5 ControlCenter] > [MaintenanceTool]** and open **[Troubleshooting]**.

- 3 Click **[Shut down all RIP components]** and click **[OK]** in the **[Shut down all RIP components]** window. After the processing finishes, the **[Shut down all RIP components]** window will close.



- 4 Click **[Create support data zip file]**, then click the **[Create File]** button in the **[Create Support Data File]** window. In the **[Save As]** window that appears, select any desired location, then click the **[Save]** button. This will create the **Support data zip file** (es.support.zip).

