

# AGFA D-Workflow Printer

## Q: Can I print 2-up wallets?

Currently the APM will only send one wallet at a time. To print wallets on the Agfa D-Workflow, you can send wallets to a hot folder and then manually queue them up in the D-Workflow software. Reference the Generic Hot folder setup instructions in Appendix L for more information. If you have purchased the Creative Collections or Creative Collections Plus modules, there are templates included with the update that allow for single or combi-prints to be rendered at the kiosk and printed on the minilab. Please contact your regional sales representative for more information on adding this feature to your APMs.

## Q: What is error 4301?

This means the APM software or Lab 50 could not initialize d-workflow. This error indicates that there is no communication with the d-workflow server which can be caused by the d-workflow server software not running or the IP address being incorrectly input into the Setup Wizard. Double-check the IP address of the d-workflow machine and confirm that the d-workflow software is running. Also, you may need to delete the files that end in .ser in the C:\APM\_Folders\agfa\_db\serialize directory on the APM and/or Lab 50 machine.

## Q: I dont have the full version of D-workflow, can I still print to my Agfa Minilab?

A: Yes, the D-bridge software will need to be installed so that the orders can be sent to the minilab. This is a scaled- down version of D-workflow, so there aren't as many options for managing orders once it gets to the minilab.

## Q: I have an older Agfa MSC lab, my 4x6s are fine and the D-workflow interface is setup correctly, but my 5x7s and 8x10s are not printing correctly. What am I missing?

A: The MSC labs need an 8? FIT lens to properly print 5x7s and 8x10s from digital media. Without this lens, the prints will not print properly for anything larger than a 4x6.

## Q: Everything is setup properly, but the orders are not getting over to D-workflow on another computer. Why?

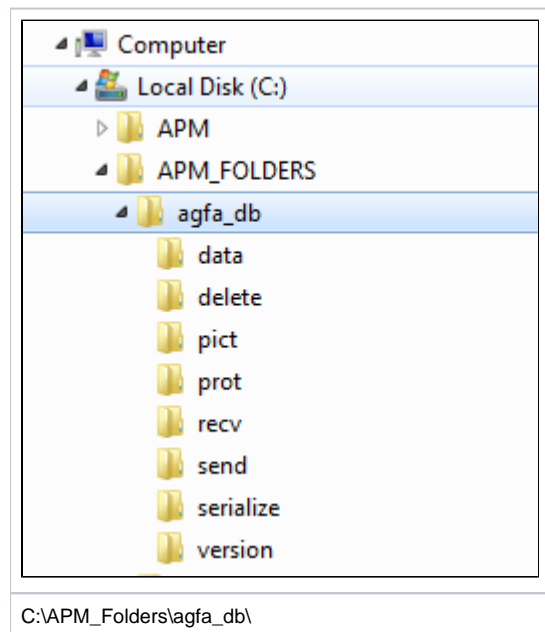
A: The most common issue is that port 5001 is blocked on the machine in question. There are instructions in Appendix A on how to change these settings. You may also need to make sure that any data going through this port is allowed to pass through any firewall software that may be installed on your machines.

## Q: I have a lot of orders that are for mixed sizes, and I always have to change magazines. Is there a way I can sort or release the orders to save time?

A: Yes, but this requires that you setup Order Masking on the d-workflow software, rather than the APM or Lab 50 software. The d-workflow software will take the orders sent to it and reorganize them to let you release it in sections.

## Q: I'm receiving a StartCK Error #2 Message when I try to print an order, and no orders will print.

A: You can get this error message if there are missing files and/or folders in the c:\APM\_Folders\agfa\_db\ directory. What you need to do is to ensure that you have the following folders in place in c:\APM\_FOLDERS\Agfa\_db\ : data, delete, pict, prot, recv, send, serialize, and version.



If these folders are missing, please contact Lucidion Support to request the necessary files.