

APM Software - Problems & Errors

Images Not Found:

Q: When I start over on the APM, it tells me that my images are not found. Why does it not see them after I start over?

A: Any time the APM starts over, the media is ejected from the system. This is done to protect the media from possible corruption by Windows if the media is removed improperly. While it may not physically be ejected from the card reader, the system thinks it has been physically removed. To fix this, physically remove and reinsert the media after you start over.

Reprinting Orders:

Q: Can an express order be reprinted if there is a problem with the printer?

A: Yes, the Print Server application has a button that allows you to find an order and reprint it. This can be accessed through the Admin screens. Once an order is over 7 days old (or whatever the default setting is), it is deleted from the Print Server archive and can no longer be printed.

Add More Images:

Q: When I try to add more images to the same order from a different card, I get an error.

A: Chances are that the images have not finished loading from the first card and the media was taken out too soon. Wait for the prompt to insert the new card before taking out the first card.

Q: Some of my images on my media are not showing up, what is going on?

A: The APM accepts certain types of images including Jpeg, TIF, BMP, and RAW files. There are also size limits, so if an image is under 4k in size or over 100MB (uncompressed) it may not appear. The maximum number of images that will show is 2000 by default. This along with the maximum and minimum size can be changed manually in the xml. If the images themselves are corrupt for any reason, this too may prevent them from appearing.

Q: I get an error 0 or an error 105 when trying to burn a CD/DVD. What does this mean?

A: These errors indicate that the CD/DVD is not recognized by the system, that the media is bad, or there is a problem with the CD/DVD drive. It could also be that the drive letters in the Setup Wizard are not configured correctly. Check to make sure that all drive letters match correctly. Also if the CD/DVD drive has recently been replaced, then you can contact support with the drive make and model and they may be able to update a file called Devices.def to support it within the software and support it automatically in future releases.