Fuji PIC Troubleshooting

Q: I get the following error when launching the software: 'Fuji Frontier PIC 2.6 – Could not load driver settings – Destination Order Folder not specified or cannot be created'.
A: Make sure you can access the PIC on the network. The user account needs to be FRONTIER with password FRONTIER. The default destination folder is \\PIC\ADPCPrints.

Q: I get the following error when launching the software: 'Fuji Frontier PIC 2.6 – Could not load driver settings – Order file temporary location cannot be created' or 'Image file folder could not be created'.
A: Be sure that the order file location temp and image file location directories are created and can be accessed. Make sure they are shared on the network, and all users can access and change the files.
The default locations are \\APM-XXXX\Frontier\FrontierTemp and \\APM-XXXX\Frontier\FrontierImages where the XXXX is your APM ID number.

Q: My order will send over to the PIC, but it just sits there with a status of 'Busy' or reports that 0 images are in the order.
A: Make sure the image file location as shown in the Setup Wizard is accessible over the network from the PIC. This may require installing the NETBEUI protocol and making sure that the PIC can access this folder without having to login to the network share using a username and password. The ,busy? indicator is the PIC reporting that it has received the order, but it cannot access the images. Make sure the Windows Firewall is turned off at the kiosk, and no other firewall applications are running. Alternatively, you can set the image file location as a directory on the PIC machine rather than the kiosk.

Q: My order comes over to the PIC and I can see the images, but for some reason certain sizes do not print. Where can I find a listing of the correct Fuji product codes for my machine?
A: Make sure that the right Fuji product codes are entered for each size in the printer configuration of the Setup Wizard. This applies to the Code and Border Code fields for each size in the product rendering settings. Please note that these values are case-sensitive, for example , '4x6' is different from '4X6.' Check the PrintSizes.txt file on the PIC, found in \\PIC\FES\datafiles\ for the correct codes to use or to add additional sizes for printing.

Q: I have multiple kiosks sending orders to the PIC, but the problem is the order numbers overlap, how do I prevent this from happening so I dont lose orders at the PIC?
A: You can change the order number on the kiosk by making modifications within the Registry. Please call or email support for the correct location to modify the next order number. Once you have instructions on this, make sure to keep the next order number to 4 digits and only make an incremental change such as a difference of 100 between the orders. This will help prevent the creation of other issues.