

Photogize

Q: I have my APM and/or Lab 50 software configured to use Photogize, but the products are not showing up correctly in Photogize.

A: This normally happens if the product names are different in Photogize. To fix this, compare the settings from your server.xml file, located in the polling folder for Photogize, with your configuration settings in the Setup Wizard. For more information on product configuration, please see [Appendix K](#).

Q: The APM and/or Lab 50 software is not sending my orders to Photogize. Why are they not getting there?

A: Either the XConnect feature is not set to auto-harvest, and/or the polling folder used by XConnect and the APM/Lab 50 software do not match.

Q: We have correctly setup everything on both the APMs/Photogize machine, but we cannot harvest orders.

A: Make sure that you are running version 2.1 or higher of the Photogize software.

Q: After creating the polling folder location, there was no server.xml file generated.'

A: You may need to completely close out of the Photogize software and re-open it to see the server.xml files

Q: We are getting an error when we try to print an order.

A: Make sure that the APM product codes match up with the names and/or products codes configured in Photogize.

Q: Photogize is timing out (or 'falling asleep').

A: You may need to adjust the timeout settings via the Setup Wizard. You may double the setting from the default value of 600 to 1200. Also, if you have any screensavers or power saving options turned on, you may want to try turning those off.

Lastly, if you go to the properties of the network adapter on your APM and/or Lab 50 machine, you can check the Power Management settings by right-clicking on My Computer and selecting Manage. Click on the Device Manager, then right-click on your network card to select Properties. In the Properties window, select the Power Management tab and uncheck the option "Allow the computer to turn off this device to save power".

Q: Xconnect gives the error theres an unprocessed order'.

A: This warning message comes on when there are orders that have not been printed. Once you clear the archive folder, it should disappear.