Konica DPOF Interface

Q: I have my interface set up, and orders are being placed correctly in the C:\QDIF-3\QDPRINT folder, but the Konica machine doesnt see any orders.
A: Be sure that the C:\QDIF-3\QDPRINT can be accessed over the network. Make sure that you can see it from the Konica machine, and all users can access and change the files.

Q: Orders are not transferring, even though I have everything set up correctly.
A: Be sure that the GEN CRT and VUQ NUM fields are set correctly for the printer configuration in the Setup Wizard. The default is KonicaR1SUPER for a R1, but if you are using a QD-21, these fields need to be set to Konica QD-21. Keep in mind that these fields are case-sensitive.

Q: My order transfers to the Konica, but there is a problem printing certain sizes
A: Be sure that each size in the printer configuration has the correct PCN name associated with it in the Setup Wizard. If the PCN name is not set correctly, the particular size will not print. Make sure that all sizes are accounted for and that all APM products have been assigned the correct print channel.