

# Hot Folder Interface

**Q: Can I set up a Hot folder anywhere on my network?**

A: Yes, as long as the APM and/or Lab 50 have read/write/modify access to the remote shared folder, it should be able to work.

**Q: You dont offer a direct interface to our minilab, how do we set up the APMs so we can receive orders in our minilab?**

A: You will need to configure the Generic Hot folder interface if you are using a PIC version below 2.64 or the Kodak DLS. Please see [Appendix L](#) for more information on configuring the Hot Folder Interface.

**Q: Can we create separate order folders within our hot folder setup?**

A: You can enable the Create Order Subfolder option by setting the value to True in the Setup Wizard. In version 5.0 and higher, you can also create order sub-folders based on the product type. Please see [Appendix L](#) for additional information.

**Q: Is there a way to change the filename that shows up in the Hot folder Interface?**

A: Use the macros in the File Name Templates in the Hot folder setup settings. Please see [Appendix L](#) for additional information.

**Q: The orders in the Hot folder are showing 'Glossy' in the filename. Since we dont offer the glossy surface, is there a way to change this setting?**

A: Use the macros in the File Name Templates to change the file name output.

**Q: After creating a Hot folder Interface, the APM gives an error/warning message 'Hotfolder: Could not create/verify the specified path \\XXXX\yyyyy' or 'Error: Printer of ID=Prn1 was not found'. What does this mean?**

A: This warning message means that the path of the Hot folder is incorrect or the folder doesn't exist on your network. The path should use the universal naming convention (UNC) to properly access the network folder. Check the location in the Setup Wizard, and make sure that the server name and folder share settings are correct. A typo in the path name usually causes this error.

**Q: We set up a hot folder on the APMs, but we cant see it across our network.**

A: Make sure the folder is shared, and other users on your network have access to modify the folder. The work group, folder permissions, and IP addresses specific to your network may need to be modified in order to connect to the folder over the network.

**Q: Every time we reboot our APMs, the hot folder we setup cannot be found.**

A: Make sure to use the computer name in the Setup Wizard as it may be that the network is setup to use dynamic IP addresses. If IP addresses need to be used for the folder path, make sure the machine hosting the hot folder is using a static IP address.

**Q: We can see the Hot folder across the network, but new orders are not getting sent to it.**

A: Double check the Hot folder settings to make sure that you have assigned products to it. Also, make sure that you have enough HD space on your host PC.

**\*Q: Our Hot folder orders have 'print failed' or xxxxx.err.**

A: Check that all of the product sizes are setup correctly to print to the Hot folder. For example, if you order a 5x7 but you didn't specify in the hot folder to print a 5x7, the order would have the .err extension. There should be a Canvas/rendering setting for each product, such as 4x6 Print, 4x6 Greeting Card and 4x6 Page.

**Q: Our Hot folder orders seem to take a long time to transfer over.**

A: You may set the option to render images to "false" in the Hot folder Interface setup to speed up order processing.

**Q: My APM orders are printed using the 'hot folder' driver. My APM is setup to delete orders after a certain number of days, will the files in the hot folder also be deleted?**

A: No, the images that are sent to the hot folder are not automatically deleted. These will need to be deleted manually.