

# Corrupted state.xml issue

If you are experiencing the following issues, you may have a corrupted state.xml issue in your lab 50 installation:

- Orders appear greyed out
- The option to save your login credentials is selected, but lab 50 loses them everytime the software is closed and re-opened
- Orders appear in lab 50, but you are not able to print them, and they do not display the normal order processing screens
- Please locate your local copy of the state.xml file, usually found in **C:\Program Files\Lucidiom Lab 50 7.0**, and open the file in Notepad.

If the file appears to be empty, replace your existing copy with the one found attached to this email. You will need to re-enter your lab 50 login credentials upon replacing this file.

Next, for any orders you still need to print, you will need to re-import them into lab 50 by copying them from **C:\Program Files\Lucidiom Lab 50 7.5\Import\Backup\*\*** to **C:\Program Files\Lucidiom Lab 50 7.5\Import\*\*** while the Lab 50 software is closed. Once you have done this, they will show up as if the orders were just placed on the units, and all new orders should work properly.

**\*\*Note:** These folder paths will differ if you chose a folder path other than the default path during the initial installation of Lab 50.

## State.xml file, right click and select "save target as" as for download

File	Modified
XML File state.xml State.xml file	Jun 06, 2011 by Russ McIver