

Corrupted state.xml Issue

Behavior and Issue:

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

- 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 (x86)\Photo Finale Print 50*", and open the file in Notepad. If it opens up and the contents of the file are blank, then the state.xml file needs to be replaced.

Fixing the Issue:

If the file appears to be empty, replace your existing copy with the one found attached to this email or Web Page below. You will need to re-enter your lab 50 login credentials upon replacing this file. This includes entering your proper dealer code. To enter your dealer code click the Switch Accounts button on the log-in page.

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