

## Custom QuickLabel Troubleshooting Image Processing Errors

**QUICK LABEL SYSTEMS**

The Labels You Want When You Need Them®

[www.QuickLabel.com](http://www.QuickLabel.com)



An Astro-Med, Inc. Product Group  
600 East Greenwich Ave.  
West Warwick, RI 02893 USA  
Toll-Free: 877-757-7978 (USA and Canada)  
Tel: +401-828-4000

[www.QuickLabel.com](http://www.QuickLabel.com)  
[info@QuickLabel.com](mailto:info@QuickLabel.com)

## Introduction

This technical bulletin is intended to serve as a guide for troubleshooting image processing errors that can occur with Custom QuickLabel v7.0.01 or newer. This document is for Astro-Med internal use only and not to be distributed to end-users or dealers.

## Image Processing Errors

Prior to CQL v7.0, bitmap images on a label design were displayed and manipulated at their full resolution. As CQL was developed to support higher-resolution 1200 x 1200dpi images for the Kiaro!, image display and processing was significantly delayed or failed altogether. CQL v7.0 Create now handles the display and processing of images at a lower fixed-resolution to resolve these issues, while still sending full-resolution images to the printer at print time. Any remaining image processing errors that would occur with v7.0 would give the same generic error dialog: *"The system has insufficient memory to handle your image."* making it difficult to isolate the reason for the error.

CQL v7.1 has enhanced error reporting to provide more specific error messages to help troubleshoot and isolate potential bugs. The new errors are as follows:

Error Title	Error Message
<i>Image Processing Error</i>	<i>Failed to open graphic. Failed to lock graphic handle memory. Failed to rotate graphic. This may be a result of insufficient system memory. Failed to scale graphic. This may be a result of insufficient system memory. Failed to crop graphic. This may be a result of insufficient system memory. Unknown Error.</i>
<i>Advanced Box Processing Error</i>	<i>The System has insufficient memory to handle your graphic.</i>
<i>Advanced Line Processing Error</i>	
<i>Oval Processing Error</i>	

In the event that an *Image Processing Error* occurs, there is likely a bug, since we now employ a technique for handling large images in smaller slices of the entire image. If an *Image Processing Error* occurs, it should be reported for investigation with the information noted at the end of this bulletin.

Ensure that the system meets the minimum system requirements before reporting any errors. Also, please be aware that even if the minimum system requirements are met, there could be a case where an image cannot be manipulated because there is not enough *contiguous* memory available to perform the manipulation. CQL is a 32-bit only application and can therefore only address up to 2Gb of memory. Even if a system reports that there is 2Gb memory available, this is no guarantee that the memory is contiguous. It is impossible to know how much contiguous memory is available at a given time because Windows applications will use and release memory as needed.

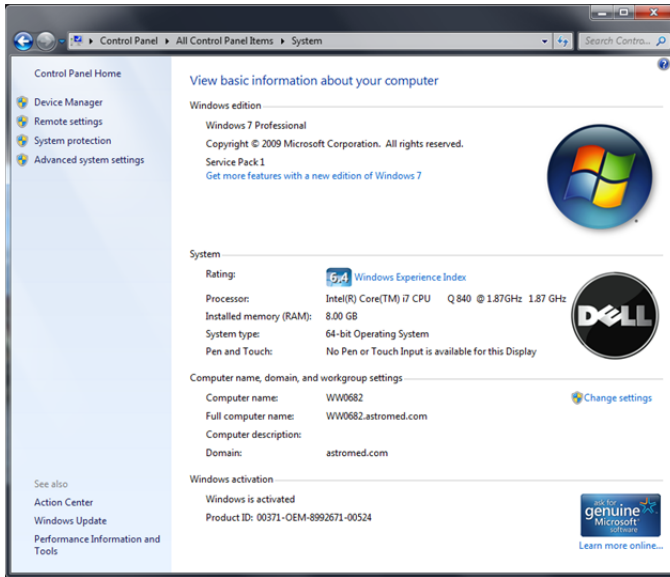
Another additional cause for an error is that custom rotation (i.e. other than 0, 90, 180, 270 degrees) is not supported with large images. If it is determined that an *Image Processing Error* occurs when a custom rotation is attempted on any bitmap image or advanced field, the user should be advised to perform the rotation using a graphics editing application such as Adobe Photoshop.

## Error in Print Manager

The specific error message: *"Failed to print label. The system has insufficient memory."* could occur in the Print Manager application when attempting to print a label. The user's memory usage and availability should be assessed in this case, and the user advised if an upgrade is needed.

## Reporting Image Processing Errors

- Provide all files including: label format(s), images, database, etc.
- Exact Title and Message for the error (as listed above). A screen capture of the error dialog is best.
- System specifications (architecture, OS version, RAM, etc.) All of this information is captured in the System Control Panel.



- System Memory Usage when Custom QuickLabel is not running. This information can be captured in the Task Manager.

