InventoryControl v7: The label printed from Adding on the mobile device is the wrong size

Jason - 2018-05-09 - Version 7

Symptom: When performing Add transactions in InventoryControlRF and having it print labels, the printer is sending the wrong page size, usually resulting in extra blank labels between each print.

Cause: When editing the Add, Receive Item Label for Mobile Device, it is placed into the same Labels directory on the client machine as the other labels that are printed from the pc. It needs to be manually copied to the service's label folder on the server machine.

Resolution: First, go to Labels > Add, Receive Item Label for Mobile Device. Make sure it has the proper Layout selected, and the correct printer selected on the Print tab, and is showing the correct page size for that printer. Save the label from the File tab.

Next, the label will need to be copied into C:\ProgramData\Wasp Barcode Technologies\WaspInventoryWindowsService\6.0.0.0\Labels on the machine that is running the Wasp Inventory Windows Service. If the server machine is different from the one where the label was edited, open the label from that folder after copying it to make sure the correct printer and page size is still selected. Select it and save the label again if not.

As soon as the label is saved, it takes effect, so the next label printed from the mobile device should reflect those changes. If not, verify that the device's ServiceInfo.config file is pointed to the correct server with the steps given in the following article (linked below in Related Pages): "InventoryControl: The server's name or IP address changed, but when we load the program onto the mobile device, it tries to use the old information"

Related Content

- InventoryControl: The server's name or IP address changed, but when we load the program onto the mobile device, it tries to use the old information
- InventoryControl: Configure mobile device label printing, when printer is not connected to the Inventory Service PC