Labeler v7 is not able to print on a Brother printer that worked with Labeler v6

Jason - 2023-01-19 - Version 7

Labeler v7 uses the newer XPS printer pipeline, and is incompatible with printer drivers that use the older GDI printer pipeline, notably Brother brand printers. This incompatiblity results in the Print tab showing a blank print preview, and the Print button in the toolbar to be inoperative. Labeler v6 was able to work with GDI printers.

Workaround 1: If the Brother website has a PCL5 print driver for your printer, you can install that and Labeler v7 may be able to print.

Workaround 2: Print to a PDF file, then print from your PDF viewer to the Brother printer.

Other Notes:

1. Set the default printer in Windows to a non-Brother printer. Any label files created when the non-Brother printer is the default should not exhibit the problem. It is not necessary to completely remove the Brother print driver.

2. Labels that were created while the Brother printer was set as default will still not work. This is because the printer info is still in the file. Attempting to copy elements from the old file and paste into the new file will cause the new file to exhibit the problem as well. Workaround:

   Labeler v7: unable to change current printer from a Brother printer:
   https://support.waspbarcode.com/kb/articles/958

3. If you need to be able to print labels to the Brother printer, this will be a two-step process, involving printing to PDF. You can use Adobe Acrobat or other PDF alternatives available from the internet, such as CutePDF. Print to the PDF printer and save the file, open it and print to the Brother printer.

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