Labeler v7: unable to change current printer from a Brother printer

Sicaro - 2023-01-20 - Labeler

Issue:

Labeler crashes or shows a blank screen when I go to the print tab (Common with Brother Printers) and I am unable to change printers.

Reason:

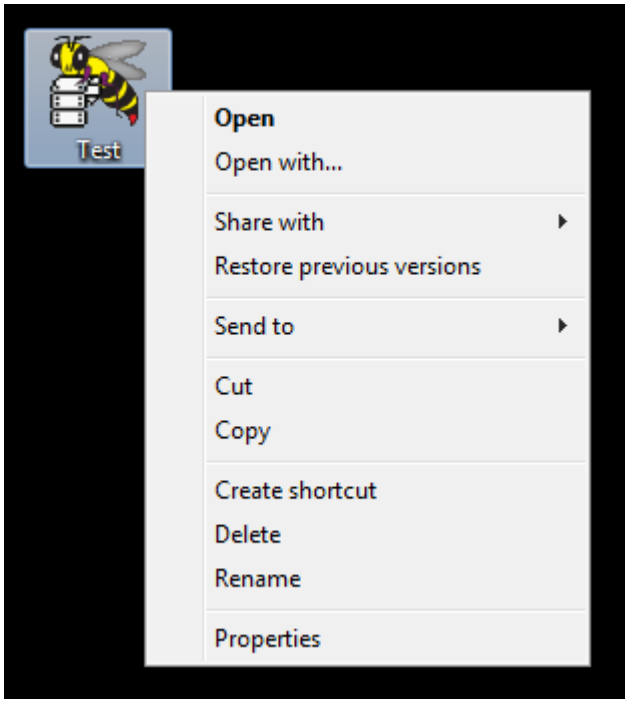
Labeler v7 uses the newer XPS printer pipeline, and is incompatible with printer drivers that use the older GDI printer pipeline, notably Brother brand printers. This incompatibility results in the Print tab showing a blank print preview, and the Print button in the toolbar to be inoperative.

Resolution:

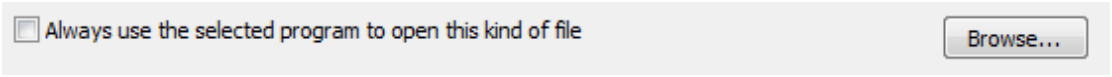
1. Save a copy of your label before performing this modification.

2. 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.

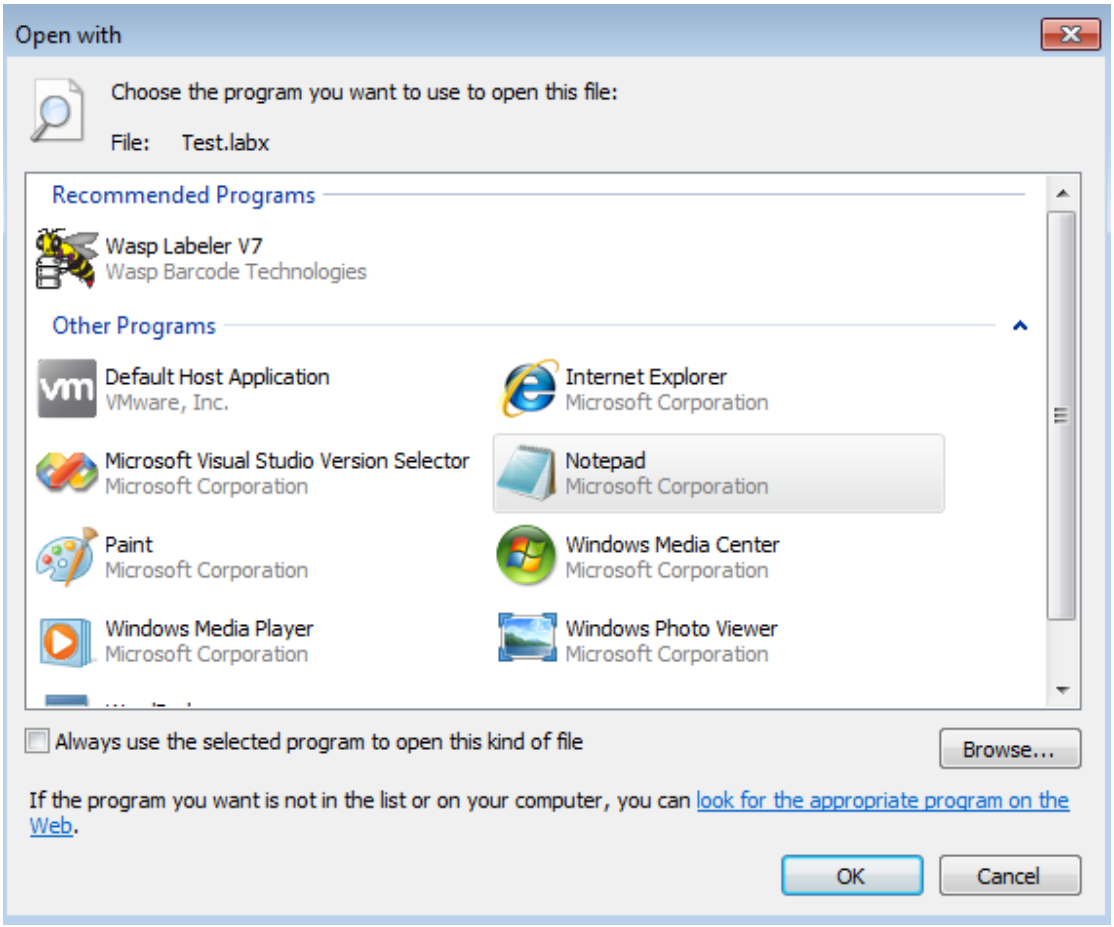
3. **Right click** the saved file and select **Open With**



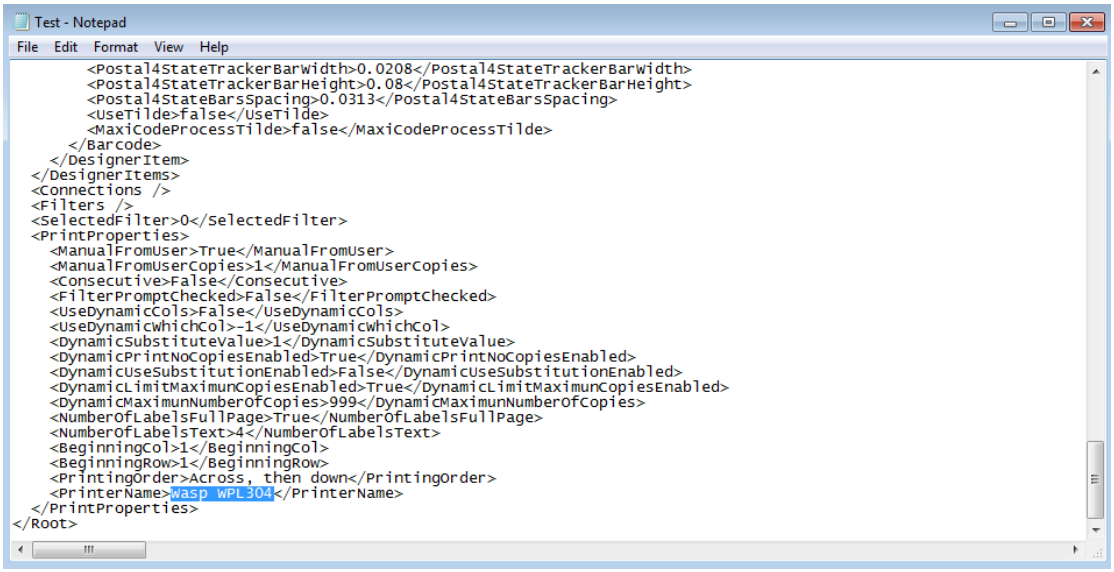
4. **Uncheck** the "Always use the selected program ..." check box.



5. Select **Notepad** and click **OK**.



6. Scroll to the bottom of the opened file and locate **<PrinterName>**.



7. Notice the printer name. Delete the printer name between <PrinterName> <\PrinterName> then **Save** and close the file.

Now open the file and select a new printer.

Related Content

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