Versaworks Troubleshooting

Installation: https://www.rolanddga.com/support/upgrades/versaworks-6

VW6 Supported models: https://www.rolanddga.com/support/upgrades/versaworks-6

<u>VW6 System requirements:</u> Page 7 on <u>installation guide.</u> Only Windows 8.1 & 10 supported.

Manual Updater: http://download.rolanddg.jp/en/cutting.html#vw (make sure file is unzipped).

Any error during installation:

When installing Versaworks, always make sure that you are installing the latest version. You need to be logged in with an account that has full Administrator rights. Make sure that Part 1, Part 2, and Part 3 of the installation files all match the correct name.

Sometimes if they have been downloaded multiple times, Windows will rename them as "copy". You can delete that from the name and then make sure that all 3 parts are in their own folder on the desktop. You can read the "Installation guide" for more details.

Installation Guide If you had an error on install, you might need to uninstall VW and then reinstall it; Go to Apps & Features > uninstall VW and Versaworks Profile Package if it is there. Then re-install VW from the link above.

"File Corrupt", Drag & drop files into que not working, and "The operating environment is not appropriate for Versaworks" Error:

Make sure that VW is up to date and verify that the account logged into the computer has full administrator rights. In some cases, the user does not have Admin rights, so you can give just VW Admin right following these instructions:

Make sure you are logged into the computer with an account that has full administrator privileges. Then click on the yellow folder on your task bar, on the top click on View, check hidden folder.



- 1. Click on this PC on the left and the Local Disk C Drive
- 2. Click on Program Data folder
- 3. Click on Roland DG Versaworks folder

4. Right Click on the VersaWorks Folder and go to properties. Click on sharing tab, then advanced sharing.

Make sure share this folder has a checkmark.



| VersaWorks Properties | | | | | | × |
|--|--|---------------------------|------------------------|-------------------------|-----------|---------|
| ieneral | Sharing | Security | Previous Ve | rsions | Customize | |
| Object name: C:\ProgramData\Roland DG VersaWorks\VersaWo | | | | | | |
| Group or user names: | | | | | | |
| SCREATOR OWNER | | | | | | |
| S S | STEM | - (TO A) (I T | D. A. Justic Laborator | | | |
| | ministrator | 'S (ISAVLI /IT\Users) | VAdministrato | rs) | | |
| | | | | | | |
| To change permissions, click Edit. | | | | | | |
| Permissions for Administrators Allow De | | | | | v Den | iy |
| Full control | | | | \checkmark | | ^ |
| Modify | | | | | | |
| | | | | \sim | | |
| Read | d & execut | e | | Š | | |
| Read List f | d & execut older conte | e ents | | \sim | | |
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| Read List f Read Write For spe click Ad | d & execution older control d cial permis dvanced. | e ents isions or ad | vanced settin | √ √ √ √ gs, | Advance | v ed |

5. Click on the Security Tab

6. Click Edit & make sure that full control is checked for all users. Sometimes if you are having issues with Versaworks that seem to just have happened overnight, it could be that a windows update caused some issues. You can try to re-initialize VW. For that you need to Right click on VW if it is in the desktop and then

select Open File location. You can right click on the "Initialize Application" and run that as



Administrator.

NOTE: Initializing the application this way will delete any jobs in the ques and the printer will need to be reconnected to VW once you open it again.

Also, sometimes VW will need to be uninstalled & re-installed if the issue is not resolved.

Versaworks Text is too small.

Right Click on Versaworks > Properties > Compatibility > Change High DPI Settings > Check the box to "Override High DPI scaling behavior" > Select System from the drop down. This can address issues where some parts of windows are cutoff Or do not fit in the screen as well.

"Not enough memory" Message appears.

Inside Versawors go to Edit > Preferences >

You can slide the memory amount to max.



| 🖉 VersaWorks | \times | | | | | |
|-----------------------------------|---|------------------------------------|--------|--|--|--|
| Security General | Details Shortcut | Previous Versions Compatibility | | | | |
| If this program try running Ve | i ent working correctly o rsaWorks Properties | n this version of Windows | × | | | |
| Run cc How do I | noose the high DPI setti Program DPI | ngs for this program. | | | | |
| Compati Run Windou | Use this setting to fix scaling problems for this program instead of the one in Settings Open Advanced scaling settings | | | | | |
| Settings | A program might look blurry if the DPI for your main display changes after you sign in to Windows. Windows can try to fix this scaling problem for this program by using the DPI that's set for your main display when you open this program. Use the DPI that's set for my main display when | | | | | |
| 8-bit (2) | I signed in to Windows | | | | | |
| 🗌 Run 🗌 Regi 🔶 | | | | | | |
| C | System | ~ | Cancel | | | |
| Chi | ОК | Cancel Apply | | | | |

Upgrade Your Production

VersaWorks 6 features five print queues, new color matching tools, and the ability to nest up-to 86 jobs. Available for the following Roland DG printer models, current users of VersaWorks Dual and previous versions of VersaWorks can upgrade to the latest VersaWorks for free.

Eco-Solvent Printers and Printer/Cutters

- XR-640
- SG2 Series
- VG2 Series
- LEC2-300
- LEC-540/LEC-330
- SG Series
- VG Series
- VS-640i/540i/300i
- SP-540/SP-300i
- BN-20
- VF2-640
- EJ-640
- RF-640

Installing VersaWorks

System Requirements

| Operating system (OS) | Windows 10, 8.1 (32-bit edition/64-bit edition)*1, *2 |
|--|--|
| Processor | 2.0 GHz or faster Intel Core 2 Duo recommended |
| Memory | 2 GB or more recommended |
| Video card and monitor | A resolution of 1,280 x 1,024 or more |
| Free hard-disk space required for work | 40 GB or more recommended |
| Hard disk file system | NTFS format |
| Optical drive | DVD-ROM drive |
| | Ethernet port*3 |
| Other requirements | USB port*3 |
| | To use Roland@NET: Internet connection and web browser |
| | |

*1 The 32-bit application can be installed on the 32-bit edition of Windows. The 64-bit application can be installed on the 64-bit edition of Windows. The application cannot be installed if the number of bits differ between Windows and the application.

*2 The Job Assistant function is only enabled on the 64-bit edition of Windows.

*3 A port that matches the interface of the model you are using is required.

UV Printers and Printer/Cutters

- LEF-300
- LEF-200/LEF-20
- LEF-12i/LEF-12
- LEJ-640
- LEF2-200
- LEF2-300

Cutters

- GX-24
- GR-640
- GR-540
- GR-420
- GX-300
- GX-400
- GX-500
- GS-24