

## EMPTY FILE ERROR

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### WHAT THIS GUIDE IS ABOUT

This guide is designed to help outline some troubleshooting steps for the “Empty File” error occurring when the user is attempting to print their project to the Universal Control Panel (UCP).

This errant behavior can also result in an empty page being sent to the UCP instead of receiving the error message, to correct this follow through the same troubleshooting steps as outlined in this guide.

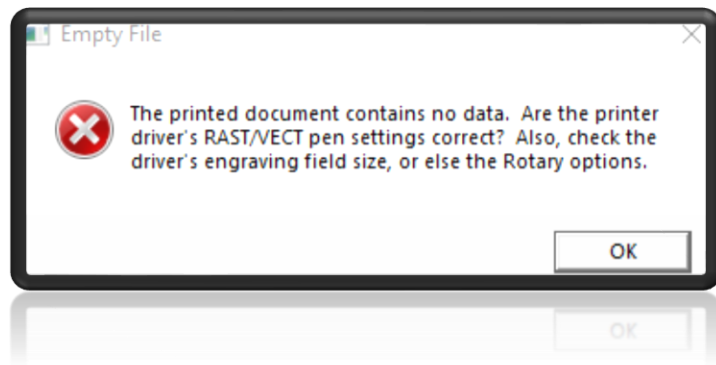
This guide assumes the user has basic knowledge of their chosen graphics software and the UCP.

If you have run through the settings outlined in this guide and are still unable to rectify the error, please contact LST Support department for further steps.

If you require further help with the information contained in this guide, please contact the LST Group support department at [support@lstgroup.com.au](mailto:support@lstgroup.com.au)

### THE PROBLEM

The “Empty File” error can be caused a few different reasons, it presents with the error when trying to print a document to the Universal Control Panel (UCP).



### DOCUMENT SIZE

The error can occur when the document size within your graphics program is different to that of the bed size of your Universal Laser machine, this usually happens when selected objects for lasering are “OFF” the page when sent to the UCP.

To correct this error ensure your working area within the graphics program matches that of the Universal Laser System you are using.

### SKIPPING COLOURS

When sending jobs through to the UCP, it is possible to choose the function of each of the RGB colours you have created in your project. It is also possible to skip any colour you require, this is useful in creating templates and jigs when designing your projects.

This becomes a problem when all the colours in your project have been skipped and therefore there is nothing to send through to the UCP resulting in the error. To correct this behavior, always ensure you are sending through at least one colour to the UCP.

**CONTACT US**



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