

Common Troubleshooting Issues:

Problem: I can't find my RAP confirmation email.

Solution: Check the Spam folder. Search for messages from "no-reply@reflektech.com". If the email is still not appearing, confirm that the customer is comfortable with their password being changed and manually trigger another automated email.

Problem: My RAP disappeared.

Solution: Tell the customer to reinstall and add an antivirus exception, or restore from their quarantine chest.

Problem: My RAP says to update.

Solution: Give the customer the current software installation link. Have them uninstall their current installation before installing the new one.

Problem: I can't log in to RAP.

Solution: Make sure the customer has a RAP account. If one is not present, verify their customer status and, if customer, create account. If they have an account, walk the customer through the Forgot Password workflow. If this fails or the customer is unwilling, reset their password by sending an additional automated email.

Problem: My RAP does not recognize my plotter.

Solution (Windows): Check the connection method. Supported methods are network and USB; serial is not supported. Then, check to make sure the plotter drivers are installed. If so, the plotter will usually show up as a printer in the "Printers & Scanners" dialog for Windows. If the drivers are not installed, ask the customer for their plotter make and model. Search the internet for their model's drivers, and follow the instructions to install the drivers making sure any zip files are extracted before their contents are run. **Be sure to explicitly follow all instructions. This includes items such as having the plotter connected to the computer via USB but unplugged from power.** Once the installation is complete, RAP should recognize the plotter.

Solution (Mac): Follow the Mac RAW printer setup instructions.

Problem (Windows): I own a Graphtec and installed my drivers, but RAP still isn't recognizing the plotter.

Solution (Windows): There is a common bug where a failed Graphtec driver installation causes "USB Printing Support" to appear in the "Devices and Printers" or "Device Manager" dialogs. If this appears it means that the driver installation failed. First, uninstall the driver by right-clicking it in device manager and selecting "Properties"; then, select the "Hardware" tab and click the "Properties" button. Click the "Change settings" button, then "Uninstall". Once this is completed reinstall the drivers. If it fails again, make sure all steps are completed explicitly as instructed during the installation process, then try repeating the process with a restart between the uninstallation and reinstallation. Make sure the zip file is extracted before installation.

Problem (Windows): I do not own a Graphtec and installed my drivers or they are not available, but RAP still isn't recognizing the plotter.

Solution: We may not support the plotter in question. Ask the customer for their plotter make/model, and search for its manual or specifications. Look for a section referring to "command" or "language"; if HPGL or HPGL-2 is not supported by the plotter we probably do not support it. In this case if the customer is able to get us in contact with the plotter manufacturer and they agree to provide us an SDK we may be able to support it in future.

Problem: My RAP recognizes my plotter, but it is not printing.

Solution: This has multiple causes. The most common is that the plotter is not set to receive HPGL commands. Ask the customer for their plotter make/model. Search for the manual. Look for a section referring to "command" or "language," which might cover how to change the command language. Follow the steps shown to change the expected input to HPGL or HPGL-2. Have the customer attempt a test cut, i.e. a mirror piece or something similarly small.

Problem: I get "OFF SCALE" error when printing.

Solution: This is most commonly caused when the print area sent to the plotter is larger than its perceived cutting area. Check to make sure the customer has the same or larger size film roll loaded as their print area selection in RAP. Then, check to make sure the customer's axes are aligned correctly (On a 60"x50' roll, the x axis should be along the 50' length of the roll, and the y axis should be along the 60" side. The origin should be on the right side of the plotter if it is rear fed and the bottom left of the software print area). Then, check to make sure their rollers are spaced appropriately such that the cut data does not overlap with their outer roller placement. Lastly, check if Pre Feed is on; if it is, have them disable it and try again.

Problem: When I print, the entire roll is fed out and the film is wasted.

Solution: Pre Feed is on. Walk the customer through the steps outlined in the manual for their make/model to disable Pre Feed.

Problem: When I print, long cuts do not align when they are completed and the film is wasted.

Solution: The grit roller force is insufficient. This is a plotter issue; refer them to their manufacturer.

