

Labelwright® Client

Operator Reference

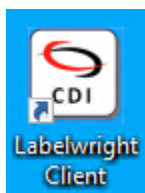
Program Version: B 3.0

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Launching the Client

The Labelwright® Client is usually configured to start immediately with user login. However, if this is not the case or if the application has been closed, it can often be launched again from the shortcut on the desktop. The shortcut will look like the image below.



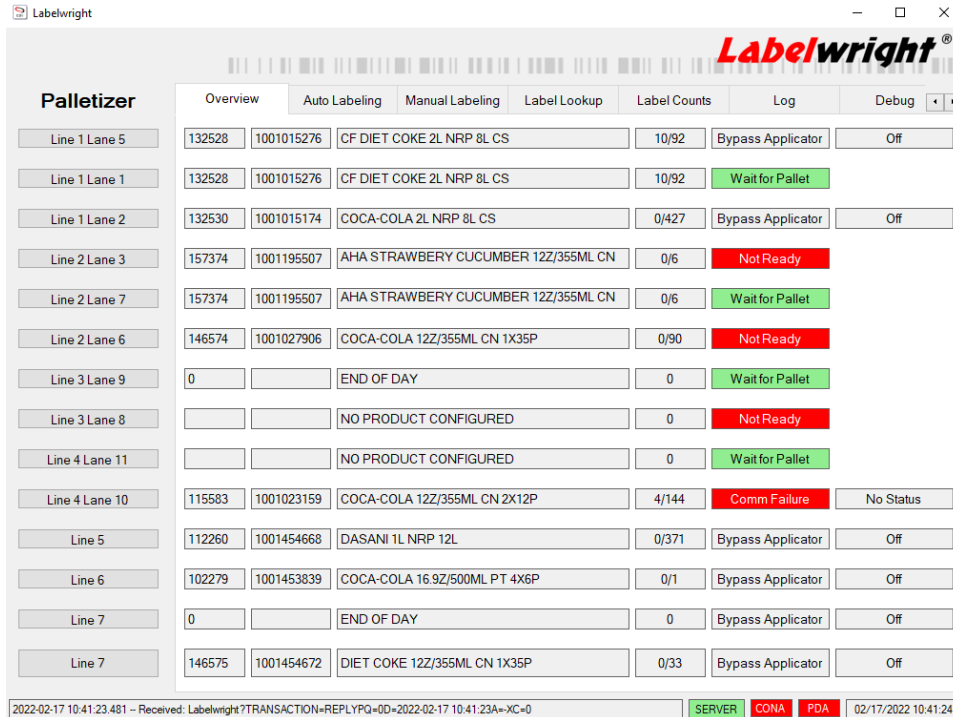
The shortcut may be named slightly different if it includes the name of the labeling area it is meant to be run at. For example, it may be named “Labelwright Client Line 1” if it configured to be run at Line 1.

Some configurations of the system running the Labelwright® Client may show a menu of applications to launch instead of a traditional desktop. In this case, the appropriate client for the given location should be selected from the list.

In situations where the computer running the client is locked or if the icon for the Labelwright® Client is not seen, a reboot of the computer may be necessary.

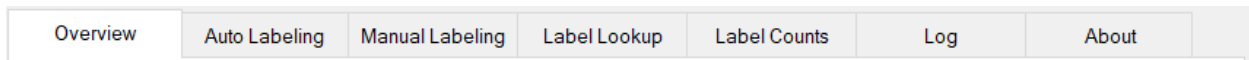
Navigating the Client

Shown here is an example of the main Overview page you will see when opening the Labelwright® Client:



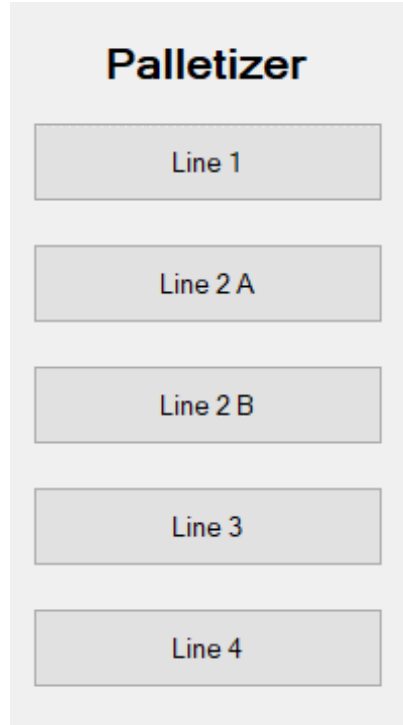
Below, we will explore the navigational options available on the screen.

The client uses a tabbed layout to switch between the main functions, as shown here:



This menu is always available and is displayed just below the application logo at the top of the window. It shows the user which tab is active. Clicking on a particular tab will display that screen.

Palletizer selection is a set of buttons for choosing which palletizer or labeling area is active:



This set of buttons is always available on the main window and is displayed on the left side of the application window. There is a button for each palletizer or labeling area configured for this client. When a palletizer is active, the operator can view details of its current production run, change its current order, print labels to be associated with that palletizer, or search its recently printed labels. The button will show a light-blue highlighting to signal which is the current selection.

System Status Displays

Footer Display



2021-01-04 11:49:22.794 -- User printed 1 manual label(s) for product number 121751 SERVER CONA PDA 01-04-2021 12:07:12

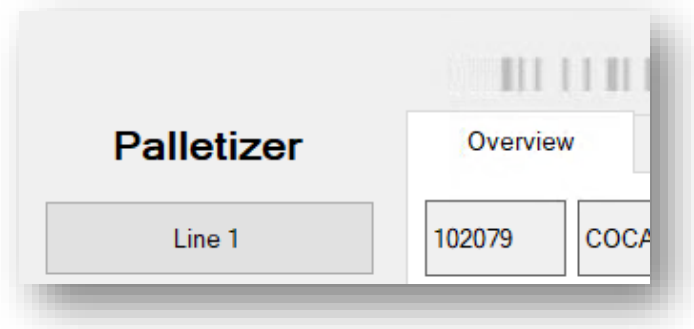
This display is always shown at the very bottom of the application. From left to right, the displayed data is the last log message written by the client, the connection status to the server, the server's connection status with SAP/CONA, the status of publishing to the PDA cloud, and the system time on the local computer. This display may omit the CONA and PDA status icons if those services are not configured.

The SERVER, CONA, and PDA icons will be green when no problems are detected. The CONA icon will be yellow if uploads are successful, but error responses are received. The CONA icon will be red if uploads fail, or the service is unreachable. The CONA icon will always display the status of the last communication and will not update until the next attempt. The PDA icon will turn red if the Solve Publisher application appears to have stopped or cannot keep up and yellow if the application is in recovery. The SERVER icon will be red if it is unresponsive.

Header Display

A notice appears in the upper-left corner of the Labelwright® Client window when there is an issue that requires attention on at least one of the label controllers. If more than one issue exists, the most severe will be displayed. When there are no issues detected, the display disappears. More specific information about an error appearing in the alert display can be viewed on the Overview Screen and the Labelwright® Label Controller HMI.

Normal Condition



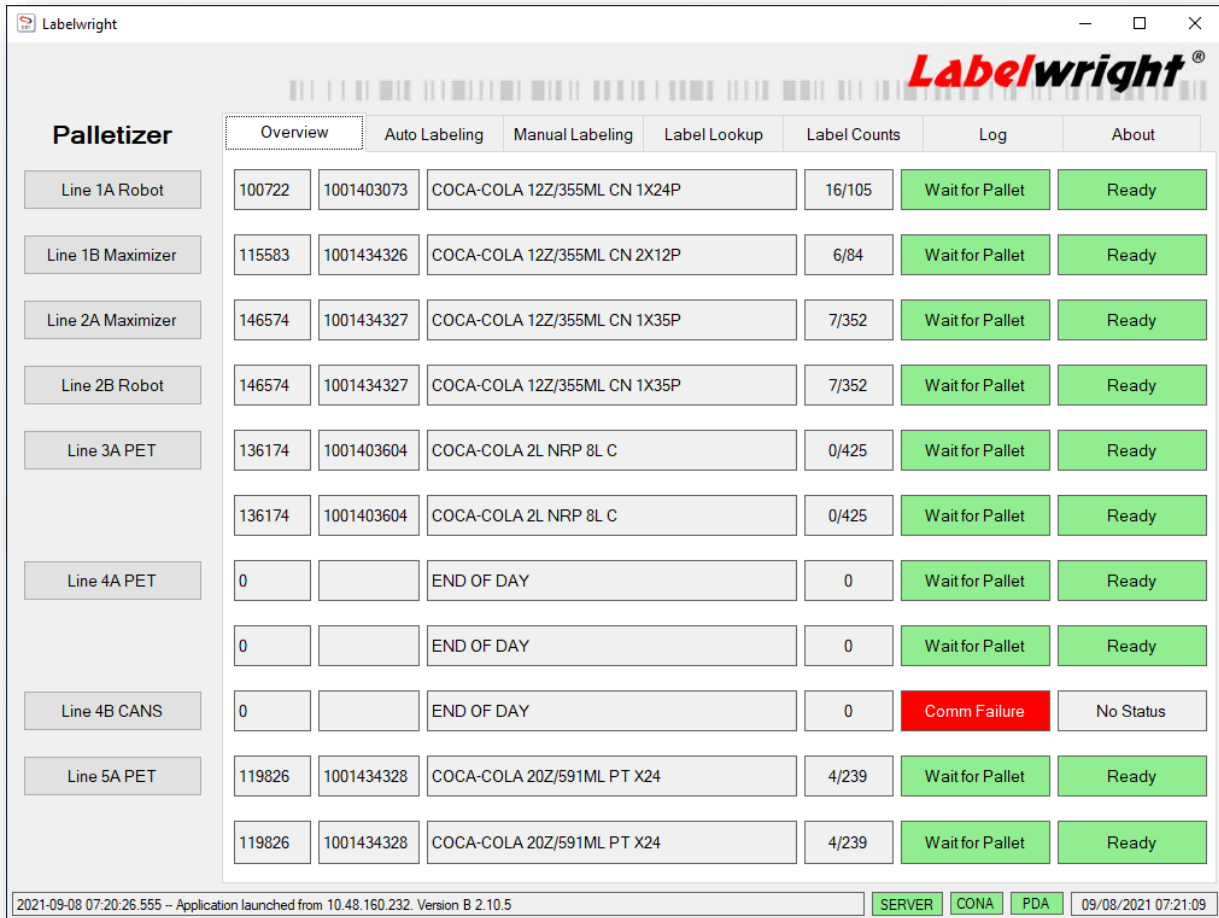
Error Condition



Summary of Screens

The following set of images shows examples of what can be found on each screen in the application.

Overview Screen



This display shows basic current information about all lines that are configured for this client. From here, the application quickly shows what products are running, the current order, the progress of the run, the current step in the labeling process, and the overall status of the labeling controller. The progress displayed is the count of pallets labeled, and the number of pallets expected based on the current order (if applicable). Together, the step and status information in the final two columns will show the current stage in the labeling process and the overall status of labeling. The status column will only be visible when a Labelwright® controller is present.

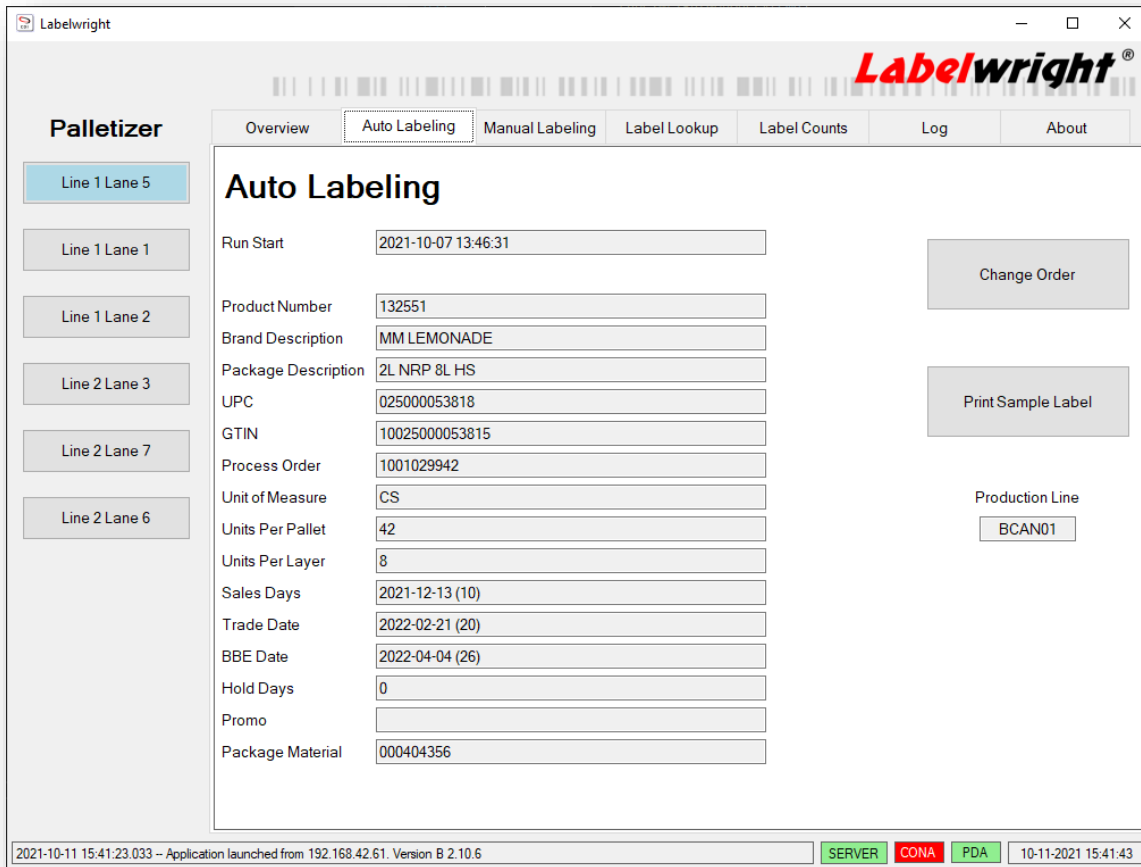
If the client becomes disconnected from the server, in addition to the server indicator turning red (as explained in [System Status Displays](#)) the run data and controller status data will be cleared from the display.

Labeling Step	Description
Bypass Applicator	Label controller not in auto. Pallets are allowed to bypass the applicator without labeling, while ensuring the Tamp is in the Home position. *
Waiting for Pallet	Label controller waits for the next pallet.
Request Label	Label controller requests a label.
Label Requested	Label controller requested a label.
Wait for Label	Label controller waits for the Apply Ready signal from the applicator, which signals the fact that a label printed.
Apply Label	Label controller triggers the applicator and monitors “Tamp Home” signal to see it transition off and on. This indicates that the label has been applied.
Discharge Pallet	Label controller has completed the labeling cycle and is waiting for the pallet to leave the labeling area.
Validate Label	Label controller is using a scanner to make sure the printed label is valid.
Not Ready	A pallet arrived but the applicator is not online, the tamp is not home, or another label is present on the tamp pad.
Timeout	The system took too long to receive or apply the label.
No Read	The printed label was not able to be verified during the “Validate Label” step.
Short Pallet	Label controller received a signal from the conveyor control system to label a pallet, but the height photo eye was not blocked.
Comm Failure	The Labelwright® server is unable to communicate with the label controller; this status could be caused by a networking failure or a power failure to the controller.

*Note on Bypass Applicator: It is possible to put the controller into a special “Hardware Bypass” mode. In this case pallets may move freely regardless of the tamp status. Enabling this mode requires a special login on the label controller HMI.

Labeling Status	Color	Description
No Status	Gray	Either the label controller does not support status messages, or the status cannot be read.
Off	Gray	The label controller is in the “Bypass Applicator” step.
Ready	Green	The label controller is in auto and there is no other message to report.
Label Low	Yellow	The label controller is in auto and the applicator is reporting that the label stock is low.
Error Last Pallet	Orange	The label controller is in auto and the last pallet experienced an error during labeling that has been recovered from. Consult the Labelwright® Controller HMI to see the specific error encountered.
Action Needed	Blue	The label controller is in auto and there is an expected situation that requires manual operator intervention.
Error	Red	The label controller is in auto, but is unable to proceed without manual operator intervention due to an error. Consult the Labelwright® Controller HMI to see the specific current error.

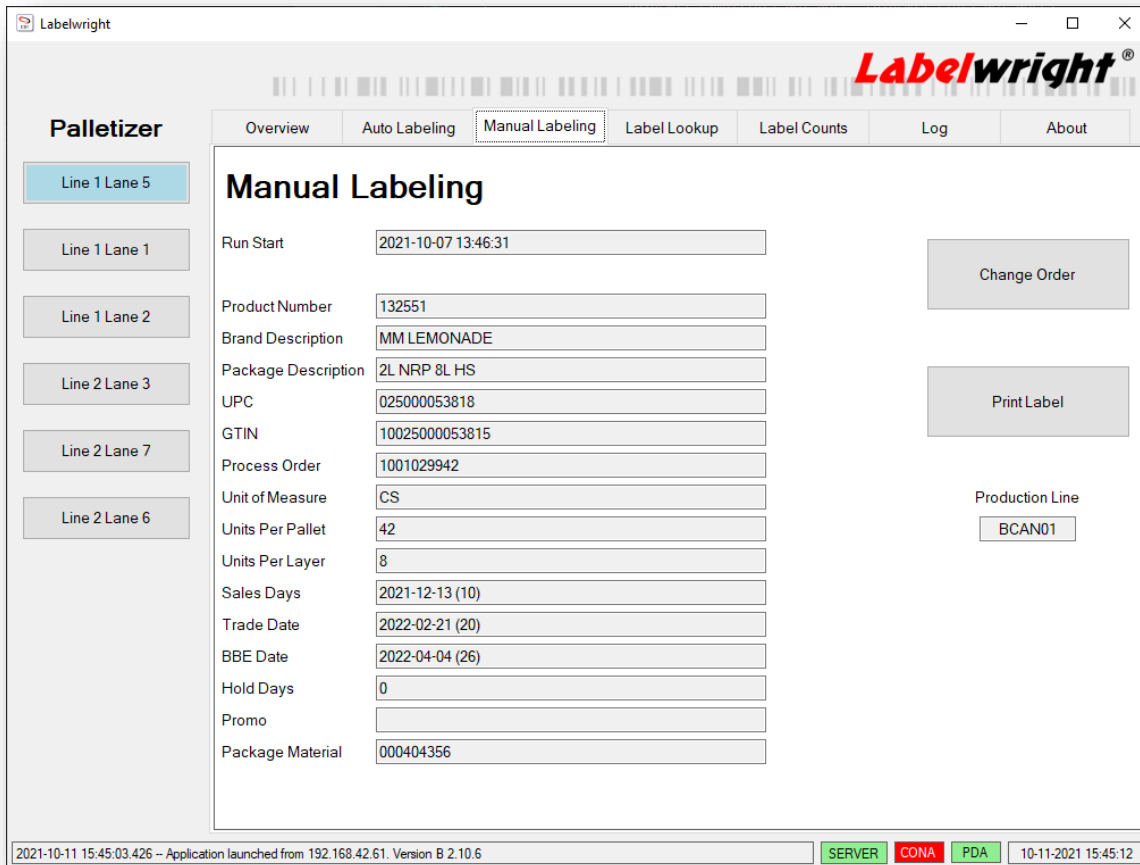
Automatic Labeling Screen



This display shows the user detailed information about the currently configured product for the selected palletizer (which is shown by the button highlighted with light blue). [Changing the Order](#), [Editing a Product](#), and [Printing a Sample Label](#) are started from this screen. More info on these three functions can be found later in the manual. Any changes made by these actions will affect the currently selected palletizer.

The displayed data may vary based on configuration. Data that is editable may also vary based on configuration. Date data displayed shows the calculated date followed by the value used to make the calculation in parenthesis; this value in parenthesis can be hours, days, or weeks depending upon the configuration of the system.

Manual Labeling Screen



Labelwright

Overview Auto Labeling **Manual Labeling** Label Lookup Label Counts Log About

Palletizer

- Line 1 Lane 5
- Line 1 Lane 1
- Line 1 Lane 2
- Line 2 Lane 3
- Line 2 Lane 7
- Line 2 Lane 6

Manual Labeling

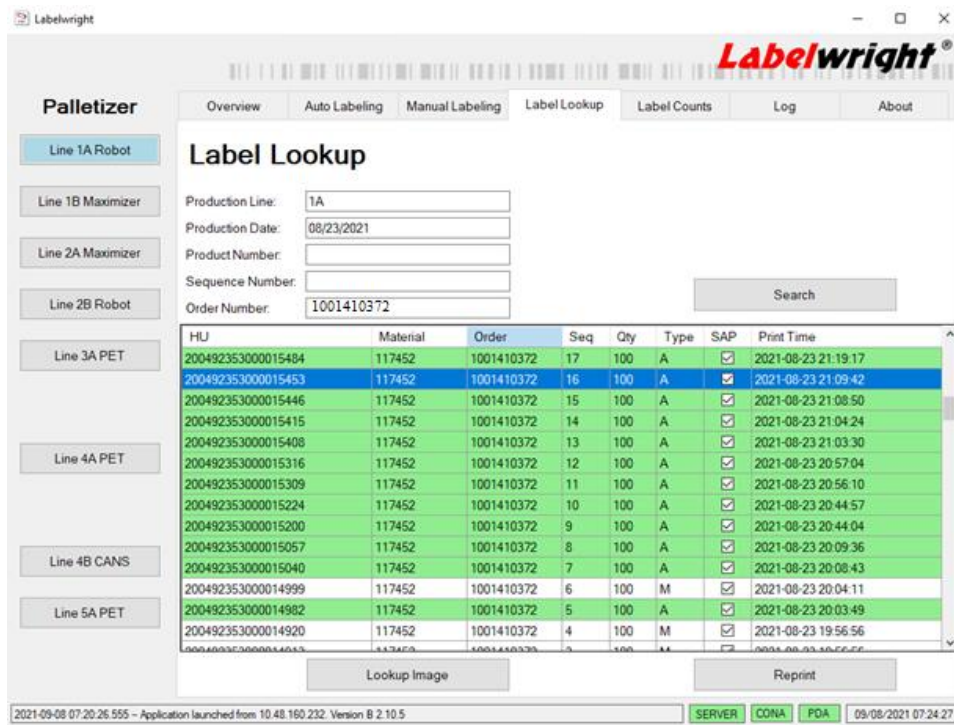
Run Start	2021-10-07 13:46:31	Change Order
Product Number	132551	
Brand Description	MM LEMONADE	Print Label
Package Description	2L NRP 8L HS	
UPC	025000053818	Production Line BCAN01
GTIN	10025000053815	
Process Order	1001029942	
Unit of Measure	CS	
Units Per Pallet	42	
Units Per Layer	8	
Sales Days	2021-12-13 (10)	
Trade Date	2022-02-21 (20)	
BBE Date	2022-04-04 (26)	
Hold Days	0	
Promo		
Package Material	000404356	

2021-10-11 15:45:03.426 -- Application launched from 192.168.42.61. Version B 2.10.6

SERVER CONA PDA 10-11-2021 15:45:12

This screen functions very similarly to the automatic labeling screen. The process of [Changing the Manual Order](#) here follows many of same steps as changing the product on the automatic labeling screen. The difference in this process, however, is that a product change here will not affect automatic labeling. Also on this screen, there is a button to [Print a Manual Label](#) in addition to the same editing functionality found on the automatic labeling screen.

Label Lookup Screen



This screen gives some basic insight into previously printed labels. In addition to the information shown in the example screenshot above, the bottom buttons [Lookup Image](#) and [Reprint](#) are actions available from this screen as well.

There are options for filtering the search by line, date, product number, sequence number, and order. These search parameters may also be left blank. Clicking the **Search** button will load the relevant list of previously printed labels based on any filters given.

Highlight Color	Explanation
Blue	The label currently selected. Image lookup and reprint will use this label.
Green	Successful validation exists for this label.
Red	Validation has failed on this label and there is no subsequent successful validation.
White	Validation has not occurred for this label.

Column Name	Explanation
HU	The unique identifier or SSCC number for the label.
Material	The product/material number for the label's product.
Order	The order number associated with this label.
Seq	The sequence number printed on this label.
Qty	The quantity on the pallet based on the product's unit of measure.
Type	The print type of this label. "A" refers to an automatic label and "M" is manual.
SAP	When checked, this label's data has been sent to SAP without errors.
Print Time	The time and date when the label was generated by Labelwright®.

Label Counts Screen

Label Counts	
Label Requested	195
Not Labeled - Short	3
Not Labeled - Not Ready	0
Not Labeled - Off	0
Not Labeled - No Label	0
Not Labeled - Other	5
Total Pallets	206
Auto Labels	195
Manual Labels	9
Total Labels	204
Auto Labels Verified	195
Auto Reprints	0
Manual PLC Reprints	0
Manual PC Reprints	0
Sample Labels	4

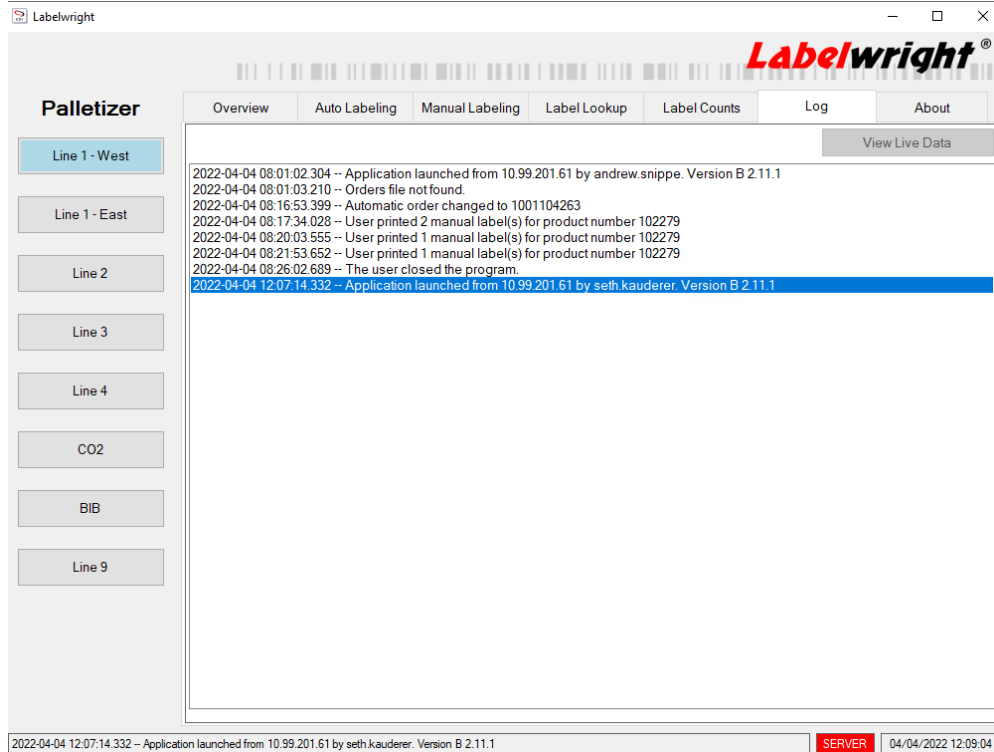
Note:
The displayed numbers refer to the currently selected labeler for the past 24 hours.
These numbers will refresh every 60 seconds.

2021-09-08 07:20:26.555 -- Application launched from 10.48.160.232. Version B 2.10.5 SERVER CONA PDA 09/08/2021 07:26:59

This screen shows basic performance data for the selected applicator from the past 24 hours of labeling. The table below gives a brief explanation of the fields. In the absence of a Labelwright® Label Controller, many of these fields will not be supported.

Count Description	Explanation
Label Requested	Any time an automatic labeler requests a label.
Not Labeled – Short	The label controller received a signal for a pallet, but the height photo eye was not blocked. Pallets like this are expected to be seen at the end of a production run. No label request is made in this situation.
Not Labeled – Not Ready	The label controller detected a pallet, but the system did not have a green light. No label request is made in this situation.
Not Labeled – Off	The label controller detected a pallet but was not in auto. No label request is made in this situation.
Not Labeled – No Label	The label controller requested a label but did not detect that one was sent to the automatic labeler.
Not Labeled – Other	Any other situation where a pallet did not receive a label. This can include validation failure or manual release among other scenarios.
Total Pallets	The total number of pallets seen as reported by the label controller. This is not necessarily the sum of the fields above.
Auto Labels	The total number of label requests the label controller has made. This includes both new labels and reprints.
Manual Labels	The total number of label requests (both new and reprint) that were triggered by an operator. This includes both from the Labelwright® Client and from the Labelwright® Controller HMI.
Total Labels	The total number of labels printed from any source that are either a new label or a reprint.
Auto Labels Verified	The number of automatic labels that had a successful validation.
Auto Reprints	The number of reprint labels triggered automatically by the label controller.
Manual PLC Reprints	The number of reprint labels triggered by an operator from the Label Controller HMI.
Manual PC Reprints	The number of reprint labels printed by an operator from the Label Lookup tab on the Labelwright® Client application.
Sample Labels	The number of sample labels printed.

Log Screen



This screen shows recent log messages that have been generated by the client. By default, this display will show the most recent log, which may move the displayed lines. When the user scrolls in the view, this automatic scrolling is disabled but may be enabled again by clicking the View Live Data button.

About Screen



This screen displays basic application data and contact info for support providing the ability to [Get More Help](#).

On systems that support it, an “Open Manual” button is available. The button will call up this document for view within the Labelwright® Client application.

Summary of Actions

The actions described in this section entail the range of operation for the Labelwright® Client application.

Changing the Order

This process is triggered by the “Change Order” button on the Automatic Labeling screen. When complete, the labels that are applied by the automatic labeler for this labeling location will be updated to reflect the newly selected product.

- 1) Press the button associated with the palletizer that will start labeling a new product.
- 2) Select the Auto Labeling tab.
- 3) Click the “Change Automatic Order” button.
- 4) Select the desired options.
 - a. Most installations are set up to require the selection of an order. The list of orders will be filtered to only show applicable options for the selected area. Selecting an order will automatically select the associated product.

Search:

	Start Date	Process Order	Product Number	Package Description	Order Quantity
▶	2021-02-11	END OF DAY	0	END OF DAY	0
	2021-01-08	1001014797	146574	12Z CN 35P_COKE	11160
	0001-01-01	1001014798	146575	12Z CN 35P_DT COKE	9419
	0001-01-01	1001015072	100722	12Z CN 24P_COKE	6875
	0001-01-01	1001015074	115584	12Z CN 12FP_DT COKE	9158
	2020-06-25	1001015208	123704	12Z CN 24P_DR PEP NKO	5132
	0001-01-01	1001015266	115583	12Z CN 12FP_COKE	2292
	2020-06-25	1001015267	117603	12Z CN 12FP_DR PEP NKO	7700
	2020-06-26	1001015328	100724	12Z CN 24P_DT COKE	4579
	2020-06-25	1001015392	147649	12Z CN 35P_COKE 7BO SGR	10047

Cancel

OK

- b. Some installations will not have orders available or will have a “NO ORDER” option available during order selection. In these cases, select the desired product from the product selection screen.

Search:

	Product Number	Brand Description	Package Description
▶	100278	COCA-COLA	12Z/355ML CN 4X6P
	100281	DIET COKE	12Z/355ML CN 4X6P
	100287	SPRITE	12Z/355ML CN 4X6P
	100295	MELLO YELLO	12Z/355ML CN 4X6P
	100304	FANTA ORANGE	12Z/355ML CN 4X6P
	100328	BQ ROOT BEER	12Z/355ML CN 4X6P
	100722	COCA-COLA	12Z/355ML CN 1X24P
	100724	DIET COKE	12Z/355ML CN 1X24P
	100725	CF DIET COKE	12Z/355ML CN 1X24P
	100933	COCA-COLA	12Z/355ML CN 1X20P

Cancel

OK

- 5) The newly selected order and product will now be shown in the Automatic Labeling screen.

Note on Order Data

If the selected order had been previously active and at least one label was printed at that time, Labelwright[®] will load previously configured product data instead of product data from the normal data source. In other words, any edits previously made (see [Editing a Product](#)) will be preserved and default values will be ignored.

These product data edits are not preserved for new orders using the same product. New orders always populate the data found in the product data source. If the source for product data is erroneous, the correct course of action would be to fix the data source outside of the Labelwright[®] client.

Note on Date Calculation

The BBE date for the order is calculated at the time the order is selected. This calculation is based on the time of order selection and the duration data from the product data file. For example, the same order would receive a different BBE date depending on whether it is started on a Sunday versus the following Monday. Once a label has been printed for a particular order, the BBE date will remain constant for the duration of the production run regardless of whether the order continues past midnight on any day.

In addition, the day code printed on the label as part of the BBE date is calculated at the time of label creation. This means that if an order runs past midnight on any day, the day code will be different on the pallets at the end of the run versus those at the beginning.

Note on Promo/Hold Days

The promo code is used to denote a special event that the product is being packaged for, such as a special bottle for a Super Bowl for example, while the hold days pertains to the number of days that a product must be held in the bottling facility until shipping. Promo and Hold Days use the same field on the label, but Hold Days will always supersede the promo code.

Note on Order Options

The orders available for selection are filtered by line. The Labelwright[®] Client may be configured to include orders for other lines, but this is not the default.

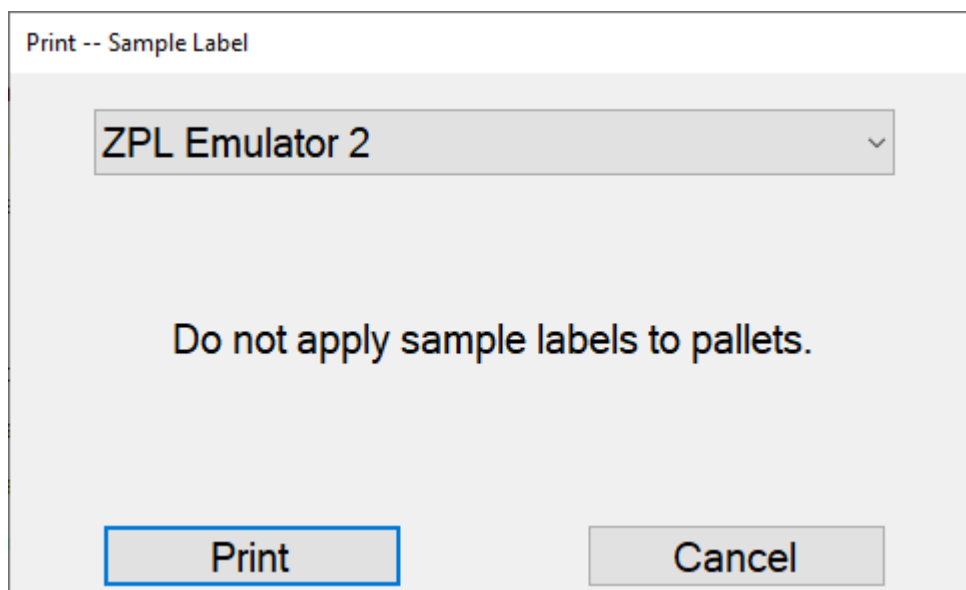
Supervisors, running special configurations of the Labelwright[®] Client may have the option to change the line reported to CONA (otherwise the line from order data is used regardless of the line set up to run this order). This selection appears when the supervisor double-clicks on the line displayed on the automatic labeling screen.

Certain installations of Labelwright[®] may show internally generated orders in a facility that does not operate with the use of orders. In these circumstances, the order number created by the Labelwright[®] system does not have a significant meaning and is just used to organize data within the system.

Printing a Sample Label

A sample label is often used to verify that the labels that are automatically applied to product are correct. The label will have all the same data as a production label but will not be assigned a unique identifier.

- 1) Press the button associated with the palletizer that will start labeling a new product.
- 2) Click the “Print Sample Label” button on the Automatic Labeling screen.
- 3) In the dialog that appears, choose the desired printer from the dialog shown (example here for reference) and click print.



- 4) The label is printed on the selected printer.

Editing a Product

This process is only available when editing has been enabled in the configuration. Certain portions of a product may be editable while others are not. Some portions of a product that are editable may only allow predefined new values. Further, some portions of a product may only be edited prior to a label being printed for the configured order.

- 1) Press the button associated with the palletizer which is running the product to be edited.
- 2) Select the Auto Labeling tab to edit the automatic product or Manual Labeling tab to edit the manual product.
- 3) Double-click or double tap on the data field associated with the part of the product to be edited.
- 4) Enter the new value.
 - a. If no restrictions are configured for allowed values, enter the new value in the dialog that appears (example shown here) then click OK.

Enter Units Per Pallet: OK

- b.
- c. If there is a defined set of allowed values, select the new value from the dialog that appears (example shown here) then click OK.

Search:

Value	Description
▶ 100267	PLT REG
100272	PLT 40X48 RED TIP
114390	PLT CHEP BLUE
118381	PLT 40X48 REG
404356	PLT 37X37 PLSTC

Cancel OK

- 5) The new value is displayed for the current production run and any other lines concurrently running the same order will also see the same change.

Note on Product Editing

By default, few to no fields will be available for editing in the Labelwright[®] Client. Edits are temporary and last only for the remainder of the run in which the edits were made. If there is incorrect data, an effort should be made to correct the source data rather than repeatedly make the same edit every time a new order is set up.

Changing the Manual Order

Changing the manual order in Labelwright® has no effect on automatic labeling. Manual labels are therefore able to be printed for any product, at any time, without causing any pallet labeling disruption. Note that once the Labelwright® Client navigates away from the manual label printing screen or manual labels are printed, the manual product will be reset to the current automatic order. The list of orders available for manual printing is limited to orders that have at least one label printed, and any previously configured edits will be preserved.

- 1) Press the button associated with the palletizer for which with this manual product is changed.
- 2) Select the Manual Labeling tab.
- 3) Select the “Change Manual Order” button.
- 4) Choose the desired order, or “NO ORDER” if the system has been configured to present the option, from the product selection screen (an example shown here for reference) and click OK. Note that the search box assists in finding the product by filtering the displayed list.

Search:

	Start Date	Process Order	Product Number	Package Description	Order Quantity
▶	2021-01-08	1001014797	146574	12Z CN 35P_COKE	11160
	0001-01-01	1001014798	146575	12Z CN 35P_DT COKE	9419
	0001-01-01	1001015072	100722	12Z CN 24P_COKE	6875
	0001-01-01	1001015074	115584	12Z CN 12FP_DT COKE	9158
	2020-06-25	1001015208	123704	12Z CN 24P_DR PEP NKO	5132
	0001-01-01	1001015266	115583	12Z CN 12FP_COKE	2292
	2020-06-25	1001015267	117603	12Z CN 12FP_DR PEP NKO	7700
	2020-06-26	1001015328	100724	12Z CN 24P_DT COKE	4579
	2020-06-25	1001015392	147649	12Z CN 35P_COKE ZRO SGR	10047
	2020-06-25	1001015533	121750	12Z CN 12FP_COKE ZRO SGR	7326

Cancel

OK

- 5) If “NO ORDER” was chosen from the order selection screen, the product selection screen will appear, and a product must be chosen. This screen is skipped if an order is chosen.

Search:

	Product Number	Brand Description	Package Description
▶	100278	COCA-COLA	12Z/355ML CN 4X6P
	100281	DIET COKE	12Z/355ML CN 4X6P
	100287	SPRITE	12Z/355ML CN 4X6P
	100295	MELLO YELLO	12Z/355ML CN 4X6P
	100304	FANTA ORANGE	12Z/355ML CN 4X6P
	100328	BQ ROOT BEER	12Z/355ML CN 4X6P
	100722	COCA-COLA	12Z/355ML CN 1X24P
	100724	DIET COKE	12Z/355ML CN 1X24P
	100725	CF DIET COKE	12Z/355ML CN 1X24P
	100933	COCA-COLA	12Z/355ML CN 1X20P

- 6) If enabled, the user may choose a date for the label either by entering a BBE date to have the production date automatically calculated or a production date to have the BBE date automatically calculated. **Special Note: As a precaution, if the manual product matches the current automatic one, any special production date will be ignored by the Labelwright® Server

when the label is generated.

<input checked="" type="radio"/> BBE Date		<input type="radio"/> Production Date	
Month	Day	Year	Day Code
▲	▲	▲	▲
01 ▼	04 ▼	2021 ▼	A ▼
▼	▼	▼	▼
Cancel		OK	

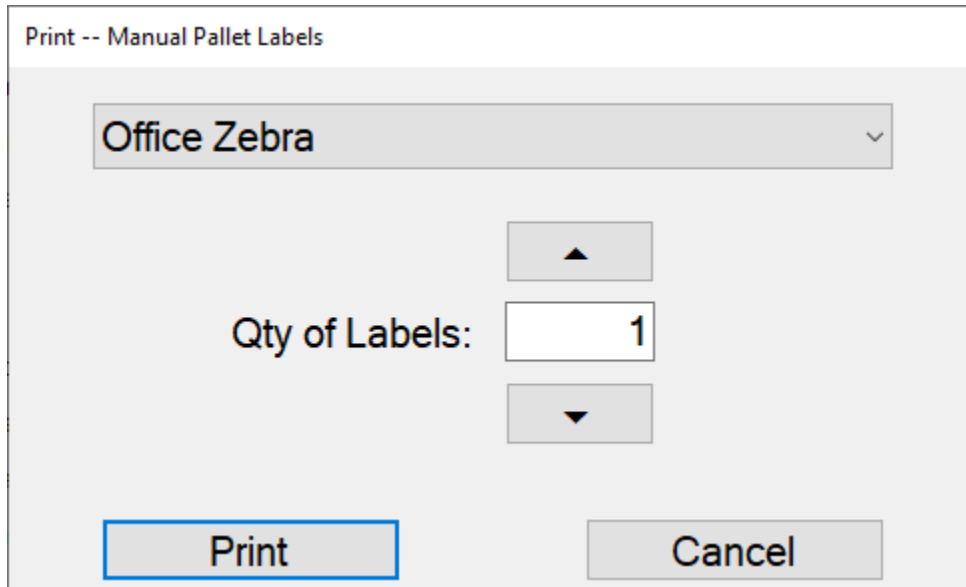
7) The manual product information is updated and is displayed on the Manual Labeling screen.

The list of orders available when selecting the manual order is limited to orders which have had at least one label printed and still exist in the orders file. If there is a need for the first label of a product run to be manual, it is still possible; when an order is selected for automatic labeling, a manual label can always be printed, even if it is the first label.

Print a Manual Label

A manual label can be applied to a product; it is functionally the same as the labels that are applied automatically by applicators. If a label is desired for a product that is not currently active, see [Changing the Manual Order](#).

- 1) Press the button associated with the palletizer for which this manual print job is performed.
- 2) Select the Manual Labeling tab.
- 3) If a different product than what is currently running is desired, perform the operation as described in [Changing the Manual Order](#).
- 4) If necessary, customize any data to be printed on the label.
- 5) Click the “Print Label” button.
- 6) In the dialog that appears, select the desired printer and number of labels to be printed (note that each label will be unique – NOT a copy). Then click Print.



Print -- Manual Pallet Labels

Office Zebra

Qty of Labels: 1

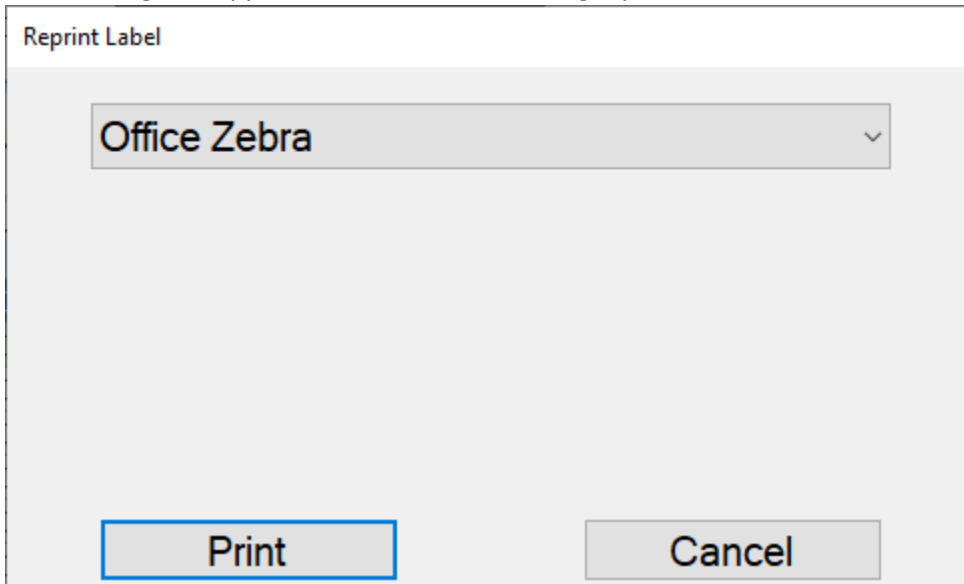
Print Cancel

- 7) Labels are printed to the desired printer and the Overview screen is displayed in the Labelwright® Client.

Reprint a Label

Occasionally a label may be defaced or lost and needs to be replaced. A duplicate label (with the same unique identifier barcode) can be printed from the Labelwright® Client. These labels will have a new print time on them and be denoted as a reprint but are otherwise the same as the original. This action will also trigger publishing to CONA if the label has not already been published.

- 1) Press the button associated with the palletizer that the label was printed for.
- 2) Select the Label Lookup tab.
- 3) Modify the Production Date, Product Number, Sequence Number, and/or Order Number fields to aid in the search for the label to be reprinted or leave any of these blank to broaden the search.
- 4) Find the desired label from the list and select it (it is also possible to select more than one label by holding the CTRL key while selecting labels in the list).
- 5) Click the “Reprint” button.
- 6) In the dialog that appears, select the desired target printer and click the “Print” button.



- 7) The label is printed to the selected printer (if multiple labels were selected, all labels will be printed to the same printer).

[View a Printed Label Image](#)

Images of automatically printed labels are stored for a short time and can be viewed from the Labelwright[®] Client. These images may help with verification or troubleshooting processes.

- 1) Press the button associated with the palletizer that the label was printed for.
- 2) Select the Label Lookup tab.
- 3) Modify the Production Date, Product Number, Sequence Number, and/or Order Number fields to aid in the search for the label to be reprinted or leave any of these blank to broaden the search.
- 4) Click the “Search” button to find any labels that match the given search criteria.
- 5) Find the desired label from the list and select it.
- 6) Click the “Lookup” button immediately below the list of labels or double-click on the selected label.
- 7) The label image (or image of another label from the same production run) is displayed in a pop-up window.
- 8) When finished inspecting, close the pop-up window to return to the Labelwright[®] Client.

Common Solutions for the Labelwright® Client

Issue	Solution
Unable to locate recently created order.	Wait and try again after several minutes. The time it takes for orders to synchronize varies, but generally up to 10 minutes is required.
Unable to access the program on the PC.	Reboot the computer. The application is configured to start when the computer is launched. Be advised that in some environments the client does not launch until several minutes after the operating system loads.
Manual or sample label does not print.	Verify that the label was sent to the expected printer. Verify that the target printer is powered on, connected to the network, and does not report any errors.
Unable to find desired HU in Label Lookup.	Verify that all filtering matches (production day, order, etc.) and the selected palletizer also matches.
The special promo or hold data is missing from a product.	On the Auto Labeling tab, double-click on the promo field and in the dialog that appears, enter the required data.
A partial pallet label is needed.	On the Manual Labeling tab, double-click on the “units per pallet” field and in the dialog that appears, enter the required count.
The labeling status shows an error OR shows action is needed	Consult the label controller HMI to determine the specific error or action required and follow suggestions in Solutions for Label Controller Error Messages .
The CONA indicator is red.	Verify that CONA is operational, and the facility currently has internet connectivity. Label data will be cached until a connection to CONA is restored and will automatically be uploaded at that time.
The CONA indicator is yellow.	Verify that CONA is properly handling the data being uploaded. It is possible that label data is uploaded without issue when this indicator is yellow. The indicator may be alerting for a condition that does not affect label publishing.
The PDA indicator is red.	Contact support to restart the publisher. Labeling will remain unaffected.
The PDA indicator is yellow.	No action is necessary. Publishing to the PDA cloud previously had an issue but is active again. The indicator will remain yellow until publishing has caught up.
The SERVER indicator is red.	If automatic labeling is still occurring, verify that the PC has network connectivity and can communicate with the server running Labelwright®. If labeling has stopped, verify that the Labelwright® Server service is running and the server running Labelwright® has network connectivity.

A label is not found in SAP.	Go to the Label Lookup tab and search for the label in question. Verify that the label has a check mark in the Published column and reprint the label if the check is missing.
After doing an order change, the appropriate order is not shown in the client.	Restart the client or computer. Verify the SERVER indicator is green. If the issue persists, Get More Help .
When attempting to change the order, a message appears saying that the product data does not exist.	Verify that the OTD table in SAP has been updated and this product is maintained at this facility. After this update is made, it may take up to 30 minutes for the product data to sync to Labelwright®.
Some product data is incorrect.	This product must be updated in SAP. After the update is made, it may take up to 30 minutes for the product data to sync to Labelwright®. If at least one label was printed (other than samples), a new order will be needed for the updated product data to be used.

Solutions for Label Controller Error Messages

Message	Solution
Not Labeled – Short Pallet	Print a partial pallet label for this pallet and release it.
Not Labeled – Applicator Offline	Print a manual label for this pallet, put the applicator back online, and release the pallet.
Not Labeled – No Label Received	Print a manual label for this pallet, verify that the label controller shows it is connected to the server, verify that the applicator is connected to the network, and release the pallet.
Not Labeled – Arm Did not Extend	Print manual label for this pallet. Check correct air pressure is supplied to the applicator, check that the applicator trigger cable is connected at both ends, check integrity of the applicator trigger cable. Release the pallet.
Not Labeled – Arm Obstructed	Print manual label for this pallet. Verify that pallet does not coast in front of the applicator obstruction sensors, verify that obstruction sensors are not blocked by foreign objects. Release pallet.
Not Labeled – System Not in Auto	Put the label controller back in auto.
Comm Loss with Conveyor PLC	Check network cables integrity. Verify connection between control systems in the PLC programs.
No Response from Server	Print a manual label for this pallet. Verify that the label controller shows it is connected to the server. Release the pallet.
Tamp Not Home	Check the applicator tamp home sensor for proper operation. Check that unit is clear of jammed labels. Check that correct air pressure is supplied to the applicator.
Another Label on Tamp	Remove label from tamp if present and cycle the tamp until the system shows a green light.
Scanner Trigger Timeout	Verify that the scanner cables are properly connected.
Scanner No Read	If a label is on the pallet and appears good: Verify that validation scanner is aimed correctly, and no obstructions block its view then try the reprint button on the HMI. If the label is missing or unreadable: Verify that the printer is printing proper labels and that the tamp can apply the label. If the problem persists, reprint the label via the Labelwright® Client and release the pallet.
Label Scan SSCC – No Match	Try the reprint button on the HMI. If the problem persists, reprint the label via the Labelwright® Client and release the pallet.

Get More Help

For immediate assistance, please contact Verona Industrial Controls by phone at 616.896.2020. For questions or non-emergency assistance, please email labeling@veronaic.com.

Helpful guidance for Labelwright[®] or operation of automatic labelers can also be found on Verona Industrial Controls website at <https://www.veronaic.com/training-videos/>.

This contact information for Verona Industrial Controls support is also listed in on the About tab in the Labelwright[®] Client.