Patch Tuesday:

Release Notes / Updates · https://retailedge.com/docs/patch-tuesday-blog

Today (10/11/17) is what we call Patch Tuesday. It is the second Tuesday of every month where Microsoft releases security fixes or "patches" for its software products.

RetailEdge Tech Support has seen a significant uptick in calls after Windows updates about **label printers no longer working properly.** The issue mainly happens on Windows 10 systems where the Zebra driver is updated and loses the stock settings. Here are a couple of guides that can help you getting back up and running:

Zebra LP 2824: Unfortunately there isn't much you can do. Windows Updates appear to be wiping the stock settings, making you stuck using the EPL version of the driver and Zebra has ended support on the printer. It is imperative you consider replacing the printer with one that is supported by Zebra like the *ZD410*. You can also follow steps 5-7 in *this guide* to get running again:

Zebra LP 2824 Plus: Since Zebra is no longer manufacturing this device, we have created a good stock file for the ZPL format to work around the issue. The good news is that the ZPL stock file we created for the ZD410 works with the LP 2824 Plus. For the customers who we converted, Windows Updates have not wiped out settings. You can follow *this guide* to configuring your system to use ZPL:

Zebra ZD410: No action necessary.

RetailEdge Server: We are aware that RetailEdge could be not working properly or running slower after Patch Tuesday. If this happens, we recommend what we call a Magic Reboot: Sometimes things just get squirrelly, and all your computer needs is a restart. Hence the Magic Reboot. After that, you can try the steps in *this guide* if a magic reboot doesn't work.