

LabPrints after a Windows 10 (home and pro) update

SYMPTOMS: You are prompted to register LabPrints. No projects appear within LabPrints.

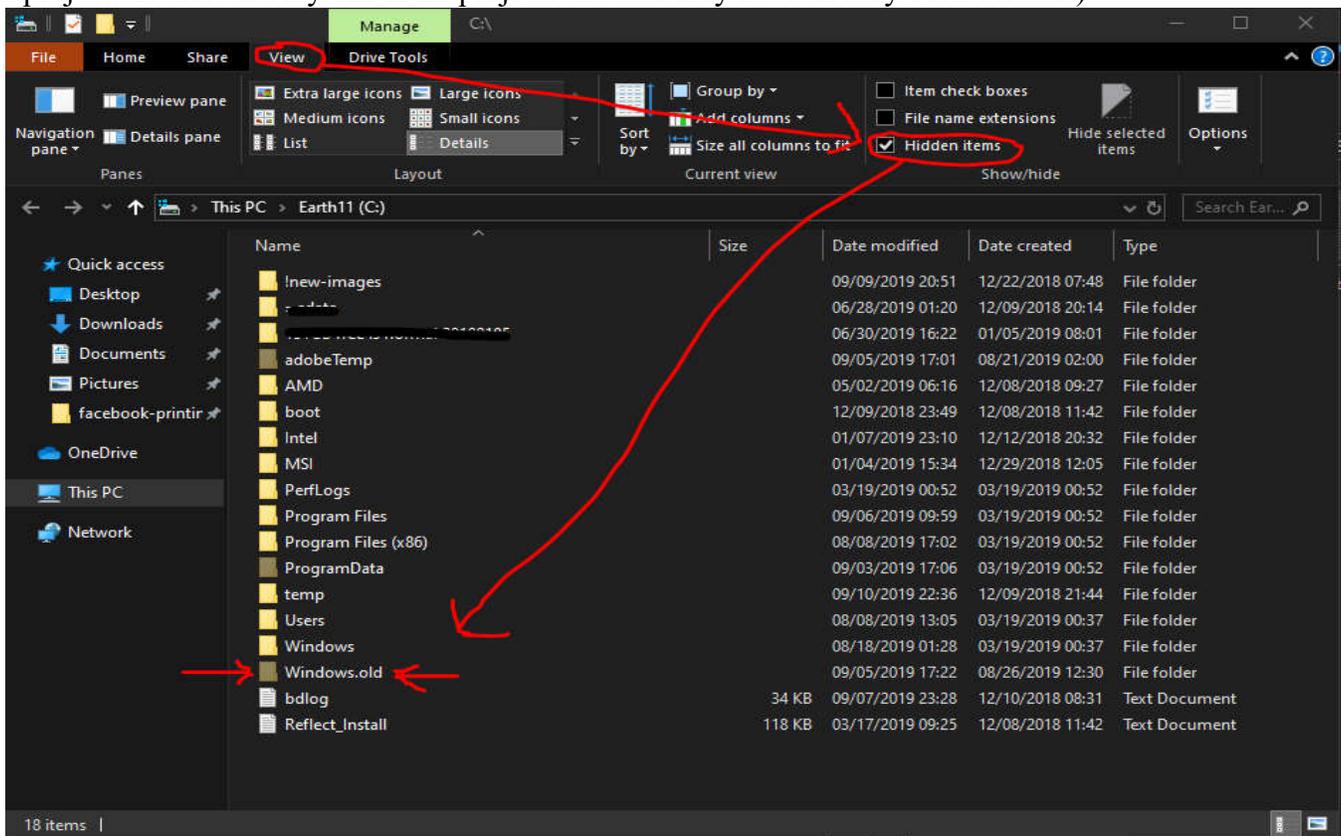
CAUSE: Windows 10 (Pro and Home) updates now copies 30-40GB of user data to the C:\windows.old folder.

When this happens close LabPrints before registering it. Microsoft is not restoring the LabPrints folder after the update is complete. **WARNING** this folder is **DELETED WITHOUT** warning/notice within 10-30 days. Windows 10 Pro (not home) can delay updates for up to 30 days. We do recommend keeping Windows updated. You can expect these larger updates to occur 2-3 times per year.

STEPS TO RESOLVE THE ISSUE

1. If you have created any new projects since the update/reset occurred, that work will be lost/replaced using the steps below. However, you can use the File > Manage Projects utility to create a backup of any new projects, and restore it after the steps below are complete. Please note that backups do NOT include the original images.
2. Close all LabPrints software and make sure that the latest version of <http://www.java.com> is installed. The resolution will fix Digital Studio and Production Studio (if owned) as the folder is shared.
3. Open a File Explorer window (C: or This PC or Documents from the Windows 10 Aero menu,) Starting with the C: navigate to the following folder. If you do not see the folder, click on the VIEW menu at the top and check off the hidden items (as shown in the picture below.)

C:\windows.old\users\YOURUSERNAMEHERE\appdata\roaming\microsoft\windows\labprints
(You can double check the projects folder to confirm that there are numbered folders in it. There will be one for each project. If there is only one or no projects the data may have already been deleted.)



4. COPY AND REPLACE(overwrite) ALL of the data within the LabPrints folder to this location:

C:\Users\YOURUSERNAMEHERE\AppData\Roaming\Microsoft\Windows\LabPrints

The following folders should be present in this folder. The correct projects folder should have numbered folders in it; one for each project.

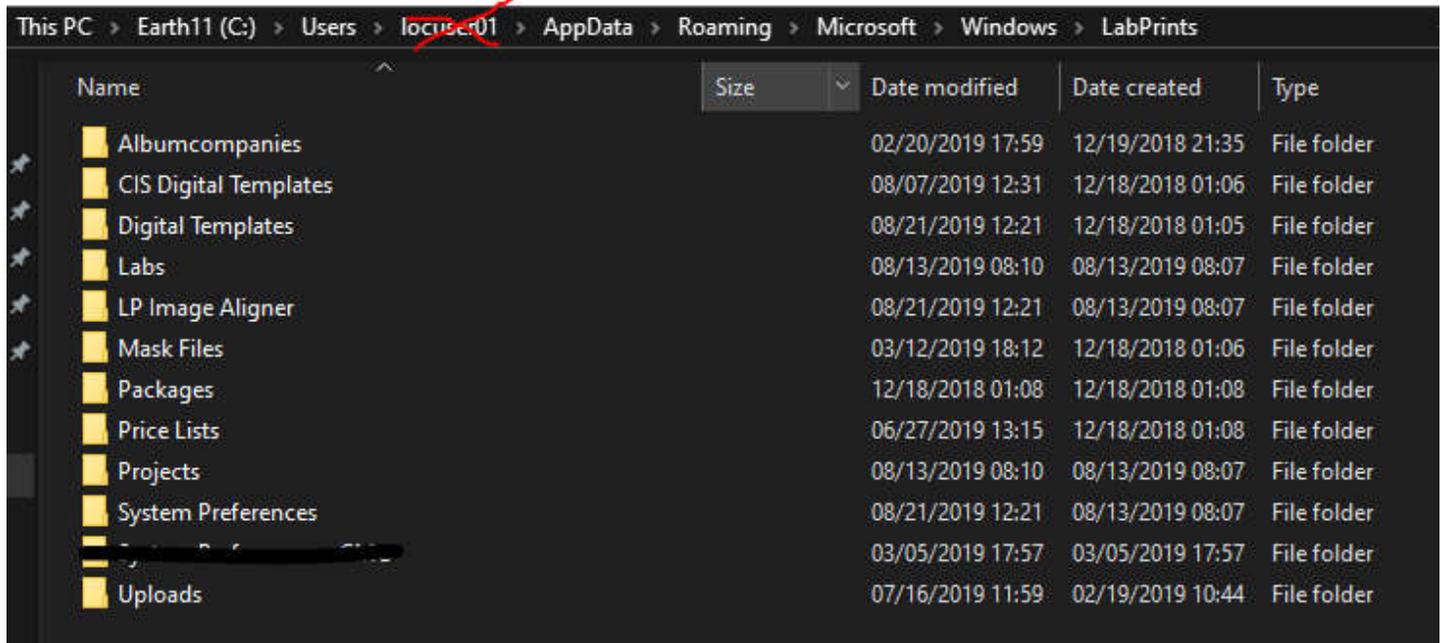
Labs

LP Image Aligner

Projects

System Preferences

AFTER the copy is complete the folder will look like this:



Name	Size	Date modified	Date created	Type
Albumcompanies		02/20/2019 17:59	12/19/2018 21:35	File folder
CIS Digital Templates		08/07/2019 12:31	12/18/2018 01:06	File folder
Digital Templates		08/21/2019 12:21	12/18/2018 01:05	File folder
Labs		08/13/2019 08:10	08/13/2019 08:07	File folder
LP Image Aligner		08/21/2019 12:21	08/13/2019 08:07	File folder
Mask Files		03/12/2019 18:12	12/18/2018 01:06	File folder
Packages		12/18/2018 01:08	12/18/2018 01:08	File folder
Price Lists		06/27/2019 13:15	12/18/2018 01:08	File folder
Projects		08/13/2019 08:10	08/13/2019 08:07	File folder
System Preferences		08/21/2019 12:21	08/13/2019 08:07	File folder
Uploads		07/16/2019 11:59	02/19/2019 10:44	File folder

5. At this time we highly recommend regularly copying this folder and storing it on an external drive for safe keeping. You can also create shortcuts to these folders to make the recovery much quicker and easier. Remember that your original images are not included in this backup.

6. Now you can open LabPrints software and your registration, projects, and templates should ALL return to normal!

TIP 1: In Setup > Preferences set image resolution to 1200 and use Super High Resolution Previews. It may sound counterintuitive, but this utilizes more system resources.

TIP 2: Users with higher resolution camera images (36mp or greater) may want to downsize their images to around 4000x4000 (or longest edge in Lightroom.) This resolution can generally print up to 20x20" with JPG quality set to 8/10. Larger images can be used for large/special products or images requiring small crops.

TIP 3: Smartphone images can break LabPrints projects, however if you remove/strip the EXIF data from them they will work.

If you have any further questions please EMAIL support@labprints.com Our phones will go to voicemail, and phone support is available only by appointment at this time.

Thank you for supporting LabPrints for all of these years!