

Printer Prints Garbage When Changing Logos Multiple Times in Counterpoint 8.5.6.2 Device Management

Summary:

Printer prints garbage when changing logos multiple times in Counterpoint 8.5.6.2 device management, causing the logo to be distorted.

Cause:

Known issue in 8.5.6.2 Service Pack with the Epson ESCPOS printer driver.

Solution:

The workaround is to change the logo with a different logo image in Setup/PS/Devices and do a Device Test, then change it back again with the correct/original logo and save.

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=1226>