eXtra4
Labelling Systems
Identification Systems

Pressemitteilung / Press Release

Risky OS Update

eXtra4 support saves blocked label printing systems

Birkenfeld, November 13, 2017. Automatic operating system updates can unexpectedly confront users with acute problems. Long-established routines suddenly stop working. Support means rescue here. The eXtra4 Labelling Systems support ticket system provides help for everyone - an offer that has proven itself in the recent software conflict.

Operating system interferes with standard application

The phones have not stopped ringing at the eXtra4 hotline since the release of a major operating system no longer supports the data access component for a popular spreadsheet program. "In the morning I still had labels printed and now nothing works anymore," a customer complains about his desperate situation.

The operating system has installed an update via the Internet connection - often without user intervention, completely unnoticed and without asking for permission. The consequences of the compulsory update are irreversible: the printing of labels from spreadsheet tables, as practised for years with the label printing software eXtra4/2, is no longer possible. From one second to the other users are facing the end.

Support as a solution to software blockages

Lucky if you can build on competent support in such a case. Just a grab to the phone and the hotline saves the situation: The upgrade to eXtra4 <winIII>, the latest version of the label printing software, eliminates the problem. It does not use database drivers, but reads in the entire spreadsheet file.

"Our new software eXtra4 <winIII> has been around for a year, but we leave it up to our customers to switch to a higher version," explains Hartmut Kasper, support specialist at eXtra4 Labelling Systems. "If you are satisfied with your system, you can stick to it. We do not have forced updates." But now a simple upgrade is the answer, because newer versions generally work with more up-to-date technologies.

Support ticket system for emergency provision

For problem situations such as the current software conflict, Ferdinand Eisele GmbH introduced a support ticket system for its brand eXtra4 and the software of the same name four years ago. It enables anyone - even users who are not yet eXtra4 customers - to access the expertise of a qualified support team.The eXtra4 system can be used to purchase support services just like a traditional product. You buy a support ticket, get a points account, and get immediate help building on over 20 years of label printing experience.
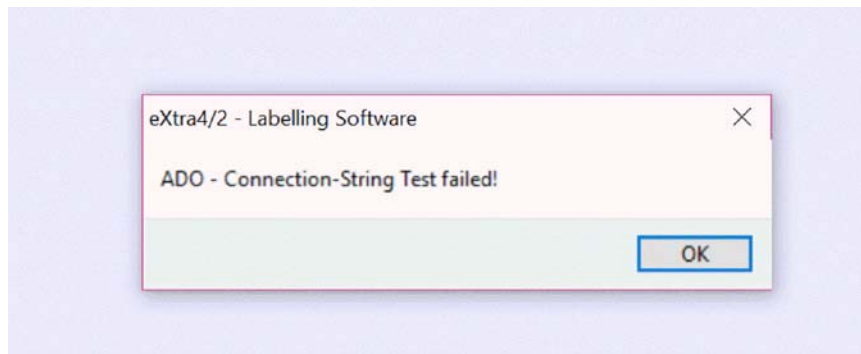
Images with subtitles

Figure 1: The eXtra4 support ticket system provides quick help for anyone with software and hardware problems in label printing
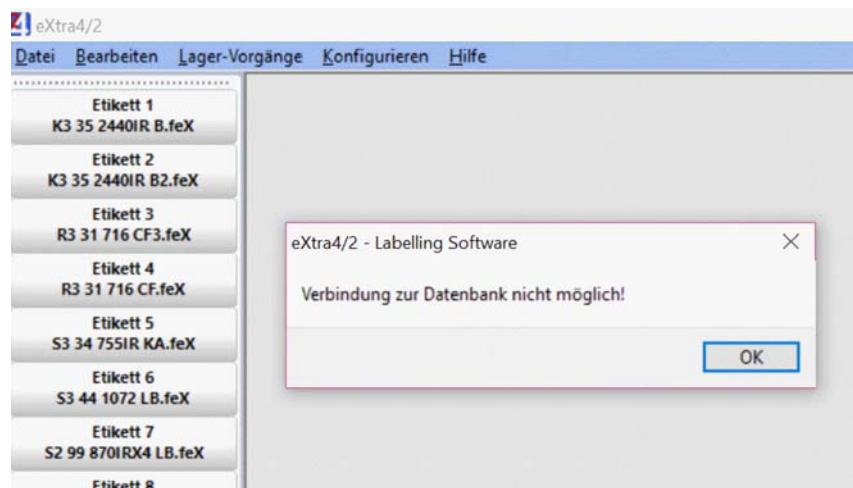
Fig. 2: Error message when trying to print a label from an Excel spreadsheet

Fig. 3: Error message when trying to create the Excel spreadsheet as data source again

Fig. 4: Hartmut Kasper, Support Specialist at eXtra4 Labelling Systems