

# Importing Media Profiles Into Roland VersaWorks®

This document troubleshoots importing media profiles from the Roland Profile Center website and uploading the media profiles into your version of the Roland VersaWorks® RIP Software.



This troubleshooting guide will show you possible errors you may receive when importing profiles into your VersaWorks RIP® software, and how to overcome them. In the event your issue persists, please visit [www.rolanddga.com/support](http://www.rolanddga.com/support) to contact our product support team.

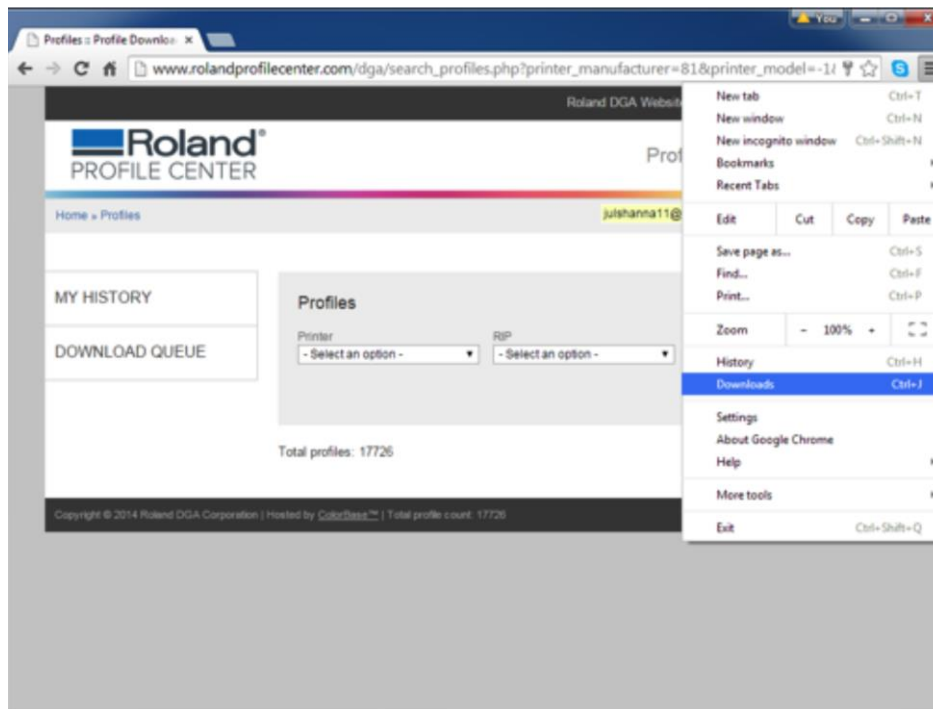




## 1. I can't seem to find the profiles I just downloaded on my computer in order to upload them into VersaWorks.

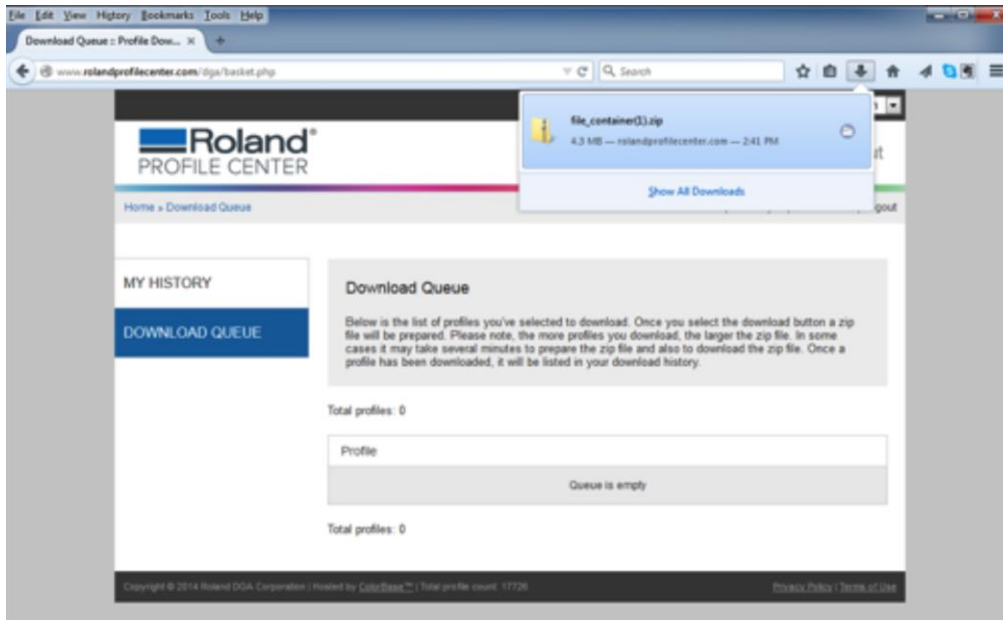
Start by going to your recent downloads folder and sort by date. Go to "Start – My Computer – Downloads" The .ZIP file should appear there. The .ZIP file will be named "file\_container.zip".

In Chrome, click the icon in the upper right corner with the three horizontal lines to view your recent downloads.

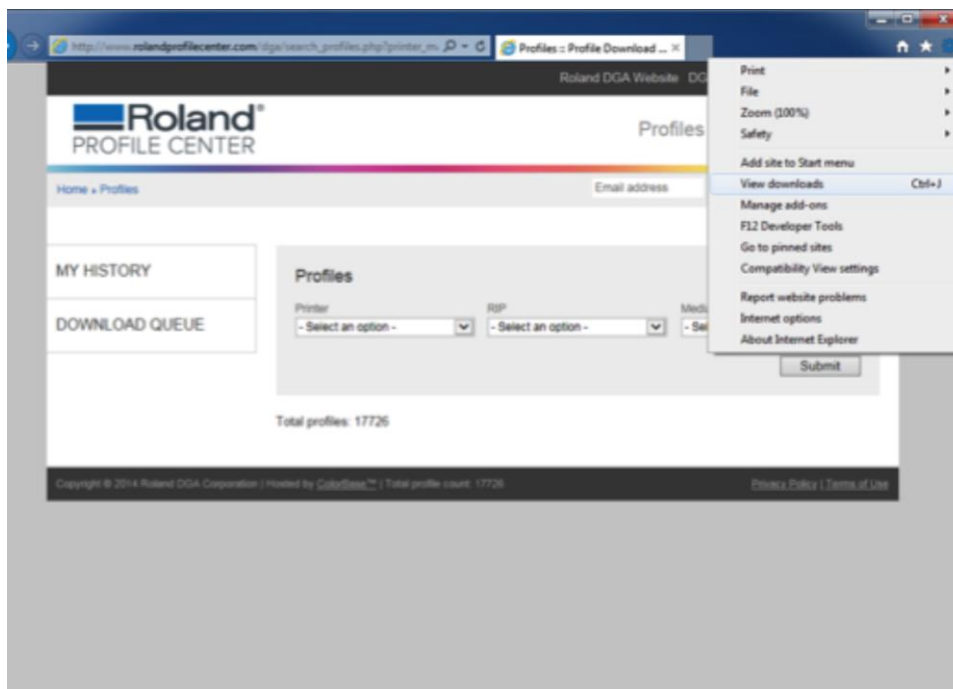




In Firefox, click the downward arrow button to view your recent downloads.



In Internet Explorer, click the gear in the upper right corner to view your recent downloads.



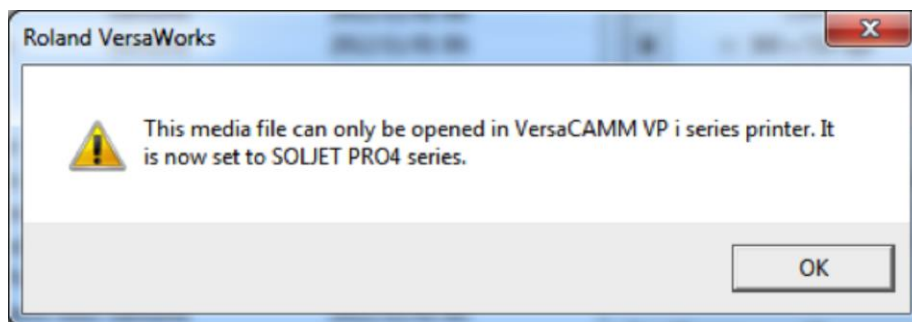
If you still can't seem to find the .ZIP file try downloading the file again.



### 2. The following or similar error message about printers is shown when I try to import the profile into VersaWorks.

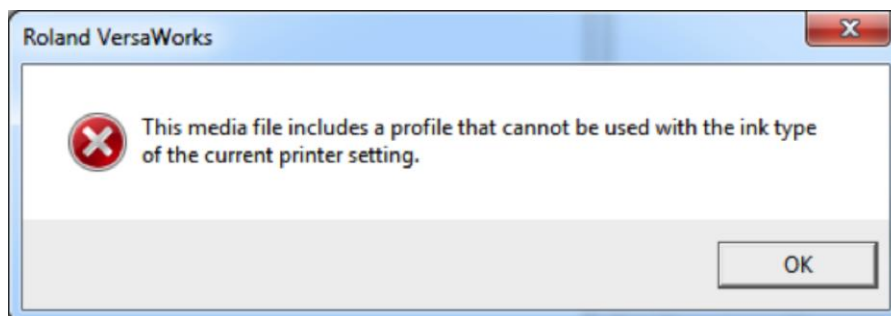
This message is displayed because VersaWorks is connected to a printer different than the profile you're trying to upload. If you have multiple printers connected to VersaWorks, make sure you select the correct printer and ink configuration before opening the Media Explorer window.

In the example shown below, the user tried to upload a profile for a VersaCAMM VPi printer but their VersaWorks was connected to a SOLJET Pro 4 printer. If the user intended to download a VersaCAMM VPi profile, then they need to connect to that printer. If they accidentally downloaded a VPi profile instead of a Pro 4 profile, then they need to return to the Roland Profile Center and download the correct Pro 4 profile.



### 3. The following message about ink type is shown when I try to import the profile into VersaWorks.

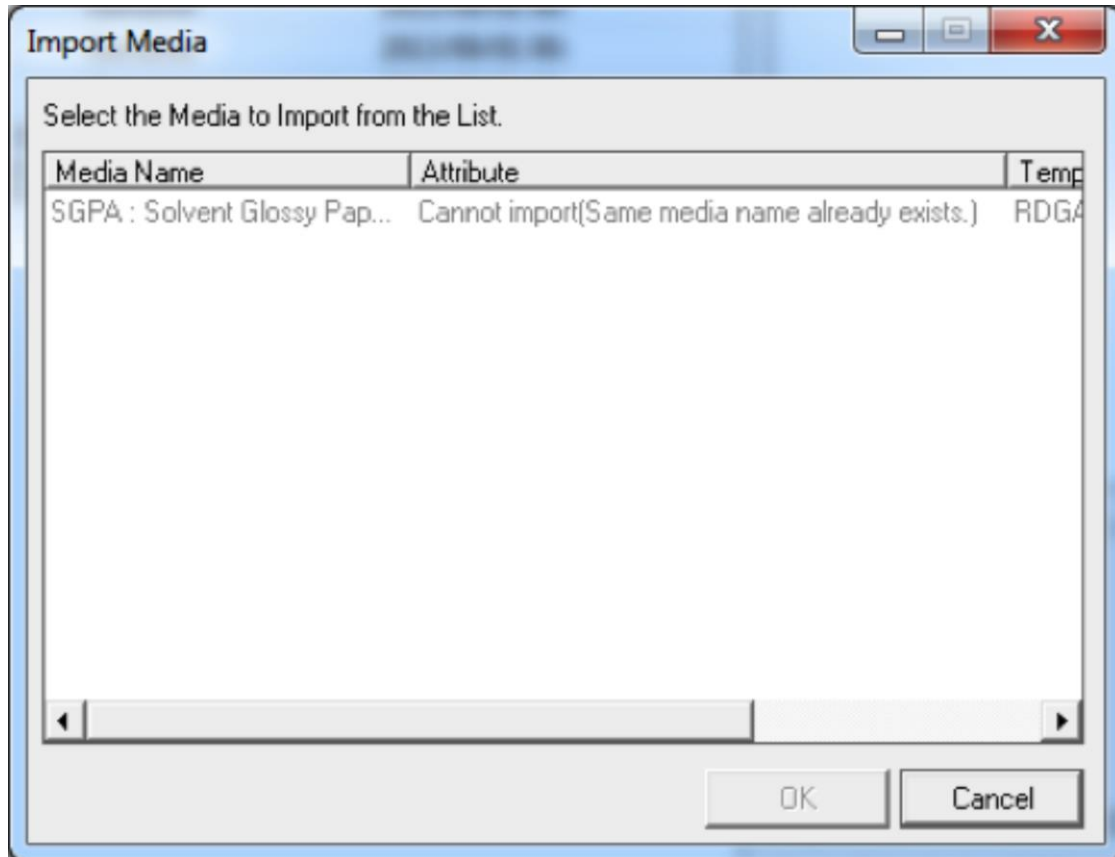
The reason this message is displayed is because VersaWorks is connected to a printer with a different ink configuration than the profile you're trying to upload. Profiles are created for specific printer models and ink configurations. For example, if your printer is set up with CMYKcLmLk ink, then the profile should list that ink configuration and not include any white or metallic. The ink configuration of the profile must match your printer's ink configuration, otherwise the profile cannot be used. In this case you need to determine if you downloaded the correct profile and simply need to connect to another printer or perhaps you downloaded the wrong profile.





#### 4. The following message appears and states I cannot import the profile I selected because “same media name already exists.”

The reason this message is displayed is because this profile is already available in VersaWorks. You are unable to import a profile that already exists in Roland VersaWorks. You can check your settings in VersaWorks to verify that the profile you are trying to import already exists in your Media Explorer folder.



### 5. The following message appears and states I cannot import the profile I selected because of “inconsistent data.”

The reason this message is displayed is because this profile has been corrupted and VersaWorks cannot read the data. Try to re-download the profile and re-import into VersaWorks. If the problem persists, email [support@rolandprofilecenter.com](mailto:support@rolandprofilecenter.com) to make them aware of the issue. Please include the specifications of the profile when reporting the issue.

