

Versaworks Troubleshooting

Installation: <https://downloadcenter.rolanddg.com/VersaWorks6>

VW6 Supported models: <https://www.rolanddga.com/support/upgrades/versaworks-6>

VW6 System requirements: Page 7 on [installation guide](#). Only Windows 10/11 supported.

Manual Updater: <http://download.rolanddg.jp/en/cutting.html#vw> (make sure file is unzipped).

Any error during installation:

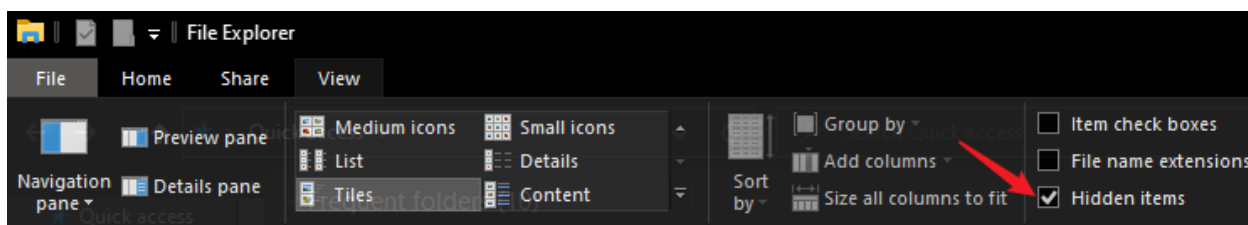
When installing Versaworks, always make sure that you are installing the latest version. You need to be logged in with an account that has full Administrator rights.

If you had an error on install, you might need to uninstall VW and then re-install it; Go to Apps & Features > uninstall VW and Versaworks Profile Package if it is there. Then re-install VW from the link above.

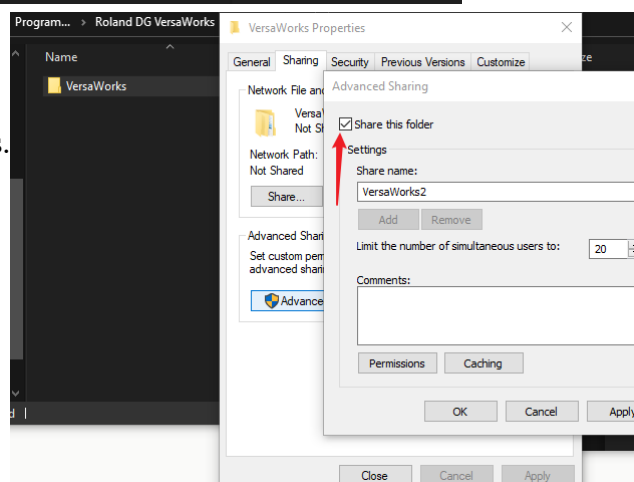
“File Corrupt”, Drag & drop files into que not working, and “The operating environment is not appropriate for Versaworks” Error:

Make sure that VW is up to date and verify that the account logged into the computer has full administrator rights. In some cases, the user does not have Admin rights, so you can give just VW Admin right following these instructions:

Make sure you are logged into the computer with an account that has full administrator privileges. Then click on the yellow folder on your task bar, on the top click on View, check hidden folder.



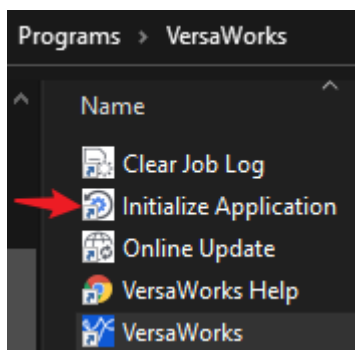
1. Click on this PC on the left and the Local Disk C Drive
 2. Click on Program Data folder
 3. Click on Roland DG Versaworks folder
 4. Right Click on the VersaWorks Folder and go to properties. Click on sharing tab, then advanced sharing.
- Make sure share this folder has a checkmark.



5. Click on the Security Tab

6. Click Edit & make sure that full control is checked for all users.

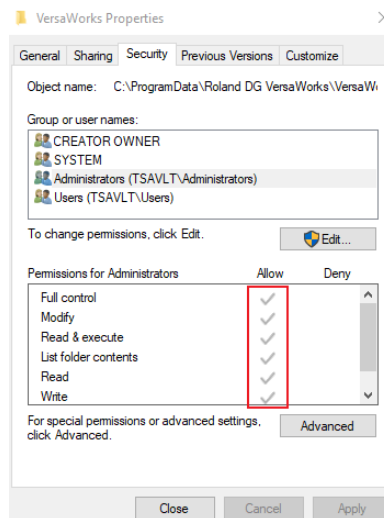
Sometimes if you are having issues with Versaworks that seem to just have happened overnight, it could be that a windows update caused some issues. You can try to re-initialize VW. For that you need to Right click on VW if it is in the desktop and then select Open File location. You can right click on the “Initialize Application” and run that as



Administrator.

NOTE: Initializing the application this way will delete any jobs in the ques and the printer will need to be reconnected to VW once you open it again.

Also, sometimes VW will need to be uninstalled & re-installed if the issue is not resolved.

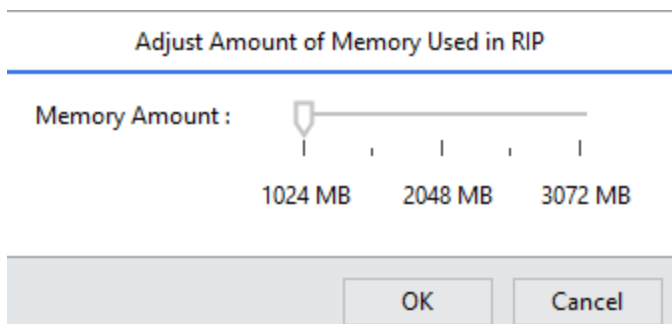
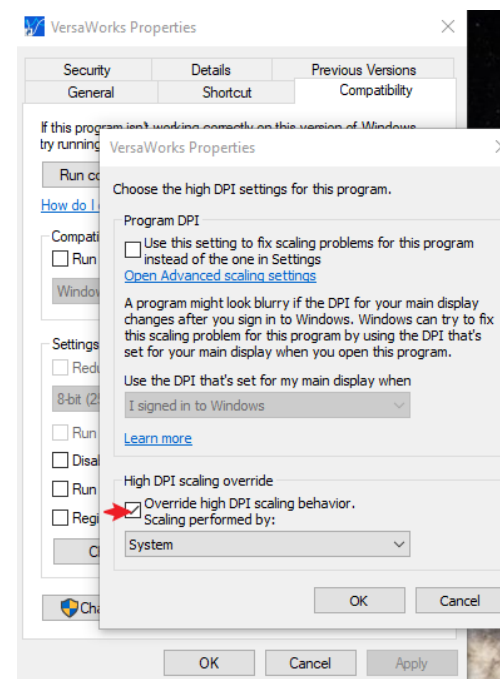


Versaworks Text is too small.

Right Click on Versaworks > Properties > Compatibility > Change High DPI Settings > Check the box to “Override High DPI scaling behavior” > Select System from the drop down. This can address issues where some parts of windows are cutoff Or do not fit in the screen as well.

“Not enough memory” Message appears.

Inside Versaworks go to Edit > Preferences > You can slide the memory amount to max.



Upgrade Your Production

VersaWorks 6 features five print queues, new color matching tools, and the ability to nest up-to 86 jobs. Available for the following Roland DG printer models, current users of VersaWorks Dual and previous versions of VersaWorks can upgrade to the latest VersaWorks for free.

Eco-Solvent Printers and Printer/Cutters

- XR-640
- SG2 Series
- VG2 Series
- LEC2-300
- LEC-540/LEC-330
- SG Series
- VG Series
- VS-640i/540i/300i
- SP-540/SP-300i
- BN-20
- VF2-640
- EJ-640
- RF-640

UV Printers and Printer/Cutters

- LEF-300
- LEF-200/LEF-20
- LEF-12i/LEF-12
- LEJ-640
- LEF2-200
- LEF2-300

Cutters

- GX-24
- GR-640
- GR-540
- GR-420
- GX-300
- GX-400
- GX-500
- GS-24

Installing VersaWorks

System Requirements

Operating system (OS)	Windows 10, 8.1 (32-bit edition/64-bit edition)* ¹ , * ²
Processor	2.0 GHz or faster Intel Core 2 Duo recommended
Memory	2 GB or more recommended
Video card and monitor	A resolution of 1,280 x 1,024 or more
Free hard-disk space required for work	40 GB or more recommended
Hard disk file system	NTFS format
Optical drive	DVD-ROM drive
Other requirements	• Ethernet port*³ • USB port*³ • To use Roland@NET: Internet connection and web browser

*1 The 32-bit application can be installed on the 32-bit edition of Windows. The 64-bit application can be installed on the 64-bit edition of Windows. The application cannot be installed if the number of bits differ between Windows and the application.

*2 The Job Assistant function is only enabled on the 64-bit edition of Windows.

*3 A port that matches the interface of the model you are using is required.