

# Color Match FAQ

## **Color Match has been running, but now no orders are being transferred to the Image Manager computer.**

If the scanner computer, Color Match, or the Image Manager computer is shut down while Color Match is still processing orders, then a directory on the scanner computer may be left in an unknown state.

### **To delete an order directory left in an unknown state:**

1. Close, and then reopen the Color Match program.
2. Check that there are no in, out, or buffer path errors on Color Match.
3. Delete the first directory (oldest) in the scanner output directory D:\Images.

This will be the oldest directory. Color Match deletes the order directory on the scanner computer after processing the order. If the delete is interrupted, then the order directory will be left in an unknown state. Color Match will then keep looking at this directory and not process any other orders.

### **To stop Color Match from processing orders:**

1. To stop Color Match from processing orders, click and remove the check next to auto process. If Color Match is processing an order, it will take a moment to remove the check.
2. Once Color Match is stopped processing orders, it is safe to close the Color Match program and shut down the scanner computer.