

## MixitLink known issues

Below is the list of known issues in MixitLink software.

1. MixitLink imports Work Orders without any name (number) length limitation. From the other hand Color Manager forces Work Orders name (number) to be between 4 and 25 characters. Although MixitLink imports longer Work Orders and they are displayed in Color Manager correctly this might cause problems when manipulating data in Color Manager or when exporting this data.

**TIP:** make sure that Work Orders that you want to import to Color Manager from external data sources meet length criteria of 4 characters as minimum and 25 characters as maximum.

2. During installation MixitLink creates its default folders for data files exchange, so folders from which it imports files and folders to which it exports files. You are free to define other folders that you want to use, but in case you remove or rename existing default MixitLink folders it will treat it as incomplete installation and throw an error.

**TIP:** Do not remove or rename existing default MixitLink folders. In case you face MixitLink installation error, just install MixitLink again over existing installation to fix its required folder structure.

3. MixitLink requires correct Color Manager installation to run. In case Color Manager got broken or was uninstalled and installed back or reinstalled then MixitLink might not be exporting the data even though set up correctly.

**TIP:** In case you believe that everything is set up correctly in MixitLink, but the data is not getting exported, please stop MixitLink service in MixitLink interface and start it again.



4. MixitLink exports data, but the same data might be exported also by old software called Link Manager causing duplicates in target BMS / DMS system.

**TIP:** when setting up customer on MixitLink always check if Link Manager is not used already and uninstall it in case it is.