LDMS Labels: Frequently Asked Questions

Below is a list of common questions and their answers in regards to generating and scanning LDMS labels.

Additionally, there are a number of helpful documents and tools about labels, scanners, and printers located in the Documentation section of the LDMS website.

For more information on labels, refer to the Labels section of the LDMS Manual for Web or Windows.
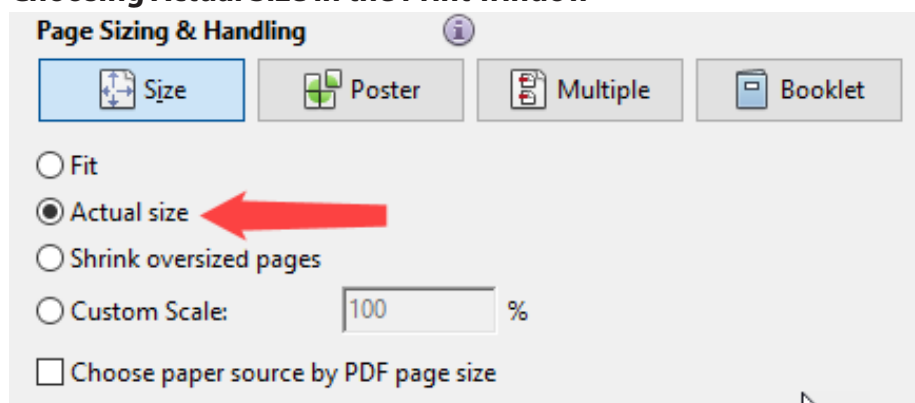
For further assistance with printers, scanners, or labels, LDMS User Support is available 24/7 via email at ldmshelp@fstrf.org, or via phone at (716) 834-0900 x7311.

Question	Answer
My lab needs new labeling equipment (printers, scanners, etc.). What products do you recommend?	Refer to the document "Recommended Supported Printers, Scanners, and Label Stock—Frontier Science Special Pricing" in the Documentation section of the LDMS website.
What application should be used to view and print labels generated by LDMS?	**Windows LDMS**: Crystal reports is utilized within LDMS to view and print labels. No additional software is required by laboratories. **Web LDMS**: Label PDFs should be opened in Adobe Acrobat products when printing labels from web LDMS to ensure the size and quality of the label is correct. Frontier Science does not recommend that labs use built-in browser PDF viewers to view and print labels from web LDMS.

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What type of barcodes can be generated in LDMS?	**Windows LDMS**: Allows for the generation of 2D barcodes, which includes the LDMS global specimen ID embedded within the barcode. **Web LDMS**: Allows for the generation of both 1D and 2D barcodes. Barcodes may be configured to embed Other Specimen ID, ID1, or Global Specimen ID
Why won't my label scan?	The following is a list of possible reasons why a label may not scan properly: • In the Print window in Adobe, Actual Size must be selected for Page Size (see screenshot below) • Check the print darkness on the printer (this should be checked regularly) • Web LDMS only: Adobe Reader must be used to print the label, and not a web browser plugin • Caps Lock is enabled on your keyboard. Check to be sure Caps Lock is disabled before scanning.

Choosing Actual Size in the Print window

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Why is my new barcode scanner not able to scan LDMS barcodes?	In order to properly use new barcode scanners in LDMS, they must be configured by scanning certain barcodes. In the Documentation section of the LDMS website, there are a number of documents with directions on how to configure the following scanner models: • POS-X EVO 2D Barcode Scanner • Honeywell Voyager 1450g • Code Reader (2600 or 3600 series)
When I scan LDMS barcodes in notepad or another program, is it expected that "FSQ" is included as a prefix to the global specimen ID?	Yes, this is expected and required when utilizing various scanning features throughout the LDMS. When generating 2D support LDMS barcodes, the application will append the "FSQ" prefix to the LDMS global specimen ID.