How to prevent spine (SP1) labels from creeping up the page when printed

Symptom

- When printing a sheet containing two or more rows of spine labels, the first row looks fine but the 2nd and subsequent rows print further and further up the page.

Applies to

- Connexion client
- OCLC Cataloging Label program

Resolution

If you've adjusted the Top offset in settings and still can't get the labels to print in the correct space starting with the 2nd row, the label stock being used is not 100% OCLC compatible; the space between rows is wider than what is expected and causing the creeping effect.

There is a registry key (SP1LabelRowSpacing) that controls this spacing. The default value is zero (100% compatible stock prints each row in the proper place). Since the labels appear to be creeping up the page, we need to increase the value to widen the space between each row of labels.

The following procedure requires your IT assistance.

**Note**, Don’t forget to back up the registry before making changes.

1. Close Connexion client or Label program.
2. Open the registry by holding down the Windows key and pressing R to open the Windows run box. Type regedit and click OK, answer any permission prompts.
3. If you're using 32-bit Windows, scroll down and open HKEY_LOCAL_MACHINE\SOFTWARE.
4. If you're using 64-bit Windows, scroll down and open HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node.
5. Scroll down and open OCLC\OCLCSharedInformation\LabelPrinter Control\LayoutSettings.
6. In the right hand pane look for a key 'SP1LabelRowSpacing'. Its default value is zero.
7. Double-click the key. In the Edit DWord (32-bit) value box, select Decimal.
8. This will take some trial and error. Type 100 (this is a good starting value) and click OK.

Start the client (or the Label program) and print a sheet of labels. You may want to use plain paper until you get the right value.

Depending on if the gap between rows is now too much or not quite enough, go back into the registry and adjust the value accordingly.

**Note**, you can leave the registry open while changing values but you must close and re-open the client/Label program with each change because they only reads the 'SP1LabelRowSpacing' key once when started.

**Additional information**

If labels are still not printing correctly, please contact OCLC Support for additional instructions. Please include the printer make and model, and the operating system you are running; including whether it is 32-bit or 64-bit.