NRG: Mac & FileMaker Shipping Software

Why do I get an error Label Generation Failure: Could not create label (#FF4E) when printing a FedEx Label?

Error #FF4E is due to some unexpected character in the address information - remove any quotes, trailing spaces, return or special characters in the recipient or reference fields and then press the Ship button again.

https://www.nrgsoft.com/support/activekb/questions.php?questionid=128