

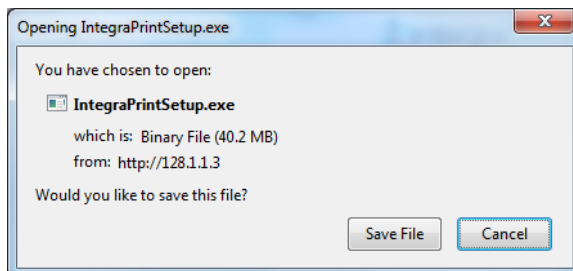
# Print Client Installation

The Following sections are contained within these instructions

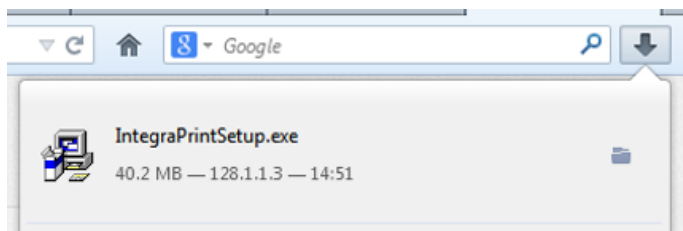
- Installation Instructions
- Setup Guide
- Setting up a Profile
- Using the Print Client
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## Installation Instructions

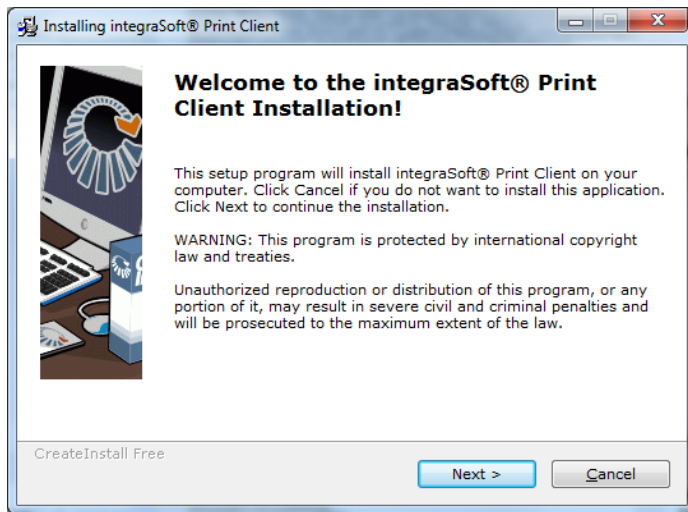
1. You can access the print client two different ways.  
 You can go to your server's ip address/isweb/prog/IntegraPrintSetup.exe  
 (ex. 128.1.1.3/isweb/prog/IntegraPrintSetup.exe)  
 OR  
 click the 'Download Print Client' link on any integraERP report window.
2. Click Save File.



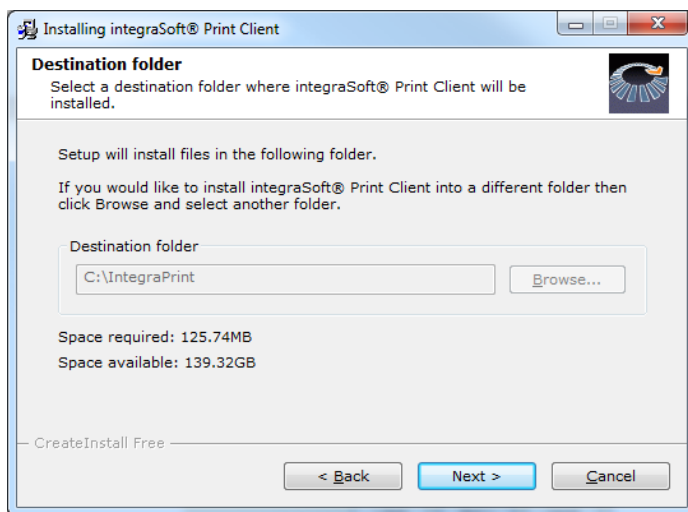
3. Double click on the executable file in your Downloads box.  
 Click ok when it asks if you are sure you want to run this file.



4. Click next from this screen.




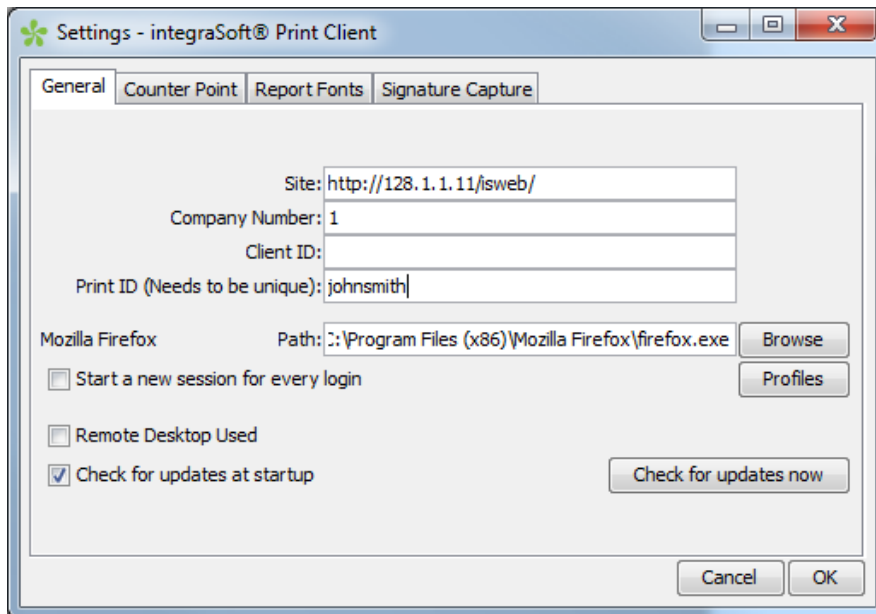
5. Click Next.



6. Files for the print client will download, and the installer will exit.  
Your print client is now set up and started.  
The next time your PC reboots the print client will start up automatically.


## Setup Guide

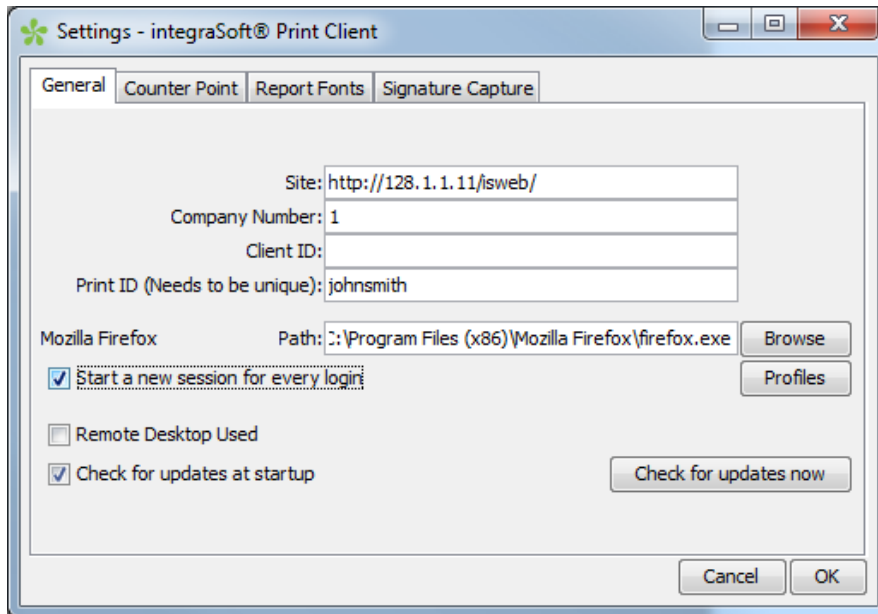
- ❑ Right click  icon in the system tray on the PC.  
Select Settings to view and update settings:



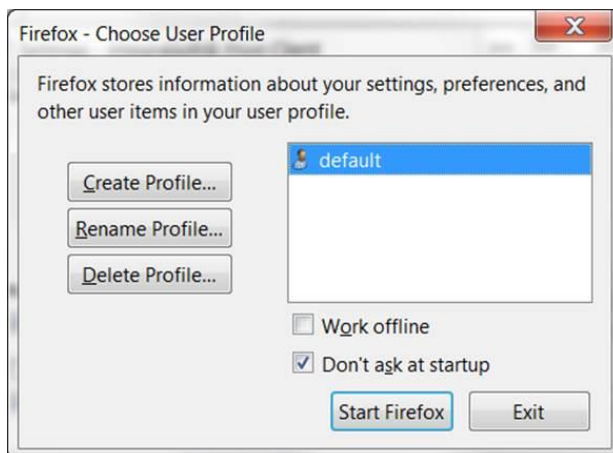
- ❑ **General Tab**
  - Enter the integraERP site (ex. http://128.1.1.11/isweb)
  - Enter a default company number.
  - Enter the client id. Leave this blank for the full integraERP menu.
  - Select a unique print id for this PC (any combination of letters and numbers - using your name or location name is recommended).
  - If you going to have multiple companies and wish have multiple sessions of Firefox running at the same time, check the box next to 'Start a new sessions for every login' (See other instructions for setting up profiles).
  - Check "Remote Desktop Used" if using a Remote Desktop connection when running integraERP from this PC.

## Setting up a profile

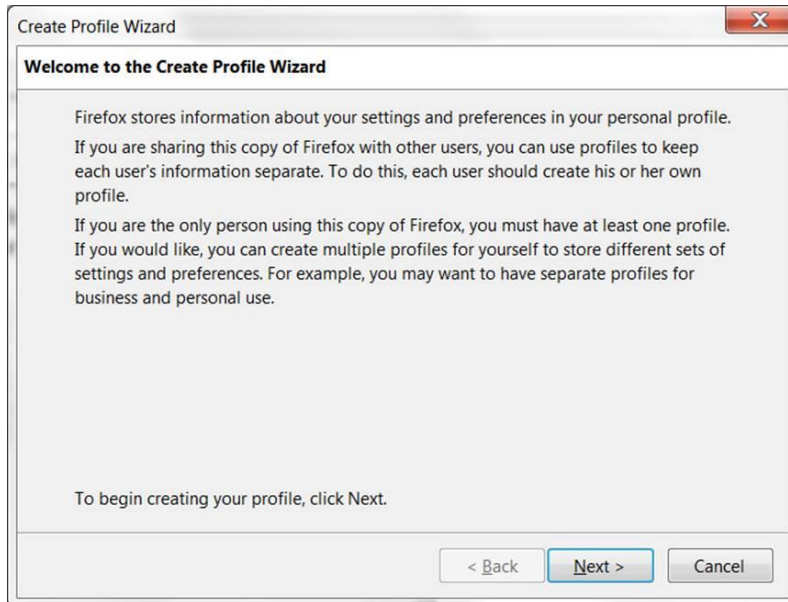
1. Right click  icon in system tray and select settings.



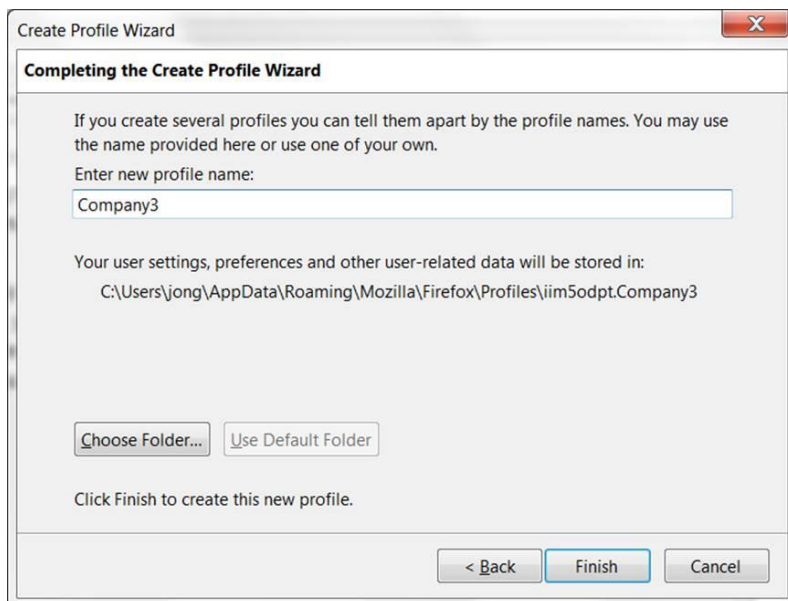
2. Click Start a new session for every login and then click Profiles.



3. Next, click Create Profile.



4. Click Next.




5. Choose a name for your profile and then click finish.
6. Click Exit to get out of the Choose User Profile Menu. Click OK to close the Print Client Settings menu.
7. From the Choose User Profile window, you can rename a current profile or delete a profile.
8. **Check Mozilla Firefox Setting's document for all Firefox settings that need to be changed. These settings need to be changed for each profile.**

## Using the Print Client


This PC is now set up for local printing from integraERP. To use local printing from this PC, always log on to integraERP by either double-clicking the integraSoft Print Client icon in the System Tray or right-clicking the integraSoft Print Client icon and selecting "integraERP Login". When using multiple profiles, The Firefox Profiles window will appear. Select the desired profile to log into integraERP.

When using a Remote Desktop connection this will open a Remote Desktop session with the browser navigating to the site specified under Settings and loading the login screen.

Now printing can be tested from integraERP-Tools-System Status or from any integraERP Report window by clicking " Print This Page".

## Printer Setup

To set up printing to a local (USB) or network receipt printer:

- Make sure the appropriate driver is installed on the host computer and the printer is connected.
- Test printing from a text editor (Notepad).
- Open the Printer Properties Dialog and share the printer.
- Right-Click the icon  in the System Tray and select "Printer Associations".
- Select an LPT port number that does not represent a physical parallel port on the PC (usually a port number above 1 is a safe choice) and specify the receipt printer in the following format: `\\<server>\<shared name>` where <server> is the name or IP of the host computer (can use 127.0.0.1 for localhost) and <shared name> is the shared printer name you assigned. NOTE: Multiple printer associations can be set up.
- Select "Apply" to save your printer associations. Entry fields highlighted in red indicate that the entered printer name was not recognized. White fields indicate that the changes were saved.
- Close the dialog.
- In integraERP-Counter Point-Setup-Registers, maintain your register. Enter LPT<no> in the Receipt Printer field, where <no> is the LPT number you associated with the desired receipt printer.
- Save your changes.

## Updating the Print Client

To update to a new version of the Print Client, right-click the Print Client icon, go to "Settings" and select "Check For Updates". Follow the installer instructions. The new Print Client will start automatically; the old one will shut down. Previously entered settings will be retained.

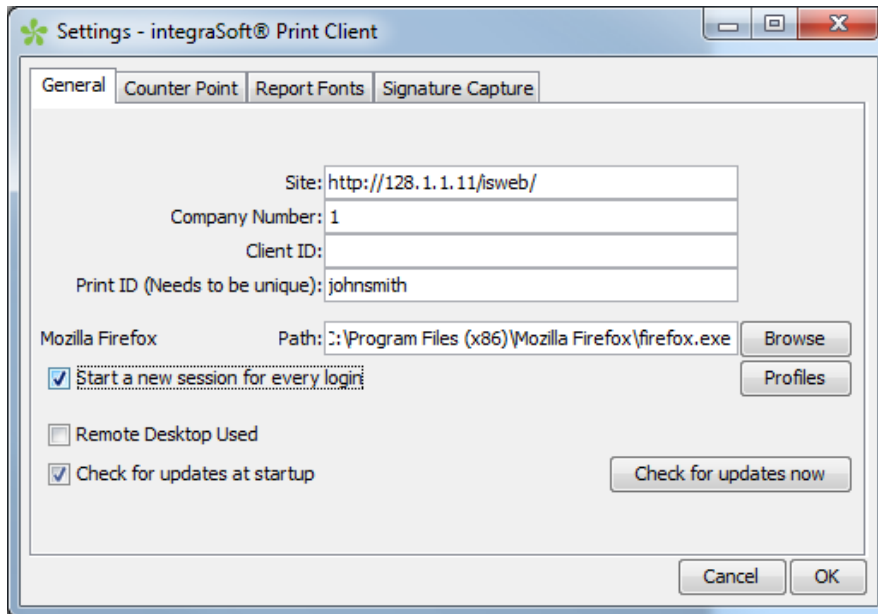
<b>Trouble Shooting Guide</b>
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Log file: C:\IntegraPrint\printlog.log  
 Settings: C:\IntegraPrint\settings.ini  
 Temp file directory: C:\IntegraPrint\Temp

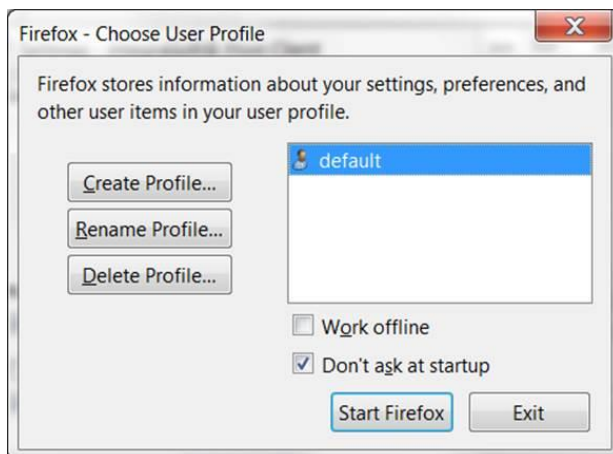
Symptom	Cause	Solution
Print Client is started, System Tray icon appears but is gone after two seconds (bubble message: "Detected another instance – shutting down")	There are temporary files present	Delete all files in C:\IntegraPrint\Temp\ and start Print Client
System Tray icon is present but no print output when 'Print this Page' is clicked in Report window	Logged on to integraERP without using login from Print Client Icon in System Tray or no valid Print ID	Log on to integraERP from Print Client Icon, make sure a unique Print ID is entered
Printing works, but System Tray icon still has a blue 'printing' indicator after printing.	Print Client tried to send an open drawer code, but no cash drawer present.	Go to Print Client Settings-Control Codes and delete cash drawer code and paper cutter code. Exit Print Client. Restart Print Client.
System Tray Icon has a blue 'printing' indicator when invoking print, but no printer output.	Older version Print Client is hung up.	Right-click, Exit. Then download newer version.
When updating the Print Client the new instance (left icon) shuts down and the old one is still running.	The old Print Client is hung up.	Select Exit from the context menu before restarting "IntegraSoft Print Client" from the Start Menu. If you have to use the Task Manager to shut down the old instance, you will need to delete the temp file under C:\IntegraPrint\Temp before starting a new instance.
When printing a PDF from Register Entry, it only partially prints.	There is a problem in the image used in the PDF.	Open image file in editor (e.g. Paint) and save. This usually fixes the problem.

## Deleting a Profile

1. Right click  icon in system tray and select settings.



2. Click Profiles.
3. Highlight the profile that needs to be deleted and click Delete Profile.



4. Next, there will be a popup box ask if you would like to delete the user settings from the profile. Click delete files.