



# Label Print Manager (LPM)

## Help and Troubleshooting

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# Overview

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The Label Print Manager program is used to get picking ticket information generated from Coresense, send the information to Silicon's Web Service, generate the labels, and finally print the labels to the specified printer.

## Installation

1. Double-Click or open the LPM\_Setup.msi file.
2. Select to install LPM for all users on the computer or just the current user.
3. Click Next to proceed to the installation wizard.
4. Select the folder location to install LPM (defaults to C:\Program Files (x86)\Label Print Manager\)
  - 4.1. Select whether to install LPM for all users who log into that computer or just the current user.
5. Click Next twice to begin installation.

\*Note that depending on your security settings, Windows may ask you to verify the publisher of the application and whether or not you want Windows to allow the application to be installed. Be sure to always allow Windows to proceed.

## Setup

LPM needs to be set up before labels can be printed. All items required by the user are on the main window that loads when LPM is started. The setup can be changed by clicking the ellipses (“...”) next to the items, or by going to the Options menu.

### **Directory to Import**

This is called “Text File Location” in the options menu. This is the folder where the text files generated from Coresense are residing. LPM will read all text files (\*.txt) in the directory. Be sure that the only text files in that directory are the files generated by Coresense.

### **Printer**

This is under Print Setup in the options menu or the File menu. Use this setup window to select the printer that will be used to print the labels. In the print setup window, you can also set the paper size and whether or not to always print a full page of labels.

The default for the printer will be set to your Windows default printer unless the setting is changed.

The Paper size is set to 8 ½ x 14 by default, but can be changed to any of the available page sizes. This setting is a beta phase and may not work properly. To be sure, it is better to set the default paper size in your Windows Printer Settings.

The “Always Print a Full Page” checkbox is checked by default. This means that a full page of labels will print regardless of the quantity specified in the text file. For example, if the quantity is 1, then 2 labels will print (the page will have summary plus 2 labels). If the quantity in the text file is 4, then 5 labels will print (summary plus 2 labels on the first page and 3 labels on the second page). If the checkbox is unchecked, then only the amount of labels specified in the Coresense text file will be printed.

### **Archive Folder**

When the Label Print Manager prints the labels, the text files generated by Coresense can be automatically moved to an archived folder location. This can be set in the settings. On the main window, make sure the “Archive Text Files to Specified Location” checkbox is checked and a valid folder location is specified. If the text file is read correctly and prints without errors, the text file is moved to the archived location with a prefix of “Printed\_[Date Printed]” where [Date Printed] is the date that the labels were printed.

### **PDF Generator URL**

This is only accessible via the Options menu. This is the base URL for Silicon's Web Service. The default is <https://labelmaker.windsorvineyards.com/api/Session/>. This should not be changed unless prompted to by Silicon.

## **Printing Labels**

To print labels, make sure the settings listed on the main LPM page have been set up, and then click the print button. The program will automatically read the picking ticket information generated by Coresense, generate the label using Silicon's web service, download the pdf's containing the labels, merge them into one PDF file, then print the labels to the printer specified.

Once the PDF is sent to the printer, a window will come up notifying you. If you see this window, but for any reason, the file did not get printed correctly, you may click the link to open the PDF document. Once the document is open, you can choose to print the file from your PDF reader, or save the PDF to a local file on your computer to review/print later.

Once you click Ok after having been notified that the document was sent to the printer, the temp files that were downloaded to your computer will be removed and the text files generated by Coresense will be moved into the specified "Archive" folder.

## **Archiving Text Files**

When the Label Print Manager prints the labels, the text files generated by Coresense can be automatically moved to an archived folder location. On the main window, make sure the "Archive Text Files to Specified Location" checkbox is checked and a valid folder location is specified. If the text file is read correctly and prints without errors, the text file is moved to the archived location with a prefix of "Printed\_[Date Printed]" where [Date Printed] is the date that the labels were printed. If the archive location is blank, the labels will not be archived.

# Troubleshooting

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**A**ny errors you receive should give a description of the error. If you are unsure of the error after reading through the help file, send the error message and a brief description of what you were doing when you received the error to [SaffoSolutions@gmail.com](mailto:SaffoSolutions@gmail.com).

## **LPM Will Not Install**

Any requirements for the Label Print Manager program should be installed during setup.

LPM uses Windows Installer for the installation. If you cannot install LPM, you should refer to Microsoft documentation to make sure you meet the requirements for the Windows Installer.

## **Cannot Create Configuration File**

If LPM cannot create the installation file, the most likely reason is that the user does not have permissions to create a file in the applications directory. This is usually due to the User Account Control Settings on a user's profile in Windows.

See <http://technet.microsoft.com/en-us/library/cc505883.aspx> for more information regarding User Account Control.

## **Cannot Read Text File**

- 1) Make sure that the text file is generated correctly from Coresense.
- 2) Make sure the file is not open on your computer. If you get a message saying the file is in use by another process, close the file on your computer, then click Retry.
  - a) If you click Abort, the printing process will end.

- b) If you click Ignore, the text file giving you the error will be ignored and will not be used in generation labels.

**More labels are printing than the quantity in Coresense**

Make sure the “Always Print Full Page” option is unchecked in the Print Setup screen.

**The server is timing out when trying to generate labels**

- 1) Notify your IT department that the Silicon Web Service is not responding.
- 2) Verify that the PDF Generator URL setting is set to the proper http address for Silicon’s Web Service.

**Unable to download label file**

Make sure the user account has the ability to create and modify files in the %temp% directory.

**Error during the Merge Label Phase**

- 1) Verify that you have a valid PDF reader installed.
  - a) If you have a valid PDF reader, repair the LPM program by going to Control Panel > Programs and Features
  - b) Or uninstall the program and reinstall it (also through Control Panel > Programs and Features).

**Labels were downloaded but I can’t print or open the file**

- 1) Make sure there is a valid PDF reader installed.
- 2) Verify that the printer selected is online and valid.

**Unable to Archive Text Files**

- 1) Verify that the user has the proper security rights to the Archive Folder and the folder containing the text files generated by Coresense.
- 2) Make sure that the Archive folder exists on the computer.
- 3) Make sure the text file is not locked (opened) by another user or Windows process.

**The temp folder is not getting cleared after the labels are printed**

Verify that the user has the proper security permissions to delete files in their %temp% folder.