



NO BETTER EXPERIENCE

AutoPrint help guide

Version 1 (August 2023)

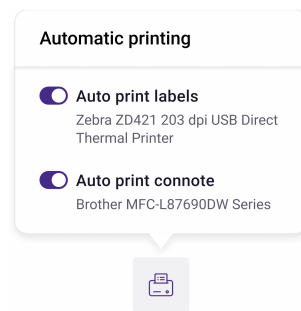
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About AutoPrint

AutoPrint allows the efm application to communicate directly with printers at the dispatch workstation. This removes the requirement to manually print labels and connotes, and results in the documents being automatically printed at the time of consignment creation and update.

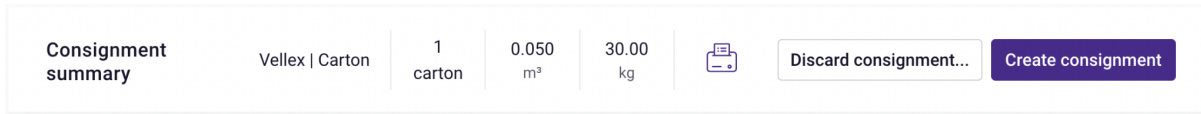
The efm App AutoPrint Service is the client service that will run on the dispatch workstation to act as the printing agent for the efm application. AutoPrint communicates with the efm application web suite to store printer configuration and handle automatic printing.

Printers for labels and A4 connote documents can be configured for each user account.

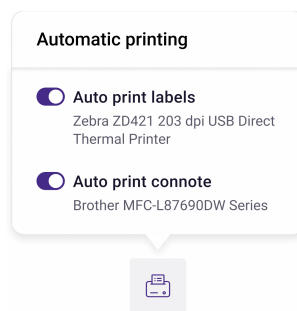


Printing documents automatically when consigning

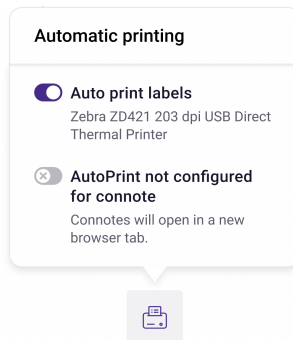
- When AutoPrint is installed and enabled for the user account, a printer icon appears in the Consignment summary at the bottom of a consignment form.



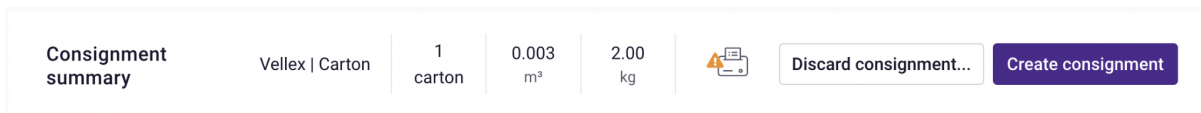
- If printers have been configured for labels and connotes, then the documents will print automatically at the time of consignment creation.
- Automatic printing can be turned off for a consignment for each document type by clicking on the printer icon.



- If printers have not been configured for a document type, then the document will open in a new browser tab for manual printing.

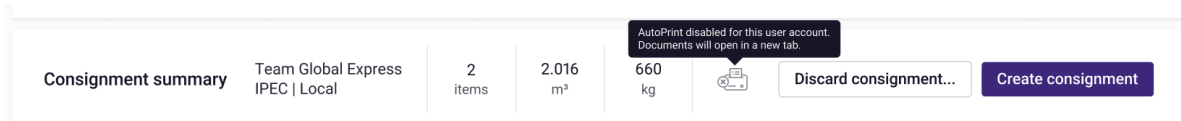


- If AutoPrint is not running, all documents will open in new tabs for manual printing.



[Troubleshooting: AutoPrint is not running](#)

- If AutoPrint is installed and running but disabled for the user in the Printer configuration, a disabled sign will display on the AutoPrint icon and the documents will open in a new tab.



Managing AutoPrint

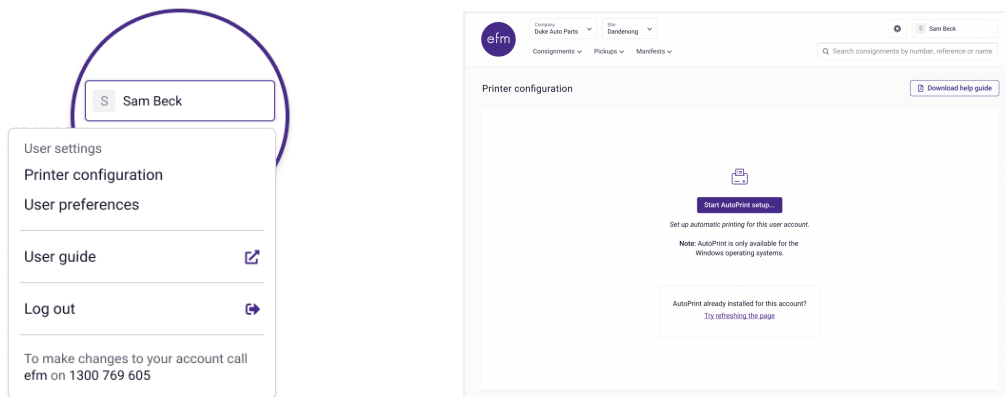
Setting up AutoPrint for the efm application

Before you begin

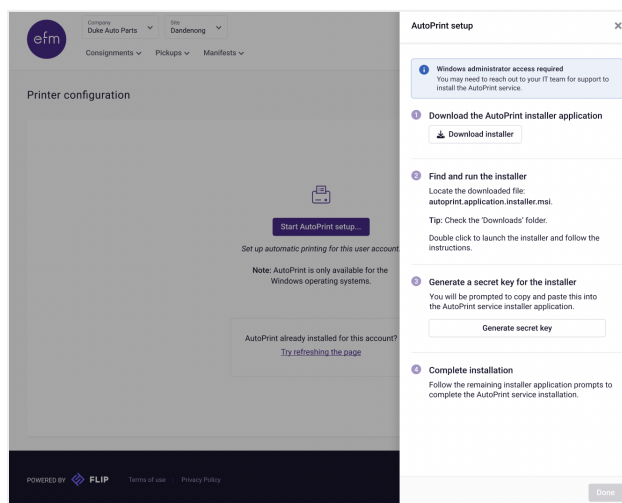
- AutoPrint is only available for the **Microsoft Windows** operating systems.
- **Windows administrator access** is required to install the AutoPrint Service. You may need to reach out to your IT team for support.
- Ensure you are logged in to the efm application with the **user account** that will be using the AutoPrint functionality.

Step 1: Go to Printer configuration

- On the **efm application** navigate to the **Printer configuration** page:
User settings > Printer configuration



Step 2. Start the AutoPrint setup process



- Download the AutoPrint installer application:
<https://asset.app.efmlogistics.com.au/autoprint/installer/latest>

- Locate the downloaded installer file on your computer: **efm-app-autoprint-2.3.9.msi**.

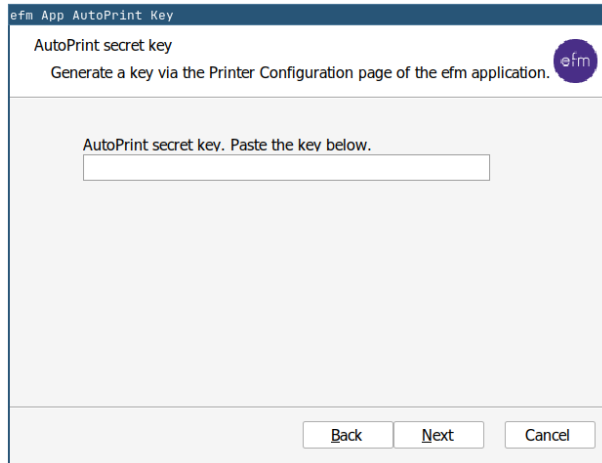
Tip: Most browsers will drop the download to the bottom of the screen, or check your Downloads folder.

- Double click the file to run through the install process.

Step 3. Generate and enter a secret key for the installer

- When prompted, return to the **efm application** and generate a secret key for use in the installer.

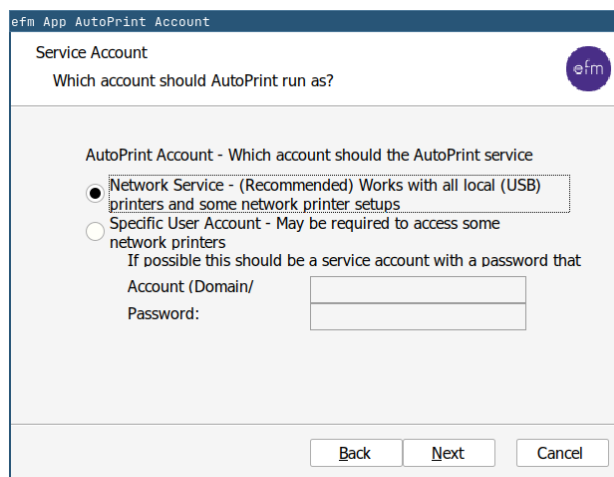
Note: This key is secret and not to be shared.



- Need to reinstall? See [Resetting AutoPrint for the user account](#).

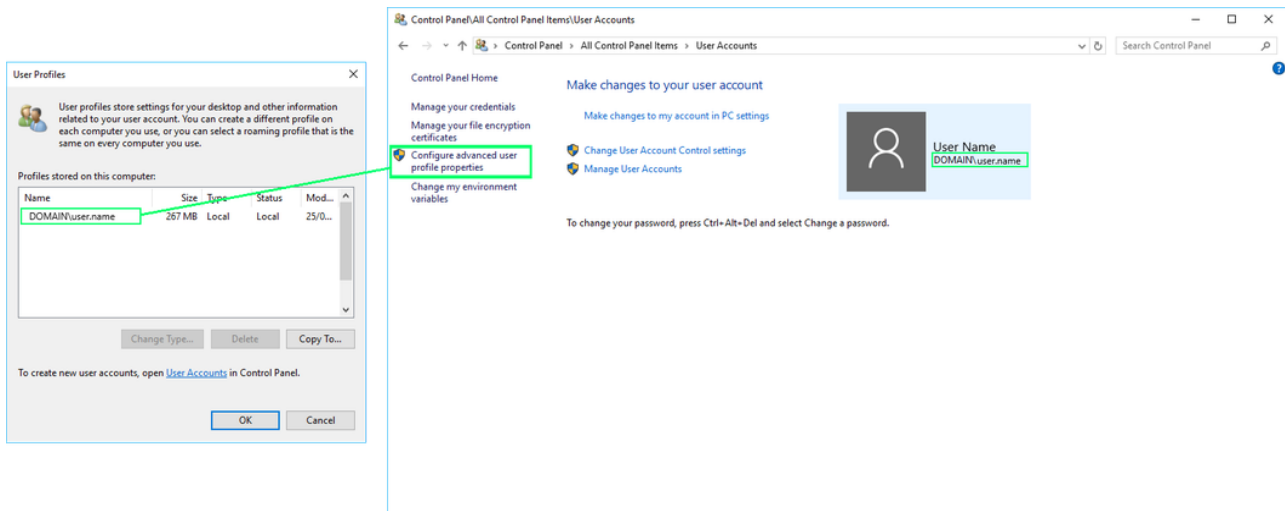
Step 4: Setting the Service Account for the AutoPrint Service

- A Service Account is a Windows feature that provides a secure context for background services.
- The Service Account logon dictates what Windows user is running the service.
- In most cases the **Network Service** (the recommended option) will work.
- If the network service option is not successful then use a Windows User Account which has access to the printers.



Tip

- To locate the Windows Account username for the computer, if Network Service is not an option: *Control Panel > All Control Panel Items > User Accounts > Configure >*
- The username can be found in the Configure advanced user profile properties section highlighted on the left of the window.



Step 5. Complete the installation

- Step through the remaining installer application prompts to complete the AutoPrint Service installation.
- When you have completed the installation, return to the **efm application** and click the 'Done' button of the AutoPrint setup drawer.
- Once the efm application detects the installation of the AutoPrint Service, the **Printer Configuration** page will refresh and you can set printers for your labels and connotes.
- Otherwise, try manually refreshing the page.

Configuring printers

- To set up labels and connotes to print automatically, on the **Printer Configuration** page, set each document type to 'Yes' and select from the list of available printers.
- 'Save configuration'

The screenshot shows the 'Printer configuration' page in the efm application. At the top, there is a navigation bar with the efm logo, company name 'Duke Auto Parts', site 'Dandenong', and user 'Sam Beck'. Below this, there are tabs for 'Consignments', 'Pickups', and 'Manifests', and a search bar. The main content area is titled 'Printer configuration' and includes a 'Download help guide' button and an 'Actions' dropdown. The configuration details show 'AutoPrint' is turned on, the service is 'Running', the version is '1.1.1.1', and it is installed on 'DESKTOP-DS0VFGI'. There are two sections for configuration: 'Auto print labels?' and 'Auto print consignment notes?'. Both are set to 'Yes'. The 'Auto print labels?' section is set to 'Zebra ZD421 203 dpi USB USB Direct Thermal Printer'. The 'Auto print consignment notes?' section is set to 'Brother MFC-L87690DW Series'. A 'Save configuration' button is located at the bottom right of the configuration area.

Disabling AutoPrint for the user account

- To disable the AutoPrint functionality for the current user account, toggle the AutoPrint switch off from **Printer configuration** in the efm application.

Warning

When you disable AutoPrint from **Printer configuration** all workstations using the same user account will lose automatic printing functionality and all documents will open in new browser tabs when consigning until it is switched on again.

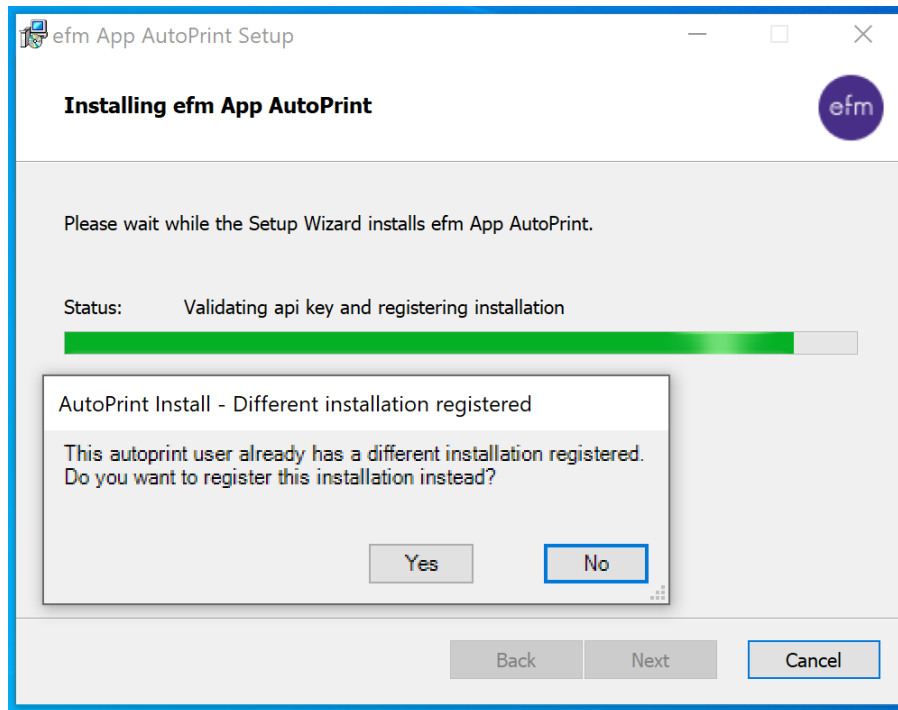
Note

When you disable AutoPrint from **Printer configuration**, it does not disable or uninstall the efm app AutoPrint Service from the Windows machine. If you enable AutoPrint again and the client is running, you can continue using AutoPrint.

Troubleshooting AutoPrint

Existing installation detected

If the installer displays the **following alert** during the install process, another installation of the AutoPrint Service for the current user has been detected.



Warning

If you proceed with the installation, **the previous installation will no longer work** and automatic printing will not be available for any workstation using the same efm application login until the new installation is complete.

The efm application cannot detect printers

- If the system is unable to detect printers, check that printers are installed.
- To do this go to the **Control Panel** for the computer, then **Printers and Scanners** and check the printer is in the list.
- If the printer does not appear, either:
 - Add the printer using Windows, or
 - Change the Autoprint Service to run as a user that has access to the printers.
- You may need the support of your internal IT team.

Documents are not printing correctly

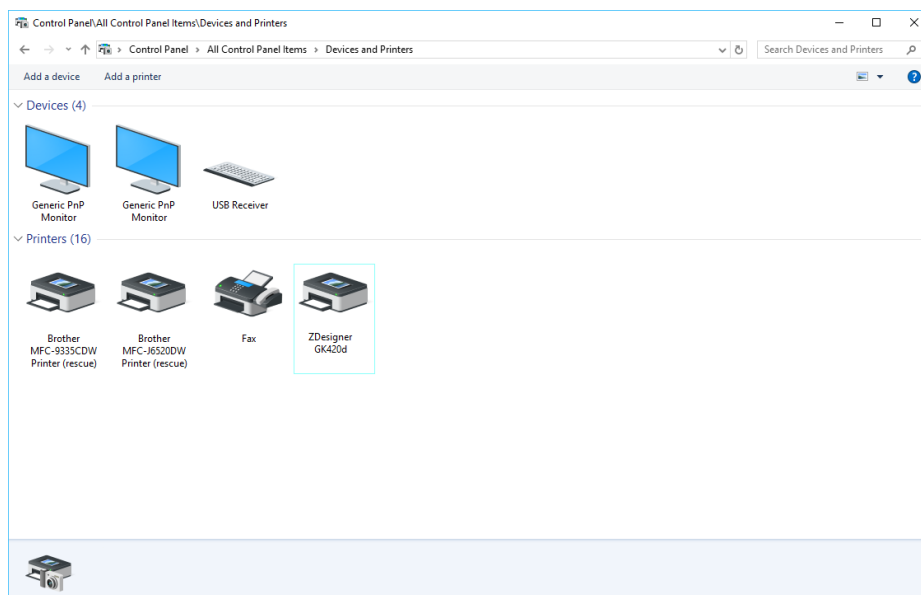
If labels or connotes are not printing correctly, you may need to change your **Printing Defaults** for the printer in the **Printer Properties** of your computer.

Changing Printing Defaults for your printer

Tip: For networked printers, ensure any changes to the printer settings are made for the Windows user that is logged into the Autoprint service.

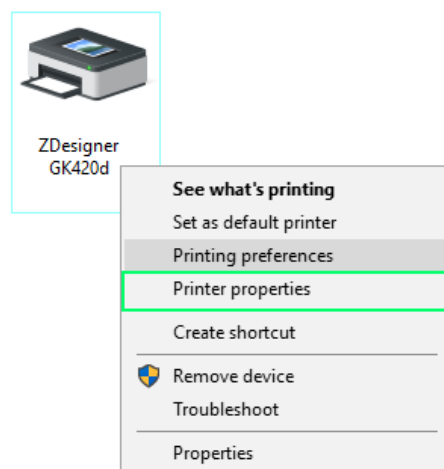
- There are two places where changes need to be made: **Printing Defaults**.
- Go to *Control Panel > Open Devices and Printers*

Tip: This name may vary depending on which version of Windows you have. It may be called **Printers and Scanners**.

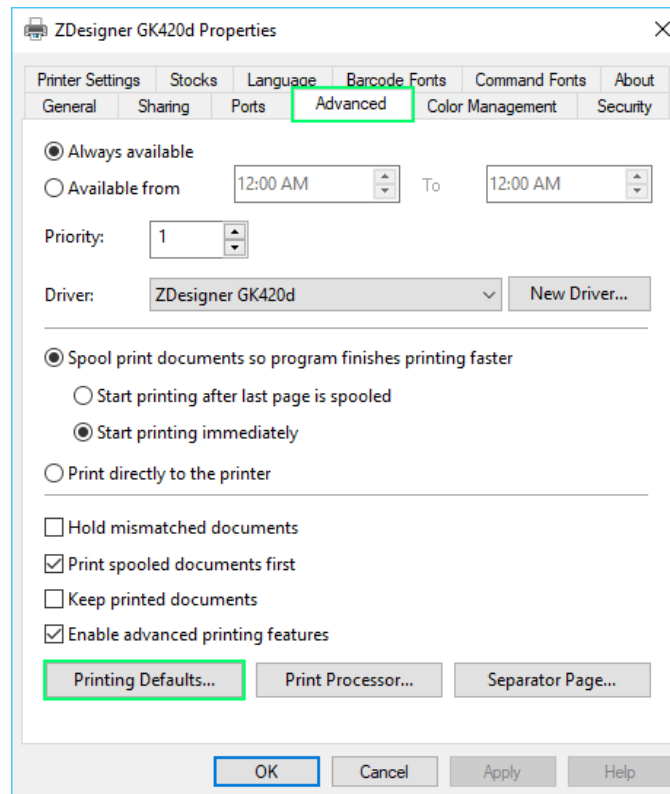


Changing Printer Properties for your computer

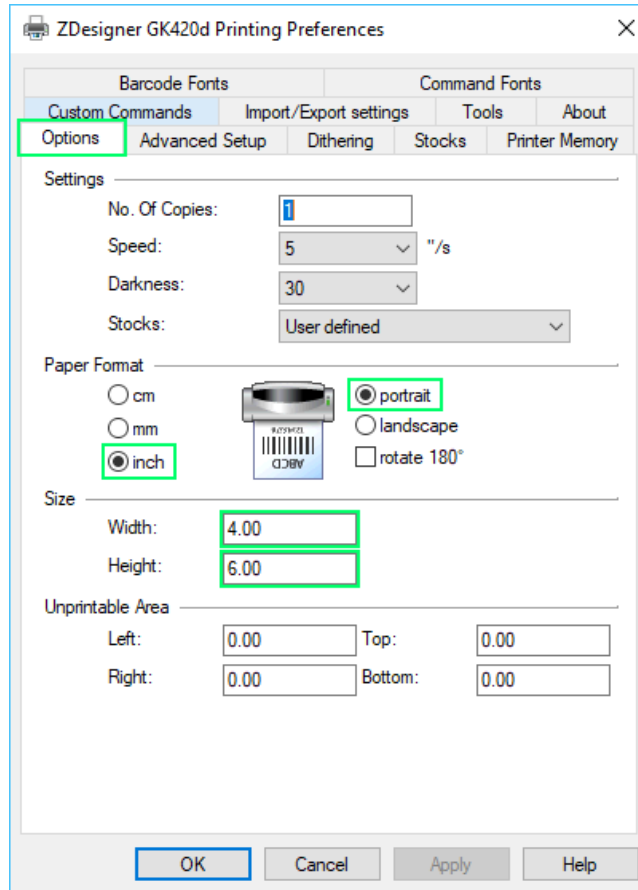
- Right click the label printer again, and select **Printer Properties**.



- Click the **Advanced** tab > **Printing Defaults...** >



- Change the settings here to match the below:

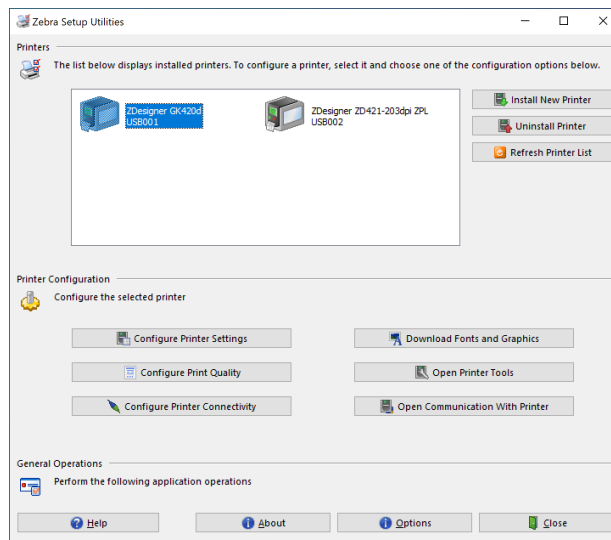


- Then **Apply** and **OK**.

Note: This option may not be available to you if the system is locked down by an administrator. If this is the case, please contact your internal IT department for assistance.

Note: If you see the Zebra Printing Preferences instead of the image above, then you will need to install the Zebra Printer Setup Utilities Driver from:

<https://www.zebra.com/us/en/support-downloads.html>



Documents are not printing automatically

Pre-checks

Try these simple checks first:

- **Is AutoPrint enabled?**
Check AutoPrint is switched on on the **Printer Configuration** page.
- **Are you logged in with the correct user?**
AutoPrint will only work for the user it was installed for. If you have multiple users, please test the other users to see if there is one that will work.
- **Are you on the correct PC?**
AutoPrint will always print from the PC it was installed on when enabled for your efm app user. If you are on a different PC and don't want AutoPrint, disable AutoPrint when consigning or on the **Printer Configuration** page. only work for the PC it was installed on. If you have multiple PCs,
- **Is it a new PC?**
If you have acquired a new PC, AutoPrint will need to be [reset](#) and the service reinstalled.
- **Is the printer running?**
Check the printer is powered up and paper stock is available.

Check 1: Can labels and connotes be printed manually?

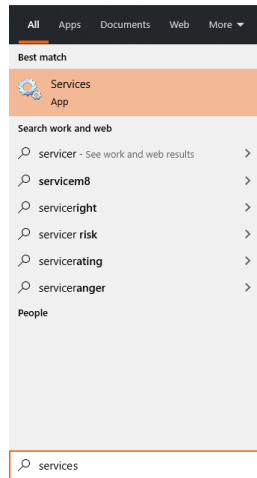
- I. In the efm application, view a document for an existing consignment:
Consignments > Manage pre-manifest consignments > View consignment > Documents > Choose either 'View label' or 'View connote'
- II. When the document opens in a new tab, click the **print** button.

If the document successfully prints, the AutoPrint service may be the issue.
Try [restarting](#) the service.

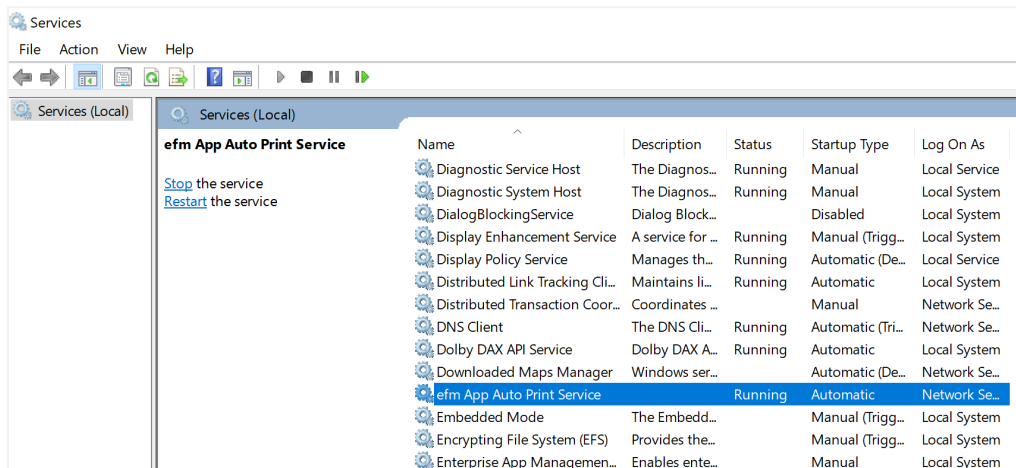
If the document fails to print, there is a problem with the printer and you may need the support of your internal IT team to resolve it.

Check 2: Is the efm App AutoPrint service running?

- To find the AutoPrint service, click **Start** > type 'Services'



- In services > right-click on **efm App AutoPrint Service** > select 'Properties'



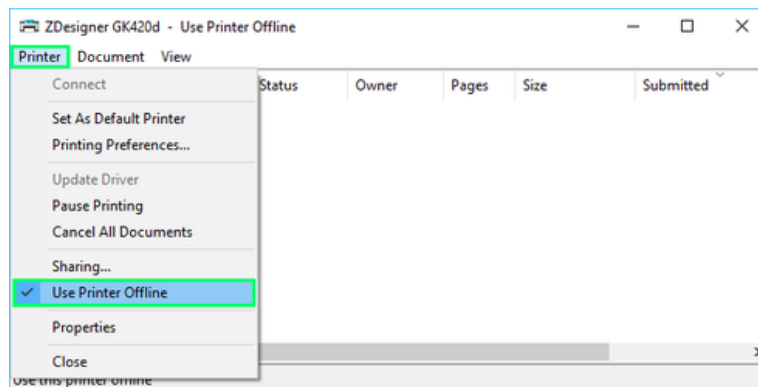
- If the service is not running, restart the service.

Warning

When the AutoPrint service is restarted, all queued jobs will print, even if they have been manually printed earlier. To clear print jobs from the queue, see [Check 3](#) below.

Check 3: Are there errors in your print queue?

- When the AutoPrint service is restarted, by default, all queued jobs will print even if they have been manually printed earlier.
- To ensure labels do not print unnecessarily when restarting the service:
 1. Go to **Control Panel > Devices and Printers > Select the label printer > Right click and select 'See what's printing'**
 2. In the print queue window go to **Printer > Use Printer Offline**




3. [Restart](#) the efm App Autoprint service.
The print jobs will load into the print queue and they can be deleted.

Tip: Ensure the printer is put back online to be able to print again.

The AutoPrint Service is not running

- If AutoPrint Service is not running, a warning will appear on the print icon when consigning and all documents will open in new tabs for manual printing.

Consignment summary	Vellex Carton	1 carton	0.003 m ³	2.00 kg		Discard consignment...	Create consignment
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- To restart the AutoPrint Service:
 - From the start menu of your Windows computer, search for 'Services' > right-click on **efm App AutoPrint service** > select **Start**
- Once the service is running, create a test consignment to ensure AutoPrint is working again.

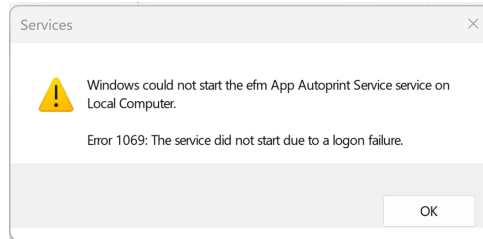
Important note

If the options to **stop**, **start**, or **restart** the service are **disabled**, the Windows user does not have the required Windows Admin access and your internal IT team should be the first point of contact for assistance. **Please do this before raising a case with efm IT.**

The AutoPrint Service will not remain running

- If the AutoPrint Service does not remain running, [reset AutoPrint](#) then re-install the AutoPrint Service.

There was an error restarting the service



- This error displays when the password has changed on the computer and needs to be updated on the AutoPrint Service.
- See [Updating the login details of the AutoPrint Service](#)

Resetting AutoPrint for the user account

If you replace the computer where the AutoPrint service is installed, you will need to reset AutoPrint for the user account and reinstall the AutoPrint Service on the new computer.

- To reset AutoPrint, go to **Printer configuration** on the efm application and under the 'Actions' menu select '**Reset AutoPrint**'.

Warning

When AutoPrint is reset, any printer configuration will be cleared and automatic printing will not be available for any workstation using the same login until a new version of the AutoPrint service is installed.

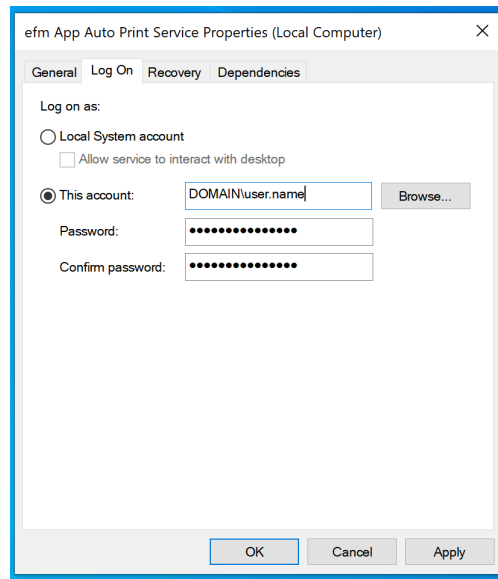
You may need support from your IT team as Windows Admin access is required to re-install the AutoPrint service.

Updating the login details of the AutoPrint Service

You will need to update the login information for the service if:

- 1. The computer password has changed**
Your company may have a security policy in place which requires the password to be changed frequently. If the password has changed for the computer, you will need to update the windows service log on.
 - 2. The computer user was updated**
If you have changed users on a computer, the service will need to be updated with the new user details.
- To update the AutoPrint Service on your computer

- in **Services** > right-click on the **efm App AutoPrint service** > select **Properties** > select the **'Log On'** tab at the top >
- change the password to match the computer password > click **'Apply'** and **'OK'**.



You will need to [restart](#) the service.

Locating key AutoPrint information for further support

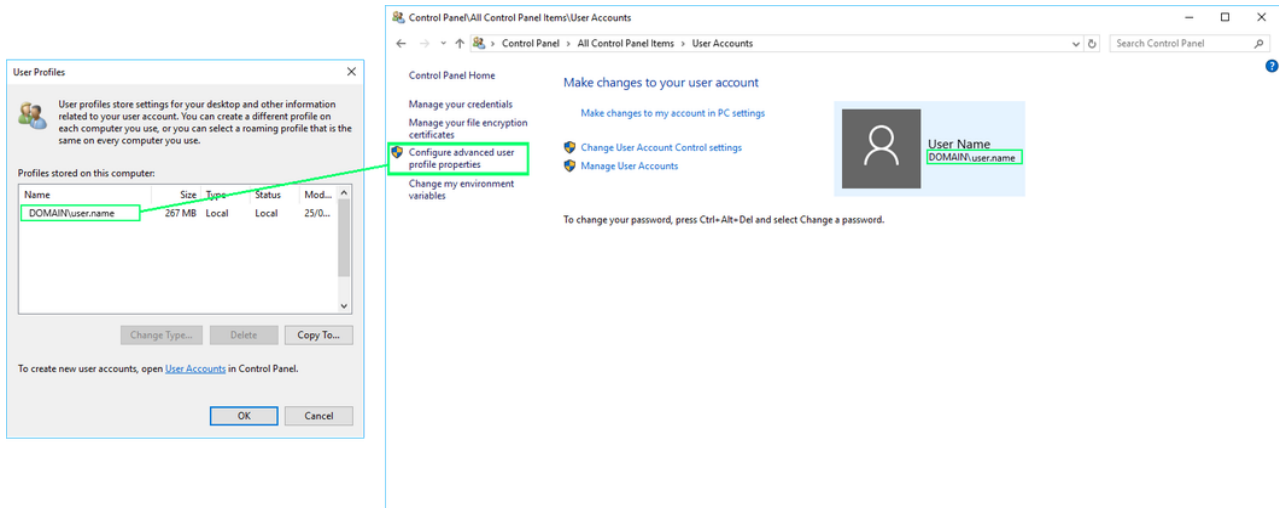
If you require further support from our helpdesk, you may need to quote:

- The computer name AutoPrint is installed on
- The current AutoPrint version number

Both of these can be found on the efm application's **Print configuration** page:

What is the username for the computer?

- *Control Panel > All Control Panel Items > User Accounts*
- The username can also be found in the **Configure advanced user profile properties** section highlighted on the left.



Technical requirements

Category	Specification
Machine	<p>PC:</p> <ul style="list-style-type: none"> • Windows 7 with SP1 • Windows 10 <p>Note: Windows 8 & Windows 8.1 <u>are not supported</u></p> <p>Server OS:</p> <ul style="list-style-type: none"> • 2008 R2 SP1 or newer <p>⊘ January 14, 2020 2008 R2 SP1 will no longer be supported by Microsoft.</p>
Standard installation Directory	C:\Program Files (x86)\Flip Group\efm App AutoPrint
Windows user (for the Service)	<p>To install the AutoPrint Service, the Windows user running the service requires:</p> <ul style="list-style-type: none"> • Access to the Windows Printer Services. • Access to the printers. <ul style="list-style-type: none"> ○ If the printers are shared on a network, login to the workstation under the Windows user account that runs the service and add all the required printers. <HOW?> • Read/Write on the installation directory. • A non-expiring password.
Port/URL	<p>The service makes requests to the following domains using port 443:</p> <ul style="list-style-type: none"> • https://autoprintapi.flipgroup.com.au • https://autoprintsignalr.flipgroup.com.au