



Ultriva
eBots Printer Services
Version 7.7.0.0
Reference Guide

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E Bots – Getting Started

The Ultriva eBots Printer service is an application which resides locally on the machine of any user that requires the ability to print labels from the Ultriva Application. The Ultriva eBots Printer application accepts the data from Ultriva web application, then formats the data properly and sends it to the Windows Printer driver for printing the label. The .ebr extension file will be associated with the eBots Printer service during installation.

What are the minimum requirements?

Windows 2000/XP/Vista/7/8/

Printer: A Windows compatible laser printer, inkjet printer or Thermal Printer. Please note that the eBizPrinter software should be installed in the C drive only.

How do I get License Key for installation?

Please ask your Plant CEK/APP Administrator. A License Key is also provided in the Readme.doc which is included in the zip file.

How do I get support?

Please email the question to support@ultriva.com with a detailed message and screenshot of the problem.

Please click on the link below to navigate to the eBots Printer Services website to download the software.

<http://help.ultrivalms.com/eBots/eBizPrinter/ebizprinter.html>



Quick Tip - After downloading and unzipping the files, you can follow the step by step instructions on the following pages.

Installing eBots Printer Software



Important – You must be an Administrator when installing eBots or making any changes within the program!

From the “Ultriva eBots Printer Services” screen, click on the “Download” button



HOME > Ultriva eBots Printer Services

This Software allows you to print the kanban bar-coded labels. You will need a license key to install this software. The download is in zip format. When prompted, Select Save and save it to a folder. Unzip and run the executable(Setup.exe) to install the software.

Instructions

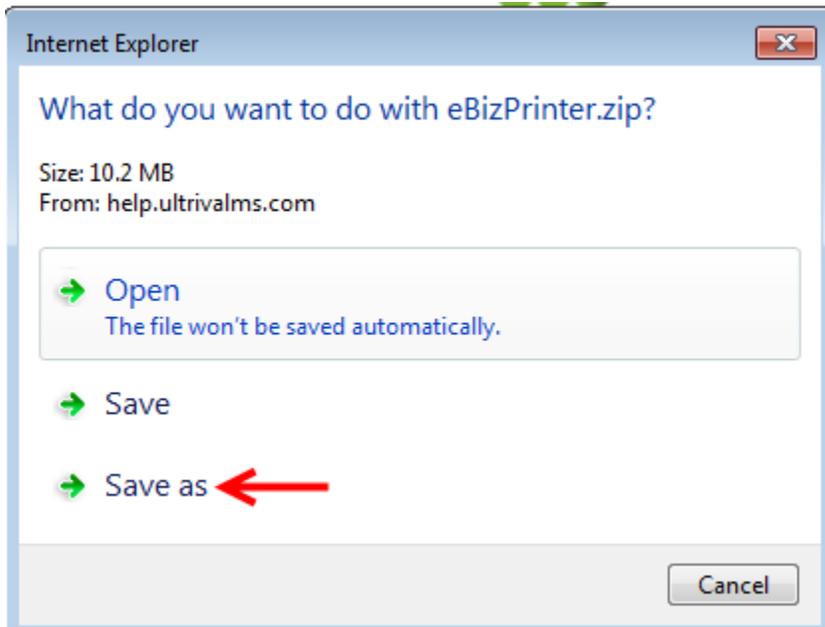
1. What do you want to download?
2. The supported Operating Systems are Windows XP/Vista/7/8.
3. Click Download, Select Save and save it to a folder.
4. Unzip the files, review the Readme.doc instructions, then install and configure following the instructions.
5. Make sure the Ultriva eBots Printer software is installed on the **C drive**.

Software and Manual Manual

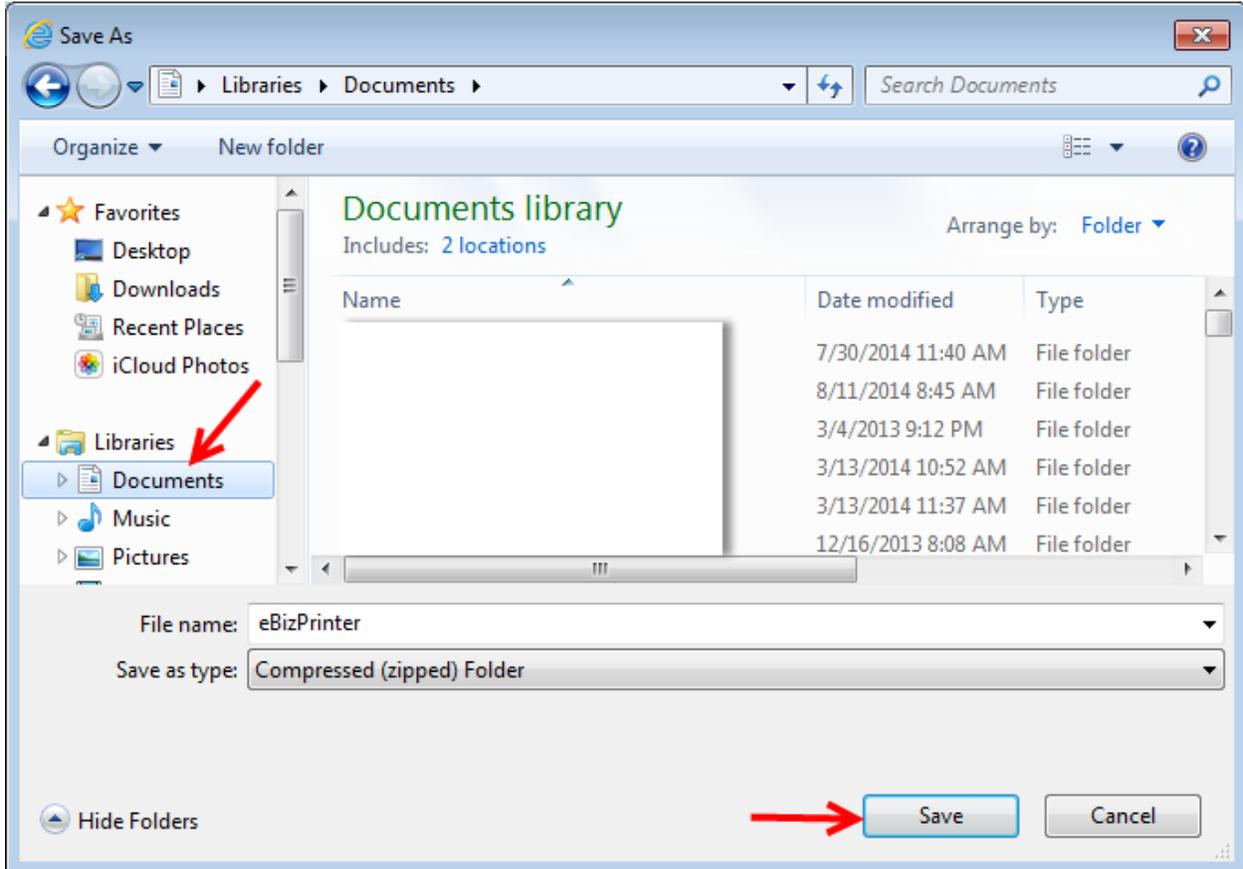
Download



Click on “Save As”



Click on “Documents”, click on the “Save” button.



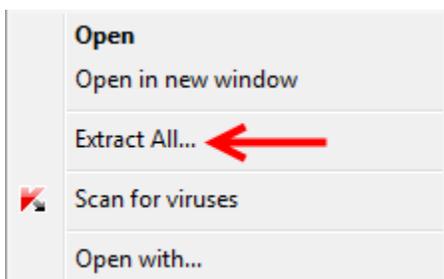
Click on “Open Folder”



Right click on “eBizPrinter”



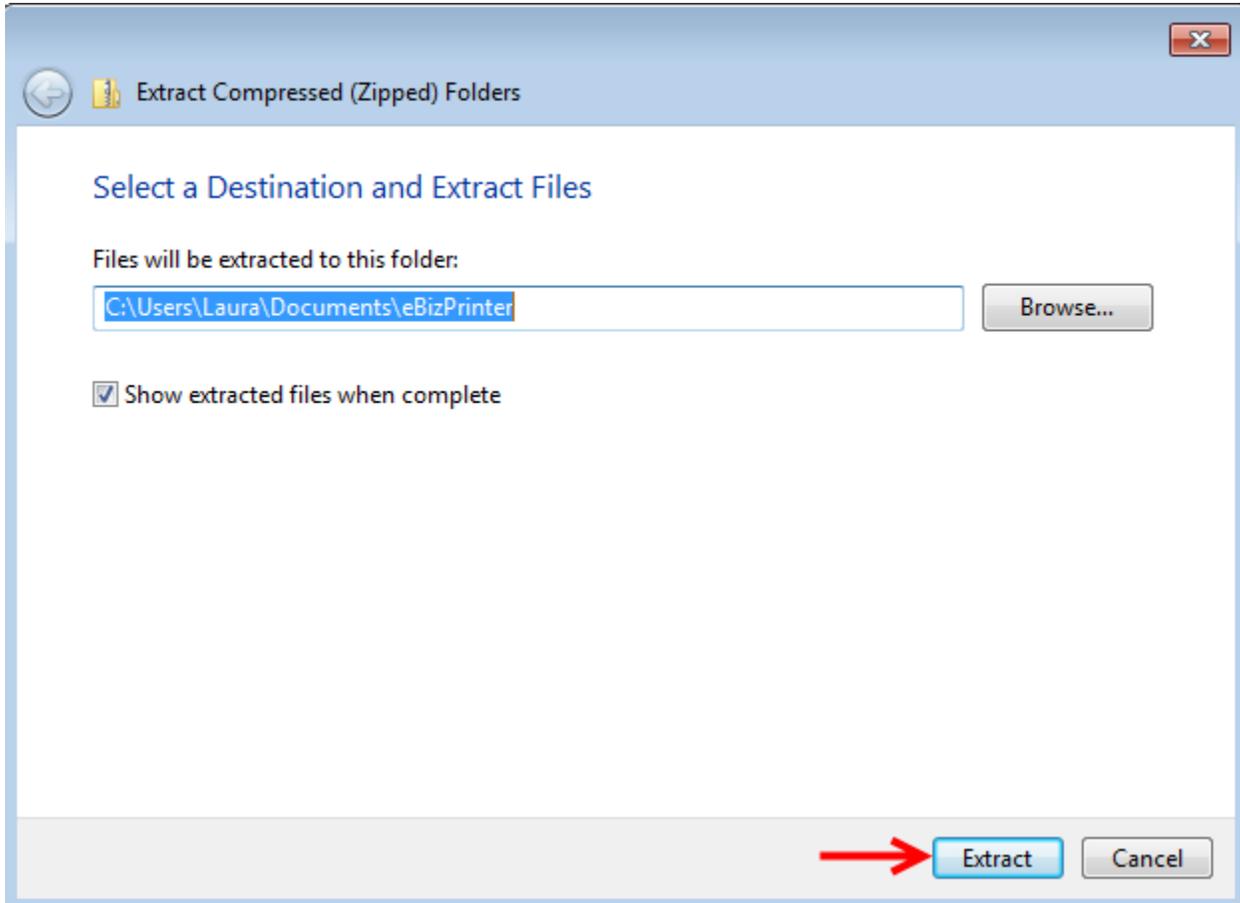
Click on “Extract All”



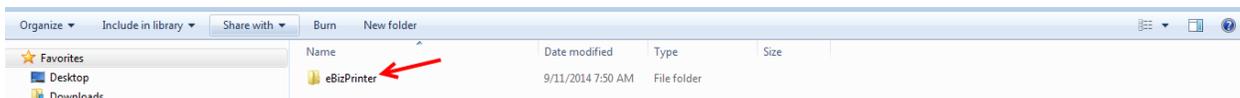


Important – The files must be extracted into a folder

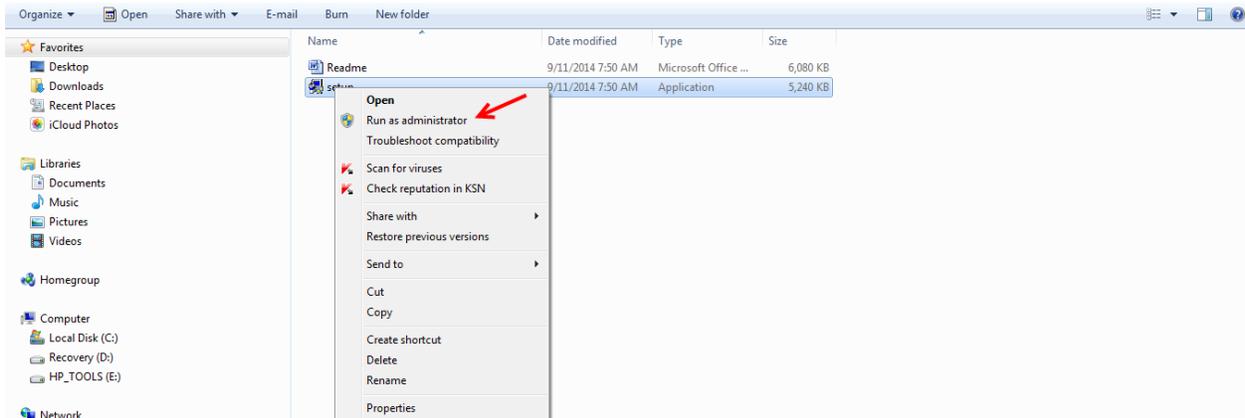
Click on the “**Extract**” button



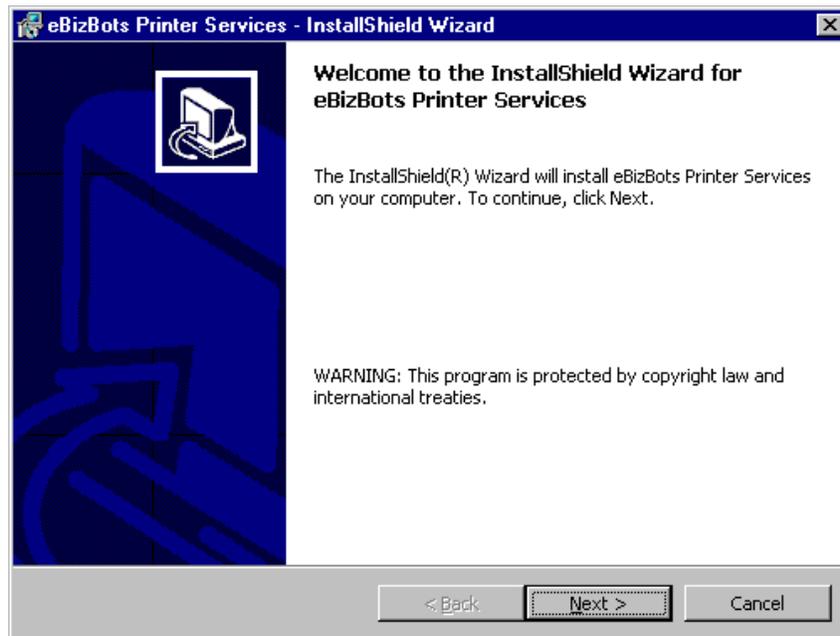
Double click on “eBizPrinter”



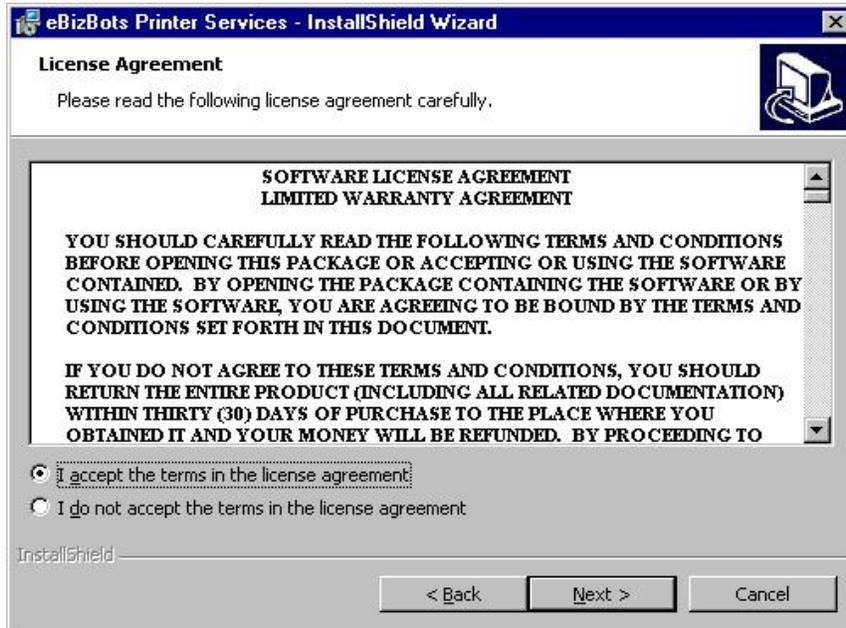
Right click “Setup.exe, and select “Run as administrator”



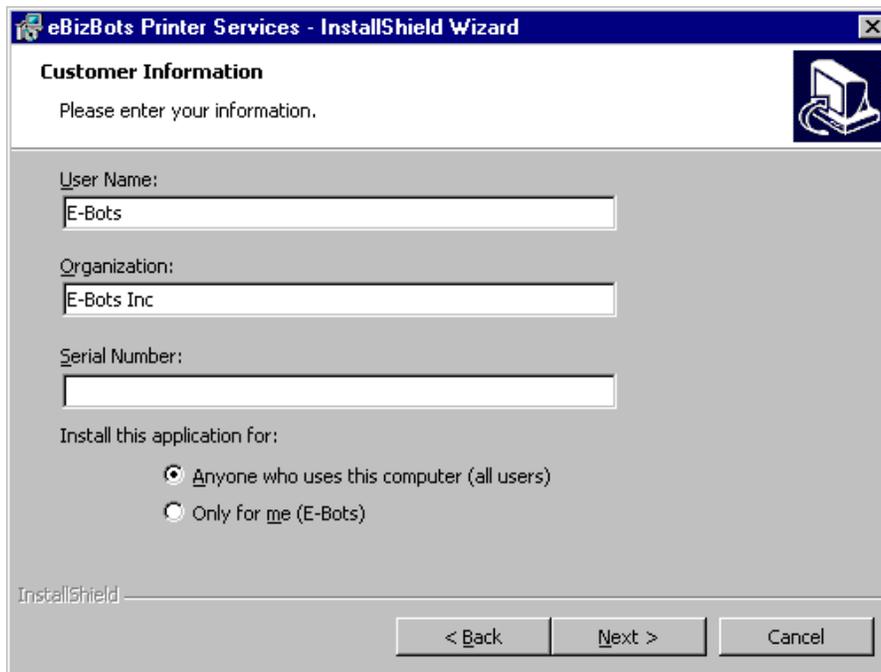
Click on the “Next” button



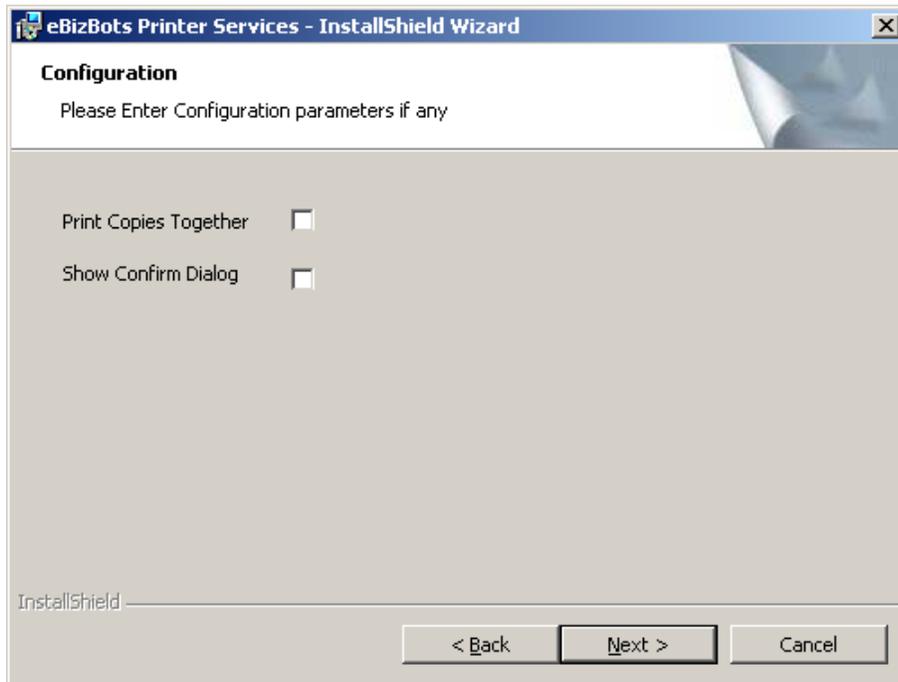
Read the agreement and Click by the “I Accept”.... option.



Enter the “User Name, Organization and Serial Number”. The serial number is “PR00-8FW00898”. Click on the “Next” button.



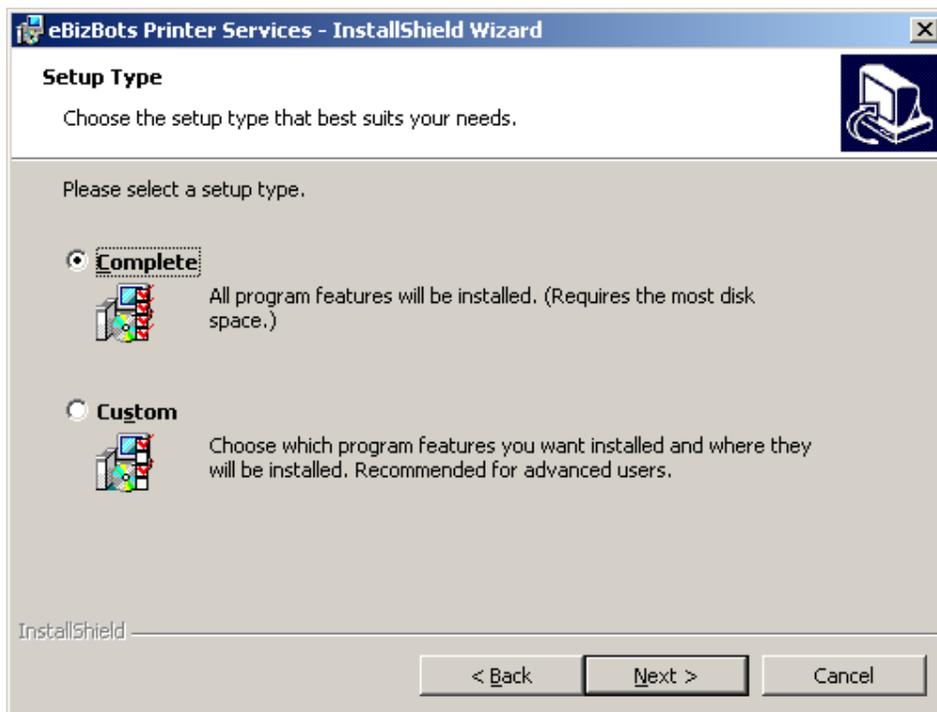
Select the “Configuration Parameters” (if any). Click on the “Next” button.



Select “Complete or Custom” (Complete Recommended). Click on the “Next” button.



Important – Please note that the eBiz Printer software should be installed in the C: drive only!



Click “Install” on the next screen. After installation, click on the “Finish” button.

Setting up eBots Printer Software

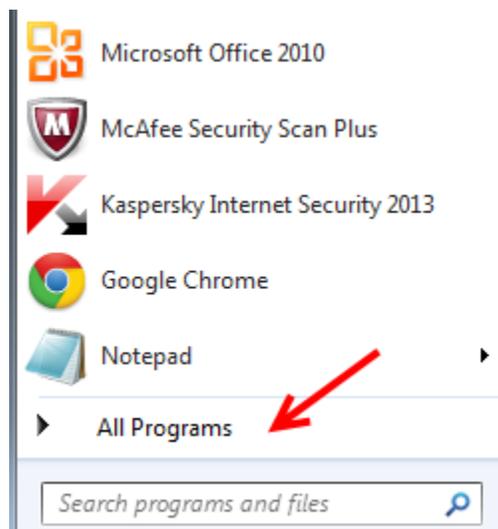


Quick Tip - Once eBots is installed on your computer, the following steps will guide you to configuring the eBots Printer Services Software. You must be logged in as an administrator to download and set up the services.

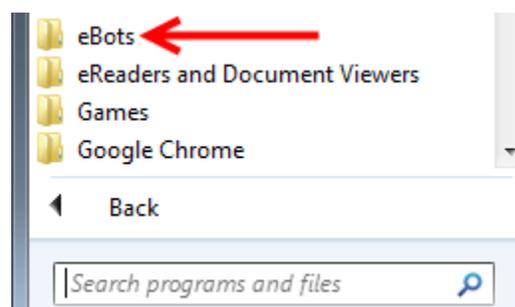
Click on the “Start” button



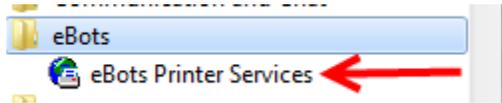
Click on “All Programs”



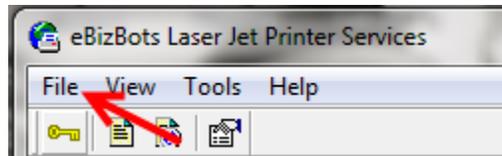
Click on “eBots”



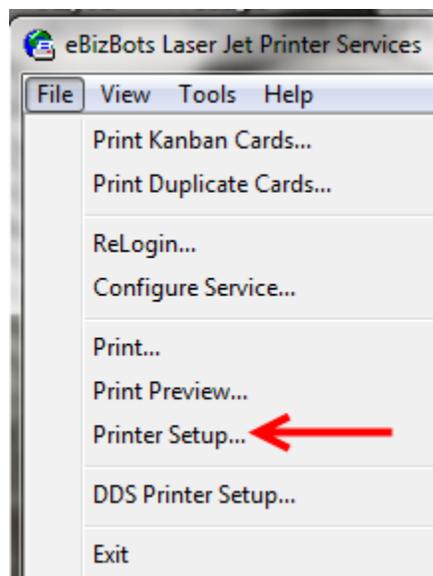
Click on “eBots Printer Services”



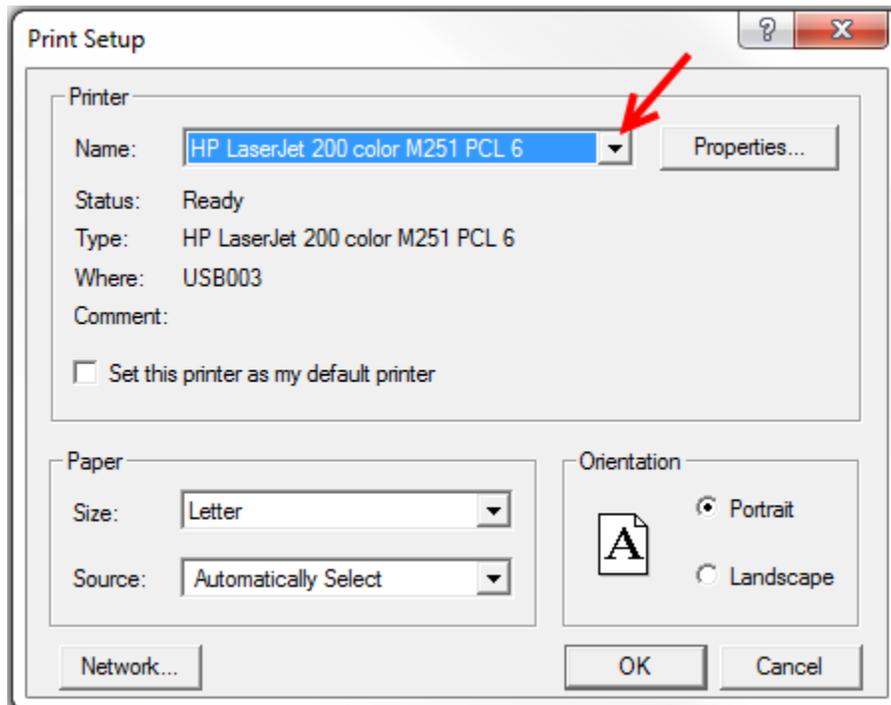
Click on “File”



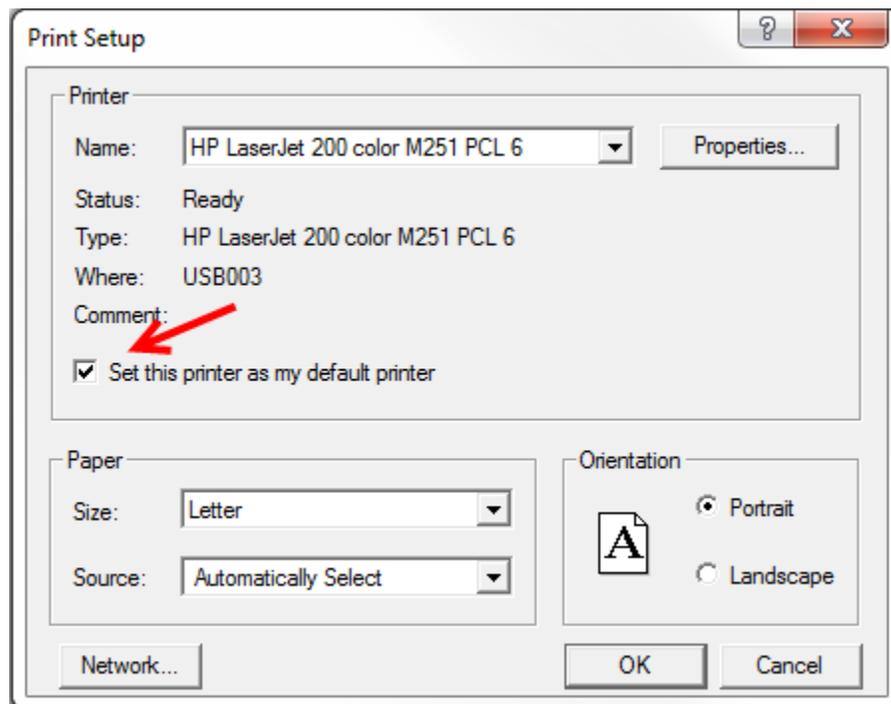
Click on “Printer Setup”



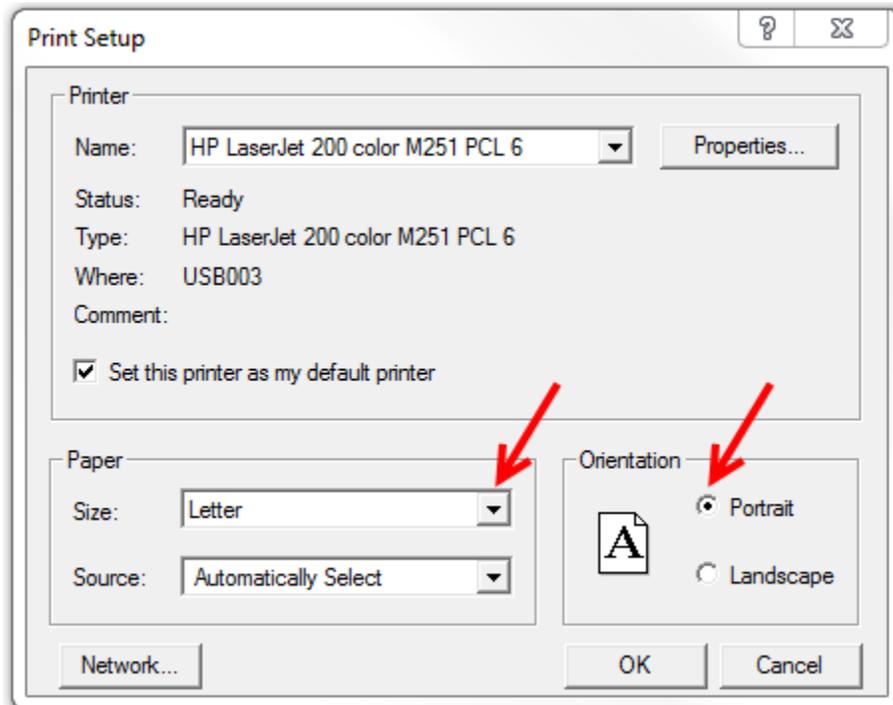
Select the label “**Printer**” you are setting up.



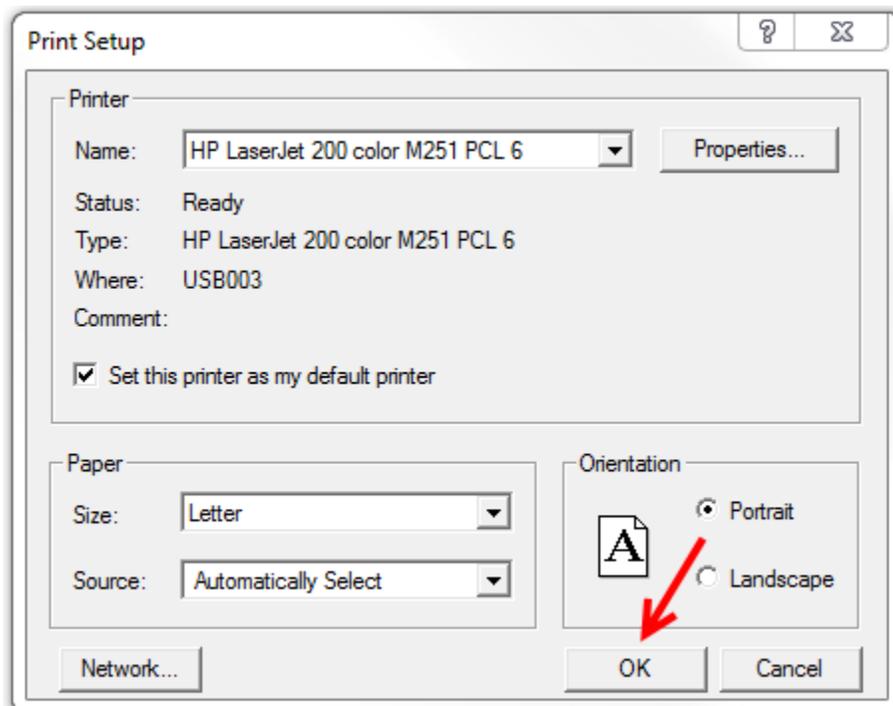
Checkmark “Set this printer as my default printer”.
This is the eBots default printer, not the windows default.



Change the “Paper Source” and “Orientation” (If applicable)

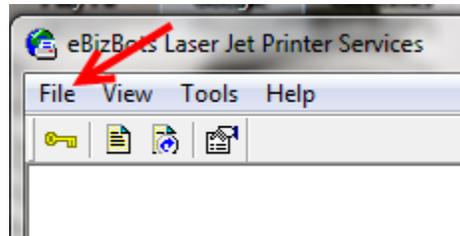


Click on the “OK” button

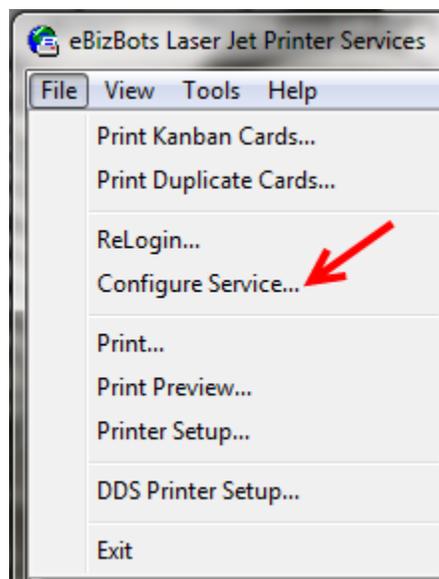


The **printer is set up**. You now need to “**Configure the Printer**”.

Click on “**File**”



Click on “**Configure Service**”



Enter “dummy text” like 123 in the “WebServer URL”

The image shows a 'Printer Services Configuration' dialog box with the following sections and controls:

- Server Settings:**
 - WebServer URL: (A red arrow points to this field.)
 - Using a Proxy Server
 - HTTP Test... button
 - OK button
 - Cancel button
- Printer Options:**
 - Select printer from printer setup dialog (Print Test Page... button)
 - Use Default Printer
 - Left Margin in Units of 1/1000 inch:
 - Top Margin in Units of 1/1000 inch:
 - Print Copies Together
- Label Options:**
 - # of Rows Per Page:
 - # of Columns Per Row:
 - Vertical Gap in units of 1/1000 inch:
 - Horizontal Gap in units of 1/1000 inch:
- Others:**
 - Show Confirmation Dialog
 - Trace Level: (dropdown menu)
 - No. of Days of Log Files to Keep:

Click to Select “Use Default Printer”.



Important – Do not click on the “Print Test Page”. This step is unnecessary as it does not reflect the customer’s label. The proper way to test the label is to print from the Ultriva website.

Printer Services Configuration

Server Settings

WebServer URL:

Using a Proxy Server

Printer Options

Select printer from printer setup dialog

Use Default Printer

Left Margin in Units of 1/1000 inch:

Top Margin in Units of 1/1000 inch:

Print Copies Together

Label Options

of Rows Per Page:

of Columns Per Row:

Vertical Gap in units of 1/1000 inch:

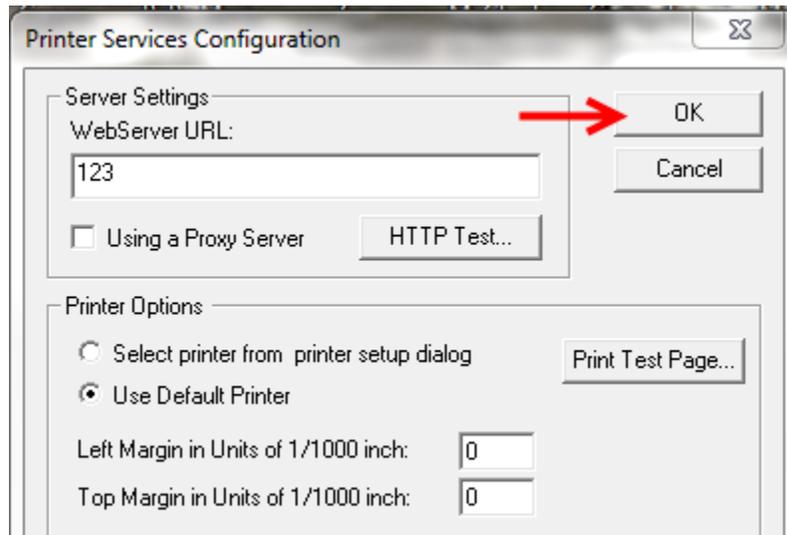
Horizontal Gap in units of 1/1000 inch:

Others

Show Confirmation Dialog

No. of Days of Log Files to Keep:

Click on the “OK” button



Important – eBots must be closed in order to print the labels.

Close “eBots” printer services.



Internet Explorer Settings for eBots Printer Software

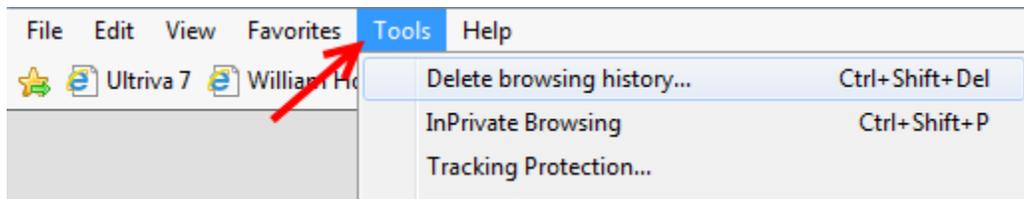


Quick Tip - Depending on your corporate policies, you may have to be logged in as an administrator to perform the following actions. Check with your IT Administrator to see if you have the rights to perform these steps.

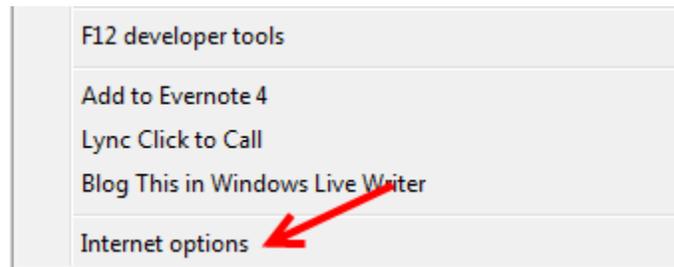
Open “Internet Explorer”

Navigate to the **appropriate “Ultriva” website** (the site where you print the labels)

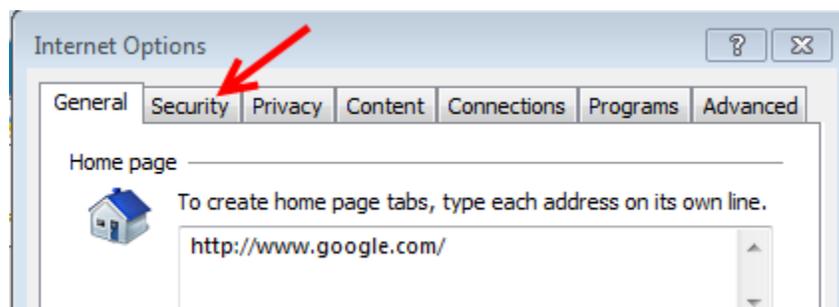
In Internet Explorer, Click on the **“Tools”** menu



Click on **“Internet Option”**



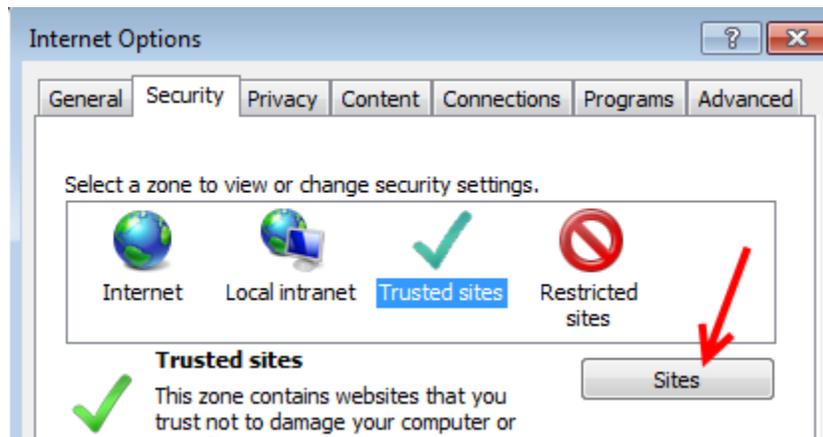
Click on the **“Security”** tab



Click on “Trusted Sites”

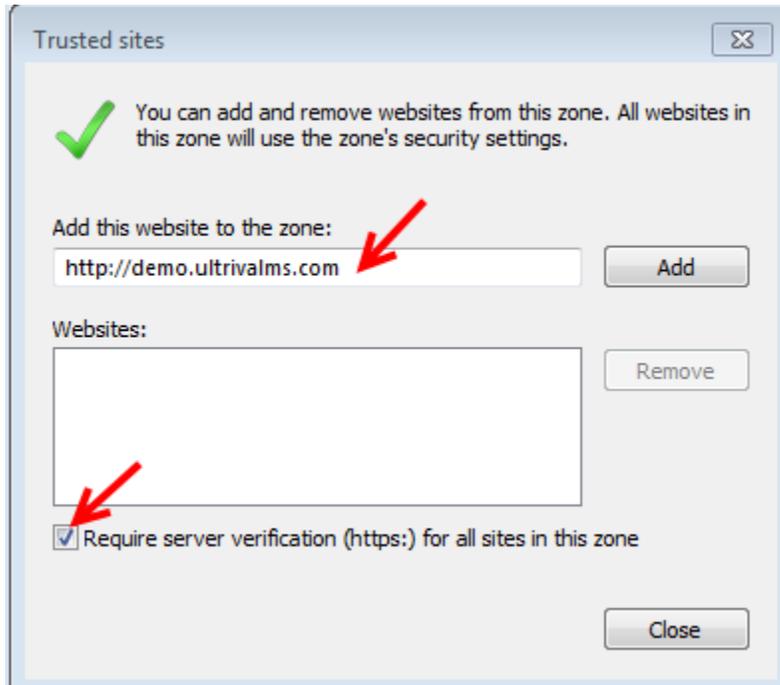


Click the “Sites” button

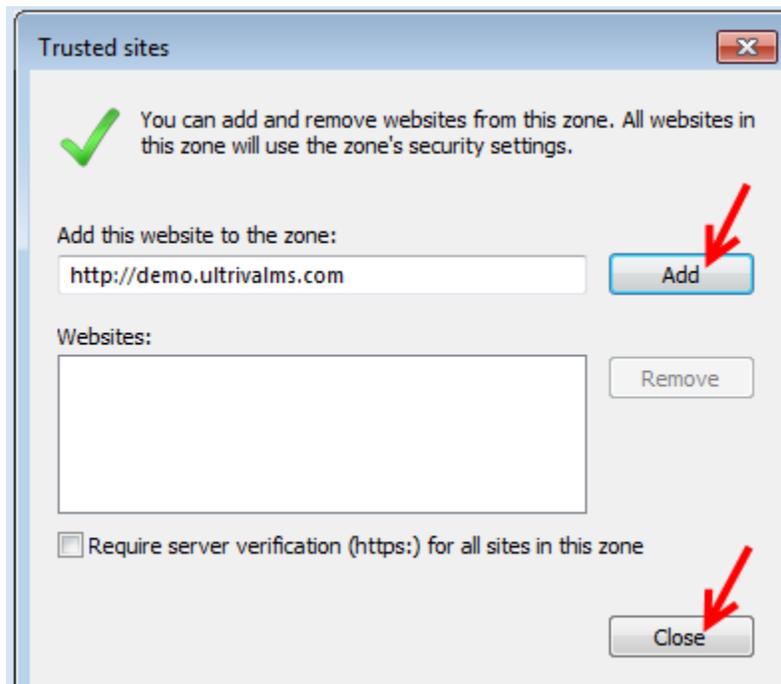


The current Website should show up, in the “Add this website to the Zone” box., if so, Click the “Add” button. Otherwise if you **do not see the Ultriva URL** you were given, **enter the appropriate URL** and then Click on the “Add” Button.

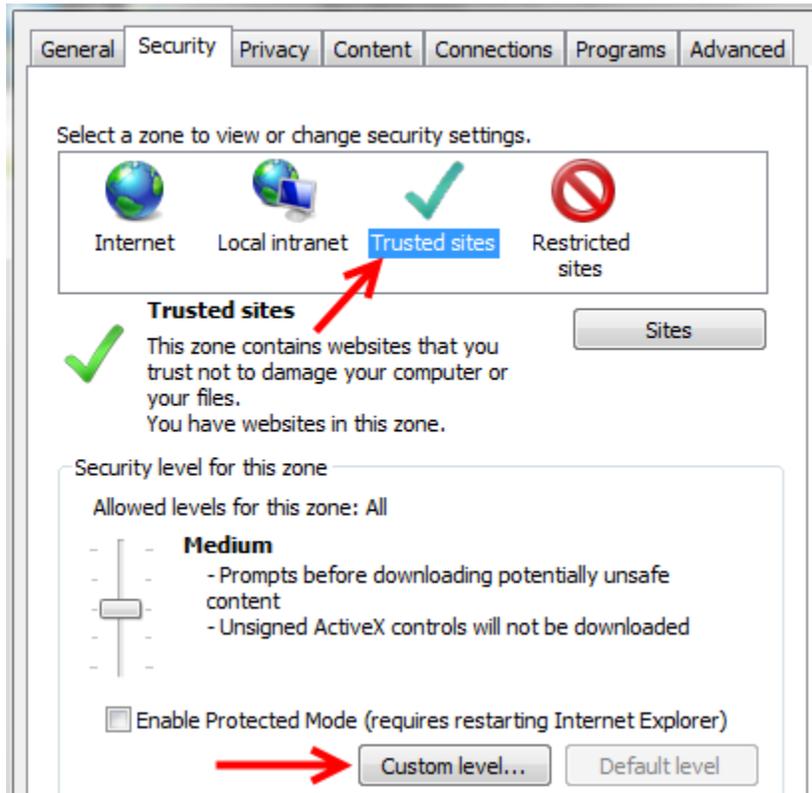
Make Sure that “Required Server Verification (https:) for all sites in this Zone” is unchecked if you are using an HTTP site. If you are using HTTPS then leave it check marked.



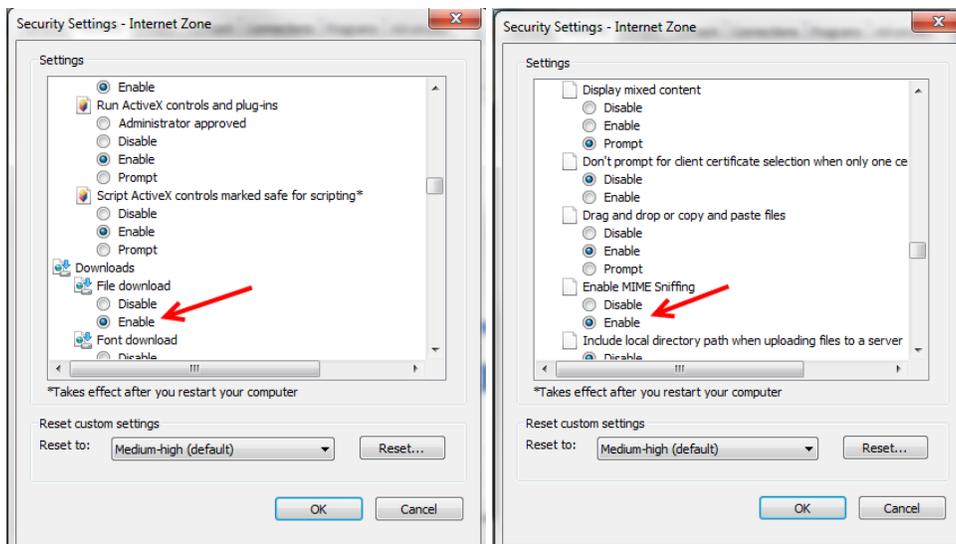
Click on the “Add” to “Add this website to the zone”. Click on the “Close” button.



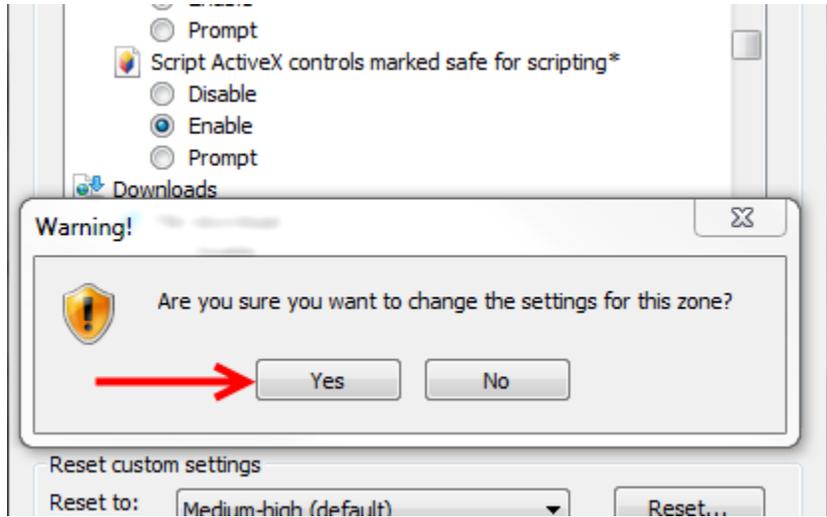
Make sure “Trusted Sites” is still selected and Click on the “Custom Level” button



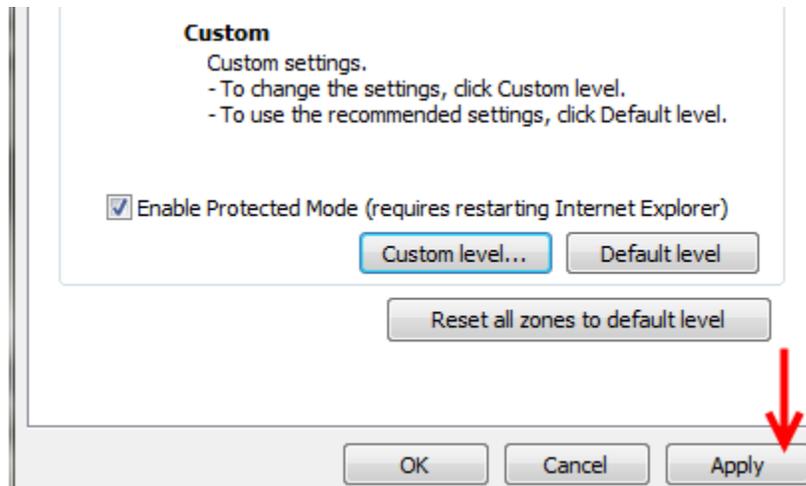
If you are using IE 9 or a later version, scroll down until you see the option “Downloads” and Enable “File Downloads” Scroll down until you see the “Enable MIME Sniffing” and “Enable” it. Click on the “OK” button



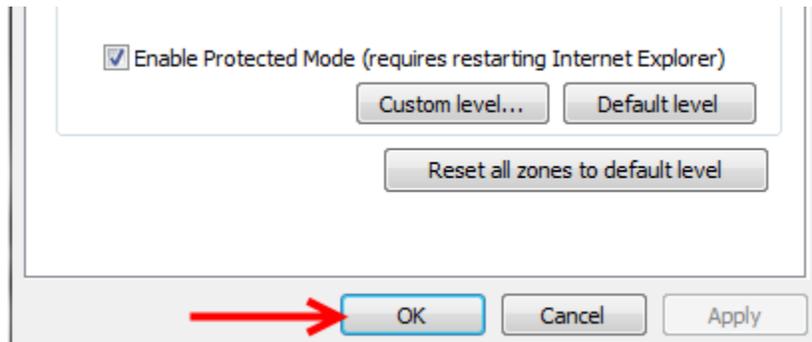
Click on the “Yes” button



Click on the “Apply” button



Click on the “OK” button



Test print a label



Important – If you have an issue with the printing of your label, please click on the troubleshooting link below that best fits the error you are experiencing.

eBots Troubleshooting Links

Click on a link below for a very detailed trouble shooting link to help solve your issue.

[Label Size is Larger or Smaller than the Print Size Error](#)

[System Error!! Clear the Browser Cache](#)

[Browser Prompt to Open File – Trusted Sites](#)

[Adding a New Printer Driver/Configuration](#)

[2 Pc Label \(UPS/FED EX\)](#)

[Different Program Opens when Printing Labels – Windows 7](#)

[The Font on the Label is too Large or too Small](#)

eBots Troubleshooting Links (Cont.)

[Other Labels are Printed on the same Printer](#)

[eBzPrint Svc-eBizBots Printer Services has Encountered a](#)

[Exception Occurred While Parsing Document - Error](#)

[Labels are not Printing](#)

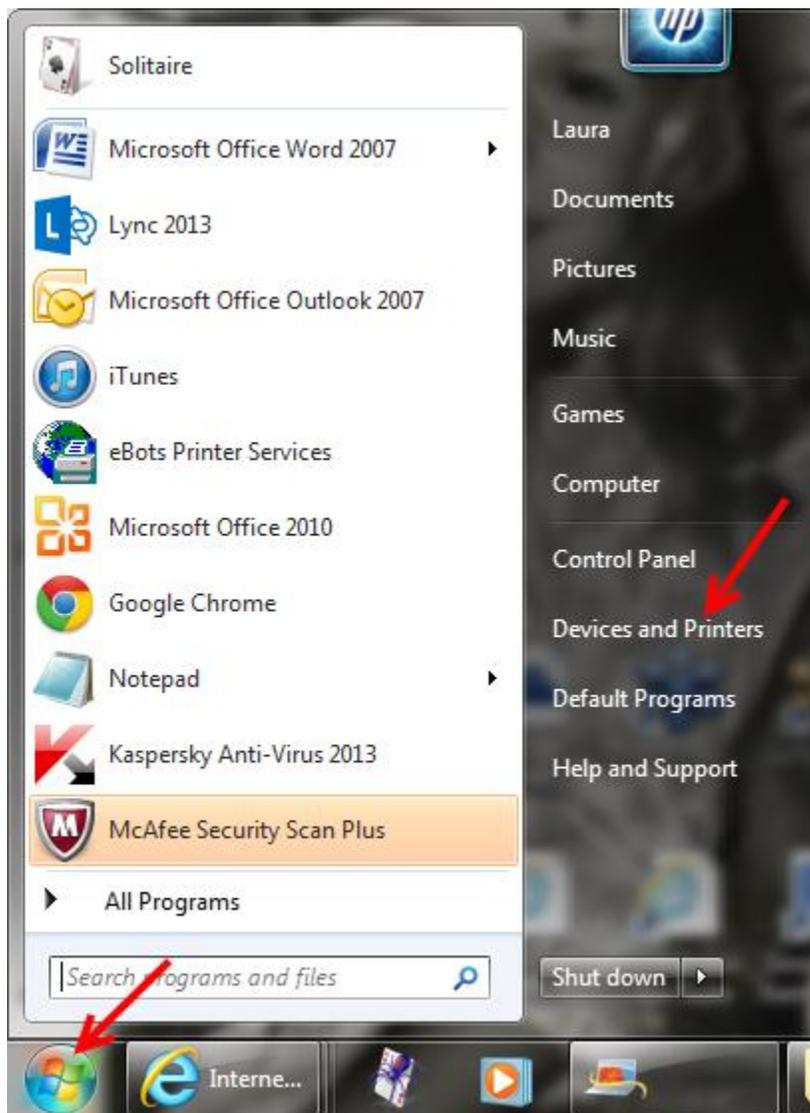
[Label is Printing Sideways or Getting Cut-Off](#)

Label Size is Larger or Smaller than the Print Size Error

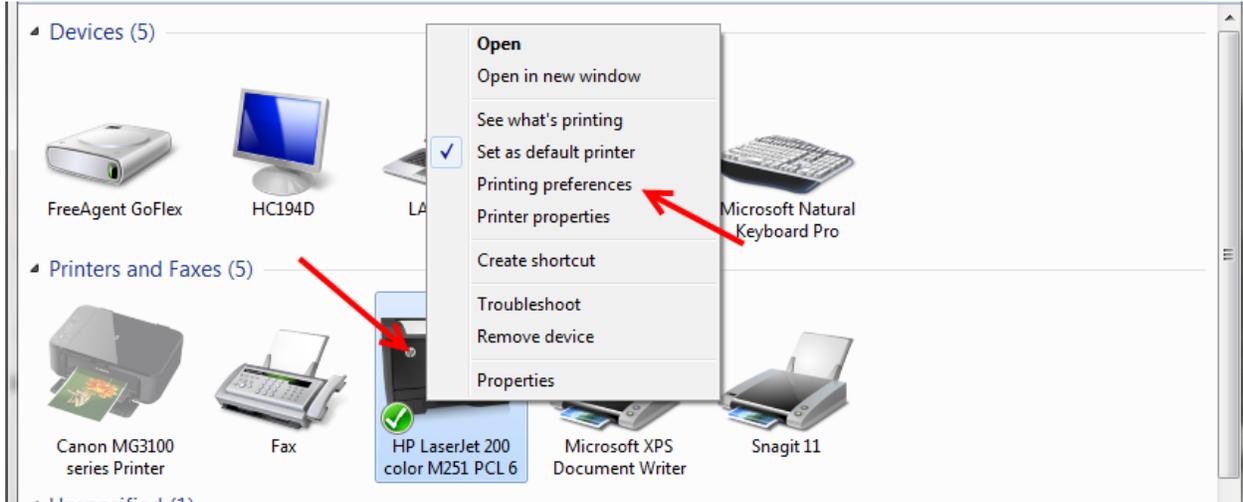


Quick Tip - If you are getting a pop up that your label size is larger or smaller than the eBots size, your printer settings need to be adjusted.

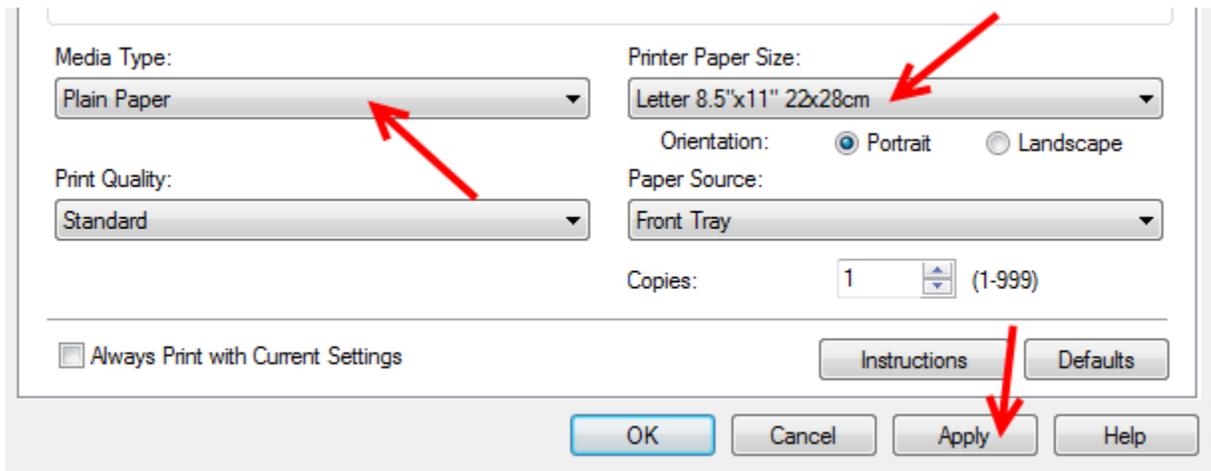
From the “Start Menu”, Select “Devices and Printers”



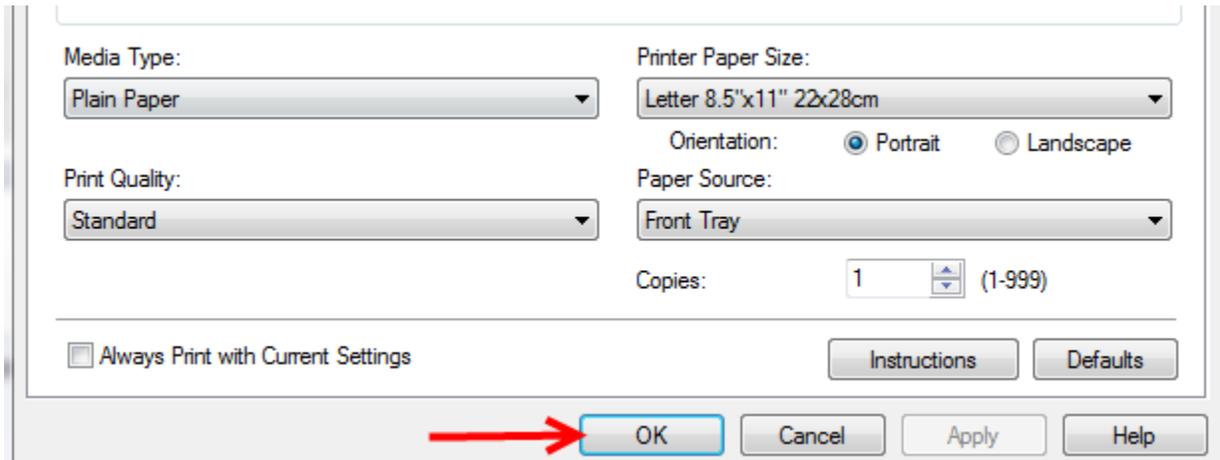
Right click on the “installed label printer” and Select “Printing preferences”



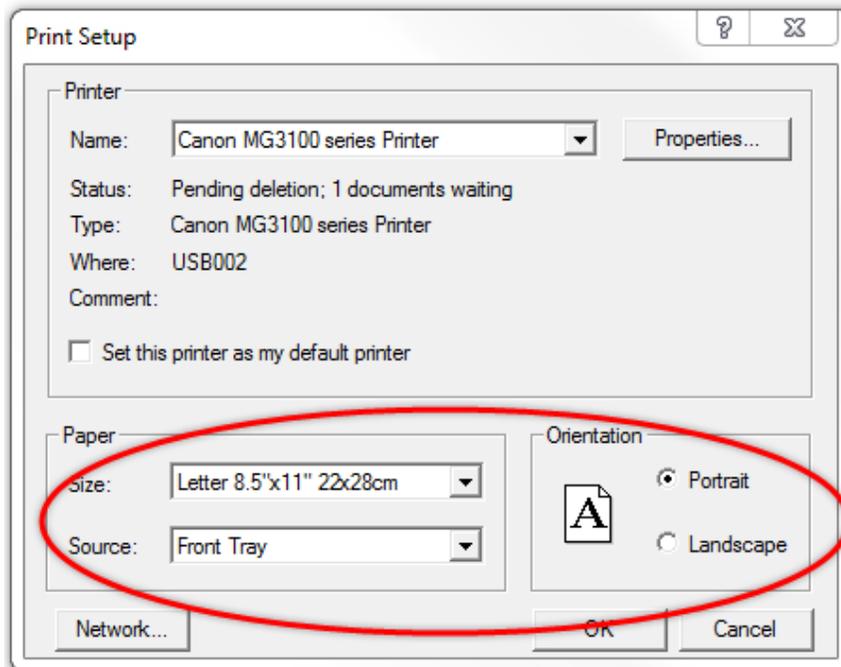
Verify the “label size” and make any necessary changes. Click on the “Apply” button (The screenshots shown below probably will not match what you have. *Please seek help from someone in IT if you are not familiar with how to make these adjustments*)



Click on the “OK” button



Verify that the settings in eBots match the settings set in your printer set-up. Click on the link below to navigate to the “eBots Printer Set-up” instructions. Verify that the “Ebots Printer Settings” match what is in the “Windows Printer Preferences” for the “Paper Size”. Double check the “Orientation”. (Sample screenshot below) – *Your Paper Size will probably be different.*



eBots



Important – eBots must be closed in order to print the labels.

Test Print a label.

Click on the **link below** to “Return to the Troubleshooting Links”.

[Click on this link to Return to the Troubleshooting Links](#)

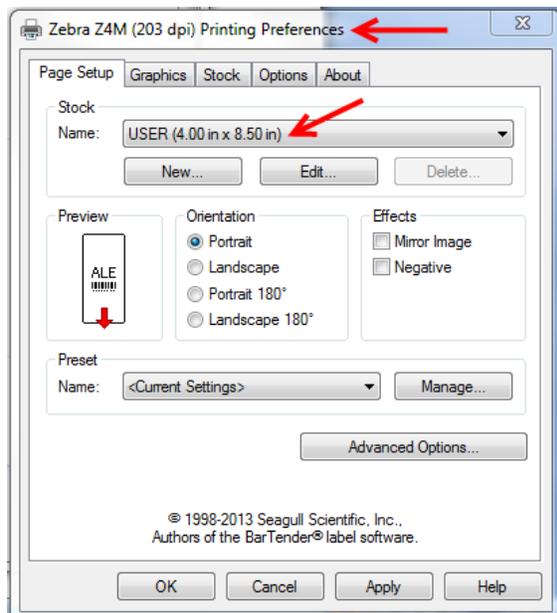
2 Piece Label (UPS/FED EX)



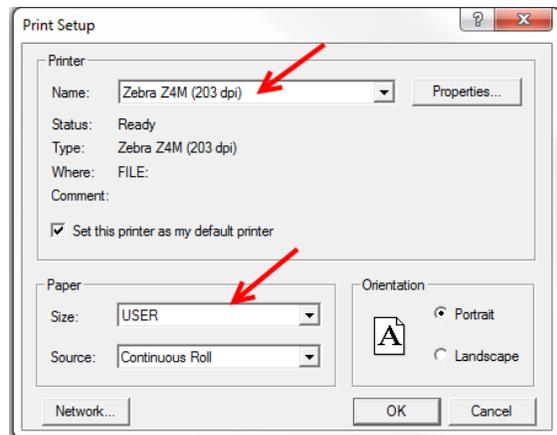
Quick Tip - If you are using a 2 Piece label, the length of both of the labels together must be totaled and that number entered into the Windows/eBots printer settings. Example: you have a 6.5" label and a 2" additional label; you would enter 8.5 as the label length/width.



Important – eBots must be closed in order to print the labels.



Windows Printer



eBot Printer

Try printing a test label

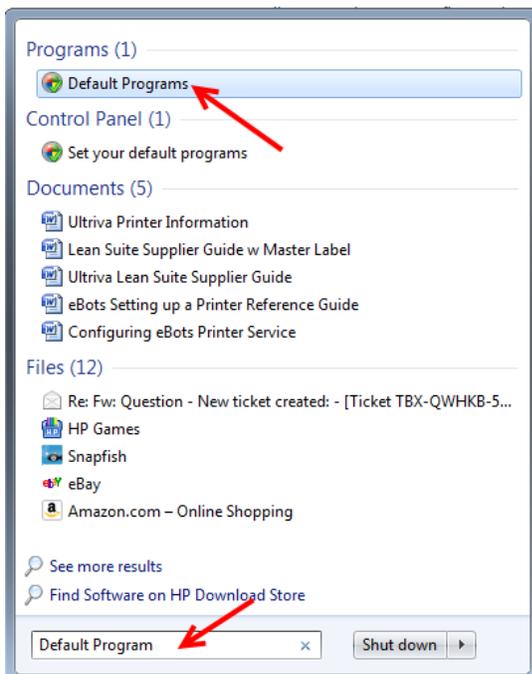
[Click on this link to Return to the Troubleshooting Links](#)

Different Program Opens when Printing Labels

Click on the “Start” button



In the “Search Box” type “Default Program”. Click on “Default Program”

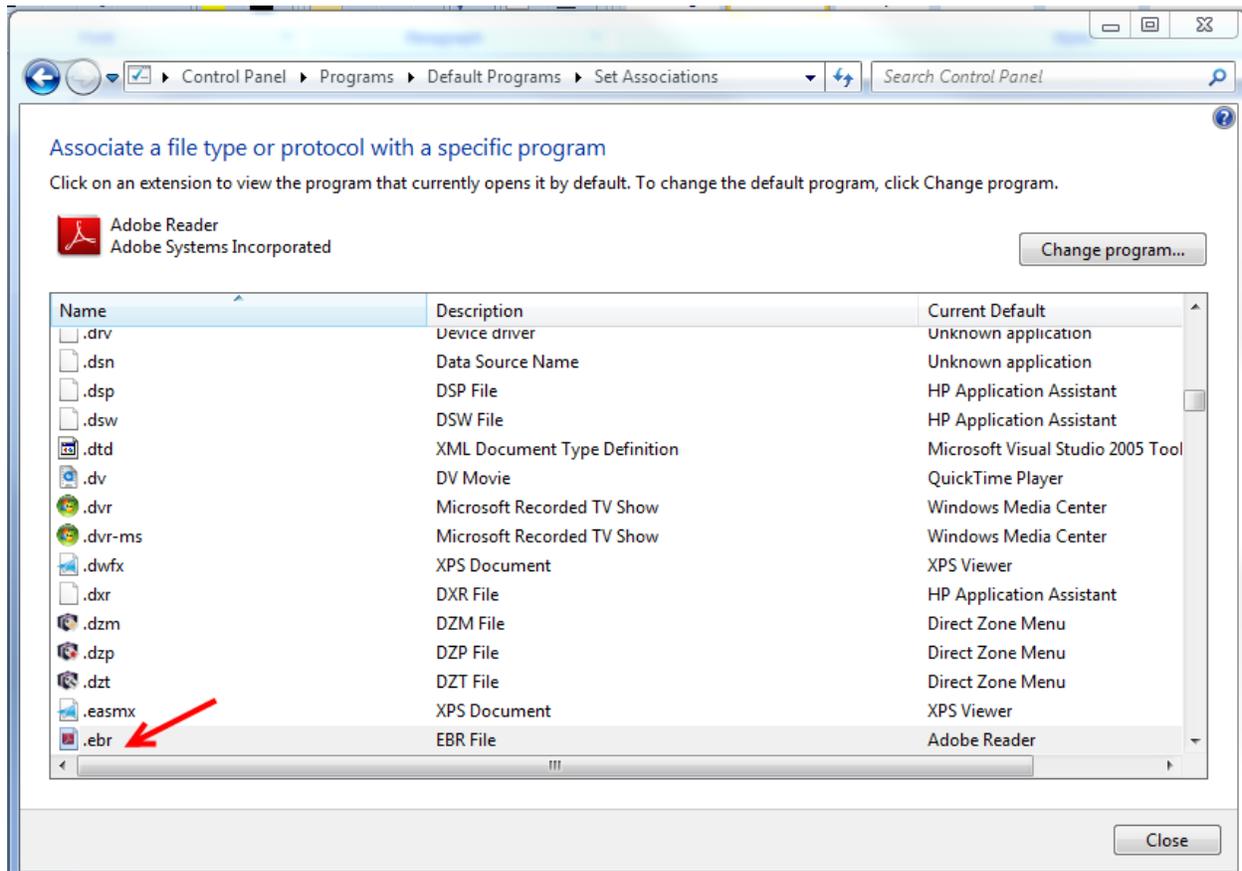


Select “Associate a file type or protocol with a program” (It may take several seconds for this screen to populate)

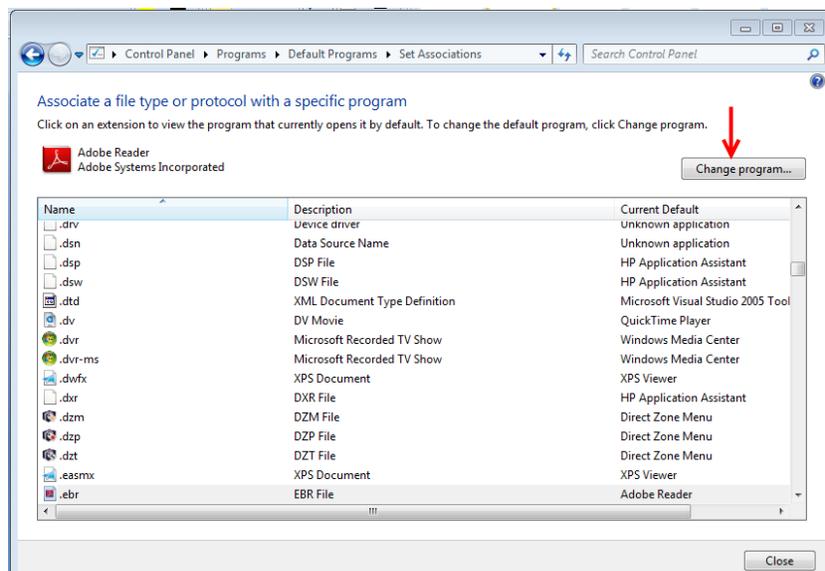
Choose the programs that Windows uses by default

-  **Set your default programs**
Make a program the default for all file types and protocols it can open.
-  **Associate a file type or protocol with a program** ←
Make a file type or protocol (such as .mp3 or http://) always open in a specific program.

Scroll down the extension list until you find “.ebr” and Click on it to “highlight” it..



Click on the “Change Program” button.

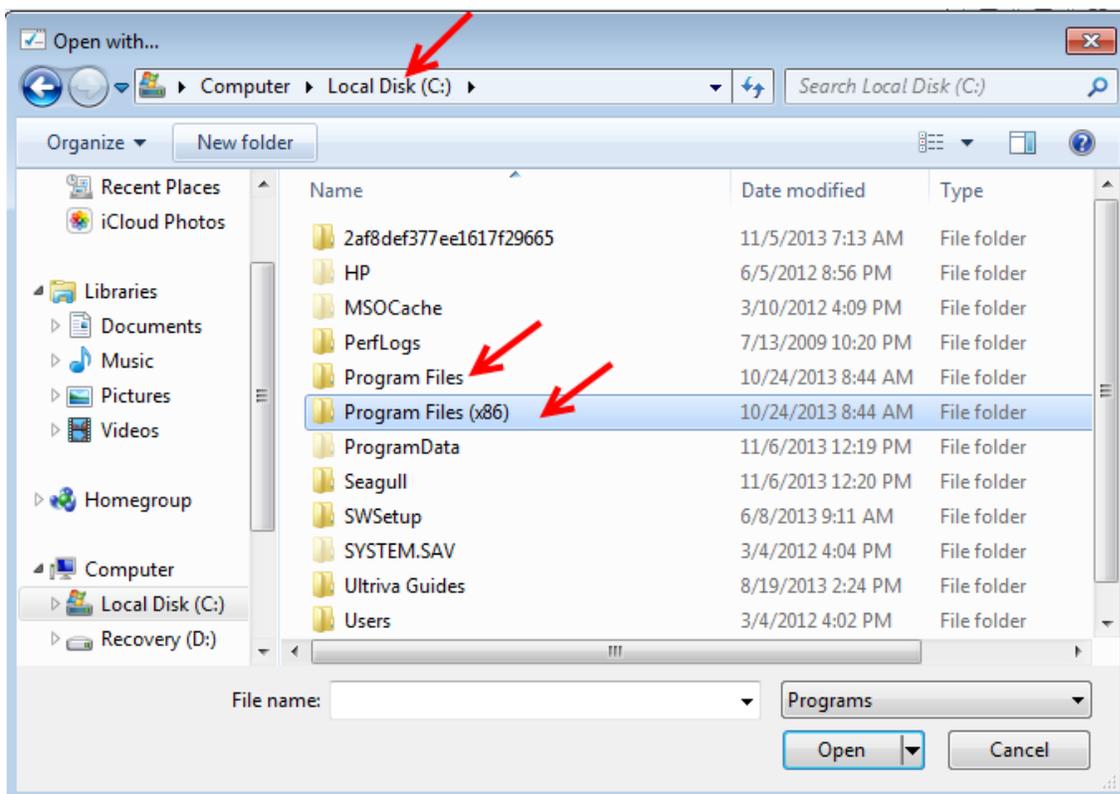


If the program “eBzPrintSvc – eBizBots Printer Services” is showing up on the list, “Select it”.

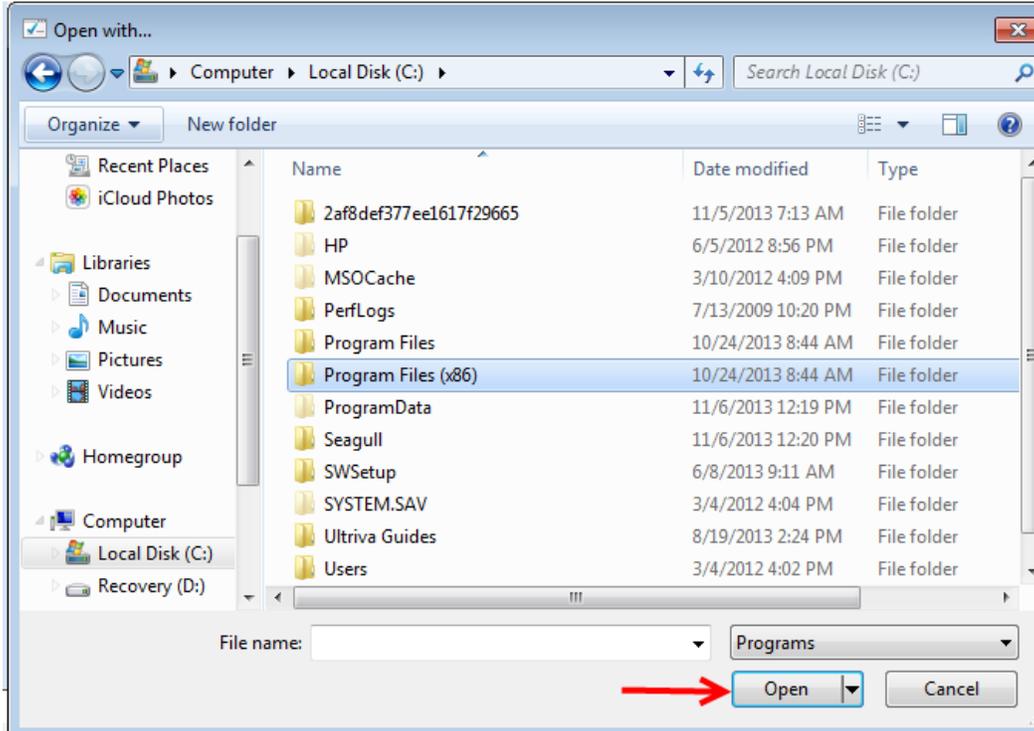
Otherwise click the **Browse...** button and browse to the following path to **find the program: Program Files\EBots\Bin\EbzLjtPrn.exe** - or if it is a 64 bit system will be in **Program Files (x86)\EBots\Bin\EbzLjtPrn.exe**



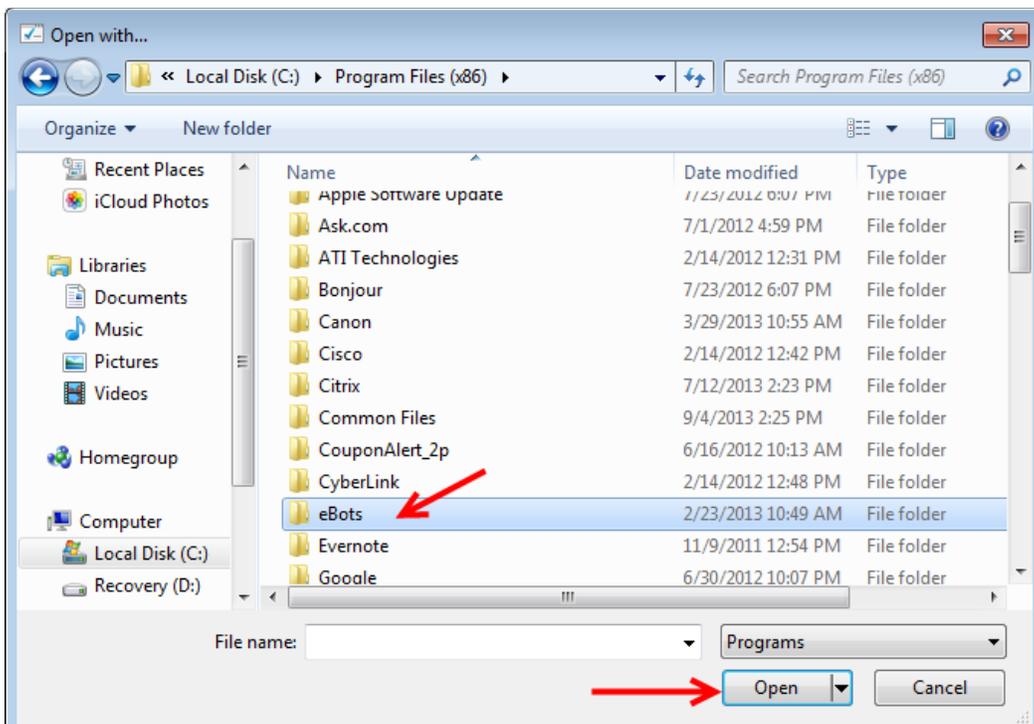
If you cannot find eBizPrintSvc – eBotzBots Printer services, click on Local Disk C:/ in your explorer bar and select Programs or Programs (x86). (whichever your system is set to)



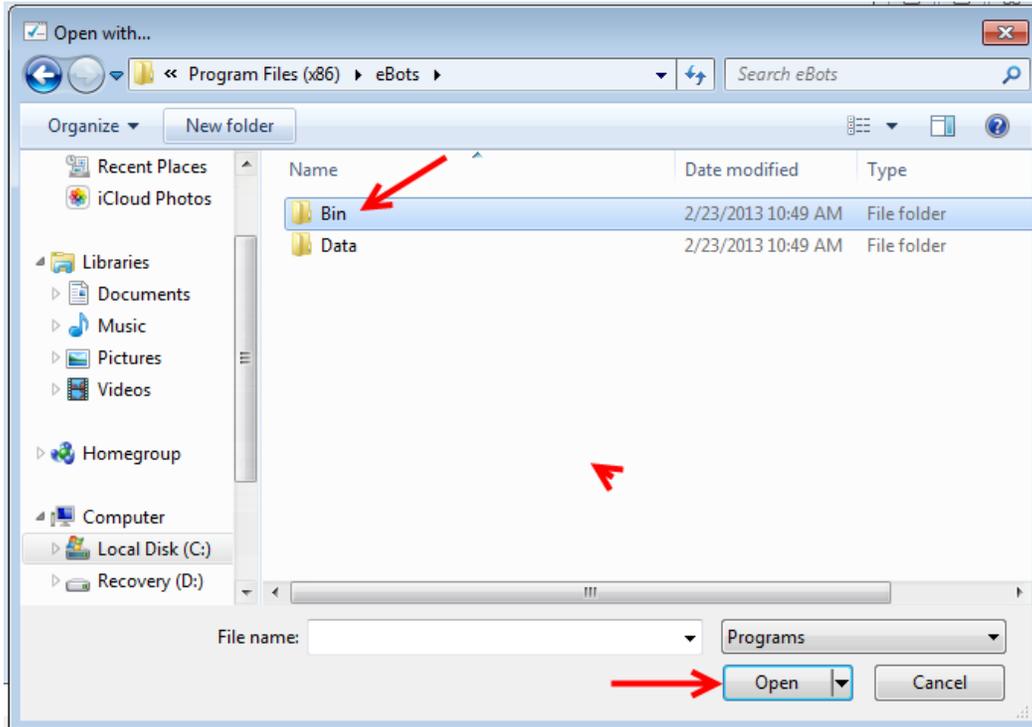
Click on the “Open” button



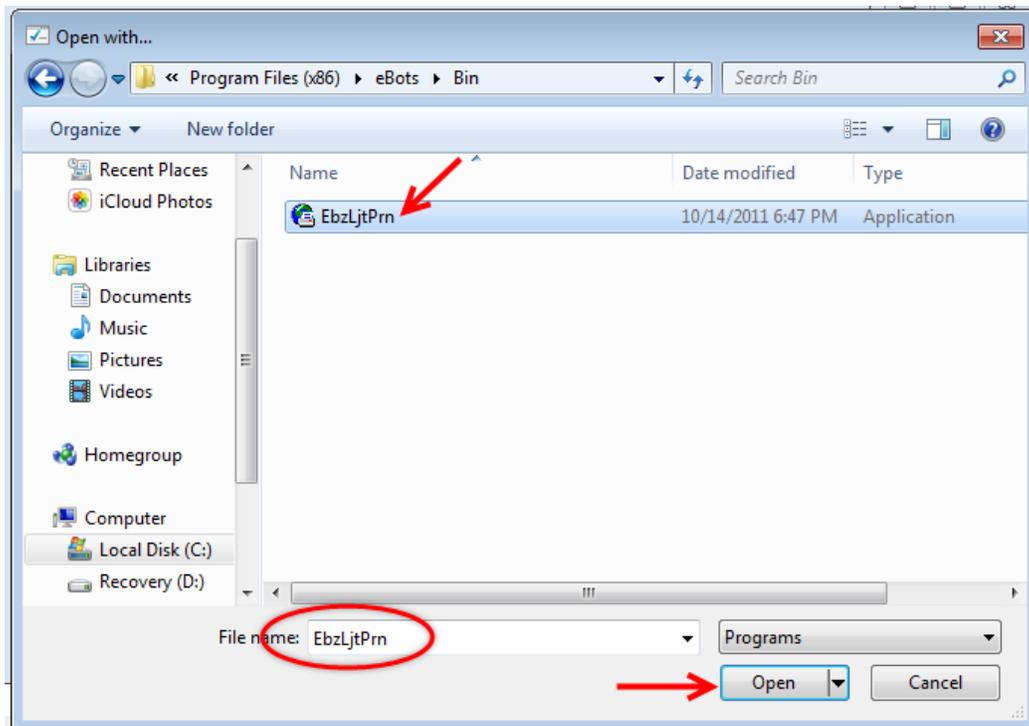
Scroll down and Click on “eBots” and Click on the “Open” button.



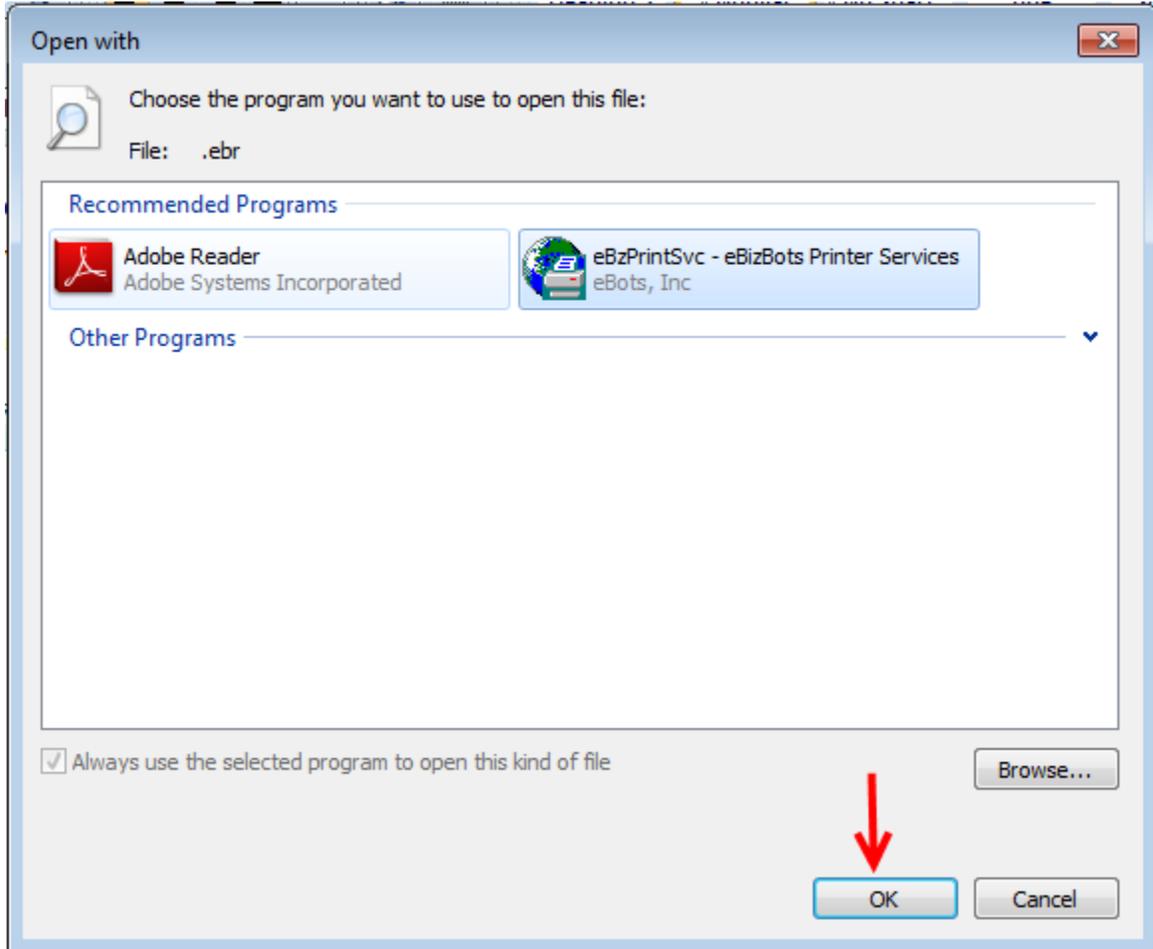
Click on “Bin” to highlight it and Click on the “Open” button.



Click on “EbzLjPrn” and Click on the “Open” button.



Click on the “OK” button



Close the Default Programs window

Try printing a test label



Important – eBots must be closed in order to print the labels.

[Click on this link to Return to the Troubleshooting Links](#)

The Font on the Label is too Large or too Small



Quick Tip - If the font on the label is too large or too small, check to make sure the correct printer driver has been installed. If your printer only prints 203 DPI you need to install the 203 DPI Driver not the 300 DPI Diver.

Click on a **link below** to navigate to the **Adding a New Printer Driver/Configuration** instructions.

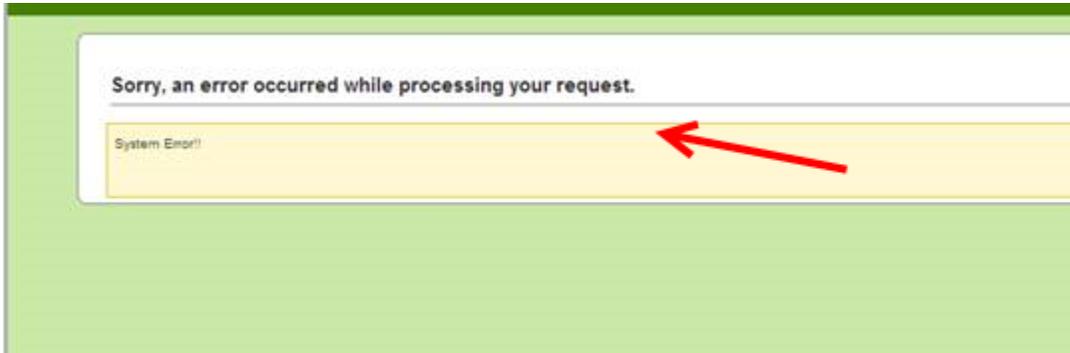
[Adding a New Printer Driver/Configuration](#)

[Click on this link to Return to the Troubleshooting Links](#)

System Error!! - Clear the Browser Cache



Quick Tip - When you see a System Error, your cache in Internet Explorer may need to be cleared. Ultriva is optimized for Internet Explorer.

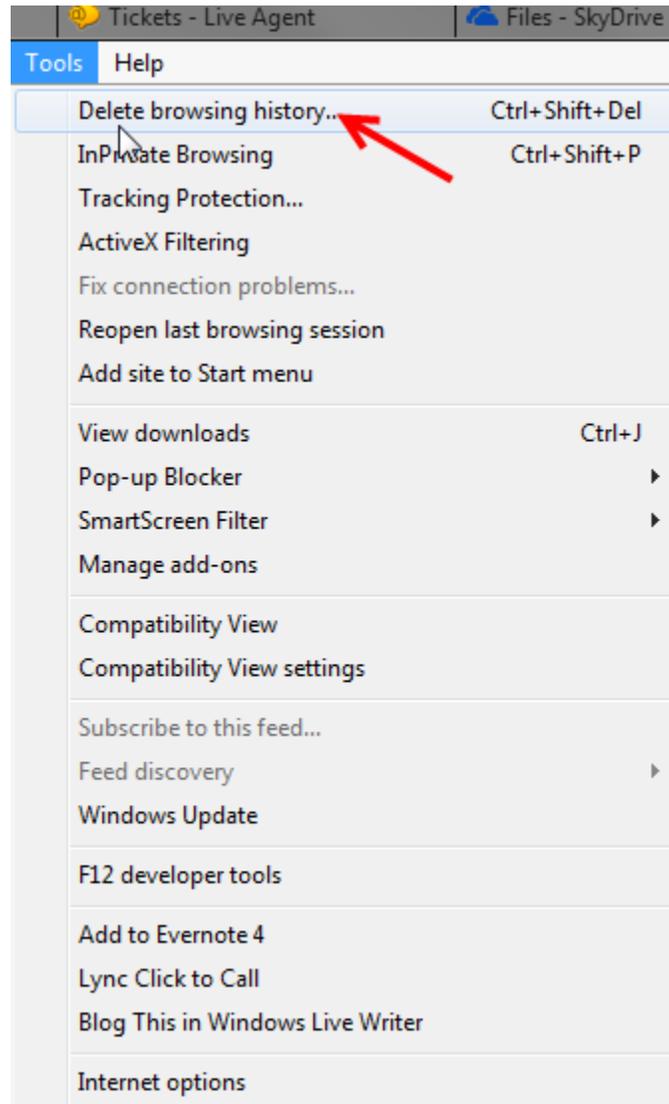


With any **Internet Explorer** program opened, Click on “**Tools**”.

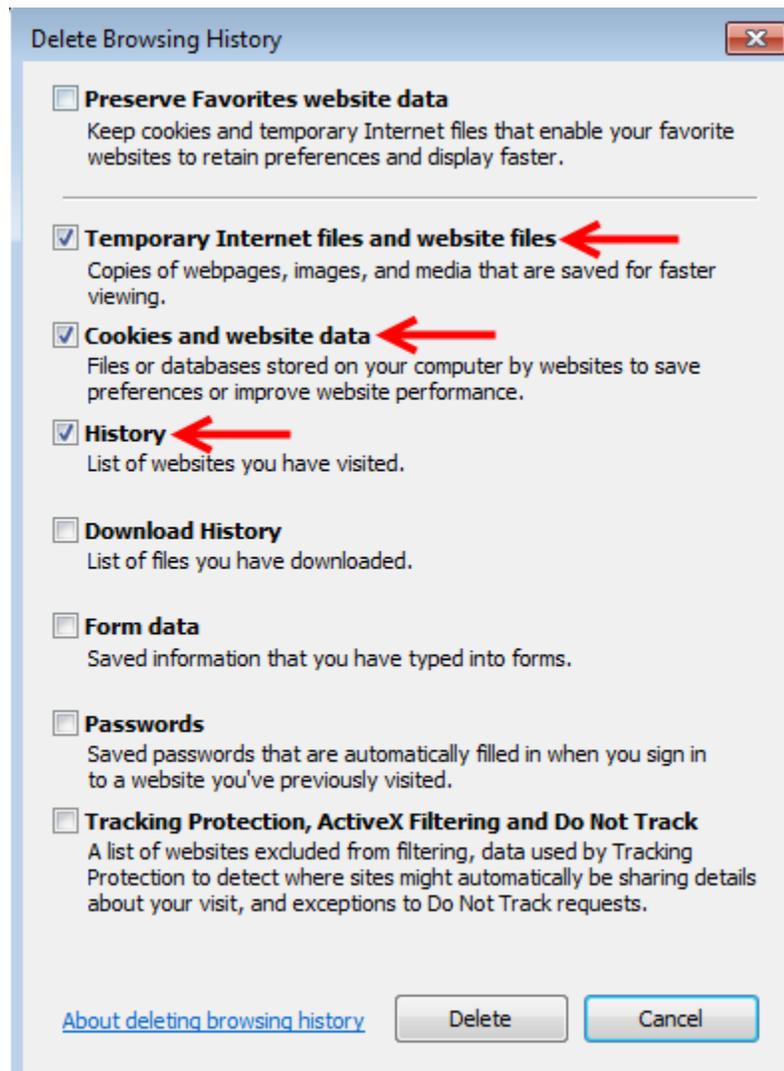
The screenshot shows the Ultriva 7.5 web application running in Internet Explorer. The browser's menu bar includes 'File', 'Edit', 'View', 'Favorites', 'Tools', and 'Help'. A red arrow points to the 'Tools' menu. The Ultriva 7.5 dashboard is displayed, featuring the following sections:

- Inventory Health:** Three cards showing stock out risk levels: 0 Items (High), 0 Items (Medium), and 1 Item (Low).
- Alerts:** A table of alerts with columns for Date and Subject. Alerts include 'New Order from TBJ has been release...' and 'Release alert'.
- Order Tracking:** Four cards showing order status: 3 Cards (Orders not yet acknowledged), 5 Cards (Orders past due for Shipping), 5 Cards (Orders expected by customer today), and 8 Cards (Orders to be shipped in next 7 days).
- My Routines:** A section for daily and monthly tasks, including 'Accept Orders', 'Ship Goods', 'Print Kanban Cards', 'Reschedule Request', 'View Supplier Queue', 'View Shipments Due', 'Analyze My Performance', and 'View Excel Reports'.

Select “Delete Browsing History”



Select the following to be “deleted”. Click on the “Delete” button.



Close “ALL” Internet Explorer Windows.

Log back in to Ultriva and try the action again.

[Click on this link to Return to the Troubleshooting Links](#)

Browser Prompt to Open File -- Trusted Sites



Quick Tip - You may need to add Ultriva as a trusted site if you receive the Internet Explorer pop-up to Open Or Save the file.

Make sure you are on the Ultriva Website

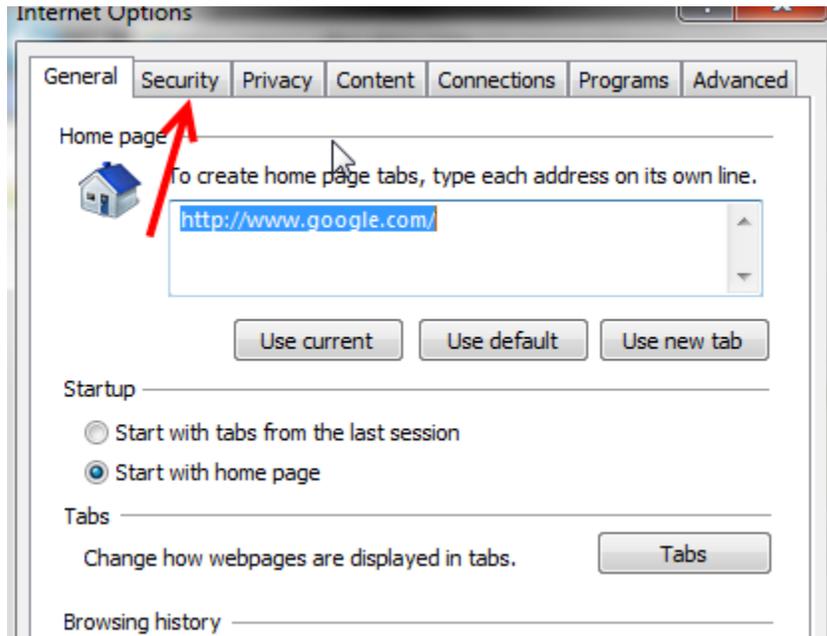
Click on “Tools”

The screenshot shows the Ultriva 7.5 web application interface. The browser's 'Tools' menu is open, and a red arrow points to the 'Tools' menu item. The application shows an 'Inventory Health' section with three cards: '0 Items Stock out risk (High)', '0 Items Stock out risk (Medium)', and '1 Items Stock out risk (Low)'. An 'Alerts' section on the right shows a list of alerts with columns for 'Date' and 'Subject'.

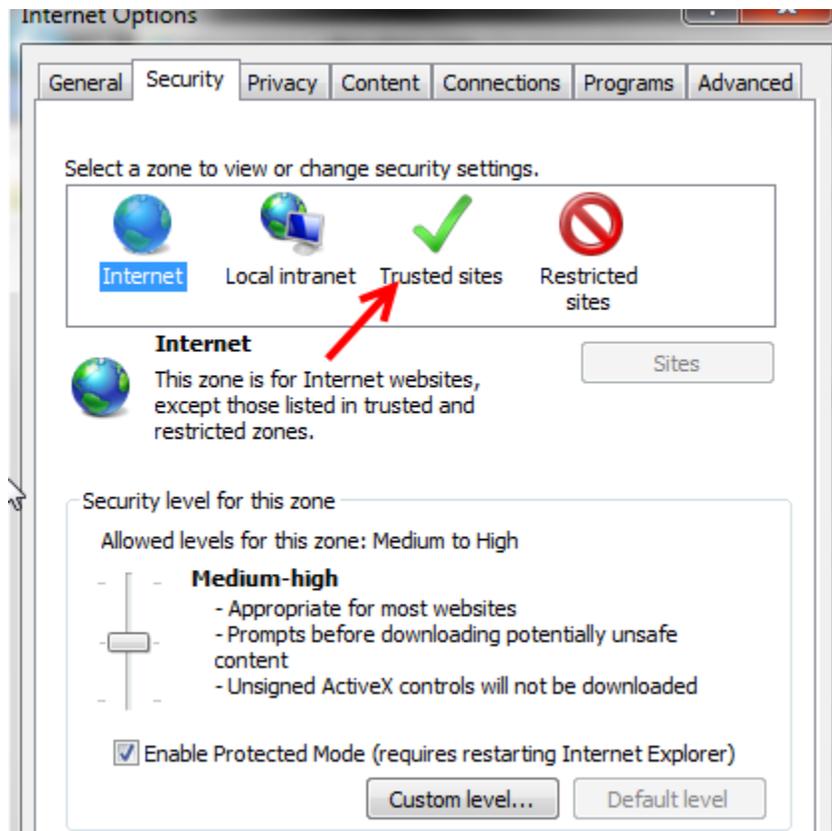
Click on “Internet Options”

The screenshot shows the Internet Options dialog box. The 'Content Advisor' tab is selected, and the 'Internet options' link is highlighted with a red arrow.

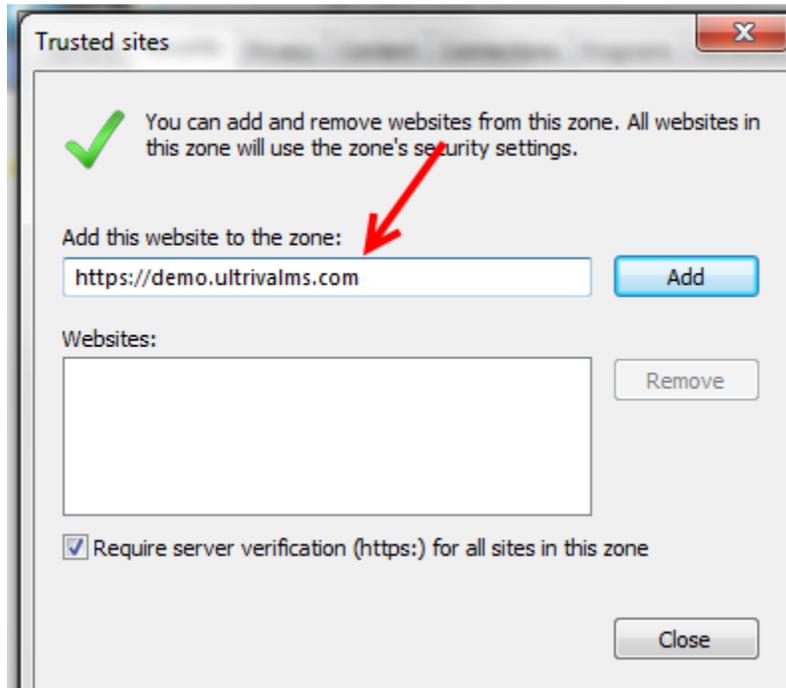
Click on the “Security” tab



Click on “Trusted Sites”



Click on the “**Sites**” button. If the appropriate URL is not showing up, (not the website listed below) **Enter** the “**URL**” you were previously given) and **Click** on the “**Add**” button.



The **https://** must be used for a secure connection. **Click** on the “**Close**” button.



Try printing a test label



Important – eBots must be closed in order to print the labels.

[Click on this link to Return to the Troubleshooting Links](#)

Other Labels are Printed on the same Printer



Quick Tip - If the computer that is printing the Ultriva labels is used to print other labels, and you need to adjust the Windows Printer settings, that will change how the other labels are printing. In this case set up a new instance of the label printer on the computer, adjust the setting as necessary and use this NEW printer as the Default eBots printer.



Important – Contact your IT Administrator for assistance on adding a new instance of the printer.

[Click on this link to Return to the Troubleshooting Links](#)

Seagull Scientific Printer Drivers



Quick Tip – The SeaGull Scientific website has very good basic drivers for many label printers. Check the website to see if yours is available then follow the instructions below.

<http://www.seagullscientific.com/>

To download a driver, Click on the link above. Select “Software Downloads”



Select “Windows Printer Drivers”



Select the “Manufacture” from the list. (*Zebra is only pointed out because they are the most popular, find your own manufacturer and select it*)



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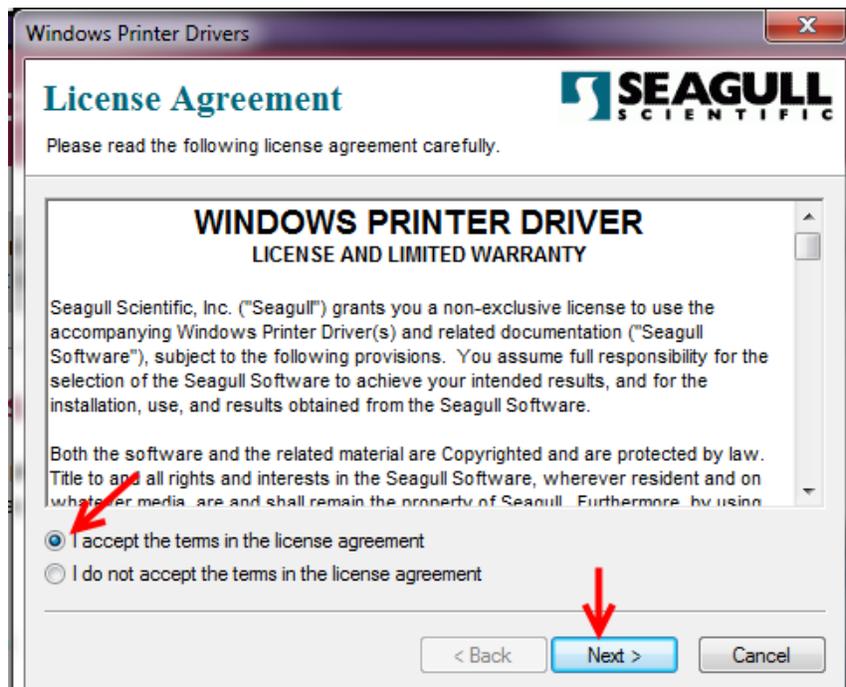
Select “Download”



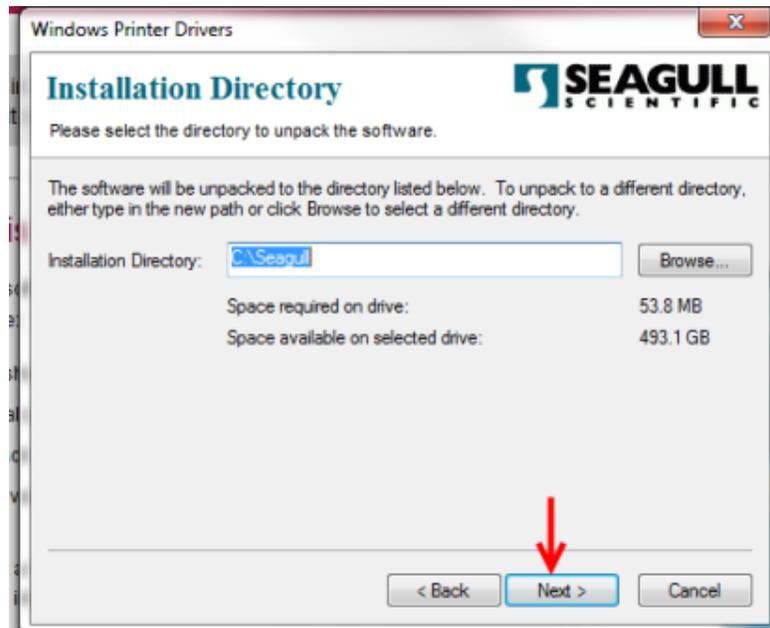
If you see this Click on “Run”



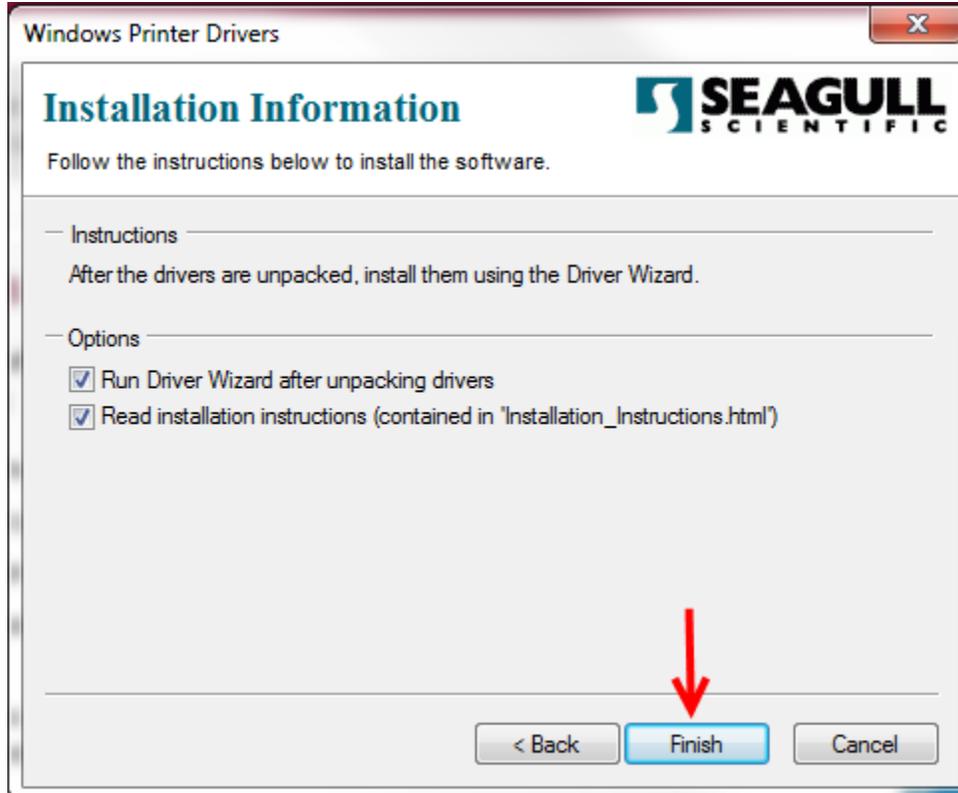
Click on “I Accept” and Click on the “Next” button.



Click on the “Next” button.



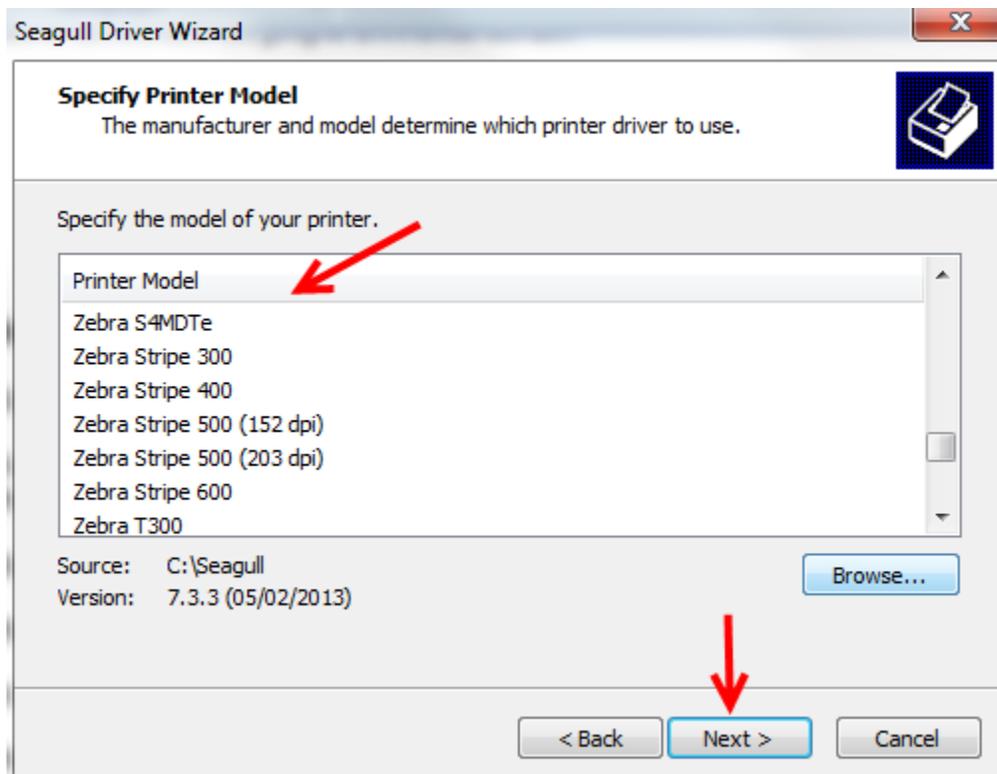
Uncheck the “installation instruction manual” if you prefer. Click on the “Finish” button.



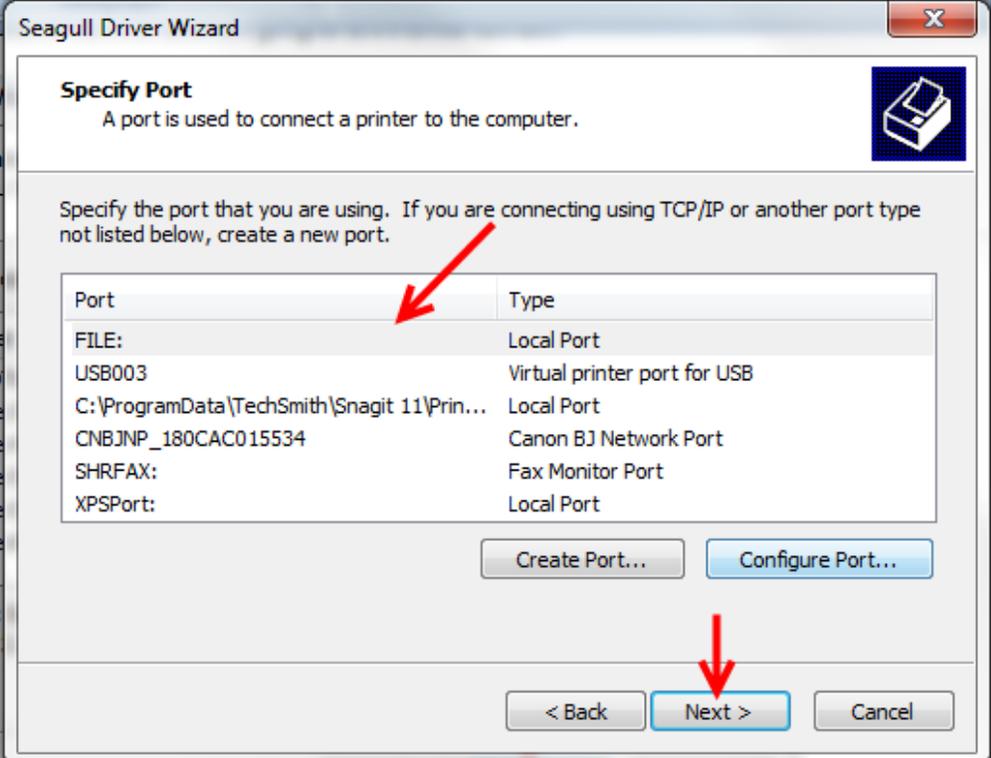
Click on the “Next” button.



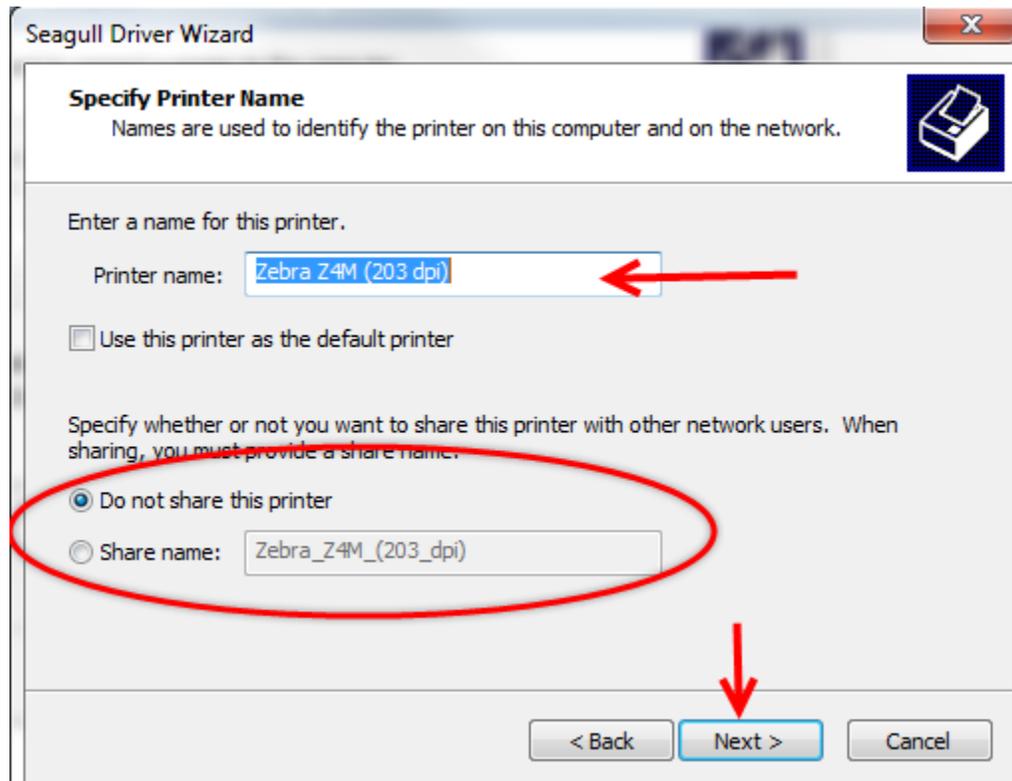
Choose your “Printer Model” and the proper “DPI” from the list.



Check the settings and “create or configure” a new port (if necessary). Click on the “Next” button.



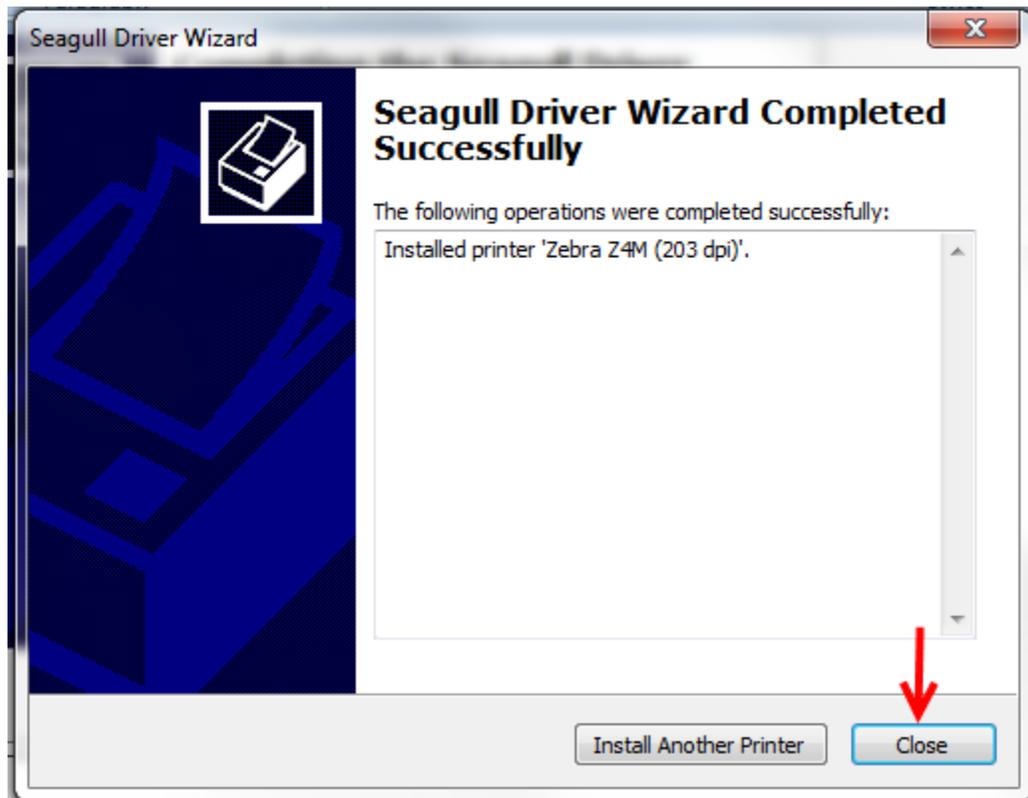
Make the “desired changes”.



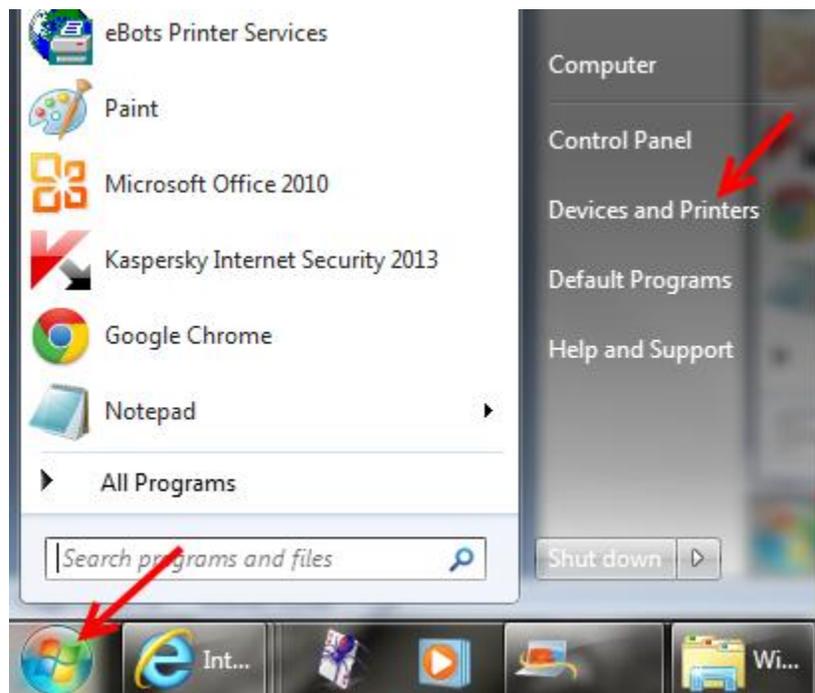
Click on the “Finish” button.



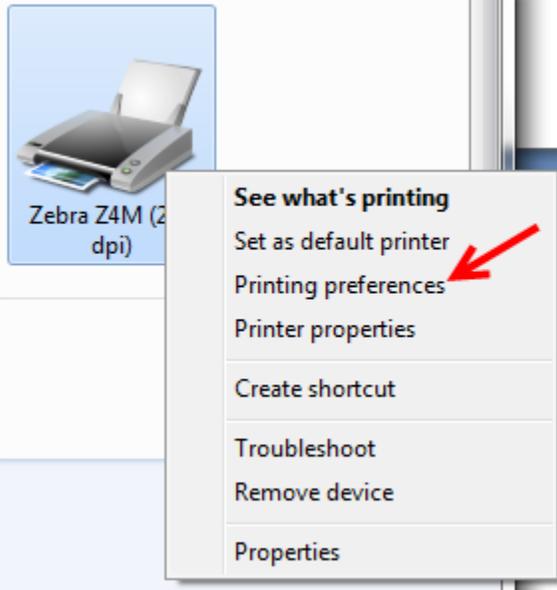
Click on the “Close” button.



To configure the printer, Click on the “Windows Start” button and Select “Devices and Printers”.



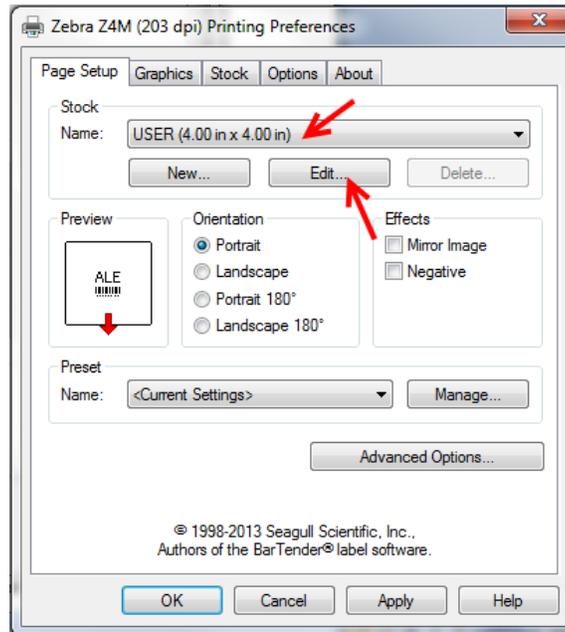
Right click on the appropriate printer and Select "Printing Preferences".



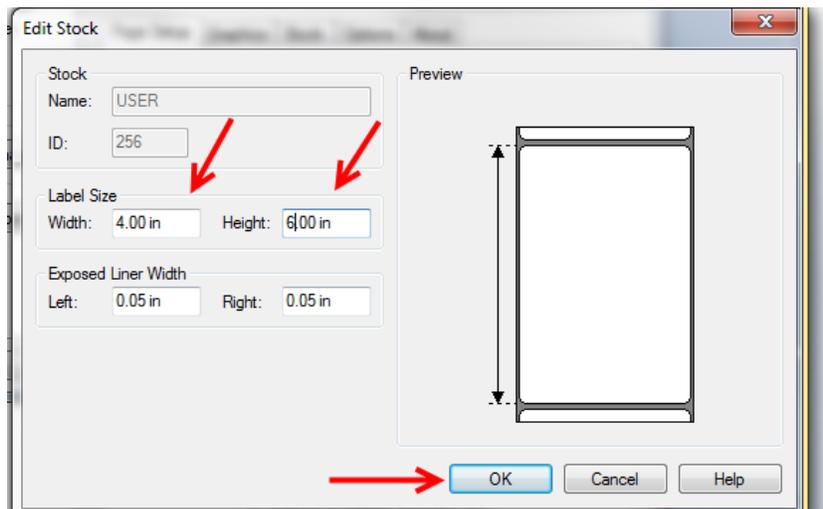
Click on the "Page Setup" tab.



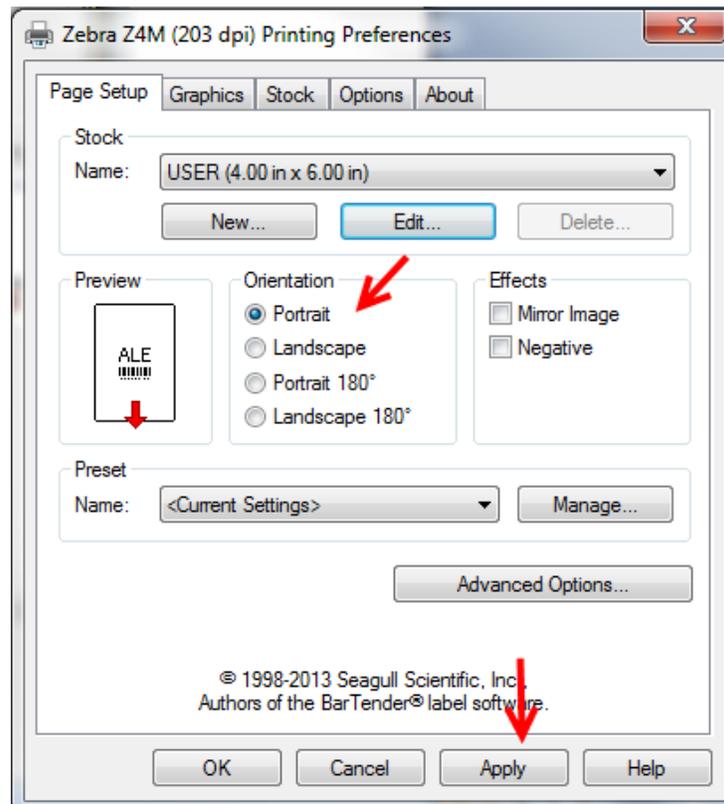
With the **User Name** selected Click on the **“Edit”** button.



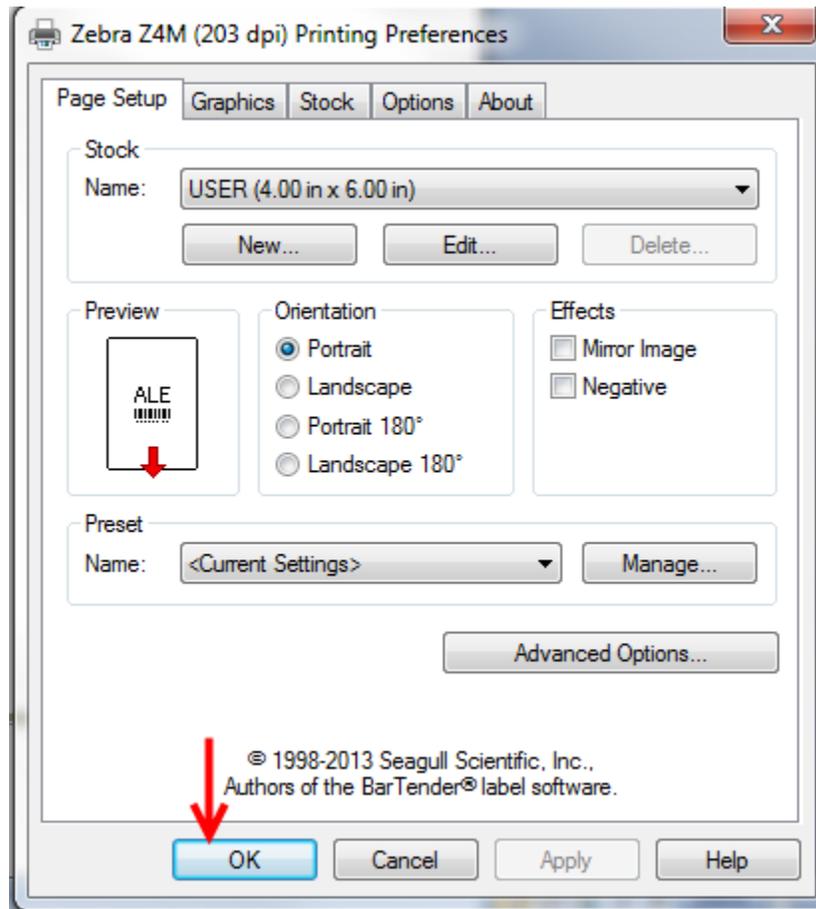
Select the **“Label Size”** for your printer. Click on the **“OK”** button.



Select the “Orientation” and Click on the “Apply” button.



Click on the “OK” button



Important – It is very important that you set up the same printer and setting in ebots. Please click on the link below for the eBots Printer Set-Up Instructions.



Important – eBots must be closed in order to print the labels.

[Click here to Navigate to the eBots Printer Set-up Instructions](#)

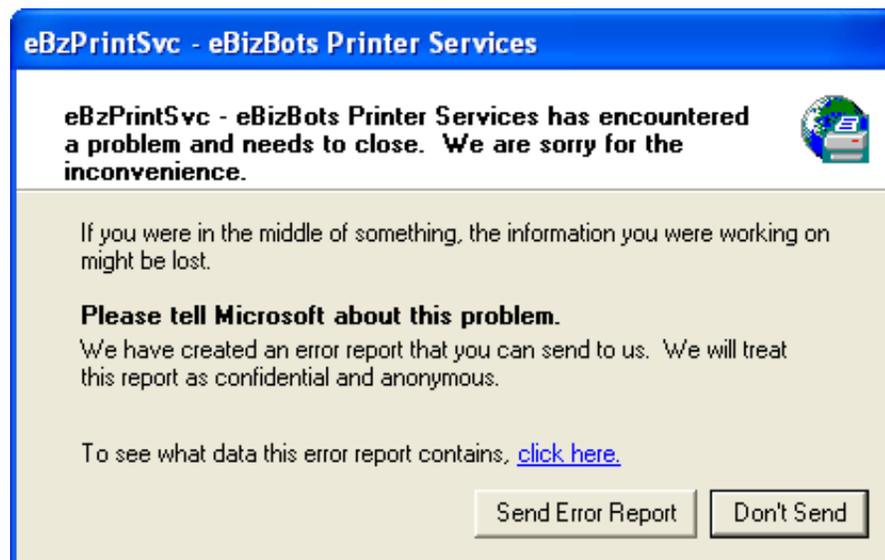
[Click on this link to Return to the Troubleshooting Links](#)

eBizPrint Services Error Messages

Error Message “eBzPrint Svc-eBizBots Printer Services has encountered a problem and needs to close?”

The user is **trying to print a large number** of labels at one time and **needs to print 50 or less at a time**, or less.

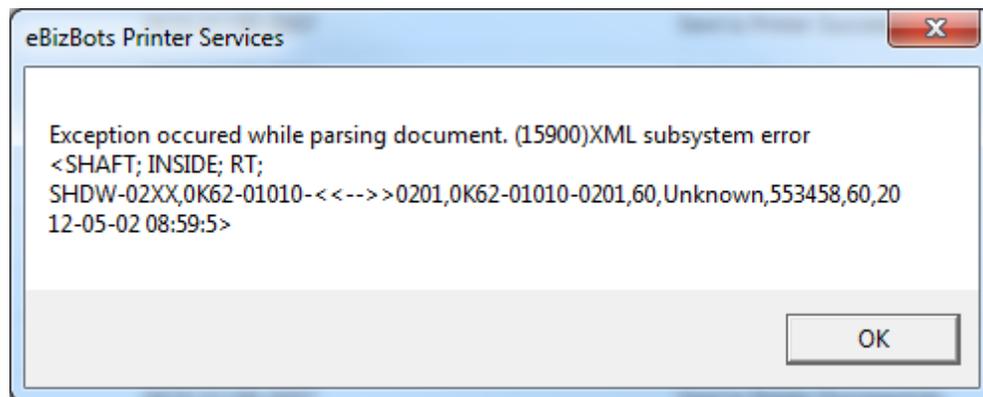
The **printer** is “**off-line**” or **the printer was installed**, however, **ebots is still referring to the printer**



[Click on this link to Return to the Troubleshooting Links](#)

Exception Occurred While Parsing Document - Error

The user is **trying to print a large number** of labels at one time and **needs to print 50 at a time, or less**.



[Click on this link to Return to the Troubleshooting Links](#)

Labels are not Printing

Check to see if they have a **popup on the IE window** near the **top** saying to “**Download the File**”.

Check at the **bottom** of the **IE window** to see if there is an “**Open/Download**” button that has popped up.



Important – eBots must be closed in order to print the labels.

[Click on this link to Return to the Troubleshooting Links](#)

Label is Printing Sideways or Getting Cut-Off



Quick Tip - Depending on your corporate policies, you may have to be logged in as an administrator to perform the following actions. Check with your IT Administrator to see if you have the rights to perform these steps.

Try one of the following:

- A. **Adjust the printer settings** from “**Windows/Start/Printers and Faxes**” option. **Change the Orientation** properties from **Portrait** to **Landscape**, or from **Landscape** to **Portrait**.

- B. **Open “eBots Printer Services”**, select “**File**”, “**Printer Setup**”, then change the **Orientation** from **Portrait** to **Landscape**, or from **Landscape** to **Portrait**



Important – You may want to measure the label to assure that you have the correct size entered. If you find it to be a different size please check and correct the printer preferences set up on your computer and/or eBots.



Important – eBots must be closed in order to print the labels.

[Click here to Navigate to the eBots Printer Set-up Instructions](#)

[Click on this link to Return to the Troubleshooting Links](#)

eBots Printer Settings Keep Changing



Important – You must be an Administrator to make any changes!

If you saved the printer settings, then go back and review the settings again and the settings have reverted back to their original values see below.

Make sure the printer is installed when logged in as an administrator.

Adjust the “**printer settings**” while **logged in as an administrator**. (Be sure and “**test printing**” labels while **logged in as an administrator** to make sure labels are printing properly. Then **login as yourself** and “**test printing**” labels to **verify** it is still **working properly**.)

If using a “**Zebra**” printer then use the drivers on “**SeaGull Scientific**”:
<http://www.seagullscientific.com/asp/free-windows-printer-drivers-download.aspx>



Important – eBots must be closed in order to print the labels.

[Adding a New Printer Driver/Configuration](#)

[Click on this link to Return to the Troubleshooting Links](#)