

# Ultriva eBots Printer Services Version 7.7.0.0 Reference Guide

#### **Table of Contents**

(Click to follow link)

E Bots – Getting Started	2
Installing eBots Printer Software	
Setting up eBots Printer Software	9
Internet Explorer Settings for eBots Printer Software	17
eBots Troubleshooting Links	23
eBots Troubleshooting Links (Cont.)	24
Label Size is Larger or Smaller than the Print Size Error	25
2 Piece Label (UPS/FED EX)	29
Different Program Opens when Printing Labels	30
The Font on the Label is too Large or too Small	36
System Error!! - Clear the Browser Cache	37
Browser Prompt to Open File Trusted Sites	40
Other Labels are Printed on the same Printer	43
Seagull Scientific Printer Drivers	44
eBizPrint Services Error Messages	55
Exception Occurred While Parsing Document - Error	56
Labels are not Printing	57
Label is Printing Sideways or Getting Cut-Off	58
eBots Printer Settings Keep Changing	59

#### 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 <u>support@ultriva.com</u> 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 – <u>You must be an Administator when installing eBots or making any changes</u> 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?	☑ Software and Manual □ Manual				
2. The supported Operating Systems are Windows XP/Vista/7/8.					
3. Click Download, Select Save and save it to a folder.	Download				
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.					

#### Click on "Save As"



Click on "Documents", click on the "Save" button.

🥔 Save As			×			
COO V Ibraries	Documents	✓ 4 Search Docum	ents 🔎			
Organize 🔻 New folde	er		:= • 🔞			
▲☆ Favorites	Documents library Includes: 2 locations	Arrange	e by: Folder 🔻			
Downloads	Name	Date modified	Туре			
Kecent Places		7/30/2014 11:40 AM	File folder			
		8/11/2014 8:45 AM	File folder			
⊿ 🔚 Libraries		3/4/2013 9:12 PM	File folder			
Documents		3/13/2014 10:52 AM	File folder			
▷ 👌 Music		3/13/2014 11:37 AM	File folder			
🛛 🔄 Pictures 🖉 💂	•	12/16/2013 8:08 AM	File folder			
File name:   eBizPrinter     Save as type:   Compressed (zipped) Folder						
Aide Folders		> Save	Cancel			

#### Click on "Open Folder"

The eBizPrinter.zip download has completed.	Open	•	Open folder	View downloads	×
Right click on "eBizPrinter"					

🏭 Local Disk (C:)	Custom Report Expression	2/6/2014 1:08 PM	Microsoft Office	36 KB
👝 Recovery (D:)	Data Load for Reference Guide	5/22/2014 1:35 PM	Text Document	1 KB
HP_TOOLS (E:)	Date Upload File 1	5/22/2014 1:26 PM	Text Document	1 KB
	🚮 eBizPrinter	9/11/2014 9:01 AM	Compressed (zipp	10,542 KB
Network	F09E3DA0.tmp	7/30/2014 7:28 AM	TMP File	29 KB

#### Click on "Extract All"



Important – The files <u>must be extracted</u> into a folder

#### Click on the "Extract" button

	×
🕞 🚹 Extract Compressed (Zipped) Folders	
Select a Destination and Extract Files	
Files will be extracted to this folder: C:\Users\Laura\Documents\eBizPrinter Browse	
Show extracted files when complete	
Extract	

#### Double click on "eBizPrinter"

Organize	Burn New folder				BE •	
🔶 Favorites	Name	Date modified	Туре	Size		
E Desktop	퉬 eBizPrinter	9/11/2014 7:50 AM	File folder			

Organize ▼ 📾 Open Share with ▼ E-ma	ail E	Burn	New folder				
🔆 Favorites	Nam	ne	^		Date modified	Туре	Size
📃 Desktop		Readm	ne		9/11/2014 7:50 AM	Microsoft Office	6,080 KB
🐌 Downloads	<b>1</b>	set			9/11/2014 7:50 AM	Application	5,240 KB
🔚 Recent Places			Open				
🜸 iCloud Photos		8	Run as administrator				
			Troubleshoot compatibility				
📜 Libraries		K	Scan for viruses				
Documents		K	Check reputation in KSN				
J Music			Share with				
Pictures			Restore previous versions				
Videos			Restore prenous versions				
			Send to	•			
Nonegroup			Cut				
🛀 Computer			Сору				
Local Disk (C:)			Create shortcut				
👝 Recovery (D:)			Delete				
HP_TOOLS (E:)			Rename				
			0				
📬 Network			Properties				

Right click "Setup.exe, and select "Run as administrator"

#### Click on the "Next" button



**Read** the **agreement** and **Click** by the "**I** Accept".... option.

read the following license agree	ement carefully	
read the following license agre	ement carefully	
	ement carerany.	
SOFTWARI	LICENSE AGREEMENT	1
LIMITED W	ARRANTY AGREEMENT	5
SHOULD CAREFULLY READ	THE FOLLOWING TERM	S AND CONDITIONS
RE OPENING THIS PACKAG	E OR ACCEPTING OR US	ING THE SOFTWARE
FAINED. BY OPENING THE I	PACKAGE CONTAINING T	HE SOFTWARE OR BY
G THE SOFTWARE, YOU AR	E AGREEING TO BE BOUN	D BY THE TERMS AND
DITIONS SET FORTH IN THE	S DOCUMENT.	
ULDO NOT AGREE TO THES	F TERMS AND CONDITION	NS. YOU SHOULD
RN THE ENTIRE PRODUCT (	INCLUDING ALL RELATED	DOCUMENTATION)
IIN THIRTY (30) DAYS OF PI	<b>IRCHASE TO THE PLACE</b>	WHERE YOU
AINED IT AND YOUR MONEY	WILL BE REFUNDED. BY	PROCEEDING TO
ot the terms in the license agree	ement	
t accept the terms in the licens	e agreement	
accept the terms in the licens	e agreement	
12 m		

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

🚭 eBizBots Printer Services - InstallShield Wizard	×
<b>Customer Information</b> Please enter your information.	
User Name:	
E-Bots	
Organization:	
E-Bots Inc	
<u>S</u> erial Number:	
Install this application for:	
Anyone who uses this computer (all users)	
O Only for <u>m</u> e (E-Bots)	
InstaliShield	
< <u>B</u> ack <u>N</u>	ext > Cancel



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

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



🙀 eBizBots Print	er Services - InstallShield Wizard	×
Setup Type Choose the set	tup type that best suits your needs.	
Please select a	setup type.	
• Complete	All program features will be installed. (Requires the most disk space.)	
O Custom	Choose which program features you want installed and where they will be installed. Recommended for advanced users.	
TostallShield		
עראו והנשוט –	< <u>B</u> ack <u>N</u> ext > Ca	incel

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. <u>You must be logged in as an administrator</u> to download and set up the services.

Click on the "Start" button



#### Click on "All Programs"

23	Microsoft Office 2010
W	McAfee Security Scan Plus
K	Kaspersky Internet Security 2013
0	Google Chrome
	Notepad
•	All Programs
Sec	arch programs and files 👂

Click on "eBots"



Click on "eBots Printer Services"



Click on "File"

🙆 eBizBots Laser Jet Printer Services
File View Tools Help

#### Click on "Printer Setup"

🙆 e	BizBots Laser Jet Printer Services
File	View Tools Help
	Print Kanban Cards
	Print Duplicate Cards
	ReLogin
	Configure Service
	Print
	Print Preview
	Printer Setup
	DDS Printer Setup
	Exit

Select the label "Printer" you are setting up.

Print Setup			? X
Printer			
Name:	HP LaserJet 200 color M251 PCL 6	<u> </u>	Properties
Status:	Ready		
Type:	HP LaserJet 200 color M251 PCL 6		
Where:	USB003		
Comment	:		
Set th	is printer as my default printer		
Paper		Orientatio	n
Size:	Letter		Portrait
Source:	Automatically Select		C Landscape
Network.		ОК	Cancel

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

Print Setup			8 <mark>x</mark>
Printer			
Name:	HP LaserJet 200 color M251 PCL 6	•	Properties
Status:	Ready		
Type:	HP LaserJet 200 color M251 PCL 6		
Where:	USB003		
Comment:			
Set this	s printer as my default printer		
Paper		Orientation	ı
Size:	Letter		Portrait
Source:	Automatically Select	Α	C Landscape
Network.		ОК	Cancel

Change the "Paper Source" and "Orientation" (If applicable)

Print Setup			8 23
Printer			
Name:	HP LaserJet 200 color M251 PCL 6	-	Properties
Status:	Ready		
Type:	HP LaserJet 200 color M251 PCL 6		
Where:	USB003		
Comment	:		
I Set th	is printer as my default printer	,	
Paper		Orientation	
Size:	Letter		Portrait
Source:	Automatically Select	A	C Landscape
Network.		ОК	Cancel

Click on the "OK" button

Print Setup		X 8	
Printer			
Name:	HP LaserJet 200 color M251 PCL 6	✓ Properties	
Status:	Ready		
Type:	HP LaserJet 200 color M251 PCL 6		
Where:	USB003		
Comment:			
Set thi	is printer as my default printer		
Paper		Orientation	
Size:	Letter	A Portrait	
Source:	Automatically Select	C Landscape	
Network.		OK Cancel	

The printer is set up. You now need to "Configure the Printer".

Click on "File"

🕞 eBizBors Laser Jet Printer Services
File View Tools Help
🛏 🖹 🗋 🖆

Click on "Configure Service"



Printer Services Configuration	X
Server Settings WebServer URL:	ОК
123	Cancel
Using a Proxy Server HTTP Test	
Printer Options	
<ul> <li>Select printer from printer setup dialog</li> <li>Use Default Printer</li> </ul>	Print Test Page
Left Margin in Units of 1/1000 inch: 0	
Top Margin in Units of 1/1000 inch: 0	
Print Copies Together	
Label Options	
# of Rows Per Page: 1	
# 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 Leve	el: None 💌
No.of Days of Log Files to Keep: 5	

Enter "dummy text" like 123 in the "WebServer URL"

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	X
Server Settings	ОК
123	Cancel
123	
Using a Proxy Server HTTP Test	
Printer Options	
C Select printer from printer setup dialog	Print Test Page
Use Default Printer	
Left Margin in Units of 1/1000 inch: 0	
Top Margin in Units of 1/1000 inch: 0	
Print Copies Together	
Label Options	
# of Rows Per Page: 1	
# of Columns Per Row:	
Vertical Gap in units of 1/1000 inch: 0	
Horizontal Gap in units of 1/1000 inch: 0	
Others	
Show Confirmation Dialog Trace Level:	None 💌
No.of Days of Log Files to Keep: 5	

Click on the "OK" button

Server Settings WebServer URL:	-	🔶 ок
123		Cancel
🔲 Using a Proxy Server	HTTP Test	
Printer Options		
C Select printer from printe G Use Default Printer	er setup dialog	Print Test Page
Left Margin in Units of 1/100	00 inch: 0	
Top Margin in Units of 1/10	00 inch: 0	



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 print the labels)

In Internet Explorer, Click on the "Tools" menu



#### Click on "Internet Option"

F12 developer tools
Add to Evernote 4
Lync Click to Call
Blog This in Windows Live Writer
Internet options

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.

Trusted sites	8
You can add and remove websites from this zon this zone will use the zone's security settings.	e. All websites in
Add this website to the zone:	
http://demo.ultrivalms.com	Add
Websites:	
	Remove
Require server verification (https:) for all sites in this	zone
	Close

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

ettings		Settings	
Enable	*	Display mixed content	
Run ActiveX controls and plug-ins		<ul> <li>Disable</li> </ul>	
Administrator approved		Enable	
Disable		Prompt	
Enable		Don't prompt for client certificate selection when only one ce	
Prompt		<ul> <li>Disable</li> </ul>	
Script ActiveX controls marked safe for scripting*		Enable	
Disable		Drag and drop or copy and paste files	
Enable		<ul> <li>Disable</li> </ul>	
Prompt		Enable	
🛃 Downloads		Prompt	
🛃 File download		Enable MIME Sniffing	
Disable		🔘 Disable	
Enable		<ul> <li>Enable</li> </ul>	
💑 Font download	-	Include local directory path when uploading files to a server	_
nicabla III		Dirabla	Ť
•	•	• III •	_
Takes effect after you restart your computer		*Takes effect after you restart your computer	
eset custom settings		Reset custom settings	
eset to: Madium biab (dafault)	set	Reset to: Medium high (default)	-
reuunnigr (ucrault)	secon	reduminingin (deridult)	-

Click on the "Yes" button

<ul> <li>Prompt</li> <li>Script ActiveX controls marked safe for scripting*</li> <li>Disable</li> <li>Enable</li> <li>Prompt</li> </ul>
Downloads
Warning!
Are you sure you want to change the settings for this zone?
Yes No
Reset custom settings
Reset to: Medium-high (default)

#### Click on the "Apply" button

Custom Custom settings. - To change the settings, dick Custom level. - To use the recommended settings, dick Default level.
Enable Protected Mode (requires restarting Internet Explorer) Custom level Default level
Reset all zones to default level
OK Cancel Apply

#### Click on the "OK" button



#### <u>Test print a label</u>

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.



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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*)

Print Quality: Standard	Orientation:  Or
Standard 🗸	
	Front Tray Copies: 1 (1-999)
Always Print with Current Settings	Instructions

#### Click on the "OK" button

media Type.		e.	
Plain Paper	▼ Letter 8.5"x11"	22x28cm	
	Orientation:	Portrait	Landscape
Print Quality:	Paper Source:		
Standard	Front Tray		
	Copies:	1	(1-999)
Always Print with Current Settings		Instruction	s Defaults

**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*.

C	lick here to Navigate to the eBots Printer Set-up Instructions
---	--

Print Setup			8 23	•
Printer				
Name:	Canon MG3100 series Printer	•	Properties	
Status:	Pending deletion; 1 documents waiting			
Type:	Canon MG3100 series Printer			
Where:	USB002			
Comment:				
Set this	s printer as my default printer			
Paper		Orientation	n	
Size:	Letter 8.5"x11" 22x28cm		Portrait	
Source:	Front Tray	A	C Landscape	
Network		OK	Cancel	
				<u>eBots</u>



Test Print a label.

Click on the link below 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 – <u>eBots must be closed in order to print the labels.</u>* 

Stock Name: USER (4.00 in x 8.50 in) Preview Orientation Effects Preview Portrait Landscape Portrait 180° Landscape 180° Preset Name: Current Settings> Advanced Options Advanced Options Advanced Options OK Cancel Apply Help Windows Prission Status: Ready Type: Zebra Z4M (203 dpi) Type: Zebra Z4M (203 dpi) Where: FiLE: Comment: Status: Ready Type: Zebra Z4M (203 dpi) Where: FiLE: Comment: Status: Ready Type: Zebra Z4M (203 dpi) Contentation Properties Paper Orientation Properties Protrait	
Name:       USER (4.00 in x 8.50 in)         New       Edt         Preview       Orientation         Orientation       Effects         Name:       Landscape         Preview       Portrait         Image       Negative         Preview       Portrait         Image       Negative         Preview       Portrait 180°         Landscape       Negative         Preview       Portrait 180°         Landscape       Negative         Preview       Advanced Options         Advanced Options       Advanced Options         Authors of the BarTender® label software.       OK         OK       Cancel       Apply         Help       Windows Preview         int Setup       Properties         Status:       Ready         Type:       Zebra Z4M (203 dpi)         Ymere:       FILE:         Comment:       Viscat Z4M (203 dpi)         Viscat Z4M (203 dpi)       Properties         Paper       Orientation         Size:       USER	
New       Edt         Preview       Orientation         Preview       Potrat         Potrat       Nimor Image         Landscape       Negative         Potrat       180°         Landscape       Negative         Preset       Current Settings>         Advanced Options       Advanced Options         OK       Cancel         Apply       Help         Windows Prise         Status:       Ready         Type:       Zebra Z4M (203 dpi)         Where:       FILE:         Comment:       Vistor of the printer         Vistor:       Name:         Vistor:       Properties         Status:       Ready         Type:       Zebra Z4M (203 dpi)         Where:       FILE:         Comment:       Vistor         Vistor       Orientation         Status:       USER	
New       Edt         Preview       Orientation         Image       Image	
Preview Orientation Effects ALE Potrat Landscape Potrat 180° Landscape 180° Preset Name: Current Settings> Manage Advanced Options Advanced Options Ø 1998-2013 Seagull Scientific, Inc., Authors of the BarTender® label software. OK Cancel Apply Help Windows Printer Name: Zebra Z4M (203 dpi) Where: FILE: Comment: Vige: Set this printer as my default printer Paper Size: USER Vige: Orientation Paper	
Image       Portrait         Image       Portrait 180°         Image       Portrait 180°         Image       Portrait 180°         Image       Portrait 180°         Image       Preset         Name:       Current Settings>         Advanced Options         Advanced Options         OK       Cancel         Apply       Help         Windows Printer         Name:       Zebra Z4M (203 dpi)         Yhere:       FlE:         Comment:       Orientation         Verset       Orientation	
ALE       Candscape         Potrait 180°       Landscape 180°         Preset       Name:         Name:       Current Settings>         Advanced Options         Advanced Options         Advanced Options         OK       Cancel         Apply       Help         Windows Printer         Name:       Zebra Z4M (203 dpi)         Preset       Properties         Status:       Ready         Type:       Zebra Z4M (203 dpi)         Where:       FLE:         Comment:       Otientation         V       Sett this printer as my default printer         Paper       Orientation	
Preset Name: Current Settings> Manage Advanced Options @ 1998-2013 Seagull Scientific, Inc., Authors of the BarTender® label software. OK Cancel Apply Help Windows Pri int Setup Printer Name: Zebra Z4M (203 dpi) Status: Ready Type: Zebra Z4M (203 dpi) Where: FILE: Comment: V Set this printer as my default printer Paper Orientation Size: USER V Orientation	
Image:       Current Settings>         Mamage:       Advanced Options         Advanced Options       Advanced Options         Image:       Advanced Options         OK       Cancel         Apply       Help         Windows Printer         Name:       Zebra Z4M (203 dpi)         Status:       Ready         Type:       Zebra Z4M (203 dpi)         Where:       FILE:         Comment:       ✓         Status:       Set this printer as my default printer         Paper       Orientation         Status:       Numeter         Very       Very	
Preset Name: Current Settings>  Manage Advanced Options @ 1998-2013 Seagull Scientific, Inc., Authors of the BarTender® label software. OK Cancel Apply Help Windows Printer Name: Zebra Z4M (203 dpi) Status: Ready Type: Zebra Z4M (203 dpi) Where: FILE: Comment: V Set this printer as my default printer Paper Size: USER V Properties Propertie	
Preset Name: Current Settings> ▼ Manage Advanced Options @ 1998-2013 Seagull Scientific, Inc., Authors of the BarTender® label software. OK Cancel Apply Help Windows Pri int Setup Printer Name: Zebra Z4M (203 dpi) Status: Ready Type: Zebra Z4M (203 dpi) Where: FILE: Comment: V Set this printer as my default printer Paper Size: USER ▼ Orientation Size: USER	
Name: «Current Settings»  Manage Advanced Options	
Advanced Options	
Advanced Options	
© 1998-2013 Seagull Scientific, Inc., Authors of the BarTender® label software. OK Cancel Apply Help Windows Pri int Setup Printer Name: Zebra Z4M (203 dpi) Properties Status: Ready Type: Zebra Z4M (203 dpi) Where: FILE: Comment: V Set this printer as my default printer Size: USER V Orientation	
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© 1998-2013 Seagull Scientific, Inc., Authors of the BarTender® label software. OK Cancel Apply Help Windows Print int Setup Printer Name: Zebra Z4M (203 dpi) Whare: FlLE: Comment: Vere: FlLE: Comment: Size: USER Onientation	
Authors of the BarTender® label software. OK Cancel Apply Help Windows Pi int Setup Printer Name: Zebra Z4M (203 dpi) Status: Ready Type: Zebra Z4M (203 dpi) Where: FILE: Comment: V Set this printer as my default printer Paper Size: USER   Onientation Properties	
OK Cancel Apply Help Windows Prints int Setup Printer Name: Zebra Z4M (203 dpi) Status: Ready Type: Zebra Z4M (203 dpi) Where: FILE: Comment:  F Set this printer as my default printer Paper Size: USER  F Portrait	
OK Cancel Apply Help Windows Printer          Printer       Properties         Status:       Ready         Type:       Zebra Z4M (203 dpi)         Where:       FILE:         Comment:       Viscon         Viscon       Orientation         Size:       USER	
Printer Printer Variable Status: Ready Type: Zebra Z4M (203 dpi) Where: FILE: Comment:  Status printer as my default printer Paper Variable Size: USER V Properties Properties V Properties Properties V V V V V V V V V V V V V V V V V V	
Printer       Image: Properties         Name:       Zebra Z4M (203 dpi)         Status:       Ready         Type:       Zebra Z4M (203 dpi)         Where:       FILE:         Comment:       Image: Paper         Size:       USER	rini
Printer     Image: Properties       Name:     Zebra Z4M (203 dpi)       Status:     Ready       Type:     Zebra Z4M (203 dpi)       Where:     FILE:       Comment:     Image: Paper       Size:     USER	
Printer Name: Zebra Z4M (203 dpi)	
Printer Name: Zebra Z4M (203 dpi) ▼ Properties Status: Ready Type: Zebra Z4M (203 dpi) Where: FILE: Comment: ▼ Set this printer as my default printer Paper Size: USER ▼	
Name:       Zebra Z4M (203 dpi)       ▼       Properties         Status:       Ready         Type:       Zebra Z4M (203 dpi)         Where:       FILE:         Comment:       ✓         ✓       Set this printer as my default printer         Paper       Orientation         Size:       USER	
Status: Ready Type: Zebra Z4M (203 dpi) Where: FILE: Comment: ▼ Set this printer as my default printer Paper Size: USER ▼ (° Portrait	
Paper     Orientation       Size:     USER	
Where:     FILE:       Comment:     Image: Comment:       Image: Size:     USER         Orientation	
Comment: I Set this printer as my default printer Paper Size: USER	
Paper Orientation	
Paper Orientation Size: USER	
Paper Orientation Size: USER	
Size: USER	
Size: USER	
Source: Continuous Roll  C Landscape	
Network OK Cancel	

Try printing a test label



#### Different Program Opens when Printing Labels

#### Click on the "Start" button



In the "Search Box" type "Default Program". Click on "Default Program"

Programs (1)
🕜 Default Programs
Control Panel (1)
🕜 Set your default programs
Documents (5)
🗐 Ultriva Printer Information
🗐 Lean Suite Supplier Guide w Master Label
🗐 Ultriva Lean Suite Supplier Guide
🗐 eBots Setting up a Printer Reference Guide
Configuring eBots Printer Service
Files (12)
🖄 Re: Fw: Question - New ticket created: - [Ticket TBX-QWHKB-5
🛗 HP Games
🐱 Snapfish
et⊮ eBay
Amazon.com – Online Shopping
₽ See more results
➢ Find Software on HP Download Store
Default Program 🖌 🛛 Shut down 🔸

**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

٢	Set your default programs Make a program the default for all file types and protocols it can open.
<b>;</b>	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.

Associate a file type or protocol v	ns      Default Programs      Set Associations	Search Control Panel
ssociate a file type or protocol v	with a specific program	
lick on an extension to view the program f	that currently opens it by default. To change the default	program, click Change program.
Adobe Reader Adobe Systems Incorporated		Change program
Name	Description	Current Default
drv	Device driver	Unknown application
dsn .	Data Source Name	Unknown application
.dsp	DSP File	HP Application Assistant
.dsw	DSW File	HP Application Assistant
🖬 .dtd	XML Document Type Definition	Microsoft Visual Studio 2005 Tool
dv. 🖸	DV Movie	QuickTime Player
😇 .dvr	Microsoft Recorded TV Show	Windows Media Center
😇 .dvr-ms	Microsoft Recorded TV Show	Windows Media Center
🛁 .dwfx	XPS Document	XPS Viewer
.dxr	DXR File	HP Application Assistant
🗊 .dzm	DZM File	Direct Zone Menu
💱 .dzp	DZP File	Direct Zone Menu
🐼 .dzt	DZT File	Direct Zone Menu
🧃 .easmx	XPS Document	XPS Viewer
📓 .ebr 🥢	EBR File	Adobe Reader
•	III	4

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

Click on the "Change Program" button.

Associate a file type or p Click on an extension to view th	program that currently opens it by default. To change the defaul	t program, click Change program.
Adobe Reader Adobe Systems Incorpo	prated	Change program
Name	Description	Current Default
drv	Device driver	Unknown application
dsn .	Data Source Name	Unknown application
dsp	DSP File	HP Application Assistant
dsw	DSW File	HP Application Assistant
🖬 .dtd	XML Document Type Definition	Microsoft Visual Studio 2005 Too
🙍 .dv	DV Movie	QuickTime Player
😇 .dvr	Microsoft Recorded TV Show	Windows Media Center
💿 .dvr-ms	Microsoft Recorded TV Show	Windows Media Center
🛃 .dwfx	XPS Document	XPS Viewer
dxr	DXR File	HP Application Assistant
🕼 .dzm	DZM File	Direct Zone Menu
🕼 .dzp	DZP File	Direct Zone Menu
🐼 .dzt	DZT File	Direct Zone Menu
🫃 .easmx	XPS Document	XPS Viewer
📕 .ebr	EBR File	Adobe Reader
1	III	F. F.

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

Otherwise cliek 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)

Open with									3	
🚱 🗢 📥 🕨 Com	nput	er I	► Local Disk (C:) ►	•	4 <del>)</del>	Search Local D	isk (C:)	5	ρ	
Organize 🔻 New	fold	ler				-	≡ • 🔟	?		
🕮 Recent Places	*		Name		Date	modified	Туре		•	
😻 iCloud Photos			퉬 2af8def377ee1617f29665		11/5	/2013 7:13 AM	File folder			
. 🗠			📙 HP		6/5/2	2012 8:56 PM	File folder			
A C Libraries			MSOCache		3/10	/2012 4:09 PM	File folder			
Documents			📗 PerfLogs		7/13	/2009 10:20 PM	File folder			
Music			📗 Program Files 🦰	/	10/2	4/2013 8:44 AM	File folder		=	
Pictures	=			🔰 Program Files (x86) 🛛 🖊		10/2	4/2013 8:44 AM	File folder		-
Videos			🥼 ProgramData		11/6	/2013 12:19 PM	File folder			
			퉬 Seagull		11/6	/2013 12:20 PM	File folder			
P 😽 Homegroup			퉬 SWSetup		6/8/2	2013 9:11 AM	File folder			
A I Computer			SYSTEM.SAV		3/4/2	2012 4:04 PM	File folder			
Computer			퉬 Ultriva Guides		8/19	/2013 2:24 PM	File folder			
Decal Disk (C:)			퉬 Users		3/4/2	2012 4:02 PM	File folder		Ŧ	
P 💼 Recovery (D:)	-	٠		111				•		
F	ile n	nam	e:		•	Programs		•		
						Open	Cancel			

#### Click on the "Open" button

✓ Open with ♦ ▲ ► Com	puter 🕨	Local Disk (C:) 🕨	•	✓ Search Local D	isk (C:)	× •
Organize 🔻 New	folder				≡ ▼ 🔳	0
🖳 Recent Places	^ I	Vame		Date modified	Туре	-
licloud Photos		]] 2af8def377ee1617f29665		11/5/2013 7:13 AM	File folder	
. 🛤		🐌 HP		6/5/2012 8:56 PM	File folder	
A Cibraries		MSOCache		3/10/2012 4:09 PM	File folder	
Documents		🐌 PerfLogs		7/13/2009 10:20 PM	File folder	
Music		]] Program Files		10/24/2013 8:44 AM	File folder	-
Pictures		🍌 Program Files (x86)		10/24/2013 8:44 AM	File folder	-
Videos		]] ProgramData		11/6/2013 12:19 PM	File folder	
		퉬 Seagull		11/6/2013 12:20 PM	File folder	
P 😽 Homegroup		] SWSetup		6/8/2013 9:11 AM	File folder	
Constant		SYSTEM.SAV		3/4/2012 4:04 PM	File folder	
Computer	-	]] Ultriva Guides		8/19/2013 2:24 PM	File folder	
Local Disk (C:)		🐌 Users		3/4/2012 4:02 PM	File folder	-
Recovery (D:)			III			•
F	ile name	:				•
				→ Open   <del>-</del>	Cancel	

Scroll down and Click on "eBots" and Click on the "Open" button.

Open with							×
😋 🔾 🔻 📕 « Loca	al Dis	ik (C:)	<ul> <li>Program Files (x86)</li> </ul>	<b>▼</b> ∮	Search Prog	ram Files (x86)	٩
Organize 🔻 New	fold	er				= - 1	0
Recent Places iCloud Photos	*	Na	Appie Sottware Update Ask.com	D: // 7/	ate modified 23/2012 0:07 PM 1/2012 4:59 PM	Type File tolder File folder	^ _
<ul> <li>□ Libraries</li> <li>□ Documents</li> <li>□ Music</li> <li>□ Pictures</li> <li>□ Videos</li> <li>○ Homegroup</li> </ul>	III		ATI Technologies Bonjour Canon Cisco Citrix Common Files CouponAlert_2p Cyberl ink	2/ 7/ 3/ 7/ 9/ 6/	14/2012 12:31 PM 23/2012 6:07 PM 29/2013 10:55 AI 14/2012 12:42 PM 12/2013 2:23 PM 4/2013 2:25 PM 16/2012 10:13 AI 14/2012 12:48 PM	<ul> <li>File folder</li> <li>M File folder</li> <li>File folder</li> </ul>	
P Computer Local Disk (C:)	-		eBots Evernote Google	2/ 11 6/	23/2013 10:49 Al /9/2011 12:54 Pt 30/2012 10:07 Pt	M File folder M File folder M File folder	-
ſ	File name:						

Correction of the second seco	<ul> <li>✓</li> <li>✓</li></ul>
Organize 🔻 New folder	≣≕ ▾ 🔟 🔞
🖫 Recent Places 🔺 Name	Date modified Type
Sicloud Photos	2/23/2013 10:49 AM File folder
<ul> <li>▲ Contraction</li> <li>▲ Libraries</li> <li>▲ Documents</li> <li>▲ Music</li> <li>▲ Pictures</li> <li>■ Videos</li> <li>▲ Homegroup</li> </ul>	2/23/2013 10:49 AM File folder
⊿ 🖳 Computer	
🛛 🚣 Local Disk (C:)	
Recovery (D:)	4
File name:	Programs     Open      Cancel

Click on "Bin" to highlight it and Click on the "Open" button.

Click on "EbzLjPrn" and Click on the "Open" button.

C Open with		
	<ul> <li>✓Search Bin</li> </ul>	٩
Organize 🔻 New folder		• 🔳 🔞
🖫 Recent Places 🔺 Name	Date modified Ty	/pe
😻 iCloud Photos	10/14/2011 6:47 PM Ap	oplication
🕽 Libraries		
Documents		
Pictures		
Videos		
n Homegroup		
r Computer		
Local Disk (C:)		
Recovery (D:)		•
File nime: EbzLjtPrn	✓ Programs	<b></b>
	→ Open	Cancel

Click on the "OK" button



Close the Default Programs window

#### Try printing a test label

Important – <u>eBots must be closed in order to print the labels</u>.

#### 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

#### System Error!! - Clear the Browser Cache

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

Sorry, an error occu	red while processing your request.	
System Error!!		

With any Internet Explorer program opened, Click on "Tools".

<u> </u>	LTRIVA	Ultriva 7.5	Admin   My Account
Ho	me Material Status Actions Scan Reports	Integration	Laura Maki   A&G
н	ome		
	Inventory Health	* E	Alerts
			Date ▼ Subject ⊽
			09/19/2013 New Order from TBJ has been release
			09/19/2013 Release alert
	Items Items	Items	09/19/2013 New Order from TBJ has been release
	Stock out risk (High) Stock out risk (Medium) S	tock out risk (Low)	09/19/2013 Release alert
ß			Sorted by: Date 1 to 4 of 8 Prev Page 1 • Ne:
	Order Tracking	<b>*</b> ≣	My Routines
	3 Cards Cards Cards	8 Cards	Daily         Monthly           • Accept Orders         • Analyze My Performance           • Ship Goods         • Analyze My Cycle Time           • Print Kanban Cards         • View Excel Reports           • Reschedule Request         • View Excel Reports

#### Select "Delete Browsing History"

	Ŷ	Tickets - Live Agent	🍊 Files - SkyDrive
Too	ls	Help	
	D	elete browsing history	Ctrl+Shift+Del
	In	Private Browsing	Ctrl+Shift+P
	Tr	acking Protection	
	A	ctiveX Filtering	
	Fi	connection problems	
	Re	open last browsing session	
	A	dd site to Start menu	
	Vi	ew downloads	Ctrl+J
	Po	op-up Blocker	+
	Sr	nartScreen Filter	
	М	anage add-ons	
	C	ompatibility View	
	C	ompatibility View settings	
	Su	ubscribe to this feed	
	Fe	ed discovery	۱.
	W	indows Update	
	F1	2 developer tools	
	A	dd to Evernote 4	
	Ly	nc Click to Call	
	BI	og This in Windows Live Writer	
	In	ternet options	

Select the following to be "deleted". Click on the "Delete" button.

Delete Browsing History
Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.
Temporary Internet files and website files Copies of webpages, images, and media that are saved for faster viewing.
Cookies and website data Files or databases stored on your computer by websites to save preferences or improve website performance.
List of websites you have visited.
Download History List of files you have downloaded.
Form data Saved information that you have typed into forms.
Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.
Tracking Protection, ActiveX Filtering and Do Not Track A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests.
About deleting browsing history Delete Cancel

Close "ALL" Internet Explorer Windows.

Log back in to Ultriva and try the action again.

#### 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"

File Edit View Favorite 🚖 🤗 Ultriva 7 🤗 William	es Tools Help 1 Hodena - Ke Ag 🐠 William Hodena - Live Ag 🐠 Willia	am Hodena - Live Ag 🗿 Or	rder Status (2) 👸 Order Status 🌼 🦄 🔻 🖡	🕥 🔻 🖃 🚔 🔻 Page 🔻
	Home Material Status Actions Scan Report	Ultriva 7.5	Admin   M Laura M	y Account   Help   Logout
	Home			👻 Favorites
	Inventory Health	~ = <b>A</b>	Alerts	¥≣]
		Da	Date ▼ Subject ▽	
		09	9/19/2013 New Order from TBJ has been release	Ş 🗱
		1 09	9/19/2013 Release alert	چ چ
	Items Items	Items 09	9/19/2013 New Order from TBJ has been release	چ چ
	Stock out risk (High) Stock out risk (Medium)	Stock out risk (Low)	9/19/2013 Release alert	ت چ
		so	orted by: Date 1 to 4 of 8 Prev Page	1 - Next >

#### Click on "Internet Options"



Click on the "Security" tab

General	Security	Privacy	Content	Connections	Programs	Advanced
Home p	age To crea	ate home	page tabs,	type each add	ress on its o	own line.
~		//www.g	oogle.com			The second secon
Startup	o	Use cu	rrent	Use default	Use ne	ew tab
) S	tart with ta	bs from t	he last ses	sion		
S	tart with h	ome page				
Tabs - Char	nge how we	ebpages a	re displaye	d in tabs.	Та	ibs
Browsir	ng history					

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.

Trusted sites	×
You can add and remove websites from this zor this zone will use the zone's seturity settings. Add this website to the zone:	ne. All websites in
https://demo.ultrivalms.com	Add
Websites:	Remove
Require server verification (https:) for all sites in this	zone
	Close

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

https://demo.ultrivalms.com		Remove
	K	
Require server verification (h	ttps:) for all sites	in this zone

#### Try printing a test label

*Important – <u>eBots must be closed in order to print the labels.</u>* 

#### 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.

#### 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 if 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"

Software Downloads	Res
BarTender Barcode Label Software (with RFID, card printing and more)	
Windows Printer Drivers	
Service Releases	
All Software Downloads	

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



Copyright © 2013 Seagull Scie

#### Select "Download"



Click on "I Accept" and Click on the "Next" button.

Vease read the following license agreement carefully.	Vindows Printer Drivers	×
WINDOWS PRINTER DRIVER LICENSE AND LIMITED WARRANTY	License Agreement Please read the following license agreemen	
	WINDOWS PR LICENSE AND LI	
Seagull Scientific, Inc. ("Seagull") grants you a non-exclusive license to use the accompanying Windows Printer Driver(s) and related documentation ("Seagull Software"), subject to the following provisions. You assume full responsibility for the selection of the Seagull Software to achieve your intended results, and for the installation, use, and results obtained from the Seagull Software.	Seagull Scientific, Inc. ("Seagull") grants yo accompanying Windows Printer Driver(s) a Software"), subject to the following provisi selection of the Seagull Software to achiev installation, use, and results obtained from	a non-exclusive license to use the nd related documentation ("Seagull ons. You assume full responsibility for the a your intended results, and for the he Seagull Software.
Both the software and the related material are Copyrighted and are protected by law. Fitle to and all rights and interests in the Seagull Software, wherever resident and on what are and shall remain the property of Seagull. Furthermore, by using	Both the software and the related material Title to and all rights and interests in the Se whate er media, are and shall remain the n	re Copyrighted and are protected by law. Igull Software, wherever resident and on
Taccept the terms in the license agreement	I accept the terms in the license agreeme	ıt
I do not accept the terms in the license agreement	I do not accept the terms in the license age 	

×

Click on the "Next" button.

Ĩ	Windows Printer Drive	rr5	×
il t	Installation	Directory Clory to unpack the software.	<b>EAGULL</b>
i	The software will be un either type in the new p	packed to the directory listed below. To unpack to both or click Browse to select a different directory.	a different directory,
90 90 91	Installation Directory.	Space required on drive: Space available on selected drive:	53.8 MB 493.1 GB
al o v			
-		< Back Next >	Cancel

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

Windows Printer Drivers
Installation Information       SEAGULL         Follow the instructions below to install the software.       Image: Comparison of the software instruction of the software instructin of the software instruction of the software instructio
<ul> <li>Instructions</li> <li>After the drivers are unpacked, install them using the Driver Wizard.</li> </ul>
<ul> <li>Options</li> <li>Image: Read Register Re</li></ul>
< Back Finish Cancel

Click on the "Next" button.



Choose your "Printer Model" and the proper "DPI" from the list.

The manufacturer and model determine which printer	driver to use.
Specify the model of your printer. 🥜	
Printer Model	
Zebra S4MDTe	
Zebra Stripe 300	
Zebra Stripe 400	
Zebra Stripe 500 (152 dpi)	
Zebra Stripe 500 (203 dpi)	
Zebra Stripe 600	
Zebra T300	•
Source: C:\Seagull	Browse
Version: 7.3.3 (05/02/2013)	_

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

A port is used to connect a printer to the computer.	
specify the port that you are using. If you are not listed below, create a new port.	connecting using TCP/IP or another port type
Port	Туре
FILE:	Local Port
USB003	Virtual printer port for USB
C:\ProgramData\TechSmith\Snagit 11\Prin	Local Port
CNBJNP_180CAC015534	Canon BJ Network Port
SHRFAX:	Fax Monitor Port
XPSPort:	Local Port
[	Create Port Configure Port
	V

Make the "desired changes".

Seagull Driver Wizard	×
Specify Printer Name Names are used to identify the printer on this computer and on the network.	S
Enter a name for this printer.	
Printer name: Zebra Z4M (203 dpi)	
Use this printer as the default printer	
Specify whether or not you want to share this printer with other network users. sharing, you must provide a share name.	When
Do not share this printer	
Share name: Zebra_Z4M_(203_dpi)	
< Back Next >	Cancel

Click on the "Finish" button.

Seagull Driver Wizard	1	×
	Completin Wizard	g the Seagull Driver
	A new printer will b	e installed using the following settings:
	Name:	Zebra Z4M (203 dpi)
	Share name:	<not shared=""></not>
	Port:	FILE:
	Default:	No
	Manufacturer:	Zebra
	Model:	Zebra Z4M (203 dpi)
	Version:	7.3.3 (05/02/2013)
	To begin the drive	r installation process, click Finish.
		< Back Finish Cancel

Click on the "Close" button.

Seagull Driver Wizard	
	Seagull Driver Wizard Completed Successfully The following operations were completed successfully:
	Installed printer 'Zebra Z4M (203 dpi)'.
	Install Another Printer Close

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.



Page Setup	Graphics Stock Options About
Stock Name:	USER (4.00 in x 4.00 in)
Preview ALE	Orientation Potrait Landscape Portrait 180° Landscape 180°
Preset Name:	<current settings=""></current>
	Advanced Options © 1998-2013 Seagull Scientific, Inc.,
	Authors of the Bar Lender® label software.

With the User Name selected Click on the "Edit" button.

Select the "Label Size" for your printer. Click on the "OK" button.

Stock -	LISER		]	Preview		
vanie.	USEN	,				
D:	256					-
			- V		TI	
abel Si	ze					
Nidth:	4.00 in	Height:	6,00 in			
Exposed	Liner Width					
.eft:	0.05 in	Right:	0.05 in			
						$\dashv$

🖶 Zebra Z4N	1 (203 dpi) Printing Preferences								
Page Setup Stock Name:	Graphics Stock Options About USER (4.00 in x 6.00 in)								
	New Edit Delete								
Preview -	Orientation Portrait Landscape Portrait 180° Landscape 180° Effects Mirror Image Negative								
Preset Name:	<current settings="">   Manage</current>								
	Advanced Options								
	© 1998-2013 Seagull Scientific, Inc. Authors of the BarTender® label softwire.								
(	OK Cancel Apply Help								

Select the "Orientation" and Click on the "Apply" button.

Click on the "OK" button

🖶 Zebra Z4N	1 (203 dpi) Printing Preferences	×				
Page Setup	Graphics Stock Options About					
Stock Name:	USER (4.00 in x 6.00 in)	<b></b>				
	New Edit	Delete				
Preview -	Orientation Orientation Orientatit Landscape Ortrait 180° Landscape 180°	Effects				
Preset Name:	<current settings=""></current>	Manage  Advanced Options				
	© 1998-2013 Seagull Scient Authors of the BarTender® labe OK Cancel	ific, Inc., el software. Apply Help				

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 – <u>eBots must be closed in order to print the labels.</u>* 

Click here to Navigate to the eBots Printer Set-up Instructions

#### 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

eBzPrintSvc - eBizBots Printer Services						
eBzPrintSvc - eBizBots Printer Services has encountered a problem and needs to close. We are sorry for the inconvenience.						
If you were in the middle of something, the information you were working on might be lost.						
<b>Please tell Microsoft about this problem.</b> We have created an error report that you can send to us. We will treat this report as confidential and anonymous.						
To see what data this error report contains, click here.						
Send Error Report Don't Send						

#### 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**.



#### 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 – <u>eBots must be closed in order to print the labels.</u>* 

#### 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

**W**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 – <u>eBots must be closed in order to print the labels.</u>* 

Click here to Navigate to the eBots Printer Set-up Instructions

#### eBots Printer Settings Keep Changing

Important – <u>You must be an Administator to make any changes!</u>

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/aspx/free-windows-printer-drivers-download.aspx

**U** Important – <u>eBots must be closed in order to print the labels</u>.

Adding a New Printer Driver/Configuration