

# Functional Tips for Print Envoy



This month's tip for getting more from your Print Envoy implementation!

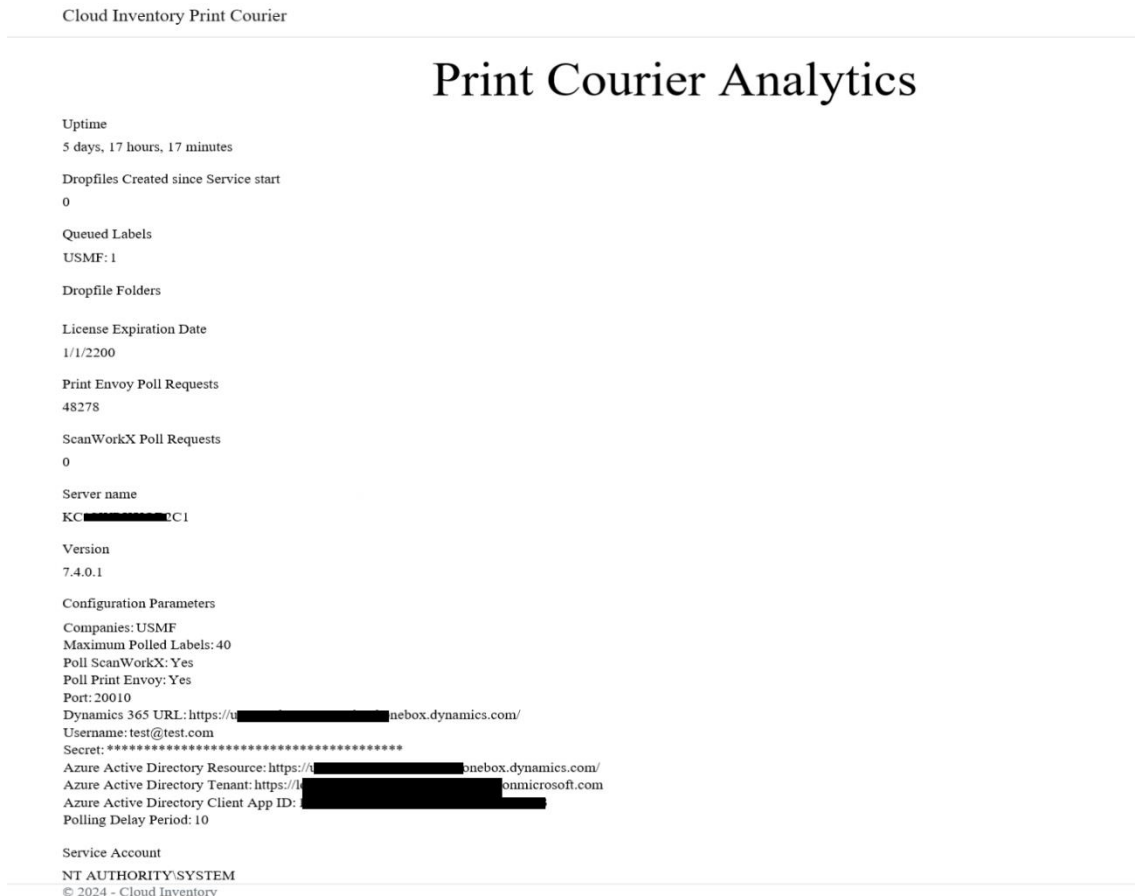
## New Insights with Print Courier Analytics

-By Olivia Johnson [Olivia.Johnson@cloudinventory.com](mailto:Olivia.Johnson@cloudinventory.com)

In this month's issue of Print Envoy Functional Tips, we're introducing a new feature that gives you the visibility to confidently manage, monitor, and troubleshoot your label printing process. You can easily check Print Courier's run time, number of labels polled, expiration date, configuration elements and more. This is a new feature of Print Courier 7.4.0.1. If you are running an older version of Print Courier and would like to update to the most recent version, reach out to us at [Support@cloudinventory.com](mailto:Support@cloudinventory.com).

### Print Courier Analytics: How does it work?

The new version of Print Courier service uses .Net Core and features a web page which can be configured as a local IIS site to monitor Print Courier activity. The web page provides up to date details on the service's uptime, dropfile creation, poll requests, labels in queue in the D365 company's you are monitoring, server name, service version, configuration parameters, and the account the service is running under. A sample screenshot is shown below.



When you have Print Courier 7.4.0.1 or newer installed, you will be able to access the Print Courier status page from your Print Courier server by navigating to <http://localhost:8081>. Port 8081 is used by default but can be modified in the `appsettings.json` file in your Print Courier service directory. Remote systems can open this page using [http://<print\\_courier\\_server\\_name>:8081](http://<print_courier_server_name>:8081). Please remember to check your firewall settings on the server running Print Courier to make sure port 8081 is accessible from remote systems.

More than general monitoring, this analytics web page will serve as your first step when troubleshooting label printing issues. If your labels are not printing, now you can easily check where the failure is occurring:

- Is Print Courier running?
- Is Print Courier polling D365?
- Are there label files in the queue?
- Are drop files being created?
- If not, is Print Courier configured correctly?
- Is Print Courier polling the correct company?
- Is the Drop Folder correct?
- Does the service account running Print Courier have necessary file permissions to write to the drop folder?

Depending on the answers to these questions, you can quickly identify where issues are occurring and make necessary adjustments to correct the issues and get you back to printing labels.

If you are not running version 7.4.0.1 or newer of Print Courier service, please let us know and we will send you an updated version so you can take advantage of all that Print Envoy has to offer. We are always striving to improve our product and improve your label printing experience. We want to hear your feedback and ideas for future newsletters! Please send us an email at [Olivia.Johnson@cloudinventory.com](mailto:Olivia.Johnson@cloudinventory.com) or [Support@cloudinventory.com](mailto:Support@cloudinventory.com) and let us know how we can support your business.

As always, thank you for being an amazing Print Envoy customer! We love working with you and hope to hear from you soon!

Olivia Johnson  
[Olivia.Johnson@cloudinventory.com](mailto:Olivia.Johnson@cloudinventory.com)