Functional Tips for Print Envoy

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

Print Envoy New Feature Preview: BarTender Web API

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This month we will be discussing how you can utilize the BarTender cloud solution with Print Envoy! When using BarTender cloud there are some key differences in how labels get created in D365 and sent to BarTender to print labels. The main difference being that Print Courier will no longer be polling labels from D365 and creating drop files, instead we use an API that will connect to the BarTender cloud server and send your label data directly from D365 to BarTender.

Configuring BarTender API

Once you have registered a user account and a 'Password-Based' application in BarTender, you will be able to connect Print Envoy to BarTender by navigating to DSI Print Envoy – Administration - Print Server Drop Folders.

Create a new row and underneath the 'Drop Folder Name' column, give it a name that will be unique to BarTender cloud, as you only will need to set this up once. You can also enter a site underneath the 'Site' column if you wish to restrict cloud printing by site, for this example we will be leaving it blank.

This configuration requires exact values for the following fields:

Drop Folder – This value should be your BarTender endpoint. For example, https://am1.bartendercloud.com

Label Server Type – BarTender

User / API Key – This value should be your BarTender user account's email address. (e.g. the user we set up in BarTender for this example has the email address of dsilabels@abc.com attached to it)

Password – This value should be represented by the default user account's password that is used to log-in to BarTender.

Application Id – This value is found on the 'Bartender Cloud API' tab on the left-hand side of the screen when logged into the BarTender portal (https://am1.bartendercloud.com). When you register a 'Password-Based' application, the Application ID will populate with a GUID value you can copy to your clipboard and paste here in D365.
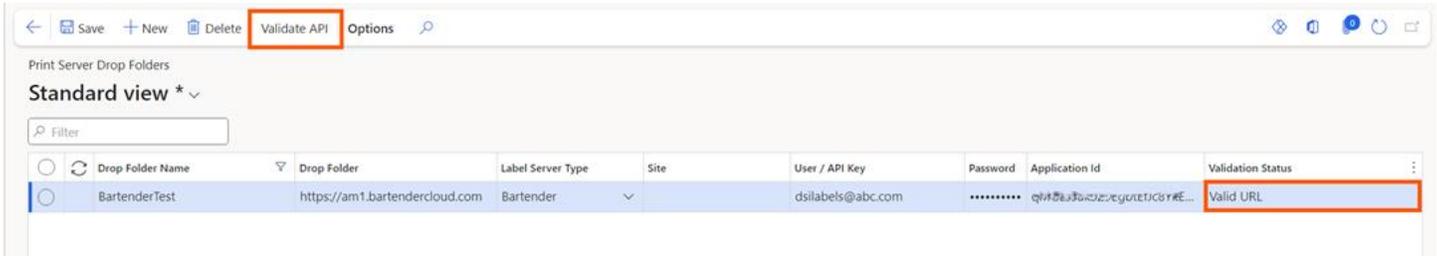
Once you have populated all the required fields, click the 'Validate API' button on the action pane. This will use the connection information and attempt to login to the BarTender portal. If successful, the value 'Valid URL' will be displayed or it will give you an error message.

These are a couple examples of error messages you might see in the 'Validation Status' column and a recommended solution.

Error retrieving token - If you are receiving this error when trying to Validate API, this can be caused by one of three things: incorrect Password, incorrect Application Id, or incorrect User/API Key. Please double check your values and make sure they are accurate.

Error in validation - If you are receiving this error when trying to Validate API, this is because you have an incorrect value in the Drop Folder column, please check that your URL is correct. It should always point to the BarTender endpoint. For example, https://am1.bartendercloud.com

Configuring Printers
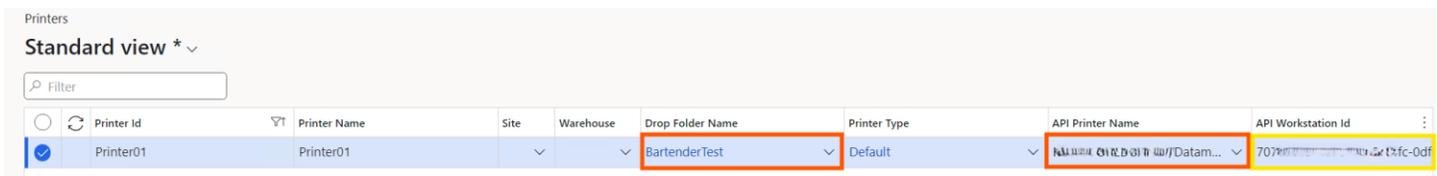
When setting up your printers, please make sure that you have selected the correct 'Drop Folder Name' value from the dropdown. You will also want to link your Print Envoy printer to one of the ones set up in BarTender in the 'API Printer Name' field drop-down. If you do not see your Print Envoy printer, please double check that the selected drop folder name is correct, and the printer is connected to BarTender. The 'API Workstation Id' field will be automatically populate once the rest of the fields have been configured and the record saved.

When a Print Envoy Print Handler has been fired, a record will be created in the print log. Navigate there by following the path DSI Print Envoy → Periodic→ Print Log Inquiry.

When a label is created, you will be able to select the row from this form and should see the 'BarTender Info' button appear if it was sent to correct printer.

Shown below is an example of what this button will display and some of the most common error message you would receive if the template names do not match up exactly.

When you try to print a label with an incorrect document type or label template name, you will see a similar message to the screenshot above. This means that there is no label template file defined in BarTender with this name. Remember that your Printer Type defined in the DSI-Printer Configuration-Printers form will be prepended onto the Label Template Name field defined in the DSI Print Envoy-Print Handling-Template Selection Rules form.

Because my printer type was set to 'Default' and my template name set to 'CountJournal_PrintLinesButton', the combined result is 'Default_CountJournal_PrintLinesButton'. This is the template name BarTender will try to find in order to print the label.

Thanks for making it this far, and I hope that you will be able to find value in this great new feature! If you would like a more detailed guide concerning BarTender/Loftware cloud solution setup, please reach out as we have a document that goes into more detail. You can reach out to us at harrison.brazelton@cloudinventory.com if you have any questions or concerns regarding this new feature, or if you have any ideas of your own that you believe would be beneficial to the functionality or value.