

Functional Tips for Print Envoy



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

Print Envoy Functionality Discussion: Troubleshooting Failed Print Jobs

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In this month's edition of the Print Envoy newsletter, we will be discussing how you can troubleshoot failed print jobs originating from Print Envoy and make sure you are following the necessary steps to ensure your designated print engine can pick it up and properly assign it to the correct template and printer. We will also discuss some common issues that prevent labels from being created either due to incorrectly setting up a Print Handler or a mismatch between things such as template or printer names defined in both your print engine and Print Envoy.

Print Handler Troubleshooting

If you notice you have a label that is not printing, the first thing you want to check is the Print Handler. For this example, I will be using the 'Count Journal Button' Print Handler. Navigate to the Print Handler form using the following path: DSI Print Envoy – Print Handling – Print Handlers and open the Print Handler associated with the form or posting associated with your label request.

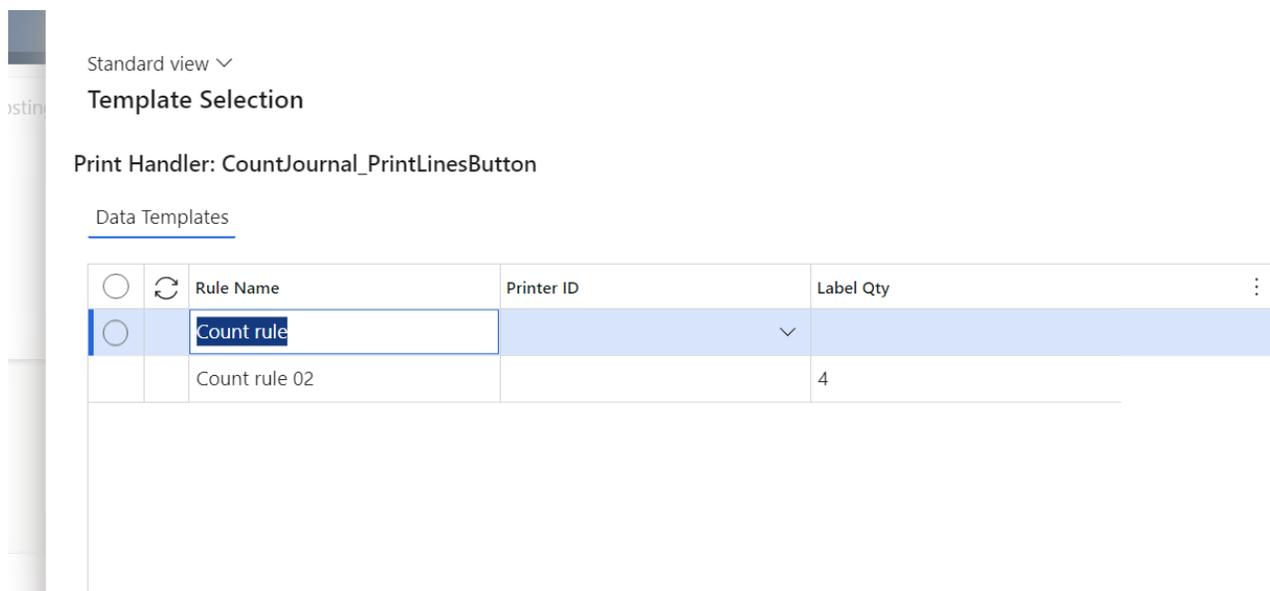
A screenshot of the 'Print Handlers' configuration page in Print Envoy. The page is titled 'Standard view' and 'Print Handlers'. It shows a form for the 'Count Journal Button' handler. The 'Confirmation' toggle is set to 'Yes' and is highlighted with a red box. The 'Enabled' toggle is also set to 'Yes'. The 'AOT Query' field is empty. The 'Create multi label' toggle is set to 'No'. The 'Records to Print' dropdown is set to 'All Rows Combined'. The 'Enable override' toggle is set to 'Yes' and is highlighted with a red box. On the right side, there are two read-only fields: 'Template Rule Count' with a value of 2 and 'Printer Rule Count' with a value of 1, both highlighted with red boxes.

If you are using a version of Print Envoy version 7.3.2.80 or above, you can view how many Template Rules and Printer Rules are associated with the Print Handler by viewing the read-only fields highlighted on the right-hand side labeled 'Template Rule Count' and 'Printer Rule Count'. If you do not have any templates or a printer associated with a Print Handler, this can prevent a label from being printed, as Print Envoy has no way of knowing where exactly to send the label drop file (unless you have a 'catch-all' Printer Selection rule, in this case the drop file will be created at the specified drop folder location of the printer associated with the 'catch-all' rule) or what label template should be used.

If you are using an older version of Print Envoy, you will want to use the two features that can be enabled on the Print Handler by checking the 'Confirmation' button and the 'Enable Override' button that is highlighted in the screenshot above. This will allow us to determine if we have a template and printer correctly configured for the Print Handler in a different way other than just viewing the read-only rule count fields.



With the 'Confirmation' button enabled on the Print Handler, you will see the label contents at the top of the form you printed from in the form of an information message. From here you can find what the 'PrinterName', 'TemplateName', and 'TemplateRuleName' value is on the label file.



With the 'Enable Override' button enabled, you will notice this pop-up dialog form appear when you trigger a print event, this will prompt you to pick a label template manually that is associated with the Print Handler. If you do not see any template rules displayed here, you know that you have incorrectly set up a relationship between your template selection rule and your Print Handler, or you don't have one and need to create a rule.

To create or validate a 'Template Selection Rule', navigate to DSI Print Envoy – Print Handling – Template Selection Rules. From here click the 'New' button on the upper left-hand side of the screen, or find the template rule you are wanting to use.

Standard view ▾
Template Selection Rules

Rule Name: Count rule
Label Template Name: test
Priority: 10
Label Qty or Field Providing Qty:
Override Printer:
Template Prefix:

Rule Fields

Field ID	Value	Description
PrintHandlerName	CountJournal_PrintLinesButton	

The two configurations we want to validate. First check the ‘Label Template Name’ and the ‘Rule Fields’ highlighted in the screenshot above.

Typically, you always want at least one rule field set up with the ‘Field ID’ set to ‘PrintHandlerName’, and the corresponding value being the actual Print Handler name found on the Print Handlers form. This will ensure a relationship between the Print Handler and the template you are wanting to use. More rule fields can be added at your discretion based on your needs, for example if you have five different templates you associate with one Print Handler, you can add rules that further specify which template should be selected based on the given scenario, and even give the template rules different priority numbers that will act as a hierarchy to decide what template should be used in the event that more than one template rule returns true based on the parameters of the print job. For this newsletter, we will not be diving into the specifics of multiple rule fields and hierarchy relationships.

The ‘Label Template Name’ is the literal template name you have defined in your print engine. For this example, you can see that my template name is ‘test’. On the label engine you should have a template defined using the naming convention of ‘{PrinterType}_{TemplateName}’. This is because Print Envoy prepends the ‘Printer Type’ of the printer selected to receive the print job to the template name defined in the Template Selection Rules form.

Printers

Standard view ▾

Filter

Printer Id	Printer Name	Site	Warehouse	Drop Folder Name	Printer Type
Printer01	Printer01			BartenderTest	
Printer02	Printer02	▾	▾	HBTest ▾	Default ▾

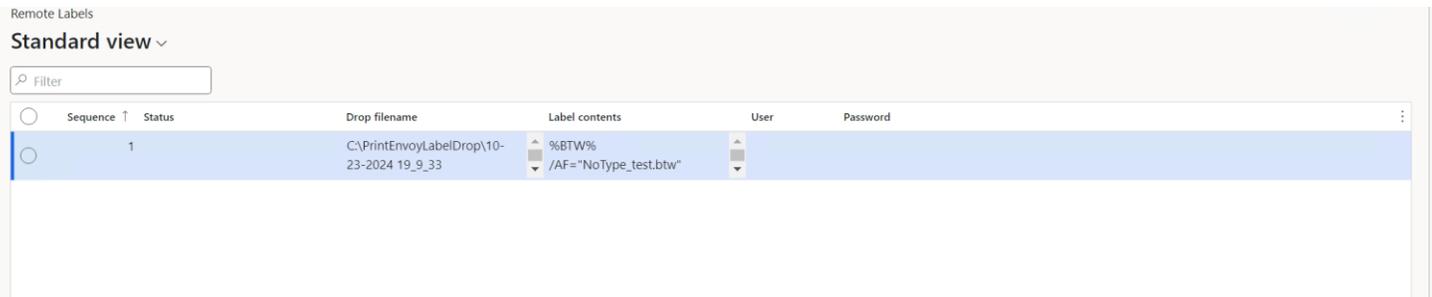
Navigate to DSI Print Envoy – Printer Configuration – Printers. From here you will see the ‘Printer Type’ column associated with each printer. For this example, if I were to use Printer01, my label template name value in my drop file would come out to be ‘NoType_test’, as ‘NoType’ is the default value prepended to the template name if no ‘Printer Type’ is defined. If I were to print same label with Printer02, the template name in the drop file would be ‘Default_test’, as I have a ‘Printer Type’ of ‘Default’ defined in the corresponding column. It is important that the naming conventions match up 1:1 between the template name defined in the drop file and the template name defined in your label engine, if there is a mismatch in names you will not be able to print a label successfully.

It is also worth mentioning that the location label drop files get sent to is also defined on this form via the ‘Drop Folder Name’ column. You want to make sure you have a valid drop folder path defined by the record selected here (the path

is correctly named, and you can see label files being generated in this location), and that the label engine you are using can pick up label files in the defined location. If you have an incorrectly configured 'Drop Folder Name' record for a printer you will notice that the labels being sent to the printer are not being picked up by the label engine, so this is a good place to check if you are noticing problems with a particular printer.

Print Courier Troubleshooting

Another thing to keep in mind when printing labels is the state of your Print Courier, if Print Courier is improperly configured or not running you will notice no new drop files being created upon printing a label in D365, resulting in no label being picked up by the label engine. To verify this, navigate over to DSI Print Envoy – Periodic – Polled Label Log.



Sequence ↑	Status	Drop filename	Label contents	User	Password
1	1	C:\PrintEnvoyLabelDrop\10-23-2024 19_9_33	%BTW% /AF="NoType_test.btw"		

In this form, you can see labels that you have created in D365 that are currently waiting to be picked up by Print Courier. Depending on how often you have Print Courier set up to poll labels, and how many labels it can poll at once, you might see a few records hanging on this form for a few seconds before eventually disappearing after Print Courier grabs the label and creates a drop file. If you notice that you have records in this form that are not disappearing, and the labels are not being created, this is most likely due to an improper configuration of Print Courier, or the service is not currently running.

If you have trouble configuring Print Courier, you can reach out to us at the email address provided below and we will provide you with complete documentation for installing and configuring Print Courier, for the purpose of this newsletter I will not be going over all the configuration parameters.

Thanks for making it this far, and I hope that this brief article can be of help to you if you ever find yourself troubleshooting a failed print job. If you are interested in learning more troubleshooting tips, common scenarios that cause print job issues, or if need us to develop a new Print Handler to fit your workflow please reach out to me at harrison.brazelton@cloudinventory.com. Also, please feel free to reach out if you have any ideas of your own to improve Print Envoy.