Can't Print in EnergyTrack

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What to do if you cannot print in EnergyTrack.

This applies to the Cognitive Advantage printer.

Beginning Steps

- Make sure that the driver has the handheld in the truck/cradle, connected to Wi-Fi, and truck turned on and running.
- Ask the driver what kind of printer they have mounted in the truck.
 - Make sure the two green lights next to the **FEED** button are lit.
 - If the power light is not lit, then skip to the Lind Power Supply diagnosis section.
- Connect to the driver's handheld with Bomgar.

Accessing the Port and Printer Settings

- Once connected to the handheld, go to Windows Printer Settings, specifically the Cognitive Advantage 4 inch and Cognitive Advantage 4 inch2.
- To access the windows settings, press the windows icon in the lower left corner of the desktop screen.
- Then press the settings tab.

Devices

• Select the Devices tab.



Bluetooth, printers, mouse

- Then choose the Printers & scanners tab. 🔒 Printers & scanners
- Press the Cognitive Advantage 4 inch or the Cognitive Advantage 4 inch2 tab.



Cognitive Advantage 4 inch2 Default, Offline

- Select the Manage tab. Manage
- Press the Printer properties tab. Printer properties
- In the next box that pops up, press Ports then press OK.

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Port Settings

• Make sure that the port on both drivers are set to the USB00_ option.



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• While in the Port settings, if the options are greyed out, there might not be admin rights to do this.

An alternative option: Click on **Change Properties** to make the port change.

	ngs	Stocks	Langua	ge	Barcode	Fonts	Command Font	s Abou
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Printer Settings

- Close the Properties box and then open the *Printing preferences* box.
- In the *Options* tab, make sure the settings for each printer driver match the settings in the screenshots.

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• Under the Advanced Setup tab for both Cognitive Advantage 4 inch2

and Cognitive Advantage 4inch, make sure that the settings match the screenshots.

Command Fonts Custom Commands Import/Export settings About	Command Fonts Custom Commands Import/Export settings About
Options Advanced Setup Dithering Stocks Barcode Font	Options Advanced Setup Dithering Stocks Barcode Font
Print Mode	Print Mode
Direct Thermal C Thermal Transfer	Direct Thermal C Thermal Transfer
Sensor Type	Sensor Type
← Gap ● Black Bar ← None	Gap Glack Bar C None
Present Label	Present Label
☐ Disabled	☐ Disabled
Distance Advance 0.00 inch	Distance Advance 0.00 inch
Distance Reverse 0.00 inch	Distance Reverse 0.00 inch
Cutter/Peeler Options	Cutter/Peeler Options
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Graphic Options	Graphic Options
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Export Label Format to Printer	Export Label Format to Printer
C RAM (FLASH	C RAM @ FLASH
Delimiter: None More Settings	Delimiter: None More Settings

Default Printer Setting

- Make sure that the Cognitive Advantage 4 inch2 printer is set as the default printer.
- Verify this in either of two places, Printers & scanners in the windows settings or in the Control panel, specifically Devices and printers.
- In the Windows settings, it will look like this.



Cognitive Advantage 4 inch2 Default

• In the Control panel, Devices and printers it will look like this.



Adobe Default Program

- Next, check that Adobe is the default program.
- Press the Windows tab.
- Then press the Settings tab.
- Then press the Apps tab.



- Select the *Default apps* tab. 🔁 Default apps
- After the window opens, scroll to the bottom and select Choose default apps by file type.

Choose default apps by file type

- When screen loads, scroll down and choose.pdf. -pdf Adobe Acrobat Document
- A window opens and with three options to choose from:



• Choose the Adobe Acrobat Reader DC tab.



Adobe Acrobat Reader DC

• Exit the Settings window.

Printer Showing Offline

- Make sure the printer is not showing offline.
- Select the Windows tab.
- Then choose the Settings tab.
- Select the Devices tab.



Devices Bluetooth, printers, mouse

- Then choose the Printers & scanners tab. 🖶 Printers & scanners
- If the *Cognitive Advantage 4 inch2* or *Cognitive Advantage 4 inch* is showing offline, do the following steps for a hard reset.



Cognitive Advantage 4 inch2 Default, Offline

Hard Reset Procedure

- Turn the power to the printer off at the switch.
- Unplug the wide, 20 pin, cable that has clips holding it to the back of the printer.
- Shut the truck off with the ignition, and any other power switches giving power to the printer.
- Remove the handheld from the cradle.
- Restart the handheld.
- Wait about a minute and a half.
- Plug the cable in to the back of the printer and put the clips back in place.
- Turn the power switch on the side of the printer back on.
- Start the truck and turn any additional switch, if there is one to power the printer.
- Place the handheld back into the cradle and clamp the handle down.
- Check to make sure that the printer is not still showing Offline.

Reset Printer Cable

- If the printer is still showing Offline, try the printer cable reset.
- Turn the power to the printer off with the switch on the side of the printer.
- Turn off the truck with the ignition.
- Unplug the wide, 20 pin, cable that has clips holding it to the back of the printer.
- Unplug the other end of the same cable from the back of the cradle.
- Wait about a minute and a half.
- Reinstall both ends of the cable to where they were removed from.
- Turn the power switch on the side of the printer on.
- Start the truck.
- Confirm that the printer is not showing Offline still.
- In the *Control panel, Devices and printers*, confirm that it is reading the *USB2.0-Print* is under the *Unspecified* section. Or the name of the cable could be something similar.



Test Reprint in Images Folder

- Open Windows (C:). 🏪 Windows (C:)
- Select CTLS93. CTLS93
- Select DD85.
 DD85
- Select DATA. 🔂 DATA
- Select Images. Images

- Select on any HHI____ Adobe image. 🔒 HHI2081
- Select the **Print** icon at the top of the image.

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250	5	Ne	t Du	e	Invoice	\$1,3	297.5	0		
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• Continue to the next page.

Adobe Settings for Reprint

• Confirm the Adobe settings match the image.

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Reset printer cable. Booklet	Comments & Forms Document and Markups Summarize Comments Document: 8.3 × 11.7in 4.33 × 8.25 Inches	~
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• Press **Print**. Then confirm with the driver that the image printed.

Printer: Cognitive Advantage 4 inch2	✓ Properties	Advanced		Help
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Uninstall and Reinstall Print Drivers

- If the image did not print, uninstall both *Cognitive Advantage 4 inch2* and *Cognitive Advantage 4 inch* print drivers.
- Select the Windows tab 📻 , then select the Settings tab. 👩

Select the Devices
 Devices
 Bluetooth, printers, mouse
 tab, then select the Printers & scanners tab.

• Select Cognitive Advantage 4 inch2 or Cognitive Advantage 4 inch.

Cognitive Advantage 4 inch2 Default, Offline

- Select Remove device tab. Remove device
- In the pop-up window select Yes to remove the device.

Are you sure you want to remove this device?

- Confirm that neither *Cognitive Advantage 4 inch2* or *Cognitive Advantage 4 inch* printer are showing in the *Printers & scanners* page.
- Open Windows (C:) 🏪 Windows (C:) , then select the CognitivePrintDrivers tab. 📒 CognitivePrintDrivers
- In the next window scroll down and select PrnInst tab. Select PrnInst
- A User Account Control box will open. Select Yes.
- An install wizard window will open. Select Next.
- Select the printer window opens, choose Cognitive Advantage 4 inch and select Next.
- Select Finish.

- Once the install has finished, install the second print driver.
- A User Account Control box will open. Select Yes.
- An install wizard window will open. Select Next.
- Select the printer window opens, choose Cognitive Advantage 4 inch.
- Select Next then select Add new printer.
 Add new printer
- In the Printer name: line, add the number 2 to the end of the word inch. Make sure that it matches the
 picture. Cognitive Advantage 4 inch2
- Once the second installer has finished, close the window.
- Return to the Printer Settings section to match the screen shots.
- After the settings have been changed, try printing again.

Calibrate Printer Settings

- Calibrate the printer if it gives extra blank sheets when it prints delivery tickets or trip reports.
- Calibrate both printer settings by using the same steps.
- Select the Windows tab.
- Select the Settings tab.
- Select the Devices tab.
 Devices
 Bluetooth grinters mouse
- Then select the Printers & scanners tab. 🔒 Printers & scanners
- Choose either Cognitive Advantage 4 inch printer tab.
- Select Manage tab. Manage
- Select Printer preferences tab. Printing preferences
- In the new window, select Advanced Setup tab.
 Advanced Setup
- Select More Settings tab.
 More Settings
- In the next window, select Calibrate tab.
- The printer will then feed about an inch or an inch and a half piece of paper.
- Press the FEED button on the printer to advance the paper to the next perforation.
- Repeat the same calibration process for the other Cognitive Advantage print driver.

Lind Power Supply Diagnosis

- Make sure that the power supply is showing a green light.
- If the power supply has a fuse, make sure that it is not blown.
- Make sure all cables plugged into the power supply are fully seated.
- When checking the power supply for the Blaster printer, it must have 24 volts coming out of it and going to the printer. Same for the TSC printer.
- When checking the power supply for the Havis/Panasonic docking station, it must have 12 volts coming out of it and going to the docking station.

Havis Docking Station Diagnosis

- Makes sure that all cables plugged into the docking station are fully seated.
- Check the Control Panel to make sure the items are going through the docking station. Specifically, the Devices and Printers.



• If there is not a GPS reading or can not print, unplug the USB portion of that plug and plug directly into the ToughPad to see if it works.

GPS Puck

• Makes sure that the truck is not parked in or next to a metal building.

•	From the open session of I	Utilities •	
•	Select Test Hardware tab.	Test Hardware	
•	Select GPS tab.	GPS	
•	Select Get & Write GPS tab	Get & Write GPS	

• If Latitude and Longitude line are blank check cables and make sure that they are plugged in fully to the

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docking station. Longitude:

• If the GPS is not working, unplug from the back of the docking station and plug directly into the ToughPad and retest.

Confirm Printer Needs Replaced

- After confirming all the above processes that apply, the driver will need to use their handheld in another truck and try to reprint a document from the *Reporting* tab, *Re-Print Documents* tab.
- If able to reprint a document, this shows that the printer in the truck that was not working needs replaced.
- Also try putting another printer in the truck and seeing if reprinting a document works properly.