March 2, 2022

Hunter Douglas Remote Label Printing (RLP)

# **Internet Request Guide**

# I. Vendor Setup/Requirements

### Hardware/Software

- A label printer that meets Hunter Douglas specifications (Zebra, 203 dpi).
- A designated PC that has access to the Internet. This PC must have a Windows operating system (Windows 8 or above). This PC will need the Loftware Client-Side software installed (see section III, page 8, "Loftware Client-Side Software", for download instructions).
- A Vendor will need the following information from Hunter Douglas:
  - The Vendor's UserID / Password to sign onto the Internet Label Request application.
  - The Vendor's UserID / Password to sign onto the Loftware client Web Listener software.

# **II. Internet Label Request Application**

### **Logon Screen**

Description - The Remote Label Printing (RLP) System Logon screen allows users to sign on to the RLP system by entering a user ID and password (figure 1). The RLP system administrator assigns user IDs and passwords to a vendor.

Fields/Actions

- 1. UserID A RLP user must enter a valid User ID. RLP user Ids are assigned by the system administrator.
- 2. **Password -** A RLP user must enter a valid password. The system administrator assigns the RLP password.
- 3. **Submit** This button will check if the entered user ID and password are valid. If they are valid, the Print Job List screen will be displayed.

https://labels.hunterdouglas.com/rlp/login.jsp (URL needed to get to initial web page)

Figure 1		
HunterDouglas		Remote Label Printing
	Logon	Application Documentation
	UserID: Password: Submit	
	© 2009 Hunter Douglas Inc.	
Done		Internet

### **Print Job List Screen**

Description - The RLP Print Job List screen displays previous label jobs (figure 2). From this screen, users can add a new label job, copy a previous label job, or reprint a previous label job. Users can also view detail information for a specific job.

#### Fields/Actions

- 1. View Link This link will display detailed label job information on the Print Job View screen for the given label request.
- 2. **Copy Link -** This link will display the Print Job Material screen with information inserted into the appropriate fields from the selected print job. The Copy link inserts previous data into the Print Job Material screen and the Print Job Criteria screen, yet allows users to modify the data.
- 3. **Reprint Link** This link will display the Print Job Material screen with information inserted into the appropriate fields from the selected print job. The Reprint link inserts previous data into the Print Job Material screen and the Print Job Criteria screen. It does not allow data to be modified except for the Printer field on the Print Job Criteria screen.
- 4. Add The Add button will display the Print Job Material screen for the selected label type. The RLP system administrator assigns label types to a vendor.
- 5. **From -** The "From" field can be modified by clicking on the associated calendar button and selecting an appropriate date.
- 6. **To -** The "To" field can be modified by clicking on the associated calendar button and selecting an appropriate date.
- 7. **Refresh** The Refresh button will redisplay the Print Job List screen with Print Jobs that are between the entered From and To date.
- 8. Logout The Logout tab will log the user off of the RLP system and display the Logon screen.
- 9. **Download Loftware Client Link** This link can be used to download the client software needed to print the labels on the client's printer.

#### Figure 2

Hunte	rDouglas			Remote	Label I	Printing
www.hun	terdouglas.com		Logout			
		Print Job I	_ist	Do	wnload Lot	ftware Client
/endor: Hun Material	ter Douglas Test Incorporated Description	Status	Date	View	Copy	Reprint
99003	V-BOARD NO PRING 60 IN	Printed	11/04/2012 07:36 AM	View	Copy	Reprint
99003	V-BOARD NO PRING 60 IN	Printed	11/04/2012 07:28 AM	View	Copy	Reprint
99003	V-BOARD NO PRING 60 IN	Printed	10/25/2012 02:43 PM	View	Copy	Reprint
99003	V-BOARD NO PRING 60 IN	Printed	10/22/2012 07:19 AM	View	Copy	Reprint
Fotal Reco	ords: 4		ages: [1 of 1]	-	in the second se	
Woods No 2	2D with Logo (5X3) 💽 Add	Fi	rom: 10/16/2012 💷 To: 11	/16/2012	Ref	resh
		© 2009 Hunter D		10/2012		
				Internet	4	• • • 100%

## **Print Job View Screen**

Description - The RLP Print Job View screen displays detail information for a given print job (figure 3).

Fields/Actions

- 1. Back The Back tab will return the user to the Print Job List screen.
- 2. **Logout -** The Logout tab will log the user off of the RLP system and display the Logon screen.



### **Print Job Material Screen**

Description - The RLP Print Job Material screen allows user to enter a valid material ID (figure 6). Material IDs must exist on the Hunter Douglas ATS system and must be assigned to the given vendor

#### Fields/Actions

- 1. Material A valid ATS system material that has been assigned to the vendor is required in this field.
- 2. Next The Next button will check that the entered material information is valid and display the Print Job Criteria screen.
- 3. **Cancel** The Cancel button will cancel the current print job request and return the user to the Print Job List screen.
- 4. **Back** The Back tab will return the user to the Print Job List screen.
- 5. Logout The Logout tab will log the user off of the RLP system and display the Logon screen.

Figure 6		
HunterDouglas		Remote Label Printing
www.hunterdouglas.com	Back Logi	ut
	Print Job Material	
	Label Type: Component (4x3) Material: Next Cancel	
	© 2009 Hunter Douglas Inc.	
Done		∑

### **Print Job Criteria Screen**

Description - The RLP Print Job Criteria screen allows users to enter additional label information (figure 7). The entry fields displayed depend on the Label Type selected on the Print Job List screen.

#### Fields/Actions

- 1. Lot Material Lot information can be entered in this field.
- 2. PO Number The Purchase Order number can be entered in this field.
- 3. Quantity The Unit of Measure Quantity can be entered in this field.
- 4. Number Of Labels In this field, users must enter the number of labels they wish to print.
- 5. **Printer -** Users must select a printer from the Printer drop-down box. The RLP system administrator assigns printers to a vendor.
- 6. **OK** The OK button will first check that the entered material information is valid. If the information is valid, a print job request will be sent to Hunter Douglas and the Print Job List screen will be displayed.
- 7. **Cancel** The Cancel button will cancel the current print job request and return the user to the Print Job List screen.
- 8. Back The Back tab will return the user to the Print Job Material screen.
- 9. Logout The Logout tab will log the user off of the RLP system and display the Logon screen.

Figure 7	
HunterDouglas	Remote Label Printing
www.hunterdouglas.com	Back Logout
Print Job Cri	teria
Label Type: Component Material: 99003 Description: V-BOARD NO PRIN Lot: 11162012 Number of Labels: Printer: HunterTestPrinter	
Done	

# **III.** Loftware Client-Side Software

# **Installing LPS Web Listener software:**

The Loftware Client software can be downloaded from the Remote Label Printing website. Log onto the website and click on the "Download Loftware Client" link on the Print Job List screen.

Print Job List	Download Loftware Client
and clik on <b>InternetPrintingClients.e</b>	exe
Loftware Web Client Program Install	×
Welcome to the install program for the Loftware Internet Printing Programs. You must exit all programs before setup can continue.	
	and clik on InternetPrintingClients.e Loftware Web Client Program Install Welcome to the install program for the Loftware Internet Printing Programs.

< Back

Next >

Cancel

### **Click Yes**

oftware Setup - License Agreement			K
Press the PAGE DOWN key to see the rest of	the agreement.		
LOFTWARE END-USER LICENSE AGREEME	NT		-
By clicking yes, or installing and using this se conditions of this Loftware End-User License Agreement ("Agreement") governs your use related invoice or purchase order and any E the Support Agreement) to that software (oc binding agreement between Loftware, Inc. Agreement shall be binding upon and inure respective successors and permitted assigns Agreement or the license rights granted ber	e Agreement. This e of the software pr inhancements and l ollectively, the "Lof ("Loftware") and yo to the benefit of L s. Licensee shall not	Loftware End-Us roduct(s) describ Jpgrades (as del tware Software") ou ("Licensee"). To oftware's and Lic t assign or transl	ser License red on the fined in ), and is a This censee's fer this
Do you accept all the terms of the preceding select No, the setup will close. To install Lo accept this agreement.			Print

# Select language and click Next

L	oftware Web Clients Setup X
	Language Selection
	Choose the desired Language for the Loftware Programs
e	
v	
s	Select the language for the Loftware Applications from the choices below.
)	English ~
2	
5	InstallShield
)	< Back Next > Cancel

You can choose another folder if needed for the client software to live. Click Next

Loftware Web Client Program Install	
Setup will install Loftware Web Clients in the	e following folder.
To install to this folder, click Next. To install another folder.	I to a different folder, click Browse and select
Destination Folder	
Destination Folder C:\Program Files (x86)\Loftware Clients	Browse
	Browse

Uncheck "Web On Demand Print Client" and "Web ActiveX control (WebX). Only check "Web Listener Service".

wish to install
Description Add LPS connectivity across the internet from your own application.
< Back Next > Cancel

### **Click Finish**

Loftware Web Clients Setup	
	Loftware Web Client Program Install
	The Loftware Web Client Setup program has finished installing the selected programs.
	< Back Finish Cancel

# **IV. Configure the Web Listener:**

Configuration can be done through the Loftware Web Listener- Configuration tool. You can use the Start menu under Loftware Clients.

	Loftware Clients New	^
8	Configuration New	
	肩 Logs	
	Web Listener-Configuration	
	Web Listener-Interactive	

Configuration can also be done through the Loftware Web Listener- Interactive tool. You can use the Start menu under Loftware Clients. In the interactive tool, select Options / Configure. Note, you will need to close the Loftware Web Listener to save any configuration changes.

产 Loftware Web Listen	er	1 <u>05</u> 0		×
Web Listener	Options <u>H</u> elp			
[2022/03/02 10:54:43.	Configure			_
	Check Local Ports			
Start Sto	p		Exit	

In General Configuration, make sure Event Logging and Web Listener Logging are enabled (for trouble shooting). You can eventually turn those off if everything is running successfully. Then, click Configure Connection button.

8080					
huntertes	t				
Connection	Diagnostic	s	Language		
figuration					
ame De	vice Alias	Port		LLM-Number	Configurati
Zebra 1 BR	11			2	FAL
Zebra 1 Hu	nterTestPrinter	10.148.2	13:9100	1	TRU
)atama Hu	nterTestXDMax			3	FAL
					>
ing Enable er Logging Enable					~
🗹 Log to File	WL_LOG_	ve i veiliveu	_%H.log		
	figuration ame Dev Cebra 1 BRI Cebra 1 Hun Datama Hun Hun Datama Hun Hun H	figuration ame Device Alias Zebra 1 BRI1 Zebra 1 HunterTestPrinter Datama HunterTestXDMax re Disable ing Enable er Logging	figuration ame Device Alias Port Zebra 1 BRI1 Zebra 1 HunterTestPrinter 10.148.2 Datama HunterTestXDMax Ing Ing Ing Ing Ing Ing Ing Ing	figuration ame Device Alias Port Cebra 1 BRI1 Cebra 1 HunterTestPrinter Datama HunterTestXDMax  Tre Disable  Tre Disable  Tre Logging	figuration ame Device Alias Port LLM-Number Cebra 1 BRI1 2 Cebra 1 HunterTestPrinter 10.148.2.13:9100 1 Datama HunterTestXDMax 3

Fill in the following:

**URL** = The address of the Hunter Douglas Loftware WEB Print Servlet. The current URL for the servlet is **rlp.hunterdouglas.com** 

**Port** = The configured port on the Hunter Douglas Loftware WEB Print Servlet. The current port is 80

User = LPS user that was established for you by Hunter Douglas and will be provided to you.

Click on the "Password" button.

General Co	nfiguration	$\times$
URL: <mark>rlp.h</mark>	unterdouglas.com Port:	80 Proxy Info.
URL Path:		Edit URL Password Path
User Name	; huntertest	Security Info.
	Please provide the proper connection information as requested at At minimum, the Loftware Web Listener requires a Valid URL, Use	
•	and Password.	Push Servlet
	If you are connecting through a proxy server, please provide valid information as well by clicking on the "Proxy Info." button.	l proxy
	If the Loftware Web Listener is currently running, please stop the Web Listener before clicking Next.	Loftware
	N	lext-> Cancel

Enter the Password for the User entered on the previous screen (established by Hunter Douglas and will be provided to you) and confirm by retyping the password then click OK.

User Password		×
Password:	•••••	•••
Confirm:		
	OK	Cancel

If a proxy server is being used to connect to the Internet, the Proxy Info button needs to be clicked and proxy information needs to be entered here; otherwise, leave the "Use Proxy Server To Connect" box unchecked.

Proxy Information	
Use Proxy Server to Conn	ect
Proxy Information	
Proxy Server IP Address:	0.0.0.0
Draws Canves Dark	80
Proxy Server Port:	
	OK Cance

Once configured, click on Next > and the connection test will be run and printers retrieved. (Clicking on the Diagnostics button on the "Loftware Web Listener Configuration Utility" screen, and then clicking the "Test Configuration" button can also access this screen). All four boxes must be checked for the software to run successfully.

If errors occur, they will display in the "Errors Encountered" text box.

<u>1</u>	Contacting The Loftware Print Server	Cancel
	Connected to the Web Server	
	Contacted the Loftware Push Servlet	
	Contacted the Loftware Print Server	
	Downloaded the Device Configuration(s)	
Errors	Encountered:	
		^
		~

If no errors occur, a list of printers for the "User Name" should display.

Highlight the "Printer Name" and Click on <u>C</u>onfigure in the "Printer Configuration" settings area on the screen.

General Configuration	1			
URL: web	rlpdev01.hdna.hd.lan			
Port: 8080	)			
Username: hunt	ertest			
Configure Connection	on Diagnostic	s Language.		
Device Configuration				
Device Name	Device Alias	Port	LLM-Number	Configurati
Loftware Zebra 1	BRI1		2	FAL
Loftware Zebra 1	HunterTestPrinter	10.148.2.13:9100	1	TRI
Loftware Datama	HunterTestXDMax		3	FAL
<				>
Configure	Disable			
Event Logging				

You can select a Local Device and Local port or select the IP Printer option and enter the IP address for your printer. Enter the necessary port (the IP port is dependent upon the type of printer being used – Zebra printers should be 9100)

Click on Test Device to send generic data to the printer.

Device Configurat	tion for Loftw	are Zebra 105S		×
O Local Device	Local Port:		÷	Configure
• IP Device	IP Address:	10 . 148 . 2 . 13	Port:	9100
Test Device		OK Canc	el	Apply

If the printer information has been successfully downloaded from the Loftware Print Server and a test label has been successfully printed, the setup is complete.

Note: If the "Test Device" button is disabled after initial setup. Click on the other option "IP Device" or "Local Device" than what is current selected. Click apply. Select the original options and configuration, and click Apply. By switching options, back and forth, the "Test Device" button should become enabled.

# **Running the Web Listener:**

### <u>In order to print labels requested from the RLP Internet site, the Loftware Web Listener</u> <u>must be running!</u>

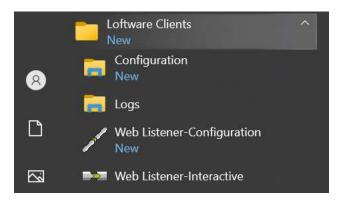
Open the Loftware Web Listener-Interactive. To start the Web Listener, click on the Start button. To stop the Web Listener, click on the Stop button.

The Web Listener-Interactive application displays informative messages especially if the Logging boxes have been checked on the Configuration screen.

Web Listener 2022/03/02 11:32:28	Options 8.438] Web Listener L	Help		
2022/03/02 11:32:28	8.438] Web Listener L	og Opened		

Web Listener	Options	<u>H</u> elp		
2022/03/02 11:33:51 2022/03/02 11:33:51 2022/03/02 11:33:51 2022/03/02 11:33:51 2022/03/02 11:33:51 2022/03/02 11:33:51 2022/03/02 11:33:51 2022/03/02 11:33:51 2022/03/02 11:33:51	.408] [DEBUG] [WL .408] [DEBUG] [WL .408] [MANDATOP: .408] [DEBUG] [MTI .408] [INFO] [KTSK .408] [INFO] [KTSK .439] [DEBUG] [WL .439] [DEBUG] [WL .439] [INFO] [WLMA .439] [INFO] [WLMA	INTHREAD] CWebListenMainT MAINTHREAD] CWebListenMa MAINTHREAD] Init creating [m_ 1] (MTKA_00000007] CWebList (A_00000007] Init creating [IpS: 00000008] strFullURL: 'webripc 00000008] Called WinHttpSetT MAINTHREAD] CWebListenMain INTHREAD] CWebListenMainTINTHREAD] CWebListenMainTINTHREAD] CWebListenMainTINTHREAD] CWebListenMainTINTHREAD] CWebListenWinHtt 000000001] CWebListenWinHttp	inThread::SendKeepAlive myKeepAlive] thread: "M enKeepThread::Init(], Cur endKeep] thread: "KTSK_ lev01.hdna.hd.lan/loftwai imeouts(ResolveTimeout: inThread::KeepAliveSucces VebListenMainThread::Pr	e() FKA_000000 rent thread id 00000008 re/servlet/lps 0 ConnectTi cess() s(), Setting K occessInetWD
<				>

Listener Log files can be found using the start menu under Logs. There are retained for the time set on the General Configuration page. Log files can be used for trouble shooting.



# **Appendix A**

### **RLP Print Job Statuses**

The Print Job List screen displays the current status of a print job. The following are print job statuses:

- 1. **Requested -** When the OK button is clicked on the Print Job Criteria screen, a print job is sent to Hunter Douglas with a status of "Requested".
- 2. **Created -** Every few minutes an extract program will format all print jobs with a "Requested" status and send a label file to the Loftware Print Server. Once the print job is formatted, the print job will be given a status of "Created".
- 3. **ExtError** If the extract program has a problem formatting a print job, that print job will be given a status of "ExtError" (Extract Error).
- 4. **Printed -** The Loftware Print Server will create a label "package" for each requested label. It will then "send" the label to the client. If Loftware successfully sends the label to the client, the print job is given a status of "Printed".
- 5. Spooled The Loftware Print Server will create a label "package" for each requested label. It will then "send" the label to the client. If the client is not logged in, the print job will have a "Spooled" status. Once the client logs in. the label will be sent and the status will change to "Printed".
- 6. LoftError If the Loftware Print Server has a problem creating a label "package" for a given print job request, the print job is given a status of "LoftError" (Loftware Error).
- 7. **KitError** Kit Labels access the HunterDouglas SAP system. If the extract program has a problem accessing SAP, that print job will be given a status of "KitError" (Kit Error).

# **Appendix B**

# **Trouble Shooting Loftware Web Listener Configuration**

To help facilitate trouble shooting of the Loftware Web Listener, make sure that both "Enable Interactive Log" and "Enable Event Message Log" check boxes are selected on the Web Listener – Configuration page.

#### **Possible problems:**

1. During the "Download Device Configuration(s)" process you see an error: Connection Status

Contacting T	he Loftware Print Server	Cancel
Connected to	the Web Server	
Contacted the	Loftware Push Servlet	
Contacted the	Loftware Print Server	
🔲 Downloading	Device Configuration(s)	
rors Encountered:		
Jsername and Password	ad the Device Configuration Information! I are Correct in the LPS User Manager and nected to this LPS with the same User Acc	that there is not 🛛 🗌

This can be cause be either of the following situations: 1) The User Name and Password are incorrect. Or 2) There is a Client Firewall running on the local machine which prevents the application from communicating externally. An example of this is: Symantec Client Firewall, loaded on the computer, will interpet the Loftware Web Listener as a security threat and will stop this communication. Windows firewall can also be configured to control, which applications need access to the Internet. If this level of protection is required, you must configure the local firewall application to allow WebListen.exe external access.

2. While going through the connection/download device phase of the configuration process you get error like:

X	Contacting The Loftware Print Server
	Connected to the Web Server
	Contacting the Loftware Push Servlet
	Contacting the Loftware Print Server
	C Downloading Device Configuration(s)
Errors	Encountered

This is usually cause by an incorrect URL or the port number being incorrect.

**3.** While running the Web Listener you see:

🕶 Loftware We	b Listener		
Web Listener	<u>O</u> ptions	<u>H</u> elp	
[16 May 2008, 14:21: [16 May 2008, 14:21:4]	14] Attempting C 14] Main Thread 14] (M28089) We	Connection to URI: webext01.hunterdouglas.com:80/loftware/servlet/lpspush.LP	SPushsei
. € Start	Stop	E	i Di Sala Sala Sala Sala Sala Sala Sala Sal

This can happen when there is two separate computers, configured with the same user account, are running the Web Listener at the same time. The second computer will display the above message.