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

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

Material	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

Vendor: Hunter Douglas Test Incorporated

Total Records: 4   Pages: [1 of 1]

Woods No 2D with Logo (5X3)   Add   From: 10/16/2012   To: 11/16/2012   Refresh
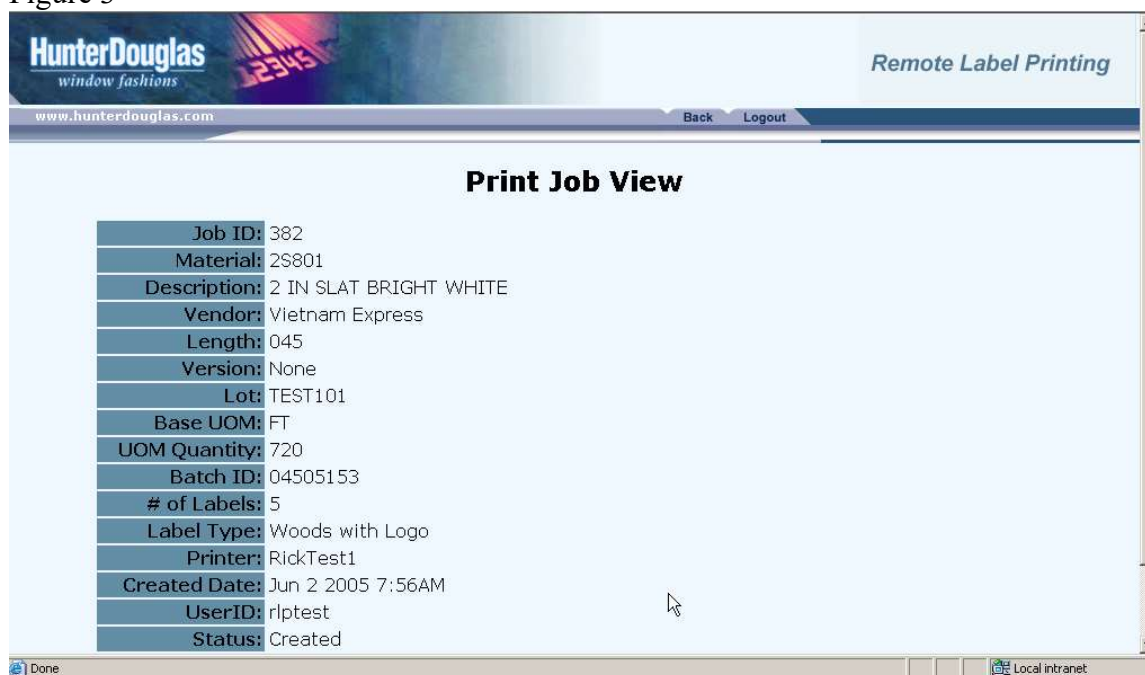
© 2009 Hunter Douglas Inc.

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.

Figure 3

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

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.
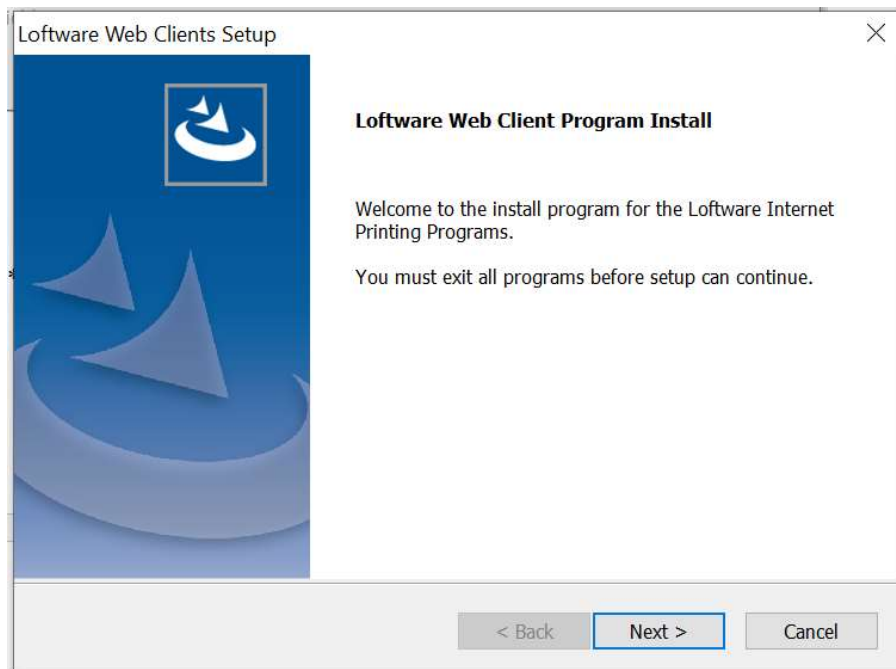
Figure 7

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.
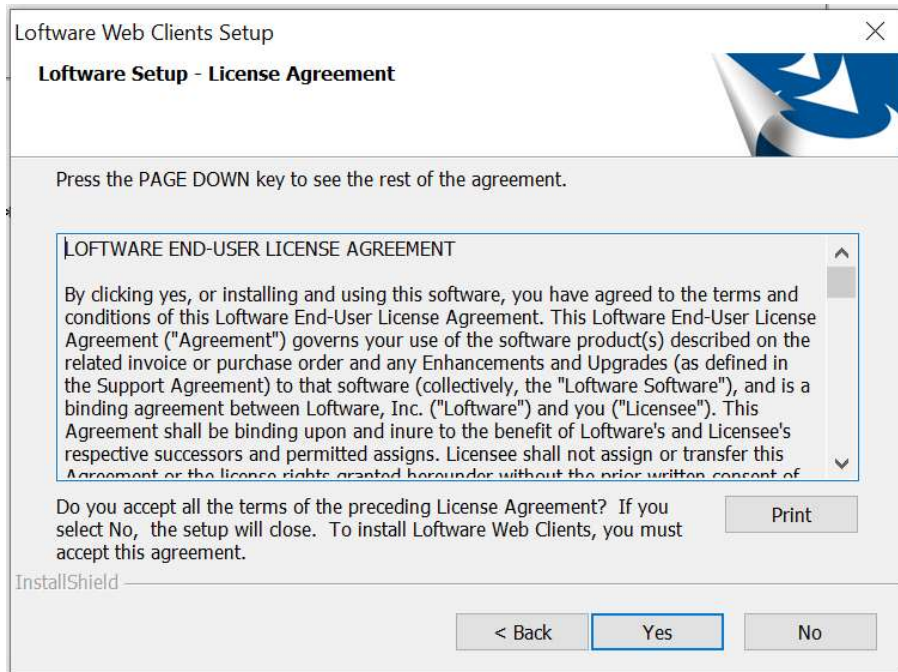

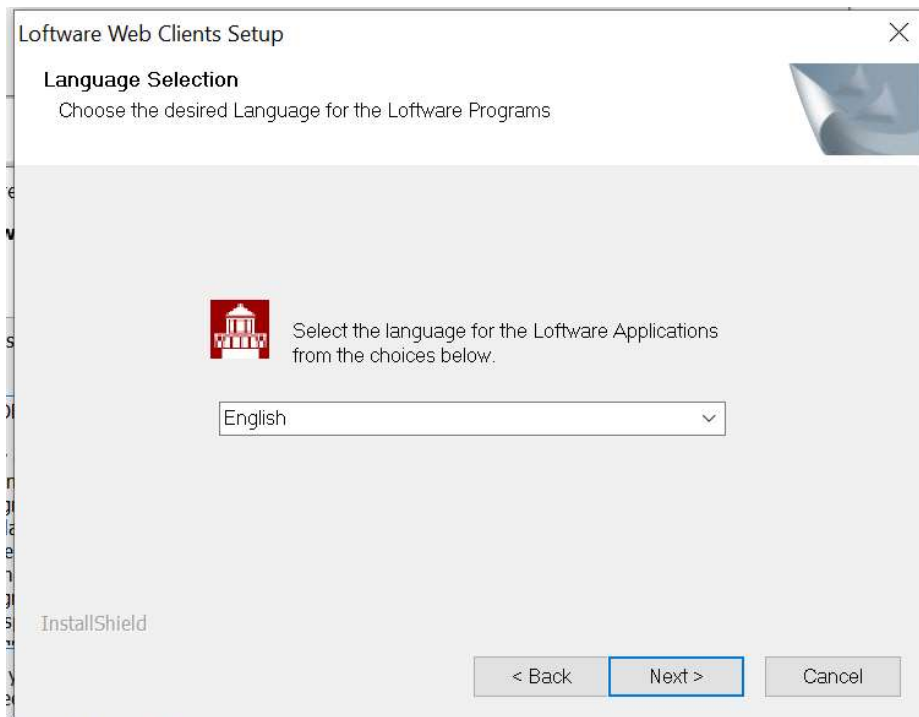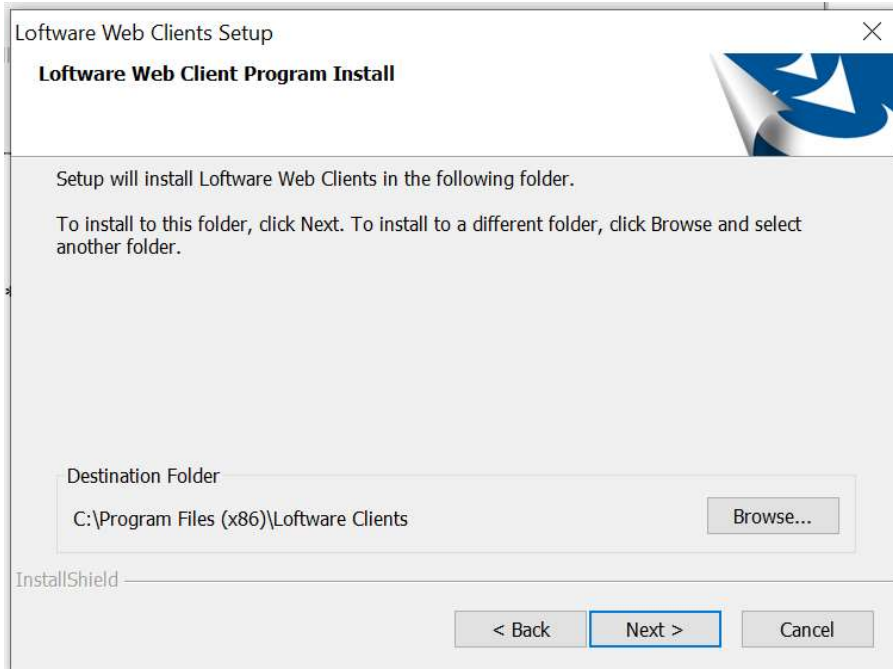Unzip the downloaded file and clik on **InternetPrintingClients.exe**

Click Next

Click Yes

Loftware Web Clients Setup   ✕

Loftware Setup - License Agreement

Press the PAGE DOWN key to see the rest of the agreement.

LOFTWARE END-USER LICENSE AGREEMENT

By clicking yes, or installing and using this software, you have agreed to the terms and conditions of this Loftware End-User License Agreement. This Loftware End-User License Agreement ("Agreement") governs your use of the software product(s) described on the related invoice or purchase order and any Enhancements and Upgrades (as defined in the Support Agreement) to that software (collectively, the "Loftware Software"), and is a binding agreement between Loftware, Inc. ("Loftware") and you ("Licensee"). This Agreement shall be binding upon and inure to the benefit of Loftware's and Licensee's respective successors and permitted assigns. Licensee shall not assign or transfer this Agreement or the license rights granted hereunder without the prior written consent of

Do you accept all the terms of the preceding License Agreement? If you select No, the setup will close. To install Loftware Web Clients, you must accept this agreement.

Print

InstallShield

< Back   Yes   No

Select language and click Next

Loftware Web Clients Setup   ✕

Language Selection
Choose the desired Language for the Loftware Programs

Select the language for the Loftware Applications from the choices below.

English

InstallShield

< Back   Next >   Cancel

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

Loftware Web Clients Setup   ✕

Loftware Web Client Program Install

Setup will install Loftware Web Clients in the following folder.

To install to this folder, click Next. To install to a different folder, click Browse and select another folder.

Destination Folder

C:\Program Files (x86)\Loftware Clients   [Browse...]

InstallShield

[< Back]   [Next >]   [Cancel]

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

Loftware Web Clients Setup   ✕

Loftware Web Client Program Install

Choose the Loftware Web Client Program(s) you wish to install

☐ Web On Demand Print Client
☐ Web ActiveX control (WebX)
☑ Web Listener Service

Description

Add LPS connectivity across the internet from your own application.

10.73 MB of space required on the C drive
133208.14 MB of space available on the C drive

InstallShield

[< Back]   [Next >]   [Cancel]

Click Finish

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.
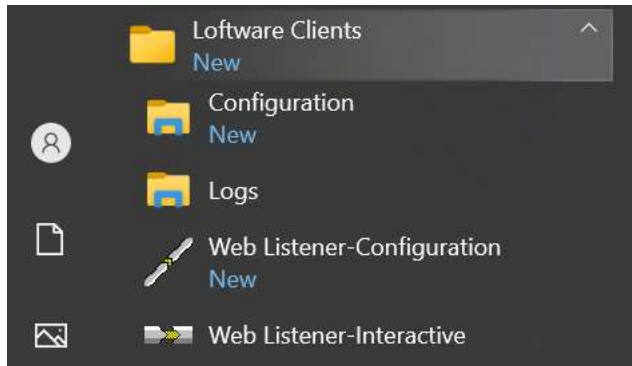
Configuration can also be done through the Loftware Web Listener- Interactive tool. You can use the Start menu under Loftware Clients. In the interactive tool, select Options / Configure. Note, you will need to close the Loftware Web Listener to save any configuration changes.
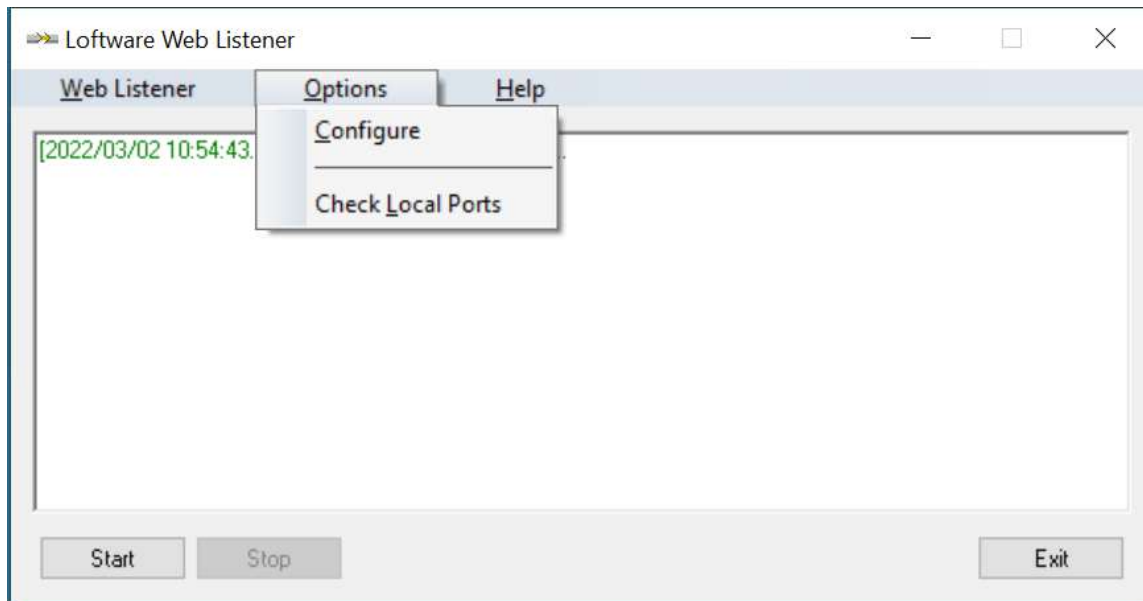
In General Configuration, make sure Event Logging and Web Listener Logging are enabled (for trouble shooting).   You can eventually turn those off if everything is running successfully. Then, click Configure Connection button.

Loftware Web Listener Configuration Utility   ✕

General Configuration
URL: webrlpdev01.hdna.hd.lan

Port: 8080

Username: huntertest

[Configure Connection]   [Diagnostics]   [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	TRl
Loftware Datama...	HunterTestXDMax		3	FAL'

[Configure]   [Disable]

Event Logging

☑ Enable

Web Listener Logging

☑ Enable   Log Level: DEBUG   ⌄

☑ Log to File   \WL_LOG_%Y%m%d_%H.log

Housekeeping

Log File Retention: 7 ⊕   Days   ⌄

[OK]   [Cancel]   [Apply]
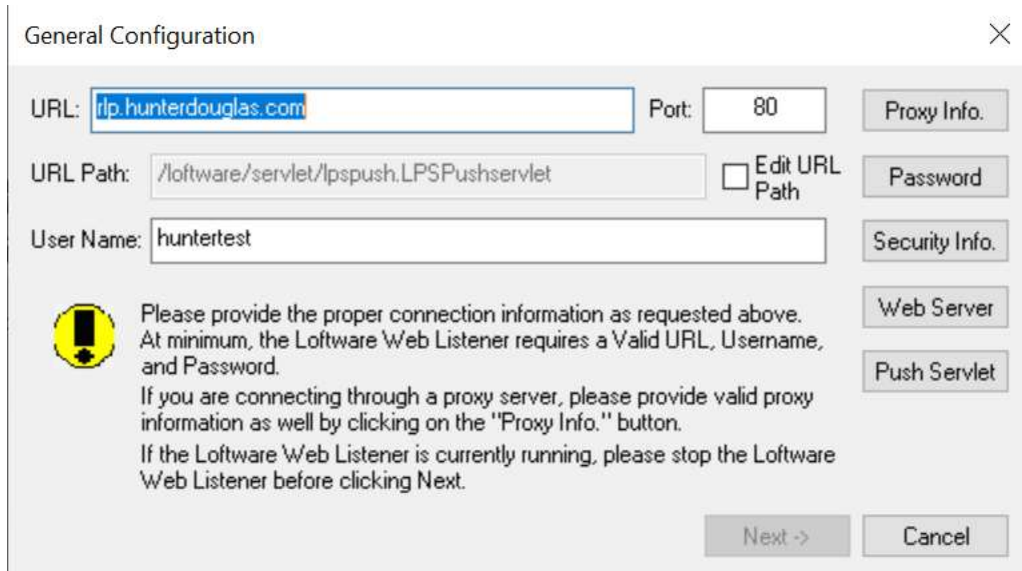
Fill in the following:

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.

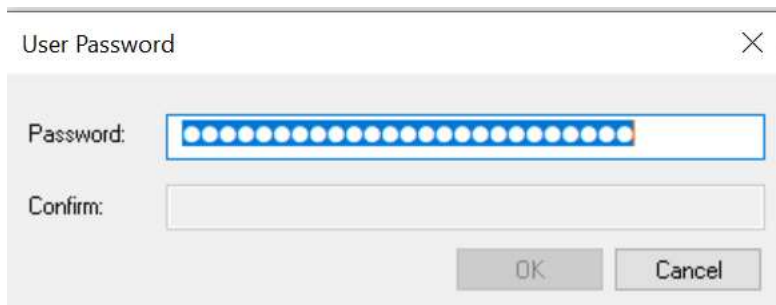Enter the Password for the User entered on the previous screen (established by Hunter Douglas and will be provided to you) and confirm by retyping the password then click OK.
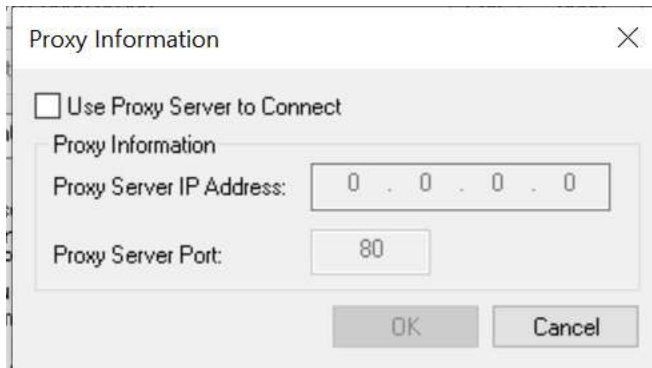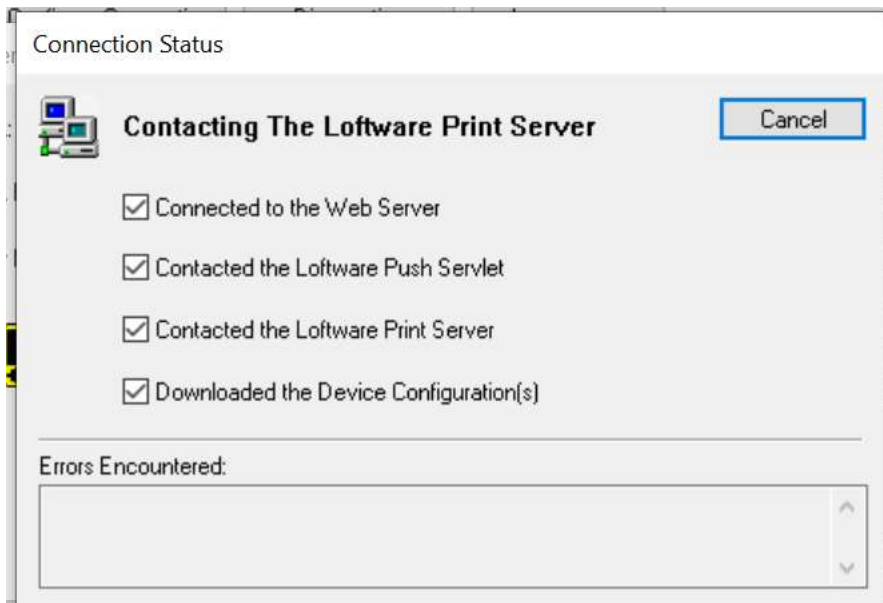
If a proxy server is being used to connect to the Internet, the Proxy Info button needs to be clicked and proxy information needs to be entered here; otherwise, leave the "Use Proxy Server To Connect" box unchecked.

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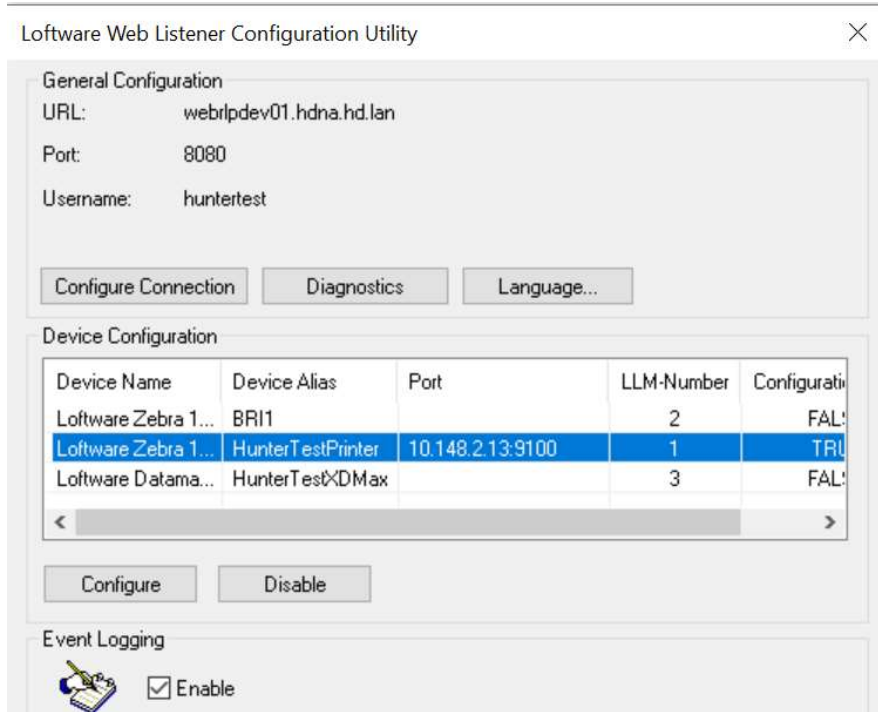
If errors occur, they will display in the "Errors Encountered" text box.

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

Highlight the "Printer Name" and Click on Configure in the "Printer Configuration" settings area on the screen.

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 dependant upon the type of printer being used – Zebra printers should be 9100)

Click on Test Device to send generic data to the printer.
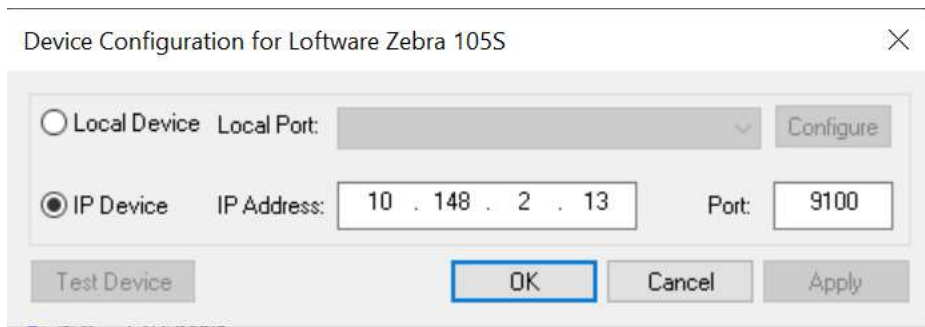
If the printer information has been successfully downloaded from the Loftware Print Server and a test label has been successfully printed, the setup is complete.

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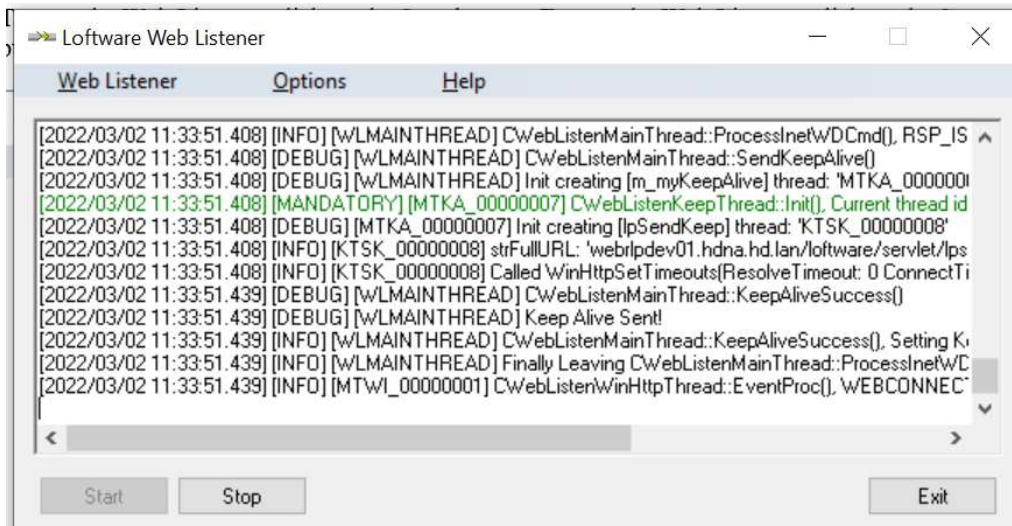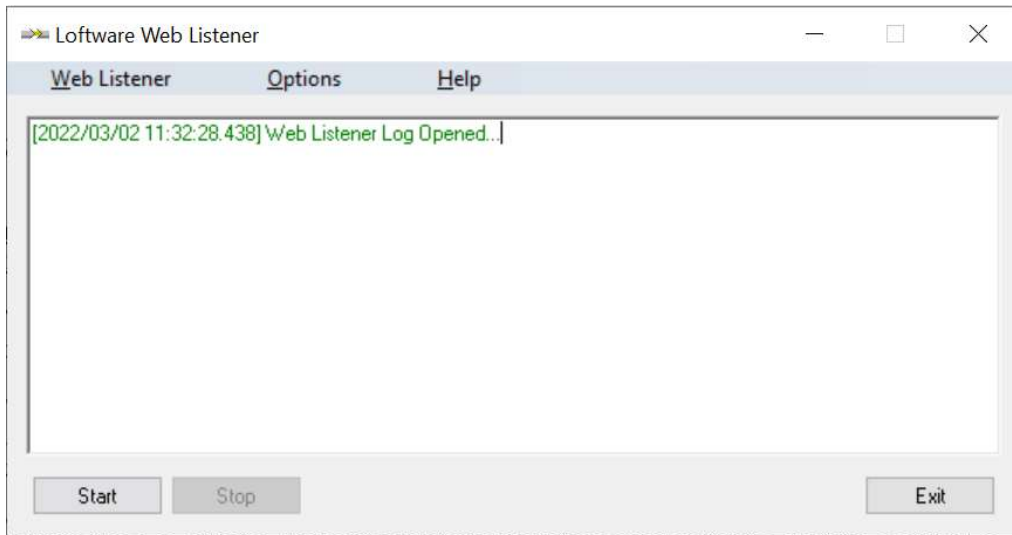
Listener Log files can be found using the start menu under Logs. There are retained for the time set on the General Configuration page. Log files can be used for trouble shooting.
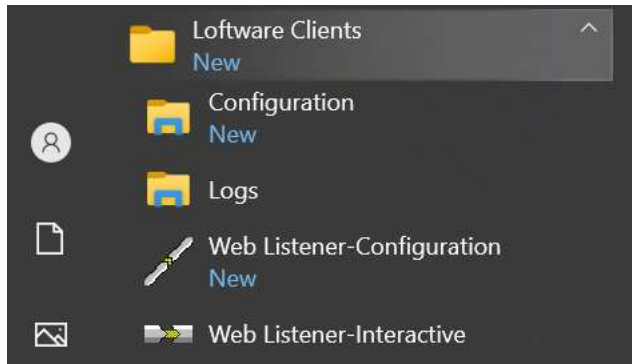
Appendix A

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:



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:

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

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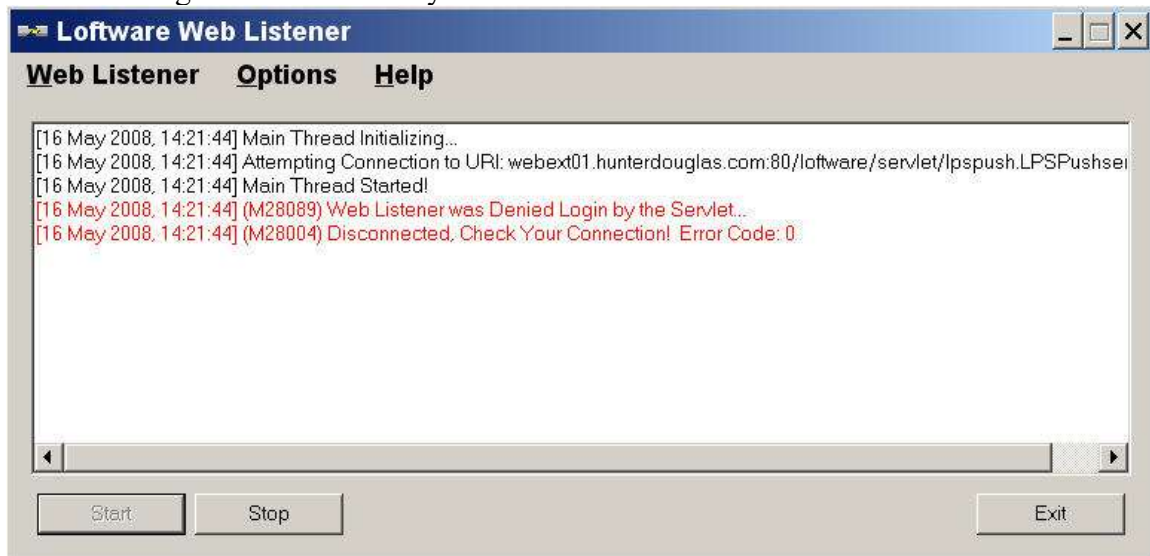
This can happen when there is two separate computers, configured with the same user account, are running the Web Listener at the same time. The second computer will display the above message.