

QRlogix Software

File Drop – Deployment and Troubleshooting Guide

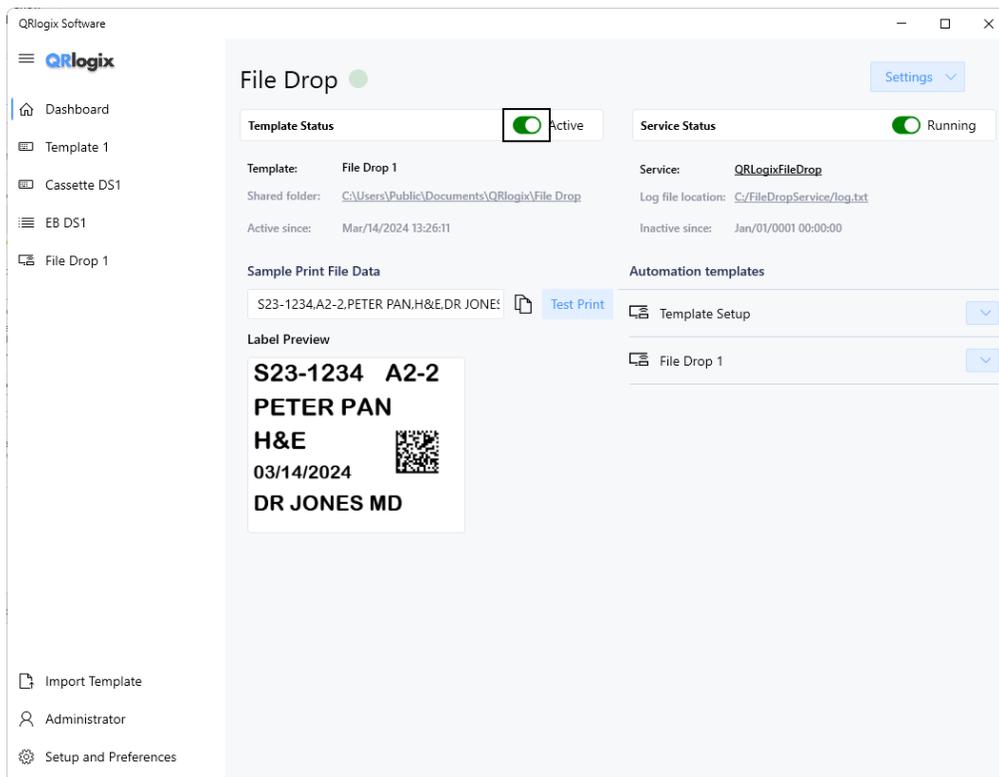
Print from CSV/TXT File or LIS

QRlogix Software allows users to print On-demand, with templates designed for keyboard entry and barcode scanning.

Alternatively, users can print the contents of an entire preformatted CSV or TXT file using the File Drop methodology.

With File Drop, any user on a network that has access to a shared folder can save or “drop” CSV or TXT files for printing. The individual users do not need to have QRlogix Software installed on their local PC. They only need the ability to save the preformatted CSV/TX file into the shared network folder.

File Drop is a service application that runs in the background and monitors the specified shared folder for new print jobs. When a new print job arrives in the shared folder as a .txt or .csv file, it is parsed through the active template and a label image is created. That image, or sequence of images, is then sent to the selected printer’s driver for printing.



FILE DROP INSTALLATION OVERVIEW

Receive print job from .TXT or .CSV (UTF-8) files through a shared folder.

Using this solution requires that QRlogix File Drop Service is installed and running in the system background. It is recommended that you ONLY install and run this application if you will be using it (printing from .txt or .csv files from a shared folder).

You will need full administrative permissions to proceed with the download, installation, and service activation. Please consult with your IT team in advance to make those arrangements.

CREDENTIALS

Credentials and network access permissions are very important considerations when deploying File Drop on your network.

IMPORTANT: When installing File Drop, it must be installed locally on the PC that is connected to the printer. The same credentials MUST be used through all aspects of the installation process. Those credentials will also need access to the shared folder. This is critical for avoiding network access errors. The main QRlogix Software application, the File Drop service application, and the unlock key must all be installed/activated using the same credentials that access the shared folder.

- Install main application – SAME CREDENTIALS
- Unlock main application license – SAME CREDENTIALS
- Install File Drop service application - SAME CREDENTIALS
- Access shared folder on network - SAME CREDENTIALS

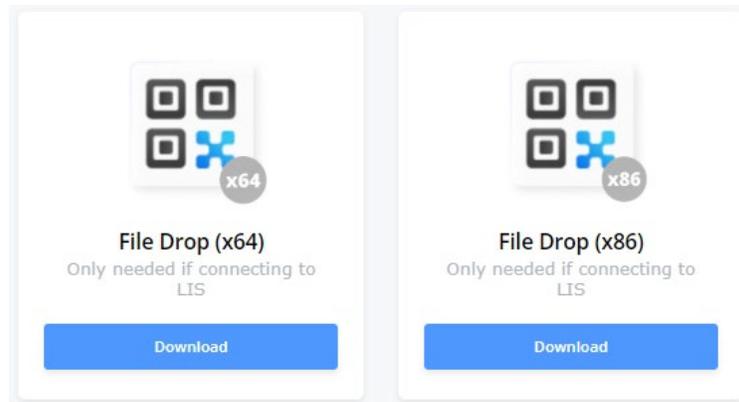
If any of the above installation steps are carried out with different credentials you will likely experience network access problems.

ANTI-VIRUS EXEMPTION

In rare circumstances, the service application can randomly shut down due to an anti-virus conflict. It is recommended that the following folder is setup with an anti-virus exemption: C:\FileDropService

DEPLOYMENT

Begin by downloading the File Drop service application from the link provided.

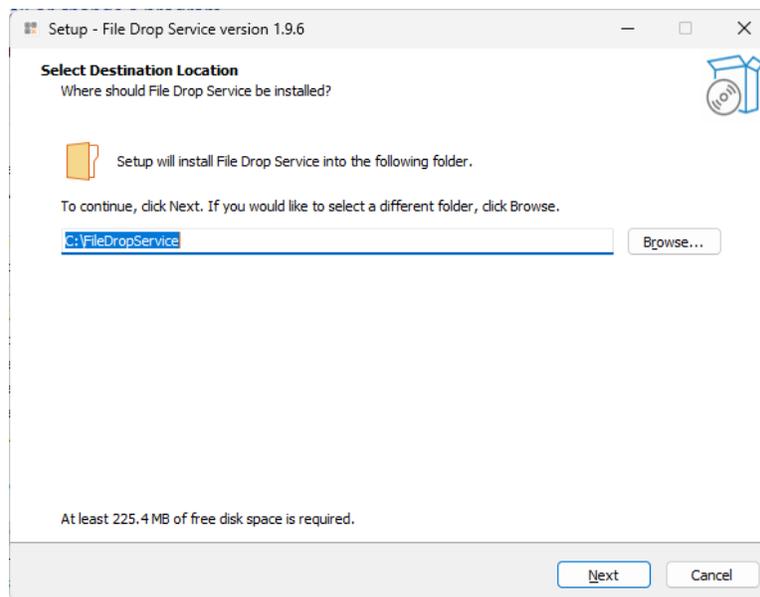


To determine if your system is x64 or x86, go to the Windows search bar and enter “System Information App”. Find System Type, and note if your system is x64 or x86.

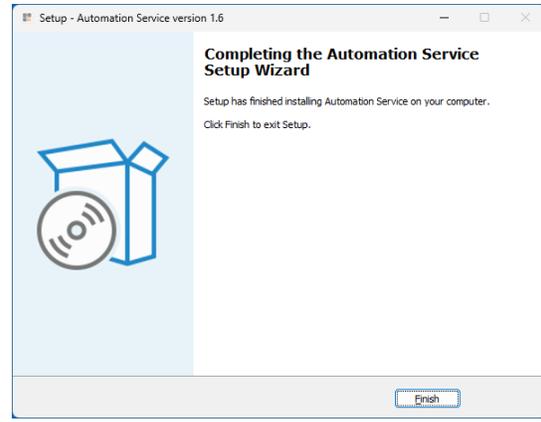
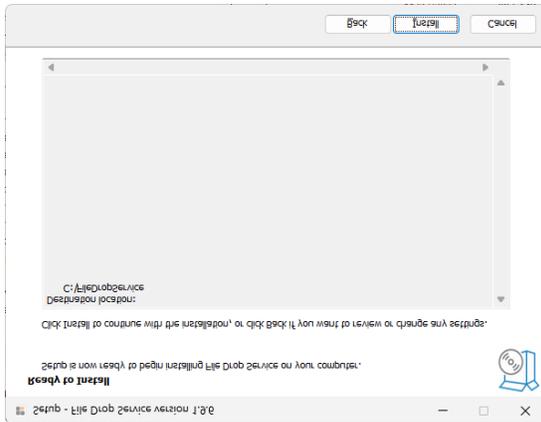
Once downloaded, double click the AutomationService.exe file to begin the installation process.

It is important that File Drop be installed to the default path that appears in the installer:

C:\FileDropService



Click through the selections in the installer.



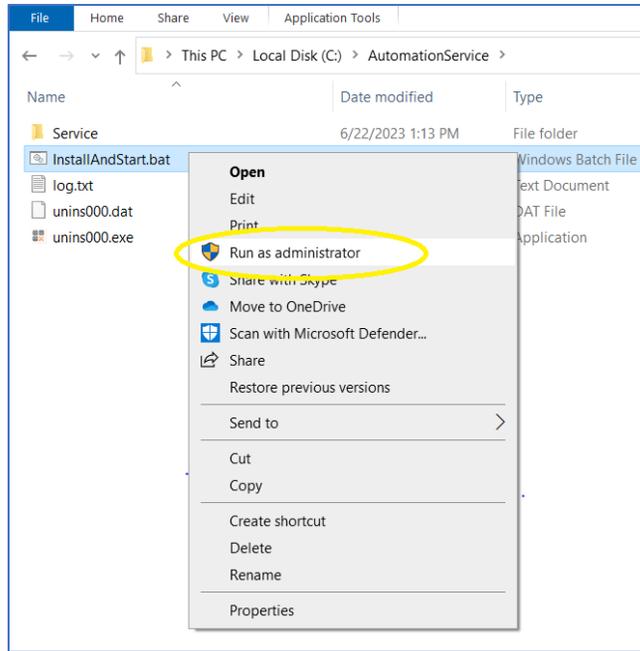
After finishing, the service application will automatically launch and activate itself. You will be prompted to click any key to continue. This will finalize the File Drop service installation.

```
C:\WINDOWS\system32\cmd.exe
Installing service...
[SC] CreateService FAILED 1073:

The specified service already exists.

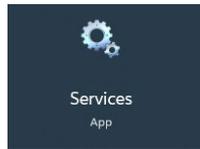
SERVICE_NAME: QRLogixAutomation
        TYPE               : 10  WIN32_OWN_PROCESS
        STATE                : 2   START_PENDING
                        (NOT_STOPPABLE, NOT_PAUSABLE, IGNORES_SHUTDOWN)
        WIN32_EXIT_CODE       : 0    (0x0)
        SERVICE_EXIT_CODE   : 0    (0x0)
        CHECKPOINT           : 0x0
        WAIT_HINT            : 0x7d0
        PID                 : 36532
        FLAGS                 :
Installing service complete
Press any key to continue . . .
```

If the File Drop service application did not appear to launch, you can activate it manually, To do that, navigate to the C:\FileDropService folder and then right click over the InstallAndStar.bat file and select Run as Administrator.

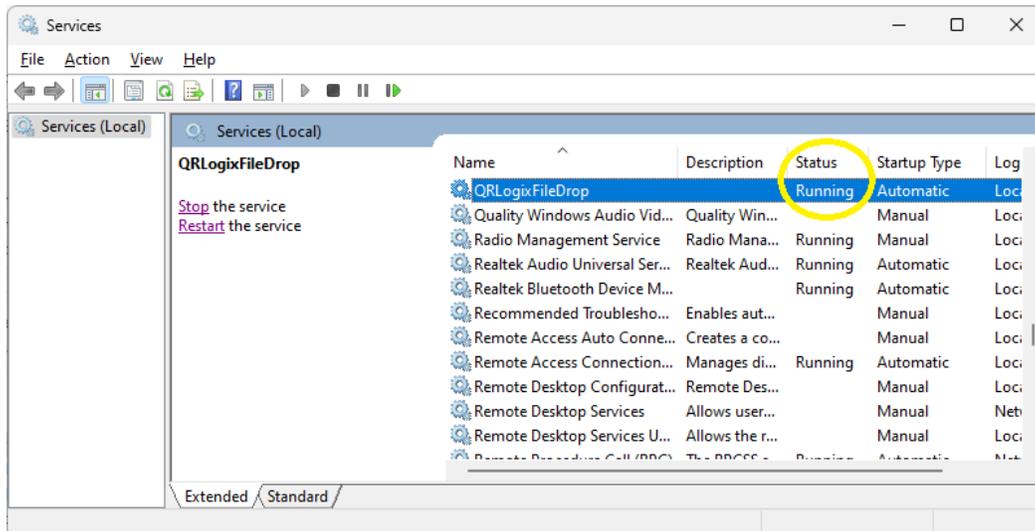


If Run as Administrator is grayed out, please consult with your network administrator.

To confirm that the service installed activated correctly, find the Service Application (Windows search bar) and open it.

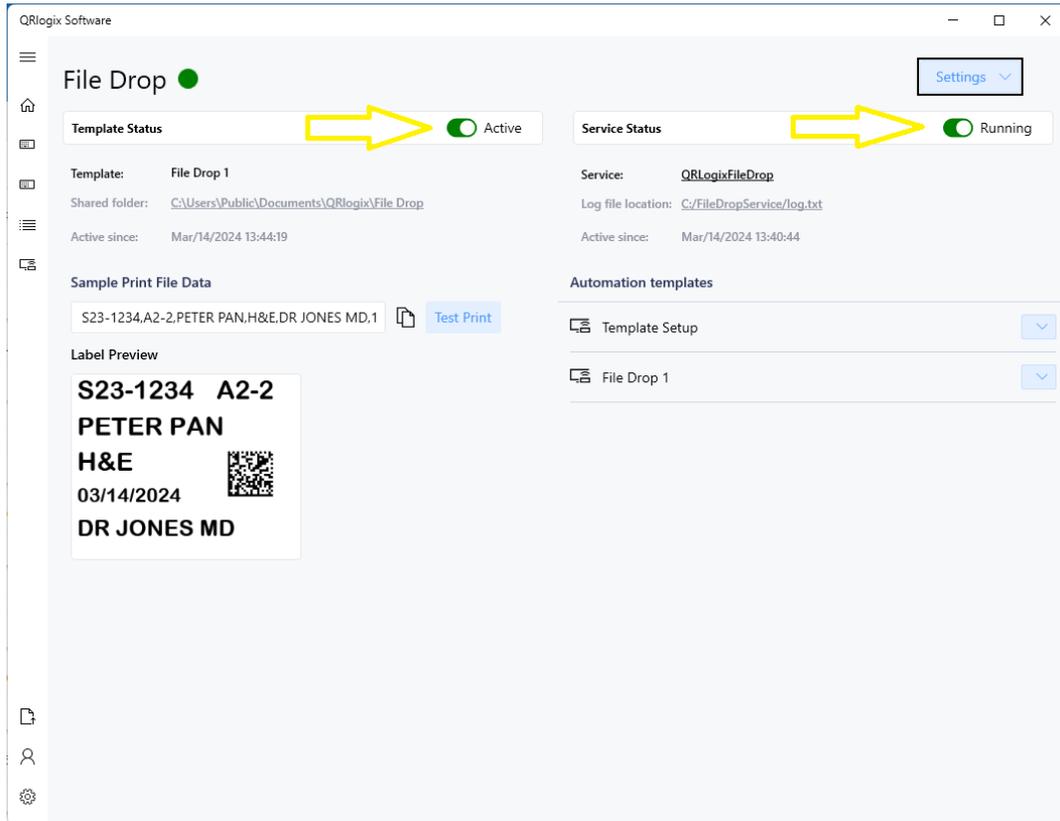


Navigate to QRLogixFileDrop, as shown below, and make sure it is running. If it is not Running click Start to activate the service.



If you do not see the option to start the service, you will need to get administrative rights access to proceed.

Once the File Drop service is confirmed to be running, you will need to activate the File Drop template on the main screen:



You should now be able to print from LIS or by dropping CSV/TXT files into the shared folder.

Printing from TXT files

File Drop will accept .txt files as a string of data, in a format similar to what is shown below:

S22-1234,A1,H&E,BILLY BOB,DR JONES

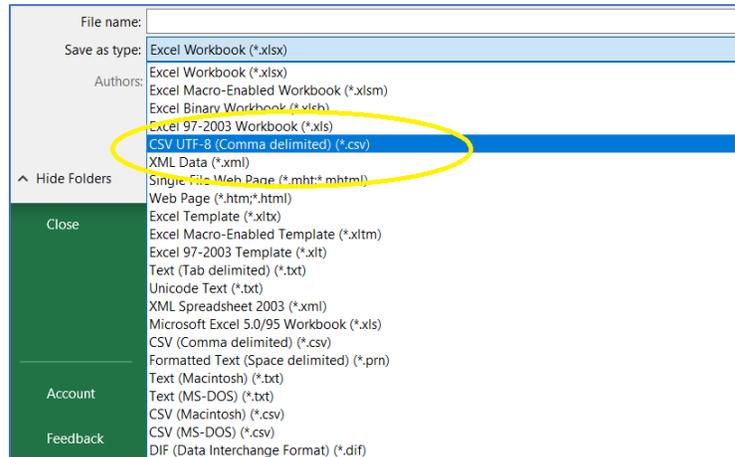
Below is an example of a TXT file that gets sent from a common LIS system:

,,,S23-1001-A1,1,H&E,,KIDNEY,MR244533,PETER PAN,XYZ HOSPITAL

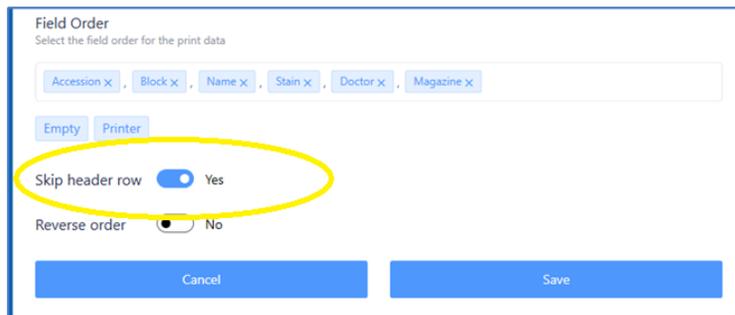
The text file data is mapped through the Data Settings function.

Printing from CSV

File Drop can print from CSV when the file is formatted correctly. It is important that the CSV file type is CSV UTF-8, as seen below:



If the CSV files contain a header row, make sure that option is selected in Data Settings:

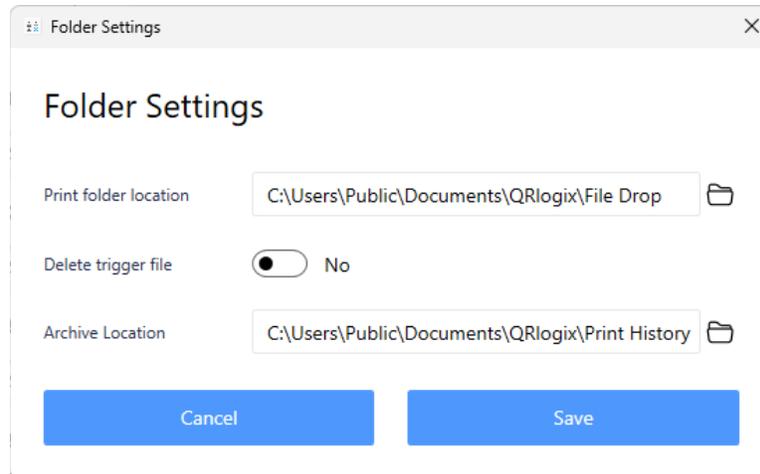


File Drop will print the contents of Sheet 1, row by row, before proceeding to print any additional sheets in the CSV file.

TEST PRINT

You can test print using File Drop 1 Template. Locate the SAMPLE PRINT.txt (text) file located in the following folder: C:\Users\Public\Documents\QRlogix\Print History

Drop the SAMPLE PRINT.TXT file into the following shared folder with the system active:
C:\Users\Public\Documents\QRlogix\File Drop



TROUBLESHOOTING STEPS

1. Delete files from watch folder.
2. Confirm if the File Drop template is active on the QRlogix software interface.
3. Confirm if the File Drop service is running.
4. Check the log.txt file for errors. C:\FileDropService\log.txt
5. Confirm that an anti-virus exemption is setup for C:\FileDropService
6. Contact QRlogix with a description of the problem and a copy of the log.txt file