

## Printer Troubleshooting Document

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### Reports/Invoices/Work Orders/Purchase Orders Do Not Show When Printing

**Overview:** PACCAR Connect uses pop-up windows to show reports in PDF format before you send them to paper. This gives you the opportunity to email them rather than make a paper copy, but it does also require that Connect be able to open a pop-up. On many computers you pop-ups are banned by default, as they're a common way of advertising to you will you browse the internet.

Allowing pop-ups for Connect will fix most situations when printing does not work at all. How to allow pop-ups varies, so the first thing you need to do is determine which browser you are using:

#### Find out which browser you use

1. Load up the PACCAR Connect launch page.
2. Look in the upper left of the program. If you see a menu named *Help* there, skip to step 3.
3. Open the Help menu. If the last item on the menu says **About Internet Explorer**, you are using Internet Explorer. Skip ahead to the section called **On Internet Explorer**.
4. If not, you are using Safari. Skip to the section of this document called **On Safari**.
5. Look in the upper right of the program. Do you see three small icons showing a house, a star, and a gear? , you are using Internet Explorer. Skip ahead to the section called **On Internet Explorer**.
6. Look in the upper right of the program. If you see an icon made up of three short vertical lines, go to step 7.
7. Click the three lines icon. A menu will appear. If it shows mostly pictures, you are using Firefox. Close the menu and skip ahead to the section called **On Firefox**. If it shows text only, you are using Chrome. Close the menu and skip ahead to the section called **On Chrome**.

## *On Internet Explorer*

To enable Connect pop-ups on Internet Explorer:

1. Click the gear icon in the upper right of the program.
2. Select the item called *Internet options...*
3. On the dialog box that appears, select the *Privacy* tab.
4. Make sure that the checkbox next to Turn on Pop-up Blocker is on.
5. Click the **Settings** button next to it.
6. In the *Address of website to allow...* box type **\*.emdecs.com**, then click **Add**.
7. In the *Address of the website to allow...* box type **\*.perfitcomputer.com**, then click **Add**.
8. Click the **Close** button.
9. Click the **OK** button.
10. Test your printing now. You should see a pop-up window containing your printout, which can then be emailed or printed.

## *On Firefox*

1. In the upper right of the program, click the three-vertical-lines button.
2. On the menu that appears, click the picture of a gear labeled **Options**.
3. On the dialog box that appears, select the **Content** tab.
4. Ensure that the **Block pop-up windows** checkbox is turned on.
5. Click the **Exceptions...** button next to that.
6. On the dialog box that appears, enter **emdecs.com** into the *Address of website* field, then click **Allow**.
7. On the dialog box that appears, enter **perfitcomputer.com** into the *Address of website field*, then click **Allow**.
8. Click the **Close** button.
9. Click the **OK** button.
10. Click the remaining **OK** button.
11. Test your printing now. You should see a pop-up window containing your printout, which can then be emailed or printed.

## On Chrome

1. In the upper right of the program, click the three-vertical-lines button.
2. On the menu that appears, click the choice **Settings**.
3. A web page will appear. Scroll to the bottom of it and select **Show advanced settings...**
4. Scroll down through the new options that have appeared until you see the choice Privacy.
5. There is a button there labeled **Content Settings...** Click it.
6. On the new screen that appears, scroll down to the section named **Pop-ups**.
7. Ensure that the choice **Do not allow any sites to show pop-ups (recommended)** is selected.
8. Click the button named **Manage exceptions...**
9. In the Hostname pattern box type **[\*.]emdecs.com**
10. Click the **Done** button.
11. Click the button named **Manage exceptions...**
12. In the Hostname pattern box type **[\*.]perfitcomputer.com**
13. Click the **Done** button.
14. Click the next **Done** button.
15. Close the current tab in the browser.
16. Test your printing now. You should see a pop-up window containing your printout, which can then be emailed or printed.

## On Safari

1. From the Safari menu select the Preferences choice.
2. Click the Security option.
3. Turn on the Block pop-up windows choice.
4. Test your printing now. You should see a pop-up window containing your printout, which can then be emailed or printed

**Note:** In Safari you cannot allow pop-ups for Connect while disallowing them for other web sites,

## Printing Labels does not work. System shows no error messages

**Overview:** Sometimes the label printer will not print because it needs to be rest. Follow these steps.

**Note:** Connect only supports Zebra label printers. If you have a different kind of printer, these steps will not work.

### Resetting a Label Printer

1. Turn off the printer.
2. Press and hold down the Feed button on the printer.
3. Keep holding down the Feed button and turn the printer on.
4. Let go of the Feed button.
5. The printer will begin to print diagnostic information and possibly some gibberish. Let it print until it stops.
6. Press the feed button again.
7. Test printing a label now. You should be able to print.

Note: Sometimes a label printer will not reset after one dump. Run through steps 1 through 7 again. After three tries, if your labels still do not print correctly there is something else wrong that needs to be corrected.

## Printing labels does not work. System displays the message *Unable to send data to Print Server on specified port 35476*

**Overview:** When printing labels, Connect uses a specialized print server program. This has either stopped working or is not installed on this computer. You will need to determine which of these two possibilities is causing the problem.

## Determining which issue is preventing labels from printing

1. Find an empty spot on the Task Bar of your computer (the section at the bottom of the screen where the currently running programs are shown) and right-mouse click there.
2. From the menu that appears, select **Task Manager**.
3. The Task Manager will run. If you are using Windows 8 or 8.1, skip to step 6 of this section. If you are using Windows 7 or Windows Vista
4. Select the *Processes* tab if it is not already selected.
5. Read through the list of processes looking for the name **EMDECSPrintServer.exe**. If you see it, skip to the section “**Restarting the Print Server**”. If you do not see it, skip to the section “**Downloading and Installing the Print Server**”.
6. Select the *Services* tab.
7. Read through the list of services looking for the name EMDECS Print Server. If you see it, skip to the section “Restarting the Print Server”. If you do not see it, skip to the “**Downloading and Installing the Print Server**”.

## Restarting the Print Server

1. Right-mouse click the words **EMDECSPrintServer.exe**.
2. From the menu that appears, select **Start**.
3. Test printing a label now. You should be able to print.