Core-Mark Label Printing

Installation Primer

Logging in from Outside Access

Version 2014.1.3.0

1   Introduction

The purpose of this document is to assist in the in-field installation of a Retail Label printer and related software drivers, and guide in the use of the new label printing functions integrated in various My Core-Mark user applications.

The software used is collectively called the Core-Mark Print Module, and is abbreviated as "CPM" in the following sections. The CPM is comprised of the following components:

1. The Label Printer and operating system level drivers.
2. The Print Manager software, which is an intermediate software layer that allows Core-Mark web applications to communicate with the Label Printer's operating system drivers.
3. The Core-Mark.com applications which allow for user configuration, test and product label printing functions.

1.1   System Requirements

The CPM currently has the following system and browser requirements:
- Pentium base computer with at least 512 MB of RAM
- One of the following operating systems:
    - Windows XP SP3 with latest security updates
    - Windows 7 Pro (32 & 64 bit)
    - Windows 8
- Hard drive with at least 210 MB of free disk space
- Internet Explorer versions 7.0 and higher with both JavaScript and ActiveX controls enabled. (Both of these features are enabled by default and typically are not an issue.)
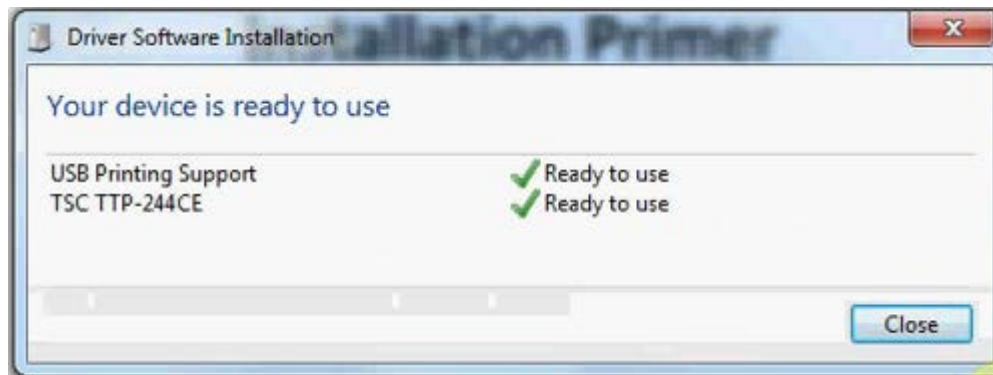- A physical Label Printer installed and recognized in Windows.

2 Install the Label Printer in Windows

Please follow the install instructions as provided by the label printer manufacturer. When complete, the printer should be recognized by Windows as an available printing device, as illustrated below for a TT034-50 Bar Code Printer provide by Signature Media Group.
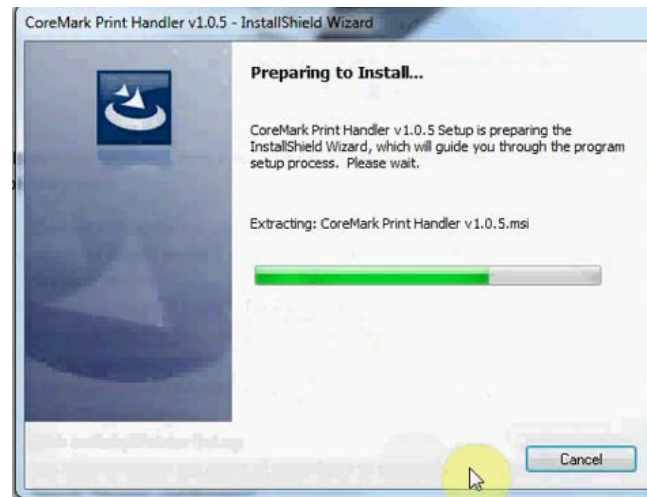

Installation steps may vary from one computer to another, but a typical installation would include the following steps:

2.1   Connect the printer via USB cable to the computer and power it on by clicking the button on the back of the printer. Windows should detect the Printer as "TSC TTP-244CE".

2.2   If your computer recognizes the printer as "USB Printing Support" under devices and printers in the control panel, download the printer driver by clicking here: <u>Download the Printer Driver</u>. The "TSC TTP-244CE" printer should now show up as a printer on your computer after the installation steps.

2.3   Download the Core-Mark printer handler by clicking here: <u>Download the Print Handler</u>. This may take a few minutes. The Print Engine is the "middle-ware" between the web browser and the Label printer Windows drivers and provides for the proper formatting of the label data and communication with the printer device.
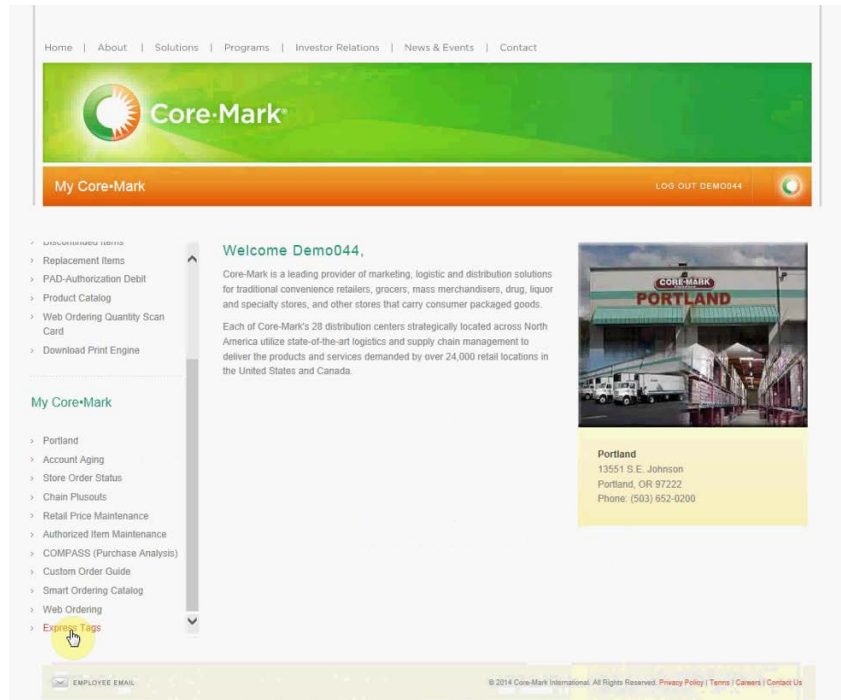
2.4 **After Core-Mark Print Handler successfully downloads, go to www.core-mark.com. Log-in using your credentials.**

2.5 On the left hand side of the screen, scroll down and click on "Express Tags"

2.6   On the top of the page, click on "Label Printer Setup". Click "Allow" if an error message appears.

Note: If the "Print Engine" status is a fail, re-download the print handler by clicking the hyperlink.
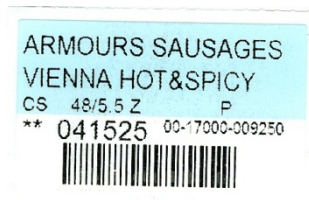
2.7   Ensure the Printer Name is "TSC TTP-244CE".

2.8   Click "Print" and your label will print from your printer!

3 Test the Label Printer

Once the Print Engine is installed, refreshing or revisiting the Label Printer Setup page should confirm the presence of the engine, as evident by the **PASS** result for the Print Engine test. The test Notes also confirm the successful detection and open connection by displaying the Print Engine version installed.

Successful printing is confirmed by the following label being printed…

NOTE: *Once a successful print has completed, the printer name is automatically saved for the customer in the database for use by the various "My Core-Mark" applications that integrate Retail Label printing. If the name changes in the future, the customer revisits the Label Printer Setup page, updates the printer name and performs a test print to have the new name "stick".*

4 Printing Labels from My Core-Mark Applications

Various My Core-Mark web applications now implement new Shelf Label print capabilities. One of these is the "Custom Catalogue" application which now incorporates a Shelf Label Print button for each item within a retrieved item list.

Clicking on a "Print" button for an item should cause a single label to be printed…