



Do business in every direction.

Nexternal Thermal Printing Troubleshooting Guide

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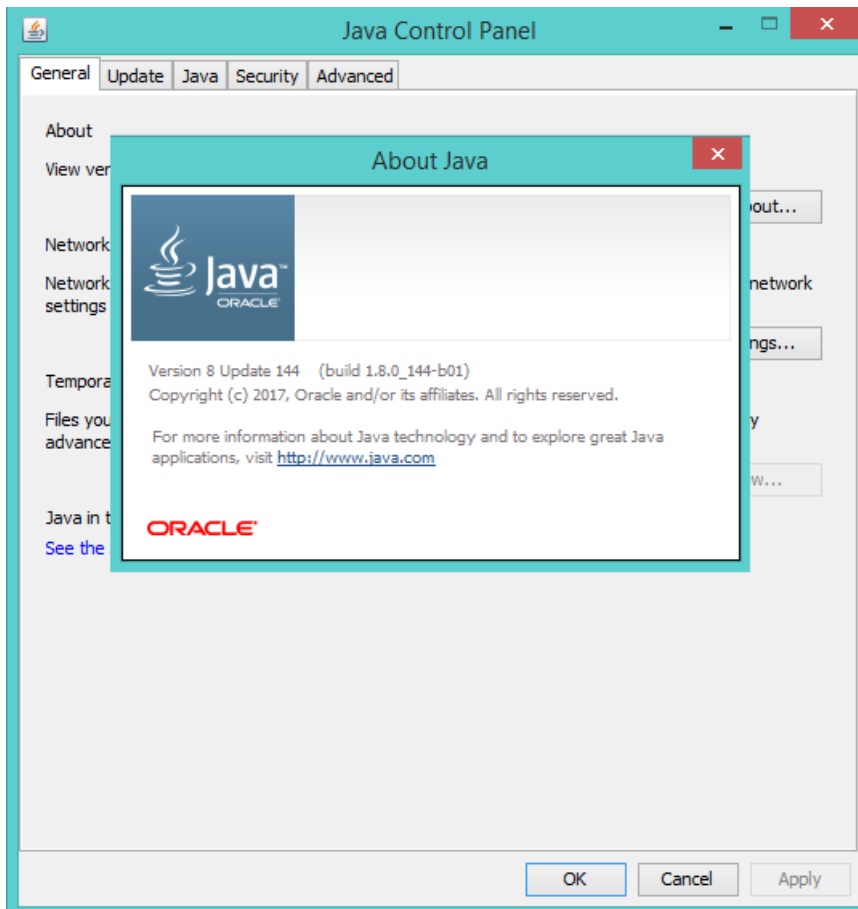
Nexternal Thermal Printing

...Troubleshooting Guide

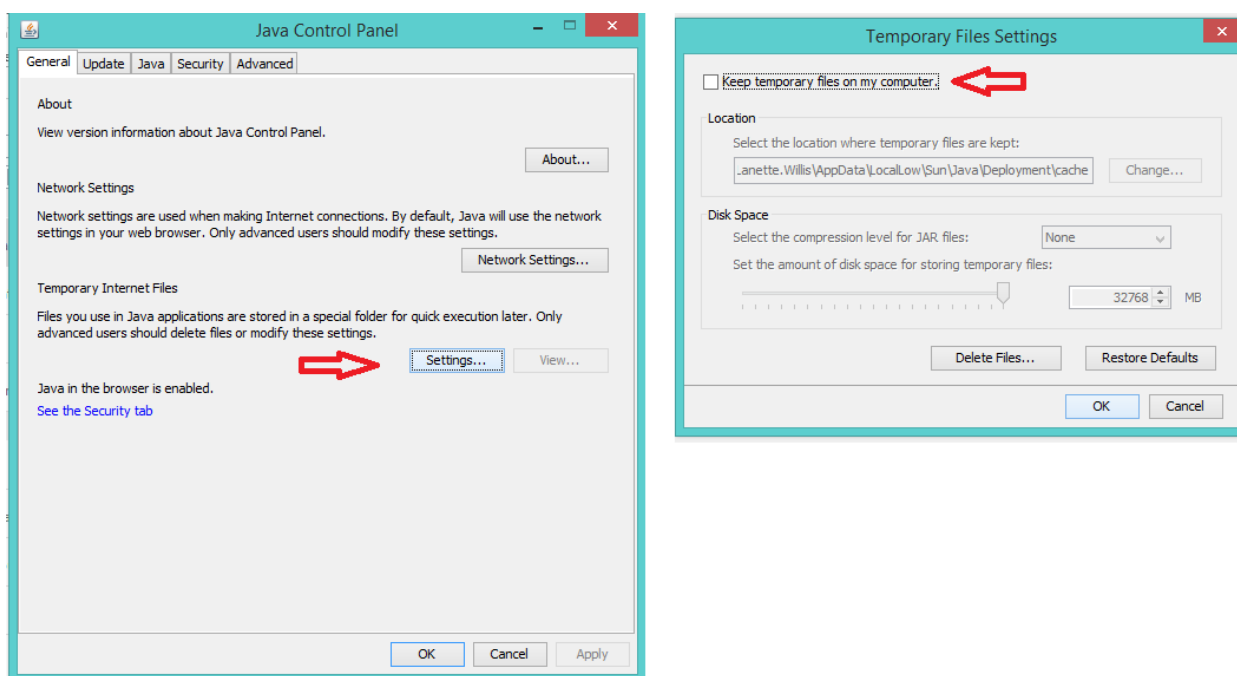
Troubleshooting Steps

Following are the steps we recommend if you are having trouble printing labels. Often the issue relates to firewall or other merchant network configuration or device issues, and we cannot assist with troubleshooting the merchant's network configuration or computers. If you try all the steps below and still can't print, we recommend you contact your IT support.

1. Confirm that you are using a PC running Windows. Nexternal's thermal printing option is not compatible with Mac computers at this time.
2. Verify that the computer's version of Java is up to date. You can find your version of Java by navigating to the Java Control Panel and clicking on the About button (as shown below). If you do not have the latest version, go to www.java.com to download a new version. The website should detect whether or not your computer has the latest version installed. After completing the download, verify that your computer fully installed the new download, by clicking on About again.



3. On your PC, open the Java Console (directions can be found here: <https://www.java.com/en/download/help/javaconsole.html>) The Java console shows you a list of error messages or issues that come up when Java attempts to send a thermal shipping label to your shared printer. This will greatly assist with troubleshooting.
4. Ensure that you are using the proper version of Java (32 bit vs 64 bit) to match your browser. https://java.com/en/download/faq/java_win64bit.xml
5. Check the Java Temporary Internet File Settings, by opening the Java Control Panel. On the General Tab, in the Temporary Internet Files section, click the Settings button. When the new window pops open, uncheck the box that says "Keep temporary files on my computer." Click OK to close the window.



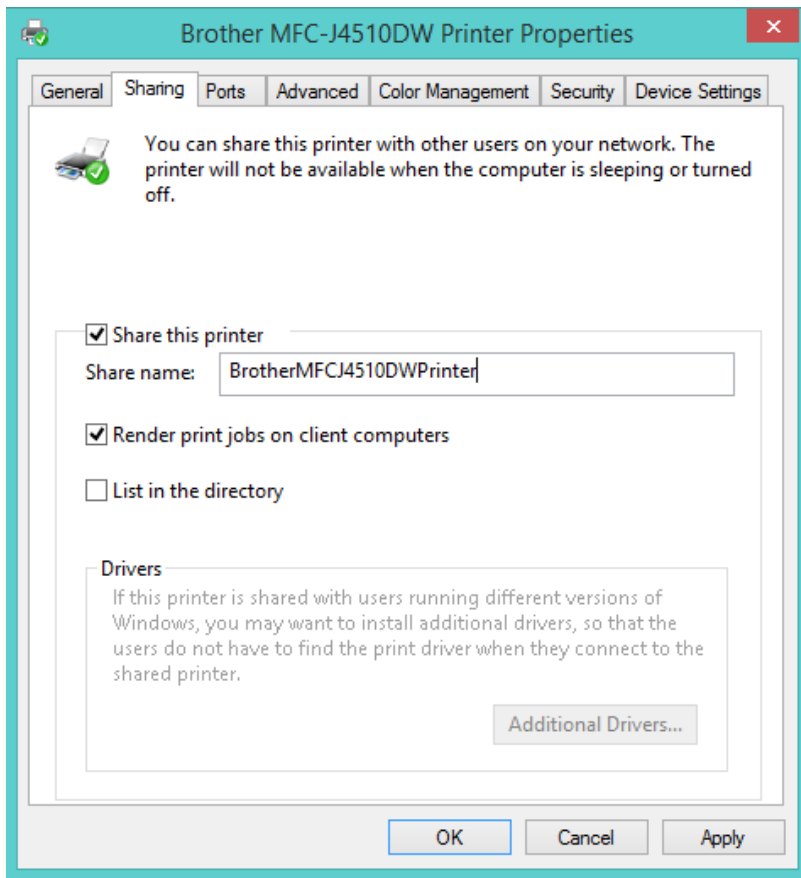
6. In the Java Security tab, ensure that "Enable Java to be used with Browser" is checked. Then click Edit Site List, and add the following 2 URLs, then click OK:

<https://oms.nexternal.com>

<https://cdn.nexternal.com>

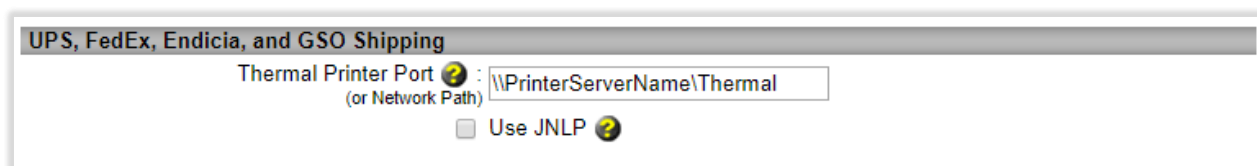
7. Try printing a test page from your computer to the printer. Open your computer's devices and printers, find the thermal and right click on it. Open Printer Properties, and click Print Test Page. If you cannot print a test page, your problem printing is not due to Java or Nexternal software. Please contact your own technical support specialist.

8. Confirm that your printer is plugged into a computer on your network, or directly into your computer, with a USB cable. If you are not using a USB cable, you must directly connect to the thermal printer from your computer using a COM or Parallel Port. Indicate the name of the port in Settings / Compatible Software / Online Shipping Tools / Preferences / UPS, FedEx, Endicia, and GSO Shipping. Also, ignore steps 10-12 below.
9. Ensure that your thermal printer is Shared. (Open Devices and Printers on your computer. Right click on the thermal printer. Open Printer Properties. Click on Sharing tab. Click the box that says Share this printer.)



10. Also in the Advanced tab of your Printer Settings, make sure the "spooling" box is checked.
11. Check the Shared name of your printer. If it has dashes, spaces, or special characters, we highly recommend that you remove them. (Open Devices and Printers on your computer. Right click on the thermal printer. Open Printer Properties. Click on Sharing tab. Verify the Share name.)

12. Verify that your thermal printing path is properly indicated. Log into Nexternal and Navigate to Settings / Compatible Software / Online Shipping Tools / Preferences / UPS, FedEx, Endicia, and GSO Shipping. In the Thermal Printer Port field, enter the network path in UNC share format. Replace the words shown below with your own path:
 - a. PrinterServerName = Your computer's name (if your computer is connected directly to the printer via USB Cable), or the name of the computer or Print Server that is directly connected to the printer.
 - b. Thermal = The shared name of the thermal printer you would like to use.



UPS, FedEx, Endicia, and GSO Shipping

Thermal Printer Port (or Network Path) : \\PrinterServerName\\Thermal

☐ Use JNLP

13. Restart your computer (especially if you have changed your printer name). Then try printing again.
14. Restart your printer. Then try printing again.
15. Check your printer for errors. Open your computer's devices and printers, find the thermal and right click on it. Click "See what's printing" and check that there is nothing waiting in the queue or an error message regarding the status of the printer.
16. Confirm that you have paper in the printer.
17. We recommend using the JNLP option for connecting your printer to the Nexternal platform. If you are using the JNLP option, confirm that you have clicked the Use JNLP box in Settings / Compatible Software / Online Shipping Tools / Preferences / UPS, FedEx, Endicia, and GSO Shipping. If you are not using the JNLP option, you must use Internet Explorer to print your labels, and you may experience issues introduced by browser or firewall security. For complete set up instructions, refer to the following article in the Support Center: <http://help.truecommerce.com/en/articles/4478411-nexternal-connecting-a-thermal-printer-to-your-order-management-system>
18. If you are using the JNLP option, please note that JNLP is supported only in Chrome and Firefox browsers.

19. If you are using JNLP and labels don't print in Chrome or Firefox, the following steps will force .JNLP files to open with Java Web Smart by default:
- a. Create and Print a Thermal Shipping label inside the NXT OMS. When prompted to open or save the JNLP file, choose Save.
 - b. Navigate to the saved location to right-click on the saved .jnlp file and choose Open With
 - c. Make sure there is a check-mark in the box that says Always use this app to open .jnlp files, then click More apps
 - d. Scroll down to the bottom and select Look for another app on this PC
 - e. Select the Java folder, (If you do not see Java, go back up one level to the c:/ drive and select Program Files(x86), then select the Java folder. If you do not have a Java folder here, you will want to go to www.java.com and download the latest version before continuing with these steps.)
 - f. Double click the latest jre folder (example: jre7, jre1.8_191, etc)
 - g. Double click the bin folder
 - h. Double click the javaws application
 - i. Click the Close button
 - j. Then you need to set Java Web Smart as the Default for JNLP files. Visit the: "Start Button" / "Settings" / "System" / "Default Apps" (Scroll to the bottom of the right-hand pane) / "Choose default applications by file type" and scroll down to the .JNLP file type and set the app by clicking on the icon to reveal the options. Select the Java Web Smart application.

If none of these steps fix the issue, then your printing problem is not due to Java or the Nexternal software. Please contact your own technical support specialist.