Solving Java Related Issues with

Advanced Label Printing

Advanced Printing (using Java) is not available using these web browsers

- Google Chrome v45 onwards
- Microsoft Edge (default browser shipped with Windows 10)

Requirements before Proceeding

You will need to have:

- Administrator rights to your computer
- Credentials to login to NetDespatch (emea.netdespatch.com)
- Ability to download and install the Java installation files from java.com
- This guide has been written specifically for Microsoft Windows computers

Contents

Advanced Label (Java) Printing Troubleshooting   ND0120151113.4   **1 of 11**

Why does NetDespatch use Java for Advanced Printing?

It's the most widespread and convenient underlying technology that allows NetDespatch to print shipping labels seamlessly from a web browser direct to your printer.

Section 1: Installing the latest version of Java

Before downloading and installing the Java application you will need to identify whether your computer is 32-bit or 64-bit. You can do this by following the steps below:

- Click '*Start*'
- Click '*Control Panel*'

Select the option *'System'* (If you cannot see this option enter *'System'* in the search box located in the top right of the screen and it will appear).
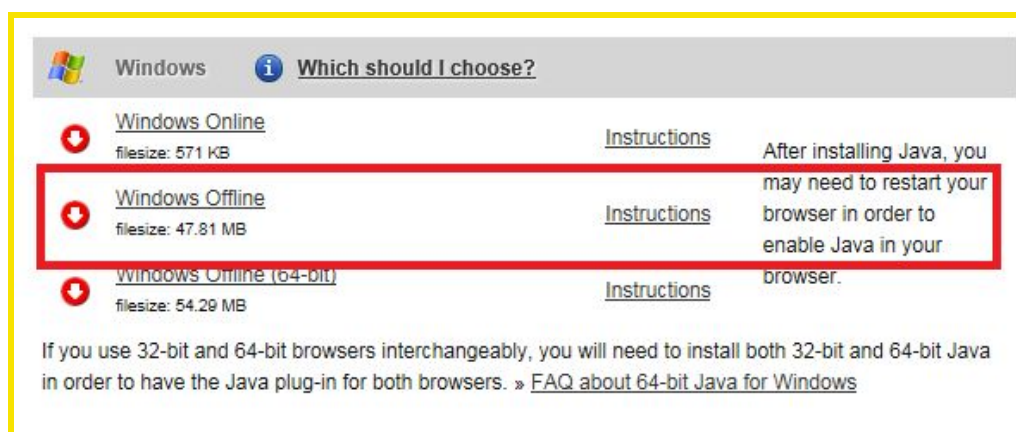
The '*System type:'* will show 32-bit or 64-bit (example below):
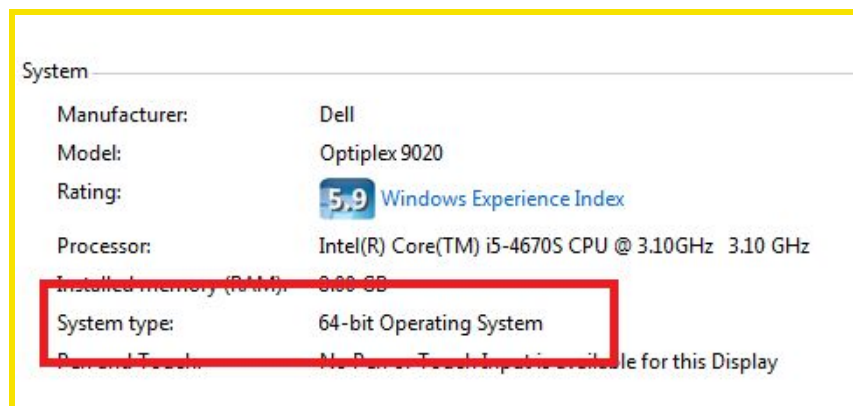
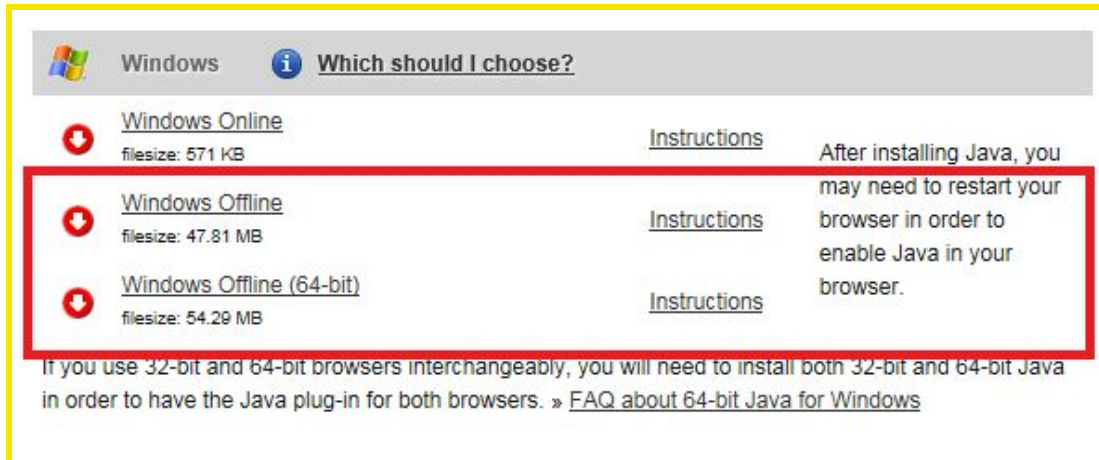In order to download the latest Java version please navigate to the following link provided here: http://java.com/en/download/manual.jsp

You can now select the appropriate file(s) to download based on your system.

- 32 bit computer - Download Windows Offline only

- 64 bit computer - Download **BOTH** Windows Offline and Windows Offline (64-bit)


Please note if installing for a 64 bit version computer you will need to install both versions, running through the Java Installation Wizard for both installs.

Depending on the browser you are using to install you will get the following options when you click on a version to install.

For Microsoft Internet Explorer

You will be prompted with the following box at the bottom of the Internet Browser Screen as shown below. Please select *'Run'*.
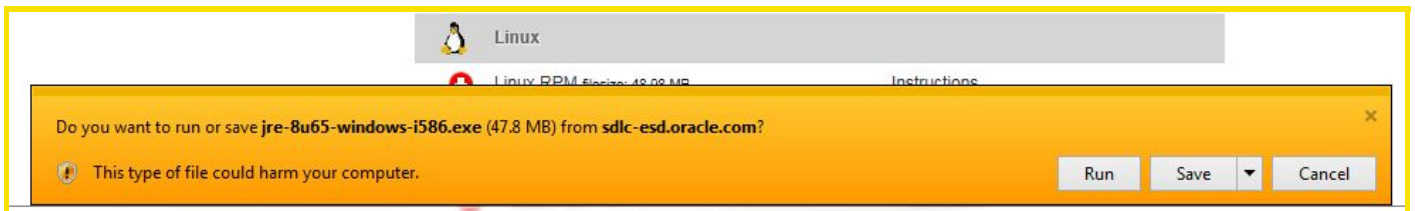
Once *'Run'* is selected the Java Wizard Installation will pop up. (You can skip the next 'For Mozilla FireFox' section).

For Mozilla FireFox

You will be prompted with the following dialogue box. Click *'Save File'* as shown below:
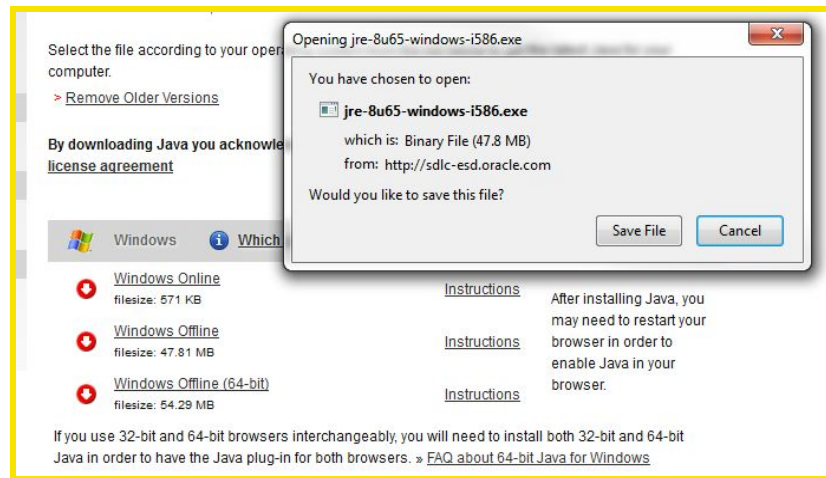
This will download and save in your browser downloads folder. By clicking on the arrow you can access the downloads folder and select the downloaded application:
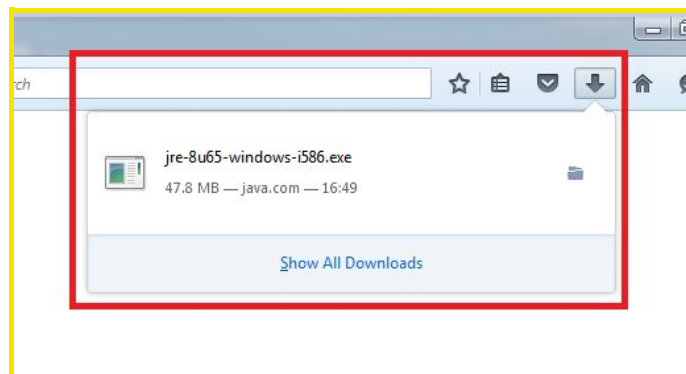
The Java Installation Wizard will now start. You can run through this as shown below:

When you click install the Java application will begin installing:

You will then be given a confirmation screen indicating this version of Java has been successfully installed. **Please remember** if you are downloading for a 64 bit machine you will need to go back and install the second version as explained before.

Section 2: Checking Java is enabled within the Browser

If the latest version of Java is installed but you are still unable to produce labels, it may be because Java has not been enabled through your web browser. See the instructions below for either:

- Internet Explorer
- Mozilla Firefox

For Microsoft Internet Explorer

- Click '*Tools*' and then '*Internet Options'*

- Select the '*Security*' tab, and select the Custom Level button

- Scroll down to '*Scripting of Java applets'*

- Make sure the '*Enable*' radio button is checked (As pictured below)

- Click '*OK*' to save
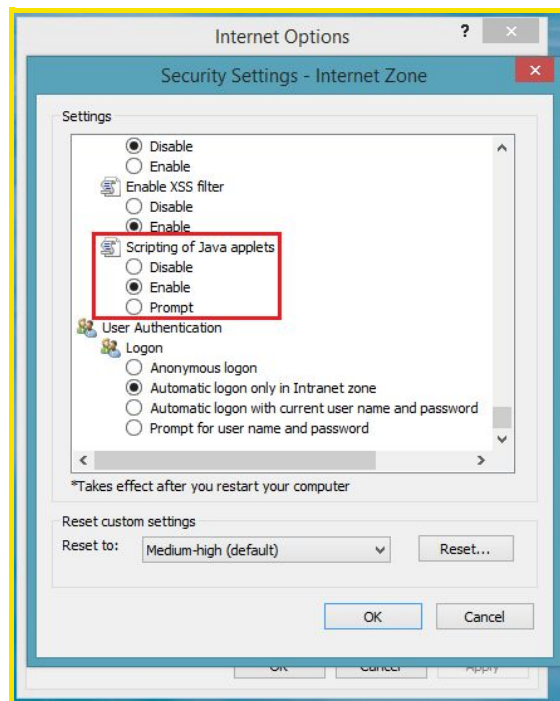
For Mozilla FireFox

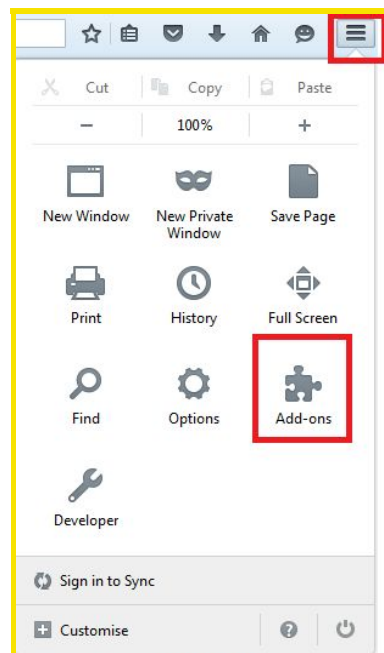In the top right of the browser, select the Firefox button (or '*Tools*' menu in Windows XP), then '*Add-ons*' (the '*Add-ons Manager*' tab will open):

In the '*Add-ons Manager*' tab, select '*Plugins*':
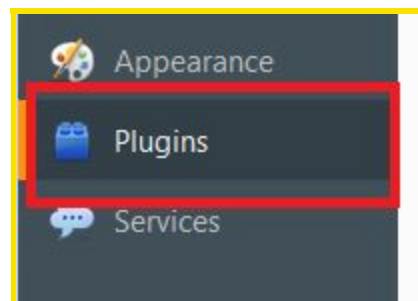
Select '*Always Activate*' in the drop down menu next to Java (TM) Platform (if the menu already says '*Always Activate*' or '*Ask to Activate*', Java is already enabled) Java Deployment Toolkit should be set to '*Ask to Activate*'.

For more information, follow the link below:

http://java.com/en/download/help/enable_browser.xml

Section 3: Running the new Java installation in NetDespatch

Once Java has been installed, you will need to configure NetDespatch for label printing.

Login to your account on NetDespatch and Select '*Printer Configuration'* from the '*Utilities'* menu.

Utilities

Price Quote
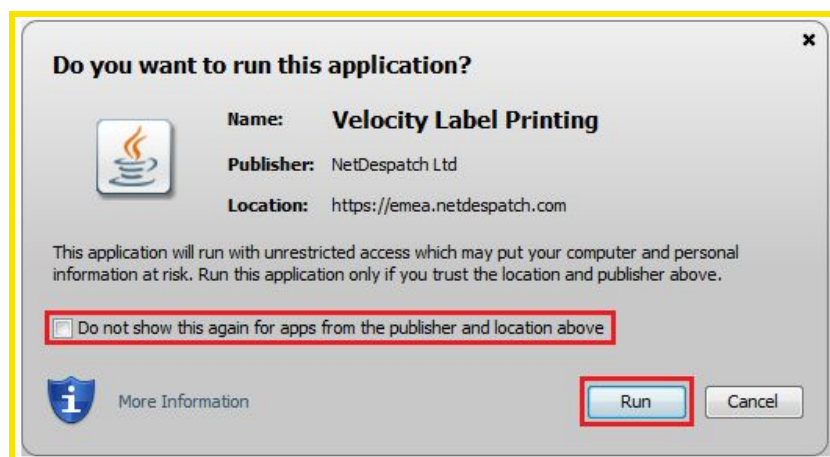File Download
Address Book
User Maintenance
Print Labels
Printer Configuration

When entering the '*Printer Configuration***'** you may be prompted by a '*Do you want to run this application*' security message, tick the '*Do Not Show Again*' box and then select '*Run*'.

Do you want to run this application?

	Name:	**Velocity Label Printing**
	Publisher:	NetDespatch Ltd
	Location:	https://emea.netdespatch.com

This application will run with unrestricted access which may put your computer and personal information at risk. Run this application only if you trust the location and publisher above.

☐ Do not show this again for apps from the publisher and location above

More Information   Run   Cancel

If the message above does not appear this may mean that NetDespatch Advanced Printing will not work, see *Section 4: Printer Configuration Scanning for Printers Issue*.

Select the desired printer from the '*Windows Name'* drop down menu together with the media type required and select '*Submit*'.

| **Printer Name**	**APC Label (modified)**
Margin Offsets	x (left) [0.00] y (top) [0.00] (in millimetres)
Use Printer Selection	☐ If this is not checked, then labels will print to the following printer: ZDesigner LP 2844
Windows Name	ZDesigner LP 2844 ▼
Print Graphics	☑ (for plain paper labels)
Media Type	APC Thermal 6.5x4 ▼

submit   reset

You should now be able to produce labels.

# Section 4: Printer Configuration Scanning for Printers Issue

If you are not prompted by a '*Do you want to run this application*' security message you may need to allow the browser to run Java.

For Mozilla FireFox

While on the '*Printer Configuration'* screen in the top right of the browser you may see the '*Activate Java'* warning like below. Click *'Allow'*:
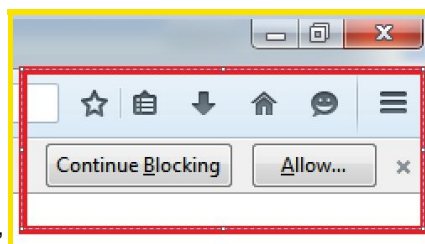
If you see the black box prompt in the top left of the browser asking to activate java click *'Activate Java'*:
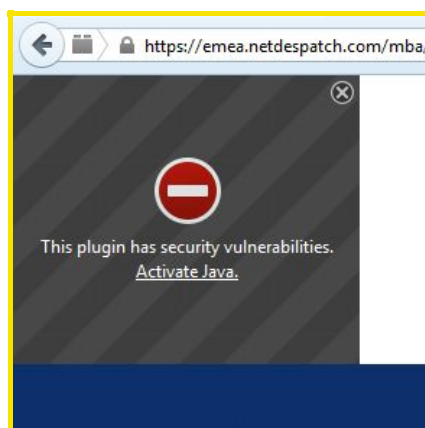
This will prompt the following option box to appear. You will need to set both options to *'Allow and Remember'* as shown below:
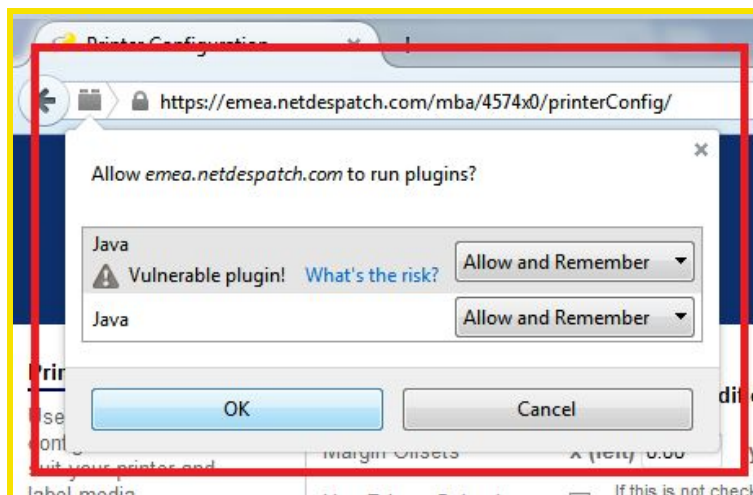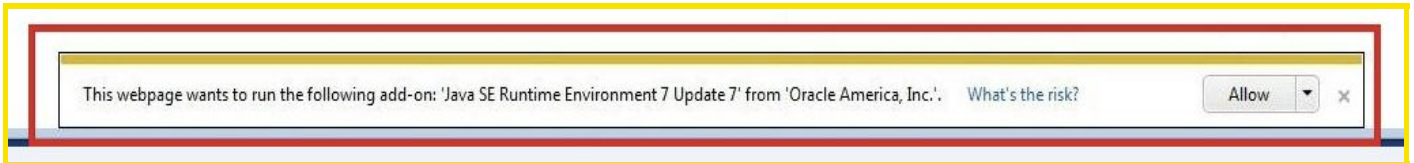
Restart your browser (or refresh the browser by pressing the F5 key).

You should now be prompted by 'Do you want to run this application'. You can now refer back to *Section 3: Running the New Java Installation in NetDespatch.*

For Internet Explorer

While on the '*Printer Configuration'* you may see a Java prompt on the bottom of the screen. You will need to click *'Allow'.* (This may say *'Enable')*

This webpage wants to run the following add-on: 'Java SE Runtime Environment 7 Update 7' from 'Oracle America, Inc.'.   What's the risk?   Allow ▼ ✕

You should now be prompted by '*Do you want to run this application*'. You can now refer back to Section 3: Running the new Java installation in NetDespatch.

Section 5: Uninstalling Java

If there is still a Java related issue, this can be caused by (multiple) older versions of Java on the computer. To find out whether there are, and to uninstall them, here's what can be done:

- Enter '*Control Panel'*
- Select '*Programs and Features*'

A list of all programs installed on the system will appear, scroll down and check to see if any Java programs are installed (Java versions may vary)

For each instance of Java, highlight and right click to remove.

Once the previous installations have been removed, restart the PC.

From here, please refer back to the previous sections to ensure the correct installation and setup:

- *Section 1: Installing the latest version of Java*
- *Section 2: Checking Java is enabled within the browser*
- *Section 3: Running the new Java installation in NetDespatch*

If none of the above steps resolve your issue, please refer to the java.com website troubleshooting page.