AutoMail - How to configure SYSPRO8 server side printing (using Crystal 2016 and above)

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Process Overview / Information

Issue

When printing with crystal 2016,server-side printing and preview on
The PDF file sent to AutoMail is not readable, this is due to the normal process where SYSPRO generates a PDF file (this is readable on the client machine within the users temp folder)

The PDF file is then sent to the 'AutoMail PDF printer' which makes the text unreadable due to printing a PDF file to a PDF printer, therefore AutoMail cannot read the file to obtain the details e.g. the To, Subject and details

Printing with preview off – this doesn't cause the same issue (PDF not readable) as the print job is sent to the virtual PDF printer on the server, the SYSPRO reporting host service creates the file directly on the server via the PDF Printer

Solution

Instead of printing an already created PDF on the client to the 'AutoMail PDF Printer', the process moves the PDF file from the client to the application servers 'PDFWatch' folder

SYSPRO has added an option whereby the document print program can use a custom K3 program to capture the PDF file being previewed, this PDF file is readable and allows for correct AutoMail processing.
SYSPRO provides our custom K3 program (UserSRSDocumentPrint.exe) the temporary folder path and file of the printed/created PDF document.
The UserSRSDocumentPrint.exe program moves the PDF file into a pre-configured AutoMail folder on the server i.e. PDFWatch folder, deletes the temporary folder and all its files.

The process described within the document resolves this issue by using additional files and programs
SYSPRO8 2021 R1 (and prior) – base\userdocumentprint.txt and 'UserSRSDocumentPrint.exe'
SYSPRO8 2021 R2 (and above) – new SYSPRO program 'SRSPTP' and the 'UserSRSDocumentPrint.exe'

SYSPRO printing with preview on

- UserSRSDocumentPrint.txt or SRSPTP program – When printing, the file\program is checked to see if the printer name exists within the exception list i.e. printing to the 'AutoMail PDF Printer'
  If the printer is in the list, instead of the normal process calls the UserSRSDocumentPrint program
- The UserSRSDocumentPrint program – SYSPRO passes the printer name and PDF file location to the program
  instead of printing to a PDF printer, copies the PDF file from the client machine to the servers PDF Watch folder (the PDF file has been created by the SYSPRO client within the user profile temp folder)

SYSPRO printing with preview off

- No changes required due to the print job being sent to the document queue for processing directly on the server, the PDF file is created by the 'AutoMail PDF Printer' on the server in the correct location i.e. the 'PDFWatch' folder

File name differences printing with preview on and preview off

- Preview off
  The AutoMail PDF Printer creates the file adding a prefix of the date, machine, user: e.g. 20220726_120439_K3DSYS5_s.SYSPRO_Dispatch_note_000000000000026_0001.pdf
- Preview on
  e.g. Dispatch_note_000000000000026.pdf

Prerequisites

- AutoMail already configured with a shared PDFWatch folder accessible from all client machines
- PDF Printer setup on the application server – click here for setup instructions

Configuration Steps

Server files configuration

- Server: SYSPRO8 2020 R1 (and prior) Configure UserSRSDocumentPrint.txt
- Server: SYSPRO8 (all versions) Configure the UserSRSDocumentPrint program

SYSPRO

- Server: SYSPRO - add the AutoMail printer to printer exception program (SRSPTP)
- Server or Client : SYSPRO stationary formats - add the 'AutoMail PDF' printer to all AutoMail formats

Client configuration

- Client: SYSPRO files - copy configured UserDocumentPrint files from the server
- Client: Printer setup – setup a local printer named 'AutoMail PDF Printer'

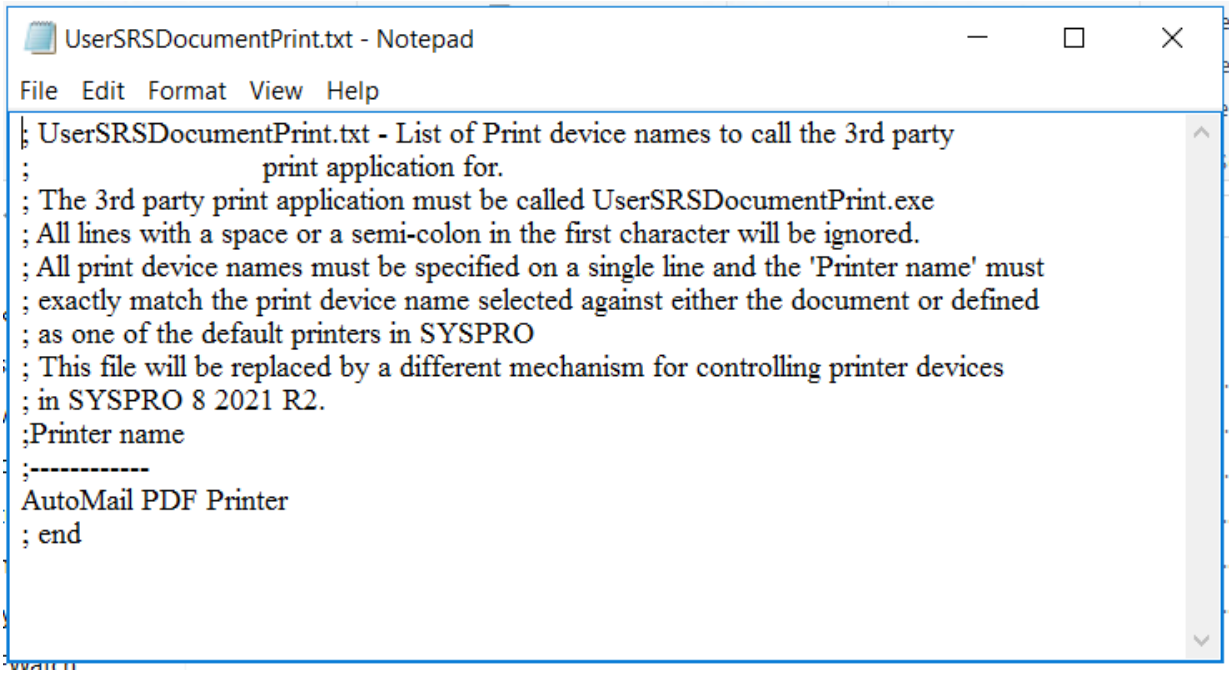
1. Server

Server: SYSPRO8 2020 R1 (and prior) Configure UserSRSDocumentPrint.txt

Apply the SYSPRO Hotfix 8060741(2020R2) OR 8070260 (2021 R1) and then:

Configure the printer in the SYSPRO\base\UserSRSDocumentPrint.txt file (SYSPRO Print txt file available once the hotfix applied)

enter the shared AutoMail Printer name (in the example below, my printer is called AutoMail PDF Printer):



The normal SRS client-server self-healing process caters for the file so only have to be deployed to the application server and thereafter will be self-healed to the client

Server: SYSPRO8 (all versions) Configure the UserSRSDocumentPrint program

Download the UserSRSDocumentPrint.exe (k3 custom program) – click here to download
Place the file within the folder: {SYSPRO}\base

Two files are required on client (optionally setup on the server) within folder {SYSPRO}\base, configured with the PDF printer name and servers 'PDF Watch' folder location share

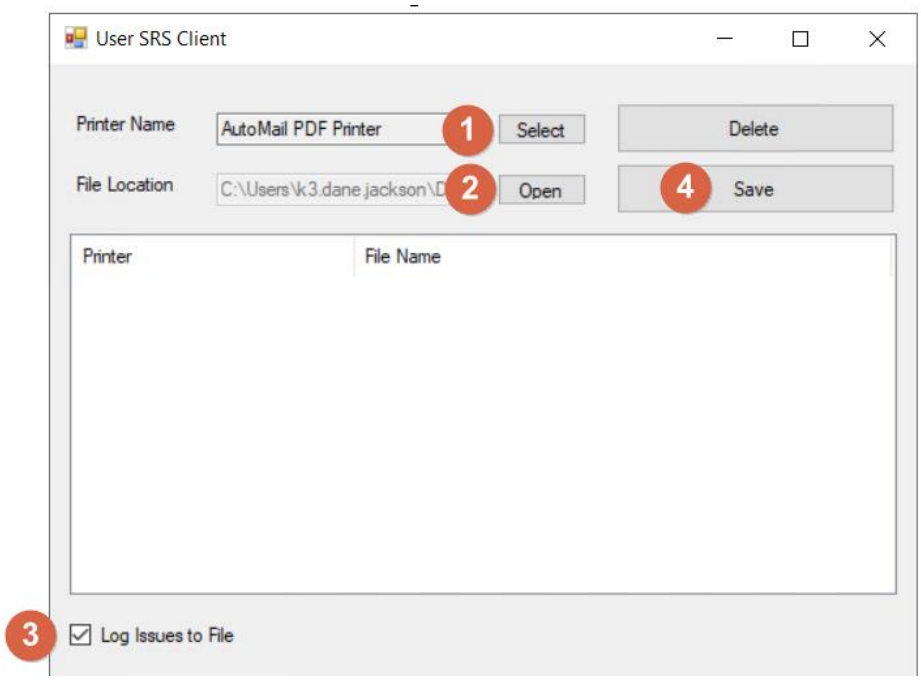
These files are used when printing with preview set to on, instead of printing to the PDF printer the program copies the PDF file that SYSPRO creates, to the servers PDFWatch folder

- UserSRSDocumentPrint.exe
- UserSRSDocumentPrint.exe.config

The config file contains the printer's name and the location of the servers PDF watch folder, full UNC path
e.g. <add key="AutoMail PDF Printer" value="**ServerName**\PDFWatch" />

Steps to setup the configuration file

- Double click on the UserSRSDocumentPrint.exe to open the program
- Click the button 'select' to the right of the printer field, select the 'AutoMail PDF' printer and click 'Print'
- Click the button 'open' to the right of the file location field, leave the location as 'desktop' and click 'ok' (the setup program doesn't allow network paths to be entered therefore have to edit the config and manually add the value later)
- Click the 'log issues to file' on the bottom left
- Click the 'Save' button - This will create a file within the {SYSPRO}\base folder named UserSRSDocumentPrint.exe.config
- Close the application from the top right 'x'



Open the config file SYSPRO\base\UserSRSDocumentPrint.exe.config

- replace with the UNC path the servers PDFWatch folder share e.g. \\appserver1\PDFWatch
  From
  <add key="AutoMail PDF Printer" value="**C:\Users\name\Desktop" />**
  To
  <add key="AutoMail PDF Printer" value="**\\appserver1\PDFWatch**" />

Full File example

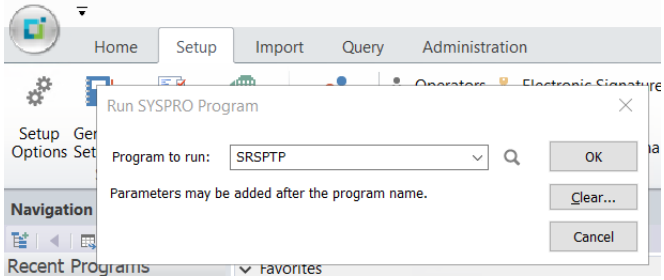
```
<?xml version="1.0" encoding="utf-8"?>
<configuration>
  <appSettings>
    <add key="AutoMail PDF Printer" value="\\appserver1\PDFWatch" />
    <add key="Logging Active" value="True" />
  </appSettings>
  <startup>
    <supportedRuntime version="v4.0" sku=".NETFramework,Version=v4.0"/>
  </startup>
</configuration>
```

2. SYSPRO setup

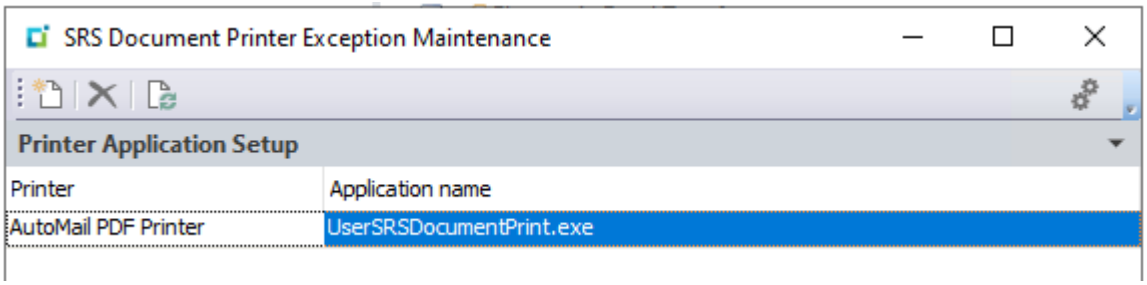
Server: SYSPRO8 2021 R2 (and above) - add the AutoMail printer to printer exception program (SRSPTP)

This replaces the UserSRSDocumentPrint.txt that was used in prior versions of SYSPRO8

- Login to SYSPRO on the server
- Press CTRL + R or SYSPRO button > run a program, type: SRSPTP



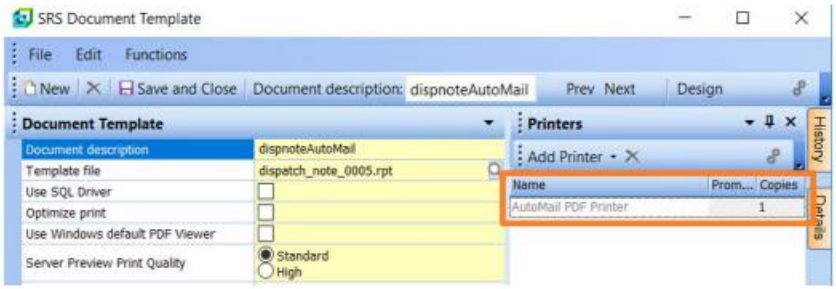
- Click the button 'New', select the magnifying glass to the right of the 'Printer' field
- From the 'Print' dialog box select the 'AutoMail PDF printer' and then 'print'
- Close the program



Server or Client: SYSPRO - Stationary format setup

NOTE: Each stationary format used for AutoMail will require the following change - setting the printer to the 'AutoMail PDF printer'

- SYSPRO > Setup > Stationary Formats > select the format
  - Select the document type, select the Format
  - Highlight 'SRS Options' > change (button)
  - From the 'SRS Document Template' program;
    - Add Printer > select 'AutoMail PDF Printer'
    - delete any existing printers, normally this would be '{current printer}'
- Click the 'Save and close' button
- Close 'SRS document printing formats' – File > Exit


SRS Document Template
File
Edit
Functions
New
Save and Close
Document description:
dispnoteAutoMail
Prev
Next
Design
Document Template
Document description
dispnoteAutoMail
Template file
dispatch_note_0005.rpt
Use SQL Driver
Optimize print
Use Windows default PDF Viewer
Server Preview Print Quality
Standard
High
Printers
Add Printer
Name
Prom...
Copies
AutoMail PDF Printer
1
History
Details

3. Client setup

Client: copy configured UserDocumentPrint files from the server to the client

Either;

Manually copy the files configured earlier on the server to each client that will print to AutoMail

- Base\userdocumentprint.exe
- Base\userdocumentprint.exe.config

Create a Batch file on the server to copy the files to the client machine

On the application server, the folder 'SYSPRO Deployment' is normally shared as 'SYSPRODeploy'

Create a new subfolder 'AutoMail Client setup'

Copy the two files to your 'Syspro deployment\AutoMail Client setup' folder

- Base\userdocumentprint.exe
- Base\userdocumentprint.exe.config

Create a file named: 'Client AutoMail UserSRSDocumentPrint files.bat' with the following content;

Change AppServerName to your server name

```
Xcopy "\\AppServerName\SYSPRODeploy\AutoMail Client setup\UserSRSDocumentPrint.exe" "c:\SYSPROclient\base"

Xcopy "\\AppServerName\SYSPRODeploy\AutoMail Client setup\UserSRSDocumentPrint.exe.config"
"c:\SYSPROclient\base"

timeout 10
```

On the client, browse to the server share and run/open the 'Client AutoMail UserSRSDocumentPrint files.bat' file

Client: Setup a local printer named 'AutoMail PDF Printer'

The following processing steps will setup a local printer on the client machine named 'AutoMail PDF Printer', using a local null port pointing, printer driver is generic text only

The 'AutoMail PDF Printer' needs to be installed on the client as a local printer, with the exact same name as the server's printer (case sensitive), the printer isn't used, SYSPRO only validates that exists

Note: The printer cannot be a network printer e.g. the application server shared 'AutoMail PDF Printer' should not be installed on the client

Note2: printing to the printer will print nothing and nothing will show in the printer queue

If want to check that the user is incorrectly printing to this printer, pause the printer and check the queue

Steps

Create a file named: 'Client AutoMail PDF Printer install.bat' with the following content in the same folder as the above step 'Syspro deployment\AutoMail Client setup'

Change AppServerName to your server name

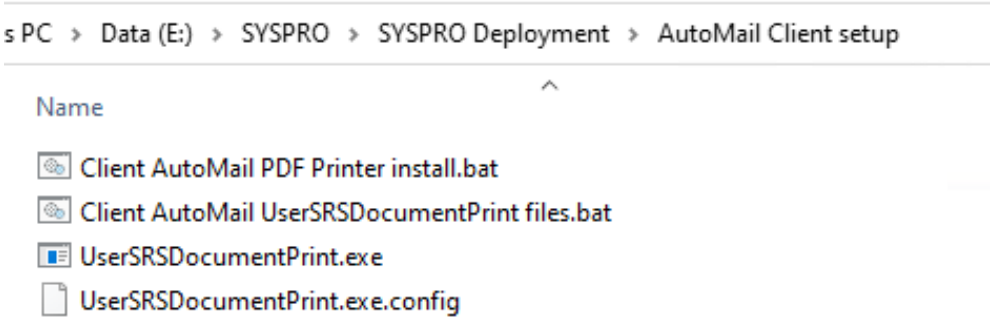
```
rundll32 printui.dll,PrintUIEntry /if /b "AutoMail PDF Printer" /f "%systemroot%\inf\ntprint.inf" /r "nul:" /m "Generic / Text Only" /z

::optional to set the comment on the printer
rundll32 printui.dll,PrintUIEntry /Xs /n "AutoMail PDF Printer" comment "Dummy printer for using AutoMail with server side printing"
```

On the client, browse to the server share and run/open the 'Client AutoMail PDF Printer install.bat' file with elevated privileges (right click run as administrator)

Information on the command line;

/if : install printer using inf file
/b: printer name
/r: port
/m: printer driver model
/z: do not auto share printer

The folder and files will look like this on the server



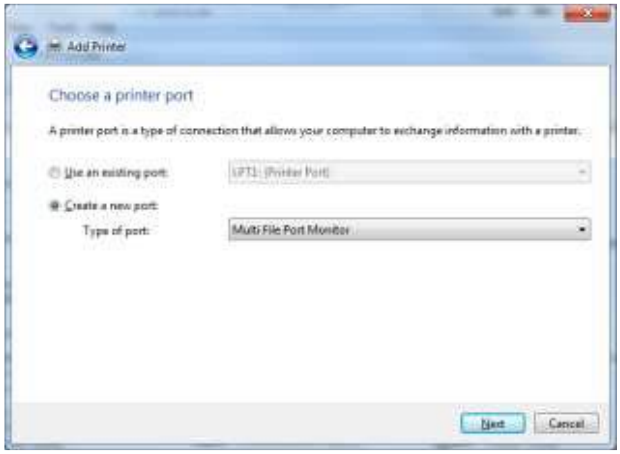
Server: Instructions for installing a virtual PDF printer for AutoMail

Install Ghoscript and Multiport monitor to default install locations

- Ghostscript from http://www.ghostscript.com/download/
- MultiPort Monitor from here http://sourceforge.net/projects/mfilemon/files/latest/download

Install Printer on the server that AutoMail is installed on

- Add a local printer and select “Create a new port” when asked what port the printer is connected to.



- Select Multi File Port Monitor from the drop down list and click Next
- In the MFILEMON new port name dialog box type “AUTOMAIL:”

In the MFILEMON port configuration screen type the following settings:

- **Output path**: The path to your AutoMail PDFWATCH folder (this must be on the local hard drive).

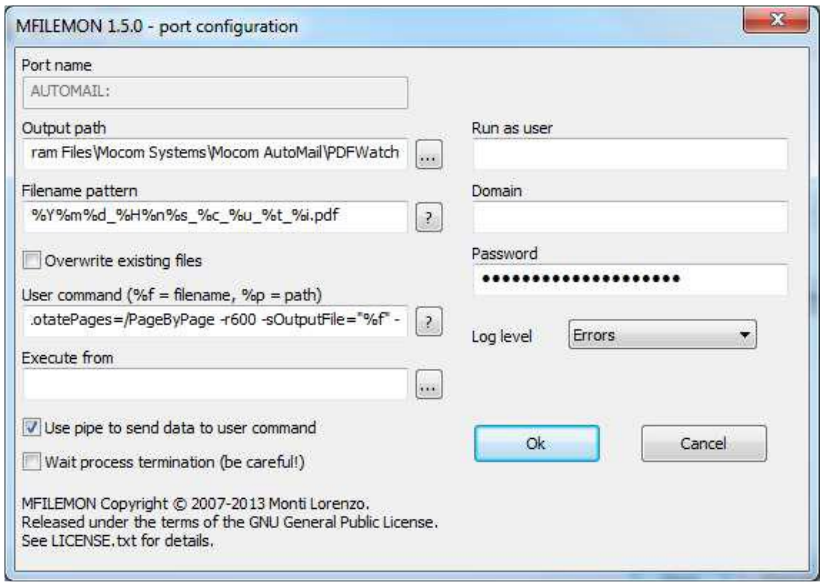
E.g. C:\Program Files\Mocom Systems\Mocom\AutoMail\PDFWatch

- **Filename Pattern:** %Y%m%d_%H%n%s_%c_%u_%t_%i.pdf
- **Overwrite Existing files:** Do not tick
- **User command (You may need to change this depending on where you have installed the ghostscript files):**

C:\Program Files\gs\gs9.07\bin\gswin64c.exe -dBATCH -dSAFER -dNOPAUSE -sDEVICE=pdfwrite -dPDFSETTINGS=/prepress –dAutoRotatePages=/PageByPage -r600 -sOutputFile="%f" -

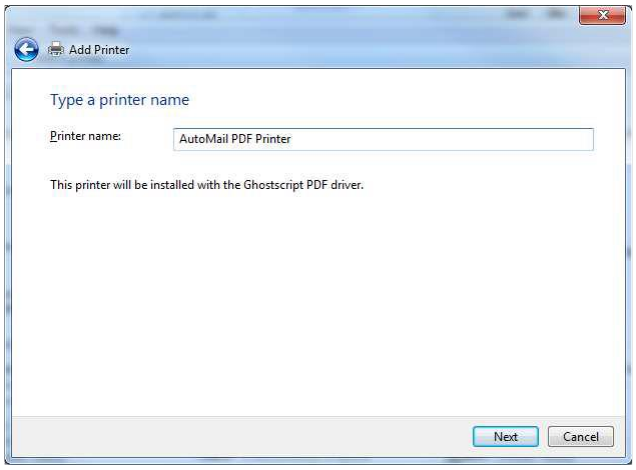
(NOTE: This is all one line, and must include the final dash)

- **Use pipe to send data to user command:** Tick this box.
- **Wait process termination:** Do not tick.

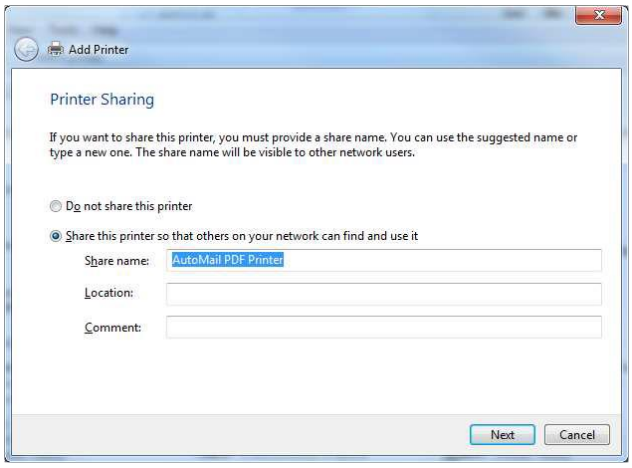


- Click OK.
- When asked for the drivers, select “Have disk... “

  Browse to the path “C:\Program Files\gs\gs9.07\lib” (or to the “lib” directory of wherever you have installed Ghostscript) and select “ghostpdf.ini”.
- Click continue if you get any driver certification warnings.
- Click Next and name the printer to suit, we suggest AutoMail PDF Printer



- Next Share the printer

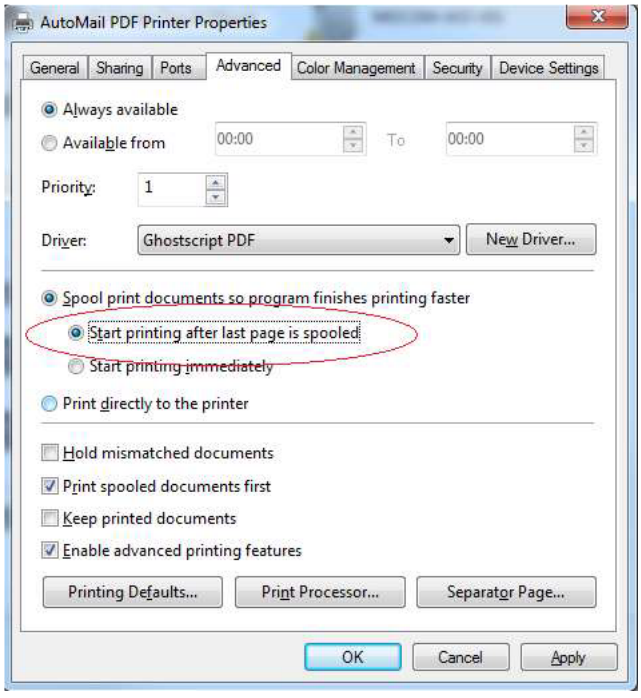


- Click Next and Finish

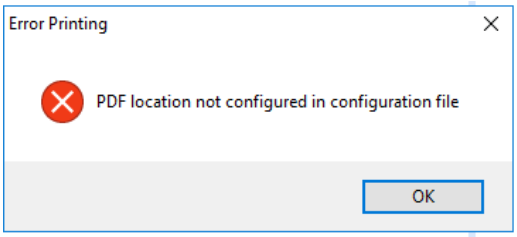
Configure and share printer

Once the printer has been created then you will need give access to AutoMail users in the normal way (security tab) depending on how your network security is managed.

Also we recommend selecting “Start Printing after the last page is spooled” option in the printer properties to minimised the conflict with AutoMail pickup process.



Errors and solutions

Error Printing from SYSPRO; *PDF location not configured in configuration file*  	Except for SYSPRO 2021 R2 UserSRSDocumentPrint.txt - If this file doesn't exist all prints will go through the 3rd party process (attempt to find a printer in the UserSRSDocumentPrint.exe.config and move the file to the corresponding folder) This will display an error relating to PDF location not configured If the file exists 'UserSRSDocumentPrint.exe.config' check the printer's name and folder location are correct in the config file Check that the SYSPRO client is installed to the default location C:\sysproclient, if not then manually copy the files to the SYSPRO client folder
Printing from SYSPRO with preview off and no file is created	Add the 'AutoMail PDF Printer' to the stationary format - printers section
Test print from notepad, no print job is entered into the printer queue	Check the printer port has been added, if no printer port selected; delete the printer, restart the windows service 'print spooler', wait a few minutes and try again with the manual steps of adding the printer
Receive error when running the batch file to add the printer; *Operation could not be completed (error 0x00000704).* *The specified port is unknown.*	Ensure on the application server the AutoMail PDF Printer is shared with the same name in the batch file