



Procedure to configure DYMO LabelWriter

Product Version: 12.2

Document Status: Final

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Intended Audiences: MDLand Customer Support

Purpose:

This document describes the steps to configure DYMO LabelWriter to make sure it works with iClinic to print out lab labels.

Created Date: 01/02/2015

Approved by:

Modified Date: 05/09/2017

Troubleshoot Highlights

1. Google Chrome is the primary supported browser by MDLand
2. The latest version of DYMO LabelWriter driver (ver: 8.6) doesn't work with many third-party software including iClinic. Reinstallation of the previous version 8.5 is necessary
3. The latest version of Google Chrome (ver: 58) might not work with DYMO labelWriter spontaneously. Configuration might be needed

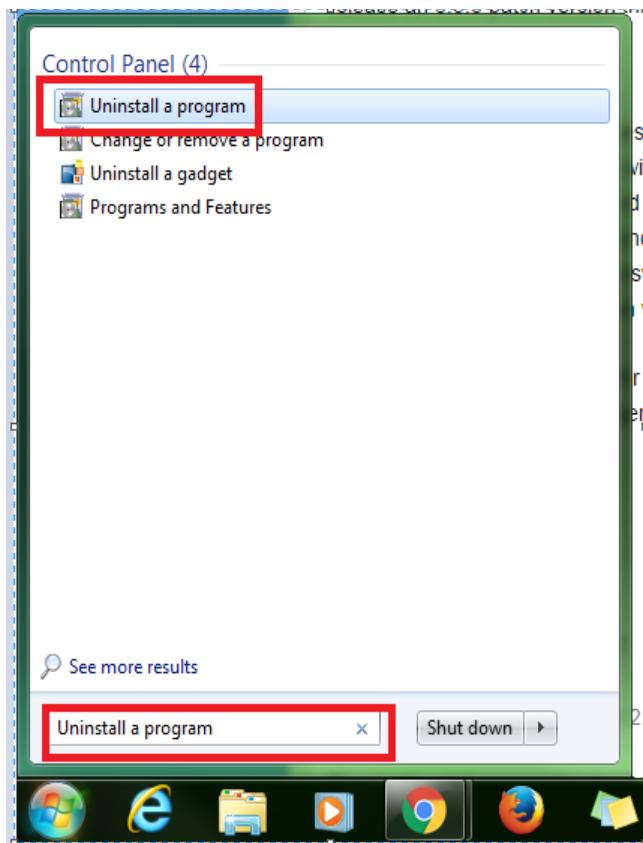
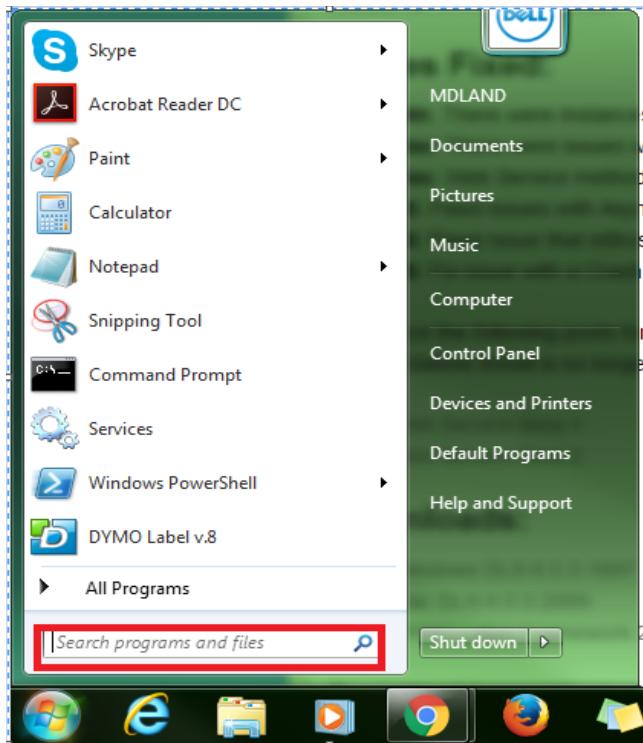
General Troubleshoot

Step 1: Uninstall Incorrect Driver (ver 8.6):

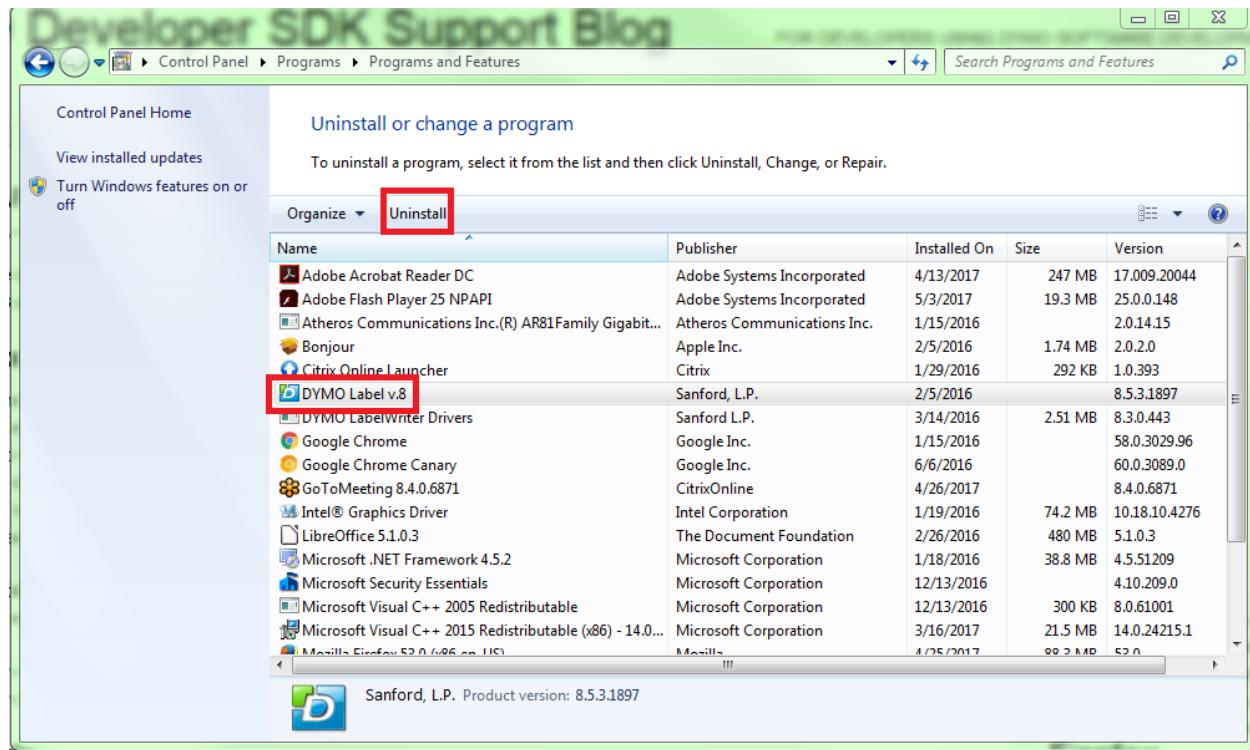
1. Click on the Windows Icon.



2. Type 'Uninstall a Program' into the search bar:



3. Click Dymo Label v.8, then click Uninstall:



4. After uninstallation is complete, a restart of the computer may be required.

5. Move on to the next set of steps after the computer has restarted.

Step 2: Install Correct Driver:

1. Go to DYMO developer website:

<http://developers.dymo.com/2016/01/05/dymo-label-software-version-8-5-3-for-patch-release-macwin/>

2. Download the correct driver (ver 8.5.3) from the website:



DYMO Developer SDK Support Blog FOR DEVELOPERS USING DYMO SOFTWARE DEVELOPMENT KITS

Jan 05 2016

DYMO Label software version 8.5.3 for Patch Release Mac/Win

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I hope everyone enjoyed their holidays! We have had a number of issues reported, several of them were big enough that we decided to release an 8.5.3 patch version that fixes the issues that were found.

Issues Fixed:

- **Win:** There were instances that caused Barcode corruption when the Barcode was rotated on a label
- **Mac:** There were issues with the Web Service refreshing the list of DYMO printers
- **Mac:** Web Service method timeout is increased due to too many timeouts
- **JS:** Fixed issues with Async calls
- **JS:** Fixed Issue that IsBrowserSupported return the wrong value
- **JS:** Fix Issue with a Crash when running in IE8

Reference the following posts for additional set up information. Keep in mind that the Web Service is built into this version of DYMO Label so the standalone install is no longer required.

- Web Service Beta 1
- Web Service Beta 2

Downloads:

- Windows DLS 8.5.3.1897
- Mac DLS 8.5.3.2009
- DYMO Label Framework 2.0.2

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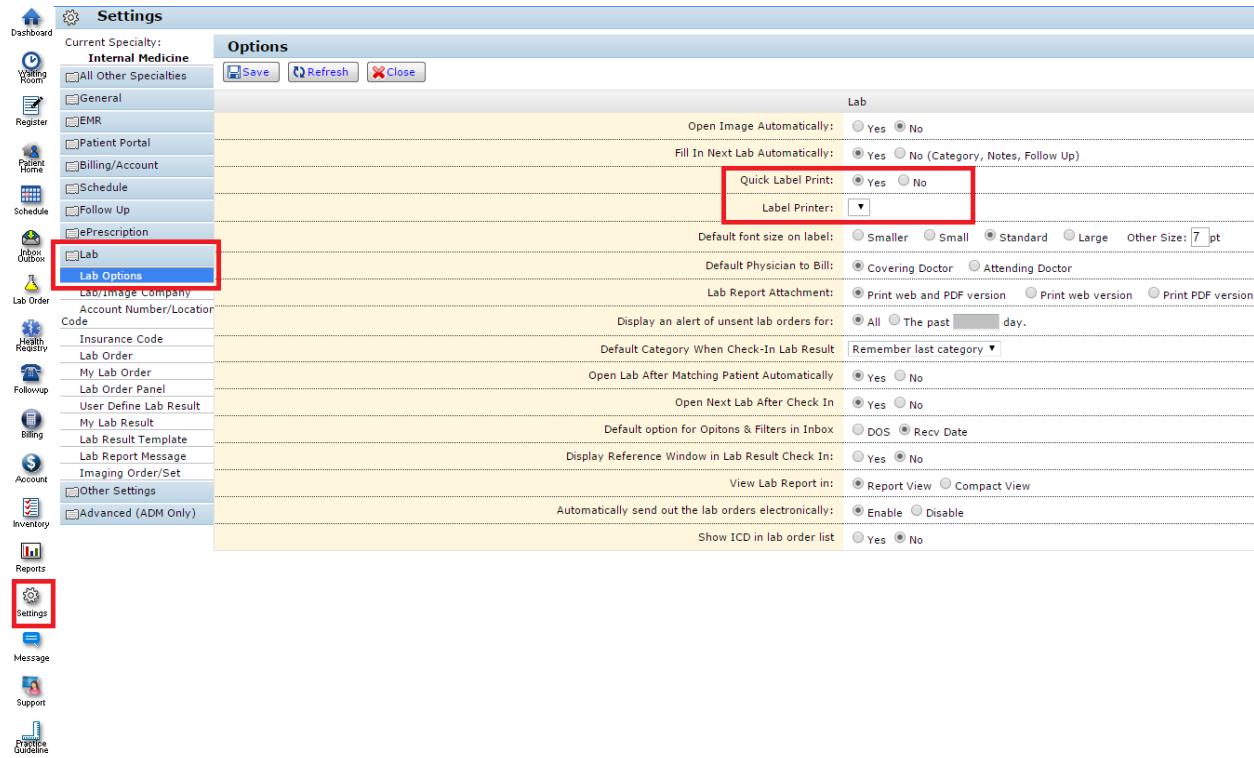
Tags

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3. Install the driver to client's computer

Step 3: Configure iClinic:

1. Login iClinic, go to Settings/Lab/Lab Options, select Yes to Quick Label Print, then select DYMO LabelWriter from below Label Print drop down.

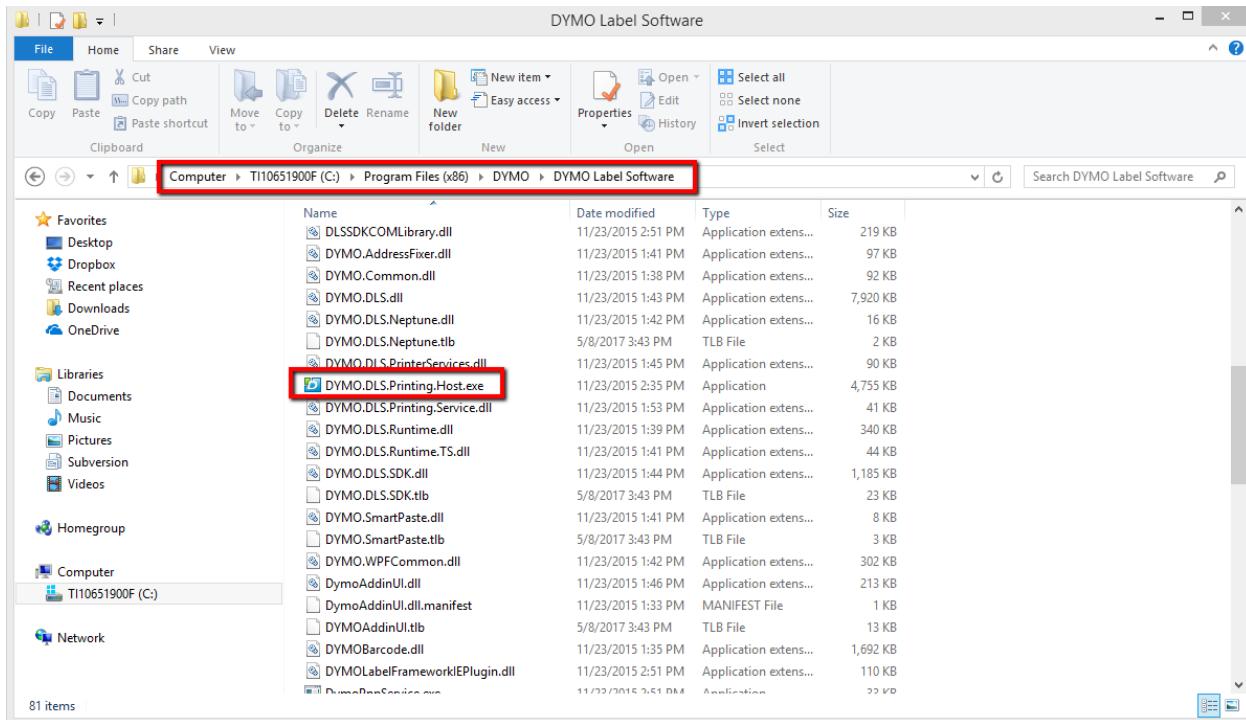


6. Save the settings then DYMO LabelWriter should be working with iClinic.

Troubleshoot for Google Chrome version 58.0.3029.96

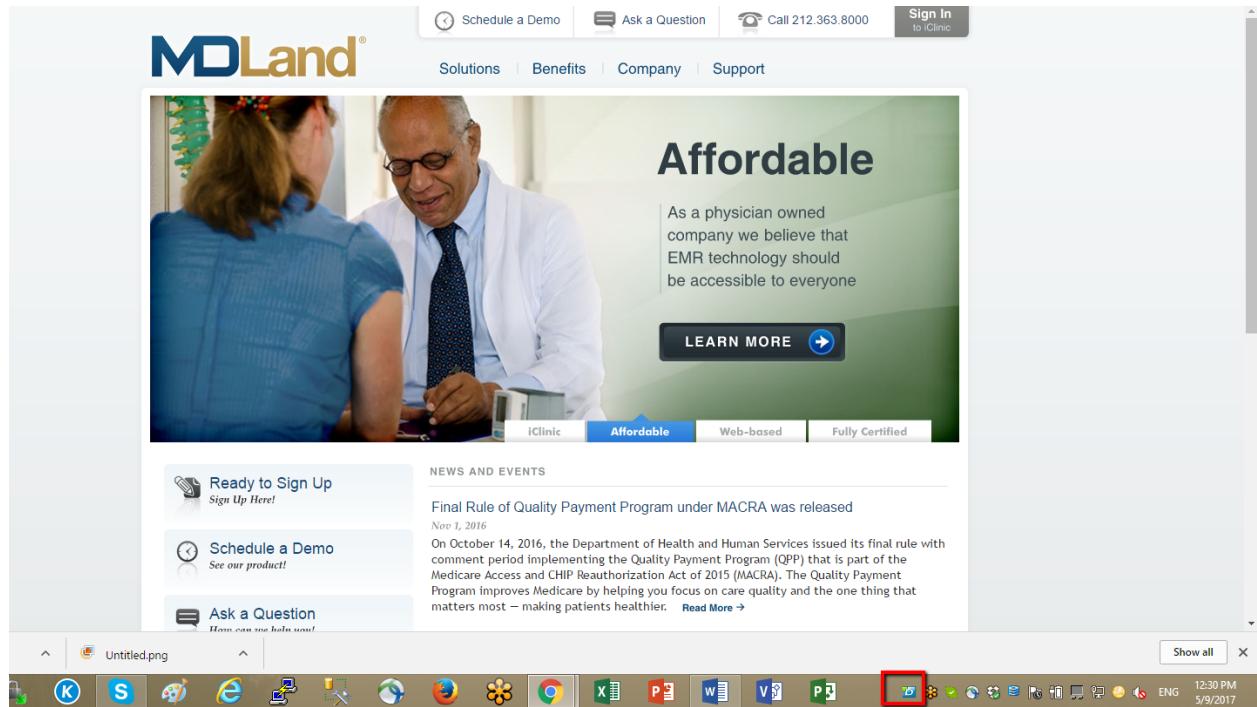
Step1: Start/Restart DYMO Label Web Service

1. Open DYMO installation folder. Usually it is located at C:/Program Files(x86)/DYMO/DYMO Label Software



2. Double click on DYMO.DLS.Printing.Host.exe

3. The DYMO Label Web Service should appear at lower corner of right hand side (rebooting computer might be needed)

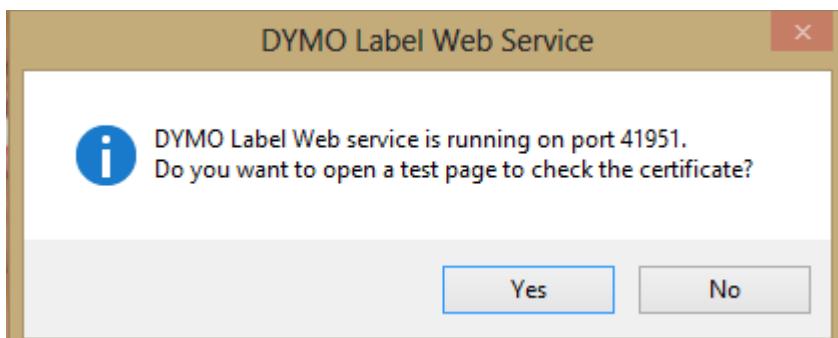


Step2: Start DLS Web Service

1. Right click on DYMO Label Web Service and click on Diagnose



2. A confirmation window will popup. Click Yes to open a test page to check the certificate



3. A page indicating that your connection is not private may appear, select ADVANCED and click on Proceed to localhost (unsafe).

4. The page “Congratulations! DLS Web Service is up and running. You can now print from supported web sites” should appear.

5. Login back to iClinic/Settings/Lab/Lab Option, pick the corresponding DYMO

LabelWriter from the label printer drop down list and print the label normally