InventoryControl: Configure mobile device label printing, when printer is not connected to the Inventory Service PC

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When printing labels from a mobile device via InventoryControlRF, the default configuration assumes the label printer is connected to the PC running Wasp Inventory Windows Service (WIWS). If the label printer needs to be connected to a client PC instead, further configuration is needed.

Note: This works only for mobile devices in Wifi mode (RF), not batch mode (sync over data cable).

A. Create user account(s):

Option 1 (using a domain): Create a domain user account that will be used as a service account. (See requirements below.)

Option 2 (domain is not available, or not preferred): In order to utilize Windows pass-through authentication, create one user account each on the WIWS PC and the client PC. Each username should be exactly the same, and each password should be exactly the same.

The account(s) should only be used to print labels from the mobile device. The account(s) will be:
a. member of the WIWS PC's local Administrators group (or some other group with admin rights).
b. password never expires (optional but recommended).
c. set as the logon account for the WIWS.
d. granted the "Log On As A Service" right on the WIWS PC.

B. Configure the Client PC:

Connect label printer via USB. Configure the label size on the General (Preferences) and Advanced (Printing Defaults) tabs of Printer Properties. Share it as a network printer. Click the Additional Drivers button, check boxes for x64 and x86, OK, click "Install this driver software anyway", Close. Note the PC name and shared printer name for later.

C. Configure the PC running WIWS:

1. Add the service account into the local Administrators group (or some other group with admin rights).

2. Log onto the PC as the service account.

3. Install the networked label printer. Set the label size (in both places) the same as on the Client PC.

4. Set the WIWS to log on as the service account:

Control Panel > Administrative Tools > Services.

Right-click on Wasp Inventory Windows Service and select Properties.

On the Properties screen, select the Log On tab.

Select the "This account" checkbox and then the Browse button.

Enter the service account, then click the Check Names button.

Click OK.

A confirmation message similar to the following will appear:

"The account .\<account name> has been granted the Log On As A Service right."

Click OK on this message.

A message similar to the following will appear:

"The new logon name will not take effect until you stop and restart the service."

Click OK again to close out of the screen.

On the Services screen, right-click Wasp Inventory Windows Service and select Stop, then right-click again and select Start.

5. Log off the service account.

D. Configure the mobile device:

Connect the mobile device to the PC, and set it up normally in Mobility, Windows Mobile/CE (Wireless). During setup, for the question "Do you plan to print from the mobile device?", click Yes, then click "Yes, I will be printing from a network printer".

On the mobile device, run InventoryControlRF and log in. At the bottom (or top), click Tools button (or menu), Select Label Printer. Select the networked label printer. This typically appears toward the bottom of the list, in the form \\clientpcname\printername. Then tap OK.

E. Edit the label (optional).

If the WIWS PC has the InventoryControl software installed, edit the label on that PC. Otherwise use any other InventoryControl client PC, and don't forget to do *** when you get to it below.

In InventoryControl, Labels, edit "Add, Receive Item Label for Mobile Device", which opens in Labeler. Match the label size and layout if needed. Save the changes. In Windows File Explorer, find this path/filename:

C:\ProgramData\Wasp Barcode Technologies\InventoryControl\4.0.0.0\Labels\MobileDeviceAddTransactionItemLabelDB.LAB

X

Move or copy this file to the following path:

C:\ProgramData\Wasp Barcode Technologies\WaspInventoryWindowsService\6.0.0.0\Labels\

If there's an existing file by the same name there, you can rename it first, or overwrite it, as desired.

*** If you're editing on a client PC, you must copy the file to the same path on the WIWS PC (via network, thumb drive, or other method).

F. Print labels:

On the mobile device, when Adding or Receiving items, there will be a line at the bottom that says "No. of Label:" where you specify how many labels to print. When the transaction is complete, that number of labels should print from the specified label printer. Note: There may be a delay of several seconds before the label(s) print out.

Related Pages

- InventoryControl v7: Unable to print labels using the wireless mode mobile device
- InventoryControl v7: The label printed from Adding on the mobile device is the wrong size
- InventoryControl Label File Paths