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## Auto-Count 4D Release Notes

Version 2026.1  
2026



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 Auto-Count | Release Notes

January 2026 | Auto-Count Version 2026.1

Sprint 225

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## Introduction

Welcome to Auto-Count. These release notes are designed to help you update your Auto-Count products which include Plant Manager (Browser), Auto-Count and Auto-Count 4D, Paper Monitor, and Plant View. (Paper Monitor and Plant View are optional installations which you may or may not have.) We've also listed the new enhancements in this release as well as the corrections we've made since the previous release. Please see the contact information below if you need assistance or have any questions.

The following enhancements and corrections are organized by release version. The releases are cumulative, meaning if you install the latest build, you automatically have all the corrections and enhancements from that build and all previous builds. For release notes that are older than v19.1.1.1305, download from the Documentation Portal. Please contact Support for details.

**Upgrade** For upgrade instructions see the section "Upgrading Plant Manager, Auto-Count, and Paper Monitor".

**Net Per Block:** When using scale by inner container, do not edit the lowest level container. We'll disable this in a future sprint. (DMI-10501)

**Report Service:** You must be on Plant Manager **v19.1.1.1036** or higher to install EPS Reporting Services on the same server as SQL Server 2022. If you are not on this version, then install Reporting service on a separate machine from SQL 2022

**Missing Outputs:** If you are on release 19.1.1.1069 or 19.1.1.1076, then it is possible Auto-Count could have problems recording outputs properly, resulting in outputs missing in the database and not being sent to the MIS. We have a script that can identify if you have this issue and how to properly restore the missing outputs. If you are on these versions, please contact support before you upgrade to version 19.1.1.1085 or higher.

**eFlow Integrations:** eFlow users should not install 19.1.1.974. This build was pulled from release, but if someone installed this version before we pulled it, then please contact Support for how to properly upgrade. Instructions are on the ticket DMI-9162.

**PlantManagerConfig.xml:** PlantManagerConfig.xml file is saved and read from the C:\ProgramData\DMI\PlantManager folder.

**Plant Manager Configuration:** You must run the Plant Manager Configuration tool after installing version 19.1 and upgrading the database for the first time. Otherwise, the report service configuration will not be updated.

**eFlow workflows:** If you are upgrading from versions lower than 19.1.1.310 (or lower than 18.5.1.555) then you must run the Auto-Configure tool after you install Plant Manager. This will set the *MaxSendRetryDelay* option on the EFLOW subscription. This will help in scenarios where network issues are common.

## Contact Information

ePS Support	
<b>Web Site:</b>	<a href="https://communities.epssw.com">https://communities.epssw.com</a>
<b>E-Mail:</b>	<a href="mailto:dmi.support@epssw.com">dmi.support@epssw.com</a>
<b>Documentation Portal:</b>	<a href="https://epsdoc.myprintdesk.net/DSF/">https://epsdoc.myprintdesk.net/DSF/</a>

# Enhancements

## Auto-Count 4D

### Recalculate Output Weights

(DMI-12082 / 19.1.1.1663)

When operators changed the quantity of an inventory output in Auto-Count 4D, the system reduced the meters but did not update the corresponding gross weight, which also meant downstream systems like Radius did not receive the corrected weight. In this release, we've added a **Recalculate Weights** button to the Edit Outputs window. When the operator adds a quantity in the **New Quantity** field, they will select the **Recalculate Weights** button. When this option is selected, the gross weight is recalculated based on the updated quantity and reflected consistently wherever that inventory's weight is shown. Existing behavior is preserved if the operator chooses not to recalculate.

The screenshot shows the 'Edit Output Item' dialog box. It contains fields for Inventory ID (1), Date / Time (2025-04-15 11:59), Original Quantity (8,828), Current Quantity (4,400), New Quantity (3000), Note, Gross Weight (500), and a 'Recalculate Weights' button. The 'Recalculate Weights' button is highlighted with a red box. At the bottom, there are buttons for cancel, apply weight to all new outputs, apply note to set, and a green arrow button.

### In Progress Label Used in Run Queue

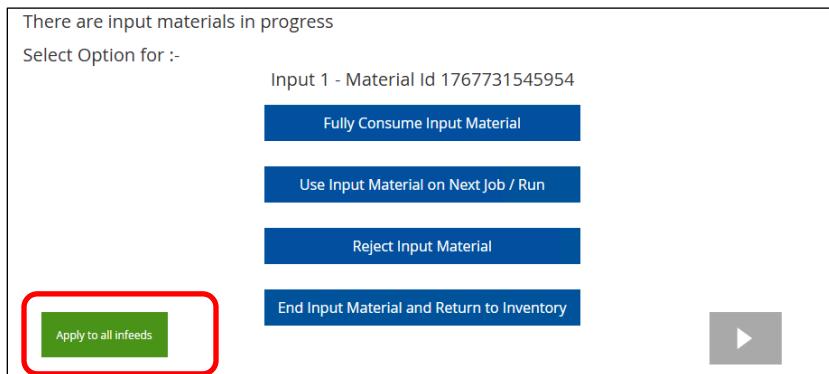
(DMI-13345 / DMI-1561)

When using a custom run queue, Auto-Count displayed "OnPress" or "Running" in the Run Status column for when a run was in loaded and in progress. As this could be confusing for non-press equipment operators (splitters, binders, etc.) we've changed the status to In Progress.

### Apply to All Infeeds

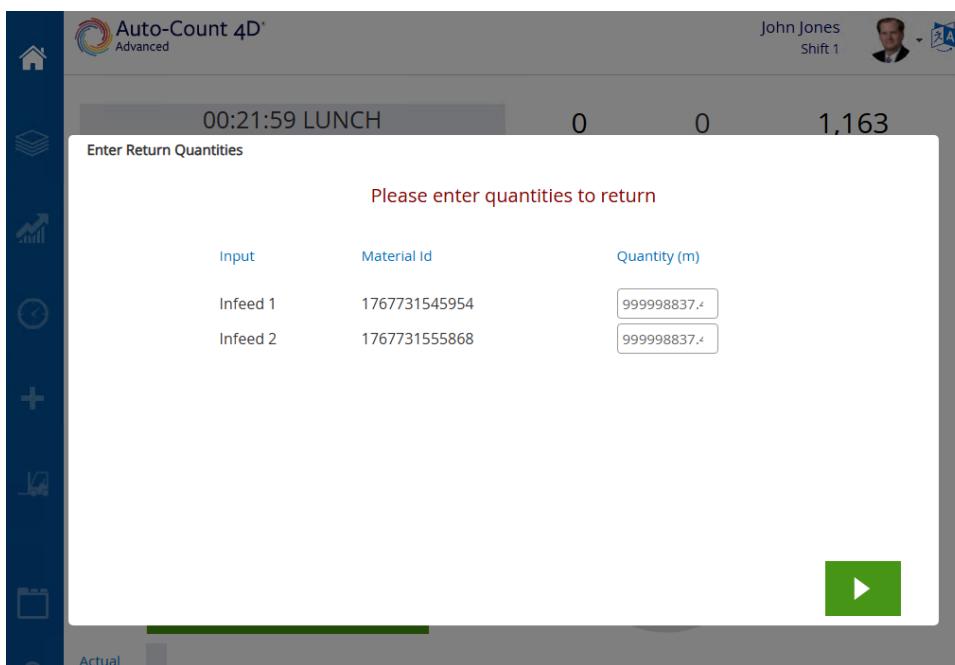
(DMI-12130 / 19.1.1.1660)

When you suspend or end a run with multiple infeeds, the run-end inventory dialog now includes an **Apply to all infeeds** button. You can now apply the chosen action to all remaining infeeds at once. Previously, you would have to choose an action for each infeed separately. This workflow is more efficient and reduces the chance for operator errors.



**Note** “*Reject Input Material*” continues to be handled one infeed at a time and cannot be applied to all inputs in a single step.

When you select “*End Input Material and Return to Inventory*,” the system opens a table listing each infeed. You can edit the quantity for each infeed as needed.



## Supported Crystal Reports Version

(DMI-13478)

We now support Crystal Runtime engine versions SP37 and SP38. This is not the full version but the runtime version (free). Find the installation files here: <https://www.crystalreports.com/download/>

or here: <https://origin.softwaredownloads.sap.com/public/site/index.html>

## Updated Chinese Localization

(DMI-13401)

We've updated the Chinese Simplified user interface strings.

## Inputs: Material ID Column Widened

(DMI-12972 / 19.1.1.1655)

To more clearly display long material ID values, we've increased the Material Id column from 18 characters to 26 characters. To accommodate this change we reduced the Material Type column to 30 characters.

Input 1		Queued	Available	Completed	
Material Id	Material Type	Width (mm)	Net (kgs)	Waste ( kgs)	Length ( m)
10241024102410241024102567	SA-PET-White/White_40.0_0.0 PET_Top/_White_Glassine1...	1,016.00	4,923	0	38,509

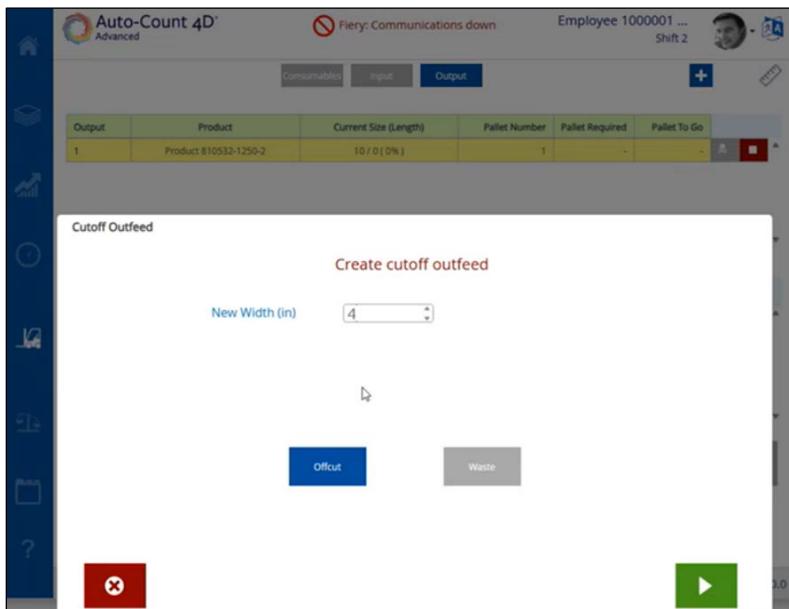
## Create Offcut and Waste Outputs

(DMI-12937 / 19.1.1.1600)

When extra material is cut off a roll you can label it as offcut to be put back into inventory for another job or sold. You can also create waste, or scrap, from the extra material. This workflow describes how to create these offcut or waste outputs for length-based materials. For details, please see the *Creating Offcut and Waste Outputs* Support Note.

**Note** This workflow is only available when using an AC4D Advanced length-based configuration and one roll stand. To set up this feature, open an AC4D Advanced machine in Plant Manager and enter a value in the Minimum Offcut Width field on the Materials page.





### Display Updates to Offcut User Interface

(DMI-13252 / 19.1.1.1636)

Now when you select an offcut type of output, the gray background turns to yellow, so it is more obvious which item is selected.

### Planned Speed Detail Screen Displays Meters per Minute/Hour

(DMI-12846 / 19.1.1.1545)

In this release you can now view the planned details of your job in meters per minute or hour. You can set the per minute or hour in Plant Manager with the Dashboard speed setting.



## OPC UA Support

(DMI-4019 / 19.1.1.1527)

Auto-Count now supports OPC UA enabled equipment. Please review the *Support Note – OPC UA Setup* document for details. Note, this is in early adopter release and only supports self-signed certificates currently.

## (Fiery Integrations) With File Changes User Manually Stop/Start Runs

(DMI-12771 / 19.1.1.1523)

When running multiple files with a Fiery, Auto-Count will now ignore files changes such as NewRun, Lift and EndRun messages. The operator must manually start and end runs as needed.

## (Radius) Work Instructions Generated On Demand

(DMI-12073 / 19.1.1.1511)

You can now view the most up-to-date work instructions (Job Documents) for your job automatically in Auto-Count 4D without waiting for a PDF to be regenerated and manually sent by Radius in the event of work instruction updates.

### Setup Notes

- In Radius, this will be available in 12.1 or 13.0 Suite versions by activating the OnlineWorksInstruction custom feature.
- In eFlow Dashboard, configure the Radius data source within the Productivity Workbench. Then start the Automator from the eFlow Dashboard > System Events tab (look for start Automator button.)

## Updated Translations

(DMI-12656 / 19.1.1.1480)

In version 19.1.1.1480 we've updated the following languages.

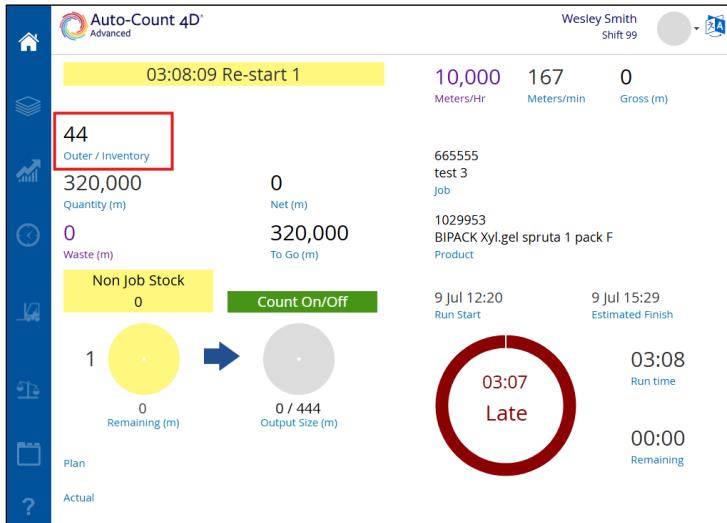
Spanish	French
German	Chinese (Simplified)
Polish	

## Use Secondary Container Level to set Net Per Block

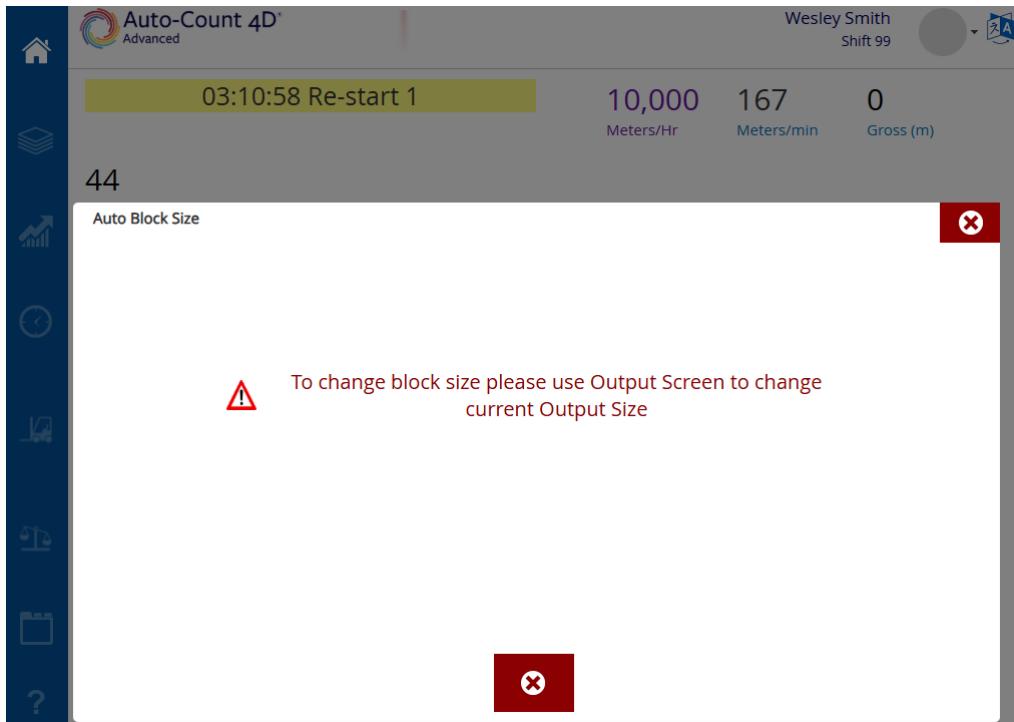
(DMI-12260 / 19.1.1.1471)

By adding a new Net Per Block option in Plant Manager called **Scale Net Per Block by secondary container**, operators can now set the Net Per Block value on the Home page by editing the secondary container value on the Outputs page. Auto-Count will also display the same label on both the Home screen and Outputs screen for this secondary container.

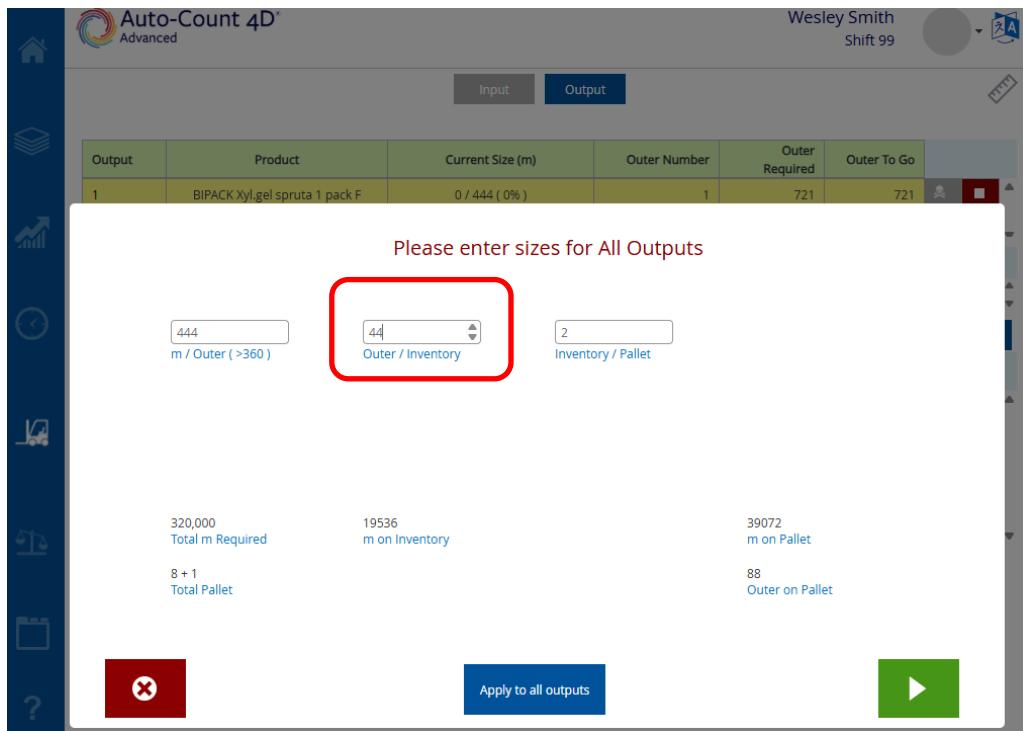
In this example, the Net Per Block value of 44 comes from the secondary container called Outer / inventory.



If the operator clicks the Net Per Block value on the Home page, they will get this message:



Simply navigate to the Output screen and edit the outputs. The first level container (rolls) cannot be edited; you can only edit the secondary container size and any containers larger. If you edit the secondary container value, it will be updated on the Home page.



## (Radius) Waste Reason Codes When Editing an Output

(DMI-12181 / 19.1.1.1466)

When editing a pallet, if the operator enters a quantity that is lower than the current quantity, then they will be asked to select a Waste reason before they can save the updated pallet information. This allows Radius to receive and use a more refined level of waste from a job.

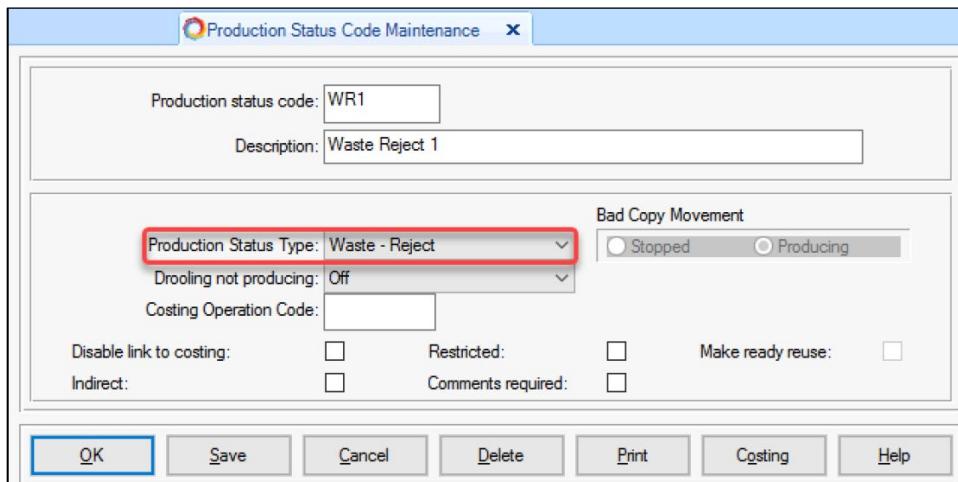
When reducing the quantity on an output, in this example from 100 to 80, you will be automatically prompted to enter a reason code to save the new pallet information.

The screenshot displays two instances of the Auto-Count 4D software interface. The top instance shows an 'Edit Output Item' dialog for Pallet 1. It includes fields for Date / Time (2025-10-29 13:40), Original Quantity (Sheets) (100), Current Quantity (Sheets) (100), New Quantity (Sheets) (80), and a Note field containing 'bad registration'. A red box highlights the green play button at the bottom right of the dialog. The bottom instance shows a list of operation codes under 'Please enter reason for waste'. The code 'QA-WASTE Waste' is highlighted with a yellow background. A red arrow points from the red box in the top dialog to the yellow-highlighted code in the bottom list.

## Settings in Radius

You must properly define your operation codes in Radius (Production status codes). In Radius navigate to **SFDC > Setup > Production Status Codes**. For those operation codes that you want to use for waste tracking, update the Production Status Type field to either **Waste - Reject** or **Wast - Scrap**.

Then bulk sync the updated codes to Plant Manager so the operator at the AC4D can select these waste codes. Once the sync is complete, the Operation Class in Plant Manager will be *Waste* for these codes.



**Note** For details on how to set this up in Radius, please see the *AC4D Run Waste Management* release note document.

## Document Button Displays as Red for Job Notes

(DMI-12433 / 19.1.1.1428)

To ensure operators don't miss important job notes for a run, Auto-Count now displays the run queue Documents button in red when there is a job note associated with the currently selected run. This is only true for job notes; when documents are available this button will still display as blue.

The screenshot shows the Auto-Count 4D interface. On the left is a vertical sidebar with icons for Home, Queue, Machine, Group, and Completed Runs. The main area shows a table of completed runs. A red arrow points to a red 'Documents' button located to the right of a row for job 1115, which has a yellow background. The table columns include Next, Job, Job Description, Step, Step Description, Customer, Setup Start, and Qty to Do. The row for job 1115 also includes a 'Job Note' section with details: Job 1115, Job Description Pizza Carton, Step 3152\_1, Step Description 1: F200 Carton Gluer - Plant 1, Qty to Do 10 Sheets, Original Quantity 10 Sheets, Number Up 1, Setup Start 2016/04/01 05:06, and Customer W100 Rewind/Slitter - Plant 1 Machine.

## (Vertical Apps) Split Tasks from PrintFlow

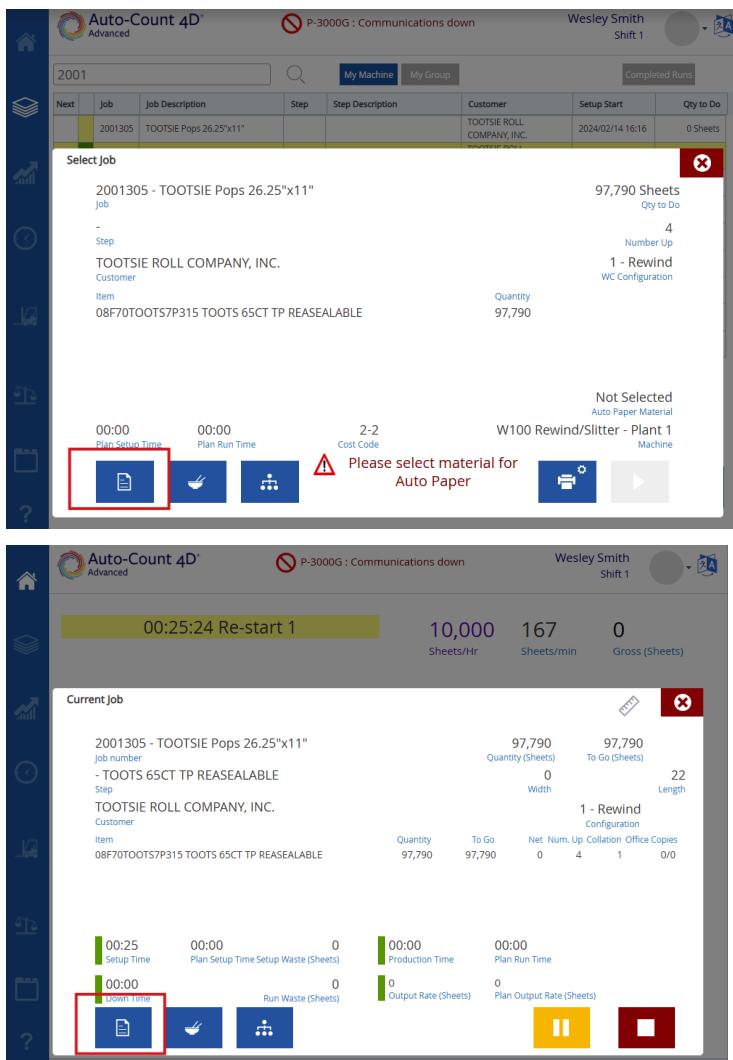
(DMI-11052 / 19.1.1.1392)

Auto-Count can now process and properly display split tasks sent from PrintFlow when integrated into a Vertical Applications (non-ePS MIS) workflow. Auto-Count will properly display and update PrintFlow and the connected MIS system with the correct information for a run containing the split task(s).

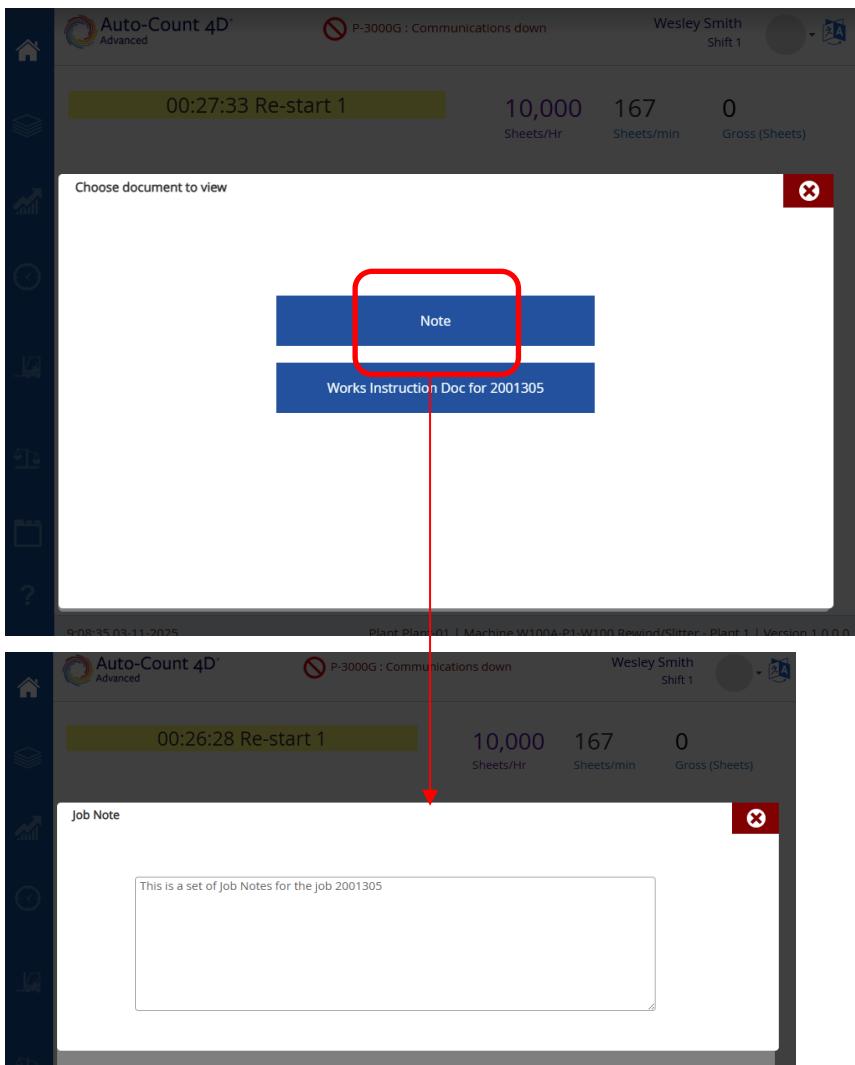
## (Radius) View Job Level Notes in Auto-Count

(DMI-10533 / 19.1.1.1358)

Radius users can now see Job level notes from within Auto-Count 4D. These new Job Notes can include information from PrintFlow or other important information for the run. When Job Notes are sent down to Auto-Count with the job, operators can select the Documents button to view them. The Documents button is available on both the Job Select window and Current Job window. There is a 1,000 character limit for these notes.



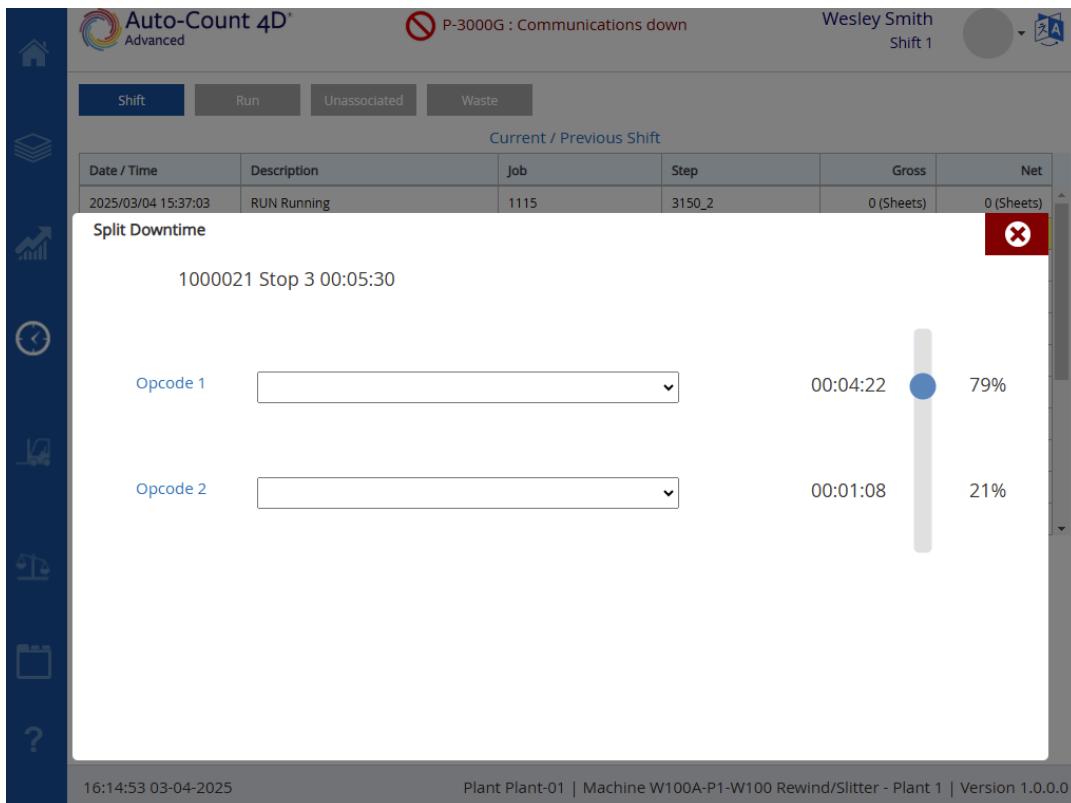
If there are also work instructions, Auto-Count displays two buttons called Note and Work Instructions. Select Notes to see the Job Notes for the job.



## Split Downtime Percentage

(DMI-10833 / 19.1.1.1352)

You can split a downtime event into multiple events with different reason codes and durations from the Production Log. In this release, we now display the percentage alongside the split times for better usability.



## Operation Codes Listed Alphabetically

(DMI-6670 / 19.1.1.1338)

To make it easier for your operators to select operation codes, we now display Operation Groups in alphabetical order.

## (Radius) Full Shift Descriptions

(DMI-9316 / 19.1.1.1328)

To assist operators in choosing the correct shift when they log in, Auto-Count 4D will now display the Radius shift description in the shift drop-down menu.

## (Technique) Collation Support

(DMI-11500 / 19.1.1.1397)

In this release, Auto-Count can now accept a collation factor from the Technique BOD message/ This value will be saved in the Plant Manager database and used where necessary during the run.

## Micro Stops

(DMI-10947 / 19.1.1.1323)

In this release we have added a category called Micro stops. If you require very short stops during production but you do not want to constantly redefine these stops or otherwise have them recorded like we do with Short Stops, then using micro stops is beneficial. This is especially useful in certain corrugated operations when operators must hand feed material into a machine at regular intervals.

When in a micro stop, Auto-Count 4D continue to display the Production code on the operator screen and the seconds within the preset micro stop period will be included as production time. If the stop exceeds the predefined micro stop timeframe, then Auto-Count will go into a stop code on the screen. If you have the Short Stop feature enabled, then it be considered a short stop and be recorded as such unless the short stop seconds are exceeded, in which case, it becomes a real stop requiring a stop code.

To set up this feature, enter the maximum number of seconds considered as a micro stop in the Machine Configuration settings. Please see the *Auto-Count 4D User Guide* for details.

## End of Job Questions will Now Display at both AC4D and Reelstand

(DMI-10772 / 19.1.1.1308)

When a job ends, we now display the material questions at both the AC4D console and the Reelstand to make it easier for operators to end jobs properly before starting another no matter which screen they are using. Previously, these questions were only displayed at the Reelstand.

When an operator answers those questions at either screen, Auto-Count will proceed to display the remaining questions on that screen, while displaying a message on the other screen that the job is ending on the other screen. Below is an example of what an operator would see at the Reelstand if end of job questions were being answered at the AC4D.

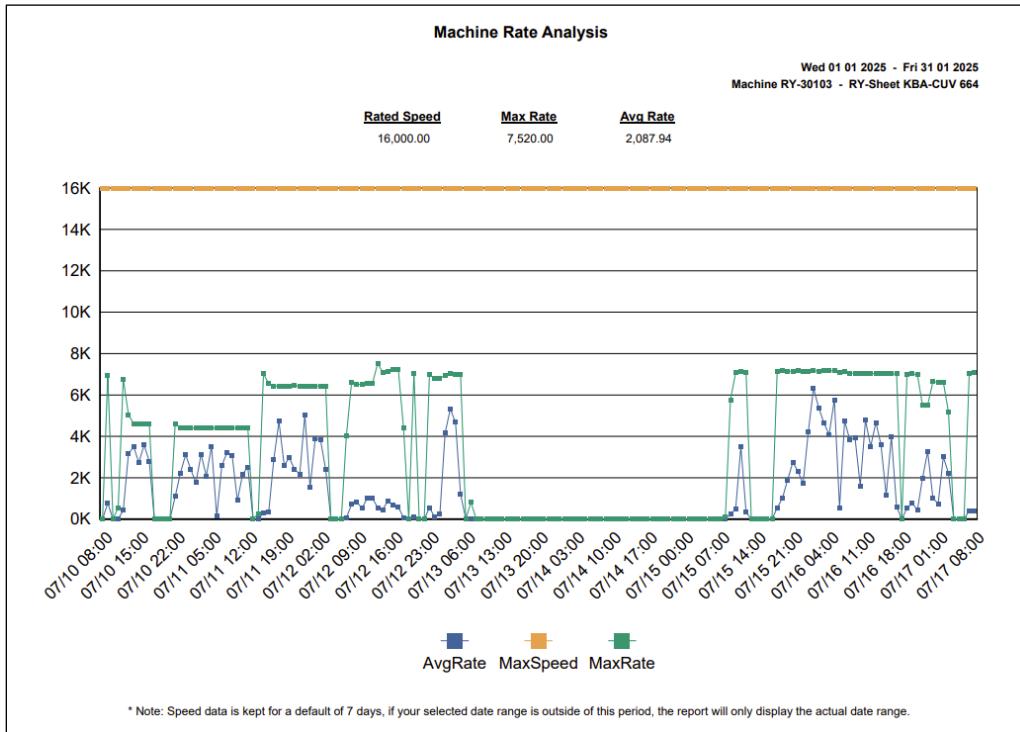


## Updated Machine Rate Analysis Report

(DMI-11494 / 19.1.1.1308)

We've enhanced the Machine Rate Analysis report for clarity and accuracy. The following updates were made:

- The summary data has been fixed:
  - Previously, showed summary for the first interval only, rather than the whole period
  - "AvgRate" now excludes stopped time
- Report selection criteria labels added
- Report name translation string added
- Number of data points has been increased to give hourly points
- Chart and legend formatting enhanced for usability
- The SQL query has been improved for clarity and speed
- Moved report to the Production category of reports



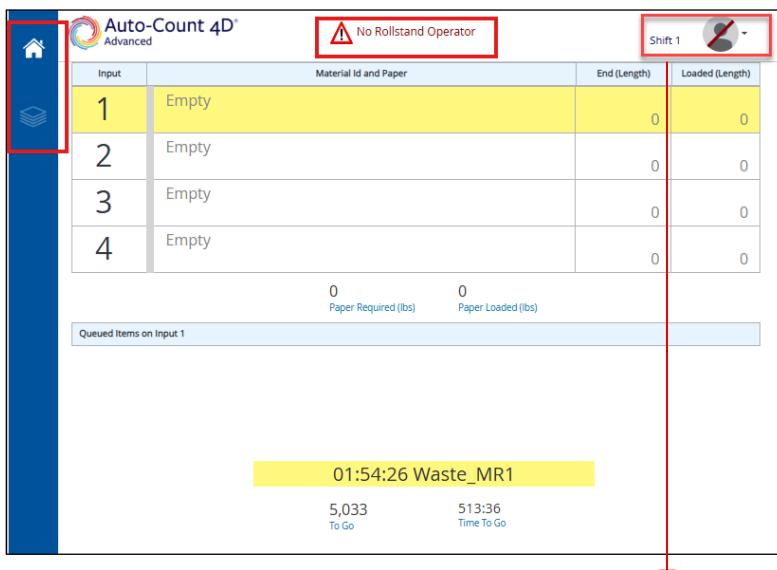
## Roll Stand/ Reel Stand

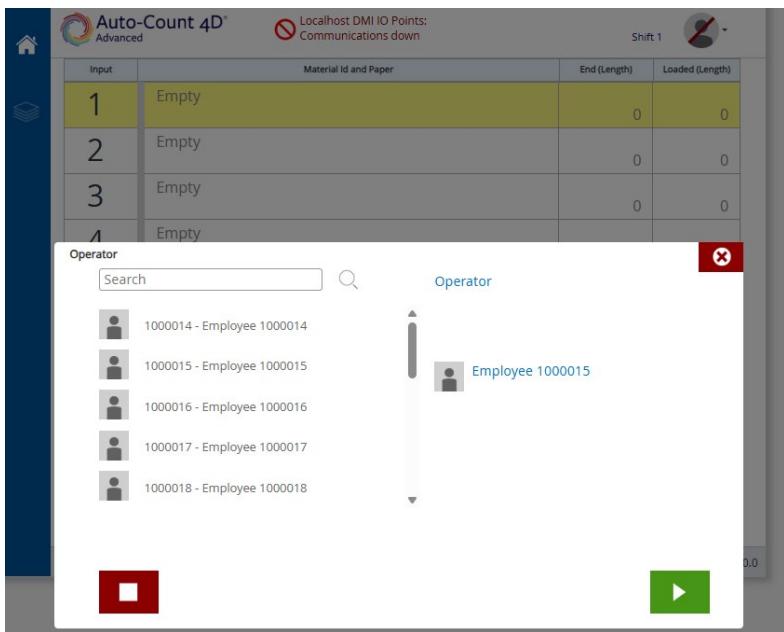
### Operator Login

(DMI-9758 / 19.1.1.1539)

There is a new Plant Manager Web option called 'Enable Rollstand Operator' which, when enabled, requires the reelstand/rollstand operator to log in to the Reelstand/Rollstand screen. This feature allows material usage to be tracked against this user instead of the press operator.

When no operator is logged in, you can only view the home screen and run queue. The message will display at both the rollstand and AC4D indicating that there is no current operator. Simply touch the Employee icon to open the log in window.

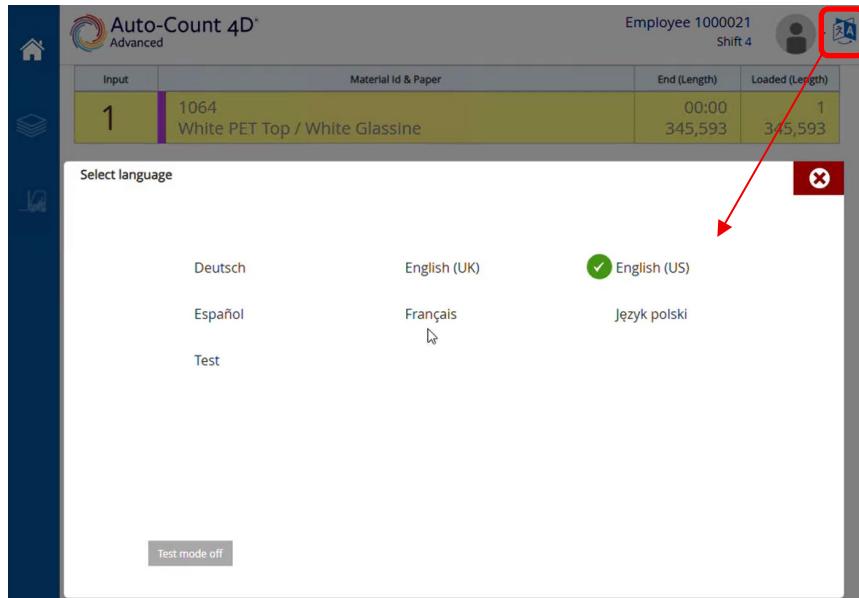




## Select a Language / German Localization Updated

(DMI-3889 / 19.1.1.1539)

You can now select a specific language for the Reelstand. Also, The German localization has been updated for Reelstand/Rollstand.

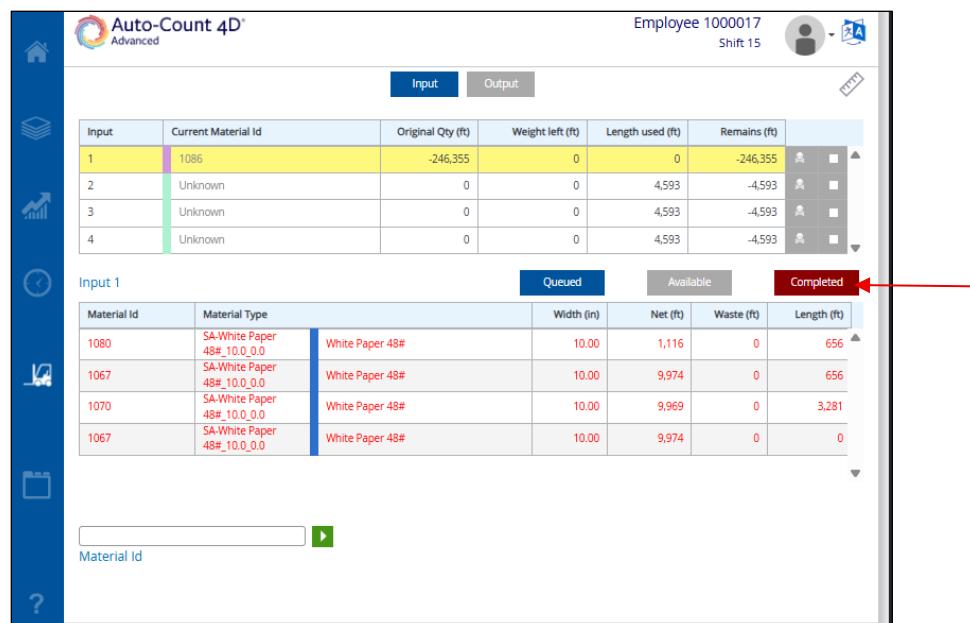


## Reprint Labels/Tags

(DMI-12818 / 19.1.1.1511)

You can now reprint an inventory label in Reelstand.

Select the **Completed** button. Note, you can only reprint items which have completed.



Click or touch the Material ID to open the reprint window.

The top screenshot shows the Auto-Count 4D software interface. The main title bar reads "Auto-Count 4D Advanced". The top right shows "Employee 1000017 Shift 15". Below the title bar are two tabs: "Input" and "Output", with "Input" selected. A table below the tabs shows roll information:

Input	Current Material Id	Original Qty (ft)	Weight left (ft)	Length used (ft)	Remains (ft)
1	1086	-246,355	0	0	-246,355
2	Unknown	0	0	4,593	-4,593
3	Unknown	0	0	4,593	-4,593
4	Unknown	0	0	4,593	-4,593

Below this is a section titled "Input 1" with three tabs: "Queued", "Available", and "Completed". The "Completed" tab is selected, showing a list of rolls:

Material Id	Material Type	Width (in)	Net (ft)	Waste (ft)	Length (ft)
1080	SA-White Paper 48#_10.0_0	10.00	1,116	0	656
1067	SA-White Paper 48#_10.0_0	10.00	9,974	0	656
1070	SA-White Paper 48#_10.0_0	10.00	9,969	0	3,281
1067	SA-White Paper 48#_10.0_0	10.00	9,974	0	0

A red box highlights the row for Material Id 1067. A red arrow points from this row to the "Material Id" input field at the bottom of the screen. The bottom of the screen has a search bar with a magnifying glass icon and a "Material Id" input field.

The bottom screenshot shows a modal dialog box titled "Reprint Label". Inside the dialog, there is a message "Reprint label for 1067" with an info icon. At the bottom right of the dialog is a red "X" button.

## Reelstand Displays Completed Rolls First

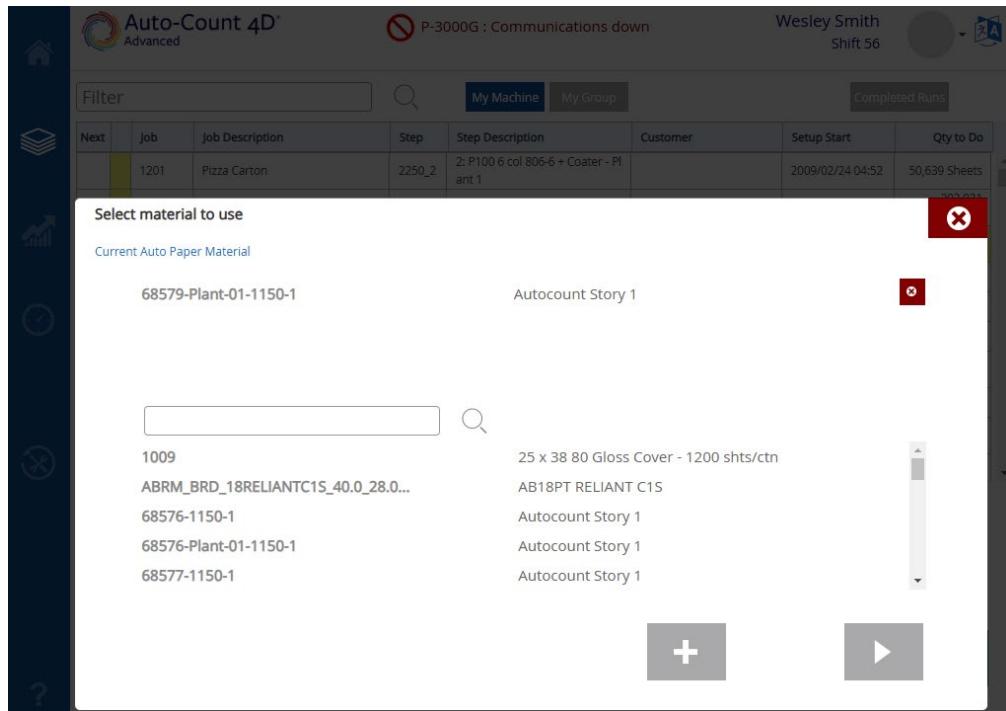
(DMI-9818 / 19.1.1.1419)

Auto-Count 4D now streamlines roll management for web press operators using ReelStand. In this release, when the operator clicks the Completed Roll button on the ReelStand page it will display only completed rolls, sorted with the newest roll at the top. The interface hides "Queued" and "Available" rolls to focus operators on completed tasks. Previously, the button showed all roll types, starting with the oldest, requiring manual scrolling to view the newest completed roll.

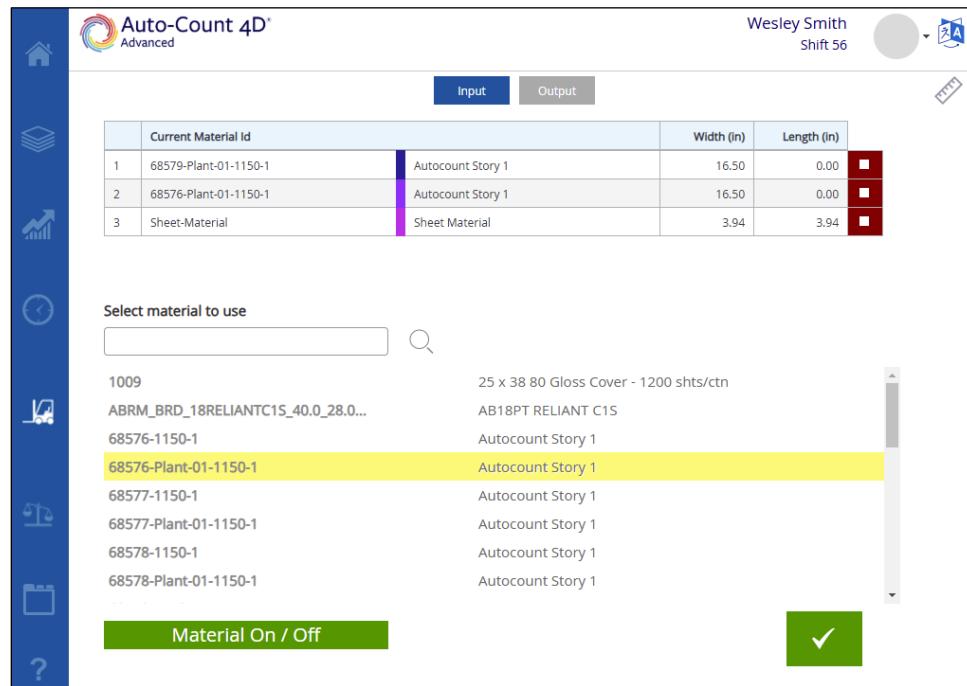
## Multiple Auto Paper Materials

(DMI-10787 / 19.1.1.1325)

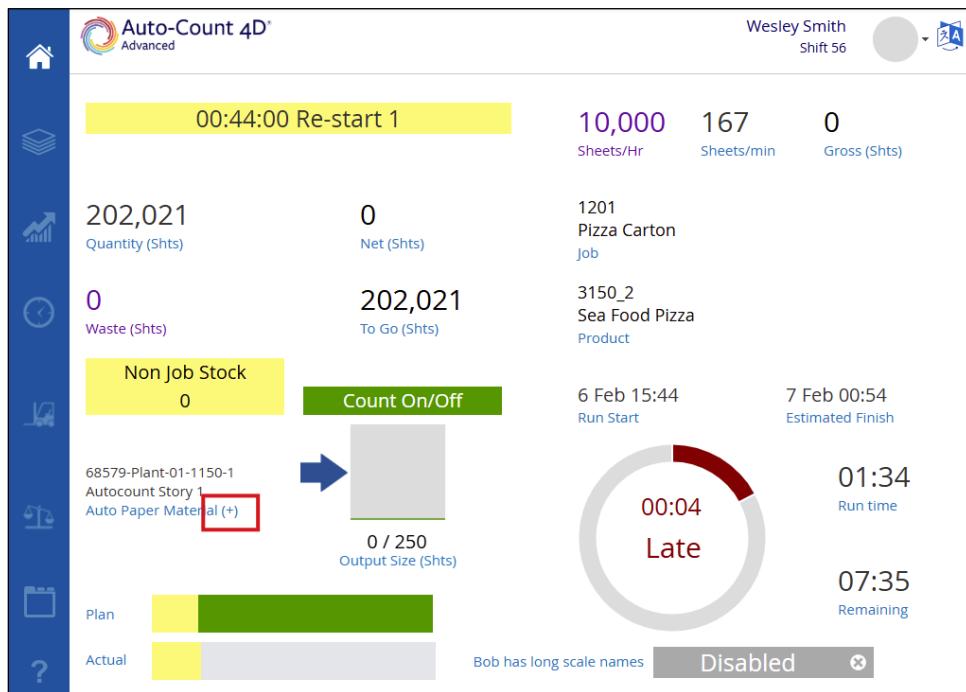
Operators can now select multiple materials when using the Auto Paper feature. Select a run in the Run Queue and select Auto Paper to choose materials. The default material for the run is listed at the top of the window. To add additional materials, select from the list and press the **Add** button. You can also remove materials if needed.



During the run you can add or change materials from the Input window.



On the Main window the first material is displayed but a button displays to denote other materials are also in use.

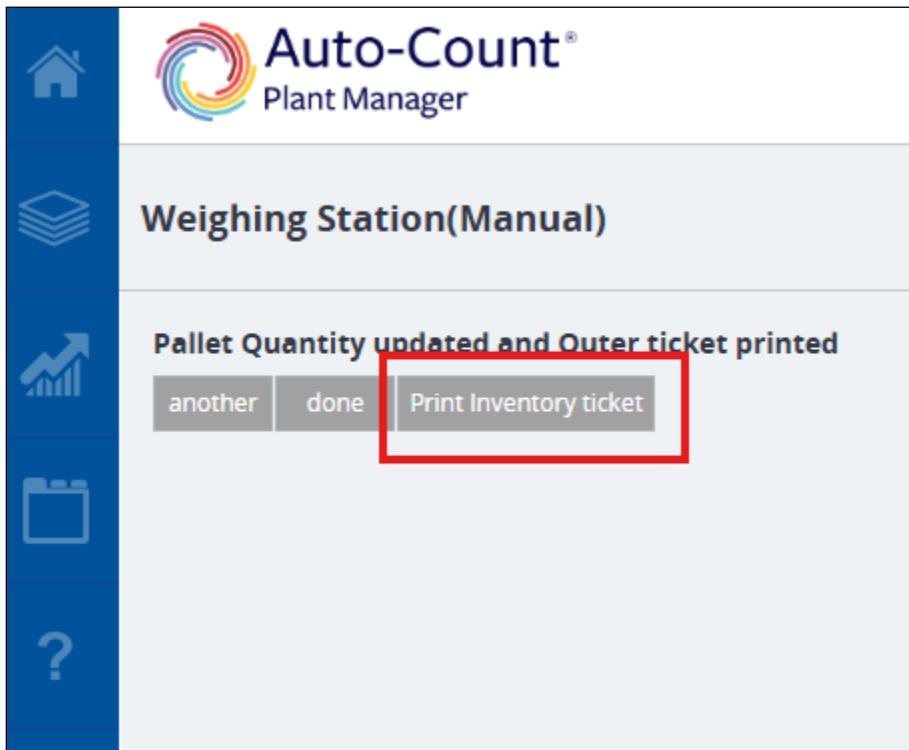


## Weigh Station

### Print Tickets Within Weigh Station

(DMI-11572 / 19.1.1.1467)

You can now print tickets within the workflow of weigh station. When the new weight has been applied to the selected item, Weigh Station will ask the user to print the ticket for the Parent container (if one exists). Once the ticket is printed, the operator can continue.



## Packing Station

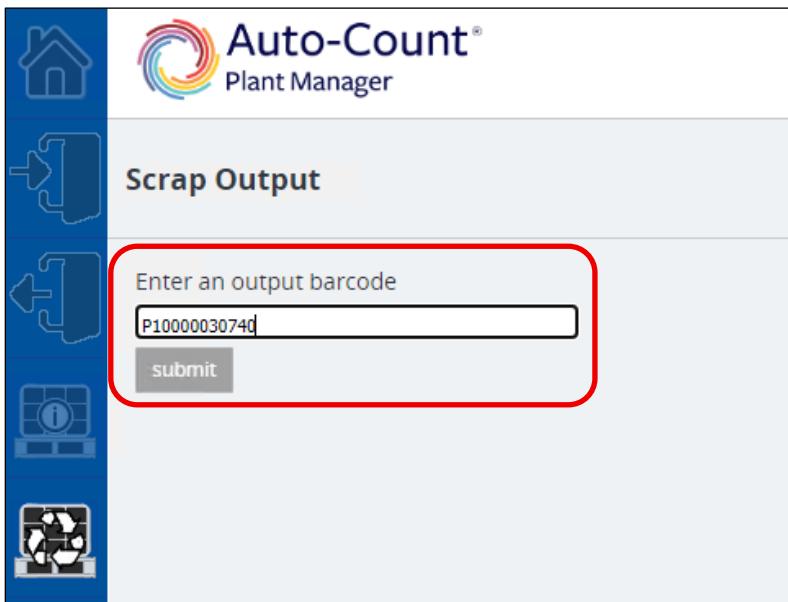
### Select Waste Operation Codes when Scrapping or Editing

(DMI-12182 / 19.1.1.1461)

Operators will now be required to select waste codes when scrapping or reducing the pallet quantity. This applies to both Packing Station and Rework Station only.

**Warning** Before this release, when entering a reason code when scrapping items, Quarantine Codes were used for the reason code selection. This has changed to Waste operation codes. You may need to adjust your codes.

Enter the output barcode.

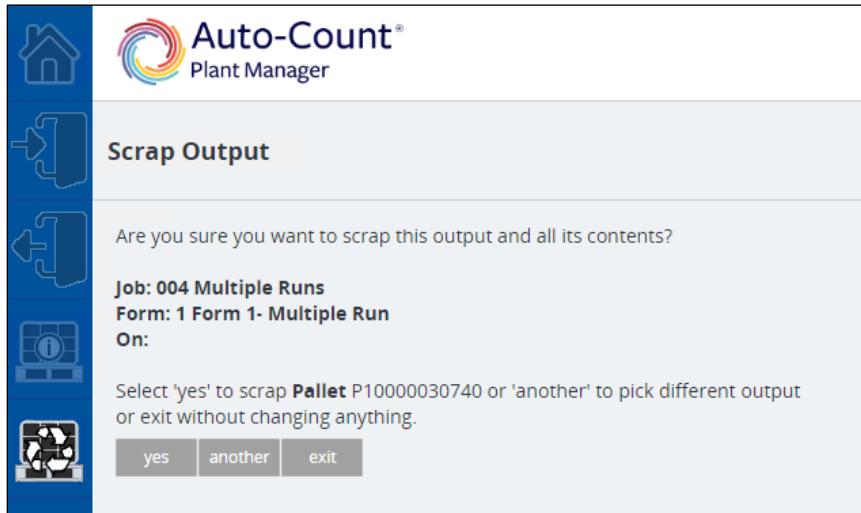


Select a reason code for why you must scrap this output. The drop-down list is based on a reason with an **Operation class** of 'All', 'Waste', 'WasteUnrecorded', or 'WasteGross'. In this example, we have a waste operation code with a class of 'waste'. The Opcode class is selected when you set up a code in Plant Manager.

We suggest you thoughtfully create/edit your operation codes to display only those you wish to display here.

Reason Code
100 (Make Ready 100)
MR (Make Ready)
MR8 (Make Ready 8)
RUN (Running)
LUNCH (LUNCH)
Down (Down Time)
OVRRUN (Overrun)
RESTRT (Re-start 1)
QA-MR1 (QA-MR1)
QA-MR2 (QA-MR2)
QA-RUN (QA-RUN)
QA-STOP (QA-STOP)
QA-UPBRK (QA-UPBRK)
QA-IDLE (QA-IDLE)
QADOWN (Cleanup)
10 (Cleanup)
QA-WASTE (Waste)
QASS (SS)
Running 2 (Running 2)
CWASH (Corona Wash)
15 (Waste)

Now confirm that you want to entirely scrap this pallet.

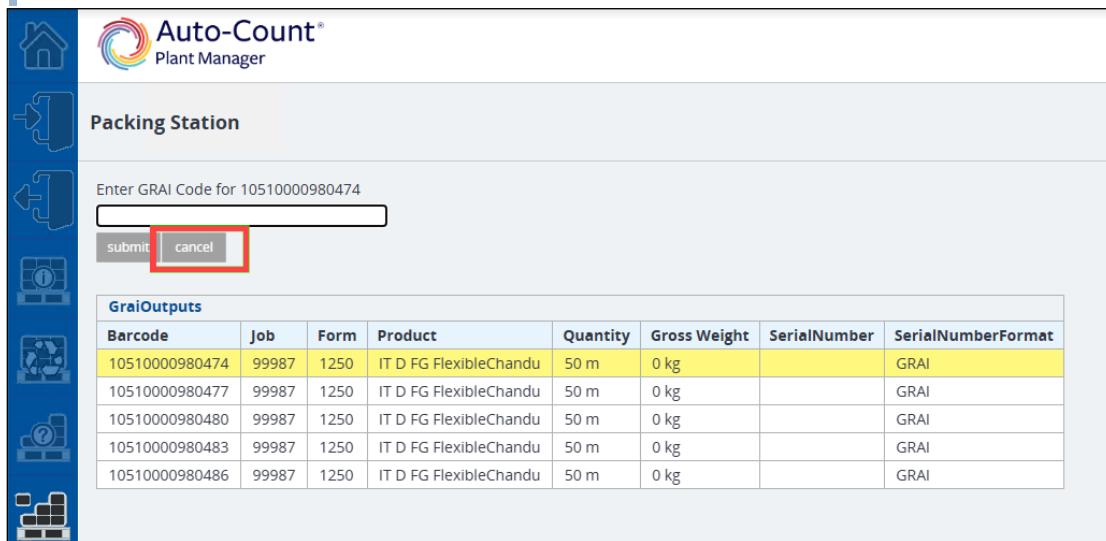


## Cancel Button Replaces Back Button for Easier Navigation

(DMI-11508 / 19.1.1.1380)

When entering GRAI codes for outputs, we've replaced the 'Back' button with a 'Cancel' button for a smoother workflow. If you select Cancel you will now return directly to the list of pallets available for Packing instead of clicking 'Back' several times.

**Note** If you enter GRAI codes before pressing the cancel button, Packing Station will still assign them to the pallets because the database is updated for each individual item at the moment the GRAI code is entered. Not when you exit the screen.



## Job Details Displayed When Scrapping an Output

(DMI-11731 / 19.1.1.1342)

When an operator scraps an output, the confirmation window now displays the job, job description, form, form description and the barcode of its container. This is especially helpful when your operators are manually entering barcode numbers and can easily make a mistake. They can now double-check that they are scrapping the correct output before proceeding.

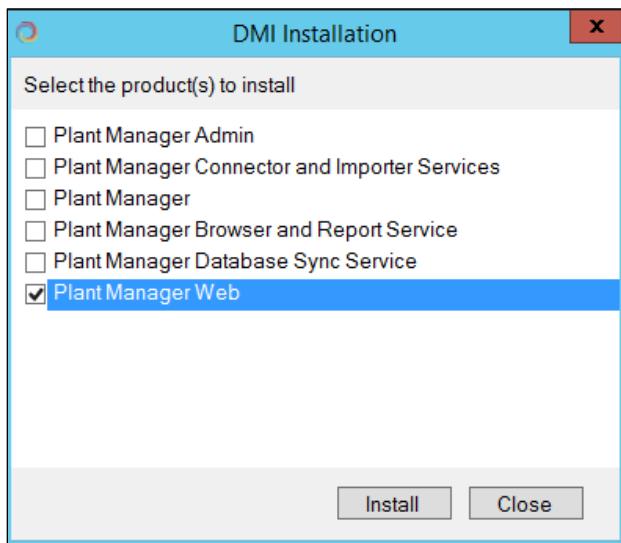
**Note** If the operator accidentally scraps an output that has already shipped in the Radius system, then Radius will return the entire pallet from which the output resided and scrap it. This will obviously cause inventory issues in Radius.

## Plant Manager (Web)

The new version of Plant Manager is currently available. It is browser-based and contains additional features along with all the current functionalities found in the current Plant Manager application. You can install it side by side with your current Plant Manager. Changes made in one will automatically update in the other. We highly suggest you try it out!

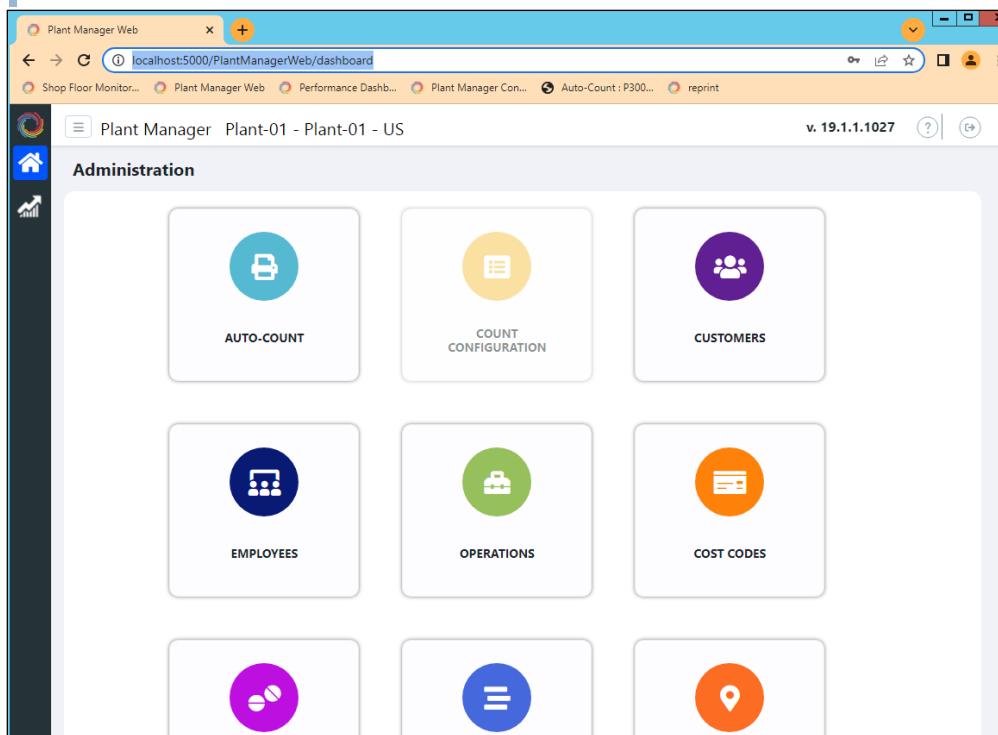
**Note** Count Configuration will be available next year in Plant Manager Web.

To install it, run the usual Setup.exe installation program on the server where you currently have Plant Manager installed and select **Plant Manager Web UI**. Once installed, simply select **Plant Manager** to keep it upgraded.



To open the new Plant Manager, create a bookmark using this link: <http://yourservername:5000/PlantManagerWeb/>

**Tip** You can now download the latest Plant Manager Web online help from the ePS Documentation Portal. Unzip the contents to a local directory and launch the help by opening the index.htm file.



## New Machine Options

This section gives you a quick glance at the options added in Plant Manager Web for Auto-Count Machines.

### Define Machine > Configuration

- **Map+:** When setting up Roll Stands, you can map an Infeed Group to this machine. Set up Infeed Groups from the Group card.
- **Micro stop seconds:** The maximum number of seconds the machine is stopped before it is considered a real stop. For example, if you enter a 10 then the first 10 seconds the machine is stopped will be considered a micro stop. (DMI-10947)
- **Do not force GRAI code entry at AC4D:** When enabled, AC4D will not force the operator to enter a GRAI code for those jobs which require one. This allows them to complete the job on the AC4D. The Packing Station will now prompt the operator to enter the GRAI code there. (DMI-10835)

### Define Machine > Production

- **Net Per Block options > Scale Net Per Block by secondary container:** This will automatically populate the Net Per Block field with the secondary container size sent from the MIS when a new run is created. You can change this value by editing the secondary container size on the outputs screen. (DMI-12260 / 19.1.1.1471)
- **Allow Concurrent Runs:** When enabled, this machine can start runs that are already in production on another machine in the same machine group.

### Define Machine > Material

- **Output Size Warning:** If the user enters an output size that exceeds this warning threshold, Auto-Count 4D will warn the user before they update the output size on the Materials page. This value is in the net unit value for the machine and applies to all configurations.(DMI-10086)
- **Supervisor override for manual entry:** When enabled, a supervisor password is required to enter negative waste values.(DMI-11262)
- **Linked AutoCount:** Link a production AC4D machine to a Packing Station machine. When enabled, only jobs and outputs from that Auto-Count production machine will display in this Packing Station. (DMI-11169 / 19.1.1.1262)
- **Use gross unit for labels on input screen (stack type only):** When this option is enabled the UOM labels on the input screen will display what is configured for the Gross Unit of the machine. This option only affects the input screen when the infeed type is set to stack or pallet.(DMI-10411)

### Define Machine > Options

- **Enable Rollstand Operator:** (DMI-9758 / 19.1.1.1539) When enabled, a separate operator can log in to the Rollstand screen. This allows material usage to be tracked against this user instead of the press operator.
- **Inhibit Unattended Mode:** When enabled, Auto-Count prevents the current operator from logging out of their shift while a job is still in progress and there is no other operator queued to take over. For Monarch users, this will prevent material exceptions when a roll ends and there is no operator logged in. (DMI-12196 / 19.1.1.1485)
- **Hide Employee ID:** To enhance security, you can hide the employee ID from the user interface in Auto-Count 4D if necessary. When enabled, you will only see the Employee Name in AC4D screens. (DMI-11603)
- (Advanced section) **Downtime ends when a net pulse is received:** When enabled, Auto-Count ends the current downtime when good product triggers the net pulse. This ensures good counts are logged against the production code even if the machine has stopped because production is complete.
- **Auto logoff leader at machine shift end:** (Machine Shifts only) Select this option to automatically log off the current operator when the machine is in Idle and the machine shift ends. AC4D will not log off the operator if there is still a job running when the machine shift ends. (DMI-10121)

- **Complete Task at Run end:** When enabled, if an operator ends a run and all other runs for the task are complete, then Auto-Count will tell the MIS and PrintFlow to complete the task even if the run quantity is not met. If there are other uncompleted tasks on the run, then Auto-Count will not send a complete run message.
- (Advanced section) **Disable output data upload to MIS/ERP:** This option is typically used in very specific environments. When selected, all output data transactions (machine pallet command messages) will only be saved to the Plant Manager database. They will not be sent to the MIS system.

## DMI Devices – Updated Digital Device Fields

(DMI-12787)

We've refined the DMI Device list to ensure the selection of digital devices was accurate and clear. We've created Basic and Advanced pages and removed the HP T press and HP PageWide press device types and, in general, cleaned up the user interface for digital devices.

## Search by Employee Name or ID in Transaction Editor

(DMI-13318 / 19.1.1.1621)

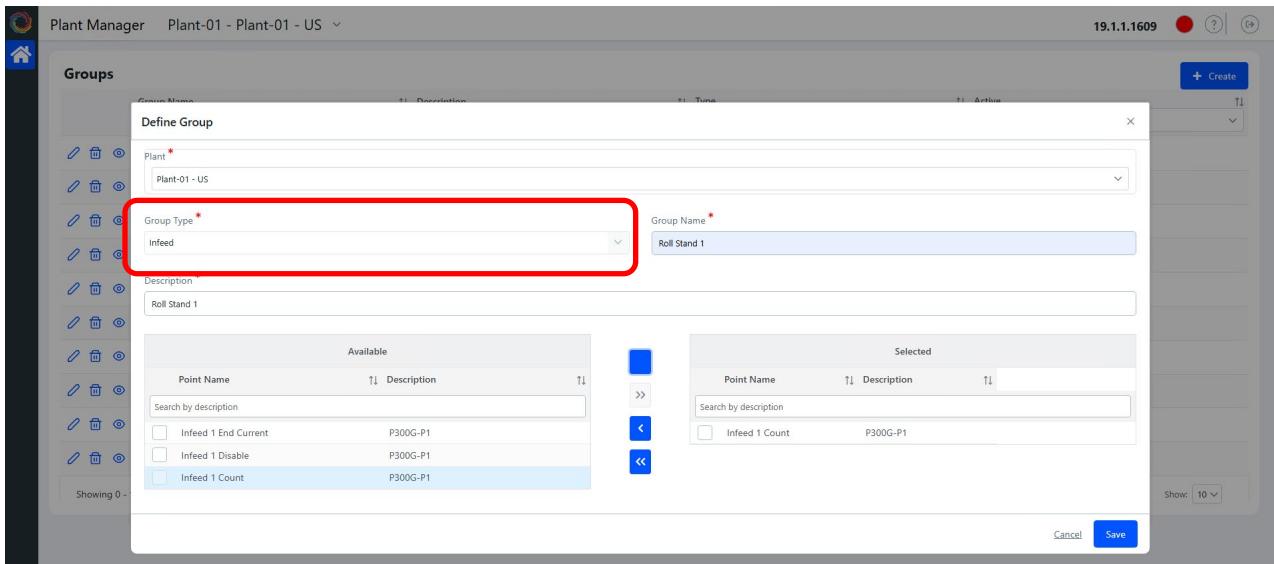
In Transaction Manager we've added both the Employee Name and Employee ID in the Employee column so users can easily search for transaction by either one.

Transaction Manager						
Transaction State	Auto-Count	End Date	Opcode	Employee	Job	Form
<input type="button" value="Edit multiple"/>	<input type="checkbox"/> Select All L300 Extruder Plant 1					
<input checked="" type="checkbox"/>  	L300 Extruder Plant 1	2025-11-20 / 10:14:29	Radius Make Ready	1000009 - ePS @ Staff	800181	1150_1
<input checked="" type="checkbox"/>  	L300 Extruder Plant 1	2025-11-20 / 10:13:47	RadiusIdleRun	1000009 - ePS @ Staff		
<input checked="" type="checkbox"/>  	L300 Extruder Plant 1	2025-11-20 / 10:13:37	Tandem Idle	1000009 - ePS @ Staff		
<input checked="" type="checkbox"/>  	L300 Extruder Plant 1	2025-11-20 / 10:11:06	Tandem Idle	1000003 - Employee 1000003		
<input checked="" type="checkbox"/>  	L300 Extruder Plant 1	2025-11-20 / 10:06:00	Idle	1000003 - Employee 1000003		
<input checked="" type="checkbox"/>  	L300 Extruder Plant 1	2025-11-20 / 10:05:58	Idle	1000004 - Employee 1000004		
<input checked="" type="checkbox"/>  	L300 Extruder Plant 1	2025-11-20 / 10:05:21	Idle			
<input checked="" type="checkbox"/>  	L300 Extruder Plant 1	2025-11-20 / 10:05:17	Idle	1000015 - Player_#15#		
<input checked="" type="checkbox"/>  	L300 Extruder Plant 1	2025-11-20 / 00:00:00	Idle	1000015 - Player_#15#		
<input checked="" type="checkbox"/>  	L300 Extruder Plant 1	2025-11-19 / 20:36:13	RadiusRunStop	1000015 - Player_#15#	800181	1150_1
<input checked="" type="checkbox"/>  	L300 Extruder Plant 1	2025-11-19 / 19:58:23	Radius Running	1000015 - Player_#15#	800181	1150_1
<input checked="" type="checkbox"/>  	L300 Extruder Plant 1	2025-11-19 / 19:58:06	RadiusRunStop	1000015 - Player_#15#	800181	1150_1

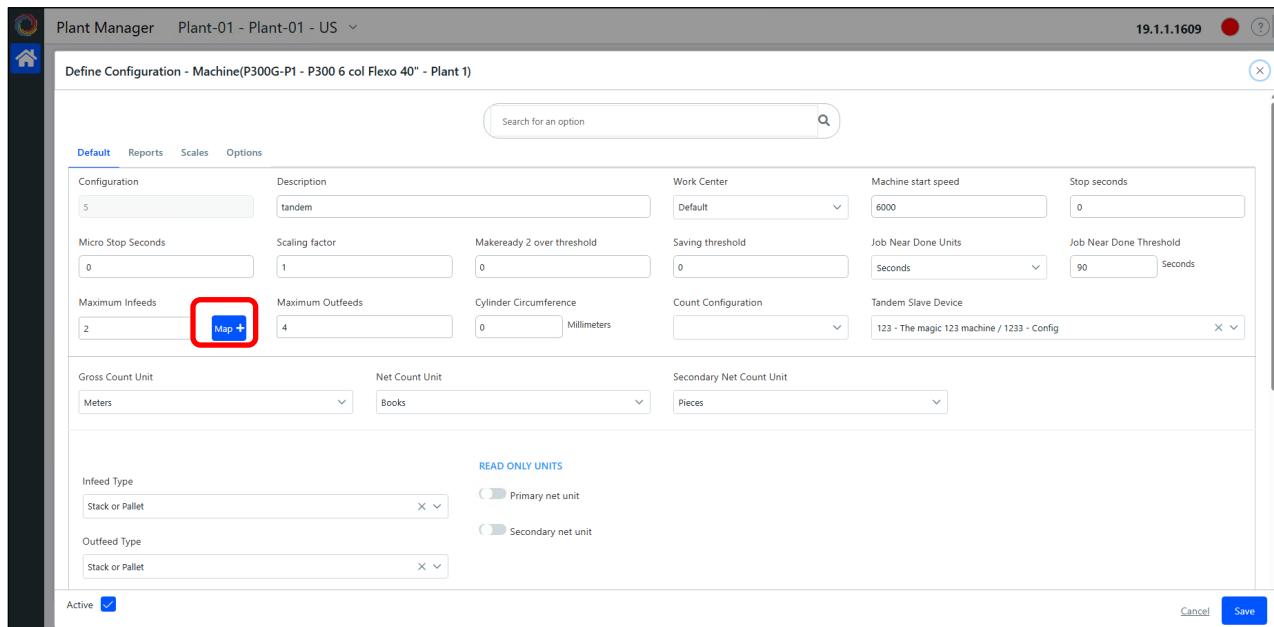
## (AC4D Advanced) Infeed Groups

(DMI-13050 / 19.1.1.1590)

We've added a new Group type called **Infeed**. This group is a collection of infeed points which can then be mapped to a machine configuration to be used when in tandem or duplex printing mode. Note, this is a feature for AC4D Advanced only.



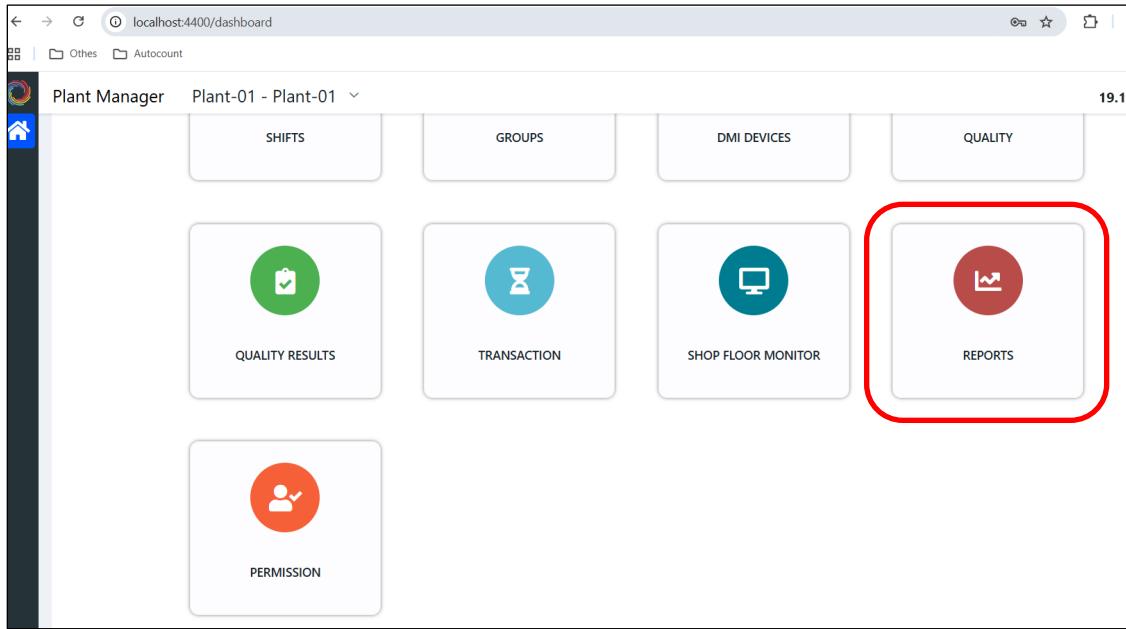
Once you create a group, you can then map it to a machine configuration to use in a tandem workflow.



## Reports Card

(DMI-13204 / 19.1.1.1604)

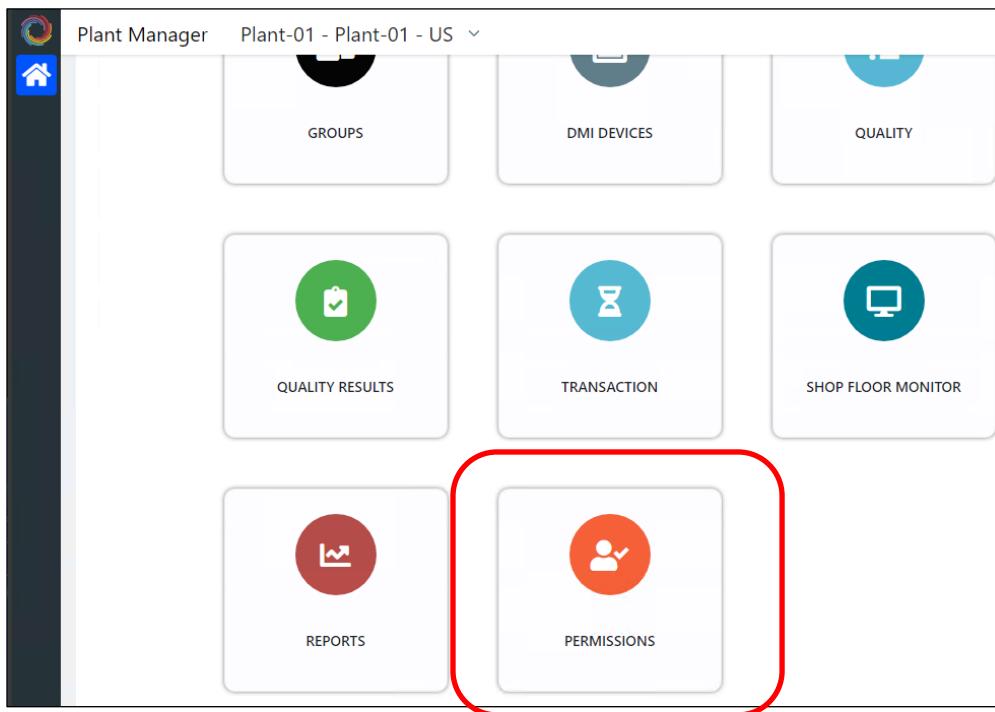
You can now access reports from the Reports card instead of the icon in the left menu column. Administrators must enable access to this card and to individual reports for users from within the Permissions card.



## User Permissions

(DMI-12893 / 19.1.1.1593)

Administrators can set up user permissions in Plant Manager which allows for greater flexibility and control. Plant Manager has several feature areas and by assigning permissions to a user or group, you can restrict or permit access to individual areas. For example, you may want to restrict access to features like Transaction Editor or Quality Questions to only certain people because they involve editing data.



## Sort Test Results by Date

(DMI-12609 / 19.1.1.1588)

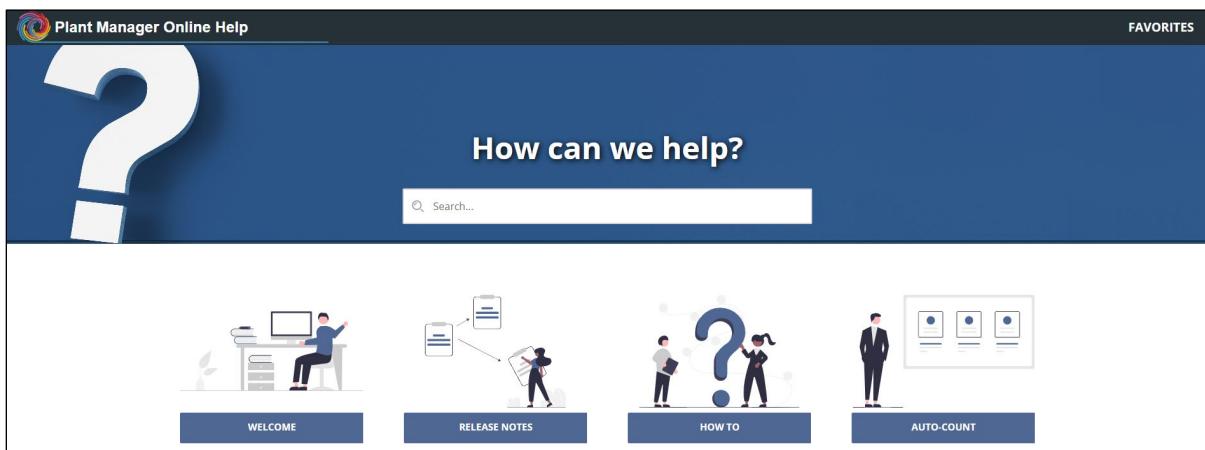
When you open the Quality Tests window, the results are now sorted by date with the most recent tests at the top.

## Online Help

(DMI-8950 / 19.1.1.1544)

You can now access online help from Plant Manager Web.





## Shop Floor Monitor Updates

(DMI-12838 DMI-12839 DMI-12834 / 19.1.1.1528)

When clicking on the Shop Floor Monitor machine cards, select the card to open either the graphical view or the performance dashboard view for the running job. You can also return to the main Shop Floor Monitor view by selecting the Shop Floor Monitor title at the top of the screen.

(DMI-12836/DMI-12837 / 19.1.1.1523)

For consistency, we've added a Reports icon to the right-side menu when you are viewing Shop Floor Monitor from Plant Manager Web. And when you click the Home icon it will take you to the Plant Manager Web home page.

(DMI-12715 / 19.1.1.1508)

We've added a Shop Floor Monitor card to Plant Manager Web.

## Enable Rollstand Operator

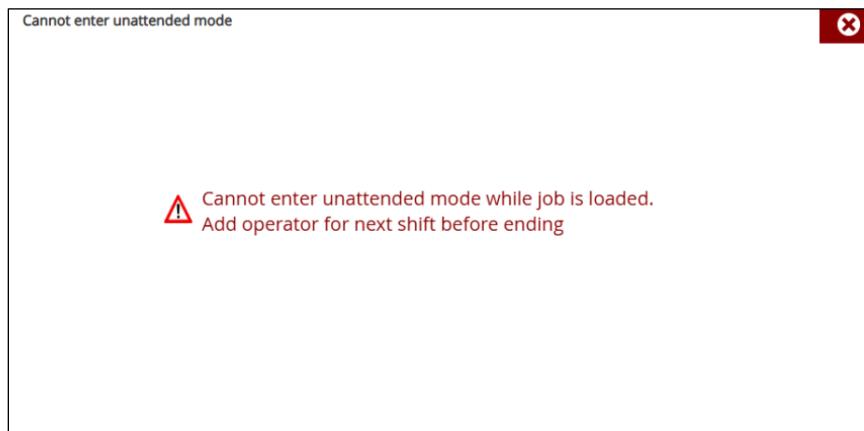
There is a new feature on the Options page called **Enable Rollstand Operator**. Operators who run the rollstand/reelstand, can now log in separately from the main AC4D production machine when this is enabled. This allows material usage to be tracked against this user instead of the press operator.

## Inhibit Unattended Mode

(DMI-12196 / 19.1.1.1485)

We have introduced a new option at the machine level called **Inhibit Unattended Mode**. This feature prevents operators from logging off when a job is currently loaded and there is not another operator queued to take over. This enhancement addresses the issue where material transactions could occur when a roll ends and a new one starts without an operator logged into the AC4D machine, leading to material exceptions in the Monarch MIS system. By ensuring that an operator is always signed in during job transitions, we aim to improve workflow efficiency and reduce errors related to unattended operations. This also addresses another issue in the Radius MIS where an employee is logged off and then an output is created in this unattended mode which creates a 'missing' output.

If the operator tries to log out of AC4D with this option enabled, they will get the following prompt:



## Scale Net Per Block by secondary container

(DMI-12260 / 19.1.1.1471)

We've added a new Net Per Block option which allows you to use the secondary container to set the Net Per Block value on the Home page. Operators can then adjust this value by adjusting the secondary container size on the Outputs page.

For example, if you have a job with three container levels (roll, bundle, pallet), then the bundle container value is used to set the Net Per Block value.

## The Split/Merge Deliveries for Multi-Product Workflows

(DMI-7148 / 19.1.1.1458)

The Plant Manager option called Split/Merge Deliveries will now work with length-based multi-product workflows. Previously, it was only designed for single product workflows. For example, if your workflow contains two products in an AABB pattern and you have the Always Split option turned on, Auto-Count will split the products into 4 outers instead of two.

## Hide Employee ID

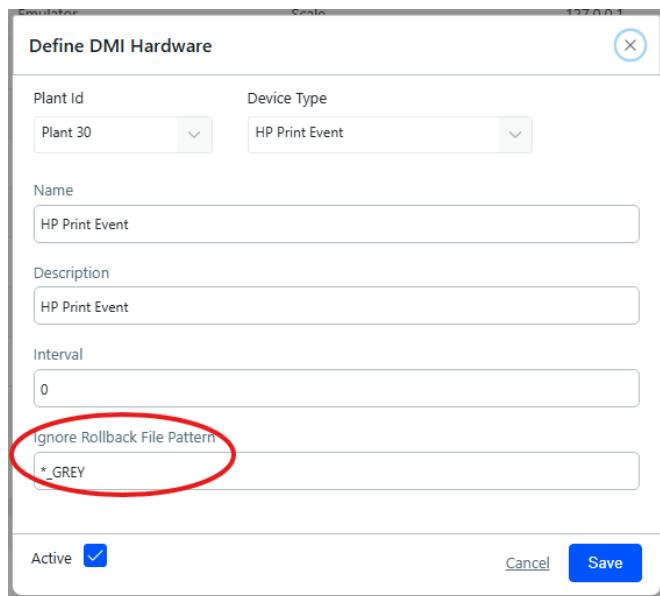
(DMI-11603 / 19.1.1.1435)

If the employee ID is the same as the employee password, you should enable the new option **Hide Employee ID** to improve security risks. When enabled, the employee ID will not be displayed in AC4D.

## HP Print Event: Ignore Rollback File Pattern

(DMI-11929 / 19.1.1.1419)

We've added a field called Ignore Rollback File Pattern, which will prevent repositioning in an HP Print Event from being counted as waste. This can be used on HP Print Event, HP Page Wide and HP T Press device types. This new feature allows you to specify a file pattern, using the same format as we allow for IO Point inputs, to selectively disable this behavior. In the following example, the pattern used was \*\_GREY.



When we see this naming pattern in the file, we won't put the counts into waste.

```
2025-05-16 14:32:31.740 [DEBUG] [4] UDP Receiver Received Data
2025-05-16 14:32:31.740 [INFO] [4] UDP Data: Version: 1 Mode: 'Printing JobId: 1 Sigs: 9550 Status: Good Last: No Total: 1 Per: 261670
2025-05-16 14:32:31.740 [INFO] [4]
2025-05-16 14:32:31.741 [INFO] [4] Print Event Change [Mode] old='qualityTest' new='Printing'
2025-05-16 14:32:31.741 [INFO] [4] Print Event Change [Status] old='bad' new='good'
2025-05-16 14:32:31.741 [INFO] [4] Print Event Change [File] old='spit-page-lead-in-sfhc-low' new='30010FL_GREY'
2025-05-16 14:32:31.741 [INFO] [4]
2025-05-16 14:32:31.742 [WARN] [4] PrintEventIO - Ignored repositions for this file
2025-05-16 14:32:31.742 [WARN] [4] File '30010FL_GREY' reposition. Previous:10925 Current:9550 (Waste:1376 Ignored)
2025-05-16 14:32:31.743 [DEBUG] [4] Delta: 1
2025-05-16 14:32:31.743 [INFO] [4] NetInhibit Changed: GrossCount=12, NetInhibit=False, WasteCount=0
2025-05-16 14:32:31.743 [INFO] [4] GrossCount=12, NetInhibit=False, WasteCount=0
2025-05-16 14:32:31.753 [DEBUG] [4]
2025-05-16 14:32:31.755 [DEBUG] [4]
2025-05-16 14:32:31.756 [DEBUG] [4]
2025-05-16 14:32:31.763 [DEBUG] [4]
2025-05-16 14:32:31.764 [INFO] [4]
2025-05-16 14:32:31.766 [DEBUG] [4]
2025-05-16 14:32:31.766 [DEBUG] [4]
2025-05-16 14:32:31.774 [DEBUG] [4]
2025-05-16 14:32:31.774 [INFO] [4]
2025-05-16 14:32:31.775 [DEBUG] [4]
2025-05-16 14:32:31.775 [DEBUG] [4]
2025-05-16 14:32:31.787 [DEBUG] [4]
2025-05-16 14:32:31.787 [INFO] [4] Delta: 1
2025-05-16 14:32:31.787 [DEBUG] [4]
2025-05-16 14:32:31.788 [DEBUG] [4] GrossCount=16, NetInhibit=False, WasteCount=0
2025-05-16 14:32:31.788 [DEBUG] [4] UDP Receiver Received Data
2025-05-16 14:32:31.796 [INFO] [4] UDP Data: Version: 1 Mode: Printing JobId: 30010FL_GREY Copies: 1 Sigs: 9550 Status: Good Last: No Total: 1 Per: 261670
2025-05-16 14:32:31.796 [INFO] [4]
2025-05-16 14:32:31.797 [DEBUG] [4] File '30010FL_GREY' reposition. Previous:9554 Current:9550 (Waste:5 Ignored)
2025-05-16 14:32:31.797 [DEBUG] [4] Delta: 1
2025-05-16 14:32:31.797 [DEBUG] [4] GrossCount=17, NetInhibit=False, WasteCount=0
2025-05-16 14:32:31.808 [DEBUG] [4] UDP Receiver Received Data
2025-05-16 14:32:31.808 [INFO] [4]
2025-05-16 14:32:31.807 [DEBUG] [4]
2025-05-16 14:32:31.807 [DEBUG] [4]
2025-05-16 14:32:31.815 [DEBUG] [4]
2025-05-16 14:32:31.815 [INFO] [4]
2025-05-16 14:32:31.816 [DEBUG] [4]
2025-05-16 14:32:31.816 [DEBUG] [4]
2025-05-16 14:32:31.823 [DEBUG] [4]
```

## Plant Card

(DMI-11590 / 19.1.1.1417)

You can now access plant-level options from within Plant Manager Web.

## Quality Tests Card

(DMI-11949 / 19.1.1.1407)

You can now access the Quality Tests module from within Plant Manager Web. You can still access it from Plant Manager Browser as needed.

## Auto-Count Machines Default to Active View

(DMI-11641 / 19.1.1.1376)

With this release, when you open the Auto-Count card, the list of AC4D machines will display only active machines by default. You can still choose to view inactive or all machines if needed.

## Output Size Warning

(DMI-10086 / 19.1.1.1368)

We've added a new option to the Machine > Materials page called **Output Size Warning**. The value in this field is in net units and is the threshold by which the operator will be warned that they have exceeded the recommended output size value that has been set for this machine. At the AC4D machine, if the user enters a number that is greater than the minimum output size, but is below the new Output Size Warning value, then the border turns red and a warning message displays. If the operator chooses to use that value, another warning message displays to ensure they haven't entered the wrong value.

This option is useful if the machine runs jobs where the output size must be 1 but can also run jobs where the output size is much greater. In this case the minimum output size must be set to 1 for those jobs whose outputs size must be 1 but prevents operators from automatically (out of habit) setting the size to 1 for jobs which require a higher value. The extra warnings should prompt them to double-check their output size for the current job.

We've set up the machine to be able to use a minimum output size of 1 but the operator will get a warning if they enter any value that is below 100.

Define Machine - P300G-P1 - P300 6 col Flexo 40" - Plant 1	
Minimum butt roll length (Meters)	<input type="text" value="1500"/> <input checked="" type="checkbox"/> Allow returned inventory to be edited
Minimum Input Size (Meters)	<input type="text" value="10"/> <input checked="" type="checkbox"/> Use scanned material quantity (4D Manual)
Pallet Overrun (%)	<input type="text" value="0"/> <input checked="" type="checkbox"/> Supervisor override for manual entry
Minimum Output Size	<input type="text" value="1"/> <input checked="" type="checkbox"/> Scanned material quantity added at material end
Output Size Warning	<input type="text" value="100"/>
Output serial number	<input type="text" value="None"/> <input type="button" value="X"/> <input type="button" value="▼"/>
Custom serial number format	<input type="text"/>
<input checked="" type="checkbox"/> Disable ticket printing <input checked="" type="checkbox"/> Use gross unit for unit labels on input screen (stack type only)	

Here you will see the value is set to 100 so no warnings are displayed as both the Minimum Output Size and Output Size Warning are met.

Please enter sizes for All Outputs

<input type="text" value="100"/> Length / Roll (>1)	<input type="text" value="10"/> Roll / Inventory	<input type="text"/> Inventory / Pallet
100,000 Total Length Required	1000 Length on Inventory	0 Length on Pallet
0 + Total Pallet		0 Roll on Pallet

✖ Apply to all outputs ▶

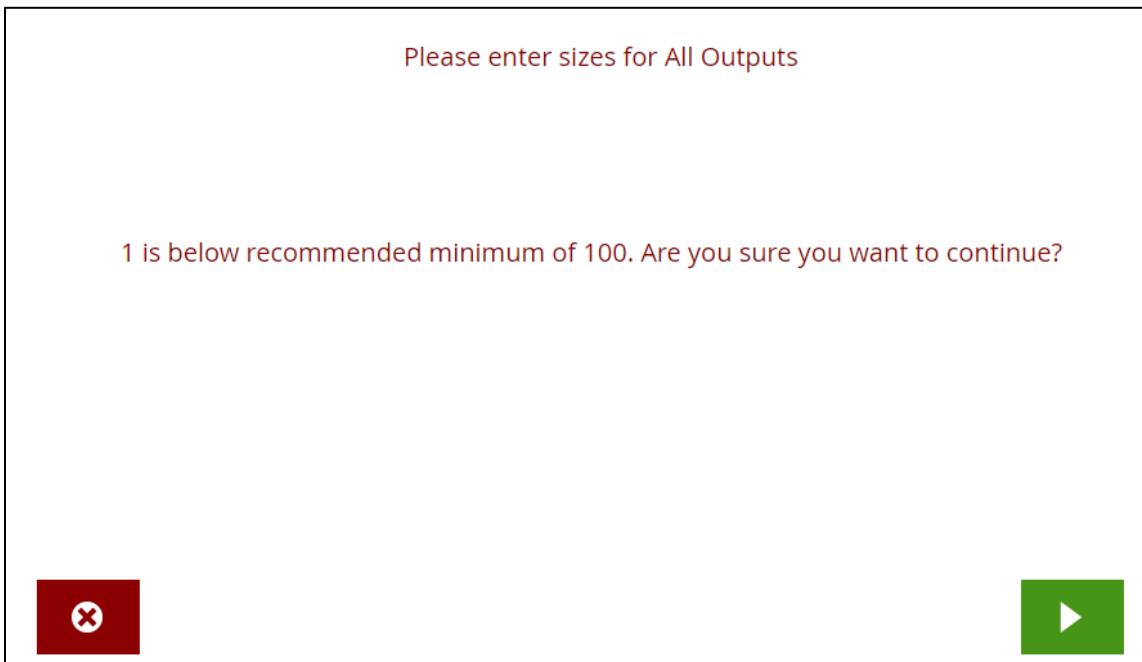
If the operator manually enters 1 as the output size, Auto-Count will now warn them that it does not meet the minimum recommended size.

Please enter sizes for All Outputs

<input type="text" value="1"/> Length / Roll (>1)	<input type="text" value="10"/> Roll / Inventory	<input type="text" value="10"/> Inventory / Pallet
10,000 Total Length Required	10 Length on Inventory	100 Length on Pallet
100 + Total Pallet		100 Roll on Pallet

✖ Apply to all outputs ▶

If the operator proceeds, they will be warned one more time but will be able to use the 1.



## Supervisor Override to Manually Enter Quantity

(DMI-6442 / 19.1.1.1341)

If you are using an Auto-Count 4D Manual type machine and have enabled the option Use scanned material quantity (4D Manual), you can now use a sub-option called Supervisor override for manual entry. When enabled, the operator cannot manually enter material quantities without a supervisor override. This ensures that traceability will be maintained throughout this type of workflow and all WIP material will be accounted for.

## Supervisor Override to Manually Enter Negative Waste

(DMI-11262 / 19.1.1.1340)

We've added a new option called Supervisor password required for negative waste that requires operators to get a supervisor override if they need to enter negative waste.

**Note** This option does not apply to Auto-Count 4D Manual type machines. Operators working on a Manual machine will still be able to enter negative waste values.

## HP Print Event Multi Copy Support

(DMI-11500 / 19.1.1.1327)

The integration between Technique and Auto-Count using the HP Print Event device can now support multi-copy files with more than one page.

## Micro Stop Seconds

(DMI-10947 / 19.1.1.1323)

The number of seconds a stop is considered a micro stop. During a micro stop, the Auto-Count remains in the current production operation code. If the stop exceeds this value, then the operation code goes into a recorded stop. If you use short stops, then that will be used instead, depending on your Short Stop Behavior settings.

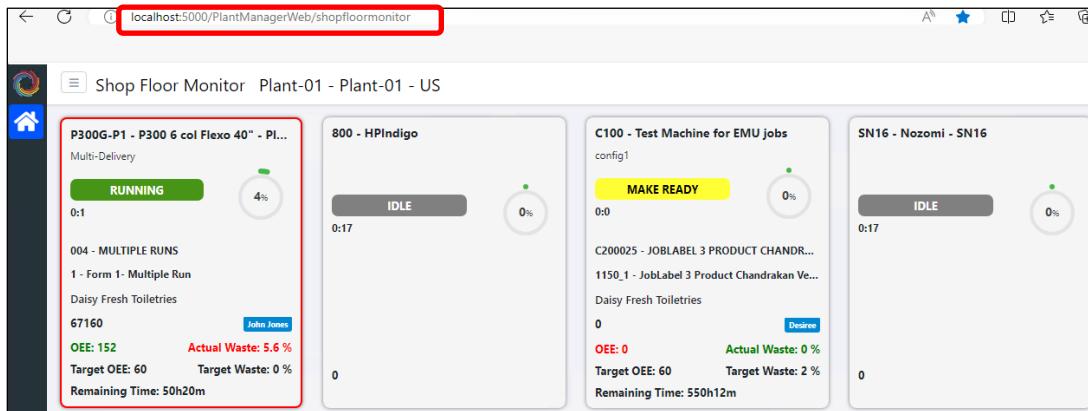
## Performance Dashboard

### Updated URL Address and Title

(DMI-11957 / 19.1.1.1434)

For consistency, we've updated the title of Performance Dashboard and its URL to Shop Floor Monitor. This is consistent with the older version of the product.

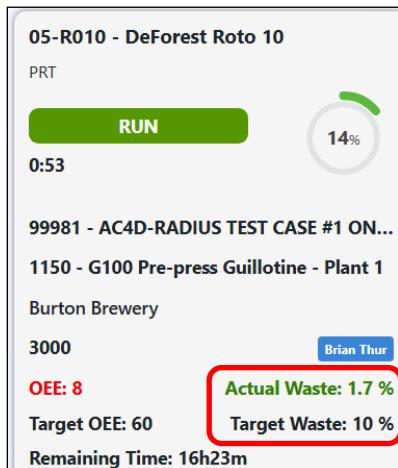
Please update your bookmarks to: <http://localhost:5000/PlantManagerWeb/shopfloormonitor>



### Added % to Waste Values

(DMI-11848 / 19.1.1.1367)

On the Plant card, we've added a percent sign % to Actual Waste and Target Waste values for clarity.



### Updated Installation Guide

(DMI-11290)

We've updated the Performance Dashboard - Installation Guide to include calculations and descriptions of all elements within the display. You can download this from the ePS Doc Portal.

## Highlight Underperforming Machines by Waste

(DMI-9341 / 19.1.1.1351)

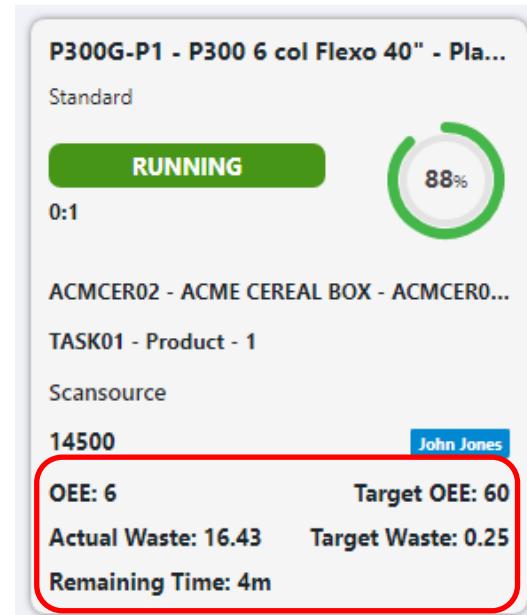
The border of the machine card will now display as red when the actual waste value exceeds the targeted waste value, and the underperforming machines will be displayed first.



## Shop Floor Now Displays OEE

(DMI-11071 / 19.1.1.1344)

In this release we've added the ability to display OEE information for a machine in the Shop Floor Monitor display. Simply enable **Show OEE** for that Auto-Count 4D machine in Plant Manager Web > Auto-Count > Options.



**OEE** = Shift Net Count / (1.0 \* Shift Elapsed Chargeable Seconds / 3600 \* Max Speed) \* 100

**Target OEE**: The ORR Target value you set up in Plant Manager Web

**Actual Waste**: 1.0 \* Waste Count / Net Count \* 100

**Target Waste**: MIS sends this to Auto-Count. Not all MIS systems send this data. Check with your administrator.

**Remaining Time**: Calculated using job status, machine speed & remaining Qty to be produced.

## Plant Manager Connector / Database

### Updated BOD API

Auto-Count version 19.1.1.1648 and higher is compatible with BOD API v4.6.30

### ParentStock Field

(DMI-10031 / 19.1.1.1631 – eFlow/BOD 4.6.28)

Auto-Count can now receive and use a new field called **ParentStock**. This field resides in either the Job Definition message under the Recipe node or the BOD ProcessProduction Order message depending on your API. This allows the operator to choose alternate material without getting a supervisor's approval. For example, if the recipe contains the material FW123, the operator can choose any material that begins with "FW123" such as FW123-10, FW123-20, etc.

### Improved Performance for the Run Queue

(DMI-12017 / 19.1.1.1422)

In this release we've improved the run queue performance by reducing unnecessary data transmission for the AC4D RunQueueResponse message. Previously, when an update occurred in a RunQueue, Plant Manager Connector would trigger a run queue rebuild and send the entire new run queue for that machine, which included runs from other machines in the same group. Additionally, every machine within that group would also have their full run queues rebuilt and sent.

**Note** All machines in the same group must have the same run queue size. Please ensure this is set up properly, otherwise some runs may not get copied to all run queues in the group.

With the improvements we've made in this release, the first machine constructs its complete run queue, which includes runs from machines in the group, and posts triggers to all machines within the same groups to obtain a copy of the generated XML. This copied XML is subsequently dispatched to each machine. When sending a RunQueueResponse, we now create it once and send it multiple times, resulting in significant performance savings for plants with large groups.

To facilitate the sharing of run queue XML among machines, we must exclude completed runs from the generated "full" run queues, ensuring that each machine only sees its own completed runs. Completed runs will now be sent to the AC4D as they conclude, rather than being included with the full RunQueueResponse.

#### Notes

- Send only updated RunQueues instead of full RunQueueResponses to AC4D.
- AC4D will still query the full RunQueue at startup and hourly as a fallback.
- Updates will be sent if RunQueue.Status is < 6; deletions are sent if visibility changes.
- Completed runs are sent individually to AC4D, not with the full RunQueueResponse.

### Support Added for RelatedItems BOD Message

(DMI-11535 / 19.1.1.1416)

In this release, we now support the BOD message RelatedItems which maps to the AlternateRecipeItem message in the Plant Manager Connector API. Note, you will get an error message if the MIS system sends a Production Order which references a material that it has not yet sent to Auto-Count.

## (Monarch) Batching Machine Transaction and Pallet Command Messages for Performance Improvement

(DMI-10984 / 19.1.1.1404)

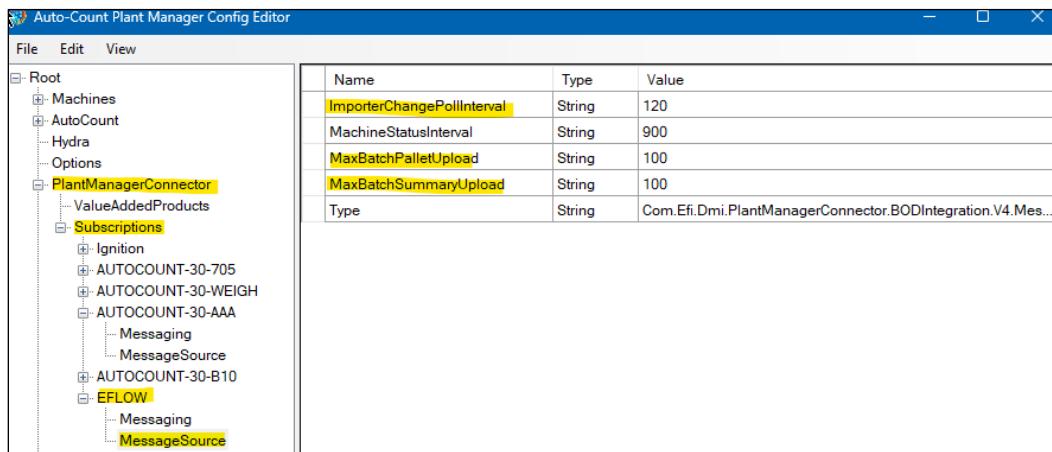
To improve efficiency, Auto-Count can batch machine transaction messages and machine pallet messages instead of sending them individually. Batching simply reduces the volume, or total number, of messages the MIS system must process over time. For example, in high-volume environments you may see messages taking hours to process in the Connector Out Queue because of the sheer volume being sent. Batching these individual messages into fewer messages reduces the overall processing time.

There are two options in Plant Manager Configuration Editor which enable batching depending on your MIS system. Radius consumes pallet commands and Monarch consumes machine transaction commands. Please contact your Support representative if you are unsure which option to enable.

- **MaxBatchPalletUpload** – Machine pallet command (Radius)
- **MaxBatchSummaryUpload** – Machine transaction command (Monarch)

**Warning** Before implementing this enhancement, please contact your ePS representative and confirm that the version of the MIS system you currently use can receive batched messages.

Please see the *Auto-Count Large Facility Guide* for more details.



## (Monarch) Product Delivery Support for Runs

(DMI-12222 / 19.1.1.1403)

In this release we've added ProductDelivery to the JobDefinition message to allow delivery support at the Run level.

## Improved Connector Performance

(DMI-10637 / 19.1.1.1385)

We've made the following improvements to Plant Manager to improve overall network performance. Especially for customers with many Auto-Count 4D machines, this will increase performance and stability.

- Improved indexing on the Connector In/Out Queues.
- Improved the ShopFloorHistory data table housekeeping tasks. Instead of performing the purge on receipt of each MachineStatusSignal, purging is now handled in a central housekeeping process. We've also added an Index to ShopFloorHistory.
- Improved how the RunQueue response writer queries for completed runs to improve performance. Instead of calculating the last 10 completed runs using TxnSummary.EndDateTime, it now uses RunQueue.StatusChanged. We've also added an Index to the RunQueue.

## Corrections

The following items are by build versions with tracking item number. If you have a question concerning an item, Support can use the tracking number to research the history of the issue. The builds are cumulative, meaning if you install the latest build, you automatically have all the corrections and enhancements from that build and all previous builds.

**Note** For problems involving infrastructure (i.e., computers, networks, operating systems, backup software, printers, third-party software, etc.), contact the appropriate vendor. We cannot support these types of issues.

### Auto-Count 4D

Tracking #	Version	Corrections
DMI-13162	19.1.1.1660	<p>When using a reel stand screen and a job end message was received, timing issues could cause AC4D to incorrectly end the next job. This issue has been resolved but you must also enable <b>Keep Input Materials by Default</b> if you are using an Auto Run option like Auto End/Next.</p> <p><b>Known Issue:</b> If your AC4D machine uses an Auto Run option like Auto End/Next, then you must also enable Keep Input Materials By Default. This will automatically be set in a future release - until that update you must manually enable this option when using Auto End/Next options.</p>
DMI-13481	19.1.1.1645	If you enabled the Plant Manager machine option <b>Show length in gross</b> units, Auto-Count 4D would display incorrect job quantities once you created an offcut type output. This issue has been resolved.
DMI-12889	19.1.1.1637	You may not have been able to enter a manual waste adjustment on a two-outfeed type job if the previous job was set up with one outfeed. The workaround was to refresh the browser screen. This issue has been resolved.
DMI-13369	19.1.1.1634	Once the operator changed the width of an off-cut output, AC4D created a skid and the in progress off-cut roll width could not be modified. This issue has been resolved.
DMI-13370	19.1.1.1634	Offcut outputs were based on gross count when they should only be based on net count. When the net count is inhibited for any reason (Makeready, stop, etc.) then the offcut count will also be inhibited.
DMI-13213	19.1.1.1634	If there were repeated disconnections from the server side, AC4D would respond by opening new connections without properly closing existing connections which caused the OPCUA connection to become unstable. This issue has been resolved.
DMI-13114	19.1.1.1628	You may have been able to scan a non-Waste output onto a AC4D recycling machine. In this release, Auto-Count will not allow this and display a warning message that the inventory type for the output is incorrect for this machine.
DMI-13341	19.1.1.1620	After upgrading, the Plant Manager Connector may have refused to start. The issue occurred due to an invalid or outdated DLL file present in the Plant Manager folder, which caused the build upgrade to fail and prevented the PLM Connector from starting. The issue has now been resolved.
DMI-13337	19.1.1.1619	Auto-Count did not use the width when calculating offcut and offcut waste weight values like it does for regular outputs. This issue has been resolved.
DMI-13295	19.1.1.1516	For a lamination job, when multiple input materials were loaded into the input stand, Auto-Count would only produce the offcut or waste outputs for the last material that was entered on the job. This issue has been resolved.
DMI-12603	19.1.1.1592	In this release, we have addressed an issue where disabling an infeed via IO did not correctly update the Inputs window in AC4D. Now, when an

		<p>infeed is disabled through IO, the UI will reflect the change, ensuring consistency between the hardware state and the application display.</p>
DMI-13215	19.1.1.1597	<p>When using OPC-UA, the state of the AC4D machine may have stopped updating and remained stuck in the current state. This issue has been resolved.</p>
DMI-12934	19.1.1.1568	<p>Previously, when a full batch signal was used, the AC4D interface could become unresponsive—even though it continued counting while no product was present on the production machine. As a result, operators were unable to end the job.</p> <p>This issue was caused by a backend calculation error that led Auto-Count to split hardware counts into extremely small segments, which overwhelmed the interface and caused it to freeze.</p> <p>This problem has now been resolved.</p>
DMI-13058	19.1.1.1547	<p>You may have received the error message “It is not possible to recycle this item” when scanning a WIP item without a recipe onto a standard AC4D type machine (not a Recycling machine.) This issue has been resolved.</p>
DMI-12725	19.1.1.1548	<p>If using an SMTP provider, the speed displayed by Auto-Count may have been three times higher than the actual speed. This issue has been resolved.</p>
DMI-12995	19.1.1.1541	<p>When using OPCUA with a single Gross Count tag, the speed did not go to zero when the machine stopped. We now regularly calculate the speed instead of waiting for a count change, which didn't happen when the machine was stopped.</p>
DMI-12879 / 12967	19.1.1.1541	<p>In the Run Queue, Auto-Count may not have displayed completed runs. This issue has been resolved.</p>
DMI-12267	19.1.1.1538	<p>If using a sheeter type machine that uses the Scale Gross by Infeed option, Auto-Count may have reset the Gross quantity to zero if you restarted a suspended job. The waste values may have gone negative as well. This issue has been resolved.</p>
DMI-12754	19.1.1.1525	<p>Auto-Count would reject a material command message from Radius if it contained a Note field greater than 255 characters. This issue has been resolved.</p>
DMI-12196 DMI-12170	19.1.1.1485	<p>We have introduced a new option at the machine level called Inhibit Unattended Mode. This feature prevents operators from logging off when a job is currently loaded and there is not another operator queued to take over.</p> <p>This enhancement addresses the issue where material transactions could occur when a roll ends and a new one starts without an operator logged into the AC4D machine, leading to material exceptions in the Monarch MIS system. By ensuring that an operator is always signed in during job transitions, we aim to improve workflow efficiency and reduce errors related to unattended operations.</p> <p>This also addresses another issue in the Radius MIS where an employee is logged off and then an output is created in this unattended mode which creates a ‘missing’ output.</p>
DMI-12686	19.1.1.1467	<p>When using the AutoCount.Launcher command line arguments to install a new Auto-Count service, reports failed to load if you used lowercase for the report service URL. We've resolved this issue and now command line arguments are not case-sensitive.</p>
DMI-12611	19.1.1.1467	<p>When adding waste on a slitter and the option Maximum Waste Pallet Qty is enabled, you were unable to add more than 100 feet of waste. This issue has been resolved.</p>
DMI-12355	19.1.1.1459	<p>(Technique) If Technique sent an XML file with updated address fields, Auto-Count may not have cleared the older address data properly resulting in the wrong addresses being used. This issue has been resolved.</p>

DMI-12601	19.1.1.1454	On the Inputs screen while adding WIP type material, if you entered a waste value in weight UOM before adding the material, Auto-Count may have incorrectly displayed the length value for that waste after you added the material. This was due to a conversion issue and has been resolved.
DMI-12270	19.1.1.1441	(Monarch) If Monarch sent a delete Product record request in the Job Definition message, Auto-Count may not have deleted the Product from the Product database table. This issue has been resolved.
DMI-12068	19.1.1.1437	(Monarch) When using Auto Paper, if Monarch sent more than one Auto Paper material, Auto-Count may have only used the first paper. This has been resolved and all material sent will be available for use in Auto-Count.
DMI-12339	19.1.1.1427	Quality Questions and Tests may have triggered in the wrong plants, regardless of the plant where they were created. This issue has been resolved.
DMI-11683	19.1.1.1425	When rejecting a material after a splice, when you selected the Rejection Code Auto-Count may not have highlighted your selection in the window. This issue has been resolved.
DMI-10184	19.1.1.1394	When using the feature Scale Gross by Active infeeds, if the operator disabled an infeed other than the last one then the consumption of material would have stopped for some or all materials. This issue has been resolved and disabling any infeed will not cause issues with the other infeeds.
DMI-10583 / DMI-10639	19.1.1.1390	Auto-Count may not have triggered quality questions and tests that were configured for selected Customers. This issue has been resolved.
DMI-11992	19.1.1.1390	If operators edited queued materials on the Outputs window while also entering additional materials, Auto-Count 4D may have stopped responding. This issue has been resolved.
DMI-11902	19.1.1.1380	On a machine with multiple stackers set up, if you set a pallet size for the lowest container and applied it across all outputs, the quantity would only be set for the first stacker. This issue has been resolved.
DMI-11903	19.1.1.1378	If there was more than one AC4D screen open on different computers or consoles and an operator answered the end of job paper questions at the reel stand screen, it was possible that the next job in the queue would have been closed by Auto-Count immediately after loading. This issue has been resolved.
DMI-11771	19.1.1.1372	When using the IOJMF provider in an HP hardware integration, Auto-Count may have displayed an incorrect speed value when the HP did not send any machine or job information to the Auto-Count 4D. This issue has been resolved.
DMI-10983	19.1.1.1371	When displaying reports on screen, Auto-Count may have incorrectly used an HTTP when it should have used HTTPS to open the report, causing a 404 browser error. This issue has been resolved.
DMI-11703	19.1.1.1369	When using a Fiery integration to a Ricoh machine, Auto-Count 4D may have displayed incorrect speed values. This issue has been resolved.
DMI-11794	19.1.1.1363	When using the Auto Paper feature, it was possible to remove all materials while the job was loaded. With this release Auto-Count will not allow you to remove all materials when the job is running.
DMI-11440	19.1.1.1350	(Monarch) When using the Add Run feature, we've extended the Task selection field so the entire task name displays.
DMI-11702	19.1.1.1351	When a machine is set up with Gross and Net as a length unit and Sheets as a secondary unit, the current speed did not display correctly when the secondary unit was selected. This issue has been resolved.
DMI-11778	19.1.1.1349	When using Auto Paper, if the operator deleted the default material and added other materials, Auto-Count would still display the default material on the Job Selection window. This issue has been resolved.

DMI-11772	19.1.1.1349	When using the Auto Paper feature, if you did not have a default material set up in Plant Manager you were not able to start a job even if you manually entered materials. This issue has been resolved.
DMI-11410	19.1.1.1346	The text strings 'End Current Material Item', 'Selections', 'Input' and all container names in the user interface may not have displayed in Polish. This issue has been addressed. <b>Note:</b> UI text strings within custom reports windows will be translated in a future release.
DMI-11670	19.1.1.1345	(Hardware) If using the HP Indigo machine with a Fiery integration, the JMF provider may have stopped working and you received an HPIOJMF error message. This issue has been resolved.
DMI-11309	19.1.1.1341	Operators could enter a negative value in the Output Size field. With this release, operators will not be allowed to enter negative output sizes and Auto-Count will display a warning to alert them.
DMI-11649	19.1.1.1332	When splicing a material, the End Current Material window may not have displayed the button <b>End current material item</b> at the reelstand display. This would only display at the AC4D. This issue has been resolved.
DMI-11458	19.1.1.1327	It was possible that when the non job stock window opened on multiple screens (for example, beginning and end of the press) when an operator entered the non job stock value on one screen the other screen did not update. This caused incorrect non job stock entries. This issue has been resolved.
DMI-11119	19.1.1.1323	(Technique) The Quantity value on the Select Job window may have been incorrect because Auto-Count was multiplying the value by Number Up instead of using the default value sent by the MIS. This issue has been resolved.
DMI-10954	19.1.1.1319	If the option Prevent unidentified Idle time is enabled, then both the Unidentified Idle and Unidentified Stop warning message would display if there was only an unidentified stop during the run, not an unidentified Idle. This issue has been resolved.
DMI-10995	19.1.1.1307	If your machine was set up to count in books unit of measure, then the UOM toggle may not have displayed books and length properly. This issue has been resolved. Note: You may need to clear your browser cache to see this update.

## Plant Manager Web

These bugs are specific to Plant Manager Web.

Tracking #	Version	Corrections
DMI-13336	19.1.1.1618	When navigating between the Reports page and other areas of Plant Manager Web, the Plant selection at the top of the window may not have been retained. This issue has been resolved.
DMI-10350	19.1.1.1550	If you selected a specific Plant while viewing the Home window, when you navigated to the Report window another plant would display and would not have retained the plant setting you chose. This issue has been resolved.
DMI-8576	19.1.1.1417	When using the search function on the Damage Codes table, users may have encountered a problem where the Plant Manager Web displayed a duplicated list of codes instead of providing relevant results. This issue has now been resolved.
DMI-12027	19.1.1.1382	Several drop-down menus on the Default and Options pages were empty and users could not select from them. This issue has been resolved.
DMI-11873	19.1.1.1360	You may not have been able to create an Employee Shift. This issue has been resolved.
DMI-10982	19.1.1.1355	Users may not have been able to log into Plant Manager using their Windows login credentials. We've now updated the authorization process to be more reliable. The four types of users -network/Windows user, local machine user, machine Administrator, and built-in ePS user - can now login without errors. The user should not have to be part of any local user groups for this update.

## DMI Devices

Tracking #	Version	Corrections
DMI-13165	19.1.1.1584	Several issues and instabilities have been resolved in the DMI Devices area including missing fields, incorrect drop-down list elements, etc.
DMI-12414	19.1.1.1561	While creating and editing the HP Print Event DMI Device, you could not enter a port number. This issue has been resolved.
DMI-8688	19.1.1.1523	For many DMI Devices that do not have Output I/O points, the outputs checkbox was still available to use. This issue has been resolved.
DMI-8651	19.1.1.1497	When defining a DMI Device of type HP Print Event, the following fields may have been missing – Name, Description, Port Number. Also, the field Interval may have incorrectly displayed. This issue has been resolved.
DMI-8866	19.1.1.1497	Several options were missing in DMI Devices when setting up HP type devices. This issue has been resolved.
DMI-8440	19.1.1.1417	To enhance clarity, we have renamed the DMI Device window from "Define Hardware" to "Define Point."
DMI-11585	19.1.1.1340	When creating a DMI Device, Plant Manager may have displayed duplicate scale tags in the drop-down list. This issue has been resolved.
DMI-11488	19.1.1.1324	After editing a Fiery DMI Device, you may not have been able to reconnect to the Fiery server. This issue has been resolved.
DMI-11486	19.1.1.1318	When editing an IO point, tags and dropdown menu options may have not displayed. This issue has been resolved.
DMI-11269	19.1.1.1311	When creating or editing an IO point, Plant Manager Web displayed both input and output tags instead of filtering based on the chosen tag type (input/output). This issue has been resolved.

DMI-11268	19.1.1.1309	When adding an IO point, the input and output tags were not properly displaying the full descriptions. This issue has been resolved.
DMI-11270	19.1.1.1310	If you edited the IO point type from input to output (or vice versa), the tag, name, description and type fields did not properly update. This issue has been resolved.
DMI-8650 /11489	19.1.1.1307	When setting up a DMI Device Type of Fiery the User and Password fields were mislabeled as Device ID and Authorization Key. This issue has been resolved.

## Auto-Count

Tracking #	Version	Corrections
DMI-13464	19.1.1.1663	You may have been able to enter a larger start speed value than Max speed value. This issue has been resolved.
DMI-12407	19.1.1.1629	You may have been able to set the Machine Start Speed at a machine configuration higher than the Machine Start Speed at the main machine level. The value at the configuration should not exceed the main machine's speed setting. This issue has been resolved.
DMI-12426	19.1.1.1593	Previously, if you had multiple Plants configured, you might not have been able to select the correct Groups when creating a machine. For example, Groups created under Plant 2 were not available when assigning Groups to a machine in Plant 2. This issue has now been resolved and machines can now correctly access and use Groups associated with their respective Plant.
DMI-11311	19.1.1.1587	When setting up new machines and sending them to Plant Manager, you may not have been able to edit those machines in Plant Manager. This issue has been resolved.
DMI-11159	19.1.1.1590	When defining a machine, the Groups tab may have displayed incorrect group types for selected machine type, and it inactive groups were also listed. This issue has been resolved.
DMI-10536	19.1.1.1544	You were allowed to enter any value, including decimals and special characters, in the Material > Available items query field. In this release you can only use whole numbers from 0-999.
DMI-7941	19.1.1.1529	The value in the Butt Roll Length field may have been inconsistent between the Plant Manager Web and Plant Manager Classic. This was due to incorrect unit conversion factors. This issue has been resolved.
DMI-12799	19.1.1.1523	It was possible that you could not edit a machine configuration and save it. This issue has been resolved.
DMI-8831	19.1.1.1503	On the Options tab, the Idle backfill threshold (min) field was displaying the value in seconds. For example, 2 minutes was displayed as 120. This issue has been resolved.
DMI-11833	19.1.1.1468	The option on the Production page called "When to disable net count at downtime", may not have retained its value after an upgrade. This issue has been resolved.
DMI-8818	19.1.1.1455	On the Production page, several unit labels and tooltips were missing as well as the option 'Default to all stackers'. This has been resolved.
DMI-7730	19.1.1.1379	The Default Material field under the Auto Paper options was a static text field instead of a drop-down field. This has been resolved, and users can now select material from the drop-down field.
DMI-11644	19.1.1.1376	You may have been able to enter negative numbers for time-based fields like Stop Seconds or Job Near Done Threshold. This issue has been resolved.

DMI-11597	19.1.1.1330	If you used non-default values for the following options, then editing and saving a machine configuration would reset these options back to the default values. This issue has been resolved. <b>Auto run options</b> <b>When to disable net count at downtime</b> <b>Output serial number</b>
DMI-10156	19.1.1.1318	If no Helper groups were assigned to the machine, the Helper options were still enabled. For clarity, these options will only be enabled if there are Helper groups assigned to the machine.

## Employees

Tracking #	Version	Corrections
DMI-10077	19.1.1.1584	You may have been able to create an Employee without defining a shift, which is a mandatory field. This issue has been resolved.

## Groups

Tracking #	Version	Corrections
DMI-12805	19.1.1.1531	When adding an employee to a Group, you were required to restart the AC4D machine service to view the new employee in Auto-Count. This issue has been resolved and you no longer must manually restart the service.

## Quality Questions and Tests

Tracking #	Version	Corrections
DMI-13514	19.1.1.1662	The green OK button may not have displayed for a Yes/No type quality question. This issue has been resolved.
DMI-13137	19.1.1.1578	Several issues and instabilities have been resolved in the Quality Questions area including duplicate opcodes displaying, buttons missing, wrong options displaying, etc.
DMI-12599	19.1.1.1455	We've removed the unnecessary Frequency field when creating a quality question with a trigger of Shift End.

## Shop Floor

Tracking #	Version	Corrections
DMI-13460	19.1.1.1664	The Plan Output Rate displayed at the AC4D machine will now match the Target Speed value on Shop Floor. This assumes you do not have the <b>Show estimate instead of Plan</b> option enabled. If this option is enabled, then the Target Speed calculation is the (Form Qty / Form Objective Rate Run Seconds) * 3600
DMI-13577	19.1.1.1643	When selecting a machine in Shop Floor, the detailed view may not have displayed correctly and was unresponsive. This issue has been resolved.
DMI-13512	19.1.1.1660	The Shop Floor Monitor Detail view may have been unresponsive upon opening it. This issue has been resolved. Note, after upgrade you may have to clear your browser cache and refresh the screen.

## Transaction Editor

Tracking #	Version	Corrections
DMI-9525	19.1.1.1660	When splitting transactions that were greater than 5 seconds, if you entered 1 second for each of the new transactions, you may not have been able to split the transaction. This issue has been resolved.
DMI-10795	19.1.1.1628	You may not have been able to enter decimal values when editing gross and net quantities in Transaction Editor. This issue has been resolved.
DMI-9049	19.1.1.1621	If you clicked the End Time column header to filter on a calendar date, the calendar widget may have incorrectly displayed. This issue has been resolved.

## Plant Manager Browser

Tracking #	Version	Corrections
DMI-13412	19.1.1.1663	For multi-product jobs, the shop floor monitor may have displayed the same machine card for each product of the job. This issue has been resolved.
DMI-12439	19.1.1.1523	In environments with a Central Plant Manager server in a different time zone than the local Plant Managers reporting into it, the run duration values displayed may have been different between the two servers. With this fix the Central Plant Manager server and a local Plant Manager server will display the same run duration value.
DMI-11505	19.1.1.1350	The downtime value in Shop Floor Detail View and Icon View may have been incorrectly rounded up. This issue has been resolved.

## Auto-Count 4D Installation

Tracking #	Version	Corrections
DMI-11889	19.1.1.1363	Fixed the following: <ul style="list-style-type: none"> <li>In Launcher, when pinging for the Connector using an HTTP URL, the response succeeded but did not display a version.</li> <li>The Launcher displayed an error message “ERROR: System.Net.Sockets.SocketException(0x80004005)”. This error no longer displays.</li> <li>We now display more user-friendly error messages.</li> </ul>

## Plant Manager Admin

Tracking #	Version	Corrections
DMI-11400	19.1.1.1408	(Technique) Auto-Count may have automatically updated the barcode prefix value when there was any change to the Site Location value (Technique Web -> Control Panel -> Maintenance Pages -> Organizational Structure Maintenance). Plant Manager Connector was incorrectly processing the ProcessField BOD message which resulted in the barcode prefix being updated. This issue has been resolved.
DMI-10619	19.1.1.1179	When upgrading, you may have seen an Insert error message when upgrading the SQL database using Plant Manager Admin. This issue was most likely to occur if the database contained many rework type jobs. This issue has been resolved.

## Packing / Rework / Weigh Station

Tracking #	Version	Corrections
DMI-13385	19.1.1.1662	If you tried to log on to a packing station that already had an active user, the application may not have successfully logged out the existing user. It would have appeared to the user that the names changed on the screen and they couldn't log in. This issue has been resolved.
DMI-12744	19.1.1.1546	Packing Station may not have sent updates to the MIS when scrapping the contents of a container. Only the update for the actual container itself was being sent. This resulted in outers not being deleted in the MIS. This issue has been resolved.
DMI-11372	19.1.1.1467	When you edited a pallet (Edit Pallet feature) and updated the weight or quantity on a pallet, Packing Station did not re-calculate these values properly against the pallet and parent containers. This issue has been resolved.
DMI-12031	19.1.1.1392	When using weigh station to enter roll weights for WIP level outputs, the Weigh Station may not have properly recorded the weight and printed the label. This issue has been resolved.
DMI-11420	19.1.1.1383	Users were able to access Packing Station in a production environment which did not have Packing Station enabled. This was because they had enabled Packing Station in the test environment for the same user. With this release, you cannot access Packing Station unless you have enabled it from Plant Manager Configuration.
DMI-11754	19.1.1.1356	When scrapping a pallet/output, if you scrapped a lower-level container, Rework Station may have displayed the original quantity of the outer container instead of the updated quantity. For example, if you scrapped 3 rolls in a container of 10 rolls Rework Station would have displayed 10 rolls as the container quantity instead of 7. This issue has been resolved.
DMI-11667	19.1.1.1345	When weighing outputs at the Weigh Station the tickets for the outputs may not have printed. This issue has been resolved.
DMI-11132	19.1.1.1326	When weighing WIP rolls at the Weigh Station, tickets may not have printed due to the fact Auto-Count did not properly use the ticket report for that job. This issue has been resolved.

## Plant Manager Connector

Tracking #	Version	Corrections
DMI-13394	19.1.1.1642	When network connections to eFlow and the Plant Manager SQL database are lost and the eFlow connection restored before the Plant Manager database connection, then Plant Manager Connector would get stuck in a loop of errors trying to reconnect. The only way to re-establish a connection was to manually restart the PLM Connector service. This issue has been resolved and in this scenario Plant Manager Connector can re-establish connections automatically.

## Reelstand

Tracking #	Version	Corrections
DMI-11713	19.1.1.1403	Auto-Count incorrectly displayed the Late Splice window to the operator after a successful receipt of a Splice End signal. The operator answered the prompts to consume the material which led to incorrect material usage on the current roll. This issue has been resolved and the operator will not be prompted in this workflow.
DMI-12047	19.1.1.1402	When entering waste to an infeed as pounds (lbs), Auto-Count may not have recorded the waste if the material was classified as WIP. This issue has been resolved.

## Plant View

Tracking #	Version	Corrections
DMI-13152	19.1.1.1570	After an upgrade to version 19.1.1.1516 or higher, Plant View may not have displayed machine data. This issue has been resolved.

## Known Issues

The following are known issues.

- If your AC4D machine uses an Auto Run option like Auto End/Next, then you must also enable **Keep Input Materials By Default**. This will automatically be enabled in a future release when you select an Auto Run option. Until that update, you must manually enable this when using Auto End/Next options. (DMI-13608)
- **Next queued job immediately closed and unavailable:** When an operator queued the next job, instead of automatically loading the run Auto-Count may have closed the job. The closed job would not be available to re-open. This issue was found in releases 19.1.1.1316 is resolved in 19.1.1.1389. (DMI-11903)
- **Concurrent Runs:** When using the concurrent manufacturing feature, if you start a run on a parallel machine and then try to start a concurrent run on the original (planned) machine within 5 minutes, Auto-Count may not allow you to start the run. We advise waiting 5 minutes if you use this type of workflow. This issue will be resolved in a future release. (DMI-11879)
- **Split Opcodes:** When you split a Downtime code, only the event operation code with the longest duration may be displayed on reports and the Shop Floor Monitor operation code list. The data is properly recorded in the database. This issue will be resolved in a future sprint. (DMI-11856)
- **Non Job Stock:** If you are on versions 19.1.1.987 through 19.1.1.1291, then the Non Job Stock feature was not working correctly. This issue has been resolved in versions greater than 19.1.1.1291. (DMI-11430)
- **Job Documents:** If a job document file name is updated during a run, AC4D cannot update the Job Documents list accessed from the Job Details window until the job is re-loaded. (DMI-10816)
- **Missing Outputs:** If you are on release 19.1.1.1069 or 19.1.1.1076, then it is possible Auto-Count could have problems recording outputs properly, resulting in outputs missing in the database and not being sent to the MIS. We have a script that can identify if you have this issue and how to properly restore the missing outputs. If you are on these versions, please contact support before you upgrade to version 19.1.1.1085 or higher.
- You must be on Plant Manager **v19.1.1.1036** or higher to install EPS Reporting Services on the same server as SQL Server 2022. If you are not on this version, then install Reporting service on a separate machine from SQL 2022.
- (*Microsoft issue*) When upgrading to recent versions of Windows (Windows Server 2019 or Windows 10) there is an issue with fonts. By default, fonts get installed to the currently logged in user account only. To properly install fonts on these systems, right-click **Install for All Users** to install the fonts rather than copying them to the fonts folder.
- **Copy PlantManagerConfig.xml:** For new installations (not upgrades) you must copy PlantManagerConfig.xml from the PlantManager folder to the PlantManagerWeb folder after you install and set up your Plant Manager machines.
- **For eFlow integrations,** if you lose the connection to eFlow and find an error message in eLog (*connect to http://xxxxx:8081, with no retry planned (we don't know why).System.Xml.XmlException: ''*, then you must delete the file C:\Windows\System32\config\systemprofile\AppData\Roaming\.eflow\eflowresolver.xml as it has become corrupted. Restart eFlow to restore the connection.
- **Quality Questions:** Do not use the Makeready End trigger on a quality question that could be used on a Manual Auto-Count type of machine or any Auto-Count which has a Net Pulse or Net Counter (ending by net pulse or count.) Use the Makeready Start or Job Start triggers instead.

# Upgrading Plant Manager and Auto-Count

**Note** Please review the Auto-Count Requirements Guide for full software and hardware details.

**SQL Server Admin Rights**—**You must have SQL Server administrative rights (Database Owner rights) to upgrade Plant Manager.** Plant Manager must be upgraded before Auto-Count or other DMI components.

For AC4D you must be on Microsoft .NET Framework 4.8 or higher.

**Uninstall Crystal and upgrade:** Supported version of Crystal Reports for Visual Studio are SP 28 through SP36 (v13.0.28 – v13.0.36). If you are upgrading Crystal Reports from a release prior to SP22 (v13.0.22), then **uninstall** your current version before you upgrade to a later version. This includes deleting any leftover folders.

**If you are upgrading Plant Manager Browser and have customized the web.config file for your specific needs**, then you must save this custom file to another location before you upgrade. This file gets overwritten with each upgrade/installation. Once you have upgraded, edit or replace the latest web.config file with your custom edits.

**You must run the Plant Manager Configuration tool** after installing version 19.1 and upgrading the database. Otherwise, the report service configuration will not be updated and scripts will not be updated.

**Reports:** If upgrading from 18.5 or older, then you must re-select the skid tickets in Plant Manager > Define Machine. Also be sure to set the skid tags on the machine configuration level by either using the “Use Machine Reports” check box or set the tags specifically for that configuration.

**Label Writer Reports Upgrade:** If you are upgrading to version 19.1.1.500 or higher and used the Label Writer to create reports, you must run Plant Manager Configuration again. Then copy your reports from C:\ProgramData\DMI\Report Service\EFILabelReports\Reports to C:\ProgramData\DMI\Report Service\EPSLabelReports\Reports. Finally, in the Reports tab of Plant Manager Browser, click Rebuild Report Cache.

**Upgrade SQL Error:** Upgrading from a 19.1.1.983 (or lower) to 19.1.1.1179 or higher will cause ‘error migrating data table: RunList Error’. This issue was resolved in release 19.1.1.1211.

If the upgrade fails and the DB is left disconnected, just reopen PLM Admin to restore the connection to the DB. Before upgrading the DB, run the following SQL to add the missing column:

```
ALTER TABLE RunList
```

```
ADD ReworkedRunId Id_Long_Dmi NOT NULL DEFAULT(0)
```

After running the SQL, reopen PLM Admin and try the upgrade again.

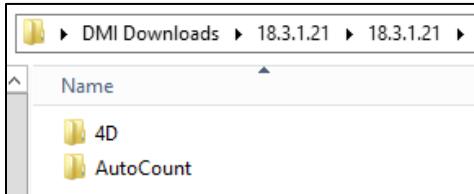
This section was designed for the system administrator or the person responsible for upgrading and maintaining Auto-Count in your plant and who has the proper administrative (SA password) rights to SQL Server and all servers needed for the upgrade.

## Upgrading SQL Server

If you are also upgrading SQL Server you must reboot the server after the upgrade to ensure the registry is properly cleared of keys from previous versions. Again, if you are upgrading Crystal reports, you must also uninstall the previous version including the SAP Crystal Repots directory before upgrading.

## Download the Upgrade Files

You should have received the Installation/Setup files for the upgrade from your Support Representative in a zip file. Once unzipped, the directory looks like this, with the folder names reflecting the build number you were sent:



From the **AutoCount** directory you will first install Plant Manager, Plant Manager Services (Connector/Importer /Report Service), Plant Manager Browser, and Auto-Count. (Paper Monitor can also be installed at this time from the utility.) Then from the **4D** directory you will install the Auto-Count 4D files.

Once you have completed the installation, you will complete the upgrade by configuring the components.

## Step 1: Install Components

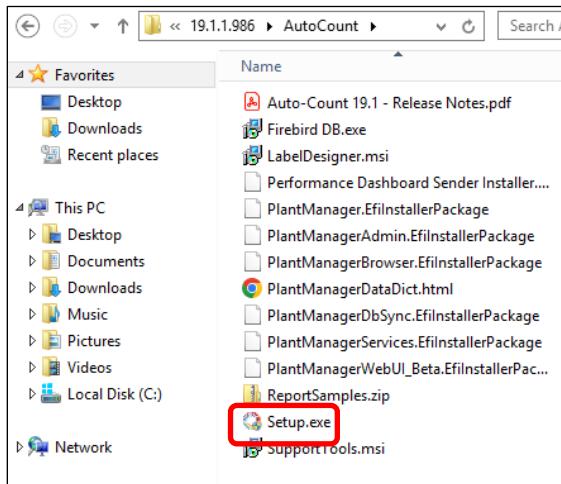
In this step you will install the components of Auto-Count that you need to upgrade.

### Install Plant Manager Components

#### *To install Plant Manager Components*

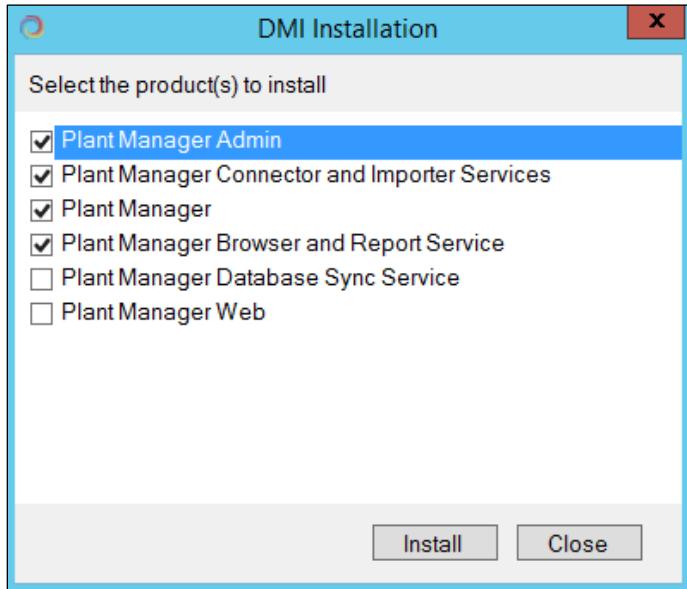
**Note** Install Plant Manager Admin on your SQL Server.

1. From the Auto-Count installation directory, double-click the installation file **Setup.exe** to start the wizard.



2. Select **Plant Manager Admin, Plant Manager Connector and Importer Services, Plant Manager, and Plant Manager Browser and Report Service**. Click **Install**.

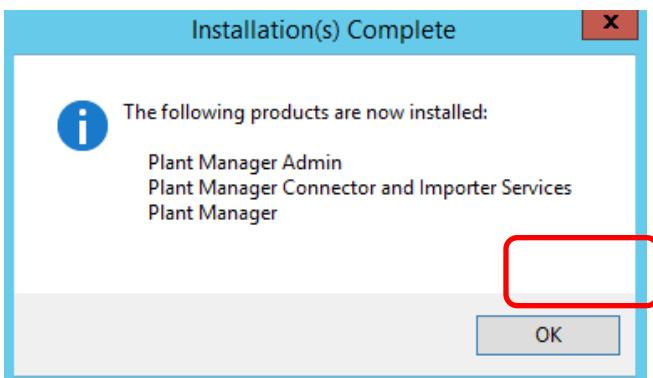
You do not need to select Plant Manager Web if you already have it installed. This will be upgraded with the other components automatically.



**Note** At this time you may also install Auto-Count Classic 1000/3000, Non DMI or Paper Monitor if they reside on the same computer. Otherwise you will run Setup.exe on the computers where these components reside.

3. Click **Next** in the Plant Manager Admin setup window.
4. In the End User License Agreement window, accept the terms and click **Next**.
5. In the Plant Manager Admin Install Location window, accept the default location and click **Next**. You may click **Browse** and choose another location if needed.
6. In the Ready to Install window, click **Install**. The installation wizard will install Plant Manager Admin. Click **Finish** when the Plant Manager Admin installation is complete.
7. Next you will be prompted to install the other components you selected. Click **Yes**.

When this completes, click **OK**.



Click **OK** to acknowledge this message and then Close.

8. Confirm that the **Plant Manager Connector** and **Plant Manager Importer** services have started by opening the Services utility. This service should always be set to automatically start.

EFI Plant Manager Connector Service	Plant Mana...	Running	Automatic
EFI Plant Manager Importer Service	Imports Aut...	Running	Automatic

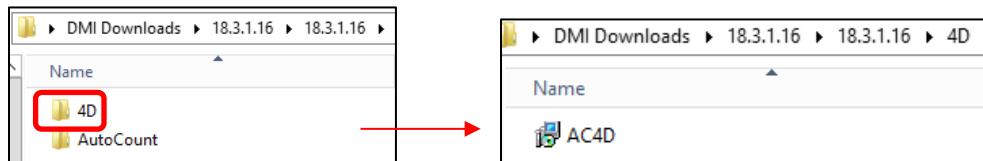
Next you can install the Auto-Count 4D component.

## Install Auto-Count 4D

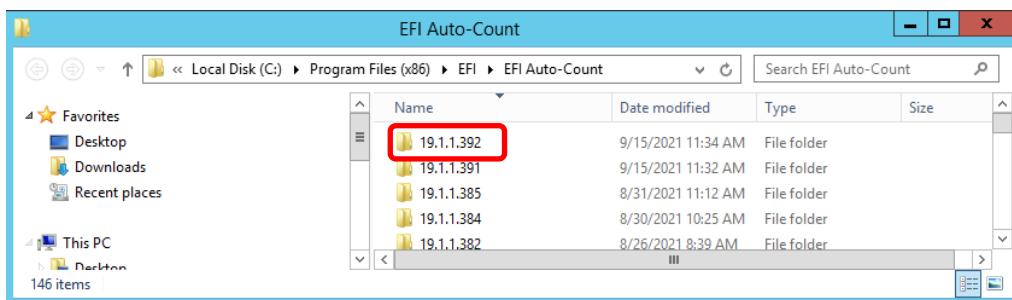
**Note** To upgrade a 4D machine, operators should end runs and leave the machine in Idle.

### To install AC4D

1. From the 4D directory, run the AC4D installation utility.



2. Navigate to the 4D release folder which was just installed at Program Files (86x) > EFI > EFI Auto-Count to ensure it was properly installed.



## Step 2: Configure Components

Now you must complete the upgrade and configure certain components.

### Configure Plant Manager Admin

#### **To configure the Plant Manager Admin Utility**

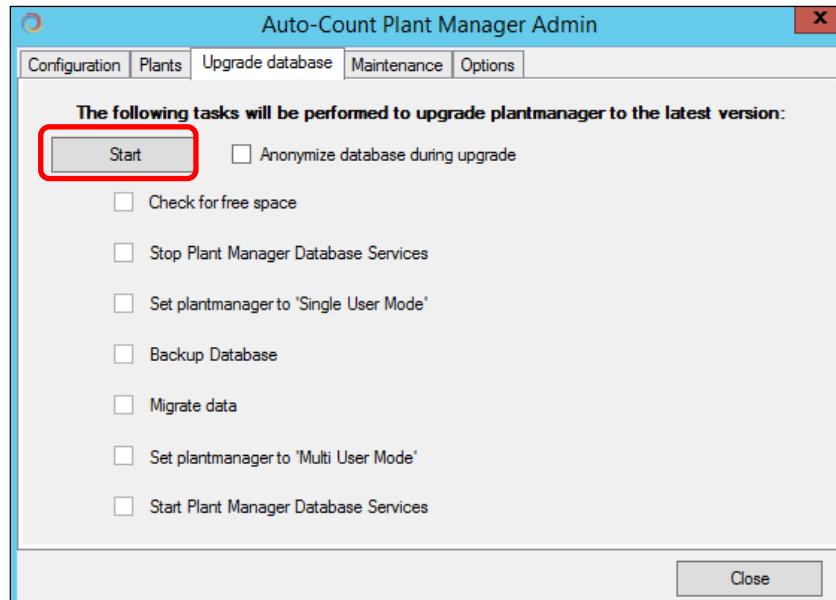
1. Open Plant Manager Admin from the desktop shortcut created by the installation utility.



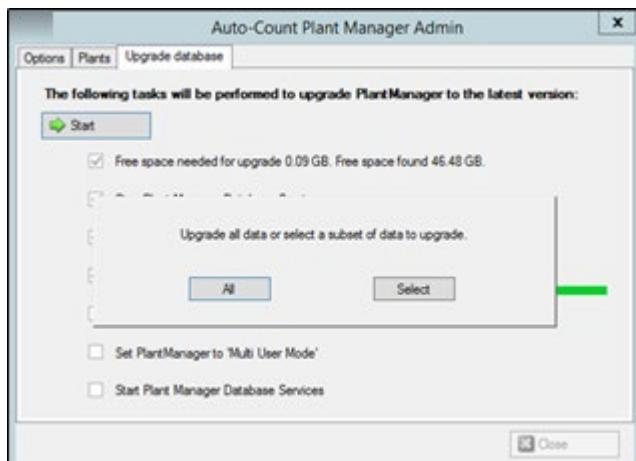
2. In the **Upgrade database** tab click **OK** to confirm that you must upgrade to the current version. Then click **Start**.

3. Plant Manager Admin will now back up your current database and migrate your data to a new database.

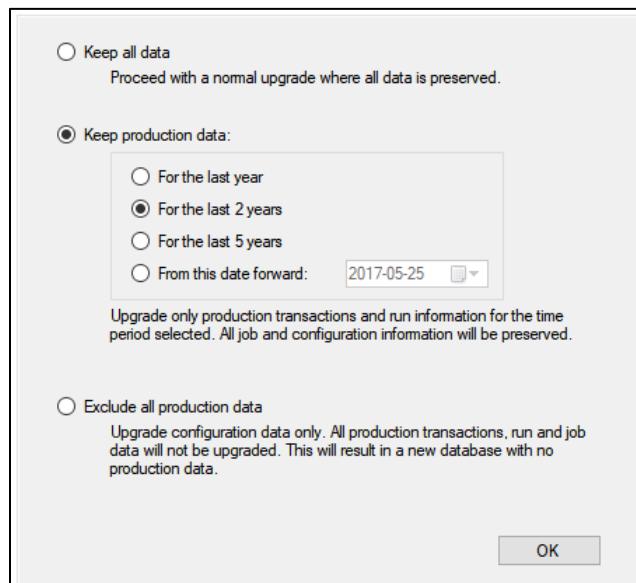
**Warning** You may receive a “time-out” message at this point in the installation. This means a connection to the Plant Manager database is still open and the upgrade will fail if you proceed. Close all connections to the Plant Manager database and verify that all users have logged out. Then start again at step 2 above.



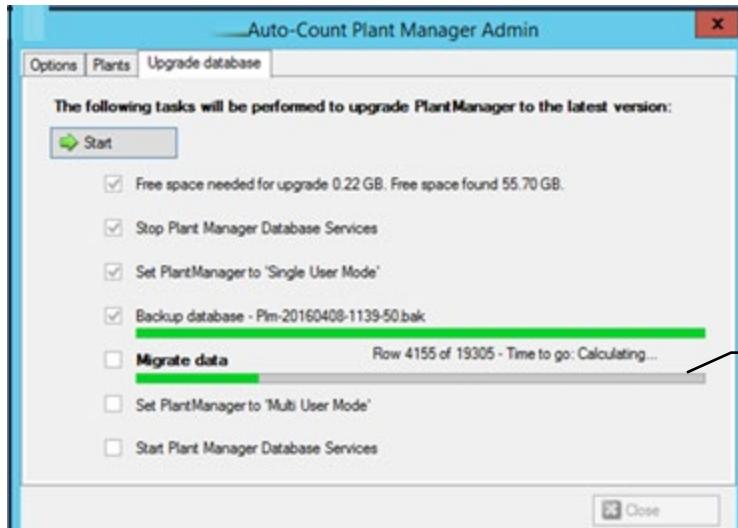
After a backup database has been created, you will be asked what/how much data you want to upgrade. Click **All** if you want to proceed with a normal backup of all data. Click **Select** if you want to choose the amount of data to upgrade.



If you chose Select then you can choose the data you want to upgrade.



- **Keep all data:** Proceed with a normal upgrade where all data is preserved.
- **Keep production data:** Upgrade only production transactions and run information for the time period selected. All job and configuration information will be preserved.
  - > For the last year
  - > For the last 2 years
  - > For the last 5 years
  - > From this date forward: (choose a date)
- **Exclude all production data:** Upgrade configuration data only. All production transactions, run and job data will not be upgraded. This will result in a new database with no production data.



- Click **Close** once the upgrade process is finished.

There is no need to configure Plant Manager itself since it is installed and now the database has been upgraded. Next, you must configure Plant Manager Browser.

## AutoConfigure

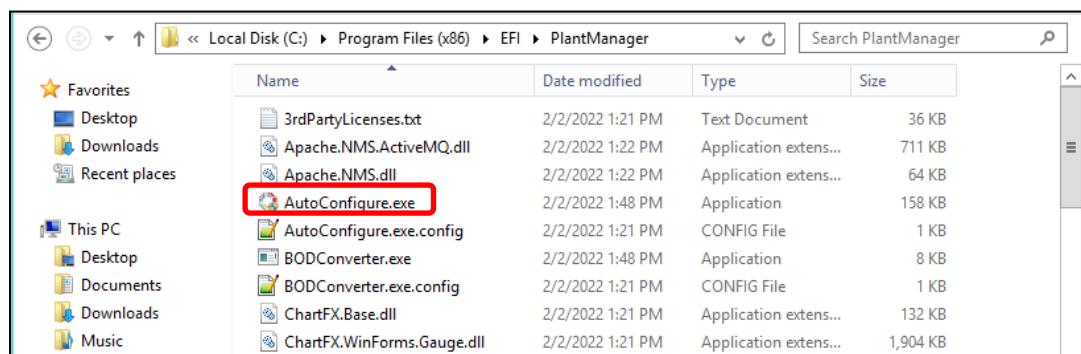
**Upgrades** If you use eFlow and are upgrading from version 19.1.1.310 (or lower), then you **must** run the Auto-Configure tool after you install Plant Manager. This will set the *MaxSendRetryDelay* option on the EFLOW subscription. This will help in scenarios where network issues are common.

To use the BOD v4 API messages, you must upgrade to v19.1.1.533 or higher and re-run AutoConfigure.

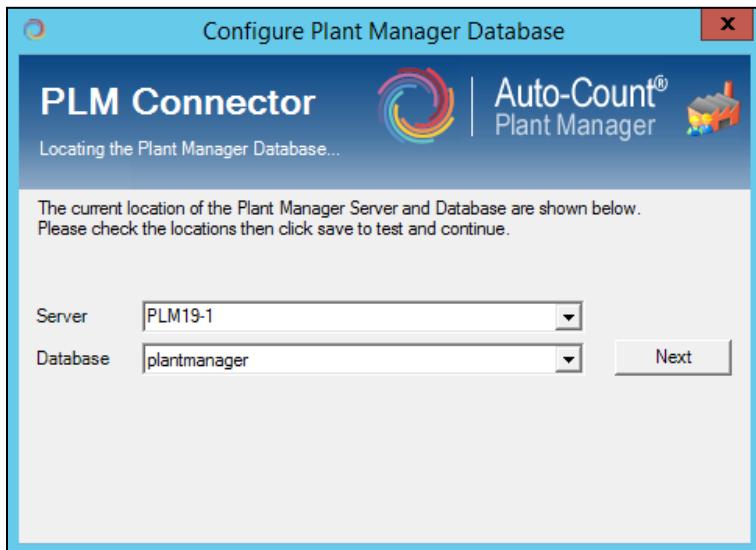
You may also use this section to reset your eFlow connection. AutoConfigure will automatically use the last known Facility ID. Unless required, **do not change, or remove Facility ID**.

### To run AutoConfigure

- Open the Plant Manager Installation directory. Typically, C:\Program Files (x86)\EFI\PlantManager. Double-click the **AutoConfigure** application.



- Choose the **Server** where you installed the Plant Manager database. In **Database**, if **plantmanager** is not displayed then select it.



Click **Next** or **Save** if you changed the server.

3. (eFlow users only) Enter the URL of your eFlow installation. If the installation cannot find eFlow, simply enter the address <http://<eFlow server name>.8081> Then complete the following eFlow Settings:

**eFlow Facility:** Enter the eFlow Facility name. You can find your Facility in the topic names on the Subscriptions tab in eFlow.

[\*\*<Facility Name>.<Business Function>.< Root Element Name>.<Version>\*\*](#)

**!** We do not recommend you leave this field empty; then Auto-Configure will use the Plant ID to create topics *per plant* and PlantId@ is prepended to the client id for each plant. This increases the number of topics being created and makes it harder to add plants in the future. Using a Facility ID makes it easy to add plants because the MIS is listening to one set of topics and all new plants will simply send to that set of topics. If you use Plant ID, then the MIS listens to several sets of topics based on plants.

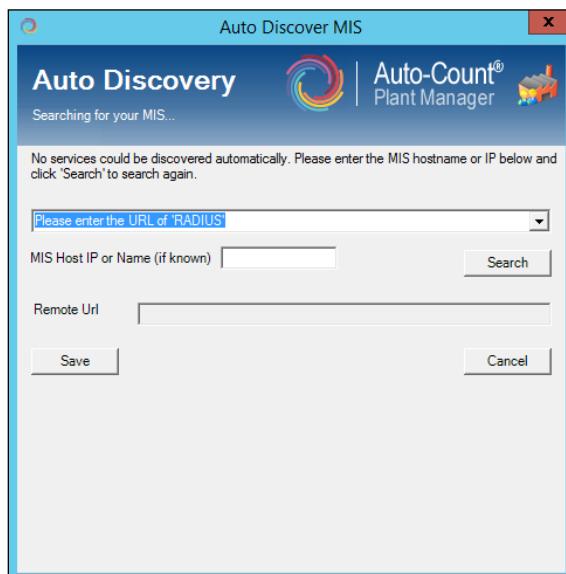
**!** AutoConfigure will display the last saved Facility Name. If you enter the wrong eFlow Facility ID then it generates the wrong set of topics.

**eFlow Company:** This is for licensing purposes and does not affect messaging or topics. You can find your eFlow Company ID in the local eFlow installation under Customer License Management. Enter it exactly as displayed. If you cannot locate the license, this field can remain empty, and you can proceed with the installation.



Click **Save**.

4. From the drop-down list, select the Reporting Service you want to use to create reports.
5. Enter or select the path to your MIS:



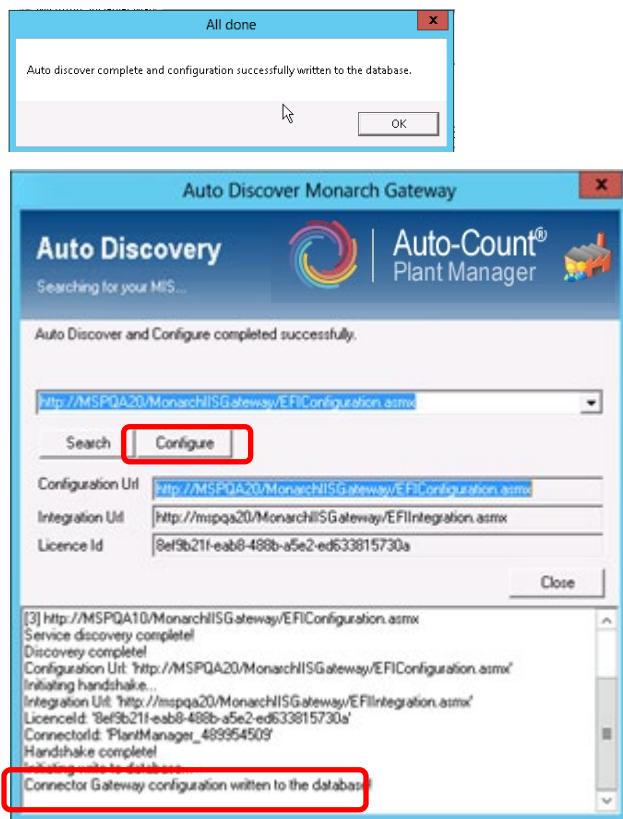
Radius users: Enter <http://servername:4141> as the URL and then click **Save**.

Pace users: Enter an **MIS Host IP** to generate a valid URL then click **Save**

**Monarch Users:** In the Auto Discover window, select a path from the drop-down list. If no paths exist, click **Search** to display a list of paths to the Gateway configuration file.

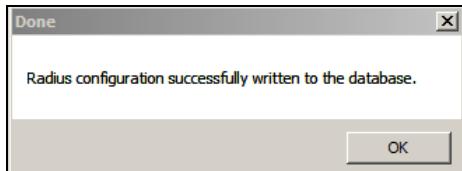
**Note** If the auto-discovery tool cannot find any paths, manually enter the URL to the Gateway configuration file. (EFIConfiguration.asmx)

5. (*Monarch MIS*) Click **Configure** once you have selected a path. This process may take several seconds. Click **OK** once it is complete. The **Configuration Url**, **Integration Url**, and the **Licence Id** fields will now be populated.

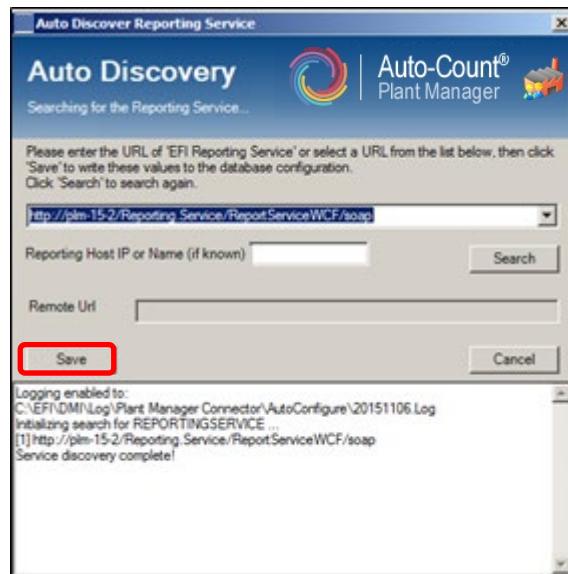


(Radius MIS)

Click **OK** at the successful configuration message. Then click **Next** on the main page.



The Reporting Service will now be discovered. When that is finished click **Save**.



6. Close the Auto Discovery window to return to the installation wizard. Then close the installation.

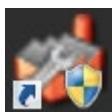
## Upgrade Plant Manager Configuration

### Prerequisite

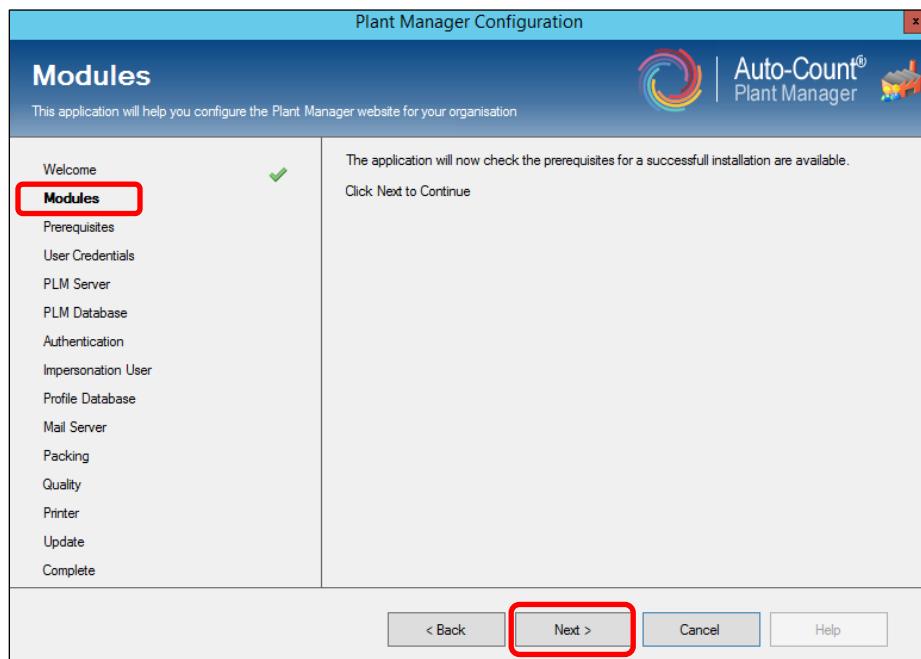
- In ASP.NET, an Impersonation User must have Active Directory Read and Write access to allow users to log in.

### To configure Plant Manager Browser

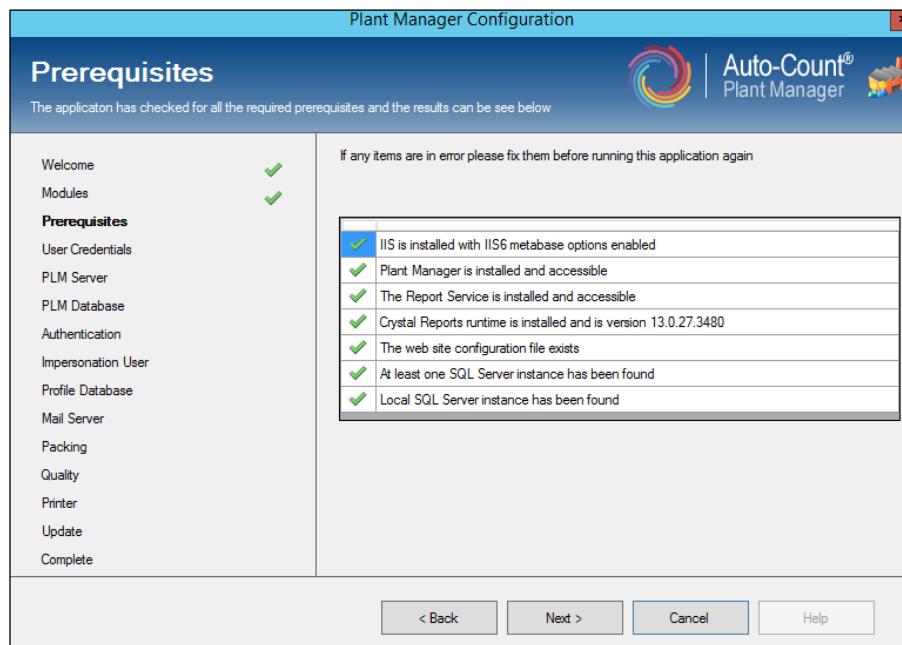
1. From your desktop, open the **Plant Manager Configuration** wizard.



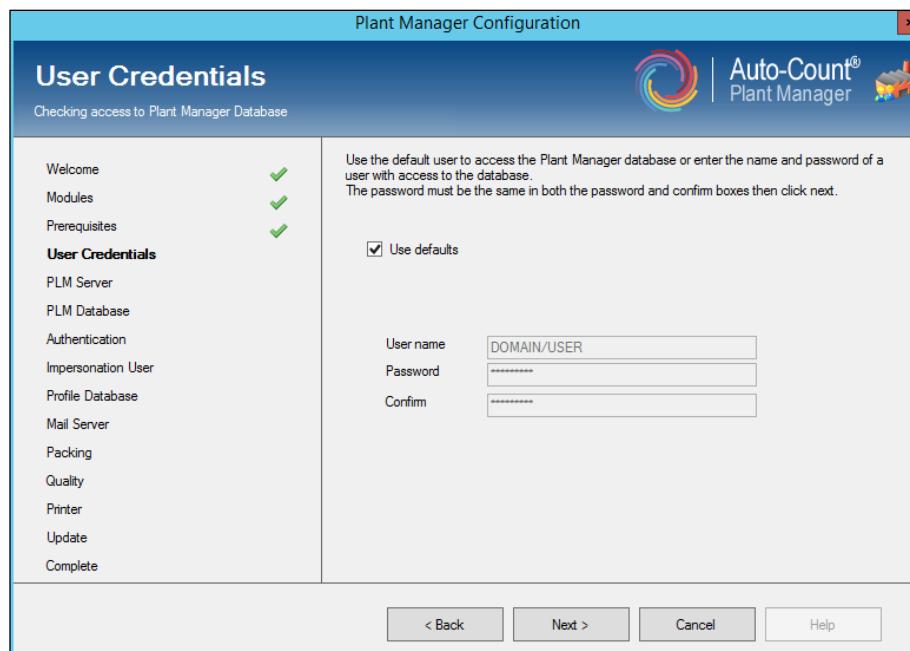
2. At the Welcome window click, **Next** to continue. The installation will now install the Plant Manager Browser and Reports Service modules. This may take a few minutes.
3. At the Modules window click **Next**. The installation will now check to make sure you have the prerequisite components installed.



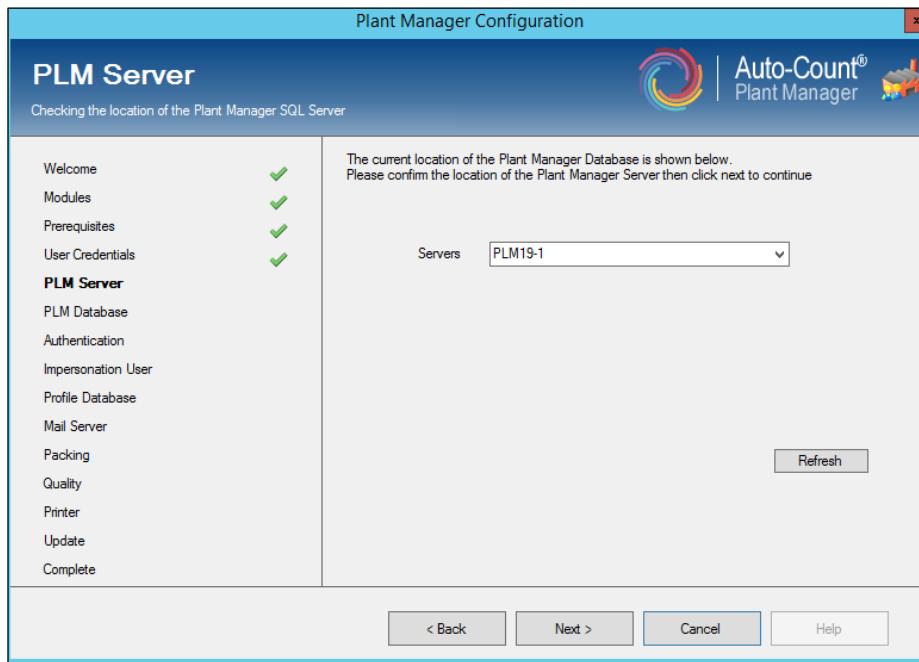
4. In the Prerequisites window you will be shown a list of requirements and if your computer has met these requirements. Click **Next** if all the checkmarks are green.



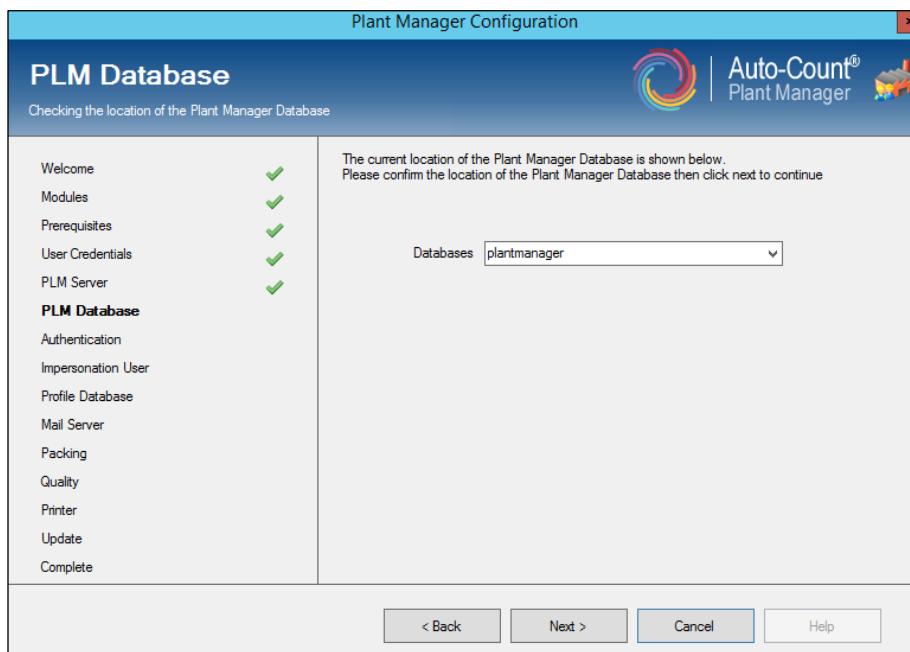
5. In User Credentials, accept the default login. This is a SQL login and we have created a default one called efipm. You may create your own if necessary. Click **Next** to continue.



6. In PLM Server, select your current SQL server which contains your Plant Manager database. Click **Next** to continue.



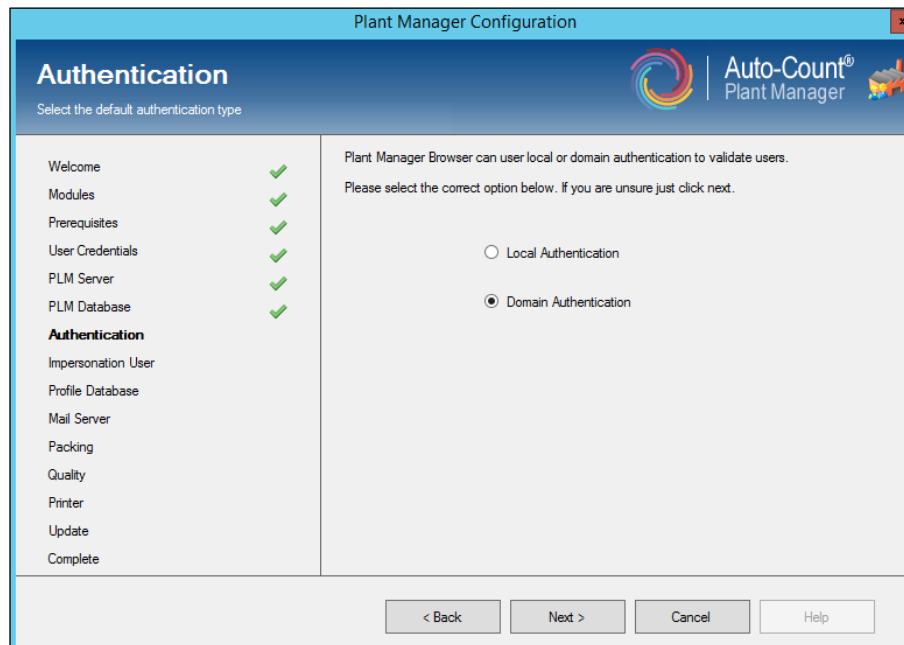
7. In PLM Database, select the **PlantManager** database from the drop-down. Click **Next** to continue.



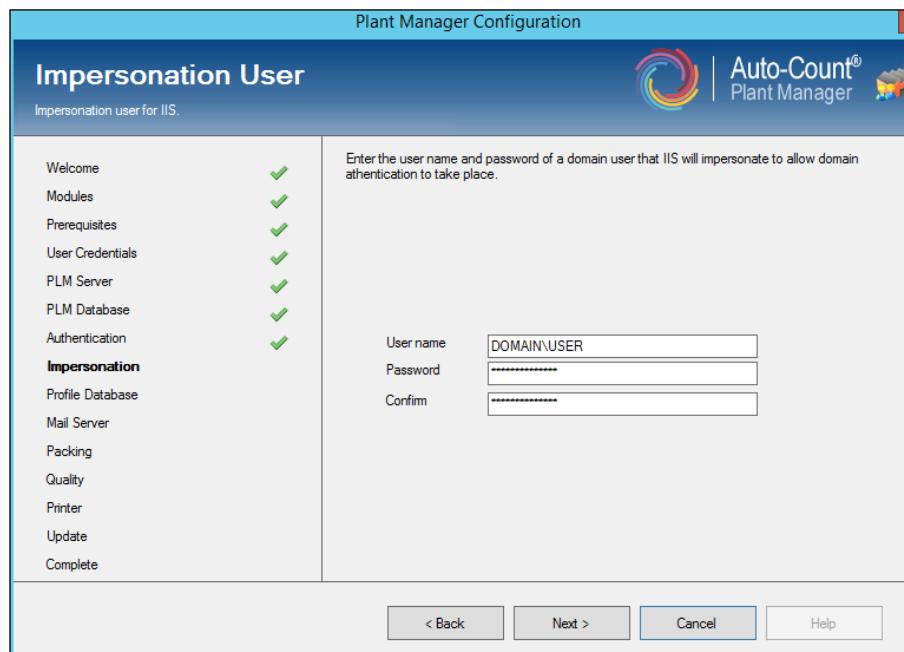
8. In Authentication, select which type of login your company uses – local or domain network. Typically, you would choose **Domain** so employees can enter their established network username and password. Choose Local if this will not be used on a network environment.

**Note** If using Domain Authentication then you must add two groups to your Active Directory service: **PlantManagerUsers** and **PlantManagerAdmins**. Anyone assigned to these groups will have access to Plant Manager Browser using their domain login. If they do not belong to one of these groups, then they will receive an Access Denied error message.

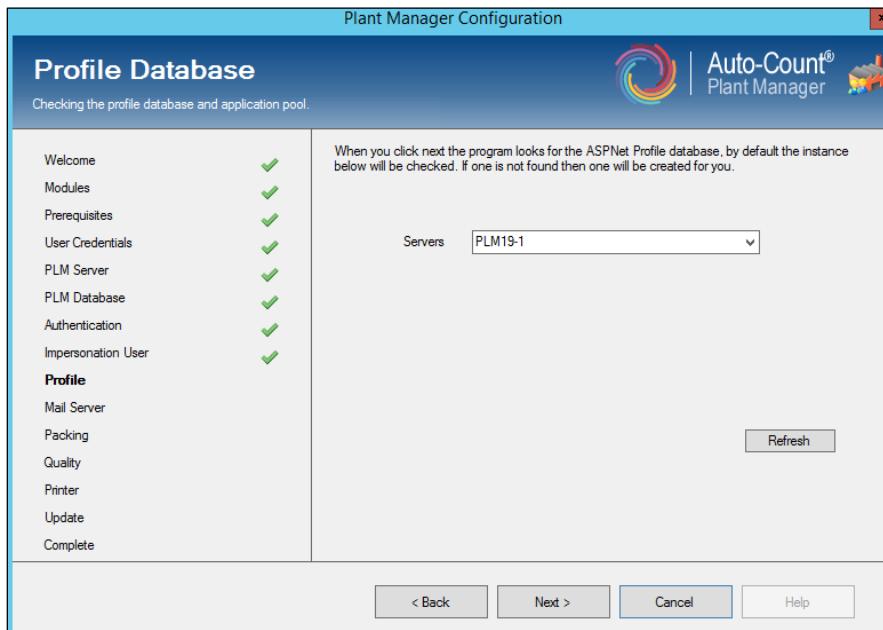
Click **Next** to continue.



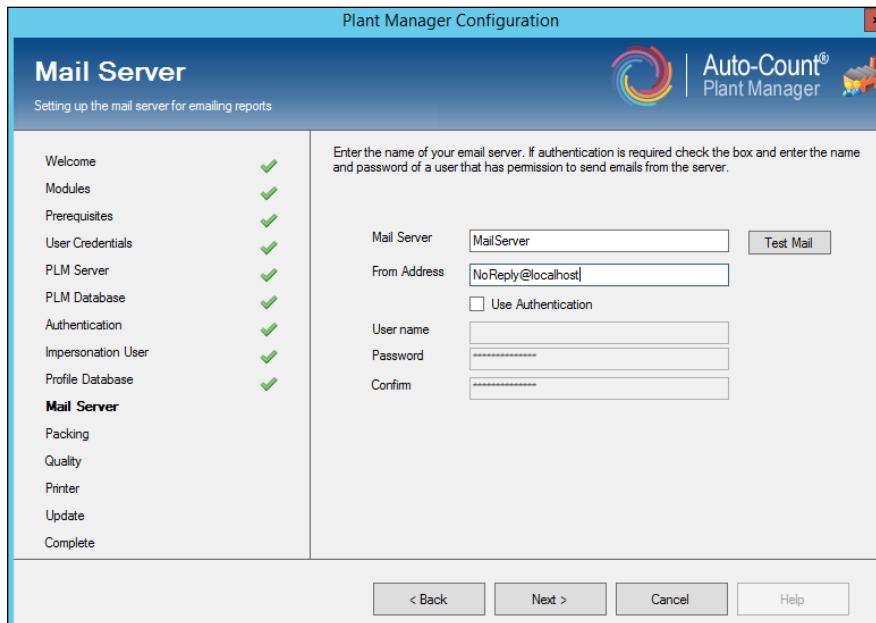
- If using Domain authentication, enter a user from the domain which IIS will use to access Plant Manager Browser. When the user logs in at the application, they do not have to enter the domain - just their network username/password.



- In Profile, confirm the correct server is selected to check for the ASPNet Profile database and click **Next**.

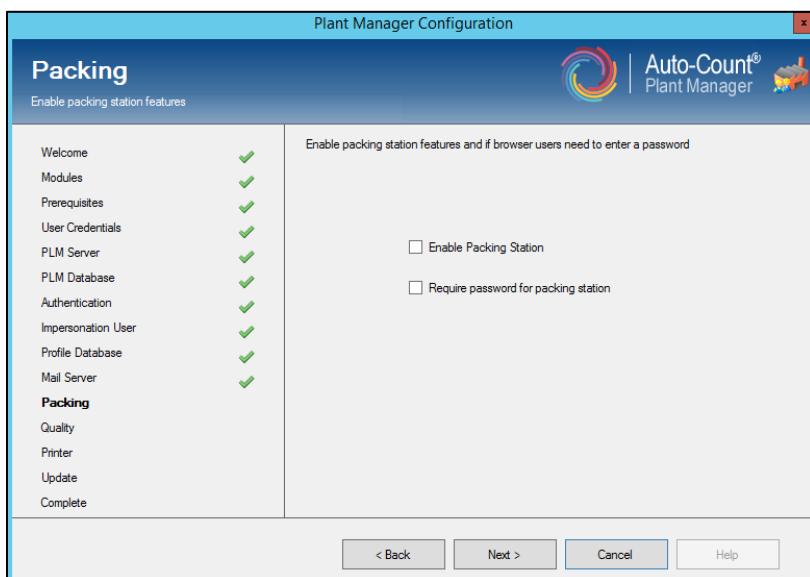


11. In Mail Server, enter the name of your SMTP server. Then accept the default From Address or enter one of your own. Select Authentication if your mail server requires user authentication.



Click **Test Mail** and enter an email address. Click **Test**.

12. In **Packing**, choose **Enable Packing Station** to use the packing station feature. You must also enter a license key provided by Support to use this feature.



13. In **Quality**, if you bought a Quality Module license then enable this module here. You must have a license. Please contact ePS Services if you have questions. If you did not purchase Quality, click **Next**.
14. In **Printer**, select a default printer which Crystal Reports can use if no printer is specified for a report. These are currently installed printers on the current server on which Plant Manager is installed. The printer you select is saved in the report service configuration files to be used by the report service.
15. In **Update**, click **Next**.
16. Once the wizard is completed you can test your new Plant Manager web site using the link. If you need to troubleshoot your web site, then run the wizard again and check your settings. Otherwise click **Finish** to close the wizard.

Your users can now access the Plant Manager Browser web site using this link. They will need to enter their network login username (domain/username) and password. (Or for Local authentication, enter the login for that computer.)

**Note** Please search the Knowledgebase articles in Communities or call Support to learn how to set up Plant Manager Browser with Domain Authentication when server is not in a domain.

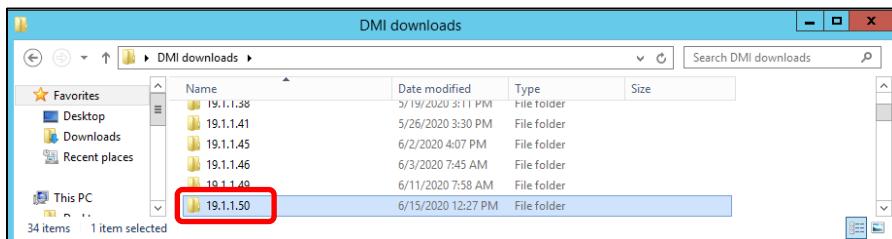
## Upgrade Auto-Count 4D

**Warning** Please ensure that all machines to be upgraded are in the Idle state before you run the Launcher application below.

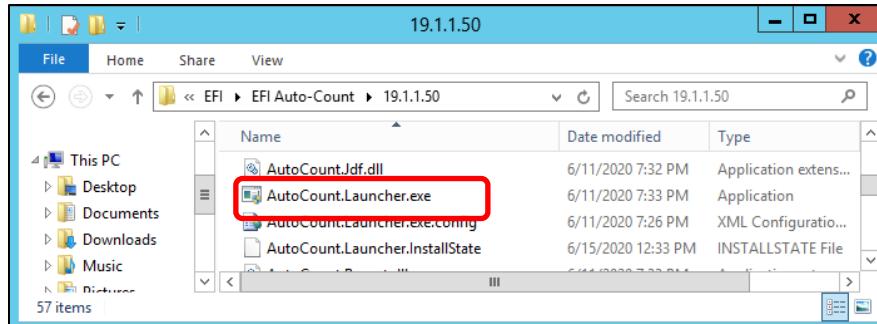
**Note** If your machine is set to use Auto-Upgrade in Plant Manager, then you do not have to manually upgrade your machine. The Launcher will automatically run the next time the machine is in Idle.

### To manually upgrade Auto-Count 4D

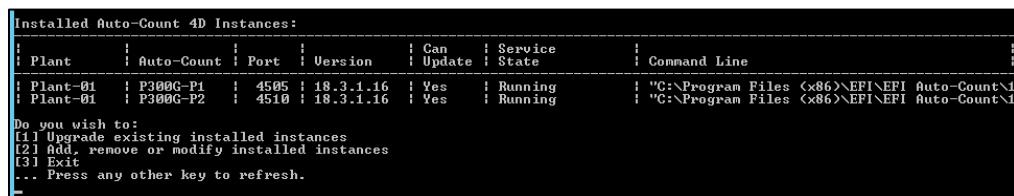
1. Navigate to the 4D release folder which was just installed at Program Files (86x) > EFI > EFI Auto-Count.



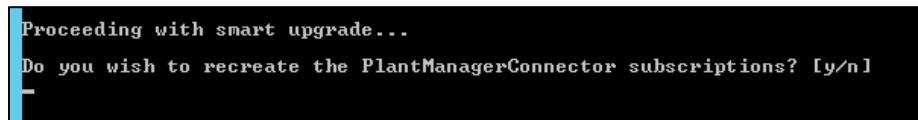
2. Open the release folder for the version you want to install and double-click **AutoCount.Launcher** to open the 4D utility program.



3. When prompted, enter '1' to upgrade 4D machines with the Smart Upgrade choice



4. Press 'N' when asked if you want to create a new subscription for the Connector.



5. The Smart Upgrade will now detect the Connector and Report services and proceed to automatically upgrade all machines.

**Note** If you did not choose to use the Smart Upgrade choice you will be prompted to manually enter the address to the Connector and Report services. Then you will have to manually choose the machines to upgrade. Simply follow the prompts in the installation.

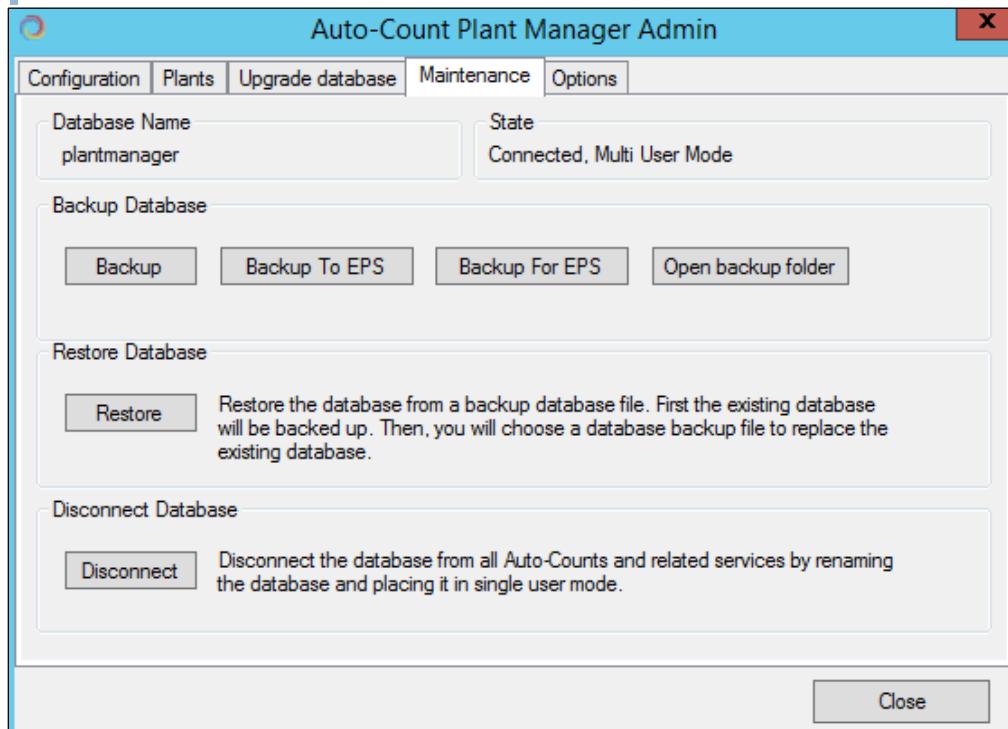
6. Enter 'y' to start the new 4D machine service. The 4D machine or instance is a service.
7. Press any key to exit the installation wizard.

# Appendix A: System Administrator Maintenance

## Maintenance

Within Plant Manager Admin, you can use the Maintenance page to backup, restore and disconnect your Plant Manager database. You can also upload your database to Support for troubleshooting. Functions that were cumbersome within SQL Server are now simple to perform.

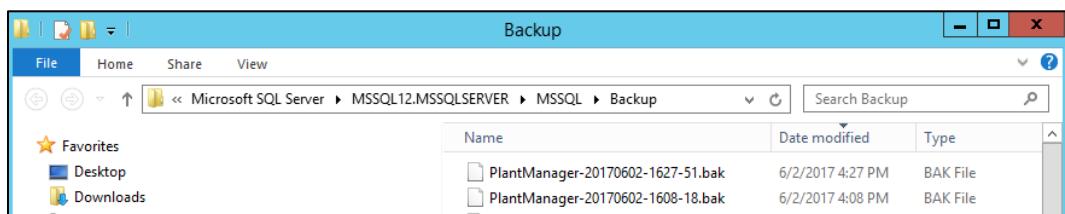
**Note** These functions were intended for use by System Administrators only.



### Backup

This function is used to create a backup file of your current Plant Manager database. The naming convention is: [databasename]-{date}-{time}.bak.

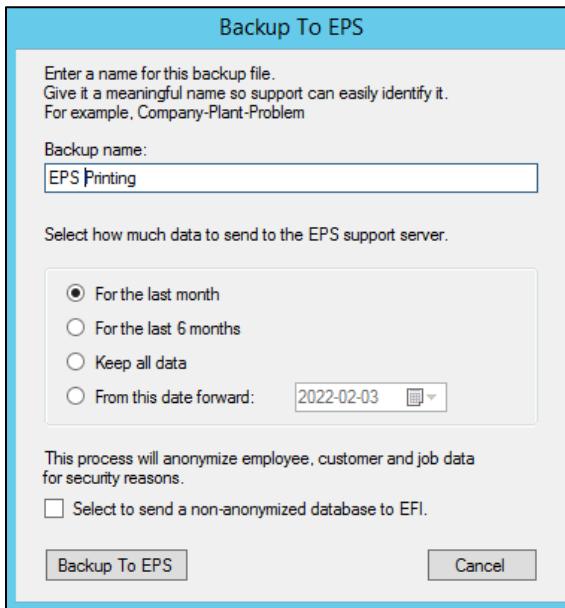
To easily access this file simply click **Open backup folder** to open the SQL Server Backup directory.



**Tip!** This is the easiest way to create a copy of your database to send to Support when needed.

## Backup to EPS

Use this feature to create a backup copy of your database and have it sent automatically to an anonymous FTP site. From here a support representative can download your database for troubleshooting. The database will automatically be anonymized to protect your customer data but there is an option to send non-anonymized data.

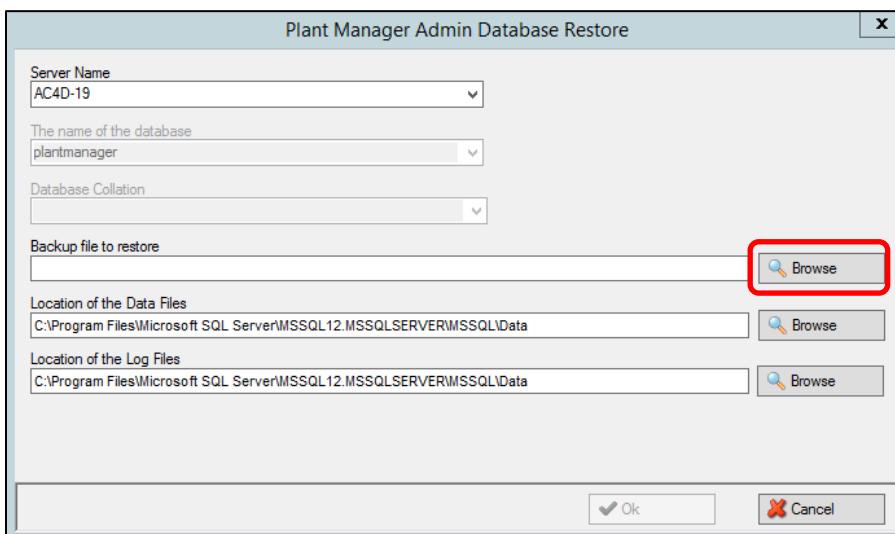


## Back For EPS

Use this button to create an anonymized database backup file on your local machine which you can send to ePS Support for troubleshooting. Many customers can no longer use the anonymous FTP site (Backup to EPS) due to updated security policies, so we now ask that you use this button to grab your database and send it to Support. You may still use the Backup button to capture a non-anonymized database.

## Restore Database

Use this tool to easily restore a database backup file to replace your existing database. This tool will always backup your current database first and then ask you to select a database file to restore.



**Note** Depending on the size of the database, it may take a few minutes to Restore. Do not close the window until you are told the Restore is complete.

## Disconnect Database

This feature is only typically used for moving a Plant Manager database from one server to another and you do not want any data written to the database. When you disconnect a database, no Auto-Counts or Services can access the database until it is reconnected again.

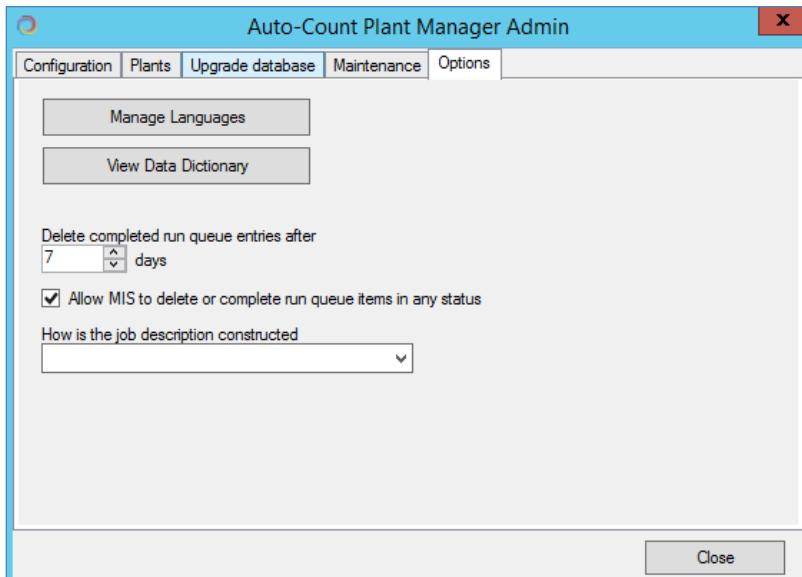
### ***To move a database***

1. Disconnect the Plant Manager database, (on the old server)
2. Backup the Plant Manager database. (on the old server)
3. On the new server, save a copy of the backup database file you just created and then install Plant Manager Admin. The installation will prompt you to choose a backup database file to use.

**Note** If you Disconnect and then shut down Plant Manager Admin, the database will automatically be re-connected. This is a function of SQL Server.

## Options

Use the Options window in Plant Manager Admin to perform other system administration tasks.



### Manage Languages

Click Manage Languages to enable other languages to be used in the interface.

Manage Languages		
Language Name	Language Id	Active
English	English	<input checked="" type="checkbox"/>
Français	French	<input type="checkbox"/>
Deutsch	German	<input type="checkbox"/>
Español	Spanish	<input type="checkbox"/>
Custom Deutsch	Custom	<input checked="" type="checkbox"/>
Český	Czech	<input type="checkbox"/>
Polish	Polish	<input type="checkbox"/>
Português	Portuguese	<input type="checkbox"/>

At the bottom of the window are four buttons: Import, Delete, Export, and Close.

### View Data Dictionary

If you will be building custom reports, you may need to refer to the Plant Manager Data Dictionary which lists tables and fields from the database.

#### Delete completed run queue entries after

Use this option to automatically remove completed runs from the Run Queue after 'x' number of days. The runs are not deleted from the database, but simply removed from the list. (Monarch users do not access the Plant Manager Run Queue.)

#### Allow MIS to delete or complete run queue items in any status

Use this option if you need your MIS to be able to delete (or complete) a current run queue item that is in any state like in production or suspended.

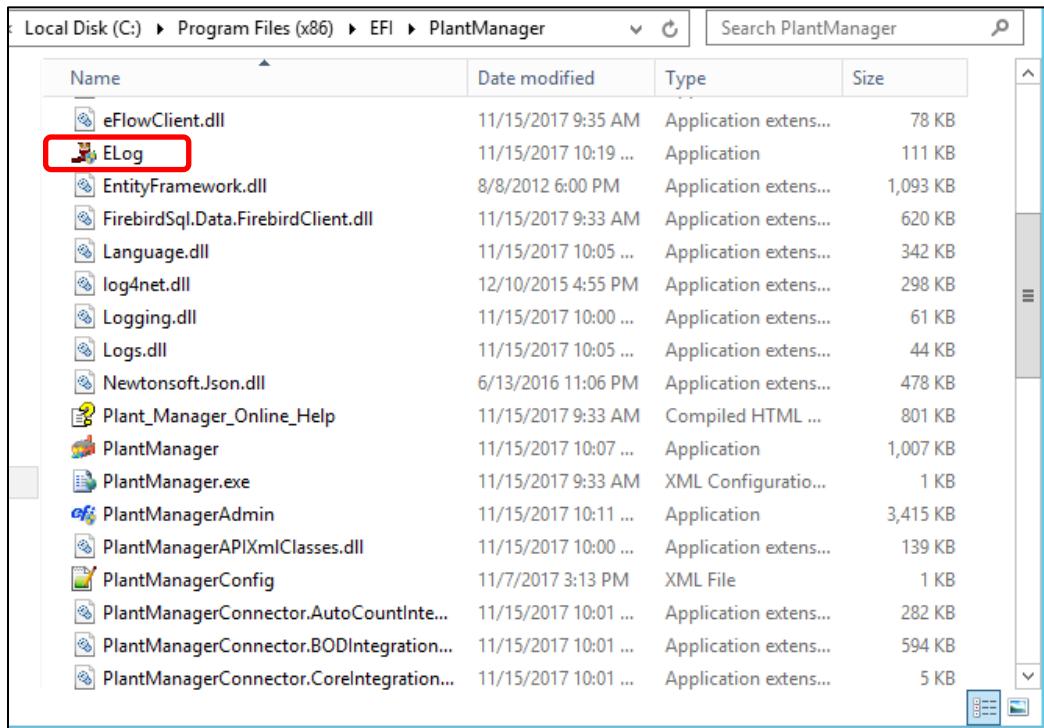
## ELog

**Note** You must have administrator rights to access ELog. This is a tool to be used only by the System Administrators.

Another troubleshooting tool we have is called ELog. The ELog utility lists all Auto-Count logs which you can use to search for errors and other issues. This is useful when working with Support. It is also easy to upload this information to a secure FTP site for further troubleshooting by our Support team.

### Using ELog

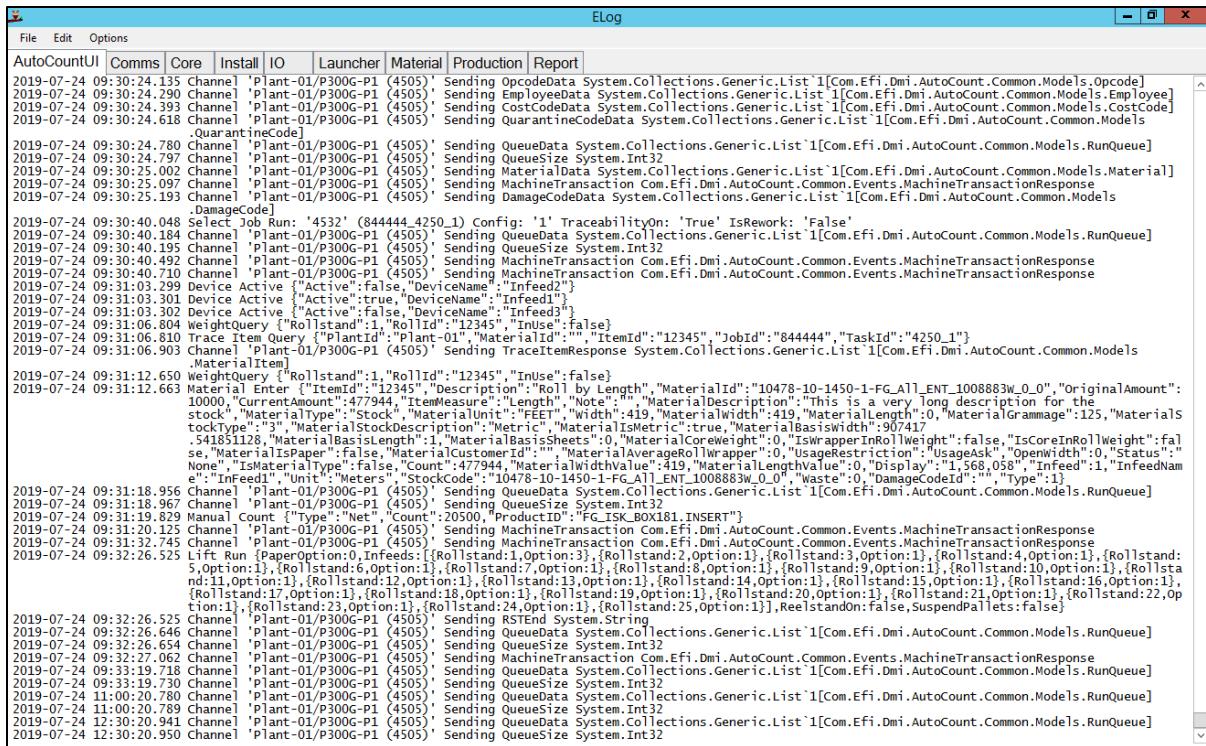
To open ELog navigate to the shortcut on the Start Menu or the desktop icon if one is available. You can also open ELog from C:\Program Files (x86)\EFI\PlantManager and run ELog.exe.



Then choose the set of logs you want to view.



Here we chose a specific machine's log file but within ELog you can always change the log file by selecting **File > Change Log Directory** or click **Current Logs** at the bottom of the window.



The screenshot shows the ELog application window with a title bar "ELog". The menu bar includes "File", "Edit", and "Options". Below the menu is a toolbar with icons for "AutoCountUI", "Comms", "Core", "Install", "IO", "Launcher", "Material", "Production", and "Report". The main area displays a list of log entries from July 24, 2019, at 09:30:24. The log entries are timestamped and show various system events such as sending employee data, cost code data, and queue data, along with machine transaction responses and material item traces. The log entries are truncated for brevity.

```

ELog
File Edit Options
AutoCountUI Comms Core Install IO Launcher Material Production Report
2019-07-24 09:30:24.135 Channel [Plant-01/P300G-P1 (4505)] Sending EmployeeData System.Collections.Generic.List`1[Com.Efi.Dmi.AutoCount.Common.Models.Opcode]
2019-07-24 09:30:24.290 Channel [Plant-01/P300G-P1 (4505)] Sending EmployeeData System.Collections.Generic.List`1[Com.Efi.Dmi.AutoCount.Common.Models.Employee]
2019-07-24 09:30:24.393 Channel [Plant-01/P300G-P1 (4505)] Sending CostCodeData System.Collections.Generic.List`1[Com.Efi.Dmi.AutoCount.Common.Models.CostCode]
2019-07-24 09:30:24.618 Channel [Plant-01/P300G-P1 (4505)] Sending QuarantineData System.Collections.Generic.List`1[Com.Efi.Dmi.AutoCount.Common.Models]
2019-07-24 09:30:24.780 Channel [Plant-01/P300G-P1 (4505)] Sending QueueData System.Collections.Generic.List`1[Com.Efi.Dmi.AutoCount.Common.Models.RunQueue]
2019-07-24 09:30:24.797 Channel [Plant-01/P300G-P1 (4505)] Sending QueueSize System.Int32
2019-07-24 09:30:25.002 Channel [Plant-01/P300G-P1 (4505)] Sending MaterialData System.Collections.Generic.List`1[Com.Efi.Dmi.AutoCount.Common.Models.Material]
2019-07-24 09:30:25.097 Channel [Plant-01/P300G-P1 (4505)] Sending MachineTransaction Com.Efi.Dmi.AutoCount.Common.Events.MachineTransactionResponse
2019-07-24 09:30:25.193 Channel [Plant-01/P300G-P1 (4505)] Sending DamageCodeData System.Collections.Generic.List`1[Com.Efi.Dmi.AutoCount.Common.Models]
2019-07-24 09:30:40.048 Select Job Run: "4532' (844444_4250_1) Config: "1" TraceabilityOn: "True" IsRework: "False"
2019-07-24 09:30:40.184 Channel [Plant-01/P300G-P1 (4505)] Sending QueueData System.Collections.Generic.List`1[Com.Efi.Dmi.AutoCount.Common.Models.RunQueue]
2019-07-24 09:30:40.195 Channel [Plant-01/P300G-P1 (4505)] Sending QueueSize System.Int32
2019-07-24 09:30:40.491 Channel [Plant-01/P300G-P1 (4505)] Sending MachineTransaction Com.Efi.Dmi.AutoCount.Common.Events.MachineTransactionResponse
2019-07-24 09:30:40.510 Channel [Plant-01/P300G-P1 (4505)] Sending MachineTransaction Com.Efi.Dmi.AutoCount.Common.Events.MachineTransactionResponse
2019-07-24 09:31:03.299 Device Active {"Active":true,"DeviceName":"Infeed1"}
2019-07-24 09:31:03.301 Device Active {"Active":false,"DeviceName":"Infeed1"}
2019-07-24 09:31:03.302 Device Active {"Active":false,"DeviceName":"Infeed3"}
2019-07-24 09:31:06.804 WeightQuery {"Rollstand":1,"Rollid":"12345","Inuse":false}
2019-07-24 09:31:06.810 Trace Item Query {"PlantId": "Plant-01", "MaterialId": "", "ItemId": "12345", "JobId": "844444", "TaskId": "4250_1"}
2019-07-24 09:31:06.903 Channel [Plant-01/P300G-P1 (4505)] Sending TraceItemResponse System.Collections.Generic.List`1[Com.Efi.Dmi.AutoCount.Common.Models.MaterialItem]
2019-07-24 09:31:12.650 WeightQuery {"Rollstand":1,"Rollid":"12345","Inuse":false}
2019-07-24 09:31:12.663 Material Enter {"ItemId": "12345", "Description": "Roll by Length", "MaterialId": "10478-10-1450-1-FG_ALL_ENT_1008883W_0_0", "OriginalAmount": 10000, "CurrentAmount": 477944, "ItemMeasure": "Length", "Note": "This is very Tong description for the stock", "MaterialType": "Stock", "MaterialValue": "FEET", "Width": 410, "MaterialBaseLength": 0, "MaterialGrammage": 125, "Materials took": 1, "MaterialBasis": "Pounds", "MaterialBasisType": "MaterialBasisType", "MaterialBaseLength": 0, "MaterialGrammage": 125, "MaterialBasisSheets": 0, "MaterialCoreWeight": 0, "IsWrapperInRollWeight": false, "IsCoreInRollWeight": false, "MaterialBasisPaper": false, "MaterialCustomerID": "", "MaterialAverageRollWrapper": 0, "UsageRestriction": "UsageAsk", "OpenWidth": 0, "Status": "None", "IsMaterialType": false, "false": "Count": 477944, "MaterialWidthValue": 0, "Display": "1,568,058", "Infeed": 1, "InfeedName": "Infeed1", "Unit": "Meters", "StockCode": "10478-10-1450-1-FG_ALL_ENT_1008883W_0_0", "Waste": 0, "DamageCodeID": "", "Type": 1}
2019-07-24 09:31:18.956 Channel [Plant-01/P300G-P1 (4505)] Sending QueueData System.Collections.Generic.List`1[Com.Efi.Dmi.AutoCount.Common.Models.RunQueue]
2019-07-24 09:31:18.967 Channel [Plant-01/P300G-P1 (4505)] Sending QueueSize System.Int32
2019-07-24 09:31:18.967 Channel [Plant-01/P300G-P1 (4505)] Sending QueueSize System.Int32
2019-07-24 09:31:19.829 Manual Count {"Type": "Net", "Count": 20500, "ProductId": "FG_ISK_BOX181_INSERT"}
2019-07-24 09:31:20.125 Channel [Plant-01/P300G-P1 (4505)] Sending MachineTransaction Com.Efi.Dmi.AutoCount.Common.Events.MachineTransactionResponse
2019-07-24 09:31:32.745 Channel [Plant-01/P300G-P1 (4505)] Sending MachineTransaction Com.Efi.Dmi.AutoCount.Common.Events.MachineTransactionResponse
2019-07-24 09:32:26.525 Channel [Plant-01/P300G-P1 (4505)] Sending QueueData System.Collections.Generic.List`1[Com.Efi.Dmi.AutoCount.Common.Models.RunQueue]
2019-07-24 09:32:26.525 Channel [Plant-01/P300G-P1 (4505)] Sending QueueSize System.Int32
2019-07-24 09:32:26.646 Channel [Plant-01/P300G-P1 (4505)] Sending QueueData System.Collections.Generic.List`1[Com.Efi.Dmi.AutoCount.Common.Models.RunQueue]
2019-07-24 09:32:26.654 Channel [Plant-01/P300G-P1 (4505)] Sending QueueSize System.Int32
2019-07-24 09:32:27.062 Channel [Plant-01/P300G-P1 (4505)] Sending MachineTransaction Com.Efi.Dmi.AutoCount.Common.Events.MachineTransactionResponse
2019-07-24 09:33:19.718 Channel [Plant-01/P300G-P1 (4505)] Sending QueueData System.Collections.Generic.List`1[Com.Efi.Dmi.AutoCount.Common.Models.RunQueue]
2019-07-24 09:33:19.730 Channel [Plant-01/P300G-P1 (4505)] Sending QueueSize System.Int32
2019-07-24 09:33:19.730 Channel [Plant-01/P300G-P1 (4505)] Sending QueueSize System.Collections.Generic.List`1[Com.Efi.Dmi.AutoCount.Common.Models.RunQueue]
2019-07-24 11:00:20.789 Channel [Plant-01/P300G-P1 (4505)] Sending QueueSize System.Collections.Generic.List`1[Com.Efi.Dmi.AutoCount.Common.Models.RunQueue]
2019-07-24 12:30:20.789 Channel [Plant-01/P300G-P1 (4505)] Sending QueueData System.Collections.Generic.List`1[Com.Efi.Dmi.AutoCount.Common.Models.RunQueue]
2019-07-24 12:30:20.941 Channel [Plant-01/P300G-P1 (4505)] Sending QueueData System.Collections.Generic.List`1[Com.Efi.Dmi.AutoCount.Common.Models.RunQueue]
2019-07-24 12:30:20.950 Channel [Plant-01/P300G-P1 (4505)] Sending QueueSize System.Int32

```

## Finding Items in Logs

There are tools to help you find items within or across logs.

```
OS02154841
2018-05-02 15:48:41.968 [WARN] Channel1 'AC-2018050219484196' Listening on http://PLM18:8012/AutoCountLauncher
2018-05-02 15:48:41.968 [WARN] Channel1 'AC-2018050219484196' //192.168.241
2018-05-02 15:48:41.968 [WARN] Channel1 'AC-2018050219484196' .215/PlantManagerConnector/AutoCoun
2018-05-02 15:48:41.969 [WARN] Channel1 'AC-2018050219484196' Sync On Date
2018-05-02 15:48:41.969 [WARN] Channel1 'AC-2018050219484196' start
2018-05-02 15:48:41.969 [WARN] Channel1 'AC-2018050219484196' Find
2018-05-02 15:48:41.970 Channel1 'AC-201805021948419672' Beg
2018-05-02 15:48:41.970 AC-201805021948419699 Copy
2018-05-02 15:48:41.981 Channel1 'AC-201805021948419672' End
2018-05-02 15:48:41.981 AC-201805021948419699. Duration 00: Sync On Date
2018-05-02 15:48:46.981 Channel1 'AC-201805021948414091' Beg
2018-05-02 15:48:46.981 AC-201805021948469818 Sync On Date
2018-05-02 15:48:47.030 Channel1 'AC-201805021948414091' Rec
2018-05-02 15:48:47.030 AC-201805021948414091' Start
2018-05-02 15:48:47.030 AC-201805021948414091' End
2018-05-02 15:48:47.030 AC-201805021948414091' Sync On Date
2018-05-02 15:48:47.030 AC-201805021948414091' Find
2018-05-02 15:48:47.030 AC-201805021948414091' Find All in Current File
2018-05-02 15:48:47.030 AC-201805021948414091' Find All in All Files
2018-05-02 15:48:47.030 AC-201805021948414091' Add End Marker
2018-05-02 15:48:47.030 AC-201805021948414091' Mark Current Line
2018-05-02 15:48:47.030 AC-201805021948414091' Acknowledgement Response
```

**Sync On Date:** Synchronizes all of the logs based on the date. IT will highlight those dates in the logs.

**Find / Find All in Current File:** Based on the highlighted text, it will find other matches within this log file.

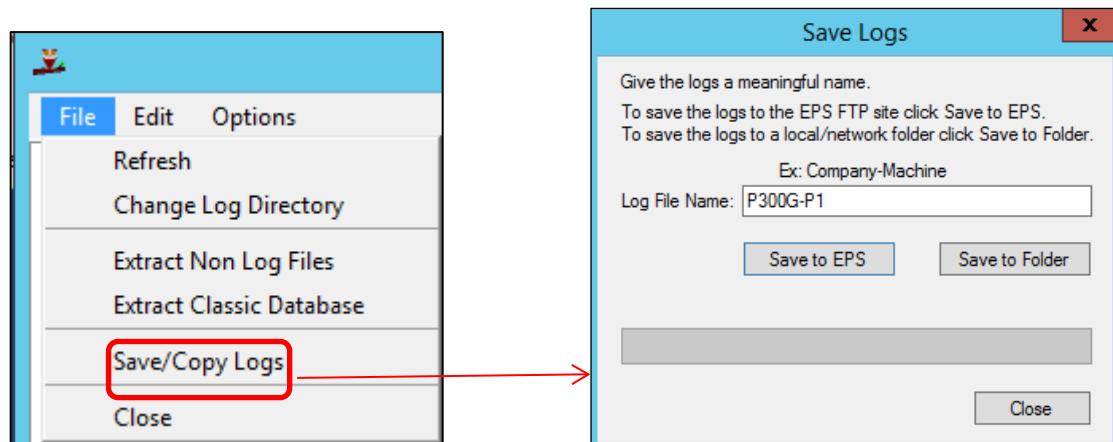
**Find All in All Files:** Will find all matches across all log files.

**Add End Marker:** Places a blue line at the end of the file. This is helpful when viewing Live log files and data is continuously added.

**Mark Current Line:** Select a line and choose this to add a blue line at this place in the log.

## Copy Logs to Support

To copy your log files directly to a secure FTP site for Support simply select **File > Save/Copy Logs**. Then accept the default name or enter a more meaningful name, typically your company name and the machine name from which the file was generated.



**Save to EPS** Use this option if you have an internet connection and want to directly send your logs to a secure (private) FTP site on a support server. Support can then access your log. You must contact Support to inform them that you sent a file.

**Save to Folder:** If you do not have internet access from this computer, you can simply copy your zipped log file to the directory of your choice. Then send it to Support via e-mail or other means.