GoUtility User Manual

Catalog

1 System Requirement

System Requirement	
CPU	CPU Rate ≥1 GHz
SD RAM	Memory size≥500 MB
Memory Space	Free memory space≥100 MB
System	Support Windows 7, Windows 8, Window 10
Software	Need to install .NET Framework 3.5 SP1
Screen Resolution	1024x768

2 **Brief Introduction**

GoUtility is a net printing manage tool, which can help user to monitor GoDEX's printer status and deploy data towards multiple printers through concise user interface at the same time.

2.1 Startup GoUtility

Startup home page will be as below Config show. Switch to different function by clicking menu on the left.   There will be more details in the following chapters.

2.2 Printer settings

2.2.1 Search the printer

Clicking the [search Printer] button to search printers in the same local area network. This function broadcasts messages to the local area network through the UDP protocol; Whichever printer received the message, would reply the data back to the software.

Noticed : If the corporate intranet forbids the UDP protocol, this function won't be functioned well.

Click the [Go] button in the [WebPage] field, GoUtility will turn on the printer setting page through the computer's default web browser. This webpage is built into the printer and is not part of the software, so when users choose different printers, there may be different webpage content..

Click the [Go] button in the [Terminal] field, GoUtility will open a terminal window and set the connection parameters to connect to the printer. Users can use terminal tools to send commands to printers and perform advanced operations.

Column name	Column description
Alias	User-definable printer identification name
IP	Printer's IP address
Port	Printer's Port
MAC	Printer's MAC address
Model	Printer model
FW version	Firmware version of the printer
Status	Printer status code
Status description	Printer status code description
BOOT	Boot Loader version of the printer
PCB	PCB version number of the printer
WebPage	Open printer setting page through browser
Terminal	Open terminal window and operate on the printer

|		AliasName	IP	Port	MAC	Model	FW Version	Status	Status Desc	BOOT	PCB	WebPage	Terminal
▶	1	EZ520	192.168.102.145	9100	00-1D-9A-06-11-29	EZ520	V1.Y5T (Oct 03 2019)	00	Ready	1.007	248100	Go	Go
	2	RT700i	192.168.102.172	9100	00-1D-9A-19-12-24	RT700i	V1.00D (Dec 30 2014)			1.007	257011	Go	Go

2.2.2 Printer Group List

[Printer Group List] – User could set the printer Groupe to manage printers in once. Click [mouse right button], the function list will be displayed, and the user can perform related functions.
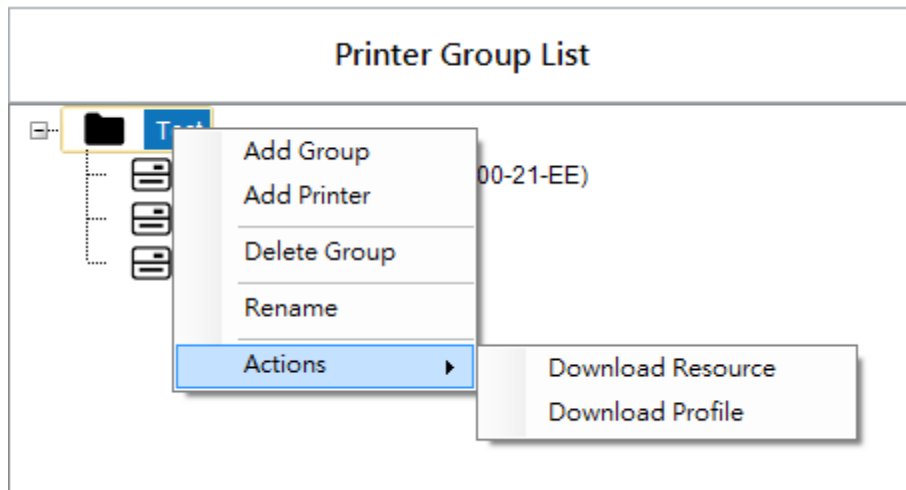

(1) Add Group

After clicking the [Add Group] button, will pop-up a window to fill in [Group Information], filled in the group name and click OK, then you can add another group under the selected group list.
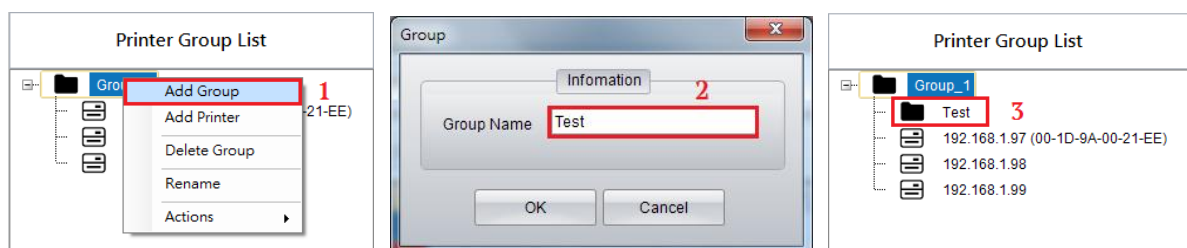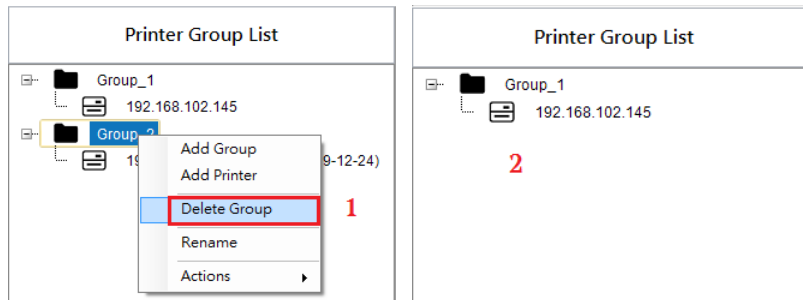

(2) Add Printer

After clicking [Add Printer], will pop-up a window to fill in [Printer Information], fill in the IP Address, Port, MAC(MAC is non-essential field) and press OK, then you can add another printer under the selected group list.
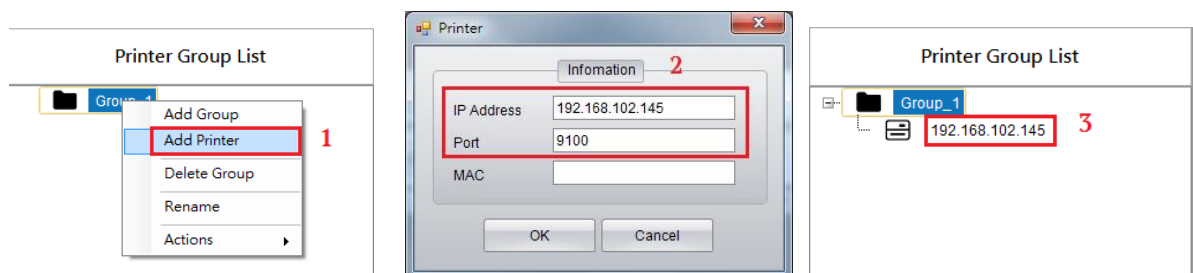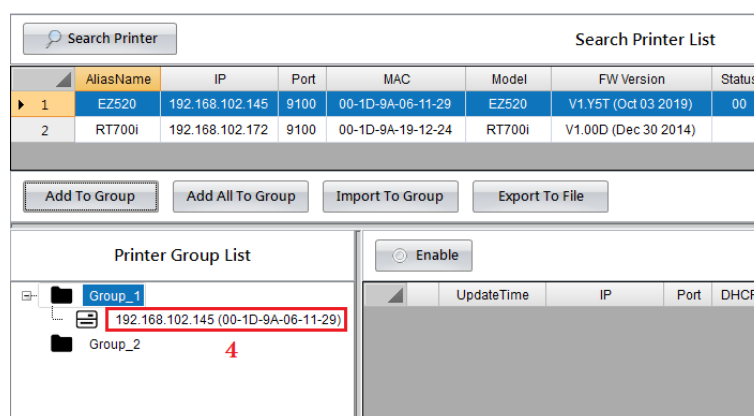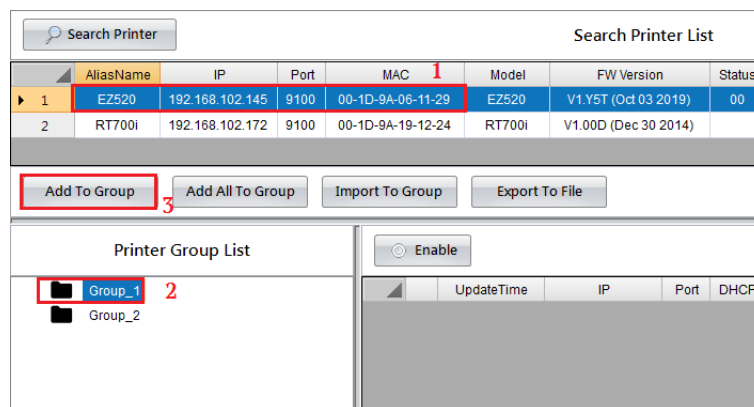
(3) Delete Group

After clicking [Delete Group], you can delete the chosen group list and all the file under it.

2.2.3 Add to Group and Import to Group/ Export to File
(1) Add to Group

Choose a group in the Printer Group List, click [Add To Group]. Now you can add the chosen printer to the designated group from above.

(2) Add All To Group

Choose a group in the Printer Group List; click [Add All To Group]. Now you can add the entire printer to the designated group from above.

GoUtility User Manual

(3) Export To File

Choose a group in the Printer Group List, click "Export To File". Now you can export the entire printer setting into a text file.

(4) Import To Group

Choose a group in the Printer Group List, click "Import To Group". Now you can choose a text file and import the file's printer into the group. The import text files' format need to be as same as the export files'.

2.2.4 Printer Status

Click a group or printer in the [Printer Group List], and check [Enable] in [Printer Real-Time Status]. A The printer status will be updated regularly according to the seconds setting of [Status Update Frequency] below. Successfully detected printers are displayed in green, and failed printers are displayed in red. The user can press the [Generate Report] button below to export the printer status into a text file.

2.3 Terminal

Users can press the [>_] button in the toolbar or in the [Search Printer List], press the [Go] button in the [Terminal] field to open the terminal tool.

This tool can record 9 groups of the same or different printer parameters at the same time. [Window] on the left can be selected from 1 ~ 9. When the user selects different numbers, they can switch to different terminals.
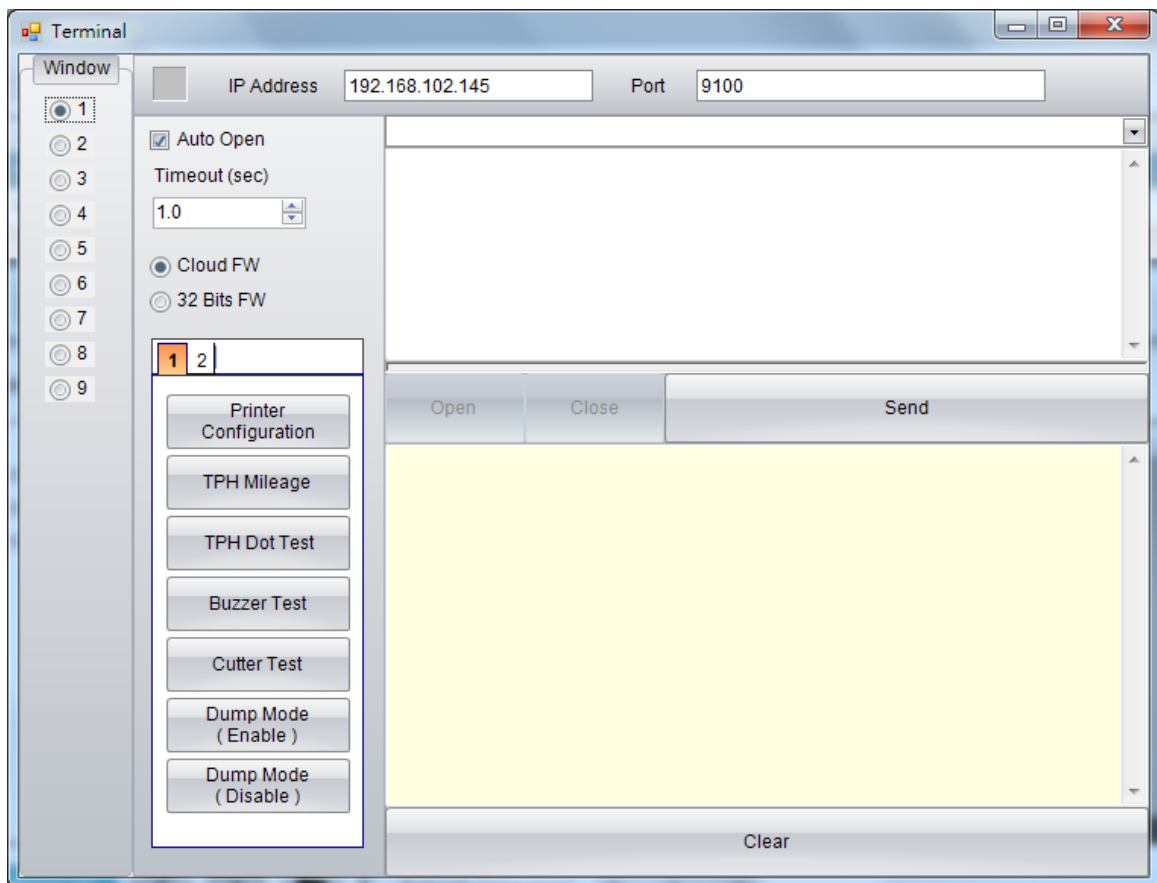
This tool offered some printer diagnosis. Due to some function and command might be different in various printer firmware, it need to be manually choose Cloud FW and 32 Bits FW. We offer function as below:

(1) Printer setting

Search printer detailed parameter and the usage of the memory

(2) Printing mileage

Search and print out the total mileage of the printer printed

(3) Printer head testing

Print head defective dot test and read the test result

(4) Buzzer testing

Make the buzzer in the printer ring

(5) Cutter testing

Run through some test to determine whether the printer have installed the cutter or not

(6) Enable Dump mode

Enable Dump mode. Under this mode, printer will print out all the data it received

(7) Disable Dump mode

Disable Dump mode

(8) Auto Paper Calibration

Enable Auto Paper Calibration

(9) Reflective Paper Calibration

Enable Reflective Paper Calibration

(10) See-through Paper Calibration

Enable See-through Paper Calibration

(11) Printer status

Search printer status

(12) Revert to default settings

Revert the printer to default settings

(13) Restart printer

Restart printer

2.4 File Management

In [File Management] page, users can create the file and download, manage and classify in certain way.

2.4.1 Resource List

The files that download to printer have its unique format. Users can create files to download through various file creation functions in the [Resource List] interface. In this function, the created files are automatically classified according to different [File Type]. The following file types are currently supported:

(1) Command：Normal Command File. The file build from SNMP button is also in this category.

(2) Database；Database File, only support DBF and CSV file for now.

(3) Asian Font：Asian Font File

(4) Soft Font：Soft Font File

(5) True Type Font：True Type Font File

(6) TTF Table：TTF Table File

(7) FW：Firmware File

(8) Image：Image File

(9) Label：Label File saved from GoLabel
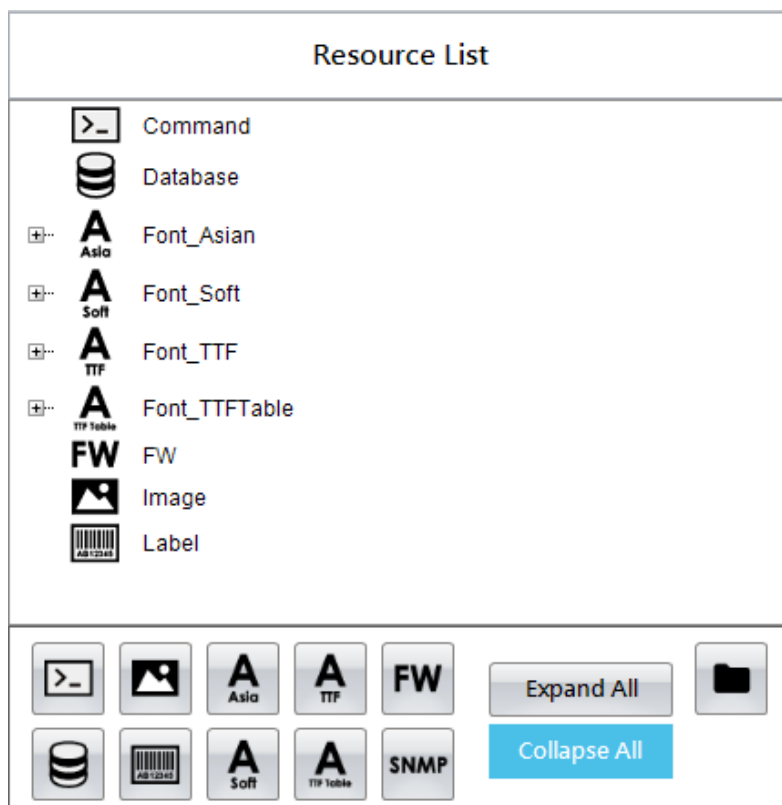
2.4.2   Profile List

[Profile List] provided the user a way to custom category and manage files. For example, we plan to classify and manage the files from [Model], we can add folder for different model in the Profile List.
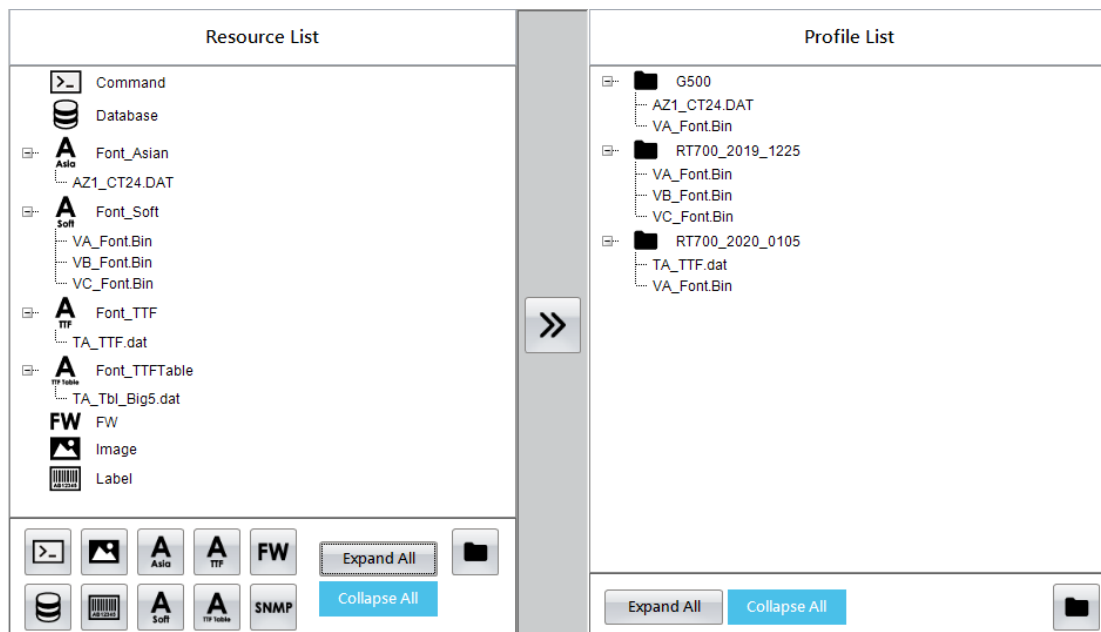
2.5 Downloading files

In the [Download File] page, users can download multiple files to multiple printers at the same time. You must first set the printer to download the file in [Printer List], and then select the downloaded file in [File List]. After selecting, press the [Start] button to execute the file download of multiple printers.
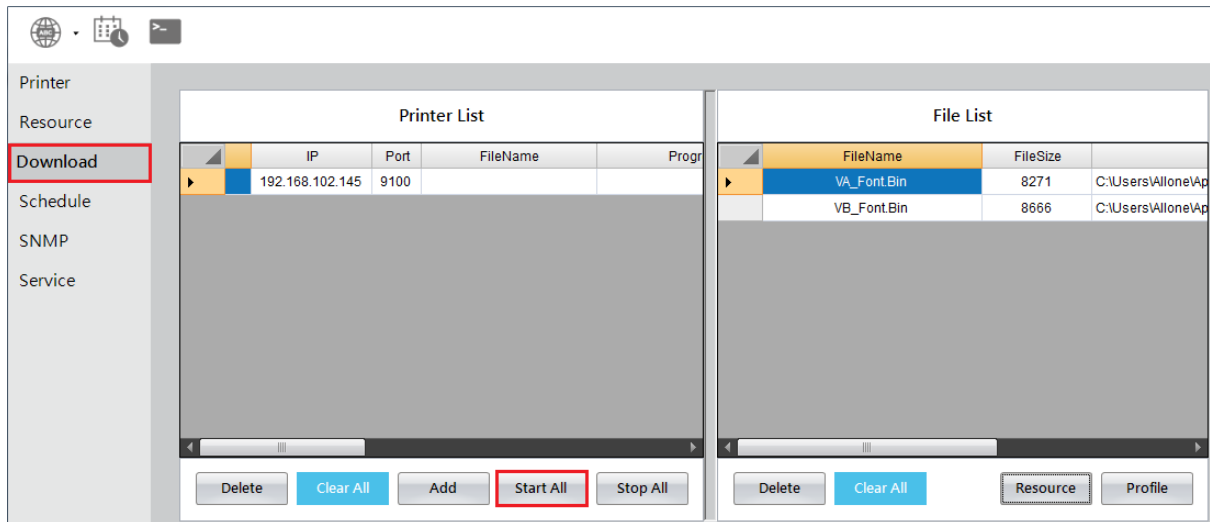

2.5.1 Printer List

(1) [Add] Button: Add a printer to [Printer List]

(2) [Delete] button: delete the printer selected in [Printer List]

(3) [Delete all] button: delete all printers in [Printer List]
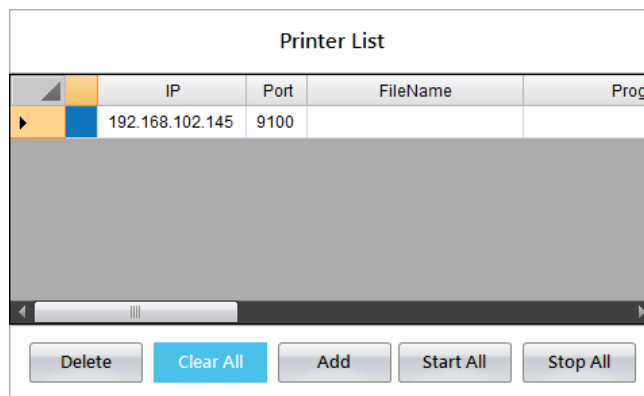
2.5.2 File List

(1) [Resource] button: Select the file to download from the [Resource] category in the [File Management] tab

(2) [Profile] button: Select the file to download from the [Profile] category in the [File Management] tab

(3) [Delete] button: delete the selected file from the [File List]

(4) [Clear All] button: delete all files from [File List]
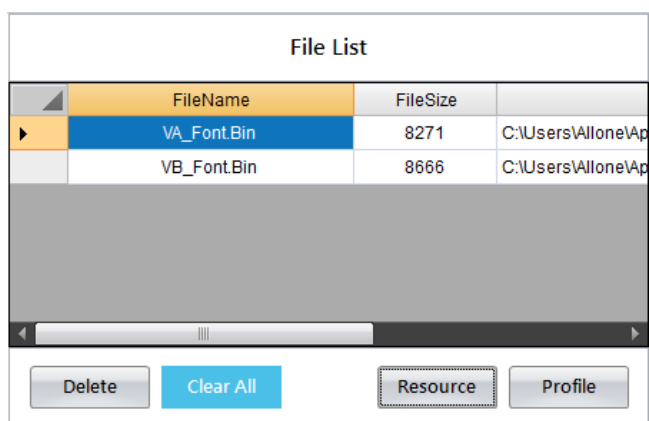
2.5.3 Download File from [Printer Group List]

Users can click the [Profile] button or the [Resource] button in the [Printer Group List] to select a file to download. After selecting the file, the program will add the printers in the group directly to the printer list.
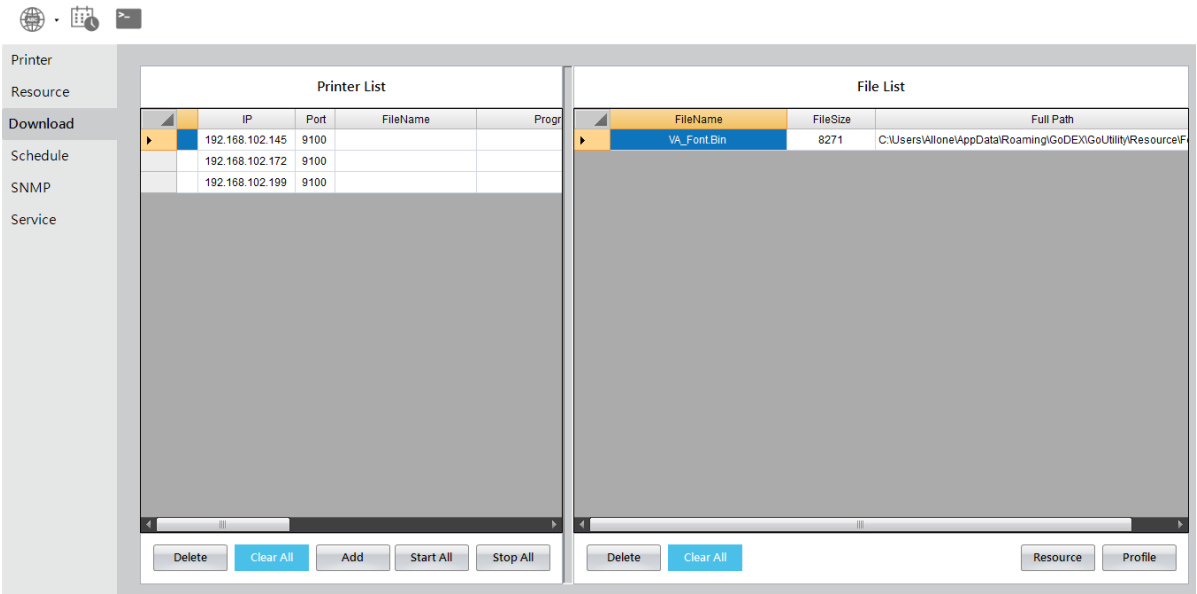
The following figure is an example. At the beginning, there are 3 printers in the selected group. Click the [Resource] button first.
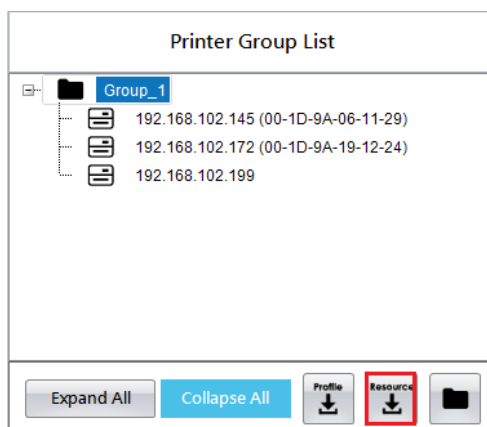
Then a pop-up window will pop up for the user to select the file in the [Resource] category, and press [OK] after the selection is complete.
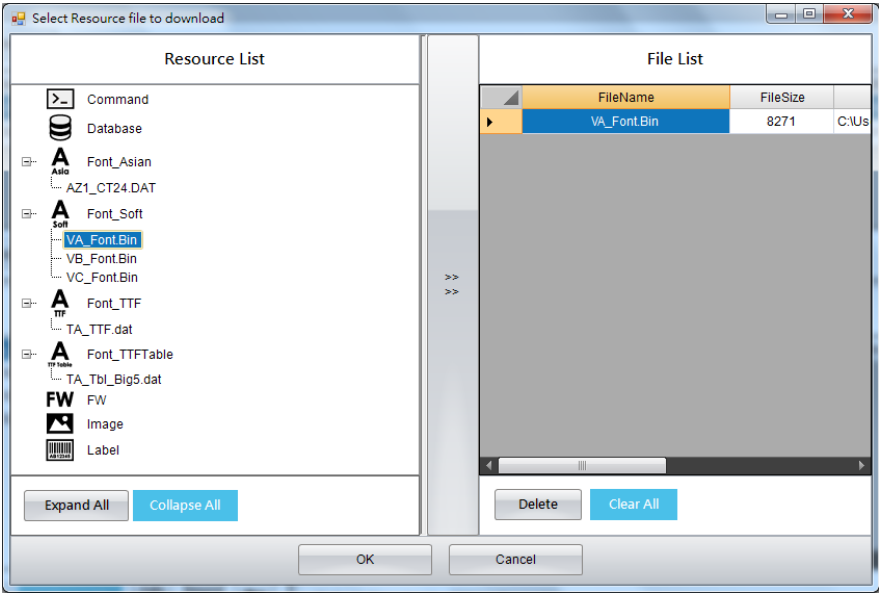
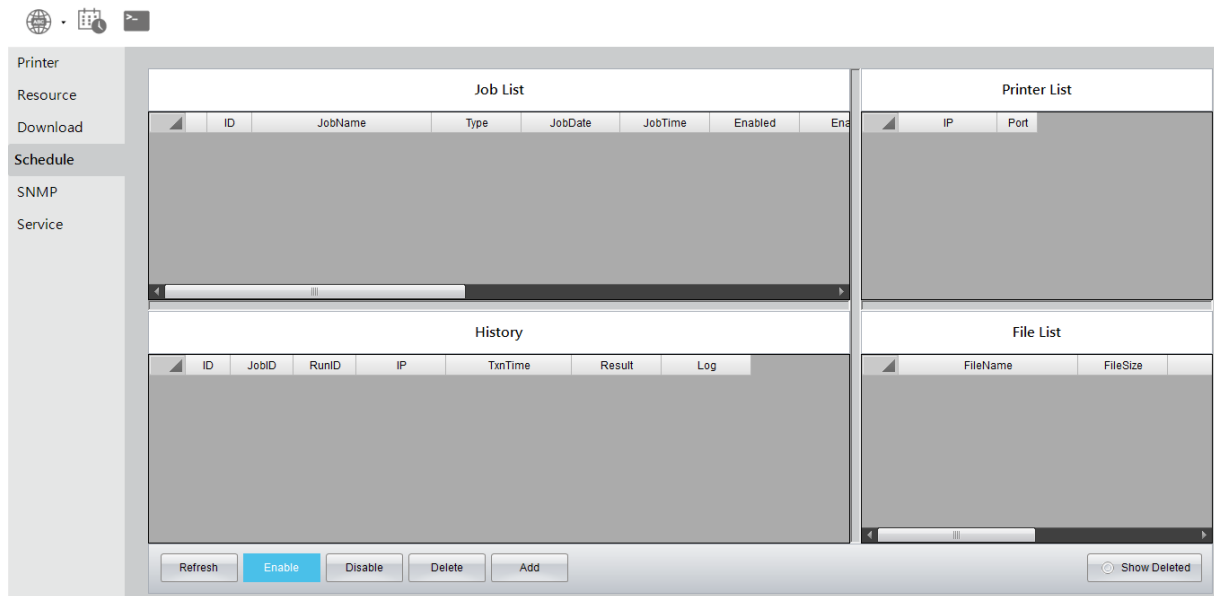Then, [Printer List] will add 3 printers in the group.

2.6 Schedule Download

Through the [Schedule Download] function, user can set the program to automatically update the files at midnight or after work.

Before using this function, a system service must be installed and started first on the [System Service] page. Details of setting will be explained below.

2.6.1 Add a New Schedule

In the [Schedule Download] page, press [Add] button or the [ ] icon in the upper toolbar, after completing the settings of [Schedule Time], [Download Printer List], and [Download File List], press [OK] button to accomplish the schedule addition.
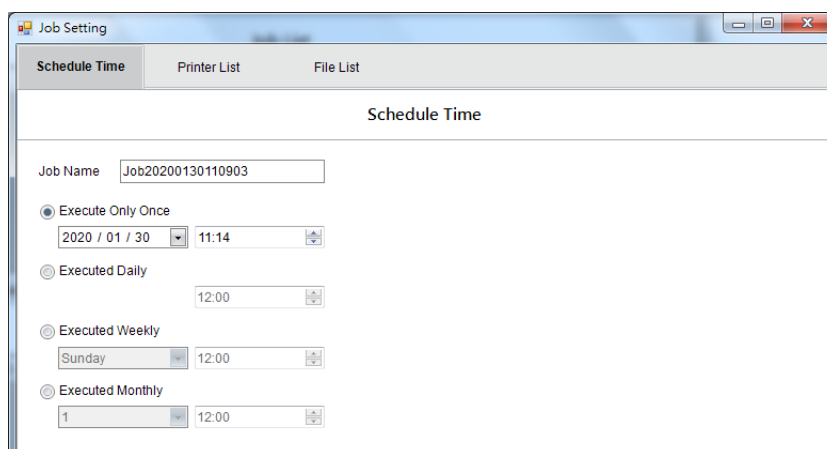
(1) 【Schedule Time】Page

The program will generate a [Schedule Name] according to the system time (This name can be modified afterwards), the schedule includes following modes of executing for the user to choose first within this page.

- Execute only once

  Set the execute time and date. Job will finish after execution.

- Executed Daily

  Set the execute time. Execute once a day at the same time.

- Executed Weekly

  Set the day of the week and time to be executed. Execute once a week at the same time.
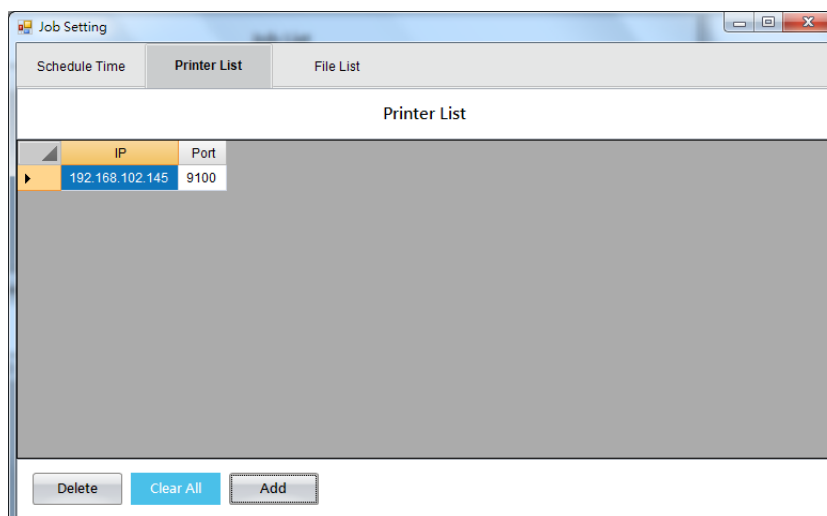
● Executed Monthly

Set the day of the month and time to be executed. Execute once a month at the same time.

(2) 【Printer List】Page

In this page, the user can choose the printer(s) that needs to be downloaded.

(3) 【File List】Page

In this page, the user can choose the file(s) that needs to be downloaded.
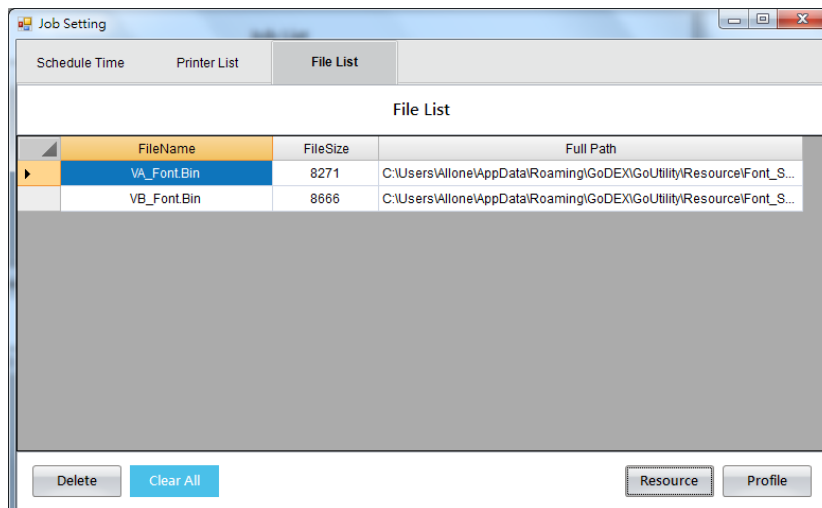
After pressing [OK], the set schedule can be seen in the [Job List] area.
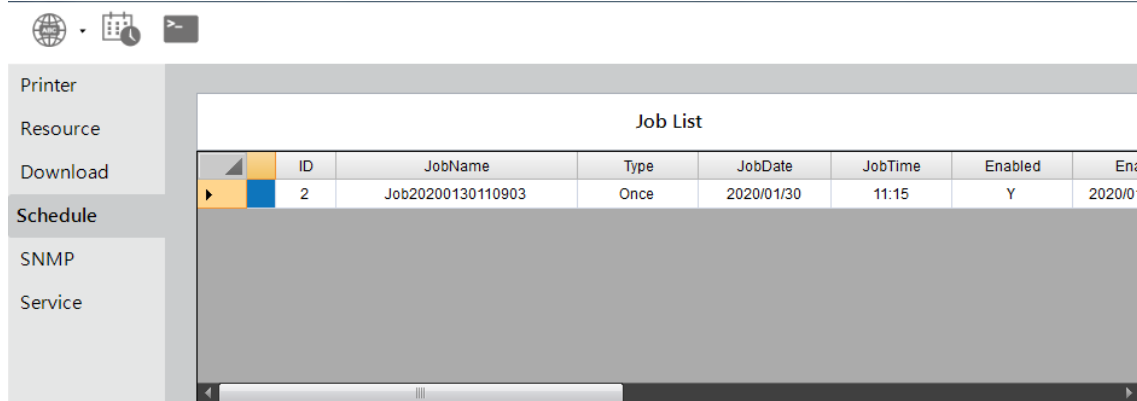

2.6.2 Enable and Disable the Schedule

Use the [Enable] and [Disable] button to control the execution function ON or OFF.

[Enable] field below will display Y or blank meaning for execute or not.
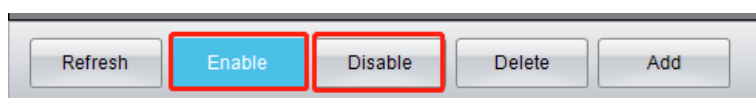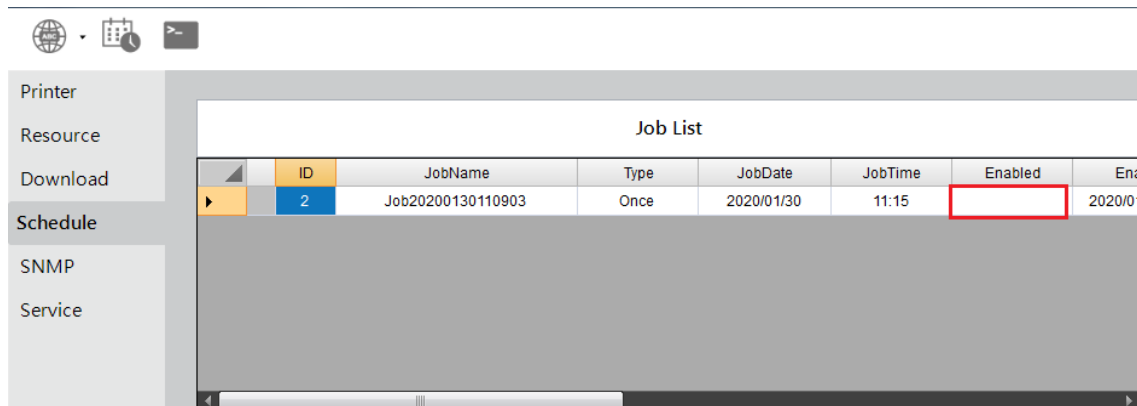
2.6.3 Delete Schedule

The schedule will be removed if the [Delete] button is pressed.

If the user wants see the deleted history, simply choosing the [Show Deleted] button at the bottom right.
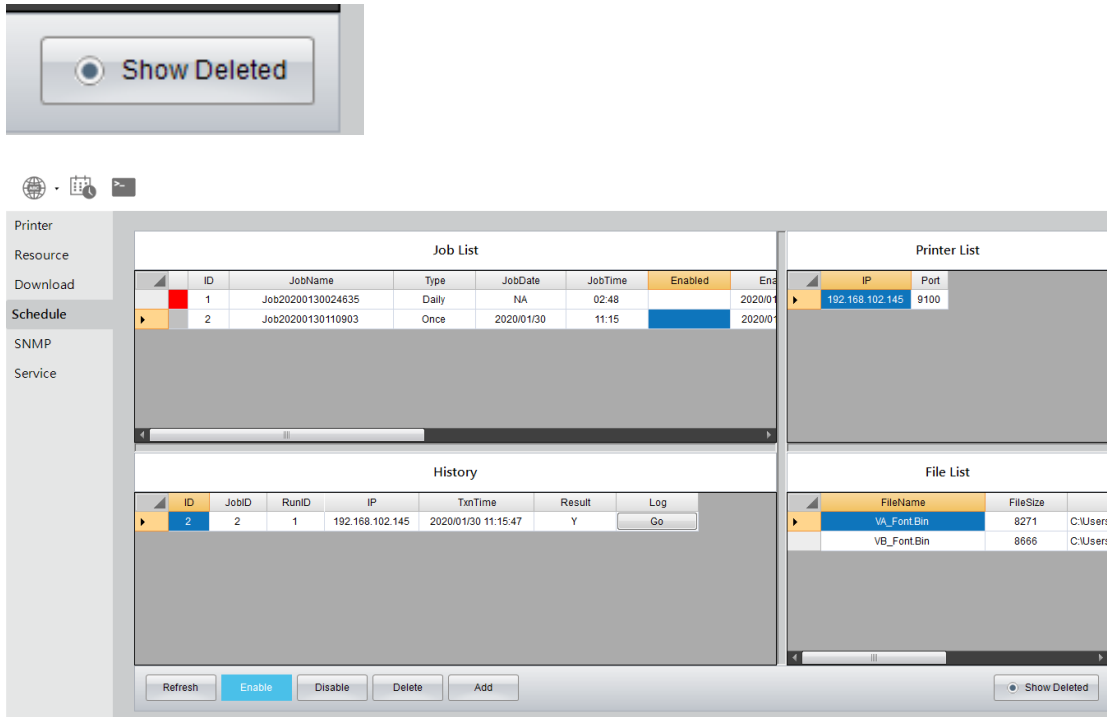
2.6.4 Refresh

If the new schedule is selected as daily, weekly or monthly mode, after the execution is completed, the user can press the [Refresh] button to update the status of the schedule.

If the execution result is abnormal, the record can be found in the [History] area. Press [GO] button in the [LOG] field for displaying the detailed execution log.
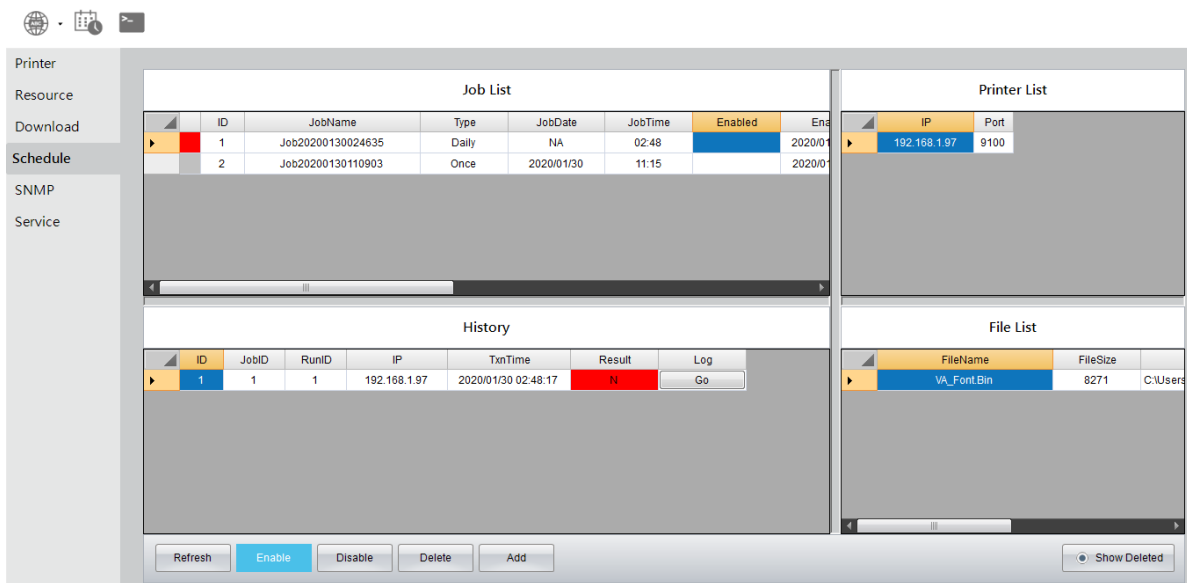
2.7 SNMP Monitoring

If abnormalities of printers occur, the program will send a message to current computer. Before using this function the service must be installed and started on the [System Service] page. Moreover, it is recommended to set the [Computer] and [Printer] to be fixed IP address (Disable DHCP function).

2.7.1 Create SNMP Configuration File

(1) Click [SNMP] button in [Resource] page.
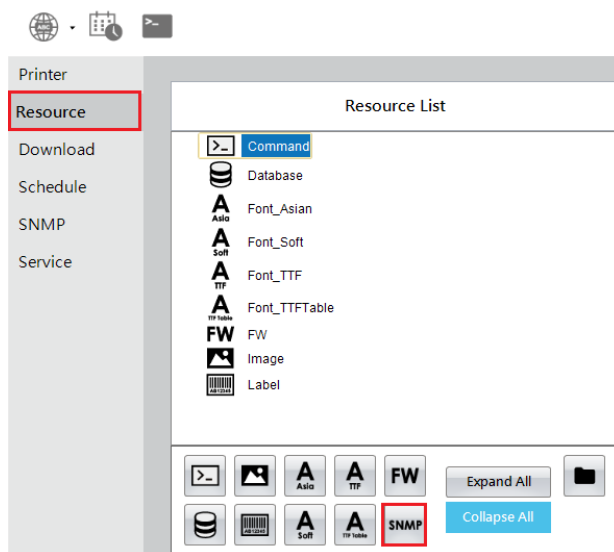
(2) Inside the SNMP setup window, choose [Enable] and input the current PC's IP address into [Trap IP Address].
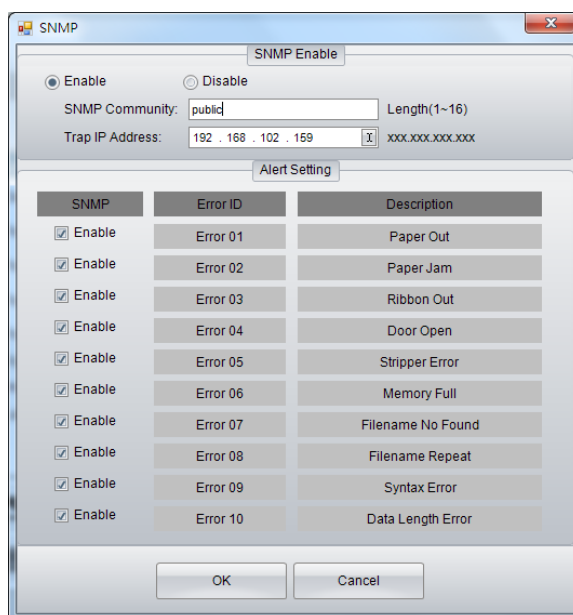
(3) After clicked [OK], a SNMP configuration file will be shown at [Resource List] as below example.

2.7.2 Download SNMP Configuration File
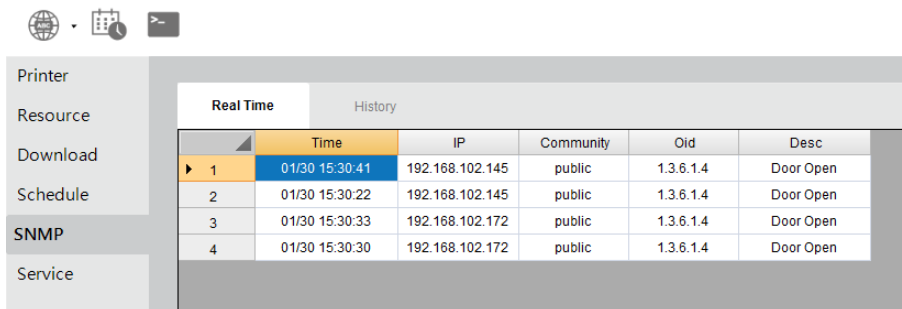
Download the SNMP configured file in [Download] page.

2.7.3   SNMP Real Time Message.

After the GoUtility program is started, the SNMP message sent by Printer(s) will appears in the [Real Time] page. On this page, the message data which is closest to the current time will be listed on top first. (Hint: Oid in the field means Object Identifier and Desc 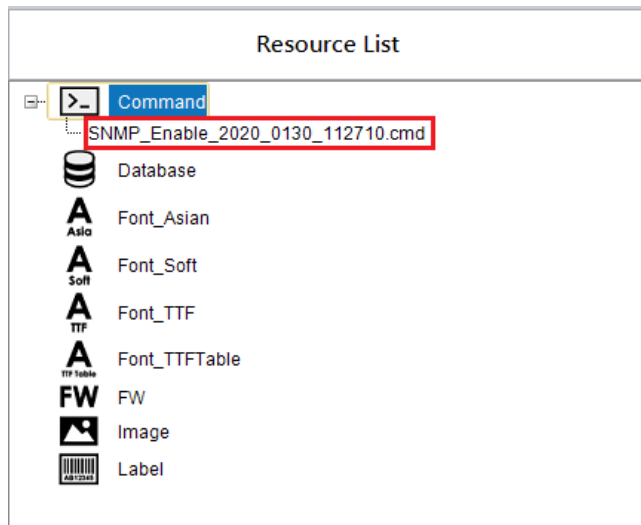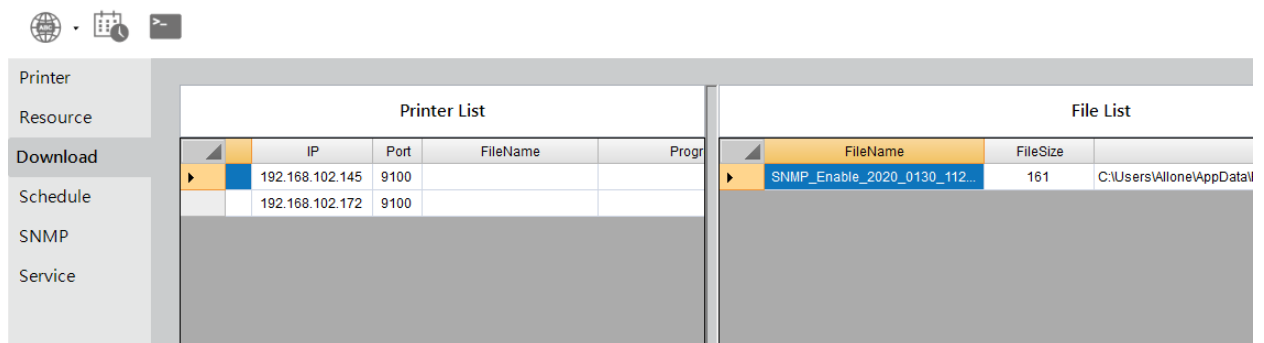is the Description of Oid) The Oid and Desc are defined in the printer's firmware. Received message may be slightly distinct with different printers or firmware.

If the GoUtility program restarts, the previous message will not be reserved on the page, but can be seem in [History] page.
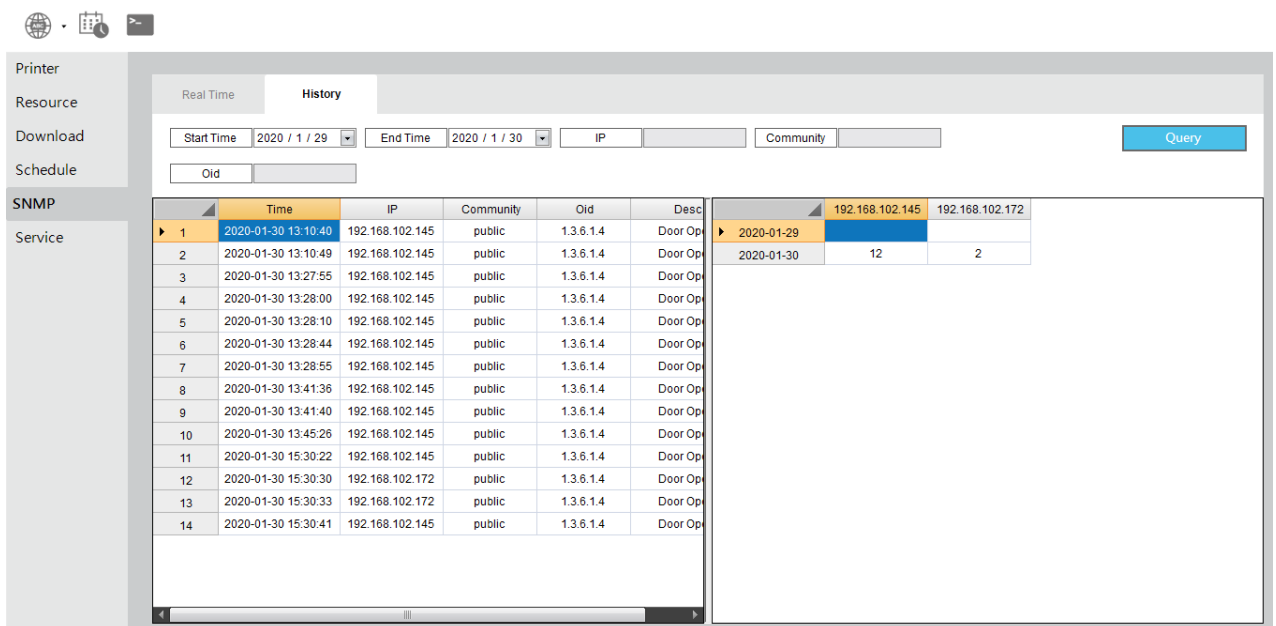
2.7.4   SNMP History

In [History] page, user can query the SNMP history data using "Time", "IP", "Community" or "Oid". After pressing the [Query] button, detailed data will be displayed at bottom left, and daily data will be at bottom right. Users can perform simple analysis based on this information.

2.8 System Service

If the user needs to use [Schedule], [SNMP] or [Printing] function, system services must be installed and started in [Service] page.

When installing the program, if the current login account has [System Administrator] permission, the services will be installed automatically.

2.8.1 System Service Status

In normal situation, the [Installation Status] and [Execution Status] will show [Installed] and [Start]. However, if the current login account is not administrator, this page could not be displayed normally.

If the function is not necessary, [Stop Service] and [Uninstall Service] can be used to uninstall from PC.
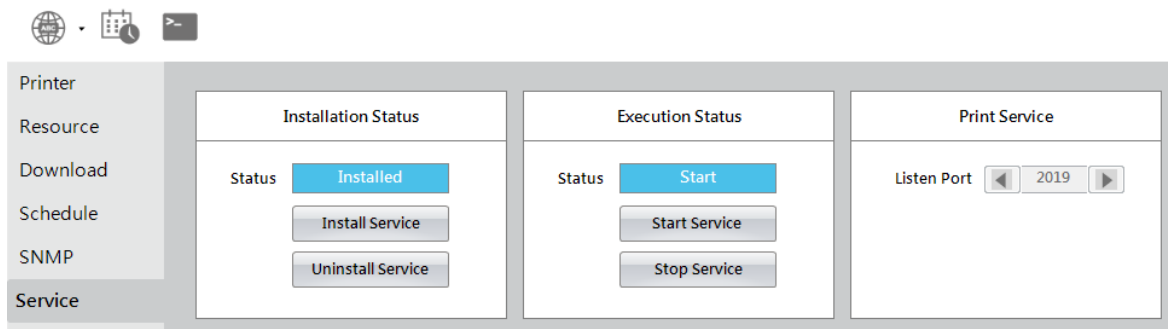
2.8.2 Printing Across Platforms

When the [GoUtilityService] is started, the computer with this service is capable of [Cross-Platform] label printing function. User can use the [Print Service] to select a [Listen Port], this port is an Ethernet connection which allows printer to receive the print command. In different operating systems (Windows, Linux, Android, MacOS, iOS), software engineer can send XML commands to printer(s), in order to print GoLabel's file.

This feature is similar to the [Command Line] in GoLabel; nevertheless, the GoLabel can only be used in Windows system. If the program is developed according to GoUtility's Service, the program can executes under any operating system and no need to install in the same PC with GoLabel.

Description of XML command, please refer to XmlClient section.

2.9 XmlClient

XmlClient program exists in the same directory with GoUtility.
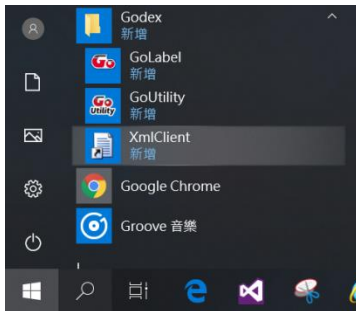
2.9.1 Socket Client

When the program starts, [Socket Client] will be the default page. This page provides a simple example of coding, for the programmers to develop on any operating system. On the basis of [XML] coding format of [Request Data], send request using [GoUtilityService] to implement the [Print] action for ezpx file edited by GoLabel.

The default IP Address in the Communication group is 127.0.0.1, and the default Port is 2019. This is because GoUtilityService and XmlClient are installed on the same computer, and GoUtilityService will receive external requirements through Port 2019, so this set of default values can send data to the machine via the network. If the program developed by the user is installed on another computer, the data must be transmitted to the real IP Address of this computer.

If this computer has a printer connected via USB, when the user clicks the [Send] button below, the GoClient.ezpx file built into the system can be printed.
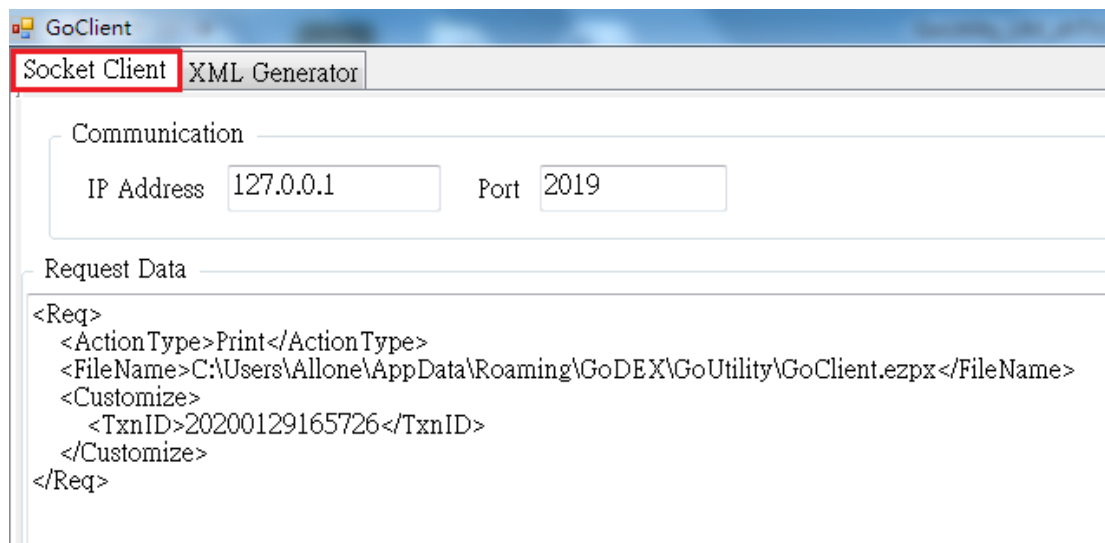
2.9.2 XML Generator

Software engineers can set parameters in the [XML Generator] page, and then click [Create XML] to automatically generate the corresponding syntax in the XML area on the right. After confirming the syntax, click [To Socket Client (Request Data)] to copy the data to the [Request Data] data on the [Socket Client] page.

The following are the descriptions of each field:

Field	Field description
Action Type	Print : print the label Preview : [Preview] of the tag
TxnID	Transaction ID If this field is included in the Request Data, the same value will also be returned in the Response Data to identify different transactions.
Para_01 ~ Para_10	User-defined parameter fields If this field is included in the Request Data, the same value will be returned in the Response Data.
V00 ~ V99	[Variable] Value
C00 ~ C09	[Serial Number] Value
Print Number	Number of the prints

Copy Number	Number of the copies
Darkness	Darkness
Speed(IPS)	Speed
Print Mode	Default : Use the settings in the label file Direct Thermal : DT Mode Thermal Transfer : TT Mode
Stop Position	Stop Position
Option Module	Default : Use the settings in the label file None : Don't use any of the external module Stripper On : Use Stripper Applicator On: Use Applicator
Page Per Cut	Cutter setting (Page per Cut)
Database File	Database File (If not set, use the default database of tag files)
Print Range	Area to be printed in the database (print all if not set)
SQL	SQL syntax used by the database
Printer Interface	Default: use the settings in the label file USB: USB printer connected to the computer using the installation service COM1: Print from COM1 of the computer where the service is installed COM2: COM2 printing from the computer where the service is installed LPT1: LPT1 printing from the computer where the service is installed LPT2: LPT2 printing from the computer where the service is installed LAN: Specify IP: Port for printing from the computer where the service is installed Driver: Specify the printer name to print from the computer where the service is installed
Bitmap Path	When Preview is selected for Action Type, you can set the archive path of [Label Preview Image] (if not specified, save it in the directory where the label file is located)
Zoom Rate	Set the zoom ratio of the preview image