



EvolviPrint Maintenance Guide

Version 1 - July 2019

Contents

EvolviPrint Maintenance Guide.....	1	Bad LRC sent to printer.....	20
Contents	2	Basic Printer Maintenance	21
Using This Guide	3	Printer Status LED's.....	23
Registration.....	3	Complex Errors	24
Printing	9	FAQs	27
Non-Issuing Tickets	11	General	27
Common Errors.....	12	Proxy Server and Firewall Settings.....	28
Reprinting Errored Orders	12	Registration Details.....	29
Failed to initialise CCST Printer on Port X .	17		

Using This Guide

In this guide, you will be shown how to set up and register your ticket printer, and most frequently asked questions. If you are reading this document on a computer, you can navigate around the guide by either:

- | | |
|--|--|
| Using the Navigation Pane
(Microsoft Word) | <ol style="list-style-type: none">1. Click <i>View</i>;2. Tick the <i>Navigation Pane</i> box;3. Select a heading from the menu to be taken to that section. |
| Using the Contents Page | <ol style="list-style-type: none">1. Hold down the Ctrl key on your keyboard;2. Click on a section to be taken to that page. |

Registration

To register your ticket printer, you will need to install the printer software from the Evolvi website at <http://download.evolvi.co.uk>. From there you will need to use the following link to download the installer for EvolviPrint:-

EvolviPrint

[EvolviPrint Installer \(.EXE\)](#) Standard Download

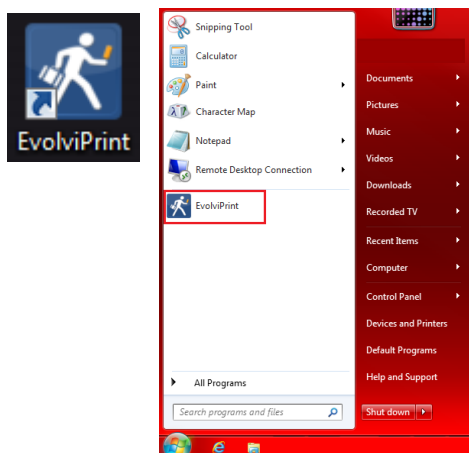
[EvolviPrint Installer \(.MSI\)](#) Use if Executable (.EXE) files are blocked by your web browser or if you need to create your own EvolviPrint Installer.

[EvolviPrint Installation, Configuration and Maintenance Guide](#) - please read before installing EvolviPrint, especially if you are upgrading from the Client Print Service (CPS).

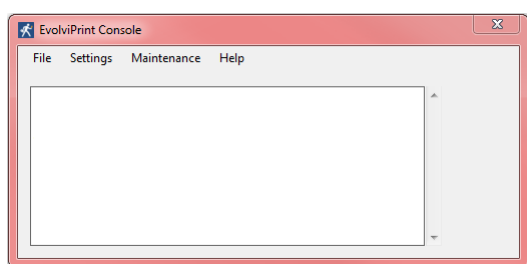
Once the installer has downloaded, follow the instructions outlined by the install wizard and once installed run EvolviPrint.

If EvolviPrint doesn't run automatically, either run from your Start Menu or if a shortcut was created, run from the desktop.

The icons for EvolviPrint are as follows:-



From there, you should be presented with a window as follows:-

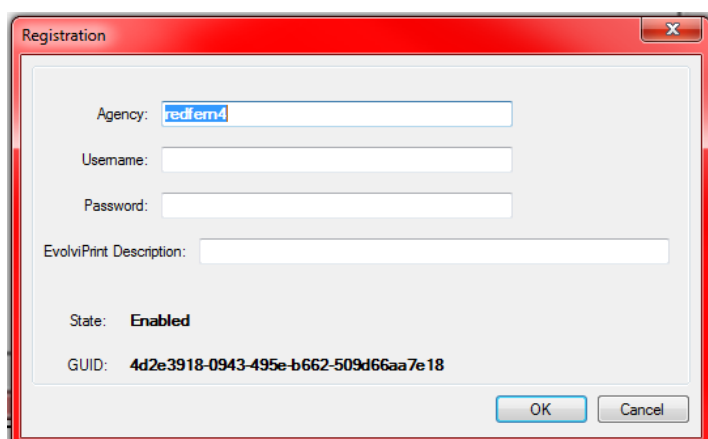


For the next part you will need the registration details provided by us to activate the EvolviPrint software for printing your rail tickets.

Please keep these details handy as they will be required to access the Evolvi website to print your tickets (more details later in this manual).

If you have these details handy, go to "Settings" > "Registration".

You should be presented with the following dialog box:-



You need to enter details into all 4 fields to activate the printer.

The details should be as follows:

Agency: redfern4 (no caps)

Username: email address provided by CTM and should end “@travelctm.com”.

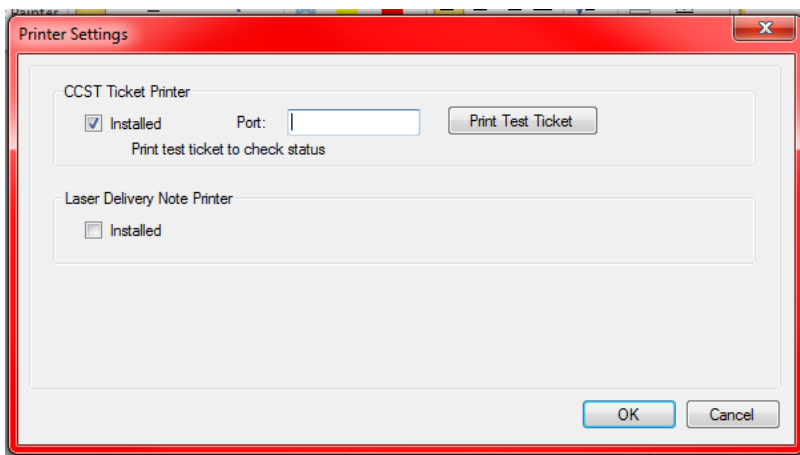
Password: As provided with username

EvolviPrint Description: This is an identifier to determine which printer to print to using the EvolviPrint website. This needs to be something unique so that it can be easily chosen by the user printing their tickets e.g. if you are based in “Travel House” in Leeds and the printer is in the reception, a good idea for the description would be “Leeds Travel House – Reception”.

Once all this information has been entered, your ticket printer should be registered and you should be ready to set the printers up within EvolviPrint.

From the EvolviPrint console, click “Settings” > “Printers”.

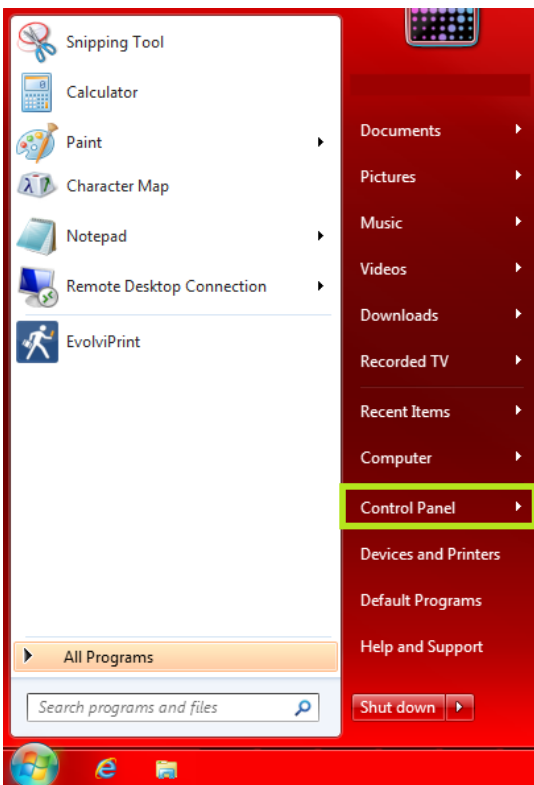
You should be presented with the following window:-



At this point, we need to determine the correct port the printer is configured to.

To find this out open the Start Menu.

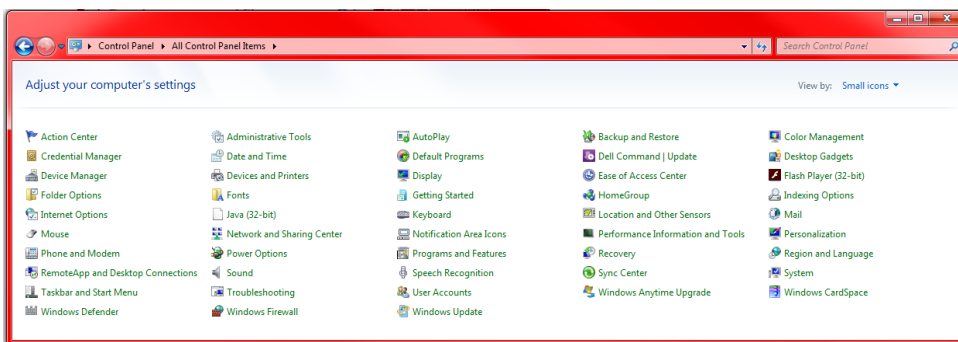
From here you will need to go into “Control Panel”.



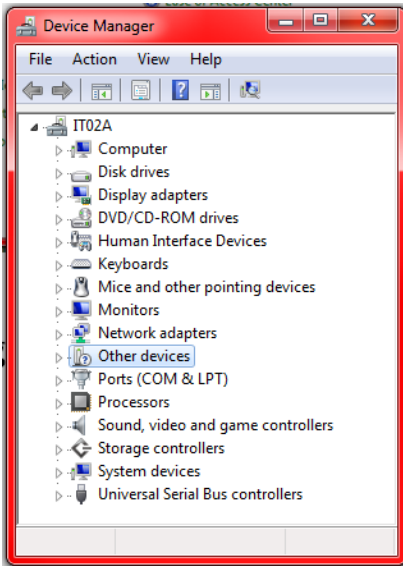
Once Control Panel has been opened, you should see the following window:-



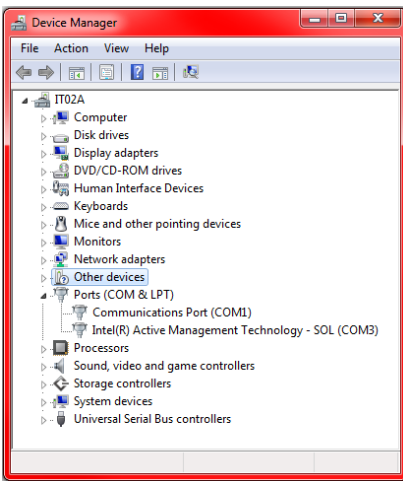
Next to "View By", click the dropdown and set it to either "Large Icons" or "Small Icons" so the screen becomes like so:-



From this window, select "Device Manager" to bring up the following window:-



You need to expand the selection “Ports (COM &LPT)” to produce a list similar to the following:-



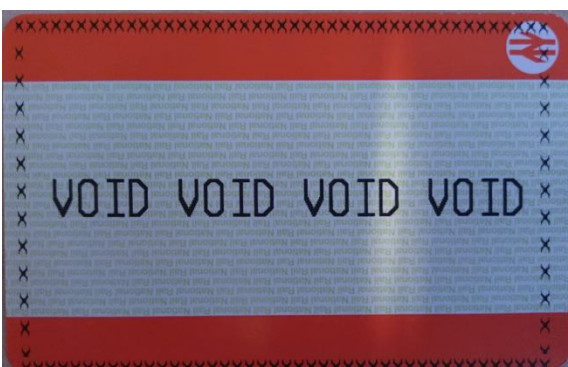
In the example above, there are 2 devices listed at COM1 and COM3.

The numbers after COM are the ports they're registered to.

Take note of these numbers and return to the Railtix software.

Enter one of the numbers into the “Port” field and click “Print Test Ticket”.

Your printer should print a ticket that looks like the following:-



If you have successfully printed a ticket like the one pictured, that printer has now been configured.

Press “OK” to close the dialog box and you should now be able to print tickets.

You can close the EvolviPrint window, however EvolviPrint must still be running whilst printing tickets.

You can check if EvolviPrint is still running by going to the bottom left of your screen (near the clock) and checking for the following icon:-

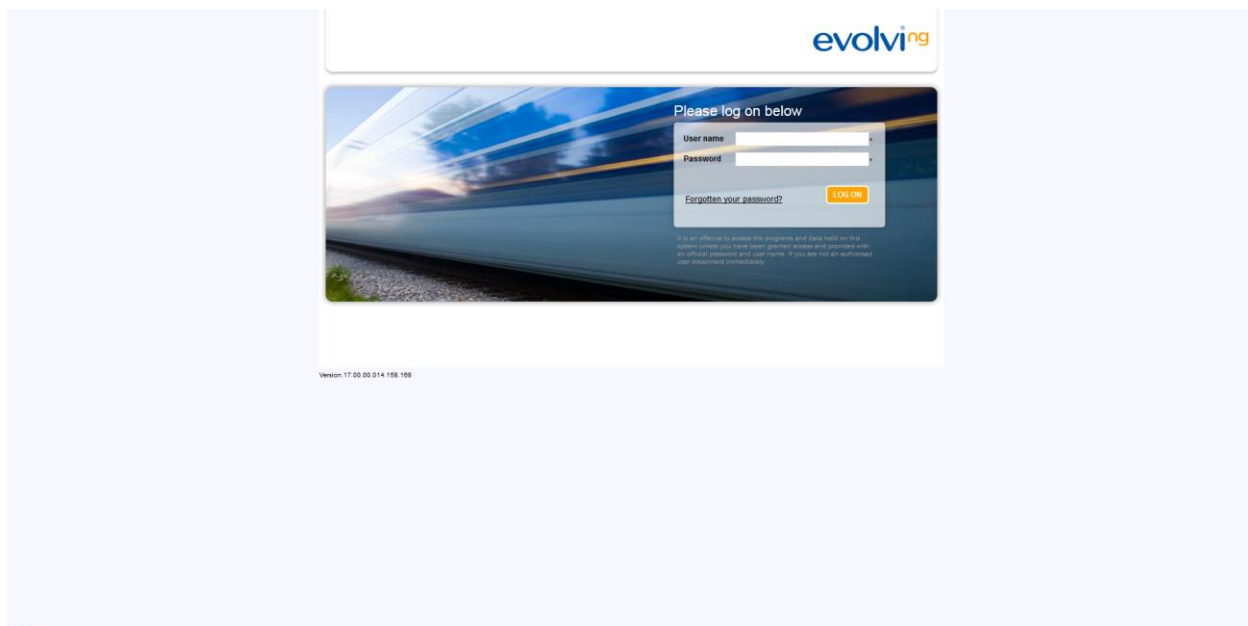


Printing

Once the printer has been registered, you can now print your tickets.

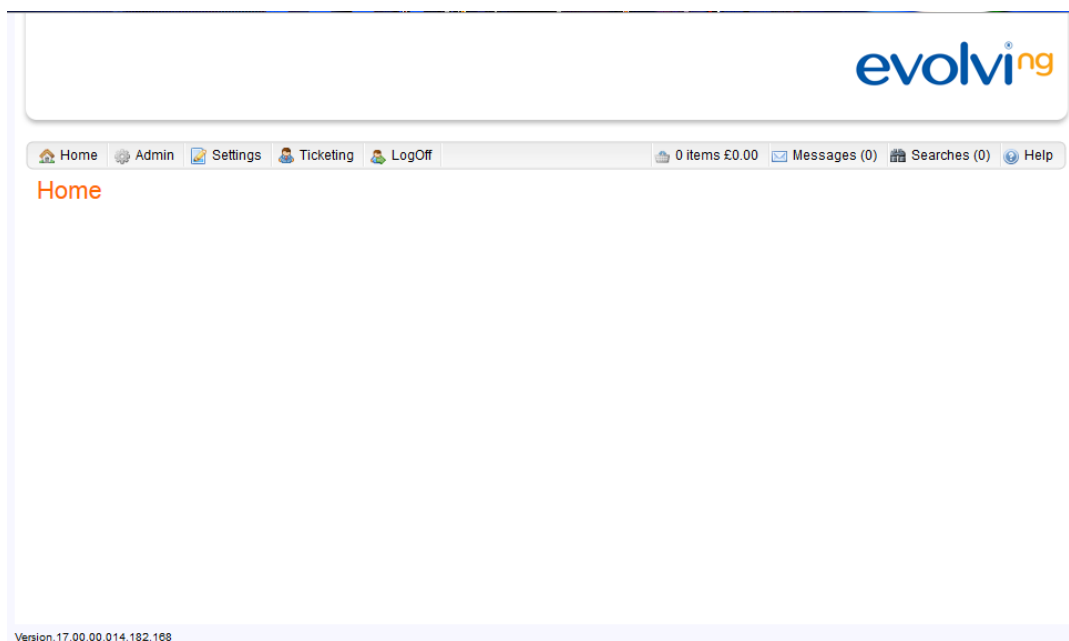
To do this open a new window or tab with your web browser (e.g. Internet Explorer, Google Chrome, Mozilla Firefox etc.) and go to <http://redfern4.evolvi.co.uk/>.

You should be presented with the following screen:-



Your username and password should be the same ones you used to register the EvolviPrint software in the previous section.

Once in, you should be presented with the following screen:-



From here, click “Ticketing” to be presented with the following screen:-

Ticket Printing

Queued Orders	Printed Orders
0	119
(0 items)	(119 items)

Print Tickets
Printed Today
Auto Print
ToD
Kiosk

Order Ref ↑	Status	Items	PAX	Total Coupons	Booker	Delivery Method	Print By
No records to view							

Page 1 of 0

EvolviPrint
Select...

Stock Line
Select...

REFRESH
PRINT
PRINT WITH DELIVERY NOTE
VIEW CONFIRMATION

Show Advanced ▼

The box under the “Print Tickets” tab will show all orders currently in the queue to print since the last update.

Please note this will not update while any orders that are midway through printing and haven’t completed are still in the queue, including orders that have errored.

Details on how to reprint orders that have errored will be provided later in this manual.

To start printing, select an order from the queue.

Under the box are 2 dropdown lists labelled “EvolviPrint” and “Stock Line”.

Under “EvolviPrint”, select the printer you wish to print to e.g. in the example we made in the previous section, we setup “Leeds Travel House – Reception”, therefore we would select this from the dropdown to print to the printer in the reception of Travel House office in Leeds.

After that, if the option doesn’t automatically populate, under “Stock Line” select “Newbury Data CCST Printer”.

Once done, click “Print” and the order selected should start printing.

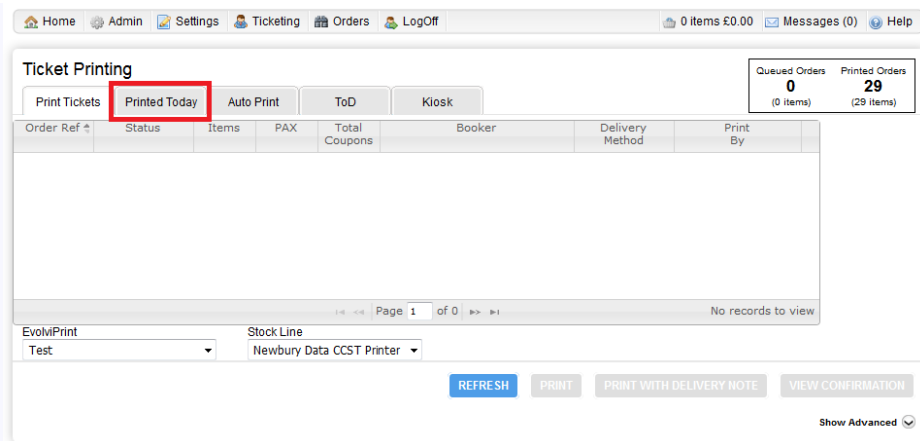
If your printer has run out of blank tickets and you require more, please contact our rail department with the details of where the tickets need to be posted to at North.rail@travelctm.com.

Non-Issuing Tickets

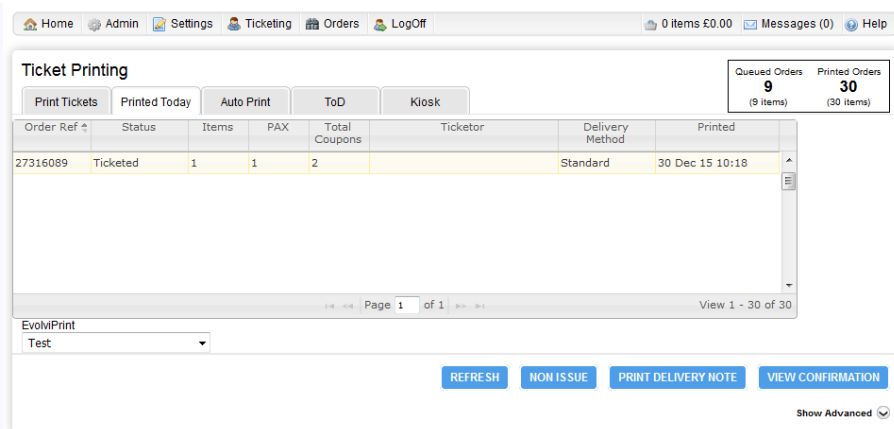
On occasion, you may wish to non-issue tickets as they may no longer be required.

This is a simple process and can be achieved in a few simple steps.

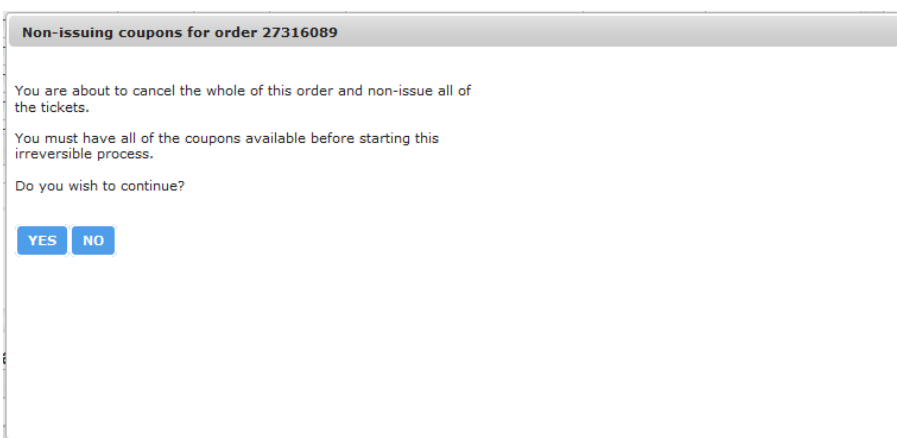
Within the ticketing section of Evolvi, click the “Printed Today” tab:-



You should then have a screen similar to the following:-



Select the order you wish to non-issue and click “Non-Issue” to be presented with the following dialog box:-



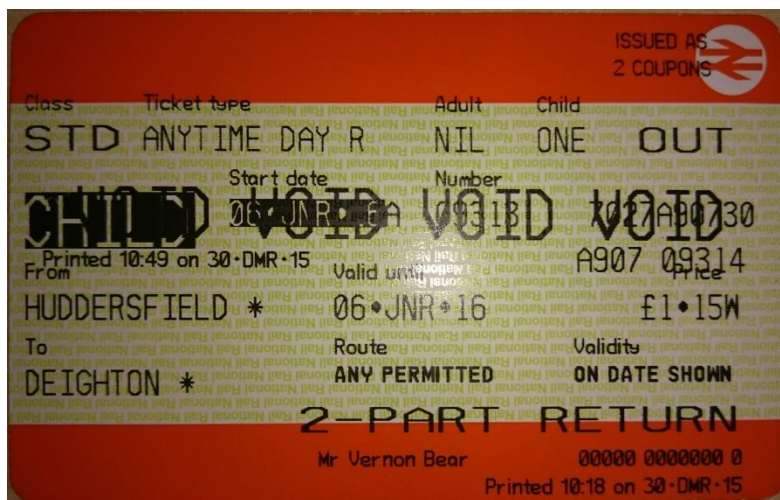
Click “Yes” and you will see the following:-



Once the printer starts up, insert the coupon in question.

You will need to do this for each coupon in the order when Evolvi prompts for the relevant coupon on screen.

Your coupons will then look similar to the following, with another coupon being printed to confirm a non-issue:-



If all your coupons say “VOID” as per the image above then your order has successfully been non-issued.

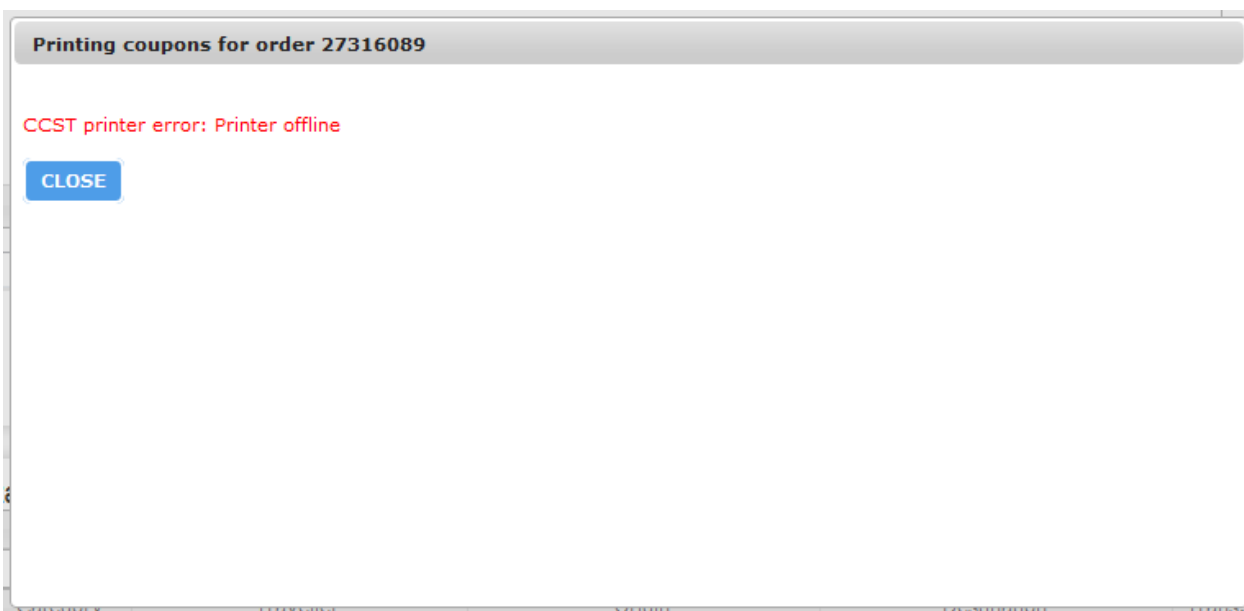
Common Errors

There are common errors which can occur during the use of your ticketing machine and the Raitix software.

This section will cover some of those common issues and how to resolve them.

Reprinting Errored Orders

Sometimes the order will not fully print and you will receive an error such as the one below:-



If this occurs, you will not be able to refresh your print queue until the errored order has been fully printed.

This means you will need to start printing the order again before any new orders will appear on your ticket queue.

To start the order again close the error message and set the errored order to print again.

You will see the following dialog box:-



Click "Confirm" and you should see the following message:-

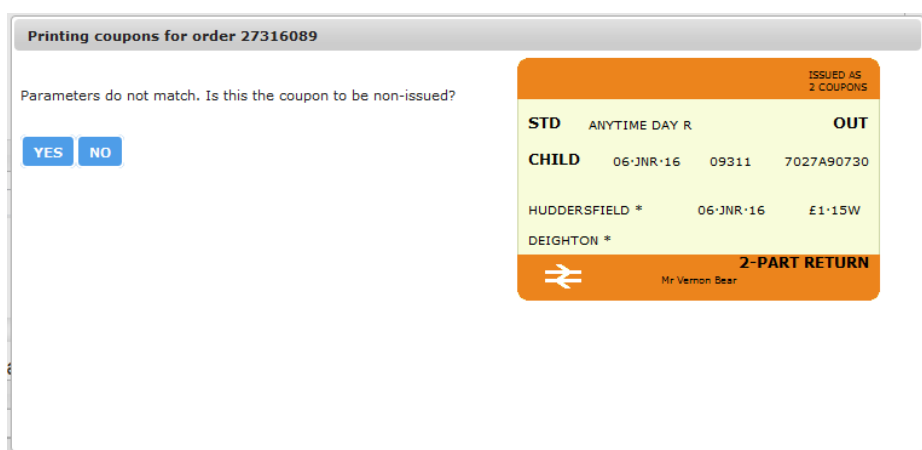


Click "No" and you will see the following dialog box:-



When requested either insert into the front of the machine (where tickets are dispensed) the ticket that printed before the error occurred or a blank ticket when you hear your ticket machine start up.

If you entered a blank ticket you will receive the following message:-

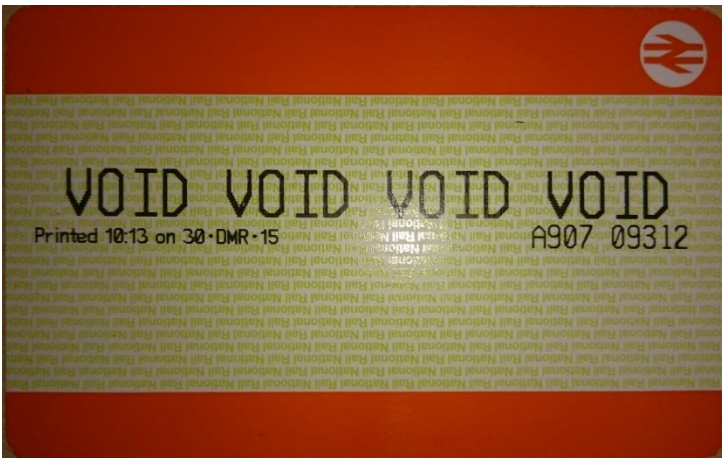


Click "Yes" and then you should see the following screen:-



Enter "Error" into the dialog box and click "Confirm".

The ticket you inserted should look similar to the following:-



You may need to repeat this process depending on the number of tickets printed before the error occurred.

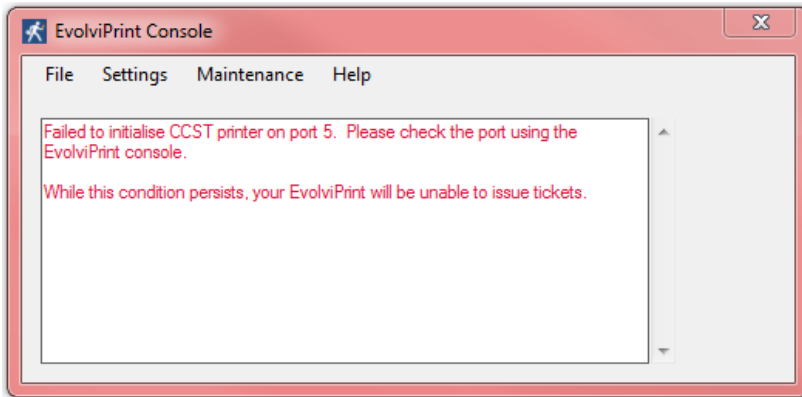
The order should then reprint all tickets again successfully.

Failed to initialise CCST Printer on Port X

There are certain issues that can prevent your ticket printer connecting properly to Evolvi and allowing you to print.

One of these issues is if your printer is not setup on the correct port.

If this is the case, your EvolviPrint console will display something similar to the following:-



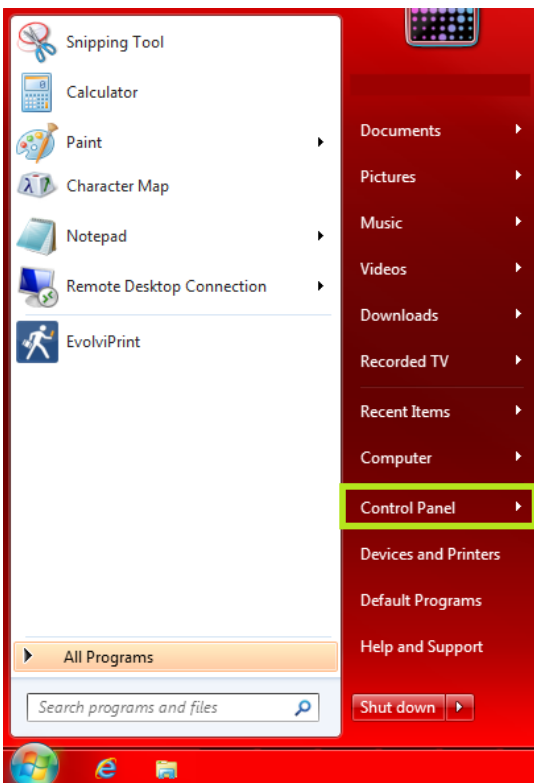
If your printer is connected to your computer using a serial to USB adaptor, you may require you to install the drivers for this adaptor to rectify your issue.

Go to <https://serialio.com/drivers-and-set-up-usb-rs-232-adaptor-in-windows> to download the necessary driver for the adaptor and install it.

If installing the driver doesn't rectify your issue, please try the following steps.

To rectify this issue, we need to determine which port number on your computer the printer is assigned to.

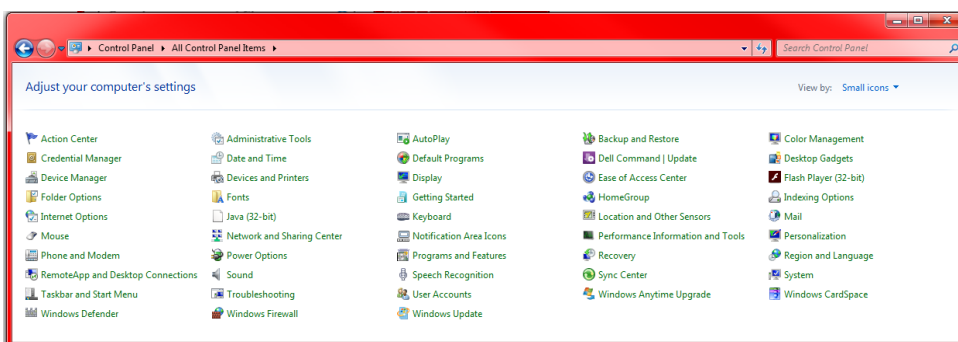
Open your Start Menu and click "Control Panel".



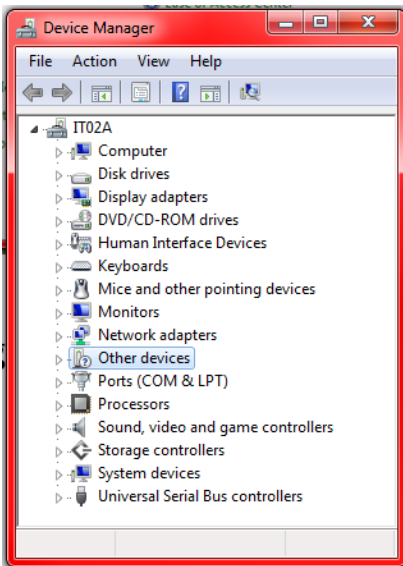
You should open a window like so:-



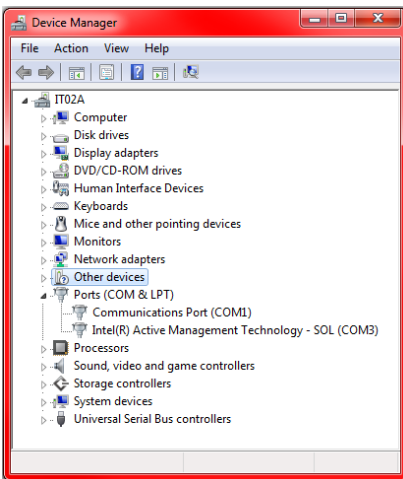
Next to "View By", click the dropdown and set it to either "Large Icons" or "Small Icons" so the screen becomes like so:-



From this window, select "Device Manager" to bring up the following window:-



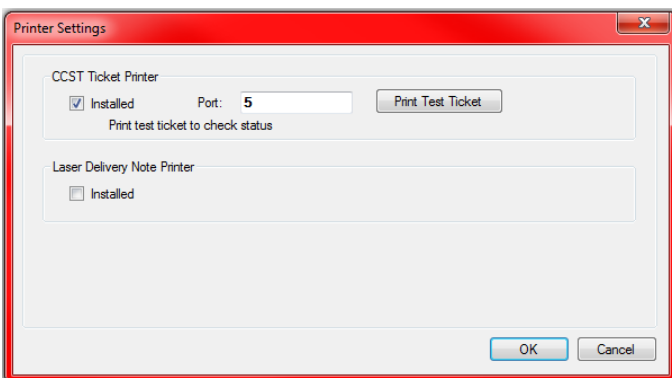
You need to expand the selection “Ports (COM &LPT)” to produce a list similar to the following:-



In the example above, there are 2 devices listed at COM1 and COM3.

The numbers after COM are the ports they're registered to.

At this point, return to the EvolviPrint console and go to “Settings” > “Printers” and you should get the following dialog box:-

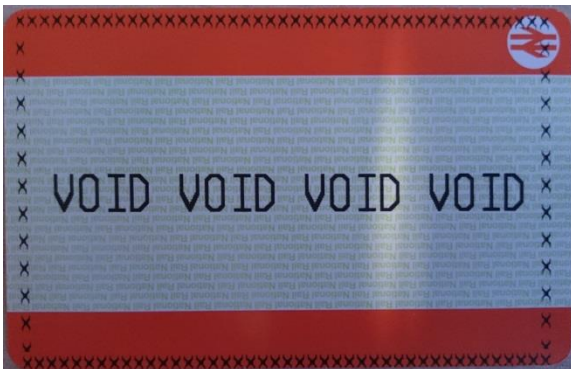


In the box labelled “Port”, you need to change the value to one of the numbers listed in “Device Manager” on your COM ports.

In the example listed above the COM ports used were 1 and 3, so we would need to try one of those ports by entering either value into the “Port” box.

To test this is the correct port; click “Print Test Ticket”.

If the correct port is selected, the printer should print a ticket like so:-



If the test ticket didn't print, you will need to select one of the other used ports and attempt printing a test ticket again until you are able to print a test ticket.

Once a test ticket is successfully printed, close the dialog box to continue printing.

Bad LRC sent to printer

This issue can be caused by a variety of different issues and we advise checking all of the following if this error occurs for you:-

- 1) Ensure you're using the latest version of EvolviPrint (check by right clicking on the EvolviPrint icon and request updated download).
- 2) Switch printer off, remove cable, replace again (ensuring it's tight), switch back on and reattempt
- 3) If using a USB converter between PC and printer, device must be plugged into a USB 2.0 port, won't work with USB 3.0 (quick way to check: USB 3.0 ports are coloured BLUE and may be labelled SS for 'Super Speed').
- 4) If possible, swap out the Null Modem Serial cable for a known good one, or ideally try the same printer and lead on a different PC altogether, as the error may be with the serial port on the PC.
- 5) Check the traveller's details for the booking. The issue can be caused by illegal characters in the traveller details (ie DR.).
- 6) Right click on the EvolviPrint icon and untick 'Enable Power Save'. This should stop the ticketing PC from going to sleep. The error may be received when the PC wakes up but the software/drivers do not load correctly. A reboot should sort this.

If none of the above resolves the issue and you don't already have one, you may need to order a USB to serial adaptor to resolve the issue.

For more information on how to order one, please email North.techsupport@travelctm.com

Basic Printer Maintenance

Certain issues can occur over time due to general wear and tear on the printers and may require maintenance every so often.

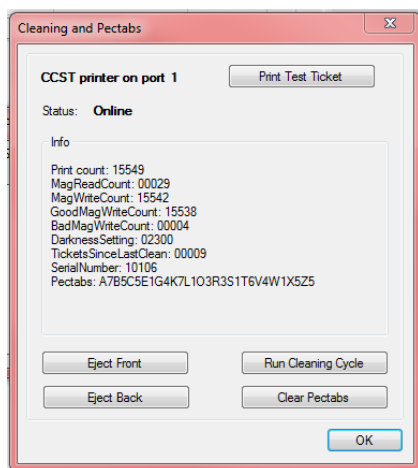
You will normally see a message whilst printing orders that will notify you when this is required or over time, tickets that are printed may become faded or misaligned.

There are some basic maintenance routines that can easily be performed periodically to prevent these issues from occurring.

These functions can be found under the "Maintenance" menu within the EvolviPrint console.

Open the EvolviPrint console and click "Maintenance" > "Cleaning and Pectabs".

This should give you the following dialog box:-



From this window we're going to "Run Cleaning Cycle" and Clear Pectabs.

Before doing this, please make sure you have either a blank ticket or a cleaning card available when running this command.

Cleaning cards look like so and will have a very small amount cleaning solution on it:-



If you require more cleaning cards, please send a request to North.rail@travelctm.com making sure to state the address the cleaning cards will need posting to.

Within the “Cleaning and Pectabs” window, click “Run Cleaning Cycle”.

When the printer starts up, insert the blank ticket or cleaning card in the front of the ticket machine (where printed tickets are dispensed).

The machine will run the ticket around the parts inside and at the front where tickets are dispensed a few times before ultimately ejecting the ticket.

Once the ticket has been fully ejected, the cleaning cycle has been fully completed.

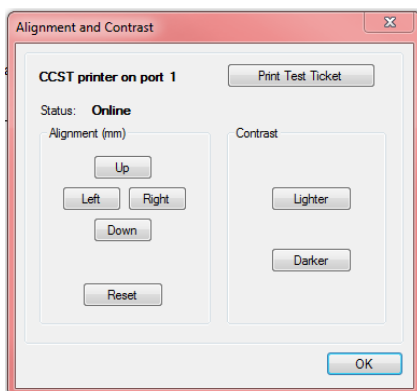
After completing the cleaning cycle, click “Clear Pectabs”.

The dialog box will grey out for a couple of minutes whilst this process occurs.

Once complete, you should have access to the options in the window again.

Click “OK” then in the main EvolviPrint console window click “Maintenance” > “Alignment and Contrast”.

You should be presented with the following window:-

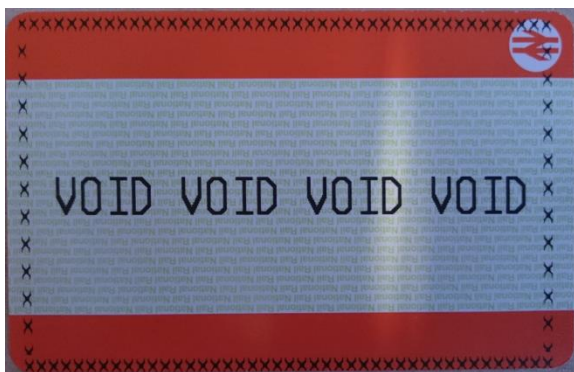


Under “Alignment (mm)” click “Reset”.

The options will grey out briefly and once complete, should allow you to select another option.

To check everything is in working order again, click “Print Test Ticket” and check the void ticket is printed correctly.

A correctly printed test ticket should look like the following:-

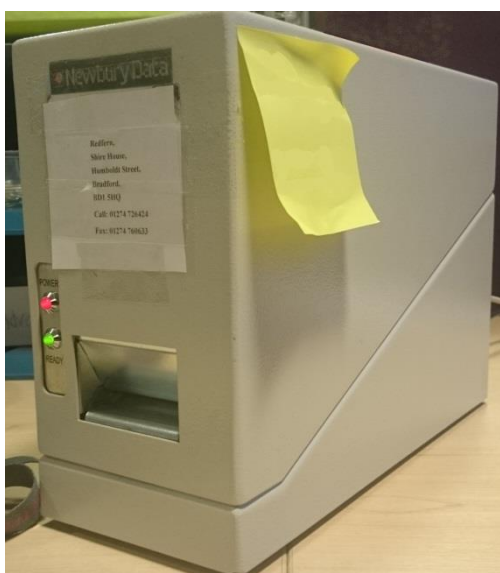


Performing these actions periodically should keep the printer in optimal working condition and prevent most issues from occurring on a day to day basis.

Printer Status LED's

The CCST printers have 2 LED's on the front which provide operational information. The meaning of these LED's differs depending upon which model of CCST printer is being used.

For 4020 series printers (shown below) they have 2 LED's fitted on the front panel. The upper red LED indicates that power is present. The lower green LED indicates the status of the printer as below.



Status LED Activity	Printer State
Continuously On	Ready
Continuously Blinking	Waiting for a manually fed ticket to be inserted
Flashes Once	Command successful
Flashes Twice	Command Unsuccessful
Blinking Every 2 Seconds	Cleaning Cycle Due
Off	Cleaning Cycle in progress, cover raised or printer not ready

The 4800 series printers (shown below) have 2 bi-colour LED's fitted to the front panel. The upper LED indicates the state of the power and the lower LED indicates the status of the printer.



Power LED Activity	Status LED Activity	Printer State
Red Continuously On	Off	Powered Down
Green Continuously On	Green Continuously On	Ready
Red Light Flashing Rapidly	Red Light Flashing Rapidly	No I/O interface card detected
Green Continuously On	Green Light Flashing Rapidly	Waiting for a manually fed ticket to be inserted
Green Continuously On	Green Light Flashes Once	Command Successful
Green Continuously On	Green Light Flashes Twice	Command Unsuccessful
Green Continuously On	Blinking Every 2 seconds	Cleaning Cycle Due
Green Continuously On	Red Continuously On	Printer not ready due to cover being raised

Complex Errors

Some issues aren't as easily resolved and may require further assistance from either CTM Technical Support or an engineer.

In these cases, please log a query to North.techsupport@travelctm.com and please be sure to include the following information in your query in case an engineer must be requested.

- Site Company Name
- Site Contact Name
- Site Contact Telephone No.
- Site Contact Email Address
- Site Address
- Equipment Location on site
- Equipment Manufacturer
- Model Name/Ref
- Serial No
- Fault Description

Please be as accurate and descriptive as possible when describing the fault description to allow either technical support or the engineers to assist with the fault and rectify as soon as possible.

To determine the Equipment Manufacturer, model name/ref and serial number, these can be found on the printer itself.

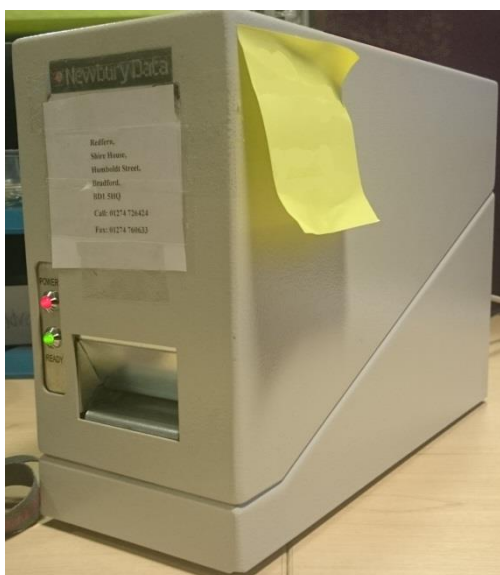
On the ND4800 series printers which look like the following, the information can be found to the right of the connectors behind the casing (you may need to lay the printer on its side to see the sticker).



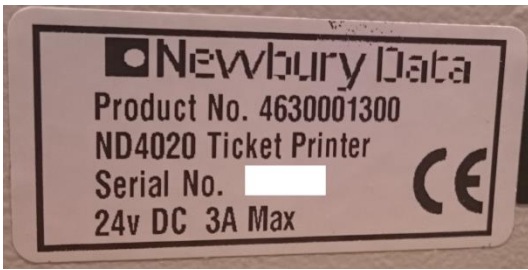
The sticker should look like the following:-



For the ND4020 printers, which appears as follows, the sticker with the printer details should be on the back of the machine:-



The sticker should look like the following:-



In both cases, the serial number should be 5 digits.

For the site contact, please make sure that the named person is someone who will be available for the date of visit by the engineer.

The engineer typically visits within a few working days.

FAQs

General

Q. Can Newbury Data CCST printers be shared/networked?

A. See Sharing Settings section for details.

Q. Can EvolviPrint be run on a PC that sleeps/hibernates?

A. Yes, select the disable power save option on the EvolviPrint context menu.


Q. How do I uninstall EvolviPrint in Windows 7?

A. Perform the following:

- Exit EvolviPrint.
- Click the Windows Start Menu.
- Select Settings -> Control Panel.
- Select Programs and Features.
- Select EvolviPrint for removal.

Q. How do I uninstall EvolviPrint in Windows 8?

A. Perform the following:

- Exit EvolviPrint.
- Click the Windows icon Windows key (), to display the Apps menu
- Select Windows System -> Control Panel.
- Open the Programs and Features panel.
- Click on EvolviPrint and then select Uninstall.

Q. How do I download and install EvolviPrint if I do not have permission to download .exe files?

A. If you have already installed the .Net framework then you can download the EvolviPrint setup.msi file instead.

Q. Is online help available for EvolviPrint?

A. EvolviPrint incorporates help documentation, accessed via the EvolviPrint console.

Proxy Server and Firewall Settings

Q. I have configured the proxy server settings within Internet Explorer (IE). Do I need to configure the proxy server settings within EvolviPrint too?

A. No, not unless you wish to bypass the proxy server, use a different proxy server or override the credentials of the logged in user. By default, EvolviPrint will use the proxy server settings configured within IE.

Q. When should I bypass the proxy server?

A. Some firewall/proxy server combinations will reject HTTP(S) requests from EvolviPrint. In these cases it is recommended that you bypass the proxy server and add a firewall rule that allows HTTPS traffic from the PC running EvolviPrint to *.evolvi.co.uk or IP address 5.79.42.174. The method of connection is HTTPS and you must make sure ports 443 and 80 are available in your internet connection and firewall settings.

Q. Can I specify multiple different proxy servers?

A. No.



Registration Details

If you wish to keep note of the registration details to setup EvolviPrint and to access the Evolvi website (as provided by CTM Travel), you can use this page to note those details.

Username:

Password:

Username:

Password:

Username:

Password: