



# BarTender Configuration with Infor Factory Track

**Copyright © 2020 Infor**

## **Important Notices**

The material contained in this publication (including any supplementary information) constitutes and contains confidential and proprietary information of Infor.

By gaining access to the attached, you acknowledge and agree that the material (including any modification, translation or adaptation of the material) and all copyright, trade secrets and all other right, title and interest therein, are the sole property of Infor and that you shall not gain right, title or interest in the material (including any modification, translation or adaptation of the material) by virtue of your review thereof other than the non-exclusive right to use the material solely in connection with and the furtherance of your license and use of software made available to your company from Infor pursuant to a separate agreement, the terms of which separate agreement shall govern your use of this material and all supplemental related materials ("Purpose").

In addition, by accessing the enclosed material, you acknowledge and agree that you are required to maintain such material in strict confidence and that your use of such material is limited to the Purpose described above. Although Infor has taken due care to ensure that the material included in this publication is accurate and complete, Infor cannot warrant that the information contained in this publication is complete, does not contain typographical or other errors, or will meet your specific requirements. As such, Infor does not assume and hereby disclaims all liability, consequential or otherwise, for any loss or damage to any person or entity which is caused by or relates to errors or omissions in this publication (including any supplementary information), whether such errors or omissions result from negligence, accident or any other cause.

Without limitation, U.S. export control laws and other applicable export and import laws govern your use of this material and you will neither export or re-export, directly or indirectly, this material nor any related materials or supplemental information in violation of such laws, or use such materials for any purpose prohibited by such laws.

## **Trademark Acknowledgements**

The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All rights reserved. All other company, product, trade or service names referenced may be registered trademarks or trademarks of their respective owners.

## **Publication information**

Release: 6.01.10

Publication Date: June 19, 2020

---

# Contents

- About this Guide.....5**
  - About Infor Factory Track.....5
  - Contacting Infor.....5
  
- Chapter 1: Introduction.....7**
  - Creating a label format.....7
  
- Chapter 2: Using BarTender Integration Builder.....13**
  - Selecting a user account.....17
  - Troubleshooting Integration.....18
  
- Chapter 3: Configuring Label Printing utility.....19**
  - Configuration prerequisites.....19
  - Accessing the Label Printing utility.....19
  - Label Printing utility.....20
    - Label Printing Data tab.....20
    - FT Connection Data.....20
  - Initiating the Label Printing utility service.....21
  
- Chapter 4: Configuring Infor Factory Track.....23**
  - Setup Label Interface Form in FactoryTrack.....23
  - Defining label formats.....24
  - Adding a printer.....24
  - Specify label formats and printers for transactions.....25
  - Using the Label Print Summary Form.....26
    - Viewing printed label records.....26
    - Re-printing labels.....26



# About this Guide

This guide explains how to configure and use BarTender with Infor Factory Track. BarTender application used for designing and printing barcoded labels. The information provided in this guide is in addition to the documentation provided by the BarTender application manufacturer.

## About Infor Factory Track

Infor Factory Track is a comprehensive manufacturing, labor, and attendance operations and collection system. The application integrates with the ERP system, streaming the latest and updated information directly to and from the shop floor.

## Contacting Infor

If you have questions about Infor products, go to Infor Concierge at <https://conciierge.infor.com/> and create a support incident.

If we update this document after the product release, we will post the new version on the Infor Support Portal. To access documentation, select **Search > Browse Documentation**. We recommend that you check this portal periodically for updated documentation.

If you have comments about Infor documentation, contact [documentation@infor.com](mailto:documentation@infor.com).



An Infor Factory Track barcode label provides text and barcoded data on a durable label. The text is the descriptive information, while the barcode provides information in a format that can be read by a barcode scanner.

BarTender application is used for designing and printing barcode labels. BarTender includes a label-designing editor and a utility called Integration.

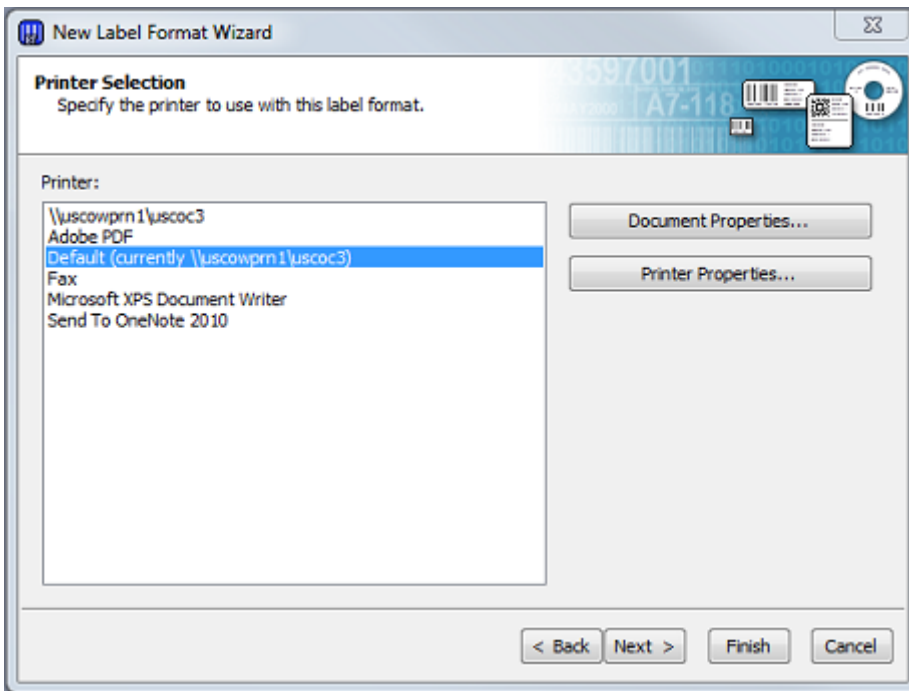
## Creating a label format

A label format helps structure the layout of the printed barcode labels. The format organizes the label into a series of fields and specifies the size and position of each field. A field is a placeholder for a piece of information (such as item number or order number). Using BarTender you can design the format for the barcode labels.

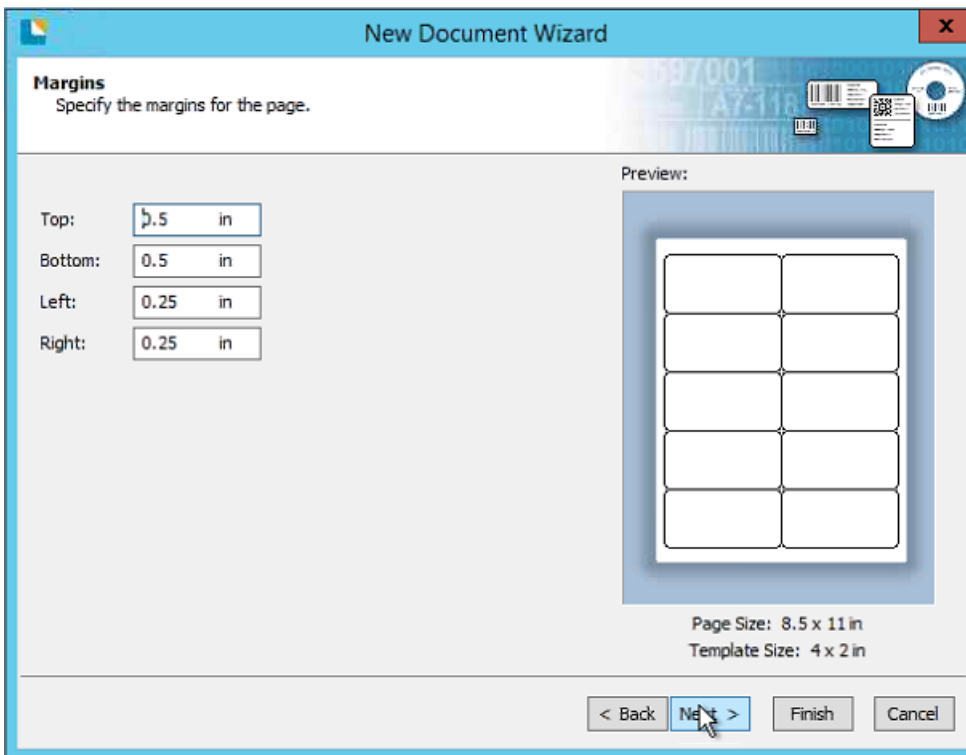
This section explains how to create a sample label format containing three data fields (Item, Unit of Measure, and Description) for Infor Factory Track. See the BarTender Online Help for more information.

To create a label format:

- 1 Launch the BarTender application.
- 2 Go to **File > New**. The New Label Format Wizard opens.
- 3 Select **Blank Label Format**, click **Next**. The Printer Selection page opens.



- 4 Select the network printer to print labels, and click **Finish**. The New Label Format Wizard closes.
- 5 Go to **File > Page Setup**. The Page Setup dialog opens.
- 6 Select the required page size on the **Page** tab.
- 7 Specify the label size in the **Width** and **Height** fields on the **Layout** tab.



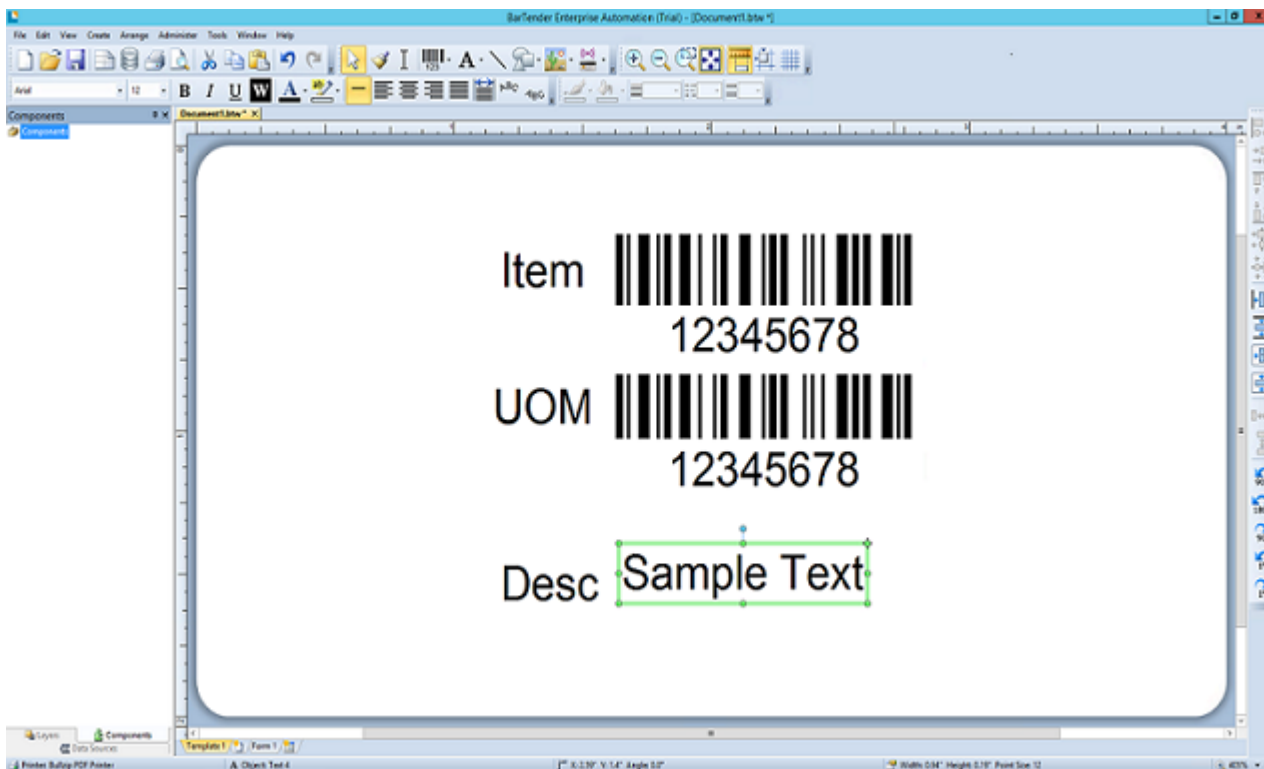


8 Click **OK**.

9 To create label fields:

- Click Barcode toolbar and click in the design area to place a barcode.
- Click Text toolbar and click in the design area to place a text label **Item** next to the barcode.
- Place a second barcode in the design area. Place a text label **UOM** adjacent to the barcode.
- Place two more text labels **Desc** and **Sample Text** in the design area.

When completed, the design area looks similar to this.



**Note:** A text file 'Standard\_Layout.txt' provided with the Factory Track installation, serves as a database. This text file specifies the order of values within the data file generated by Infor Factory Track.

10 Go to **File > Database Connection Setup**. Associate this text file with the appropriate label format. The Database Connection Setup Wizard opens.

11 Click **Next**. The Type page opens. Select **Text File**.

12 Click **Next**. The File page opens.

13 Click **Select File**, browse to select the text file. Click **Next**.

14 The FileFormat page opens. Specify this information:

**Encoding Type**

Select the encoding type

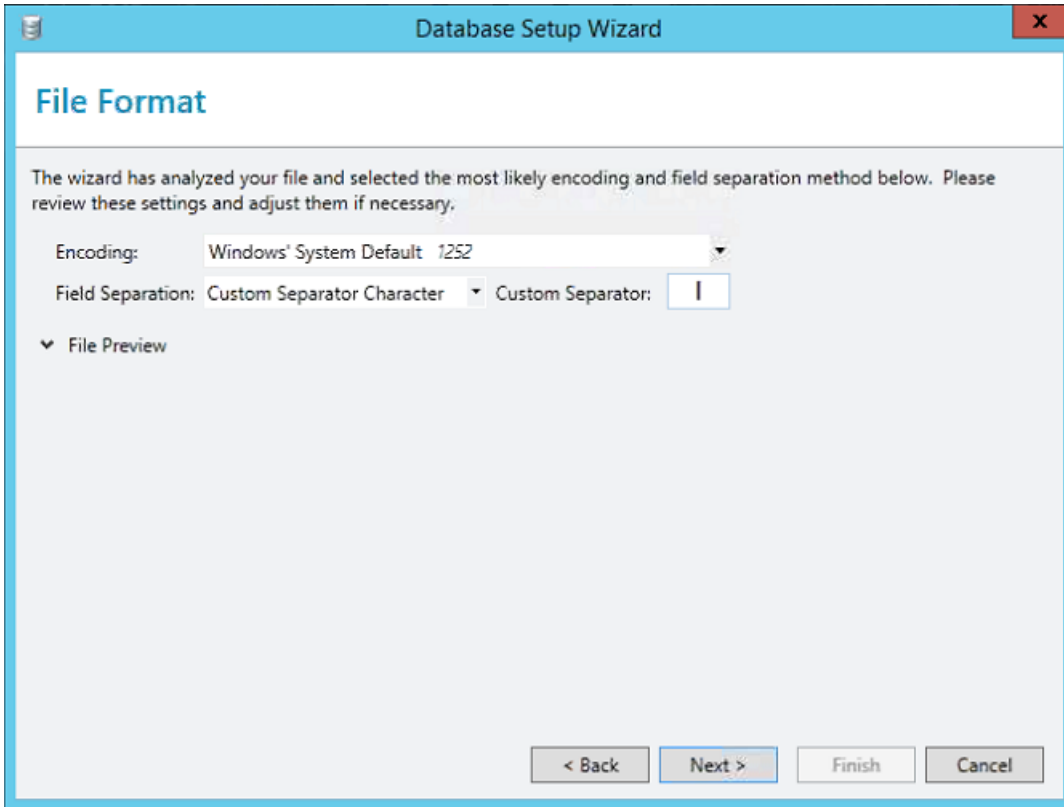
**Field Separator**

Set this field to custom separator character.

**Customer Separator field**

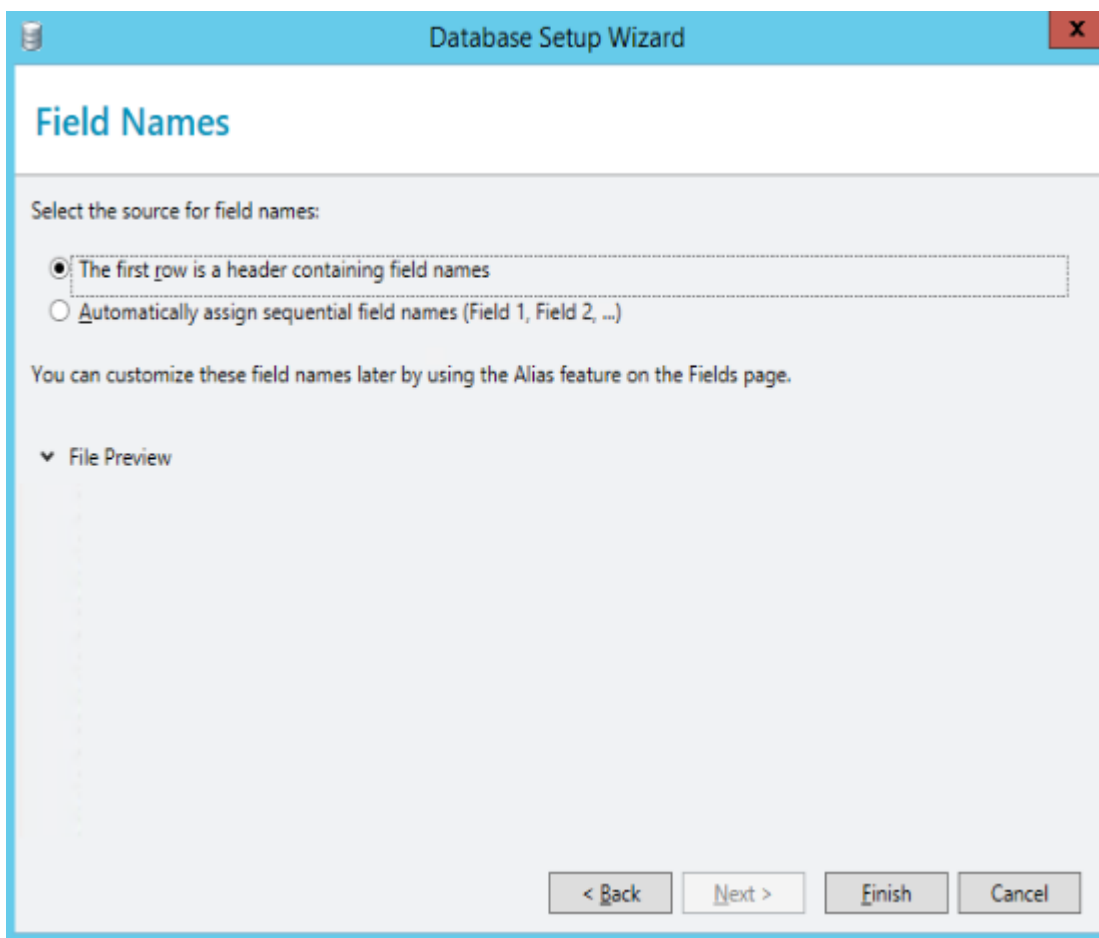
Specify | (Vertical bar character)

**Note:** This field is displayed only when Field Separator field is set to Customer separator character.



**15** Click **Next**.

**16** The Field Names page opens, select the first option.



**17** Select **The First Row is a Header Containing Field Names**.

**18** The Database Setup dialog opens. Click **OK**.

**19** Open the BarTender design area and double-click the Item barcode object to add database field.

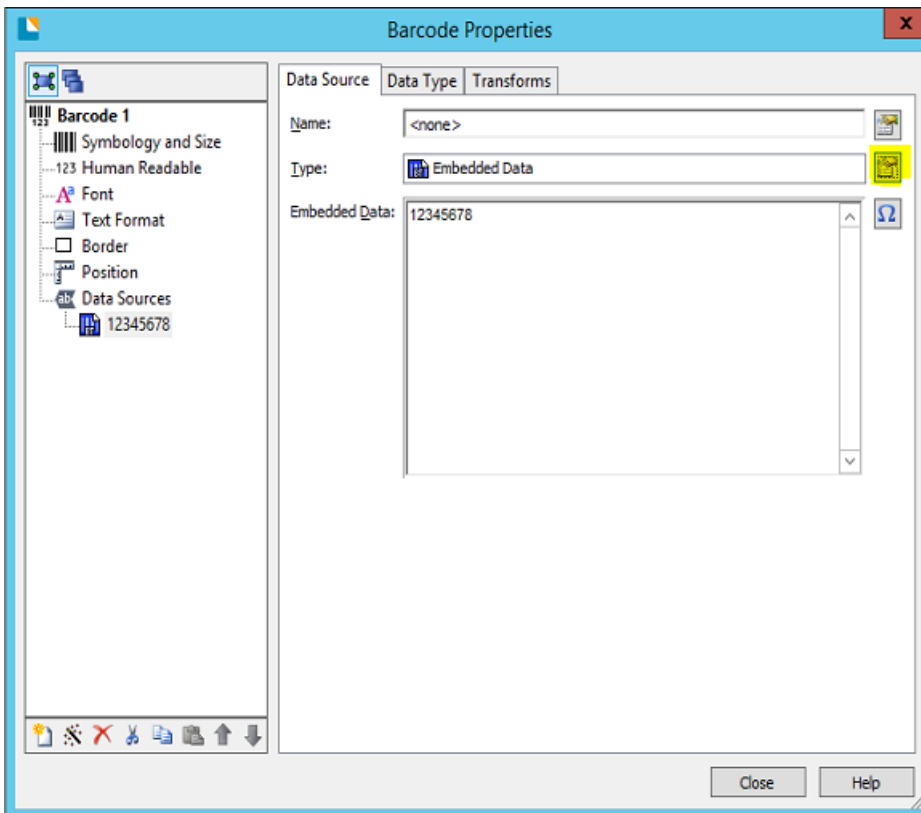
**20** The Barcode Properties page opens. Specify this information:

**Name**

Set the field to **Field**

**Type**

Set the Type to **Database Field**



**21** Click **Finish** and click **Close**.

Repeat steps 20 and 21 to add database fields for the UOM barcode object and Desc text object (labeled Sample Text).

**22** The Modify Selected Bar Code Object screen opens.

**23** Go to **File > Save** to save the label format.

**Note:** For Bartender 2019 version, refer to the [KB article](#) to make additional adjustments to the label formats.

---

# Using BarTender Integration Builder

# 2

The BarTender Integration Builder utility is used as a print daemon, to send print jobs to label printers.

Infor Factory Track generates a file containing label-specific data, such as item number or order number. The data file also contains instructions for the Integration Builder, such as the name of the printer or quantity of labels to print. Integration Builder processes the file information and prints the job according to instructions specified in a task list.

To create a new task list:

- 1 Go to **Apps Menu > Integration Builder**.  
The BarTender IntegrationBuilder screen opens.
- 2 Click **Create New Integration**. Select **File** as integration method.
- 3 Click the **Integration** tab. Specify this information:

**Name**

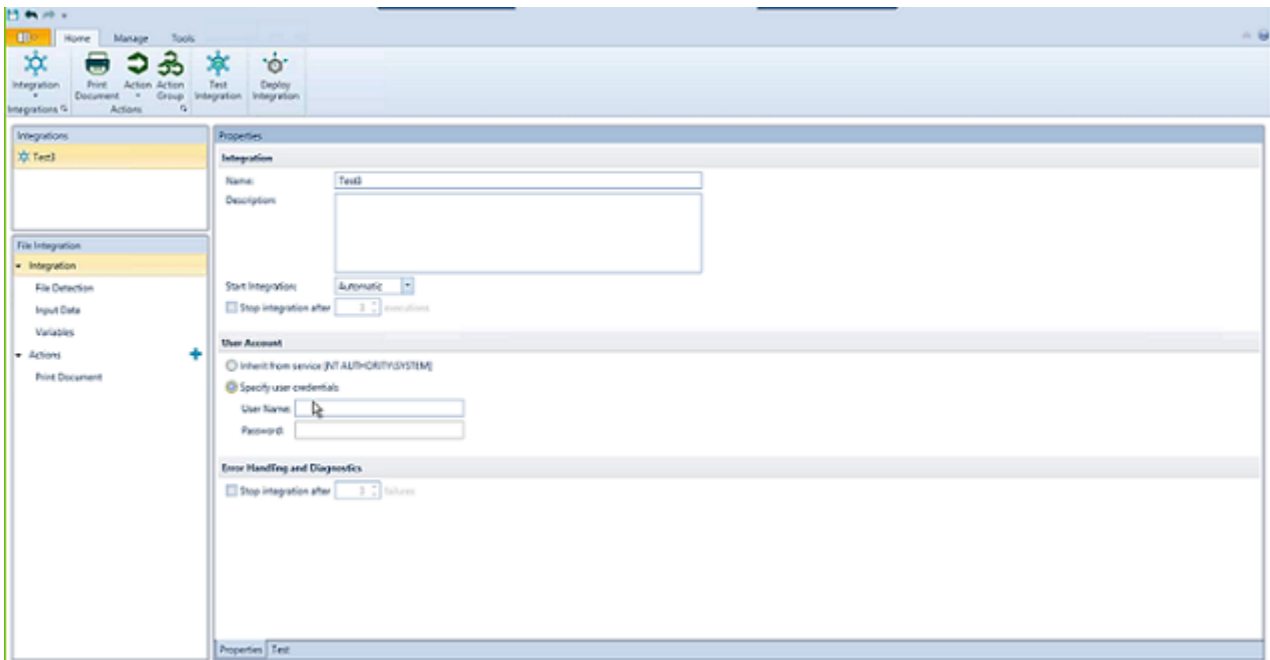
The name of the integration.

**Description**

The description of the integration.

**User Account**

The details for Domain user account.



- 4 Click on the File Detection section. Specify this information:

### Folder to Scan

Specify the required information in this field.

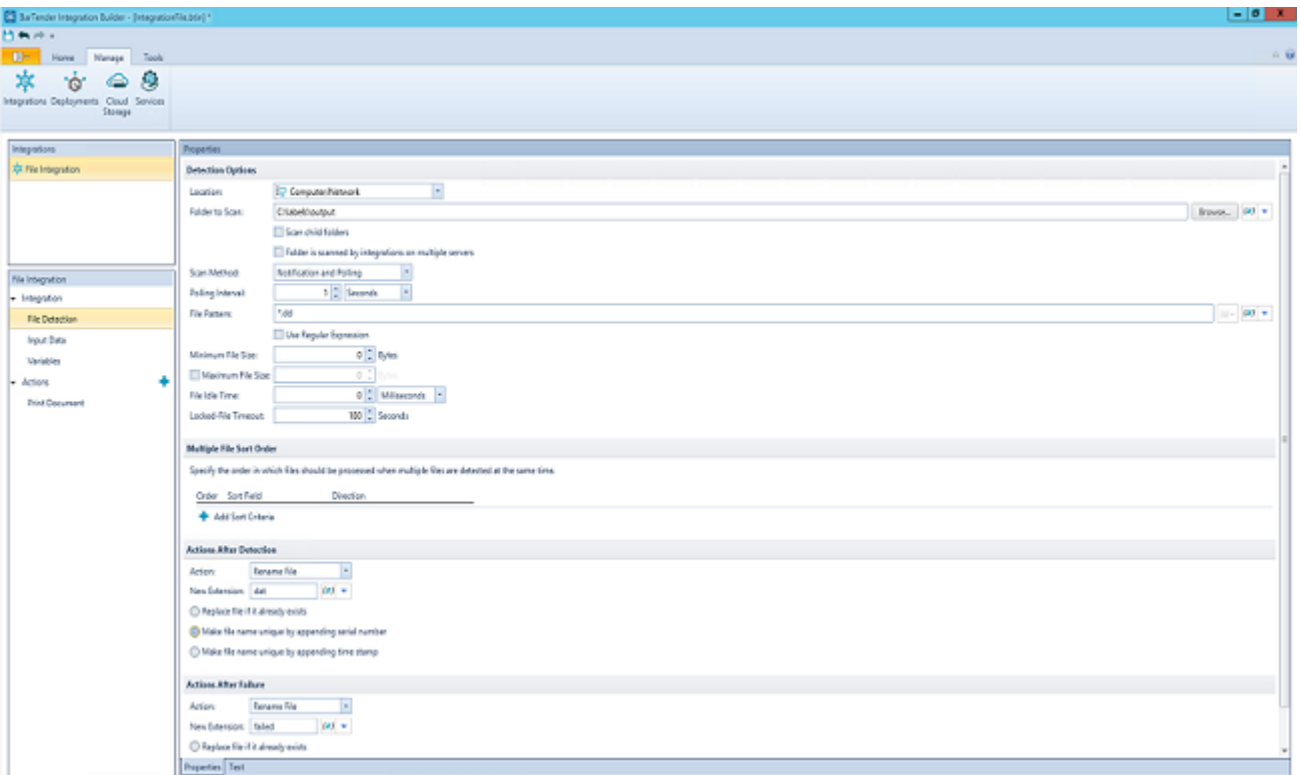
**Note:** Update the same information in the **File Path** field on the Label Interface screen (See Configuring Infor Factory Track section)

### File Pattern

Set File Pattern to **.dd**

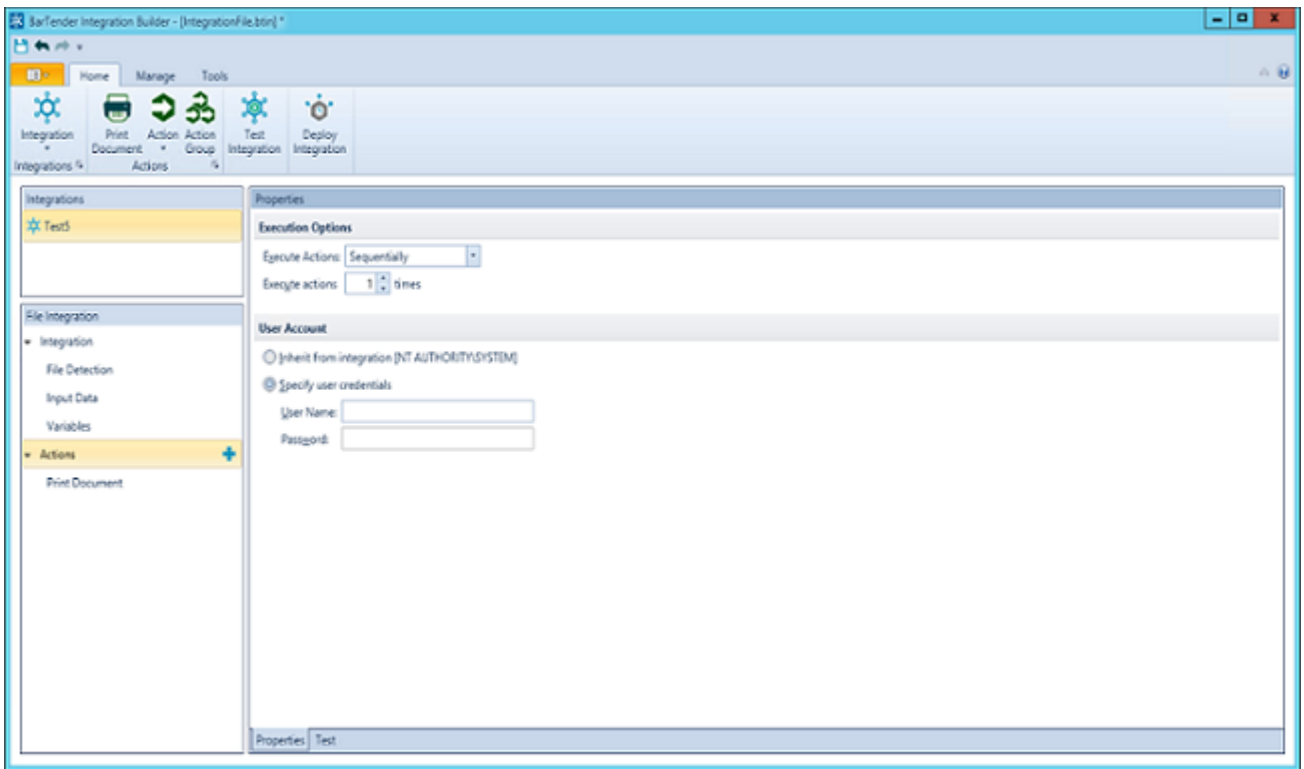
### New Extension

Set New Extension to **dat** in the Actions After Detection section.



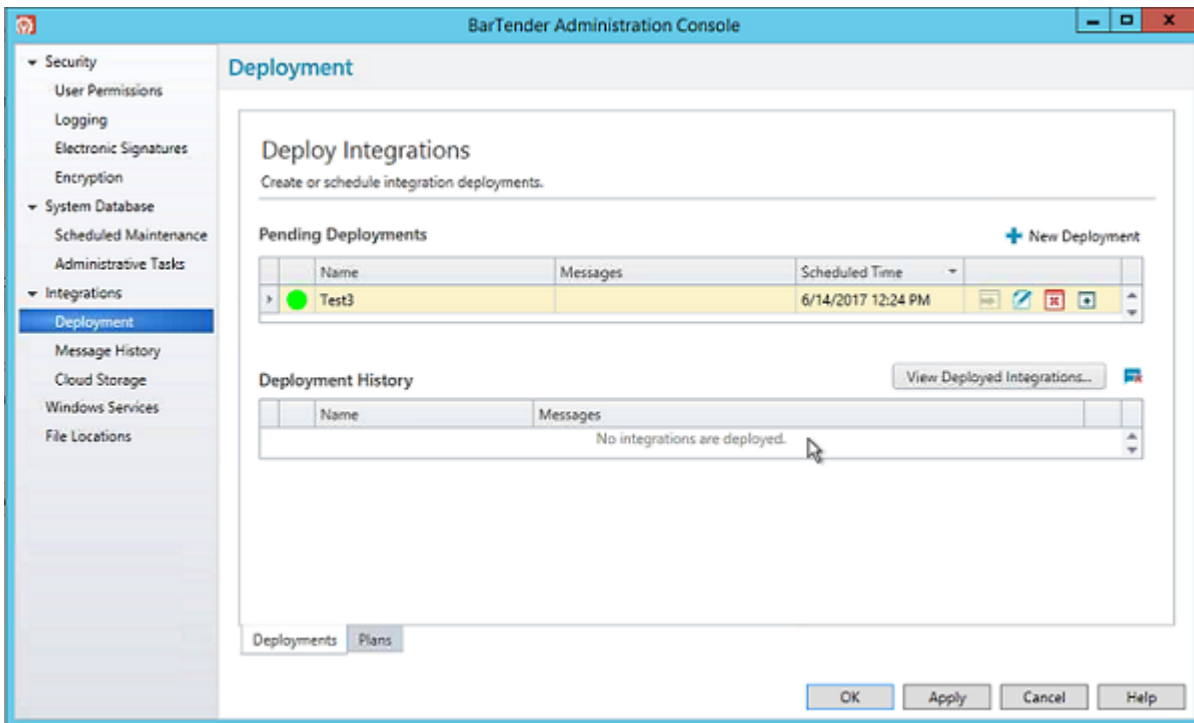
**Note:** The default values in the Input Data and Variables sections must not be modified.

- In the **Actions** tab on the left, modify the user account to specific user credentials and provide domain credentials.



- 6 Delete the **Print Document** tab by clicking **x** Click **+** to add **Print Command Script**.
- 7 In the Print Command Script, modify the user account section to Specific user credentials.
- 8 Specify the information in all the sections and save the integration file.
- 9 Click the **Test** tab to test the integration.
- 10 Click **Start** in the test section to check if the integration was completed successfully. Resolve errors (if any) and close the integration builder.  
**Note:** You can re-open the builder to verify if the errors are resolved.
- 11 Click **Manage** button in the Integration Builder utility and click **Deployments**. The Bartender Administration Console screen opens.
- 12 Click **New Deployments** to add a **name**, **description** and **integration file location** to it. Click **OK**. You can view the integration details in the Deployment section of Bartender Administration Console





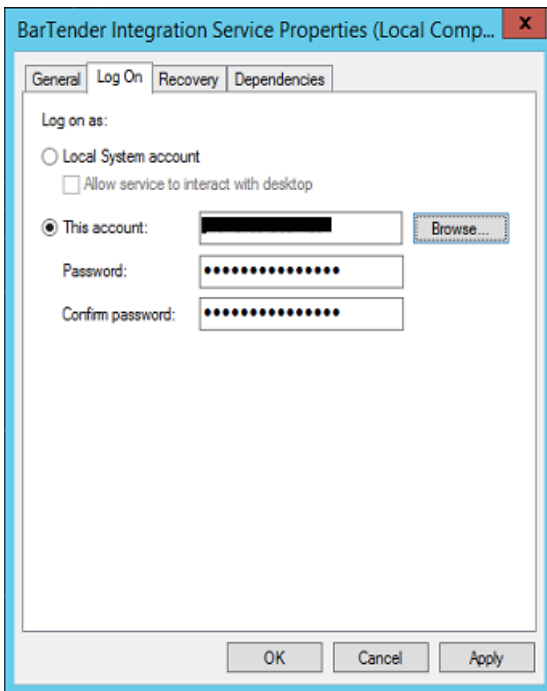
**13** The integration service can now monitor the deployed integration to process the label printing.

## Selecting a user account

The BarTender Integration service must be started with a user account that has access to all the network printers used for label printing. If the service is started with a user account that has insufficient printer access, BarTender cannot print labels.

To select another user account:

- 1 Open Windows Services dialog and search Bartender Integration Service.
- 2 Double-click Bartender Integration Service from the Services list. The Bartender Integration Service Properties dialog opens.



- 3 Specify the appropriate account and password on the **Log On** tab.
- 4 Click **OK**.

## Troubleshooting Integration

- 1 Log file for integration errors is located at `C:\ProgramData\Seagull\Services\Logging`. Open `Integration.Service.txt` file to check if there are any errors recorded as a part of integration.
- 2 To test the integration functionality as a part of troubleshooting, you can test the integration in integration builder and check for errors.
- 3 Go to **Manage > Deployment > Stop** to stop the integration. The BarTender Administration Console is displayed. Click **Integration** on the left and stop the currently deployed integration. Return to the Integration Builder screen, click the **Integration** on the left and click **Test** tab to go to the File integration testing screen. Click **Start** to run the test and verify.

---

# Configuring Label Printing utility

# 3

The Label Printing utility is only required when Factory Track is operating in a cloud environment. The utility must be installed on an on-premise server (with Bartender installed) and is used to extract label files generated by Factory Track from the FT database to the local server. The label files in the local server are processed and printed by Bartender.

This section provides information for installing and configuring Label Printing Utility in FT.

## Configuration prerequisites

The configuration requirements for the Factory Track Label Printing utility are described in the *Label Printing Utility Install Guide*.

Refer to this [KB article](#) for the label printing utility installation file, install and configuration guide.

The other prerequisites include:

- Factory Track server access
- Factory Track URL
- Factory Track Configuration data
- Factory Track Site
- Username
- Password

## Accessing the Label Printing utility

To access the Label Printing utility:

- 1 Select **Start Menu > Infor**.
- 2 Click **Label Printing Configuration application**.

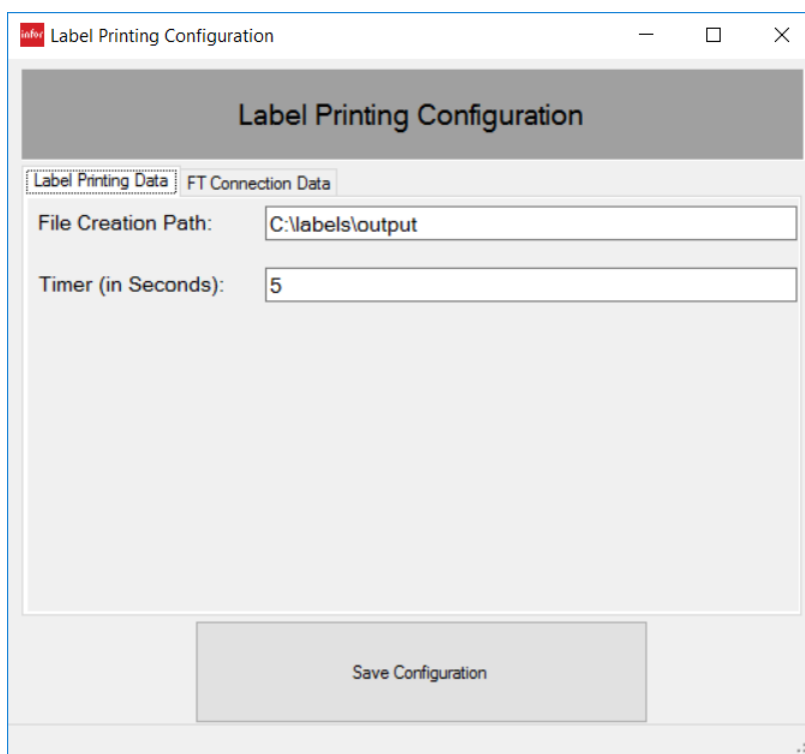
## Label Printing utility

The Label Printing Configuration utility consists of two tabs to configure the Label Printing service.

### Label Printing Data tab

Use the **Label Printing Data** tab to specify the configuration related data.

- File Creation Path: The path where labels are stored until processed by the Bartender software.
- Timer (in Seconds): The period for which you must wait before you check in the new labels.



The screenshot shows a window titled "Label Printing Configuration" with a red Infor logo in the top-left corner. The window has standard Windows window controls (minimize, maximize, close) in the top-right. Below the title bar, there is a header area with the text "Label Printing Configuration". Underneath, there are two tabs: "Label Printing Data" (which is selected and highlighted with a dashed border) and "FT Connection Data". The "Label Printing Data" tab contains two input fields: "File Creation Path:" with the value "C:\labels\output" and "Timer (in Seconds):" with the value "5". At the bottom of the window, there is a large button labeled "Save Configuration".

Click **Save Configuration** to save the Label Printing configuration to the local machine.

### FT Connection Data

Use the FT Connection Data tab to specify the information related to the Factory Track communication parameters:

- URL: The URL to link the label printing utility to the Factory Track server address. `http://<Factory Track Server Name>/IDORequestService/RequestService.aspx`

**Note:** If https is in use, adjust the URL to reflect this. Ensure the changes are made to the URL based on the site's setup in the cloud.

For example: `https://<Factory Track Server Name>/IDORequestService/RequestService.aspx?ConfigGroup=<Configuration Group>`.

Use Factory Track Sever Name and Configuration Group from the direct Factory Track URL provided by Cloud Team.

- Configuration: The Factory Track configuration which the label printing utility needs to be linked to.
- Site: Use the Site Parameters form to validate this field.
- FT User: A valid FT user.

**Note:** Recommended to use PrintUser.

- FT Password: The password of the FT user.

**Note:** If PrintUser is used, this is blank by default. The FT User must be assigned FactoryTrackAuto License or FactoryTrackCloud.

**Note:** To check the validation of the configuration data, click **Test Connection**.

The screenshot shows a web-based configuration window titled "Label Printing Configuration". It features two tabs: "Label Printing Data" and "FT Connection Data". The "FT Connection Data" tab is selected. The form includes the following fields and values:

- URL: `https://stormdev-ft01.cloud.infor.com:8443/IDORequest`
- Configuration: Demo
- Site: Demo
- FT User: PrintUser
- FT Password: (empty)

At the bottom of the form, there are two buttons: "Test Connection" and "Save Configuration".

Click **Save Configuration** to save the Configuration data.

## Initiating the Label Printing utility service

To initiate the Label Printing utility service:

- 1 Select **Start Menu > Services Type** on the Windows Service Control Panel.

- 2 Select the **Infor Factory Track Cloud Label Printing Service** in the list.
- 3 Right Click **Infor Factory Track Cloud Label Printing Service** and select **Start**.
- 4 Ensure that the **Infor Factory Track Cloud Label Printing Service** status is set to **Running**.

Infor Factory Track uses BarTender Commander to print barcode labels. For each label-printing transaction, an .xml file is used to configure the barcode label.

**Note:** All printers used for printing barcode labels must be configured on the Label Printer Configuration form in Infor Factory Track.

## Setup Label Interface Form in FactoryTrack

To setup label interface form in Factory Track:

- 1 Open Label Interface form in FactoryTrack.
- 2 Specify the following information:

**Interface Number**

FT Defaults the Interface number.

**Interface Type**

Interface type is set to **Database Only** for cloud deployments and the interface type is set to **File** for On-prem deployments.

**File Path**

Specify the File Path.

**File Separator**

Specify the Field Separator as '|'.

**Label Template Path**

Specify the Label Template Path.

- 3 Provide the FilePath and Label Template Path in this form.

The screenshot shows a configuration window titled "Label Interface". It contains the following fields:

- Interface Number: BarTender (dropdown menu)
- Interface Type: Database Only (dropdown menu)
- File Path: C:\labels\output (text input field)
- Field Separator: | (text input field)
- Label Template Path: C:\Program Files (x86)\Infor\FactoryTrack (text input field)

## Defining label formats

All label formats you create in the BarTender application must be defined in Infor Factory Track.

To define label formats:

- 1 Log on to Infor Factory Track.
- 2 Open the Label Formats form.
- 3 Click **New** to define a new label format. To modify an existing label format, select it from the grid.
- 4 Specify this information:

### Label Name

Specify a name for the label. This name must match the label format file name used in the BarTender application.

### Description

Specify a description for the label.

### Label Size

Specify the label size.

- 5 Click **Save**.

## Adding a printer

To add a printer:

- 1 Log onto Infor Factory Track.
- 2 Open the Label Printer Configuration form.
- 3 Click **New**.
- 4 Specify the following information:



**Printer Name**

Specify a name for the printer.

**Physical Location**

Specify the physical location of the printer. For example, **Receiving Dock**.

**Printer Path**

Specify the network path for the printer.

**Mobile Printer**

Select this check box if the printer is mobile.

- 5 Click **Save**.

## Specify label formats and printers for transactions

To enable label printing for transactions, you must specify which label format and printer to use for each transaction.

**Note:** You can also assign printers to specific user IDs using the User Extensions form.

- 1 Log onto Infor Factory Track.
- 2 Open the Transaction Warehouse Order Type Print Parameters form.
- 3 Select a transaction from the grid.
- 4 Specify this information:

**Transaction Name**

FT defaults the transaction name

**Warehouse**

Specify a warehouse to configure settings for the warehouse

**Print Labels**

Select this checkbox to print labels for this transaction, warehouse, and order type.

**Label Name**

Select a label name. This field is available only if the **Print Labels** check box is selected.

**Number of Labels**

Specify the number of labels to print. This field is only available if the **Print Labels** check box is selected.

**Default Printer**

Select a default printer from which to print. This field is available only if the **Print Labels** check box is selected.

- 5 Click **Save**.

## Using the Label Print Summary Form

You can use the Label Print Summary form to view printed label records and re-print labels.

**Note:** You can also re-print labels using a mobile scanner device.

### Viewing printed label records

To view printed label records:

- 1 Log onto Infor Factory Track.
- 2 Open the Label Print Summary form.
- 3 Specify this information to define label search criteria:

**Transaction Name**

Select the transaction for which the label is originally printed.

**User ID**

Specify the **user ID** of the person printing the label.

**Request ID**

A request ID is recorded for each label that is printed. Specify the first and the last request ID to search for a label by its request ID.

**Create Date**

To search for a label by the date it was created, specify a starting and ending date.

- 4 Click the **Search** button.  
The label request IDs that match the search criteria specified above are listed in the grid.
- 5 Right-click the request ID and select **Details** to view additional details for each label printed for a label request ID.  
The Label Print Details form is displayed.

### Re-printing labels

To re-print labels:

- 1 Log onto Infor Factory Track.
- 2 Open the Label Print Summary form.
- 3 To define label search criteria, specify this information:

**Transaction Name**

Select the transaction for which the label was originally printed.

**User ID**

Specify the user ID of the person who prints the label.

**Request ID**

A request ID is recorded for each label that is printed. Specify the first and the last request ID to search for a label by its request ID.

**Create Date**

Specify a start date and an end date to search for a label.

**4** Click the **Search**.

The label request IDs that match the search criteria specified above are listed in the grid.

**5** Select the ID from the grid and click **Reprint** to re-print a label request ID. All labels associated with that label request ID are printed.

**6** Right-click the request ID and select **Details** to print an individual label on a label request ID. The Label Print Details form is displayed. On this form, select a label and click **Print**.

The label is printed.

