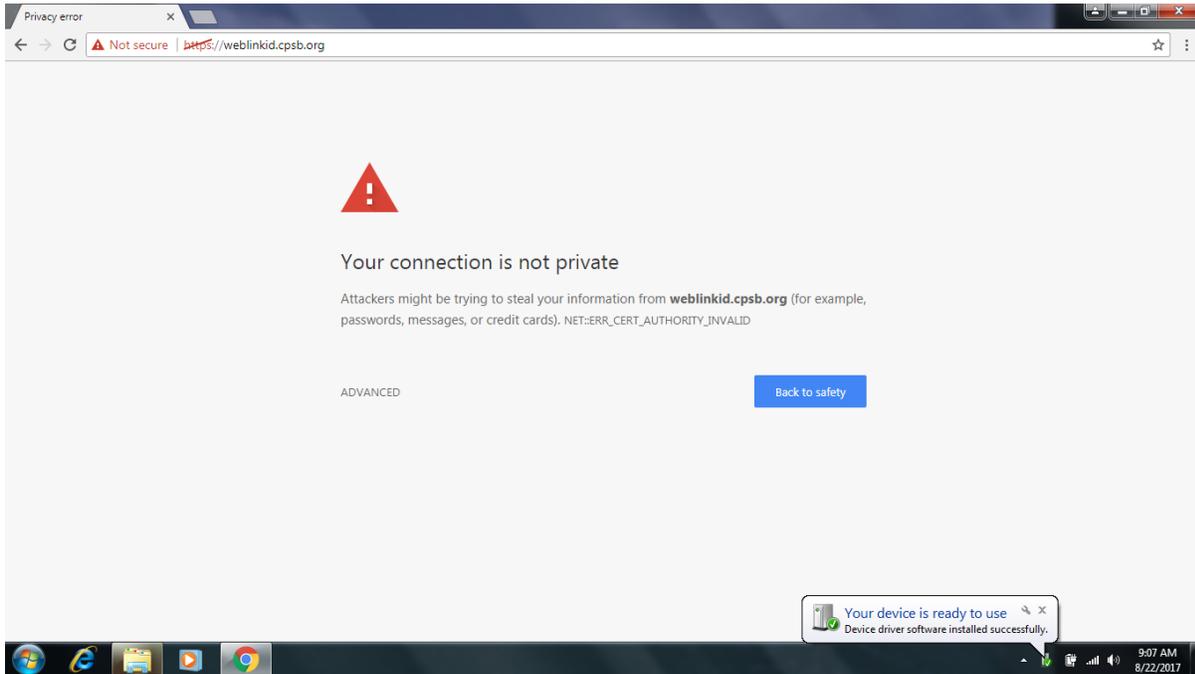


WebLinkID Troubleshooting Guide

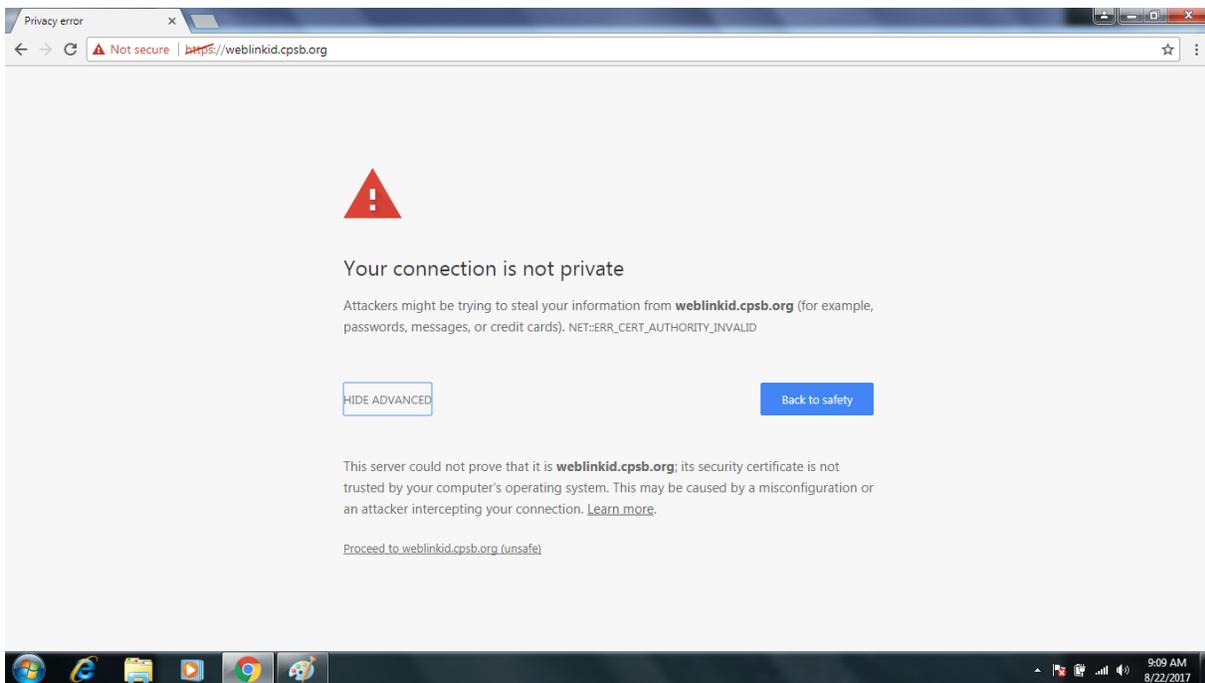
1. Security warning when I go to the ID system web page (weblinkid.cpsb.org)
2. No Acquire Image button and No Image Capture Plus option
3. No Preview of the card layout when I go to print
4. The card layout is not saving to the students record
5. When trying to print I get the error message – “Print Error: Please try again”
6. My cards or my temps are printing out sideways
7. What should the settings be for my sticker printer?
8. The text on my cards are printing out black instead of color.
9. Image Capture Plus window does not pop up when I click on ACQUIRE IMAGE
10. No live shot from Image Capture Plus and it says “Camera Not Connected”

1. Security warning when I go to the ID system web page (weblinkid.cpsb.org)

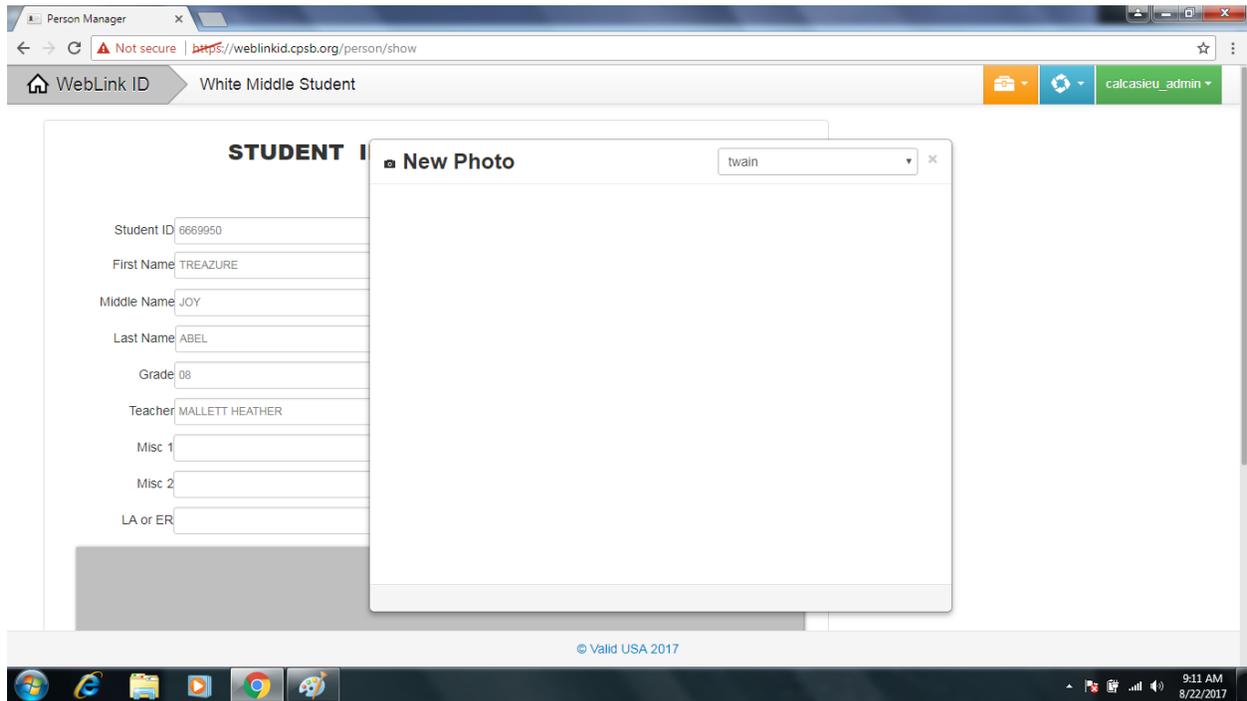


Click on the word ADVANCED

Then click on Proceed to weblinkid.cpsb.org



2. No Acquire Image button and No Image Capture Plus option



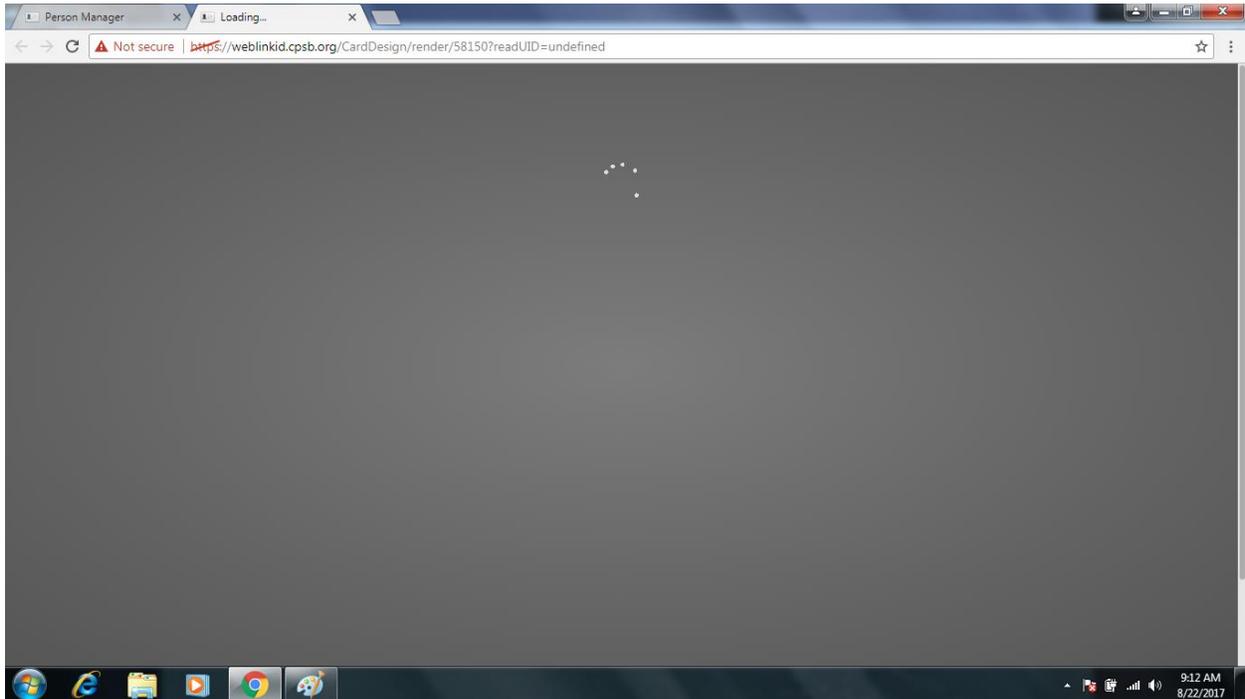
This means that you have not done the initial setup of the ID system on your computer.

Click on the green button at the top right, then click on ACCOUNT.

Click on SET PRINTER, then click on WINDOWS INSTALLER.

This will download a file. Run this file to install the software for the camera and printer.

3. No Preview of the card layout when I go to print



This means that you have not done the initial setup of the ID system on your computer.

Click on the green button at the top right, then click on ACCOUNT.

Click on SET PRINTER, then click on WINDOWS INSTALLER.

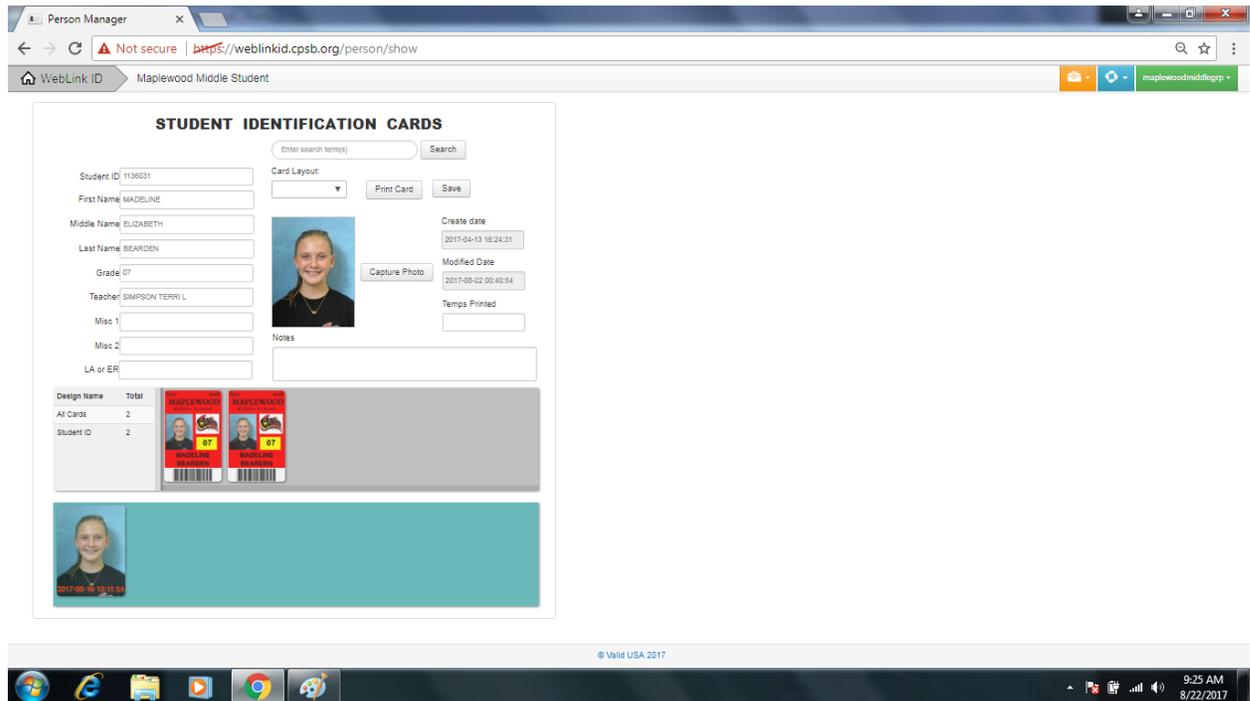
This will download a file. Run this file to install the software for the camera and printer.

OR

Your XPS Card Printer (P3500S) is not communicating with the computer.

- Make sure the printer is on
- Make sure the printer is plugged into the computer
- Make sure the "Set Printer" setting is set to your printer - XPS Card Printer (Copy 1)?
- Plug it into a different USB port on the computer
- Restart the printer and computer

4. The card layout is not saving to the students record



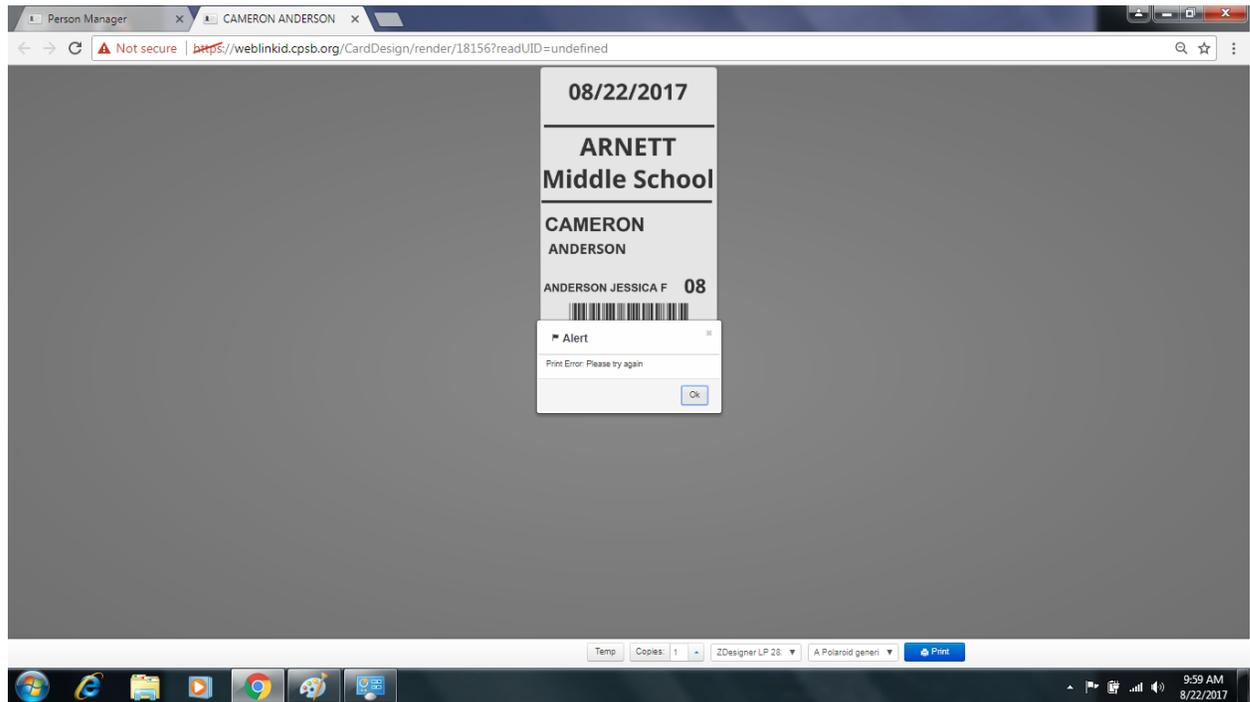
If you batch printed your student ID cards and the system asked you to choose a card layout for the batch printing, it will not save that choice to the student records.

If you want the students records to reflect the card layout on their data form, you can either individually select the card layout and save each record or you can batch edit a group of students to save the card design to their record in the database.

5. When trying to print I get the error message – “Print Error: Please try again”

OR

6. My cards or my temps are printing out sideways

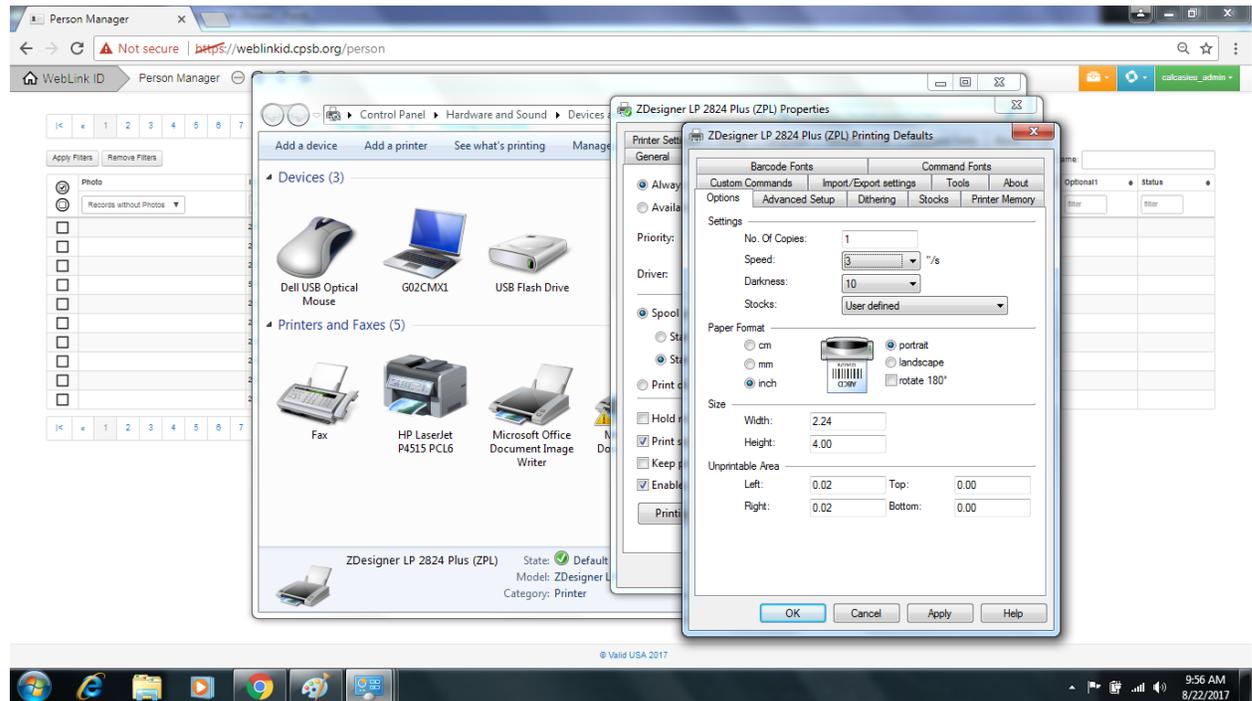


This usually means that you have selected the wrong printer plug in. This setting is found at the bottom of the screen.

For the XPS Card Printer you want to choose the “A Polaroid P-Series Plug in”

For the Temp Sticker Printer you want to choose the “Polaroid PCID-E”

7. What should the settings be for my sticker printer?



To get to the settings for your temp sticker printer do the following:

Click on your windows start button, then click on DEVICES and PRINTERS.

Right click on the Zdesigner (zebra/temp) printer icon.

Click on PRINTER PROPERTIES

Click on the ADVANCED tab at the top

Click on the PRINTING DEFAULTS button at the bottom

Set the width to 2.24

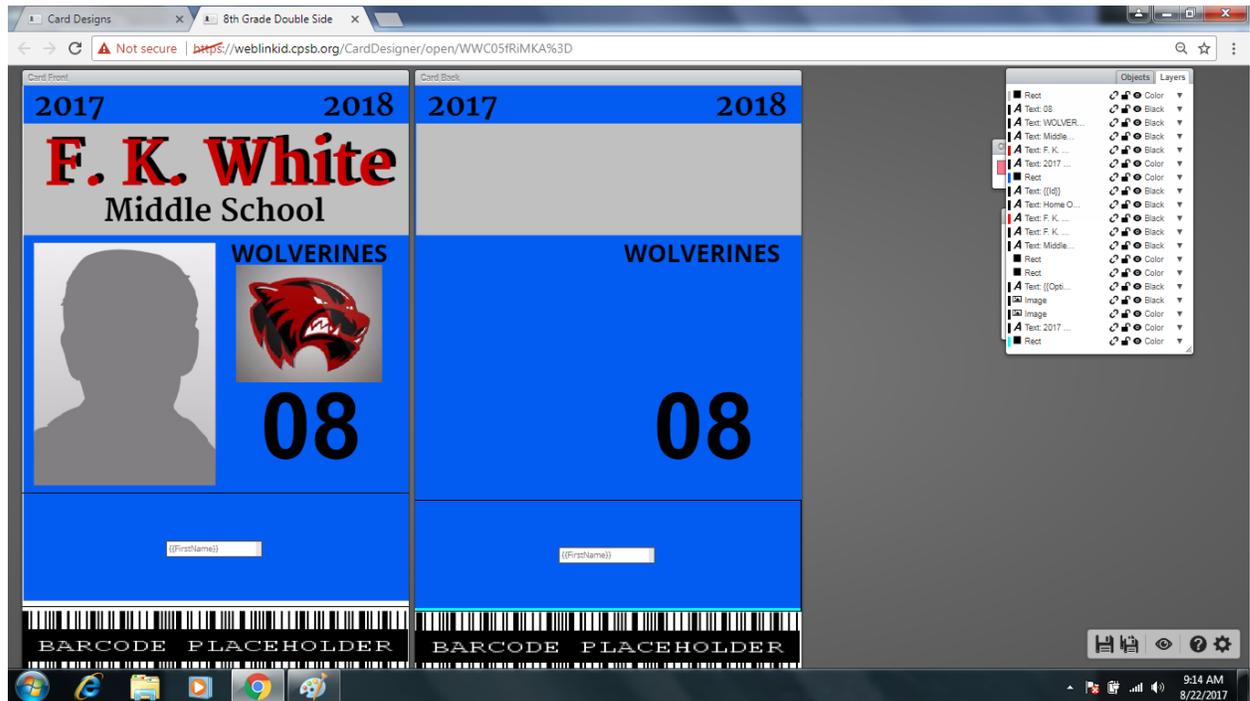
Set the height to 4.0

Set the speed to 3

Set the darkness to 10

Click on OK, then close out of the printer windows.

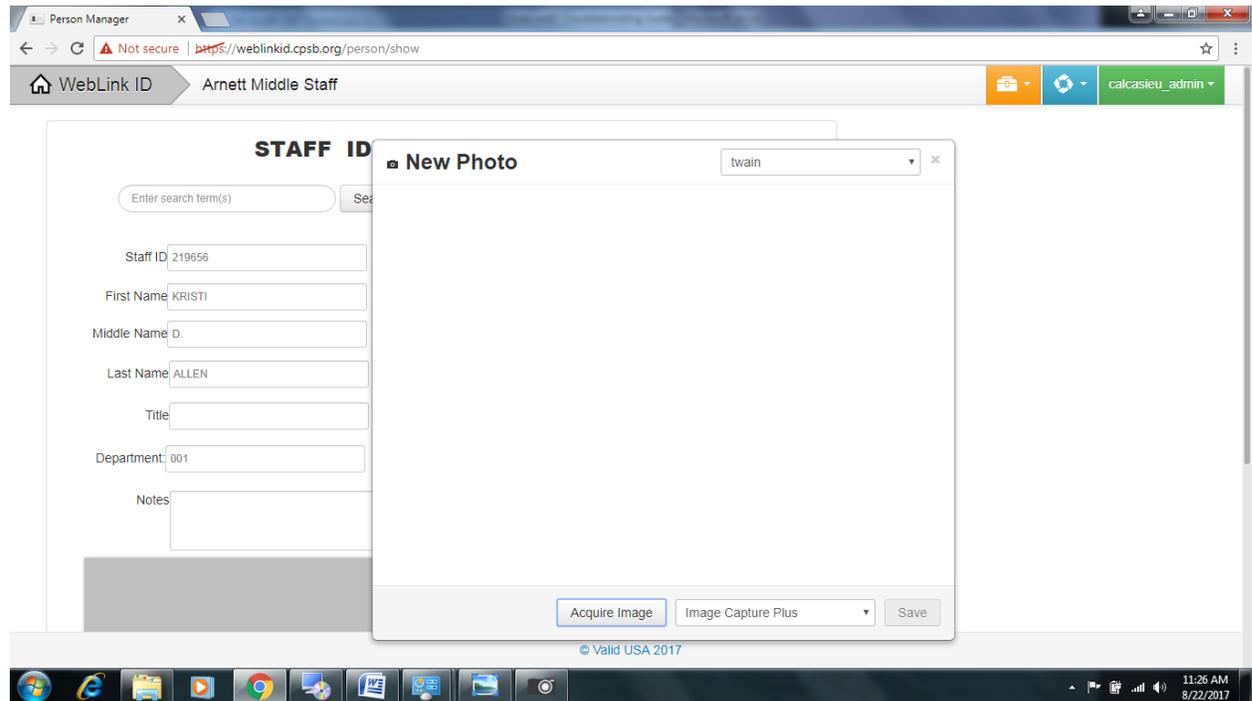
8. The text on my cards are printing out black instead of color.



You will need to change the layers settings. Each text object is set to black as a default. This is so that your printer will use the black panel of the ribbon to print the text. If you want to text to print out in a color other than black, you need to change that text object's layer setting to color.

You can find the layers settings in the objects window and clicking on the layers tab.

9. Image Capture Plus window does not pop up when I click on ACQUIRE IMAGE



If the IMAGE CAPTURE PLUS window does not pop up when you click on the “Aquire image” button, try the following:

Log out of weblinkid, then close out of google chrome. Restart google chrome and try to take the picture again.

OR

Clear/delete the cache in internet options.

(Windows start button – control panel – internet options – delete)

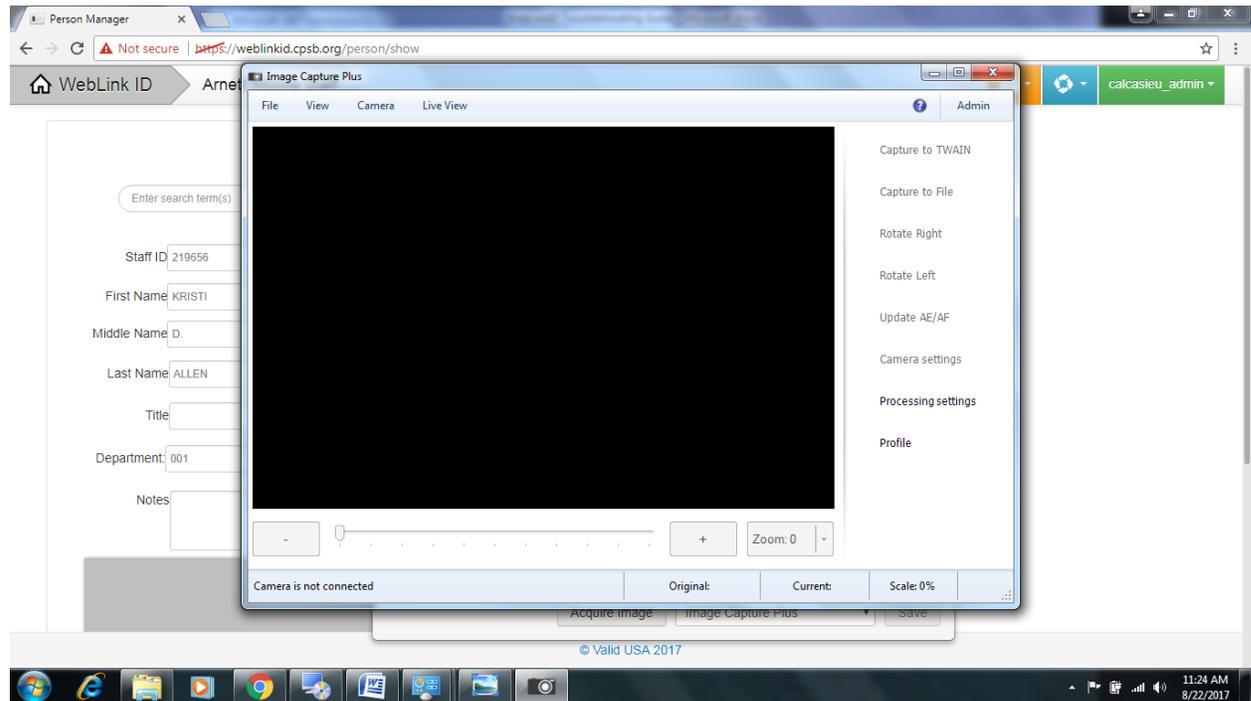
OR

Reinstall “Image Capture Plus” software. You should have the installation CD.

If not, you can download it here:

<http://www.validusa.com/wp-content/uploads/2017/08/Image-Capture-Plus.exe>

10. No live shot from Image Capture Plus and it says “Camera Not Connected”



This means your camera and computer are not communicating. To the following:

- Make sure the camera is on and the lens is out (camera screen will be blank)
- Make sure the camera is plugged into the computers USB port
- Make sure the camera is plugged into the computer and not a USB hub
- Make sure the SD card in the camera is the original SD card (it has software installed on it)
- Make sure the SD card in the camera is set to LOCK
- Try plugging the camera into a different USB port on the computer (ports can go out)
- Try a different UBS cable (cable could be bad)
- Try a different but identical camera (camera could be bad)