



TMS PRINTING SERVICES

TMS Printing Services

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Introduction

Purpose

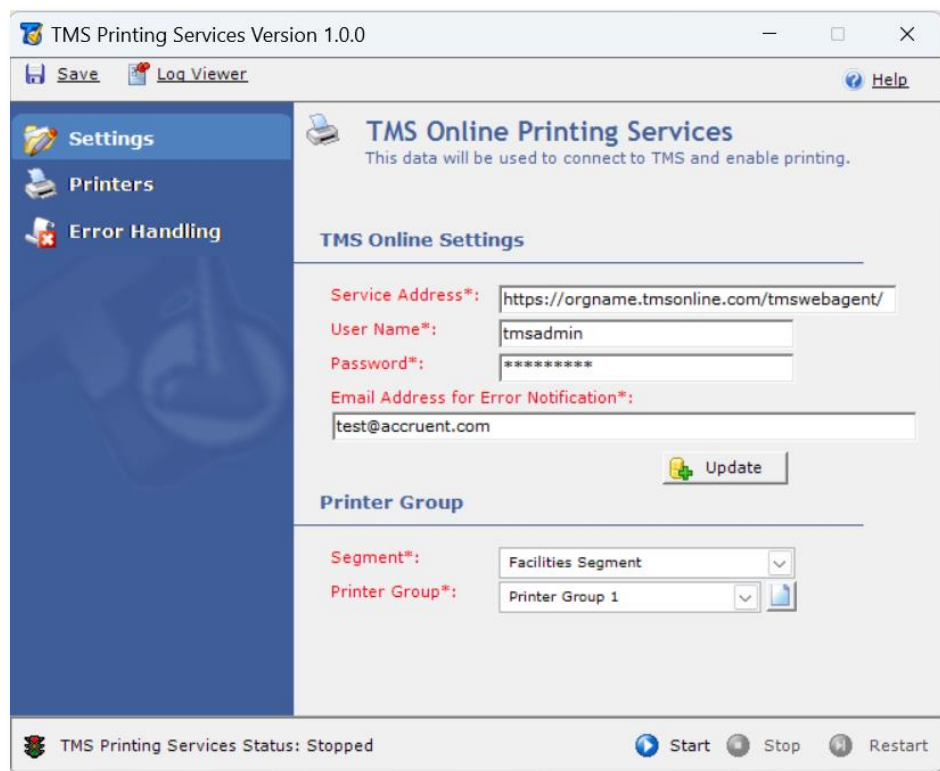
This document outlines the steps for setting up TMS Printing Services, which handles the automatic printing of records from the TMS application.

Throughout this document, you will learn how to configure Printing Services, add new printer groups and printers, and establish criteria to trigger automatic printing in TMS.

What is TMS Printing Services?

TMS Printing Services is a service that allows printing in TMS to be coordinated across networks. Printing Services polls Control Panel for new items in the print queue. If new items are found, they are sent to the specified printer on the network.

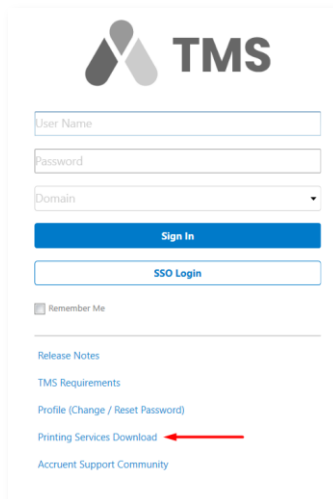
TMS Printing Services does not need to be open to run, as it is a Windows Service.



Prerequisites

Make sure to gather the information below beforehand:

- Printer IP address.
- Full Printer Name from *Devices and Printers > Printer Properties*.
- The Make and Model of the Printer – this can be helpful in determining which driver to install.
- Web Service URL
 - Online customers: <https://orgname.tmsonline.com/tmswebagent>
 - On-Site customers: this will include everything before 'TMSClient,' which is replaced with 'TMSWebAgent'. <https://servername/tmswebagent>
- Email address to receive error notifications.
- TMS username and password for a System Admin.
- Installation file for Printing Services, which you can find at the TMS landing page.



The image shows a screenshot of the TMS login interface. At the top is the TMS logo. Below it are three input fields: 'User Name', 'Password', and 'Domain'. There are two buttons: a blue 'Sign In' button and a white 'SSO Login' button. Below the buttons is a 'Remember Me' checkbox. At the bottom of the page, there are several links: 'Release Notes', 'TMS Requirements', 'Profile (Change / Reset Password)', 'Printing Services Download' (highlighted with a red arrow), and 'Accruent Support Community'.

Note: If you cannot download TMS Printing Services, contact TMS Support (Phone: 877 345 3999 ext 1 [7a-7p M-F CST] / Email: TmsSupport@accruent.com) and ask that the Printing Services file be uploaded to your organization's FTP folder.

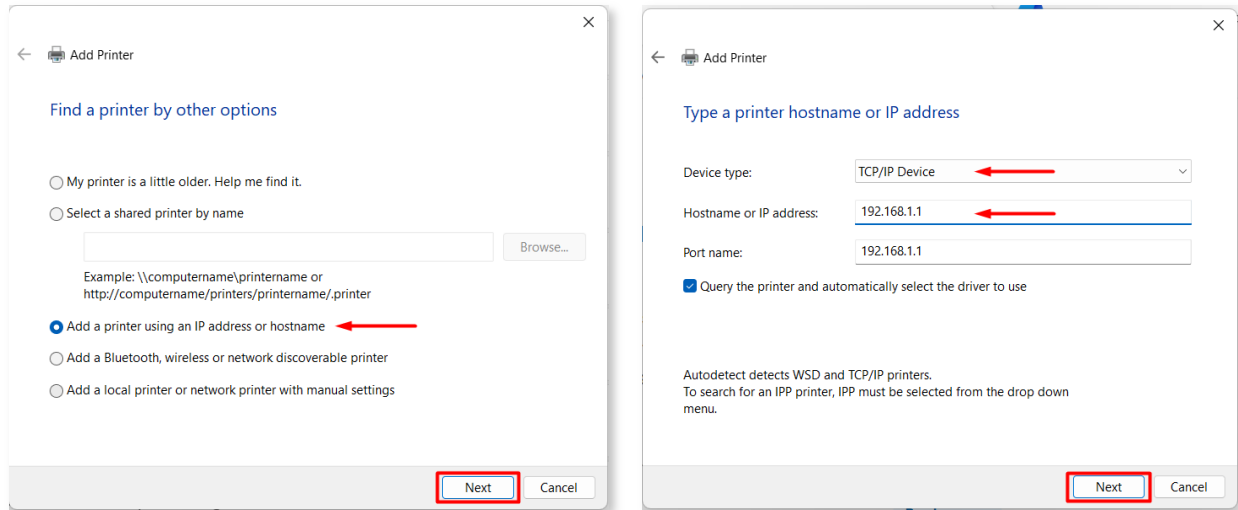
Note: For On-Site customers, the installer file is in the folder where TMS was installed. Typically: *C:\Program Files (x86)\FRSoft\TMS OnSite\Additional Components*

The version of Print Services should match the version of TMS installed.

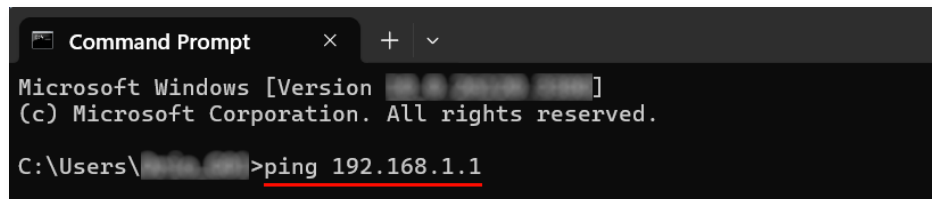
Installing Printers

The next step is to install the requisite printer locally on the server where Printing Services has just been installed.

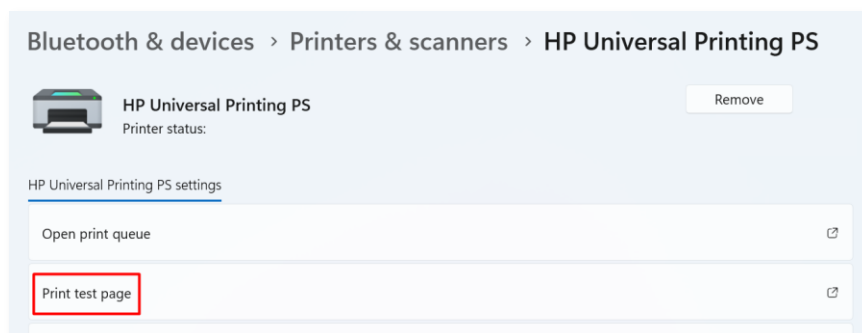
Note: We strongly recommend IP address installation:



Note: You can ping the IP address from the command prompt using the command “ping” followed by the IP address. This will tell you if the IP is valid on the network.



IMPORTANT NOTE: Before proceeding to the next steps, **send a test page** to make sure you have the correct IP and the printer is working.

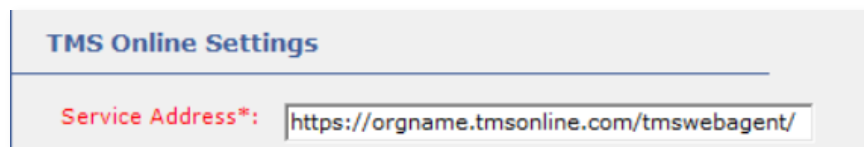


Printing Services

Configuring Printing Services

Launch Printing Services, and follow the steps below:

- Enter the Web Service address that Printing Services will be communicating with:
 - Online: <https://orgname.tmsonline.com/tmswebagent>
 - On-Site: <https://servername/tmswebagent>
- A valid service URL alone should allow you to add printer groups (More details on how to add Printer Groups in the [Creating Printer Groups](#) section).



TMS Online Settings

Service Address*:

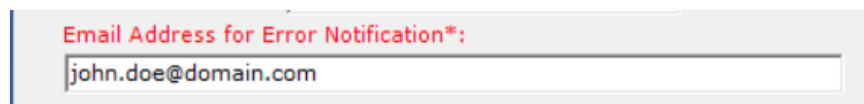
- Username and password for a TMS Admin with access to the following:
 1. *Work Orders > Edit.*
 2. *Setup > General > Printer Group Setup.*
 3. *Setup > Work Orders > AutoPrint Setup.*



User Name*:

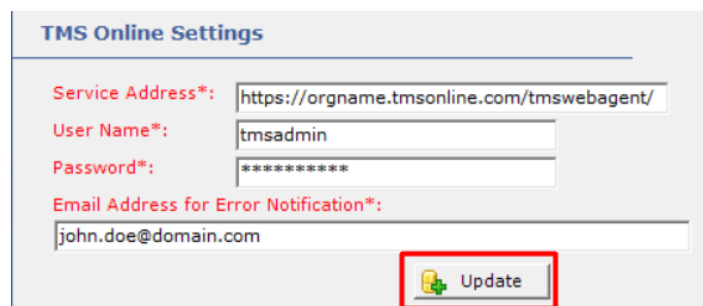
Password*:

- A valid Email address to get any error notifications.



Email Address for Error Notification*:

- At the end, click the Update button.



TMS Online Settings

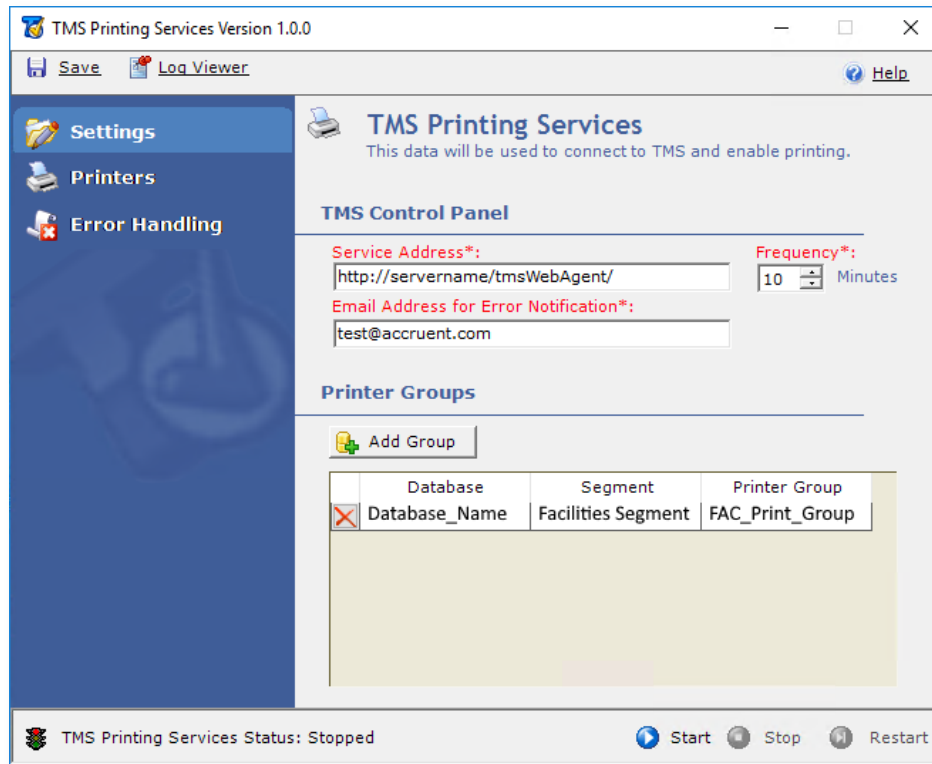
Service Address*:

User Name*:

Password*:

Email Address for Error Notification*:

Note: The On-Site version of Printing Services looks slightly different from the Online one. Here is a screenshot of the On-Site version of Printing Services:



You can check the service status at the bottom of the window. The buttons at the bottom right-hand corner allow you to start, restart, or stop the service.

Before clicking the *Start* or *Restart* buttons, you might want to create a Printer Group and add at least one printer to it.

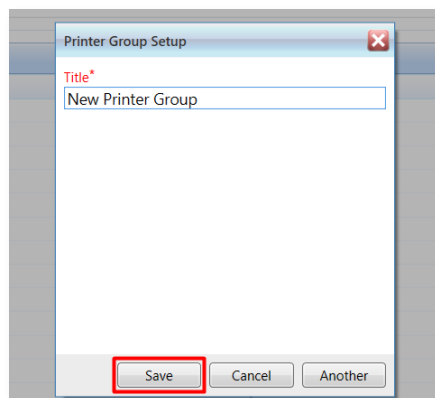
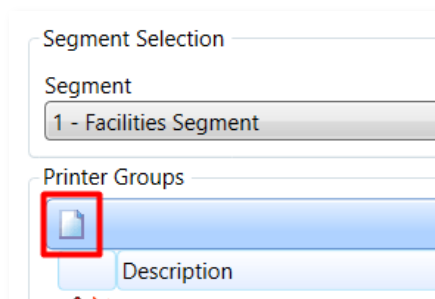
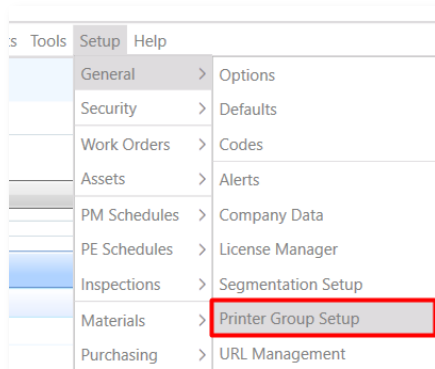


Creating Printer Groups

You can create printer groups in both TMS and Printing Services, though you can **only** add printers to a printer group through Printing Services.

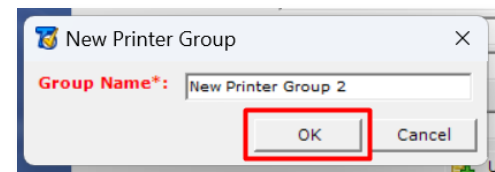
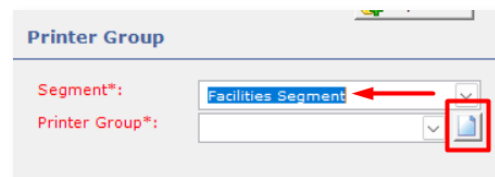
To create printer groups in TMS:

1. Go to *Setup > General > Printer Group Setup*.
2. Select the Segment.
3. Click the paper icon to add a new Group.
4. Enter a new Group Name then Save.



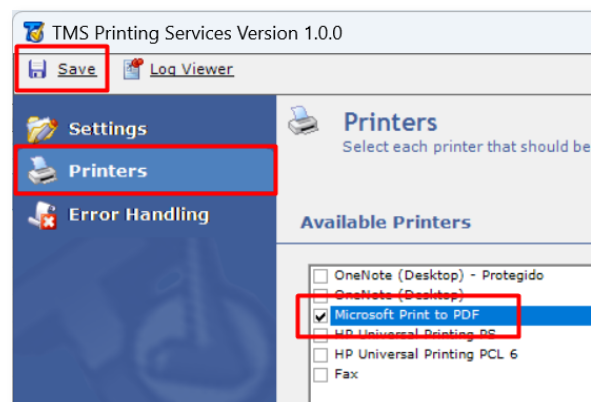
To create printer groups in Print Services:

1. On the Settings tab, select the Segment.
2. Click the paper icon to add a new Group.
3. Enter a new Group Name and click OK.



NOTE: To add printers to a Printer Group:

1. Select a Segment and Printer Group on the *Settings* tab, then click the *Printers* tab.
2. Check the desired printer(s).
3. Click Save (top left-hand corner).



Note: If the Printer does not show up under the list (Available Printers), you may need to reinstall the printer and close/reopen Printing Services.

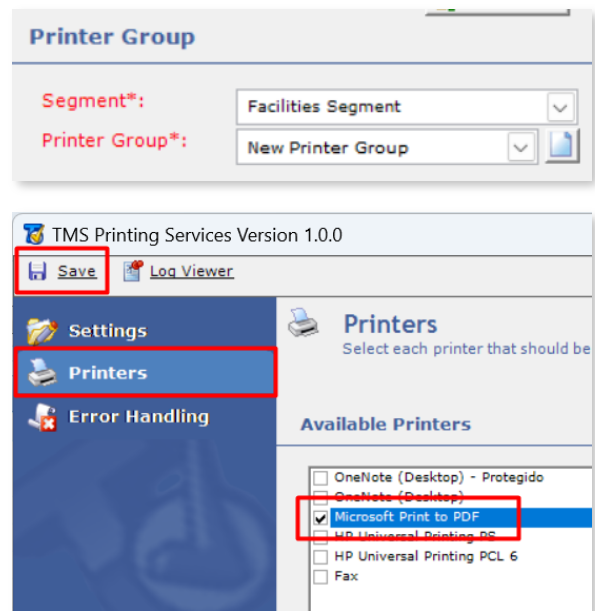
Printing Services automatically detects printers that are native to the computer it is installed on.

IMPORTANT NOTE: When adding printers to printer groups, keep in mind that Printing Services does **not** refresh the Available Printers list when you switch printer groups.

In other words, say you have two printer groups (New Printer Group and New Printer Group 2), and you want to add printers to the first one. You will then:

1. Select the Segment and Printer Group.
2. Click the *Printers* tab.
3. Check the desired printer.
4. Click Save.

The selected printer is added to New Printer Group.

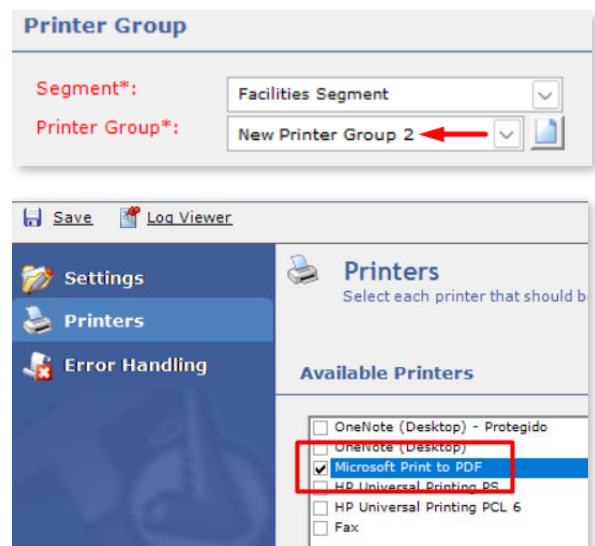


Now say you want to add printers to the **second** printer group (New Printer Group 2). You will then:

1. Go back to the *Settings* tab.
2. Select New Printer Group 2.
3. Click the *Printers* tab.

And... the printer you had selected for the first group is still checked.

Because Printing Services does **not** refresh the Available Printers list when you switch printer groups, if you click Save here, the printer currently checked will also be added to New Printer Group 2.



Auto Print

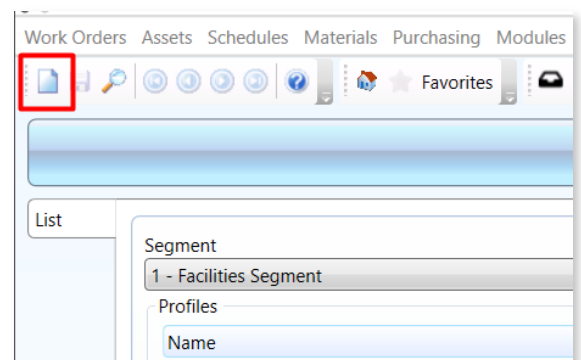
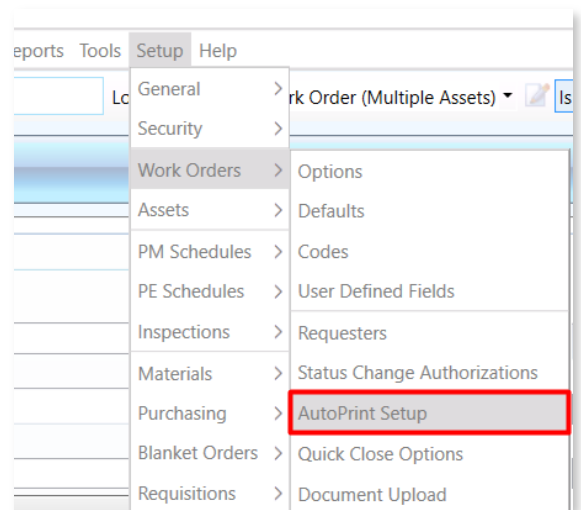
The Auto Print feature operates in two primary ways:

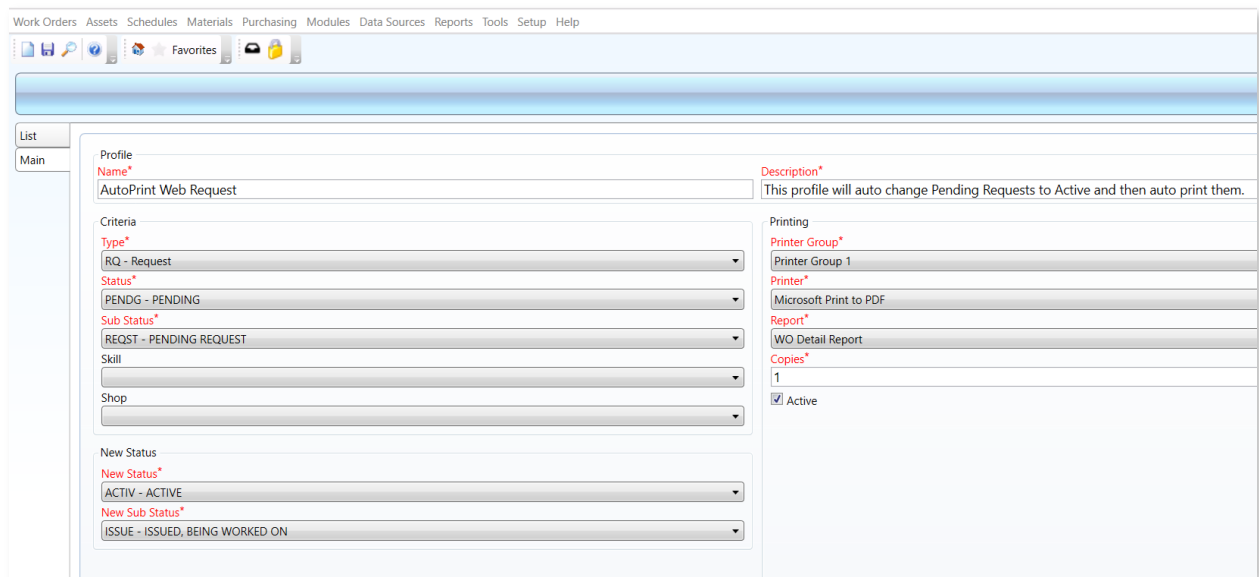
It can be configured to automatically print Work Orders that meet specific criteria, and it can also print Scheduled Work Orders (i.e., Preventive Maintenance [PM], Planned Events [PE], and Inspections [IN]) once they are automatically generated by the system.

Configuring Auto Print Profiles

Follow the steps below:

1. Go to *Setup > Work Orders > AutoPrint Setup*.
2. Click the paper icon to add a new Auto Print Profile.
3. Fill out the required information:
 - The Auto Print profile can be configured to look for any combination of Work Order:
 - **Type**
 - **Status**
 - **Sub Status**
 - A **Skill** can also be specified, although this is not required. Once a Skill is specified, Work Orders must contain said Skill to auto print.
 - A **Shop** can also be specified, although this is not required. Once a Shop is specified, Work Orders must contain said Shop to auto print.
 - As shown below, a new status and sub status combination will need to be selected for Auto Print to automatically change on the Work Order after successful printing.





4. Select the Printer Group and Printer; these selections are pulled from Printing Services.
5. Choose a Report design for the Work Orders.
6. Set how many copies you want to print for each Work Order.
7. If it is not already checked, check the *Active* box.
8. At the end, hit *Save* at the top left-hand corner.

The screenshot above illustrates a scenario where any Work Order submitted with the criteria below will be auto printed:

Type: RQ – Request

Status: PENDG – PENDING

Sub Status: REQST – PENDING REQUEST

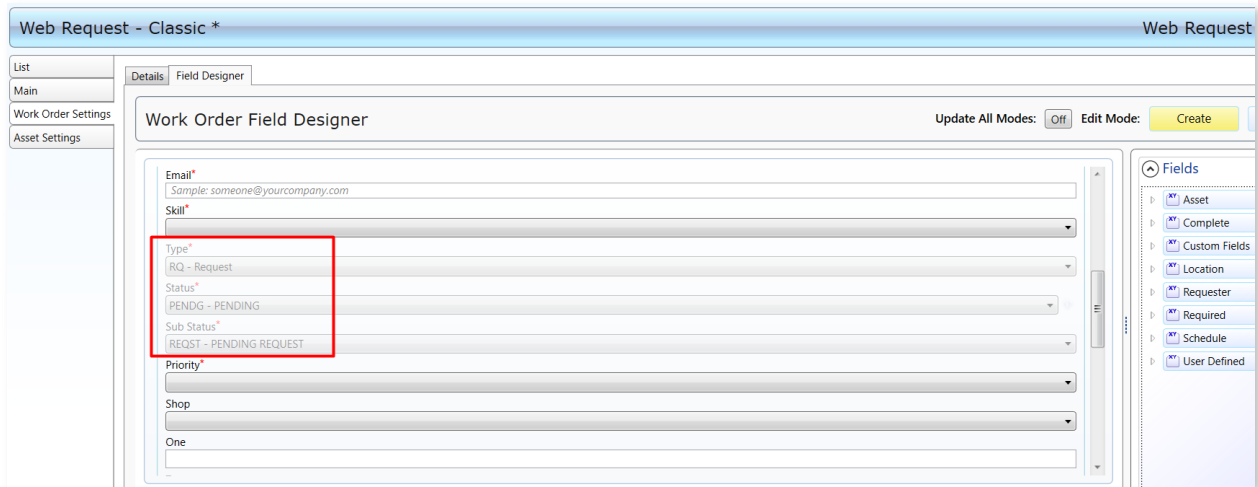
Skill: any Skill chosen

Shop: any Shop chosen

Note: The Work Order records will show the new Status and Sub Status values on paper, i.e., **Status:** ACTIV – ACTIVE, and **Sub Status:** ISSUE – ISSUED, BEING WORKED ON.

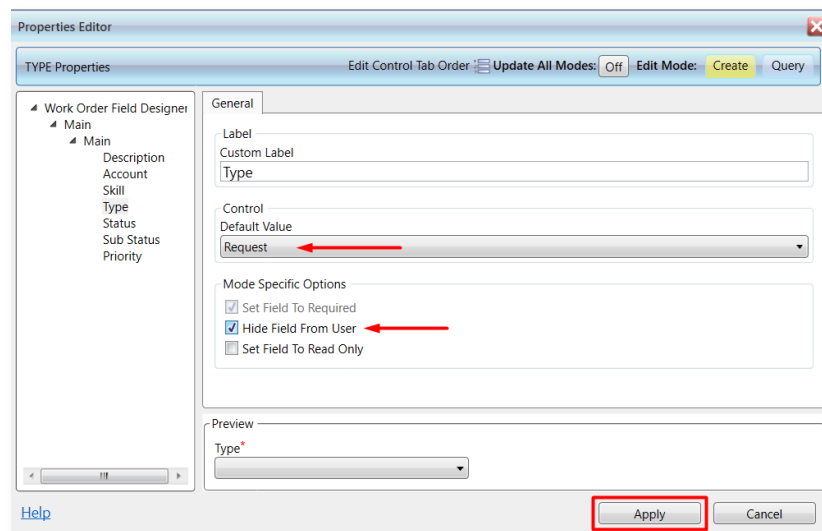
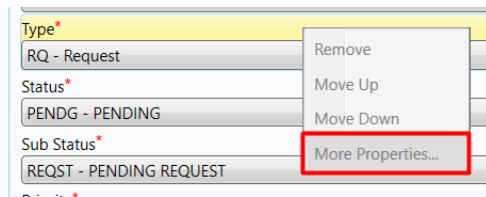
Auto Print and Web Request

Most organizations utilize the Auto Print feature for Web Requests by presetting criteria for Work Order Type, Status, and Sub Status. These settings are kept hidden from users to prevent alterations, ensuring the Work Orders print correctly.



In short, this is done at *Web Request > Work Order Settings tab > Field Designer tab > Update All Modes OFF > Create Mode tab.*

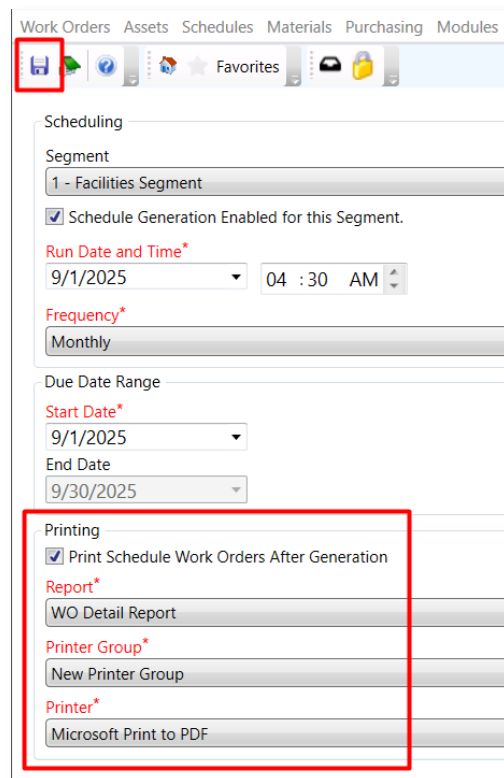
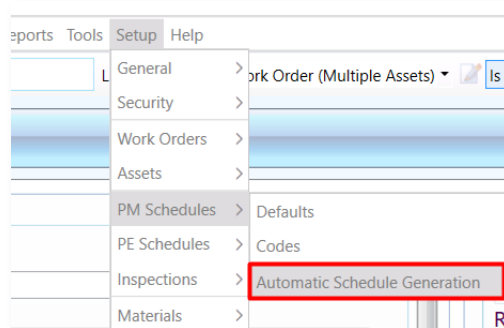
Right-click the fields in question; select *More Properties*; in the *Defaults* page, select a default value for the field; check the box "Hide Field from User;" click *Apply*.



Auto Print and Auto Schedule Generation

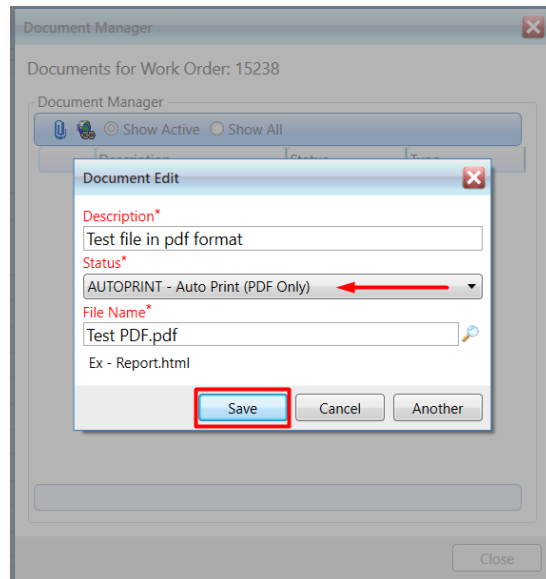
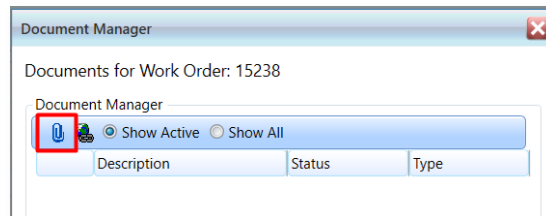
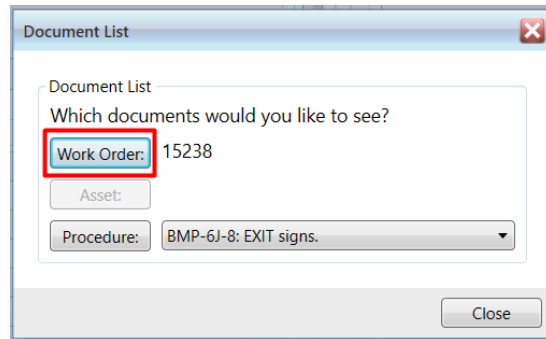
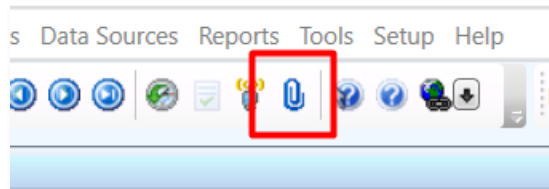
Aside from auto printing Web Request records, you can also set Printing Services to auto print Scheduled Work Orders (i.e., Preventive Maintenance [PM], Planned Events [PE], and Inspections [IN]) once they are automatically generated by the system.

1. Navigate to *Setup > PM Schedules > Automatic Schedule Generation*.
2. If the Schedule Generation is enabled for your segment, you can check the box for "Print Schedule Work Orders After Generation".
3. Choose a Report design for the Work Orders.
4. Select the Printer Group and Printer; these selections are pulled from Printing Services.
5. At the end, hit Save.



Auto Printing with Attachments

Printing Services can auto print attachments along with the associated Work Order records as long as the attachment is a PDF file, and its Status is saved as "AUTOPRINT – Auto Print (PDF Only)".



Troubleshooting

Common Errors

Below you can find some errors that might occur while using Printing Services. Though details and solutions are listed along with each error, it is not guaranteed that the solution will work 100% of the time.

If any issues arise, contact Accruent Support for assistance.

Service cannot be started. System.IO.FileNotFoundException: Could not load file or assembly 'PDFNet, Version=7.0.17.2235, Culture=neutral,

Details: This error indicates you need to install the Microsoft Visual C++ 2010 Service Pack 1 Redistributable Package MFC Security Update, as there is a dependency there that Printing Services requires.

Solution: Try installing both the 32- and 64-bit versions, rebooting the machine, and running Printing Services again.

Download link: <https://www.microsoft.com/en-us/download/details.aspx?id=26999>

Error polling printing services: The request was aborted. The operation has timed out.

Details: This error can be caused by several issues.

Solution:

1. Ensure that TMS Printing Services is running. If not, restart the service.
2. Check the Auto print log for any errors (*Tools > Diagnostic Center > Logs Tab*).
3. Printer Config: Ensure the printer name has not changed and is listed in TMS.
4. Verify that the printer is available and online.
5. Clear Print Queue: There might be print jobs stuck in the queue. Clear the print queue using SQL Server Management Studio: **TRUNCATE TABLE tbITMSPrintQueue**

Additional Steps:

Set Automatic Restart for TMS Print Services:

Configure the TMS Print Services to restart automatically in case of failure. This can be done through the Windows Control Panel:

Go to *Control Panel > Administrative Tools > Services*.

Find and double-click on "TMS OnSite Agent".

In the *Properties* window, go to the *Recovery* tab.

Set the first failure, second failure, and subsequent failures to "Restart the Service".

Apply the changes.

SSL/TLS error.

Details: There was a change for TMS to TLS 1.2

Solution: Uninstall the TMS Printing Services and install the new version.

Error 2103. Could not resolve path for shell folder 26

Details: This error occurs during the installation of TMS Printing Services when the installer cannot find the path for a specific shell folder. This error is related to the Windows Installer and indicates that the installer is unable to locate a required directory.

Solution:

1. Ensure Proper Permissions: Make sure you have the necessary administrative permissions to install the application. Right-click the installer and select "Run as administrator."
2. Check System Requirements: Verify that your system meets all the necessary requirements for the installation, including any required patches or updates.
3. Clean Installation: Uninstall any previous versions of TMS Printing Services and ensure that all related files and registry entries are removed. Then, attempt a fresh installation.
4. Check Folder Paths: Ensure that all the folder paths required by the installer are correctly set up and accessible. This includes checking the paths for common shell folders like the Desktop, Start Menu, and Program Files.
5. Apply Patches: Apply any necessary .NET and C++ patches as specified in the installation guide.

Error processing record XXXXXXXXXXXX:

System.NullReferenceException: Object reference not set to an instance of an object. at TMSPrintAgent.mainService.PrintDocument(PrintJob printJob, String printerName, Int32 copies) at TMSPrintAgent.mainService.PollControlPanel()

Details: The Unique ID (XXXXXXXXXX) refers to a Work Order in the database. Under *Setup > Work Orders > Auto Print Setup* - there are profiles which have a WO Type, Status and Sub Status programmed on them. TMS looks for matching Work Orders and tries to update their Status/Sub Status and print them repeatedly. If the printing fails, TMS will revert the WO Status back and try again, over and over.

Solution: Create a Data Source and query for the offending Work Order:

```
SELECT segmentdescription, wonumber, typedescription, datecreated, dateupdated  
FROM vworkorders WHERE idworkorder = XXXXXXXXXXXX
```

The results from this query should indicate the offending Work Order. Change the Status/Sub Status to ones which you have no profiles configured to look for.

Info / Contact Support

PRINTING SERVICES – Printing Services

September 2025

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Contact Accruent Support

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Email: TmsSupport@accruent.com

Community Portal: <http://accruent-support.force.com/healthcare>

Chat: <https://www.accruent.com/customer-support>