

Atlas Print Service (APS) Install

Atlas APS Install Overview	2
Windows 11 Install	2
Printing Prerequisites	3
Detail Install Instructions	4
Updating Report and Requisition Printers	6
Client Validation Instructions	7
Troubleshooting	8
Updating Networked Printer to Local Printer	8
No APS Icon in System Tray or APS not Running	8

Atlas APS Install Overview

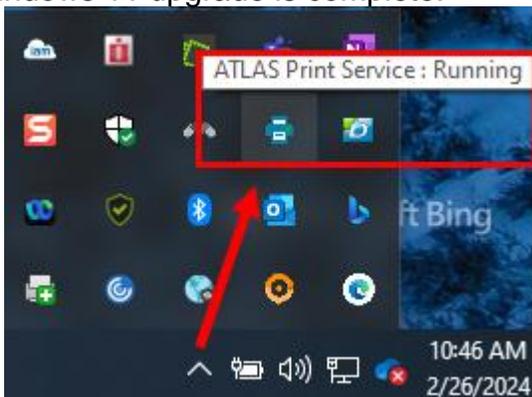
This workaid can be used by clients when installing new PC's that require dynamic printing of Atlas labels and requisitions or when upgrading to a new version of the Atlas Print Service application. Additional steps may be necessary if new workstations are also upgrading from Windows 10 to Windows 11.

Summary of Install:

1. Download MSI file to the C: drive on the workstation.
3. Right click APS downloaded file --> Properties --> copy the location.
4. Open Command Prompt --> Run as Administrator --> login with the admin account --> type cd (paste in the location).
4. Next line on the Command Prompt type Atlas & tab => Installation box will open.
5. Click next & enter the Product URL - <https://mrl.mhealthfairview.org/>
6. Press Install.
7. Add on default printer.
8. Press Finish.
9. Updates to Report and Requisition printer can be completed using the Atlas Print Service icon in the system tray (must NOT be a Microsoft PDF Printer). Choose a local printer from the drop down. If you see a "path" to a network printer, the printer will need to be installed again as an unshared local printer. \\directory\printer name this is a "path" to a networked printer and cannot be used.

Windows 11 Install

Many healthcare organizations are going through an upgrade to Windows 11 on their PCs. How does this work impact the Atlas application and its print service? Whether you are bi-directional or Atlas Portal client, upgrading to Windows 11 doesn't delete any data as long as the "Keep personal files and apps" option is selected. After the update is completed, all user files should remain available that were in Windows 10. MRL recommends confirming that the Atlas Print Service application is still running in the system tray of all Atlas enabled workstations once a Windows 11 upgrade is complete:



If Atlas Print Service is not running post upgrade, restart the PC and check if application is restarted. Multiple reboots may be required. If the issue persists, check the Services application on the Windows PC to confirm that Atlas Print Service is installed and running. For additional troubleshooting support, contact DEPT-MRL-CLIENT-MANAGEMENT@Fairview.org .

If the client is upgrading to a new PC simultaneous to a Windows 11 upgrade, additional coordination with MRL is required to restore the Atlas application and its print services. Please contact DEPT-MRL-CLIENT-MANAGEMENT@Fairview.org a minimum one week ahead of new workstation install.

- **Atlas Portal Clients (orders placed directly in Atlas):** Client Management will send self-install instruction for Atlas Print Service. A client user with System Administrator Access to workstations will be needed to perform the install. If troubleshooting support is needed after attempted self-install, please contact Client Management to coordinate an IT Support call.
- **Bi-Directional Interfaced Clients (orders placed directly in client EHR):** Client Management will send self-install instruction for Atlas Print Service. A client user with System Administrator Access to workstations will be needed to perform the install. After the APS install is completed by client, please notify MRL Client Management. Client Management will help coordinate a one hour call with the Atlas vendor to install Atlas Auto-Print.

Printing Prerequisites

Before installing APS .MSI file, the **Dymo driver** for the Dymo printer for labels needs to be installed. The label printer must be plugged into the workstation. Important: **For the LabelWriter 550 Turbo, you will need to download the DYMO driver before plugging the printer to the workstation.**

Label Printers

1. Access DYMO.com.
2. Scroll to the bottom of the page and/or click on [Drivers & Software Downloads](#).
3. Expand the LabelWriters selection and download the **Windows** version of the software:

Downloads: Software, Drivers & User Guides

The Latest Software & Drivers for all LabelWriters® and LabelManager®

Support all with all 450 series/4XL, 550 series/5XL and LabelManagers™

Mac
DYMO Connect for Desktop macOS v1.4.4
*compatibility starts from macOS 11 to higher.

Windows
DYMO Connect for Desktop Windows v1.4.5
*compatibility starts from Windows OS 10 to higher.

4. Open the Printers and Scanners activity on the Windows PC and confirm the name of the DYMO printer.
 - a. If you have the DYMO LabelWriter 550 Turbo, make sure the name says exactly DYMO LabelWriter 550 Turbo.
 - b. If you have the DYMO LabelWriter 450 Turbo, make sure the name says exactly DYMO LabelWriter 450 Turbo.

Requisition and Report Printers

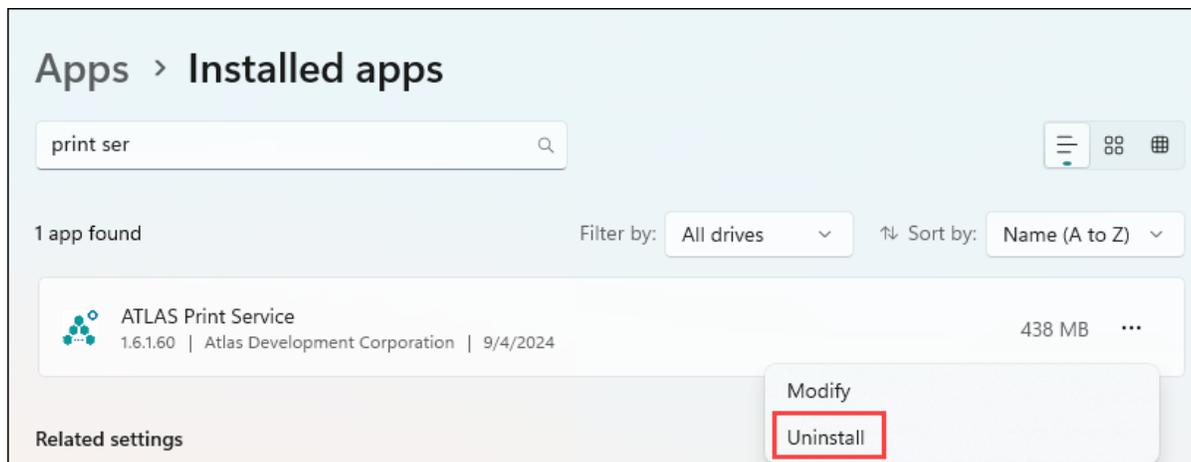
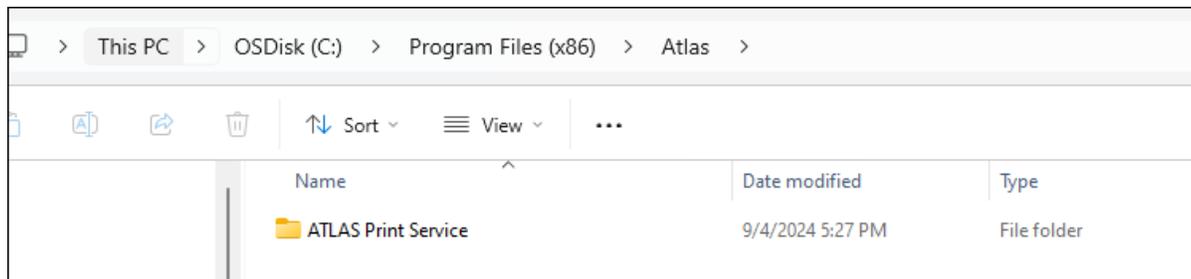
A **local** paper printer needs to be installed on the workstation to print requisitions from Atlas. If a printer is a networked printer, a copy must be made and installed using TCP/IP per client system protocols.

Confirm .NET Version

Microsoft .NET Framework 4.6 or higher must be installed in your system before you install ATLAS Print Service. If the correct version is not present prior to APS install, you may get a pop-up error that prompts you to follow links to upgrade during the install.

Detail Install Instructions

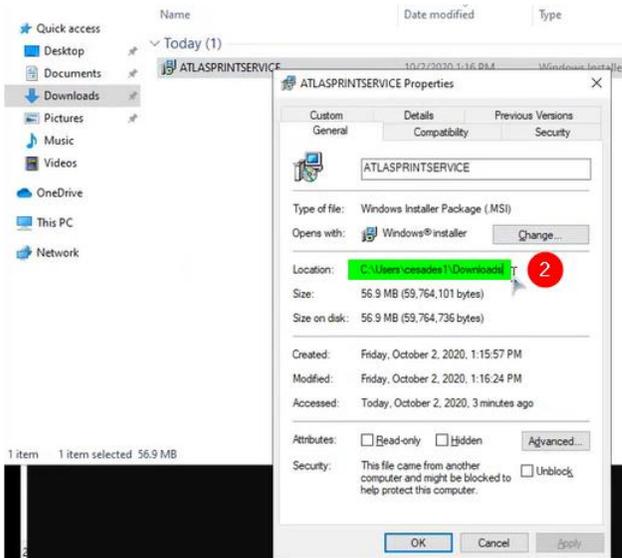
Before beginning new install, remove old Atlas Print Service application from your C:\ drive and Uninstall the application from Programs:



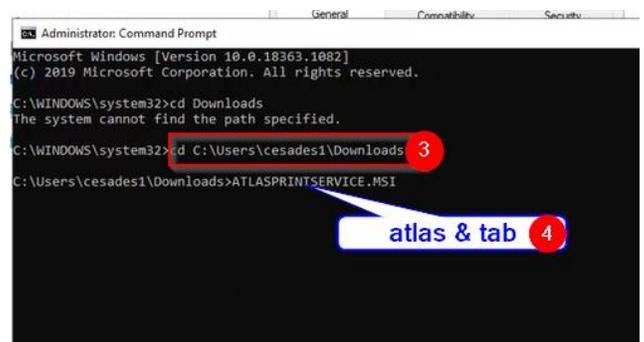
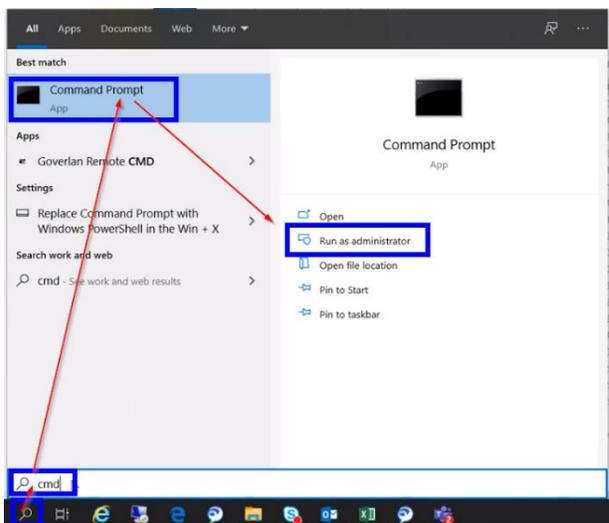
1. Download the below MSI file using the hyperlink or entering the URL into a Microsoft Edge browser. Download file to the C: drive to allow all user profiles to have access. **Do not run the file!**

https://mrl.mhealthfairview.org/Implementation.mrl/SPS/ATLASPrintService_LIVE_1.6.1.60.msi

2. Find the location of the MSI executable file that was downloaded. Right click the APS downloaded file > Properties > **copy the location**. Click Cancel to exist the Properties window.

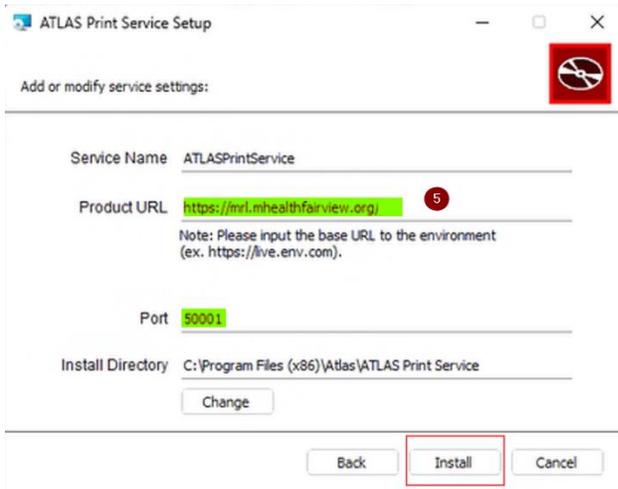


- Open the Command Prompt > Run as Administrator. Login with the admin account > type “cd” + paste file location from step 2 to change to that directory:



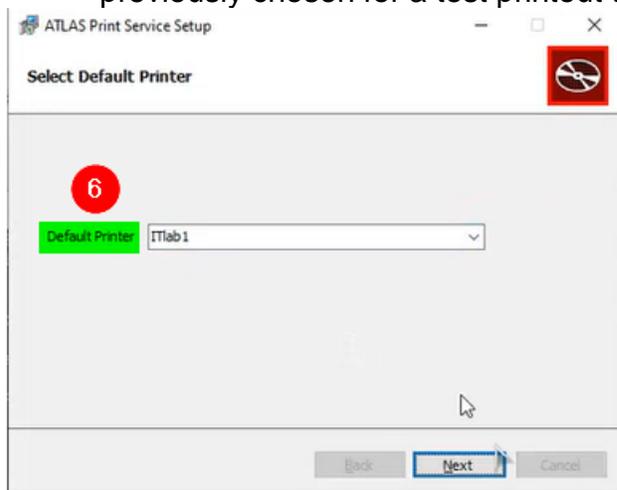
- The next line on the Command Prompt begin to type “atlas” and when the file is found press tab to open the installation box. If there is more than one file starting with “atlas” you will need to type in the full file name: ATLASPRINTSERVICE.MSI
- Click **Next** > enter the product URL > click **Install**.

<https://mrl.mhealthfairview.org/>



Note: if this is a Windows 11 replacement, ports may need to be modified to alternative port 51001. This step requires coordination with MRL LIS staff to update Atlas configs. Please contact your MRL Client Management contact to coordinate. Additional steps are outlined in the Troubleshooting section of this document if port updates are needed. **All client locations must have the same Port for the Clinic System (site).**

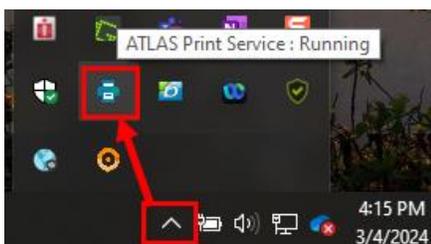
6. Add a local document printer > **Finish.**
 - a. If asked to select a default printer again, reselect the same physical printer previously chosen for a test printout to the printer.



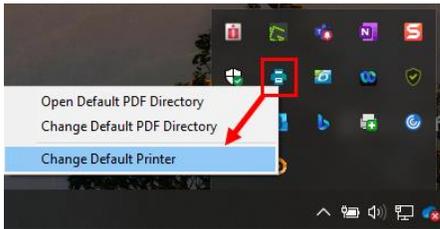
7. After the installation is complete, close all the opened windows and reboot the PC.

Updating Report and Requisition Printers

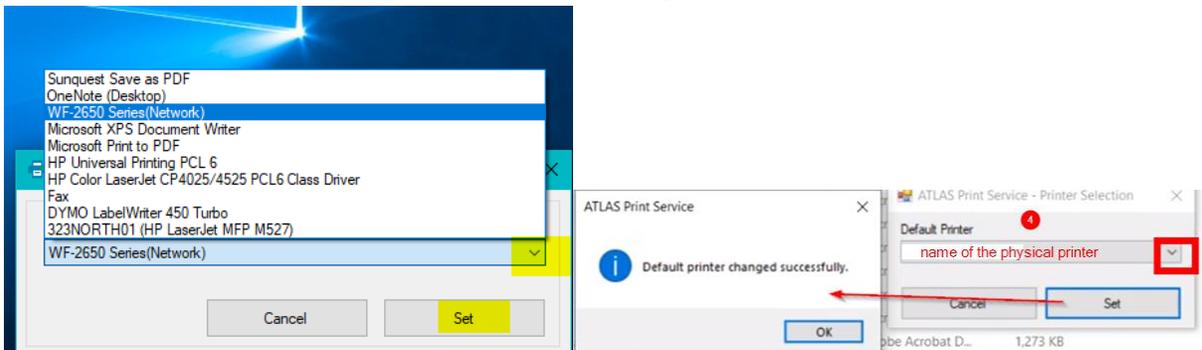
Updates to Report and Requisition printers can be completed using the Atlas Print Service system tray icon and **cannot be set to Microsoft PDF Printer.**



1. Right click on the APS icon to change the default printer > click **Change Default Printer:**



- a. The default printer must be updated to a local printer for Reports and Requisitions print jobs to be created. Alternate “print to folder” options can be set up – contact Client Management/MRL LIS if this option is needed.
2. Locate the desired local printer from the drop down and click **Set**.
 - a. If you see a “path” (\\directory\\printername) to a networked printer instead of a printer name, the printer will need to be installed again as an unshared local printer.



Client Validation Instructions

1. Confirm the Atlas Print Service icon appears and is running in the System Tray.
2. Test printing with Atlas application for Requisitions and Labels.

Troubleshooting

Updating Networked Printer to Local Printer

If you see a “path” (\\directory\printername) to a networked printer instead of a printer name, the printer will need to be installed again as an unshared local printer.

No APS Icon in System Tray or APS not Running

1. Launch the Atlas Application to see if APS starts automatically.
2. Restart the PC.
3. Recycle APS services.
 - a. Open Services (search for activity in the Windows start menu).
 - b. Stop and start ATLAS Print Service.

Name	Description	Status	Startup Type	Log On As
ATLAS Print Service	Add-on ser...	Running	Automatic	Local System...
Auto Time Zone Update	Automatic	Stopped	Disabled	Local Service

APS Download Failed Under Port 50001

If installing a workstation with Windows 11 version greater than **23.0**, APS file install may fail under the standard 50001 port. An update to port **51001** is needed in coordination with MRL. Important:

- If a port update is needed, inform MRL to update the Atlas configurations on their end.
- Only one port can be used per Atlas site regardless of the number of locations. Ex: if location of clinic A needs a 51001 port update due to new workstation install, clinic B will also need to update their port even if no workstation upgrade is taking place.

1. Navigate to the filepath on the screen.
2. Sort by Type.
3. Find CONFIG files.
4. Locate ATLASPrintService.exe config.
5. Update the listed port to value “51001”

The screenshot shows the Windows File Explorer window for the path `C:\Program Files (x86)\Atlas\ATLAS Print Service`. The files are sorted by Type, showing several CONFIG files. The file `ATLASPrintService.exe.config` is selected. To the right, the Notepad window shows the XML configuration file content. Red circles 1 through 5 indicate the steps described in the list above: 1. The file path in the File Explorer address bar; 2. The 'Type' column header; 3. A CONFIG file; 4. The selected `ATLASPrintService.exe.config` file; 5. The `<add key="ListenerPort" value="50001" />` line in the XML code, which is being updated to 51001.

6. Notify MRL Client Management that the Port has been updated. They will update the Atlas config #5648 to the new port.

Version History	
Date	Change
2/17/25	Added screenshots for uninstalling APS app and removing folder
3/21/25	Update MSI download file link