# **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 selfinstall 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



- 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:

) > This PC > OSDisk (C:) > Program Files (x	86) > Atlas	>	
🔊 🖻 🗊 🔨 Sort ~ 🗮 View ~			
Name		Date modified	Туре
TLAS Print Service		9/4/2024 5:27 PM	File folder
Apps > Installed apps print ser q			= 88 ⊞
1 app found	Filter by: All d	drives ~ ∿ Sort by:	Name (A to Z) 🛛 🗸
ATLAS Print Service 1.6.1.60   Atlas Development Corporation   9/4/2024			438 MB •••
Related settings		Modify Uninstall	

 Download the below MSI file using the hyperlink or entering the URL into a Microsoft Edge browse. 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\_1.6.1.6 0.msi

 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.



3. 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:

All Apps Documents Web More 🕶	₽ …	
Best match Command Prompt App Apps	Command Prompt	5) 34, 39, 39
Goverlan Kentote CMD     Settings     Replace Command Prompt with     Windows NoverShell in the Win + X     Search work and web     ∕ cmd - Sie work and web results	App C Open C Open file location Pin to Start C Pin to taskbar	General Comoutbility Security Administrator. Command Prompt Microsoft Windows [Version 10.0.18363.1082] (C) 2019 Microsoft Corporation. All rights reserved. C:\WINDOWS\system32>cd Downloads The system cannot find the path specified. C:\WINDOWS\system32>cd C:\Users\cesades1\Downloads C:\Users\cesades1\Downloads>ATLASPRINTSERVICE.MSI atlas & tab (4)
Pj cmd   12 H € \$ 2 0 0 ■	🗞 🔯 🗵 🥥 🎼	

- 4. 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
- 5. Click **Next** > enter the product URL > click **Install.**

https://mrl.mhealthfairview.org/

ATLAS Print Service	-	o x		
Add or modify service set	tings:			Ð
Service Name	ATLASPrintService			
Product URL	https://mrl.mhealt	nfairview.org/	5	
	Note: Please input (ex. https://live.en	the base URL to t v.com).	he environment	
Port	50001			
Install Directory	C:\Program Files (>	(86)\Atlas\ATLAS	Print Service	
	Change			
		Back	Install	Cancel

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.

률 ATLAS Print Service Setup		-		×
Select Default Printer			e	Ð
6				
Default Printer [TTab 1		~		
		C3		
	Back	Next	Cano	cl

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.

Sunquest Save as PDF	
OneNote (Desktop)	
WF-2650 Series(Network)	
Microsoft APS Document writter	
- HP Universal Printing PCL 6	
HP Color LaserJet CP4025/4525 PCL6 Class Driver	
Fax	ATLAS Print Service - Printer Selection X
DYMO LabelWriter 450 Turbo	ALDAS PINIC Service
323NORTHUT (HP LaserJet MFP M527)	Default Printer
WF-2650 Series(Network)	name of the physical printer
	Cannel Cat
Cancel Set	Cancer Joi
	OK bbe Acrobat D., 1.273 KB

#### **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
Carlas Print Service	Add-on ser	Running	Automatic	Local Syste
👸 Auto Timo Zono Undator	Automatica		Displad	Local Convice

### **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"

This PC → OSDi	sk (C:) > Program Files (x86) > Atlas > ATLAS Print Serv	ice 🚹			V Ö Search ATLAS Prin
ems	Name	Date modified	Туре	Size	
	C Microsoft.Owin.Hosting.xml	1/6/2021 9:30 PM	Microsoft Edge HTM	49 KB	
	C Microsoft.Owin.Host.HttpListener.xml	1/6/2021 9:30 PM	Microsoft Edge HTM	9 KB	ATLASPrintService.exe.Config - Notepad
	C Microsoft.Owin.Cors.xml	1/6/2021 9:30 PM	Microsoft Edge HTM	5 KB	File Edit Format View Help
	C HtmlAgilityPack.xml	1/6/2021 9:30 PM	Microsoft Edge HTM	121 KB	xml version="1.0" encoding="utf-8"?
st Code Validation	ConfigMapping.xml	1/6/2021 9:30 PM	Microsoft Edge HTM	3 KB	<configuration></configuration>
	PrintQueue.dacpac	1/6/2021 11:09 PM	DACPAC File	6 KB	<connectionstrings></connectionstrings>
	System.Data.SQLite.dll.config	1/6/2021 9:30 PM	CONFIG File	1 KB	<pre><add connectionstring="Data Source=.; Initial Catalog=PrintQueue; Integrate&lt;/pre&gt;&lt;/td&gt;&lt;/tr&gt;&lt;tr&gt;&lt;td&gt;; Chat Files&lt;/td&gt;&lt;th&gt;LaunchAPSClientMonitor.exe.config&lt;/th&gt;&lt;td&gt;1/6/2021 9:29 PM&lt;/td&gt;&lt;td&gt;CONFIG File&lt;/td&gt;&lt;td&gt;1 KB&lt;/td&gt;&lt;td&gt;providerName=" name="APSQueueConnStr" system.lata.sql(lient"=""></add></pre>
; Data	ATLASPrintService.WebApi.dll.config	1/6/2021 9:30 PM	CONFIG File	2 KB	
	ATLASPrintService.Print.dll.config	1/6/2021 9:30 PM	CONFIG File	1 KB	<pre><supportedruntime sku=".NETFramework,Version=v4.6" version="v4.0"></supportedruntime></pre>
	ATLASPrintService.Pdf.dll.config	1/6/2021 9:29 PM	CONFIG File	1 KB	
Jup	ATLASPrintService.Parser.dll.config	1/6/2021 9:29 PM	CONFIG File	2 KB	<pre><appsettings>5</appsettings></pre>
	ATLASPrintService.exe.Config	2/9/2024 2:30 PM	CONFIG File	4 KB	<add key="ListenerPort" value="50001"></add>
Iroup	ATLASPrintService.ExceptionHandling.dll.config	1/6/2021 9:29 PM	CONFIG File 🥑	1 KB	<pre><ad key="Detaultrinter" value="Sunquest Save as PDF"></ad> </pre>
Copied	ATLASPrintService.ExceptionHandling.config	1/6/2021 9:29 PM	CONFIG File	6 KB	<pre>cadu key= ServiceSerAccount value= // cadu key= intro://atlas-sns-ani_fairview.org" /&gt;</pre>
solidation	ATLASPrintService.Common.dll.config	1/6/2021 9:29 PM	CONFIG File	1 KB	<pre><add key="APP_SERVICE_AUTH_URL" value="https://atlas-sps-auth.fairview.org"></add></pre>
	APSClientMonitor.exe.config	1/6/2021 11:09 PM	CONFIG File	1 KB	<add key="TenantURL" value="https://mrl.mhealthfairview.org/"></add>
	SamplePrintPageContent.html	1/6/2021 9:30 PM	Chrome HTML Docu	37 KB	<add key="ClientSettingsProvider.ServiceUri" value=""></add>
	System.Web.Http.Owin.dll	1/6/2021 9:30 PM	Application extension	61 KB	<add key="ABCPDF_TIMEOUT_VALUE" value="60000"></add>
	System.Web.Http.dll	1/6/2021 9:30 PM	Application extension	461 KB	<pre><add key="Default_PDF_Directory" value="C:\Program Files (x8b)\Atlas\AlLAS Print Service\PDF"></add> <add key="EnAple PTMT_OHELE" value="C:\Program Files (x8b)\Atlas\AlLAS Print Service\PDF"></add> </pre>
1 Videos	System.Web.Http.Cors.dll	1/6/2021 9:30 PM	Application extension	38 KB	<pre><dou <br="" key="ChabitFRIMQUCCCvalue=" taise=""><add 3"="" key="PRIMT_RETRY_COUNT_value="></add></dou></pre>
612	System.Web.Cors.dll	1/6/2021 9:30 PM	Application extension	26 KB	<add key="DELAY BETWEEN RETRY" value="1"></add>
	System.Net.Http.Formatting.dll	1/6/2021 9:30 PM	Application extension	182 KB	<add key="PRINT_WAIT_THRESHOLD_POST_RECOVERY" value="300"></add>
	System.Data.SQLite.Linq.dll	1/6/2021 9:30 PM	Application extension	180 KB	<add key="PREPEND_FILTER_PRINTER_STRING" value="session "></add>
	System.Data.SQLite.dll	1/6/2021 9:30 PM	Application extension	305 KB	<pre><add key="APPEND_FILTER_PRINTER_STRING" value=""></add></pre>
	protobuf-net.dll	1/6/2021 9:30 PM	Application extension	188 KB	<pre><add 1000"="" key="QUEUE_MADSE_INIERVAL VALUE="></add> </pre>
	Owin.dll	1/6/2021 9:30 PM	Application extension	5 KB	vous key oversimistie_onversitie varies //

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			