



Identify what matters

A decorative graphic in the top left corner consisting of several overlapping circles and arcs in red and dark blue, with small dark blue dots at various points.

Evolis SDK

Troubleshooting

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INTRODUCTION

This technical guide intends to provide information helping troubleshoot Evolis SDK in the possible development modes (Direct communication, library, API...).



Avansia is not taken in charge by this SDK package, please contact your Evolis sales representative or your Evolis official distributor to get Avansia SDK.

Quantum 2 and Tattoo RW2 are only compliant with direct communication development method. They are currently not compliant with Android API nor API MODE - Evolis Services Provider (client/server or library).

Evolis Premium Suite 2 (i.e., for Primacy 2) has a dedicated section [here](#).

API MODE : EVOLIS SERVICES PROVIDER

Scope

The audience of this documentation are software developer that develops application software thanks to Evolis API MODE : Evolis Services Provider or Evolis Services Provider 2.

Server side must have an Evolis Suite (Evolis Premium Suite, Evolis Premium Suite 2, Badgy Premium Suite and Edikio Printer Suite) in Standard or supervision mode installed (only standard installation mode available for Evolis Premium Suite 2). The client side must be compliant with Json RPC V2.0 standards.

Communication is made thanks to Windows named pipe or via TCP.

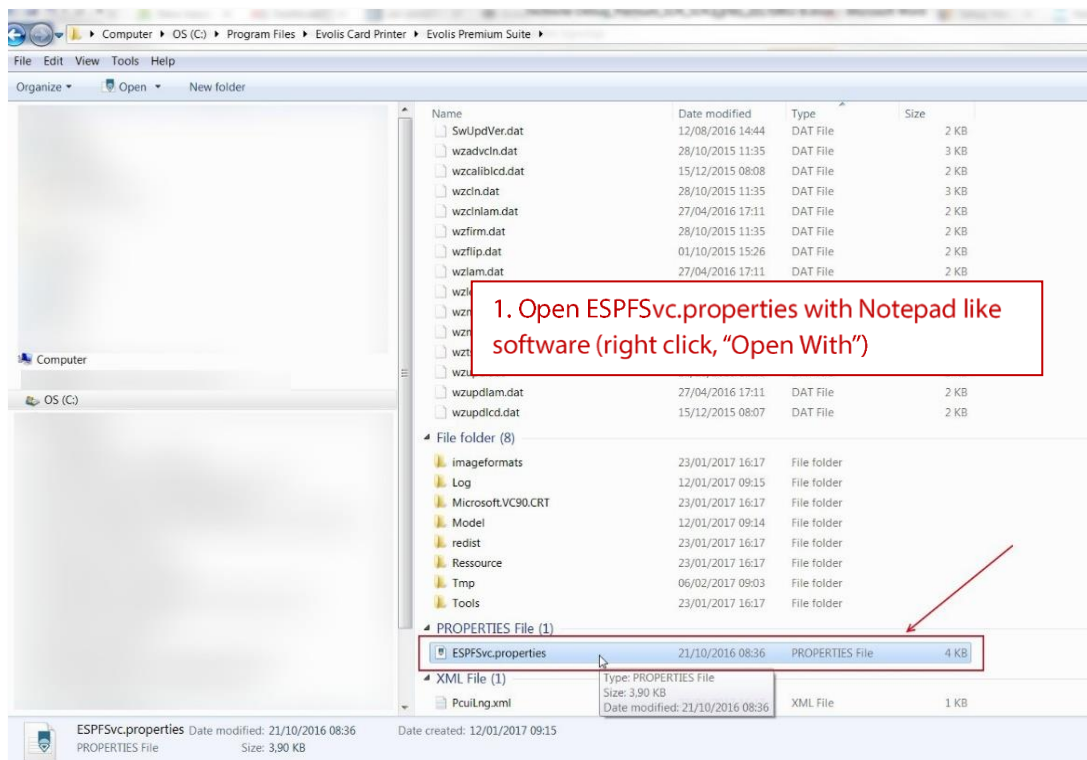
How to log events to fix issue(s) ?

Evolis Premium Suite / Badgy Premium Suite / Edikio Printer Suite



Procedure is different for Evolis Premium Suite 2, see [here](#).

Enable ESPF logs



```

1 # This is a sample configuration file for ESPFService
2
3 # ESPFService settings
4 ESPFService.log = true
5 ESPFService.loglevel = 3
6 # (FATAL=1, CRITICAL=2, ERROR=3, WARNING=4, NOTICE=5, INFORMATION=6, DEBUG=7)
7 ESPFService.logrequest = false
8 ESPFService.logrequestoutputdir = tmp
9 ESPFService.isrelativeoutputdir = true
10
11 # ESPFServerManager settings
12 ESPFServerManager.port = 18000
13 ESPFServerManager.maxqueued = 64
14 ESPFServerManager.maxthreads = 15
15 ESPFServerManager.threadidletime = 10
16 ESPFServerManager.serveraddress = ESPFServer00
17 ESPFServerManager.uniqueid =
18 ESPFServerManager.shutdowntimeout = 5000
19 ESPFServerManager.disablepipeserver = false
20 ESPFServerManager.enabletcpstart = false
21
22 # ESPFTcpServerConnectionSupervisor settings
23 ESPFTcpServerConnectionSupervisor.receivebuffersize = 64512
24 ESPFTcpServerConnectionSupervisor.receivetimeout = 3000
25
26 # ESPFPipeServerConnectionSupervisor settings
27 ESPFPipeServerConnectionSupervisor.receivebuffersize = 64512
28 ESPFPipeServerConnectionSupervisor.shutdowntimeout = 3000
29

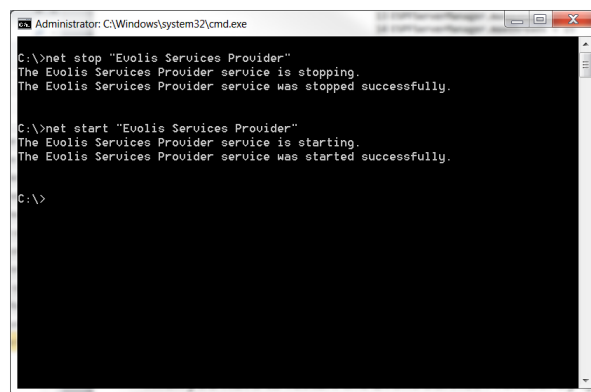
```

2. Change value of **ESPFService.loglevel** from 3 to 7

3. Change value of **ESPFService.logrequest** from false to true

- Restart the Evolis Services Provider (or Edikio Services Provider or Badgy Services provider) for the new settings to be taken in account.

Example to restart Evolis Services Provider service via command, MS-DOS prompt print screen :



```

Administrator: C:\Windows\system32\cmd.exe

C:\>net stop "Evolis Services Provider"
The Evolis Services Provider service is stopping.
The Evolis Services Provider service was stopped successfully.

C:\>net start "Evolis Services Provider"
The Evolis Services Provider service is starting.
The Evolis Services Provider service was started successfully.

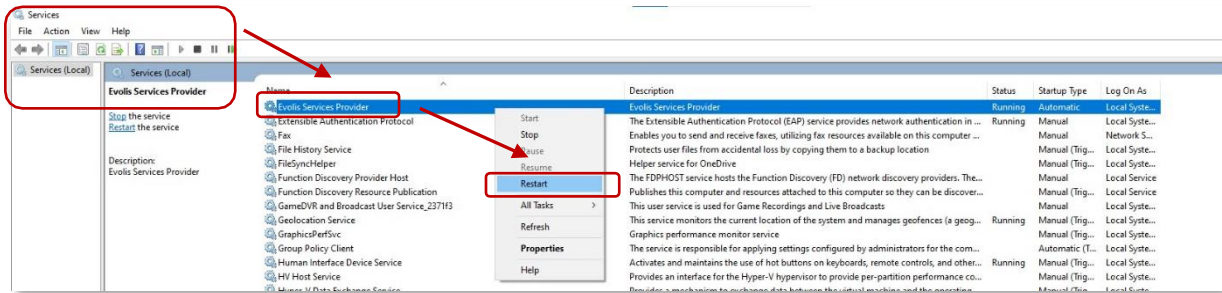
C:\>

```

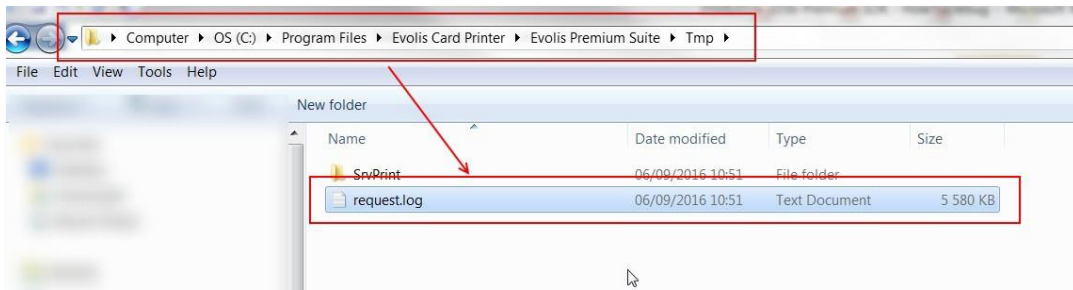


For Evolis Premium Suite : "Evolis Services Provider"
 For Badgy Premium Suite : "Badgy Services Provider"
 For Edikio Printer Suite : "Edikio Services Provider"

Via Windows® services console print screen:



5. Reproduce issue and get the logs in the "c:\program files\Evolis Card Printer\Evolis Premium Suite\tmp" folder, it will be populated by the following logs :
 - a. **Request.log** containing the request set and timestamps
 - b. **Bitmaps** sent in Srvprint folder (removed and cleaned after each prints)



According to where is installed Evolis Suite, pay attention to take in account the correct path.

Log request sample :


```

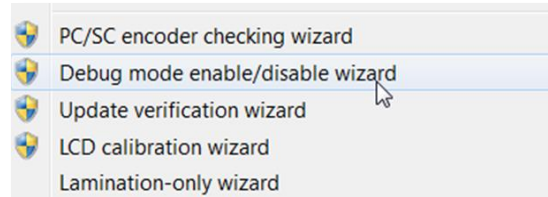
1 }
2
3 2016-09-06>08:50:57.269>FBZ-M7710-6001>4532>Answer>{"jsonrpc":"2.0","result":"J0B000001","id":"1"}
4 2016-09-06>08:50:57.315>FBZ-M7710-6001>4532>Request>{
5   "jsonrpc":"2.0",
6   "id":"1",
7   "method":"PRINT.Set",
8   "params":
9   {
10    "data":"GRibbonType=RC_VMCK0;GDuplexMode=DUPLEX_CC",
11    "session":"J0B000001"
12  }
13 }
14
15 2016-09-06>08:50:57.325>FBZ-M7710-6001>4532>Answer>{"jsonrpc":"2.0","result":"OK","id":"1"}
16 2016-09-06>08:50:57.581>FBZ-M7710-6001>4532>Request>{
17   "jsonrpc":"2.0",
18   "id":"1",
19   "method":"PRINT.SetBitmap",
20   "params":
21   {
22    "session":"J0B000001",
23    "face":"front",
24    "panel":"color",
25    "data":"base64:Qk12IX4AAAAAADYAAAAA+AAAA+AAAIgCAABABgAAAAEAjHgAjlGAAIy4AAAAA//////////
26 }
```

Enable Debug view (from the driver)

The Debug mode is natively integrated in the Evolis Premium Suite. Purpose of this tool is to troubleshoot potential issue between the driver and the printer:

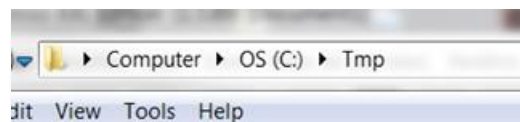
- printing issue
- design mismatch with data sent by the application software
- Unexpected behavior of the printer

The Windows®  logo in the tool's menu of the Evolis Premium Suite is an indication that actions to perform require Administrator's privileges (screenshot below).



Enable debug mode :

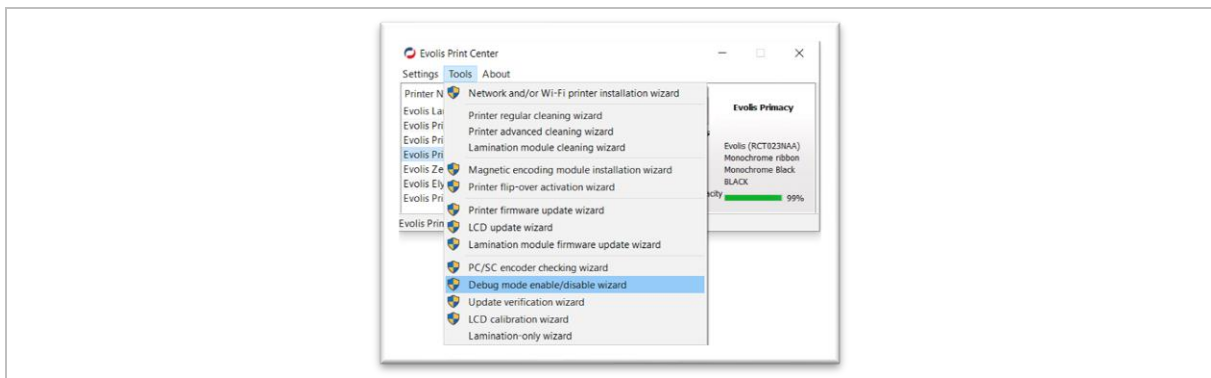
- Create a "Tmp" folder at the root of the C drive (e.g., C:\Tmp)

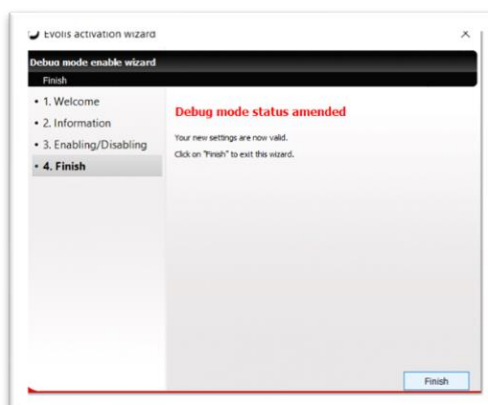
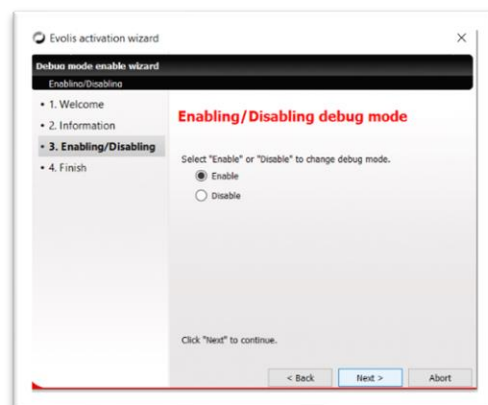
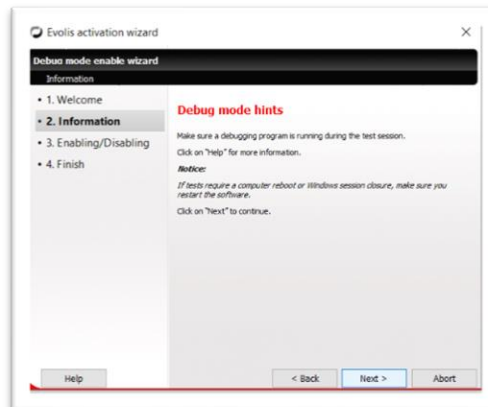
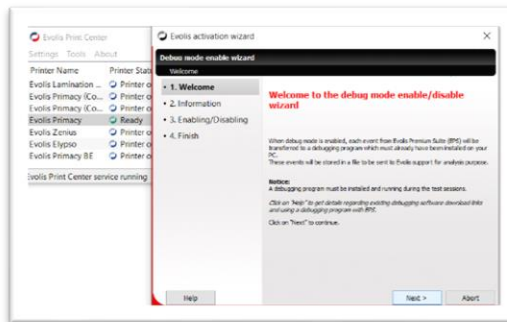


Administrator's rights are required to create this folder. This will be the location of the files generated by the Debug tool. The name "Tmp" is not case sensitive.

- Enable the Debug mode thanks to the wizard

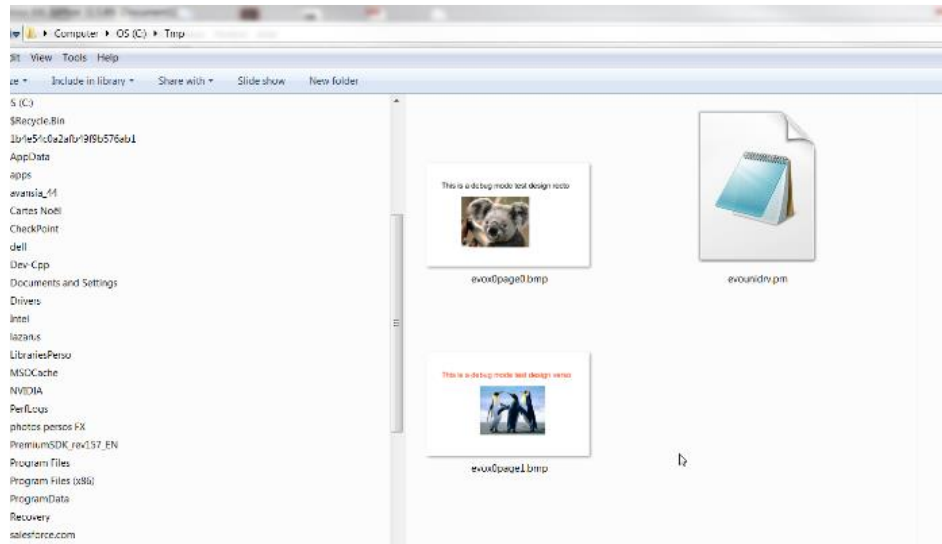
Follow steps below (From Print Center, standard or supervision installation):





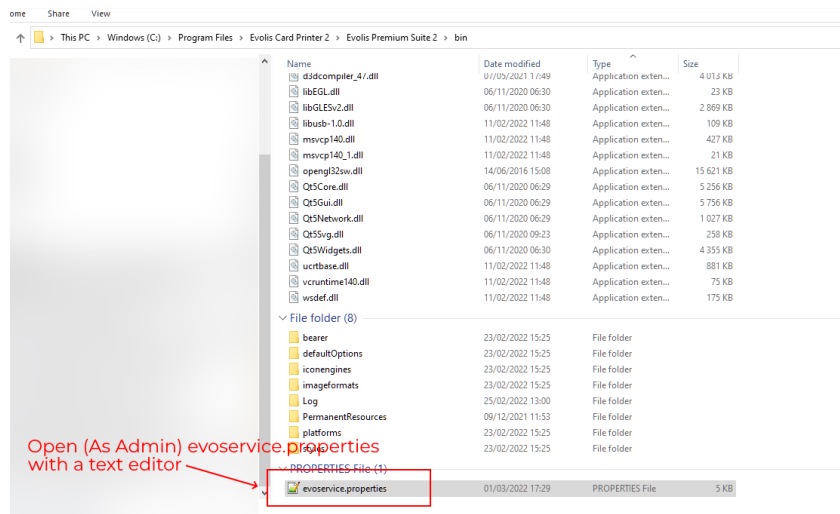
This wizard is also available from the Windows start menu (even in minimal installation), in the tools subfolder of the Evolis Premium Suite folder.

- Reproduce the issue
- Get the file(s), navigate to the “c:\Tmp” folder, following files are generated:
 - Bitmaps of the print “Evox0page0.bmp, Evox0page1.bmp”, depending on the number of printouts
 - textual information (the print file) of data sent to the printer: “evounidrv.prn”
 - Communicate those files to your Evolis official distributors for analysis



Evolis Premium Suite 2 : Enable API mode logs

Open evoservice.properties default installation path : "C:\Program Files\Evolis Card Printer 2\Evolis Premium Suite 2\bin" :



Open (as Admin) evoservice.properties with a text editor and make the following modifications:

- ESPFService.log (line 9) has to be set on "true"
- ESPFService.loglevel (line 21) has to be set on level log "8"
- RequestServer.logrequest (line 35) has to be set on "true"

```

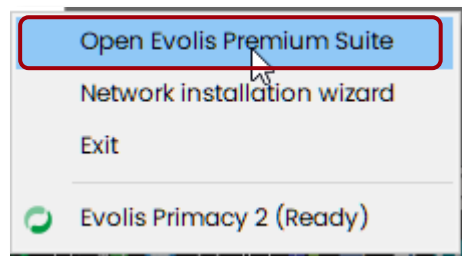
1  # EvoService configuration file for Primacy Refresh
2
3  # Logging settings
4  # -----
5  # To enable log output please set following value to "true". In the case
6  # you do not want any log generated by "evoservice" please set value to "false".
7  #
8  # The log messages will be saved in "<INSTALLATION-DIR>/log/EvoService.log".
9  ESPFService.log = true
10
11 # ESPFService.loglevel allows you to customize log level.
12 # Accepted values are :
13 # 1 => FATAL
14 # 2 => CRITICAL
15 # 3 => ERROR
16 # 4 => WARNING
17 # 5 => NOTICE
18 # 6 => INFORMATION
19 # 7 => DEBUG
20 # 8 => TRACE
21 ESPFService.loglevel = 8
22
23 # PSDK - ADDON service
24 # -----
25 # The addon service allows you to execute a custom binary from PSDK requests.
26 # It's disabled by default but can be enabled by setting following value at
27 # "true".
28 ServiceAddOnManager.enabled = false
29
30 # Directory where PSDK have to look for to find the add-on.
31 # Absolute or directory relative to the "evoservice" binary.
32 ServiceAddOnManager.addondir = ..\addons
33
34 # RequestServer settings
35 RequestServer.logrequest = true
36 RequestServer.tcpport = 18200
37 RequestServer.maxqueued = 64
38 RequestServer.maxthreads = 15
39 RequestServer.threadidletime = 10
40 RequestServer.shutdowntimeout = 10000
41 RequestServer.disablepipeserver = false
42 RequestServer.tcpenabled = true
43 RequestServer.pipeservercleantimeout = 50
44 RequestServer.pipeaddr = Espf2Server00
45 #RequestServer.pipeaddr = /var/run/evolus/evoservice/requestserver.sock

```

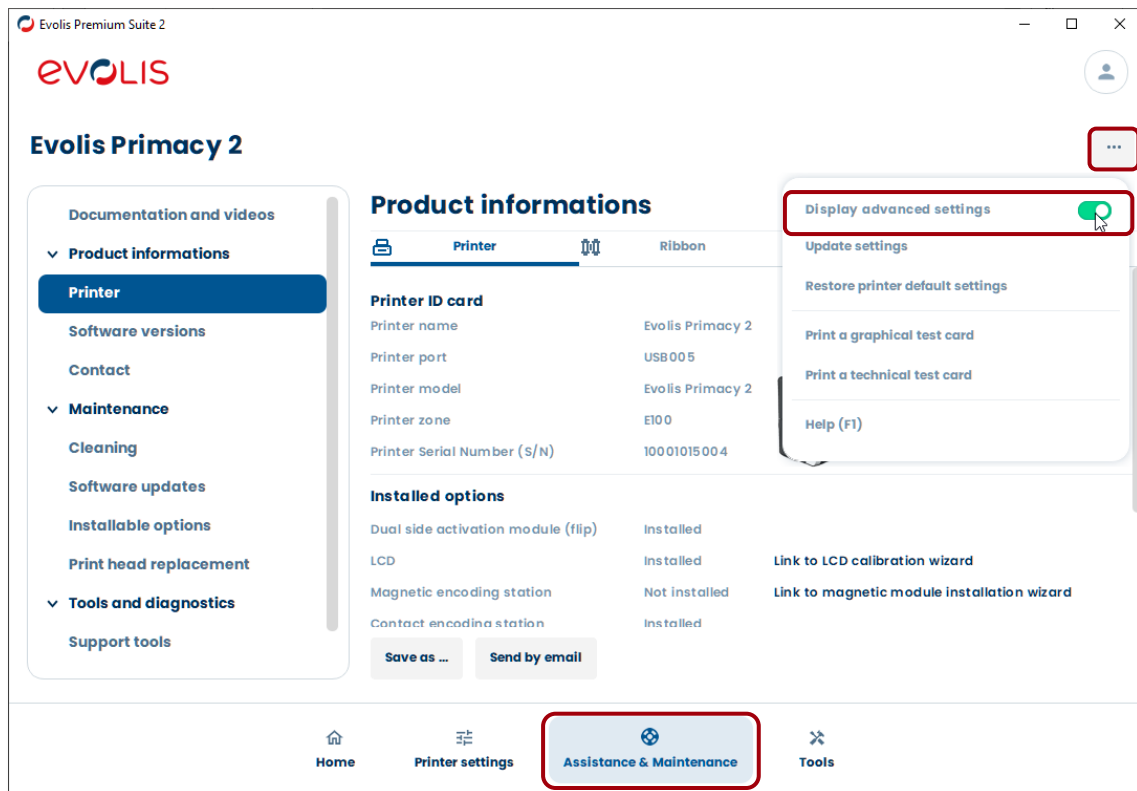
Finally save modifications before exiting the text editor.
Once changes committed to evoservice.properties file, ESPF Service has to be restarted (computer restart works as well) so modifications are taken in account.

Evolis Premium Suite 2 : enable debug mode

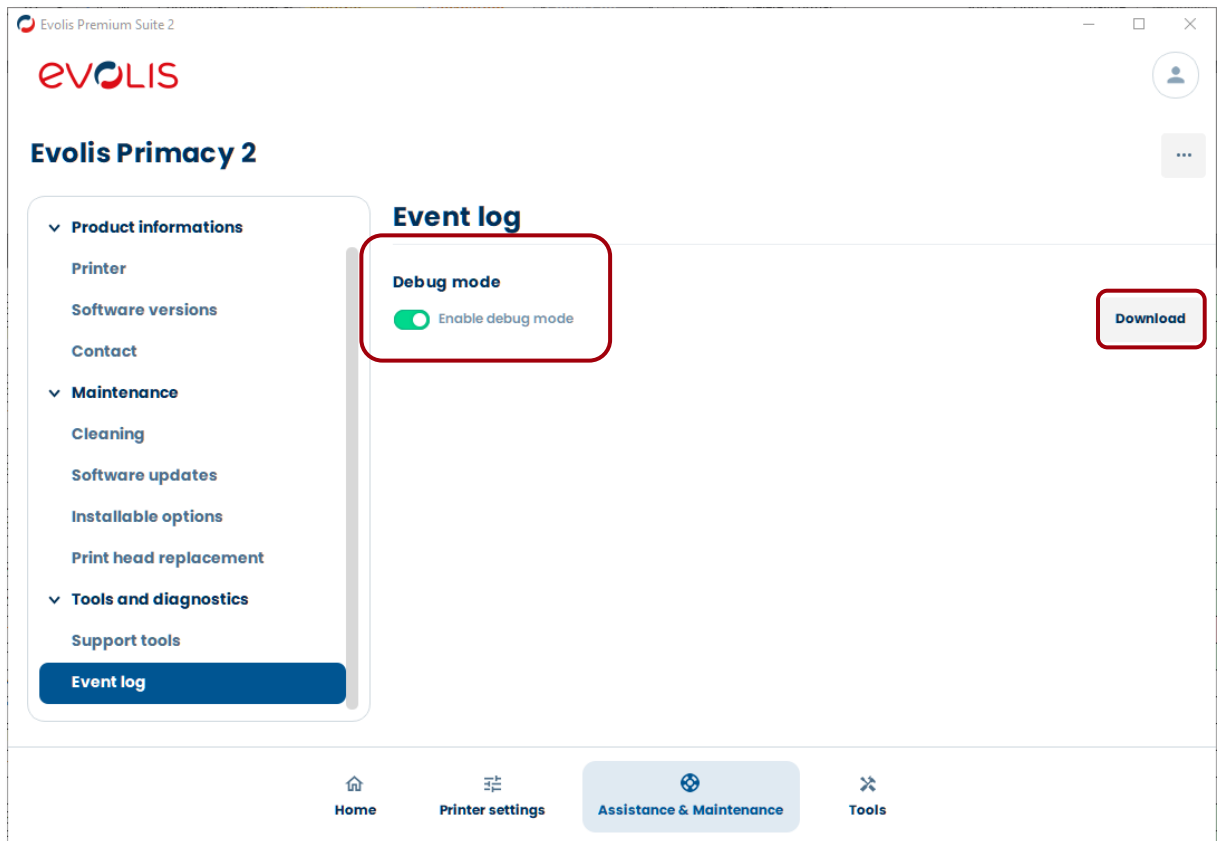
1. From the Evolis Premium Suite system tray icon , open the Evolis Premium Suite 2 (left click)



2. Enable the advanced settings from the Assistance and Maintenance section:



3. Enable the debug mode, reproduce issue, then click on download to get generated files.



4. Save the generated file in a convenient location and send it to the technical support team.

Main error codes

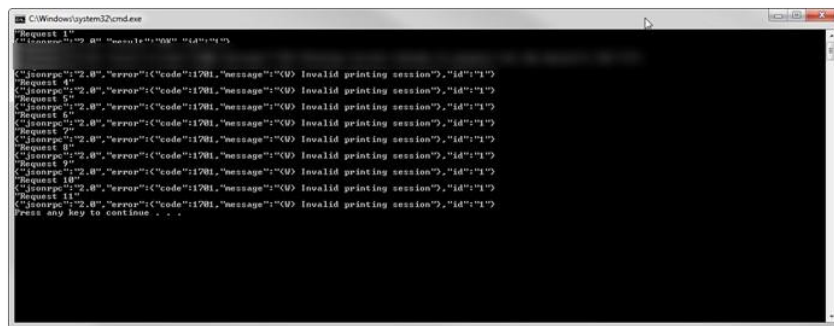
Error code 1700 : (W) Invalid printing session

Probable cause : The printing Session ID used in the request has not the right value and does not match the current opened session. Current session has a certain ID (ex : JOBID0002) and is not the one used in the requests sent (ex : JOBID0001).

Solution: To fix this issue, get the active JOB ID using the **PRINT.GetJobID** method and close the session using the **PRINT.End** method. Alternatively, [you could restart the Evolis Services Provider \(or Evolis Services Provider 2\)](#) Windows service, that resets the JOBID.

In case of a custom session ID management (using a custom job ID generated by the application software and not the automatic session system), the application software is responsible of the session management.

Error code 1701 : (E) Invalid printing session



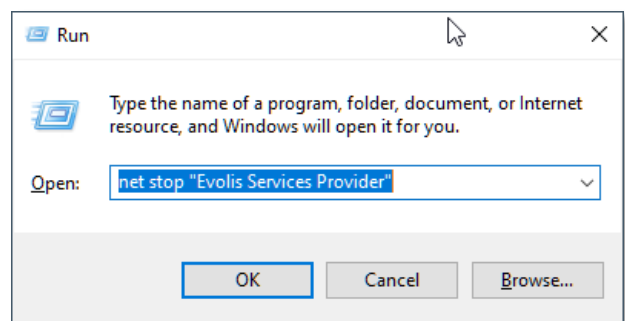
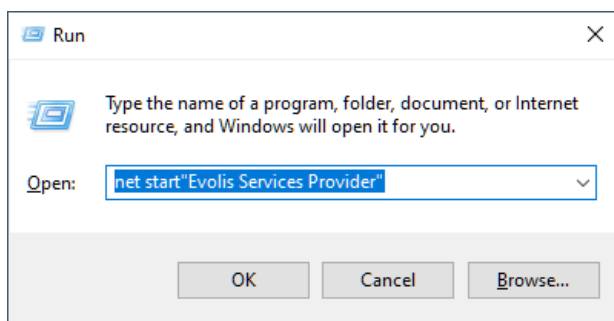
Probable cause : API mode use a session system to separate each printing job

Solution : To fix issue, restart the Evolis Suite service (Evolis, Badgy, Edikio Services Provider) see [here](#).

The **PRINT.Print** method use a session ID that could be retrieved thanks to the **PRINT.GetJobID** method, error 1701 means that the current used Session ID is not correct.

Restart the Evolis Services Provider service :

Using net stop and net start commands :





In case of Evolis Premium Suite 2, replace **"Evolis Services Provider"** by **"Evolis Services Provider 2"**.

For Badgy Premium Suite use : **"Badgy Services Provider"**

For Edikio Premium Suite use: **"Edikio Services Provider"**

This can be done as well thanks to the Microsoft Windows services console.

Error code 1702 : (W) Cannot perform action : action already in progress

Probable cause : Two actions cannot be performed at the same time (e.g. : use the **CMD.SendCommand** method while doing a **PRINT.Print** method will not work).

Solution: Printer is already busy. Wait until the action is 100% performed or [restart the service](#).

Error code 1703 : (W) Cannot perform action : setting or bitmap missing

Probable cause: A mandatory setting (usually, the **"params"** section of the request) or the bitmap data (base 64 encoded) are missing in the sent request.

Solution: Double-check requests and provide correct required data.

Error code 1704 : (W) cannot perform action : processing error

Probable cause: The Evolis Premium Suite is not up to date or there is an incorrect setting in the Set method of the Print service (for example an incorrect resolution for a 600 DPI printout).

Solution: Update Evolis Premium Suite to latest release from Evolis website and set the resolution according to your design.

```

{
  "id": "1",
  "jsonrpc": "2.0",
  "method": "PRINT.Set",
  "params":
  {
    "session": "JOB000002",
    "data": "FColorBrightness=VAL12;GRibbonType=RC_YMCKO;Resolution=DPI600300"
  }
}

```

The Resolution setting may have the following values: DPI300, DPI600300, DPI1200300, DPI300260 (according to the printer model).

These are the expected image sizes (in pixels, unaffected by image resolution) depending on the printing resolution:

- 1016x648 for a 300 dpi resolution
- 2032x1296 for a 600 dpi resolution
- 4064x2592 for a 1200 dpi resolution
- 1016x562 for a 260 dpi resolution

Image sizes for each resolution are designed for best image rendering during printing.

IMPORTANT: the size of overlaid images must be of 1016x648 whatever the resolution (always processed in 300 dpi)

Error code 1705 : (W) cannot perform action : job canceled

Probable cause : Job has been canceled by another user (or instance of the application software).

Solution: Restart the job to fix issue.

Evolis printer model not listed in Demo program



API MODE Evolis Services Provider Demo program is located [here](#):
A compiled binary is available in the “_release” folder for testing purpose:

1.Demo.exe.Printer model and source code of API MODE may not contain yet this model.

FIX : Add a new printer model in the PrinterSelector.Designer.cs (e.g., Evolis KC200):

1. Retrieve the name of the printer in Windows printer and device, example below:



2. Edit the file “DemoProgram\PrinterSelector\PrinterSelector.Designer.cs” and add “Evolis KC200” at line 53 (after “Evolis Zenius”).

```

48         this.comboBox1.Font = new System.Drawing.Font("Verdana", 9F, System
49         this.comboBox1.FormattingEnabled = true;
50         this.comboBox1.Items.AddRange(new object[] {
51         "Evolis Primacy",
52         "Evolis Zenius",
53         "Evolis KC200",
54         "Evolis Elypso"});
55         this.comboBox1.Location = new System.Drawing.Point(88, 10);
56         this.comboBox1.Name = "comboBox1";
57         this.comboBox1.Size = new System.Drawing.Size(470, 22);
58         this.comboBox1.TabIndex = 0;
    
```

3. Edit the file “DemoProgram\StateDemo\StateDemo.cs” and add “Evolis KC200” at line 74 (after “Evolis Zenius”).

```

72         comboBox1.Items.AddRange(new object[] {
73         "Evolis Primacy",
74         "Evolis Zenius",
75         "Evolis KC200",
76         "Evolis Elypso"});
77         comboBox1.BackColor = BusinessHelper.BgColor;
78         comboBox1.ForeColor = BusinessHelper.FgColor;
79         comboBox1.Text = BusinessHelper.Model;
80
81
82         TxtbxRequest = new TextBox();
83         TxtbxRequest.Multiline = true;
84         TxtbxRequest.Height = 150;
    
```

Be aware to:

- Strictly respect case .
- Strictly respect name of the Evolis printer as in printer and devices.
- Perform a new Demo program compilation

Communication session already reserved

Probable cause: A communication session is already opened, and printer cannot communicate more than one session at a time.

Solution : Close current session using the GetSessionID method and close it usin and/or restart the Evolis Services provider, see [here](#).

When I print a color design, I get an error and the overlay doesn't print correctly

An incorrect bitmap format for the overlay panel may cause this issue. The overlay panel supports only 300 DPI resolution, and the size of the overlay must be 1016 x 648 (even if you use a 600and 1200 DPI resolution).

The graphics files are only **BMP** (bitmap file extension) format.

When I have finished a print job, I do not want to eject the card

I need the card to stay in the printer. Before to send the print job, use the CMD service to send a "Psoe;d" command, then send a "Se" command to finally eject the card.

Disclaimer

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