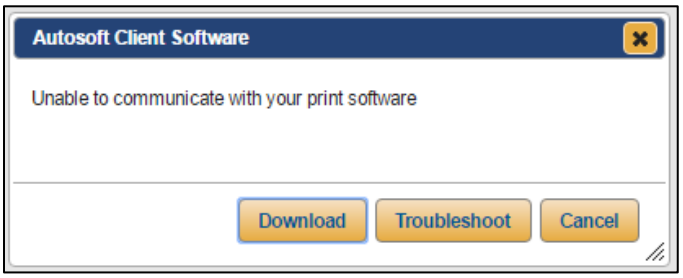
As of June 19, 2016, all Autosoft FLEX F&I users have been updated to the Print Manager 51, which supports both Java Forms printing and the Print Bridge Print Service. The Print Bridge Service should be installed and running on your computer.

When the Print Service is running and FLEX F&I is using the Print Bridge service to print, you will see the notification “Ready to Print” with a green checkmark above the list of forms on the Deal Forms page.

If the Print Service isn’t running, when you click on Deal Forms, a window will open to alert you that the system is not communicating with your print software. It will prompt you to download the Print Service or troubleshoot the issue. In this document, you will learn how to troubleshoot the Print Bridge application, as well as how to download and install the Print Manager if it is not already installed on your computer.



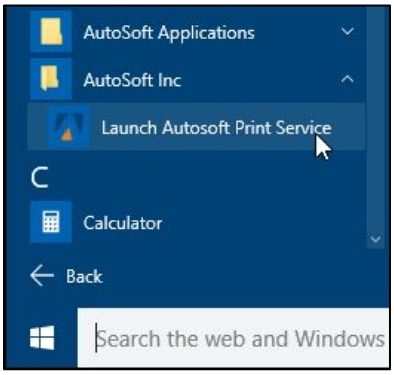
If you believe that your computer is equipped with the Autosoft Print Service, begin by troubleshooting the issue. If during the troubleshooting process you find that the Autosoft Print Service is not installed on your computer (or if you know now that it is not installed), follow “Downloading and Installing the Autosoft Print Service Software” on page 5 of this document.

Troubleshooting the Print Bridge

If you have installed the Autosoft Print Service on your workstation but it is not functioning, you must start or restart the application. This can be done from the Windows Start menu.

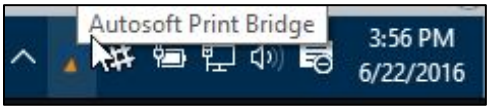
1. The user will click the Windows **Start** icon in the left corner of the Microsoft toolbar.

2. Locate the **Autosoft Inc** folder in Programs or Applications and click **Launch Autosoft Print Service** within it.

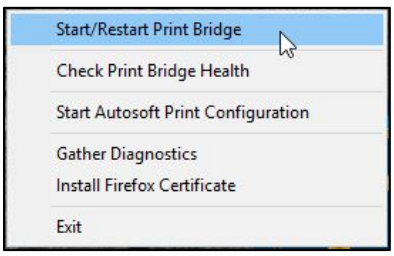


Important: If you do not see the Autosoft Inc folder in your programs or applications list, you have not installed the Printer Service software. See “Downloading and Installing the Autosoft Print Service Software” on page 5 of this document.

3. Once the Print Service has been started and is running, the Print Bridge’s Autosoft icon will appear in the Taskbar notifications at the right side of the Windows toolbar. Right-click on the Print Bridge’s **Autosoft** icon to open the Print Bridge menu. Use the Print Bridge menu to attempt different methods to troubleshoot. If one method from the menu does not work, move to the next and so on until the issue is resolved.

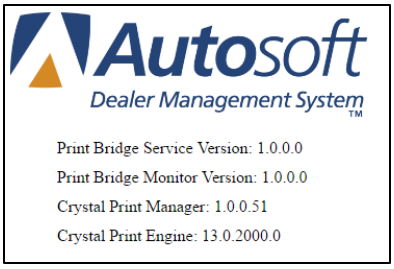


4. On the Print Bridge menu, click **Start/Restart Print Bridge**.

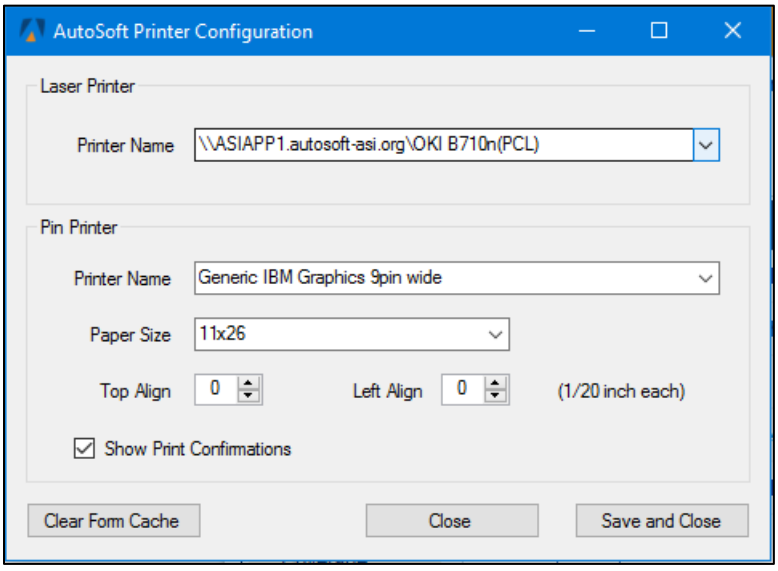


5. A popup notifies you that the service has started or restarted.

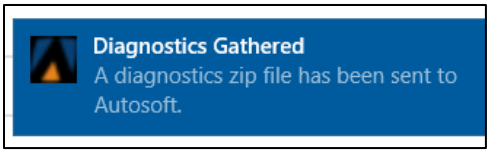
6. Right-click the **Autosoft Print Bridge** icon again to open the menu and select **Check Print Bridge Health**. A Web browser page launches to verify the Print Service's communication.



7. Again from the Print Bridge menu, click **Start Autosoft Print Configuration** to access the printer settings. Here, you will verify that the correct laser and pin printers are selected and ensure that the paper size and alignment settings are correct. Click **Save and Close** to save any changes you make to these settings.



8. Return to the Print Bridge menu and click **Gather Diagnostics**. This sends your print log files to Autosoft's FTP site for access by an Autosoft Customer Support Center representative. A popup will notify you that the file has been sent.



9. If you use FLEX F&I on the Firefox Web browser, the Firefox certificate must be installed. To accomplish this, click the **Install Firefox Certificate** option on the Print Bridge menu.

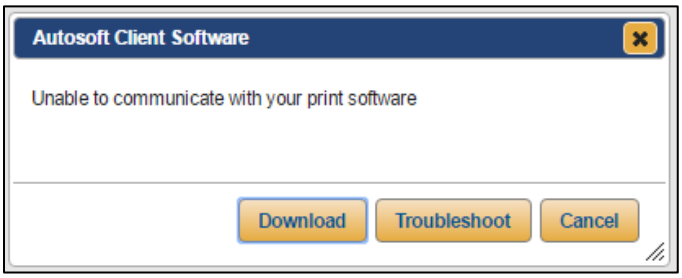
10. From the Print Bridge menu, click **Exit** to close the Print Bridge notification.

After taking all of these steps, the Autosoft Print Bridge should be operating normally. Return to the Deal Forms screen in FLEX F&I to verify that the "Ready to print" message and green checkmark appear in the top left corner of the screen. If you are still not able to print at this point, contact the Autosoft Customer Support Center at 800.473.4630.

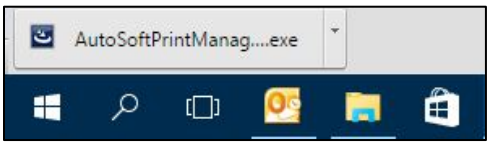
Downloading and Installing the Autosoft Print Service Software

If during the early stages of your troubleshooting process you find that the Autosoft Print Service is not installed on your computer, you must download the software and follow the installation process.

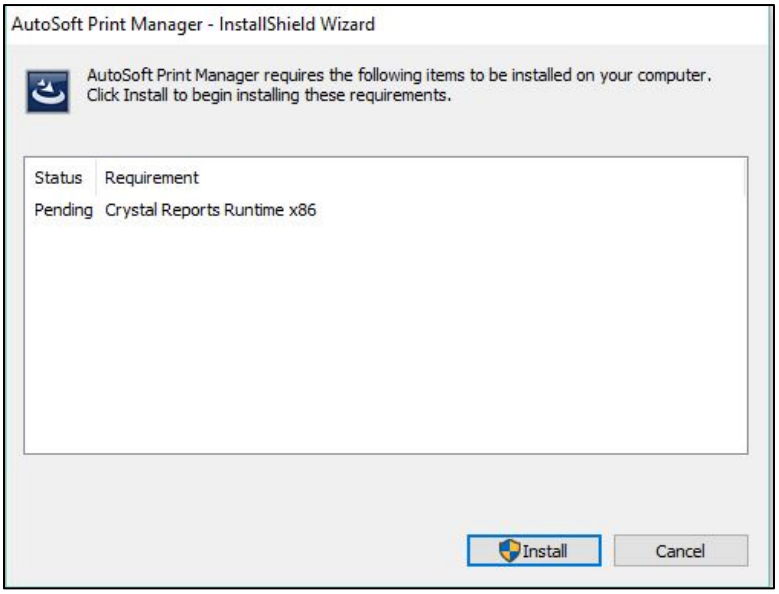
1. When you open the Deal Forms screen, a message will alert you that the program is unable to communicate with your print software. Click **Download** to begin the Print Manager installation process.



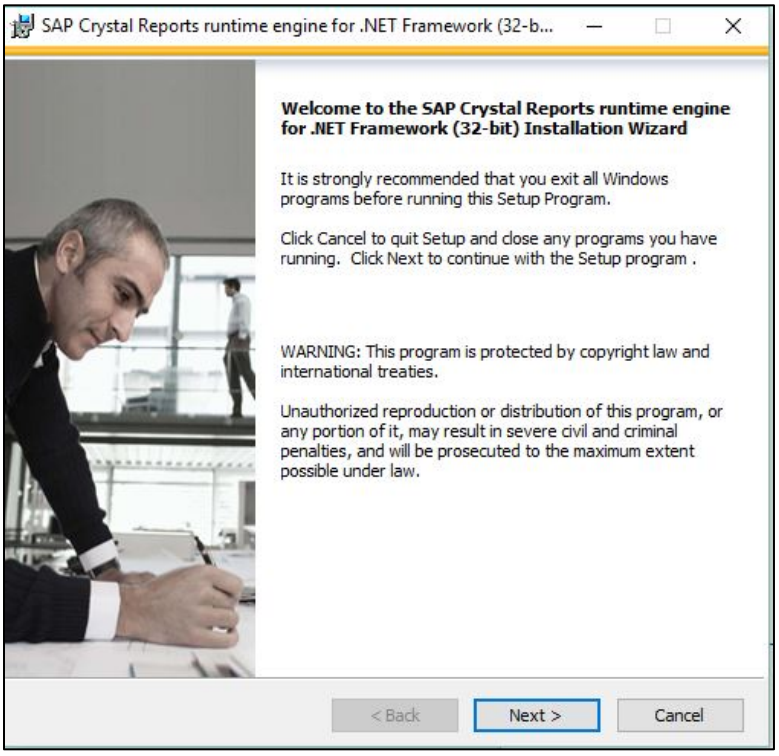
2. The AutosoftPrintManager.exe file will download to your computer. Click on the file download to open the Autosoft Print Manager InstallShield Wizard.



3. Click **Install** on the Autosoft Print Manager InstallShield Wizard. The system will begin downloading Crystal Reports Runtime x86.



4. The SAP Crystal Reports runtime engine for .NET Framework Installation Wizard will open. Click **Next**.



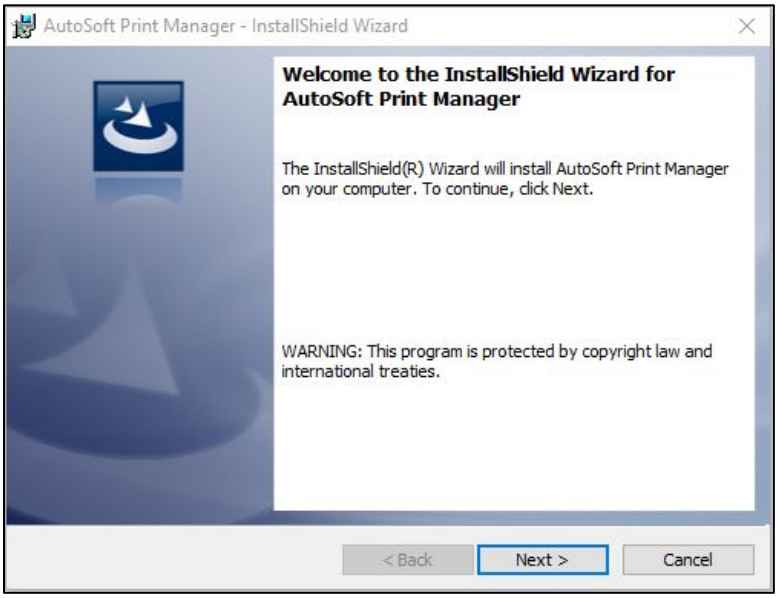
5. Click to select **I accept the License Agreement**.

6. Click **Next**.

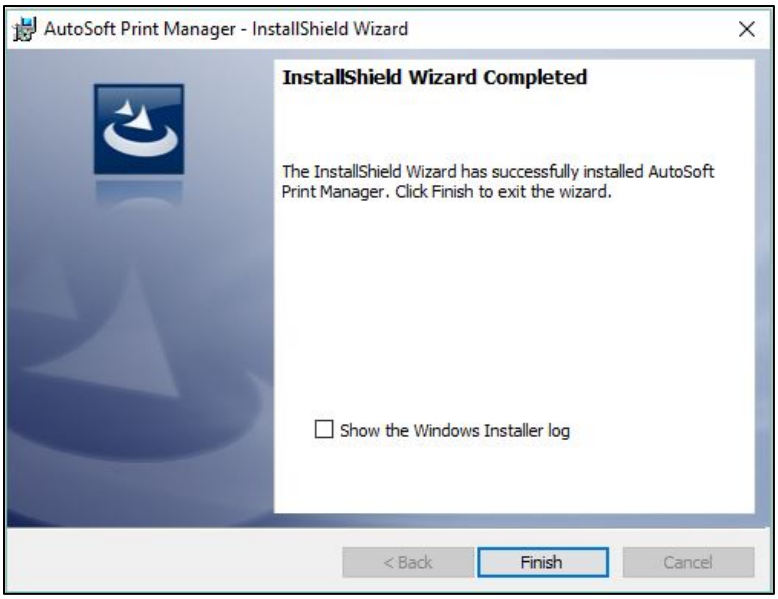
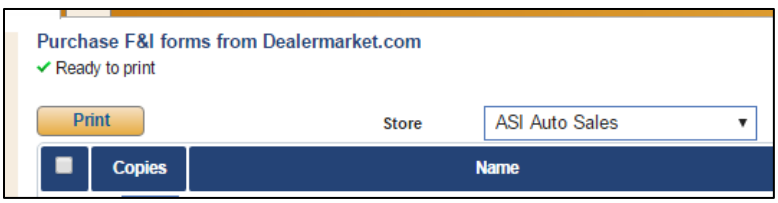
7. The Start Installation screen asks you to verify that you are ready to install the SAP Crystal Reports runtime engine. Click **Next**. The installation will begin.

8. When the SAP Crystal Reports runtime engine installation is complete, click **Finish**.

9. To install the Autosoft Print Manager, click **Next** on the Autosoft Print Manager InstallShield Wizard.



10. When the installation is complete, click **Finish**.



11. Reload the Deal Forms screen in FLEX F&I. When the screen opens, you will see the “Ready to print” message at the top left corner of the screen. You should now be able to print your deal forms.