![CompuNet Clinical Laboratories logo]

CompuNet Atlas LabWorks

Atlas Sunquest Print Service (SPS) Installation and Setup Guide

February 1, 2024

Sunquest Print Service Installation File

The Sunquest Print Service installation file can be downloaded from the Connectivity Solutions page in the Resources section of our website at https://compunetlab.com/

Installing Sunquest Print Service

Important: You must be logged in to Microsoft Windows as an administrator to perform these tasks.

With SPS, documents are printed based on settings selected by the user during the installation process. This installation process will install an application that allows printing without Windows prompts on all workstations that use CompuNet Atlas LabWorks. The SPS Application replaces the Atlas Print Service (APS) and MeadCo ActiveX.

Note: The following information enables installation and setup of the SPS application. These tasks can be performed at any time. However, site configuration must be activated by CompuNet before you can begin using SPS. Therefore, you must contact your CompuNet Service Representative to schedule a date for your site to be configured to use SPS. Ensure that the steps for installing and setting up SPS are completed before the scheduled date of your site configuration.

Prerequisites

If your site restricts access to external websites, contact your Information Technology team or Help Desk to ensure that the following IP addresses are open:

Production URL:	https://compunet.elaborders.com/
Destinations:	54.191.154.244
	35.160.37.35
Test URL:	https://testing-compunetv20.elaborders.com
Destination:	35.162.86.73
	52.89.21.36

Installing the print service

1. Right-click on the ATLASPrintService.msi installation file and select **Install**. Installation process will require administrator privileges to install SPS software.
2. On the Welcome dialog, click **Next**.
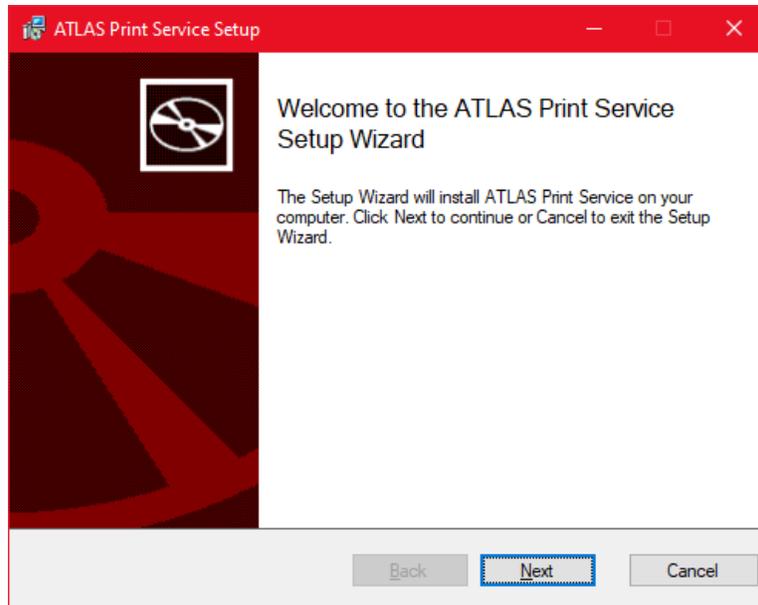
3. Enter **https://compunet.elaborders.com/** in the **Product URL** field and ensure that **Port** field is set to **50001**. It is recommended that you install the Sunquest Print Service in the default **Install Directory**.
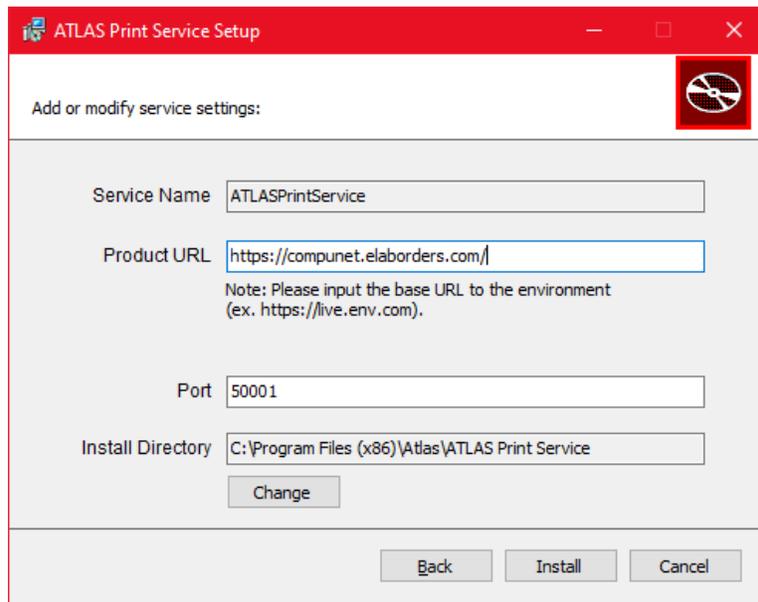
Make sure that you enter the Product URL correctly. Providing incorrect Product URL displays an error message and stalls the installation process.

Product URL https://compunet.elaborders.com/

Note: Please input the base URL to the environment
(ex. https://live.env.com).

Product URL not configured for APS.
Please check URL or contact an administrator.

Port 50001

Click the **Install** button.

4. The installation progress bar is displayed. Please be patient as the install process can take several minutes before user is prompted to complete configuration of the SPS software.
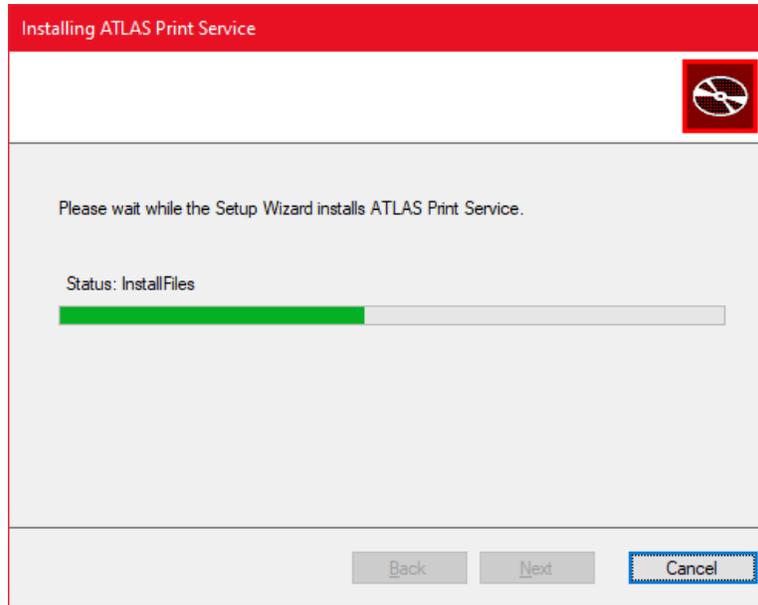

5. After the installation is completed, the **Select Default Configurations** dialog is displayed.
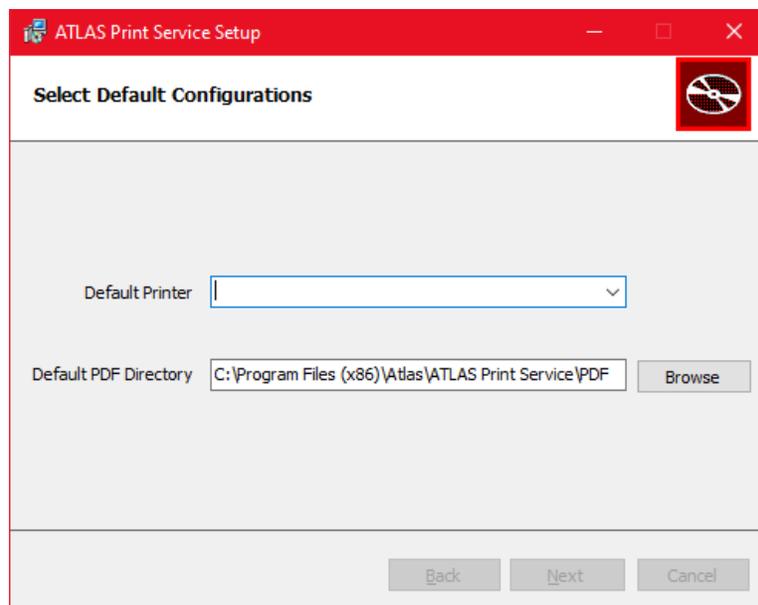

6. Select the default printer.

- Select the destination printer for the Atlas LabWorks documents.
- To print to PDF, select **Sunquest Save as PDF** from the Default Printer drop-down list. Do not select other PDF printers (such as **Adobe PDF** or **Microsoft Print to PDF)** or your CompuNet Atlas Label Printer. The **Sunquest Save as PDF** option allows printing directly to a folder on the workstation.
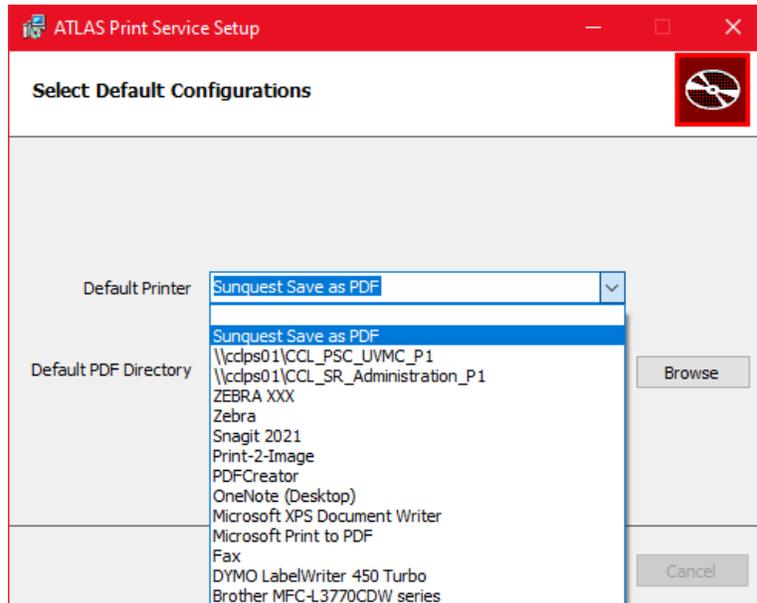

7. In the **Default PDF Directory** field, select a directory regardless of whether printing is to a physical printer or a PDF. Choose a local or network folder that all users of the workstation can access.
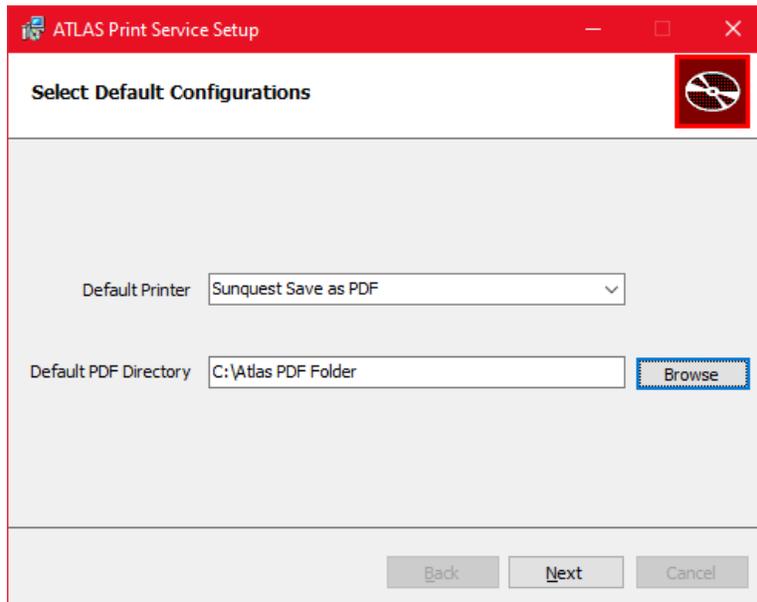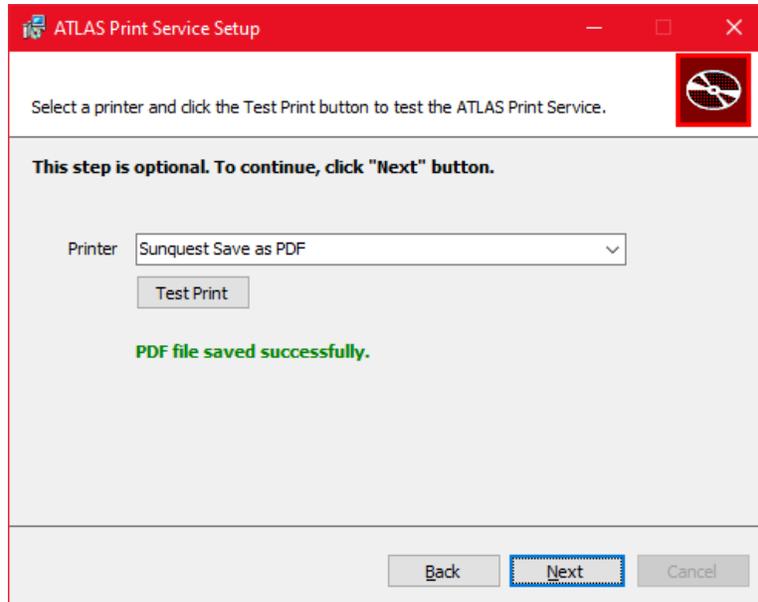

Click the **Next** button.

8. **(Recommended)** Test the printer. Select an available printer from the **Printer** list and click **Test Print** to ensure that Sunquest Print Service is installed properly and is functioning.
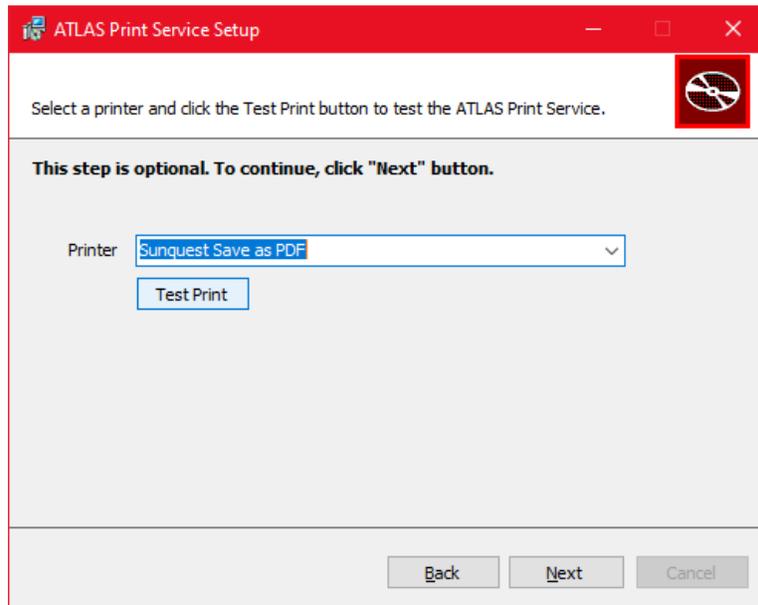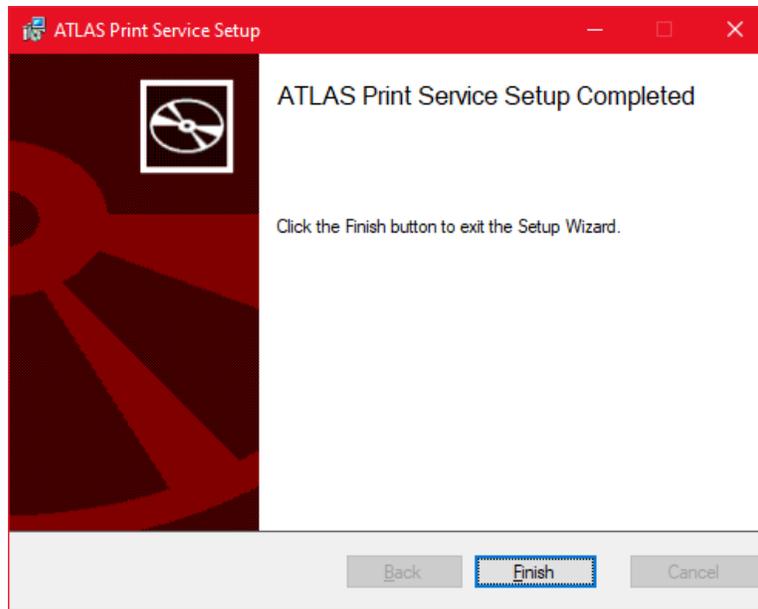

The test page will print to the selected printer or save a PDF in the designated folder. You will only receive the green **PDF file saved successfully** confirmation for the **Sunquest Save as PDF** option.

Click the **Next** button.

9. On the Sunquest Print Service Setup Completed dialog, click the **Finish** button.

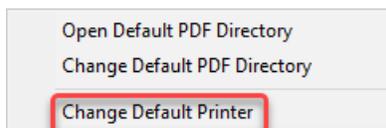## Changing the Default Settings

The following tasks require the use of the icon on the system tray in the Windows task bar, which is typically located in the lower-right corner of the screen.
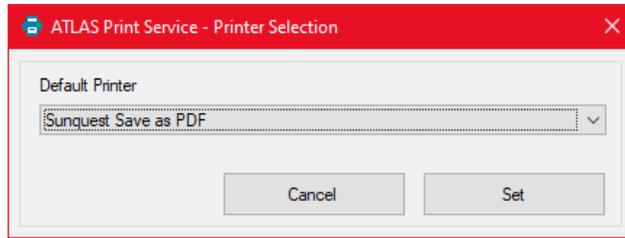

Changing the default printer

To change the default printer for Sunquest Print Service, complete the following steps:

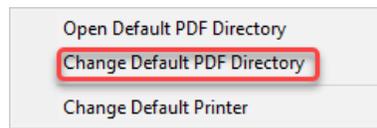1. Right-click the icon in the system tray and select Change Default Printer.

2. In the Default Printer drop-down list, select the default printer and click the **Set** button.
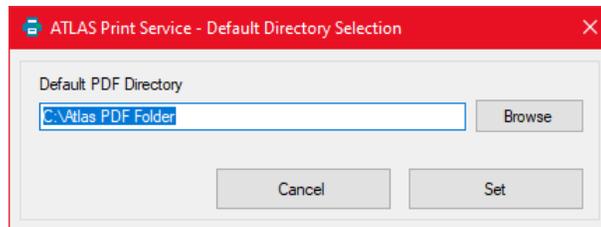
Changing the default PDF directory

To change the default PDF directory, complete the following steps:

1. Right click the icon in the system tray and select **Change Default PDF Directory**.

2. Browse to find the default PDF directory and click the **Set** button.


Opening the default PDF directory

For printing to PDF, the default PDF directory can be opened to view previously printed documents. To

open the default PDF directory in Windows File Explorer, right click the icon in the system tray and select Open Default PDF Directory.
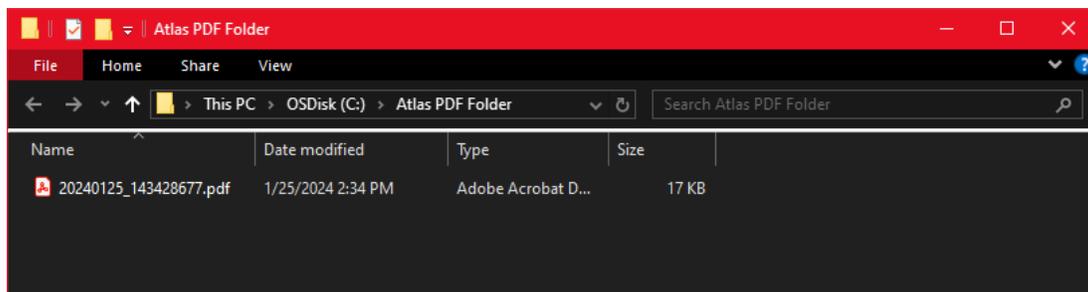
Troubleshooting

Use the following information to troubleshoot errors associated with setting up Sunquest Print Service.

- When logging into CompuNet Atlas LabWorks and selecting a site that is configured to use Sunquest Print Service, but the print service is not installed on the computer, the message below will be displayed. The **Download ATLAS Workstation Setup** button DOES NOT WORK, and you must contact your CompuNet Service Representative to obtain a valid download link.
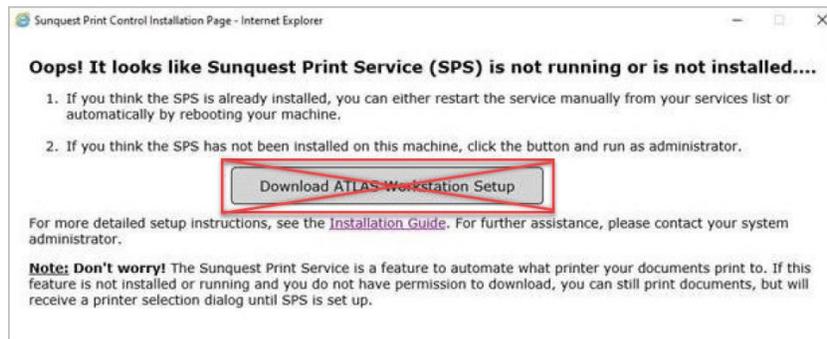
- If you are not logged into your workstation as an administrator, the following message will be displayed, and the application will not be installed. If you do not have access to your workstation as an administrator, contact your Information Technology team or Help Desk for assistance.
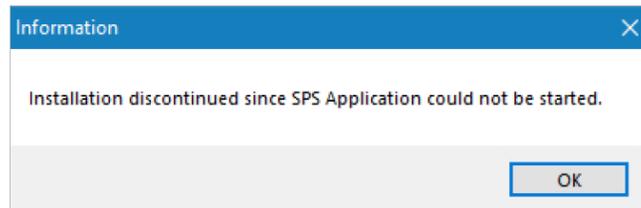
- After installing SPS, check the SPS installation through the 50001 local port by pasting the following into the browser address bar:

  localhost:50001/apis/print/isalive

  If the SPS is installed properly, the following will be displayed: