Cardmaker in Onsite 3.0

Avetta®

Cardmaker Guide V3.0

Cardmaker Update

A new way of launching Cardmaker now needs to be implemented for all users of Pegasus Workforce Management that print cards. This is due to major system updates in the Onsite Track Easy v3.0

The new enhancement now requires a chance in the configuration software in order to correctly send information from Onsite Track Easy to Cardmaker.

Once installed and correctly configured, you will be able to print cards as normal.

This process requires software to be installed. You might need to ensure you have permissions to install this software or discuss this with your IT Support to allow this configuration change.
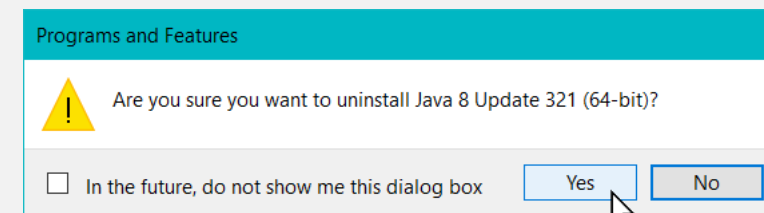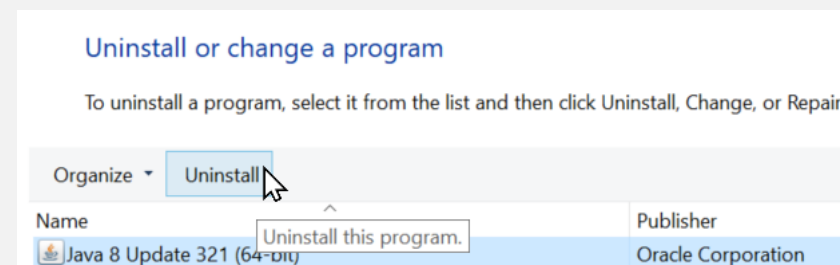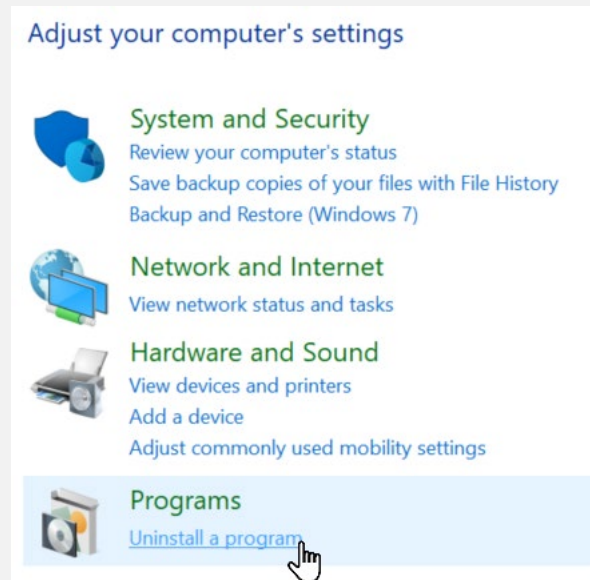
Install OpenWebStart

Step 1

- **Head to the system control panel**
- **Start > Windows System > Settings > Control Panel**
- **Select Uninstall a Program**
- **Select the Java 8 Update 321 version and press Uninstall to remove**

Step 2

- Navigate to https://openwebstart.com/download
- Download latest stable Windows release for your system version. As of writing it is Version 1.8.0

- Run the installer and click next through the prompts:
- Accept the Agreement
- Install for all users
- Use the default accepted location
- Ensure both options are ticked
- Click Finish when it appears

Latest stable release: 1.8.0

Windows

Compatibility:
Windows 10 or higher (*)

OpenWebStart_windows-x64_1_8_0.exe
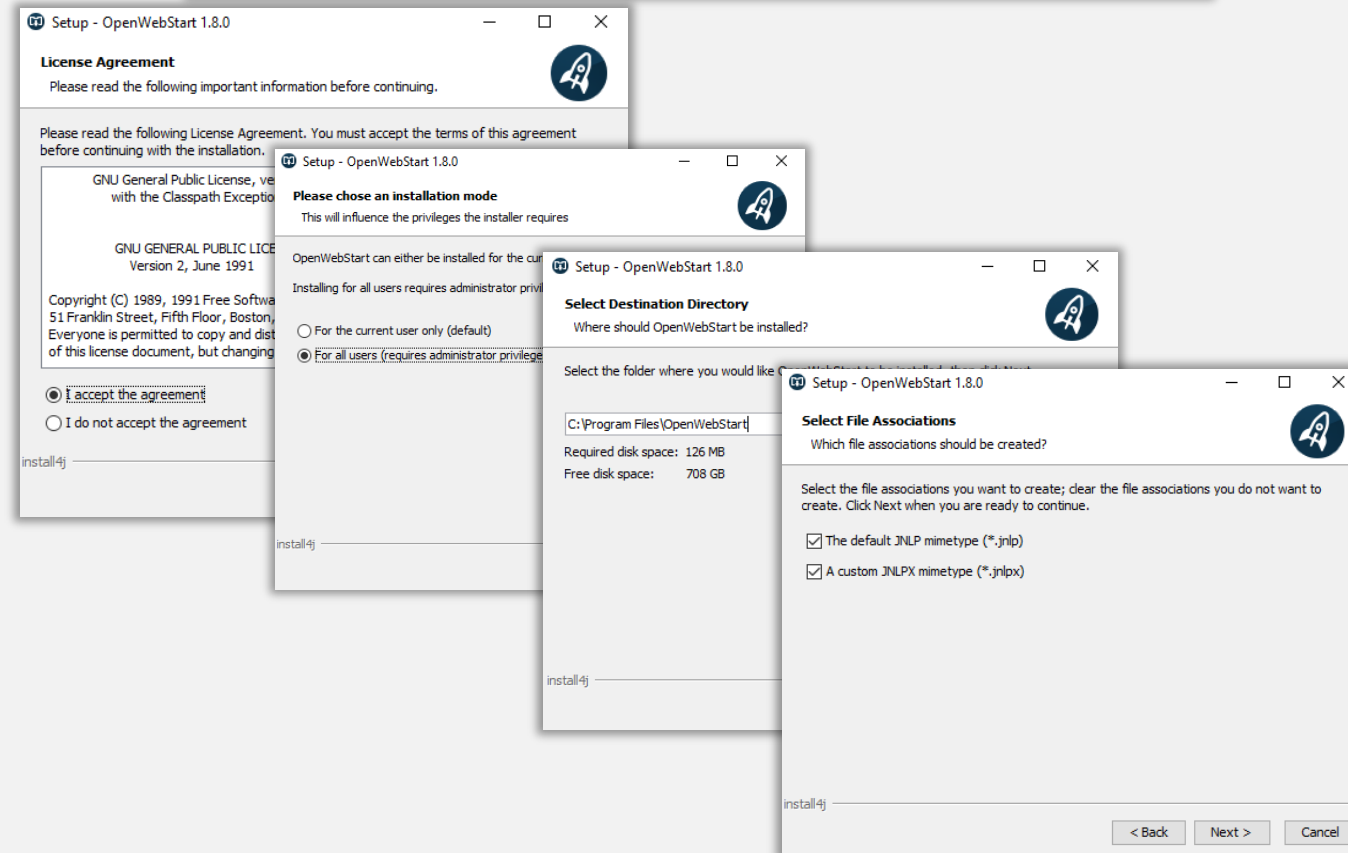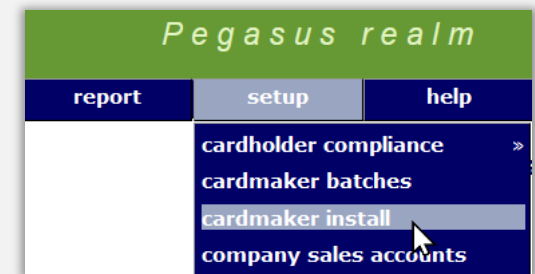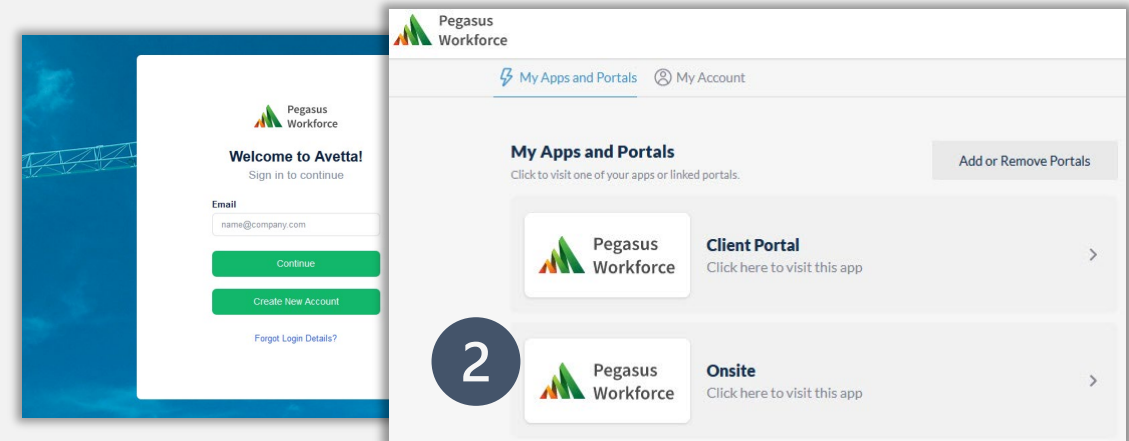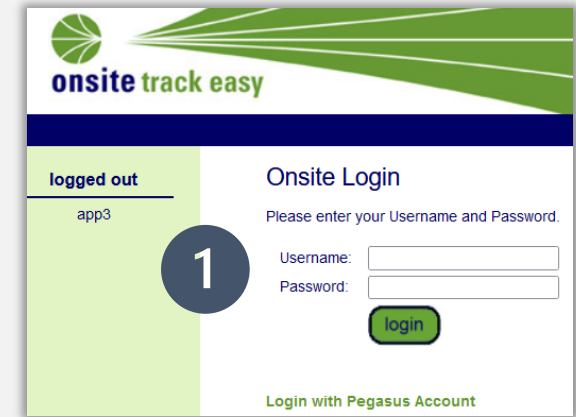
OpenWebStart_windows-x32_1_8_0.exe

macOS

Compatibility:
macOS 10.15 (Catalina) or higher (*)

OpenWebStart_macos-aarch64_1_8_0.dmg

OpenWebStart_macos-x64_1_8_0.dmg

Setup - OpenWebStart 1.8.0

License Agreement
Please read the following important information before continuing.

Please read the following License Agreement. You must accept the terms of this agreement before continuing with the installation.

GNU General Public License, ve
with the Classpath Exceptio

GNU GENERAL PUBLIC LICE
Version 2, June 1991

Copyright (C) 1989, 1991 Free Softwa
51 Franklin Street, Fifth Floor, Boston,
Everyone is permitted to copy and dist
of this license document, but changing

◉ I accept the agreement
○ I do not accept the agreement

install4j

Setup - OpenWebStart 1.8.0

Please chose an installation mode
This will influence the privileges the installer requires

OpenWebStart can either be installed for the cu
Installing for all users requires administrator privi

○ For the current user only (default)
◉ For all users (requires administrator privileges

install4j

Setup - OpenWebStart 1.8.0

Select Destination Directory
Where should OpenWebStart be installed?

Select the folder where you would like

Select the folder where you would like

C:\Program Files\OpenWebStart

Required disk space: 126 MB
Free disk space: 708 GB

install4j

Setup - OpenWebStart 1.8.0

Select File Associations
Which file associations should be created?

Select the file associations you want to create; clear the file associations you do not want to create. Click Next when you are ready to continue.

☑ The default JNLP mimetype (*.jnlp)

☑ A custom JNLPX mimetype (*.jnlpx)

install4j   < Back   Next >   Cancel

Step 3

- With OpenWebStart installed, we move onto reinstalling Cardmaker.

- 1. Log into https://secure.onsitetrackeasy.com.au

- Or 2. Use your Gateway access to launch Onsite from your list of Portals.

- Once in Onsite Track Easy
  Navigate to Setup > Cardmaker Install and select it.

Step 4

- A Download page will mention it can cannot download Cardmaker.
- Click the "I have JRE" option to bypass the message.
- This is normal behavior for this screen. Click the Download & Launch button to save the install file.

- Navigate to your downloads folder.
- Right click on the CardmakerJnlpServlet file you downloaded and select "Open with".
- Scroll down to the bottom on this list and click the words "Look for another app on this PC".
- This will launch a new window.

Download and Launch Cardmaker

CANNOT DOWNLOAD CARDMAKER
The browser cannot access http://java.com - please correct this problem and try again.

The usual method for downloading Cardmaker requires access to the http://java.com web site. This web site is

Even though you cannot access the https://java.com web site, you may still download Cardmaker if you can gu

☑ I have JRE 6 Update 13 or later installed   **download & launch**

▶ If you have never downloaded Cardmaker or a newer version is available the latest version will be downloaded
  If you already have the current version, the download will be bypassed and Cardmaker will be launched using

▶ Cardmaker requires Java Runtime Environment (JRE) 11.0.20 or later to be installed on your computer.
  If you do not have an acceptable JRE installed, you will be prompted to install the latest JRE 11 version as part

▶ You do not need to return to this page to launch Cardmaker or to download future versions once a copy of Ca
  Cardmaker can be accessed from a shortcut on your desktop or from the Windows Start menu under Program
  No matter what location Cardmaker is launched from: your desktop shortcut, windows start menu or this page;
  available, the copy on your computer will be updated.

▶ Contact Pegasus Support if you have any questions about downloading or launching Cardmaker.

Name	Date modified
CardmakerJnlpServlet	6/09/2023 1:05 PM
NewCardmakerInstall	
OpenWebStart_windo	

Open with
☁ Move to OneDrive
↗ Share

How do you want to open this file?

🎨 Paint

Ⓢ Snagit Editor

🔺 VLC media player

VMware Player

▶ Windows Media Player

W Word

WordPad

Look for another app on this PC

Step 5

- **Navigate to where OpenWebStart is installed.**
- **If you kept the defaults as listed in step 2 it is Program Files > OpenWebStart.**
- **Select the "javaws.exe and then press Open.**

- **This will launch the OpenWebStart program and a number of prompts may appear, depending upon your computer's configuration.**

- **You might be prompted to approve certificates.**
- **Select "Always trust content from this publisher" and press Yes to continue when prompted.**
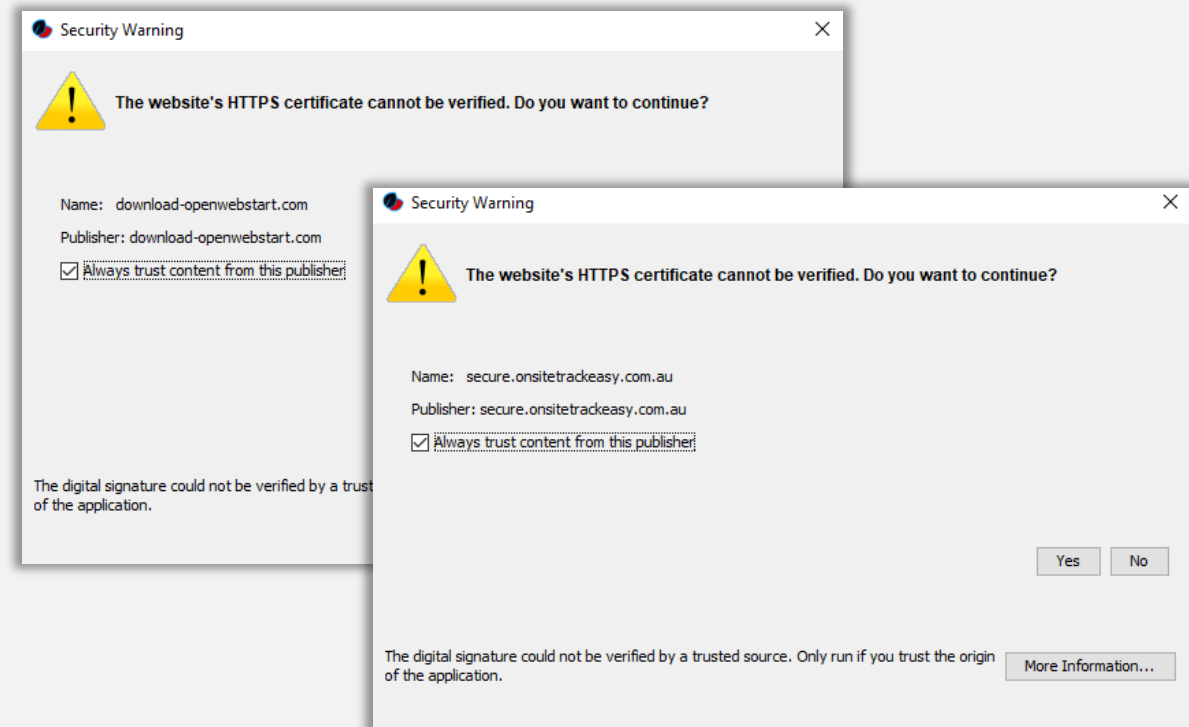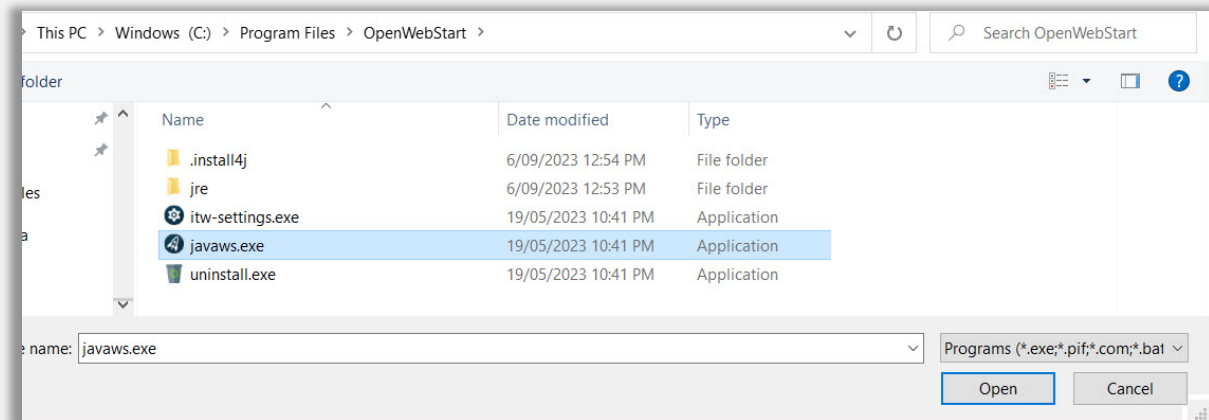
Step 6

- OpenWebStart might download an updated version of Java in order to run this application.

- A final screen will appear before Cardmaker opens. Ensure to select both tick boxes and then press Ok. This will store links to Cardmaker for easy access.

- Congratulations!
- Cardmaker will now launch and display its new version, 3.0.
- Ensure you are logging to this still with your Onsite Track Easy Username and password and *NOT* your Workforce account, as Cardmaker does not accept Workforce Account logins.
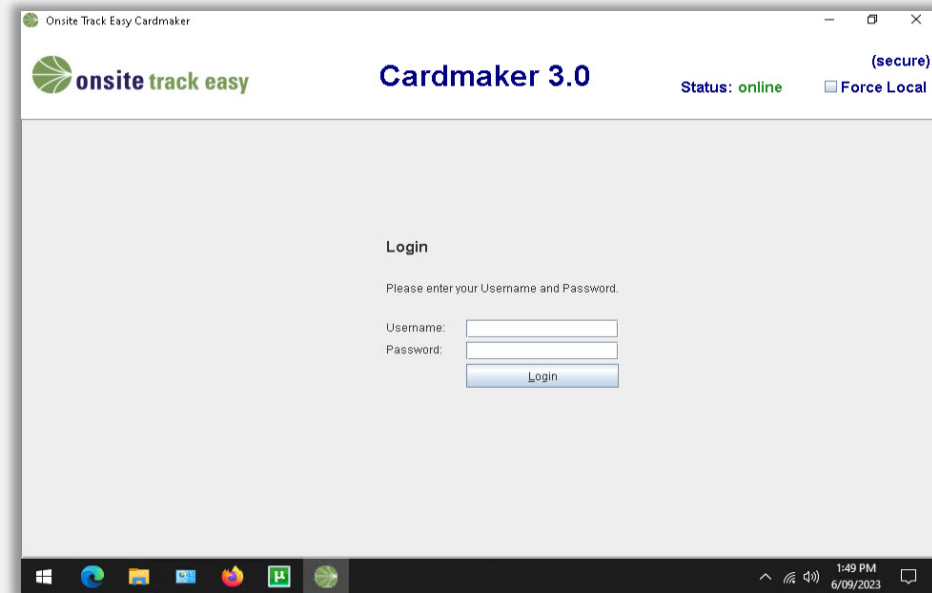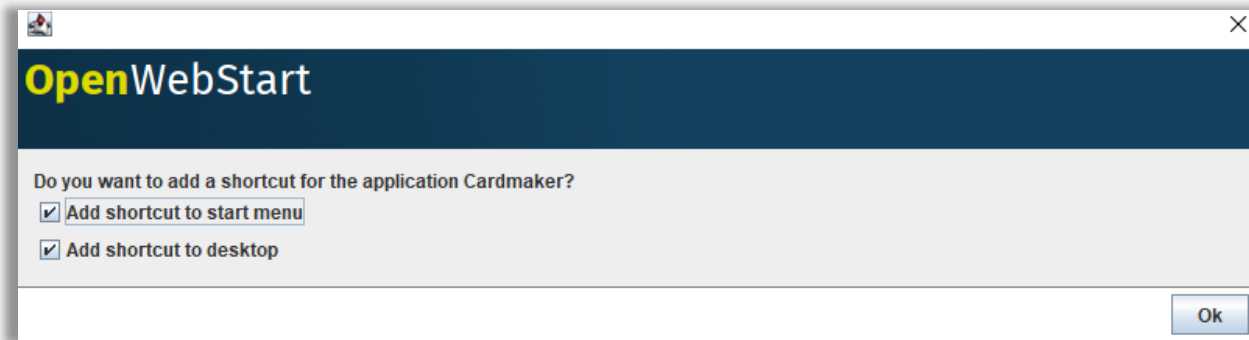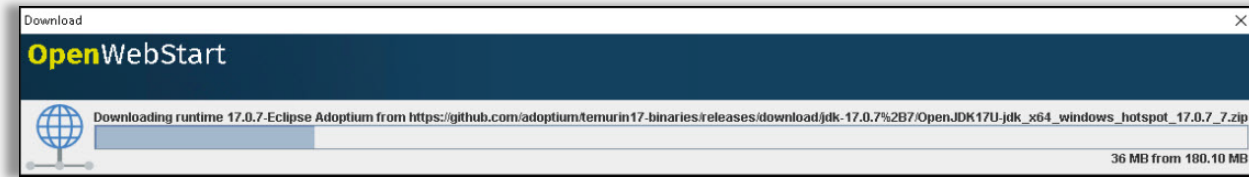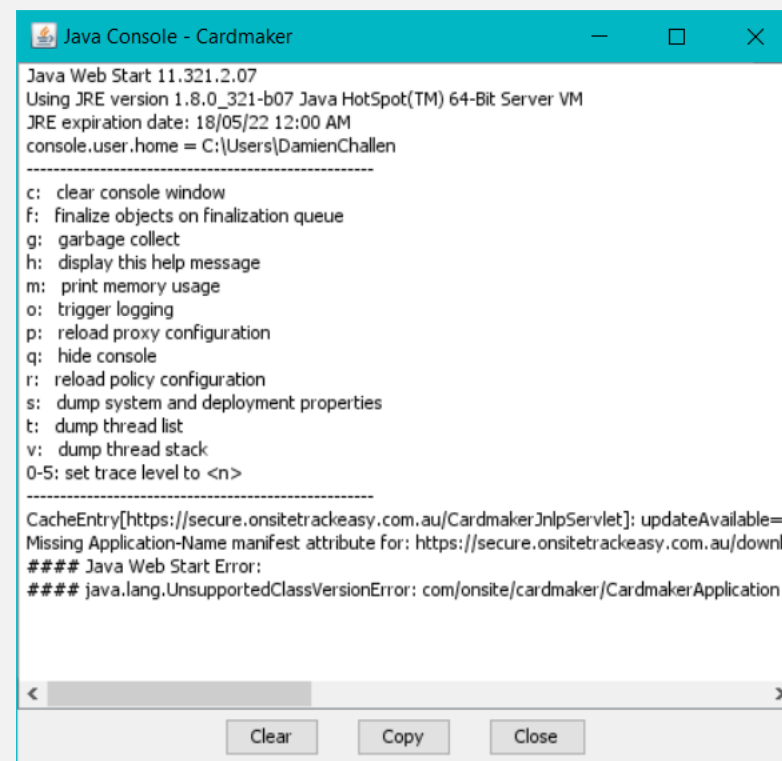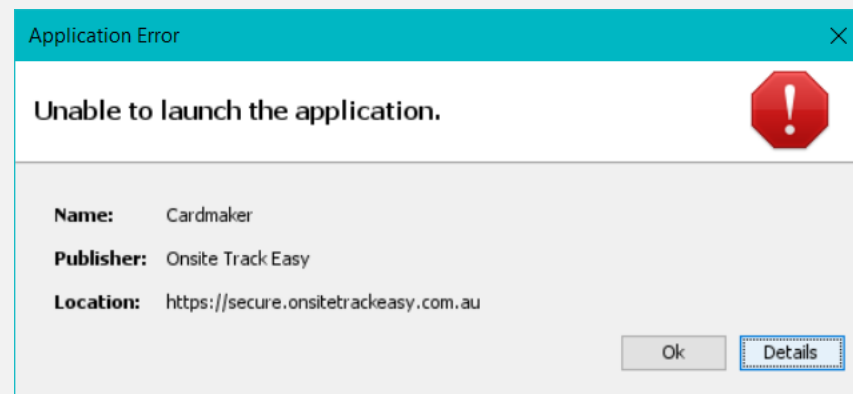
Troubleshooting

Troubleshooting

- An "Unable to launch the application "message can appear if it was not able to successfully run Cardmaker.
- Click the Details button to find out more information which you can give your IT Support team to investigate further (bottom right image)

- Note the removal of JAVA from your computer and then following the install steps will ensure OpenWebStart will successful linking and load Cardmaker. So if JAVA was not uninstalled, please follow that process first.

- If the installer was not successful, or unable to compete download the required files this could be because:
- Network Firewall Permissions
- Antivirus Settings
- Ad-Blocker Settings
- Discuss with your IT Support team to resolve before calling Avetta

Application Error

Unable to launch the application.

Name: Cardmaker
Publisher: Onsite Track Easy
Location: https://secure.onsitetrackeasy.com.au

Ok   Details

Java Console - Cardmaker

Java Web Start 11.321.2.07
Using JRE version 1.8.0_321-b07 Java HotSpot(TM) 64-Bit Server VM
JRE expiration date: 18/05/22 12:00 AM
console.user.home = C:\Users\DamienChallen
----
c: clear console window
f: finalize objects on finalization queue
g: garbage collect
h: display this help message
m: print memory usage
o: trigger logging
p: reload proxy configuration
q: hide console
r: reload policy configuration
s: dump system and deployment properties
t: dump thread list
v: dump thread stack
0-5: set trace level to <n>

CacheEntry[https://secure.onsitetrackeasy.com.au/CardmakerJnlpServlet]: updateAvailable=tr
Missing Application-Name manifest attribute for: https://secure.onsitetrackeasy.com.au/downlo
Java Web Start Error:
java.lang.UnsupportedClassVersionError: com/onsite/cardmaker/CardmakerApplication h

Clear   Copy   Close

Troubleshooting

- It might load this initial banner if it detects some prior security settings for Java on your computer. Once you select "I accept the risk" and continue, it should proceed through the install process.

- If you have an older version of Java installed, or did not remove it, it will prompt for this to be updated. Choose update and OpenWebStart should progress as normal through the install.

- If your previous version of java is still on your computer, you might also get this message, try "Run with the latest version" . It might not let you continue.