CARDMAKER USER GUIDE

Version December 2022

Full Guide

Install, Navigate and Print cards for your workers with Troubleshooting tips included

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Requirements

To use Cardmaker you need the following:

- Your Onsite Track Easy User permissions must have the 'Can Print Cards' user right enabled. See this site for information about user permissions in Onsite Track Easy.

- Card Printer requires a compatible card printer such as the Magicard 300. This printer is recommended with the optional built-in magnetic strip encoder.

- Contact Onsite Support if additional card printer support is required.

- Java Cardmaker requires Java Runtime Environment (JRE) 1.6 (or later) to be installed on your computer. This can be automatically installed during the download and launch process described below.

- Use Mozilla Firefox or Edge browser to Download Cardmaker installer program, and use in Onsite Track Easy as well when downloading Cardmaker Print Jobs

Download and Launch

Cardmaker is downloaded and launched from Onsite's site web with the Cardmaker install command on the setup menu:

If you have never downloaded Cardmaker, or if a newer version is available, the latest version will be downloaded to your computer and launched. If you already have the current version, the download will be bypassed and Cardmaker will be launched using the copy residing on your computer.

Cardmaker is downloaded and launched using Java Web Start which requires Java Runtime Environment (JRE) 1.6 or later to be installed on your computer. If you do not already have it you will be prompted to install JRE 1.6 as part of the Cardmaker download and launch process.

Here is the page that appears when you use the Cardmaker command in the Onsite web:

Click the download & launch button to commence the download process. It's important that you have shortcuts on your computer after this process so you can launch Cardmaker in future without needing to access the Onsite web. The shortcuts would typically be on your desktop and in your Windows start menu. Just how the shortcuts are created depends on

various settings in your computer's configuration. If you are prompted to install shortcuts during the download, please accept the offer. If you are not prompted to install shortcuts they may be installed by default. When the download has completed, check for shortcuts, and if you don't have them, please see the shortcut installation section below.

You don't need to return to the download & launch page to launch Cardmaker or to download future versions once a copy of Cardmaker resides on your computer. Each time you run Cardmaker from the shortcuts on your computer it will check the Onsite web, and if a newer version of Cardmaker is available it will be installed on your computer and then run.

Shortcut Installation

The Cardmaker shortcuts may not be installed on your computer due to incompatible Java settings. If you have successfully downloaded and launched Cardmaker but have no shortcuts on your desktop or in your Windows start menu, please try the following.

 Go to the Windows control panel and select "Add or Remove Programs". Select the "Cardmaker" application and remove it. Close the "Add or Remove Programs" dialog.

Back in the Windows control panel select "Java". On the Advanced tab expand the Shortcut Creation tree using the plus sign. Select "Prompt user if hinted" and then "Ok". Close the control panel.

In the Onsite web try to download & launch Cardmaker again and see if the shortcuts are created.

Connection Mode (Online vs Local)

Cardmaker can operate with or without an internet connection. When you have a connection, it runs in online mode and uploads new and edited data to the Onsite database immediately when you save it.

When you don't have a connection, it runs in local mode and stores any data changes locally until you have a connection, at which time it automatically uploads them.

Printer Setup

This chapter deals with printer setup for the following supported printers. Please follow each printer's manufacturer's instructions for loading ribbons and cards and performing maintenance on the printer.

Magicard Rio2e

Magicard RioPro

Magicard RioPro360

Magicard 300

Printer Driver and Name

Cardmaker includes its own drivers for the supported printers so you don't need to install proprietary drivers. You will need a generic text driver instead. In Windows this is done on the "General" tab of the printer properties dialog and the driver to choose is "Generic, Generic/Text Only".

After installing the driver, you must change the printer's name because Cardmaker uses the name to decide which printer driver it can use to print cards. Use the printer properties dialog to change the name of the printer to include the following text fragments so Cardmaker can detect the printer.

Please contact your local IT support representative if you need assistance with this process.

Magicard Rio2e

Printer name must be called "Cardmaker Rio 2e"

Magicard RioPro

Printer name must be called "Cardmaker Rio Pro".

Magicard 300
Printer name must be called "Cardmaker Rio Pro 360". This naming convention does not match the others but is needed for the printer to be detected correctly.

Magicard RioPro360
Printer name must be called "Cardmaker Rio Pro 360".

Installing Generic Printer Driver for all except Magicard Rio Pro 360 and Magicard 300 Printer

Following is an example set of installation steps for installing a printer with the generic

- Connect printer via USB to your computer and turn it on.

- The 'Welcome to the Found New Hardware Wizard' dialog should pop up with the message: 'Can Windows connect to Windows Update to search for software?'. Select 'No, not this time' then 'Next'.

- The next page in the wizard should be titled: 'This Wizard helps you install software for: Magicard Rio Pro' (with printer name specific to the printer you are installing). It prompts you to insert an installation disk. You do not need to do this. Select 'Install from a list or specified location (Advanced)' and hit 'Next'.

- The next page in wizard should be titled: 'Please choose your search and installation options.' Select 'Don't search. I will choose the driver to install.' and hit 'Next'.

- Select 'Printers' and hit 'Next'.

- In the 'Manufacturer' table select 'Generic'. In the 'Printers' table select 'Generic / Text Only' and hit 'Next'.

- You may get a popup stating, 'Installing this driver is not recommended because Windows cannot verify that it is compatible with your hardware…Do you want tocontinue installing this driver?'. Select 'Yes'.

- Click 'Finish'.

- Go to the 'Start' menu and select 'Printers and Faxes'. Right click on the printer you just installed which should be named 'Generic / Text Only'. Select 'Properties' and change the printer name on the "General" tab to the appropriate printer name listed above.

Troubleshooting Printer Driver

If you previously have an existing printer installed with the proprietary driver and you changed the driver to be "Generic, Generic/Text Only" and you cannot print cards from Cardmaker please try the following:

- Disconnect the printer USB cable from your computer.

- Turn the printer off.

- Delete all print jobs from the queue for the printer.

- Delete the printer from the list of printers.

- Turn the printer on.

- Connect the printer USB cable to your computer.

- The "Welcome to Found New Hardware Wizard" will be displayed:

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- Can Windows connect to Windows Update to search for software? > No, not this time.

- This wizard helps you install software for printer Install from a list or specified location (advanced)

- Please choose your search and installation options > Don't search. I will choose the object to install.

- Hardware Type Printers

Add Printer Wizard Manufacturer:

- Generic Printers: Generic / Text Only > Update Driver Warning Yes, to continue installing driver. > Finish

- Follow the steps in the previous section for changing the printer's name.

For Magicard Rio Pro 360 and Magicard 300 Printer

Magicard Rio Pro 360 - Install the Supplied Windows Drivers as per Microsoft Windows Recommendations.
Ensure the printer is called "Cardmaker Rio Pro 360" under the Printer Settings otherwise it will not be detected by the Cardmaker software.
Magicard 300 Printer – plug in by USB and let windows install the detected printer driver. This should be the Magicard 300 windows driver

Loading Blank Cards

Follow the printer manufacturer's instructions for loading cards.If you are using a printer with a built-in magnetic stripe encoder, please load the cards in thehopper with the magnetic stripe facing downwards and near the rear of the printer.

If you are printing a batch of proximity cards, pay attention to the order you place the cardsinto the hopper. Try to use cards with consecutive Prox ID values and place them into the hopper with the Prox ID values in sequence. Put the lowest Prox ID at the bottom and the highest at the top. This will allow you to efficiently complete card print records for the batchby using the auto-fill Prox ID feature.

User Interface

The user interface consists of a header panel stretching across the top of the application and a page panel below the header:
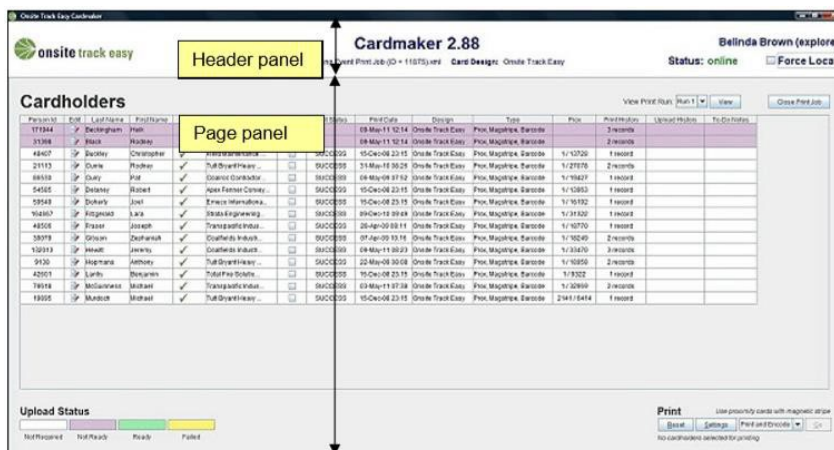
The same header panel appears right throughout Cardmaker, while there are four versions of the page panel:

- Login

- Switchboard

- Cardholders

- Card Print Batch

Each of these pages may launch dialogs where additional data can be viewed or entered.

Cardmaker makes extensive use of the mouse. Click to select elements on the page, hover over columns to see tips, right-click cells for popup menus and click buttons to activate them.

Header Panel

The header panel is always visible whilst you are using Cardmaker. It contains the application title and other data as shown below:
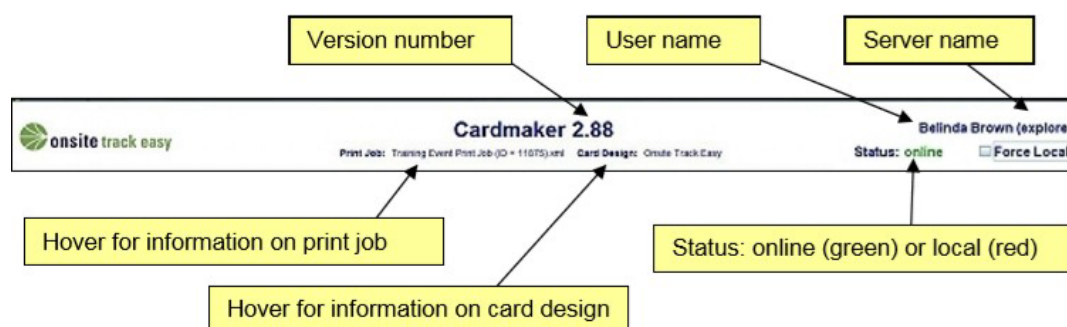
Version Number

The version number is listed in the Cardmaker title in the centre of the header panel. When you hover over the title a popup display the current software version deployment tag. Onsite Support might request the version or tag number if you are having problems with Cardmaker.

Print Job

Hover over the print job name with the mouse to see a popup dialog showing the following details:

- Print job type (cardholder, training event or batch).
- The date and time print job was created and by who.
- The date and time the training event will be held (training event print jobs only).
- The name of the site the training event is for (training event print jobs only).

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- The name of the venue where the training event will be held (training event print jobs only).
- The name and id of the training event (training event print jobs only).

Card Design

Hover over the card design name with the mouse to see a popup dialog showing an image of the card design template that will be used to print cards. The type of card to be used for printing from this print job appears to the right of the template image.

User Name

The current user's first and last name will appear to the left of the Server Name on the top line once you have opened a print job.

Server Name

The server name appears in brackets at the top right of the header. This identifies which Onsite database the Cardmaker data will be uploaded to. In all cases it should be "secure" or "explore".

If they have not passed due to non-attendance or failure to meet the requirements for a pass, enter the details that match the reasoning as closely as you can.

Status

This setting indicates whether or not you have an internet connection to the Onsite server. Online mode means there is an internet connection, and local mode means there isn't. Cardmaker can operate in either mode and it automatically checks for an internet connection every 2 minutes and updates the status in the header panel. You can force it to check immediately at any time by clicking the current status label.

Force Local

If you are having trouble with an internet connection that keeps dropping out you may improve the operation of Cardmaker by forcing it to stay in local mode. Tick the force local checkbox to stop the automatic connection checks. No data changes will be uploaded to the Onsite database while operating in this mode. When you are happy that your internet connection is functioning correctly untick the checkbox to return to online mode and upload any data that is ready.
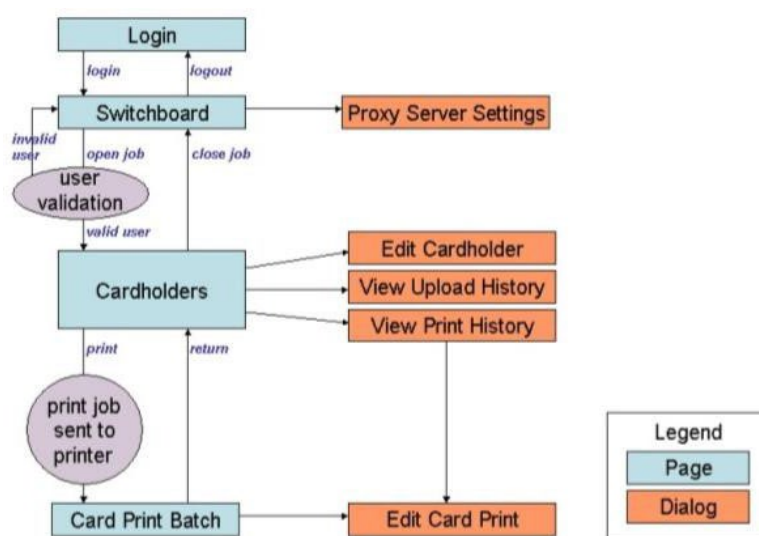
Page Panel

The page displayed in this panel changes as you navigate through the application. Only one of the following pages will be displayed at a time:

- Login
- Switchboard
- Cardholders
- Card Print Run

Navigation

The following diagram shows how to navigate through the Cardmaker user interface to various pages and dialogs of interest:


Login Page

When you first launch Cardmaker the login page is displayed. Enter your Onsite username and password and click the login button. This will take you to the switchboard page regardless of what you enter. The username and password aren't validated until you try to open a print job:
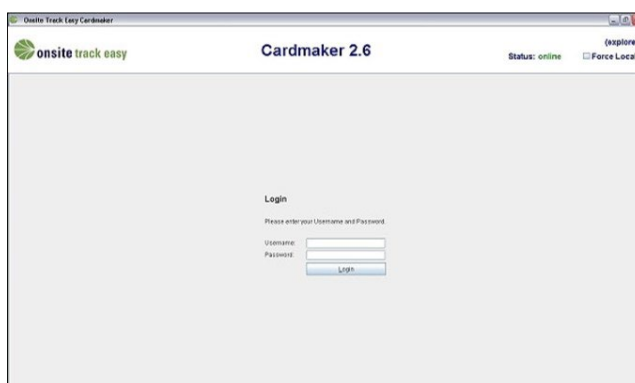
Switchboard Page

The switchboard page is seen after logging in and after closing a print job:
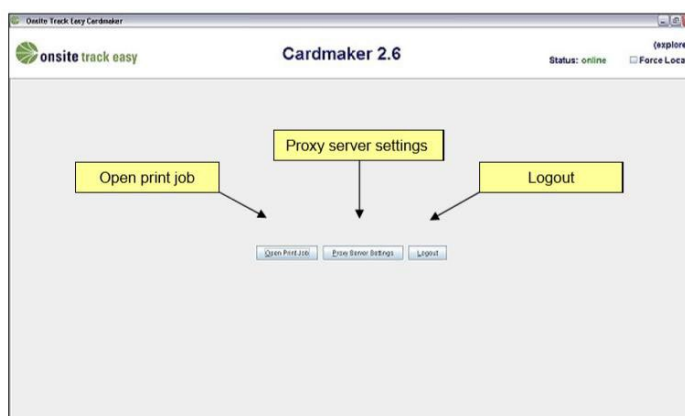
Open Print Job

Use this button to browse for a print job to open.

Cardmaker will only let you open print jobs that you have been added to as a user. If you have permission to open a print job you will be taken to the Cardholders page (see below). Otherwise you will see the following message and will remain on the switchboard page:
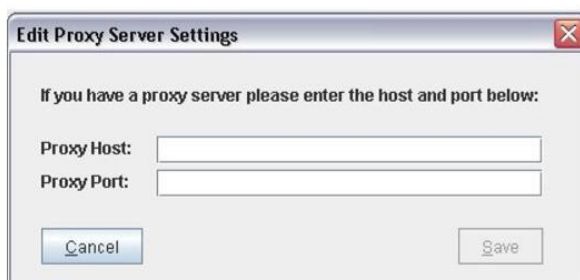

After successfully opening a print job your first and last name will appear in the header panel.

Proxy Server Settings

If you are in a location that uses a proxy server to connect to the Internet you will need to set the proxy server host name and port number in Cardmaker so it can connect to the Internet to upload data changes when required. Click the Proxy Server Settings button to access these settings. These are not saved in Cardmaker so please enter each time you use it, if required:

Logout

The logout button will logout the current user from Cardmaker and redirect to the login page.

Cardholders Page

This page will be shown after successfully opening a print job.

It shows information on the type of print job and displays a cardholder table with a row for every cardholder in the print job.

The table contains entry points for editing individual cardholder first names, last names, photos, to-do notes, card print history and for viewing a cardholder's upload history.

This page can be used to print cards for one or more cardholders in a single batch.
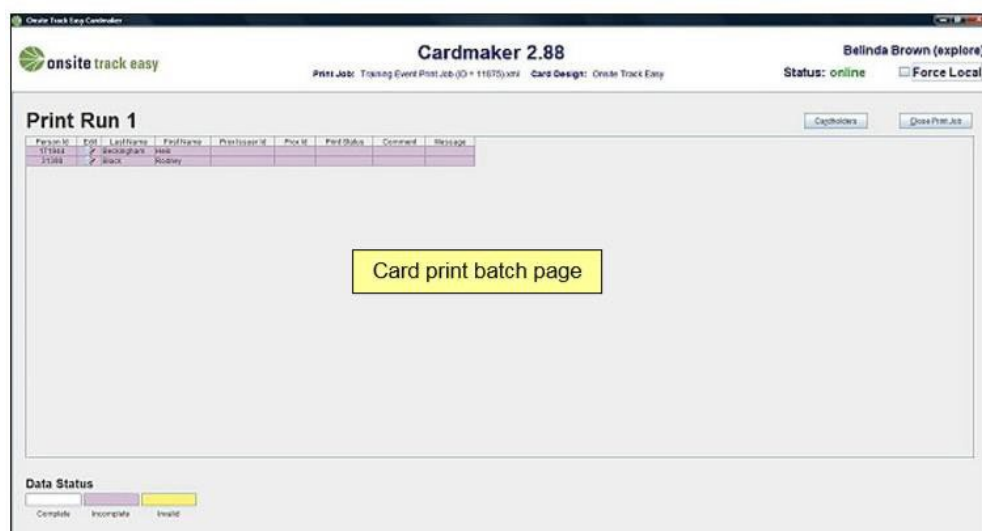
Here is an example:
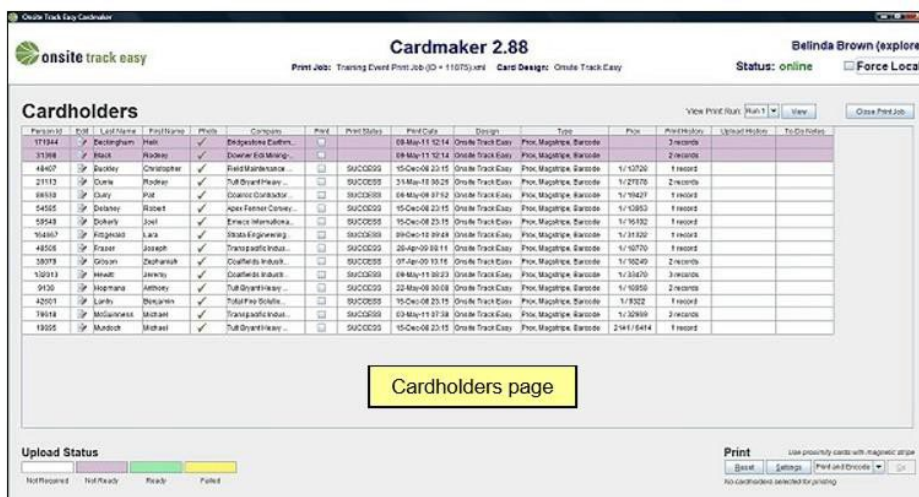
Card Print Run Page

This page appears after a card print run has been sent to the printer from the Cardholders page.

It shows information on the type of print job and displays a card print run table. Each row contains a card print record for an individual cardholder. These records need to be completed by the user.

Print Jobs and the Onsite Web

A print job is a file containing a snapshot of card design and cardholder data from the Onsite database. It is downloaded from the Onsite site web and can be opened in Cardmaker either in online or local mode for batch card printing and photo uploads. See the Site Web User Manual for additional information on the commands in this chapter.

There are three types of print jobs:

- Cardholder (for an individual cardholder)
- Training Event (for all cardholders in a training event)
- Batch

Creating

Print jobs are created and then downloaded from the Onsite site web.

They can only be created by Onsite users with the site user right can print cards. Some card designs require a cardholder to have at least one of a set of required competencies. Print jobs can only be created if there is at least one cardholder in the print job with the required competencies.

Cardholder Print Job

Display a cardholder's view page and click the photo & card button to access the following page. Use the create Cardmaker job button to create a print job for the cardholder or use the join Cardmaker batch button to add this cardholder to an existing batch print job:

Training Event Print Job

Display a training event's view page to access its create Cardmaker job button as shown below. Use the button to create a print job containing all of the cardholders in the training event with the required competencies for card printing (if this is a requirement for the card design).

Cardholders on the waiting list will not be included in the print job:

Batch Print Job

Batch print jobs allow users to manually add and remove cardholders to and from jobs. These types of print jobs are saved in the Onsite database and allow users to come back and modify them at any time up until the point when they are downloaded. Once the print job has been downloaded no further changes are possible. This includes adding and removing cardholders and users.

A batch print job search page is available from the Cardmaker batches command on the setup menu. You can search for batch print jobs containing a specific cardholder by entering an Onsite ID or leave it blank to list all print jobs. New batch print jobs can be created from this page using the add button or existing print jobs can be viewed by clicking the print job name link:

Cardholders can be added to a batch print job from:

- The join Cardmaker batch button on a cardholder's photo & card page.
- The add button on the cardholders' tab of the print job view page.
- The site web home page if any incomplete online training actions are displayed.

Viewing

When you create a cardholder, training event or batch print job you will be taken to the print job view page which consists of four tabs:

- General
- Design
- Cardholders
- Conflicts

General Tab

The general tab shows details such as what type of print job it is and who created it. It also contains a list of all users who will be able to open the print job in Cardmaker. You have the option of adding or removing users. If it is a batch print job user changes are only permitted if the print job has never been downloaded.

Use the download button to download the print job to your computer. Do not download it until you have added all the users who will need to print cards from this job in Cardmaker:
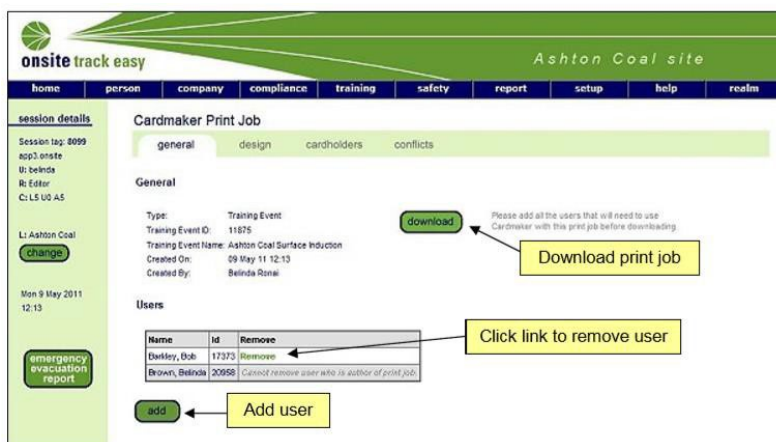
Design Tab

This tab shows the card design that will be used when cards are printed in from this print job. The three fields Proximity Card, Magnetic Stripe and Bar Code indicate what type of card to use.

A Prerequisites section will appear below the card image if the design contains competency, custom list or legacy based elements. If a card design has prerequisites then a card can only be printed if:

- A person has one or more of the prerequisite competencies current

- A person has a value set for each prerequisite custom list

- A person has a non-blank prerequisite legacy value

Cardholders Tab

This tab shows a listing of all cardholders contained within the print job. Cardholders are automatically added to cardholder and training event print jobs upon print job creation. Cardholders can be manually added and removed from batch print jobs:
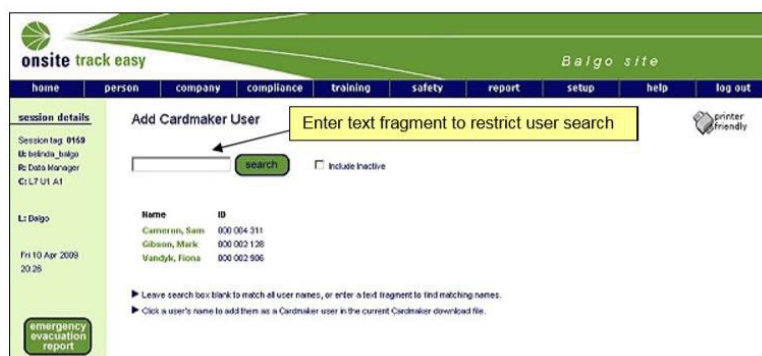

Conflicts Tab

This tab shows a listing of all cardholders in print job who do not meet the card design prerequisites and why. If there are any conflicts then the print job will not be able to be downloaded until they are resolved. See page 19 and the Design Tab section for more information on why a cardholder may not meet the card design prerequisites.

Managing Users

Users are encoded in print jobs so Cardmaker can operate without an Internet connection. When creating a print job, you need to think about all the users who will need open it in Cardmaker and add them as users before downloading the job.

Users are added or removed from the job on the general tab.

Use the add button to search for users you wish to add to the print job. Only those users who have the can print cards user right will be listed. Use individual remove links to remove any users you have added to the job. You cannot remove yourself:

Print Jobs and Cardmaker

This section looks at how print jobs are used within Cardmaker. See page 17 for more information on creating print jobs.

Opening

From the switchboard page use the open print job button to browse for a print job to open (see page 15). You will only be able to open a print job if you were added to that job as a user when it was created in the Onsite web.

Viewing

After opening a print job, the cardholders page appears with a row of data for every cardholder in it. There are three main components on this page:

- Cardholder Table
- Print Controls
- Button Bar

Cardholder Table

The cardholder table contains a row for every cardholder in the print job. The cardholders are sorted by last name then first name. If you edit a cardholder's first or last name the list is not re-ordered.

You may re-sort the data based on any column by clicking in the header cell. Each mouse click clears the sorting status of all columns and advances the sorting status of the selected column through three values:

- Not Sorted

- Sorted Ascending

- Sorted Descending

Then it goes back to "Not Sorted" again. Control-click and control-shift-click can be used to do compound searches (i.e. the sorting status of all columns is not cleared before sorting the selected column. This enables sorting on multiple columns).

Each row contains the following columns:

- Person ID - Onsite person ID.

- Edit - Click the edit icon to edit cardholder first name, last name, photo and to-do notes.

- Last Name - Value can be edited by clicking the cardholder's edit icon.

- First Name - Value can be edited by clicking the cardholder's edit icon.

- Photo - Tick/cross/P displayed depending on whether the cardholder has a photo. A tick means they have a cardholder photo, a P means they have a pending photo. Hover over the cell to preview the photo if there is one. A new photo can be added or an existing one replaced by clicking the cardholder's edit icon.

- Print - Toggle checkbox to select/deselect cardholder for printing. Only cardholders with photos can be selected. A pop-up menu can be displayed by right-clicking anywhere in this column to select all, select all with no card or select none.

- Print Status - The status of the cardholder's most recent card print. Possible values are: 'SUCCESS', 'FAIL' or 'NEVER PRINTED'.

- Print Date - The date the cardholder's most recent card was printed. Cell contents will be blank if a card has never been printed for this cardholder.

- Design - The design used on the cardholder's most recent card print.

- Type The type of card used for the cardholder's most recent card print; whether the card used was a proximity card, and/or the card had a magnetic stripe and/or barcode was printed on card.

- Prox - Only appears if the print job's card design is for a proximity card. The format of data in the cell is 'Prox Issuer Id / Prox ID'. Cell contents will be blank if a card has never been printed.

- Print History - Displays number of cards printed. Cell contents will be blank if a card has never been printed. Click the cell to display a dialog showing the cardholder's entire card print history if they have at least one card print record.

- Upload History - Displays number of data changes uploaded to the Onsite web from this print job. Cell will be blank if no uploads have occurred. Click the cell to display a dialog showing the cardholder's entire upload history for this print job if there is at least one upload record.

- To-do notes - Displays any notes recorded by users of Cardmaker outlining tasks remaining to be completed for this cardholder. Value can be edited by clicking the cardholder's edit icon.

Each row in the cardholder table is colour coded according to the Upload Status legend. The four possible upload statuses are:

- Not Required Data matches Onsite database and no upload is required.

- Not Ready Data is incomplete so is not ready for upload. The cardholder will have at least one incomplete card print record. All incomplete card print records need to be completed before a cardholder will become 'ready' for upload. By viewing the card print history you will be able to edit any incomplete card print records.

- Ready Data is complete and ready for upload but upload is not possible as Cardmaker is operating in local mode (no internet connection). You will need to open this print job in Cardmaker again once you are in a location where there is a connection to the Internet so all data can be uploaded to the Onsite database.

- Failed The latest upload for this cardholder failed. This is most likely due to the cardholder having a card print record which contains a prox conflict. You will need to resolve this conflict before the cardholder can be uploaded. By viewing the card print history you will be able to edit any card print records containing prox conflicts.

Print Controls

This panel of controls is used for configuring the card printer and to send it a card print batch.

Button Bar

This is a toolbar containing tools to view print run records for a specific print run and to close the print job:

- View Print Run If there have been any print runs conducted then at any time you can go view print run records from a specified print run by using this tool.

- Close Print Job Button allows you to close the print job as the name suggests and you will be returned to the Switchboard page. You will be prompted to make sure any changes have been uploaded to the Onsite database before closing the print job.

Editing Card Prints

You can edit cardholder data and card print data in Cardmaker.

Cardholder Data

Click a cardholder's edit icon on the cardholders' page to display this dialog:

Type your edits directly into the first name, last name and to-do notes fields.

If the cardholder has a photo it will be displayed with a replace button. If not, there will be an add button instead. Either button launches ImageMate which is explained below.

When you change anything in this dialog the reset and save buttons become active. Use reset to roll back any unsaved changes. Use save to close the dialog and save any data changes.

Using ImageMate

ImageMate sizes and crops photos to suit Onsite's format so you can save them in the database for use on Onsite cards and logpoint stickers. Click the add or replace button in the Edit Cardholder Dialog (see above) to launch ImageMate:
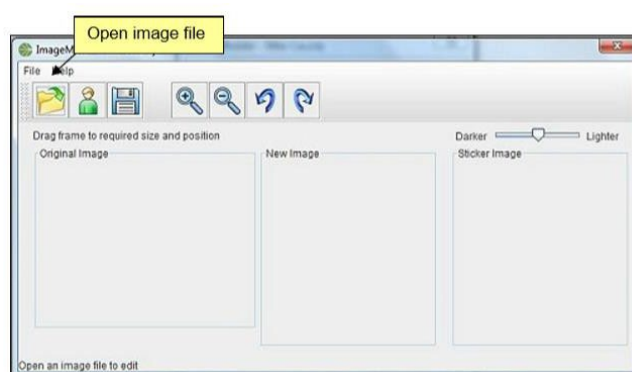
Click the folder icon to open a photo image file from your computer's file system containing the cardholder's head and shoulders or click on the person icon to open a pending photo image from the Cardmaker print job file. Pending photos are uploaded into Onsite as is and have not undergone any manipulation with ImageMate.

It's recommended that you use a photo showing a larger area than you want on the card so you can use the ImageMate wireframe to frame, crop and size it for you, as shown below:
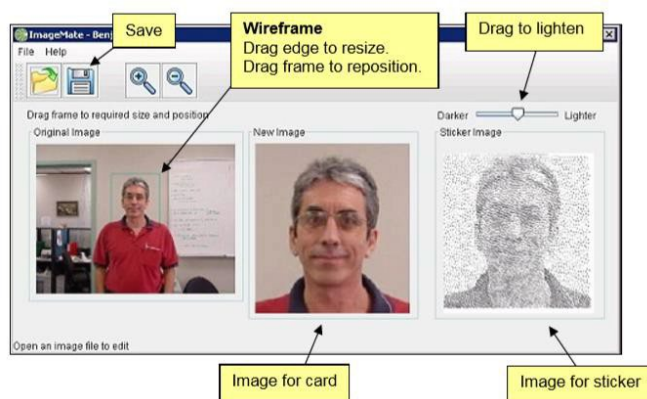
To frame the part of the photo you want to upload, drag any edge of the wireframe on the original image. Drag the whole wireframe to reposition the image. You can monitor these changes in real time by looking at the new image, which is what will be uploaded for printing on the card.

The same image also appears as the sticker image and that is what will be uploaded forprinting on the logpoint sticker. Generally, the sticker will print better if this image is a bit lighter rather than darker, so the slider control is provided to adjust its brightness level.

When you have the two output images looking the way you want them, click the disk icon to replace the image file in the Edit Cardholder Dialog. Taking Photos for Onsite It's very important that the original image used has sufficient quality to generate high quality card and

It is strongly recommended that the following guidelines be followed in all cases:

- Lighting - Ensure the subject is well lit, which usually means using a flash and taking the photo from no more than 3 metres away from the subject.

- Apparel - Remove headgear, dark glasses and any other apparel which will prevent the person's head and shoulders from being clearly seen for identification.

- Background - Position the person's head and shoulders in front of a plain, light coloured background.

The example shown in the preceding diagram illustrates all these points.

Card Print Data

A cardholder's card print history can be viewed by clicking in their print history cell on the cardholder page. Here is an example of the history window that pops up:

The card print history table contains a row for every card printed for this cardholder in order from the earliest to the most recent.

Each row corresponds to an individual card print record and has the following columns:

- Date Printed - Date the card was printed.

- Edit - Click an edit icon to edit a card print record (see below). It can only be edited if it was created in the current print job. Historical records exported from the Onsite database do not have edit icons and cannot be edited. They are provided for reference only.

- Design - The card design of the card printed.

- Type - The type of card printed: proximity; magnetic stripe; barcode.

- Prox Issuer ID (only appears for print jobs including a proximity card design) - The Prox Issuer ID. May appear as n/a if card print is not for a proximity card.

- Prox ID (only appears for print jobs including a proximity card design) - The Prox ID. May appear as n/a if card print is not for a proximity card.

- Print Status - The print status of the card print. Possible values are: 'SUCCESS' or 'FAIL'.

- Comment - Comment about the success or failure of the card print.

- Message - Why a card print failed to upload to the Onsite database. Blank if there has been no failure.

Each row is colour coded according to the Data Status legend, i.e.:

- Complete - Card print record data is complete.

- Incomplete - Card print record is incomplete. More details are given in the following section below.

- Invalid - Card print record has failed to upload due to a prox conflict.

Incomplete Data

Incomplete card print records for a cardholder prevent any data for the cardholder from being uploaded to the Onsite database. A card print record is defined as incomplete if:

- The print job is for a proximity card design and either the Prox Issuer ID or Prox ID are blank.

- The print job status has been set to FAIL and no comment has been entered.

As part of the process of printing cards you must ensure that all card print records are completed so they can be uploaded to the Onsite database. This is particularly important when you are printing proximity cards. Unless card print records are completed and uploaded to the Onsite database with accurate Prox ID values, the prox cards will not be recognised by Onsite proximity readers.

Edit Card Print Record Dialog

The Edit Card Print Record dialog can be accessed from the card print history or from the card print batch page:

After sending a print job to the printer, if you set the print status to FAIL you will need to enter a comment. If you set the status to SUCCESS and the print job was for a proximity card you will need to enter a unique Prox Issuer Id and Prox ID pair. You will not be able to enter a prox pair that has already been used within the print job, but Cardmaker cannot check your entries against all print jobs in Onsite until it attempts to upload the record. If a prox conflict exists then the card print record will not be uploaded and an Upload Errors dialog will pop up.

Save and Upload

Whenever you edit cardholder data from a print job the change is automatically saved back into the print job file. If Cardmaker is currently online it will attempt to upload the change to the Onsite database if all data for the cardholder is complete. When an upload is in progress you will see the following progress dialog;
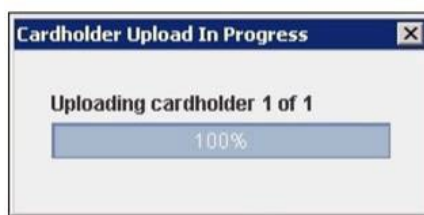
Because any changes are saved to the print job, please do not change the print job file location while using Cardmaker. You should be prompted for the new location of the print job if Cardmaker cannot find it when attempting to save.

Changes in Online Status

If you are working with Cardmaker in online mode and it changes to local mode because you have lost your Internet connection, no uploads will occur until it goes online again. Data will continue to be saved to the print job, so no information will be lost, and you can continue to use Cardmaker in local mode.

If you are in local mode and the online status changes to online mode, all records that are ready for upload will be uploaded immediately. While you remain in online mode any data changes will be uploaded immediately.

IMPORTANT: If you have finished using Cardmaker and it is in local mode, and you have cardholder records that are ready for upload you will need to open the print job in Cardmaker at a later date at a location where you have an Internet connection so all data can be uploaded to the Onsite database.

Upload History

Click a cardholder's upload history cell on the cardholders' page to view the person's upload history. Here is an example:

The upload history table contains a row for every parameter uploaded for this cardholder in order from earliest to most recent. More than one parameter at a time can be uploaded for a cardholder in a single upload. These parameters are assigned the same upload ID.

Each row contains the following columns:

- Upload ID - The ID of the upload. Used to identify upload.

- Date - The date and time the upload occurred.

- Parameter - The parameter uploaded. Possible values are 'FIRST_NAME', 'LAST_NAME', 'PHOTO' and 'CARD_PRINT'.

- Batch ID - The ID of the card print batch if the parameter uploaded was a card print.

- Message - Message returned from the Onsite database regarding the success or failure of the upload.

- Resolution - If the upload failed this contains a suggested resolution.

Each row in the upload history table is colour coded according to the Upload Status legend, i.e.:

- Success Parameter was uploaded successfully.

- Failed Parameter upload failed.

Upload Errors

If there are any errors when uploading data to the Onsite database, the upload error dialog will be displayed outlining the reason for the upload failure:
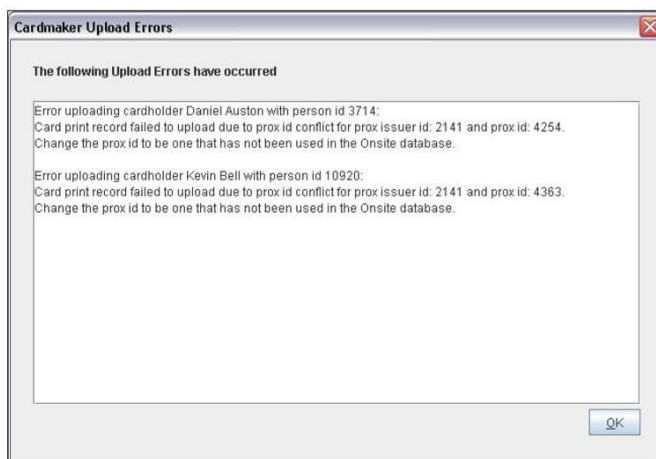
The information provided in this dialog can be used to help resolve any upload conflicts. The same information is also viewable in each cardholder's upload history dialog.

Card Printing

A card print batch can be sent to the printer for any number of selected cardholders from the print job. This is done from the cardholders' page, as shown below:
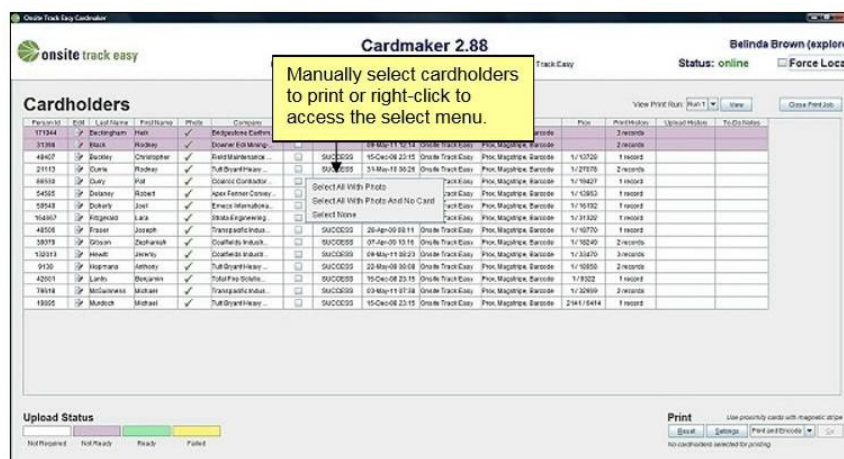
Select individual cardholders by ticking or un-ticking the boxes in the print column. You will only be able to select cardholders with photos. To select all the print job cardholders with photos, right-click anywhere in the print column and choose "select all with photo" from the popup menu. To de-select all selected cardholders, right-click in the print column and choose "select none" from the popup menu. If you only want to select cardholders that have a photo and have never had a card printed choose "select all with photo and no card" from the popup menu.

Print Controls

In the bottom right of the cardholders' page there are print controls which are used to interface with the connected card printer.

Reset

The reset button sends a reset command to the printer. This will clear the printer's memory of any jobs and settings and restore them to the printer defaults.

Settings

The settings button allows you to change the contrast and intensity of printer colours. You can adjust these settings if cards are being printed too light or dark. These settings are not remembered between uses of Cardmaker.

Here is the dialog which pops up when you click the settings button:
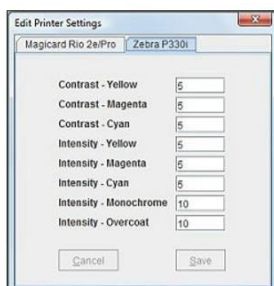
Print Mode

There are three choices for print mode:

- Print and Encode (only appears if card design includes magnetic stripe)

- Print

- Encode (only appears if card design includes magnetic stripe)

Cardmaker cannot detect whether a printer has a magnetic stripe encoder fitted, so even though you may be offered the choice of printing and encoding cards it will only work if the printer is capable of encoding. Before selecting a print mode, check whether your printer is fitted with a magnetic strip encoder.

If you need to encode cards, but your printer is not fitted with a magnetic encoder, you can still do this in the Onsite web (see the Site Web User Manual).

Go

The go button is used to direct the printer to print a card using the selected mode for every cardholder selected. You should see a wait cursor whilst data is being sent to the printer.

Once the send process is complete you will be taken to the Card Print Batch page where you will need to complete the card print records for the print batch.

Card Print Run Data

The card print run page shows a table with a row for each card printed, sorted in the same order as on the cardholders' page.

Here is an example:

Each row contains the following columns of a cardholder's card print record:

- Person ID - Onsite person ID.

- Edit - Click the edit icon to edit the cardholder's card print record.

- Last Name - Edit by clicking the cardholder's edit icon in the Edit

- cell.First Name - Edit by clicking the cardholder's edit icon in the Edit

- cell.

  Prox Issuer ID (only appears for print jobs including a proximity card design) - The Prox Issuer ID. Right-click cell to copy this value up or down to other records in the

- batch.

  Prox ID (only appears for print jobs including a proximity card design) - The Prox

- ID.Right-click cell to fill this value up or down to other records in the batch.

  Print Status - The print status of the card print. Possible values are: 'SUCCESS' or

- 'FAIL'. Right-click cell to copy this value to other records in the batch.

  Comment - Comment about the success or fail of the card print. Right-click cell to

- copy this value to other records in the batch.

  Message - Message explaining why a card print has failed to upload to the Onsite

Each row in the card print batch table is colour coded according to the Data Status legend, i.e.:

- Complete - Card print record is complete.

- Incomplete Card print record is incomplete.

- Invalid Card print record has failed to upload due to a prox conflict.

NOTE: You should complete all card print batch records after printing before you return to the cardholders' page.

If you realise you have made a data entry mistake in the card print batch records after you have returned to the cardholders' page you can always view and edit individual card prints using the card print history dialog or return to the print run page using the view print run tool.

Copy and Fill Features

Here are some shortcuts to help with completing card print records for cardholders in a print batch.

- If you right-click in a Prox Issuer ID, print status or comment column you will have the option to copy the value in the current cell up or down to all other card print records.

- If you right-click in a Prox ID column you will have the option to "fill" the values either up or down from the current cell by adding or deducting one from the value in each successive cell.

- If you intend using this "fill" feature make sure proximity cards are loaded into the printer with Prox ID values in consecutive order (noting that cards are printed from the bottom of the stack).

The most efficient way to complete the batch card print records is as follows:
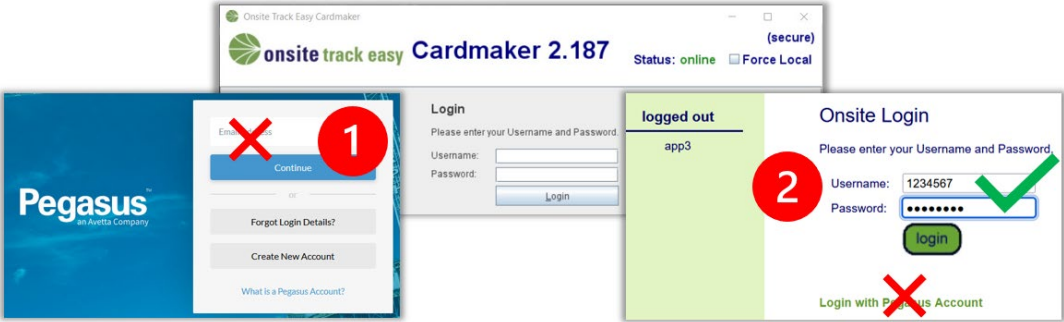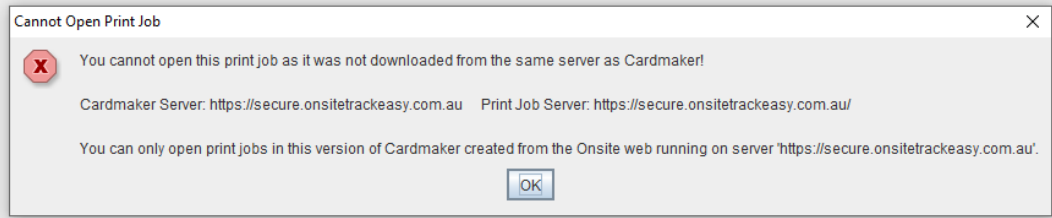
1. Before printing, if using proximity cards, make sure they are loaded into the printer in increasing consecutive order from the bottom up and note the Prox ID of the bottom card.

2. Edit the first card print record, completing the prox data (if necessary), the print status and comment.

3. If using proximity cards, right-click the first Prox Issuer ID cell and select copy down.

4. If using proximity cards, right-click the first Prox ID cell and select increment and fill down.

5. If you want all card print records in the batch to have the same card print status as the first record, right-click the first print status cell and select copy down.

6. If you want all card print records in the batch to have the same comment as the first record, right-click the first comment cell and select copy down.

You can always edit each card print record in the batch individually if you do not want to use the copy and fill features.

Step-By-Step Printing Guide

For a step-by-step guide to printing a batch of cards, see User Guide - Card Printing.

Troubleshooting

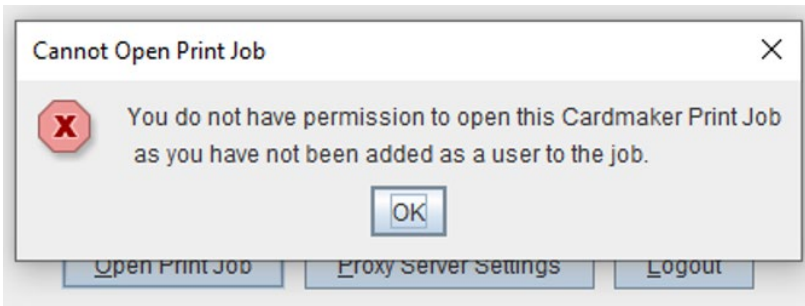| Description	Example	Reason	Solution
Ensure Compatible Browser used to download Cardmaker Program and Card Print Jobs		Incorrect browser can cause corrupted Print Job Files	Use Microsoft Edge Browser or Mozilla Firefox browsers when installing Cardmaker program and when Using Onsite Track Easy to create the Card Print Job for maximum compatibility
Login Process causes card print jobs to not work		Pegasus Gateway Single Sign On integration is not fully compliant with cardmaker and when creating card print files. Can corrupt card print jobs and will make them unable to be printed.	Use Legacy Onsite Track Easy login when accessing both the Onsite Track Easy Program from: https://secure.onsitetrackeasy.com.au And when logging into Cardmaker program. Do Not use the Pegasus Gateway login or use that portal when you intend to create card print jobs. You can correctly use the Pegasus gateway outside of card printing for its extra benefits.
Unable to Open Print Job as it was not downloaded from the same version of Cardmaker.	Cannot Open Print Job You cannot open this print job as it was not downloaded from the same server as Cardmaker! Cardmaker Server: https://secure.onsitetrackeasy.com.au Print Job Server: https://secure.onsitetrackeasy.com.au/ You can only open print jobs in this version of Cardmaker created from the Onsite web running on server 'https://secure.onsitetrackeasy.com.au'. OK	Cardmaker program requires job files to be created in the same version of Onsite Track Easy as the Cardmaker program. Errors occurs opening an older print job after a new software update.	Re-create the Cardmaker print job in the current version of Onsite Track Easy.

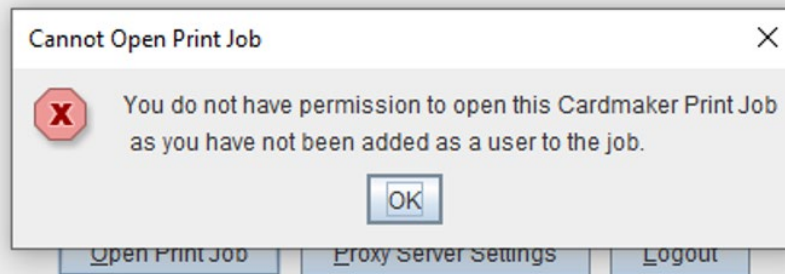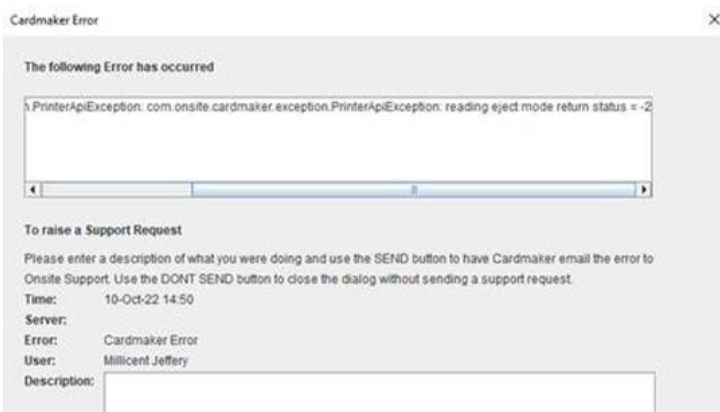|			
You do not have permission to open this Cardmaker Print Job as you have not been added as a user to the Job	Cannot Open Print Job ✕ ❌ You do not have permission to open this Cardmaker Print Job as you have not been added as a user to the job. OK Open Print Job Proxy Server Settings Logout	Caused by logging into the Cardmaker program with the incorrect credentials. (e.g. password typo) Or using Pegasus/Avetta Gateway account. This is not permitted. Or caused by not having permissions to print cards Or caused by attempting to print a card print job create by another person	Resolve by logging out and then log back in with your Onsite Track Easy username and password. NOT your Gateway account credentials. Ensure your Onsite Track Easy Login allows card printing. See this webpage on User Permissions If someone else created the print job. You will need to either get them to print it out, or get them to add your name to the print job and re-download a new version of the print job file **Page 16**
After logging in correctly, still unable tp print Card Print Jobs	Cannot Open Print Job ✕ ❌ You do not have permission to open this Cardmaker Print Job as you have not been added as a user to the job. OK Open Print Job Proxy Server Settings Logout	If you logged into Onsite Track Easy using the Pegasus/Avetta gateway account this can cause card print jobs to have the wrong permissions attached.	Log into Onsite Track Easy website Secure.onsitetrackeasy.com.au and login using your Onsite Track Easy Account here, then re-create the card print request.
The Following Error has occurred: Cardmaker Exception.reading eject mode. OR similar Cardmaker Exception error	Cardmaker Error ✕ The following Error has occurred .PrinterApiException: com.onsite.cardmaker.exception.PrinterApiException: reading eject mode return status = -2 ◄ ► To raise a Support Request Please enter a description of what you were doing and use the SEND button to have Cardmaker email the error to Onsite Support. Use the DONT SEND button to close the dialog without sending a support request. Time: 10-Oct-22 14:50 Server: Error: Cardmaker Error User: Millicent Jeffery Description:	Cardmaker Exception errors can be called from sources NOTE: the "Raise a Support Request" button is NO LONGER configured to send email. Please contact Pegasus Support on your listed support number.	Check to ensure printer is correctly named in your list of printers Check to see if card was stuck in the printer as this can cause the error to occur Check to see if the printer ribbon has been broken/snapped. Re-download the card print job and try again. If an error continues, you might need to re-install Cardmaker

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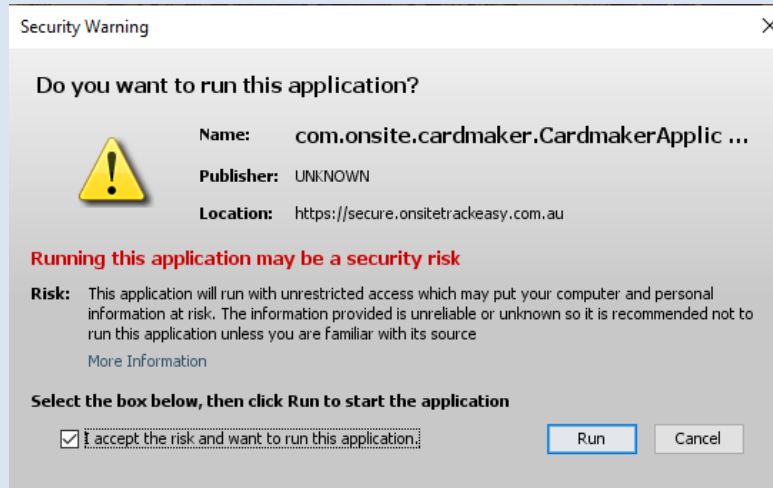
Not an error, but a requirement to run the Cardmaker program.

Message will appear every time you run Cardmaker

Due to the type of JAVA application it is and how it runs you will be prompted this message.

Tick the box "I accept the risk and want to run this application" and then press "Run" to launch the Cardmaker program.

As the software was written for older versions of Microsoft Windows, this is partly why this message appears.

Cannot Download Card maker

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 used for checking the latest Java Runtime Environment (JRE) installed

Even though you cannot access the http://java.com web site, you may still download Cardmaker if you can guarantee that you have JRE 6 Update 13 or later installed on your compute

☑ 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 to your computer and launched.
  If you already have the current version, the download will be bypassed and Cardmaker will be launched using the copy residing on your computer.
▶ Cardmaker requires Java Runtime Environment (JRE) 6 Update 13 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 6 version as part of the Cardmaker download & launch process.
▶ You do not need to return to this page to launch Cardmaker or to download future versions once a copy of Cardmaker resides on your computer.
  Cardmaker can be accessed from a shortcut on your desktop or from the Windows Start menu under Programs and the Cardmaker sub menu.
  No matter what location Cardmaker is launched from: your desktop shortcut, windows start menu or this page; if there is a newer version available, the copy on your computer will be updated.
▶ Contact Pegasus Support if you have any questions about downloading or launching Cardmaker.

When trying to install Cardmaker from the Onsite Track Easy "SETUP > Cardmaker Install" menu item, you are promoted with NO "download and launch button".

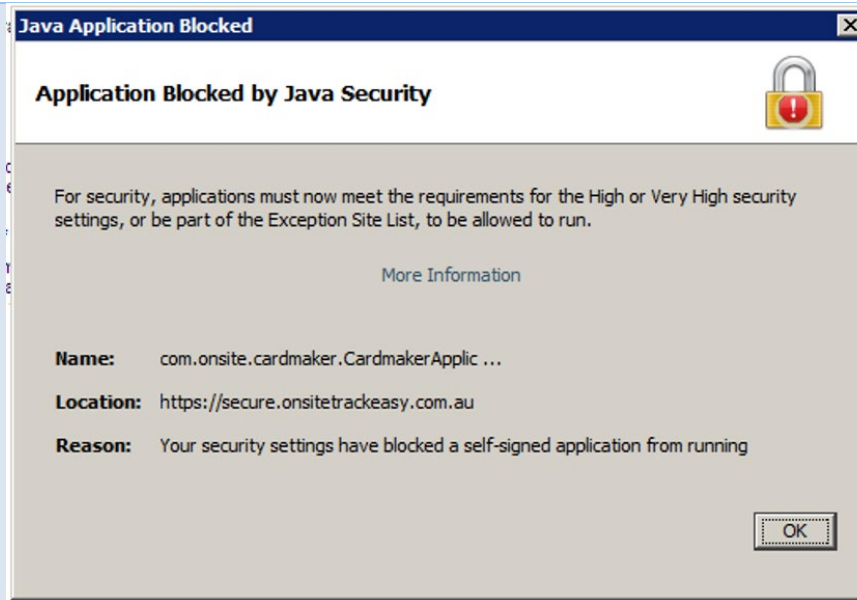This appears on newer Windows Operating Systems later than Windows XP. It does not detect Java is installed.

Tick the box saying you have JRE 6 Update 13 or later installed.

You will need to have that Java JRE version 6 Update 13 or later installed prior to ticking this box and launching the installer.

You will also need permissions to install software on your computer.

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When attempting to launch Cardmaker you are met with this message

Java Application Blocked

Application Blocked by Java Security

For security, applications must now meet the requirements for the High or Very High security settings, or be part of the Exception Site List, to be allowed to run.

More Information

Name:	com.onsite.cardmaker.CardmakerApplic ...
Location:	https://secure.onsitetrackeasy.com.au
Reason:	Your security settings have blocked a self-signed application from running

OK

You or your company administrator have set the Cardmaker JAVA permission too high and it will need to be reduced to a lower level, or its is not configured as part of the site exception list.

To review and chance the security permissions for the installed JAVA.

1.Open Control Panel (*Start > Windows System > Control Panel*)
2.Open the Java module
3.Select the Security Tab
4.Select the High Security Level option
5.Click Edit Site list for the Exception Site List and add the website https://secure.onsitetrackeasy.com.au
6.Click ok to save changes

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