

CLEMIS Property Room Dymo Connect for Dymo 550 series

Overview

CLEMIS recommends the **DYMO LabelWriter 550 or DYMO LabelWriter 550 Turbo** Label Printer for use with the Property Room application.

Links to manufacture website:

https://www.dymo.com/label-makers-printers/labelwriter-label-printers/dymo-labelwriter-550-label-printer/SAP_2112552.html

https://www.dymo.com/label-makers-printers/labelwriter-label-printers/dymo-labelwriter-550-turbo-label-printer/SAP_2112553.html

Please note: **Please use the CLEMIS Download version of the software rather than any installation version that may have come from your printer or from their website.**

Supported Dymo Label Printers



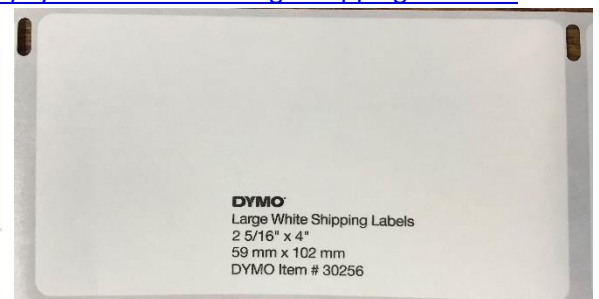
LabelWriter 550 SKU: 2112552 Model: 2112552	LabelWriter 550 Turbo SKU: 2112553 Model: 2112553	LabelWriter 450 SKU: 1756692/1752264 Model: 1750110	DYMO LabelWriter 450 Turbo SKU: 1756693/1752265 Model: 1750283
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Supported Dymo Labels

The CLEMIS Property Room utilizes DYMO LabelWriter **Shipping Labels 2-5/16" x 4"**. Link to manufacture website: https://www.dymo.com/labels-tapes/labelwriter-labels/dymo-labelwriter-large-shipping-labels-1-roll-of-300/SAP_30256.html



Shipping Labels 2-5/16" x 4"
SKU/Label number: 30256



**Above is sample authentic Dymo label's
backside looks like**

ONLY WORKS WITH AUTHENTIC DYMO LABELS: Uses only high-quality, BPA-free DYMO Authentic LabelWriter labels; paper labels are made from FSC® certified material

Supported Browsers

Microsoft Edge

Supported Operating Systems

Windows 10

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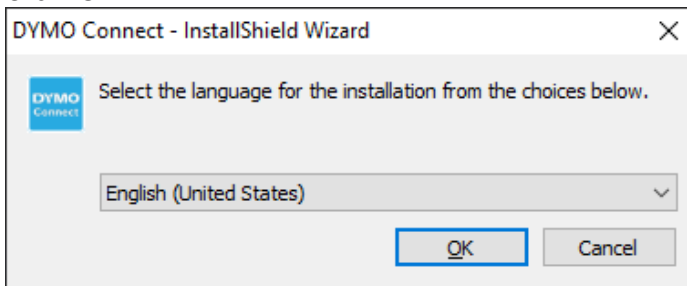
I. Instructions for DYMO LabelWriter 500/550 Label Printer

1. **Before installing the new software, first un-install the existing software Dymo Label Software 8.7.3 and proceed to next steps**

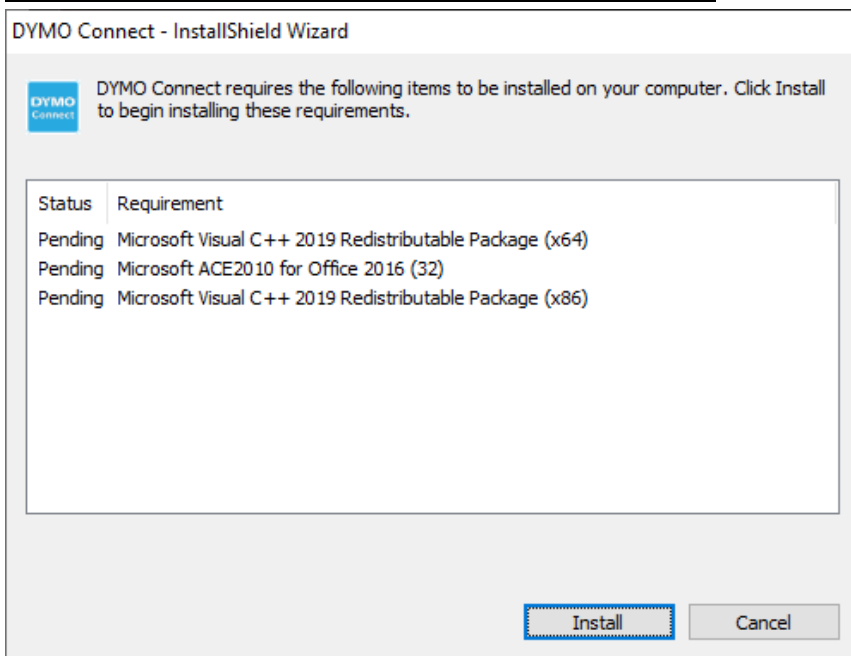
2. Install printer following manufacture instructions, including Dymo Label Software.

Note for DYMO LabelWriter 550: Make sure your Dymo LabelWriter 550 came with a software version DCDSSetup1.4.3.131, If not use the following install from the CLEMIS Downloads site:
<https://appst.clemis.org/download/dymo/DCDSSetup1.4.3.131.exe>

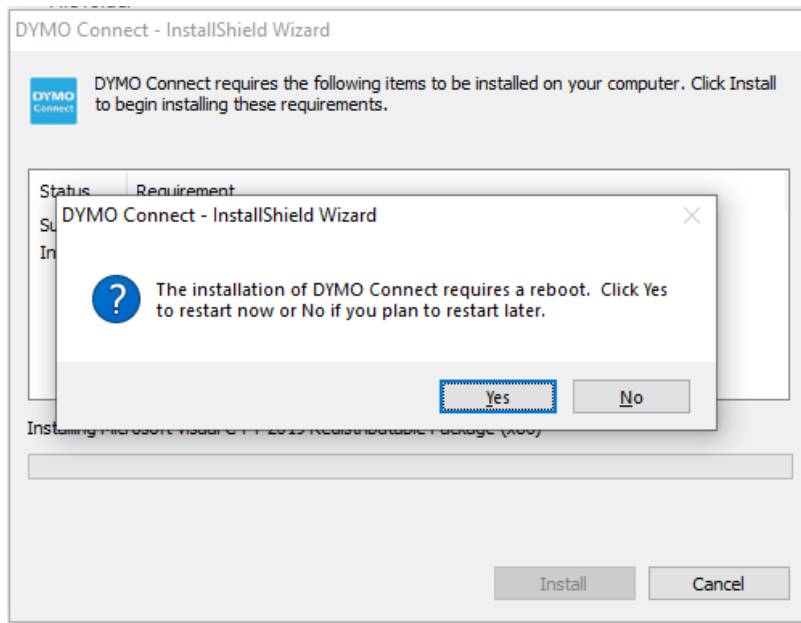
3. Once downloaded, open the file to install
4. Click "OK"



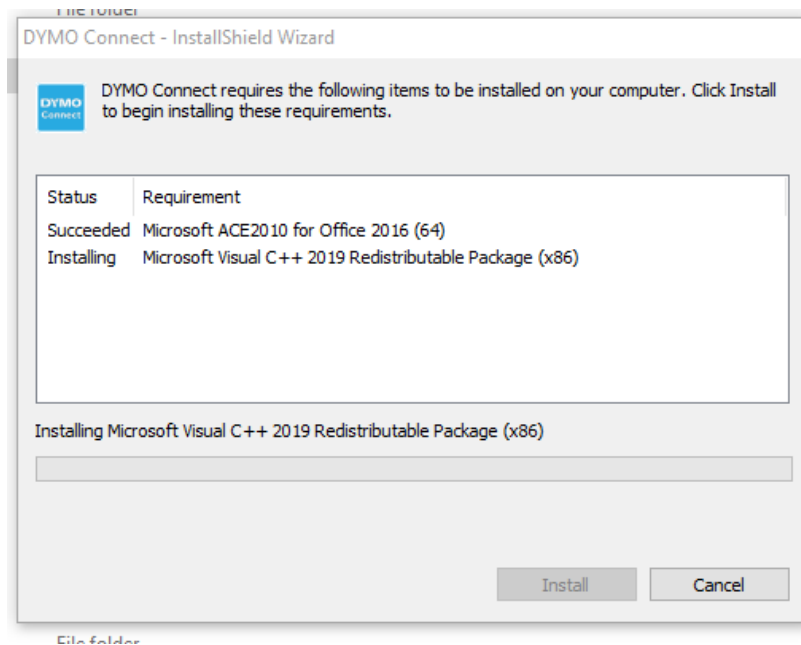
5. Click "Install" (*Note- these items listed might be installed already as part of operating system, so it will fail to install **If not once installed, required to reboot***)



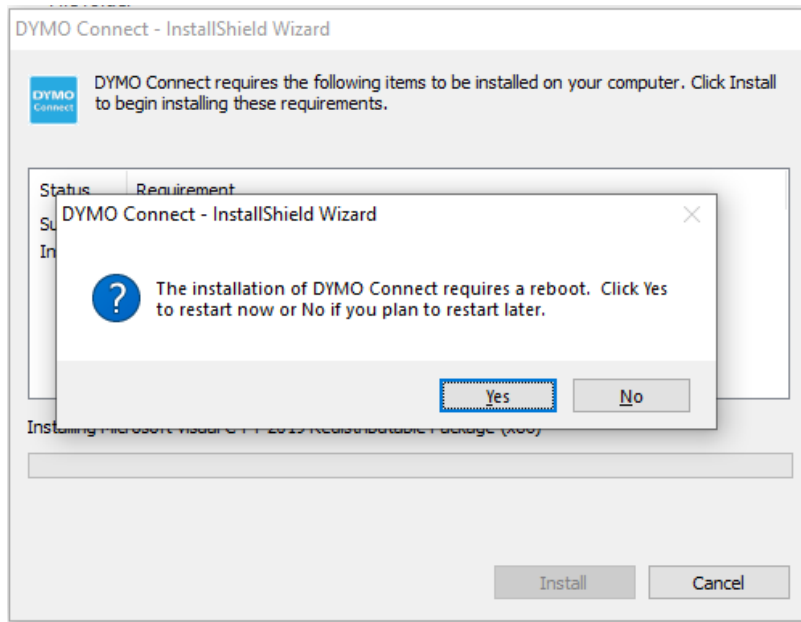
- Click "Yes", once rebooted it will continue from where it left and must repeat for all the requirement is installed.



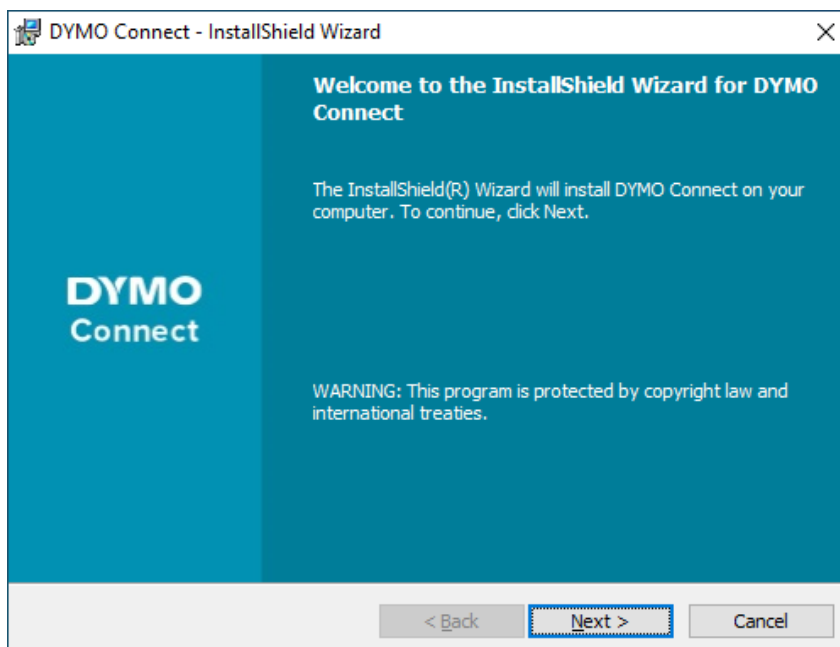
- Click "Install" (*Note- these items listed might be installed already as part of operating system, so it will fail to install **If not once installed, required to reboot***)



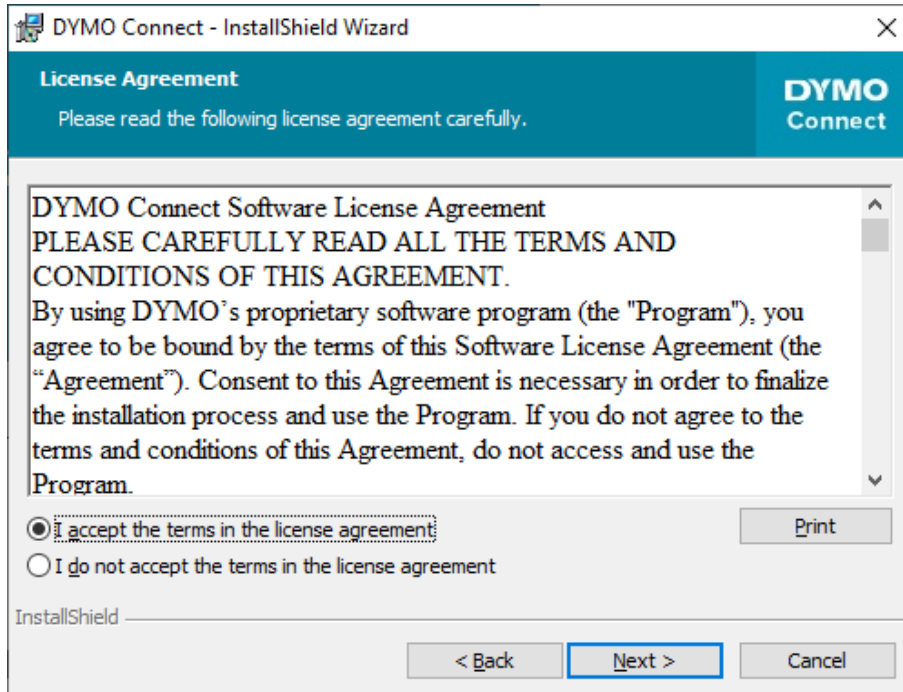
8. Click “Yes”, once rebooted it will continue from where it left and must repeat for all the requirement is installed.



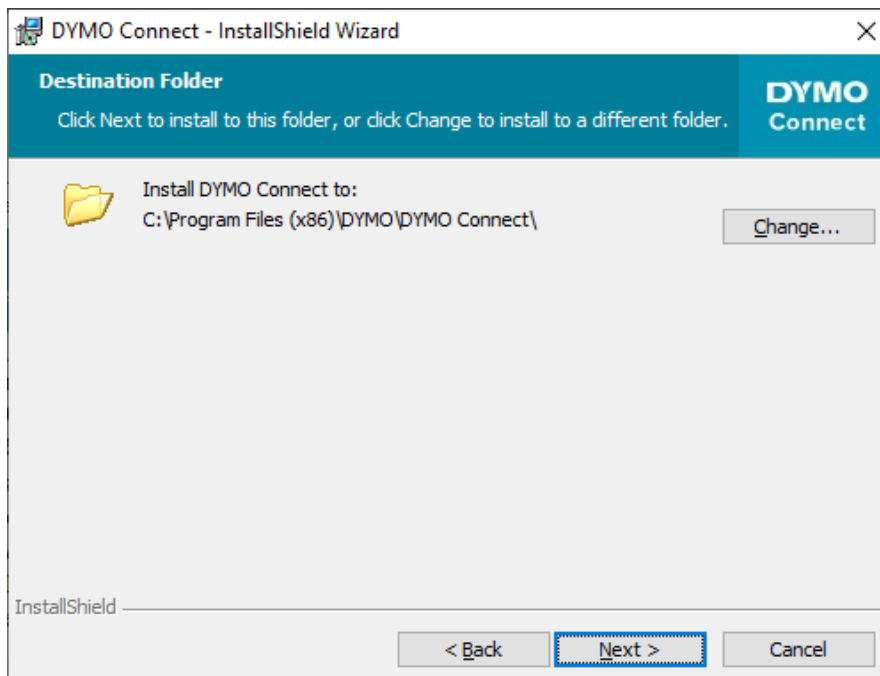
9. Once all the requirements are installed below screen will be displayed, Click “Next”



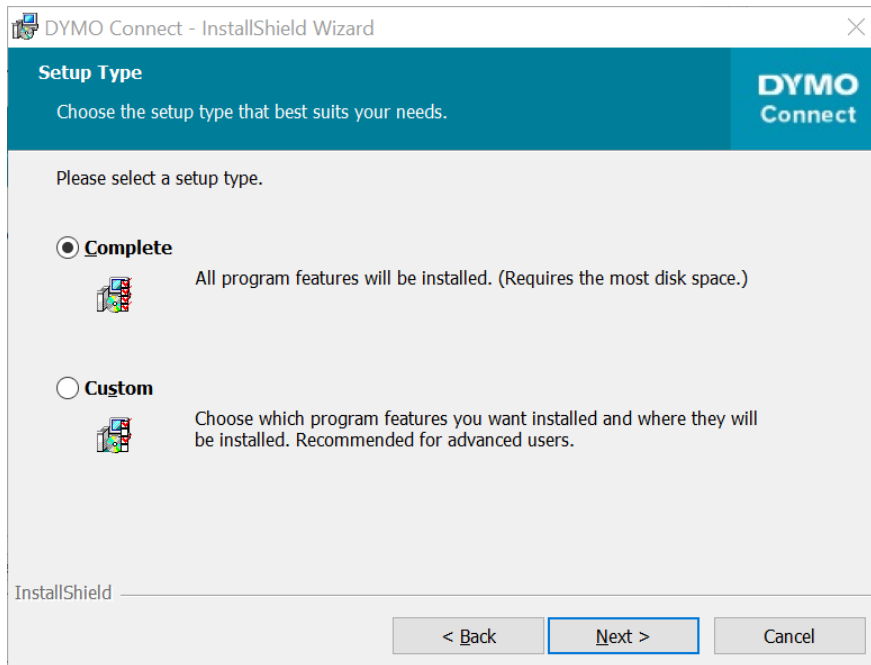
10. Accept and Click "Next"



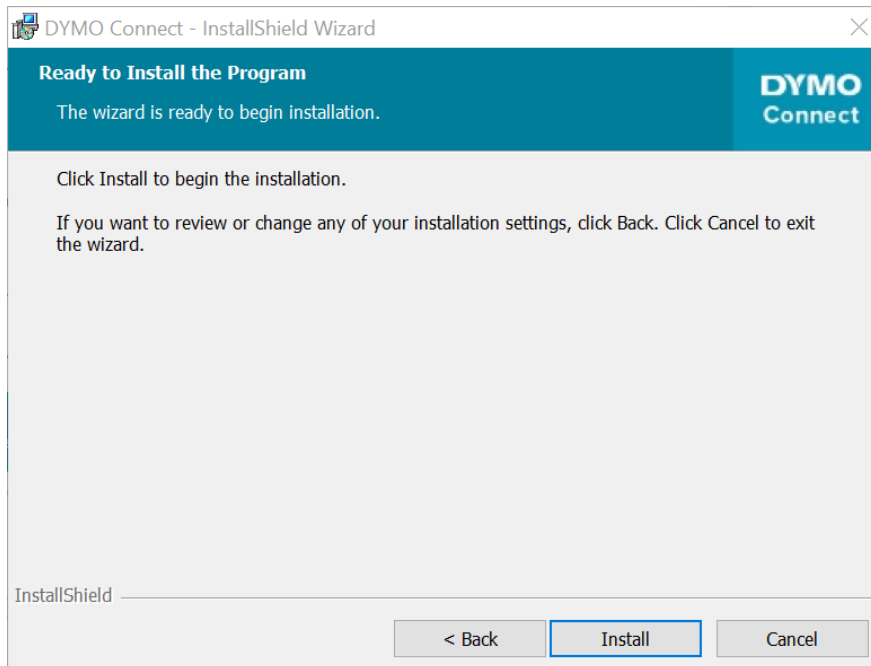
11. Click "Next"

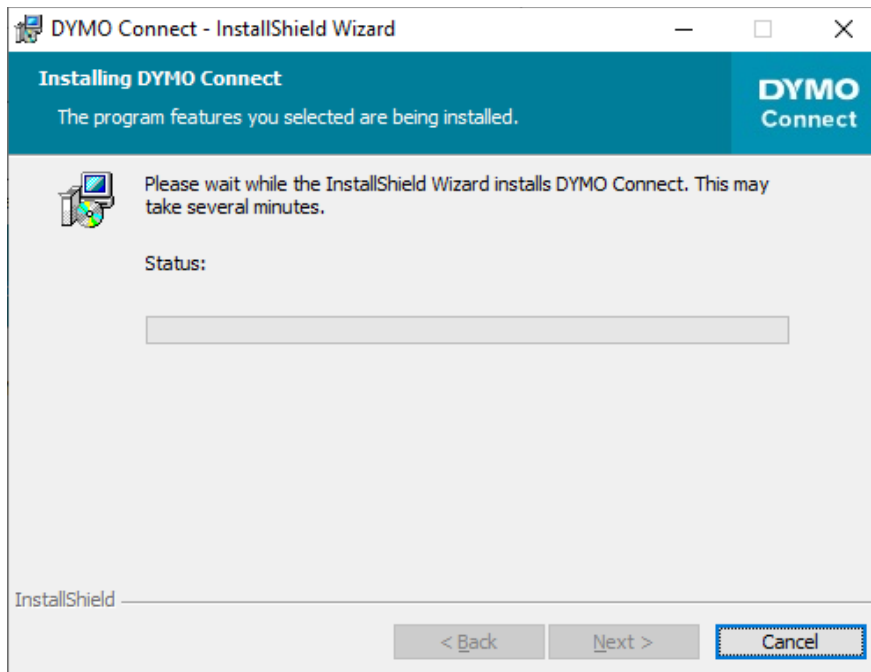


12. Select **“Complete”** option, and click on **“Next”**

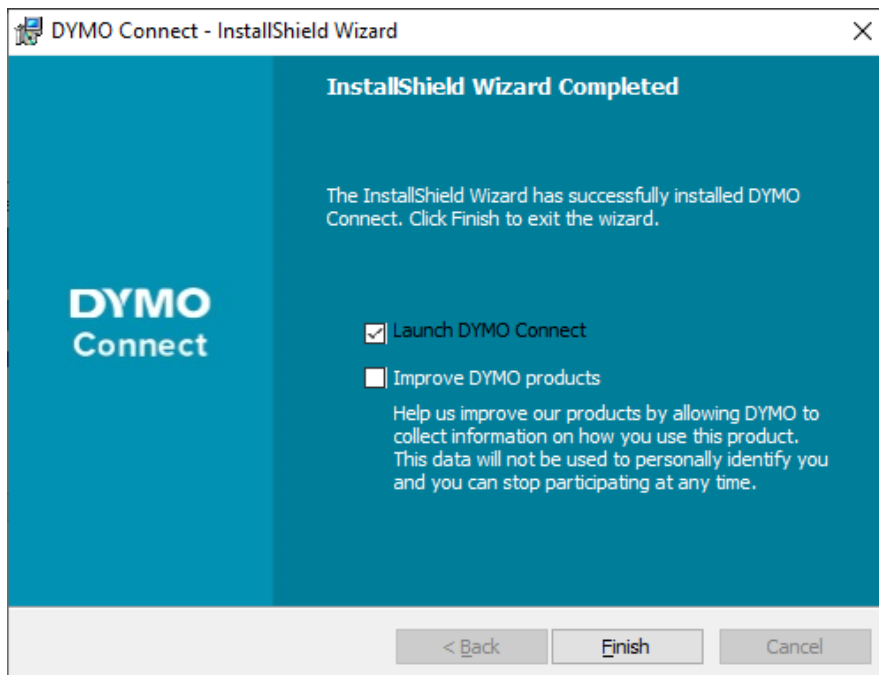


13. Click **“Next”**

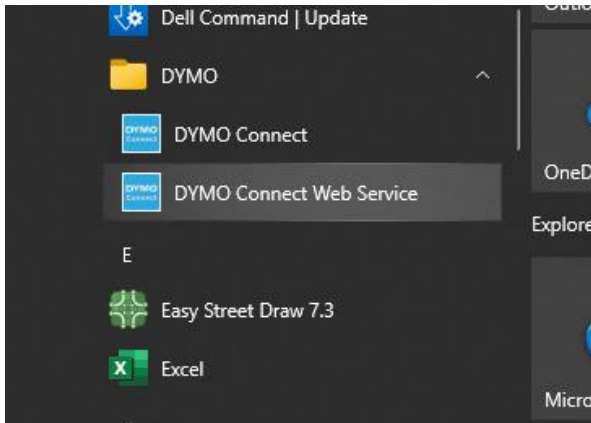




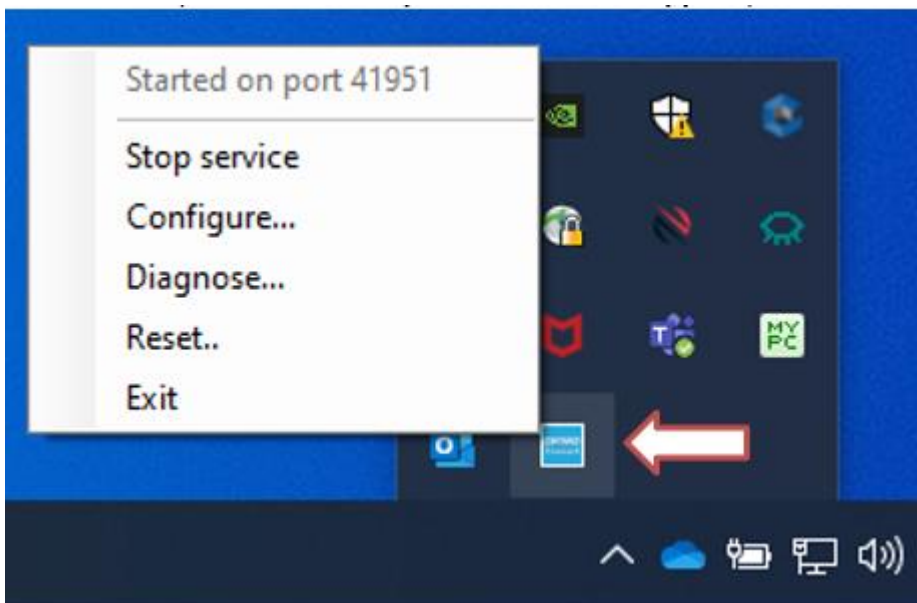
14. Click "Finish"



1. Download “CLEMIS Install Dymo 30256 Label File Installer” from CLEMIS Download site to your local machine:
[https://appst.clemis.org/download/dymo/!CLEMIS%20Property%20Room%20\(30256\)Label.zip](https://appst.clemis.org/download/dymo/!CLEMIS%20Property%20Room%20(30256)Label.zip)
2. Un-zipped and manually placed in the following path: C:\Users\Public\Documents\DYMO Label\Label Files
3. To Start the Dymo Web Service, from start menu select Dymo Web Service



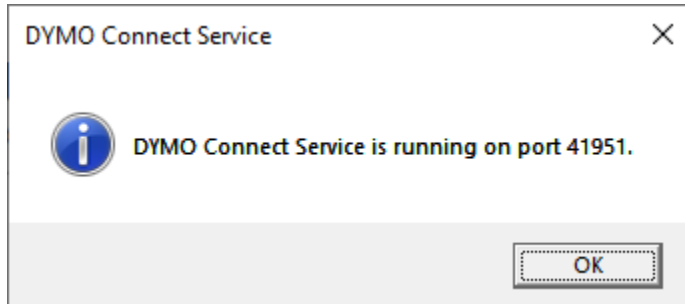
4. After clicking “Dymo Web Service” icon within the system tray on the right bottom next to time and date. Right-click this icon to display a context menu. The menu displays the web service’s status (i.e., “**Started on port 41951**” or “**Stopped**”).



Note: If it shows “Stopped”, click “Start Service”

5. How can I tell if the DYMO Label Web Service is functioning properly?

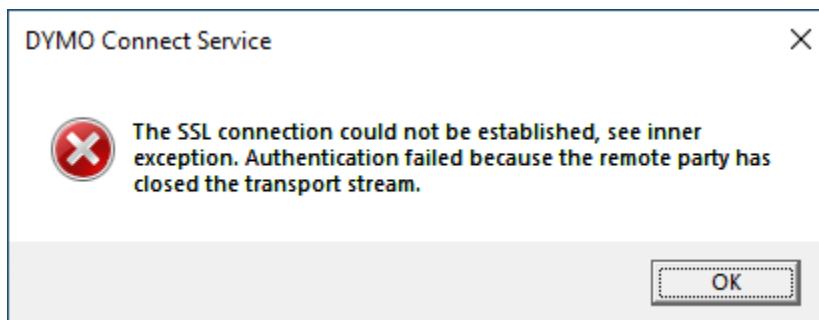
Click the **Diagnose** menu item within the context menu while the service is running. If the self-test succeeds, a dialog box will appear confirming service is running.



*If you see **below message** instead of **above confirmation**, then there are 2 possibilities as listed*

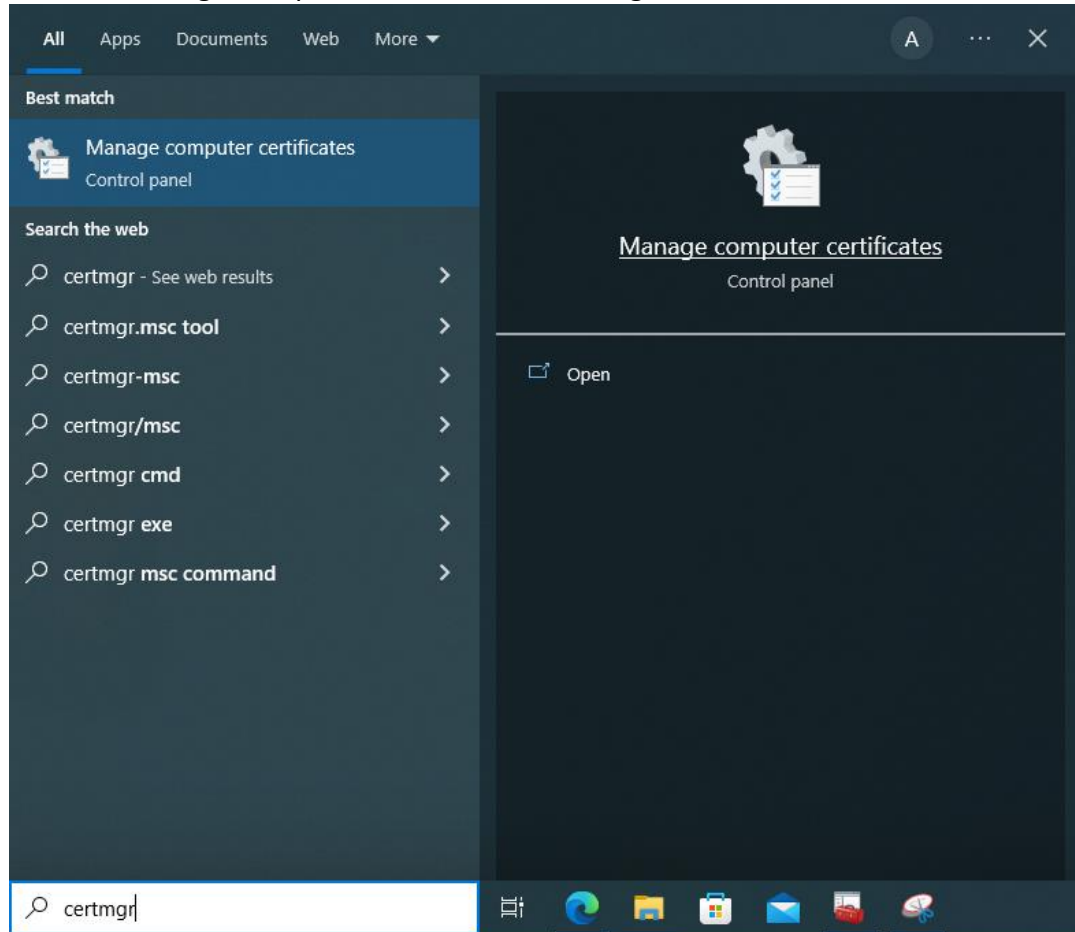
1. Insufficient rights to run, the web service needs elevated rights
2. Or a security block on the port number 41951

Please contact your IT team to resolve the issue and ensure above confirmation is displayed when click on Diagnose

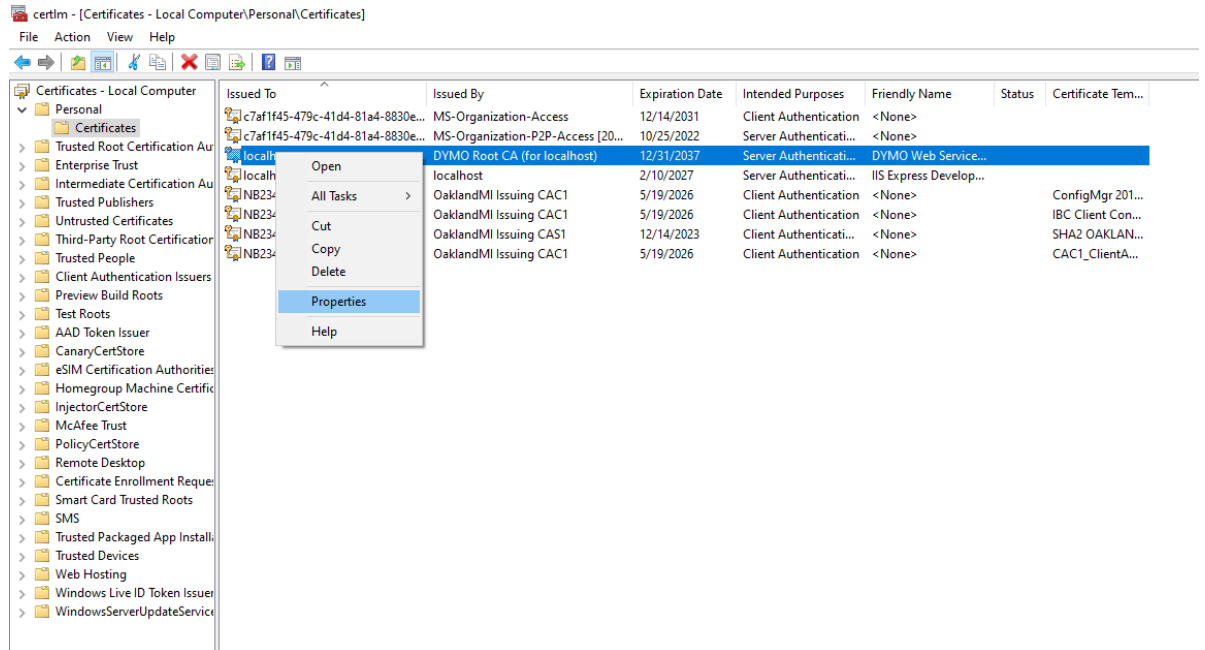


Your IT team can set up the below instructions to run the Dymo Connect web service to run with elevated rights without typing in admin user id and password.

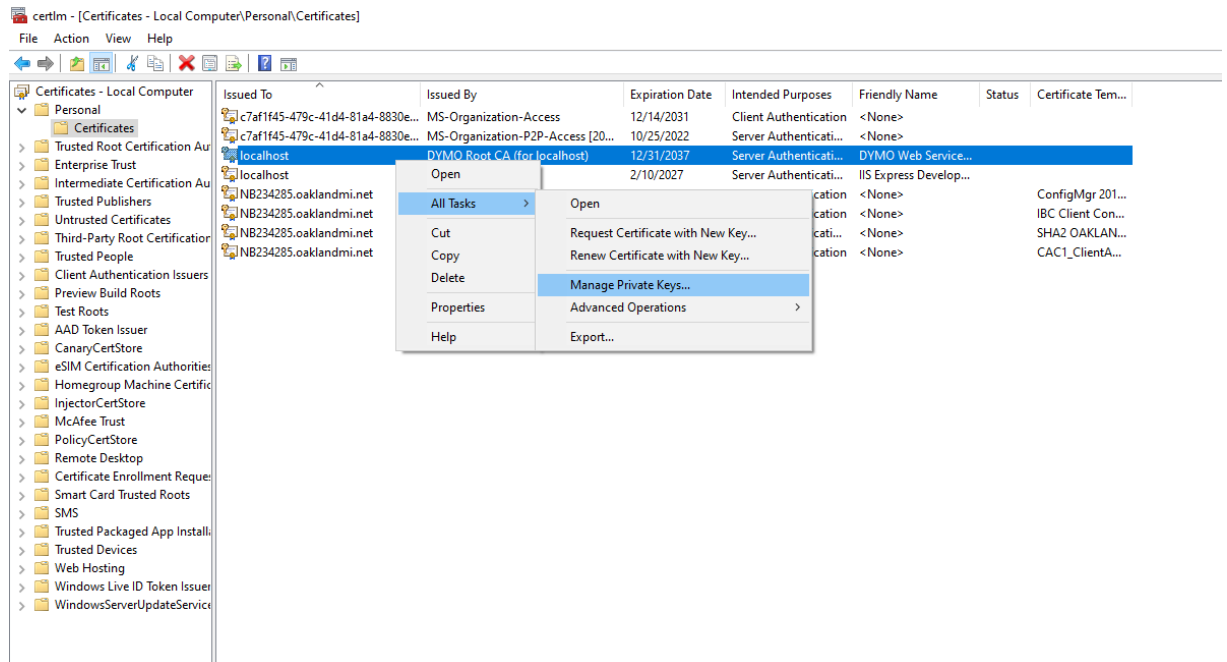
1. Step One log in using administrator account
2. Launch “Manage Computer Certificate” – certmgr



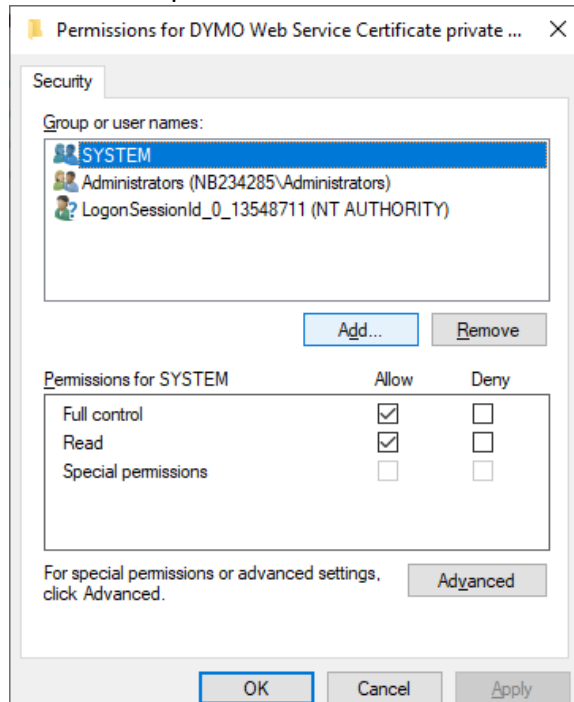
3. Navigate to the certificate at Personal > Certificates > localhost [issued by DYMO Root CA (for localhost)]



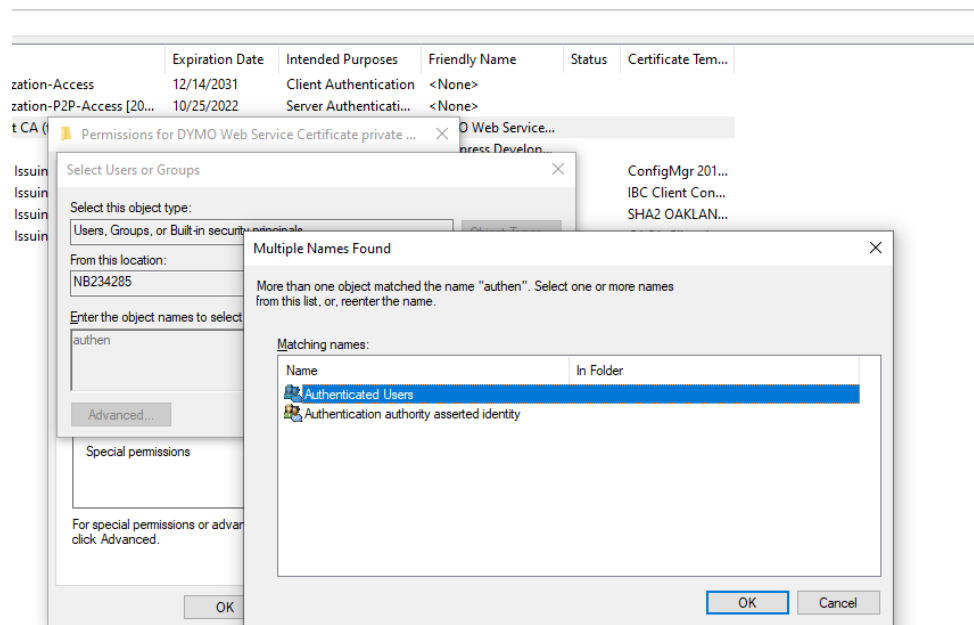
4. Right-click, All Tasks > Manage Private Keys



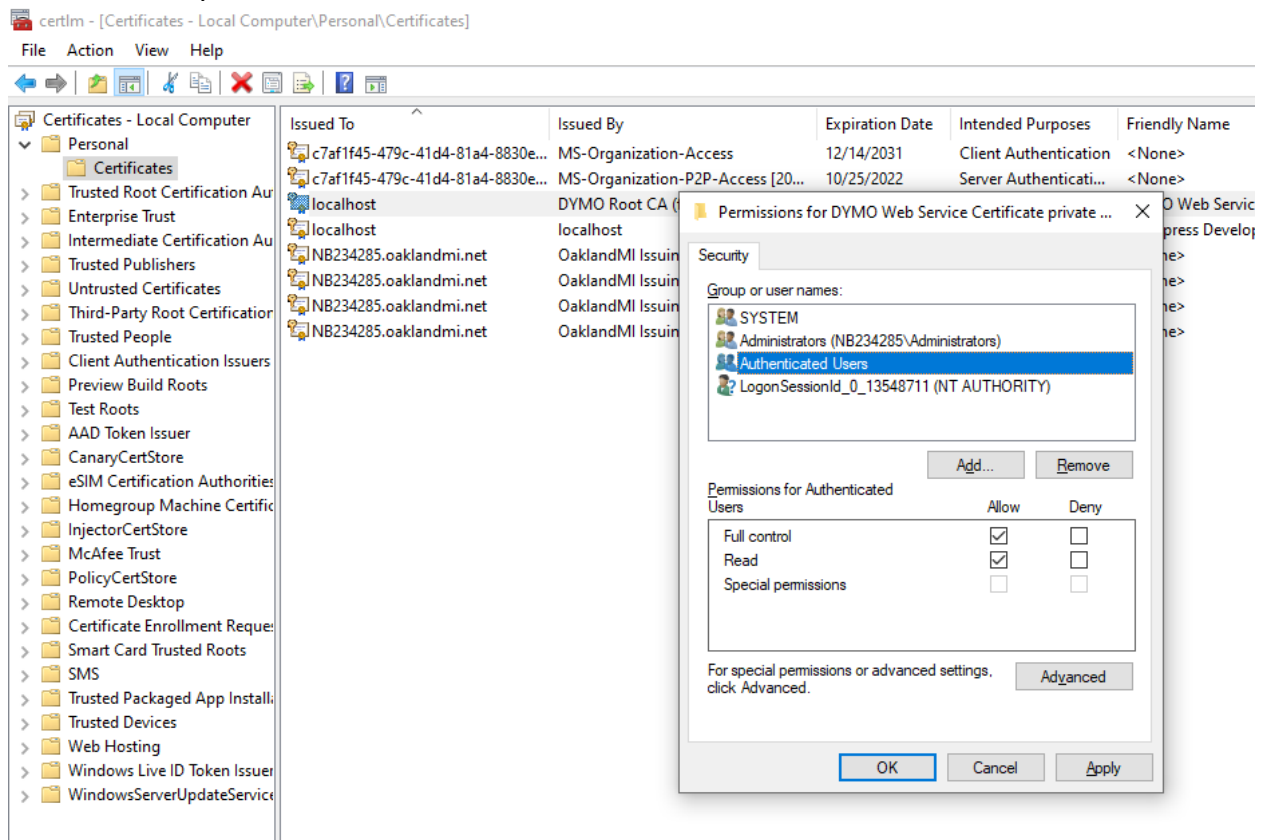
5. Click Add to proceed



6. Add "Authenticated Users"

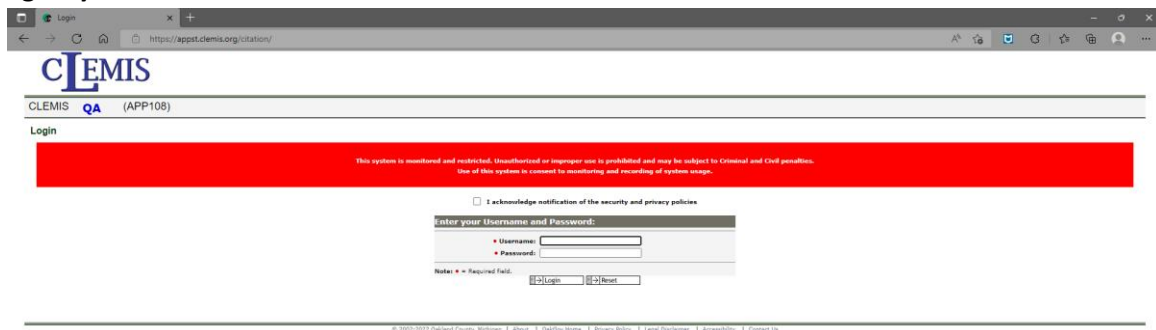


7. Give full rights and read permission and click "Apply". Once this is done you can log off and any users in the computer will be able run Dymo Connect Web service without any issue.



II. Update “Agency Preference” prior to start testing Dymo with CLEMIS Property Room

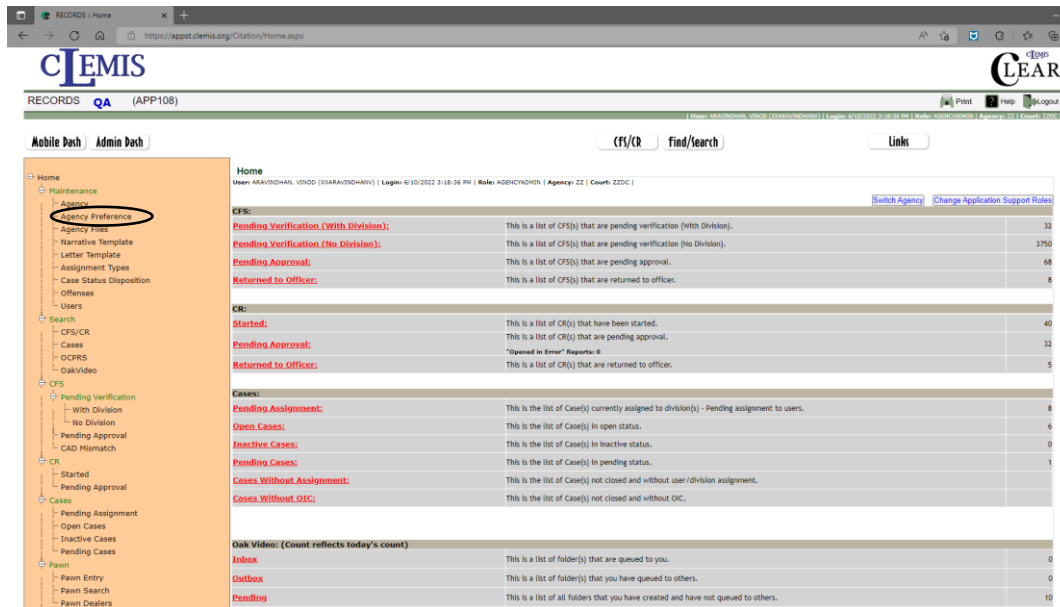
1. **This task needs to be done by Agency Admin**
2. Open Microsoft Edge and navigate to the CLEMIS Citation: <https://apps2.clemis.org/Citation/>
Note: You may choose to use the Training site (<https://appst.clemis.org/Citation/>) if your agency is not live in Production.



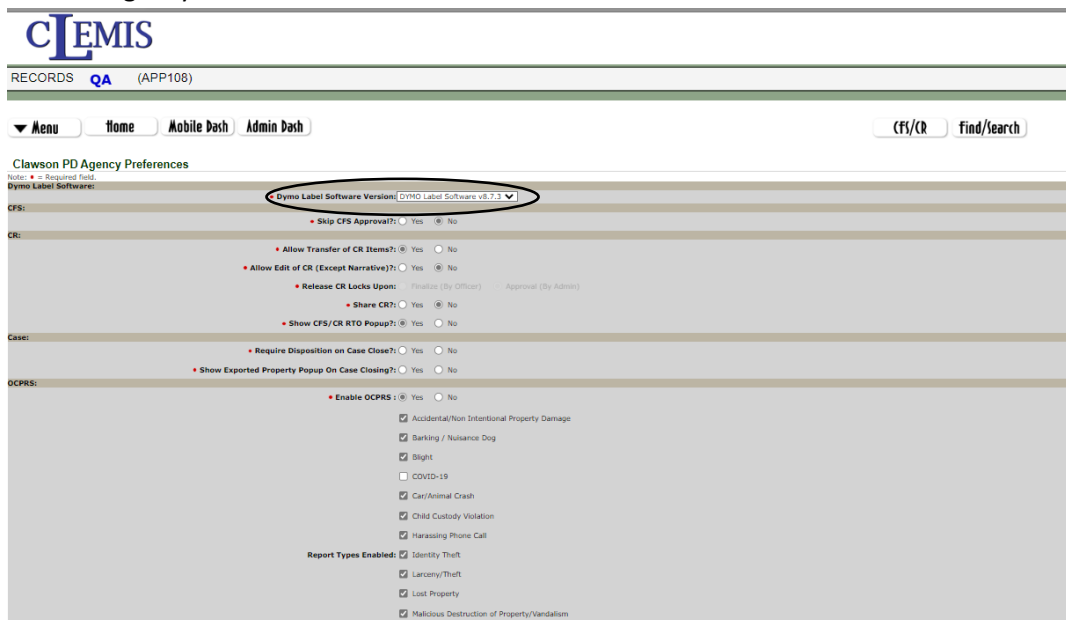
3. Enter user name and password



4. Click on CLEAR button



5. Click on Agency Preference



6. Default Dymo Label Software version will be displayed as "Dymo Label Software v8.7.3"

7. If you have Dymo 550 Series or Dymo 450 Series and installed the new Dymo Connect Software as per above instructions, then update the Dymo Label Software version as "Dymo Connect 1.4.3"

Note: If you have old Dymo 400 Series, it will not be supported in new "Dymo Connect 1.4.3" software version.

III. Testing DYMO LabelWriter with the CLEMIS Property Room

1. Open Microsoft Edge and navigate to the CLEMIS Property Room:

<https://apps2.clemis.org/PropRoom/>

Note: You may choose to use the Training site (<https://appst.clemis.org/PropRoom/>) if your agency is not live in Production.

2. Enter your user name and password.
3. Select a property item in the property room.
4. Click the “Dymo Label” button on the Item Details screen.

5. If installed correctly, the Dymo Label Write should produce a label.

IV. Sharing LabelWriter on a Windows network

Important:

To successfully install the DYMO LabelWriter, the accompanying software and the necessary drivers, you will need to have sufficient access rights (e.g. administrator rights) on this network. Since each network configuration is unique, we advise you to check this with the network administrator prior to installing the software.

https://appst.clemis.org/download/dymo/LW550_UserGuide.en.pdf for user guide.

***NOTE: This is not supported by CLEMIS, but several agencies have been successful configuring one Dymo printer to work with multiple PCs.**

V. Troubleshooting

Helpful Resources from Dymo

1. DYMO Label Support Tool (for removal and re-install) & Common Issues:
<https://www.dymo.com/support?cfid=quick-dymo-fixes-faqs>
2. Make sure trusted sites are there.
3. Confirm only one DYMO Printer is installed on the machine at a time.

CLEMIS Service Center

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Email: servicecenter@oakgov.com

Web: <http://sc.oakgov.com>