Can't Print in EnergyTrack

Last Modified on 03/16/2026 5:14 pm EDT

What to do if you cannot print in EnergyTrack.

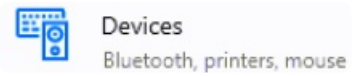
This applies to the Cognitive Advantage printer.

Beginning Steps

- Make sure that the driver has the handheld in the truck/cradle, connected to Wi-Fi, and truck turned on and running.
- Ask the driver what kind of printer they have mounted in the truck.
    - Make sure the two green lights next to the **FEED** button are lit.
    - If the power light is not lit, then skip to the Lind Power Supply diagnosis section.
- Connect to the driver's handheld with Bomgar.

Accessing the Port and Printer Settings

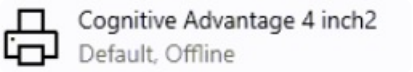
- Once connected to the handheld, go to Windows Printer Settings, specifically the Cognitive Advantage 4 inch and Cognitive Advantage 4 inch2.
- To access the windows settings, press the **windows** icon in the lower left corner of the desktop screen.
- Then press the *settings* tab.
- Select the *Devices* tab.



- Then choose the *Printers & scanners* tab.



- Press the *Cognitive Advantage 4 inch* or the *Cognitive Advantage 4 inch2* tab.



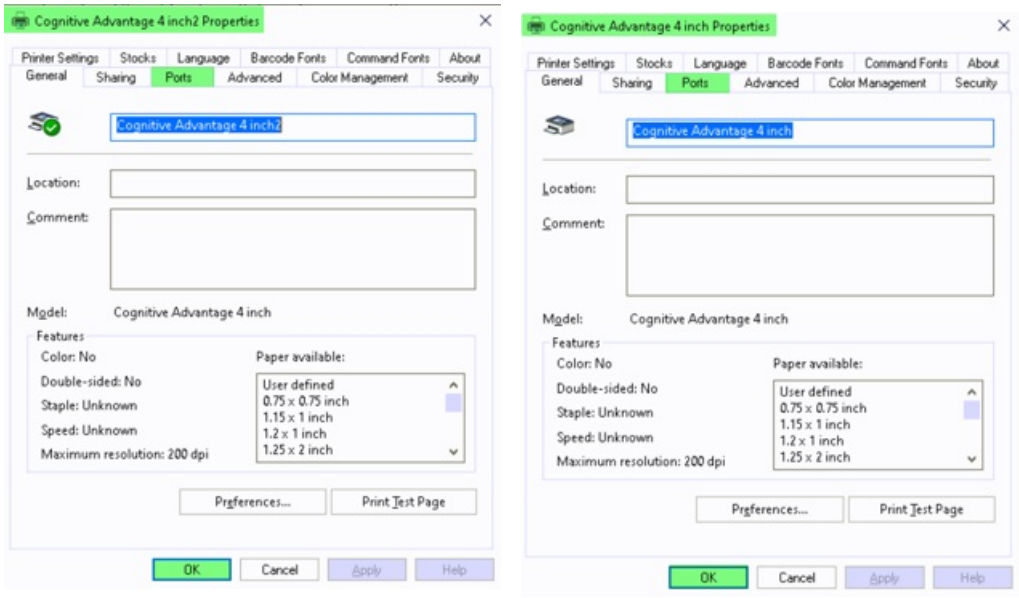
- Select the *Manage* tab.



- Press the *Printer properties* tab.

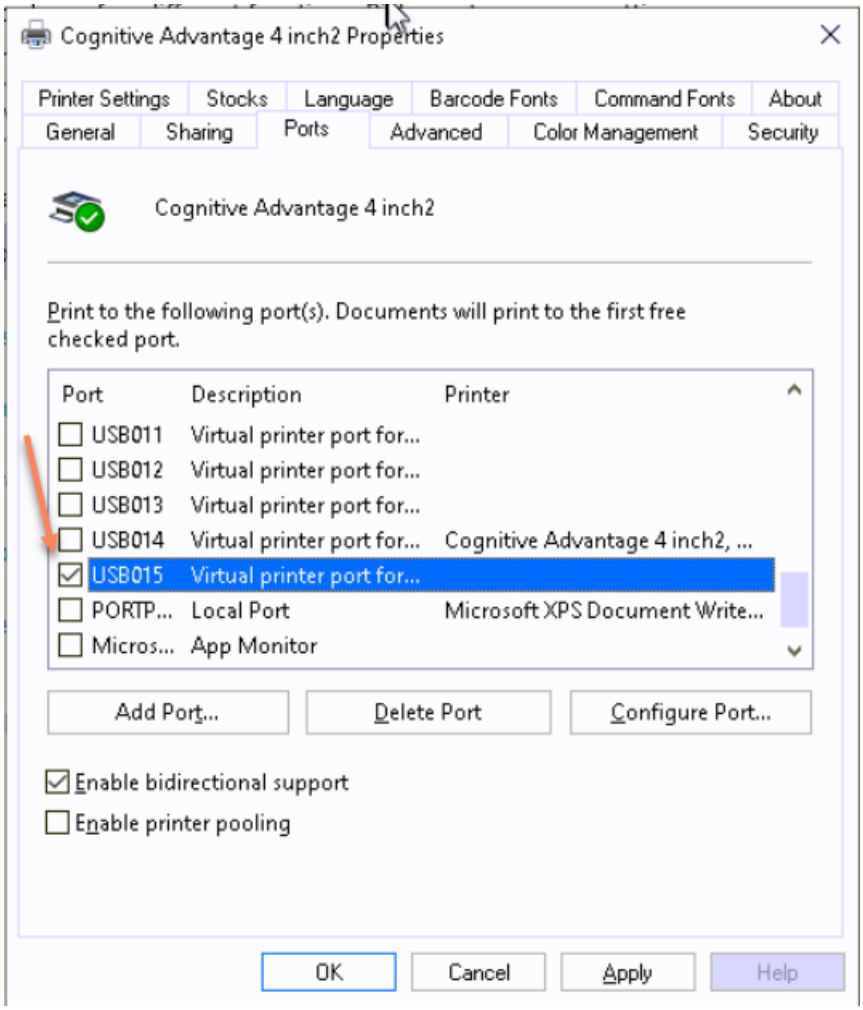


- In the next box that pops up, press *Ports* then press **OK**.



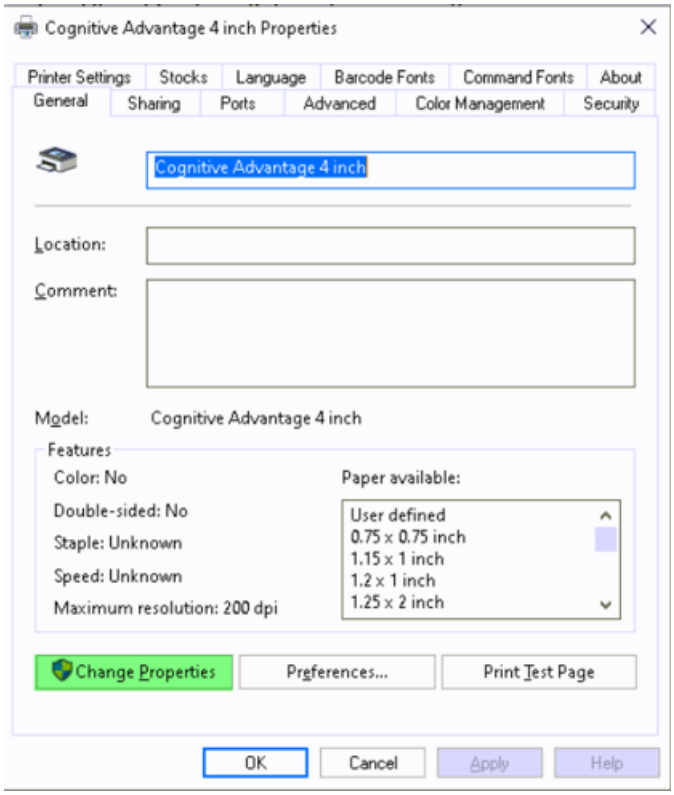
Port Settings

- The *Port* to be used will start with USB followed by numbers. Check the*Port* with the next USB### after or below the Port named Cognitive Advantage 4 inch2.



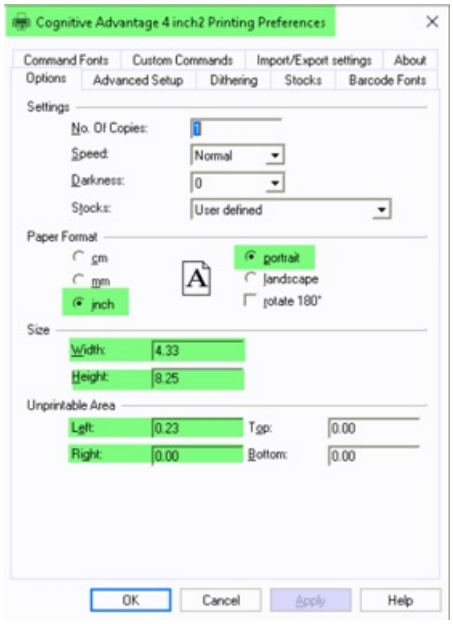
- While in the Port settings, if the options are greyed out, there might not be admin rights to do this.

  An alternative option: Click on **Change Properties** to make the port change.



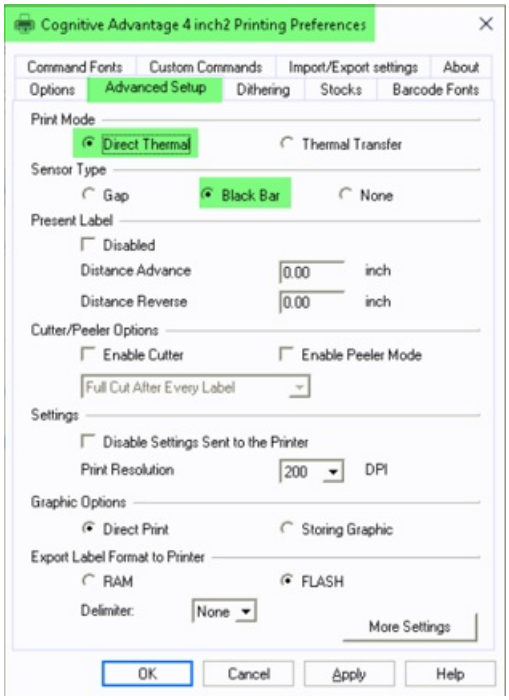
Printer Settings

- Close the Properties box and then open the *Printing preferences* box.
- In the *Options* tab, make sure the settings for each printer driver match the settings in the screenshots.





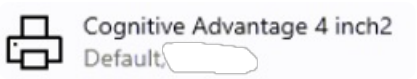
- Under the *Advanced Setup* tab for both *Cognitive Advantage 4 inch2* and *Cognitive Advantage 4inch*, make sure that the settings match the screenshots.





Default Printer Setting

- Make sure that the Cognitive Advantage 4 inch2 printer is set as the default printer.
- Verify this in either of two places, *Printers & scanners* in the windows settings or in the *Control panel*, specifically *Devices and printers*.
- In the *Windows* settings, it will look like this.

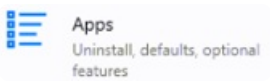


- In the *Control panel*, *Devices and printers* it will look like this.

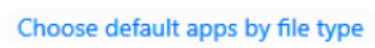


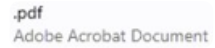
Adobe Default Program

- Next, check that Adobe is the default program.
- Press the *Windows* tab.
- Then press the *Settings* tab.
- Then press the *Apps* tab.

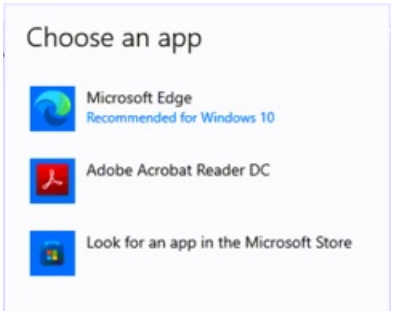


- Select the *Default apps* tab. Default apps
- After the window opens, scroll to the bottom and select *Choose default apps by file type*.

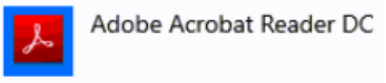


- When screen loads, scroll down and choose.*pdf*. 

- A window opens and with three options to choose from:



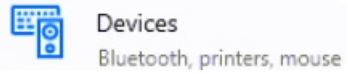
- Choose the *Adobe Acrobat Reader DC* tab.



- Exit the *Settings* window.

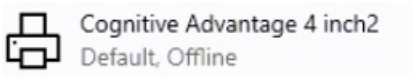
Printer Showing Offline

- Make sure the printer is not showing offline.
- Select the *Windows* tab.
- Then choose the *Settings* tab.
- Select the *Devices* tab.



- Then choose the *Printers & scanners* tab. 

- If the *Cognitive Advantage 4 inch2* or *Cognitive Advantage 4 inch* is showing offline, do the following steps for a hard reset.



Hard Reset Procedure

- Turn the power to the printer off at the switch.
- Unplug the wide, 20 pin, cable that has clips holding it to the back of the printer.
- Shut the truck off with the ignition, and any other power switches giving power to the printer.
- Remove the handheld from the cradle.
- Restart the handheld.
- Wait about a minute and a half.
- Plug the cable in to the back of the printer and put the clips back in place.
- Turn the power switch on the side of the printer back on.
- Start the truck and turn any additional switch, if there is one to power the printer.
- Place the handheld back into the cradle and clamp the handle down.
- Check to make sure that the printer is not still showing *Offline*.

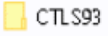
Reset Printer Cable

- If the printer is still showing *Offline*, try the printer cable reset.
- Turn the power to the printer off with the switch on the side of the printer.
- Turn off the truck with the ignition.
- Unplug the wide, 20 pin, cable that has clips holding it to the back of the printer.
- Unplug the other end of the same cable from the back of the cradle.
- Wait about a minute and a half.
- Reinstall both ends of the cable to where they were removed from.
- Turn the power switch on the side of the printer on.
- Start the truck.
- Confirm that the printer is not showing *Offline* still.
- In the *Control panel*, *Devices and printers*, confirm that it is reading the *USB2.0-Print* is under the *Unspecified* section. Or the name of the cable could be something similar.



Test Reprint in Images Folder

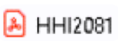
- Open *Windows (C:)*. 

- Select *CTLS93*. 

- Select *DD85*. 

- Select *DATA*. 

- Select *Images*. 

- Select on any *HHI___* Adobe image. 

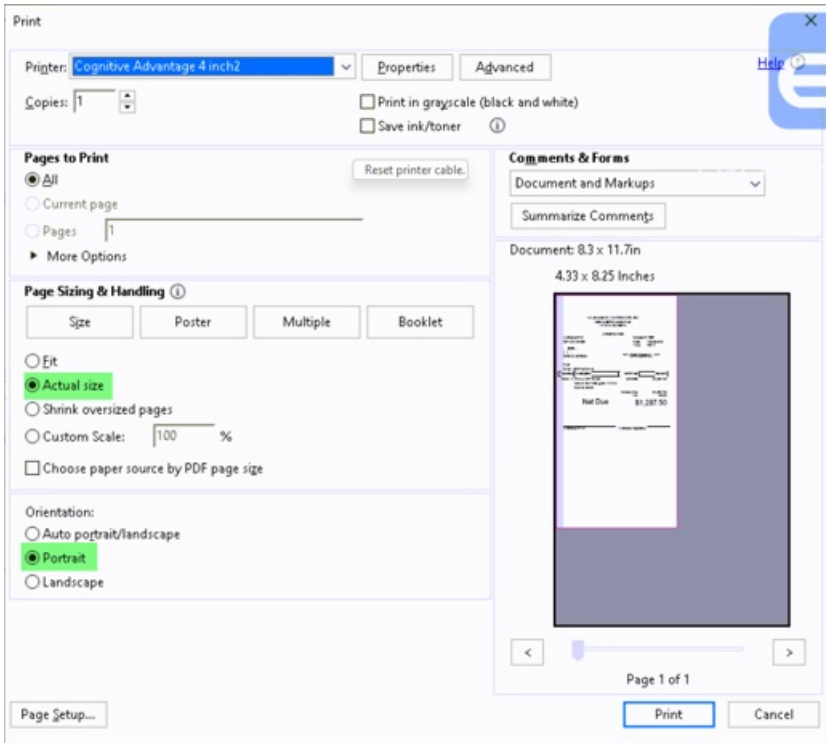
- Select the **Print** icon at the top of the image.



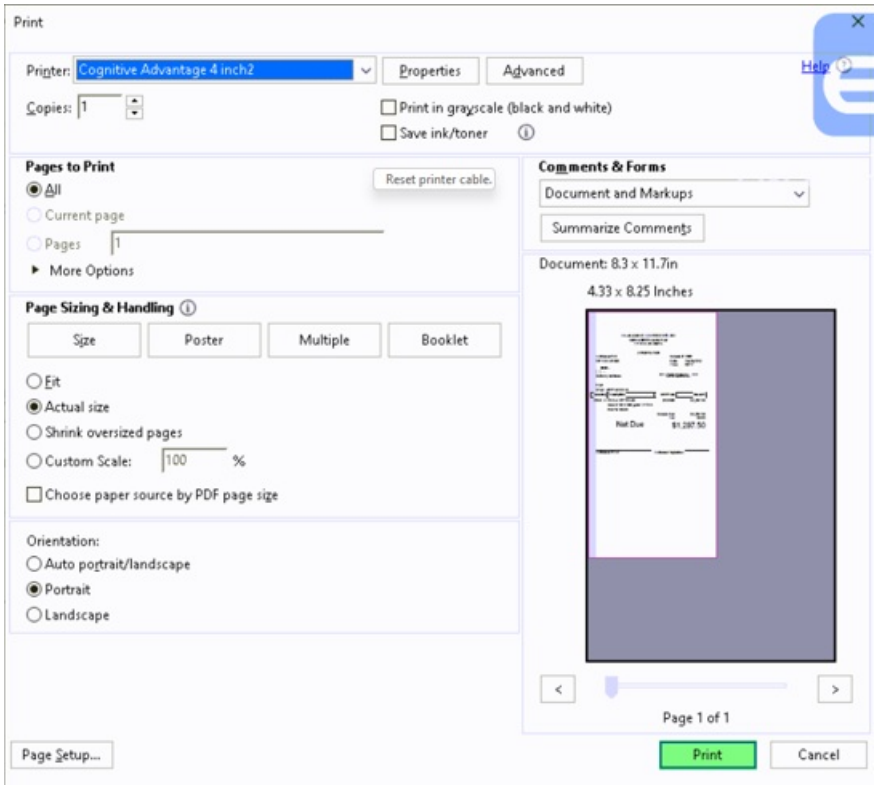
- Continue to the next page.

Adobe Settings for Reprint

- Confirm the Adobe settings match the image.

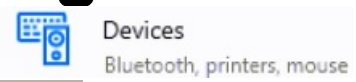


- Press **Print**. Then confirm with the driver that the image printed.

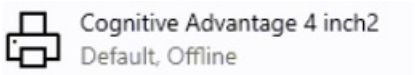


Uninstall and Reinstall Print Drivers

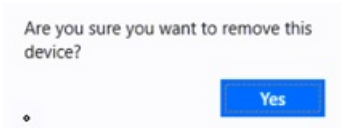
- If the image did not print, uninstall both *Cognitive Advantage 4 inch2* and *Cognitive Advantage 4 inch* print drivers.

- Select the *Windows* tab , then select the *Settings* tab.
- Select the *Devices* 

tab, then select the *Printers & scanners* tab.


- Select *Cognitive Advantage 4 inch2* or *Cognitive Advantage 4inch*.


- Select *Remove device* tab. 

- In the pop-up window select **Yes** to remove the device.


- Confirm that neither *Cognitive Advantage 4 inch2* or *Cognitive Advantage 4 inch* printer are showing in the *Printers & scanners* page.
- Open *Windows (C:)* 

, then select the *CognitivePrintDrivers* tab. 

- In the next window scroll down and select *PrnInst* tab. 

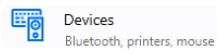
- A *User Account Control* box will open. Select **Yes**.
- An install wizard window will open. Select **Next**.
- Select the printer window opens, choose *Cognitive Advantage 4 inch* and select **Next**.
- Select **Finish**.
- Once the install has finished, install the second print driver.
- In the next window scroll down to and select the *PrnInst* tab. 

- A *User Account Control* box will open. Select **Yes**.
- An install wizard window will open. Select **Next**.
- Select the printer window opens, choose *Cognitive Advantage 4 inch*.
- Select **Next** then select **Add new printer**. 

- In the Printer name: line, add the number 2 to the end of the word inch. Make sure that it matches the picture. 

- Once the second installer has finished, close the window.
- Return to the Printer Settings section to match the screen shots.
- After the settings have been changed, try printing again.

Calibrate Printer Settings

- Calibrate the printer if it gives extra blank sheets when it prints delivery tickets or trip reports.
- Calibrate both printer settings by using the same steps.
- Select the *Windows* tab.
- Select the *Settings* tab.
- Select the *Devices* tab. 

- Then select the *Printers & scanners* tab. 

- Choose either *Cognitive Advantage 4 inch* printer tab.

- Select *Manage* tab. 

- Select *Printer preferences* tab. 

- In the new window, select *Advanced Setup* tab. 

- Select *More Settings* tab. 

- In the next window, select *Calibrate* tab. 

- The printer will then feed about an inch or an inch and a half piece of paper.
- Press the **FEED** button on the printer to advance the paper to the next perforation.
- Repeat the same calibration process for the other Cognitive Advantage print driver.

Lind Power Supply Diagnosis

- Make sure that the power supply is showing a green light.
- If the power supply has a fuse, make sure that it is not blown.
- Make sure all cables plugged into the power supply are fully seated.
- When checking the power supply for the Blaster printer, it must have 24 volts coming out of it and going to the printer. Same for the TSC printer.
- When checking the power supply for the Havis/Panasonic docking station, it must have 12 volts coming out of it and going to the docking station.

Havis Docking Station Diagnosis

- Makes sure that all cables plugged into the docking station are fully seated.
- Check the Control Panel to make sure the items are going through the docking station. Specifically, the Devices and Printers.

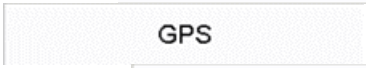


- If there is not a GPS reading or can not print, unplug the USB portion of that plug and plug directly into the ToughPad to see if it works.

GPS Puck

- Makes sure that the truck is not parked in or next to a metal building.
- From the open session of EnergyTrack, select *Utilities* tab. 

- Select *Test Hardware* tab. 

- Select *GPS* tab. 

- Select *Get & Write GPS* tab. 

- If Latitude and Longitude line are blank check cables and make sure that they are plugged in fully to the docking station. 

- If the GPS is not working, unplug from the back of the docking station and plug directly into the ToughPad and retest.

Confirm Printer Needs Replaced

- After confirming all the above processes that apply, the driver will need to use their handheld in another truck and try to reprint a document from the *Reporting* tab, *Re-Print Documents* tab.
- If able to reprint a document, this shows that the printer in the truck that was not working needs replaced.
- Also try putting another printer in the truck and seeing if reprinting a document works properly.