

RasterLink Job Management Service

Setup Guide

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Precautions

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About this Guide

Notation used in this guide

- The buttons and items displayed in screens are enclosed in square brackets, such as [OK] and [Open].

Symbols used in this guide

Description		
	Important	The "Important" symbol represents information you must be familiar with when using this tool.
	Mandatory action sign	Indicates an action that must be carried out. The specifics of the mandatory action are drawn inside the symbol.
	Tip	The "Tip" symbol represents useful information to know.
	Reference information	Indicates the corresponding page for related information. Clicking the symbol takes you to the applicable page.

How to obtain this guide and related documents

The latest versions of this guide and related documents are available at the following location:

- Our official site (<https://mimaki.com/download/software.html>)

Chapter 1 Introduction



This chapter

This section provides an overview of the RasterLink Job Management Service and related information.

What Is the RasterLink Job Management Service?	8	List of Available Manuals.....	10
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1.1 What Is the RasterLink Job Management Service?

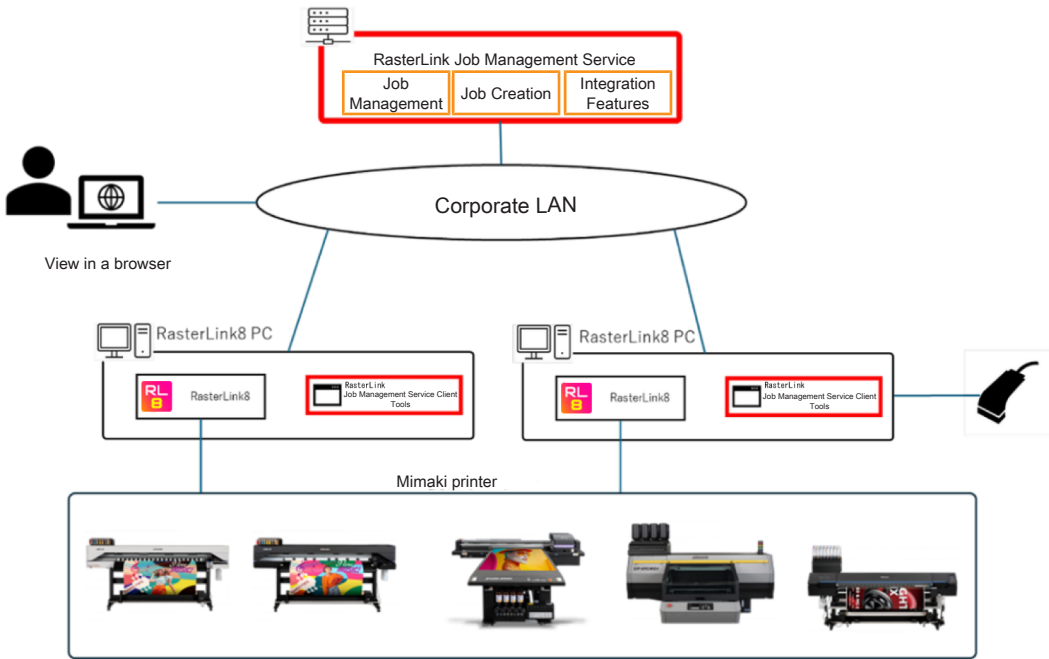
The RasterLink Job Management Service is a system for managing RasterLink 8 data (jobs and devices) via the web.

It has the following features.

- Displays a list of RasterLink8 jobs and output histories on the internal network in a web browser.
- Use a web browser or a CSV file to create a RasterLink8 job.
- You can set up a schedule for each device so that it prints automatically at a specified time.
- Use a barcode scanner to initiate printing.
- It integrates with external systems.

1.2 System Configuration

The Job Management website is a web-based system that runs on a PC installed in the customer’s network environment.



● **Server**

The RasterLink Job Management Service server primarily provides the following functions:

Job Management	Manages jobs in RasterLink8.
Job Creation	Create a job in RasterLink8 using a web browser.
Integration Features	It provides functionality for integrating with external systems.

● **Client**

Client Tool	This is a tool for uploading information from RasterLink8 to the RasterLink Job Management Service. You can also connect a barcode scanner to initiate printing.
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1.3 List of Available Manuals

This system provides the following manuals from the official Mimaki Engineering website.

Manual Title	Description
Installation Guide	This guide.
Job Management Web Reference Guide	This guide explains how to use the feature for managing jobs in RasterLink8 (Job Management Web).
Job Creation Web Reference Guide	This section explains how to create RasterLink8 jobs via the web.

Please contact us regarding the following documents.

Manual Title	Description
Job Management Web: External Integration Reference Guide	This section explains how to use the job management feature from an external system (for system administrators).
Job Creation CSV Connector Reference Guide	This section explains how to create RasterLink jobs using CSV files.

1.4 Product Specifications and System Requirements

This document describes the product specifications and system requirements for the RasterLink Job Management Service.

System Requirements

● Server

- PC Requirements

OS	Windows 11 Pro
Language	Japanese/English
CPU	Intel Core 7 / AMD Ryzen 7 or higher
Memory	16 GB or more
Storage	1 TB or more

- Maximum Number of Units That Can Be Registered on the Server

Device	100 units
--------	-----------

- Image Formats Supported by the Job Creation Feature

EPS, PDF, JPEG, PNG, BMP, TIFF

● Client

- Web Browsing Environment

Device	Windows PC, Mac *Smartphones and tablets are not supported
Supported browsers*1	Google Chrome, Microsoft Edge, Apple Safari

*1. Please use the latest version. Please see the following website for information on how to update to the latest version for each browser.

- Chrome: <https://support.google.com/chrome/answer/95414?hl=en>
- Edge: <https://support.microsoft.com/en-us/edge/microsoft-edge-update-settings>
- Safari: <https://support.apple.com/en-us/102665>

- RasterLink8 PCs compatible with this system

PC Environment	Compliant with RasterLink8
Supported Versions	Version 1.0.0 or later

- When issuing output instructions using a barcode scanner

PC Environment	OS: Windows 11
Barcode Scanner	• QR Code Support • Functions as a keyboard • You can set the same keyboard language as the one configured in the operating system.

Chapter 2 Setup



This chapter

Here are the setup instructions.

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2.1 Setting Up the Server Application

This section explains the steps for setting up a server application.

Pre-Installation Settings

Before setting up the server, please configure the following settings.

1 Please turn off the "Smart App Control" security feature in Windows 11.

- If the "Smart App Control" security feature in Windows 11 is enabled, you may be unable to install software, or the software may not function properly.
- In the Windows Start menu, go to [Settings] > [Privacy & Security] > [Windows Security] > [App & Browser Control] > [Smart App Control Settings] and turn it off.

2 Please check the automatic update settings in Windows Update.

- If your PC restarts while the system is booting, the system may not be able to boot successfully in the future, so please configure the following settings.
 - (1) Please configure Windows Update to pause updates so that your PC does not restart automatically. Configure the settings in the following sections.
[Settings] - [Windows Update] - [Pausing Updates]
 - (2) Please set the active time so that the PC does not restart during that period. Configure the settings in the following sections.
[Settings] - [Windows Update] - [Advanced options] - [Active hours]

3 Please turn off the sleep setting.

- If the setting to automatically put the PC into sleep mode is enabled, the PC may go to sleep even while the system is processing data. In this case, processing and output will stop, and the RasterLink8 system may crash.
Configure the settings in the following sections.
In [Control Panel] > [System and Security] > [Power Options] > [Set when the computer goes to sleep], set [Put the computer to sleep] to [Never]

Installing the Server Application

Types of Server Applications

We offer the following three types of applications for installation on the server.

You can install and run each one individually. Please install them according to your needs.

Name	Overview
Job Management Web Service	Managing RasterLink Jobs
Job Creation Web Service	Creating RasterLink Jobs Using a Web Browser
CSV Connector	Creating RasterLink Jobs Using a CSV File

Download the Installer

Download the installer from the Mimaki Engineering official website (<https://mimaki.com/download>).

Installation

Use the downloaded installer to set it up.



Only users with administrator privileges can execute the installation.

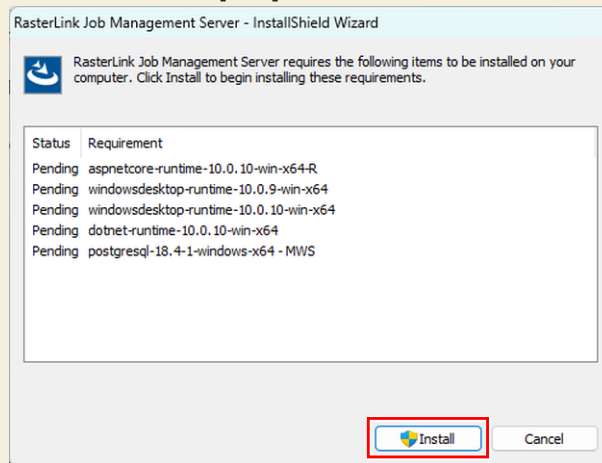


You can install the downloaded installers in any order you like. The procedure is the same.

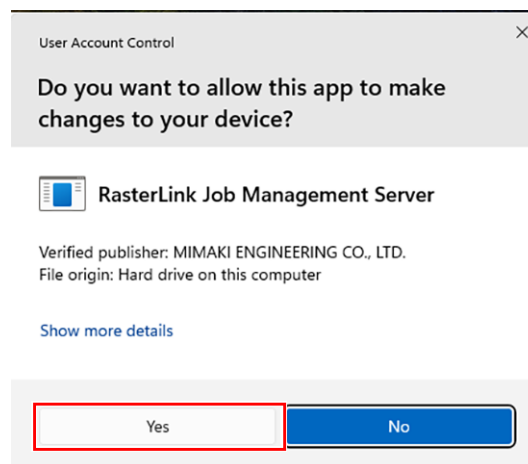
- 1** Double-click the downloaded installer.
- 2** Select the language to display during installation, and then click [OK].

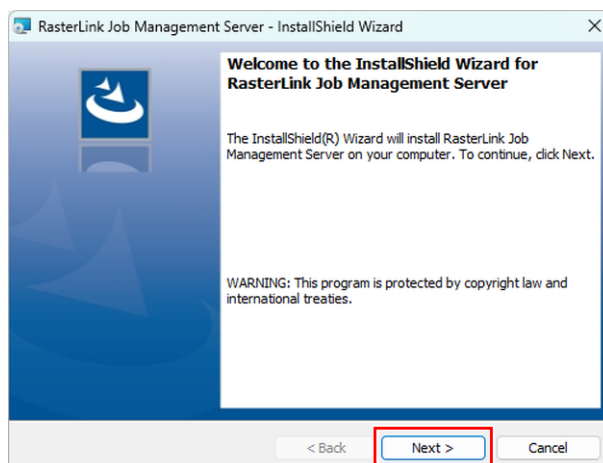
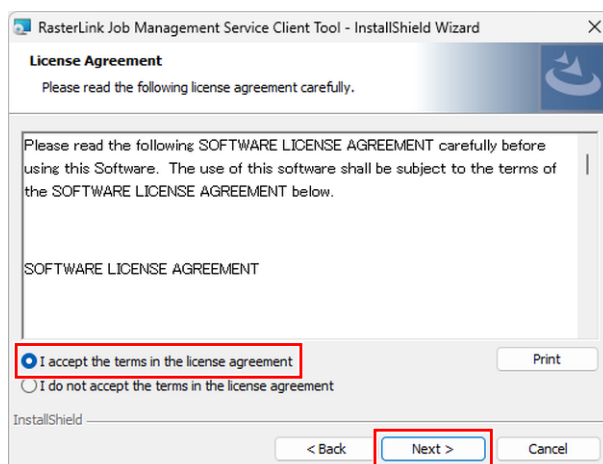
Important!

(1) Depending on your system configuration, the following message screen may appear. In this case, click [Yes] to continue with the installation.

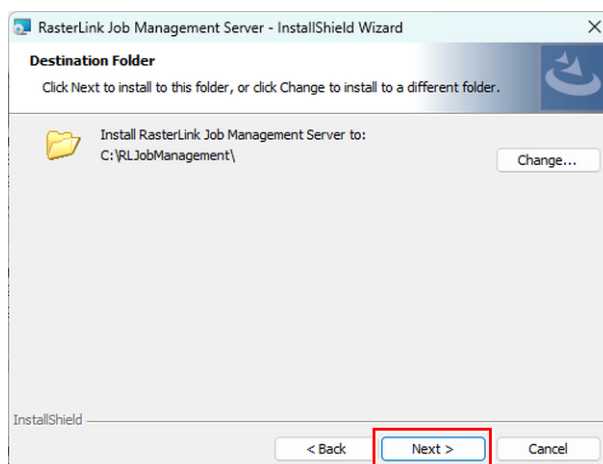


- 3** On the screen that appears next, click [Yes].

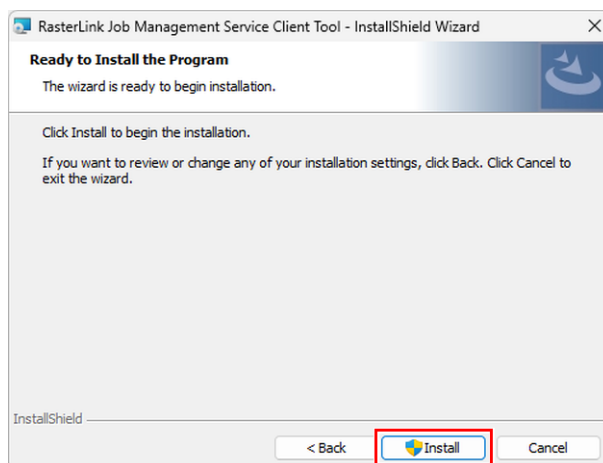


4 Click [Next].**5** Select [I agree to the terms of the license agreement] and click [Next].**6** Specify the installation location, then click [Next].

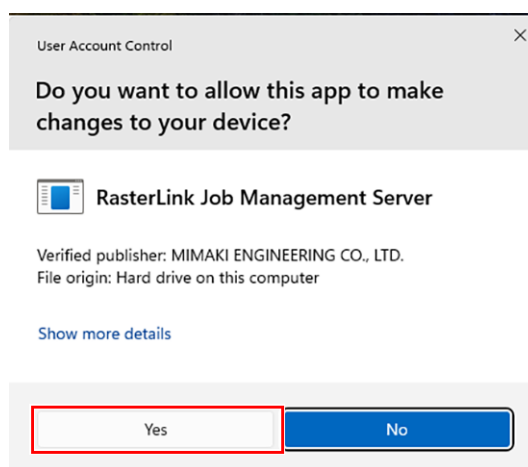
Important! Please specify a drive with sufficient free space.



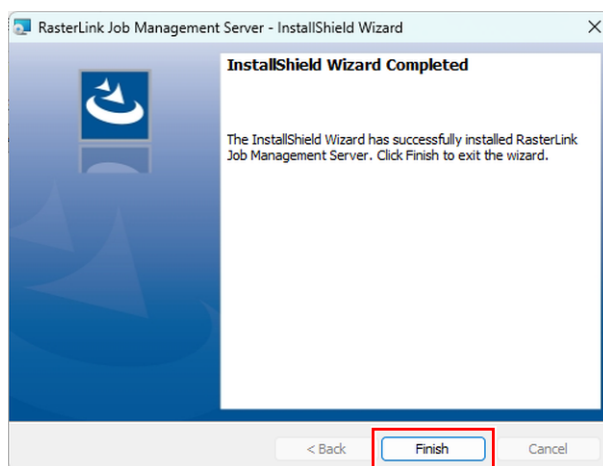
7 Click [Install].



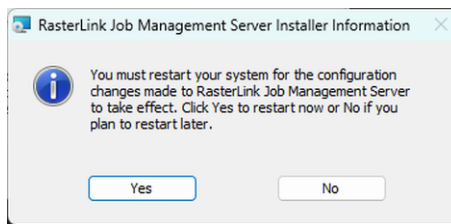
- On the next screen, click [Yes] to begin the installation.



8 Once the installation is complete, click [Finish].



9 A screen prompting you to restart will appear. Click [Yes] to restart your computer.



Important! The server application for the RasterLink Job Management Service starts automatically when the operating system boots.

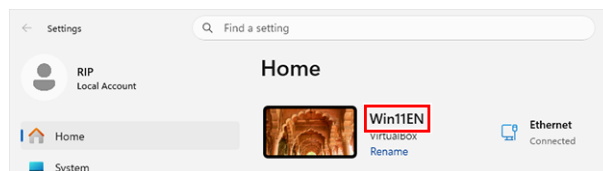
Checking Server PC Information

To access the server application from another computer, you will need one of the following pieces of information about the server computer:

- PC Name
- IP Address

● How to Check Your PC Name

- 1 Click the "Windows" button in the lower-left corner of the screen.
- 2 Type "Settings" into the search bar.
- 3 Click "Settings (System)" in the search results.
- 4 The settings screen will appear. The PC name is displayed at the top of the screen.



● Checking Your IP Address

When setting up a client, you'll use the server's IP address. Please check your IP address using the following method.

- 1 **Launch the Command Prompt using one of the following methods.**
 - Launch from the Start Menu
Click the [Start] button in the lower-left corner of the screen and type "cmd" in the search box. Click [Command Prompt] in the search results.
 - Launch it by executing "Run"
Press the [Windows] and [R] keys on your keyboard at the same time. The [Execute] dialog box will appear. Type "cmd" in the input field and press the [Enter] key.
- 2 Type "ipconfig" in the Command Prompt and press the [Enter] key.
- 3 After executing the command, the following information will be displayed. [IPv4 Address] is the server's IP address.

```
Ethernet Adapter Ethernet:
IPv4 Address .....: 192.0.2.10
Subnet Mask .....: 255.255.255.0
Default gateway .....: 192.168.1.1
```

● If the IP address does not appear

- ① The message "Media is not connected" appears

```
Ethernet adapter Ethernet:
Media State . . . . . : Media disconnected
```

Cause	Countermeasures
The LAN cable is not connected	Please check to make sure the LAN cable is connected properly.
The LAN cable is broken	Please check to see if the LAN port light is illuminated. If the light is not illuminated, please try a different LAN cable.
Not connected to Wi-Fi	Please make sure Wi-Fi is turned on. Please make sure you are connected to the correct SSID. If the problem persists, restart your Wi-Fi device or reconnect it.
The network adapter is disabled	Open [Device Manager] and check to see if the network adapter is disabled.

● ② The IP address is displayed as "169.254.xxx.xxx"

```
IPv4 Address .....: 169.254.xxx.xxx
```

IP addresses that begin with "169.254" are called APIPA (Automatic Private IP Addressing). This is the address that Windows automatically configured because the PC was unable to obtain an IP address from the DHCP server.

Please follow these steps to resolve the issue.

- 1 Check the causes and countermeasures listed in item ① above, "Media is not connected."

- 2 Renew the IP address. Enter the following command in the Command Prompt to renew the IP address, and then execute it.

```
ipconfig /release
ipconfig /renew
```

If the IP address is retrieved successfully, an IP address that does not begin with "169.254" will be displayed.

```
IPv4 Address .....: 192.0.2.10
```



- If you are unable to obtain an IP address, please contact your company's network administrator.

2.2 Setting Up the Client Tool

This guide explains how to set up the client tool.

Setup

Install the client tool on the PC where RasterLink8 is installed.

Download the Installer

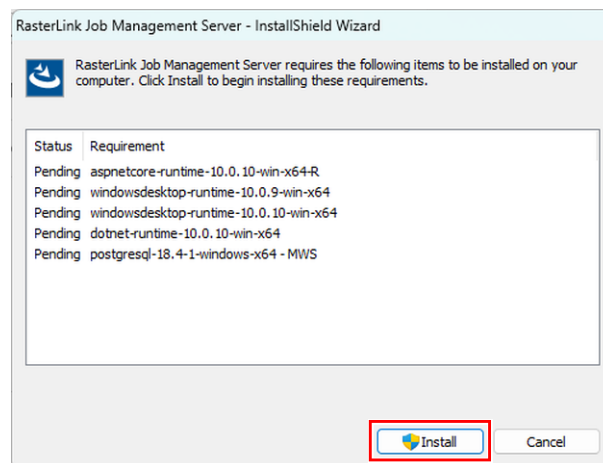
Download the installer from the Mimaki Engineering official website (<https://mimaki.com/download>). Copy the downloaded installer to the PC where RasterLink8 is installed.

Installation

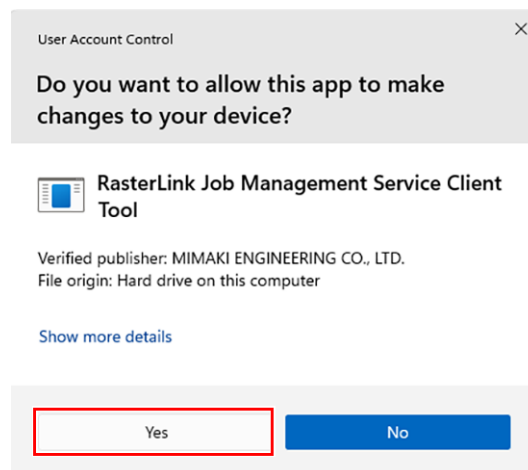


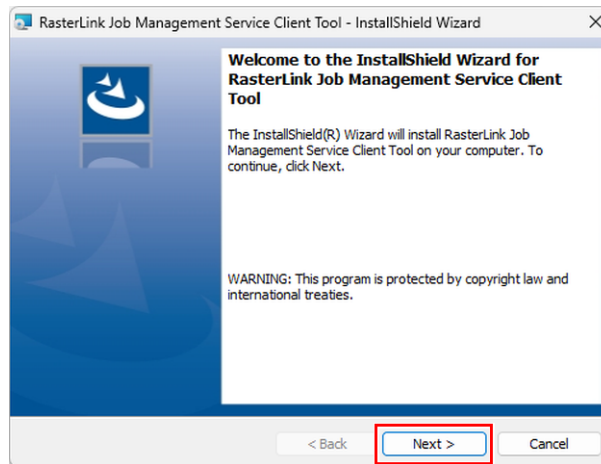
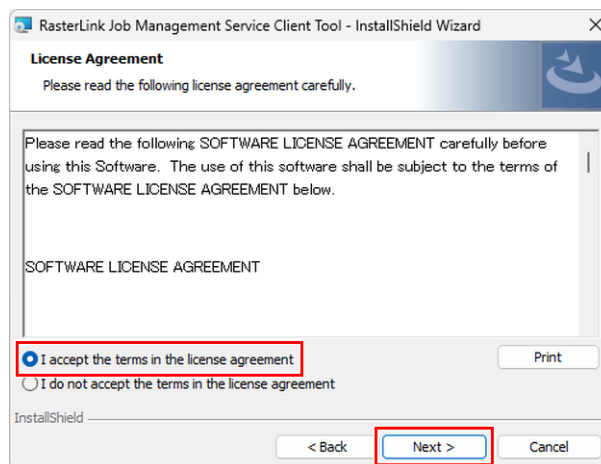
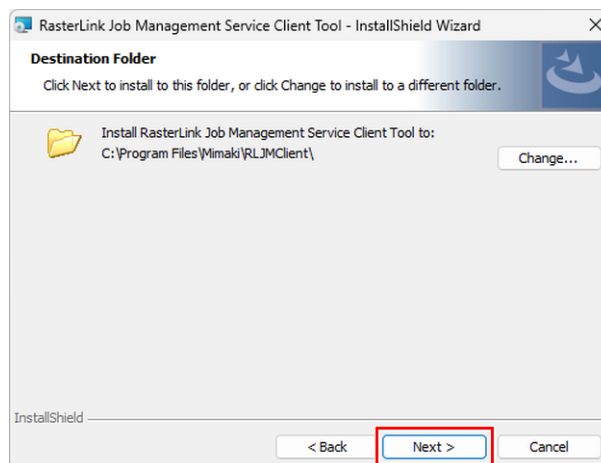
- Be sure to install the client tool only after you have set up the server application. Only users with administrator privileges can execute the installation.

- 1 Double-click the installer.
- 2 Select the language to display during installation, and then click [OK].
- 3 Depending on your system configuration, the following screen may appear. Click [Install].

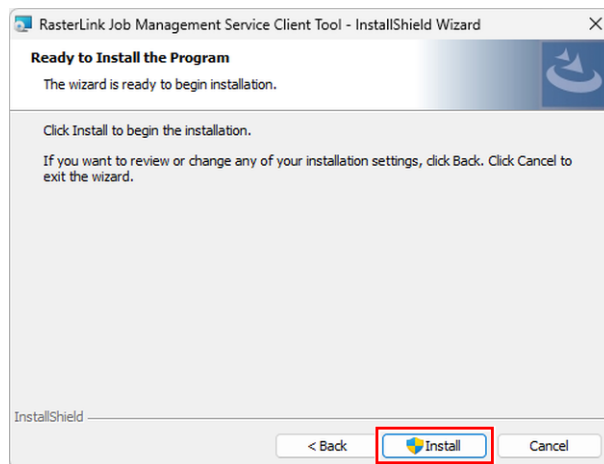


- On the next screen that appears, click [Yes].

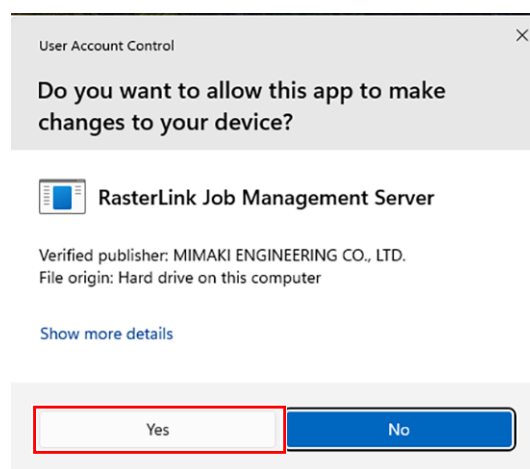


4 Click [Next].**5** Select [I agree to the terms of the license agreement] and click [Next].**6** Specify the installation location, then click [Next].

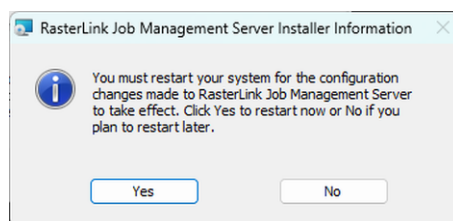
7 Click [Install].



- On the next screen, click [Yes] to begin the installation.



8 A screen prompting you to restart will appear. Click [Yes] to restart your computer.



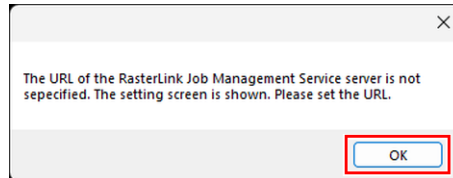
Initial Setup of the Client Tool

If the client tool has not completed its initial setup when it starts up, it will display the setup screen.

Important!

- The client tool launches automatically after you log in to the operating system and remains in the system tray.
- If the client tool icon is not in the system tray, launch it from the Windows menu by selecting [RasterLink Job Management Service Client Tool]. After launching, it runs in the system tray.

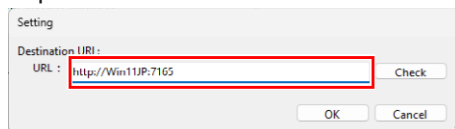
1 The setup screen will appear. Click [OK].



- The [Settings] screen will appear.

2 After entering the information, click [Verify Connection].

- Access by PC Name
http://(server PC name):7165
Example: If the PC name is [aaa], then http://aaa:7165
- Access via IP address
http://(server PC's IP address):7165
Example: If the IP address is 192.0.2.10, then
http:// 192.0.2.10:7165



- If the connection is successful, a message screen stating "Connection established" will appear.

3 Once you're connected, click [OK] to close the window.

Using RasterLink8

Uploading Device Information

Device information will be uploaded to the server application at the following times.

- When RasterLink8 starts up
- When a device is newly registered in RasterLink8

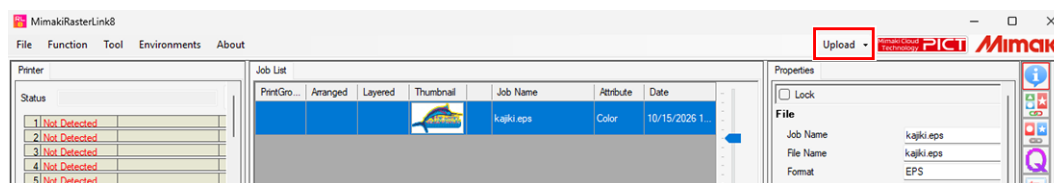


- Job information will not be uploaded at the times listed above.

Uploading Job Information

Upload the job information to the server application at the following time.

- When you click [Upload] on the RasterLink8 screen



- When you create a job using the following tools
 - JobCreator
 - SimpleCreate
 - App for Job Creation Web
 - CSV Connector



Jobs meeting the following conditions are not supported by the RasterLink Job Management Service and will not be uploaded

- Grouped jobs

Chapter 3 Access the Job Management Website



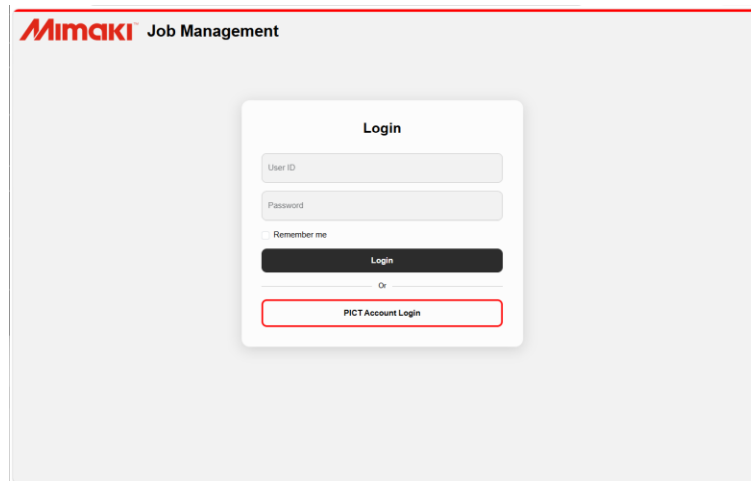
This chapter
This section explains the steps for accessing the job management website using a web browser.

Access URL.....	26	Account Settings	27
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3.1 Access URL

Launch your web browser and enter the following URL in the address bar.

- Access by PC Name
http://(server PC name):7163
Example: If the PC name is [aaa], then http://aaa:7163
- Access via IP address
http://(server PC's IP address):7163
Example: If the IP address is 192.0.2.10, then http:// 192.0.2.10:7165
The following screen will appear.



3.2 Account Settings

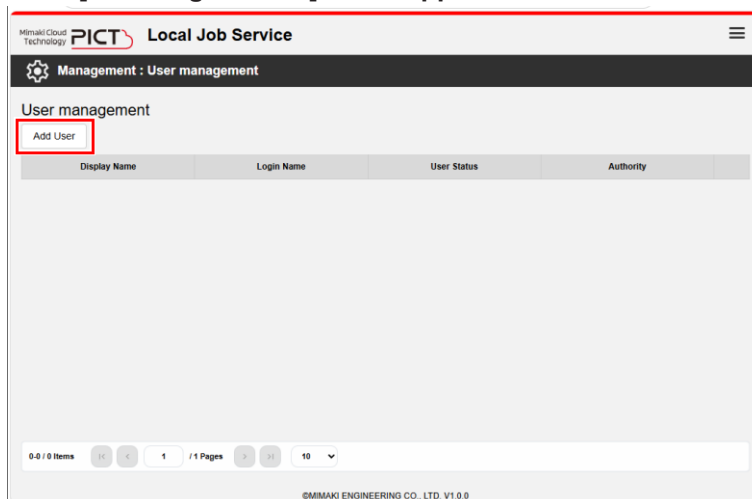
You must register for an account to access the website and use its various features. There are two types of accounts available for use with the RasterLink Job Management Service:

- RasterLink Job Management Service Dedicated Account
This account is dedicated to this system.
- PICT Account
This is an account for our cloud service, "Mimaki Cloud Technology PICT."

Setting Up the RasterLink Job Management Service Dedicated Account

● Account Registration

- 1 Launch your web browser and access the RasterLink Job Management Service.**
- 2 Log in using the following account.**
 - Username: MimakiAdmin
 - Password: MimakiAdmin (MimakiAdmin is an account used exclusively for user management.)
- 3 The user management screen will appear.**
Click [User Registration] in the upper-left corner of the screen.



4 The [Registration] screen will appear. Enter the following information and click [Register].

- Display Name: The username that appears after you log in.
- User ID: The user ID you enter when logging in. You can only enter letters, numbers, and symbols.
- User Permissions: Select either [Administrator] or [Operator]. (For details on user permissions, see the Reference Guide.)

Mimaki Job Management

Create New Account

Display Name
e.g. Jane Doe

User ID
e.g. jane.doe

Authority
Admin

Register

Cancel

5 Return to the user management screen. Verify that the user you added to the list appears and that the user status is displayed as [New Account].

Mimaki Cloud Technology PICT Local Job Service

Management : User management

User management

Add User

Display Name	Login Name	User Status	Authority
taro mimaki	taro_mimaki	New Account	Admin

1-1 / 1 Items 1 / 1 Pages 10

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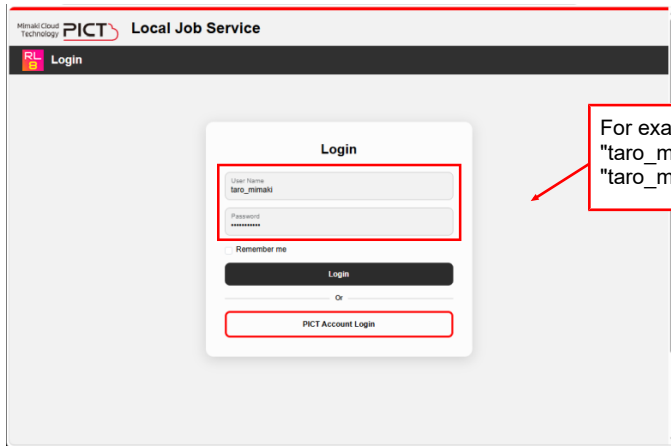
6 Click the [≡] icon in the upper-right corner of the screen, and select [Log Out] from the menu that appears.

- You will be returned to the login screen.

● First-Time Login - Setting a Password

The first time you log in with the account you created, you'll need to set a password.

- 1 Launch your web browser and go to the job management website.
- 2 Enter the string specified as the [User ID] for the added account in both the [User ID] and [Password] fields, then click [Log In].



Minut Cloud Technology PICT Local Job Service

RL Login

Login

User Name
taro_mimaki

Password
taro_mimaki

Remember me

Login

Or

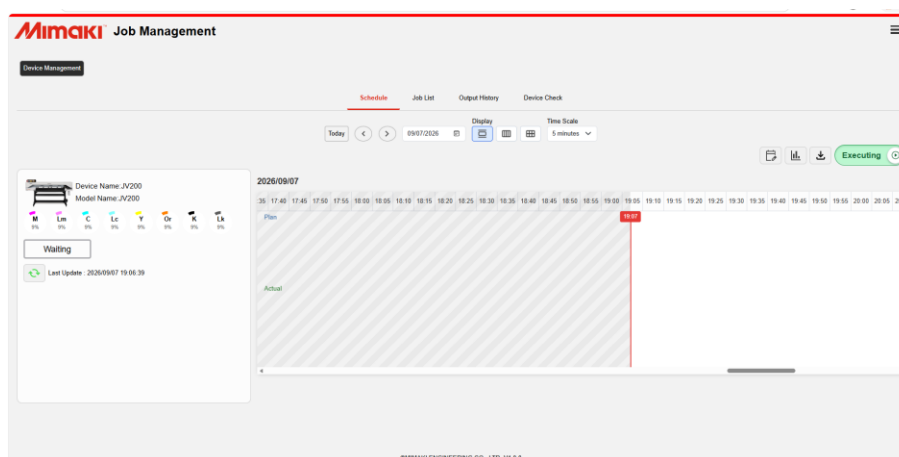
PICT Account Login

For example, if your user ID is "taro_mimaki," please enter "taro_mimaki" as your password as well.

3 The [New Password] screen will appear. Set a password, then click [Set Password].



- Please set a password that is at least 8 characters long. Only English letters, numbers, and symbols may be used.
- Once you've logged in, the main screen will appear.



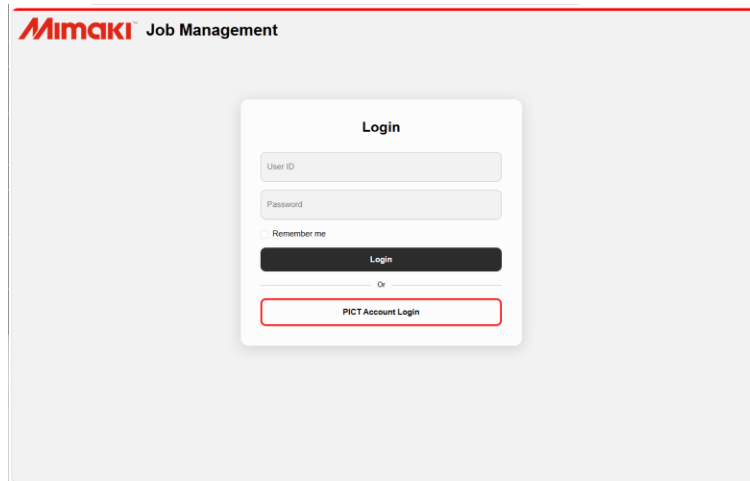
- When you log in, the screen may be displayed in English. In that case, please follow these steps to change the language.
 - (1) Click the [≡] icon in the upper-left corner of the screen.
 - (2) Select [Setting] from the menu that appears.
 - (3) Select the language you want to display from [Language].

Use a PICT Account

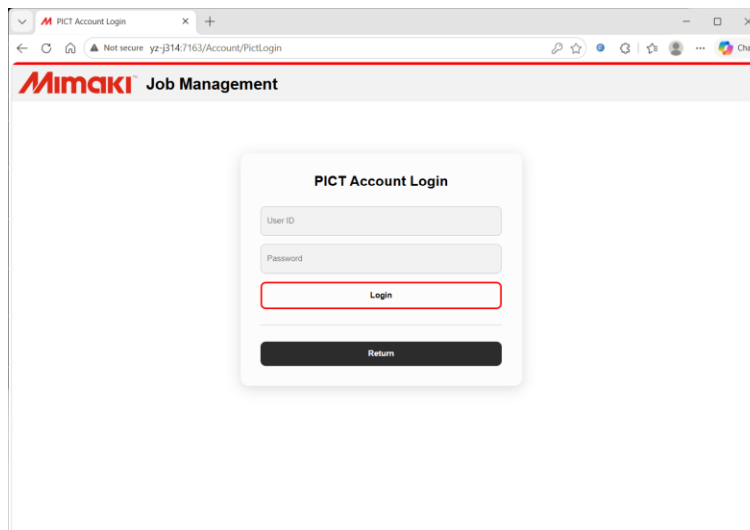
Important!

- Please register with Mimaki Cloud Technology PICT in advance and set up your account.
- Please connect the PC on which the server application is installed to the Internet.

- 1 Launch your web browser and go to the job management website. Click [Log In to PICT Account].



- 2 Enter your PICT account username and password, then click [Log In].



- Once you've logged in, the main screen will appear.

Chapter 4 Access the Job Creation Web



This chapter

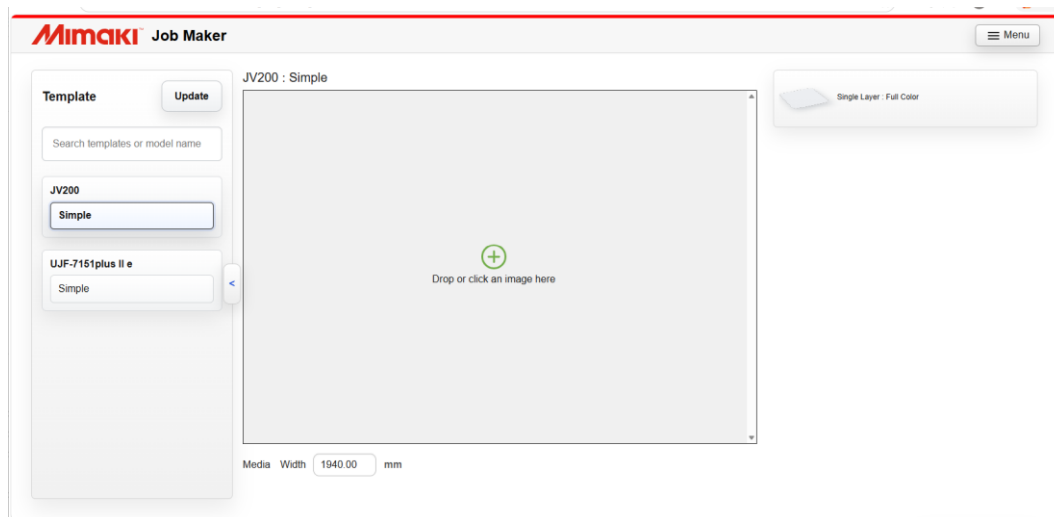
This section explains the steps for accessing the job creation web using a web browser.

4.1 Access URL

Launch your web browser and enter one of the following URLs in the address bar.

- Access by PC name
http://(server PC's name):7202
Example: If the PC name is [aaa], then http://aaa:7202
- Access via IP address
http://(server PC's IP address):7202
Example: If the IP address is 192.0.2.10, then http:// 192.0.2.10:7202

The following screen will appear.



You do not need to register or log in to use the Job Creation Web.

Chapter 5 Uninstallation



This chapter

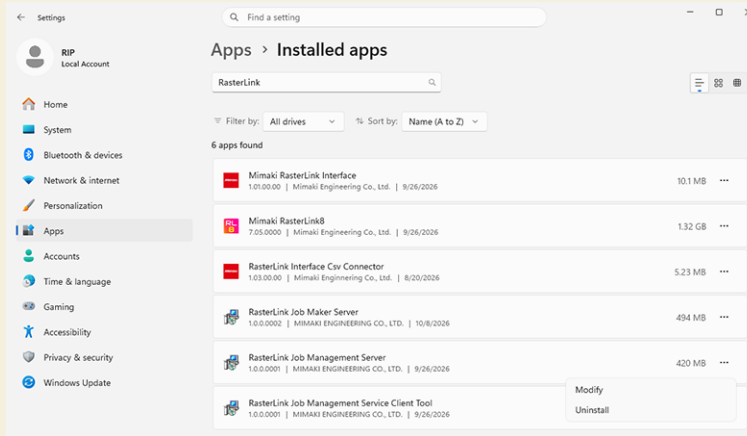
This section explains the uninstallation procedure.

5.1 Uninstallation Procedure

1. Open the Settings screen.
2. Select [Apps] from the list on the left, then select [Installed apps] from the right side of the screen.
3. Select the application you wish to uninstall from the list, click the [...] button, and select [Uninstall].
 - Follow the wizard to complete the uninstallation.

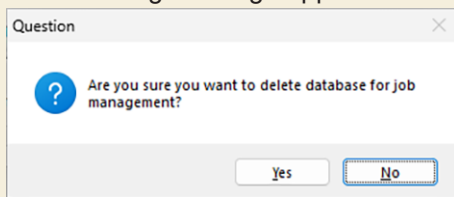


- Entering "RasterLink" in the search bar filters the list to show only applications related to this system.



Uninstalling Job Management Web (RasterLink Job Management Server)

- The following message appears when uninstalling Job Management Web.



- Clicking [Yes] deletes the database.
- Clicking [No] does not delete the database; it remains on the PC. If you reinstall Job Management Web later, the retained database will be used.

Chapter 6 In situations like this



This chapter

This section explains how to resolve issues when they arise and how to perform certain operations when you're unsure how to proceed.

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6.1 Troubleshooting

When I specify a connection destination in the client tool and click the "Test Connection" button, the message "Unable to connect" appears.

If you see a "Could not connect" message, the following may be the cause.

- **The URL you entered for the destination is incorrect.**

Please check the URL you entered.

- **If you try to connect using the PC name, you won't be able to connect via the network settings.**

In this case, please enter the IP address to see if you can connect.

- **The server and client are not connected.**

Please check if you are connected using the following method.

- 1 Open the Command Prompt.**

- 2 Type the following command into the Command Prompt and press Enter.**
ping server's IP address
Example: ping 192.168.1.10

- If the following information appears, you are connected.

```
Sending a ping to 192.168.1.10 with 32 bytes of data:
Response from 192.168.1.10: Number of bytes = 32 time < 1 ms, TTL = 128
Response from 192.168.1.10: Number of bytes = 32 time < 1 ms, TTL = 128
Response from 192.168.1.10: Number of bytes = 32 time < 1 ms, TTL = 128
Response from 192.168.1.10: Number of bytes = 32 time < 1 ms, TTL = 128

ping statistics for 192.168.1.10:
Number of packets: Transmissions = 4, Receptions = 4, Losses = 0 (0% loss)
```

If the message above appears, please check again to make sure the values you entered in the client tool are correct.

- If the following message appears, you are not connected.

```
Request timed out.
Request timed out.
Request timed out.
Request timed out.
```

If this message appears, the following causes may be involved. Please resolve the issue and then check the connection again.

- The IP address is incorrect.
- If a DHCP server (a server that automatically assigns IP addresses to devices connected to the network) is in use, the server's IP address may have changed.

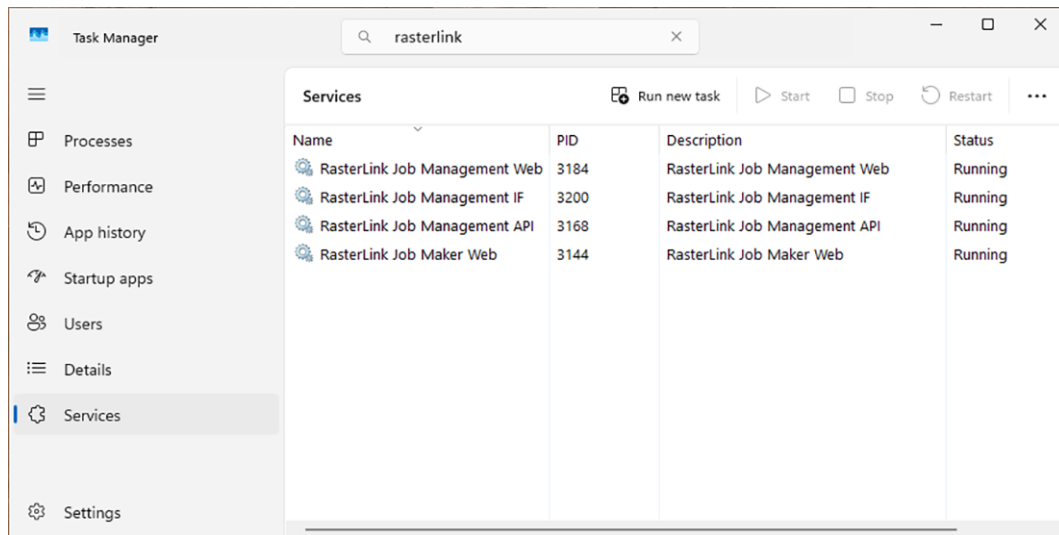
In that case, please check the IP address again on the server PC.

- The PC is not connected to the network.
- The server PC is turned off.

The server application is not running.

If you cannot access the website from a browser or client service even though the server PC is running, log in to the server PC and follow the steps below to troubleshoot the issue.

- 1** Right-click the OS taskbar and open Task Manager.
- 2** Click "Services" in the menu on the left.
- 3** Type "RasterLink" into the search bar on the screen.
A list of services related to the RasterLink Job Management System is displayed. Check the [Status] column. If it says "Stopped," select that service and execute [Start].



*If a suspended service does not resume, please contact us.

RasterLink JobManagementService SetupGuide

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