Netlife Photosuite

Lablink

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A introduction to the software

Lablink is used to download orders from the internet and kiosks, and to further channel the production towards minilabs, plotters, sublimation printers etc.

Order management
Order management is made easy with a simple and intuitive user interface. The order is tracked through every step of the process from download to the production result. Order status and information can also be found using the web interface. Orders are stored on Netlife servers for 30 days.

Print systems
Lablink supports integration with several print systems. These include:
- Fujifilm C8
- Axiom FotoControl/Insitua FX
- Polielletronica
- DPOF based systems
- Hotfolder based systems

Automatic image correction and enhancement
Lablink can automatically correct and enhance images with Perfectly Clear by Athentech. This improves colors and contrast, sharpening and more. A default preset comes with Lablink, but an advanced settings application lets the lab adjust these settings to match their systems/preferences.
> Read more about Perfectly Clear at www.athentech.com.

Integration with E-conomic Accounting Software
Lablink supports integration with E-conomic, the largest online accounting software in Europe. This feature allows you to keep financial track of orders as well as automatic invoice creation, which are printed through Lablink.
> Read more about E-conomic at www.e-conomic.com.

Integration with EDI-Soft Consignor
Lablink supports integration with Consignor, a software used to generate shipping information, labels and to keep track of shipped orders. Consignor supports over 200 shipping carriers. In conjunction with Lablink, this software can be used to generate shipping labels for orders automatically, or pre-fill shipping information for manual review. Tracking numbers and shipping info can be sent from Consignor to the end user upon shipping.

![Netlife Photosuite logo] **Netlife Photosuite**

First time Lablink setup

This initial setup guide will get Lablink up and running so you can start downloading and processing orders.

A Lablink installation uses a universally unique identifier (UUID) to identify itself as the correct customer when connecting to the Netlife servers. You may use multiple authorization IDs separated by a comma to handle production from multiple sites simultaneously.

Lablink also requires a product key. This is to activate your Lablink license and any other modules activated, such as Perfectly Clear. The product key is also a UUID.

The authorization ID(s) and product key will be given to you by the sales or support department.

1. Open the settings and insert your authorization ID in the «Authorization ID» field.
   - Optional: Insert multiple authorization IDs separated by a comma if applicable.
2. Insert your product key UUID in the «Product Key» field.

3. Select the folder where you wish to store your orders. Preferably a drive with several gigabytes of free space. Use the «Browse» button.
   - Networked drives are not recommended.
4. Click the «OK» button to save the settings and closes the dialog.
5. Restart Lablink.
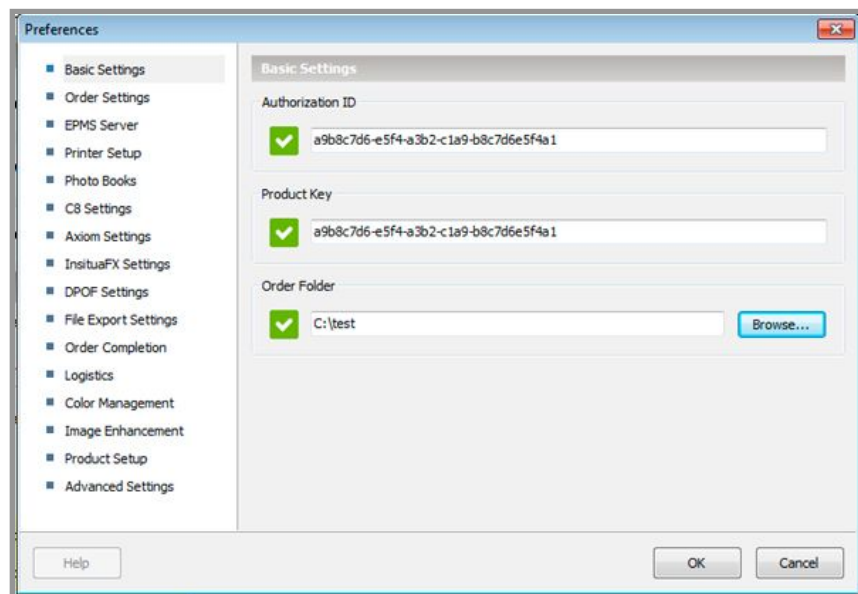
Lablink should now be able to download any orders in the «Incoming» view. It will also process them when they are downloaded. When downloaded, orders show up in the «Order View» page in the main application view.

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Print and production

Color management

Color management is handled automatically and is always on, but is handled with a few minor difference based on product type.

For print products, your 10x15s etc., Lablink will attempt to retain the original profile and information in the image.

For template products, such as cards and canvases, Lablink will convert to sRGB or the profile selected as the working color space. This has to be done since the template images and user images might not be in the same color space.

Custom profiles can be set under "Color management" in preferences. Choose 'Custom Profile' and select your profile with the "Browse..." button. Click ok to save. Orders must be reprocessed before any change will be visible.
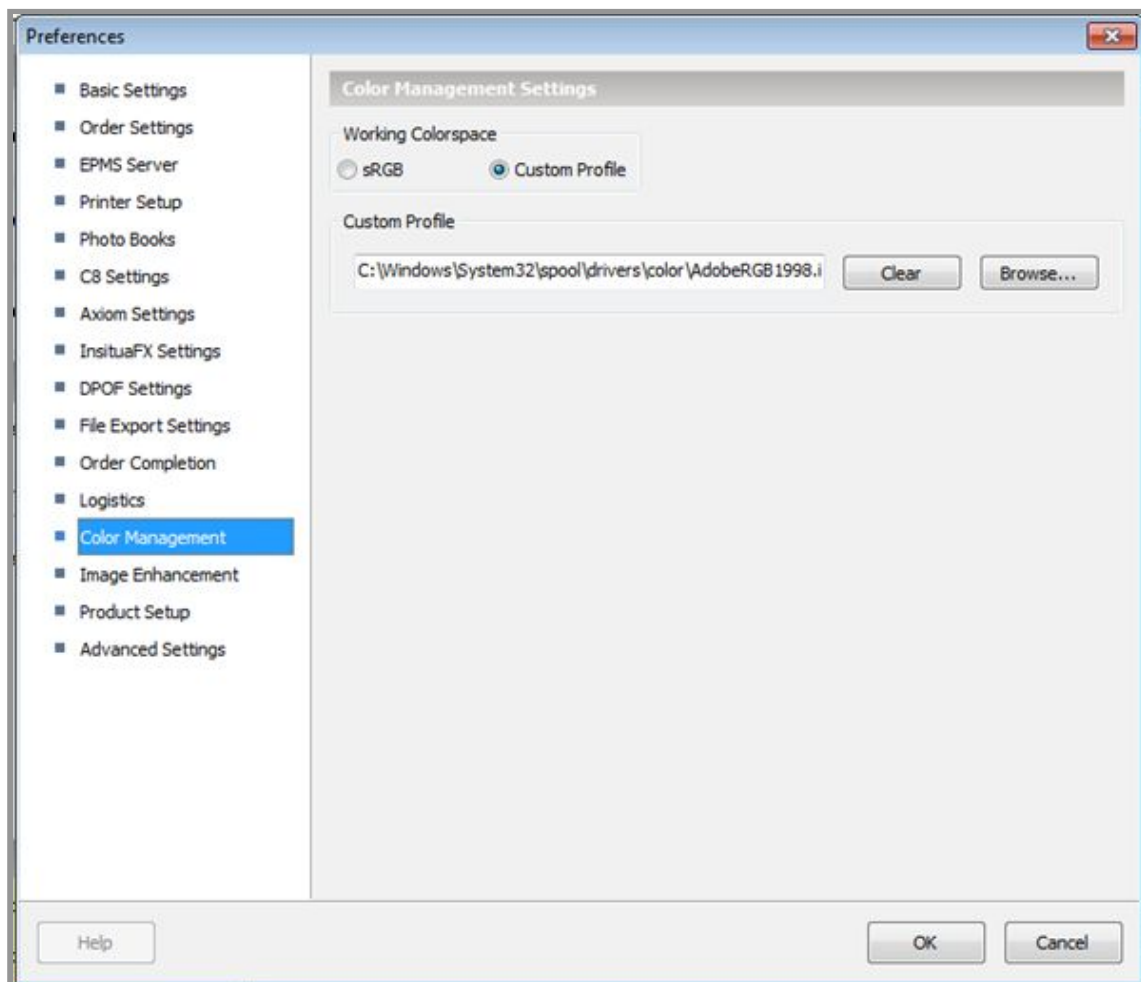
Bleed

Features

Bleed is printing that goes beyond the edge of the sheet before trimming. Lablink supports adding bleed to any template product, for both JPG and PDF. Bleed may be added per product or by a default (all template products will be affected).

Some templates that have not been designed with bleed in mind will have their edges duplicated to increase the size. Templates designed with bleed in mind will have extra area included which will be used. If the required bleed exceeds this, edges will be duplicated beyond the included bleed area.

If the output format is PDF, the trim box in the PDF will be set to the actual size of the product, and the media box and bleed box will be equal.

Setup

1. Select the product (or default) to add bleed to under the 'Product setup' menu.
2. Input the required amount of bleed in the 4 boxes. This is given in millimeters.
3. Click *save* and *ok*.

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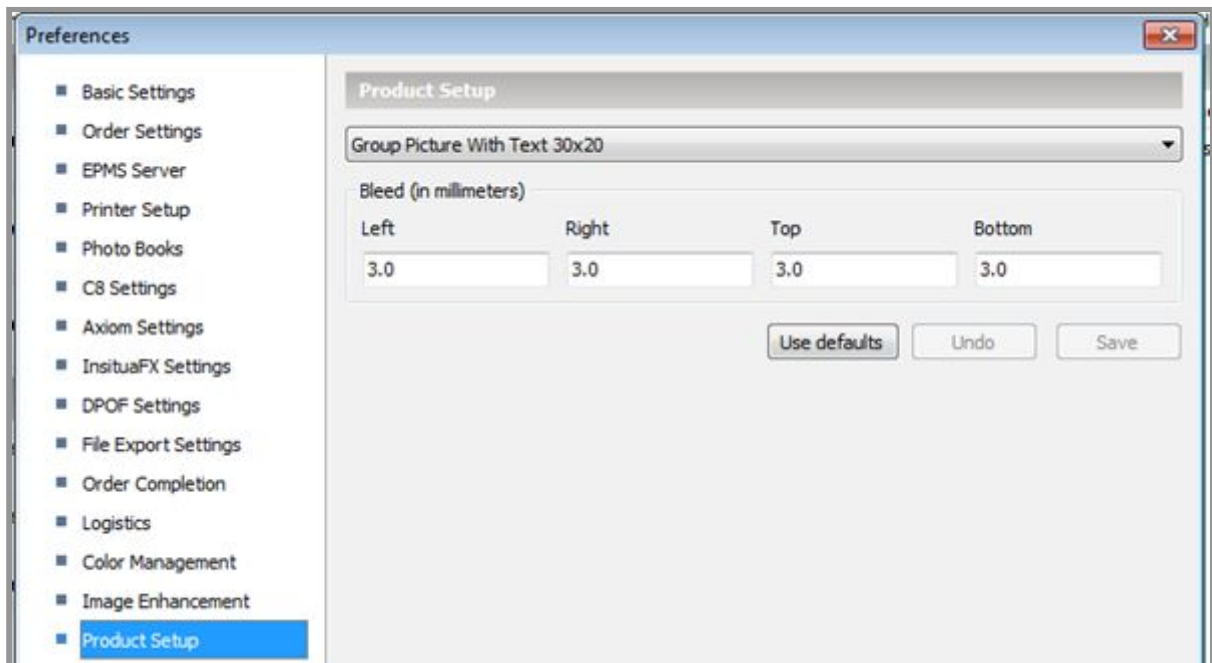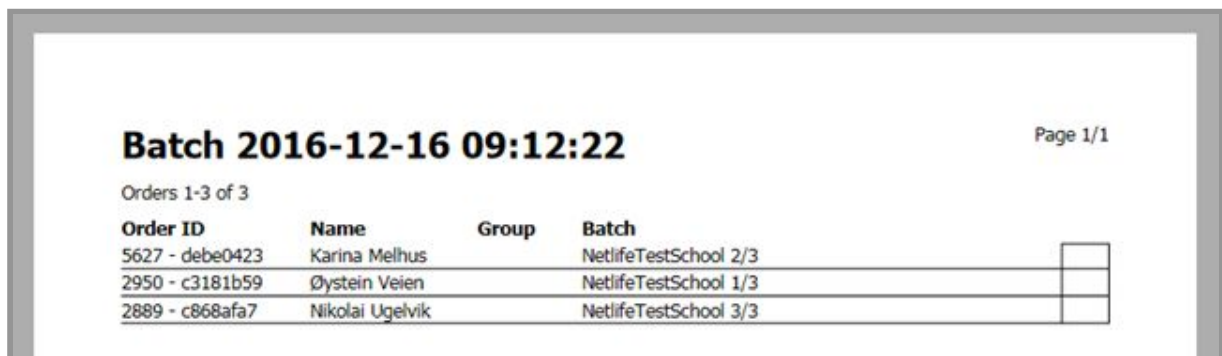
Production help/ flow

Order part ID sheet

The order part ID sheet can help in production where there is no backprint and/or multiple production lines. This can be enabled to print a sheet with previews of the order parts to help collate orders and ensure all order parts are printed.

This can be enabled under *logistics* menu.

Batch check-list

The batch checklist is a packing / checklist to help ensure multiple orders are printed correctly and/or packed correctly after production. The list will be printed on the printer setup for receipt printing.

Enable this under *logistics* in the settings.

Order ID	Name	Group	Batch	
5627 - debe0423	Karina Melhus		NetlifeTestSchool 2/3	
2950 - c3181b59	Øystein Veien		NetlifeTestSchool 1/3	
2889 - c868afa7	Nikolai Ugelvik		NetlifeTestSchool 3/3	

Batch 2016-12-16 09:12:22 — Page 1/1 — Orders 1-3 of 3

Fujifilm C8

Initial setup

1. Enable C8 in the preferences under the «C8 Settings» page.
2. Choose the spool folder using the «Browse» button.
3. Set the location of the device configuration for your C8 device using the second «Browse» button.
4. Select your output device.
5. Click «OK» to save the settings.
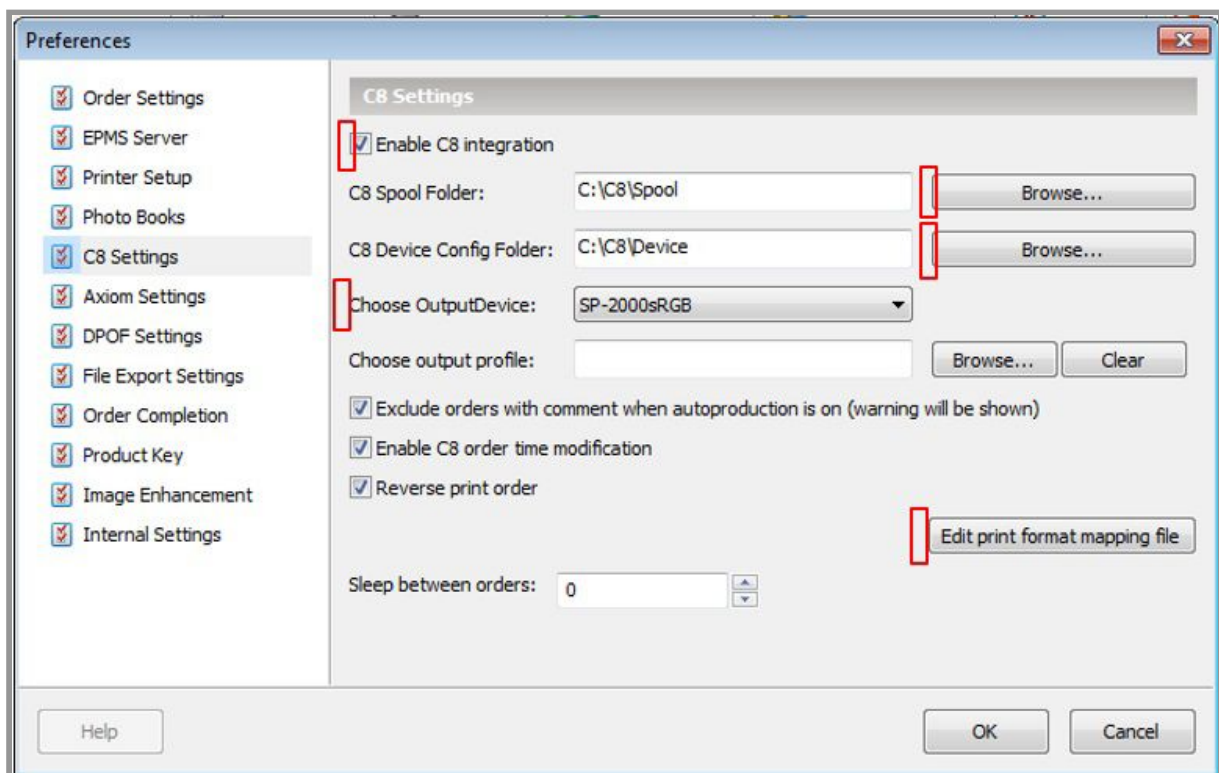
Information such as output device can be found in the Frontier/C8 manual, or supplied by Fujifilm.

You will have to map Netlife products against your formats in C8. This is done as follows:

1. Open the preferences dialog and go to «C8 Settings».
2. Click the «Edit print format mapping file».
3. Keep the file open, and close the preferences dialog.

While keeping the print format mapping file open, try producing an order by clicking the *print order* button in the main window, *Order View* section. Lablink will most likely complain that it is lacking specification for print format for a specific format, such as «10x13» or «card_10x15». Go back to the print format mapping file you opened previously and add a new line and the following:

10x13=X

Where «X» is replaced by the format in Frontier/C8.

Save the file and try printing again. Repeat this process whenever Lablink complains that a format is missing. Each format requires a separate line.

You may close the print format mapping file at any time. It can be re-opened using steps 1-3 after the initial setup.

See also: http://service.fujifilm.no/index.php?option=com_content&view=article&id=51&Itemid=64&lang=sv

Axiom FotoControl/ InsitualFX

Axiom FotoControl integration is extremely simple to enable in Lablink and consists of two steps. The same steps are done for InsituaFX, just select "InsituaFX Settings" instead of Axiom.

1. Enable Axiom FotoControl integration by checking the «Enable» checkbox in the «Axiom Settings» page in the preferences.
2. Choose your Axiom FotoControl directory using the «Browse» button.
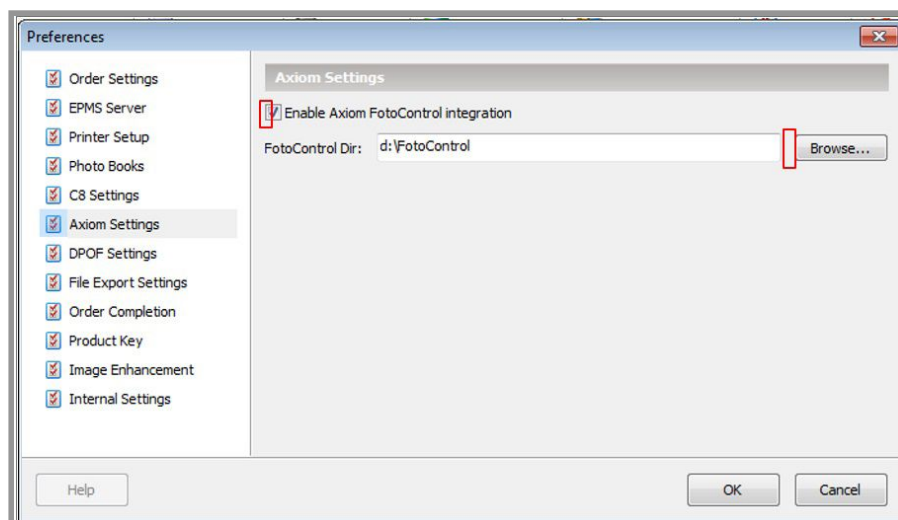
DPOF Based Systems

The «Digital print order format» standard includes many print systems. For specific information, please contact Netlife Support.

1. Enable DPOF export by opening preferences and checking «Enable DPOF exporter» on the «DPOF Settings» page.
2. Select your type (this information will be given by Netlife support) based on the printer you are using.
3. Choose your export directory by using the browse button.
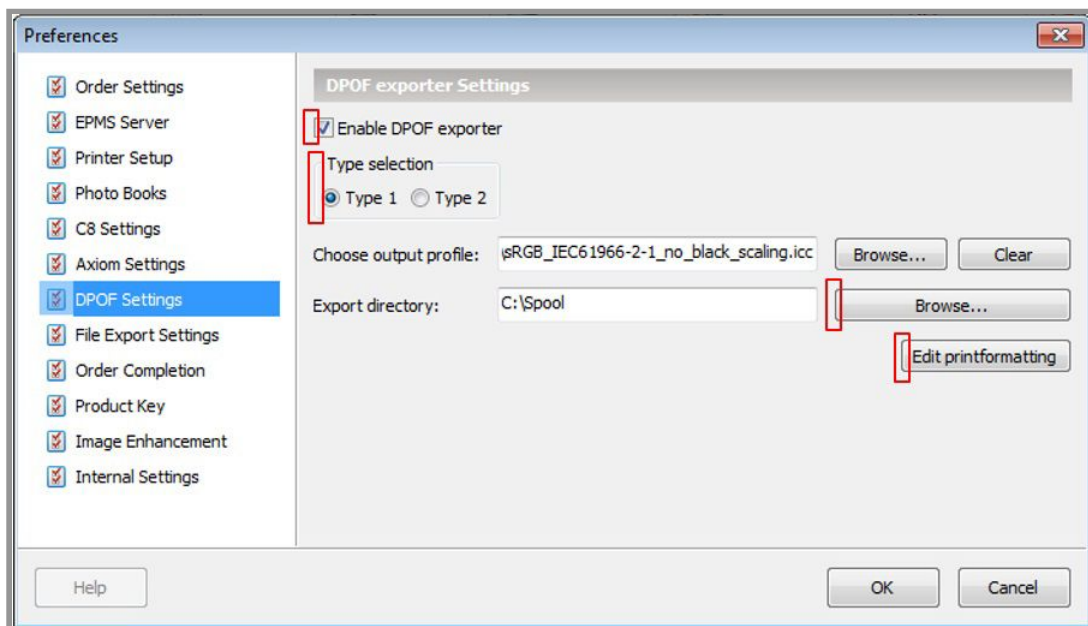4. Open the print format mapping file by clicking «Edit printformatting».
   This file needs to contain information about which print channel to use. This information is found in your printer software and usually consists of a number.

Example:
10x13=12
card_10x15=13
In this example, 10x13 images are sent to print channel 12, and card_10x15 to print channel 13.

5. Close the dialog and save settings by clicking «OK».

The print button in the «Order View» in the main Lablink window should now be active. Try printing orders by clicking the «Print Order» button and updating the print formatting by repeating steps 4 and 5 as necessary.

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Hotfolder

Hotfolder export sends files to a folder on your system. This can be split into folders based on product.

1. Enable hotfolder export by checking "Enable hotfolder exporter"
2. (Optional) Disable folder batching of images if you do not wish images to be batched in subfolders.
3. (Optional) "Enable order folders" if you want images separated in subfolders based on order.
4. (Optional) "Enable separate image files per copy" if you want X copies of the image to be output if quantity is X.
5. Press the "Edit printformatting" button to set up folders.

Here you can send products into one or more folders. This is set up like an INI file with groups, keys and values. The group indicate the folder. The key indicates the product. The value is an identifier of your choosing.

Example:
[C:\Hot folder\prints]
10x15=myfirstproductname
11x15=mysecondproductname

[C:\Hot folder\cards]
card_15x15=mycardproductname

Polielletronica

Enabling Polielletronica support requires FMT files to be supplied. Get these from previous print folders. The Polielletronica printers use a hotfolder based system.

1. Enable Polielletronica support by checking «Enable Poli exporter» in the preferences page «File Export Settings».
2. Select your print folder export directory (where your Poli machine looks for files) by clicking the «Browse» button.
3. Create a format file directory anywhere on your pc and point to this directory using the «Browse» button next to «Format file directory».
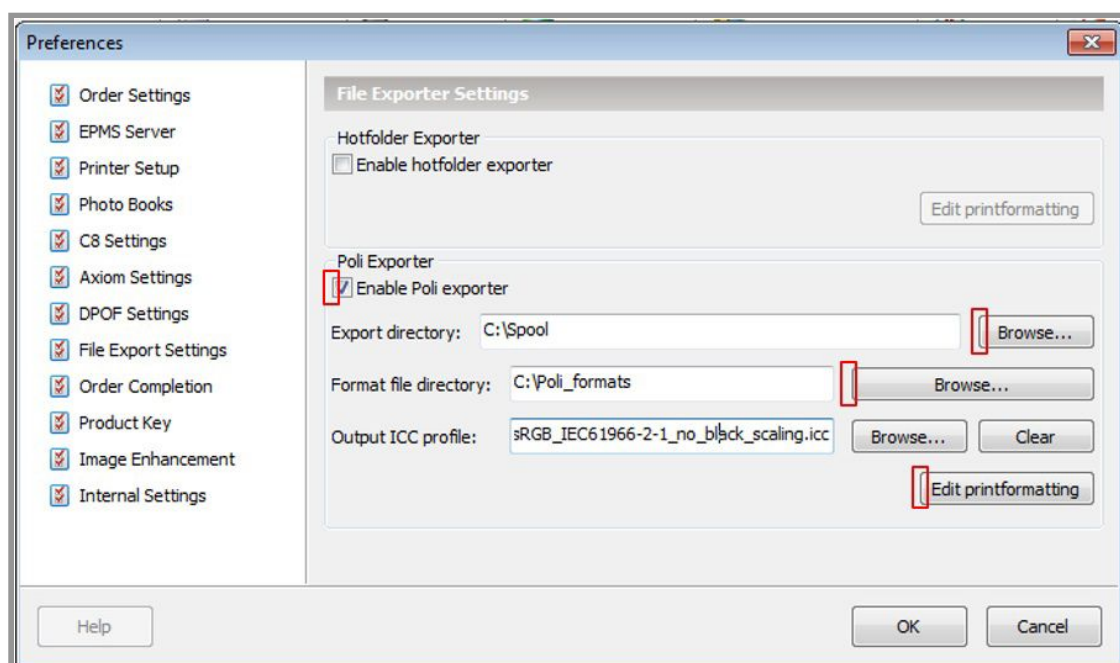
4. Copy your format files to the format file directory. These should be called «formatname».Fmt.
   Lablink does currently not support creating these format files, so they have to be sourced elsewhere.
5. Click «OK» to save and close the dialog.
   When you try to print an order, Lablink will complain that it cannot find a print format for the format in the order. Example «10x13» or «card_10x15».
6. Click the «Edit printformatting» button.
7. On a new line, type in the name of the format specification file you wish to use for this format without the «.fmt» extension. This file needs to be in the format file directory.

Manual production

Manual production is chosen when using a non-supported Lab or manual control is preferred.

1. Select the order you wish to produce and click the "Open Order Folder" option in the main window toolbar. Select "Open folder for current order".
2. An explorer window should now open in the base directory of your selected order. The image files are found in separate directories named by product.
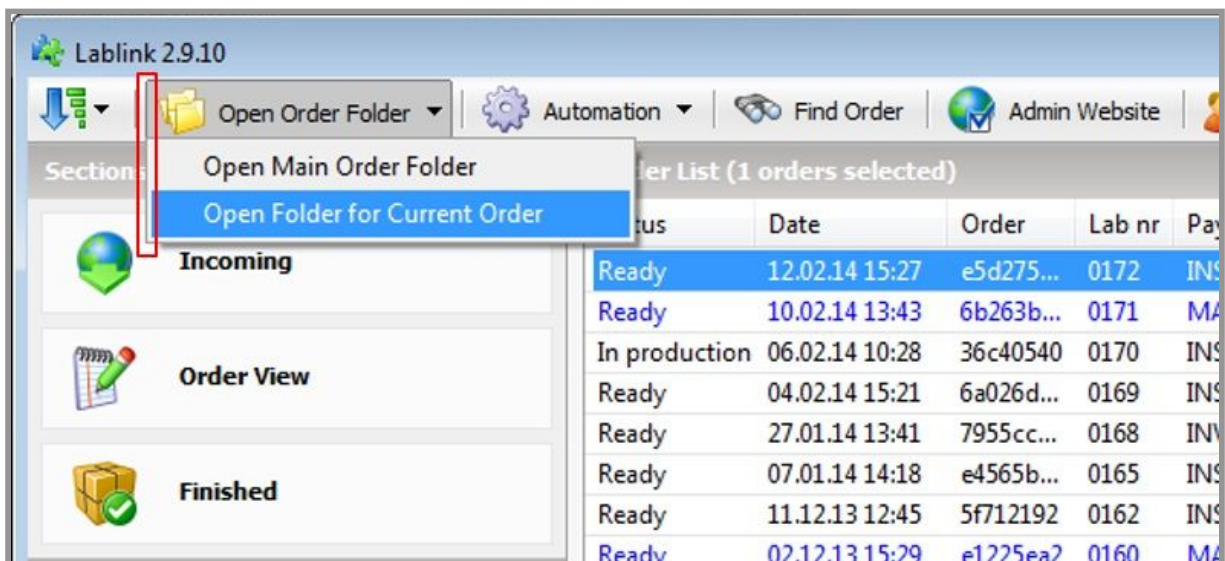
Lablink can produce different file names containing different information such as the quantity of prints this image is ordered in, the order part number, the original file name, the Lablink work number and order number.

1. Open the preferences and go to the "Order Settings" page.
2. Use the "File names" drop down to select your preferred format.

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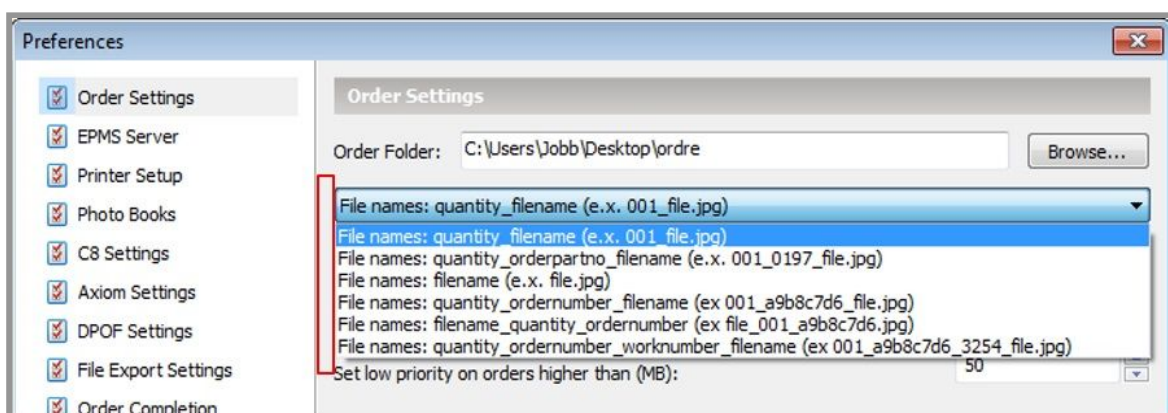
Receipts and invoices

Lablink supports a wide variety of receipt templates, paper sizes and address labels.

Standard receipt printing

Receipts can be printed manually or automatically. Several types of layouts and paper sizes can be chosen.

1. Open up the preferences dialog and choose «Printer Setup»
2. Choose your printer. This printer needs to be set as the default printer in windows as well (see addendum), then click «Print».
3. Choose from our range of receipt templates using the dropdown.
4. You can set the number of copies you would like printed, as well as the detail of the receipt. A short receipt will group similar products, while a detailed receipt will print every single orderline.

Address labels

These are useful for mail order shipments.

1. Open up the preferences dialog and choose «Printer Setup»
2. Select your label printer and click the «Print» button.
3. Go back to the main order view and select the Address label in the drop down next to the «Print Receipt» button.
4. Print a test label. If nothing is shown on the label, go back to the preferences dialog and enable «Force landscape mode»

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Invoice PDF printing

If you have enabled E-conomic or any other integration that exports invoice PDF files to C:\netlife\invoicepdf (see E-conomic setup) these will be printed instead of regular Lablink receipts.

This function will automatically be enabled if the C:\netlife\invoicepdf folder exists, however you may want to print a regular receipt together with the invoice.

1. Open up the preferences dialog and chose «Printer Setup»
2. Under «PDF Receipt Printing», enable «Print PDF and Lablink receipt».

An optional step is to edit the «Sleep between pages» setting. This can help in cases where the software is slow to respond causing pages to come out in the wrong order. This is set to 1000ms (1 second) by default.

We highly suggest you use «SumatraPDF», a very lightweight PDF reader, as some clients have reported problems with Adobe Reader.

Adding custom receipt printouts/ templates

If you have custom printouts/layouts for your receipts, these should be put in %APPDATA%\NetlifeLablink\printouts. The "printouts" directory does not exist by default and has to be created manually. Do not put printouts in the program files directory where the standard Lablink printouts are, as these will be lost during an update.

You can type %APPDATA% in your file browser (explorer) to reach the correct folder, or browse to the following folder:

Windows Vista or newer
C:\Users\<username>\AppData\Roaming\NetlifeLablink
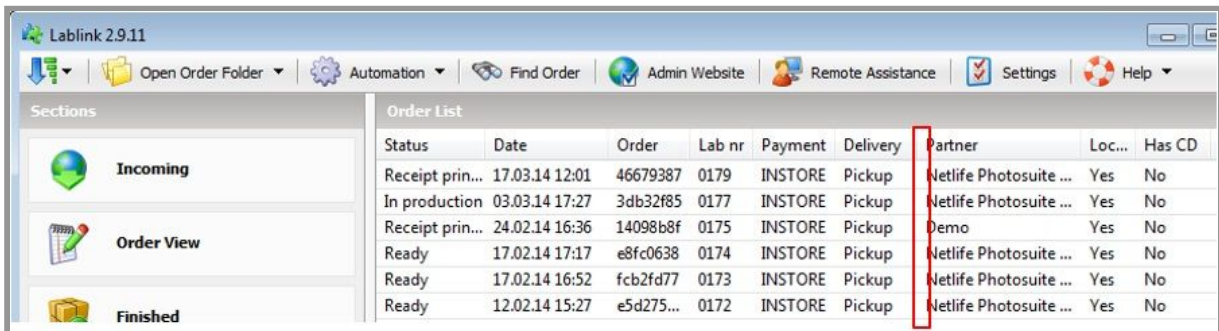
Workflow

Producing for multiple partners

Producing for multiple partners is often a necessary task for central labs and any other labs that take on outsourced production.

A partner, from the point of view of Netlife, is an entity that owns an order. The partner can represent one or more physical stores, and in some cases, an entity that does not have a physical store.

Lablink shows which orders are from which partner in the main order view, in the "Partner" column.

The next column "Local Production" indicates if this order has order parts that are to be produced at the current location. This will usually say "No" in a case where the store has no production, but they want orders with information due to keep track of orders/sales, economic tracking/integration (E-conomic being an example) and customer receipt printing. The same order will say "Yes" for the production Lab.

See also "Order Routing" for more information about the specifics of how this works.

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Order routing

Routing happens on the server, where orders are split into several parts for different production sites. This can be useful in the case of producing for multiple partners or internally if some products are produced on one type of machine and others on a different type, as well as different buildings or locations.

Orders can be split up based on product types, causing the same order to appear for download on multiple locations/Lablink installs at the same time. When downloading this order, each lab would produce its assigned parts.

In the case of the example in "Producing For Multiple Partners", all products would be routed to a second location, and the original lab would only get an empty shell order containing the information about the order, but nothing to be produced.

To set up routing, contact the Netlife support department.

Automation

Lablink can automate a lot of processes, such as downloading and processing orders, printing receipts, sending orders to production and completing them. This is useful where a more hands off approach is preferred.

Most of these options require a more complete setup than shown in the «Initial setup» part of this document. Such as setting up a printer for receipts, a print system for the images and other settings.

Enable automation

Available automation options can be found under the «Automation» button in the toolbar of the main window.
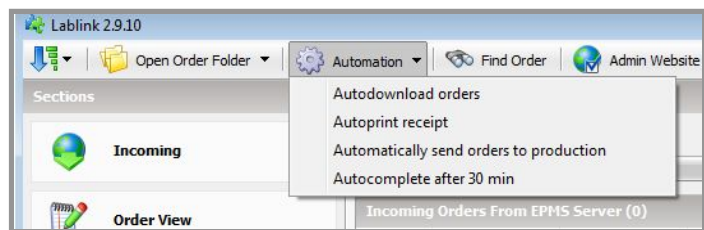
- Autodownload orders
  - This automation function will automatically download orders as soon as they are available from the server.
- Autoprint receipt
  - This automation function prints a receipt as soon as the order has been downloaded and processed.
  - A fully set up and working printer is required for this function to work. See the «Receipts and invoices» part of this document.
- Automatically send orders to production
  - This will send an order to your production system as soon as the orders have been downloaded and processed.
- Autocomplete after «N» min
  - Requires orders to be sent to production before completing.
    - If no production system is used, it will complete orders after printing a receipt.
  - This automation function gives orders a «Complete» status after a specified amount of time. Orders will be moved to the «Finished» page in Lablink.
  - Can send e-mails to customers notifying them that their order is ready for pickup.
  - Can be modified to complete orders a specified amount of time after printing has occurred.

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Configuring autocompletion

Autocompletion can be configured to complete orders after a set amount of time. You can also enable e-mail sending to the customer, notifying them that the order is ready for pickup.

1. Change the amount of time you wish the program to wait before automatically completing the order.
2. Enable or disable e-mail notifications to customers when orders are complete.
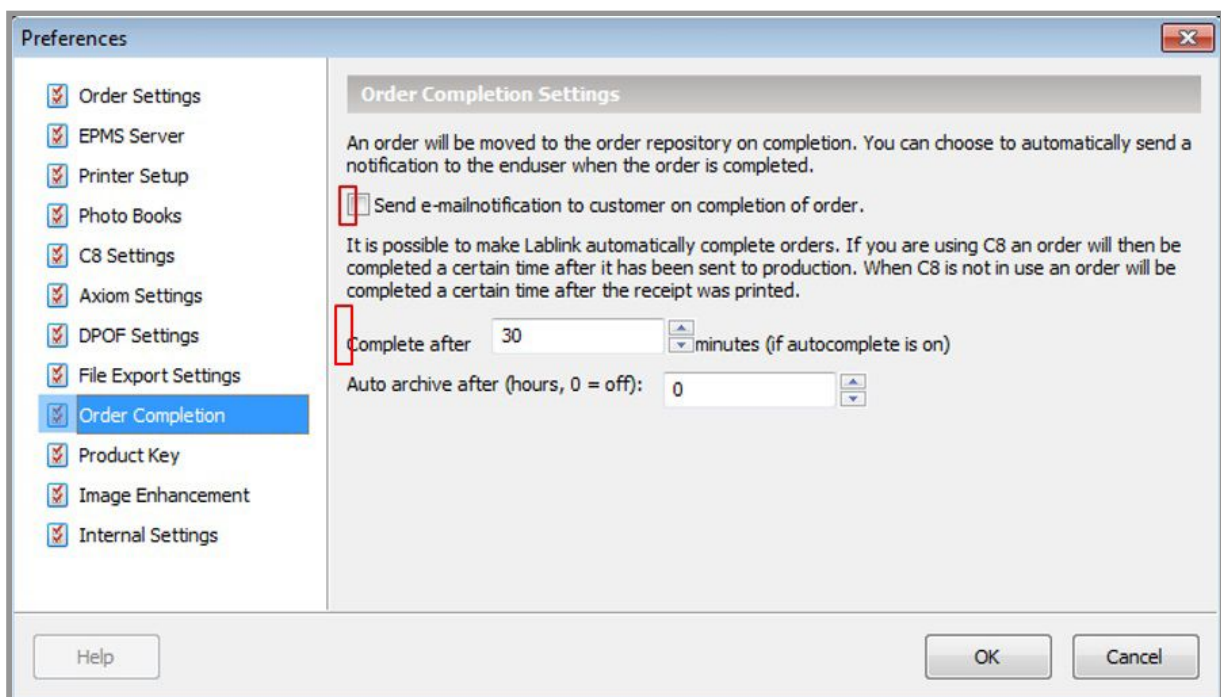
Automatic archiving

Automatic archiving is used to move old orders out of Lablink, but still keeping a copy on disk. This can be useful in cases where an order needs to be reproduced at a later date. It also gives an indication of which orders can be safely moved or deleted.

Automatically archived orders will end up in a subfolder of the order directory called «Archive» and be removed from the «Finished» tab in Lablink.

An order is archived when the feature is enabled, and the following is true for the order: It has been produced. It has been «Completed». It is an «adjustable time» (i.e. 24 hours) old.

1. Enable auto archiving by setting the preferred time orders should remain in the "Finished" tab.

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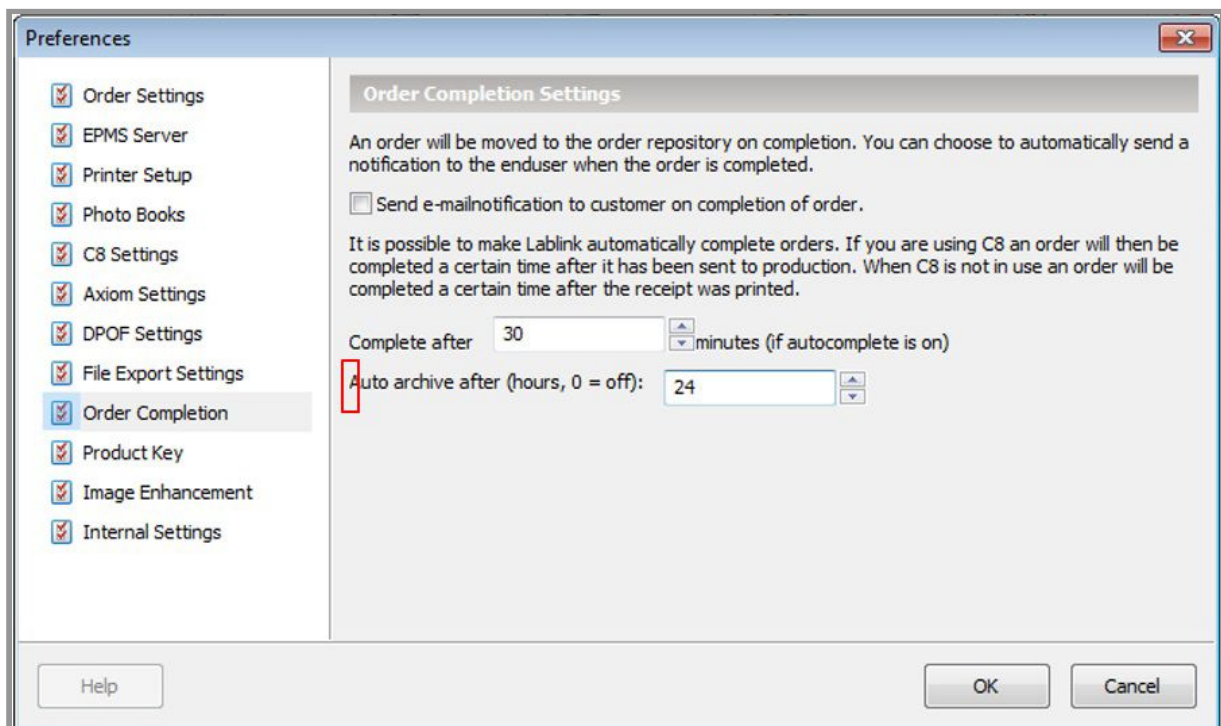
Photo book PDF and color profile options

Production of photo books has some specific settings that may be necessary for your system.

If you require the photobooks to be written as a single PDF instead of JPEGs, this feature can be enabled under the «Photo Books» page in the preferences.

You can also add a last page (plain white).

Photo books PDF files can also have an ICC profile embedded in them by selecting the ICC profile using the «Browse» button next to «ICC Profile (optional)».
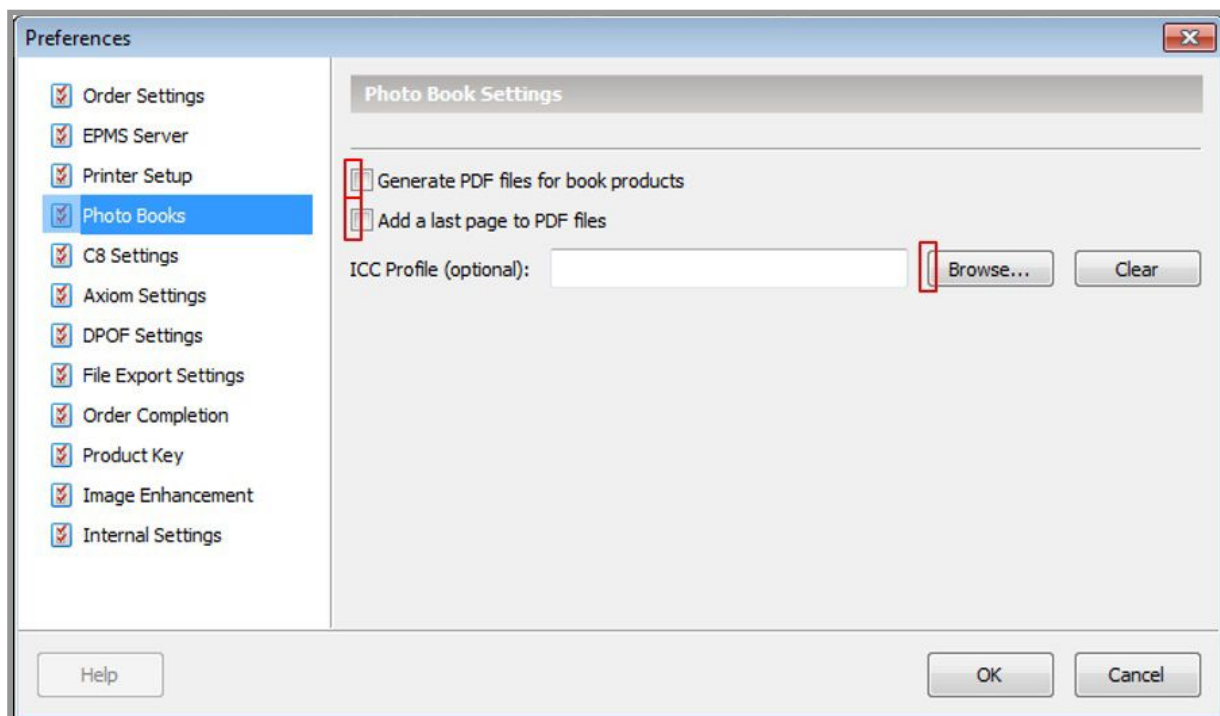
Automatic image correction and enhancement

What is Perfectly Clear?

Lablink includes Perfectly Clear automatic image correction and enhancement. This solution is a collaboration between Netlife and Athentech Imaging, a Canada based imaging technology company.

By activating Perfectly Clear in Lablink all images will be automatically corrected and optimised during download and processing, and you will achieve a consistent and brilliant quality on all products including template based products as cards, calendars, regular images, canvases etc.

You decide which type of products you would like to automatically correct using Perfectly Clear. This means that you may still use i.e. Fujifilm Image Intelligence on regular images and at the same time run all template based products via the Perfectly Clear technology.

This is an addon product with an added cost. It is a per lab license connected to your Lablink product key. You will be notified in the lower left corner of the main Lablink window that you can begin a trial period or purchase Perfectly Clear. This will lead to a webpage where the trial can be activated and the pricing information is found.

Perfectly Clear processing requires more powerful hardware than Lablink does without this module activated. Slower order processing is to be expected, but can be mitigated with up to date hardware. Memory usage is also increased, and a minimum of 4GB RAM is recommended.

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Basic setup

1. Enable Perfectly Clear on the product types you wish to automatically enhance. This is enough to get started with the default settings and preset.
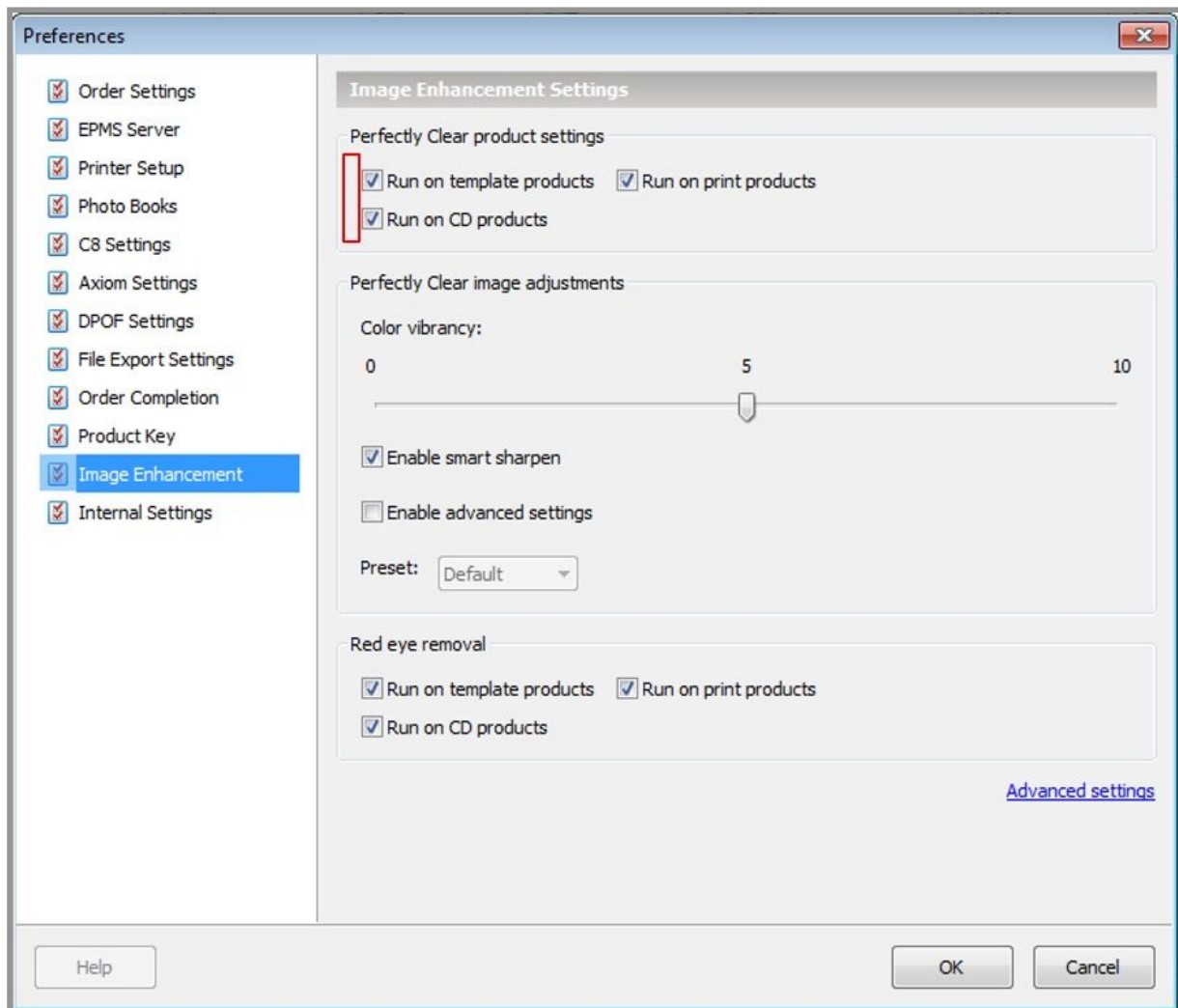
Orders processed containing the product groups specified will now be processed with Perfectly Clear.

Advanced setup

Using the «Advanced settings» button from the basic setup screen, you will be able to access the preset editor. This allows fine control over the available settings. This is useful if you need to adjust this to your printing system or preferences.

It is important that you load several different types of images and use the «Previous» and «Next» button to show how the preset affects each type of image. (e.g. portrait, nature, dark and light.)
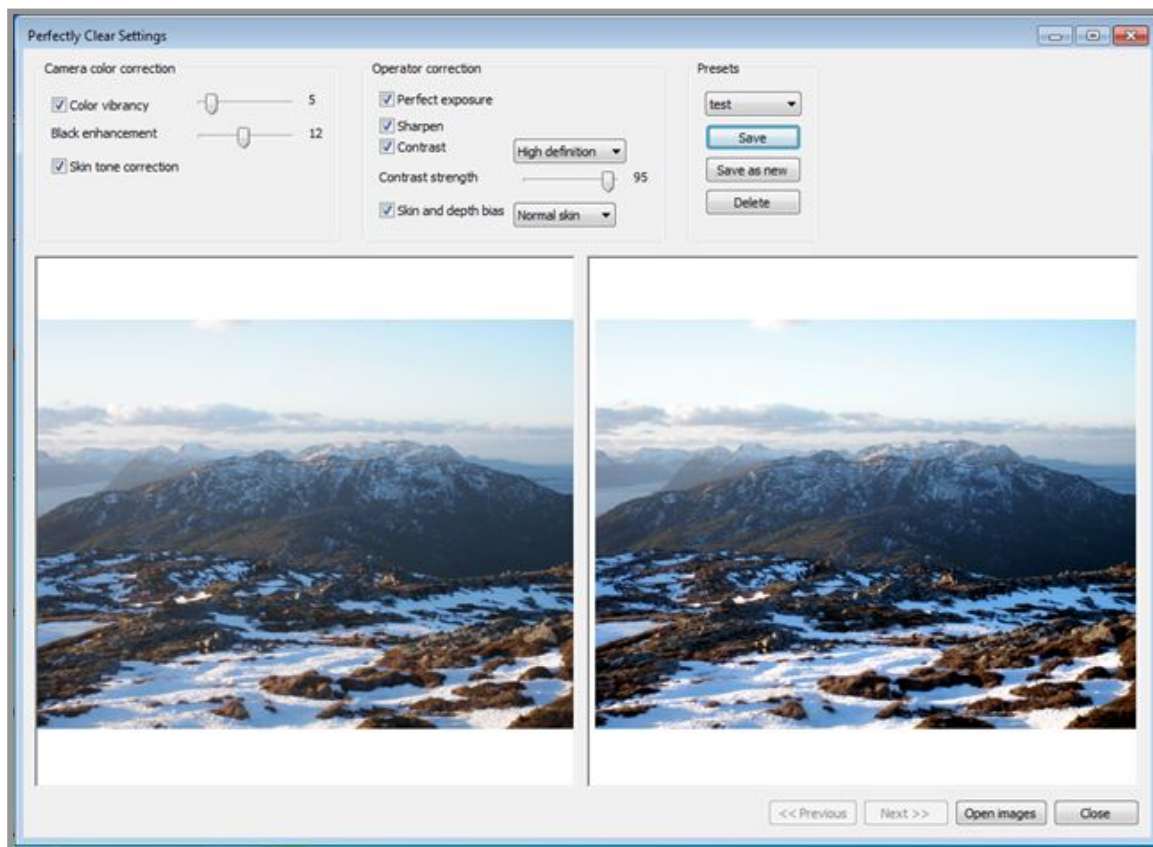
First time editing:
1. Adjust presets as required
2. Use the «Save as new» button to create a new preset

Editing a previously made preset:
1. Select the preset you want to edit
2. Adjust preset as required
3. Use the «Save» button to overwrite the preset

When the new preset is complete and saved, you can close the dialog and select the preset from the «Preset» dropdown in the settings dialog.

E-conomic setup

To integrate Lablink with E-conomic you need to set up an account at www.e-conomic.com (.no, .dk, .se for localized versions) and activate API access. Then the account info and other settings need to be stored in a config file for Lablink to access the account.

The first two steps are done through the E-conomic website and the remainder is done on the computer running Lablink.

1. Log on to your E-conomic account and select Settings, then Modules. Activate the API Access module.
2. Make sure an accounting year for the current year has been set up (Settings->Accounting year)
3. Create the directory C:\netlife. In this directory, create two subdirectories «economic» and «orderxml».
4. Create an empty file called economic.ini in the folder C:\netlife\economic
5. Enter your E-conomic account details and other settings in the INI file.

    Start by creating the default section. On the first line add «[default]». On the second line add "disable=1". This is to make sure only specified orders are sent to the E-conomic system. This is extremely important should you produce for more than one source of orders (portals).

    To add your portal to the settings file, create a section beginning with "portal-" and your portal UUID as the name. This portal number will be given to you by Netlife support dept. or sales dept. An example being
    "[portal-574e0e16-2f95-11e0-910e-001676d1636c]"
    This section will include the settings for any order that is processed and belongs to this portal. This section needs the following key/values:

    disabled=0
    economic_agreement
    economic_username
    economic_password
    delivery_cost_text
        - *This is used for translating the delivery cost text string. An example being «Leveringskostnad» in Norwegian*
    base_price_text

- This is used for translating the base price text string. An example being «Grunnkostnad» in Norwegian

vat_default

- The default VAT in your country.

product_group_for_vat_[VATRATE] = 1

- This is the basic product group, default vat. i.e. product_group_for_vat_25.0 = 1

6. (OPTIONAL) Add multiple portals by repeating step 5 for each portal ID.
7. (OPTIONAL) If you wish to automatically download Invoice PDF files for the orders and added to E-conomic, create the folder «C:\netlife\invoicepdf». This will allow you to print the invoices from Lablink.
8. Restart Lablink, and a second window (the e-conomic integration) should open up with Lablink.

Example contents of economic.ini:

[default]
disable=1

[portal-574e0e16-2f95-11e0-910e-001676d1636c]
disable=0
economic_agreement=123456
economic_username=User
economic_password=Password
delivery_cost_text=Delivery cost
base_price_text=Minimum purchase
vat_default=25.0
product_group_for_vat_25.0=1
# VAT for catalog products (examples):
vat_ef989f2c-f67c-4e94-af2b-7dda0ff8d32d=6.0
vat_b4fd44ad-6e87-4be1-bf9a-05ad224d7c50=6.0
vat_f47b1aac-a178-46a1-bda2-50b6a2fbf58c=6.0
vat_8ceae412-8e3a-488c-bf60-9f55ecced082=6.0
product_group_for_vat_6.0=4

INI Format Explanation:

An INI files uses sections and keys. Keys (or properties) have a name and a value and are delimited by an equals sign (=). The key (property) name is on the left, and the value is on the right. Sections are groups of keys. They appear on lines by themselves inside square brackets, [and]. Comments are prepended with a number sign (#). Any line started with this sign is ignored.

Integration with Lablink (for developers)

Lablink can export XML data about orders for other software to integrate against Lablink.

The XML data contains all data about an order, such as: user information, cost information, delivery type, delivery/pickup address and orderline information.

To activate this functionality create the folder C:\netlife\orderxml.

When the folder has been created, Lablink will automatically start outputting XML info about orders as they are downloaded into this folder.

Files will be created with the order UUID as the file name. Example:
c:\netlife\orderxml\4948de46-61e0-42a5-9299-8a774983611a.order.xml
c:\netlife\orderxml\7ea59da8-de2a-4bf1-9077-0c7a965bba7a.order.xml

Lablink will never delete order xml files from this folder. This must be done manually or by an external program.

Lablink will write the order information to a temporary file without the .xml suffix in this directory, before it renames it to its final name. In this way, when an external program detects a new XML file, it will be complete and not change.

Terminology, data types and constants

UUID
Universally Unique Identifier. This ID does not mean anything by itself, it is just a randomly generated number formatted as text and associated with an entity, for instance an order or a portal for identification purposes.

USER
The entity placing the order.

PORTAL
This is the entity from which the order originated. It will usually be a website, or software associated with a website. The demo site http://photosuite.netlife.no/ is an example of a portal.

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PARTNER

This is the entity "owning" the order, as far as Netlife is concerned. Payment for the order will usually be charged the user by the partner. An order will always have both a portal and a partner. Portal and partner may be the same entity (and this have the same UUID). Please refer to the XML example to understand the following (short) explanation.

DELIVERY TYPE

Only two types are defined:

INSTORE – the order must be picked up by the user at a location given by the specified address (in /order/delivery/address)

BYMAIL – The order must be sent to the user by mail (address is specified in /order/delivery/address)

DATES AND DURATIONS

All dates and durations are always specified in accordance with ISO-8601.

STATUS

DOWNLOADED	– Order has been downloaded, but not yet processed.
PROCESSING	– Order is being processed.
READYFORPRODUCTION	– Order has been processed, but not yet produced.
PRODUCED	– Order has been produced.
DISPATCHED	– Order has been sent.
READYFORPICKUP	– Order is ready for pickup.

ADAPTION

Only relevant for products of type PRINT. Possible values:

- FILLIN
- FITIN

PAYMENT TYPE

DIBS	- Online payment, DIBS is the name of a service provider.
INSTORE	- The order will be paid for over the counter at pickup.
INVOICE	- The invoice address is specified in /order/payment/address.
VERKKOMAKSUT	- Online payment, Verkkomaksut is the name of a (Finish) service provider.
PAYPAL	– Online payment, an international service provider.
KLARNA	– Online payment, Klarna is a Swedish based service provider.
VALITOR	– Online payment, Valitor is an Icelandic service provider.
POLI	– Online payment, POLi is an Australian service provider.
PAYTRAIL	– Online payment, Paytrail is a Finnish based service provider.

PRODUCT TYPE

PRINT	- A normal print, e.g. 10x13
CALENDAR	- Often produced in photo printing lab equipment
CARD	- greeting cards, often produced in photo printing lab equipment
MONTAGE	- composite photos
STUDENTSIGN	- only used in Sweden
SIMPLEBOOK	- a type of photobook produced on photo printing labs (simplified books)
PHOTOBOOK	
PHOTOBOOKLET	- a type of photobook produced on photo printing lab equipment
GIFT	- this category contains products like mugs, t-shirts, jigsaws, mouse-mats, etc.
CDBURNING	- all files in the product folder (specified by the associated /order/orderlines/orderline/files/@folder) is burned on a CD
DVDBURNING	- all files in the product folder (specified by the associated /order/orderlines/orderline/files/@folder) is burned on a CD
CUSTOM	- these order lines are not physical products, but do have some meaning and often an associated cost. Examples are extra charges (minimum price), rebates
UNKNOWN	- unknown or other type (probably a new type not yet recognized)

POSTAGE/DELIVERY COST

Postage or delivery cost is specified in both /order/pricesummary/deliveryprice and /order/delivery/deliveryprice (these two will always be equal). A delivery cost may be present even if order type is not BYMAIL. For instance will cost associated with hurried production ("one hour photo") be expressed as delivery cost.

CURRENCY

NOK	GBP
SEK	NZD
DKK	MXN
EUR	AUD
ISK	EEK
USD	

PRODUCER

The order XML will always contain the complete order, even if YOU are not the producer of the complete order. You should only produce the orderlines where the attribute 'you' of 'producer' is set to 'true' (see the XML example). You can also, by comparing UUIDs, look up the name of the producer of individual order lines.

PRODUCT INFORMATION

Production information (indicated bya red color in the example) will not be present in the files written to the order information XML directory. XML files with this information will be written to another location.

SPECIAL PRODUCTS

Some products may exist in an order, with a price of 0, just to signify something special. This is a quick way to allow more information about an order to be passed around, without the need to update (all) order parsing systems.

51121c67-31b3-4634-9ec4-79f0ad342419 - An order line with this product in the order means that the customer wants to pay the order in two installments.
2fe02857-6285-4747-b792-bb6f3cd19981 - An order line with this product in the order means that the customer wants to pay the order in three installments.

XML Example

Some names in the following example is in Norwegian. The following XML is a handwritten example only, and has not been checked for well-formedness.

```
<order uuid='4948de46-61e0-42a5-9299-8a774983611a' currency='NOK'
workno='131' dateformat='iso-8601'>
  <status>READYFORPRODUCTION</status>
  <dates>
    <created>2008-01-01T12:00:00+0200</created>
    <confirmed>2008-01-01T13:00:00+0200</confirmed>
    <downloaded>2008-01-01T14:00:00+0200</downloaded>
  </dates>
  <pricesummary>
    <baseprice>613.50</baseprice>
    <deliveryprice>59.00</deliveryprice>
    <totalprice>672.50</totalprice>
    <vat percent='25'>134.50</vat>
  </pricesummary>
  <portal uuid='7724b89a-7b5a-44c7-982b-909a0c8d06a4'>
```

```xml
    <name>Ugelvik Foto AS</name>
    <email>nikolai@netlife.no</email>
    <address>
      <name>Ugelvik Foto</name>
      <address1>Lyderhornsveien 15</address1>
      <address2></address2>
      <postcode>5164</postalcode>
      <city>Laksevåg</city>
    </adress>
</portal>
<partner uuid='ba4c2054-a45e-4b2e-832d-2e74fb09410c'>
    <name>Ugelvik Foto</name>
    <email>nikolai@netlife.no</email>
    <address>
      <name>Ugelvik Foto</name>
      <address1>Fosswinckels gate 1</address1>
      <address2></address2>
      <postcode>5007</postalcode>
      <city>BERGEN</city>
    </adress>
</partner>
<producers>
    <you>0fa055b7-e6a6-4872-b3ec-582acac98860</you>
    <producer uuid='0fa055b7-e6a6-4872-b3ec-582acac98860' you='true'>
      <name>Olsens Fotolab</name>
    </producer>
</producers>
<user uuid='a191acae-bbe2-46b5-b23e-cda44386fe9a'>
    <name>Jens Jensen</name>
    <email>jens@jensen.js</email>
    <mobile>12345678</mobile>
    <address>
      <name>Jens Jensen</name>
      <address1>Strandgata 9</address1>
      <address2></address2>
      <postalcode>1331</postalcode>
      <city>Fornebu</city>
      <country code='NO'>Norge</country>
    </adress>
</user>
```

```
<payment type='INVOICE'>
  <address>
    <name>Jens Jensen</name>
    <address1>Strandgata 9</address1>
    <address2></address2>
    <postalcode>1331</postalcode>
    <city>Fornebu</city>
    <country code='NO'>Norge</country>
  </adress>
</payment>
<delivery type='BYMAIL'>
  <deliverytime>P3D</deliverytime>
  <deliveryprice>59.00</deliveryprice>
  <address>
    <name>Jens Jensen</name>
    <address1>Strandgata 9</address1>
    <address2></address2>
    <postalcode>1331</postalcode>
    <city>Fornebu</city>
    <country code='NO'>Norge</country>
  </address>
</delivery>
<orderlines>
  <orderline>
    <description>10x15</description>
    <avgprice>2.00</avgprice>
    <quantity>50</quantity>
    <lineprice>100.00</lineprice>
    <product uuid='db1889a3-9f3e-4d53-9406-efe6de0f24b9' type='PRINT'>
      <productstring>10x15</productstring>
    </product>
    <producer uuid='0fa055b7-e6a6-4872-b3ec-582acac98860' you='true'/>
    <files folder='c:\lablink\0001_a620fd75-b0ed-4bd5-9b65-59253d149b80\01_prints'>
      <file>

<path>c:\lablink\0001_a620fd75-b0ed-4bd5-9b65-59253d149b80\01_prints\001_050_dscf0001.jpg</path>
        <adaption>FILLIN</adaption>
      </file>
```

```
          </files>
      </orderline>
      <orderline>
        <description>Fotobok A4 landskap m/vindu Kull-sort</description>
        <avgprice>399.00</avgprice>
        <quantity>1</quantity>
        <lineprice>399.00</lineprice>
        <product uuid='b4044134-c17a-45ca-baf2-b6651903e04e' type='PHOTOBOOK'>
          <productstring>fotobok_a4_landskap_m_vindu_kull_sort</productstring>
          <subproduct uuid='b4044134-c17a-45ca-baf2-000000000000'>0
Ekstrasider</subproduct>
          <subproduct
uuid='b4044134-c17a-45ca-baf2-111111111111'>Kull-sort</subproduct>
        </product>
        <producer uuid='0fa055b7-e6a6-4872-b3ec-582acac98860' you='true'/>
        <files
folder='c:\lablink\0001_a620fd75-b0ed-4bd5-9b65-59253d149b80\02_fotobok_a4_lan
dskap_m_vindu_kull_sort'>
          <file type='book'>

<path>c:\lablink\0001_a620fd75-b0ed-4bd5-9b65-59253d149b80\02_fotobok_a4_lan
dskap_m_vindu_kull_sort\002_001_book.pdf</path>
          </file>
          <file type='cover'>

<path>c:\lablink\0001_a620fd75-b0ed-4bd5-9b65-59253d149b80\02_fotobok_a4_lan
dskap_m_vindu_kull_sort\002_001_cover.pdf</path>
          </file>
        </files>
      </orderline>
      <orderline>
        <description>Justering til minstepris</description>
        <avgprice>0.01</avgprice>
        <quantity>1450</quantity>
        <lineprice>14.50</lineprice>
        <product uuid='1afc84a4-418a-435f-b3e4-8bff69d794e7' type='CUSTOM'>
          <productstring>minimum_price</productstring>
        </product>
        <producer uuid='0fa055b7-e6a6-4872-b3ec-582acac98860' you='true'/>
      </orderline>
```

```
   <orderline>
      <description>Fjerning av raude auge</description>
      <avgprice>1.00</avgprice>
      <quantity>50</quantity>
      <lineprice>100.00</lineprice>
      <product uuid='56c11d1a-58eb-4968-976d-11767f4699bb' type='CUSTOM'>
         <productstring>red_eye_removal</productstring>
      </product>
      <producer uuid='0fa055b7-e6a6-4872-b3ec-582acac98860' you='true'/>
   </orderline>
  </orderlines>
</order>
```

External triggers

Lablink can be controlled from external applications and scripts using a file-based trigger system. These files must be placed in the folder C:\netlife\lablink-triggers\.

These are empty files that have filenames that contain a serial number, the order UUID, with a command for Lablink to execute. Order UUID must be at least 8 characters. The lab number is optional.

These files have no content, and no file extension.

The format is <command number>_<labnumber>_<order-UUID>_<group>_<command>
Command groups are:
- order
  - complete – Complete the order (server status 8).
  - sent - Mark the order as sent (server status 9).
  - delete - Delete the order locally.
- print
  - short – Print short receipt.
  - detailed – Print detailed receipt.
  - label – Print label.

Example

001_a9b8c7d6_print_short

- This will print a short receipt for the order a9b8c7d6.

002_a9b8c7d6_print_label

- This will print a label for the same order.

003_a9b8c7d6_order_complete

- Then the order is completed (marked as produced on server)

004_a9b8c7d6_order_sent

- Here we mark the order as shipped (status 9) on the server.

005_a9b8c7d6_order_delete

- Finally we delete the local copy of the order.

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Troubleshooting and FAQ

This section contains common problems and issues had with Lablink. Please consult this section before contacting Netlife Support.

Troubleshooting

Please restart Lablink and attempt the operation that failed to verify that it is a consistent problem before contacting Netlife Support.

Failure getting orderlist (Possibly wrong Lablink ID): *.
If this is the first time you are running/installing Lablink, it may mean one of several things. Common issues include:
- Your connection to Netlife servers are blocked by a firewall.
- The Authorization ID (UUID) you have entered is wrong.
- Your internet connection is down.

In case of number 1 or 3, please contact your network administrator. If you are experiencing number 2, please contact Netlife support.

If you have previously downloaded orders and you have NOT changed your Authorization ID, this means that you temporarily cannot connect to the Netlife servers. On some unstable connections this message can be shown in the log intermittently, but in general does not prohibit Lablink from downloading orders and functioning normally.

Missing C8 printformat definition for «format».
You have not set up the C8/Frontier format specification for this format. Please consult «Print And Production» subsection «Fujifilm C8» in this document.
Fujifilm has a support section on this in Norwegian available here:
http://service.fujifilm.no/index.php?option=com_content&view=article&id=51&Itemid=64&lang=nb

Axiom FotoControl: Missing format «format».
Formats have not been set in the "FotoControl Config" application. Please see the following link (in Norwegian) or contact Fujifilm:
http://service.fujifilm.no/index.php?option=com_content&view=article&id=52&Itemid=64&lang=nb

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Lablink loads orders very slow when starting up or processing orders.
If you are using a networked drive to store orders in Lablink, this is most likely the cause. We generally do not recommend using networked drives as this often causes issues, some which are difficult for our support personnel to investigate.

Missing backprint on C8.
Lablink always specifies backprint for C8. If this is missing, please consult the Frontier/C8 user manual or contact Fujifilm.

"Could not delete folder.." when processing order.
This is usually caused by the folder mentioned being open in explorer. Some applications may lock files, making Lablink unable to delete it. Example of such software is antivirus software.

"Could not find font Chiller".
This is a font used on photo kiosks and distributing rights belong to Fujifilm. Contact Fujifilm to get this font. Reprocess orders after this font has been installed.

Image magick: No decode delegate for this image format.
This is usually caused by a file not being a supported file format, or the file itself being broken. Contact the customer asking them to use valid formats.

No orders show up in the E-conomic web interface.
Make sure you have enabled the API module and set up an accounting year for the current year.
Double check that your agreement, username and password is correct in C:\netlife\economic\economic.ini

No PDF files are downloaded from E-conomic.
If C:\netlife\invoicepdf does not exist, please create this to make sure PDF files are downloaded. Make sure you have completed the steps in the previous troubleshooting issue «No orders show up in E-conomic» as well.

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Frequently asked questions

How long are orders stored on your servers?
Orders are stored on Netlife servers for 30 days.

How long are orders stored on photo kiosks?
Kiosk orders are stored on the kiosk minimum 1 day, to a maximum of 30 days. This is configurable in the kiosk admin interface. The default is 14 days.

What are the system requirements for Lablink?
Lablink runs on most hardware, but older hardware causes slower processing. We recommend a minimum of 4GB RAM to avoid a lack of memory when processing large files.

Should you also choose to use Perfectly Clear, a faster CPU becomes even more important due to added processing.