

Evolis printing problems

Basics

The device drivers does not directly connect to the printer. It connects itself to a local windows service.

Error COM_0040

The logs are saying : Caused by: java.net.ConnectException: Connection refused: connect

Ensure that the service is Running:

Enterprise App Management Service	Enables enterprise application man...	Manual	Local System
Evolis Print Center Service	Evolis Print Center Service	Running Automatic	Local System
Evolis Services Provider	Evolis Services Provider	Running Automatic	Local System

Or run the command `telnet 127.0.0.1 18000`, which should not display any error

Enable debug logs

To do modify the log level, you have to

- go to the file : C:/Program Files/Evolis Card Printer/Evolis Premium Suite/ESPFSvc.properties (the path is maybe slightly different depending on the machine)
- and change the line 5 and put the level to 7 : ESPFService.loglevel = 7

Using black-only ribbon

By default, this configuration will work for color ribbon only. If you want to use black ribbon, you need to add /RM_KBLACK to the logical name in the physical desk. You will end up with something like:

Evolis Primacy/SpringCard CrazyWriter 0/RM_KBLACK