

Tricerat ScrewDrivers Software Installation & Configuration

Introduction

Tricerat Screwdrivers is a print management solution that DealerBuilt has implemented to simplify and streamline the process of managing clients' printers in our remote desktop environment. The solution provides a universal print driver that ensures compatibility with the DealerBuilt application across various devices and network configurations. Once the software is installed, it provides a way to easily map local printers to the DealerBuilt Lightyear application. You will benefit from reduced support calls, increased productivity, and a more flexible printing infrastructure that adapts to your evolving needs.

Requirements

- Each user has permission on the local machine to install software and print drivers.
- The printers that need to be mapped to Lightyear are already installed on the user's local machine.

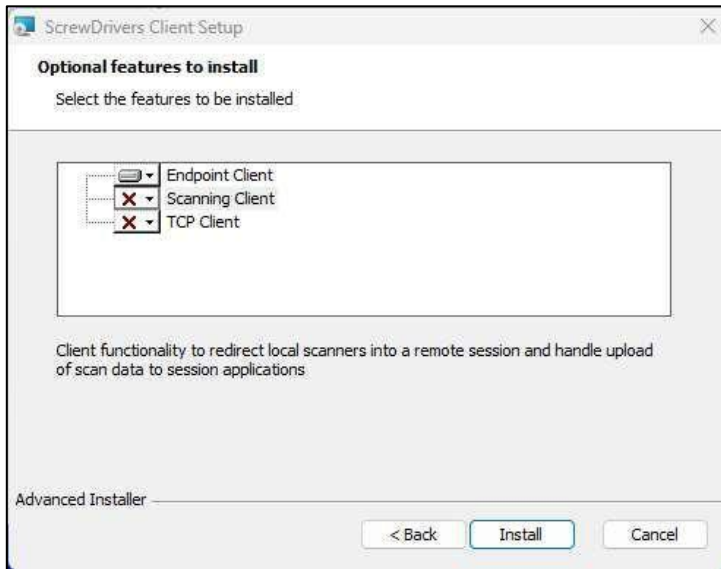
Instructions

 Users who need the ability to print must launch the Lightyear application via a remote desktop session **using an RDP icon** downloaded to their machine. If you are a new customer and don't have the Lightyear application available yet, the icon will be pre-configured by the DealerBuilt team during the on-site installation.

1. Download the Tricerat ScrewDrivers Windows client software by navigating to <https://www.tricerat.com/client-downloads>. Expand the "Latest Version ScrewDrivers" section and choose Download Windows Client.

Latest Version ScrewDrivers® Version 7.6.0		
Platform	Version	Download
Windows	7.6.0	 Download Windows Client 

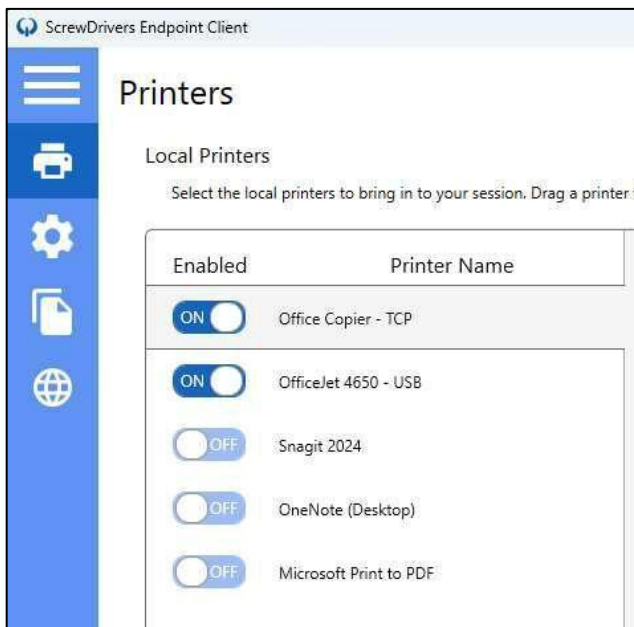
2. Install the software, ensuring only the **Endpoint Client** feature is installed. (The other components are not required).



3. Launch the ScrewDrivers Endpoint Client (from the Windows Start menu).



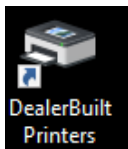
4. Validate that local printers are displayed in the ScrewDrivers client. **Only enable physical printers you want to use with Lightyear.**



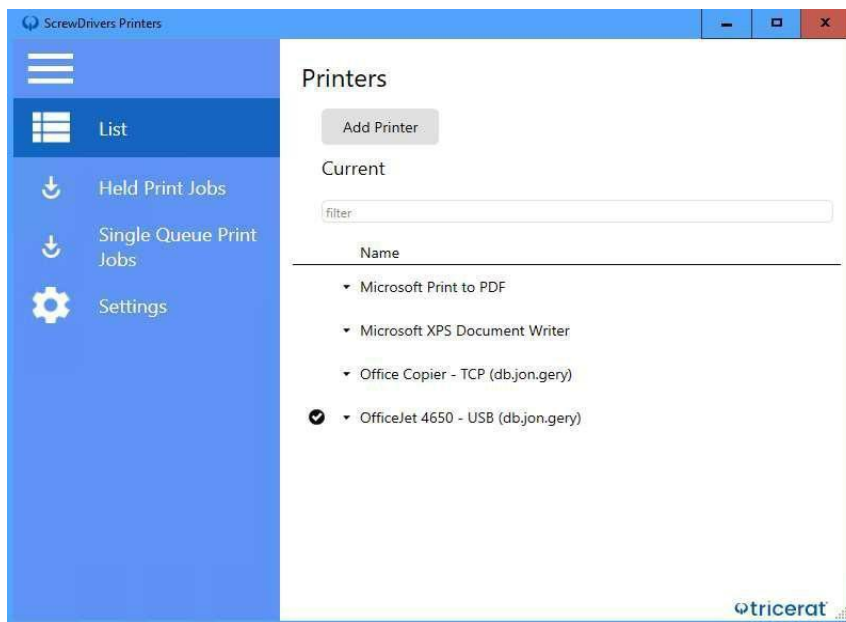
i If you are a new customer: you have now completed the necessary preparation steps. The rest of the steps will be completed once the DealerBuilt Lightyear application is available in your environment (provisioned on the on-site installation date).

Existing customers: please proceed with the rest of the steps.

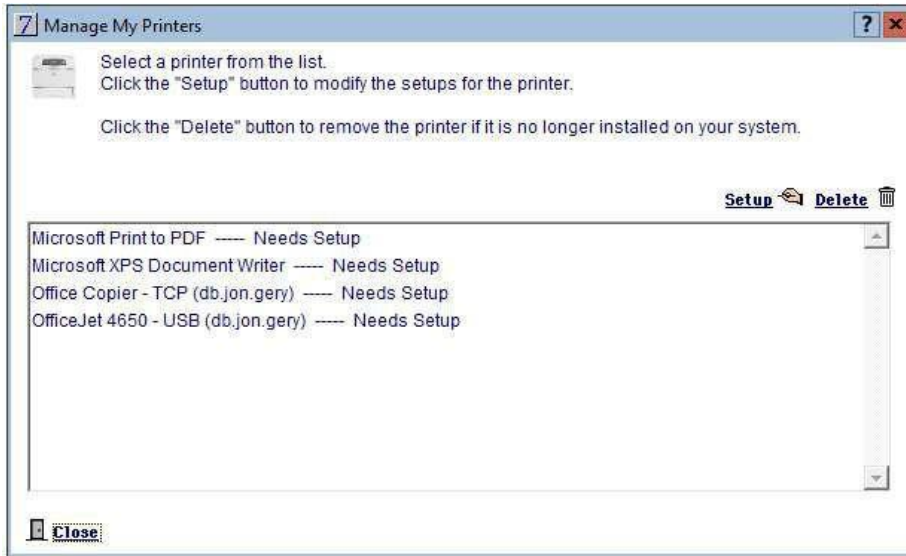
5. Login to the Lightyear environment and double-click on the **DealerBuilt Printers** icon from the desktop.



6. Validate that printers are available.



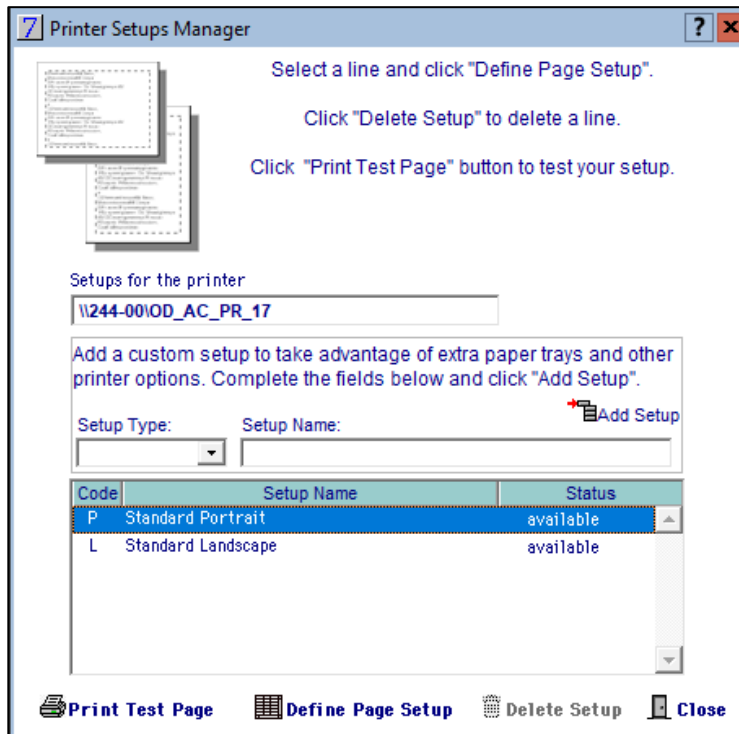
7. Launch the Lightyear application, click **File** (on the menu bar) >> **Print Manager** >> **Printer List**, and configure printers as usual. Please refer to the “Printer Configuration Mini Guide” section for details.



Printer Configuration Mini-Guide

Configuring printers within Lightyear involves utilizing the menu in step 7 in two main steps: configuring the tray and configuring the paper type. This mini-guide will introduce how to accomplish this using the Lightyear interface, provide considerations during setup, and address common issues.

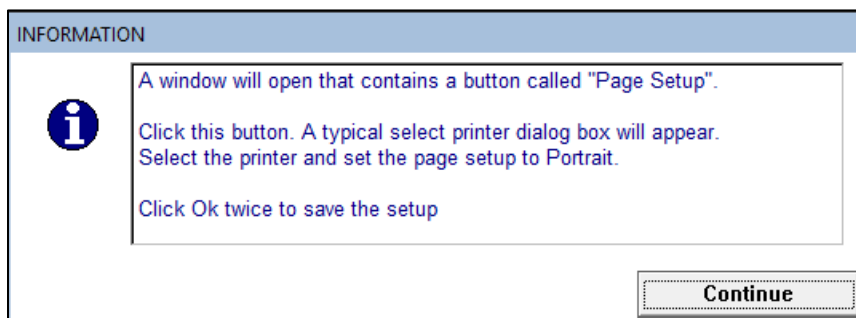
- A. Continuing from step 7 above, select a printer to configure, then select the “Setup” icon to enter into that specific printer’s configuration menu. (example below, “Printer Setups Manager”)



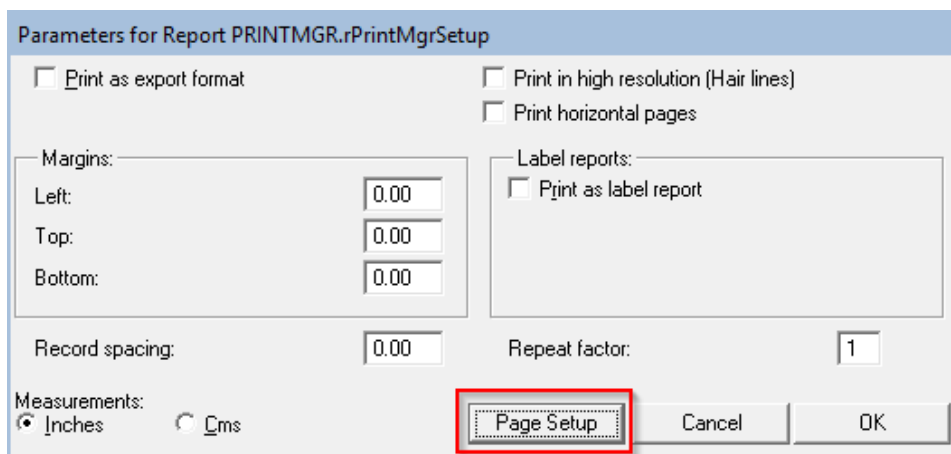
- B. On this page, we can select one of the standard profiles to begin the configuration process. At the bottom of this window, there is a **"Define page setup"** button that we can use to configure the profiles.

Note: Initially, all printers need setup to function within LightYear (denoted by "-- Needs Setup" next to the printer name). **To complete the configuration for a given printer, both profiles "Standard Portrait" and "Standard Landscape" need to be defined.** The printer will not appear as selectable until both of these default profiles receive configuration.

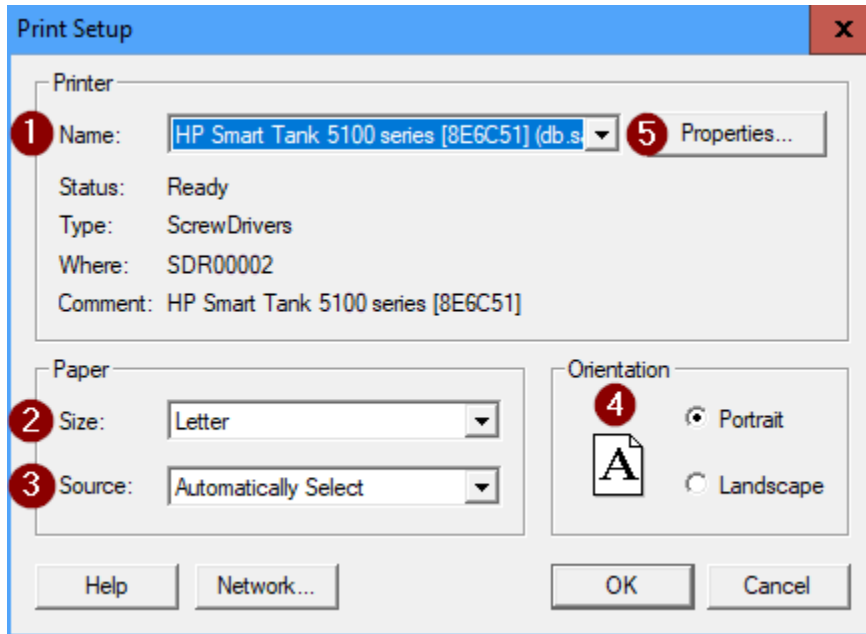
- C. An informational window appears with instructions on the next steps to begin configuration. Click **"Continue."**



- D. Click on **"Page Setup"** on the resulting window to bring up the printer configuration window. The other options in this window are for advanced setup and are not typically used during normal configuration, except for entering and exiting the configuration process.



E.



In the print setup window (screenshot above), key configuration points are labeled. Different manufacturers use varying terminology for configuration parameters, so the following serves as guidelines as you move through the configuration process:

1. **Printer Name:** Make sure that the printer you are currently configuring (whichever one you selected to begin this configuration process) is selected in this box.
2. **(Paper) Size:** This is the size of the paper that is in the printer tray/cassette/drawer you wish to print from. Most often “Letter” or “Legal” will be commonly selected options here, but depending on the manufacturer can also include the dimensions of the paper as well, pictured above. This can be adjusted as needed.
3. **(Paper) Source:** This is the printer tray/cassette/drawer you wish to print from. This can be left on “automatically select”/“printer auto select” to use the configured default of the printer itself if which tray the printer prints from is not a concern.
4. **Orientation:** The orientation applied to the print job. When dealing with the default profiles “Standard Portrait”/“Standard Landscape”, make sure to line up the respective orientation.
5. **Properties (additional configuration)** – This option will bring up additional configuration options specific to your manufacturer, or a standard configuration window if using a Microsoft driver, depending on what is configured on your local computer. The most adjusted settings in these menus are general printer options such as Duplexing (deciding whether the print job will print on both sides of the paper) and color versus black and white printing.

F. After Adjusting the settings, click “OK” to go back to the previous window.

G. On the previous window, click “OK” to finish the configuration on that profile.

- H. Repeat this process for “Standard Landscape”, and standard printer configuration is complete. Back on the “Printer Setups Manager” menu click the “Close” option, and the printer is now available for use in Lightyear.

General Configuration Tips

- Printer configuration is an end-to-end process. Review the settings on the printer itself, your local computer, and also in Lightyear to look for anything out of sync. When in doubt, check the settings configured on the printer itself and cascade those settings to your devices, then to Lightyear. This may involve accessing the printer’s web interface or printing a configuration report to determine its tray and paper settings.
- If documents are not printed to the correct trays, you can review the settings on the printer itself and adjust. A common setting that causes this is “tray substitution”; if two trays are configured with the same paper size and type, printing will occur on the first available tray that meets those criteria, regardless of the selected tray.
- Ensure that the network settings (IP/Subnet Mask/Gateway) are correct on the printer by accessing its network settings.

Appendix

General Recommendations

- Printer names CANNOT include special characters to function properly in the Lightyear application.
- Finance printers must have duplexing disabled. Finance companies do not accept duplexed forms, as this causes issues.

Compatibility

Although the Tricerat ScrewDrivers application is highly compatible with all brands and printers, we strongly recommend conducting installation and printing tests before your dealership go-live. This will help you identify and resolve any potential issues requiring assistance from our support teams.

If documents fail to print correctly from Lightyear despite successful printer forwarding by ScrewDrivers, certain changes on the local machine can improve functionality. If you encounter such situations, DealerBuilt suggests the following course of action:

1. Change the port from a "WSD"-style port to the direct IP of the network printer. (example shown below)

Print to the following port(s). Documents will print to the first free checked port.

Port	Description
☐ COM3:	Serial Port
☐ COM4:	Serial Port
☐ FILE:	Print to File
☐ WSD-b1734763-3a3e-46d6-af50-9f927b35d...	WSD Port
☒ 192.168.1.9	Standard TCP/IP Port
☐ PORTPROMPT:	Local Port

2. Change the driver from any "Microsoft" placeholder (Microsoft IPP Class Driver, etc.) driver to one downloaded directly from the manufacturer's website (Lexmark, HP, Xerox, etc.)