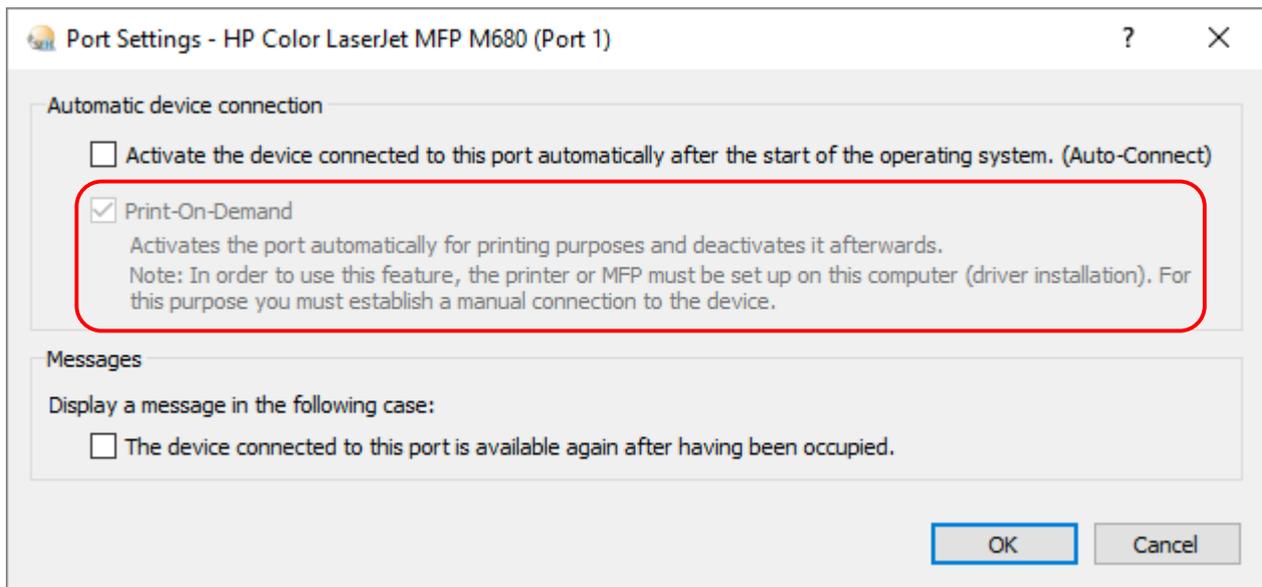# SEH UTN Manager for Windows: Print-On-Demand Does Not Work after Updating to Version 3.0.19 or Later

Problem:

After you have updated the UTN Manager to version 3.0.19, the 'Print-On-Demand' feature no longer works. The option is activated in the SEH UTN Manager, but grayed out and can no longer be configured:

Explanation:

The update to version 3.0.19 contains technical changes which affect the internal treatment of the 'Print-On-Demand' feature by the program.

If you already set up 'Print-On-Demand' with an earlier version of the SEH UTN Manager, a printer object has been created for it on your client. After the update to SEH UTN Manager 3.0.19 or later, the connection between the USB port (including the connected printer or multifunction printer) and the printer object on your client no longer exists due to the technical changes.

Therefore, previously set up 'Print-On-Demand' automatisms don't work anymore.
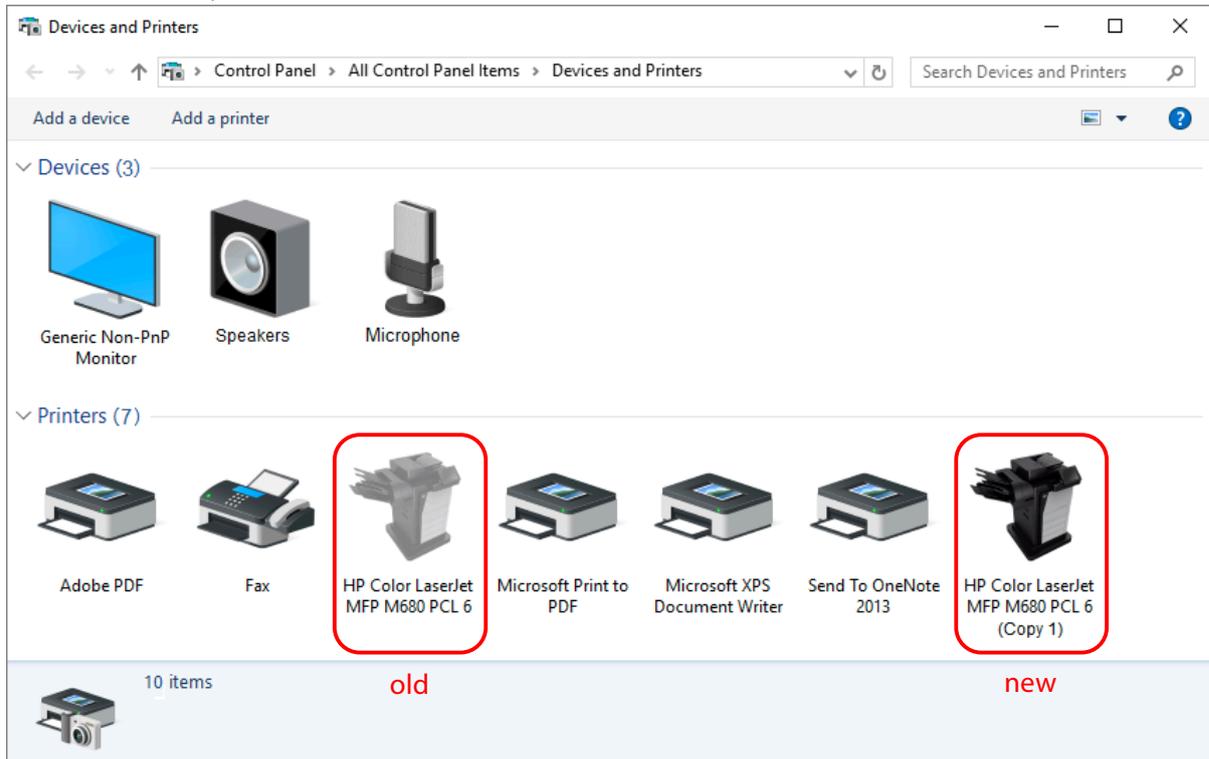
Solution:

You have to set up connection between the USB port and the printer object again.

Proceed as follows:

1. Start the SEH UTN Manager.
2. In the selection list, select the port for which you have configured Print-On-Demand before.
3. Select 'Port – Activate' from the menu bar.
   The connection will be established. The driver for the device connected to the port will be installed anew and a new printer object will be created in the Windows dialog 'Devices and Printers'.
   Wait until both processed are fully completed!
4. Select 'Port - Settings' from the menu bar.
   The 'Port Settings' dialog appears. In the 'Automatic device connection' area, the option 'Print-On-Demand' is no longer grayed out and is activated.

5. Click 'OK'.
   The setting will be saved.
6. Open the Windows dialog 'Devices and Printers'. To do this, enter the dialog name into the search box in the Windows taskbar.
   The 'Devices and Printers' dialog appears. Two printer objects exist for the device connected to the UTN server: the old printer object (grayed out) and the new one (displayed normally with 'Copy 1' added to its name).

7. Delete the old, grayed out printer object. To do this, right-click on the printer object and in the context menu choose 'Remove device'. The old printer object is deleted.
8. Go back to the SEH UTN Manager.
9. Select 'Port – Deactivate' from the menu bar.
   The connection is deactivated.
⇒ The 'Print-On-Demand' feature is set up again. A connection between the USB port or the connected USB device (printer or multifunction printer) and the client will be automatically created as soon as a print job is received. After completion of the print job, the connection will be automatically disabled.