



Web Client: How to Install and Use Hatch

Instructions on how to add and maintain the web client's optional Hatch service

This document is for libraries who have determined they want more advanced print and/or storage features available via Hatch. See: **Web Client: Do I Need Hatch?**

 **REQUIREMENT:** Hatch currently only works as a Chrome plugin. It does not work with Firefox. If you want to use Hatch you will need to use the Google Chrome browser.

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Section 1: Installing Hatch (Windows)

The first section of this document walks you through the installation of all three pieces of software needed for Hatch. Please be sure to follow the instructions carefully and install the programs in order.

Install Java

First download and install [Java JRE version 1.8 or higher](#), (Java Runtime Environment):

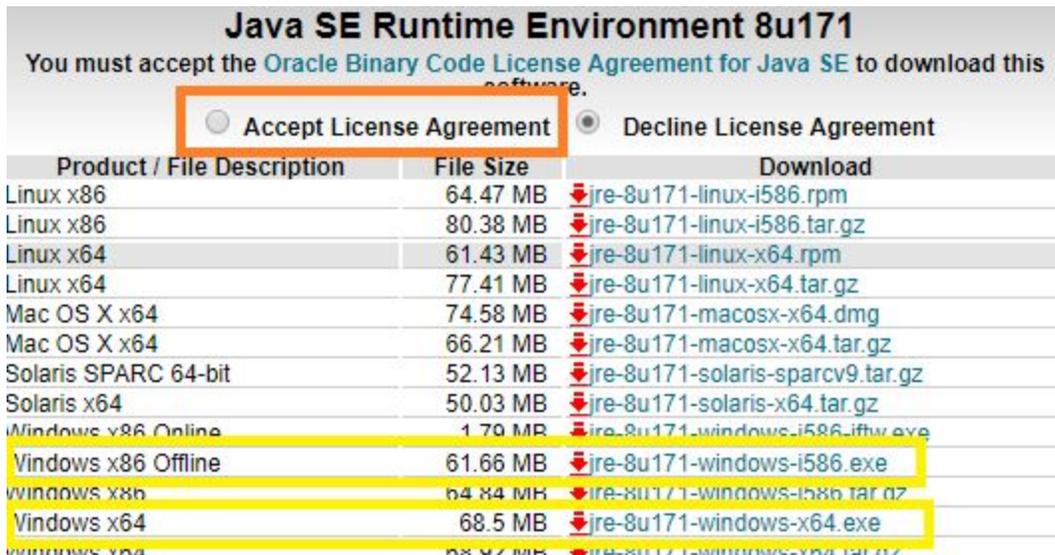
1. Confirm the system type of the Windows machine, (i.e. x64 or x86). If you are not sure...
 - In Windows 10, right click the *Start* icon and choose System. Under Device Specifications, look for System Type.



- For other versions of Windows as well as Windows 10, this information can also be found by going to Control Panel>System and Security>System.



2. Click the link above to be taken to the download page for JRE. (You can also click [here](#)).
3. Read and accept the license agreement, (via radio button - see orange outline on the image below).
4. Select the **.exe** version of JRE that corresponds to your system. For example, if your system is x64, click the windows-x64.exe link to download.



5. Double click on the downloaded program to install. Follow the onscreen instructions.



Install Hatch

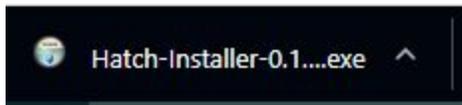
Next, you will need to install the most up-to-date version of Hatch available on the [Evergreen ILS Downloads](#) page.

1. Find and download the Hatch extension using the link above. It is located under **Server Staff Client Downloads**.

Server & staff client downloads

	3.1 Series	3.0 Series
Status	stable	stable
Latest Release	3.1.2	3.0.8
Release Date	2018-05-27	2018-05-27
Release Notes	Release Notes	Release Notes
ChangeLog	ChangeLog	ChangeLog
Evergreen Installation	Install Instructions	Install Instructions
Upgrading	Upgrade Instructions	Upgrade Instructions
OpenSRF Software	3.0.1 (md5)	3.0.1 (md5)
Server Software	Source (md5)	Source (md5)
Windows Client	Staff Client Installer (md5)	Staff Client Installer (md5)
Web Staff Client Extension ("Hatch")	Windows Hatch Installer (0.1.5)	Installation Instructions
Linux 32-bit Client	Staff Client Package (md5)	Staff Client Package (md5)

2. Double click on the downloaded program to install. Follow the onscreen instructions.



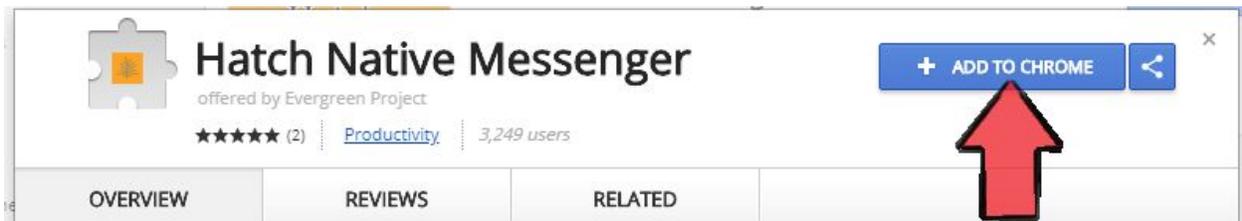
3. The Hatch Installer **may** also install the Hatch extension. If it does, you'll see a pop-up in the top right of Chrome. Select to enable the extension.
 - If this step occurs, move on to [Section 2: Using Hatch](#).
 - If this step does not occur, continue on to [Install Chrome Extension](#) to manually add the extension.

Install Chrome Extension - Hatch Native Messenger

⚠ NOTE: If you are using [Chrome Profiles](#), the next step must be performed from the profile you will be using with Evergreen.

The extension **Hatch Native Messenger** needs to be installed from the [Chrome Web Store](#).

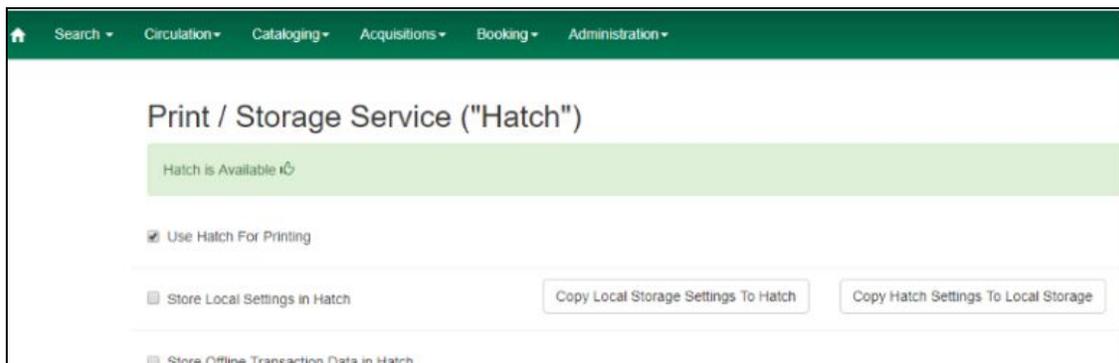
1. Click this [link](#) to be taken to the extension's page on the Chrome Web Store.
2. Click **Add to Chrome**.
3. Confirm the addition on the pop-up. This will add the extension to the browser/profile.



Section 2: Using Hatch

Enabling Hatch in the Web Client

1. In the web client, navigate to Administration>Workstation>Print/Storage Service ("Hatch").



2. Decide if you want to use Hatch for printing, storage or both.
 - Using Hatch for **Printing** allows you to auto-print receipts and slips. It also has the ability to send print jobs to different printers. If either is desired check **Use Hatch for Printing**. Note that printing requires additional setup; see [Using Hatch for Printing](#) below.
 - Using Hatch to **Store Local Settings** will keep a backup of your column configurations, workstation preferences, and print templates if they are ever lost. There are two ways to use this feature. Do NOT check this setting at this point. First see: [Using Hatch for](#)

[Local Storage - Original Workflow](#) or [Using Hatch for Local Storage - Alternate Workflow](#) below.

Using Hatch for Printing

Follow these steps to use Hatch for Printing.

Adjust Printer Settings

1. Make sure you've [enabled the setting](#) to use Hatch for Printing.
2. Navigate to Administration>Workstation>Printer Settings.
3. The "Select Printer" dropdown should show your printer(s). If it does not, see [Printer List Empty](#) under [Section 3: Troubleshooting Hatch](#).
4. Adjust attributes as desired. A screenshot and recommended setup follows.

Recommended Setup for Printer/Print Templates

5. Set the printer on the **Default** tab to your "normal" printer. Click Apply Changes. Most of the time, no other changes are needed.
6. Go to the **Receipt** tab. Set this printer to your receipt printer.
7. Set Margins to manual and adjust all of them to 0, (as displayed in the screenshot above).
8. Click **Apply Changes**.
9. Navigate to Administration>Workstation>Print Templates.
10. For each template you want sent to the receipt printer, pull up the template, and set the *Force Printer Context* to **Receipt**. After each change, click **Save Locally**. Repeat this process for each receipt template. Note that templates set to *Default* or left as blank will automatically be sent to the printer set in the **Default** tab of Printer Settings.

The screenshot shows the 'Printer Settings' interface with the 'Receipt' tab selected. At the top, there are tabs for 'Default', 'Receipt', 'Label', 'Mail', and 'Offline'. Below the tabs, there is a 'Select Printer' dropdown menu set to 'Star TSP100 Tear Bar (TSP113)', a 'Reset Form' button, and an 'Apply Changes' button. The main settings area includes several dropdown menus and input fields, each with a default value:

- Print Color: Default: MONOCHROME
- Paper Source: Default: Automatic
- Paper Type: Default: Letter
- Page Orientation: Default: PORTRAIT
- Collation: Default: COLLATED
- Print Quality: Default: NORMAL
- Print Sides: Default: ONE_SIDED
- Number of Copies: Default: 1
- Automatic Margins: Default: DEFAULT
- Manual Margins: Left 0, Top 0, Right 0, Bottom 0
- Page Ranges: All Pages (selected), Page Range (Start, End)

The screenshot shows the 'Print Templates' interface. It features a 'Template Name' dropdown menu set to 'Checkout', a 'Force Printer Context' dropdown menu set to 'Receipt', a 'Reset to Default' button, and a 'Save Locally' button. The 'Force Printer Context' dropdown is highlighted with a red box, and the 'Save Locally' button is highlighted with a green box.

Using Hatch for Local Storage

Original Workflow

1. Under Administration>Workstation>Print/Storage Service (“Hatch”), check to **Store Local Settings in Hatch**. Click **Copy Local Storage Settings to Hatch**; this step is important as it ensures Hatch stores any changes you’ve made up to this point, (i.e. your registered workstation).
2. Hatch should automatically store settings as they are changed.

Alternate Workflow

Some libraries have reported issues with [settings/preferences not being respected](#) using the steps outlined above. The steps below outline an alternative to the normal workflow that will help prevent preferences from becoming stuck.

There is a way to manually update the settings stored in Hatch so that you can restore them if your local settings are ever lost. The benefit of this is that Evergreen will only have to look at one set of preferences, thus preventing “stuck” preferences. The downside is that you have to periodically update the files stored in Hatch to ensure up-to-date settings are restored if ever lost.

1. Under Administration>Workstation>Print/Storage Service (“Hatch”), do NOT check to **Store Local Settings in Hatch**. Instead, simply click **Copy Local Storage Settings to Hatch**; this step is important as it ensures Hatch stores any changes you’ve made up to this point, (i.e. your registered workstation).
2. Click **Copy Hatch Settings to Local Storage**.
3. Periodically return to Administration>Workstation>Print/Storage Service (“Hatch”) and choose to **Copy Local Storage Settings to Hatch** to keep the Hatch file up-to-date.

Restore Lost Settings

If your cookies are ever deleted or your settings become lost or corrupted, Hatch allows you to restore the settings you stored.

1. After losing your settings, the next time you access the web client, you may be prompted to re-register the workstation. Go ahead and register the workstation. Note that a Local System Administrator is needed for this step.
2. Next, go to Administration>Workstation>Print/Storage Service (“Hatch”); (check [Use Hatch for Printing](#) if desired).
 - If using the [Original Workflow](#) described above, check to Store Local Settings in Hatch. You are all set. Your settings should be back the next time you log into the web client
 - If using the [Alternate Workflow](#) described above, do NOT check Store Local Settings in Hatch, instead select **Copy Hatch Settings to Local Storage** to bring back your saved settings.

Section 3: Troubleshooting Hatch

White Screen, (WSOD), after installing Hatch

First try restarting the computer and then accessing the web client. In some cases, this fixed the white screen issue. If that does not work, restart your computer and check again. If neither of those help, there is a chance there was a problem with the installation. Uninstall all versions of JRE and Hatch on the computer and remove the Hatch extension from the browser. Restart the computer and use the Installation instructions in this document to reinstall all three components, (see [Section 1](#)).

Printer List empty

If the printer list dropdown in Administration>Workstation>Printer Settings is empty, first try exiting the browser and returning. If that does not work, restart your computer and check again. If neither of those help, there is a chance there was a problem with the installation. Uninstall all versions of JRE and Hatch on the computer and remove the Hatch extension from the browser. Restart the computer and use the Installation instructions in this document to reinstall all three components, (see [Section 1](#)).

Asked to re-register workstation after choosing to Use Hatch for Local Storage

This can happen if **Copy Local Storage Settings to Hatch** is NOT selected after checking to use *Hatch for Local Storage*. There is a chance you can bring back your “lost” workstation and other settings. First disable the Hatch Extension. Exit out of the browser and return. Did you old workstation and settings come back?

- If so, you may be able to save them. From Administration>Workstation>Print/Storage Service (“Hatch”), uncheck Store Local Settings in Hatch. Next re-enable the extension; (be sure to do this with at least one web client tab open). Check to Store Local Settings in Hatch and click **Copy Local Settings to Hatch**. Your old settings should now be saved.
- If they did not come back, unfortunately they are lost. Re-enable the extension and Re-register the workstation. Follow the steps in [Section 2: Using Hatch](#) to set up Hatch again.

Some receipts are no longer printing to the correct printer

This is most likely due to a “stuck” preference. Please see the **Fixing Stuck Preference** document for help.

If you are still having trouble, try the [Alternate Workflow](#) above for Using Hatch.

Some receipts are not printing at all

This is most likely due to a “stuck” preference. Please see the **Fixing Stuck Preference** document for help.

If you are still having trouble, try the [Alternate Workflow](#) above for Using Hatch.

Printouts are not respecting updated print template code

First try exiting your browser and then re-accessing the web client. If the code is still not be respected, it is most likely due to a “stuck” preference. Please see the **Fixing Stuck Preference** document for help.

If you are still having trouble, try the [Alternate Workflow](#) above for Using Hatch.

Grids are displaying without header | Grid rows all blank

This can happen if Hatch is not installed but settings for Hatch are checked to store local settings.

- If you do not plan on using Hatch, simply uncheck all settings in Administration>Workstation>Print/Storage Service (“Hatch”).
- If you do want to use Hatch. Make sure everything is installed correctly. The most likely cause is that the Hatch extension is no longer attached to the browser/profile. Return to the Chrome Web Store and ensure the extension has been added to Chrome. If that does not work, uninstall all versions of JRE and Hatch on the computer and remove the Hatch extension from the browser. Restart the computer and use the Installation instructions in this document to reinstall all three components, (see [Section 1](#)).