

The Print Service window

Started without parameters, the Print Service opens its window in the VeloxFactory design (light, dark or system theme). The header shows the pages, the instance name and the mode badge: **Interactive** when the engine runs inside the window, **Monitor** when a headless engine runs and the window only shows its state. Screenshots follow.

Dashboard

Tile	Content
Engine	Running, paused (with reason and end), stopped; mode, account, uptime; Pause and Resume
API	OK, token rejected (401/403), rate limited (429), unreachable; time of the last successful request
WebSocket	Subscribed, reconnecting (attempt n), off; reconnects today
Rate limit	Remaining of limit from the response headers, as bar
Queue	Active, waiting, in retry, to confirm (outbox)
Printers	Number of printers OK and with problem, including their names; tooltip with the state per printer, click opens the Printers page. Checked are printers with own settings and printers of jobs from the last 7 days. A problem is any queue state other than Ready.

Below the tiles: the last 20 jobs and the last 5 errors. A click opens the job.

Console

The live log, written for users: *Task #4711 received (WebSocket, Standard) → WH-LABEL-01, 2 copies* instead of raw protocol events.

1. Columns: time, level (icon and colour), area (API, WS, Print, Engine), task, message.

2. Filters: levels as chips, area, text search, a single task, errors only. **Clear filters** resets them.
 3. Autoscroll can be paused. Copy a line, export the selection or all visible lines, click a task to open it.
 4. Protocol details (ping, pong, channel auth) are logged on level Debug and hidden by default.
 5. Buffer: 10,000 lines in the window. In monitor mode the lines come from `state.db`, which keeps the last 50,000 entries.
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Jobs

The local history from the job journal: id, time, printer, file, copies, pages, channel (WebSocket or poll), duration, status, trace id. Filters for period, status and printer, search by `#id`, file name, trace id or error text.

The detail view shows the timeline of states, error text and attempts. Actions:

Open in VeloxFactory	Opens <code>{baseUrl}/report-print-task/{id}/show</code> in the browser
Print again	Sets the task back to pending in VeloxFactory (after confirmation); the next poll prints it
Send confirmation again	Sends an open outbox entry now. In monitor mode the headless engine repeats open confirmations automatically.
Copy	Printer name (with alias: the local printer) and trace id. The trace id links the job to the history record and print task in VeloxFactory.

Printers

Comparison of VeloxFactory printers, local printers, own settings and printers of recent jobs, with state, hints, test page, printer editor and a link to the Windows print queue. Described in [Printers and printing](#).

Statistics

Local statistics of this instance, nothing is sent to VeloxFactory.

1. Tiles for today and 7 days: jobs printed and failed, error rate, pages.
 2. Jobs over time per hour (24 h, 7 days, 30 days), pages and copies per printer, top error categories.
 3. Lead time from creation in VeloxFactory to confirmation (median, P95), share of WebSocket and poll, WebSocket availability and reconnects, API calls and 429 events.
 4. Export as CSV. The mouse wheel over a chart zooms the chart only.
 5. Retention `statistics.retentionDays` (365 days); after 30 days the data is kept as daily aggregates.
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Settings

Group	Content
Connection	Base URL, API token, allow unencrypted, timeout, server time zone, Test connection
WebSocket (Reverb)	Scheme, host, port, app key, channel
Receiving	Mode, broadcast ids as chips, tasks without broadcast id, intervals, page size, API base load compared with the rate limit
Processing	Pause with reason and end time, parallel jobs, one job per printer, retries, timeout, confirmation, dry-run folder
Printer defaults	Defaults for all printers
Logging and statistics	Log level, retention, file size, event log, JSON file, statistics retention. Maintenance: Reset statistics and Clear logs (administrator rights)
Operation	Scheduled task: set up, start, remove, state and XML. Local health endpoint. Error notifications.
Import and export	Configuration as file, never with token

1. **Save** writes `config.json`, the engine applies it without restart. Unsaved changes are asked for when leaving the page.

2. **Test connection** checks: reachability, token (`GET /report-print-task?perPage=1`), printer master data (`printer:read`), channel authorization and WebSocket handshake (15 s), rate limit headers compared with the base load.
 3. **Reset statistics** counts from now on. The job journal stays, it protects against double printing.
 4. **Clear logs** empties the console history and deletes all log files of the instance except today's.
 5. Without write access to the data folder the window offers **Restart as administrator**.
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Info

Version, .NET runtime, Windows account (with *Administrator* when elevated), mode, instance id, paths of configuration, data and log folder with buttons to open them, and **Create support package** (see [Monitoring and troubleshooting](#)).

Notification area

In interactive and monitor mode the Print Service has a tray icon with status colour (green OK, yellow warning, red error) and a menu: open, pause, exit. Closing the window hides it in the notification area; in interactive mode the engine keeps running. **Exit** stops the engine gracefully: running jobs finish, the outbox is flushed. Print errors show a Windows notification unless `ui.errorNotifications` is off.

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