



# **PDD Labels/Print Label**

Support handbook

June 2023



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# Hardware Requirements

- You will need a **ZEBRA Printer**.  
**As of today, the ZT51042-T010000Z** Thermal Transfer Printer with a ZebraNet Print Server II network card (part number: 46689) is the newest model. The Zebra 140Xi4 and the older Zebra printers will also work as long as they are network compatible and 203DPI.

Zebra 140xill, Zebra 140xilll, Zebra 140xilll Plus are 203 DPI. 300 & 600 DPI printers are not compatible with the 1800 label formats in the PDD system and cannot be used. Other models/brands might work as well if they are compatible with the printer ZT51042-T010000Z.

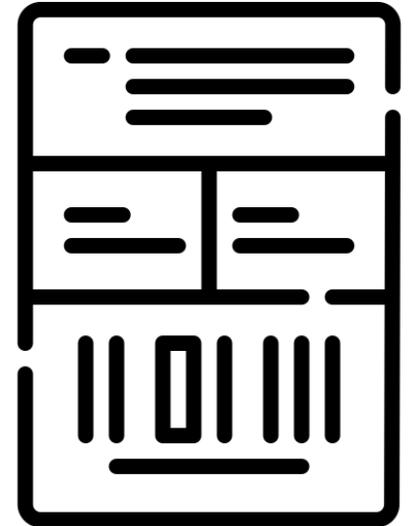
- You will need a bar code verifier. We recommend the Quick Check PC 600 with pen or QC 200 handheld model. You will also need to follow the ABB procedures for verifying bar codes. This will be provided to you before you begin printing labels from the system.

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# Purpose

This document is a quick guide for the PDD Label Printer set up and describes the following:

- [Link to PDD Label printing site](#)
- [24 Hour Support to PDD Label printing](#)
- [Process to be followed for Printer Set up/Documents to be filled](#)
- [Adding additional users for External Printers \(Vendors/Suppliers\)](#)
- [IP Address change for External Printers \(Vendors/Suppliers\)](#)
- [Password Change/Reset](#)
- [Company Name Change](#)
- [PDD Label Printer setup flow / PDD Application Access details](#)
- [Printer Set up Issues](#)



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# Overview

The PDD Label Printing system allow facilities across the world to print product labels out of the PDD system. Few Terms used:

## **PDD Labels**

- Product Labels printed in manufacturing plant to indicate what product is in the packaging. Since PDD is the Product Database, these are printed from it.

## **PDD Label User**

- PDD user that uses the PDD Label screen to print the labels. They simply view the labels in PDD and click “Print Label” and select their quantity and printer to send the label to their printer.

## **PDD Label Admin**

- Data administrators of the PDD Labels systems can insert labels records, update label data, and remove labels from PDD. They are usually the primary contacts between the plant and the PDD team regarding labels. They drive any label system changes and must be notified any time the Label system changes.

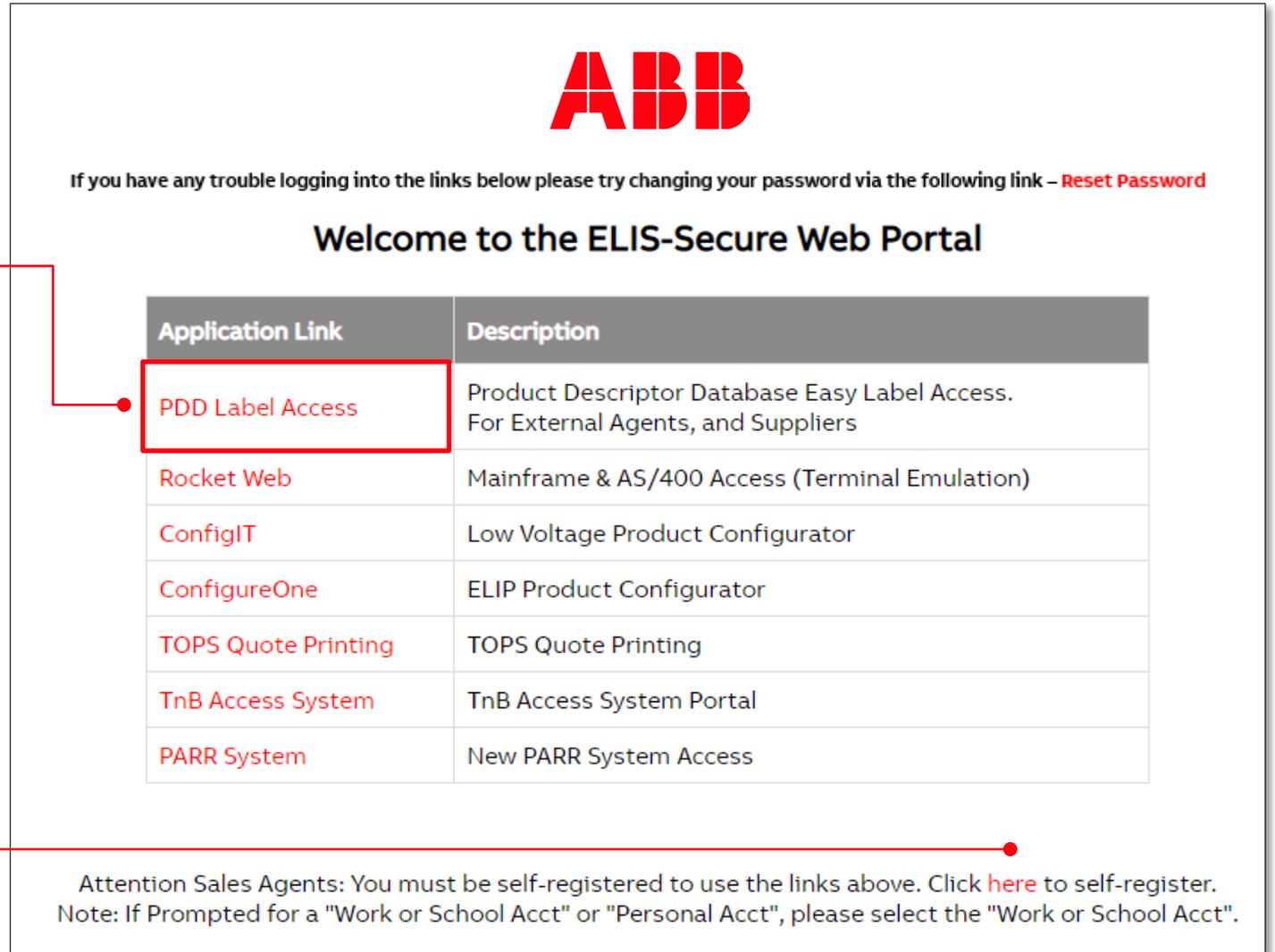
## **WP (Where Print)**

- Where Prints indicate the location where the label is primary printed.

# Link to PDD Label printing site

## PDD Vendors/Suppliers

- These External users need to log into the <https://elis-secure.abb.com> and it will redirect them back to the PDD site
- Attention: User must be self-registered to use the above link.
- To self-register, use link <https://elis-secure.abb.com/> and go to bottom of the page for self registration link and help



**ABB**

If you have any trouble logging into the links below please try changing your password via the following link – [Reset Password](#)

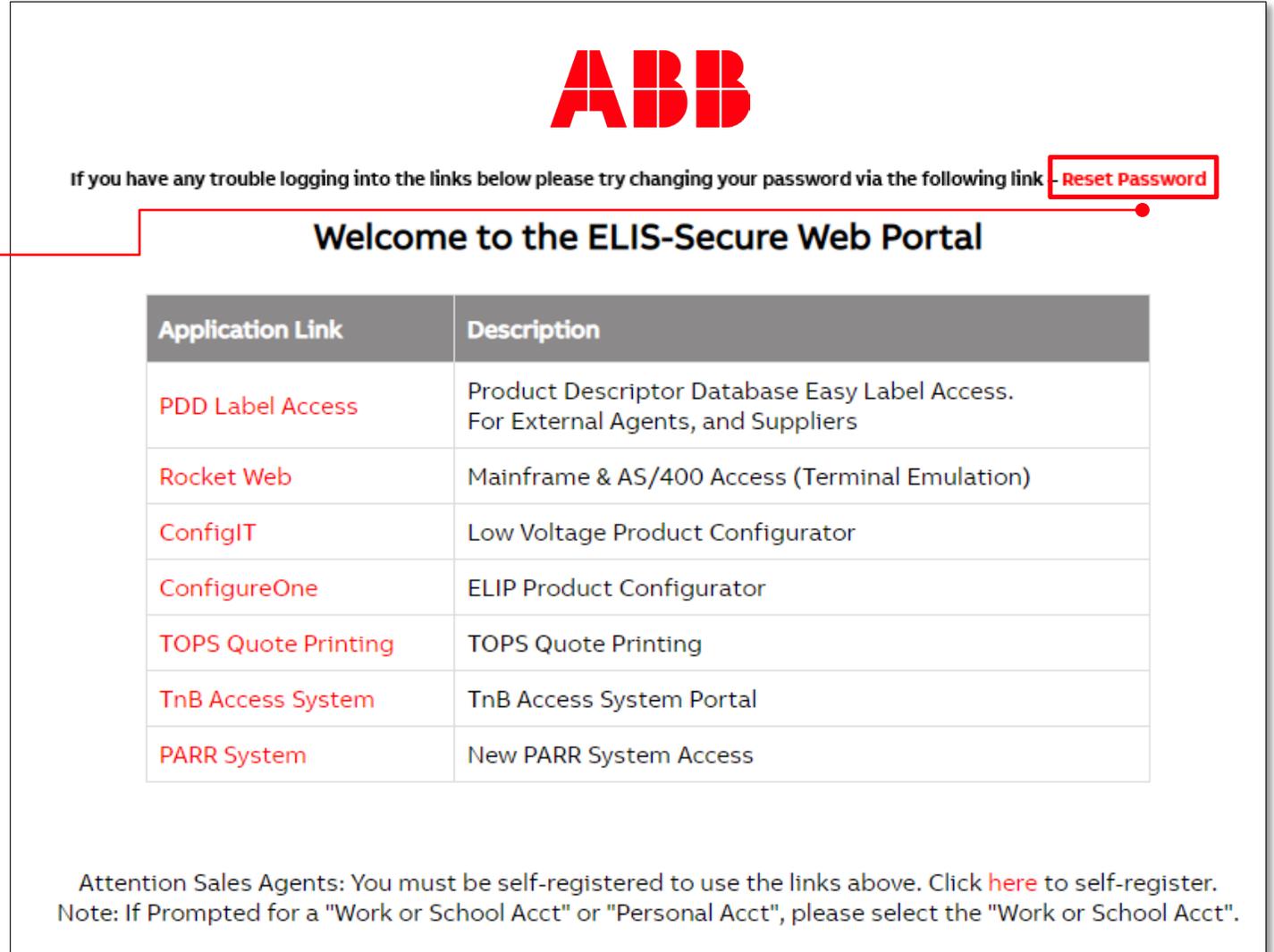
**Welcome to the ELIS-Secure Web Portal**

Application Link	Description
<b>PDD Label Access</b>	Product Descriptor Database Easy Label Access. For External Agents, and Suppliers
Rocket Web	Mainframe & AS/400 Access (Terminal Emulation)
ConfigIT	Low Voltage Product Configurator
ConfigureOne	ELIP Product Configurator
TOPS Quote Printing	TOPS Quote Printing
TnB Access System	TnB Access System Portal
PARR System	New PARR System Access

Attention Sales Agents: You must be self-registered to use the links above. Click [here](#) to self-register.  
Note: If Prompted for a "Work or School Acct" or "Personal Acct", please select the "Work or School Acct".

# Password Reset

- To reset your password, use link <https://elis-secure.abb.com/> and go to top of the page



**ABB**

If you have any trouble logging into the links below please try changing your password via the following link [Reset Password](#)

### Welcome to the ELIS-Secure Web Portal

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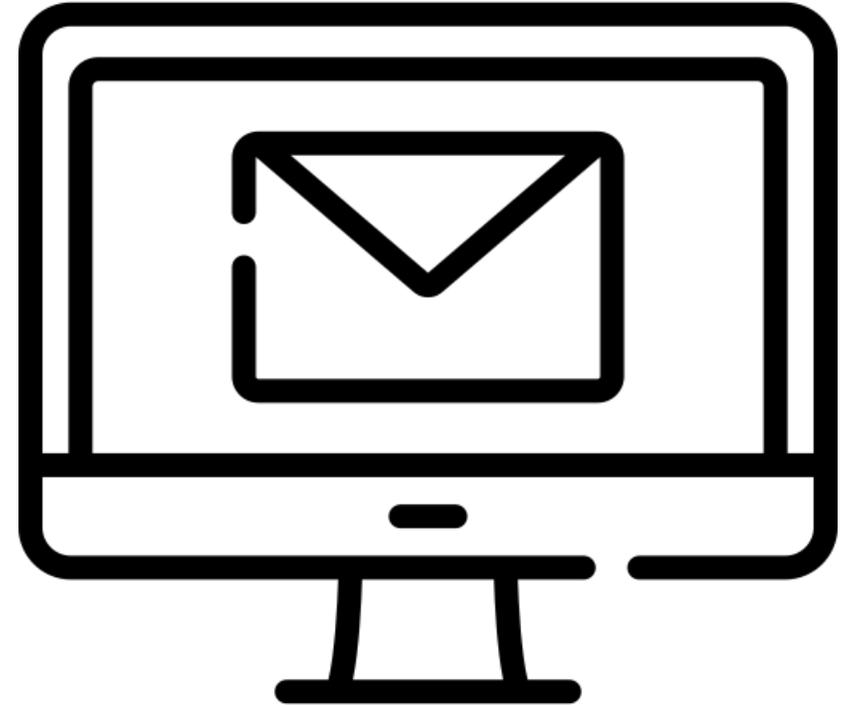
## 24 Hour Support to PDD Label printing

If The PDD Label Printing application is down or Label queue is getting backed up, please contact Helpdesk.

Email : [compops.mailbox@us.abb.com](mailto:compops.mailbox@us.abb.com)

They will intimate PDD developers to resolve this issue.

A member of ABB Supporting will come back with a feedback by 48-72 hours.



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# Process to be followed for Printer Set up/Documents to be filled

## PDD Vendors/Suppliers

### Printer set up Initiation

Printer set up for Vendors/Suppliers should be initiated by the Procurement Category Managers of ABB in their respective regions.

### Email Registration

To self-register, click on <https://elis-secure.abb.com/> and go to bottom of the page for self registration link and help. Note: If Prompted for a "Work or School Acct" or "Personal Acct", please select the "Work or School Acct".

### Complete Printer Set Up form

Vendors/Suppliers must fill the PDD Printer Set up/User ID Request Form



Click to download

### Create Help desk Ticket

Managers/Contact person of ABB in respective regions should raise a ticket with Helpdesk and assign the ticket to:

SNOW Assignment group: IS-EL-App-ELIP-PDD Printer-Support-Distinct <https://abb.service-now.com/>

Please attach the completed form

If Vendors directly reach out to the PDD Dev team, request Help desk to create a ticket with vendor requirements. Copy to Label admins. A Vendor may contact the PDD Dev team for creating additional users, change in IP Address etc.

# Process Flow – Printer Set Up

## Printer Set Up Initiation

Printer set up for Vendors/Suppliers should be initiated by the Procurement Category Managers of ABB in the respective regions.

Procurement Category Manager will send the doc “PDD Labeling Support Guide” to supplier.

**Resp: Procurement Category Manager**

## Email Registration (self-register)

To self-register, click on <https://elis-secure.abb.com/> and go to bottom of the page for self registration link and help.

Note: If Prompted for a "Work or School Acct" or "Personal Acct", please select the "Work or School Acct".

**Resp: Supplier**

## Complete Printer Set Up form

Vendors/Suppliers must fill the “ABB PDD Printer Set up Request Form” and send it to the Procurement Category Manager.

**Resp: Supplier**

## Create Help Desk Ticket

Managers/Contact person of ABB in respective regions should raise a ticket with Helpdesk and assign the ticket to SNOW Assignment (attaching the doc “ABB PDD Printer Set up Request Form” filled by supplier”) :  
group: IS-EL-App-ELIP-PDD Printer-Support-Distinct  
<https://abb.service-now.com/>

**Resp: Procurement Category Manager**

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# Additional Instructions for External Printers (Vendors/Suppliers)

## Adding additional users for External Printers (Vendors/Suppliers)

Vendors/Suppliers must fill the PDD Printer Set up/User ID Request Form and submit to helpdesk.

Please complete attached form.

## IP Address change for External Printers (Vendors/Suppliers)

Vendors/Suppliers must fill the PDD Printer Set up/User ID Request Form and submit to helpdesk.

Please complete attached form.



Click to download

# Password Change/Reset

## PDD Vendors/Suppliers

- **Reset password for registered email ID:**  
It would have been locked on the ABB portal. Try resetting your password using this link: <https://www.usermanagement.abb.com/account/ForgotPassword>
- **PDD site may locked if the account is inactive for 60 days.**  
In this case, a ticket will need to be opened with the helpdesk ([HelpDesk@us.abb.com](mailto:HelpDesk@us.abb.com)).
- **Please attach completed form**



Click to download

## Forgot password?

If you have forgotten your password, please enter your e-mail address. You will receive instructions on how to reset the password.

E-mail address\*

SEND MAIL

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# Adding Labels to the Printer/Company Name Change

## Adding Labels to Printer

- Users should reach out to the data administrators of the PDD Labels systems based on their region to prepare the product labels and set up a new WP (Where Print) for them. The administrators are responsible for inserting labels records, updating label data, and remove labels from PDD.

## Company Name Change

Generally, name change is not done as it involves changing the printer's name. If printer name is changed, it calls for modification of all associated labels of the customer.

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# PDD Access and Printer Setup Issues

## PDD Printer setup Issues

### External IP Address Setup for Vendors/Suppliers

- PDD Printer application uses an FTP connection and hence PDD needs a public IP address.
- Quite often users provide a private IP of the printer - not the IP exposed to the outside world.
- This issue can be resolved by involving the network engineers of Vendors/Suppliers and also providing them with source IP address of PDD server.
- The printer should be configured to accept FTP connections.
- User's firewall should be configured to route FTP (port 21) traffic to the printer from PDD server **ftp-public.tnb.com** (IP 199.120.203.99)

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# PPD Label System Screens

For PDD Label System Screen refer



Click to download

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# References

**Antonia M. Johnson**, Documentation Author

**Paul Abraham**, Documentation Author/Revision

**ABB**