

Dymo printing issue while using Chrome browser

Purpose:

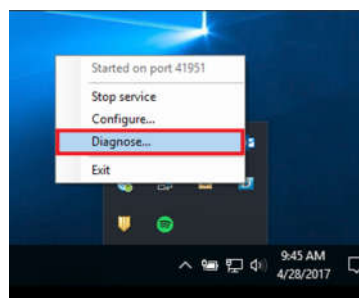
Issue with printing Dymo labels in Chrome from the EurofinsBOP web portal due to a security change in latest Google Chrome update to Version 58.0.3029.81

Solution:

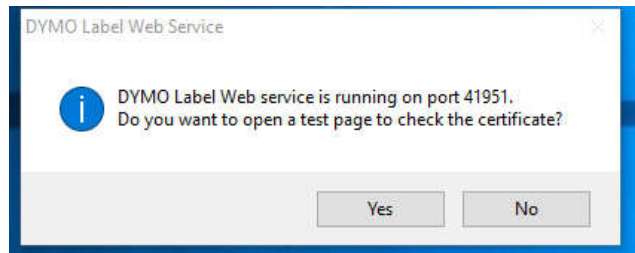
If you are having issues with printing Dymo Labels from the web portal, please select the arrow that is located on the far right of the task bar, this is found on the bottom of your screen. Click the arrow. See image below.




Click the Dymo icon the below screen shot will appear, select Diagnose...



You will be prompted with a **DYMO Label Web Service** notification window, on this window, Click **“Yes”**




Please Note:



Your connection is not private

Attackers might be trying to steal your information from **localhost** (for example, passwords, messages, or credit cards). NET::ERR_CERT_COMMON_NAME_INVALID

[Automatically report](#) details of possible security incidents to Google. [Privacy policy](#)

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If you get the screenshot similar to the one above:

Click **Advanced**

Click **Proceed to localhost (unsafe)**

This will not harm your computer, but because DYMO has a misconfiguration in their self signed certificate, this is the only way we can connect to the SDK until they fix the problem.

Once yes has been clicked the below screen will appear, please ensure this pop up has opened on a google chrome browser.

To identify what browser this has appeared on please see the bottom task bar. If this opened on a browser other than Google copy the web link that appears in the pop up screen.

