

AccessVia Print Control

Installation and Setup Guide

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Overview

AccessVia Print Control is an internet-enabled component that can print jobs over the internet or intranet. Job requests are sent to the AccessVia Publishing Web Service and a stream is returned to the Print Control at the client. The Print Control decodes the stream and prints the job to the specified device on the client.

This guide provides instructions for installing and uninstalling Print Control for clients using Microsoft Internet Explorer on Microsoft Windows Vista and Windows 7. Print Control relies on the WININET libraries and on Microsoft ActiveX technology to provide client-side printing. Therefore, Internet Explorer is currently the only supported browser for Web dSignShop and Publishing Platform Manager.

Both Windows Vista and Windows 7 have “protected mode” enabled by default in Internet Explorer settings. This mode prevents you from successfully downloading the Print Control. If you do not want to disable the protected mode for all sites, you can add the website address to the list of trusted sites. After you add the site, you do not need to change any other settings to download and use Print Control.

The following two components comprise AccessVia Publishing Platform.

- AccessVia Publishing Web Service
- AccessVia Print Control

Prerequisites

You can install Print Control in an AccessVia application. However, you must run Microsoft Internet Explorer 7, 8, or 9.

Internet Explorer security settings

Web browser security can affect the Print Control installation. A High security level halts the installation and the following two errors display.

- The page contains some content that might not be safe.
- AccessVia.PrintControl not installed or an error occurred.

To install Print Control, the security level must be Medium-high or lower for Internet Explorer 9, or Medium or lower for Internet Explorer 7 or 8. In addition, on Windows 2003 and Windows 2008 Servers, you must clear the Enable Protected Mode check box or add the site to your list of trusted sites.

Add a trusted site

To add a trusted site, complete the following steps.

1. In **Internet Explorer**, on the **Tools** menu, click **Internet options**.
2. In the **Internet Options** dialog box, click the **Security** tab and click the **Trusted sites** icon.
3. Click **Sites** and in the **Add this website to the zone** box, type the website address.
4. Click **Add** and clear the **Require server verification for all sites in this zone** check box, if selected.
5. Click **Close** and click **OK** to close the **Internet Options** dialog box.

Set the security level

To reset your Internet Explorer security level for Internet or Intranet zones, complete the following steps.

1. In **Internet Explorer**, on the **Tools** menu, click **Internet options**.
2. In the **Internet Options** dialog box, click the **Security** tab and complete one of the following procedures.
 - If accessing AccessVia through the internet, click the **Internet** icon.
 - If accessing AccessVia through an intranet or a corporate environment, click the **Local intranet** icon.
3. Under **Security level for this zone**, select the slider bar and drag to **Medium-high** or **Medium**.
4. Clear the **Enabled Protected Mode** check box, if selected.
5. Click **Apply** and click **OK** to close the **Internet Options** dialog box.

To reset your Internet Explorer security level for a Custom zone, complete the following steps.

1. In **Internet Explorer**, on the **Tools** menu, click **Internet options**.
2. In the **Internet Options** dialog box, click the **Security** tab.
3. Under **Security level for this zone**, click **Custom level**.
4. In the **Security Settings** dialog box, under **ActiveX controls and plug-ins**, set **Download Signed ActiveX Controls** to **Enable** or **Prompt**.
5. Click **OK** and **OK** again to close the **Internet Options** dialog box.

AccessVia Publishing Web Service

The following files comprise the AccessVia Publishing Web Service.

- dISAPI - the IIS API extension DLL.
- dSIGN32x - the publishing engine DLL.
- Rdd32 and supporting database driver DLLs
- PROMOS.INI configuration file
- AccessVia Designer to author templates

AccessVia Print Control

The installation package installs in the [drive:]inetpub\wwwroot\AccessViaPrint_9_2\Publisher directory with the Publishing Platform installation. You can distribute or use the packages to install the Print Control.

- **AVPrintControlInstall.exe**. Use this file, which includes VC8 Runtime and Print Control DLLs, to run scripted installations.

The EXE file installs the following files to the [drive:]Program Files (x86)\AccessVia\PrintControl_9_2 directory.

- AccessVia.Compression.dll
- AccessVia.PrintControl_9_2_dll (ActiveX 32Bit Windows DLL)

Note VeriSign signs and authenticates this component. Refer to the VeriSign documentation for more information.

Two cabinet files (CAB) also install with Publishing Platform. One installs in the Web dSignShop directory and the second in the PPM directory.

- **Web dSignShop.**
[drive:]inetpub\wwwroot\AccessViaPrint_9_2\Web_dSignShop\AccessVia.PrintControl_9_2.cab
- **PPM.** [drive:]inetpub\wwwroot\PPM\PrintControl\AccessVia.PrintControl_9_2.cab

The CAB files are Compressed Archive Binary files that use Microsoft's MFC and ATL technologies and contain the following content.

- **AccessVia.PrintControl_9_2.inf.** When the CAB file downloads and installs, this file installs in the [drive:]Windows\Downloaded Programs Files directory. The file contains the unique GUID used when the downloaded AVPrintControl.dll runs.
- **AVPrintControlInstall.exe**

Install AccessVia Print Control

You can install the Print Control in one of the following three ways.

- From a prompted message when attempting to preview or print for the first time.
- Manually on a client machine.
- From a command line or by using a script.

Install when prompted

When you attempt to preview or print signage for the first time, a Print Control ActiveX message displays indicating that you must install AccessPrint Control to print. To install when prompted, complete the following steps.

1. Click the yellow information bar that displays at the top of your browser and click **Install ActiveX Control**.
2. If the **Security Warning** dialog box displays, click **Install**. The installation may take several minutes.

Install manually

To install the Print Control on a client's machine, complete the following steps.

1. Copy the **AVPrintControlInstall.exe** file to the client machine.
2. Right-click the executable and select **Run as administrator**.
3. In the **AccessVia Print Control – InstallShield Wizard** welcome page, click **Next**.
4. In the **Choose Destination Location** page, verify the installation directory for the Print Control components or click **Browse** to change the destination folder, and then click **Next**.
5. In the **Ready to Install the Program** page, click **Install**.
6. When the installation completes, click **Finish**.

Install from a command line

You can install Print Control from a command line for versions 8.6.267 or higher. To install from a command line, complete the following steps.

1. Open a Command Prompt window as an administrator and navigate to the **[drive:]inetpub\wwwroot\AccessViaPrint_9_2\Publisher** directory.
2. To perform a silent install, refer to one of the following examples.
 - **AVPrintControllInstall.exe /s /z"INSTALL"**. Performs a silent installation for EXE.
 - **AVPrintControllInstall.exe /s /z"INSTALL" INSTALLDIR=C:\Test** Specifies an installation location and performs a silent installation for EXE.

Uninstall Print Control

If updating Print Control from a previous minor version, the installation overwrites the installed minor version. If installing a previous version of Print Control that is different from your currently installed version, you must uninstall Print Control prior to installing the new version.

To ensure proper removal of all previous Print Control versions, you must uninstall from one of the following locations.

- **Control Panel or command line.** You can uninstall Print Control from the Control Panel or a command line for versions 8.6.267 and higher.
- **Internet Explorer.** You must uninstall Print Control from Internet Explorer for all versions lower than 8.6.267.

As a best practice for all versions, you must delete files from the following location.

- **Downloaded Program Files directory.** Delete AccessVia files from the Downloaded Program Files directory prior to installing a new major release.

Uninstall Print Control from the Control Panel

To uninstall Print Control from the Control Panel, complete the following steps.

1. On the **Start** menu, click **Control Panel > Programs and Features**.
2. Select **AccessVia Print Control** and click **Uninstall**.
3. In the confirmation dialog box, click **Yes**.
4. If a **User Account Control** dialog box displays, click **Yes**.
5. Click **Finish**. The files are removed from the computer.

Uninstall Print Control from a command line

You can optionally uninstall Print Control from a command line for versions 8.6.267 and higher.

1. To uninstall from a command line, open a Command prompt window as an administrator and navigate to the **[drive:]inetpub\wwwroot\AccessViaPrint_9_2\Publisher** directory.
2. To perform a silent uninstall, refer to the following example.
 1. **AVPrintControllInstall.exe /s /z"REMOVEALL"** Performs a silent uninstall for EXE. This example uninstalls all files from the system, including user settings files.

Uninstall Print Control from Internet Explorer

To uninstall versions lower than 8.6.267, you must remove the Print Control add-on and confirm the removal of registry settings.

To remove the Print Control add-on, complete the following steps.

1. Close all browser windows and then open Internet Explorer.
2. In **Internet Explorer**, on the **Tools** menu, click **Internet options**.
3. In the **Internet Options** dialog box, click the **Programs** tab and click **Manage add-ons**.
4. In the **Manager Add-ons** dialog box, in the **Show** list, click **Downloaded controls**.
5. Right-click the Print Control item and select **More Information**.
6. In the **More Information** dialog box, click **Remove all sites** and then click **Remove**.
7. If a **User Account Control** dialog box displays, click **Yes**.
8. Click **Finish**. The add-on is removed from the computer.

To remove the registry keys, complete the following steps.

1. To open the **Registry Editor**, click **Start**. In the search box, type **regedit**.
2. Click **regedit.exe**.
3. In the **User Account Control** dialog box, click **Yes**.
4. In the left pane, delete the keys in the following directories.
 1. **HKEY_CURRENT_USER\Software\AccessVia\Publishing Platform\9.0\AccessVia Print Control**. This path is used when Protected Mode is off.
 2. **HKEY_CURRENT_USER\Software\Microsoft\Internet Explorer\InternetRegistry\REGISTRY\USER\S-1-5...\software\AccessVia Print Control**. This path is used when Protected Mode is off.

Delete files from Downloaded Program Files directory

As a best practice, you should delete AccessVia files from the Downloaded Program Files directory.

Note You need Administrative access to delete files in the Downloaded Program File directory.

To delete the files, complete the following steps.

1. In **Internet Explorer**, on the **Tools** menu, click **Internet options**.
2. On the **General** tab, under **Browsing history**, click **Settings**.
3. In the **Website Data Settings** dialog box, click **View objects**. The **[drive:]\Windows\Downloaded Program Files** directory opens.
4. Right-click all files that begin with AccessVia and click **Delete**.
5. To confirm the deletion, click **Yes**.

Note You may need to close your browser or restart your computer if access is denied.

Command Line Reference

You can use the following command line options to perform a silent installation or uninstallation of the AccessVia Print Control. You can add these to batch files or Windows Scripting Host script files for automation. If you use more than one switch, it should generally be separated with a single space character

Note You should run these commands from an Administrator Command Prompt.

You can use the following available options.

- **/s** Signals a silent installation
- **/z** Pass arguments to command line variable

Sometimes when scripting, you must wrap a double quote (") with another two double quotes. Refer to the following examples.

- **Install command.** AVPrintControlInstall.exe /s /z""INSTALL""
- **Uninstall command.** AVPrintControlInstall.exe /s /z""REMOVEALL""
- **Repair/upgrade command.** AVPrintControlInstall.exe /s /z""REPAIR""