

# Print Control

## Installation and Setup Guide

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## Overview

Publishing Platform Print Control is an internet-enabled component that can print jobs over the internet or intranet.

To print from the Publishing Platform for Retail, an end user or administrator must install one of the following print controls on the end user's workstation.

- A print control that uses a Windows service and can be used in Chrome or Internet Explorer, or
- A print control based on ActiveX technology, which can be used in Internet Explorer only.

The installation package is in the `[drive:]\inetpub\wwwroot\AccessViaPrint_9_5\Web_dSignShop` directory that is included with the Publishing Platform installation. If the Print Control Service is not installed, the first time a user tries to print from any of the web applications, he or she is prompted to download the installer. Alternately, an administrator can distribute or use packages to install the Print Control Service.

The service-based print control is automatically installed by default.

To change the print control that is installed by default for Publishing Manager, Central Publisher, and In-Aisle Publisher, update the following setting in the **appsettings.config** file.

```
<add key="UsePrintControlService" value="True" />
```

True indicates to use the service-based print control. False indicates to use the ActiveX print control.

To change the print control that is installed by default for In-Store Publisher, open Publishing Administrator and under System Configuration > In-Store Publisher UI Settings, set UsePrintControlService to True or False as needed.

## Prerequisites

The Print Control is supported on the following operating systems:

- Microsoft Windows 7 with .NET Framework 4.5 installed
- Microsoft Windows 8

And the following browsers:

- Microsoft Internet Explorer 10
- Microsoft Internet Explorer 11
- Google Chrome (for the service-based print control only)

You can find a complete listing of requirements for client workstations in the *Publishing Platform for Retail Technical Specifications*.

## Install the Service-Based Print Control

You can install the Publishing Platform Print Control Service in one of the following ways.

- As a user with administrative rights on the machine: within any publishing platform application, from a prompted message when attempting to preview or print for the first time.
- As an administrator: by manually installing on a client machine.

- As an administrator: by installing on a client machine from a command line or by using a script.

**Note** If you have a 9.2 or 8.6 version of the print control installed, you do not need to uninstall before installing this version. However, if you want to uninstall the old version, you can do so by completing the steps in the [Uninstall ActiveX Print Control](#) section.

## Change Internet Explorer security settings

Before installing the print control service, you must change a setting in Internet Explorer.

1. In **Internet Explorer**, on the **Tools** menu, click **Compatibility View settings**.
2. Clear the **Display intranet sites in Compatibility View** check box.
3. Click **Close**.

## Install the Service-Based Print Control

### Install when prompted

When a user attempts to preview or print signs for the first time, a message displays, indicating that the Print Control Service cannot be detected. To install when prompted, complete the following steps.

1. Ensure that popups are allowed for the site.
  - In Chrome, on the **Chrome** menu, click **Settings**. At the bottom of the page, click **Show advanced settings**. In the **Privacy** section, click the **Content settings** button. In the **Pop-ups** section, click **Manage exceptions**. Type the URL and ensure **Behavior** is set to **Allow**. Then click **Done**.
  - In Internet Explorer, on the **Tools** menu, click **Internet Options**. On the **Privacy** tab, in the **Pop-up Blocker** section, click **Settings**. Type the URL and click **Add**. Then click **Close** and **OK**.
2. On the application you want to print from, click **Print** or **Preview**.
3. A message displays, indicating that the service cannot be detected. Click **OK**.
4. On the bar at the bottom of the browser, the **PrintControlServiceInstall.exe** file is downloaded. Click the file to install it.
5. To complete the installation, follow the onscreen instructions.

### Install manually

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

1. Navigate to [drive:]inetpub\wwwroot\AccessViaPrint\_9\_5\Web\_dSignShop.
2. Copy the **PrintControlServiceInstall.exe** file to the client machine.
3. Right-click the executable and select **Run as administrator**.
4. To complete the installation, follow the onscreen instructions.

### Install from a command line

To install from a command line, complete the following steps.

1. Navigate to [drive:]inetpub\wwwroot\AccessViaPrint\_9\_5\Web\_dSignShop.

2. Copy the **PrintControlServiceInstall.exe** file to the client machine.
3. Open a Command Prompt window as an administrator and navigate to where you installed the **PrintControlServiceInstall.exe** file.
4. To perform a silent install, refer to this example:
5. **PrintControlServiceInstall.exe /passive INSTALLOPTIONS="/s /z"INSTALL ""**  
**Note** The spacing must match the above string exactly.
6. Restart the computer.

## Confirm Successful Installation

To confirm that the installation was successful, you can check for these files in these directories.

The following files are installed in the [drive:]\Program Files (x86)\AccessVia\PrintControl\_9\_5 directory.

- AccessVia.Compression.dll
- AccessVia.PrintControl\_9\_5.dll (32-bit COM DLL)

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\_5\Web\_dSignShop\AccessVia.PrintControl\_9\_5.cab
- **PPM.** [drive:]\inetpub\wwwroot\PPM\PrintControl\AccessVia.PrintControl\_9\_5.cab

## Install the ActiveX Print Control

You should use the service-based Print Control whenever possible. If, for some reason, you need to use the ActiveX print control from within one of the publishing platform web applications, complete the following steps.

**Note** If you have a 9.2 or 8.6 version of the print control installed, you do not need to uninstall before installing this version. However, if you want to uninstall the old version, you can do so by completing the steps in the [Uninstall Print Control](#) section.

## Change Internet Explorer security settings

Before installing the ActiveX print control, you must change settings in Internet Explorer.

### Set the security level in Internet Explorer

In order to install the print control, the security level must be Medium-high or lower.

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 Publishing Platform for Retail through the internet, click the **Internet** icon.

- If accessing Publishing Platform for Retail 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** twice to close the **Internet Options** dialog box.

**Troubleshooting note** If the security level is set to High, the installation fails and the following two errors display.

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

## Add a trusted site

You must now clear the **Enable Protected Mode** check box or add the site to your list of trusted sites.

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.

## Install the ActiveX Print Control

You can install the ActiveX Print Control in any 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. This file is in this directory: **[drive:]\inetpub\wwwroot\AccessViaPrint\_9\_5\Publisher**.
2. Right-click the executable and select **Run as administrator**.
3. In the **Publishing Platform 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\_5\Publisher** directory.
2. To perform a silent install, refer to this example.
  - AVPrintControlInstall.exe /s /z"INSTALL"

## Uninstall ActiveX Print Control

You should uninstall any existing versions of the Print Control Service prior to installing the new version. To ensure proper removal of all previous Print Control Service 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. **AVPrintControlInstall.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.
  - **HKEY\_CURRENT\_USER\Software\AccessVia\Publishing Platform\9.0\AccessVia Print Control**. This path is used when Protected Mode is off.

- **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.

## Uninstall Service-Based Print Control

### Uninstall Print Control from the Control Panel

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

1. On the **Start** menu, from the Control Panel, click **Programs and Features**.
2. Select **Lexmark Publishing Platform Print Control Service** and click **Uninstall**.
3. In the confirmation dialog box, click **Uninstall**.
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

To uninstall Print Control Service from a command line, complete the following steps.

1. Open a Command Prompt window as an administrator and navigate to the location of the **PrintControlServiceInstall.exe** file.
2. To perform a silent uninstall, refer to the following example.
  - **PrintControlServiceInstall.exe /passive /uninstall UNINSTALLOPTIONS="/s /x /v/qn /z"REMOVEALL"** Performs a silent uninstall for EXE. This example uninstalls all files from the system, including user settings files.

### Remove the registry keys

Whether you removed the Print Control from a command-line or Control Panel, you need to update the registry.

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.
  - **HKEY\_CURRENT\_USER\Software\AccessVia\Publishing Platform Print Control**. This path is used when Protected Mode is off.
  - **HKEY\_CURRENT\_USER\Software\AccessVia\AccessVia Print Control\9.2**. This path is used when Protected Mode is off.
  - **HKEY\_CURRENT\_USER\Software\AccessVia\Publishing Platform\9.2\AccessVia Print Control**. This path is used when Protected Mode is off.
  - **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.

## Command Line Reference

You can use the following command line options to perform a silent installation or uninstallation of the Publishing Platform Print Control Service. 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 must run these commands from an Administrator Command Prompt.

You can use the following available options.

- **/install**
- **/repair**
- **/uninstall**
- **/passive** Signals a silent installation with a progress indicator on the interface
- **/quiet** Signals a silent installation in the background, with no progress indicator on the interface
- **/log log.txt** Logs to a specific file

The following additional parameters can be passed into the embedded Print Control Installer using `INSTALLOPTIONS=<options>`.

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

## Troubleshooting the Print Control Service

If the print control service does not appear to be working, try the following steps.

### Launch Print Control Service to the System Tray

Ensure that the Print Control Service is up and running on the lower-right system tray. To launch Print Control Service to the system tray, complete the following step.

- From the Start menu, click Lexmark Publishing Platform Print Control 9.5 > Publishing Platform Print Control 9.5.

## Restart Print Control Service

Ensure that the Windows service is running. To restart Print Control Service, complete the following steps.

1. Click **Start > Run**, and in the box, type **services.msc**.
2. Right-click **Lexmark Publishing Platform Control Service** and click **Start** or **Restart**.

## Enable debug logging for the Print Control Service

To enable debug logging for the Print Control Service, complete the following steps.

1. If you are using a 64-bit operating system, complete the following steps.
  - Edit %ProgramFiles(x86)%\Publishing Platform Print Control\PublishingPlatformPrintControl.exe.config and change the line `<add switchValue="Off" name="Debug">` to `<add switchValue="All" name="Debug">`
  - Edit %ProgramFiles(x86)%\Publishing Platform Print Control\PublishingPlatformPrintControlService.exe.config and change the line `<add switchValue="Off" name="Debug">` to `<add switchValue="All" name="Debug">`
2. If you are using a 32-bit operating system, complete the following steps.
  - Edit %ProgramFiles%\Publishing Platform Print Control\PublishingPlatformPrintControl.exe.config and change the line `<add switchValue="Off" name="Debug">` to `<add switchValue="All" name="Debug">`
  - Edit %ProgramFiles%\Publishing Platform Print Control\PublishingPlatformPrintControlService.exe.config and change the line `<add switchValue="Off" name="Debug">` to `<add switchValue="All" name="Debug">`
3. Restart Print Control and Print Control Service.

*Result:* The logs are saved to **C:\temp\Publishing Platform**.