



Lexmark™

Publishing Platform for Retail

Version 9.7

Print Control Installation Guide

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Overview

Use Print Control to print jobs over the Internet or intranet.

To print from Publishing Platform for Retail, depending on your workstation, install either of the following services:

- For Google Chrome™ and Internet Explorer®, use a Windows service.
- For Internet Explorer only, use ActiveX® controls.

This document provides instructions on how to install, uninstall, and troubleshoot print control services.

Deployment readiness checklist

Make sure that you have the following software:

Notes: For a complete list of requirements, see the *Publishing Platform for Retail Technical Specifications*.

- Either of the following supported operating systems:
 - Microsoft® Windows® 8
 - Microsoft Windows 7 with Microsoft .NET Framework 4.5

- Either of the following supported web browsers:
 - Microsoft Internet Explorer version 11 or 10
 - Google Chrome

Installing service-based print control

Note: When using Internet Explorer, make sure not to show intranet sites in Compatibility View. For more information, see the documentation for the browser.

When prompted

When a user previews or prints signs for the first time, a message appears indicating that the print control service is not detected.

Notes:

- Before you begin, make sure that pop-up messages are allowed for the site. For more information, see the documentation for your browser.
 - Users with administrative rights can perform this task.
1. Open a document, and then preview or print it.
 2. From the pop-up message, click **OK**.
The PrintControlServiceInstall.exe file is downloaded automatically.
 3. Run the file as an administrator.
 4. Follow the instructions on the screen.

Manually

1. Navigate to `Y:\inetpub\wwwroot\AccessViaPrint_9_7\Web_dSignShop`, where **Y** is the default directory of your system.
2. Copy the PrintControlServiceInstall.exe file to the client machine.
3. From the client machine, run the file as an administrator.
4. Follow the instructions on the screen.

Using the command line

1. Navigate to `Y:\inetpub\wwwroot\AccessViaPrint_9_7\Web_dSignShop` where **Y** is the default directory of your system.
2. Copy the PrintControlServiceInstall.exe file to the client machine.
3. From the client machine, open the command prompt as an administrator, and then navigate to where you saved the executable file.

4. Type `PrintControlServiceInstall.exe /passive INSTALLOPTIONS="/s /z" INSTALL " "`

Note: For more information on command lines, see [Command line reference](#).

5. Restart your computer.

Installing ActiveX controls

Note: When using Internet Explorer, make sure that the security level is at most medium-high. For more information, see the documentation for the browser.

Before you begin, make sure that:

- The pop-up messages are allowed for the site. For more information, see the documentation for your browser.
- Your existing print control service is uninstalled before installing the latest version. For more information, see [Uninstalling ActiveX controls](#).

Note: You do not need to uninstall print control service version 9.2 or 8.6.267.

When prompted

When a user previews or prints signs for the first time, a message appears indicating that the Access Print Control must be installed.

1. Open a document, and then preview or print it.
2. From the pop-up message, click the yellow information bar at the top of your browser.
3. Click **Install ActiveX Control**.
4. If a security warning appears, then click **Install**.

Manually

1. Navigate to **Y:\inetpub\wwwroot\AccessViaPrint_9_7\Publisher**, where **Y** is the default directory of your system.
2. Copy the AVPrintControlInstall.exe file to the client machine.
3. From the client machine, run the file as an administrator.
4. From the Welcome page, click **Next**.
5. From the Choose Destination Location page, specify the installation directory, and then click **Next**.
6. From the Ready to Install page, click **Install**.
7. After installation, click **Finish**.

Using the command line

This option is available only for print control service version 8.6.267 or later.

1. Navigate to **Y:\inetpub\wwwroot\AccessViaPrint_9_7\Publisher** where **Y** is the default directory of your system.
2. Copy the AVPrintControlInstall.exe file to the client machine.
3. From the client machine, open the command prompt as an administrator, and then navigate to where you saved the executable file.
4. Type `AVPrintControlInstall.exe /s /z"INSTALL"`

Note: For more information on command lines, see [Command line reference](#).

Changing print control

Notes:

- To use the service-based print control, set the value to **true**.
- To use the ActiveX controls, set the value to **false**.

For Publishing Manager, Central Publisher, and In-Aisle Publisher

In the `appsettings.config` file, update the value for the `UsePrintControlService` setting. For example, `<add key="UsePrintControlService" value="True" />`

For In-Store Publisher

1. Open the Publishing Administrator.
2. Click **Publishing Administrator > In-Store Publisher UI Settings**.
3. Update the value for the `UsePrintControlService` setting.

Uninstalling service-based print control

Using the control panel

1. From the client machine, access the "Programs and Features" setting.
2. Select **Lexmark Publishing Platform Print Control Service > Uninstall**.
3. Confirm that you want to uninstall the service.
Note: If a User Account Control dialog box appears, then click **Yes**.
4. Click **Finish**.

Using the command line

1. Run the command line as an administrator.
2. Navigate to the PrintControlServiceInstall.exe file.
3. Type `PrintControlServiceInstall.exe /passive /uninstall UNINSTALLOPTIONS="/s /x /v/qn /z"REMOVEALL"`

Notes:

- This syntax uninstalls all files from the system including user settings files.
- For more information on command lines, see [Command line reference](#).

Removing the registry keys

After uninstalling the print control service, update the registry.

1. From the client computer, search `regedit.exe`.
2. From the User Account Control dialog box, click **Yes**.
3. Delete the keys for the following directories:

Note: These directories are used when Protected Mode is off.

- **HKEY_CURRENT_USER\Software\AccessVia\Publishing Platform Print Control**
- **HKEY_CURRENT_USER\Software\AccessVia\AccessVia Print Control\9.7**
- **HKEY_CURRENT_USER\Software\AccessVia\Publishing Platform\9.2\AccessVia Print Control**
- **HKEY_CURRENT_USER\Software\Microsoft\Internet Explorer\InternetRegistry\REGISTRY\USER\S-1-5...\software\AccessVia Print Control**

Uninstalling ActiveX controls

Note: When using Internet Explorer, make sure that the security level is at most medium-high. For more information, see the documentation for the browser.

Before you begin, do the following:

- Delete AccessVia files from the downloaded Program Files directory. For more information, see [Delete files from the Downloaded Program Files directory](#).
- Uninstall your existing print control service before installing the latest version.
Note: You do not need to uninstall print control service version 9.2 or 8.6.267.

Using the control panel

This option is available only for print control service version 8.6.267 or later.

1. From the client machine, access the "Programs and Features" setting.
2. Select **AccessVia Print Control > Uninstall**.
3. Confirm that you want to uninstall the service.
Note: If a User Account Control dialog box appears, then click **Yes**.
4. Click **Finish**.

Using the command line

This option is available only for print control service version 8.6.267 or later.

1. Run the command line as an administrator.
2. Navigate to `Y:\inetpub\wwwroot\AccessViaPrint_9_7\Publisher` where **Y** is the default directory of your system.
3. Type `AVPrintControlInstall.exe /s /z"REMOVEALL"`

Notes:


- This syntax uninstalls all files from the system including user settings files.
- For more information on command lines, see [Command line reference](#).

Using Internet Explorer

Note: Before you begin, make sure that all browser windows are closed.

1. From the client machine, do the following:

Remove the Print Control add-on


- a. Open Internet Explorer, and then click  > **Internet options**.

- b. From the Internet Options dialog box, click **Programs > Manage add-ons**.
- c. From the Manage Add-ons dialog box, in the Show menu, select **Downloaded controls**.
- d. Right-click **Print Control**, and then click **More Information**.
- e. From the More Information dialog box, click **Remove all sites > Remove**.
Note: If a User Account Control dialog box appears, then click **Yes**.
- f. Click **Finish**.

Remove the registry keys

- a. From the client computer, search `regedit.exe`.
- b. From the User Account Control dialog box, click **Yes**.
- c. Delete the keys for the following directories:
Note: These directories are used when Protected Mode is off.
 - **HKEY_CURRENT_USER\Software\AccessVia\Publishing Platform\9.0\AccessVia Print Control**
 - **HKEY_CURRENT_USER\Software\Microsoft\Internet Explorer\InternetRegistry\REGISTRY\USER\S-1-5...\software\AccessVia Print Control**

Delete files from the Downloaded Program Files directory

- a. Open Internet Explorer, and then click  > **Internet options > General**.
- b. From the "Browsing history" section, click **Settings**.
- c. From the Website Data Settings dialog box, click **View objects**.
- d. Delete all files that begin with *AccessVia*.

Command line reference

Use the following commands to perform a silent installation or to uninstall Publishing Platform print control service.

You can also automate batching or scripting files using these options. If you use more than one switch, then separate it with a single space character.

Note: You need administrative rights to run these commands.

Command	Description
/install	N/A
/repair	N/A
/uninstall	N/A
/passive	Signal a silent install with indication of progress on the interface
/quiet	Signal a silent install with no indication of progress on the interface
/log log.txt	Log to a specific file Note: You can embed the installer for Print Control by using the <code>INSTALLOPTIONS="<options>"</code> parameters.
/s /v/qn	Signal a silent install
/z	Pass arguments to the command line variable

Troubleshooting

Cannot delete files from the Downloaded Program Files directory

Try one or more of the following:

Make sure that you have administrative access

If access is denied, then close your browser or restart your computer

Print control service is not working

Try one or more of the following:

Restart the print control service

1. Run the command line as an administrator.
2. Type `services.msc`.
3. Right-click **Lexmark Publishing Platform Control Service**.
4. Click **Start** or **Restart**.

Enable debug logging

Note: The log files are saved in the `%TEMP%` folder.

For the 64-bit operating system, do the following:

1. Open `%ProgramFiles(x86)%\Publishing Platform Print Control\PublishingPlatformPrintControl.exe.config`.
2. Update `<add switchValue="Off" name="Debug">` to `<add switchValue="All" name="Debug">`.
3. Open `%ProgramFiles(x86)%\Publishing Platform Control\PublishingPlatformPrintControlService.exe config`.
4. Update `<add switchValue="Off" name="Debug">` to `<add switchValue="All" name="Debug">`.
5. Restart the print control and print control service.

For the 32-bit operating system, do the following:

1. Open %ProgramFiles%\Publishing Platform Print Control\PublishingPlatformPrintControl.exe.config.
2. Update <add switchValue="Off" name="Debug"> to <add switchValue="All" name="Debug">.
3. Open %ProgramFiles%\Publishing Platform Control\PublishingPlatformPrintControlService.exe config.
4. Update <add switchValue="Off" name="Debug"> to <add switchValue="All" name="Debug">.
5. Restart the print control and print control service.

Make sure that the print control service is running on the lower-right system tray

From the client computer, launch the print control service to the system tray by clicking **Lexmark Publishing Platform Control 9.7 > Publishing Platform Print Control 9.7**.

Notices

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