Installation and Setup of the AccessVia Print Control for Web Environments – v8.6.267 and later

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General Information

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

The AccessVia Print Control relies on the WININET libraries and on Microsoft ActiveX technology to provide client side printing. Because of this, Internet Explorer is the only supported browser for Web dSignShop and Publishing Platform Manager.

The AccessVia Publishing Platform is comprised of two main components:

- the AccessVia Publishing Web Service and
- the AccessVia Print Control

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

After you install the Publishing Platform, two Print Control installation packages are available. These can be distributed or otherwise used to install the Print Control. They are located in the ..\\AccessViaPrint_8_6\Publisher folder.

- **AVPrintControlInstall.exe** If you are going to run scripted installations, use this file, which includes VC8 Runtime and Print Control DLLs.
- **AVPrintControlInstall.msi** If you are going to push other components to target machines, you can use this InstallShield project. It contains Print Control DLLs only.

During the Publishing Platform installation, two CAB files are also put in the following folders.

- For Web dSignShop:
  \inetpub\wwwroot\AccessViaPrint_8_6\Web_dSignShop\AccessVia.PrintControl_8_6.cab
- For PPM:
  C:\inetpub\wwwroot\PPM\PrintControl\AccessVia.PrintControl_8_6.cab

The CAB file is a Compressed Archive Binary file that uses Microsoft's MFC and ATL technologies, and contains the following contents:

- AccessVia.PrintControl_8_6.inf (This file is installed into the \Windows\Downloaded Programs Files folder when the CAB file is downloaded and installed. This file contains the unique GUID that is used when the downloaded AVPrintControl.dll is run.)
- AVPrintControlInstall.exe

The EXE file installs the following files to Program Files (x86)\AccessVia\PrintControl_8_6.

- AccessVia.Compression.dll
- AccessVia.PrintControl_8_6.dll (ActiveX 32Bit Windows DLL) This component is signed and authenticated by VeriSign. (For information about VeriSign and Authenticode see the VeriSign site at http://www.verisign.com/)

How to Install the AccessVia Print Control

The Print Control can be installed in one of three ways.

- When a user logs in to the application for the first time or attempts to print, they are prompted to install the Print Control.
- You can manually install the Print Control on a client machine.
- You can run the install from a command line or by using a script.

To install manually

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

1. Copy AVPrintControlInstall.exe to the client machine.
2. On Windows 7 or Windows Server 2008R2, right-click the file and choose **Run as administrator**.
3. Follow the steps in the wizard.

To install from a command line

You can install newer versions of the Print Control from a command line. The process is different, depending on whether you are installing the EXE or the MSI.

To install from a command line, open a command line as administrator and navigate to the \inetpub\wwwroot\AccessViaPrint_8_6\Publisher directory. Use the following examples for guidance on writing the command.

To Silently Install AVPrintControlInstall.exe
In the following example, a silent installation is being performed:

AVPrintControlInstall.exe /s /v"/qn"

In the following example, a silent installation is being performed and an installation location is being specified:

    AVPrintControlInstall.exe /s /v"/qn" INSTALLDIR=C:\Test

To Silently Install AVPrintControlInstall.msi
In the following example, a silent installation is being performed:

    msiexec.exe /i AVPrintControlInstall.msi /qn

In the following example, a silent installation is being performed and an installation location is being specified:

    msiexec.exe /i AVPrintControlInstall.msi /qn INSTALLDIR=C:\Test

For more information, see the [Command Line Reference](#).

How to Test for Proper Installation
To ensure the Print Control is installed and working, you can use this web page:

http://<webserver>/AccessViaWeb/Web_dSignShop/TestPrintControl.html

Troubleshooting User-Initiated Installations
When users attempt to install the Print Control while working in an AccessVia application, they may encounter the following issues.

Supported Browsers
AccessVia software requires users to be running Internet Explorer 7, 8, or 9. Other browsers are not supported.

Web Browser Security Settings
Web browser security affects whether or not the Print Control will install correctly. If the "High" security level is set, two messages are displayed:

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

For the Print Control to install, the security level must be **Medium-high** or lower (IE9) or **Medium** or lower (IE 7 and 8). In addition, on Windows 2003 and Windows 2008 Server, the **Enable Protected Mode** check box must be deselected or the site must be added to the list of trusted sites.

To set the security level
In Internet Explorer, choose **Tools** > **Options** and click the **Security** tab. If AccessVia software is being accessed from the internet, click the **Internet** icon. If AccessVia software is being accessed on the intranet or within a corporate environment, select the **Local intranet** icon. Drag the slider bar to **Medium-high or Medium**. Return to the page and refresh.

In each case, ensure that the **Enable Protected Mode** check box is deselected.
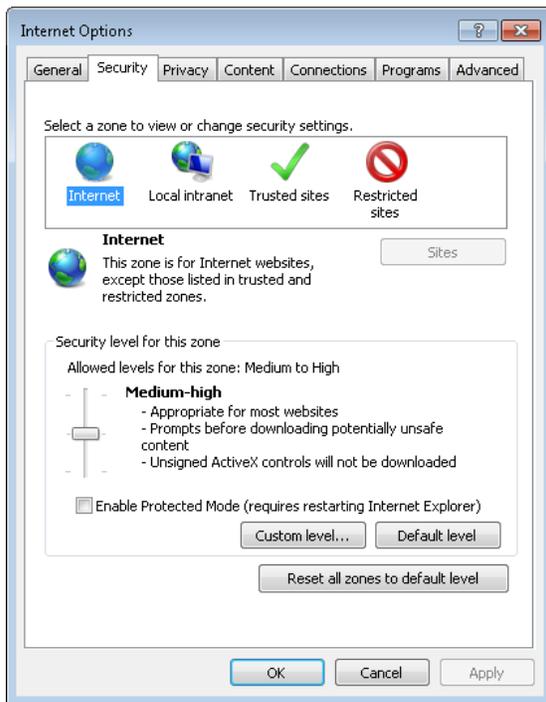
If the user is using a custom level, ensure that **Download Signed ActiveX Controls** is set to **Enable** or **Prompt**.

Add a Trusted Site
1. Open Internet Explorer.
2. Click **Tools** > **Internet options**.
3. Click the **Security** tab.
4. Click the **Trusted sites** icon.
5. Click the **Sites** button.
6. Type the website address. Ensure the **Require server verification** checkbox is deselected.
7. Click **Add**.
8. Click **Close** and **OK**.

How to Uninstall the AccessVia Print Control

You are able to install different minor versions of the Print Control on the same machine without issue. Each minor version will overwrite the previously-installed minor version.

If you need to install a version of the Print Control that is earlier than the one that's installed, you must uninstall all versions of the Print Control.

To ensure all former Print Controls are uninstalled, you must update three locations:

- Control Panel – for more recent versions of the Print Control
- Internet Explorer – for older versions of the Print Control
- Downloaded Program Files folder – for any/all versions of the Print Control

To uninstall newer versions manually
To uninstall more recent versions of the Print Control manually (rather than from a command line), complete the following steps.

1. Click **Start** > **Control Panel** and click **Uninstall a Program**.
2. In the list of programs, find **AccessVia Print Control**.
3. If it is in the list, right-click and choose **Uninstall**. If it is not in the list, no action is required.
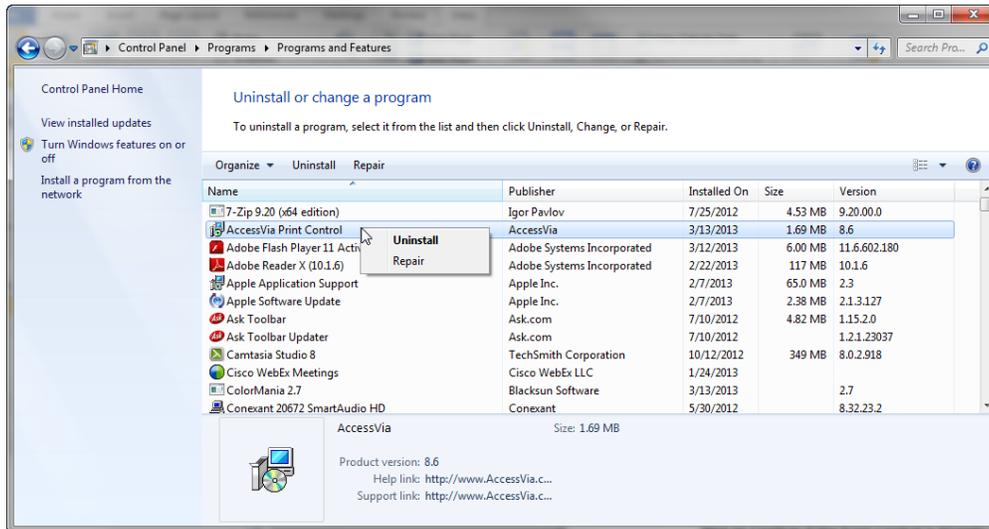
4. On the confirmation dialog box, click **Yes**.
5. If you are prompted for User Account Control, click **Yes**. The files are removed from the computer.

To uninstall newer versions from a command line

Optionally, you can uninstall newer versions of the Print Control from a command line. The process is different, depending on whether you are uninstalling the EXE or the MSI.

To uninstall from a command line, open a command line as administrator and navigate to the \inetpub\wwwroot\AccessViaPrint_8_6\Publisher directory. Use the following examples for guidance on writing the command.

To Silently Uninstall AVPrintControlInstall.exe

In the following example, a silent uninstallation is being performed where all files are removed from the system, including user settings files:

AVPrintControlInstall.exe /s /x /v"/qn"

To Silently Uninstall AVPrintControlInstall.msi

In the following example, a silent uninstallation is being performed:

msiexec.exe /x AVPrintControlInstall.msi /qn

For more information, see the Command Line Reference.

To uninstall older versions

To uninstall older versions of the Print Control, you must remove the Print Control add-on and confirm that registry settings are removed.

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

1. Close all browser windows, and then open Internet Explorer.
2. Click **Tools** > **Internet options**.
3. Click the **Programs** tab.
4. Click the **Manage add-ons** button.
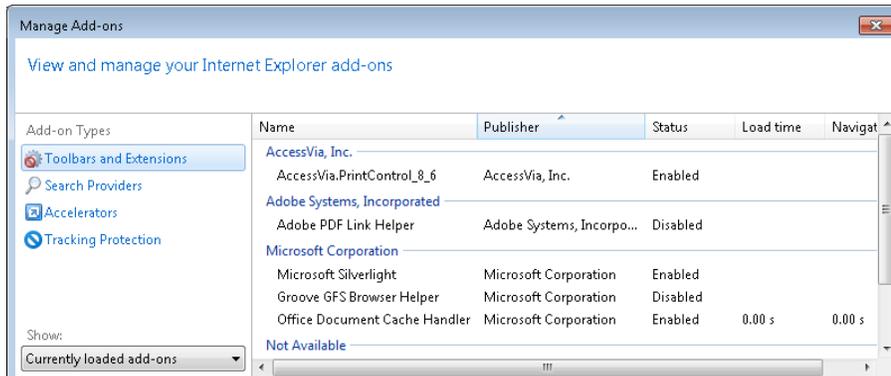
5. In the **Show** drop-down, click **Downloaded Controls**.
6. Right-click the item and choose **More Information**.
7. On the More Information dialog box, click **Remove all sites** and then **Remove**.
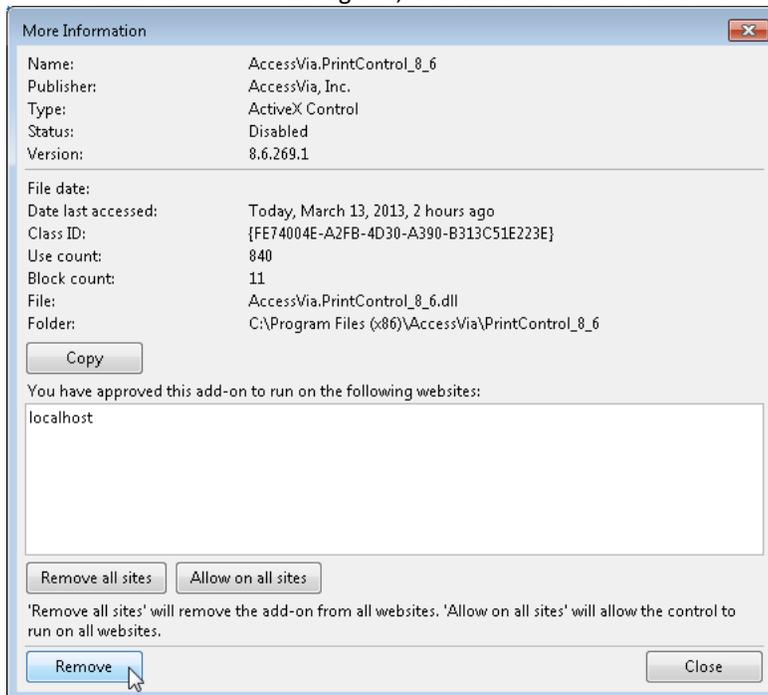
8. If you are prompted with User Account Control, click **Yes**.
9. Click **Close**. The Print Control add-on is deleted from the computer.

To remove the appropriate registry keys, complete the following steps.

1. Click Start and in the search box type **regedit**.
2. Click **regedit.exe**.
3. On the User Account Control dialog box, click **Yes**.
4. Delete the keys in these folders:
   - HKEY_CURRENT_USER\Software\Accessvia\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 on)

For all versions

As a best practice, you should delete AccessVia files from the Downloaded Program Files folder. To do so, complete the following steps.

1. Open Internet Explorer.
2. Click **Tools** > **Internet options**.
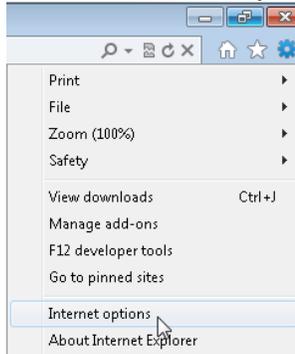
3. In the **Browsing history** section, click the **Settings** button.
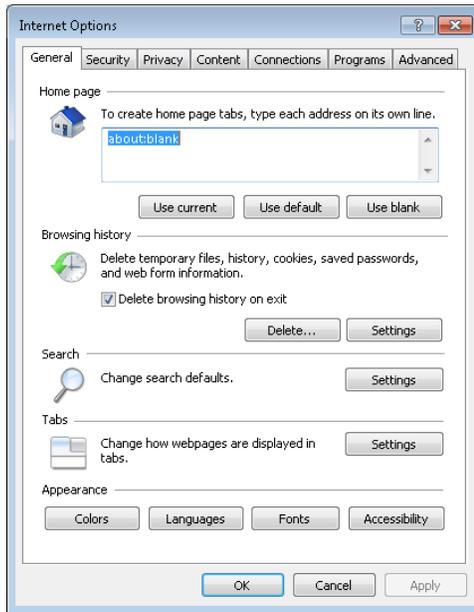
4. In the **Temporary Internet Files and History Settings** dialog box, click the **View objects** button.
5. The **C:\Windows\Downloaded Program Files** folder opens.
6. Right-click all files that start with **AccessVia** and click **Delete**.

Notes:

- You need Administrative access to delete these files. If access is denied, the file may be in use. Try closing all browser windows or rebooting the computer to resolve this issue.
- You may only be able to access and delete the files from a command line.

Command Line Reference

The following command line options can be used to perform a silent installation or uninstallation of the AccessVia Print Control. The option combinations are different based on whether you are running **AVPrintControlInstall.exe** or **AVPrintControlInstall.msi**. These can be added 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. Also, these commands should be run from an **Administrator Command Prompt**.

Available options are:

/s – This signals a silent installation

/v – This passes arguments to Msiexec.exe, which runs the MSI file compressed into Setup.exe.

/qn – This signals to show no user interface. It is used in combination with the **/v** option.

/x – This signals to uninstall a product. It works with an EXE or MSI file.

/i – This signals to install a product. It is only works with an MSI file.

Note: Sometimes when scripting, it is necessary to wrap double quote (") with another two double quotes. For example:

Install command:
> **AVPrintControlInstall.exe /s /v"""/qn"""**

Uninstall command:
> **AVPrintControlInstall.exe /s /x /v"""/qn"""**