How to Download & Install, or Remove the Print Control from Windows Vista and Windows 7
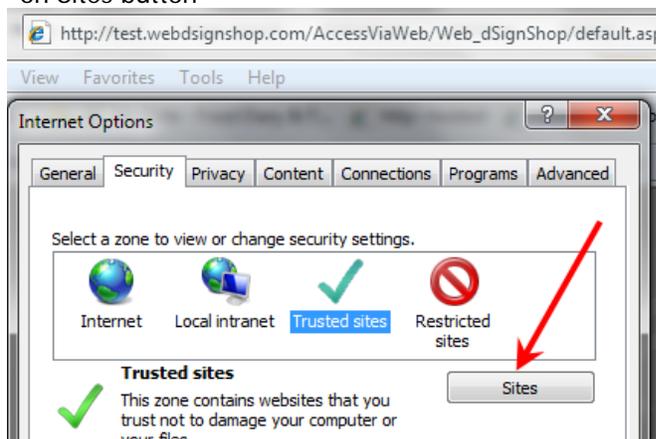
Description:

This document describes how to download the print control on a Windows Vista or Windows 7 client machine. Furthermore the steps to fully remove the downloaded print control are provided.
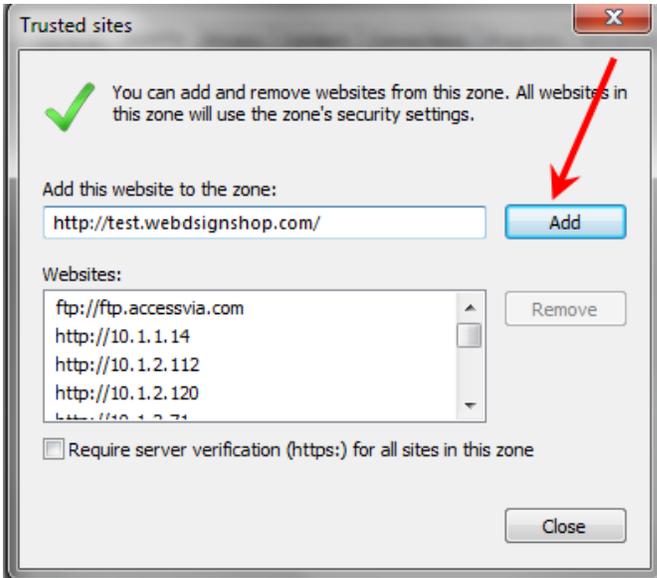
Overview

Both Windows Vista and Windows 7 have "protected mode" enabled by default in the Internet Explorer settings. This mode prevents the user from being able to successfully download the print control. If the user does not wish to disable the protected mode for all sites, the safest option is to add the website address to the list of trusted sites (by default, protected mode is disabled just for the trusted sites). So if the site is added to the trusted list, the user doesn't need to change any other settings in order to successfully download and use the print control, and doesn't have to disable protected mode everywhere.
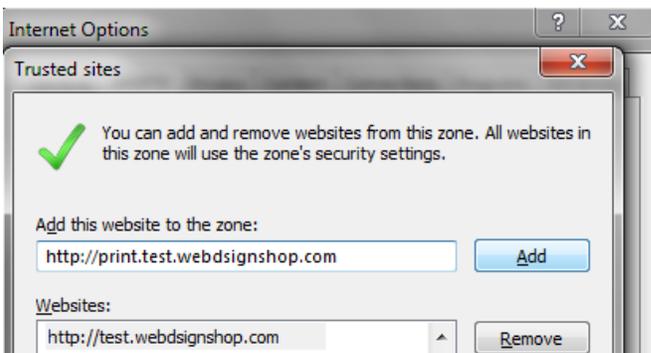
Application Component Configuration / Setup:

1. Launch Internet Explorer and go to the landing page of the AccessVia web application so that the URL is visible in the address bar, for example:
   http://test.webdsignshop.com/AccessViaWeb/Web_dSignShop/default.asp

2. From the Tools menu, select Internet Options

3. Choose Security tab, then Trusted Sites icon (make sure that Enable Protected Mode is unchecked) then click on Sites button

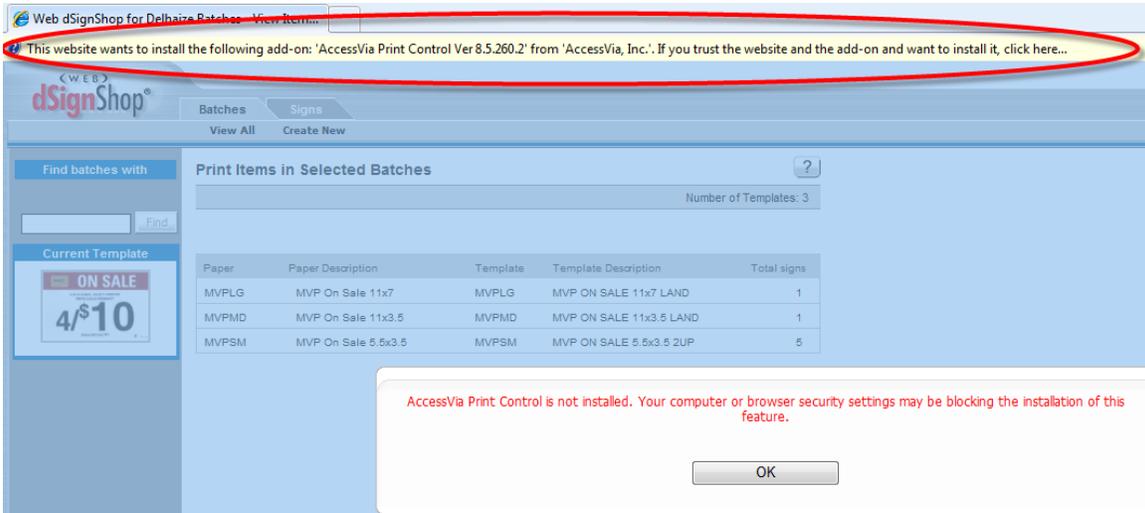4. Type in the website address seen in your browser, then press Add

5. It is also necessary to explicitly add the (hidden) print URL as a Trusted Site, such as http://print.test.webdsignshop.com/. After entries are successfully added, they should appear in the list of trusted websites in this dialog box.
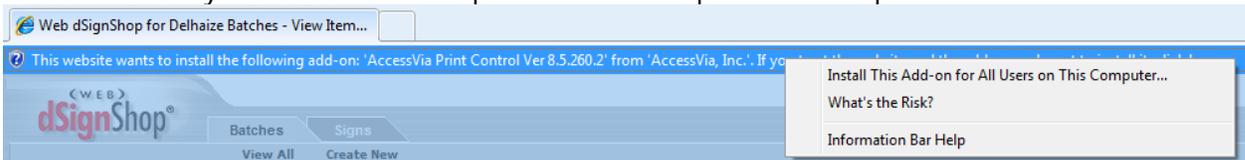

6. Press Close, then press OK on the main Internet Options dialog. The user should now be able to download the print control without making any further changes.

Downloading and Installing the AccessVia Print Control:

1. Launch the web application, note that browsing the website does not use the print control. The Print Control Active X download is invoked when first attempting to print or preview any signage from the web application. Choose a sign or batch then Print Selected to see the prompt for download :

2. Click the Active X prompt then select "Install This Add-on for All Users on This Computer". Again user access control will warn you that administrator permissions are required for this operation.
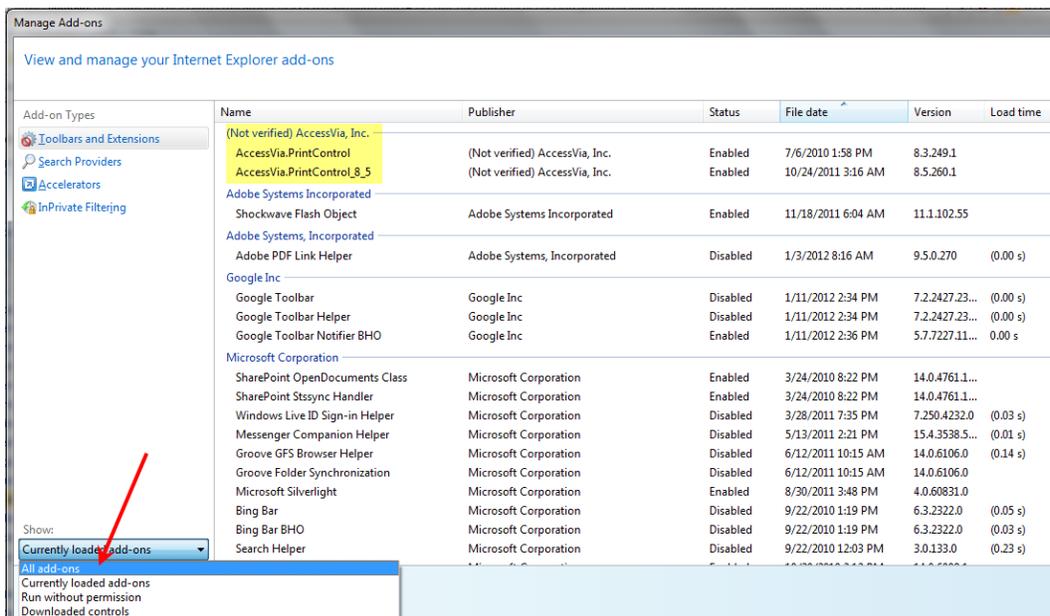

3. After the download succeeds, the print control dialog box will come up on the screen, meaning AccessVia preview and print have now been enabled on this workstation:
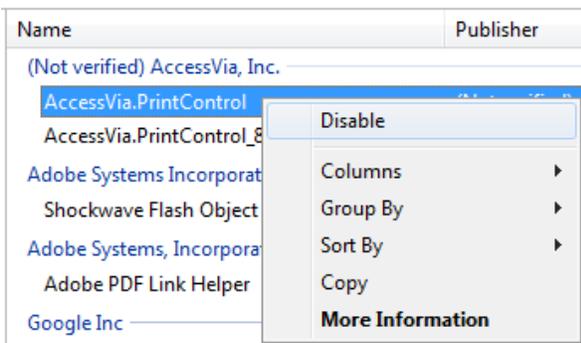

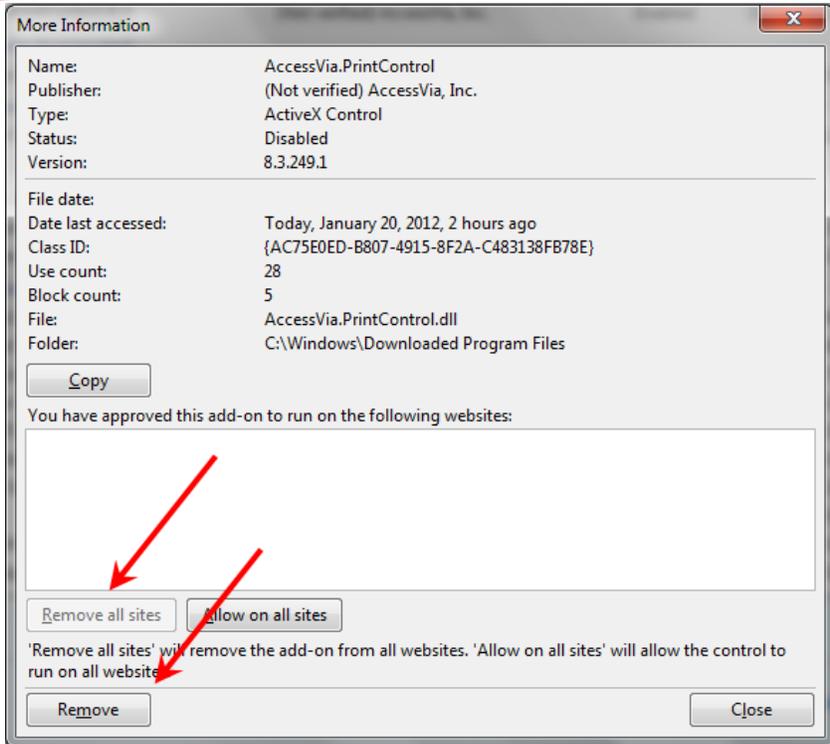Removing the Print Control from Windows 7 machines:

1. Pick Manage add-ons from the Tools menu in IE Explorer

2. Choose to Show All add-ons

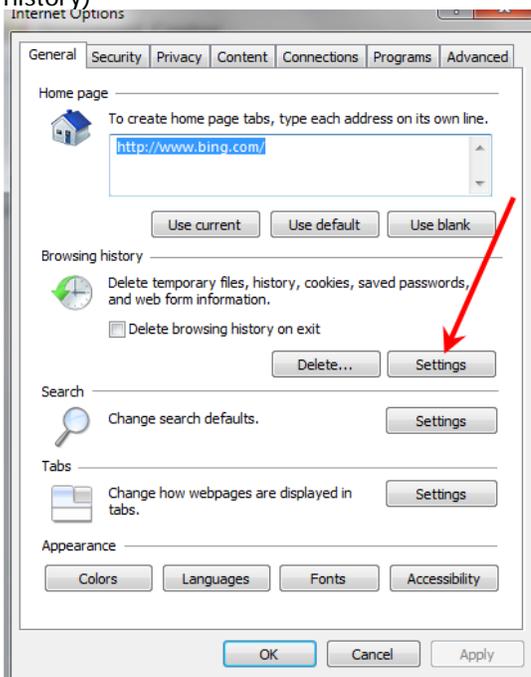3. Right click on the AccessVia print control and choose **Disable**

4. Right click on it again and choose **More Information**. Choose Remove all sites, then Click Remove. Windows User Account Control will pop up to ask you if these program changes are authorized to be made, respond Yes.
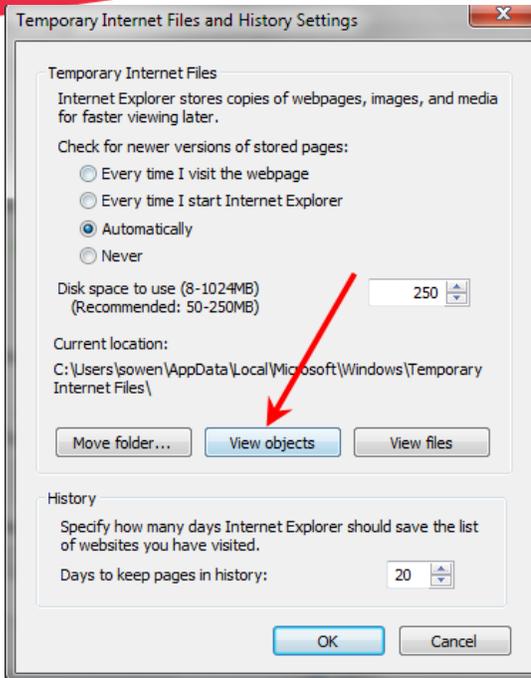
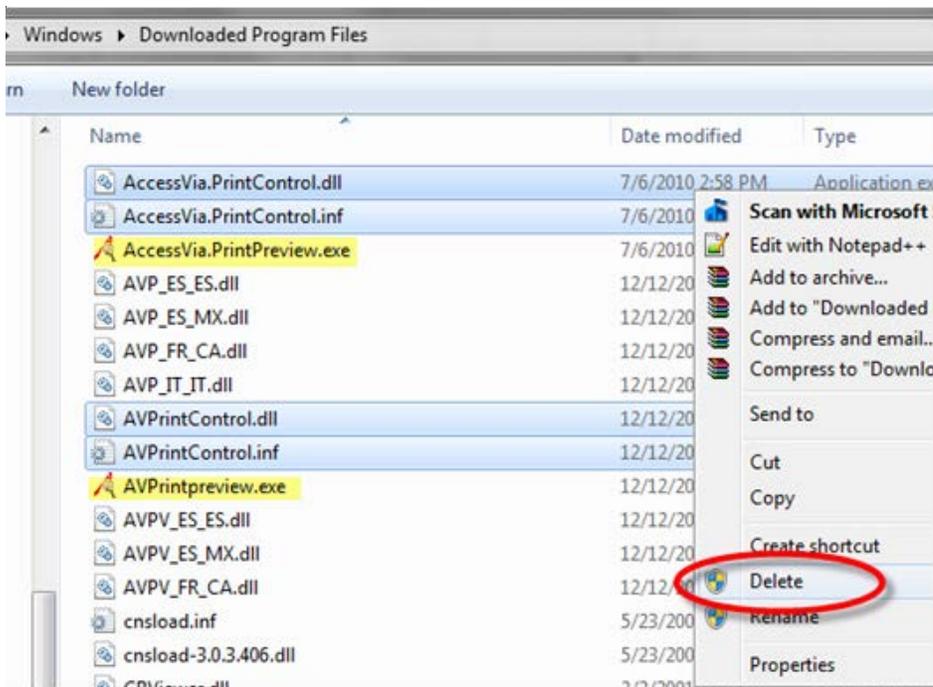5. Finally close the dialog box; the print control has been removed.

To verify successful removal, Open Internet Explorer Tools menu, select Internet Options, then Settings (under browsing history)

Then View objects

Make sure there's no AccessVia print control entries visible (naming conventions vary by version); also remove any references to PrintPreview.exe, which is also part of the downloaded print control. If you still see AV print control objects, highlight then right-click to Delete entries there. Again, User Access Control will prompt for administrator permissions to delete these files.

Once removed, one should be able to download a new print control provided the site is added as a Trusted Site in Internet Explorer.