



Publishing Platform for Retail Print Control Service

Version 11.1.0

Installation Guide

August 2023

www.lexmark.com

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Change history

August 2023

- Provided MSI support for Print Control Services Installation.

July 2023

- Initial document release.

Print Control Service

The In-Store Publisher and Publishing Manager uses Print Control Service to print signages and labels on local printers. You must install Print Control Service on the computer from which you want to print locally through In-Store Publisher.

Overview

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

To print from Publishing Platform for Retail, an end user or administrator must install a print control service on the end user's workstation.

Print Control Service is used for local printing. An administrator can distribute or use packages to install the Print Control Service.

To change the print control that is installed for Publishing Manager, Central Publisher, and In-Aisle Publisher, update the following setting in the <PPM_path>/appsettings.config file:

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

If you want to use the service-based print control, type **True**. If you want to use the ActiveX print control, type **False**.

Deployment readiness checklist

You can install Print Control Service on a supported Microsoft SQL Server that runs on any of the following operating systems:

- Windows 11
- Windows 10
- Windows Server 2022
- Windows Server 2019
- Windows Server 2016
- Windows Server 2012

Make sure that Microsoft .NET Framework 4.5 is installed on the server.

Make sure that any of the following browsers is installed:

- Google Chrome™ (latest)
- Microsoft Edge (latest)
- Mozilla Firefox (latest)

Installing Print Control Service

Installing Print Control Service manually

- 1 Download the **PrintControlServiceInstall.exe** or **PrintControlServiceInstall.msi** file to the client machine.
- 2 Do either of the following:
 - Right-click the EXE file, and then select **Run as administrator**.
 - Right-click the MSI file, and then select **Install**.
- 3 Follow the instructions on the screen.

Note: Upgrading from EXE to MSI is not supported.

Installing Print Control Service from a command line

- 1 Download the **PrintControlServiceInstall.exe** or **PrintControlServiceInstall.msi** file to the client machine.
- 2 Run the command prompt as an administrator, and then navigate to the location of the **PrintControlServiceInstall.exe** or **PrintControlServiceInstall.msi** file.
- 3 Type either of the following:
 - **PrintControlServiceInstall.exe /quiet**
 - **msiexec /qn /i PrintControlServiceInstall.msi**

Installing MSI file with PowerShell for 32-bit systems

- 1 Download **.Msi.Package**.
- 2 Open Microsoft PowerShell as an administrator.
- 3 Go to the root directory using command **cd**.
- 4 Set the directory to your system downloads folder and run the following command: **msiexec /i PrintControlServiceInstall.msi** to install.

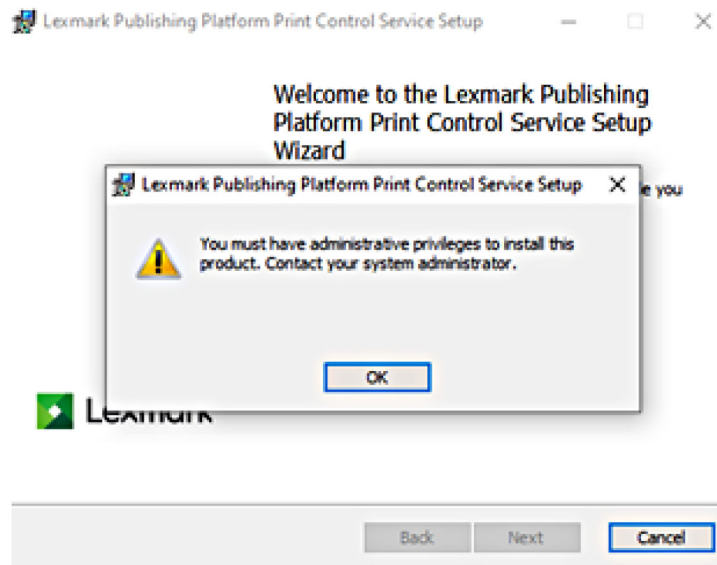
Note: To uninstall, run the following command: **msiexec /x PrintControlServiceInstall.msi**

```
PS C:\> Set-Location C:\Users\W10x86\Downloads
PS C:\Users\W10x86\Downloads> msiexec /i PrintControlServiceInstall.msi
PS C:\Users\W10x86\Downloads> msiexec /x PrintControlServiceInstall.msi
```

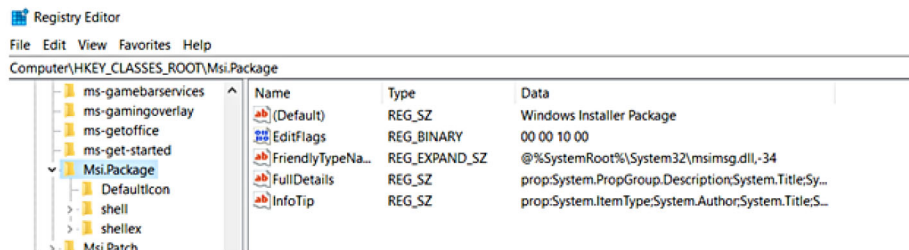
Note: **PrintControServiceInstall** is the MSI file name. You can change it as per your file name.

Running .msi file

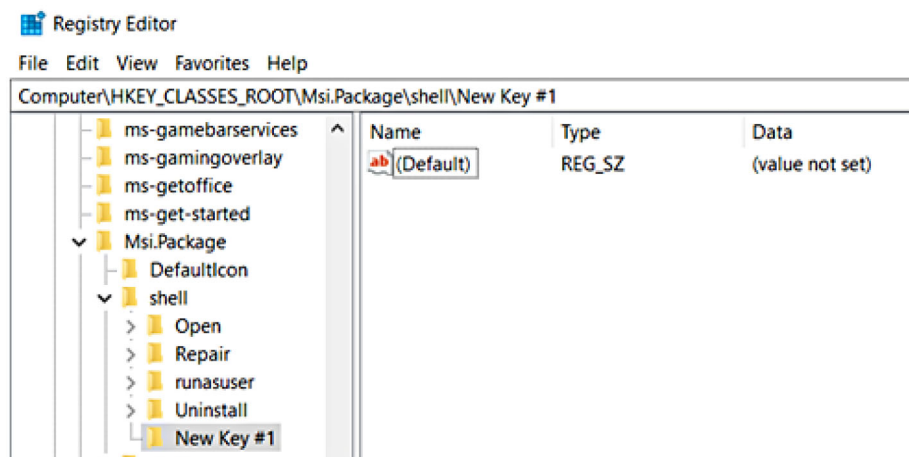
Follow these steps to run .msi file as administrator if you are getting the following message:



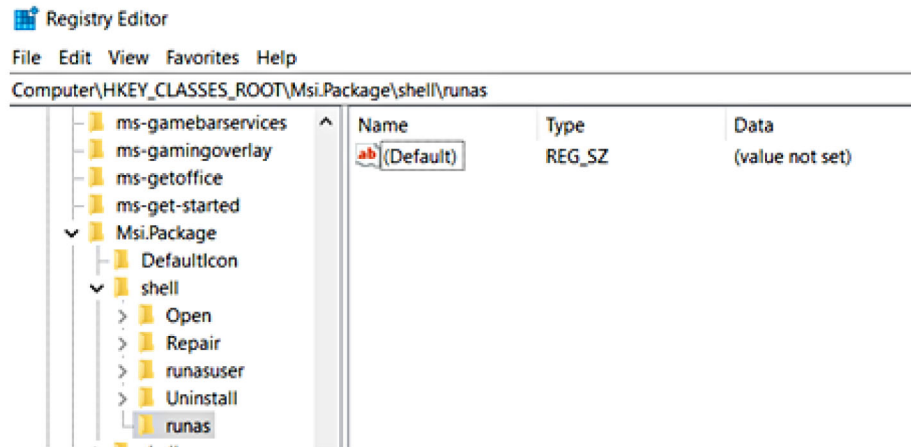
- 1 Go to run `<regedit>`.
- 2 Find the file **Msi.Package**.



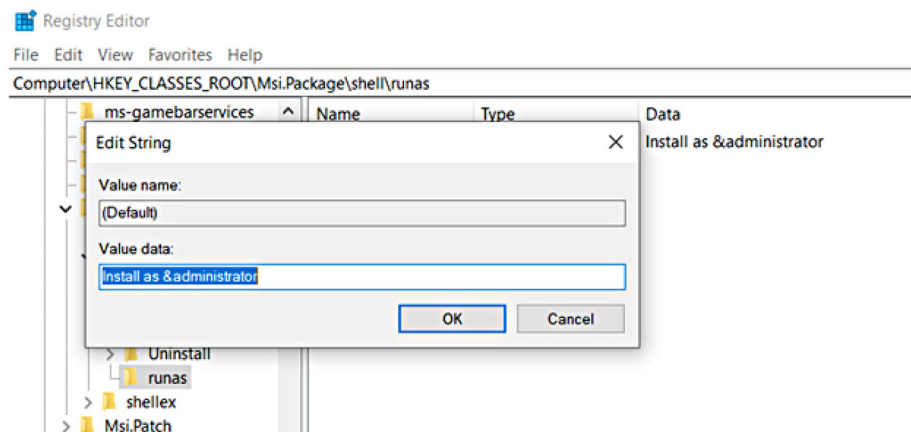
- 3 Click **shell**, and then add New Key.



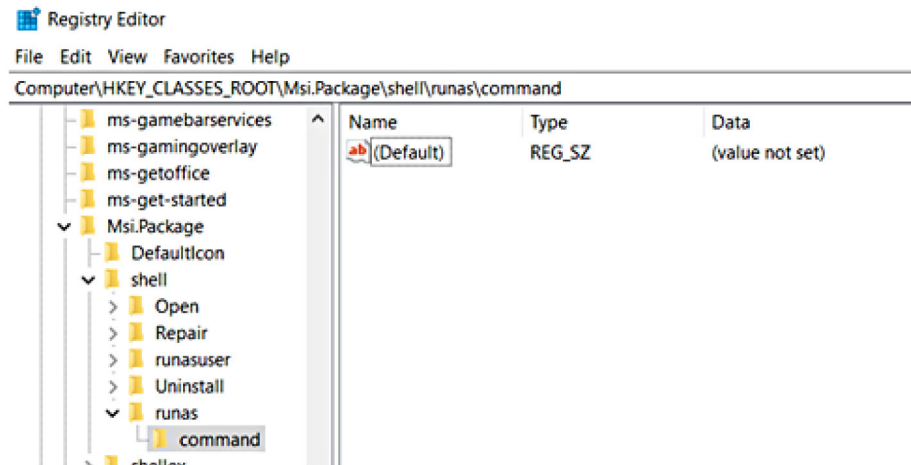
4 Rename the folder as **runas**.



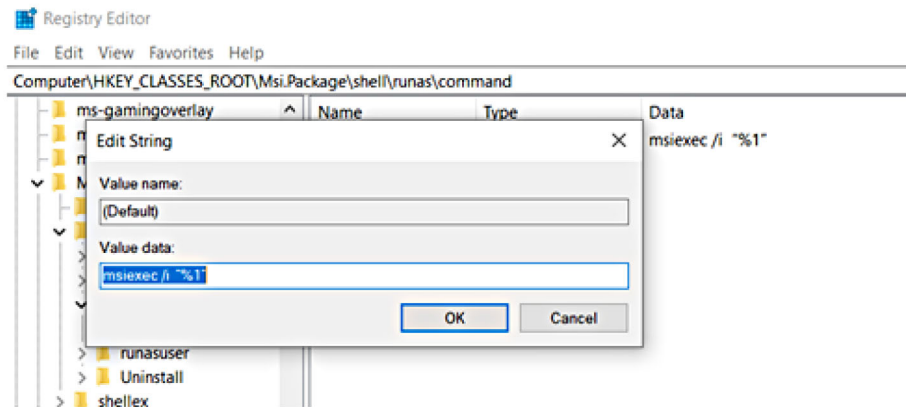
5 Double-click **Value name** to open, and in the Value data field, then type **Install as &administrator**.



6 Right-click **runas** new key and rename it as **command**.



7 Double-click **Value name** to open, in the Value data field, then type `msiexec /i "%1"`.



8 Right click the MSI file, and select install as administrator, and follow the installation guide.

Confirming a successful installation

Open Task Manager, and then make sure that the following processes are running:

- PublishingPlatformPrintControl.exe
- PublishingPlatformPrintControlService.exe

Uninstalling Print Control Service

Uninstalling Print Control Service from Control Panel

- 1 Click **Start > Run**.
- 2 Type `control panel`, and then click **OK**.
- 3 In **Programs**, click **Uninstall a program**.
- 4 Select **Lexmark Publishing Platform Print Control Service**, and then click **Uninstall**.
- 5 In the confirmation dialog, click **Uninstall**.
- 6 In the User Account Control dialog, click **Yes**.
- 7 Click **Finish**.

Uninstalling Print Control Service from a command line

- 1 Run the command prompt window as an administrator, and then navigate to the location of the **PrintControlServiceInstall.exe** or **PrintControlServiceInstall.msi** file.
- 2 Run either of the following:
 - `PrintControlServiceInstall.exe /uninstall /quiet`
 - `msiexec /qn /x PrintControlServiceInstall.msi`

Troubleshooting

Print Control Service is not working

Try one or more of the following:

Launch Publishing Platform Print Control to the system tray

In the system tray, make sure that Publishing Platform Print Control is running. If it is not running in the system tray, then click **Start > Lexmark Publishing Platform Print Control 11.0**.

Restart Print Control Service

- 1 Click **Start > Run**.
- 2 Type **services.msc**, and then click **OK**.
- 3 Right-click **Lexmark Publishing Platform Control Service**, and then click **Start** or **Restart**.

Enable debug logging for Print Control Service

- 1 Edit **%ProgramFiles%\Publishing Platform Print Control \PublishingPlatformPrintControl.exe.config**. Change the line `<add switchValue="Off" name="Debug">` to `<add switchValue="All" name="Debug">`
- 2 Edit **%ProgramFiles%\Publishing Platform Print Control \PublishingPlatformPrintControlService.exe.config**. Change the line `<add switchValue="Off" name="Debug">` to `<add switchValue="All" name="Debug">`
- 3 Restart Print Control and Print Control Service.

By default, the logs are saved to C:\temp\Publishing Platform. But you can configure the location in the **PublishingPlatformPrintControl.exe.config** and **PublishingPlatformPrintControlService.exe.config** files.

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August 2023

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