



Server Installation

General

About

This document can be helpful when installing the Print&Share server version on:

- Windows Terminal Services (**TS**)
 - Windows Server Remote Desktop Services (**RDS**)
 - Citrix
 - Citrix with Provisioning Services (**PS**)
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This document does not describe any client configurations or the roll-out to clients. This document is a guide to help with the installation of Print&Share on a server, the steps described here may differ from your actual system and its configuration.

Licensing

To work with **Print&Share on a server**, you will need a server license of Print&Share. You buy a base server license with optionally additional user-license packs.

You can use the same Print&Share executable (.exe/.msi) for a client installation or a server installation. It is the license that determines the version. The 30-day trial of Print&Share works as a desktop version.

Windows TS / Windows RDS

A **server license** of Print&Share is **required** to use Print&Share on a Windows Server with Terminal Services or Remote Desktop Services.

Citrix / Citrix with PS

A **server license** of Print&Share is **required** to use Print&Share on a Citrix environment.

To get Provisioning Services working you also need a server license, but with an extra option for Provisioning Services enabled. Please contact us in this case.

Windows Terminal Server (TS) Windows Server Remote Desktop Services (RDS)



General

Every client/user who logs on the server via TS or RDS has its own desktop on the server. This means that each client will have their own Print&Share running on their desktop on the server. Per user session a single Print&Share instance can be opened.

Steps described in this document may be different according to the actual version or setup that you have.

Installation

Clean install

Steps to install Print&Share for the first time on a server:

- 1) Log on as **administrator** on the server
 - 2) Install Print&Share with the administrator account on the server
 - 3) Register and activate Print&Share with your server license
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Installing a newer version

Steps to install a different version of Print&Share on a server that has already Print&Share installed:

- 1) Log on as **administrator** on the server
 - 2) Make sure all Print&Share instances from other user sessions are not running.
 - 3) Version:
 - a. Installing an **older version** than the existing one: first uninstall the existing Print&Share version.
 - b. Installing the **same version** as the existing one: first uninstall the existing Print&Share version
 - c. Installing a **newer version** as the existing one: first uninstalling the current version is optional. You can overinstall newer versions. *It is safe to first take a backup of profiles and settings.*
 - 4) Install Print&Share with administrator account on the server
 - 5) Register and activate Print&Share with your server license
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Citrix Citrix with Provisioning Services (PS)



General

Per user sessions a single instance of Print&Share can be opened.

Steps described in this document may be different according to the actual version or setup that you have.

Installation (Citrix)

Clean install

Steps to install Print&Share for the first time on Citrix:

- 1) Log on as **administrator** on the **master server**
 - 2) Make sure your Print&Share installation executable is available
(e.g. on a network folder and that you can access it from the server)
 - 3) Go to:

 - a. [Windows Start] button
 - b. [Add/Remove Programs]
 - c. [Add New Program]
 - d. [CD or Floppy]
 - e. Browse to the installation file and click [Open]
 - f. Follow the onscreen instruction, select [Custom] if possible to customize the installation

 - 4) Register and activate Print&Share with your server license
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Installing a newer version

Steps to install a different version of Print&Share on a server that has already Print&Share installed:

- 1) Log on as **administrator** on the master server
 - 2) Log off other user sessions or make sure no other user sessions have Print&Share running
 - 3) Version:

 - a. Installing an **older version** than the existing one: first uninstall the existing Print&Share version.
 - b. Installing the **same version** as the existing one: first uninstall the existing Print&Share version
 - c. Installing a **newer version** as the existing one: first uninstalling the current version is optional. You can overinstall newer versions. *It is safe to first take a backup of profiles and settings.*

 - 4) Install Print&Share with administrator account on the master server
 - 5) Register and activate Print&Share with your server license
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Installation (Citrix with Provisioning Services)

Clean install

Steps to install Print&Share for the first time on Citrix with Provisioning Services:

- 1) Prepare a device (master target device) for imaging
- 2) Install Print&Share on that master target device
- 3) Register and activate Print&Share with your server license on that master target device

Note: Make sure you have the server license, but with an extra option for Provisioning Services enabled. Please contact us in this case.

- 4) Create a vDisk image from the master target device's hard drive and save it on the network (on a Provisioning Server or storage device).
 - 5) Prepare the vDisk to be available from the network allowing the Provisioning Server to stream the contents of the vDisk to the target device.
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Installing a newer version

Steps to install a different version of Print&Share on a server that has already Print&Share installed:

- 1) Go to the device (master target device) for imaging
- 2) Version:

- a. Installing an **older version** than the existing one: first uninstall the existing Print&Share version.
 - b. Installing the **same version** as the existing one: first uninstall the existing Print&Share version
 - c. Installing a **newer version** as the existing one: first uninstalling the current version is optional.
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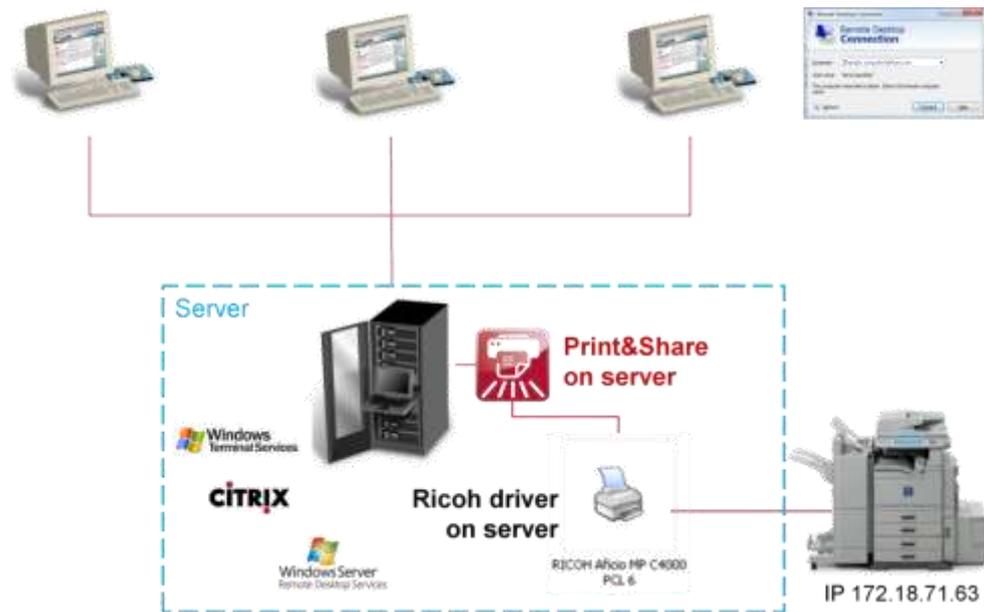
- 3) Follow the steps 2-5 from "Clean install"
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Overview of Server Configurations

There are two server configurations described. The first one is recommended, the second one (sharing the printer) is not recommended but possible.

Server Configuration 1 (Recommended)

This is the **most used** and **recommended** way of using **Print&Share on a server**. Each user session will have its own Print&Share running locally. In this setup a user can switch profiles and can preview the output before sending it.



Server Configuration 2 (Not Promoted / Not Recommended)

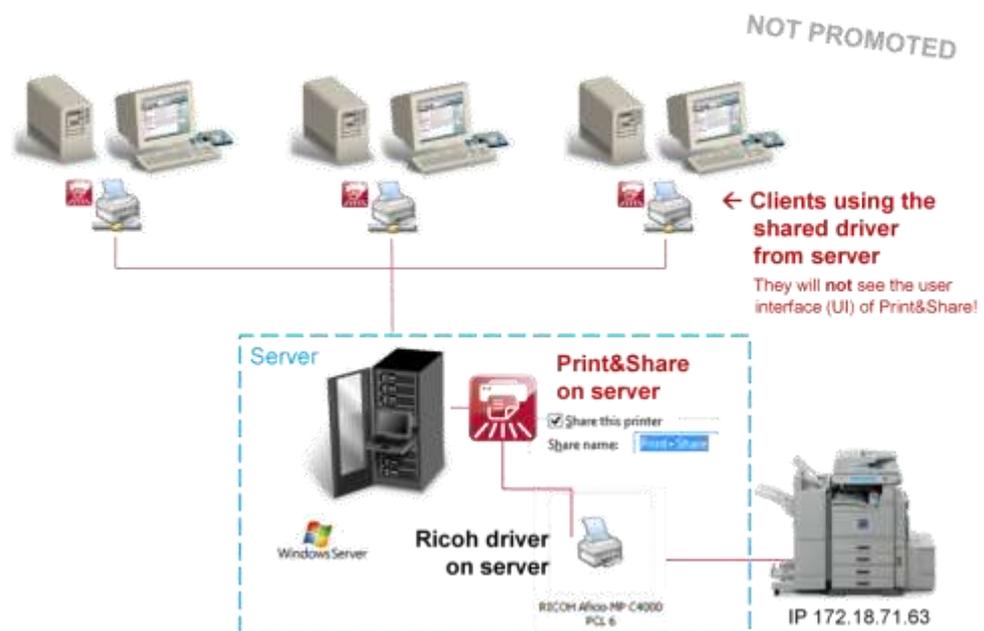
Print&Share is a combination of a virtual printer driver and a software application. By installing Print&Share on the server and sharing the Print&Share printer to the clients, the clients will NOT see the user interface of Print&Share! On the server, only the default Print&Share profile will be used.

Print jobs will not be processed automatically until somebody clicks the [Send] or [Send&Close] button in Print&Share, unless you configure [Auto Send&Close] for the default profile.

In case you want to use multiple profiles you have to enable [Profile Recognition] AND [Auto Send&Close] for each profile you want to use. When the profile recognition does not match, the default profile is used.

When configured incorrectly you might end up using incorrect profiles or having to log on to the server to manually [Send] or [Send&Close] the documents waiting in the queue.

Also keep in mind that the one user session needs to be active on the server to allow Print&Share to work in this setup. If you log off from the user session on the server, printing to the shared driver will not work anymore.



Practical Tips

Profile/Configuration protection

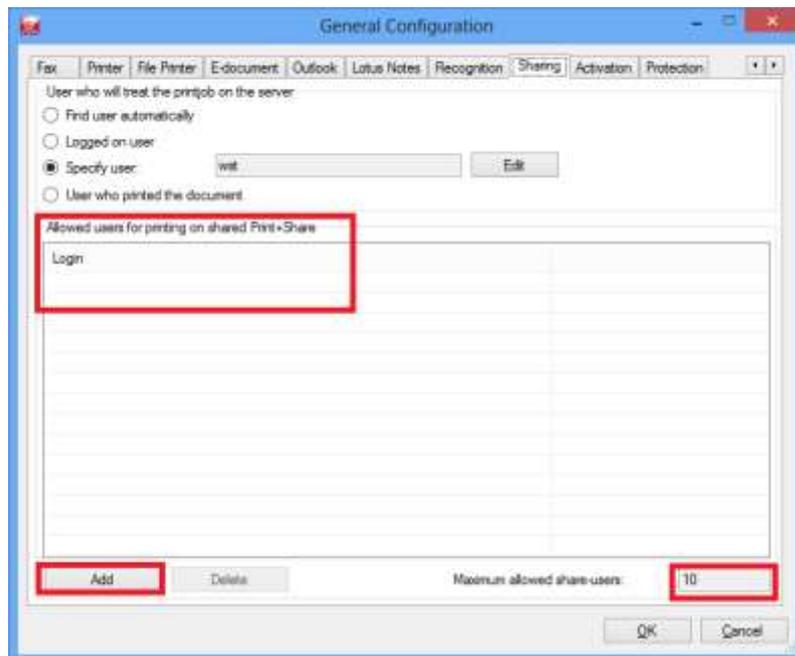
In Print&Share you can password protect profiles or protect the complete General Configuration. This is recommended when you share your profiles (= clients using the same profiles). Otherwise clients could overwrite changes made by an administrator.

It is recommended to first log off the clients or the Print&Share instances before enabling the password protection. This way you make sure that a client who still had Print&Share running does not overwrite the new configuration again with the current one. If this happens it would make the profiles not password protected anymore.

Changes made to a profile by an administrator will only be visible when a user logs in again or restarts Print&Share.

Shared driver **(not recommended/not promoted)**

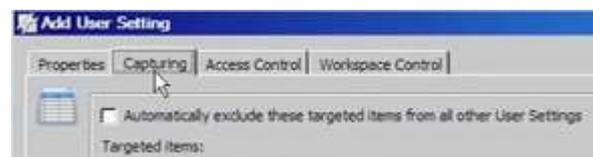
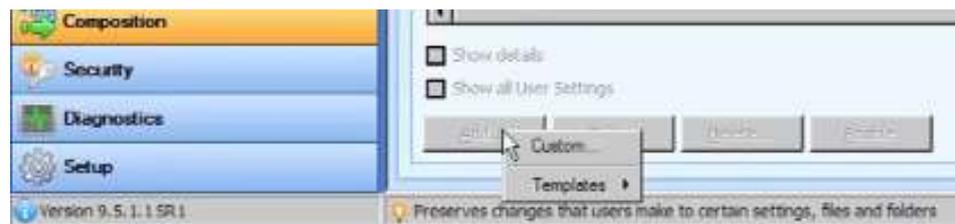
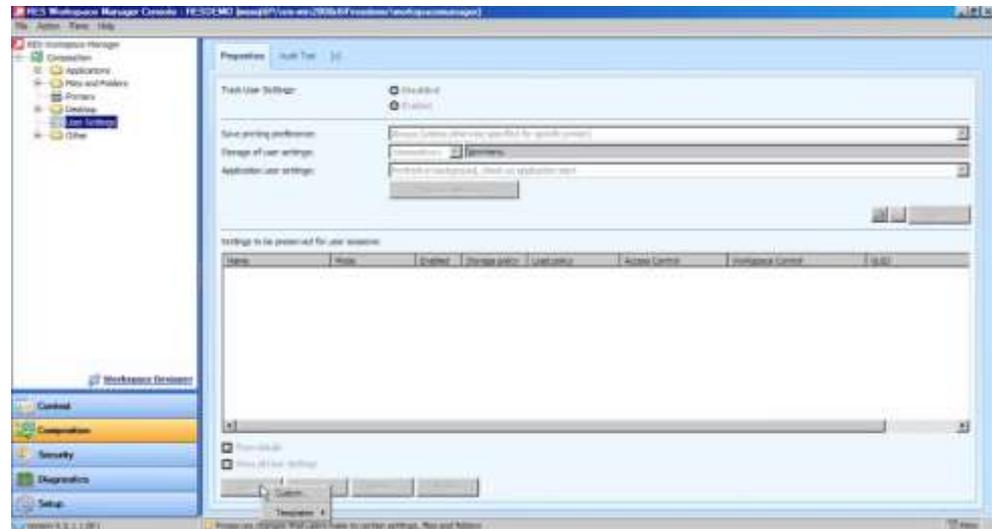
In case you still choose to use the configuration where you share the Print&Share printer driver, then you will need to make sure you add the users in Print&Share who are allowed to print. To configure this, go to [General Configuration], select tab page [Sharing] and add the users who are allowed to print to the shared driver. The [Sharing] tab is only visible when you shared the printer, a restart of Print&Share might be needed.



RES Workspace Manager

Hereby some points for attention when using the RES Workspace Manager platform to manager your user's workspaces.

Capturing targeted items:



In the **[Add User Settings]** dialog at the **[Capturing]** dialog it might be needed to add the targeted items described in the next section.

This related video might be useful about RES Workspace Manager:

https://www.youtube.com/watch?v=aU58yE_5zGI

Useful Print&Share paths and registry settings:

- Personal settings location:
C:\Users\[Username]\AppData\Roaming\Print&Share
 - Activation settings (Windows XP, Server 2003):
C:\Documents and Settings\All Users\Ricoh\Print&Share
 - Activation settings (>= Windows Vista):
C:\ProgramData\Ricoh\Print&Share
 - Global configurations for UI and driver (Registry):
HKLM\Software\OPTIsend PrinterDriver
 - Other configurations (Registry):
HKCU\Software\OPTIsend PrinterDriver
 - Both folders should be available for incoming print jobs (At installation Print&Share tries to create these folders):
C:\WINDOWS\TEMP\NotifyFolder
C:\WINDOWS\TEMP\PrintJobs
 - The key "DefaultSpoolDirectory" should be available in the registry at:
HKLM\System\CurrentControlSet\Control\Print\Printers
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FAQ

Q: "For Terminal Server, should we install Print&Share only on the server or on each workstation?"

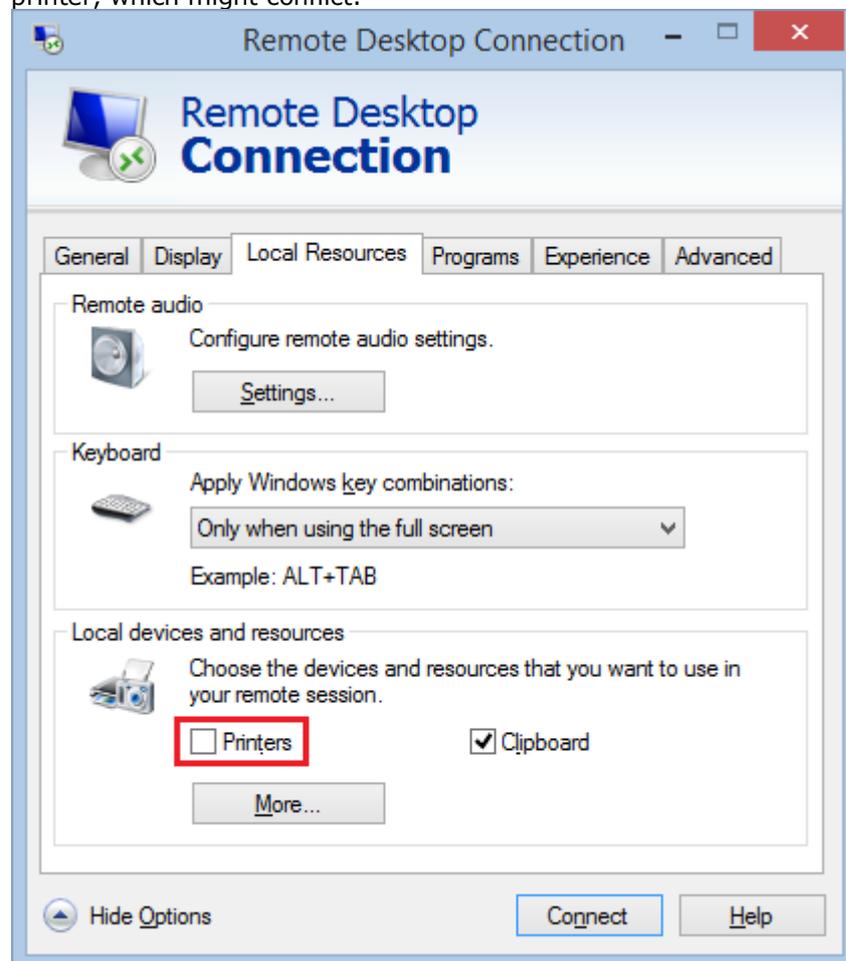
A: For TS/RDS you install Print&Share only on the server. Depending on your Print&Share server license, users that log in via TS/RDS will be able to use Print&Share.

Q: "Is it possible to combine Print&Share in Terminal Server (TS) and using it also locally?"

A: This is possible, but you will need at least two licenses. One Print&Share Server license to use on TS/RDS and another Print&Share Desktop license to use it locally.

Also make sure you **uncheck** the **[Printers]** option from the **[Local devices and resources]** when connecting via Remote Desktop Connection (RDC).

Otherwise if you log in via RDC you will see your local and remote Print&Share printer, which might conflict.



Q: "Should we use the Installation Configurator for a server installation?"

A: The *Installation Configurator (IC)* software should normally not be used when installing a Print&Share Server version. The goal of the IC is to simplify the roll out of Print&Share Desktop version across multiple desktop workstations. This is done by creating a custom .MSI package that contains already some default settings defined by the IC.

Manual version 2014-10-01
