# Covisint ProviderLink ™
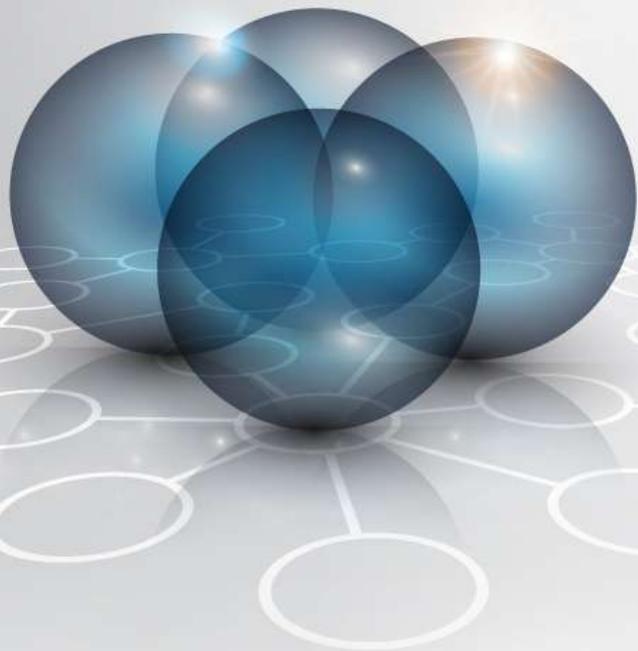
## Virtual Print Solution Installation Guide

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# ProviderLink
# Virtual Print Solution (VPS)
# Installation Guide

Compuware-Covisint

# Table of Contents

# 1. About This Guide

This guide is intended for ProviderLink facility administrators. The guide provides installation instructions and basic system requirements to assist facility administrators when dealing with questions and issues regarding the installation and setup of the ProviderLink Virtual Print Solution.

This guide includes:

- ProviderLink system requirements for installation.
- Installation instructions.
- Launch application instructions.

# 2. ProviderLink System Requirements

ProviderLink is a web-based application hosted on SSL secured servers. To print documents from another application and have them appear in ProviderLink, the installation of the ProviderLink Virtual Print Solution is required on each user system or network.

This section describes the software and minimum system requirements for a user's PC to be able to properly install the ProviderLink virtual print solution on a Windows system.

| Required Component | Minimum Requirements |
|---|---|
| Desktop Operating System or Terminal Services Based Server Operating System | Windows 2000 SP4<br><br>Windows 2000 SP4 Terminal Services<br><br>Windows XP SP2<br><br>Windows 2003<br><br>Windows 2003 SP1<br><br>Windows 2003 SP1 Terminal Services<br><br><br>Runtime requirements for 32-bit target systems:<br><br>• ProviderLink-Virtual-Print-Solution-x86 MSI package<br><br>• Windows XP SP2 x86<br><br>• Windows Vista SP2 x86<br><br>• Windows 7 x86<br><br>• Windows 2003 SP2 x86 with or without Terminal Services enabled<br><br>• Windows 2003 R2 SP2 x86 with or without Terminal Services enabled<br><br>• Windows 2008 x86 with or without Remote Desktop Services enabled |

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- .NET Framework 2.0

- Internet Explorer 6, 7, 8, or 9; x86 editions only

- Internet Explorer extensions, also known as Browser Helper Objects (BHOs) must be enabled

Runtime requirements for 64-bit target systems:

- ProviderLink-Virtual-Print-Solution-x64 MSI package

- Windows XP SP2 x64

- Windows Vista SP2 x64

- Windows 7 x64

- Windows 2003 X64 with or without Terminal Services enabled

- Windows 2003 R2 x64 with or without Terminal Services enabled

- Windows 2008 R2 x64 with or without Remote Desktop Services enabled

- .NET Framework 2.0

- Internet Explorer 6, 7, 8, or 9; x86 editions only

- Internet Explorer (any version) x64 editions are nonfunctional and unsupported

- Internet Explorer extensions, also known as Browser Helper Objects (BHOs) must be enabled

| | |
|---|---|
| Microsoft .NET Framework | .NET FW 2.0 - this is the version of the .NET FW that is packaged and deployed within the EXE deployment option |
| | .NET FW 2.0 |
| | Please note that in order to simplify packaging and deployment, and to optimize the deployment package size, the ProviderLink Virtual Print Solution: |
| | • is not packaged with any version of the .NET FW |
| | • no longer offers an EXE deployment option. The legacy EXE deployment option simply packaged the .NET FW 1.1 with the ProviderLink Virtual Print Solution itself. Furthermore, the new deployment package performs an automated check at install time for the presence of the .NET FW 2.0 on the target system. If the .NET FW 2.0 or greater is present, the installation proceeds; otherwise, the installation gracefully and intentionally fails. |

| Supported Environment and Configurations | Citrix Metaframe 1.8 for Terminal Servers |
| --- | --- |
| | Citrix Metaframe XP for Terminal Servers |
| Desktop Browser Requirements | Internet Explorer 6, 7, 8, or 9; x86 editions only |
| | Internet Explorer (any version) x64 editions are nonfunctional and unsupported |
| | Internet Explorer extensions, also known as Browser Helper Objects (BHOs) must be enabled |
| | Browsers must be configured to allow JavaScript and Cookies. |
| | Browsers should be configured to check for newer versions of stored pages "automatically." |
| Hardware Recommendations | Minimally Pentium II (Pentium III or better processor recommended) |
| | Minimally 256 MB RAM |

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**Note**: The following Desktop operating systems are no longer or not supported:

- Windows 95
- Windows 98
- Windows ME
- Windows NT 4.0 SP6
- Windows NT 4.0 SP6 Terminal Services
- Windows 2000 (any version, client, server, Terminal Services, etc.) is no longer supported.

**Note**: The following Microsoft .NET Framework is not supported:

- .NET FW 1.0 - At install time, the installer checks for at least .NET FW 1.1, and the installer will intentionally fail the install if this condition is not met.
- .NET FW 3.0

# 3. Installation Requirements and Notes

- To install (or to uninstall) the application, you MUST be an administrator of the local machine. The setup program will warn you if you are not an administrator, and then will refuse to install.
- **IMPORTANT!** Uninstall the old version of the print driver and reboot machine.
- The Program Files and System Root locations on the target installation system must reside on the C: drive. In short, this application must be installed to the target system's C: drive.
- Installation over a Remote Desktop Connection is supported.
- Installation should succeed regardless of the presence or value of the KMPrintersAreBlocked Group Policy registry setting. See Disallow installation of printers using kernel-mode drivers for more information.
- The enablement of Internet Explorer extensions, also known as Browser Helper Objects (BHOs), is checked during installation.  A warning message will appear during installation of BHOs are disabled.
- The installation executable is a *.msi file.
- The filename of the installer is ProviderLink-Virtual-Print-Solution<drop number>.msi.
- There are 4 types of installation packages. Select the installation package that is appropriate for your environment per the instructions below.
  - **If you login directly to the ProviderLink login screen**, depending on your environment, select either the **32-bit** or **64-bit** installation package.
    1. *ProviderLink-VPS-x86-PLNK.msi* for 32-bit target systems logging directly into the ProviderLink application.
    2. *ProviderLink-VPS-x64-PLNK.msi* for 64-bit target systems logging directly into the ProviderLink application.
  - **If you login to ProviderLink as a CCA user (via the CCA portal)**, depending on your environment, select either the **32-bit** or **64-bit** installation package.

3. *ProviderLink-VPS-x86-CCA.msi* for 32-bit target systems logging through the Covisint Portal environment to get to the ProviderLink application.

4. *ProviderLink-VPS-x64-CCA.msi* for 64-bit target systems logging through the Covisint Portal environment to get to the ProviderLink application.

- The installation supports the following types of installs:
    o client installation from the local machine.
    o network installation from a central server through group policy.

- Windows installer 3.x must be installed on the local machine.

- The installation of the application is now implemented with the Microsoft MSI specification. For an overview of MSI installation through group policies refer to http://www.windowsdevcenter.com/pub/a/windows/2006/11/14/how-to-deploy-software-using-group-policy.html

- Microsoft NET version 1.1 Framework or higher must also be installed on the user's PC. Download the Microsoft .NET software at http://www.microsoft.com/downloads/details.aspx?FamilyID=262d25e3-f589-4842-8157-034d1e7cf3a3&displaylang=en.
    See previous comments regarding .NET FW versions and incorporate appropriate text here as needed.

- A system restart is typically not required after installation. If a system restart is required, the installation package will display a message instructing you to do this.

# 4. Installation Procedure

To install the application, download the distribution package executable program from the ProviderLink website. Once the application is installed, all users of the machine, including non-administrators, can use it. No system restart is required after the initial installation.

1. Download and select the print driver file.

2. The File Download window opens.

3. Select **Save to Disk** and click **OK** to download the print driver application.

    On the user's PC, open the **ProviderLink-Virtual-Print-Solution<drop number>.msi file**.

4. Select the installation package that is appropriate for your environment (see Section 3 above for available installation packages).

5. Operating system displays the message "The publisher could not be verified…"

6. Click **Run**.

7. Print application install wizard displays.

8. Select **Next** to proceed with the installation.

9. Select either:

    a. Select the default installation directory (recommended)

    b. Browse for a directory on their local machine

   c. Type in the fully qualified path for installation

10. Click **Next** to proceed with the installation.

11. The installer displays the "Ready to Install" dialog.

12. Click **Install** to proceed with the installation.

13. The installer displays a progress dialog and begins installing the application.

14. The install displays the "Completing the installation…" dialog.

15. Click **Finish**.

# 5. Launch VPS Application

To launch ProviderLink Virtual Print Solution, go to **Start→Programs→ProviderLink**.

1. Click **ProviderLink Virtual Print Solution**. The *ProviderLink log in* screen displays.
2. The user enters his/her ProviderLink **username** and **password**.
3. Click **Login** to open the application.
4. For detailed instructions on how to use the application, click **Help→Contents** on the menu bar.

# 6. Uninstall Notes

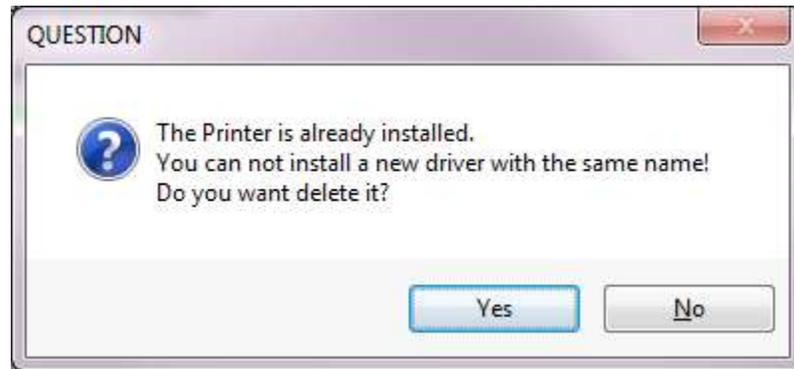To uninstall the application, use the Add or Remove Programs from the system's Control Panel. Important requirements:

- If you are planning to re-install, first uninstall the application and restart the machine. The prompt to reboot the system displays in the background on the tray at the bottom of the screen.

- To uninstall the application, you MUST be an administrator of the local machine.

# 7. Miscellaneous Notes:

**Known Issues**:

- During installation, the installation process will check for the enablement of Browser Helper Objects (BHOs), and will intentionally display a warning message if BHOs are disabled. On some systems, the warning message will appear even if BHOs are already enabled.

- During a **re-installation** of the ProviderLink Virtual Print Solution, when installing the application, you will be prompted with the following warning:

When installing the application, you should always to choose to **delete** the existing print driver. This is a known issue and will be corrected once we have a fix from a third party vendor. NOTE: This only occurs during re-installation.

If the installation of the print driver stalls (i.e., the status bar stops progressing), make sure that the dialog is not hidden behind other open windows.

- At runtime, Internet Explorer 9 will display a one-time warning message to the user which informs the user of the presence of PLIEHelper, the ProviderLink BHO module. This is a known issue.
- At runtime, a warning message from Black Ice appears when users print from Internet Explorer on Windows Vista or Windows 7 during a print attach user story. The app works correctly if the user clicks the Allow button during this warning message. This is a known issue.
- Internet Explorer x64 64-bit editions are nonfunctional and unsupported. This is intentional.

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