# TXEVER GEN PRINT PLUGIN INSTALLATION AND TROUBLESHOOTING INSTRUCTIONS

# TABLE OF CONTENTS

| Installation Prerequisites                | 2  |
|---|----|
| Software Installation                     | 2  |
| For Windows operating system              | 2  |
| For Mac operating system                  | 9  |
| Troubleshooting                           | 13 |
| Installing Java on Windows                | 13 |
| Installing Java on Mac                    |    |
| Uninstall Gen Print Plugin on Windows     | 21 |
| Uninstall Gen Print Plugin on Mac         | 24 |
| Signature pad connectivity                | 25 |
| Debug from the Gen Print Plugin log       |    |
| Gen Print Plugin show red icon on taskbar | 36 |
| New printer with Gen Print Plugin         |    |
|   |    |

# INSTALLATION PREREQUISITES

- 1. All browsers intended to use for TxEVER should be installed and updated to the latest version
- 2. Latest Java installed
- 3. Signature Pad (Model Number: T-L460-HSB-R); if required
- 4. TWAIN compliant printer and scanner; if required

# SOFTWARE INSTALLATION

If you do not already have Gen Print Plugin software for printers and signature pad, please go to

<u>https://txever.dshs.texas.gov/TxEverUI/Welcome.htm</u> and scroll down to the bottom of the webpage to download Gen Print Plugin installation file for your operating system.

| ← → C                   | er.dshs.texas.gov/TxEverUI/Welcome | .htm  | *                             | <b>-</b> |
|-------------------------|------------------------------------|---|-------------------------------|----------|
|                         |                                    |   |                               |          |
|                         | Log on to Texa                     | as Department of State Health Services                  |                               |          |
|                         |                                    | <u>User Enrollment</u><br><u>Report TxEVER Issue(s)</u> |                               |          |
| Letter Windows Download | LApple Download                    |   |                               |          |
| GEN PRINT PLUGIN: 0.0.0 |                                    | CONNECTION: WAITING                                     |                               |          |
| ADDEE" MADER"           |                                    |   | ©2017   Genesis Systems, Inc. | GENESIS  |

#### FOR WINDOWS OPERATING SYSTEM

IMPORTANT: If your account does not have administrator privileges, ask your IT administrator to install the Gen Print Plugin on your computer.

NOTE: Gen Print Plugin only work when you have already installed and updated your browser. If you already have Internet Explorer and Google Chrome, install Gen Print Plugin will only work with Internet Explorer and Google Chrome. Other browsers such as Firefox which are installed after Gen Print Plugin will not work. You will have to uninstall Gen Print Plugin and re-install Gen Print Plugin for access on a new browser. Therefore, make sure to have all of your browsers installed and updated before installing the Gen Print Plugin.

After downloading from the webpage, locate the installation file, right click on Gen-Print-Plugin-version.exe, and select **Run as administrator**. Downloaded file is usually in folder C:\Users\*{your computer username}*\Downloads

| 🖶 Gen-Print-Plugin-2.0.7.exe | 8/2/2018 10:24 AM Applica  | tion 33,425 KB |
|------------------------------|----------------------------|----------------|
|                              | Open                       |                |
|                              | 💎 Run as administrator     |                |
|                              | Troubleshoot compatibility |                |

Gen Print Plugin Setup will guide you through the installation process. It is recommended that you close all other applications before starting setup.



Setup will install Gen Print Plugin in default folder C:\Program Files\Gen Print Plugin



| 🚔 Gen Print Plugin Setup                               | _     |     | $\times$ |
|--|-------|-----|----------|
| Installing   |       |     |          |
| Please wait while Gen Print Plugin is being installed. |       |     |          |
| Generating a unique certificate for HTTPS support      |       |     |          |
|  |       |     |          |
|  |       |     |          |
| Show details   |       |     |          |
|  |       |     |          |
|  |       |     |          |
|  |       |     |          |
|  |       |     |          |
|  |       |     |          |
|  |       |     |          |
|  |       |     |          |
|  |       |     |          |
|  |       |     |          |
|  |       |     |          |
| Nullsoft Install System v3.02.1                        |       |     |          |
| < Pack   | Close | Can | col      |
|  | Close | Can |          |
|  |       |     |          |

During the Gen Print Plugin setup, if your computer does not have Java, you will get the message below

| 🖶 Gen Print Plugin Setup   | _ |    | $\times$ |
|--|---|----|----------|
| Installing<br>Please wait while Gen Print Plugin is being installed. |   |    |          |
| Generating a unique certificate for HTTPS support                    |   |    |          |
| Show <u>d</u> etails en Print Plugin Setup                           | × |    |          |
| Java is required for installation. Download now?                     |   |    |          |
| Yes <u>N</u> o   |   |    |          |
| Nullsoft Install System v3.02.1                                      | 2 | Ca | ncel     |

Click Yes to download and install Java until you get the message "You have successfully installed Java".



## Click OK after Java is installed to resume installation

| 🖶 Gen Print Plugin Setup   | _ |    | ×    |
|--|---|----|------|
| Installing<br>Please wait while Gen Print Plugin is being installed. |   |    |      |
| ExecShell: open https://java.com/download/                           |   |    |      |
| Show details 🖨 Gen Print Plugin Setup                                | × | 1  |      |
| Click OK after Java is installed to resume installatio               | n |    |      |
| ОК   |   |    |      |
| Nullsoft Tostall System v2.02.1                                      |   |    |      |
| < Back Close   | 2 | Ca | ncel |

Click **Show details** to verify Gen Print Plugin successfully install all security certificates.

| 🚔 Gen Print Plugin Setup   |                      | _                     |         | $\times$ |
|--|----------------------|-----------------------|---------|----------|
| Installing<br>Please wait while Gen Print Plugin is being insta  | illed.               |                       |         |          |
| Generating a unique certificate for HTTPS supp   | oort                 |                       |         |          |
| Show details   |                      |                       |         |          |
|  |                      |                       |         |          |
|  |                      |                       |         |          |
| Nullsoft Install System v3,02,1  | < <u>B</u> ack       | <u>C</u> lose         | Canc    | el       |
|  |                      |                       |         |          |
|  |                      |                       |         |          |
| 🖶 Gen Print Plugin Setup   |                      | _                     |         | ×        |
| Gen Print Plugin Setup<br>Installation Complete<br>Setup was completed successfully.   |                      | _                     | -       | ×        |
| Gen Print Plugin Setup Installation Complete Setup was completed successfully. Completed   |                      | -                     |         | ×        |
| Gen Print Plugin Setup  Installation Complete Setup was completed successfully.  Completed  - [success] Checking Firefox config exists Create shortcut: C:\ProgramData\Microsoft\ Removing Gen Print Plugin firewall rules   | Windows\Start M      | <br>lenu\Programs\G   | en Prin | ×        |
| Gen Print Plugin Setup  Installation Complete Setup was completed successfully.  Completed  - [success] Checking Firefox config exists Create shortcut: C: \ProgramData \Microsoft\ Removing Gen Print Plugin firewall rules No rules match the specified criteria.  | Windows\Start M      |                       | en Prin | ×        |
| Gen Print Plugin Setup Installation Complete Setup was completed successfully. Completed Completed  - [success] Checking Firefox config exists Create shortcut: C:\ProgramData\Microsoft\ Removing Gen Print Plugin firewall rules No rules match the specified criteria. Installing Gen Print Plugin inbound firewall rul Ok.                                     | Windows\Start M<br>e |                       | en Prin |          |
| Gen Print Plugin Setup  Installation Complete Setup was completed successfully.  Completed  - [success] Checking Firefox config exists Create shortcut: C:\ProgramData\Microsoft\ Removing Gen Print Plugin firewall rules No rules match the specified criteria. Installing Gen Print Plugin inbound firewall rul Ok. Completed                                   | Windows\Start M<br>e | <br>lenu \Programs \G | en Prin |          |
| Gen Print Plugin Setup  Installation Complete Setup was completed successfully.  Completed  - [success] Checking Firefox config exists Create shortcut: C:\ProgramData\Microsoft\ Removing Gen Print Plugin firewall rules No rules match the specified criteria. Installing Gen Print Plugin inbound firewall rul Ok.  Completed  Nullsoft Install System v3.02.1 | Windows\Start M<br>e | lenu \Programs \G     | en Prin | ×        |

Revisit <u>https://txever.dshs.texas.gov/TxEverUI/Welcome.htm</u> and press Ctrl + F5 to check the connection status of Gen Print Plugin. If connection has not changed to **Active**, please try closing your browser completely and reopening the TxEVER welcome page before proceeding to troubleshooting steps.

| ← → C      Secure   https://txever.dshs.te | xas.gov/TxEverUI/Welcome.htm                        | * 🖬 ۵                 |
|--|---|-----------------------|
|  | Log on to Texas Department of State Health Services |                       |
|  | User Enrollment<br>Report TxEVER Issue(s)           |                       |
| GEN PRINT PLUGIN: 2.0.7                    | CONNECTION: ACTIVE                                  |                       |
| Addref" READCR*                            | ©2017   | Genesis Systems, Inc. |

If a request to grant the permission to connect alert appears, please check the box **Remember this decision** and select **Allow** to avoid multiple requests in the future.

| 🚔 Action Required   | $\times$ |
|---|----------|
| GENESIS SYSTEMS INC. wants to connect to Gen Print Ple<br>Verified by Genesis systems, Inc. | ugin     |
| Allow Selock  |          |
| Remember this deci  | sion     |

To further verify Gen Print Plugin is working, please login to TxEVER (once a login is provided to you by your administrator). In GLOBAL module, select menu TOOLS  $\rightarrow$  Utilities  $\rightarrow$  Printer Setup

| ome                                     |                        |                  |                | -                 | - 🗆 X             |
|---|------------------------|------------------|----------------|-------------------|-------------------|
| er.dshs.texas.gov/TxEVERUI/Default.aspx |                        |                  |                |                   |                   |
| GLOBAL BIRTH DEATH FETAL DEATH ITOP FE  | <u>E MARRIAGE ADOP</u> | TION REGIST      | <u>TRY IMA</u> | AGING 💡   🚨   🕇   | ⊠   <u>LogOut</u> |
| LS<br>J Human Health Services           | FUNCTION +             | TOOLS -          | REPOR          | RTS - HELP -      |                   |
|   |                        | <u>Security</u>  | ₽              |                   |                   |
| welcome to the Texas Department of S    | tate Health Ser        | Library Mai      | ntenance 🕨     |                   |                   |
| welcome to the lexas bepartment of e    |                        | <u>Utilities</u> | ₽              | Change Password   |                   |
|   |                        | <u>Extract</u>   | Þ              | BroadCast Message |                   |
|   |                        |                  |                | Security Settings |                   |
|   |                        |                  | _              | User Parameters   |                   |
|   |                        |                  |                | Printer Setup     |                   |
|   |                        |                  |                | Event Search      |                   |

Click on List of Printers to check all the printers of your computer are loaded and connected to TxEVER.

| GEN PRINT PLUGIN: 2.0.7   | CONNECTION: AC | TIVE             |
|---|----------------|------------------|
|   |                |                  |
| List of Printers:   | Print Tray:    | Select a value   |
| Available Print Processis<br>Send To OneNote 16   | Assigned       | Print Processes: |
|   |                |                  |
| AR PREVIEW INVO C Dell C3760dn Color Laser BIRTH LEGAL SIZE Brother MFC-9340CDW Printer |                |                  |
| BIRTH LONG<br>BIRTH MANUAL  |                |                  |

The Gen Print Plug-in Version number and Connection status as **Active** should remain displayed in the Printer Set-Up screen if Gen Print Plug-in is installed successfully.

#### FOR MAC OPERATING SYSTEM

Obtain installation file from <a href="https://txever.dshs.texas.gov/TxEverUI/Welcome.htm">https://txever.dshs.texas.gov/TxEverUI/Welcome.htm</a>

| •• <>          |   |  | a txever.dshs.texas.gov   | Ċ  |        | Ó |
|----------------|---|--|---|--|--------|---|
|                | TxEVER is the vital records registration<br>Vital Records by Genesis Systems, Inc.<br>DSHS Vital Records office hours are 8:0<br>State vital records are considered to be | and issuance softwar<br>0 AM - 4:30 PM, Mond<br>private and confiden | e that was developed for Texas De<br>lay - Friday.<br>tital. Access to vital records is restr | partment of State Health Services (DSHS), State Office of<br>icted by statute. |        |   |
|                | Contacting the Texas Departm  | ent of State Heal  | th Services(DSHS)   |  |        |   |
|                | Telephone Numbers:  |  |   | Mailing Address:   |        |   |
|                | Description   | Phone Number   | Hours   | Texas Department of State Health Services<br>State Office of Vital Records     |        |   |
|                | Vital Events Registration System  | XXX-XXX-XXX-XXXX   | 8:00 AM - 4:30 PM M-F<br>8:00 AM - 4:30 PM M-F  | Address: 1100 West 49th Street,<br>Austin, TX 78756                            |        |   |
|                | Vital Records - Customer Service  | XXX-XXX-XXXX-XXXXX   | 8:00 AM - 4:30 PM M-F   | Ph. (512) 776-7111   |        |   |
|                |   |  |   |  |        |   |
|                |   | Log on to Texas  | Department of State Hea   | Ith Services   |        |   |
|                |   |  | User Enrollment<br>Report TxEVER Issue(s)   |  |        |   |
| . Wind         | ows Download  | Download   |   |  |        |   |
| GEN PRINT PLUG | SIN: 0.0.0  |  | CONNECTION: WAITING   |  |        |   |
| Cert Accest* 8 | KADON <sup>®</sup>  |  |   | ©2017   Genesis Systems, Inc.  | GENESI |   |

Open the downloaded file "Gen-Print-Plugin-version.pkg"

| a txever.dshs.texas.gov Ĉ   | 0 1 7 +   |
|---|---|
| nn and issuance software that was developed for Texas Department of State Health Servic                                     | Downloads Clear   |
| c.<br>B:00 AM - 4:30 PM, Monday - Friday.<br>be private and confidential. Access to vital records is restricted by statute. | Gen-Print-Plugin-2.0.7.pkg<br>18.2 MB<br>Open<br>Show in Finder<br>Copy Address |
| ment of State Health Services(DSHS)   | Remove From List  |

IMPORTANT: If your account does not have administrator privileges, ask your IT administrator to install the Gen Print Plugin on your computer.

Gen Print Plugin installer will guide you through the necessary steps.

|  | 😺 Install Gen-Print-Plugin-2.0.7  |
|--|---|
| Introduction   | Welcome to the Gen-Print-Plugin-2.0.7 Installer<br>You will be guided through the steps necessary to install this   |
| <ul> <li>Destination Select</li> <li>Installation Type</li> <li>Installation</li> <li>Summary</li> </ul>                       | SOTTWARE.   |
|  | Go Back Continue  |
| • • •  | 🥪 Install Gen-Print-Plugin-2.0.7  |
| <ul> <li>Introduction</li> <li>Destination Select</li> <li>Installation Type</li> <li>Installation</li> <li>Summary</li> </ul> | Standard Install on "Mac OS"<br>This will take 21.3 MB of space on your computer.<br>Click Install to perform a standard installation of this software<br>on the disk "Mac OS". |

Administrator account is required to install Gen Print Plugin.

Change Install Location...

Install

Go Back

| •••  | 😺 Install Gen-Print-Plugin-2.0.7   |         |
|--|--|---------|
| <ul> <li>Introduc</li> <li>Destinat</li> <li>Installati</li> <li>Summar</li> </ul> | Installer is trying to install new software.<br>Enter your password to allow this.<br>User Name: Macbook<br>Password:<br>Cancel Install Software | oftware |
|  | Change Install L<br>Go Back  | ocation |

Gen Print Plugin installer will inform you that the installation was successful.



Revisit <u>https://txever.dshs.texas.gov/TxEverUI/Welcome.htm</u> and press Ctrl + F5 to check the connection status of Gen Print Plugin, make sure Gen Print Plugin is running and showing on status bar

| 🕯 Sa   | afari     | File    | Edit | View | History | Bookmarks | Window | Help    |                      |           |                       |        |          |           |   | (((· | •         | 97% 🕅      | 📕 U.S.           |
|--------|-----------|---------|------|------|---------|-----------|--------|---------|----------------------|-----------|-----------------------|--------|----------|-----------|---|------|-----------|------------|------------------|
|        | <         | >       |      |      |         |           |        |         | ⊜ ti                 | xever.dsh | s.texas.gov           |        |          | _         | C |      |           |            |                  |
|        |           |         |      |      |         | !         |        | o iexas | Depart               | ment      | or State H            | ealt   | n Servic | <u>es</u> | - |      |           |            |                  |
| GEN PR |           | GIN: 2. | .0.7 |      |         |           |        |         | <u>Use</u><br>Report | ET Enro   | Ilment<br>ER Issue(s) | L<br>E |          |           |   |      |           |            |                  |
|        |           |         |      |      |         |           |        |         |                      | <u> </u>  |                       |        |          |           |   |      |           |            |                  |
|        | Get ADOBE | READER* | *    |      |         |           |        |         |                      |           |                       |        |          |           | ¢ | 2017 | <u>Ge</u> | nesis Syst | <u>ems, Inc.</u> |

If a request to grant the permission to connect, please check the box **Remember this decision** and select **Allow** to avoid multiple requests in the future.



TROUBLESHOOTING

If after installing Gen Print Plugin you still see the Connection is WAITING on the main page of TxEVER

|   | Log on to Texas Dep     | artment of State Health S                           | services                             |  |
|---|-------------------------|---|--------------------------------------|--|
|   |                         | <u>Jser Enrollment</u><br><u>rt TxEVER Issue(s)</u> |                                      |  |
| <b><u>Uindows Download</u></b><br>Gen Print Plugin: 0.0.0 | 1 <u>Apple Download</u> | Connection: Waiting                                 |                                      |  |
| Cont reader.  |                         |   | ©2017   <u>Genesis Systems, Inc.</u> |  |

First, please close out of your browser completely, and then re-launch your browser to check the Gen Print Plug-in Connection Status.

Second, verify that you have run the Gen Print Plug-in as a Computer Administrator. Note: this step will only be necessary the first time you try to connect.

| iggin Gen-Print-Plugin-2.0.7.exe | 8/2/2018 10:24 AM          | Application | 33,425 KB |
|----------------------------------|----------------------------|-------------|-----------|
|                                  | Open                       |             |           |
|                                  | 😌 Run as administrator     |             |           |
|                                  | Troubleshoot compatibility |             |           |

# IMPORTANT: If your account does not have administrator privileges, ask your IT administrator to install the Gen Print Plugin on your computer.

Third, please complete the following steps to make sure Gen Print Plugin connects your external devices to TxEVER properly

- 1) Uninstall Gen Print Plugin
- 2) Uninstall Java
- 3) Install latest version of Java (32bit) on Windows or Java (64bit) on MAC
- 4) Re-Install latest version of Gen Print Plugin

#### INSTALLING JAVA ON WINDOWS

Please ensure you have the minimum Java (32-bit) Version 8 Update 161 or Higher Installed

Go to the START menu  $\rightarrow$  select CONTROL PANEL (ensure you have the view by option set to either large icons or small icons located in the upper left corner)  $\rightarrow$  then select the Java Icon

Then the Java control panel pop up window will open  $\rightarrow$  on the general tab select the **ABOUT** button a pop will appear telling you what version is installed.







If you have an older version of Java you will want to uninstall and then install the latest Version 8 32-Bit  $\rightarrow$  click on this following hyperlink to install the latest version of Java (select by holding down the CTRL Key + CLICK)

# http://www.oracle.com/technetwork/java/javase/downloads/jre8-downloads-2133155.html

Once you have selected the above link, follow the steps below to install the latest version of JAVA Version 8 32-Bit

| C             | DRACLE   | Menu  | Q  |  | 🔔 Sign In 🗸 🛛 🅎 Co   | ountry/Region ~  | 🥑 Call   |
|---------------|--|---|--|--|--|--|--|
| Ora           | acle Technology Network / J:   | ava / Java SE / Downlo  | ads  |  |  |  |  |
| J             | Java SE  | Overview Download   | S Documentation  | Community Tech   | nologies Training  | Java SDKs  | and Tools  |
| J             | Java EE  |   | )  | • 0  |  | Java SE  |  |
| J             | Java ME  | Java SE Runtin  | ne Environment 8   | Downloads  |  | 🛃 <u>Java EE an</u>  | d Glassfish  |
| J             | Java SE Subscription   | Do you want to run Ja   | va™ programs, or do you  | want to develop Ja   | ava programs? If you   | 🛓 Java ME  |  |
| J             | Java Embedded  | Environment or IRET   | rams, but not develop the  | m, download the Ja   | iva Runtime  | 🛃 Java Card  |  |
|               | lava Card  | Environment, or orce  |  |  |  | <u>NetBeans I</u>  | DE   |
|               | lava TV  | If you want to develop<br>IDK™ The IDK inclu  | applications for Java, do<br>des the JRE so you do n   | whiload the Java De  | evelopment Kit, or<br>d both senarately  | 🛃 Java Missio  | n Control  |
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|               |  | You must accep  | t the Oracle Binary Coo  | le License Agreem<br>software.   | ent for Java SE to   |  | VIUCUS   |
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|               |  | Product / File Des  | cription File Size   | Do   | ownload  | • Java Magaz   | ine  |
|               |  | Linux x86   | 64.49 MB   | jre-8u181-linux-i  | 586.rpm  | • Developer  | raining  |
|               |  | Linux x64   | 61.45 MB   | tire-8u181-linux-x   | :64.rpm  | Tutorials  |  |
|               |  | Linux x64   | 77.43 MB   | tire-8u181-linux-x   | 64.tar.gz  | 🛃 Java.com   |  |
|               | /  | Mac OS X x64<br>Mac OS X x64  | 74.58 MB   | Ire-8u181-macos<br>ire-8u181-macos   | x-x64.dmg  |  |  |
|               |  | Solaris SPARC 64-bit  | 52.31 MB   | €jre-8u181-solaris   | -sparcv9.tar.gz  |  |  |
|               |  | Solaris x64   | 50.09 MB   | tire-8u181-solaris   | +x64.tar.gz  |  |  |
| Select Accept | t License 🖊  | Windows x86 Online<br>Windows x86 Offline   | 1.81 MB<br>61.55 MB  | Ire-8u181-windo<br>ire-8u181-windo   | ws-i586-ittw.exe   |  |  |
| Agreement     |  | Windows x86   | 64.86 MB   | fire-8u181-windo   | ws-i586.tar.gz   |  |  |
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|               | ORACLE<br>Oracle Technology Networf<br>Java SE<br>Java EE<br>Java ME<br>Java SE Subscription   | Menu<br>k / Java / Java SE / Do<br>Overview<br>Do you want to ru<br>want to ru Java<br>Second Second Seco   | Ioads<br>Documentation<br>In Java <sup>Th</sup> programs, or do<br>programs, but not develop   | Community Tr<br>t 8 Downloads<br>you want to develop<br>them, download the   | L Sign In ← 🔇<br>achnologies Training<br>Java programs? If you<br>a Java Runtime   | Country/Region ~<br>Java SDK<br>Java SE<br>Java SE<br>Java EE a<br>Java ME<br>Java Card  | C ca<br>and Tool   |
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| A Fonts   | Free Fall Data Protection           | 🔒 Indexing Options               | f Infrared                                |  |  |  |  |
| 👰 Intel(R) Rapid Storage Technology                               | 🥵 Intel® Graphics Settings          | 🔂 Internet Options               | 🍰 Java (32-bit)                           |  |  |  |  |
| 🔤 Keyboard  | Mail                                | 🕛 Mouse                          | 👯 Network and Sharing Center              |  |  |  |  |
| 📰 Phone and Modem   | Power Options                       | Programs and Features            | Recovery                                  |  |  |  |  |
| 🔗 Region  | 🐻 RemoteApp and Desktop Connections | 🏲 Security and Maintenance       | 🐐 Sound                                   |  |  |  |  |
| 🖶 Speech Recognition  | Storage Spaces                      | 🔇 Sync Center                    | 🔛 System                                  |  |  |  |  |
| 🖳 Taskbar and Navigation  | 📧 Troubleshooting                   | 🍇 User Accounts                  | 🔗 Windows Defender Firewall               |  |  |  |  |
| 强 Windows Mobility Center   | 🏪 Windows To Go                     | 📳 Work Folders                   |   |  |  |  |  |

# Select Gen Print Plugin and click on Uninstall/Change

| ō | Programs and Features                 |   |  |                                  |                | - 0                | ×  |
|---|---------------------------------------|---|--|----------------------------------|----------------|--------------------|----|
| < | - 🔶 👻 🛧 🚺 > Control P                 | anel > All Control Panel Items > Programs and Features                |  | ~ (                              | Search Pr      | ograms and Feature | sρ |
|   | Control Panel Home                    | Uninstall or change a program   |  |                                  |                |                    |    |
|   | View installed updates                | To uninstall a program, select it from the list and then click Uni    | nstall, Change, or Repair.                       |                                  |                |                    |    |
| • | Turn Windows features on or           |   |  |                                  |                |                    |    |
|   | ott                                   | Organize 🔻 Uninstall/Change   |  |                                  |                |                    | ?  |
|   | Install a program from the<br>network | Name  | Publisher  | Installed On                     | Size           | Version            | ^  |
|   |                                       | Fee.TxEverExtractSetup  | Genesis Systems                                  | 4/4/2018                         | 15.2 MB        | 1.0.0              |    |
|   |                                       | 🖶 Gen Print Plugin 2.0.7  | Genesis Systems, Inc.                            | 8/2/2018                         | 33.8 MB        | 2.0.7              |    |
|   |                                       | 🚸 Git version 2.14.1  | The Git Development Communi                      | 1/24/2018                        | 212 MB         | 2.14.1             |    |
|   |                                       | Glance 2.7  | Glance Networks, Inc.                            | 12/26/2017                       | 3.28 MB        |                    | ~  |
|   |                                       | Genesis Systems, Inc. Product version: 2.0.7<br>Help link: http://www | Support link:<br>v.genesisinfUpdate information: | http://www.ger<br>http://www.ger | esisinfSize: 3 | 33.8 MB            |    |

Click Uninstall to remove Gen Print Plugin from your computer

| 🞯 Gen Print Plugin Uninstall   |                  | _                    |         | ×    |
|--|------------------|----------------------|---------|------|
| Uninstall Gen Print Plugin   |                  |                      |         |      |
| Remove Gen Print Plugin from your computer.                              |                  |                      |         |      |
| Gen Print Plugin will be uninstalled from the follo<br>uninstallation.   | owing folder. Cl | ick Uninstall to sta | art the |      |
| Uninstalling from: C:\Program Files\Gen Prin                             | it Plugin \      |                      |         |      |
| Mulleoft Testall Sustan u2, 02, 1  |                  |                      |         |      |
| Nullsort Install System V3,U2,1 ——————                                   |                  | Uninstall            | Car     | ncel |
|  |                  |                      |         |      |
| 🮯 Gen Print Plugin Uninstall   |                  | _                    |         | ×    |
| <b>Uninstalling</b><br>Please wait while Gen Print Plugin is being unins | talled.          |                      |         | 8    |
| Show details   |                  |                      |         |      |
| Nullsoft Install System v3.02.1  | < Back           | Close                | Car     | ncel |
|  |                  |                      |         |      |

Click Show details to view the files have been removed.

| 🞯 Gen Print Plugin Uninstall —   |    | $\times$ |
|--|----|----------|
| Uninstallation Complete  |    | NUMBER   |
| Uninstall was completed successfully.                                      |    | Ø        |
| Completed  |    |          |
| Completed  |    |          |
| Delete file: C:\Program Files\Gen Print Plugin\Gen-Print-Plugin.jar        |    | ^        |
| Delete file: C:\Program Files\Gen Print Plugin\Gen-Print-Plugin.properties |    |          |
| Delete file: C:\Program Files\Gen Print Plugin\jtwain.dll                  |    |          |
| Delete file: C:\Program Files\Gen Print Plugin\SigUsb.dll                  |    |          |
| Delete file: C:\Program Files\Gen Print Plugin\TWAINDSM.dll                |    |          |
| Delete file: C:\Program Files\Gen Print Plugin\utils\windows-cleanup.js    |    |          |
| Remove folder: C:\Program Files\Gen Print Plugin\utils\                    |    |          |
| Delete file: C:\Program Files\Gen Print Plugin\windows-icon.ico            |    |          |
| Remove folder: C:\Program Files\Gen Print Plugin\                          |    |          |
| Completed  |    | ~        |
|  |    |          |
| Nullsoft Install System v3.02.1  |    |          |
| < <u>B</u> ack <u>Close</u>  | Ca | ncel     |

# UNINSTALL GEN PRINT PLUGIN ON MAC

# Open Finder on Mac, select Applications

| <b>É</b> Finder File | Edit View Go Window Help            |                   |
|----------------------|-------------------------------------|-------------------|
|                      |                                     | Main Applications |
| < >                  |                                     |                   |
| Back/Forward         | View Arrange Action Share Edit Tags |                   |
| Favorites            | Name                                |                   |
| iCloud Drive         | 🐻 DVD Player                        |                   |
| AirDrop              | ReceTime                            |                   |
| (%) AnDrop           | E FileZilla                         |                   |
| Applications         | i Firefox                           |                   |
| Desktop              | Font Book                           |                   |
|                      | 属 Gen Print Plugin                  |                   |
| Documents            | 📀 Google Chrome                     |                   |
| Downloads            | iBooks                              |                   |

Find Gen Print Plugin in the list of Applications and right click, select Move to Trash to uninstall Gen Print Plugin

| AirDrop       | 🖉 Automator  |                                 |  |
|---------------|--------------|---------------------------------|--|
| And top       | Calculator   |                                 |  |
| Applications  | 🔂 Calendar   |                                 |  |
| Desktop       | 🚸 Chess      |                                 |  |
| Documents     | Contacts     |                                 |  |
|               | Tashboard    |                                 |  |
| O Downloads   | Dictionary   |                                 |  |
| Davicas       | DVD Playe    | r                               |  |
| O             | RaceTime     |                                 |  |
| Remote Disc   | FileZilla    |                                 |  |
| 🔲 Java 8 Up ≜ | nirefox      |                                 |  |
|               | Font Book    |                                 |  |
| Java o Op     | 📃 💊 Gen Prin | Open                            |  |
| Shared        | Google C     | Show Package Contents           |  |
|               | iBooks       |                                 |  |
| Tags          | Image Ca     | Move to Trash                   |  |
| Red           | ⑦ iTunes     | 0.41.6                          |  |
| Orange        | & Launchp    | Get Info                        |  |
|               | 🛸 Mail       | Rename                          |  |
| Yellow        | 📧 Maps       | Compress "Gen Print Plugin"     |  |
| Green         | Memoryl      | Burn "Gen Print Plugin" to Disc |  |
| Blue          | C Message    | e Duplicate                     |  |
|               | Microsof     | Make Allas                      |  |
| Purple        | Microsof     | QUICK LOOK "Gen Print Plugin"   |  |
|               | 24           | Ohana                           |  |

# SIGNATURE PAD CONNECTIVITY

To ensure Topaz signature pad (model number: T-L460-HSB-R) is properly working with your computer, download Topaz signature pad software and drivers at <a href="https://www.sigpluspro.com/">https://www.sigpluspro.com/</a>

| V Electronic Signature Soft   |  | θ   | -                                 |                                      | ×              | < |
|---|--|---|-----------------------------------|--------------------------------------|----------------|---|
| ← → C   | ro.com   |   | ☆                                 |                                      | 3              | : |
| Install SigPlus <sup>®</sup>  |  | (   | <b>TO</b><br>SYSTE                |                                      | <b>7</b><br>c. | - |
|   |  | +   | Backto                            | o Topaz Si                           | te             |   |
| Topaz SigPlus Software &<br>SELECT YOUR MODEL NUMBER<br>Find the first few digits of the model number list<br>Select from the list below. Then, choose the fu | & Drivers<br>PREFIX FROM THE LIST BELOW.<br>sted on the back of your Topaz electronic signature pad.<br>Il model number from the selections that appear. | EPIC<br>If you are an Epic user,<br>with the fist below. Ins<br>Topaz Software Down | do not p<br>tead, vie<br>loads fo | proceed<br>aw the<br><u>pr Epic.</u> |                |   |
| T-L   | T-S or T-C   | тр-   |                                   |                                      |                | ļ |
| τ <del>.</del>  | TM-  | T-R   |                                   |                                      |                |   |
|   |  |   |                                   |                                      | _              | • |

# Select the model of Topaz signature pad

| G Secure   https://www.s              | igpluspro.com                         |                            | ☆ 🔤                |
|---------------------------------------|---------------------------------------|----------------------------|--------------------|
| stall SigPlus <sup>®</sup>            |                                       |                            | SYSTEMS            |
| L MODEL NUMBERS                       |                                       |                            | 1                  |
| Standard LCD Pads (HSB <sup>®</sup> ) | Standard LCD Pads (BSB <sup>®</sup> ) | Standard LCD Pads (Serial) | Bluetooth LCD Pads |
| T-L460-HSB-R                          | T-LBK460-BSB-R                        | T-L460-B-R                 | T-LBK460-BT2-R     |
| T-LBK460SE-HSB-R                      | T-LBK462-BSB-R                        | T-LBK460-B-R               | T-LBK750SE-BTB1-R  |
| T-LBK460-HSB-R                        | T-LBK755SE-BBSB-R                     | T-L462-B-R                 | T-LBK755SE-BTB1-R  |
| T-L462-HSB-R                          | T-LBK755-BBSB-R                       | T-LBK462-B-R               | T-LBK766SE-BTB1-R  |
| T-LBK462-HSB-R                        | T-LBK766SE-BBSB-R                     |                            | T-LBK57GC-BTB1-R   |
| T-LBK750SE-BHSB-R                     | T-LBK766-BBSB-R                       | Kiosk LCD Pads (HSB)       |                    |
| T-LBK750-BHSB-R                       | T-LBK43LC-BSB-R                       | T-LBK462-KAHSB-R           | Wi-Fi LCD Pads     |
| T-LBK755SE-BHSB-R                     | T-LBK57GC-BBSB-R                      | T-LBK462-KHSB-R            | T-LBK750-WFB1-R    |
| T-LBK755-BHSB-R                       |                                       |                            | T-LBK750SE-WFB1-R  |
| T-LBK766SE-BHSB-R                     | Standard LCD Pads (HSX™)              | Kiosk LCD Pads (Serial)    | T-LBK755-WFB1-R    |
| T-LBK766-BHSB-R                       | T-LBK460-HSX-R                        | T-LBK462-KAB-R             | T-LBK755SE-WFB1-R  |
| T-LBK43LC-HSB-R                       | T-LBK462-HSX-R                        | T-LBK462-KB-R              | T-LBK766-WFB1-R    |
| T-LBK57GC-BHSB-R                      |                                       |                            | T-LBK766SE-WFB1-R  |
|                                       |                                       |                            | T-LBK57GC-WFB1-R   |

# Download SigPlus software



#### Run the install file and follow the setup program

| 🛃 We | elcome |   |  | $\times$ |
|------|--------|---|--|----------|
|      |        | It is strong<br>before run<br>Click Cano<br>running. C<br>WARNIN(<br>internation<br>Unauthori:<br>portion of i<br>and will be<br>law. | Welcome to Topaz e-Signatures SigPlus 4.4.0.24<br>Setup program. This program will install Topaz<br>e-Signatures SigPlus 4.4.0.24 on your computer.<br>ly recommended that you exit all Windows programs<br>ning this Setup Program.<br>cel to quit Setup and close any programs you have<br>Click Next to continue with the Setup program .<br>G: This program is protected by copyright law and<br>lat treaties.<br>ced reproduction or distribution of this program, or an<br>it, may result in severe civil and criminal penalties,<br>prosecuted to the maximum extent possible under | y        |
|      |        |   | Cancel   |          |

| 😼 Read Me File          |   | Х |
|-------------------------|---|---|
|                         |   |   |
|                         | You can find documentation for SigPlus at<br>www.topazsystems.com under the Information tab, in the<br>Developer's Help Guides section<br>AN EXAMPLE PROGRAM TO TEST YOUR NEW<br>SIGPLUS SOFTWARE: DEMO OCX.EXE<br>Located in the Windows\SigPlus directory after install, the<br>DEMO OCX.EXE file can be used to check the SigPlus<br>install, making sure your system is properly up and running<br>with Topaz e-signatures. Simply click on the DEMO<br>OCX.EXE icon, press the START button and sign.<br>SOFTWARE PLUG-INS, TOOLS, SOURCE CODE AND<br>CODE EXAMPLES AVAILABE AT<br>WWW.TOPAZSYSTEMS.COM UNDER THE<br>SOFTWARE TAB<br>For assitance, please contact Topaz tech support at (805)<br>520-8286 or e-mail at support@topazsystems.com |   |
|                         |   |   |
|                         | < <u>B</u> ack <u>Next</u> > Cancel   |   |
| 🛃 Choose Destination Lo | cation  | × |
|                         | Setup will install Topaz e-Signatures SigPlus 4.4.0.24 in the<br>following folder.<br>To install into a different folder, click Browse, and select<br>another folder.<br>You can choose not to install Topaz e-Signatures SigPlus<br>4.4.0.24 by clicking Cancel to exit Setup.   |   |
|                         | Destination Folder<br>C:\WINDOWS\SigPlus Browse   | ] |
|                         | < <u>B</u> ack <u>Next&gt;</u> Cancel   |   |

Select two letters of your signature pad begin with

| Determine Tablet Model Group  | ×                      |
|---|------------------------|
| Please refer to the back of your signate<br>letters do your Tablet Model begin with | ire pad. What two<br>? |
| C IC  |                        |
| • T-L   |                        |
| C T-C<br>C T5   |                        |
| Стм   |                        |
| ОК  | Cancel                 |

For this installation, Signature Pad model number is T-L460-HSB-R

| Choose the Tablet   | $\times$ |
|---|----------|
| Please choose your Tablet Model from the list below.<br>Please see the back of your signature pad for details.  |          |
| <ul> <li>T-LBK462 or T-L462</li> <li>T-LBK460 or T-L460</li> <li>T-LBK460SE</li> <li>T-LBK755 or T-L755</li> <li>T-LBK750</li> <li>T-LBK750SE or T-LBK755SE</li> <li>T-LBK766</li> <li>T-LBK766SE</li> <li>T-LBK766SE</li> <li>T-LBK57GC</li> </ul> |          |
| OK Cancel   |          |

Select the port that signature pad is connected to your computer

| Select the Connection Type                  | ×           |  |
|---|-------------|--|
| Please choose your connection type.         |             |  |
| For USB connection, choose the "HSI         | B'' option. |  |
| For serial connection, choose the com port. |             |  |
|   |             |  |
| <ul> <li>HSB (USB type)</li> </ul>          |             |  |
| C Com 1                                     |             |  |
| C Com 2                                     |             |  |
| C Com 3                                     |             |  |
| C Com 4                                     |             |  |
| ОК  | Cancel      |  |
|   |             |  |



| Demo Ocx.exe   | ×  |
|--|--|
| Would you like a shortcut to Demo<br>e-signature demonstration and test<br>your desktop? | Ocx.exe, the Topaz<br>program, placed on |
|  |  |
| C No   |  |
| OK   | Cancel                                   |

| 월 Installation Complete |   | × |
|-------------------------|---|---|
|                         | Topaz e-Signatures SigPlus 4.4.0.24 has been successfully<br>installed.<br>Press the Finish button to exit this installation. |   |
|                         | < <u>B</u> ack <b>Enish &gt;</b> Cancel   |   |
|                         |   |   |

Launching DemoOCX software on your desktop

DemoOCX or go to C:\Windows\SigPlus\DemoOCX.exe

| 🐨 Topaz SigPlus Demonstration  |                  |             | ×        |
|--------------------------------|------------------|-------------|----------|
|                                |                  |             |          |
|                                | Topez<br>Systems | Start       | Save Sig |
|                                |                  | Stop        | Load Sig |
| Thu Aug 2018 08/02/18 12:55:27 |                  | Clear       | Save Img |
|                                |                  | Properties  | About    |
|                                |                  | AutoKey     | ОК       |
| Key Receipt 0c0d0404           | Sig Reco         | eipt 000000 | 00       |

Click Start to capture the signature, and start writing on signature pad. If you see your signature like picture below, your signature pad is working.

| Topaz SigPlus Demonstration    |               |          | $\times$ |
|--------------------------------|---------------|----------|----------|
|                                |               |          |          |
| Topar<br>Systems               | Start         | Save Sig |          |
| Test TXEVER                    | Stop          | Load Sig |          |
| Thu Aug 2018 08/02/18 12:55:27 | Clear         | Save Img |          |
|                                | Properties    | About    |          |
|                                | AutoKey       | OK       |          |
| Key Receipt Oc0d0404 Sig Rec   | eipt 00000000 | )        |          |
|                                |               |          |          |

If your signature pad is not working, re-install the SigPlus software with correct model and driver or get support from TOPAZ at <u>https://www.topazsystems.com/contact\_techsupport.html</u>

#### DEBUG FROM THE GEN PRINT PLUGIN LOG

Obtain debug log of Gen Print Plugin by going to the following directory

C:\Users\{your computer username}\AppData\Roaming\gen

| 📕   🛃 📕 🖛   gen          |   |                    |                 | - 0    | ×   |
|--------------------------|---|--------------------|-----------------|--------|-----|
| File Home SI             | hare View                                   |                    |                 |        | ~ 🕐 |
| ← → • ↑ <mark>.</mark> « | OS (C:) > Users > ttran > AppData > Roaming | > gen              | ✓ ひ Search gen  |        | Q   |
| 💪 OneDrive               | ^ Name                                      | Date modified      | Туре            | Size   |     |
| This DC                  | 📄 debug.log                                 | 8/2/2018 11:27 AM  | Text Document   | 369 KB |     |
|                          | 🗋 debug.log.1                               | 7/30/2018 2:52 PM  | 1 File          | 513 KB |     |
| 3D Objects               | debug.log.2                                 | 7/5/2018 4:53 PM   | 2 File          | 515 KB |     |
| E Desktop                | debug.log.3                                 | 6/29/2018 8:27 AM  | 3 File          | 606 KB |     |
| Documents                | debug.log.4                                 | 6/28/2018 11:39 AM | 4 File          | 514 KB |     |
| 👆 Downloads              | debug.log.5                                 | 6/28/2018 10:24 AM | 5 File          | 551 KB |     |
| b Music                  | prefs.properties                            | 6/4/2018 7:57 AM   | PROPERTIES File | 1 KB   |     |
| Dictures                 | allowed.dat                                 | 1/25/2018 11:47 AM | DAT File        | 1 KB   |     |
| Videos                   | 🗋 blocked.dat                               | 1/25/2018 11:47 AM | DAT File        | 0 KB   |     |
| 🟪 OS (C:)                | ~   |                    |                 |        |     |
| 9 items 1 item select    | ed 368 KB                                   |                    |                 |        |     |

Open the latest "debug.log" file and scroll down to the bottom of the file

If Gen Print Plugin install successful and connect to TxEVER, you will see the name of your printer in the debug log



If Gen Print Plugin was not install successful, you will see the "Access is denied" message in the log file below. Uninstall Gen Print Plugin, update your web browsers, and reinstall Gen Print Plugin.



During the re-install of Gen Print Plugin, click **Show details** to verify all the security certificates are installed successful.

| 🚔 Gen Print Plugin Setup —   |        |
|--|--------|
| Installing<br>Please wait while Gen Print Plugin is being installed. |        |
| Generating a unique certificate for HTTPS support                    |        |
| Show <u>d</u> etails   |        |
|  |        |
|  |        |
| Nullsoft Install System v3.02.1                                      |        |
| < <u>Back</u> <u>Close</u>   | Cancel |

|  | ×        |
|--|----------|
| Installation Complete  | _        |
| Setup was completed successfully.  |          |
|  | ~        |
| Completed  |          |
|  |          |
| Searching for Eirofox  | 1        |
| -[success] Found Firefox 61.0.1  |          |
| Removing from Firefox  |          |
| [success] Firefox config exists  |          |
| Generating a unique certificate for HTTPS support  |          |
| Creating keystore for wss://localhost (this could take a minute)   |          |
| [success] Creating a CA keypair: !install/auth/root-ca.jks   |          |
| - [success] Exporting CA certificate: !install/auth/root-ca.crt  |          |
| - [success] Creating an SSL keypair: !install/auth/Gen-Print-Plugin.jks  |          |
| Isuccess/Creating an SSL CSR: !install/auth/Gen-Print-Plugin.csr   |          |
| Nullcoft Jostall Sustem v2.02.1  |          |
| Nulison Linstali System V3.02.1  |          |
| < Back Close Cancel  |          |
| Gen Print Plugin Setup —   | ×        |
| Setup was completed successfully.  | J        |
| Setup was completed successfully.  |          |
| Setup was completed successfully.  |          |
| Setup was completed successfully.  |          |
| Setup was completed successfully.  Completed  Success Issuing SSL certificate from CA: !install/auth/Gen-Print-Plugin.crt  Success Importing CA certificate into SSL keypair: !install/auth/Gen-Print-Plugin.crt   | <b>.</b> |
| Setup was completed successfully.  Completed   |          |
| Setup was completed successfully.  Completed  -[success]Issuing SSL certificate from CA: !install/auth/Gen-Print-Plugin.crt -[success]Importing CA certificate into SSL keypair: !install/auth/Gen-Print-Plugin.crt -[success]Importing chained SSL certificate into SSL keypair: !install/auth/root-ca.crt Writing !install/Gen-Print-Plugin.properties   |          |
| Setup was completed successfully.  Completed   |          |
| Setup was completed successfully.  Completed   |          |
| Setup was completed successfully.  Completed  (success) Issuing SSL certificate from CA: !install/auth/Gen-Print-Plugin.crt  (success) Importing CA certificate into SSL keypair: !install/auth/Gen-Print-Plugin.crt  (success) Importing chained SSL certificate into SSL keypair: !install/auth/root-ca.crt  Writing !install/Gen-Print-Plugin.properties  (success) Writing SSL properties file: !install/Gen-Print-Plugin.properties Installing native certificate for secure websockets  (success) Installing native certificate [success] Installing native [success] Installing [success] Installing [success] Installing [success] I |          |
| Setup was completed successfully.  Completed   |          |
| Setup was completed successfully.  Completed   |          |
| Setup was completed successfully.  Completed   Completed   |          |
| Setup was completed successfully.  Completed  Success] Issuing SSL certificate from CA: !install/auth/Gen-Print-Plugin.crt  Success] Importing CA certificate into SSL keypair: !install/auth/Gen-Print-Plugin.crt Success] Importing chained SSL certificate into SSL keypair: !install/auth/root-ca.crt Writing !install/Gen-Print-Plugin.properties Success] Writing SSL properties file: !install/Gen-Print-Plugin.properties Installing native certificate for secure websockets Success] Installing native certificate Searching for Firefox Success] Found Firefox 61.0.1   |          |

| 🚔 Gen Print Plugin Setup                             |                | _             | -          | $\times$ |
|--|----------------|---------------|------------|----------|
| Installation Complete                                |                |               |            |          |
| Setup was completed successfully.                    |                |               |            |          |
| Completed  |                |               |            |          |
| empreses   |                |               |            |          |
| -[success] Found Firefox 61.0.1                      |                |               |            | ^        |
| Searching for Firefox AutoConfig conflicts           |                |               |            |          |
| [skipped] Writing Gen Print Plugin config file: fire | efox-prefs.js  |               |            |          |
| [success] No conflicts found                         |                |               |            |          |
| Registering with Firefox                             |                |               |            |          |
| Create shortcut: C:\ProgramData\Microsoft\Wind       | ows\Start Mer  | nu\Program    | s\Gen Prin |          |
| Removing Gen Print Plugin firewall rules             |                |               |            |          |
|  |                |               |            |          |
| No rules match the specified criteria.               |                |               |            | ~        |
|  |                |               |            |          |
| Nullsoft Install System V3,U2,1                      |                |               |            |          |
|  | < <u>B</u> ack | <u>C</u> lose | Ca         | ncel     |

#### GEN PRINT PLUGIN SHOW RED ICON ON TASKBAR

When Gen Print Plugin is working, you will see the blue printer on the taskbar

To verify the Gen Print Plugin is working, press Windows + R to open Run dialog box and type RegEdit and press enter to open Registry Editor

| 💷 Run | ×   |
|-------|---|
| ٨     | Type the name of a program, folder, document, or Internet resource, and Windows will open it for you. |
| Open: | RegEdit ~   |
|       | OK Cancel Browse  |

In Registry Editor, go to directory HKEY\_CURRENT\_USER\Software\Microsoft\Windows\CurrentVersion\Run

If Gen Print Plugin is running, you will see Gen Print Plugin in the list of Registry Editor

| 📑 Registry Editor  |  |  | – 🗆 X   |
|--|--|--|---|
| <u>File E</u> dit <u>V</u> iew F <u>a</u> vorites <u>H</u> elp<br>Computer\HKEY_CURRENT_USER\Software\Microsoft\Window | vs\CurrentVersion\Run  |  |   |
| Privacy PushNotifications RDDAR RunOnce Screensavers Search Search   | <ul> <li>Name</li> <li>(Default)</li> <li>(Gen Print Plugin)</li> <li>OneDrive</li> <li>Skype for Desktop</li> <li>UniKey</li> </ul> | Type<br>REG_SZ<br>REG_SZ<br>REG_SZ<br>REG_SZ<br>REG_SZ | Data<br>(value not set)<br>"C:\Program Files\Gen Print Plugin\Gen-Print-Plugin.exe"<br>"C:\Users\ttran\AppData\Local\Microsoft\OneDrive\OneDrive.exe" /background<br>C:\Program Files (x86)\Microsoft\Skype for Desktop\Skype.exe<br>C:\Unikey\UniKeyNT.exe |

or Registry Editor When Gen Print Plugin is not working properly, you will see the red printer on the taskbar will not show Gen Print Plugin is running in

HKEY\_CURRENT\_USER\Software\Microsoft\Windows\CurrentVersion\Run

| <u>File E</u> dit <u>V</u> iew F <u>a</u> vorites <u>H</u> elp                           |  |  |   |
|--|--|--|---|
| Computer\HKEY_CURRENT_USER\Software\Microsoft\Windows\0                                  | CurrentVersion\Run   |  |   |
| Privacy<br>PushNotifications<br>RADAR<br>Run<br>Run<br>RunOnce<br>Screensavers<br>Search | Name<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Default)<br>(Defa | Type<br>REG_SZ<br>REG_SZ<br>REG_SZ<br>REG_SZ | Data<br>(value not set)<br>"C:\Users\ttran\AppData\Local\Microsoft\OneDrive\OneDrive.exe" /background<br>C:\Program Files (x86)\Microsoft\Skype for Desktop\Skype.exe<br>C:\Unikey\UniKeyNT.exe |

Follow the steps bellow to restart Gen Print Plugin

- Close TxEVER web application
- Right click on Gen Print Plugin icon on taskbar and select exit
- Re-open Gen Print Plugin at C:\Program Files\Gen Print Plugin\Gen-Print-Plugin.exe
- Re-open TxEVER web application <u>http**S**://txever.dshs.texas.gov/TxEverUI/Welcome.htm</u> make sure your connection is HTTP Secure (**HTTPS**)



#### NEW PRINTER WITH GEN PRINT PLUGIN

When a new printer or scanner connect to your computer, please make sure it is TWAIN compliant printer or scanner. The list of TWAIN compliant printer or scanner can be found at <a href="http://www.inspectortwain.com/default.aspx">http://www.inspectortwain.com/default.aspx</a>

If your computer does not recognize your printer or scanner, TxEVER will not able to connect to that printer or scanner.

Please go to Control Panel, view by Category and select View devices and printers



#### Make sure new printer is connected and has the latest driver



TxEVER will show the list of all of your printers in GLOBAL module, select menu TOOLS  $\rightarrow$  Utilities  $\rightarrow$  Printer Setup

| ome                       |                             |              |             |             |            |            |       |                  |               |                |                   | -     |               | ×            |
|---------------------------|-----------------------------|--------------|-------------|-------------|------------|------------|-------|------------------|---------------|----------------|-------------------|-------|---------------|--------------|
| er.dshs.texas.go          | v/TxEVERUI                  | /Default.asp | ж           |             |            |            |       |                  |               |                |                   |       |               |              |
| GLOBAL                    | <u>BIRTH</u>                | <u>DEATH</u> | FETAL DEATH | <u>ITOP</u> | <u>FEE</u> | MARRIAGE   | ADOP  | TION REGIST      | <u>RY IMA</u> | GING           | 2   🚨   1         | ₩   ⊠ | ⊴   <u>Lo</u> | <u>ogOut</u> |
| LS<br>d Human Texa<br>Hea | as Departme<br>Ith Services | nt of State  |             |             |            | FUNCT      | ON -  | TOOLS -          | REPOF         | RTS -          | HELP +            |       | REVE          |              |
|                           |                             |              |             |             |            |            |       | <u>Security</u>  | ₽             |                |                   |       |               |              |
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| weicom                    |                             | СТЕЛА        | 5 Departin  | ent u       | 1 31       | ate neatt  | JOCI  | <u>Utilities</u> | ₽             | Change         | Password          |       |               |              |
|                           |                             |              |             |             |            |            |       | Extract          | Þ             | BroadC         | ast Message       |       |               |              |
|                           |                             |              |             |             |            |            |       |                  |               | <u>Securit</u> | <u>y Settings</u> |       |               |              |
|                           |                             |              |             |             |            |            |       |                  |               | User Pa        | rameters          |       |               |              |
|                           |                             |              |             |             |            |            |       |                  |               | Printer        | <u>Setup</u>      |       |               |              |
|                           |                             |              |             |             |            |            |       |                  |               | Event S        | earch             |       |               |              |

Click on List of Printers to check all the printers of your computer are loaded and connected to TxEVER.

| Connection: Active        |
|---------------------------|
|                           |
| Print Tray:Select a value |
| Assigned Print Processes: |
|                           |
|                           |
|                           |
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| →                         |
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| <b>←</b>                  |
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