



## Driveve | Print 4: Express Installation - First Steps

Knowledge base article #5718



### Target of this document

This document describes the Driveve | Print Express installation and the initial configuration wizard of Driveve | Print.



### Prerequisites

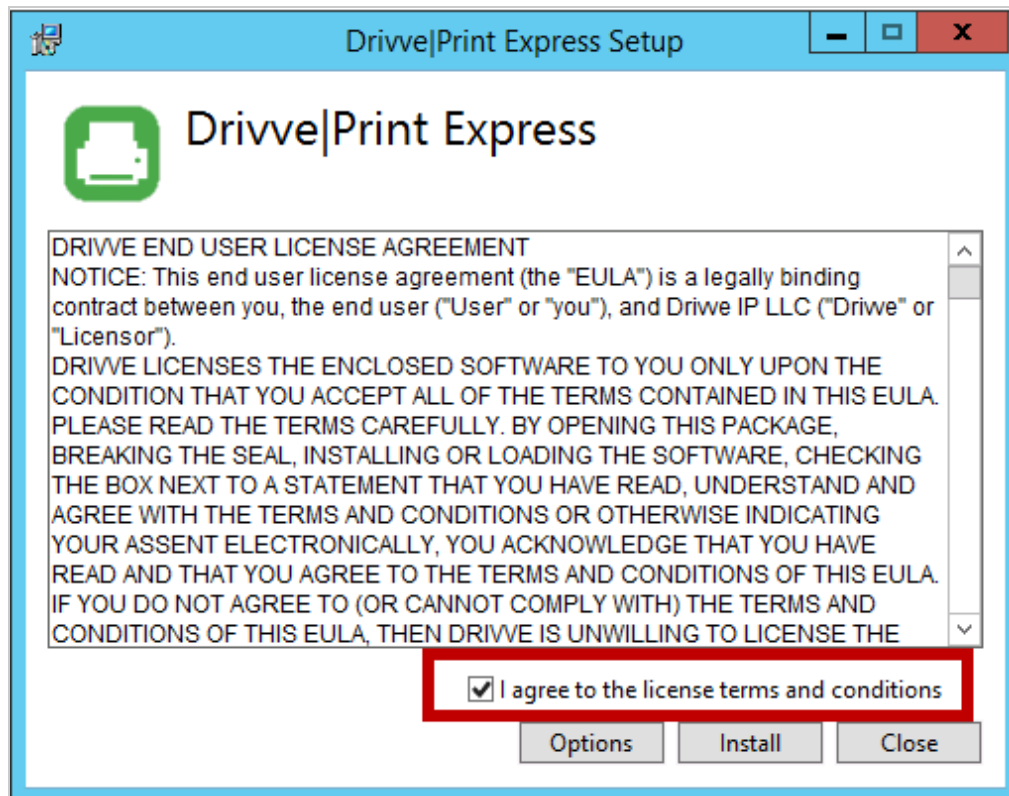
Before you start the Driveve | Print Express Installation, the following conditions have to be met:

- The system requirements are met.
- A Driveve | Print license certificate is required.
- The server on which Driveve | Print is installed must be member of an Active Directory domain.
- The devices (printer and MFPs) you want to control by Driveve | Print have to be shared and installed on the Driveve | Print Server.

## Installing Driveve | Print

### Proceed as follows:

1. Unzip the Driveve | Print archive and run the file **Express Bootstrapper.exe**. Make sure to right-click and "Run-as Admin".
2. Read the license agreement and tick the checkbox **I agree to the license terms and conditions**



3. Click **Options**.

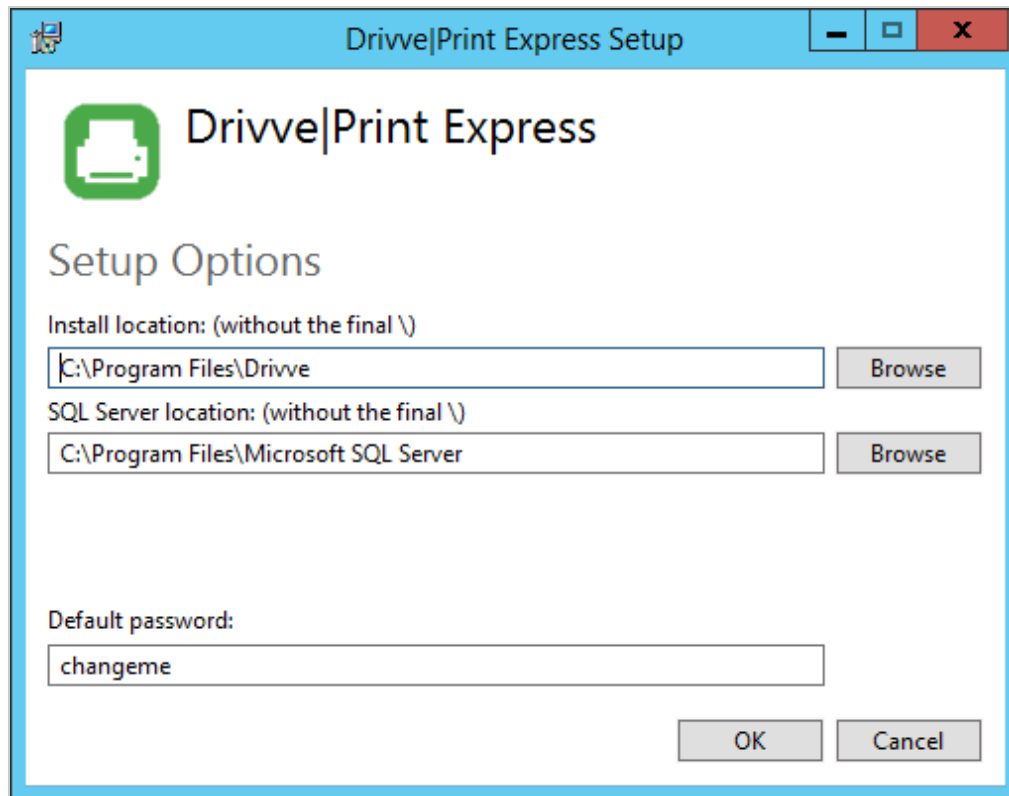
4. Configure the required settings:

- Default installation directory for Driveve | Print
- Default installation directory for the SQL Server
- Default maintenance password (recommended)



**Note**

The directory paths must not include a trailing backslash (\). In addition, the directory paths must include a directory name. You cannot use the volume root directories (for example: *d:\*)



5. Click **OK**.

6. Click **Install**.

The various required components are installed if they are not already available on the server.

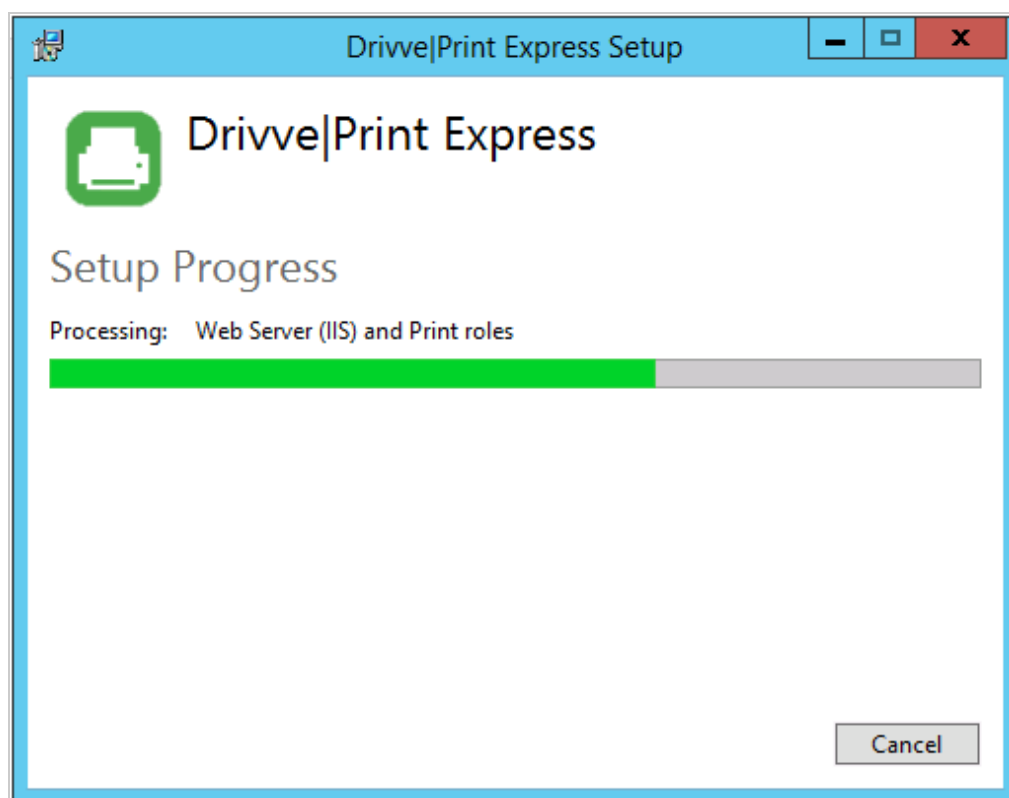
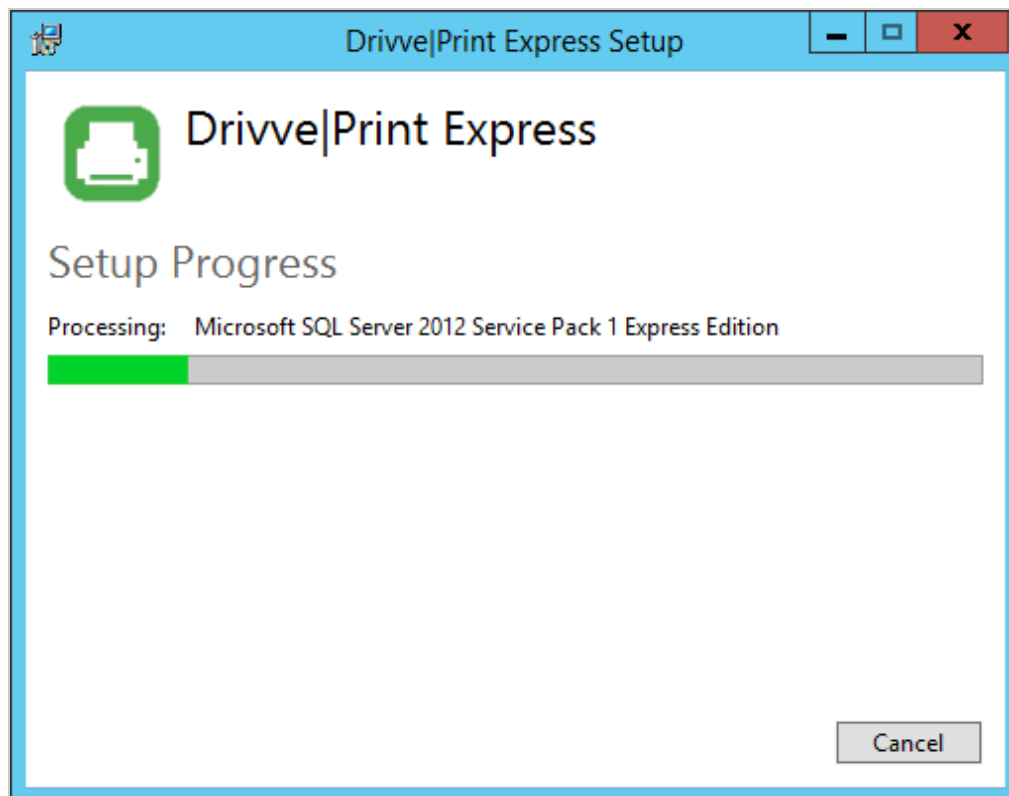
**The following components are installed:**

- Visual C++ 2010, 2012, 2013
- .Net framework 4.5.2
- Sql Server 2012 Express Edition SP1

**The following roles are installed:**

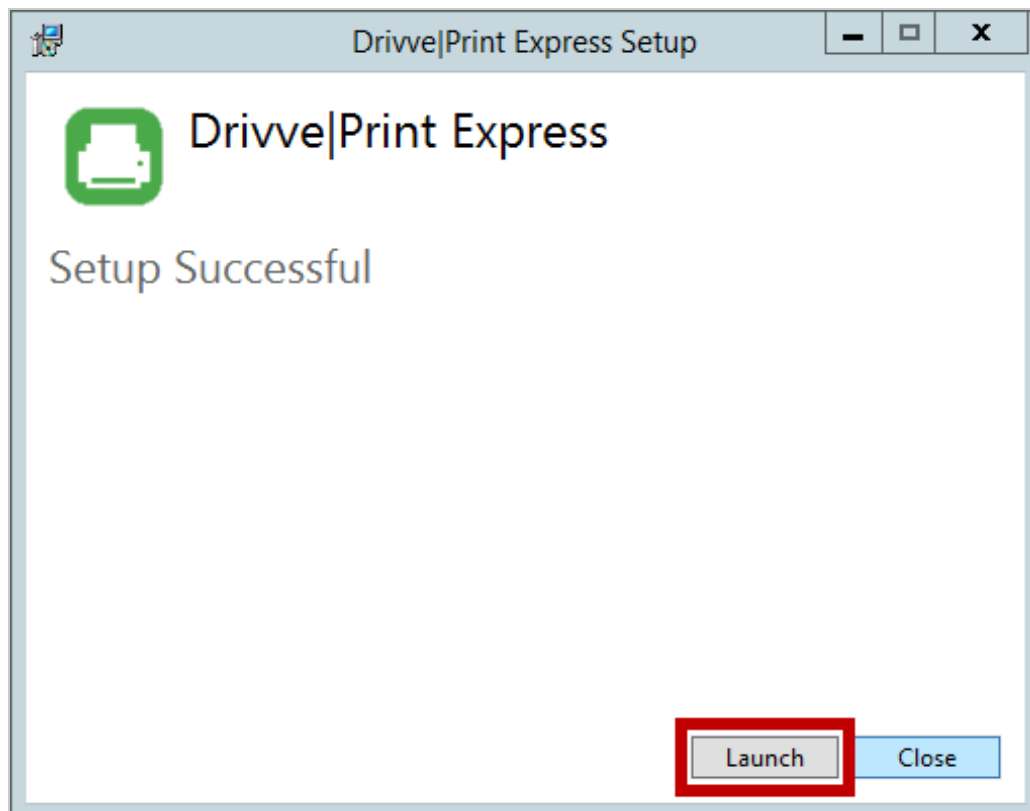
- Application server (IIS)
- Print server

The setup dialog displays the current component being installed.

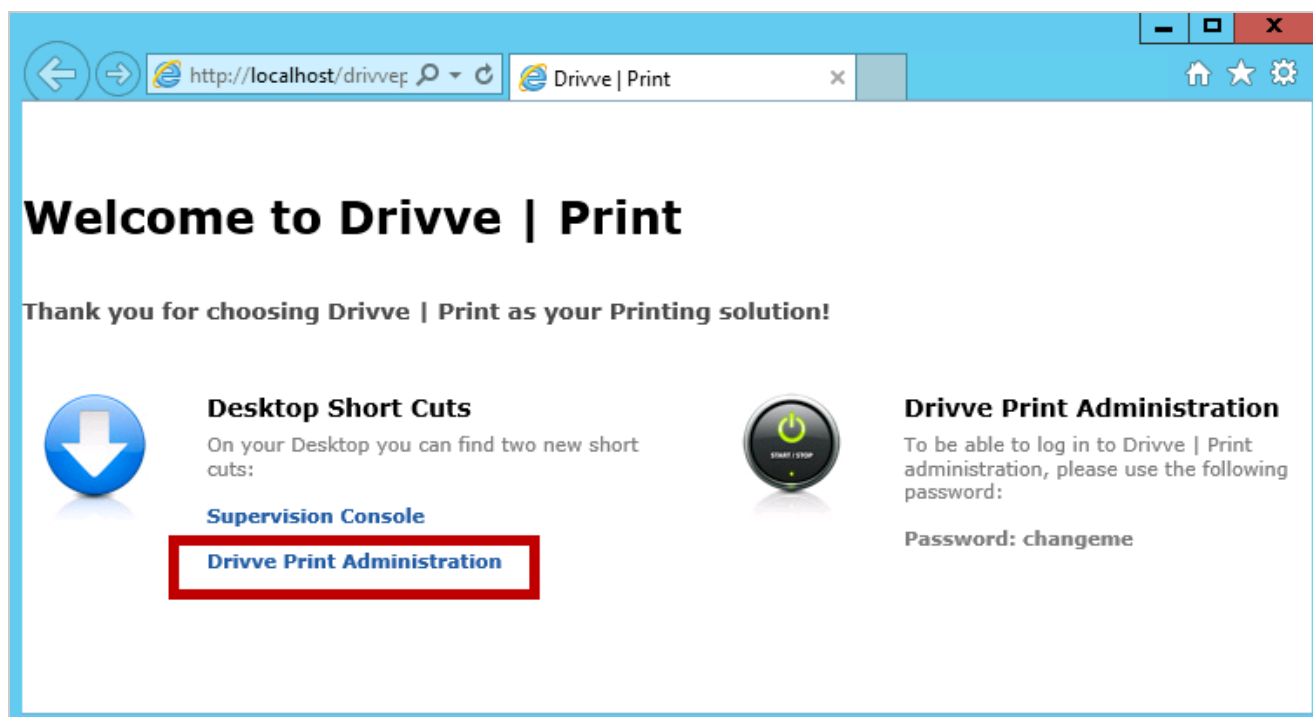


Depending on the installed components, some steps may require the server to reboot. The install will resume automatically after login. The setup dialog indicates the completion of the installation.

7. Click **Launch** to start the Drive | Print configuration website.



8. Click **Drive Print Administration**.



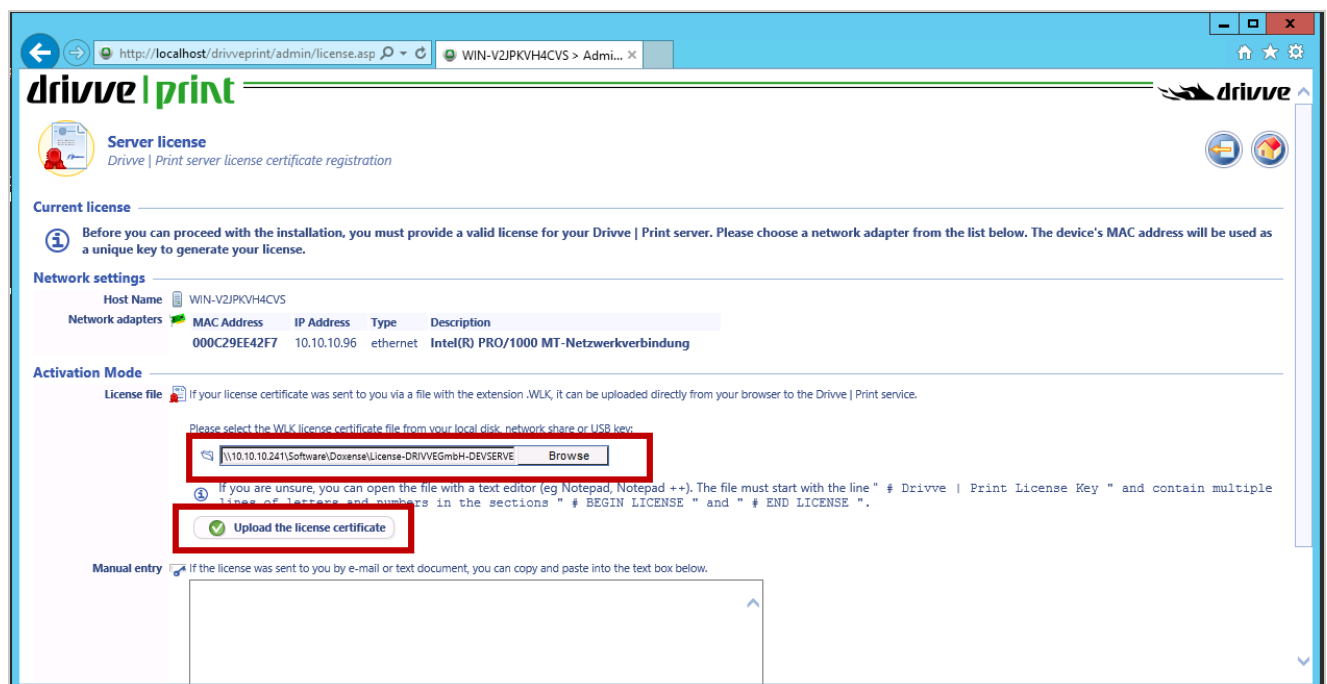
The login page of the Drive | Print administration website is displayed.

9. Enter the password and click the key symbol.



Now, you have to activate the Drive | Print license.

10. Click the **Browse** button, select the file of the license certificate you have received and click **OK**. Then click the button **Upload the licence certificate**.



The Drive | Print Express configuration wizard is launched automatically to set up the few parameters that are required to start the service.

11. Click **Next**.  
On the next page, you do not need to change anything.

Initial service configuration  
This allows you to configure the service for the first time

**Informations**

Version: Drive | Print Server 4.6.0.1728  
Platform: Windows Server 2012 R2 Standard  
Network Queues: Limited to 20 controlled queues  
Local Queues: Limited to 10 controlled queues  
Validity: Expire on 08/11/2016

**Drive | Print Service**

Identification

Server ID: OWIN-V2JPKVH4CVS  
Server Name: WIN-V2JPKVH4CVS (DRIVE GmbH)  
Description:   
Location:   
Server DNS: ☒ Use default name: WIN-V2JPKVH4CVS  
☐ DNS name:   
Super-User: ☐ Prohibit the super user access from the network  
Password:

**Organization**

Working Hours: 8h-20h  
Week-end: Saturday / Sunday

**Contact**

Administrator

Name: Admin  
E-Mail:   
Phone:   
Message:

**Spool manager**

Spool path: ☒ Use the default spool path  
☐ Path:   
EMF: ☒ Default configuration for the advanced printing features (EMF)  
☐ Keep the configuration defined by the printer driver.  
☐ Enable the advanced printing features (EMF).  
☐ Disable the advanced printing features (RAW).  
CSR: ☒ Default configuration for the Client Side Rendering mode (CSR)  
☐ Keep the configuration defined by the printer driver.  
☐ Use Client Side Rendering when possible (CSR enabled).  
☐ Use Server Side Rendering when possible (CSR disabled).  
Filtering: ☒ Automatic deletion of empty jobs  
Failsafe: ☒ Print anyway the documents with errors  
Synch.: ☒ Synchronize the configuration on all Shadow printers when the service starts  
☒ Synchronize the configuration of the Shadow printer when a monitored queue is restarted

**Contextual help**

**Drive | Print Service**

**Server ID**  
DNS address of the server returned to the clients. The NetBIOS name of the server is automatically used if the value is not specified.

**Server Name**  
Friendly name of this server.

**Description**  
Description of this server, for internal use (example: "Main Site Print Server.")

**Location**  
Location of this server (example: "Data Center, Building 3, Rack 17")

**Server DNS**  
By default, Drive | Print uses the NetBIOS name of the server for all external links and UNC's. You can change this name if you are having DNS resolution problems. This feature allows specifying a fully qualified name that can be accessed by every user and the administrator.

**Super-User**  
You can modify the super user's password to access the maintenance mode. You can also forbid the login of the super-user from a network station (in this case only the http://localhost/Drive | Print/admin/ address will be valid).

**Contact**  
You can specify here the contact details for the main Drive | Print administrator. This allows Drive | Print servers to notify the administrator about any system or device error, and users to identify the administrator.

**Name**  
Full name of the administrator.

**Phone**  
Phone number (internal or external) of the administrator or help desk. You can also use a Skype ID ("skype:john\_doe" for example).

**Message**  
Message displayed to the end user that can be used to specify contact details, support hours...

**Print spooler**

**Server**  
If you are working in stand-alone mode, choose "Connect to the local service". If you are using the cluster mode, please specify the DNS name of cluster or remote server.

12. Click **Next**.

13. In the sections **Cost per page** and **Billing**, select the required currency format.

Initial service configuration  
This allows you to set up the currency and notification settings

**Currency units**

Cost per page: ☒ Display format used for cost per page and total operating costs:

Profiles: ☒ 0,1234 € - Euro (4 digits)  
☐ \$0.12 - Dollars (2 digits)  
☐ £0.12 - Pounds (2 digits)  
☐ 0,12 FCFA - CFA Franc (2 digits)  
☐ 123 XPF - Franc pacifique  
☐ 0,12 dirham - Moroccan dirham (2 digits)  
☐ Custom profile...

Formula:  $100 \times \pi \times @ 4 \text{ digits} + \text{Euros (€ EUR)} = 314.159\text{€}$

Billing: ☒ Display format used for payment and billing (Quota, SmartCard, Reports)

Profiles: ☒ 123,45 € - Euro  
☐ 1,23 € - Euro Cents  
☐ \$123.45 - Dollars  
☐ £123.45 - Pound sterling  
☐ 123,45 FCFA - CFA Franc  
☐ 123,45 XPF - Franc pacifique (XPF)  
☐ 123,45 dirham - Moroccan Dirham  
☐ Custom profile...

Formula:  $100 \times \pi \times @ 1 @ 2 \text{ digits} + \text{Euros (€ EUR)} = 314.16\text{€}$

Warning: If you use a coefficient other than 1, the cost per page and the billing price will not be interchangeable.

**Contextual help**

**Currency units**

**Cost per page**  
You can specify the monetary format used to display all costs, such as cost per page, supplies, and services. This will be used in all statistics, simple pricings and billing reports whenever there is a 'cost' column.  
For example, if your contract has a cost of \$ 0.0134 (1.34 cents) per page, you will need to use 4 digits and the '\$' unit.

**Billing**  
You can specify the monetary format and formula used to display all prices for invoicing or quotas. This will be used on the client web consoles, VP, quotas, complex pricings and billing reports whenever there is a 'price' column.  
You can also multiply the values by a coefficient before displaying.  
For example, if you are using the '\$' symbol and a coefficient of 0.01, then 100 units will be displayed as "\$1.00", thus working with 'cents' as the base unit.  
If you use a coefficient of 1, all costs and prices will be compatible, and useable together in formulas. Changing the coefficient is usually only needed in specific cases (page quotas or smartcard payments).

**E-Mails**

14. Configure the email notifications for administrators and users:

- Tick the checkbox **Allow e-mail notifications for administrators and users**
- In the **Hostname** field, enter the name of the SMTP server.
- Enable the checkbox **Connect to SMTP server using TLS/SSL**
- In the **Port** field, enter the SSL port.
- If identification for the SMTP Server is required, tick the checkbox **Identification is required by the SMTP server** and enter the login credentials.

**E-Mails**

**Notifications** ☒ Allow e-mail notifications for administrators and users

**SMTP Server**

Hostname: smtp.gmail.com

TLS/SSL: ☒ Connect to SMTP server using TLS/SSL

Port: 465 (empty or 0 for default)

☒ Identification is required by the SMTP Server

Login: joachim.straub@drive.com

Password: \*\*\*\*\*

**Notifications**

If you check the box "Allow...", you will allow Drive | Print to send notification emails. You will need to specify a valid SMTP Server, preferably using its IP address. Each mail sent by the service can be prefixed by a common keyword, allowing to easily setup filters in your mail agents. The Service Address corresponds to the source address used by Drive | Print. Please specify a valid address, so that delivery failure notices (Mailer Daemon) do not get lost. The Reply Address can be specified if different from Service Address.

**Recipients**

15. If you plan to implement printing rules, configure Windows popup notification:

- Tick the checkbox **Allow sending popup notifications...**
- In the field **Proxy Server**, enter the IP address of the proxy server used.

**Windows Popup Notifier**

**Notifications** ☒ Allow sending popup notifications using the "Remote Desktop Services" protocol (using MSG.exe)

Proxy Server: https://127.0.0.1:5751/services/msgq

Ex: "https://127.0.0.1:5751/services/msgq"

⚠ Windows popup notification is not compatible with Windows 2000 workstations! Starting from Windows XP SP2, it is necessary to allow remote RPC by setting the registry value 'AllowRemoteRPC' to 1 under "HKEY\_LOCAL\_MACHINE\System\CurrentControlSet\Control\Terminal Server".

Default target: localhost

Name of Service: DrivePrint

Previous Next

You can specify the default target workstation for system notifications, and the name of the service visible in the popup window.

Enlarge Print Close



**Note**

If you wish to use Windows popup notifier, further configurations are required. These are described in the following document:



[How Do I Configure Notifications with Windows Messages?](#)

16. Click **Next**.

The page for the database configuration is displayed.

17. Check the databases for statistics and quotas: In the sections **Statistics** and **Quotas**, click the button **Check the database**.



**Note**

The express installer automatically installs SQL Express and creates the databases for you.

**drive | print**

### Database configuration

This allows you to setup the statistics and quota databases

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#### Statistics

**Connection** Type: Microsoft SQL Server  
 SQL Server: localhost\DRIVE  
 Login: sa  
 Password: .....  
 Database: drivestats  
 Path: %data%

**Management** ! Please check or create the database  
 Create a new database...  
**Check the database...**

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#### Quotas

**Enabled** ☒ Enable quotas database

**Connection** Type: Microsoft SQL Server  
 SQL Server: localhost\DRIVE  
 Login: sa  
 Password: .....  
 Database: drivepmv  
 Path: %data%

**Management** ! Please check or create the database  
 Create a new database...  
**Check the database...**

Previous Save

#### Contextual help

##### Statistics

**Enabled**

To specify whether you want to have statistics available in Drive | Print.

**Type**

Type of SQL server used. Drive | Print currently supports Microsoft SQL Server 2005/2008, Microsoft SQL Desktop Engine, SQL Server 2005/2008 Express, PostgreSQL 8.x, SQLite 3.x and MySQL.

**SQL Server**

Name of the machine that hosts the SQL server. It is recommended to use its IP address when possible, in order to speed up the connection time (it saves a DNS request). When the SQL server and Drive | Print are on the same machine, use 'LOCALHOST' or '127.0.0.1'. To obtain the IP address of a machine from its name, type-in 'ping name\_of\_the\_machine' in a DOS command window.

**Login**

Identifier to connect to the database. The account by default for MSSQL Server is usually 'sa'. Please create a specific account for Drive | Print with the read/write access rights on the database for more security. Avoid using a 'root' or 'administrator' account.

**Password**

Password used to connect to the database

Note: the empty password is forbidden for security reasons. The installation by default of MSDE creates an account 'sa' with an empty password. It is mandatory to change it before being able to use it with Drive | Print.

**Database**

Name of the statistics database. The name by default is 'drivestats'.

http://localhost/drivep Drive | Print WIN-V2JPKVH4CVS > Datab...

# drive | print

## Database configuration

This allows you to setup the statistics and quota databases

### Statistics

Connection **Type** Microsoft SQL Server

**SQL Server** localhost\DRIVE  
Ex: "SERVER", "SERVER\INSTANCE", "192.168.12.34", ...

**Login** sa

**Password** .....

**Database** drivvestats  
Ex: "drivvestats", "SERVER1\_drivvestats", ...

**Path** %data%

**Management** ✓ Database checked successfully.

[Create a new database...](#)

[Check the database...](#)

### Quotas

**Enabled** ☒ Enable quotas database

Connection **Type** Microsoft SQL Server

**SQL Server** localhost\DRIVE  
Ex: "SERVER", "SERVER\INSTANCE", "192.168.12.34", ...

**Login** sa

**Password** .....

**Database** drivepmv  
Ex: "drivepmv", "SERVER1\_drivepmv", ...

**Path** %data%

**Management** ✓ Database checked successfully.

[Create a new database...](#)

[Check the database...](#)

[Previous](#) [Save](#)

### Contextual help

#### Statistics

**Enabled**

To specify whether you want to have statistics available in Drive | Print.

**Type**

Type of SQL server used. Drive | Print currently supports Microsoft SQL Server 2005/2008, Microsoft SQL Desktop Engine, SQL Server 2005/2008 Express, PostgreSQL 8.x, SQLite 3.x and MySQL.

**SQL Server**

Name of the machine that hosts the SQL server. It is recommended to use its IP address when possible, in order to speed up the connection time (it saves a DNS request). When the SQL server and Drive | Print are on the same machine, use 'LOCALHOST' or '127.0.0.1'. To obtain the IP address of a machine from its name, type-in 'ping name\_of\_the\_machine' in a DOS command window.

**Login**

Identifier to connect to the database. The account by default for MSSQL Server is usually 'sa'. Please create a specific account for Drive | Print with the read/write access rights on the database for more security. Avoid using a 'root' or 'administrator' account.

**Password**

Password used to connect to the database

Note: the empty password is forbidden for security reasons. The installation by default of MSDE creates an account 'sa' with an empty password. It is mandatory to change it before being able to use it with Drive | Print.

**Database**

Name of the statistics database. The name by default is 'drivvestats'.

18. Click **Save**.

The page for the user directory declaration is displayed. On this page, you do not need to change anything if your server is tied to the domain. You can optionally specify a server and a user to connect as, but generally this is not needed.

The screenshot shows a web browser window with the address bar at `http://localhost/driveprint`. The page title is "User directory declaration" with a subtitle "This allows you to setup the user directory". The interface is divided into two main sections: "Configuration and authorization" on the left and "Contextual help" on the right.

**Configuration and authorization:**

- Windows Domain:** `WIN-V2JPKVH4CVS`
- Type of domain:** `Microsoft Active Directory (LDAP)` (selected from a dropdown)
- Description:** `Local users of WIN-V2JPKVH4CVS`
- DN:** `DC=devdrive,DC=intern`  
Root DN of the directory. Ex.: DC=domain,DC=com
- Server:** (empty field)  
Name or IP of the LDAP server (optional)
- Port:** (empty field)  
Server port (optional, 389 by default)
- ☐ Use the following login account:
- Login:** (empty field)
- Password:** (empty field with a toggle icon)
- Cache:** ☒ Cache the requests in memory for a period of time.

At the bottom of the configuration section are three buttons: "Previous", "Ignore", and "Register".

**Contextual help:**

- Configuration and Rights** (expandable section)
  - Windows Domain:** Please indicate here the NetBIOS name of the Windows domain to which the Drive | Print server belongs. In the case of an autonomous station, please specify the NetBIOS name of the station. Note: the NetBIOS name is the one that appears upon opening the session.
  - Type of domain:** Please specify the type of domain. The "Microsoft Windows NT Domain (SAM)" type must only be used when the domain controller is running Windows NT 4.0, or when the server is not a member of any domain. Please use the "Microsoft Active Directory (LDAP)" type in the case of a domain controlled by a Windows 2000 server or higher.
  - Description:** You can specify the nature of the domain created.
  - DN:** In the case of an LDAP domain, this is the "Default Naming Context" on an LDAP server. For instance, if your NetBIOS domain "DOMCOMPANY" has a DNS name

19. Click **Register**.  
The page of the default settings for all queues is displayed. On this page, you do not need to change anything.

**drive | print**

**Default settings for all queues**  
Specify the values that will be assigned by default to the queues

**Restrictions** ▲ Top / Bottom ▼

Expiration Automatically delete the document ▼

Lifetime 4 hour(s) ▼  
Maximum lifetime of a document on hold

**Archiving** ▲ Top / Bottom ▼

**Temporary** Short term storage on the server

☐ Authorize temporary archive

☐ Fast reprint

1 day(s) ▼

**Permanent** Long term storage on the server

☐ Authorize permanent archives

☐ Printing audit

0 month(s) ▼ (0 -> no expiration)

**Automatic configuration**

**WES** ☒ Create automatically directories and MFP profiles (if possible)

**Guest users** ☒ Automatically create the configuration to support guest users

Previous Save

**Contextual help**

**Default values**

**Mode**

The mode allows to specify the mode of operations of the printing queue:

- a **blocked queue** requires the use of the release/payment site. The users must confirm their documents (via the release/payment interface) before they are actually printed.
- an **accounting queue** automatically releases the printed documents by carrying out an automatic payment

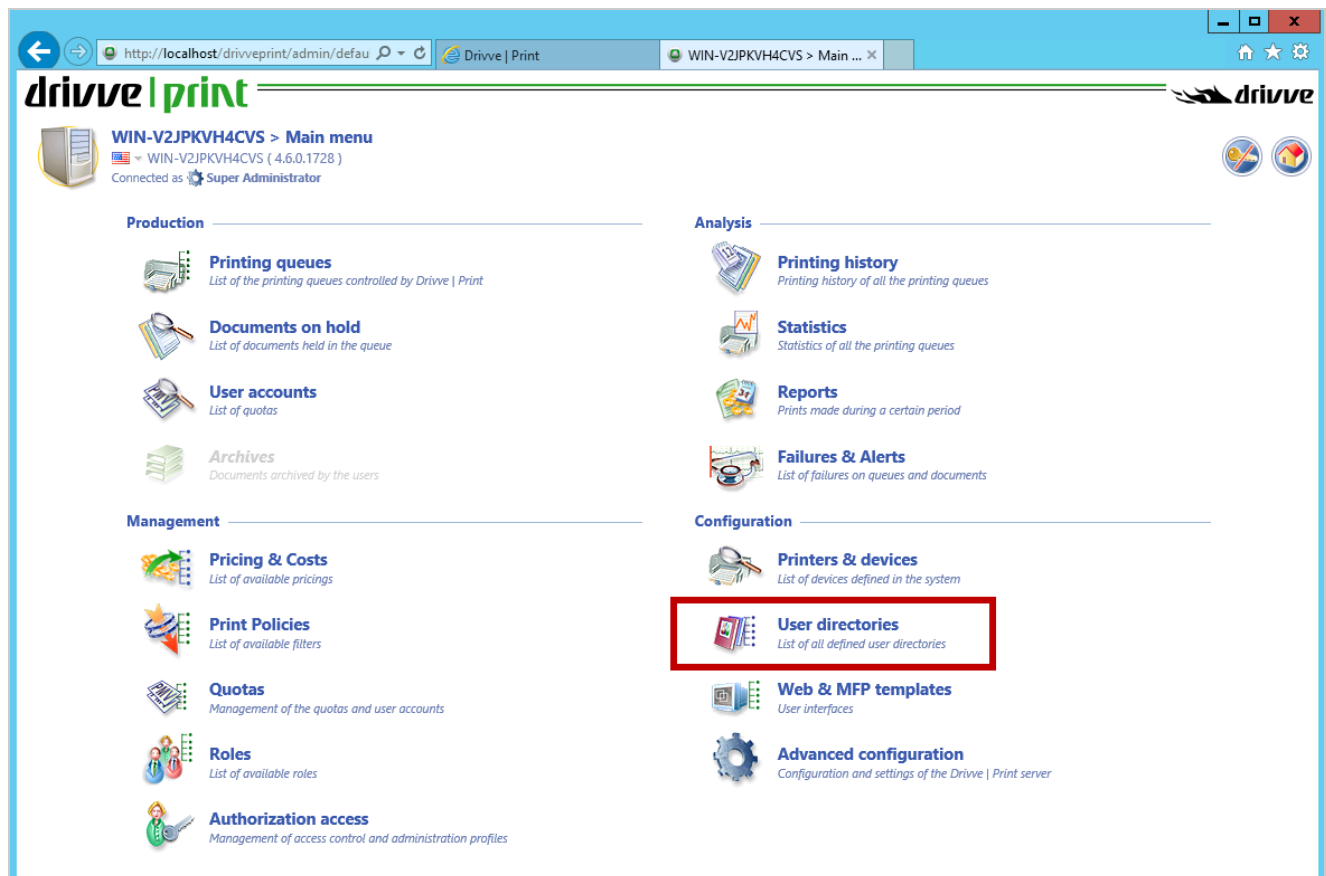
**Color detection**

The color sensing mode can be either automatic (Drive | Print checks the printer driver), or forced to a specific mode (color or black). Some printers incorrectly report the type of a document, and it can be necessary to manually force the "Black and White" or "Color" type according to the printer model.

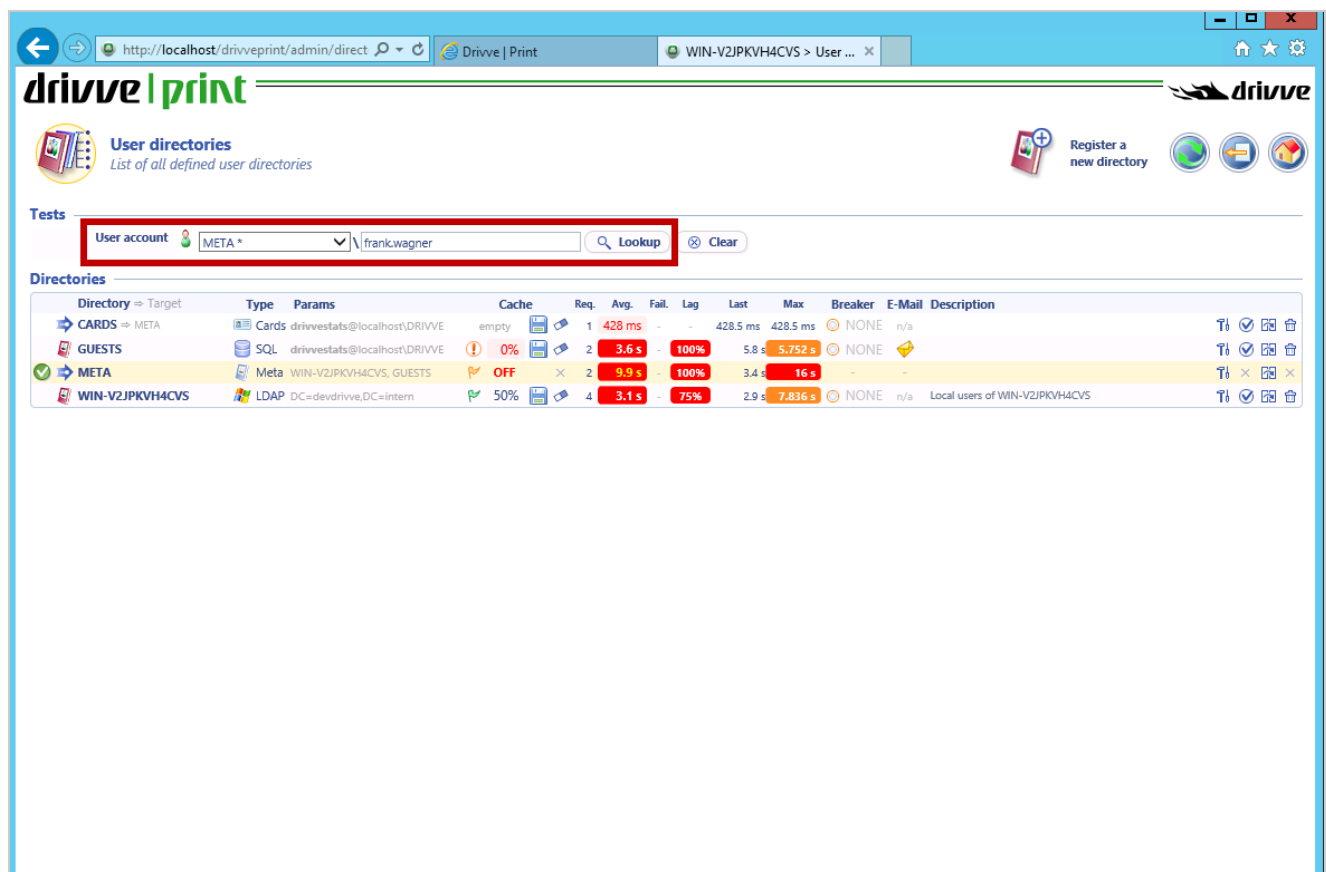
**Max size**

It is possible to specify a limit of the maximum size of the document on the server disk. This is the print job size (in PostScript PCL5 PCL6 format) generated by

20. Click **Save**.  
The menu **Printers & devices** is displayed. Before bringing in your devices to Drive | Print, you should verify whether your LDAP directory is working correctly.
21. Go to the menu **User directories**.



22. Enter an LDAP user and click **Lookup**.



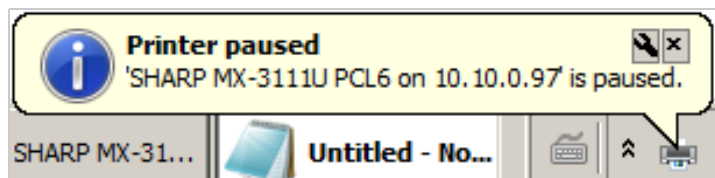
If the user is found, your LDAP directory works correctly.



### Note: Paused Printer notifications

Before bringing in your devices into Drivve | Print, you should disable the "Paused Printer" notifications. For more information on this topic, go to the section below

By default, starting at Windows Vista, you are notified when you print a document to a paused network queue:



Drivve uses two print queues, the live one that is shared to the user desktops and the shadow queue. The live queue is paused so that Drivve can intercept the print stream and apply quotas, create previews of the document, apply rules, and analyze the data for reporting metrics. The job is then immediately moved to the shadow queue and released.

Even though the jobs are still printed out as usual, the users may become confused at the "printer paused" error. It is a good idea to disable these notifications before implementation using one of the following methods:

- Disabling Print Notifications Using the Registry Key Method
- Disabling Print Notifications Using the Manual Method

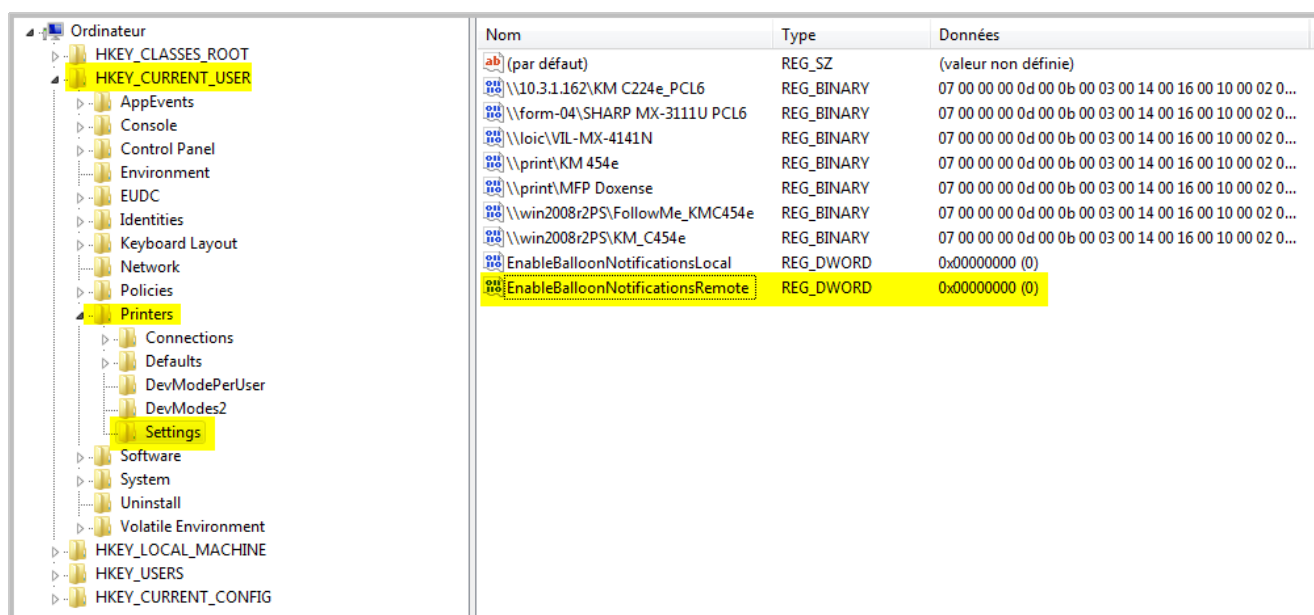
## Disabling Print Notifications Using the Registry Key Method

One simple option is to create a .reg file with the following text and run it either via a login script or attach it to a GPO policy:

Windows Registry Editor Version 5.00

[HKEY\_CURRENT\_USER\Printers\Settings]

"EnableBalloonNotificationsRemote"=dword:00000000



Using a GPO, you can simplify the creation of the registry key on each workstation. For more information on how to do this, refer to the following website:

<https://technet.microsoft.com/en-us/library/Cc753092.aspx>



#### Caution

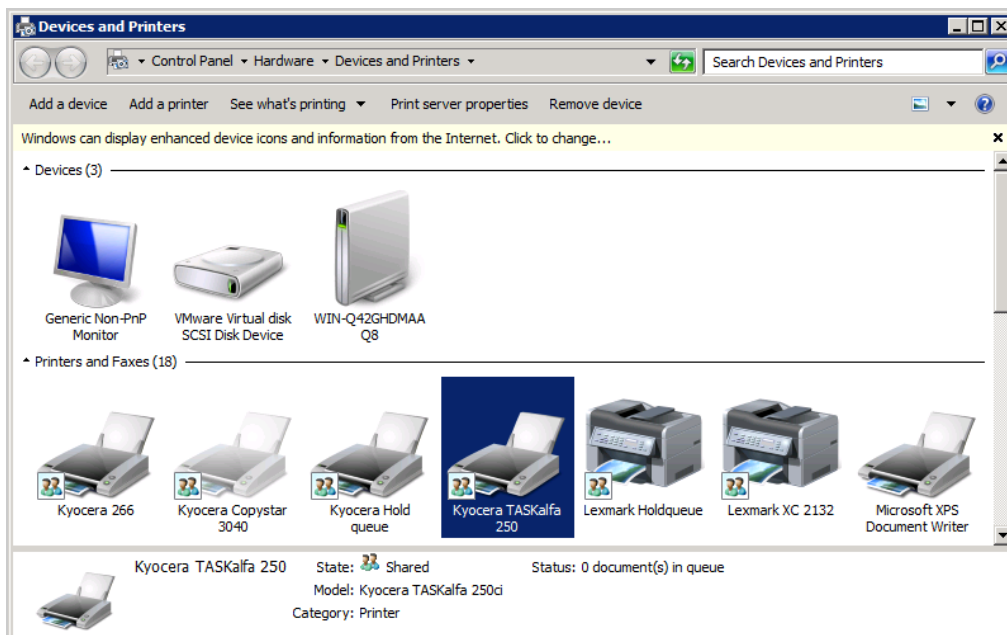
Make sure to reboot the respective workstation so that the GPO takes effect. If you use the /force trigger, you do not have to reboot the workstation.

## Disabling Print Notifications Using the Manual Method

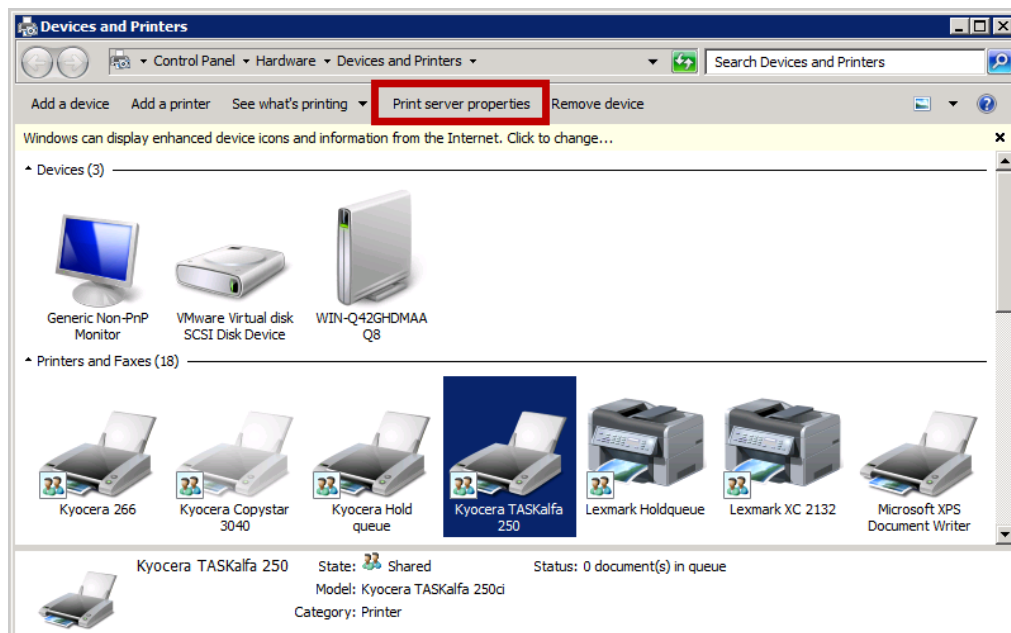
It is also possible to disable this notification manually.

**Proceed as follows:**

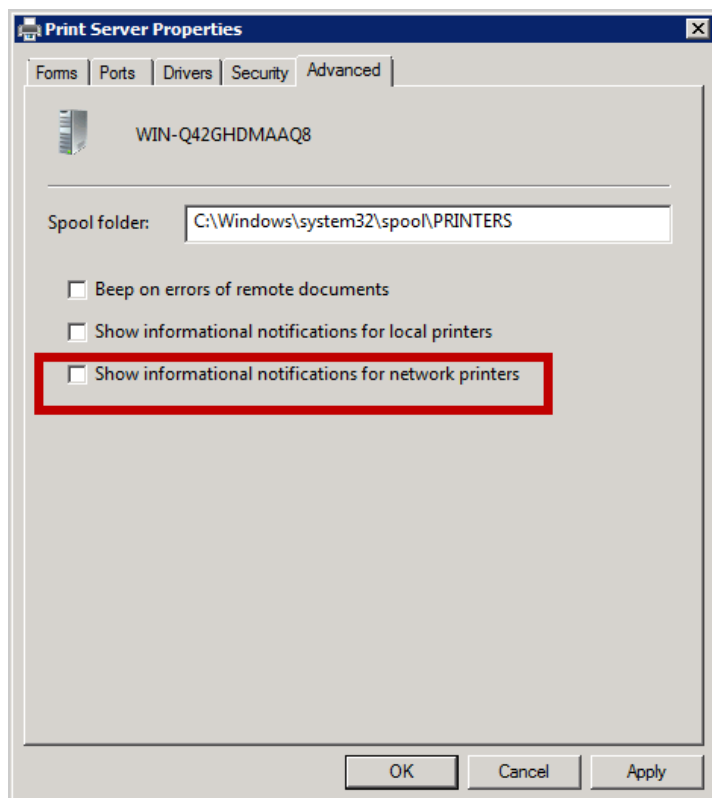
1. On the workstation, go to **Start > Devices and Printers**
2. Click on a remote printer.



3. Click **Print server properties**.



4. In the **Advanced** tab, clear the checkbox **Show informational notifications for network printers**.



5. Click **OK** to confirm.  
The change immediately takes effect. The print notifications will not displayed anymore.