

Drive | Print 4: How Do I Configure Notifications with Windows Messages?

Knowledge base article #5793

To activate Drive | Print notifications with Windows messages (msg.exe), follow the 3 steps described in this document.

Step 1 - User Workstations

First, user workstations do not accept Remote Procedure Calls (RPC) by default. This is needed in order to properly receive Windows Messages. Enabling it is usually done through a GPO, setting the value 1 for the following registry key:

`HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\TerminalServer`



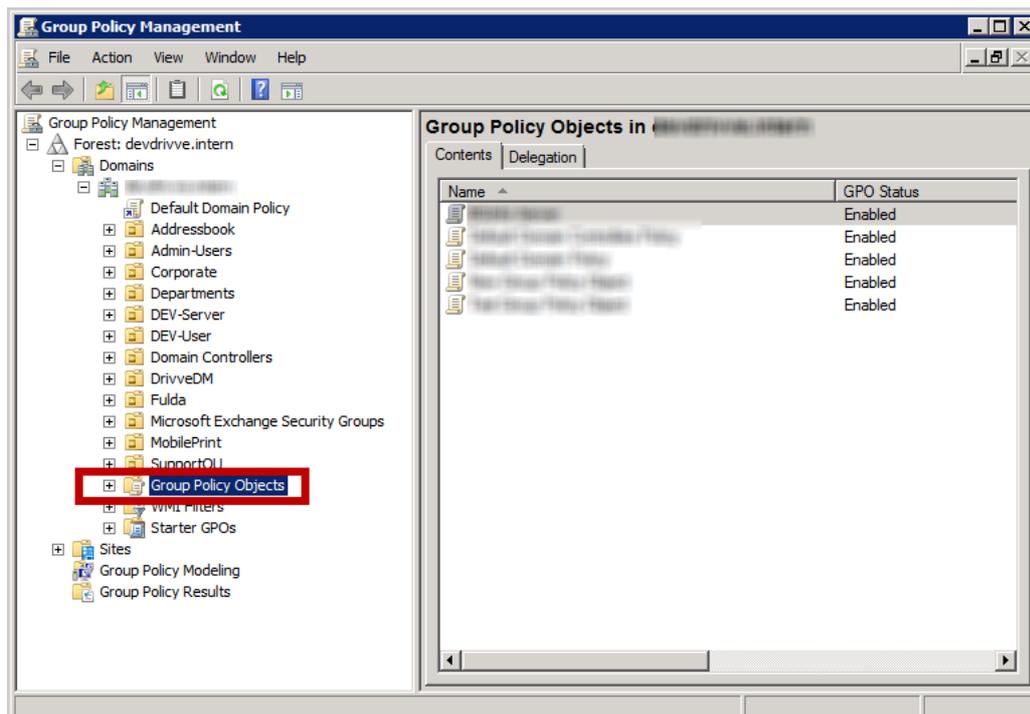
Note

For more information, refer to:

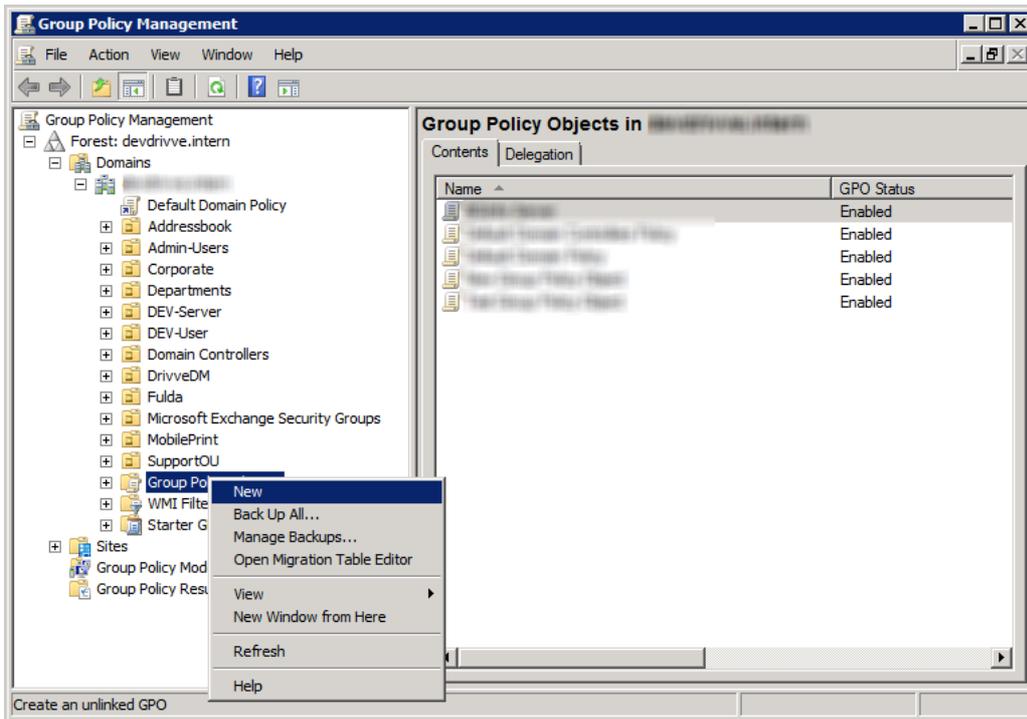
[https://technet.microsoft.com/fr-fr/library/ff710472\(v=ws.10\).aspx](https://technet.microsoft.com/fr-fr/library/ff710472(v=ws.10).aspx)

Proceed as follows:

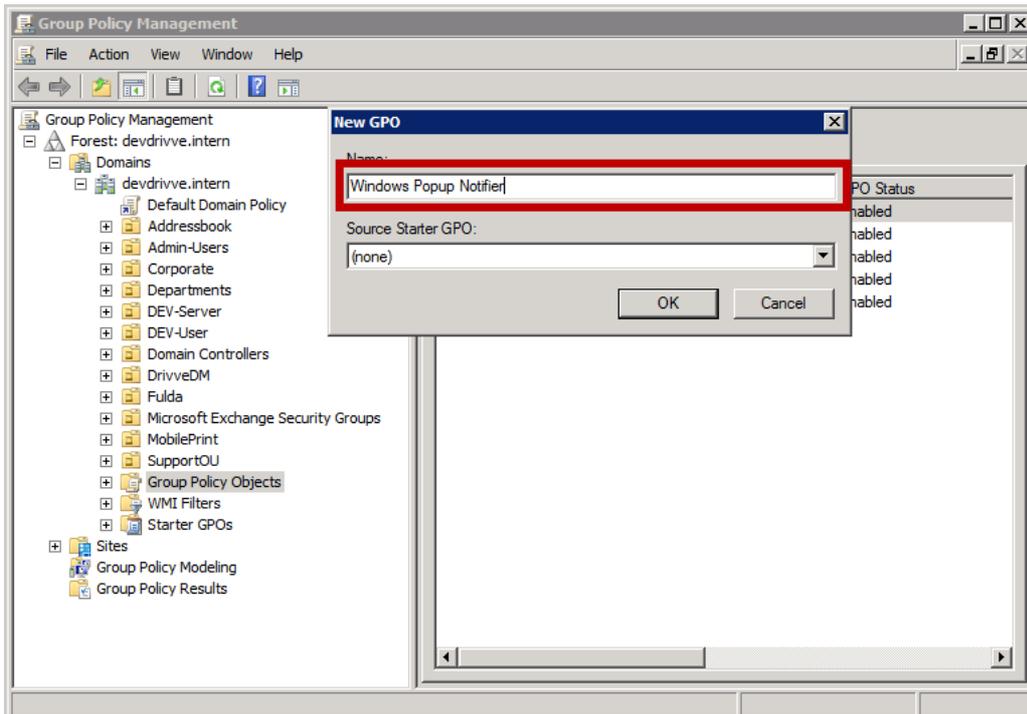
1. Go to the domain controller.
2. Go to **Start > Administrative Tools > Group Policy Object**
3. In the navigation area on the left-hand side, click the required domain and navigate to **Group Policy Object**



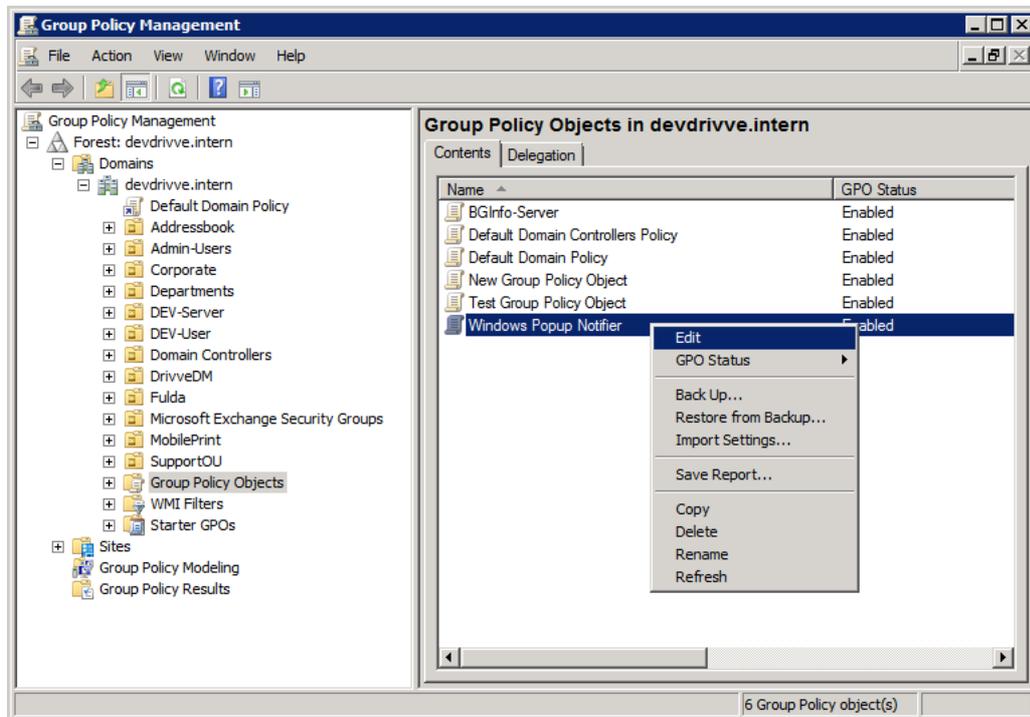
4. Right-click **Group Policy Object** and click **New**.



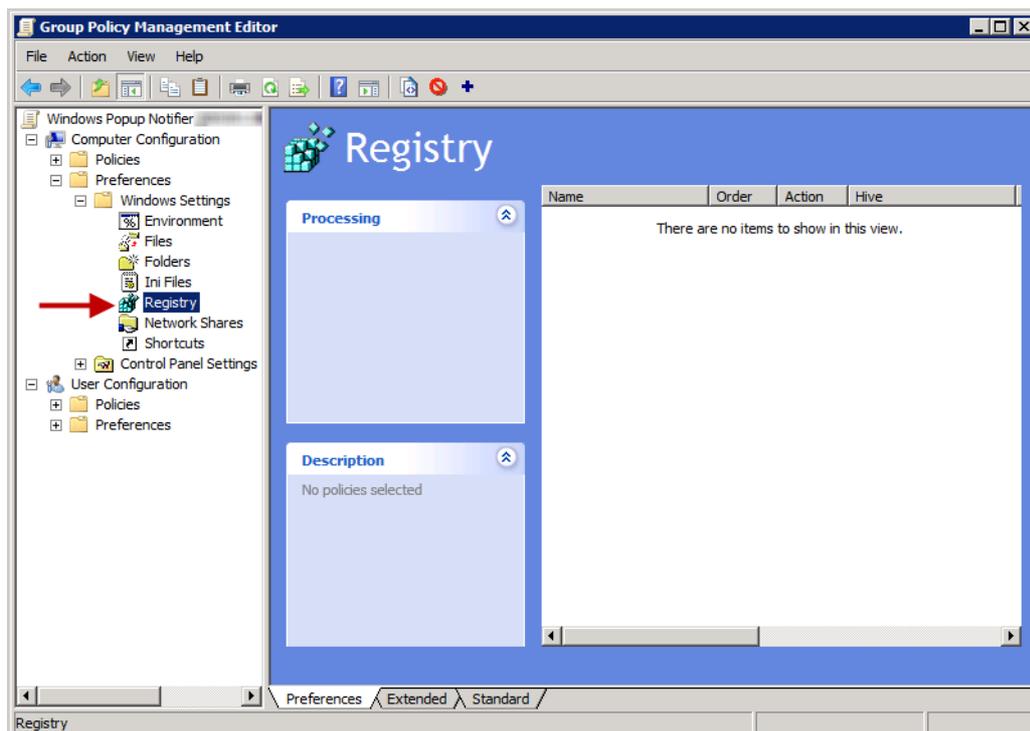
5. Enter a name and click **OK**.



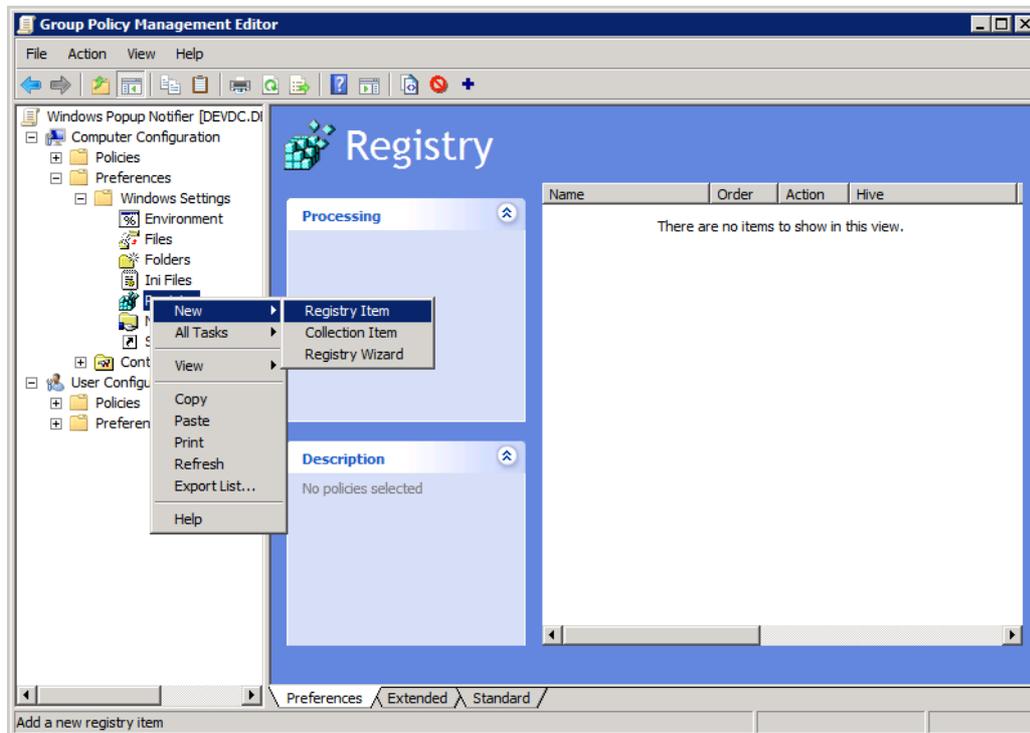
6. Right-click the new Group Policy Object and click **Edit**.



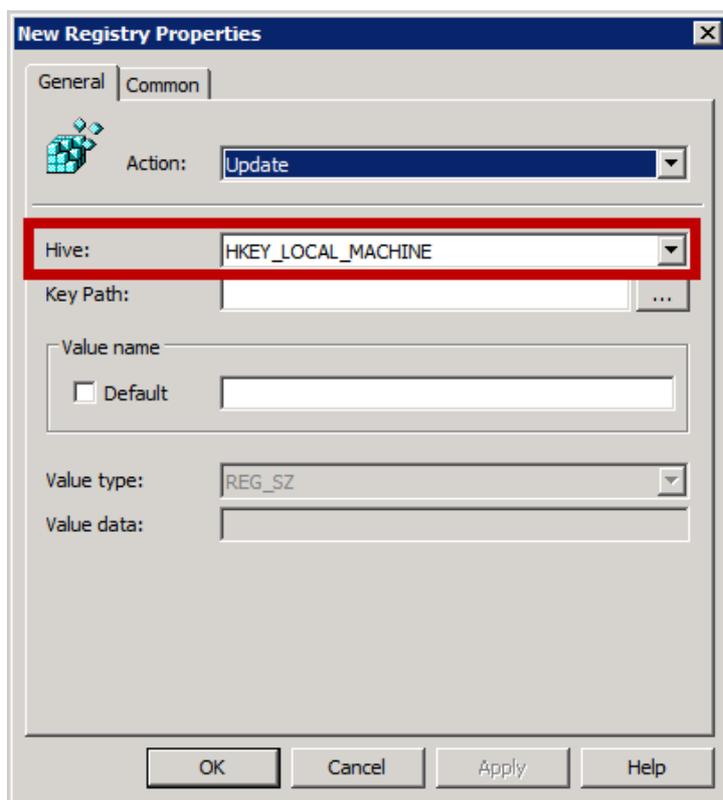
7. In the navigation area on the left-hand side, select *Computer Configuration > Preferences > Windows Settings > Registry*



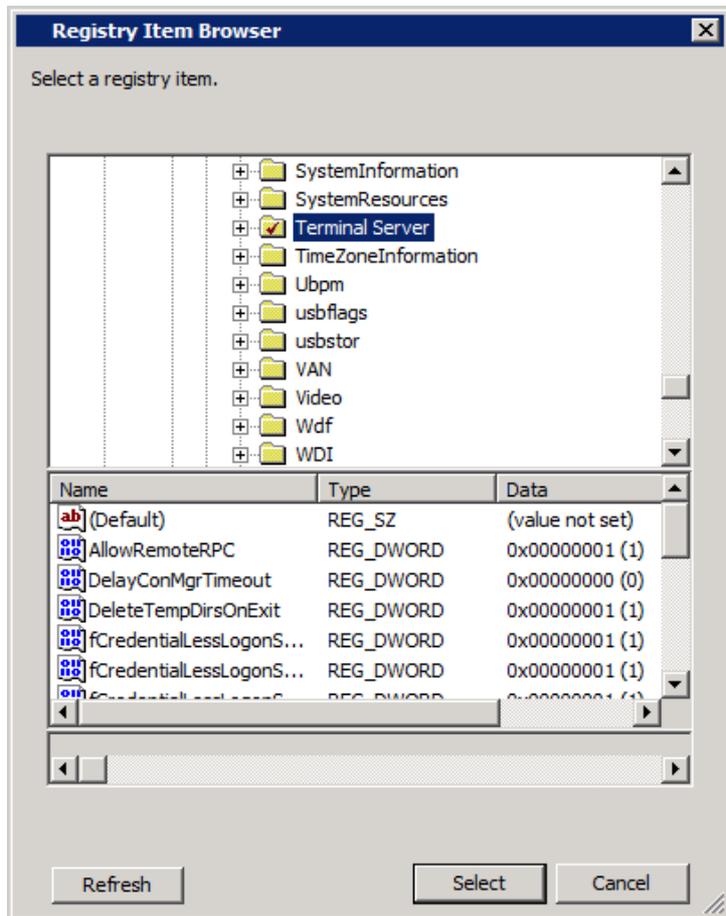
8. Right-click *Registry* and select **New > Registry Item**.



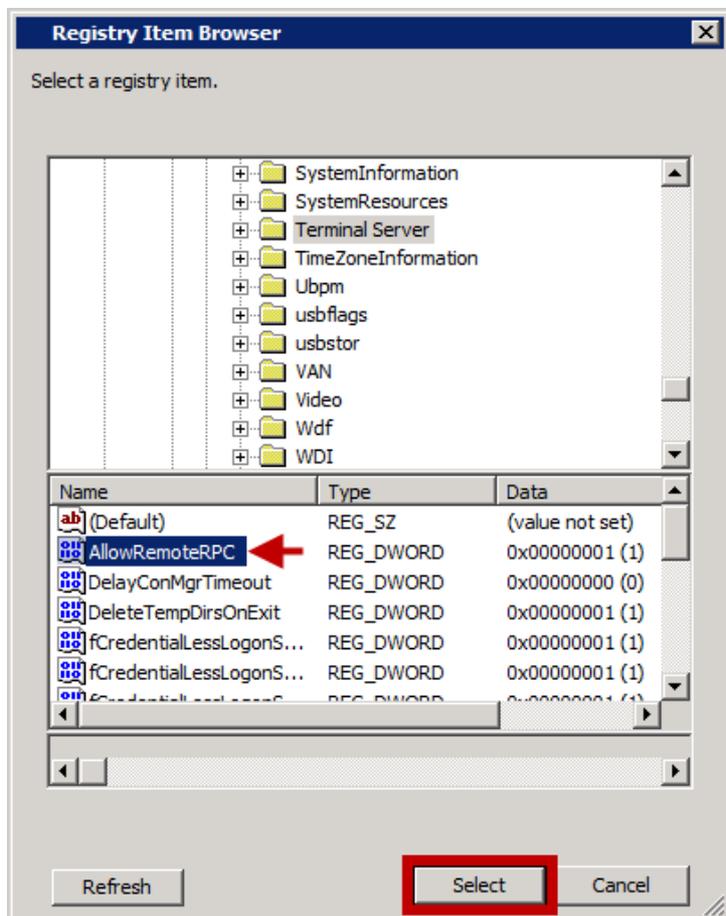
9. In the drop-down list **Hive**, select *HKEY_LOCAL_MACHINE*.



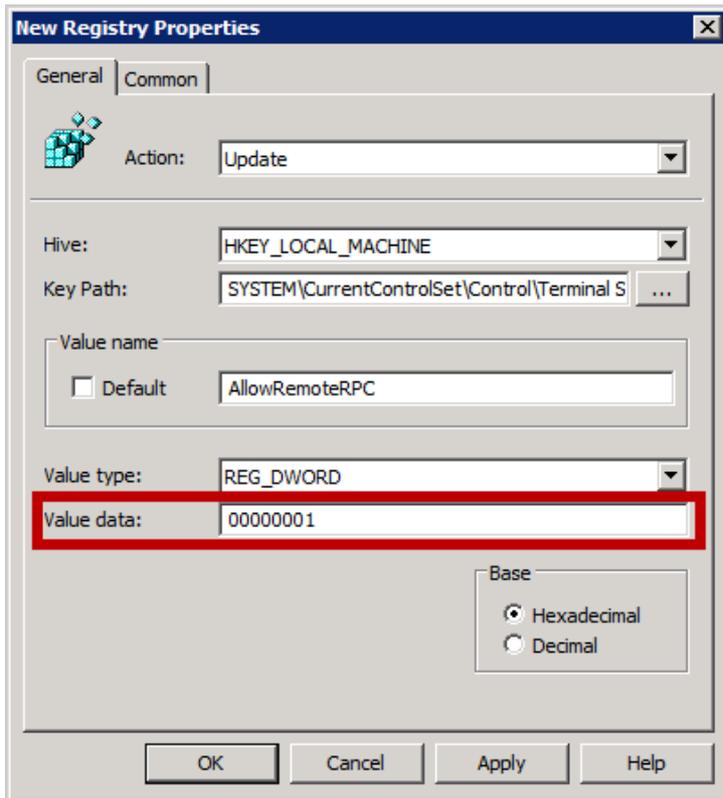
10. Click the button with the three points to the right of the field **Key Path** and select *HKEY LOCAL MACHINE > SYSTEM > CurrentControlSet > Control\Terminal Server*.



11. Click *Terminal Server*, click *AllowRemoteRPC* in the lower area of the dialog and click the **Select** button.



12. In the field **Value data**, enter the value *1* and click **OK**.

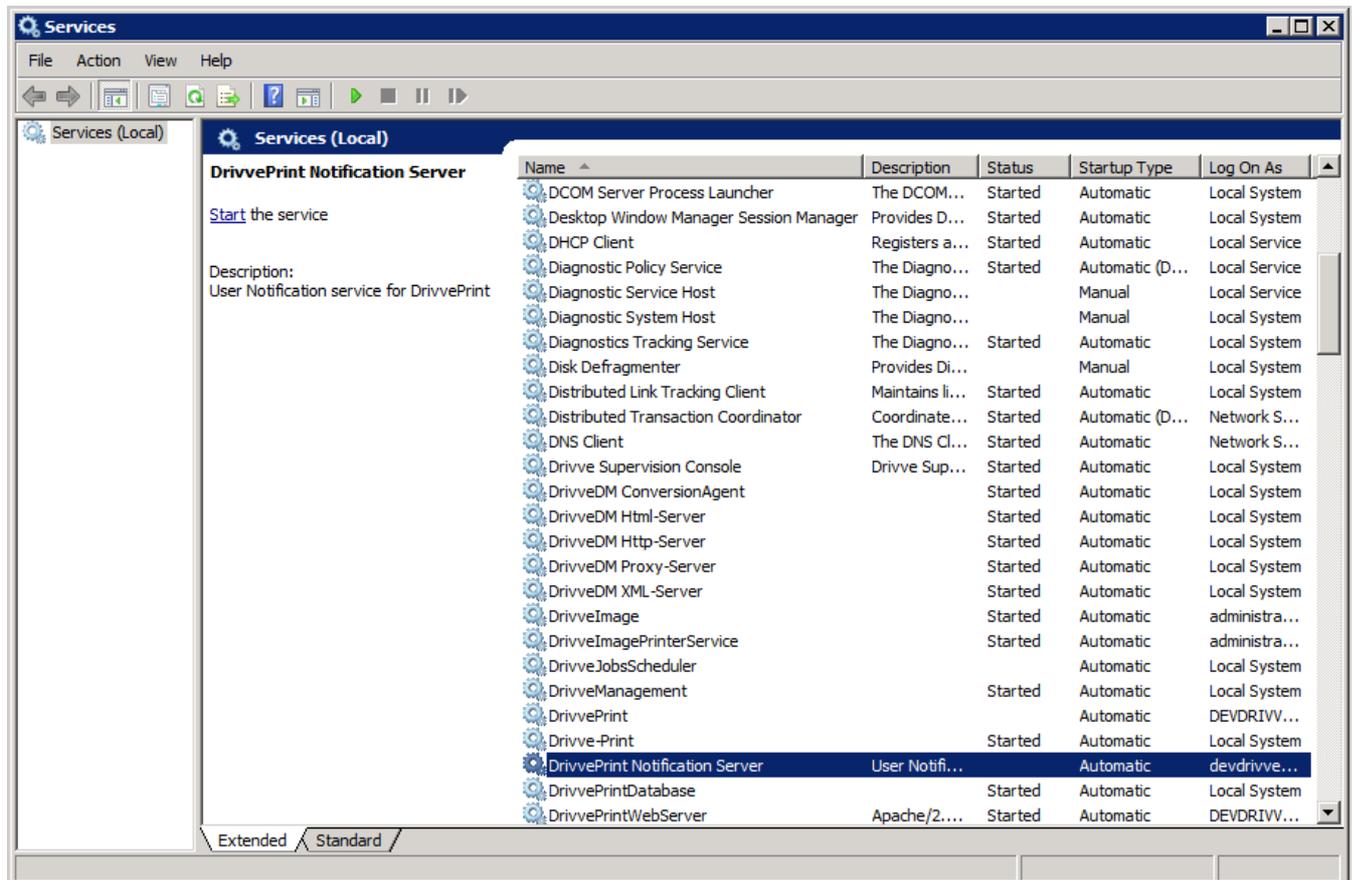


Step 2 - Drive | Print Notification Server

Messages must be sent with a user profile having administrator rights on the user workstations. For security reasons, the Drive | Print notification feature has been deported to a secondary service called *DrivePrint Notifaction Server* which is disabled by default. You have to configure this service to start automatically, with a user profile having the previously mentioned rights.

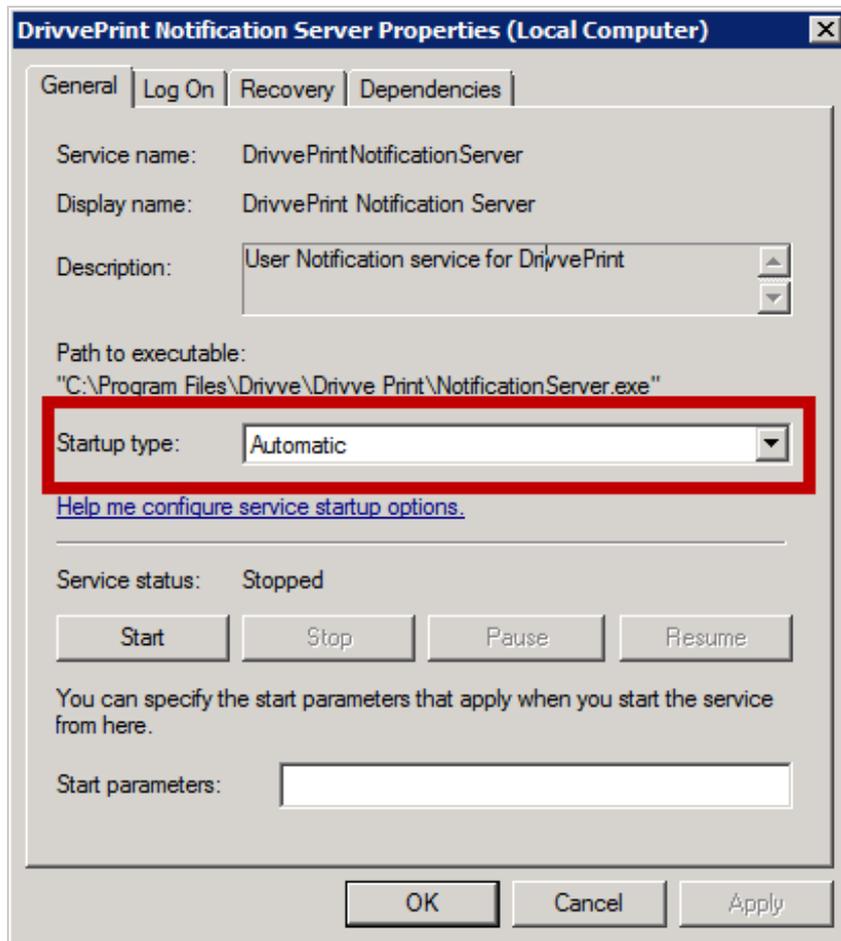
Proceed as follows:

1. Open the Windows services overview.
2. Select service *DrivePrint Notifaction Server*.



3. Right-click and select **Properties**.

4. On the **General** tab, change the **Startup type** from *Disabled* to *Automatic*.



5. On the tab **Log On**, select **This Account** and specify a user profile with the domain name having administrator rights on the user workstations.
6. Click **OK**.

Step 3 - Configure Popup Notifications

Finally, you have to configure the sending of pop notifications in the Drive | Print administration website.

Proceed as follows:

1. Log on to the Drive | Print administration website.
2. Select the menu **Advanced Configuration**, then go to the **Notification** menu item.
3. Click **Notification Configuration** (upper right).

4. In the **Windows Popup Notifier** section, tick the **Notifications** checkbox.

5. Configure the **Proxy Server** field.

6. Click the **Save** button.

After a few seconds, a message is displayed indicating that popup notification is properly conformed.

7. If you do not receive this message, go back to the **Notifications** menu and verify that the Test message Windows notification is correctly enabled (\$ADMIN by default).



Status

- E-Mail E-mail notification is enabled. Using SMTP server: smtp.gmail.com
- The last mail was processed on 22/10 07:35
- The mail queue is currently empty.
- Activity since the start of the service: 4 processed, 293 error(s)

The last e-mail could not be sent. The following error occurred:
Email with no email address specified discarded: '[DrivePrint] The device TOSHIBA 4020 is not responding!'

- Windows PopUp The Windows PopUp Notification service is enabled.

The last notification could not be sent. The following error occurred:
No connection could be made because the target machine actively refused it 127.0.0.1:5751

Events

Name	E-Mail	Windows PopUp	
Job Events			
Document on hold	\$USER	\$USER	
Printing	OFF	OFF	
Document printed	OFF	OFF	
Printing with warning	OFF	\$USER	
Redirected document	\$USER	\$USER	
Document deleted	\$USER	\$USER	
Document expired	\$USER	\$USER	
Quota exceeded	\$USER	\$USER	
Printing error	\$USER + \$QUEUEUSUPPORT	\$USER + \$QUEUEUSUPPORT	
Analysis problem	\$USER + \$QUEUEADMIN	\$USER + \$QUEUEADMIN	
Payment warning	\$USER	\$USER	
Payment error	\$USER + \$QUEUEQUOTA	\$USER + \$QUEUEQUOTA	
Printer Events			
Device error	\$QUEUEUSUPPORT	\$QUEUEUSUPPORT	
Device unreachable	\$QUEUEUSUPPORT	OFF	
Device warning	\$QUEUEUSUPPORT	OFF	
Other Events			
Service started	\$ADMIN	OFF	
Service started (warning)	\$ADMIN	\$ADMIN	
Service started (error)	\$ADMIN	\$ADMIN	
Service error	\$ADMIN	\$ADMIN	
Service stopped	\$ADMIN	OFF	
Service stopped (error)	\$ADMIN	\$ADMIN	
Test message	\$ADMIN + \$REPLYTO	\$ADMIN	
Licence expired	\$ADMIN	\$ADMIN	

Validation and Troubleshooting

The notification service writes records of its activity in a file named *DrivePrintNotificationServer.log*. This file is located in the logs subfolder of Driveve | Print. The default path is

C:\Program Files\Driveve\DrivePrint\logs

Proceed as follows:

1. Go to *C:\Program Files\Driveve\DrivePrint\logs*.
2. Open the file *DrivePrintNotificationServer.log* in a text editor (for example notepad).
3. Look for a line similar to the following:
`"InvokeProcessAsync('C:\Windows\System32\msg.exe', ** /SERVER:localhost /TIME:0 /v "The popup notification is properly configured on WIN2008R2US", ...)"`

You can find the command that was executed with the corresponding parameters between single quotes. This allows you to troubleshoot potential notifications issues.