



Administrator's Guide

UniPrint Client 5.4

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Document Revision History

Date	Notes
December 1, 2011	First release.
March 9, 2012	Updated with UniPrint Infinity driver changes.
September 12, 2012	Updated with parent company name change.
August 13, 2013	Updated dynamic link library names for using TS Web Access 2003 to deploy UniPrint Client.
February 26, 2014	Updated to version 5.2 and UniPrint Infinity 8.1.3. Legal notices were also updated.
April 4, 2014	Updated for UniPrint Infinity 8.1.4.
June 4, 2014	Updated support information to reflect new hours.
July 16, 2015	Updated parent company name to UniPrint.net.
January 26, 2016	Windows 2003 SP1 and Windows XP are no longer supported.
February 24, 2016	Updated to version 5.3 and UniPrint Infinity 9.0.3. Installation through the Citrix Merchandising Server is no longer supported. UniPrint Support hours have also been updated.
November 3, 2016	Updated to version 5.4.

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The UniPrint Client software is installed on thick clients connecting to ICA, RDP or PCoIP sessions where the UniPrint Application Server component is installed. When a client prints using the UniPrint printer driver, a PDF document is created and sent to the workstation. UniPrint Client monitors for incoming print jobs and then processes them in a variety of user-selectable ways. Print jobs (PDF files) can be printed automatically, previewed, e-mailed or saved.

What's New in Version 5.0

Version 5 has been redesigned into a lighter client by removing unpopular features that were duplicated in the UniPrint Server product.

The following features have been removed:

- Tray mapping
- Rules
- Policy management

The result is a much smaller, faster and more efficient client that enables your users to print quickly and more efficiently with the UniPrint Infinity. UniPrint Client is optional when printing to Gateway printers, however it is required when printing to the UniPrint printer.

Updates In Version 5.2

Support for PCoIP with VMware Horizon View

PCoIP is now fully supported in VDI environments provided that VMware Horizon View 5.2 or later and UniPrint Infinity 8.1.4 or later are deployed.

Merge Document Function

When the UniPrint Viewer is used as the preview application, users can now merge multiple documents into a combined PDF file, prior to output.

Page Navigation Using Thumbnails

The user interface for the UniPrint Viewer has been enhanced to include thumbnails representing the pages within the Page Navigation window.

Document Selection Window	In the UniPrint Viewer, the user can now select which documents to print, save, e-mail or merge in the Document Selection window. Documents can also be reordered prior to merging them into a single PDF file.
Preview With Windows Default PDF Application	For users who want to only use the default PDF viewer set on their machine, UniPrint Client can now be set to use this default PDF viewer without having to set it through an executable file.
French Language Interface	UniPrint Client options and the UniPrint Viewer can now be displayed in French.

Updates in Version 5.3

Support for UniPrint Mint	<p>UniPrint Mint is a new consumer printing product that enables Chromebook, Android and iOS devices to print natively to any desktop printer that has been installed on a Windows computer. By installing the UniPrint Mint Client, the Windows computer becomes a mini print server and a Chromebook, Android or iOS device can print directly to the default printer set on the Windows computer.</p> <p>To use both UniPrint Mint and UniPrint Client, first remove the current installation of UniPrint Client and then visit uniprintmint.com to download and install the UniPrint Mint Client. This client will allow you to use both UniPrint Mint for personal mobile printing and UniPrint Client for client-server printing.</p>
Rename a file directly in UniPrint Viewer	If the UniPrint Viewer is selected as the previewer, users can now rename their document by right-clicking the tab and typing the new file name. In earlier versions, the UniPrint Viewer would automatically name the UniPrint created PDF file [Application Name] - [File Name] .

Installing & Removing UniPrint Client

Recommended System Requirements

UniPrint Client 5 requires the following:

- Microsoft Windows Vista/7/8/10
- Microsoft Windows Server 2008/2012/2016
- Citrix ICA Client 10.0 or later or Microsoft Remote Desktop Services Client 5.1 or later
- Windows Installer 3.1 or later.

Installing UniPrint Client

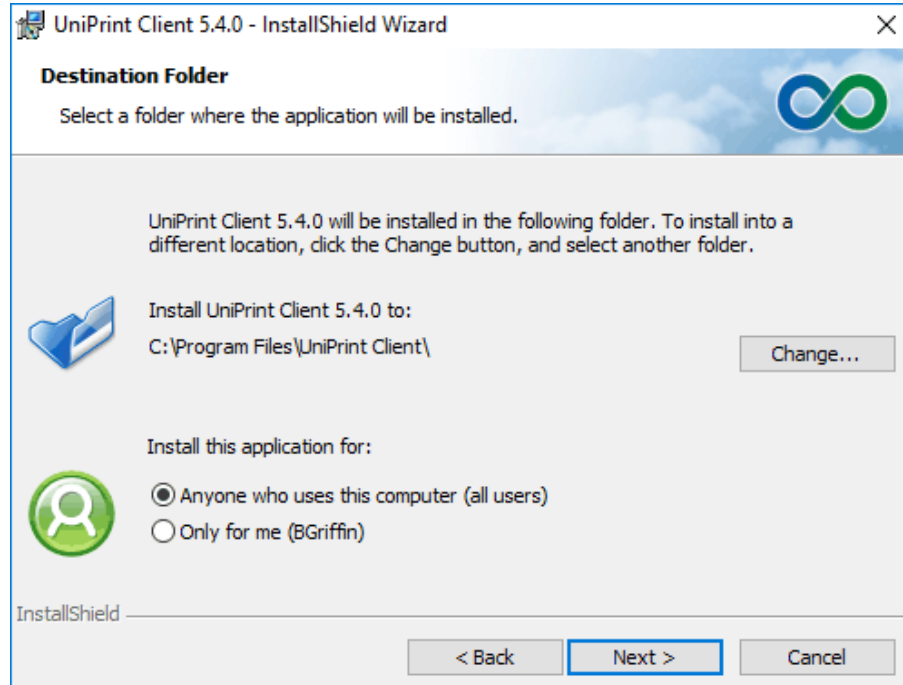
The following instructions are based on Windows 10. The exact steps may vary depending on the client operating system. Refer to the product documentation for your operating system to complete these steps.

For network administrators who need to roll out multiple copies of UniPrint Client, a non-interactive command line installation is available. See ["Installing UniPrintClient *.msi from the Command Line" on page 4](#).

Follow the instructions below to install UniPrint Client:

1. Run the installation program **UniPrintClient_*.exe**.
2. In the **UniPrint Client 5.4.0** installation dialog box, click **Next**.
3. In the **License Agreement** dialog box, select **I accept the terms in the license agreement** and then click **Next**.
4. In the **Destination Folder** dialog box, to change the location of the installed files, click **Change**.
 - a. If you are installing the UniPrint Client for all users who share a workstation, click **Anyone who uses this computer**. You must have

administrative rights to install for all users. If you are installing only for the current user, click **Only for me**. Click **Next**.



5. In the **Ready to Install the Program** dialog box, click **Install**.
6. Click **Finish**.

Installing UniPrintClient_*.msi from the Command Line

UniPrint Client can be silently installed from the command line. This is useful for administrators who wish to do batch deployments. The MSI command line options described here, apply only to UniPrint Client 5.4.



NOTE: To install UniPrint Client on Windows Vista or later, User Account Control (UAC) needs to be disabled or the command needs to be run as an administrator. To run a command as an administrator, click **Start** and then in the search box type **cmd**. Right-click **cmd** above and then select **Run as administrator**.

Syntax `msiexec [/q] [/i] C:\UniPrintClient_*.msi [ALLUSERS="x"] [NODRIVES="y"] [ENABLE_MINT=#1]`



NOTE: The **/i** parameter must be the last parameter passed to the Windows Installer. All parameters must be entered in capital letters.

/q **Function:** Run the Setup in silent mode (no user intervention required).
Remarks: Must be used with the **/i** Windows Installer parameter. If no additional parameters are passed, default values will be used.
Example: `msiexec /q /i C:\UniPrintClient_*.msi`

ALLUSERS **Function:** Sets how the UniPrint Client is installed on the client machine.

x	Description
<i>null</i>	Per User Installation (Only for me option)
1	Per Machine Installation (Anyone who uses this computer option)

Remarks: Per Machine Installation is only available for administrators. Users who don't have administrative rights can only install on a per user basis. For per user installation `x=NULL`. Do not put a space between the quotation marks.

Example: `msiexec /i C:\UniPrintClient_*.msi ALLUSERS=""`
`msiexec /i C:\UniPrintClient_*.msi ALLUSERS="1"`

NODRIVES **Function:** Sets whether virtual drive mapping is enabled or disabled.

y	Description
<i>null</i>	Virtual drive mapping enabled (Default)
1	Virtual drive mapping disabled

Remarks: To leave virtual drive mapping enabled, `y=NULL`. Do not add a space between the quotation marks.

Example: `msiexec /i C:\UniPrintClient_*.msi NODRIVES=""`
`msiexec /i C:\UniPrintClient_*.msi NODRIVES="1"`

ENABLE_MINT **Function:** Enables UniPrint Mint components when set to #1.

Remarks: The corresponding extension or app must be installed on the mobile device in order for Mint to work.

Example: `msiexec /i C:\UniPrintClient_*.msi ENABLE_MINT=#1`

Using Group Policy to Deploy UniPrintClient_*.msi Remotely

UniPrint Client can be remotely installed using Active Directory Group Policy. There are two methods for deploying UniPrint Client. UniPrint Client can be *assigned* to users or computers and it can be installed when the user logs onto their workstation or when the computer starts. Alternatively, UniPrint Client can be *published* to users and it can be installed when the user logs onto their workstation and launches the **Add or Remove Programs** dialog box.

The following instructions are based on Windows Server 2012 R2 and assume that a distribution point that is accessible by both the domain controller and users and a Group Policy Object have been created.

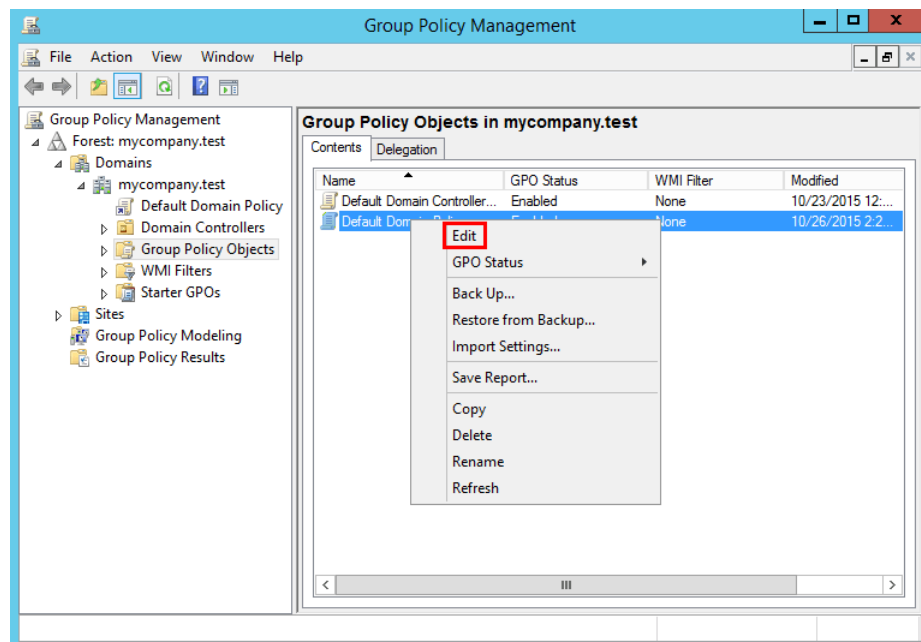
To deploy UniPrintClient_*.msi through Group Policy Management, do the following:

1. From your domain controller, click **Start**, point to **Administration Tools** and then click **Group Policy Management**.
2. Expand the domain containing the client devices to which you want to deploy UniPrint Client and then click **Group Policy Objects**.



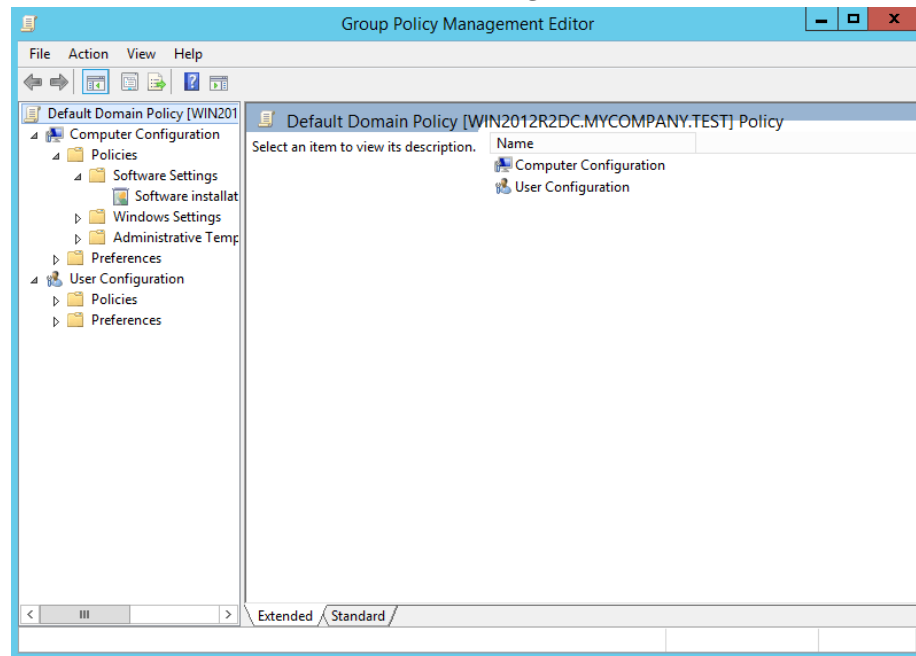
NOTE: Applying this software installation policy at the domain level will result in the UniPrint Client being deployed to all devices with Windows 2003 or later, including Citrix and terminal servers.

3. Right-click the group policy object that you want to use to deploy UniPrint Client, and then select **Edit**.

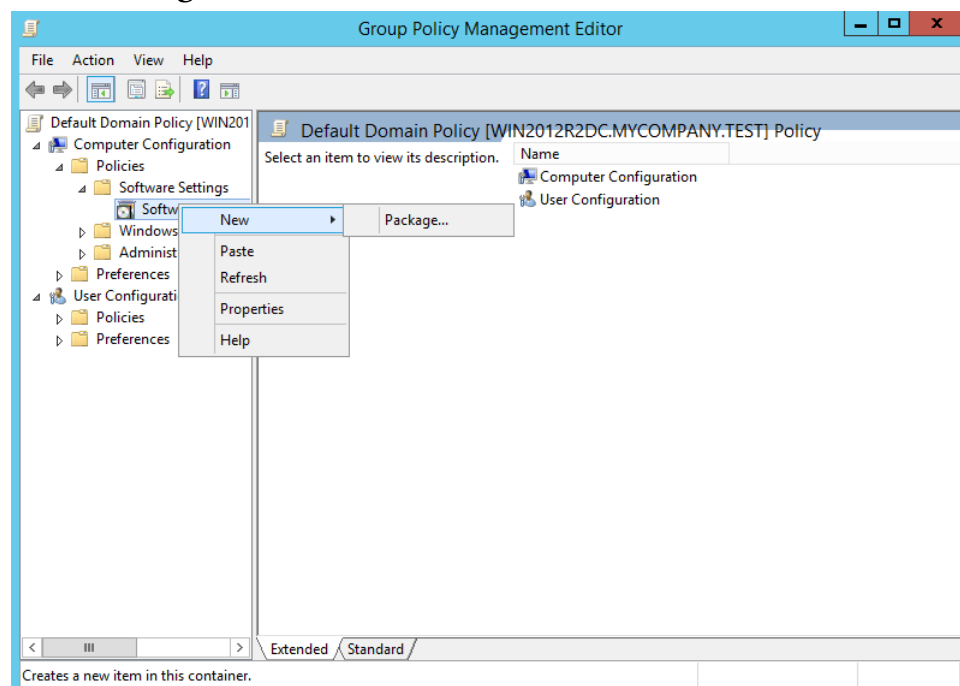


4. The UniPrintClient_*.msi package can be deployed either through the **Computer Configuration** or **User Configuration**. Under

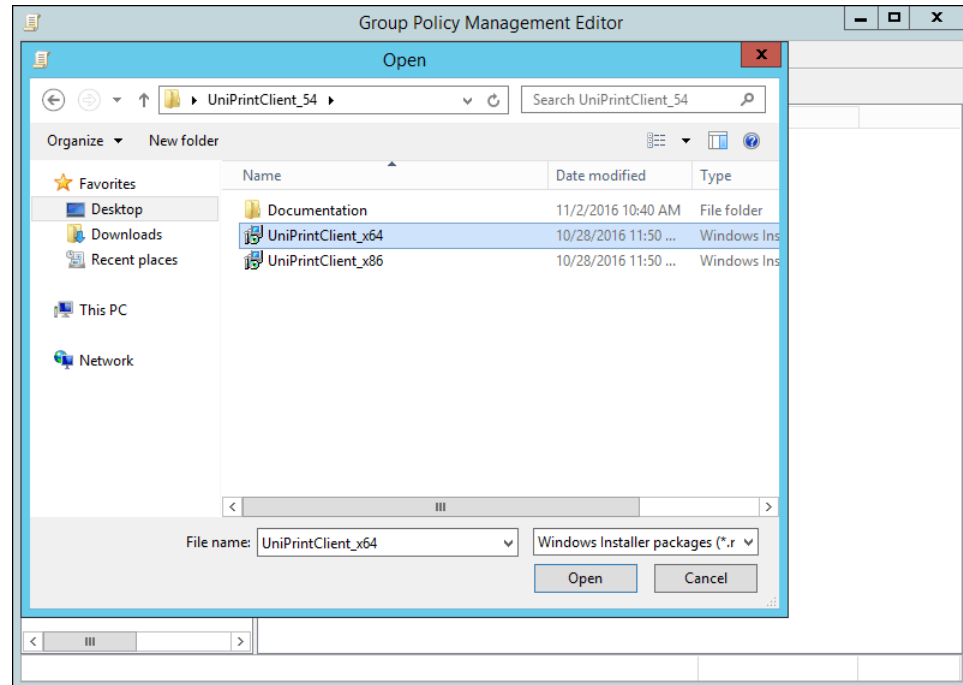
either **Computer Configuration** or **User Configuration**, expand **Policies** and then **Software Settings**.



5. Right-click **Software Installation**, point to **New**, and then click **Package**.



6. In the **Open** dialog box, type the full Universal Naming Convention (UNC) path of the UniPrintClient_*.msi package, for example, \\file_server\share\UniPrintClient_*.msi. Click **Open**.



7. In the **Deploy Software** dialog box, click to select either **Assigned** or **Publish**, and then click **OK**. The UniPrint Client will now appear in the right pane of the **Group Policy** window.

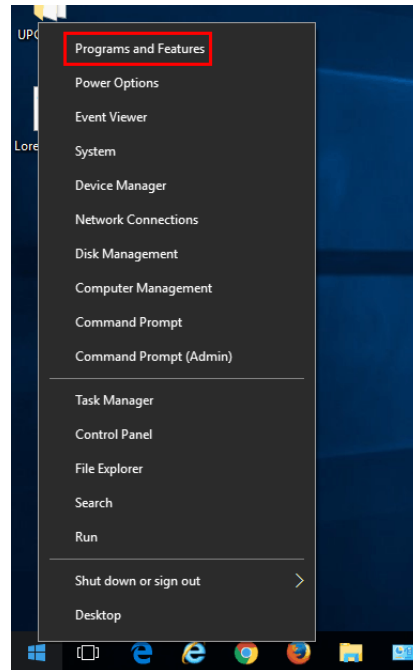
Deployment Method	Description
Publish	When users log on to their workstations, Uni-Print Client will be available for install through Start, Control Panel, Add or Remove Programs .
Assigned	When users log on to their workstations, Uni-Print Client is installed.

8. Close the Group Policy Management Editor and then close the Group Policy Management snap-in.

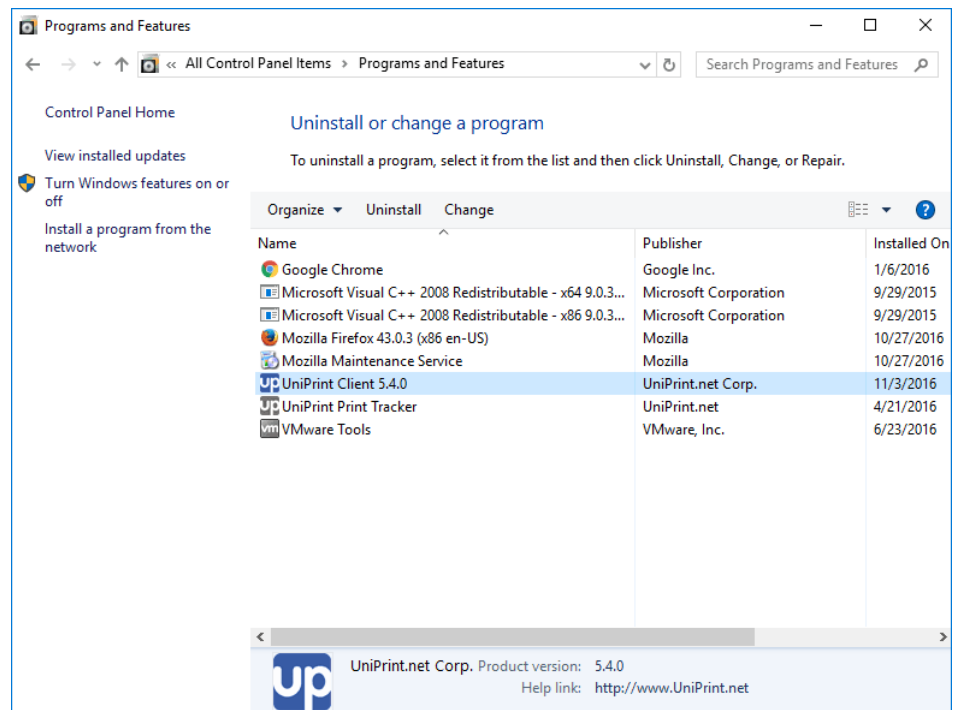
Removing UniPrint Client

To completely remove UniPrint Client, ensure that you uninstall it using the same Windows user account that was originally used to install it.

1. Log off all sessions to the application server.
2. Right-click **Start** and then click **Programs and Features**.



3. Click to select **UniPrint Client 5.4.0** and then click **Uninstall**.




4. Click **Yes** to confirm that you want to remove UniPrint Client.

Configuring UniPrint Client

Launching UniPrint Client

UniPrint Client should be running after installation. However, if you close the client, then to re-launch it, do one of the following:

- Click **Start** and then click **UniPrint Client**.
- Click **Start**, click **All Apps**, point to **UniPrint Suite** and then click **UniPrint Client**.


The UniPrint Client icon  should appear in the notification area.

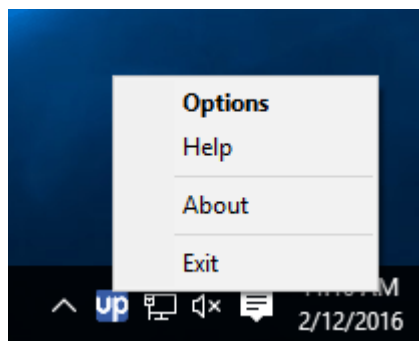


NOTE: If the Citrix ICA Client is installed after the UniPrint Client, either run C:\Program Files\UniPrint Client\UPCRelay.exe or click **Start**, **All Apps**, expand **UniPrint Suite** and then click **UniPrint Client**.

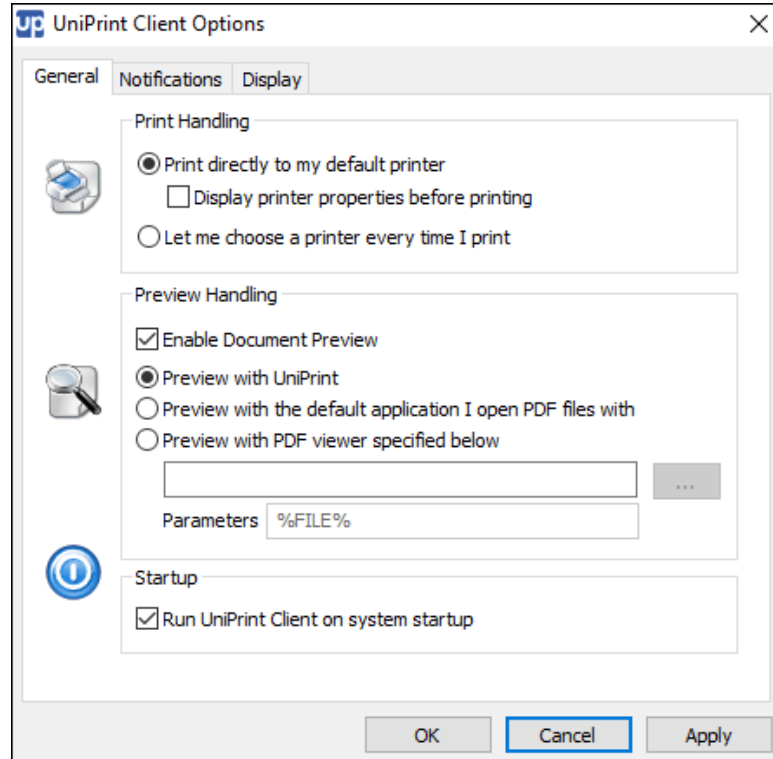
Setting UniPrint Client to Print Directly to the Default Printer

To simplify printing for your users, UniPrint Client can be set to print directly to the default printer set on the user's workstation.

1. In the notification area, right-click the UniPrint icon  and then select **Options**.




2. Under **Print Handling**, click **Print directly to my default printer**.

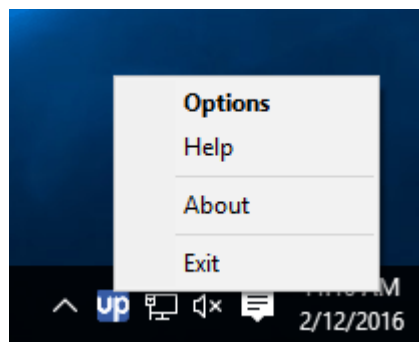


3. Click **Apply** and then click **OK**.

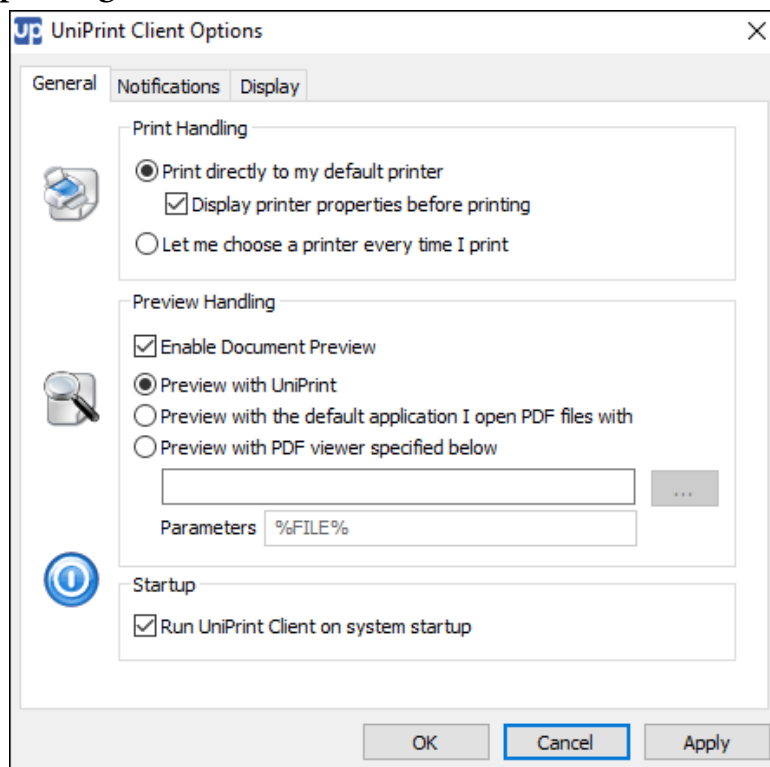
Enabling The Printer Properties (Print) Dialog Box

To give your users the option to make changes to their print job before printing, enable the Printer Properties (Print) dialog box before printing.

1. In the notification area, right-click the UniPrint icon  and then select **Options**.



2. Under **Print Handling**, select **Display printer properties before printing**.




3. Click **Apply** and then click **OK**.

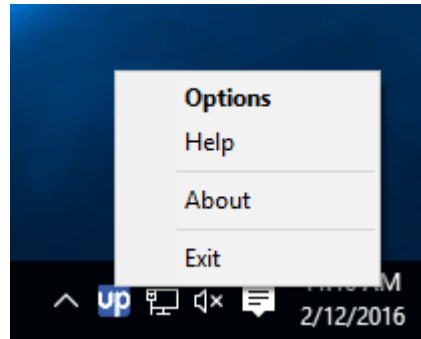
Enabling Document Preview With The Default Windows Viewer

If you prefer using a PDF viewer set as the Windows default, or if you prefer using the built-in Windows 8 PDF viewer, UniPrint Client has an option to add this function without having to access the executable file.

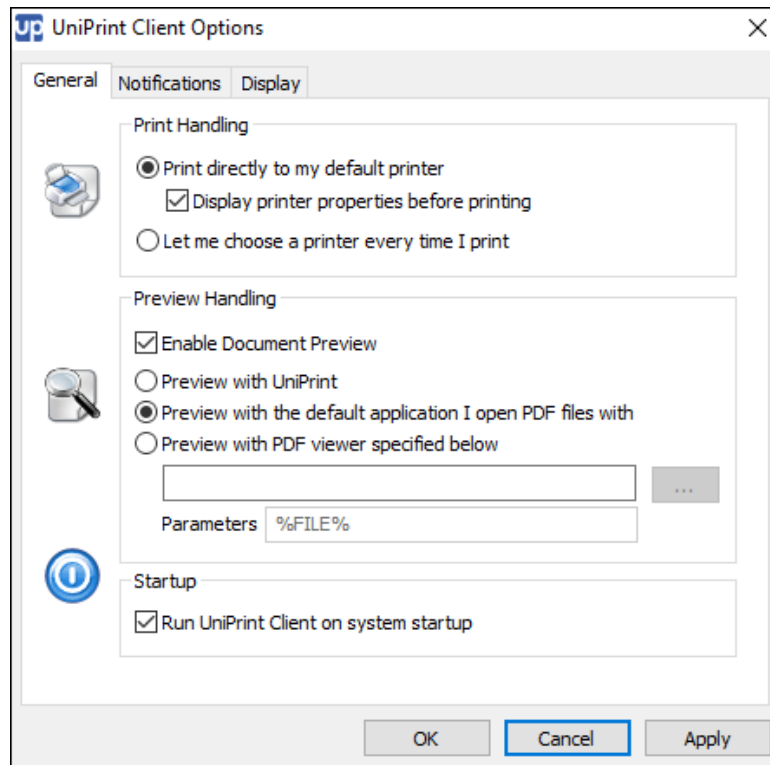


NOTE: A known issue in Windows 8, the built-in PDF viewer Metro application cannot be accessed directly through its executable file. The workaround is to edit the registry by setting **HKEY_CURRENT_USER\Control Panel\Desktop\ForegroundLockTimeout** to **0**. Logoff Windows and then log back in for this registry edit to take effect. Also in **UniPrint Client Options**, under **Preview Handling**, **Preview with the default application I open PDF files with** must be selected and the built-in PDF viewer Metro application must be set as the default program in Windows 8.

1. In the notification area, right-click the UniPrint icon  and then select **Options**.




2. Under **Preview Handling**, select **Preview with default application I open PDF files with**.

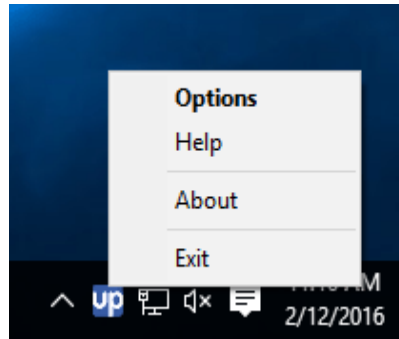



3. Click **Apply** and then click **OK**.

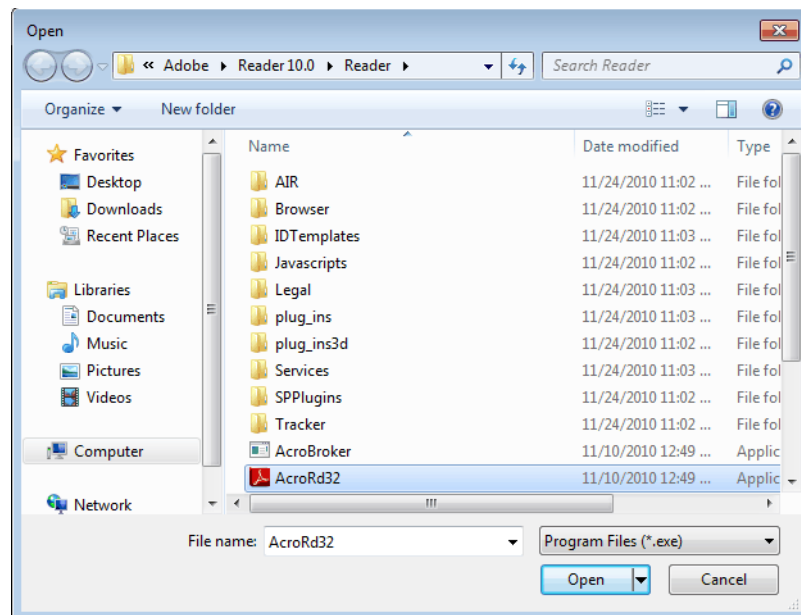
Enabling Document Preview With a Third-Party Viewer

If you prefer using a third-party viewer, UniPrint Client has the option to add this function as well.

1. In the notification area, right-click the UniPrint icon  and then select **Options**.




2. Under **Preview Handling**, select **Preview with PDF viewer specified below** and then click .
3. Navigate to and select the preview application executable file. Then click **Open**.

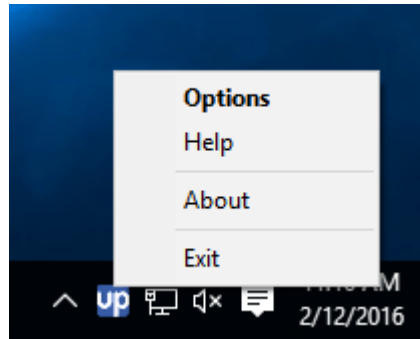


4. Click **Apply** and then click **OK**.

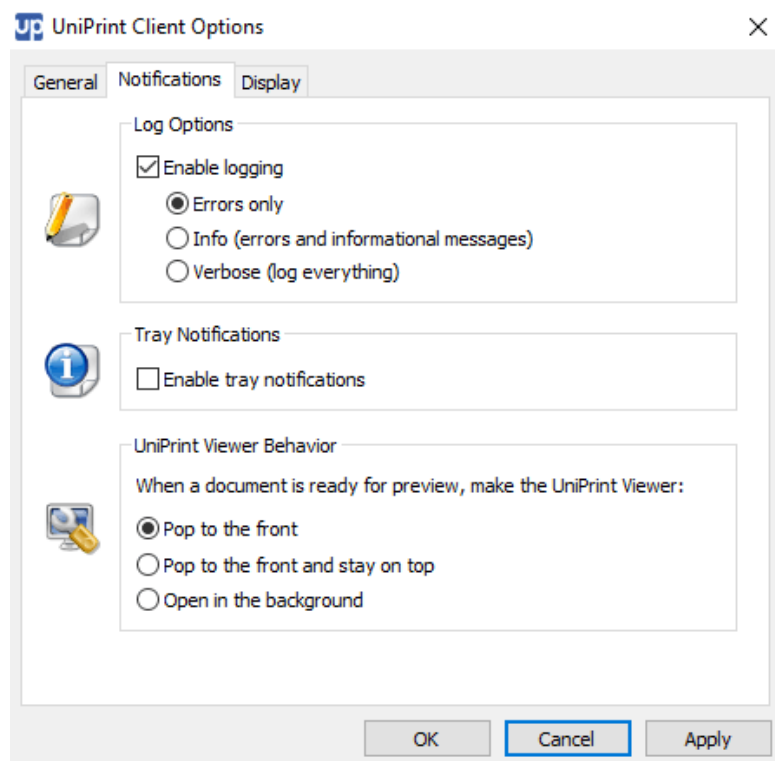
Setting Up Error Logging

If you have issues with UniPrint Client, you may want to start recording an error log. Also, if you contact UniPrint Support, our support analyst may ask you for a copy of this log file.

1. In the notification area, right-click the UniPrint icon  and then select **Options**.



2. Click the **Notifications** tab.
3. Under **Log Options**, select **Enable logging** and then select the desired log level. By default **Errors only** is selected.




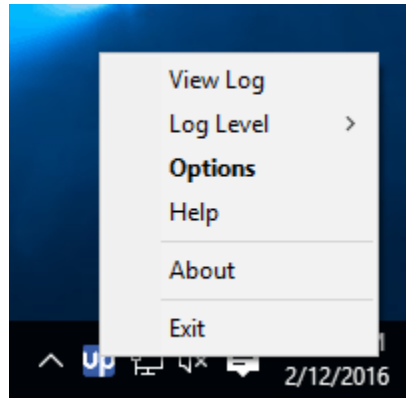
4. Click **Apply** and then click **OK**.

Viewing Error Logs

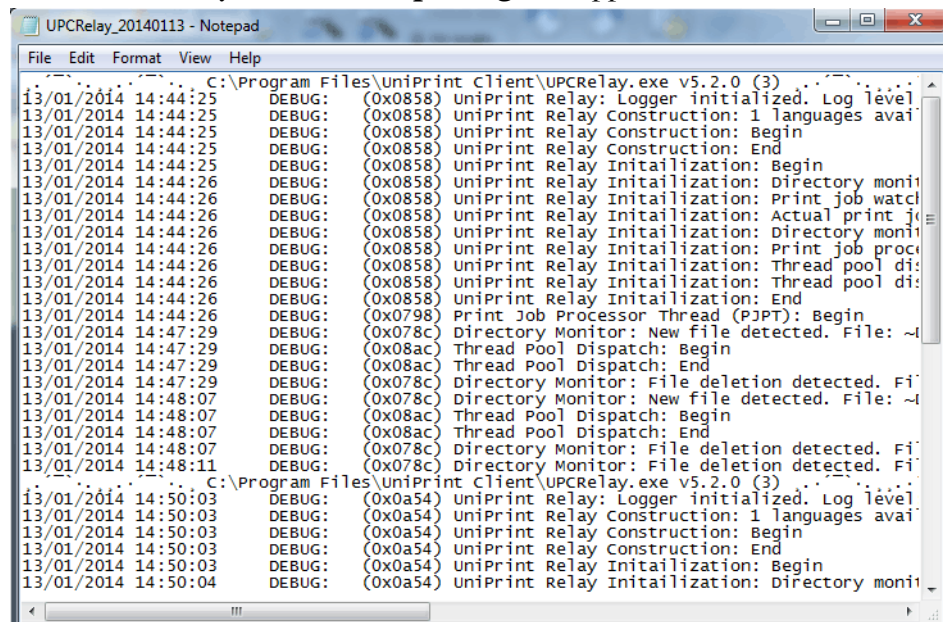
After enabling error logging and setting the log level, go through the steps to reproduce the error and then review the appropriate error log.

To view the error log, do the following:

1. In the notification area, hold down **CTRL**, right-click the UniPrint icon  and then select **View Log**.



2. **UPCRelay_%timestamp%.log** will appear.



UniPrint Client maintains four error logs. They are saved in, and can be accessed from `C:\Users\%username%\AppData\Local\Temp`.


File Name	Description
UPCInit_%timestamp%.log	This log tracks the initialization of UniPrint Client and is useful for troubleshooting issues pertaining to the startup of UniPrint Client.

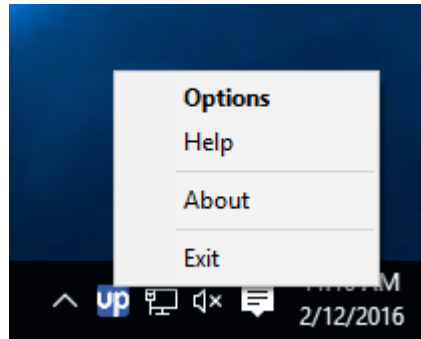
File Name	Description
UPCMail_%timestamp%.log	This log tracks the E-mail function of UniPrint Client and is useful for troubleshooting issues pertaining to the connection to a local e-mail client and attachment of PDF files.
UPCRelay_%timestamp%.log	This log tracks print job processing and is useful for troubleshooting issues pertaining to how your print jobs are being prepared and then printed.
UPCWeb_%timestamp%.log	This log tracks the functionality of UniPrint Mint and is useful for troubleshooting issues pertaining to printing from a mobile device to the default printer set on the user's computer.
upvc-uprdpvc.dll-%username%-SID0_%timestamp%.log	This log tracks the virtual channel that is created when a session is opened and is useful for troubleshooting issues related to print job transmission.

For effective error resolution, we recommend reviewing the error logs with a UniPrint Support Analyst.

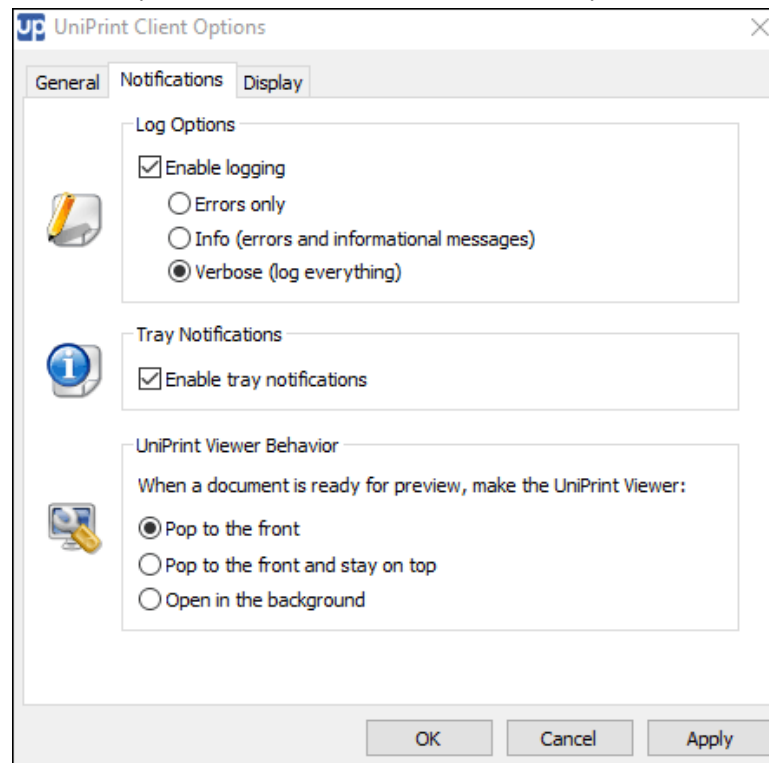
Enabling Tray Notifications

Some users prefer knowing what their computer is doing in the background. Tray notifications are perfect for monitoring UniPrint Client actions, status and errors.

1. In the notification area, right-click the UniPrint icon  and then select **Options**.

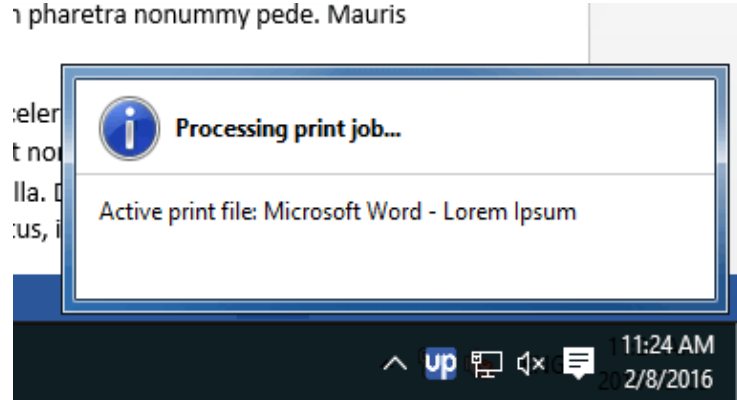


2. Click the **Notifications** tab.
3. Under **Tray Notifications**, select **Enable tray notifications**.



4. Click **Apply** and then click **OK**.


Tray notifications appear whenever an error, a status update or any processing occurs.

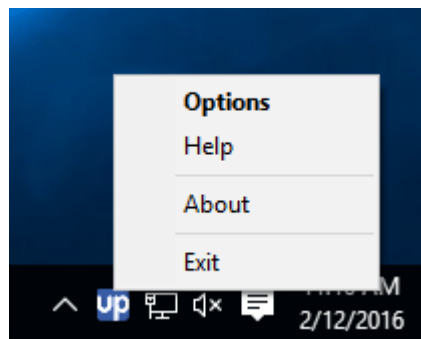


Controlling How UniPrint Viewer Launches Within A User Session

By default, **Enable Document Preview** is selected with **Preview with UniPrint**. The user can control how UniPrint Viewer is launched in their session. UniPrint Viewer can be configured to launch in the foreground on top of all Windows and stay on top or it can be launched in the background.

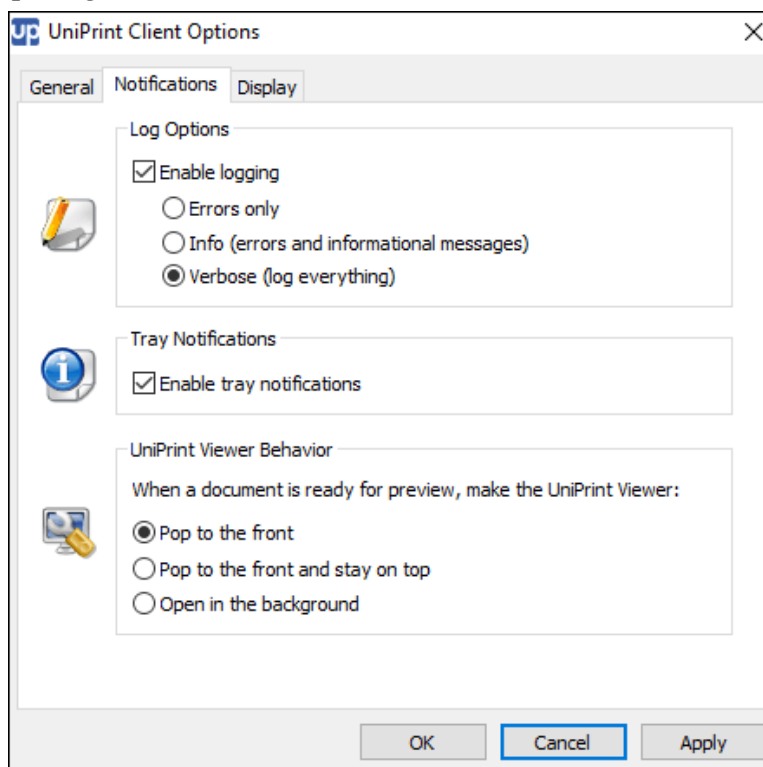
To alter how UniPrint Viewer is launched, do the following:

1. In the notification area, right-click the UniPrint icon  and then select **Options**.



2. Click the **Notifications** tab.

- Under **UniPrint Viewer Behavior**, select your preferred method of opening UniPrint Viewer.




Option	Description
Pop to the front	Opens the UniPrint Viewer window on top of the session window.
Pop to the front and stay on top	Opens the UniPrint Viewer window on top of the session window and forces the UniPrint Viewer to stay on top of the session window.
Open in the background	Opens the UniPrint Viewer window behind the session window.

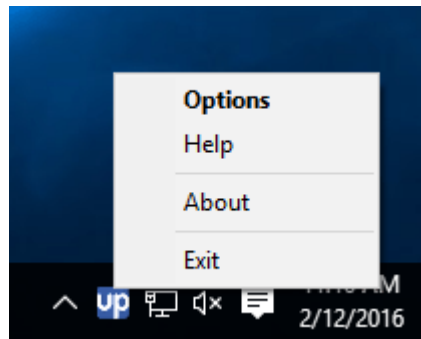
- Click **Apply** and then click **OK**.

Changing Client Interface Language

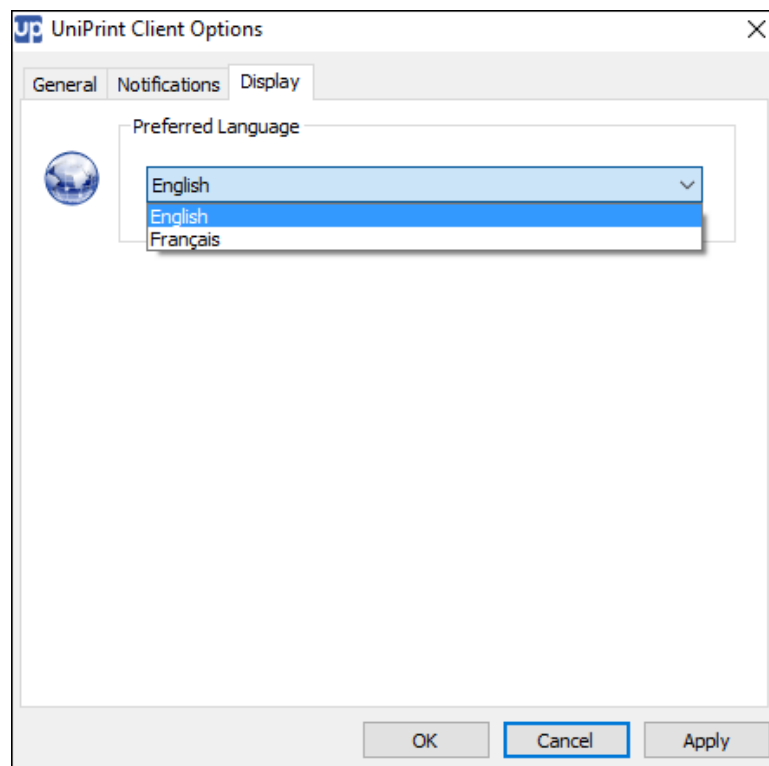
UniPrint Client only supports English and French. During installation, the installer detects the region and language set in Windows and will set the UniPrint Client interface to the appropriate language. If however, a language other than English or French is detected, then it will default to English.

To change the interface language, do the following:

1. In the notification area, right-click the UniPrint icon  and then select **Options**.



2. Click the **Display** tab.
3. From the **Preferred Language** list, select either **English** or **Français**.

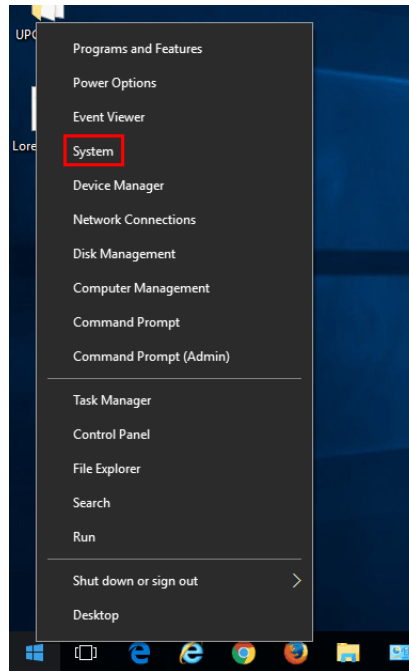


4. Click **Apply** and then click **OK**.

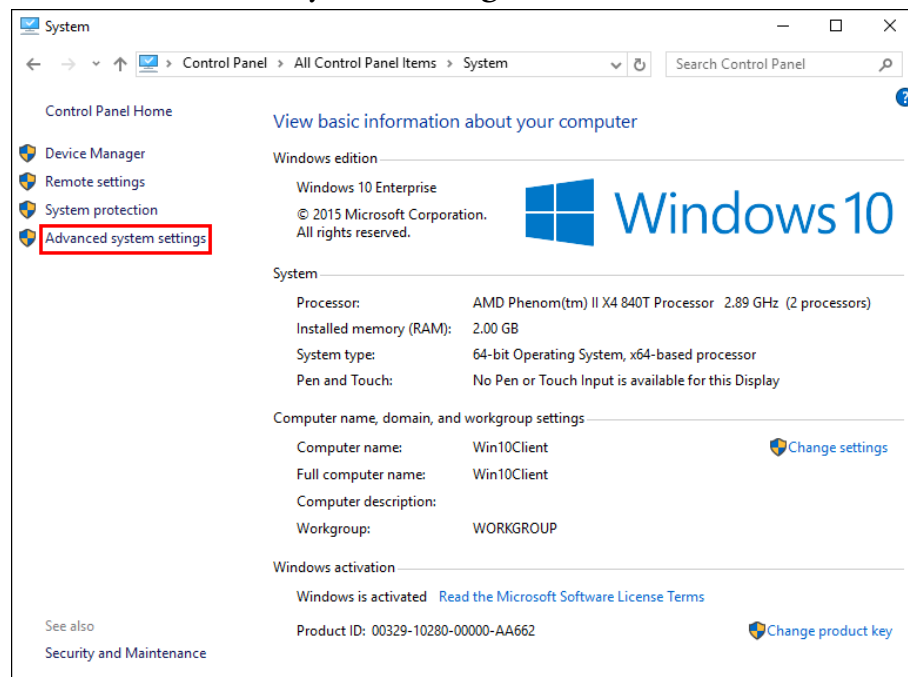
Changing the Default Spool Path

The default spool path for UniPrint Client is currently set to C:\Users\%USERNAME%\AppData\Local\Temp. To change the spool path, do the following:

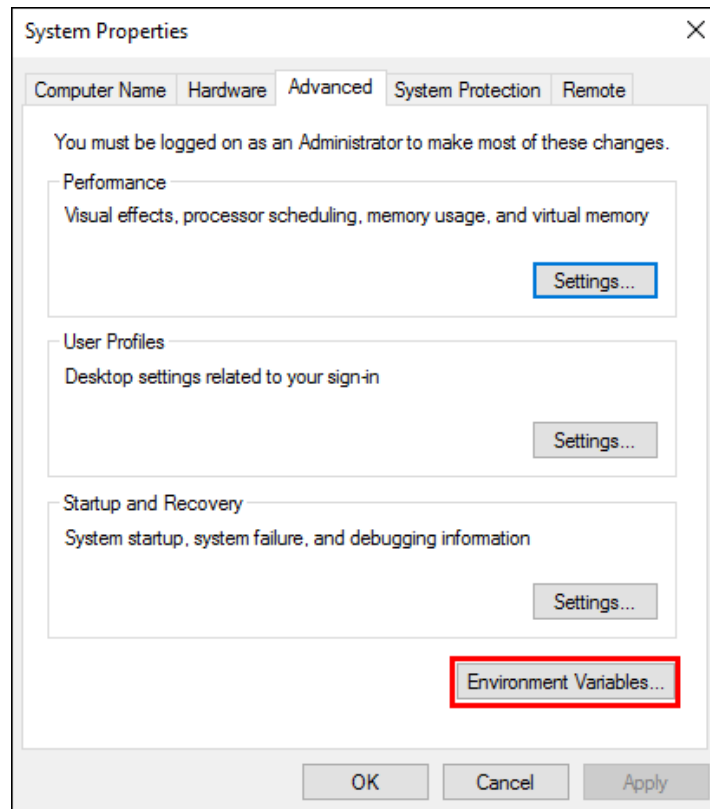
1. Right-click **Start** and then click **System**.



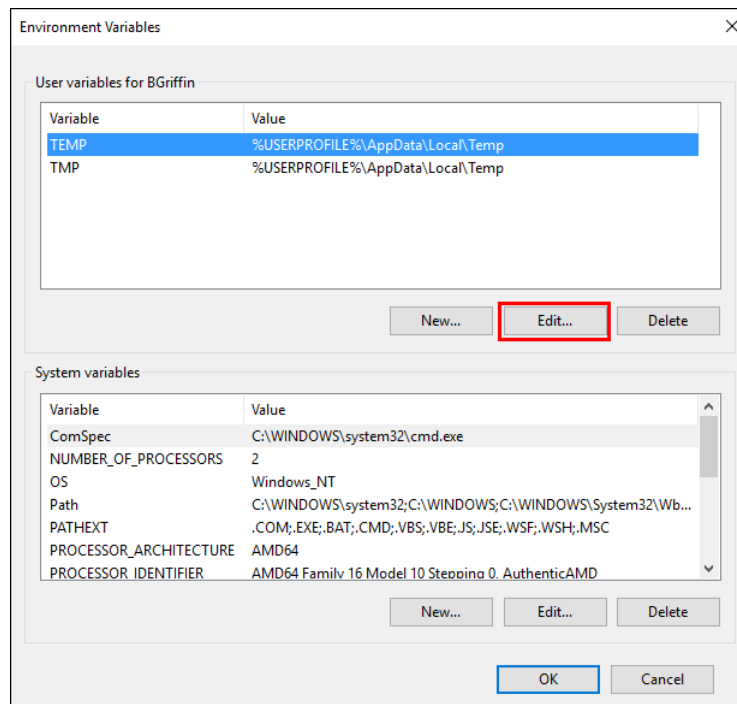
2. Click **Advanced system settings**.



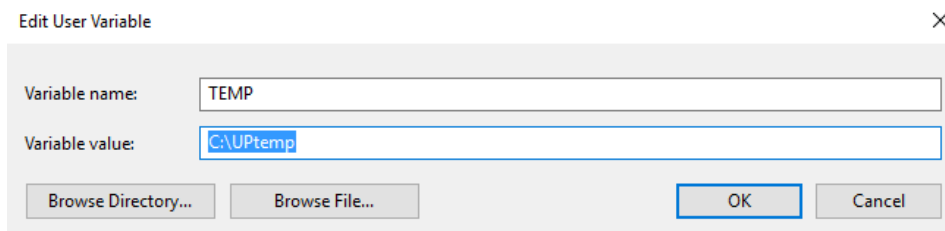
3. In the **Advanced** tab, click **Environment Variables**.



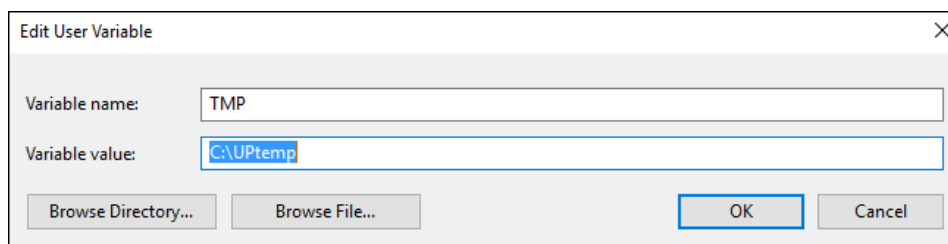
4. Under **User variables**, click to select the **TEMP** variable and then click **Edit**.



5. Edit the variable value and then click **OK**. *Note: The location must already exist. A new folder will not be created.*



6. Click to select the **TMP** variable and then click **Edit**.
7. Enter the same location as the **TEMP** variable and then click **OK**.



8. Click **OK** and then click **OK** again to exit System Properties.
9. Close the Control Panel System window.
10. Restart the workstation.

Configuring UniPrint Client using Administrative Templates in Windows

ADM, ADMX and ADML (Administrative Templates) files are available in the UniPrint Client ZIP package in the Admin folder. Using an administrative template file, network administrators can configure UniPrint Client settings in a structured manner for all users.

Editing Domain-based GPOs Using UPCLT500.adml in Windows Server 2008

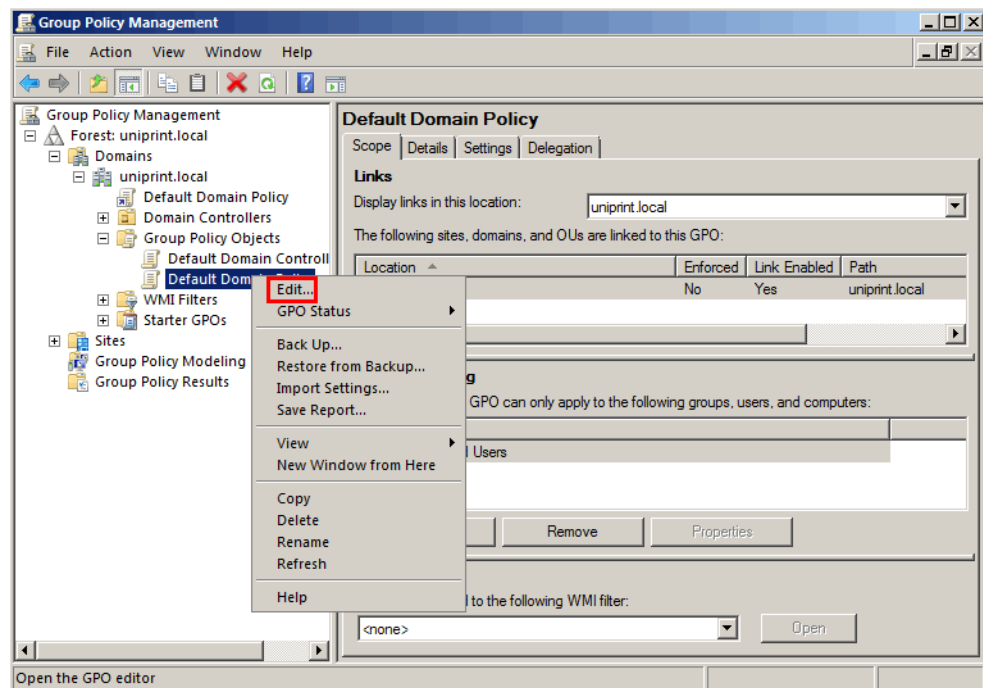
Windows Server 2008 supports XML-based administrative template files, ADMX and ADML. ADML files are XML-based ADM files that contain language-specific settings. Unlike ADM files, ADMX files are not stored in individual Group Policy Objects and do not need to be “loaded”, only copied to the appropriate folders.

1. Copy **UPCLT500.admx** to the domain controller
`%systemroot%\sysvol\PolicyDefinitions` or to the central store,
`%systemroot%\sysvol\domain\policies\PolicyDefinitions`.
2. Copy **UPCLT500.adml** to the domain controller
`%systemroot%\sysvol\PolicyDefinitions\en-US` or to
`%systemroot%\sysvol\domain\policies\PolicyDefinitions\en-US`.
3. From your domain controller, click **Start**, point to **Administrative Tools** and then click **Group Policy Management**.

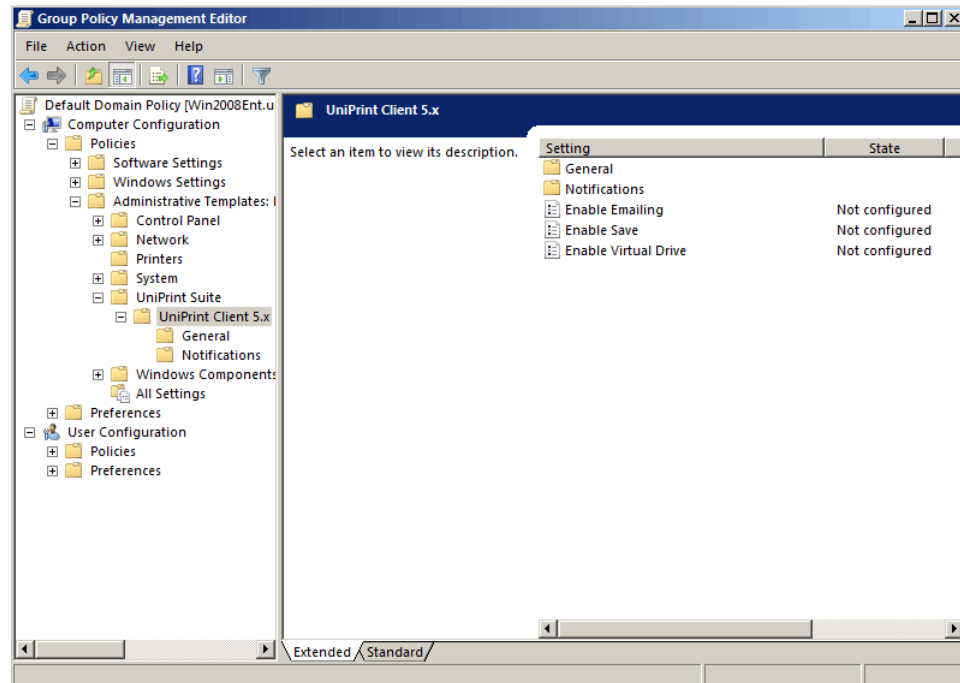


NOTE: You must ensure that the **Group Policy Management** feature is enabled on Window Server 2008 or later.

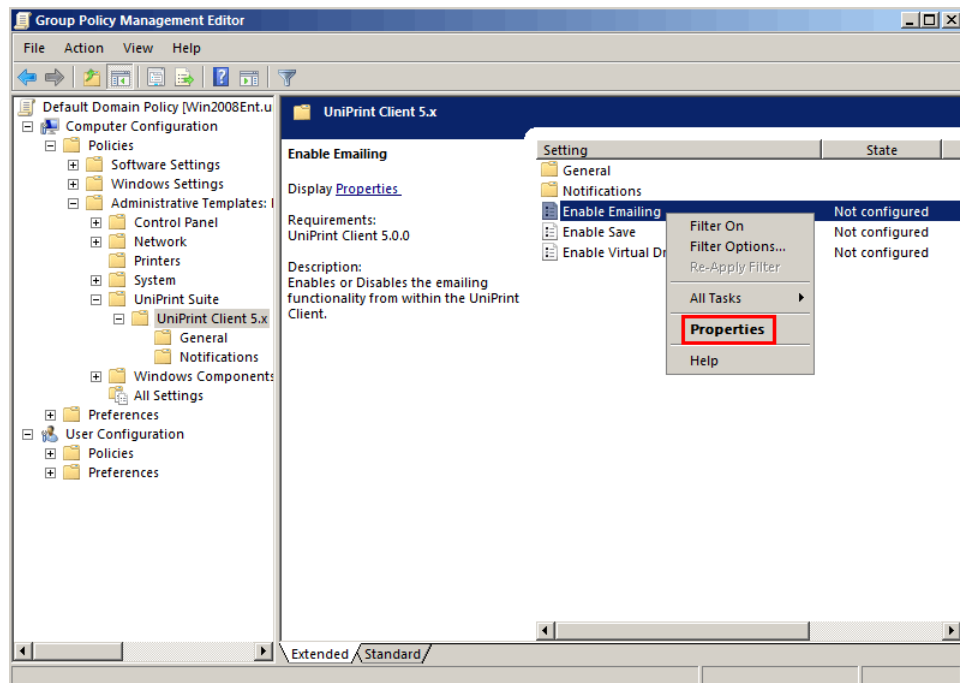
4. In the console tree, expand **Domains**, the domain with which to edit UPCLT500.admx and then expand the **Group Policy Objects** node.
5. Either create a new GPO by right-clicking the Group Policy Objects node and then selecting **New** or right-click an existing GPO and then click **Edit**.



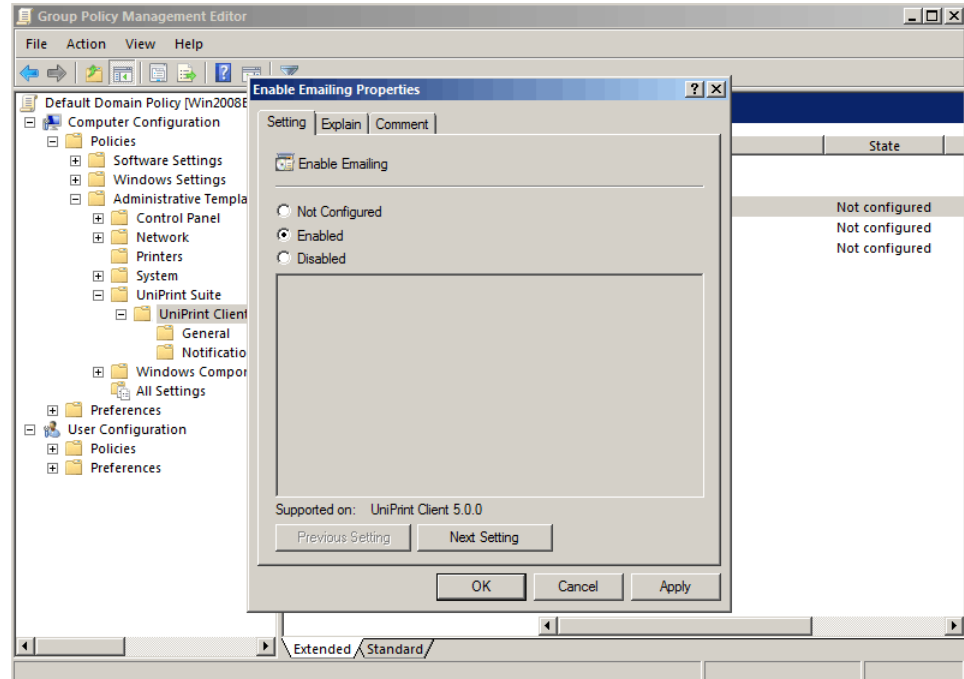
6. In the console tree, under either **Computer Configuration** or **User Configuration**, expand **Policies**, **Administrative Templates**, **UniPrint Suite**, and then click **UniPrint Client 5.x**.



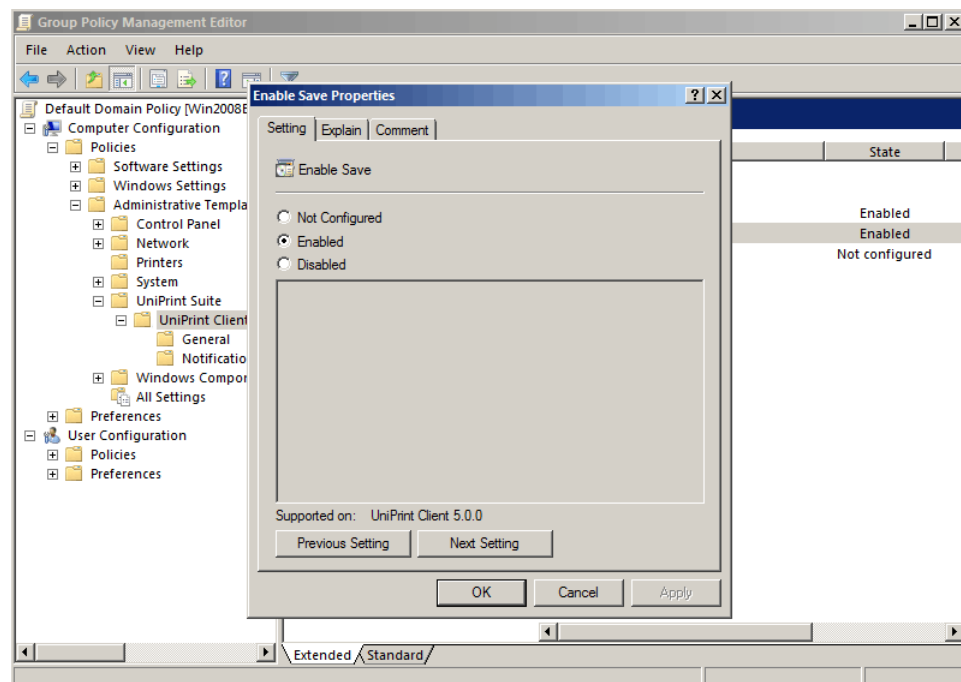
7. By default all UniPrint Client settings are **Not configured**. To modify a setting, right-click the setting and then click **Properties**.



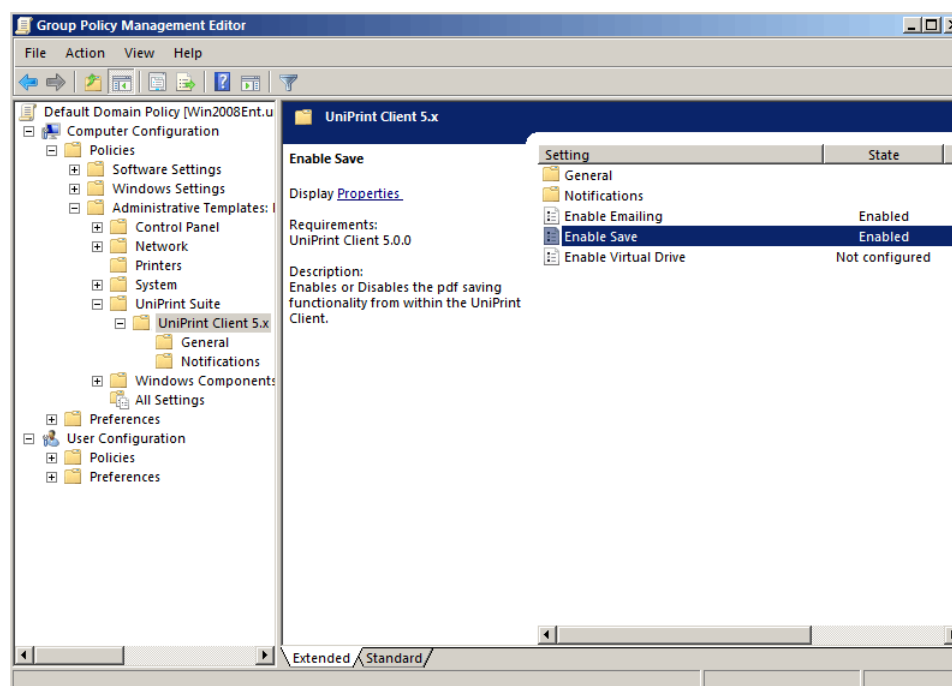
8. Select **Enabled** and then click **Apply**. Click **Next Setting** to modify the next setting in the list.



9. When you are finished modifying the settings, click **OK**.



10. You can edit settings in the **General** and **Notifications** folders as well.



11. Close the Group Policy Management Editor and then close the Group Policy Management snap-in.

Loading and Editing UPCLT500.adm in Windows Server 2003

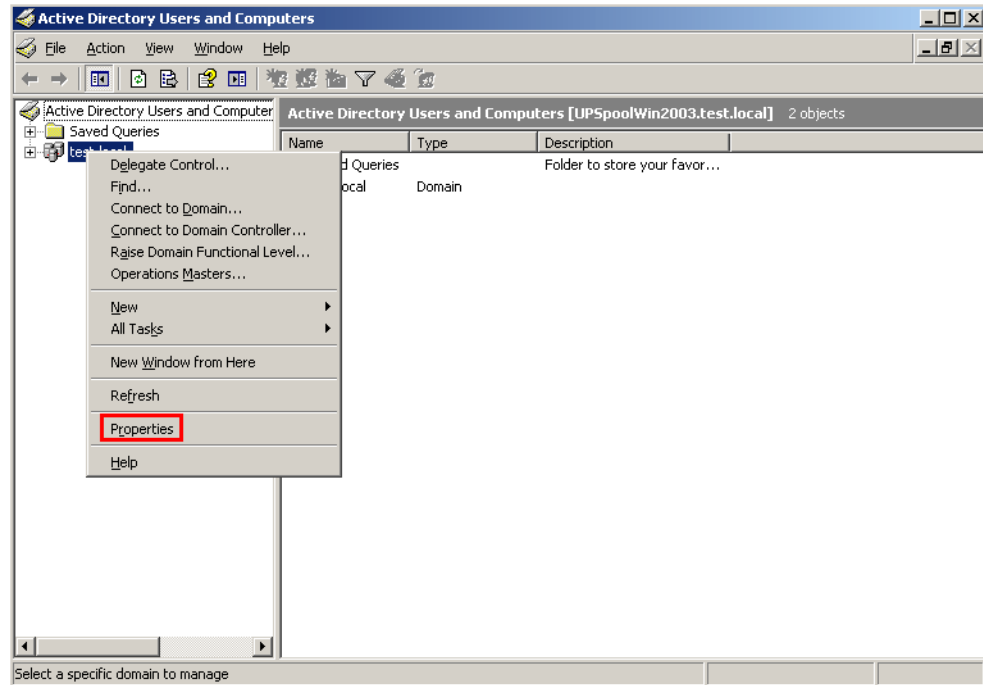
Although running UniPrint Client on Windows Server 2003 is no longer supported, it is still possible to load and deploy UniPrint Client configuration settings from Windows Server 2003. To load the classic administrative template, **UPCLT500.adm**, into Active Directory on Windows Server 2003, do the following:



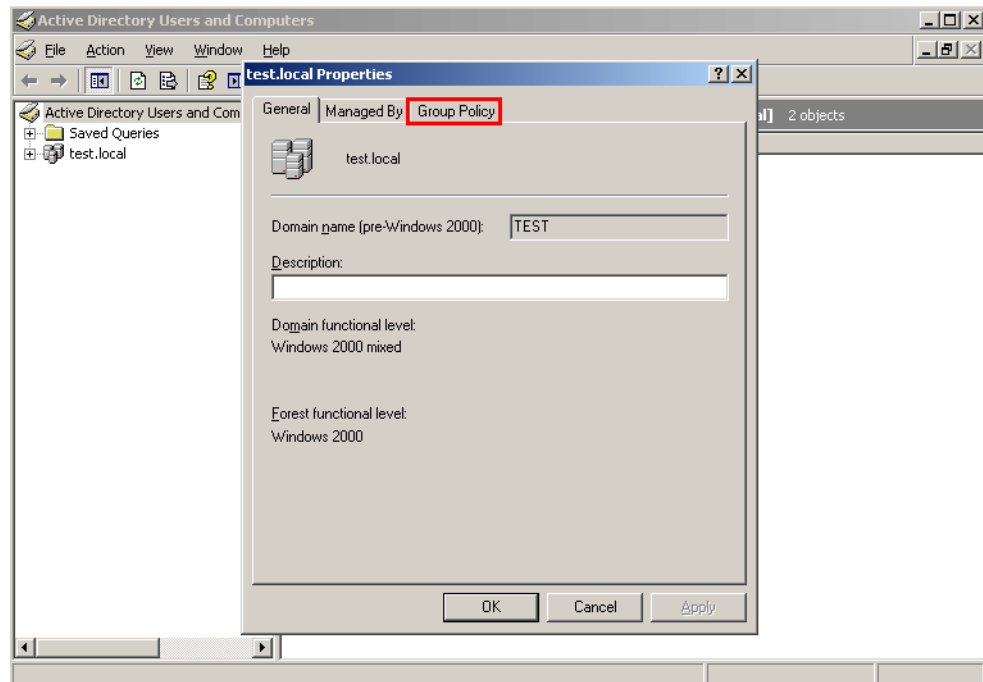
NOTE: You will need to remove the group policy containing UniPrint Client settings for an earlier version prior to adding the one for UniPrint Client 5.4.

1. From your domain controller, click **Start**, point to **Administrative Tools** and then click **Active Directory Users and Computers**.

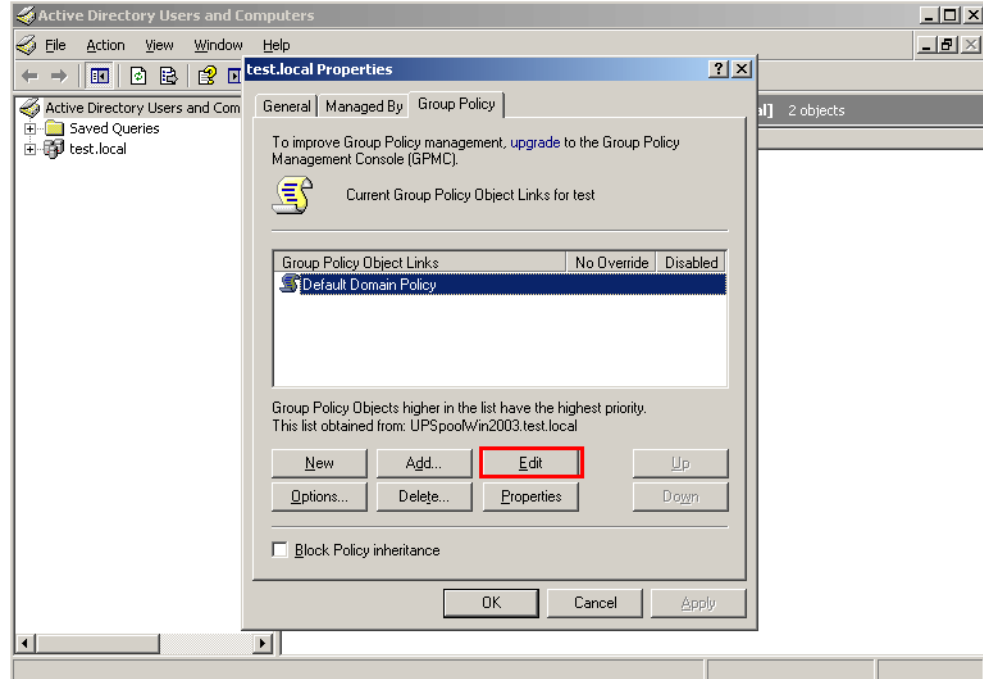
2. In the console tree, right-click on the domain or Organizational Unit that you want **UPCLT500.adm** to be applied to and then select **Properties**.



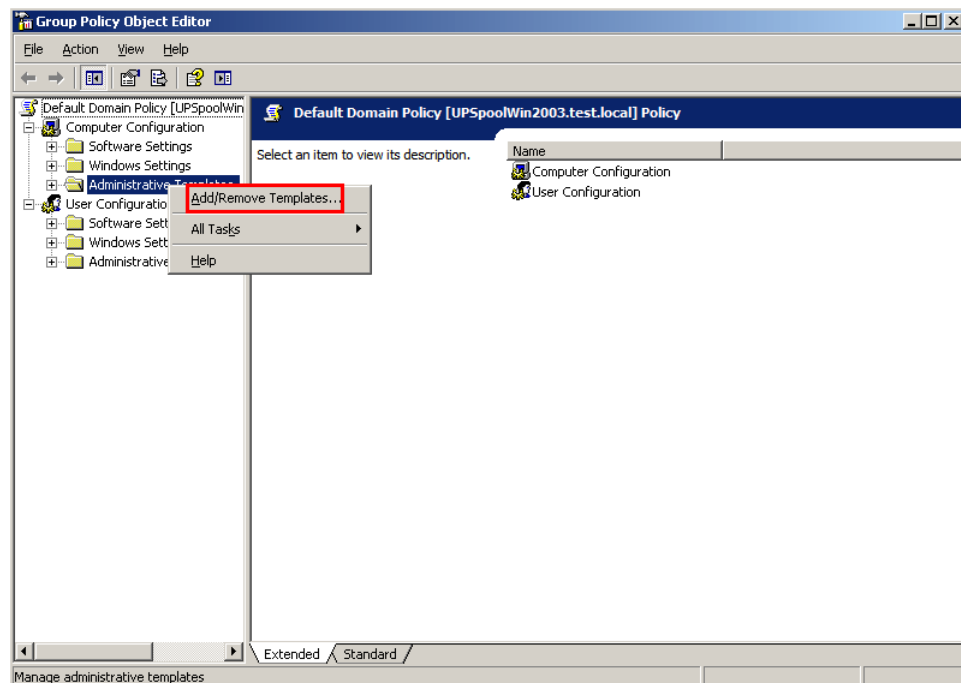
3. Click the **Group Policy** tab.



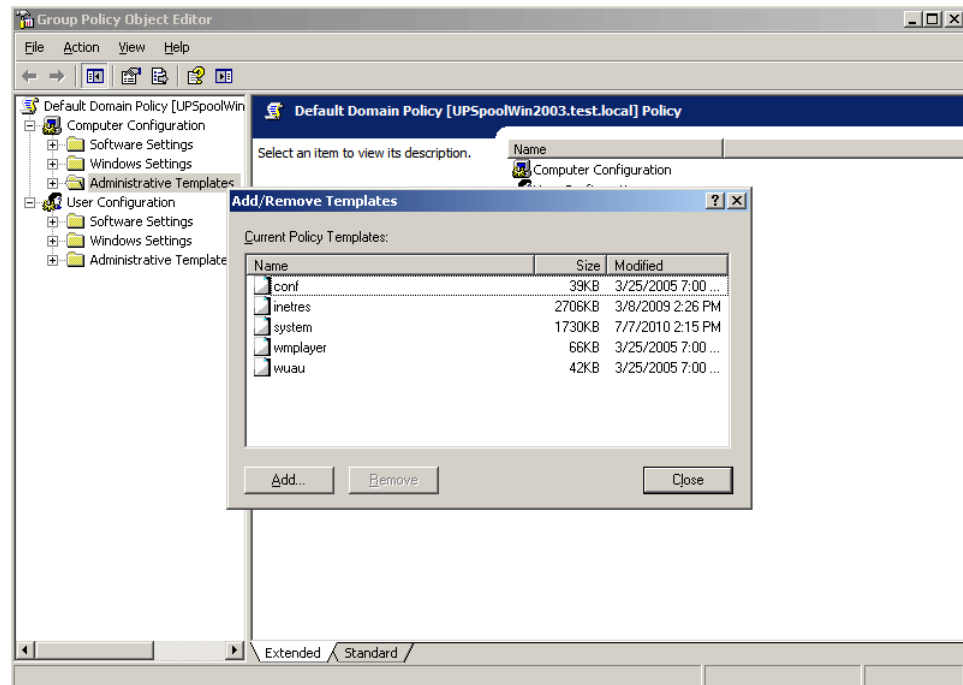
4. Create a new Group Policy Object by clicking **New** or click to select an existing Group Policy Object and then click **Edit**.



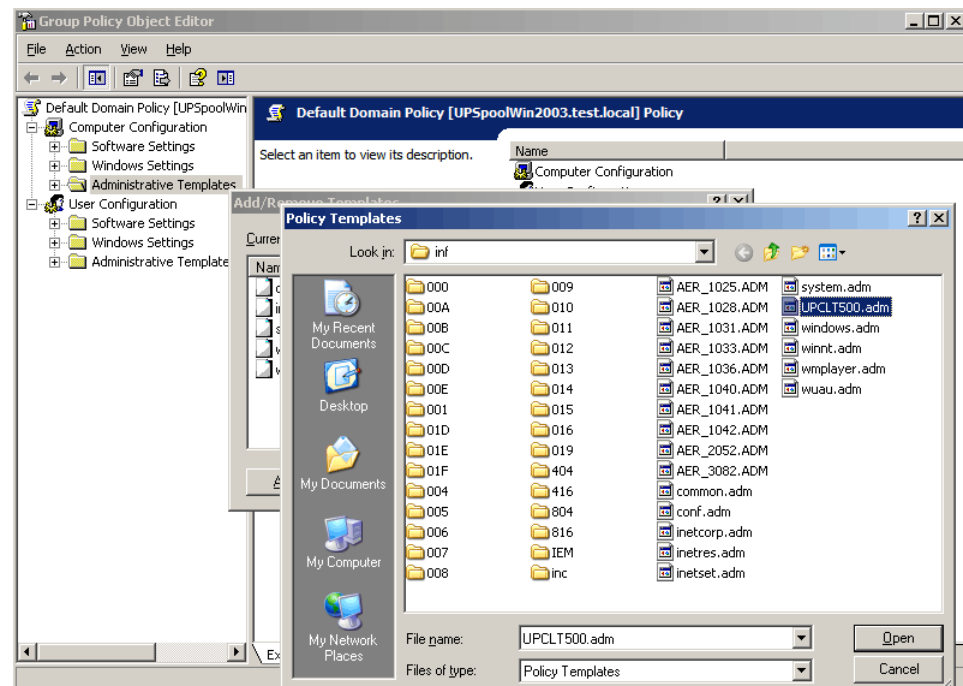
5. Under either **Computer Configuration** or **User Configuration**, right-click on **Administrative Templates** and then click **Add/Remove Templates**.



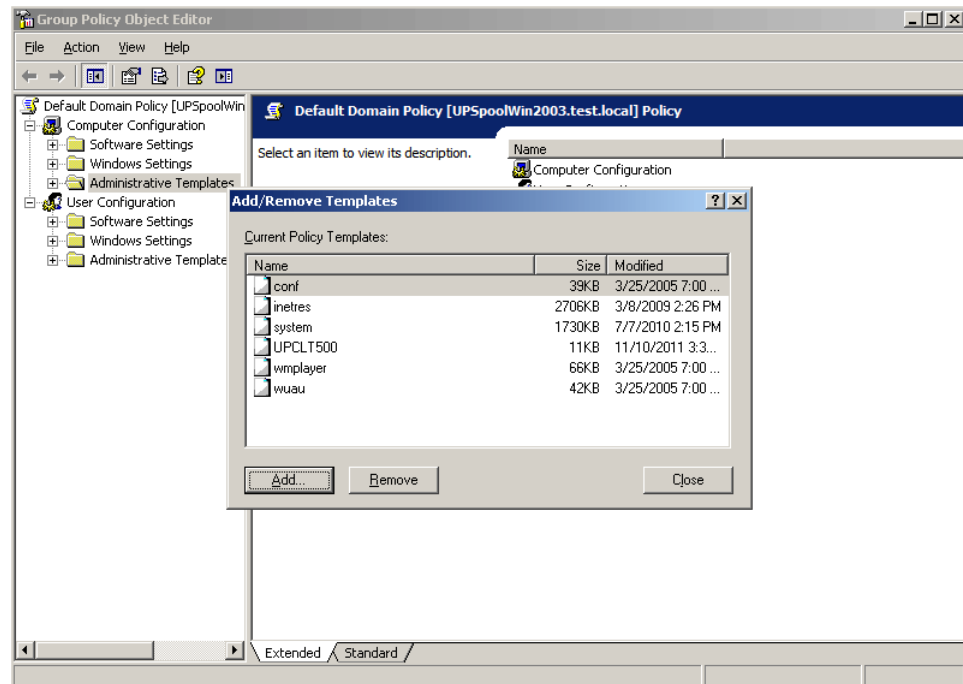
6. Click **Add**.



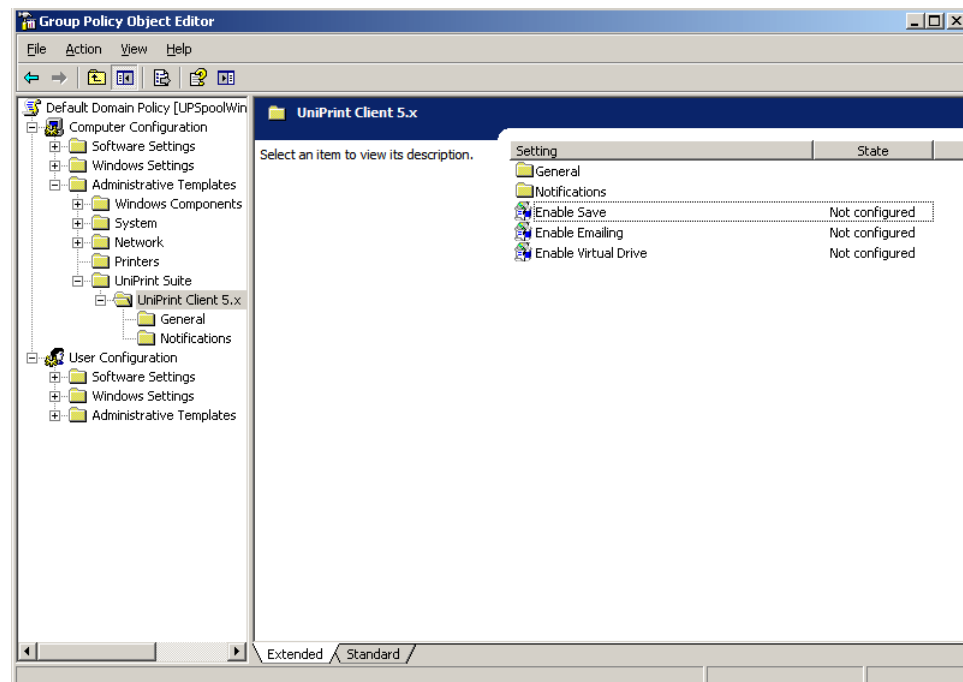
7. Browse to the location where **UPCLT500.adm** is stored and then click **Open** to add the new template.



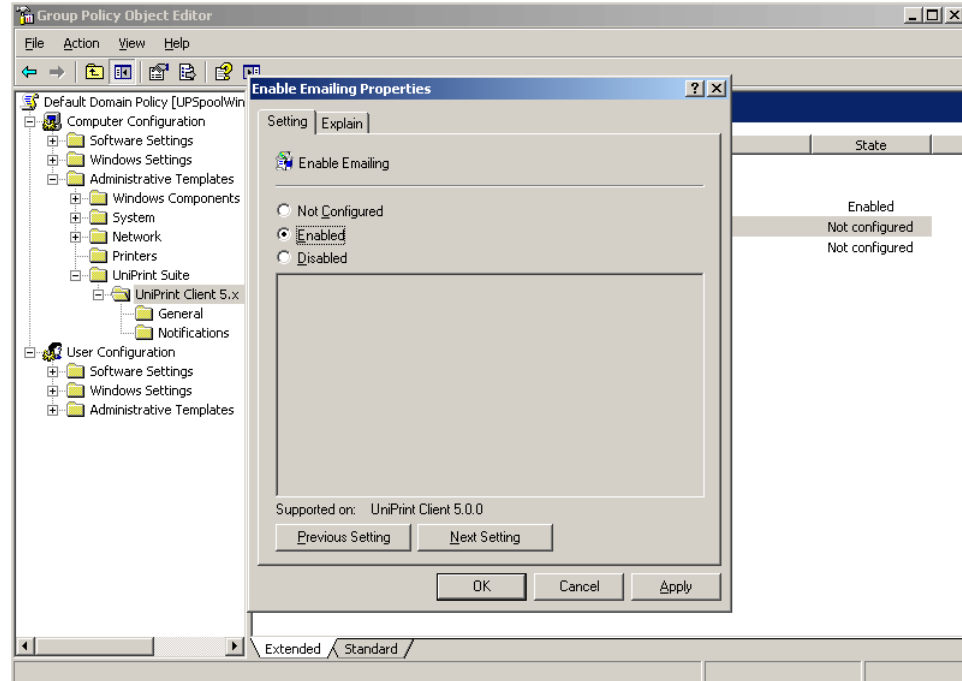
8. Click **Close** to exit **Add/Remove Templates**.



9. In the console tree, expand **Administrative Templates, UniPrint Suite** and then click **UniPrint Client 5.x**.



10. The default state for these settings is **Not configured**. To edit any of these settings, double-click on the setting and then select **Enabled**.



11. For more information on each setting, click on the **Explain** tab.

Global Settings	Description
Enable Save	Enable or disables the Save feature within the UniPrint Viewer , allowing users to save the printed document as a PDF file to any network accessible location.
Enable Emailing	Enables or disables the E-mail feature within the UniPrint Viewer , allowing users to send the printed document(s) as e-mail attachment(s) using the default e-mail application (e.g. Microsoft Outlook).
Enable Virtual Drive	Enables or disables the virtual drive used as part of drive mapping for document transmission.

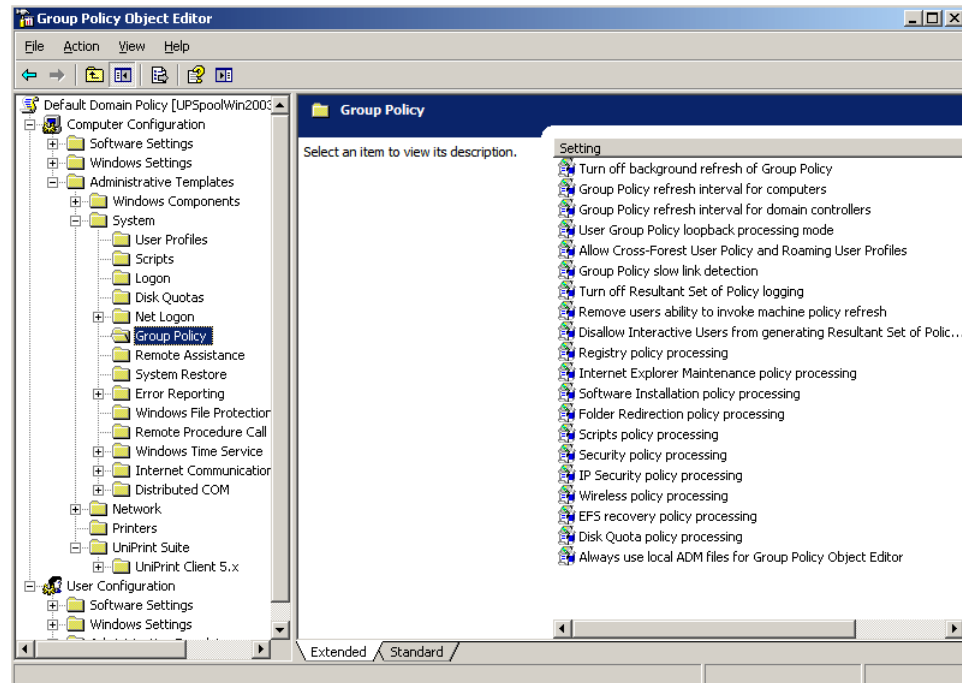
General Settings	Description
Print Handling	This option takes effect when 'Enable Document Preview' is disabled. This determines what level of interaction with the document and printer settings that the user has. Options include: Let user choose a printer, print directly to user's default printer, and print directly to user's default printer (display printer properties).
Enable Document Preview	Enables the user to preview a document before sending it to a printer.
Preview Handling	When 'Enable Document Preview' is enabled, this determines if the document should be opened within the UniPrint Client Viewer or pass the document to an external viewer. Options include: Preview with another application and preview with UniPrint.
Run UniPrint Client on system startup	This option will allow the UniPrint Client to run on system startup/user logon.

Notification Settings	Description
Tray Notifications	Enables or disables the tray notifications when documents are received and printed without preview.
Viewer Behavior	This sets the UniPrint viewer behavior as to how invasive should it be when it receives a new document. This item is only in effect when 'Enable Document Preview' is on and 'Preview Handling - Preview with UniPrint' is selected.

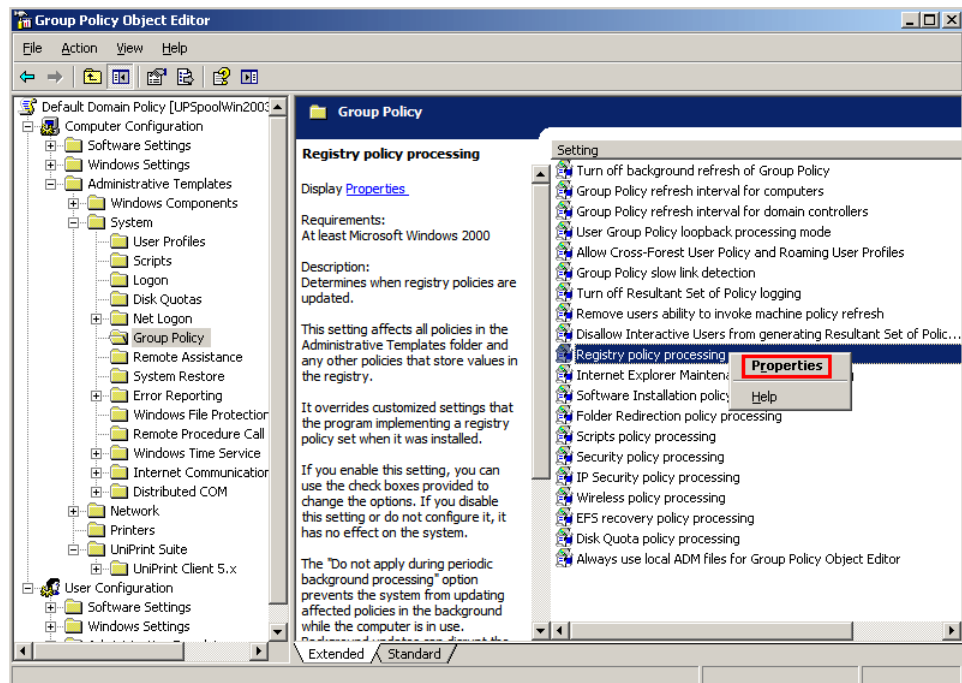
12. Click **Apply** and then click **Next Setting**.

13. When you are finished editing all the settings, click **OK**.

14. To ensure that the ADM settings are set on the domain controller, expand **Computer Configuration, Administrative Templates, System, and Group Policy**.



15. Right-click **Registry Policy Processing** and then select **Properties**.



-
- The screenshot shows the Group Policy Object Editor window. On the left, the tree view is expanded to 'Computer Configuration' > 'Administrative Templates' > 'System' > 'Group Policy'. The 'Group Policy' folder is selected. In the center, the 'Registry policy processing Properties' dialog box is open. The 'Setting' tab is active, showing the 'Registry policy processing' icon and the following options:
- ☐ Not Configured
 - ☒ Enabled
 - ☐ Disabled
 - ☐ Do not apply during periodic background processing
 - ☒ Process even if the Group Policy objects have not changed
- Below these options, it states 'Supported on: At least Microsoft Windows 2000'. At the bottom of the dialog are buttons for 'Previous Setting', 'Next Setting', 'OK', 'Cancel', and 'Apply'. The background window shows the 'Group Policy' folder selected in the tree, and the 'Group Policy Objects' list on the right shows 'Group Policy Objects'.

17. Close the Group Policy Editor and click **OK** to return to Active Directory Users and Computers.

UniPrint Support

Contact us if you experience any problems with the UniPrint Client 5.4 product. For UniPrint Mint support, visit www.uniprintmint.com.

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