

TXEVER GEN PRINT PLUGIN INSTALLATION AND TROUBLESHOOTING INSTRUCTIONS

TABLE OF CONTENTS

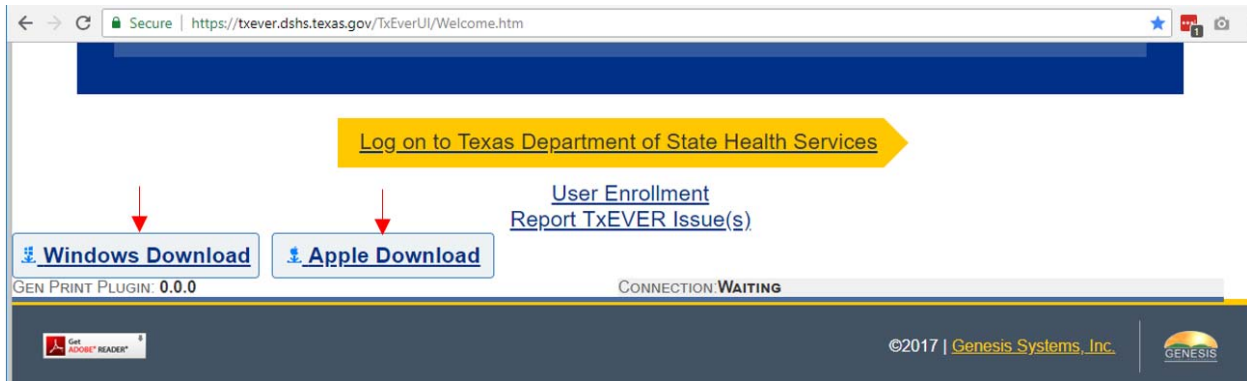
- Installation Prerequisites.....2
- Software Installation2
 - For Windows operating system2
 - For Mac operating system.....9
- Troubleshooting13
 - Installing Java on Windows13
 - Installing Java on Mac18
 - Uninstall Gen Print Plugin on Windows21
 - Uninstall Gen Print Plugin on Mac24
 - Signature pad connectivity.....25
 - Debug from the Gen Print Plugin log32
 - Gen Print Plugin show red icon on taskbar36
 - New printer with Gen Print Plugin38

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

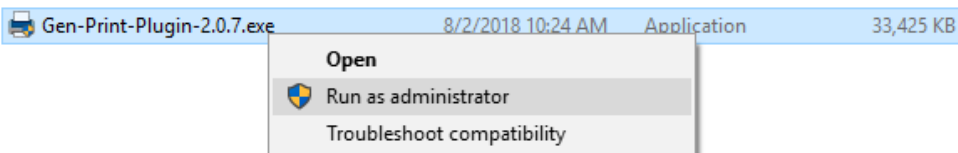


FOR WINDOWS OPERATING SYSTEM

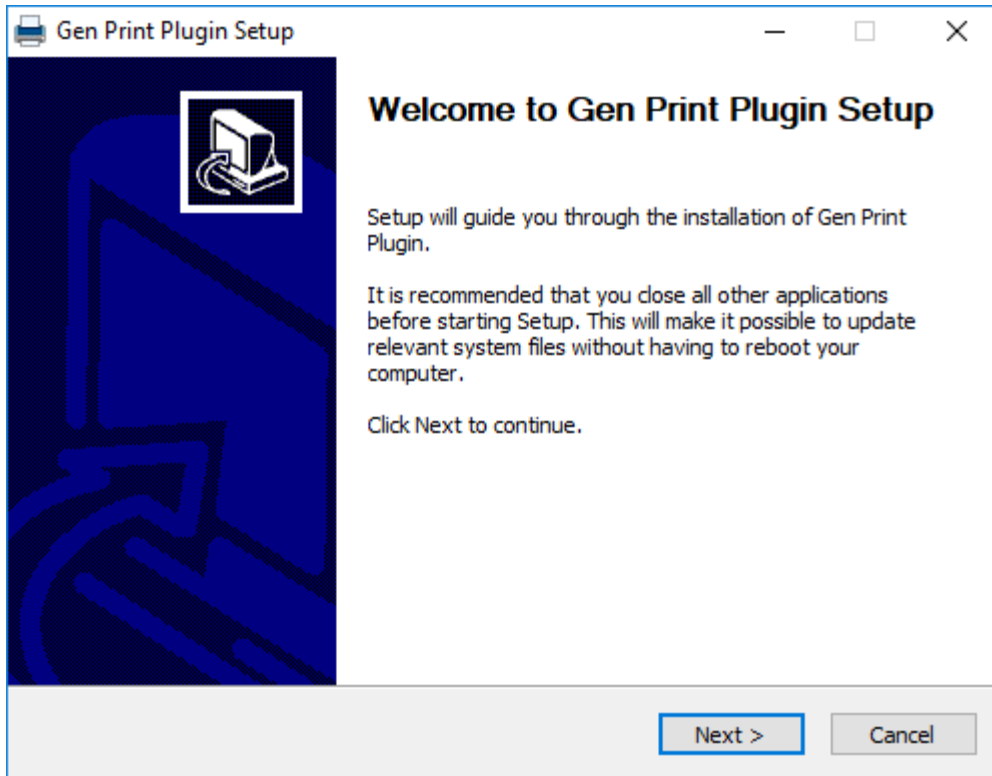
IMPORTANT: If your account does not have administrator privileges, ask your IT administrator to install the Gen Print Plugin on your computer.

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.

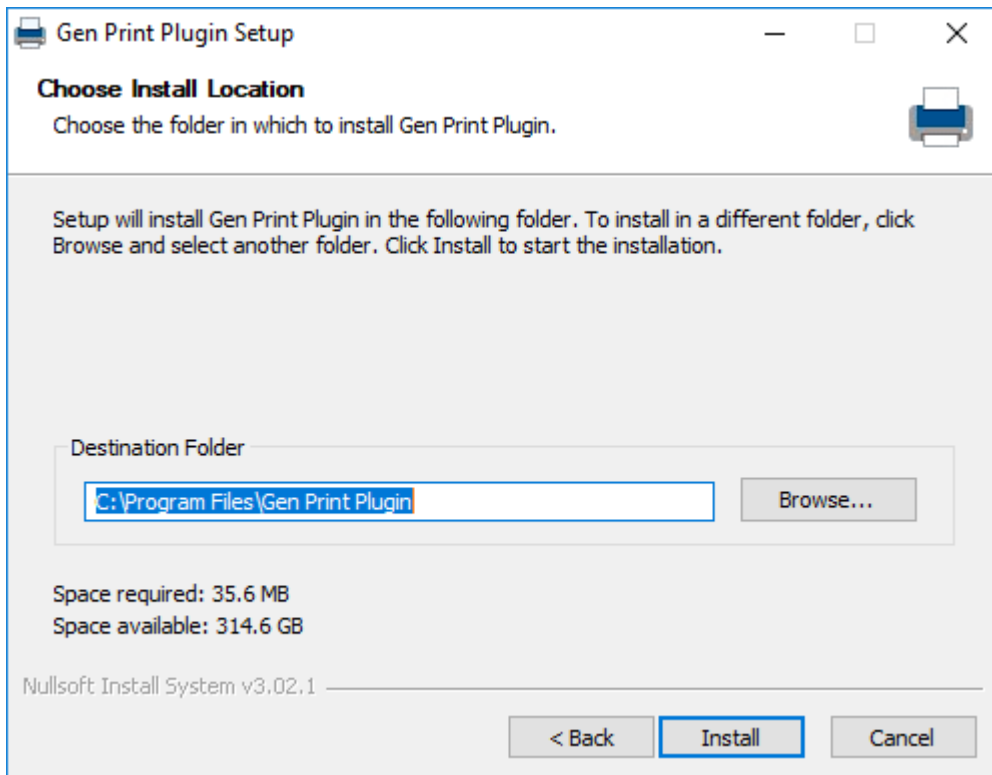
After downloading from the webpage, locate the installation file, right click on Gen-Print-Plugin-version.exe, and select **Run as administrator**. Downloaded file is usually in folder C:\Users\{your computer username}\Downloads

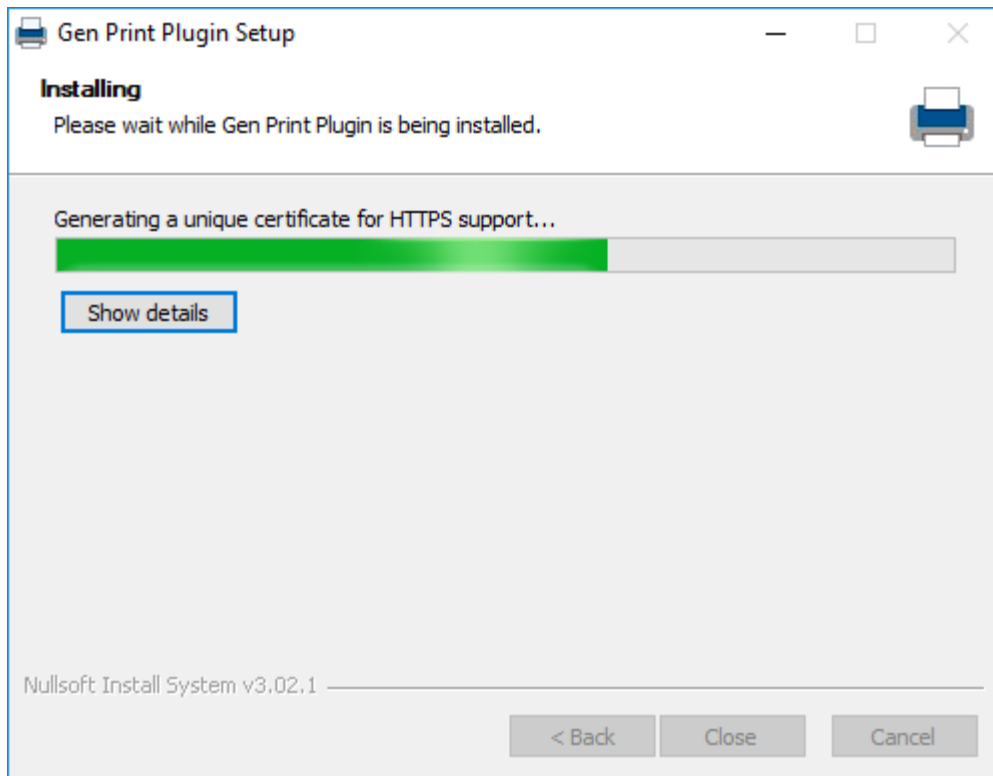


Gen Print Plugin Setup will guide you through the installation process. It is recommended that you close all other applications before starting setup.

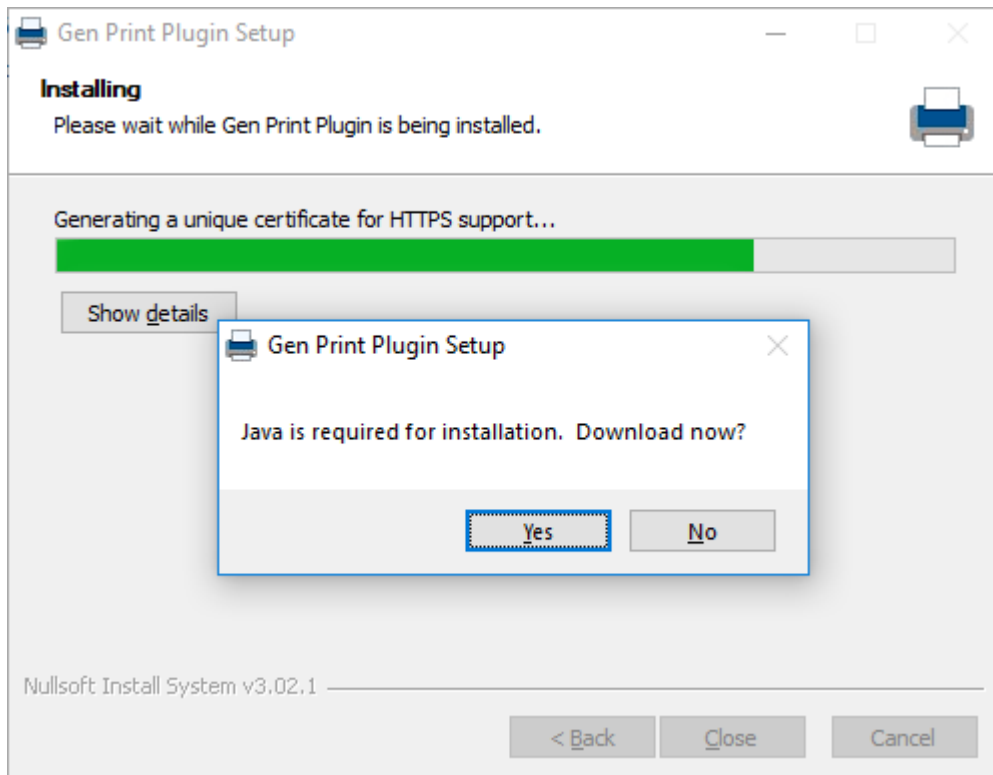


Setup will install Gen Print Plugin in default folder C:\Program Files\Gen Print Plugin

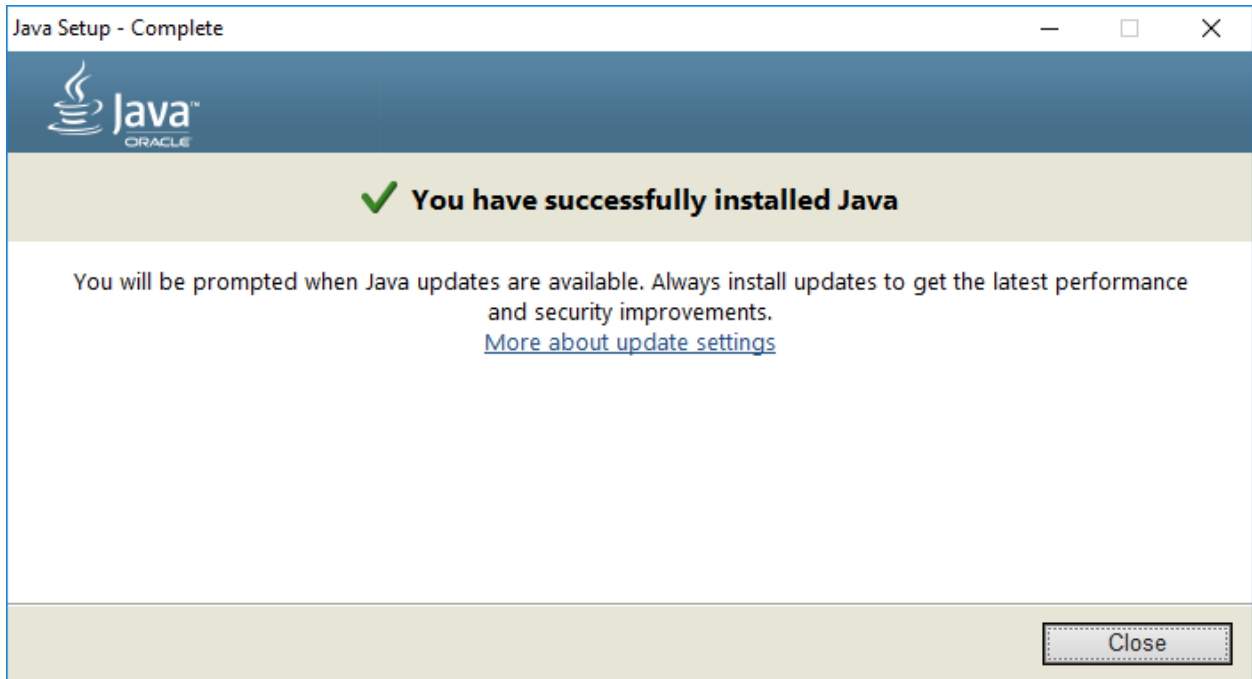




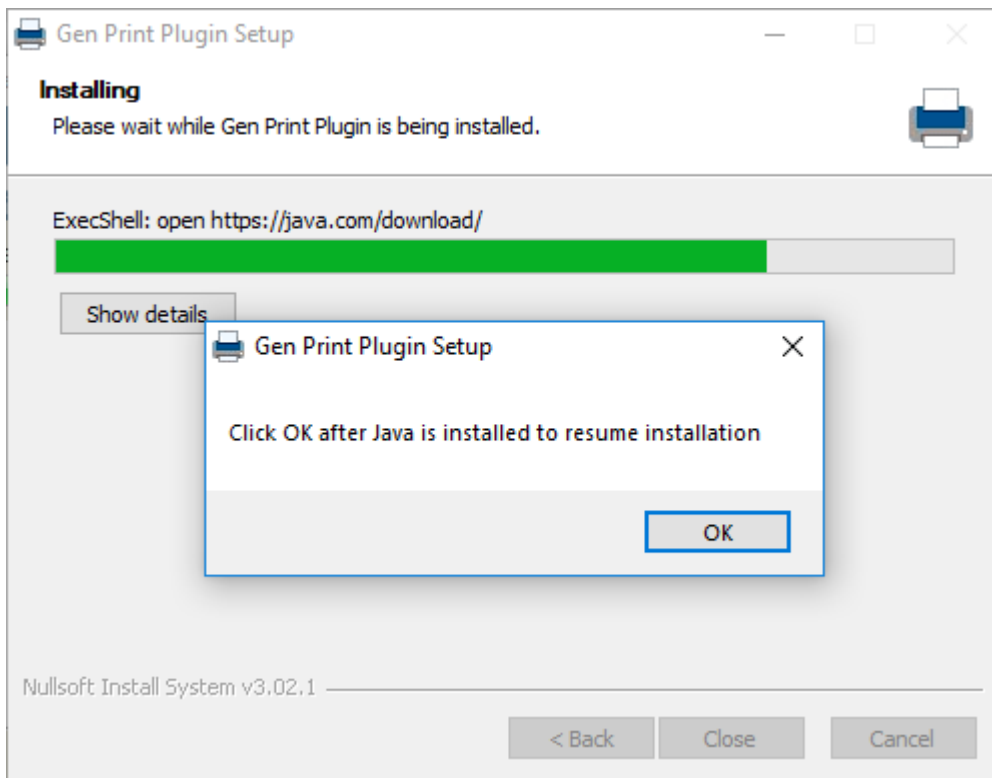
During the Gen Print Plugin setup, if your computer does not have Java, you will get the message below



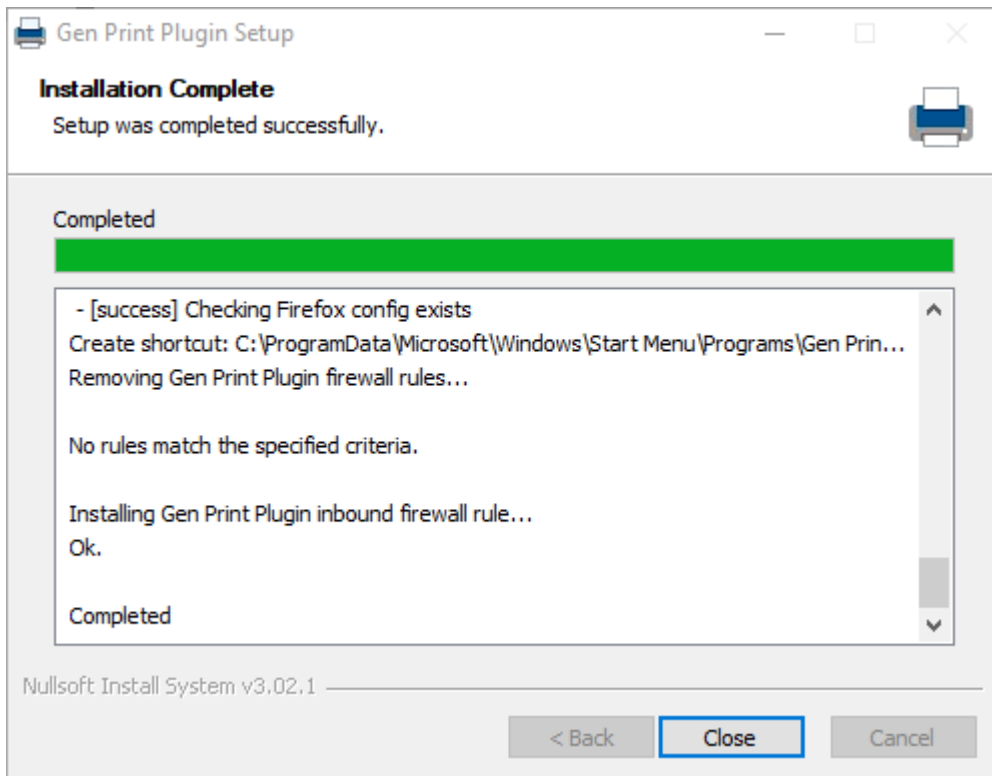
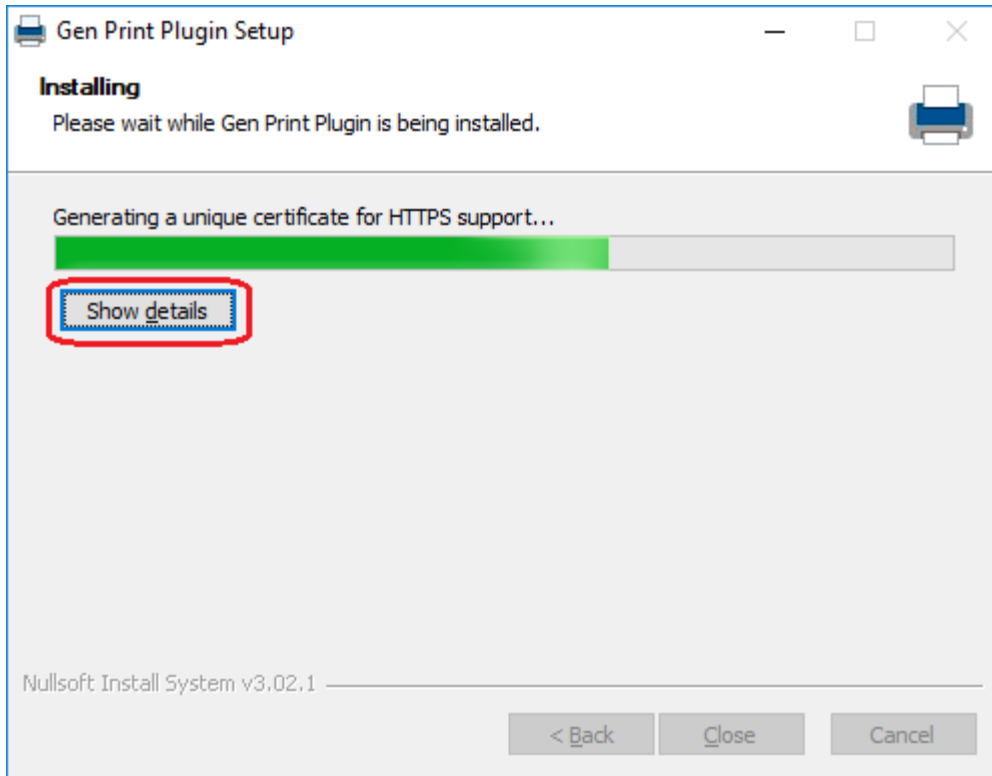
Click **Yes** to download and install Java until you get the message "You have successfully installed Java".



Click OK after Java is installed to resume installation



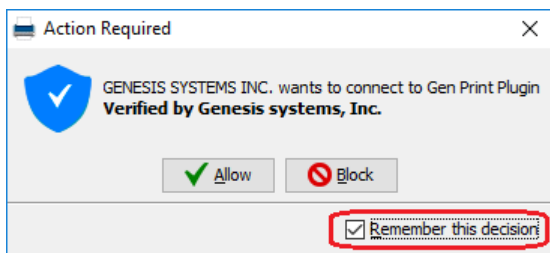
Click **Show details** to verify Gen Print Plugin successfully install all security certificates.



Revisit <https://txever.dshs.texas.gov/TxEverUI/Welcome.htm> 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 re-opening the TxEVER welcome page before proceeding to troubleshooting steps.



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.



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 → Utilities → Printer Setup



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



List of Printers:

--Select a value--
--Select a value--
Send To OneNote 16
Microsoft XPS Document Writer
Microsoft Print to PDF
Fax
Dell C3760dn Color Laser
Brother MFC-9340CDW Printer

Print Tray:

--Select a value--

Available Print Processes

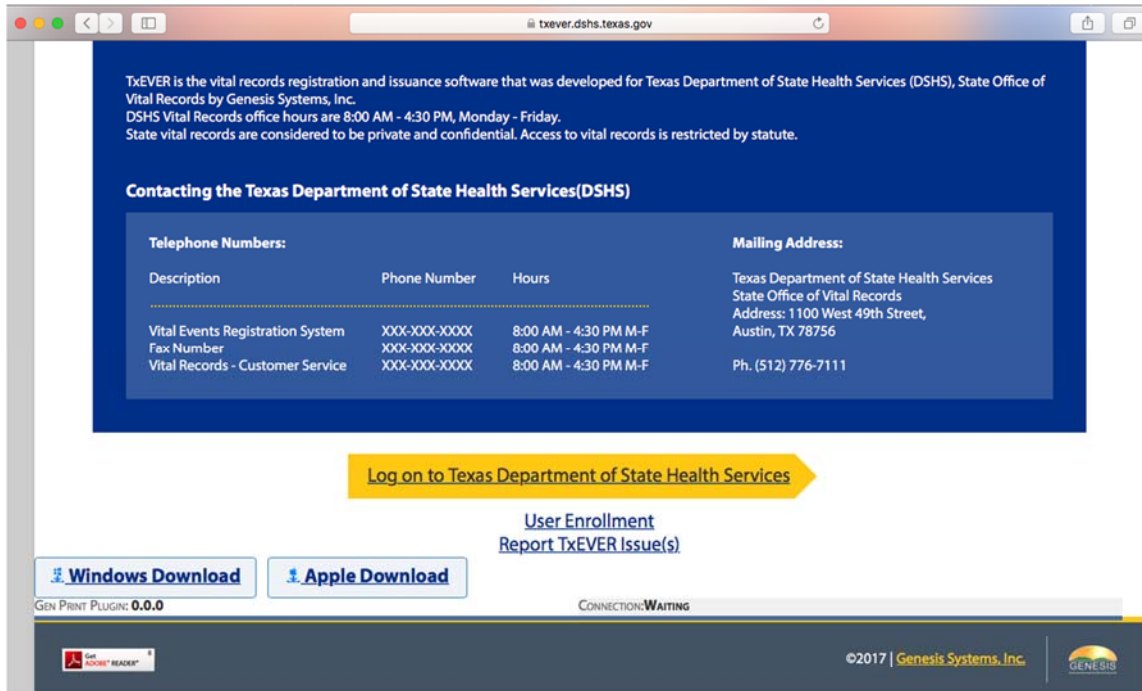
- ACCOUNT INFORMATION
- ACCOUNT RECEIVABLE
- AR CONTACT INFORMATION
- AR INVOICE REPORT
- AR PREVIEW INVOICE
- BIRTH LEGAL SIZE
- BIRTH LONG
- BIRTH MANUAL
- BIRTH NON CERTIFIED COPY

Assigned Print Processes:

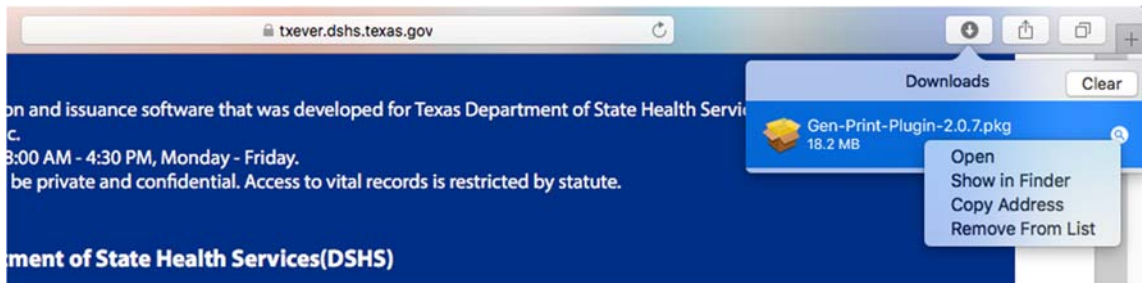
The Gen Print Plug-in Version number and Connection status as **Active** should remain displayed in the Printer Set-Up screen if Gen Print Plug-in is installed successfully.

FOR MAC OPERATING SYSTEM

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

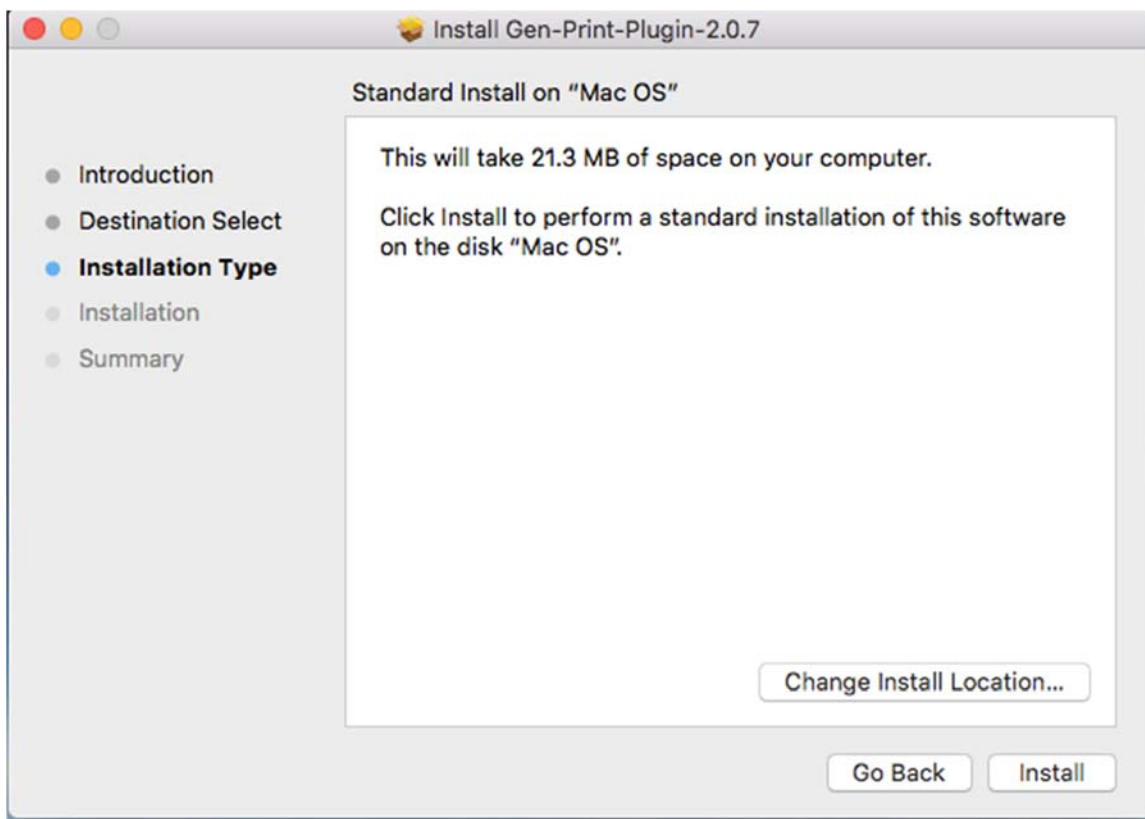
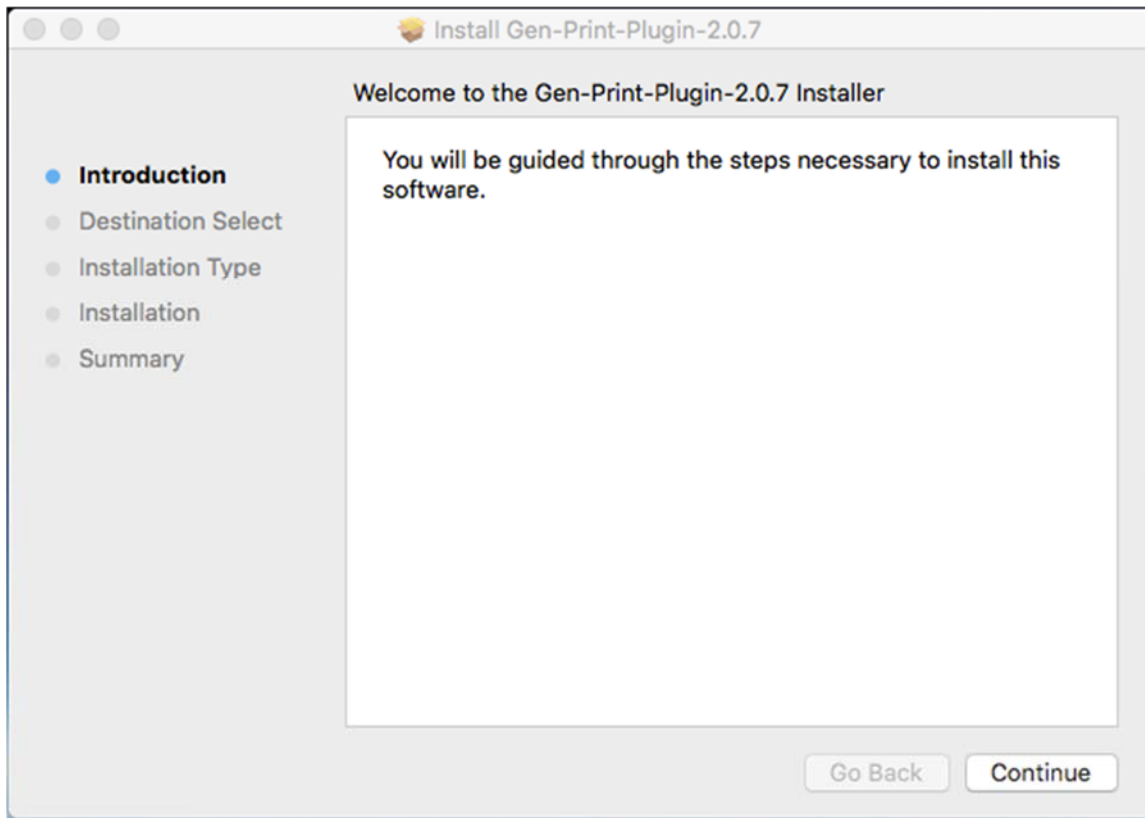


Open the downloaded file "Gen-Print-Plugin-version.pkg"

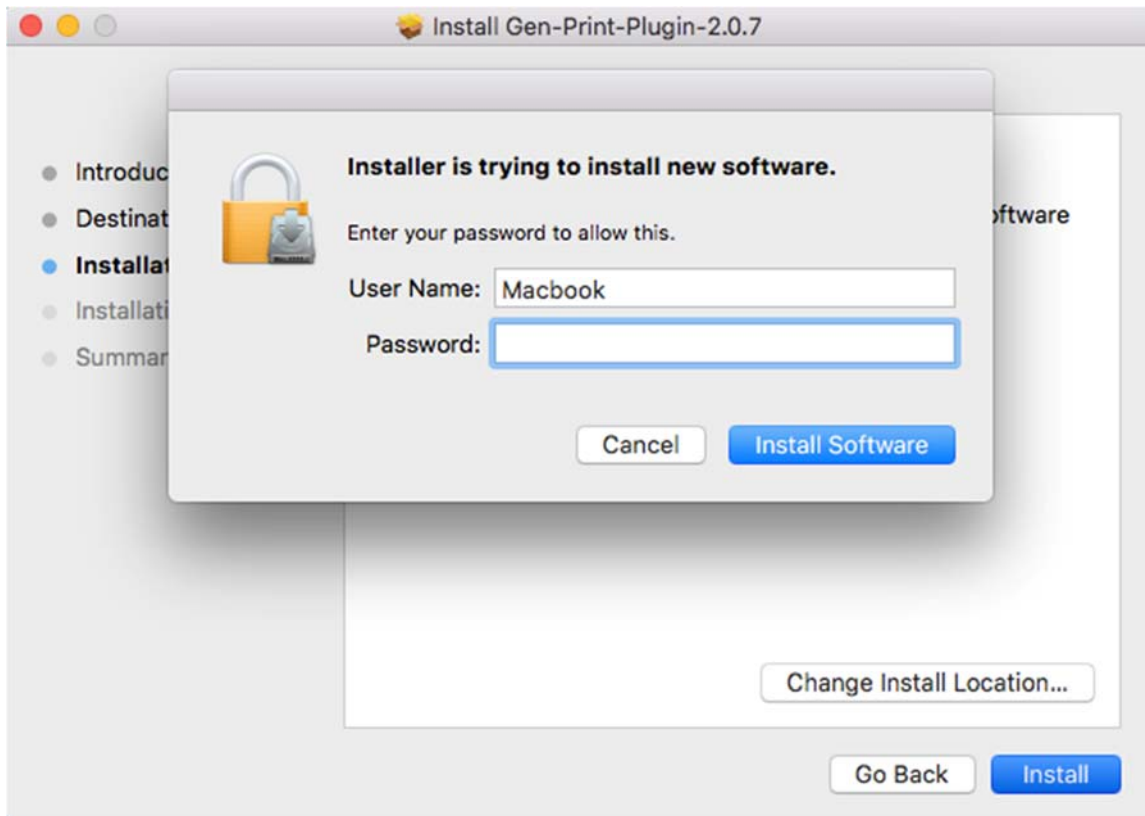


IMPORTANT: If your account does not have administrator privileges, ask your IT administrator to install the Gen Print Plugin on your computer.

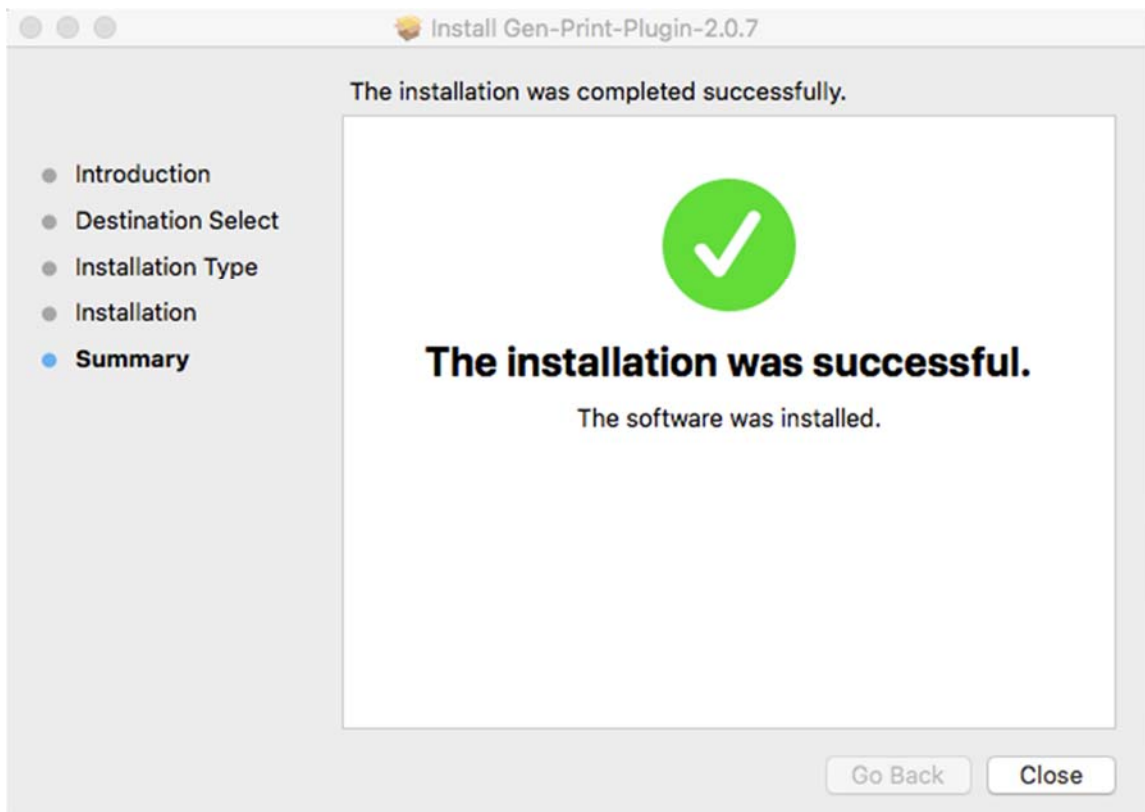
Gen Print Plugin installer will guide you through the necessary steps.



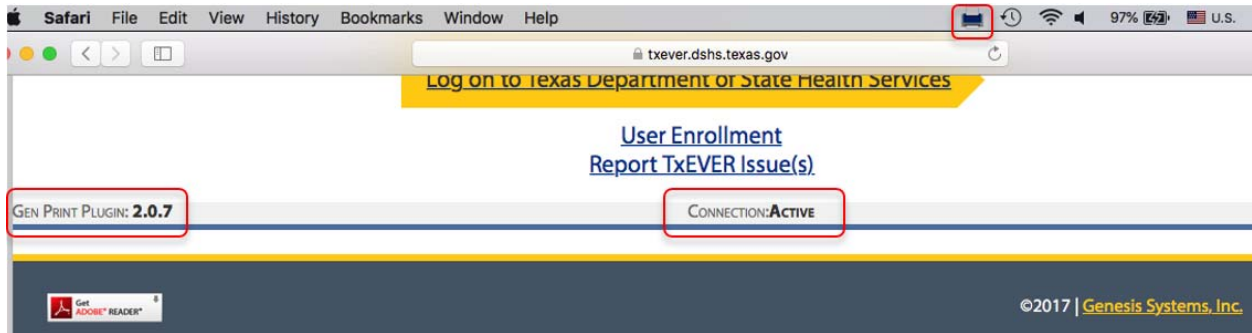
Administrator account is required to install Gen Print Plugin.



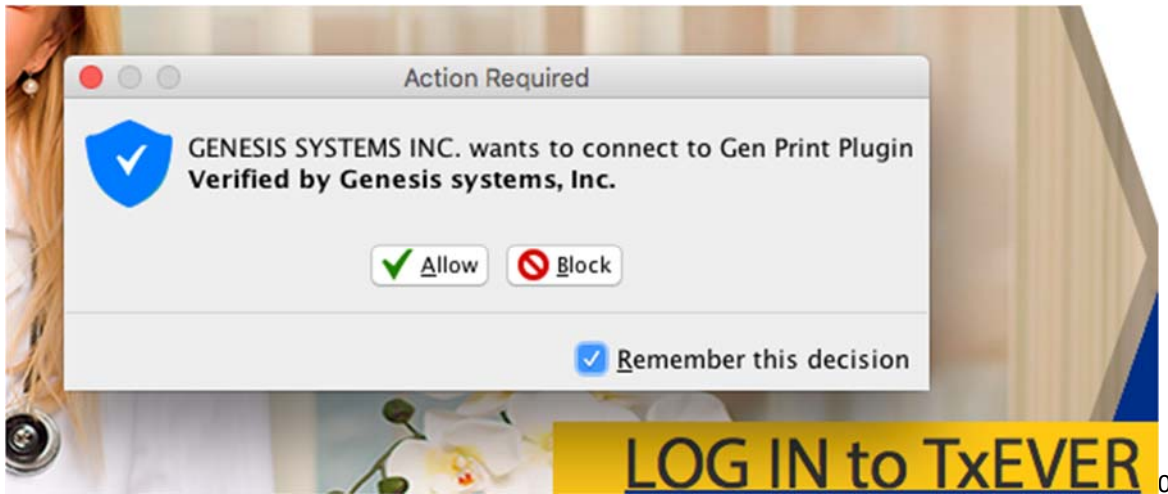
Gen Print Plugin installer will inform you that the installation was successful.



Revisit <https://txever.dshs.texas.gov/TxEverUI/Welcome.htm> 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

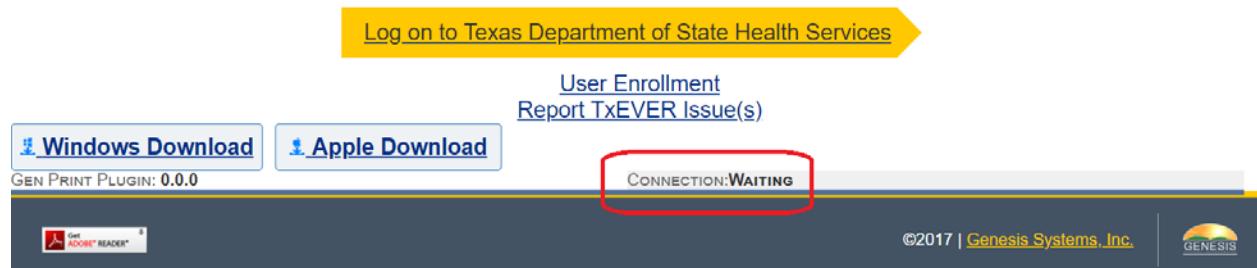


If a request to grant the permission to connect, please check the box **Remember this decision** and select **Allow** to avoid multiple requests in the future.



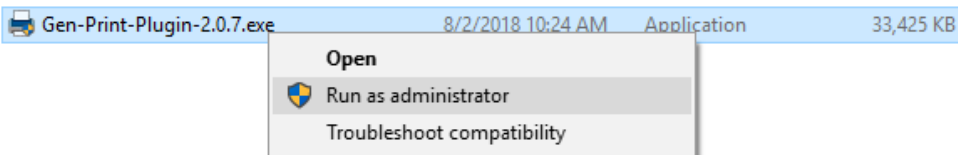
TROUBLESHOOTING

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



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.



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

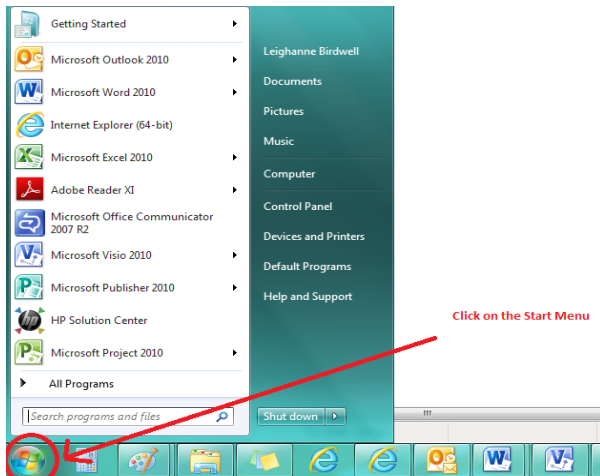
- 1) Uninstall Gen Print Plugin
- 2) Uninstall Java
- 3) Install latest version of Java (32bit) on Windows or Java (64bit) on MAC
- 4) Re-Install latest version of Gen Print Plugin

INSTALLING JAVA ON WINDOWS

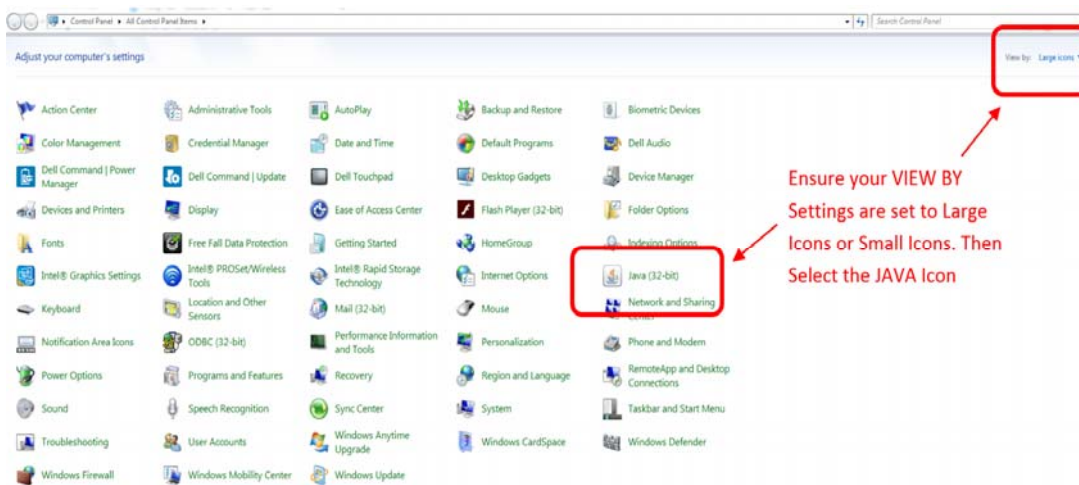
Please ensure you have the minimum Java (32-bit) Version 8 Update 161 or Higher Installed

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

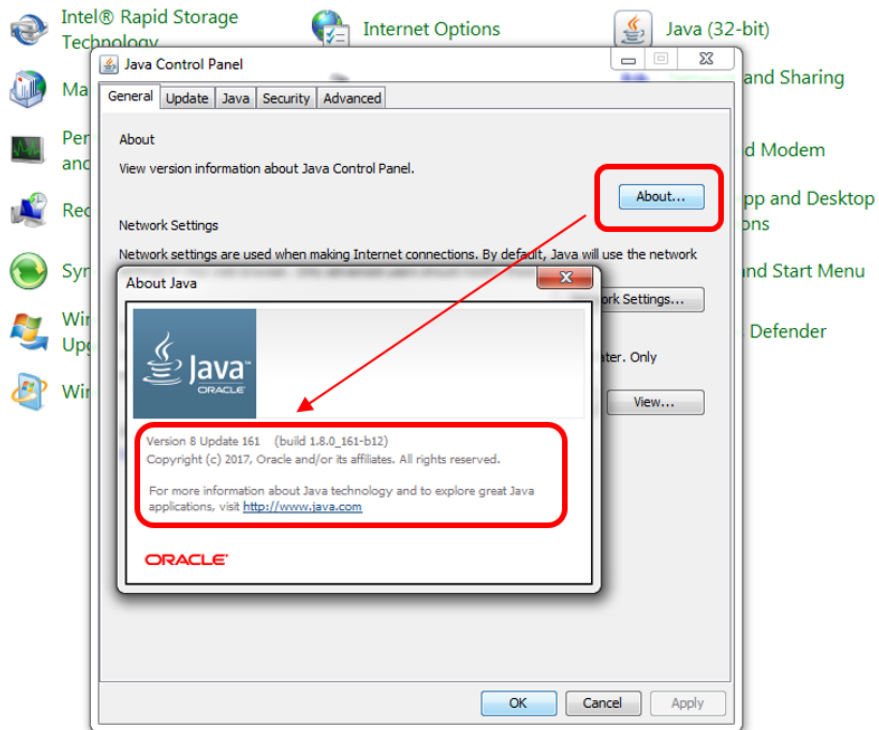
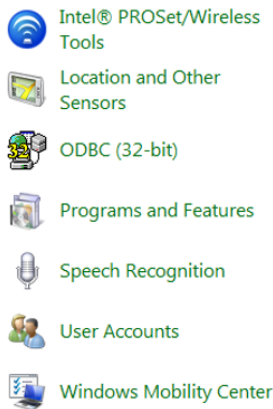
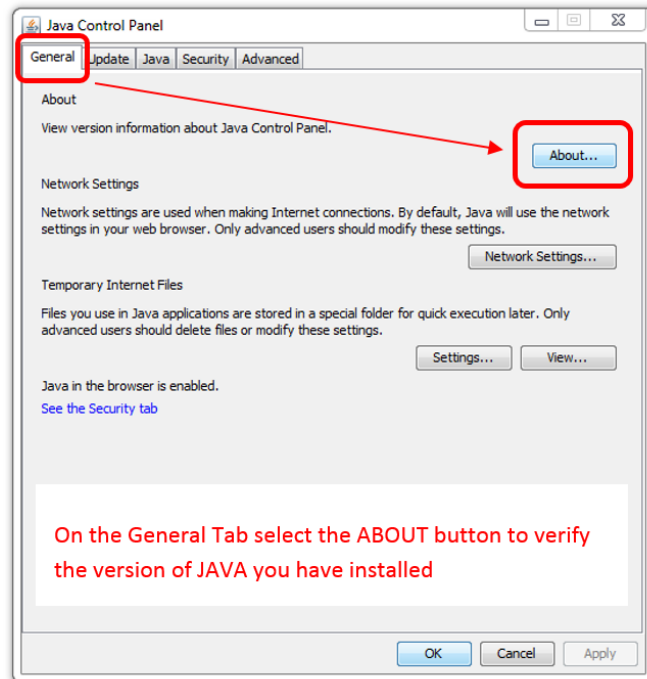
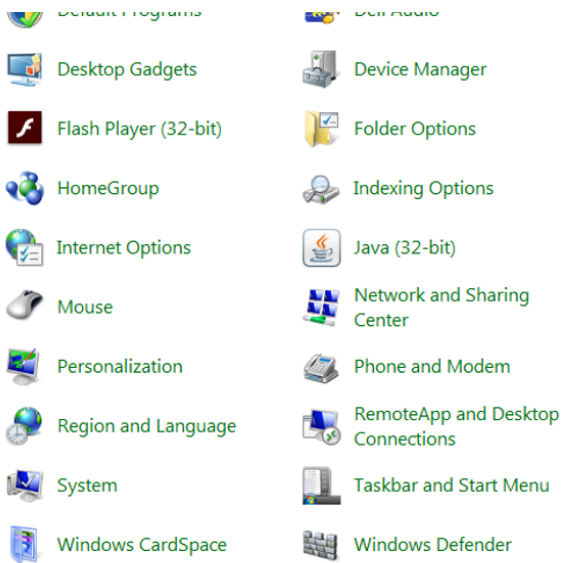
Then the Java control panel pop up window will open → on the general tab select the **ABOUT** button a pop will appear telling you what version is installed.



Click on the Start Menu



Ensure your VIEW BY Settings are set to Large Icons or Small Icons. Then Select the JAVA Icon



If you have an older version of Java you will want to uninstall and then install the latest Version 8 32-Bit → 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

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Do you want to run Java™ programs, or do you want to develop Java programs? If you want to run Java programs, but not develop them, download the Java Runtime Environment, or JRE™.

If you want to develop applications for Java, download the Java Development Kit, or JDK™. The JDK includes the JRE, so you do not have to download both separately.

JRE 8u181 Checksum

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Linux x64	77.43 MB	jre-8u181-linux-x64.tar.gz
Mac OS X x64	74.58 MB	jre-8u181-macosx-x64.dmg
Mac OS X x64	66.23 MB	jre-8u181-macosx-x64.tar.gz
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Solaris x64	50.09 MB	jre-8u181-solaris-x64.tar.gz
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Java SE Runtime Environment 8 Downloads

Do you want to run Java™ programs, or do you want to develop Java programs? If you want to run Java programs, but not develop them, download the Java Runtime Environment, or JRE™.

If you want to develop applications for Java, download the Java Development Kit, or JDK™. The JDK includes the JRE, so you do not have to download both separately.

JRE 8u181 Checksum

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Linux x64	77.43 MB	jre-8u181-linux-x64.tar.gz
Mac OS X x64	74.58 MB	jre-8u181-macosx-x64.dmg
Mac OS X x64	66.23 MB	jre-8u181-macosx-x64.tar.gz
Solaris SPARC 64-bit	52.31 MB	jre-8u181-solaris-sparcv9.tar.gz
Solaris x64	50.09 MB	jre-8u181-solaris-x64.tar.gz
Windows x86 Online	1.81 MB	jre-8u181-windows-i586-iftw.exe
Windows x86 Offline	61.55 MB	jre-8u181-windows-i586.exe
Windows x86	64.86 MB	jre-8u181-windows-i586.tar.gz
Windows x64	68.47 MB	jre-8u181-windows-x64.exe
Windows x64	68.94 MB	jre-8u181-windows-x64.tar.gz

Select Windows x86 Offline version

Java SE Runtime Environment 8u181

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Thank you for accepting the Oracle Binary Code License Agreement for Java SE; you may now download this software.

Product / File Description	File Size	Download
Linux x86	64.49 MB	jre-8u181-linux-i586.rpm
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Linux x64	77.43 MB	jre-8u181-linux-x64.tar.gz
Mac OS X x64	74.58 MB	jre-8u181-macosx-x64.dmg
Mac OS X x64	66.23 MB	jre-8u181-macosx-x64.tar.gz
Solaris SPARC 64-bit	52.31 MB	jre-8u181-solaris-sparcv9.tar.gz
Solaris x64	50.09 MB	jre-8u181-solaris-x64.tar.gz
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Windows x86 Offline	61.55 MB	jre-8u181-windows-i586.exe
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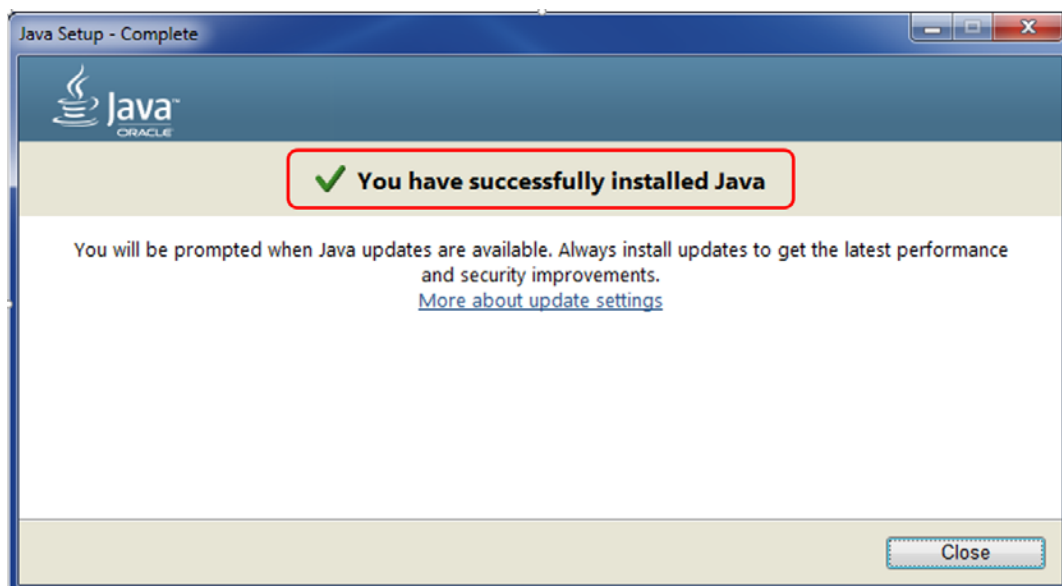
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Run the JAVA Setup

E-mail this page Printer View



The JAVA Pop Up will appear. Click The INSTALL button to install the recommended version of JAVA

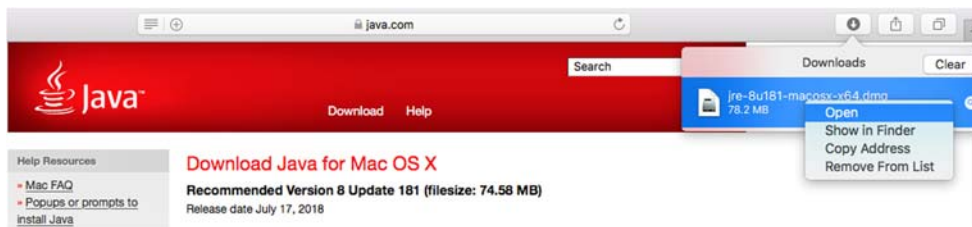


INSTALLING JAVA ON MAC

If your MAC does not have Java, go to https://www.java.com/en/download/mac_download.jsp to obtain the latest Java version



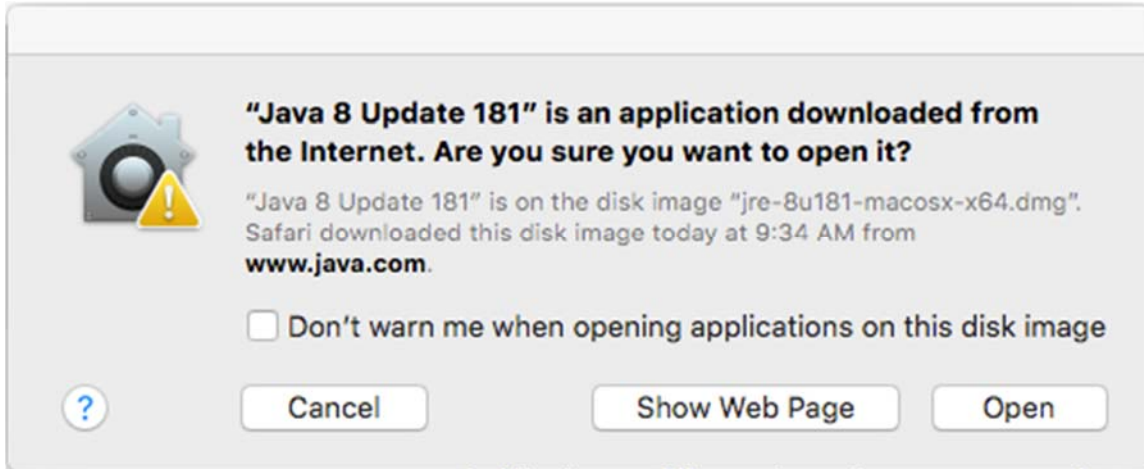
Open the downloaded file



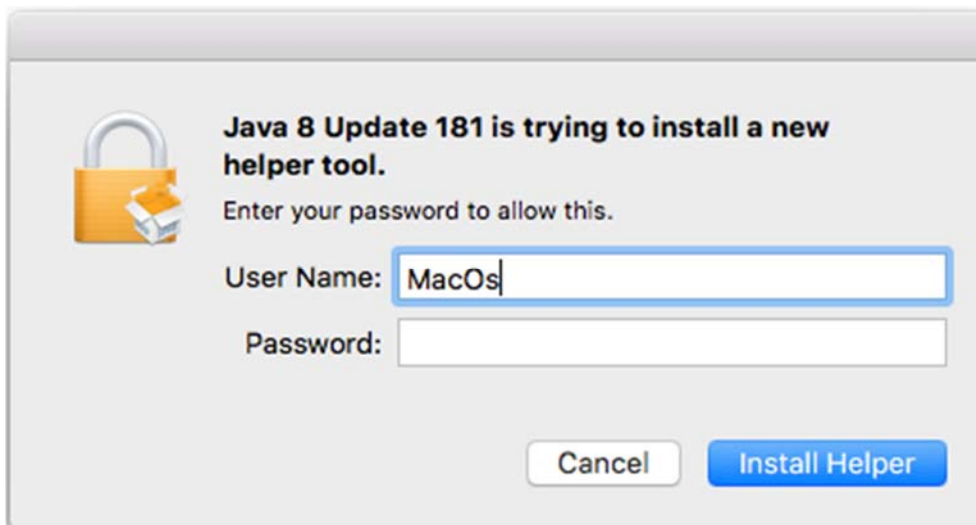
Double click on icon to install Java



Click Open to allow the Java application to run



Please enter your administrator credential to continue install Java

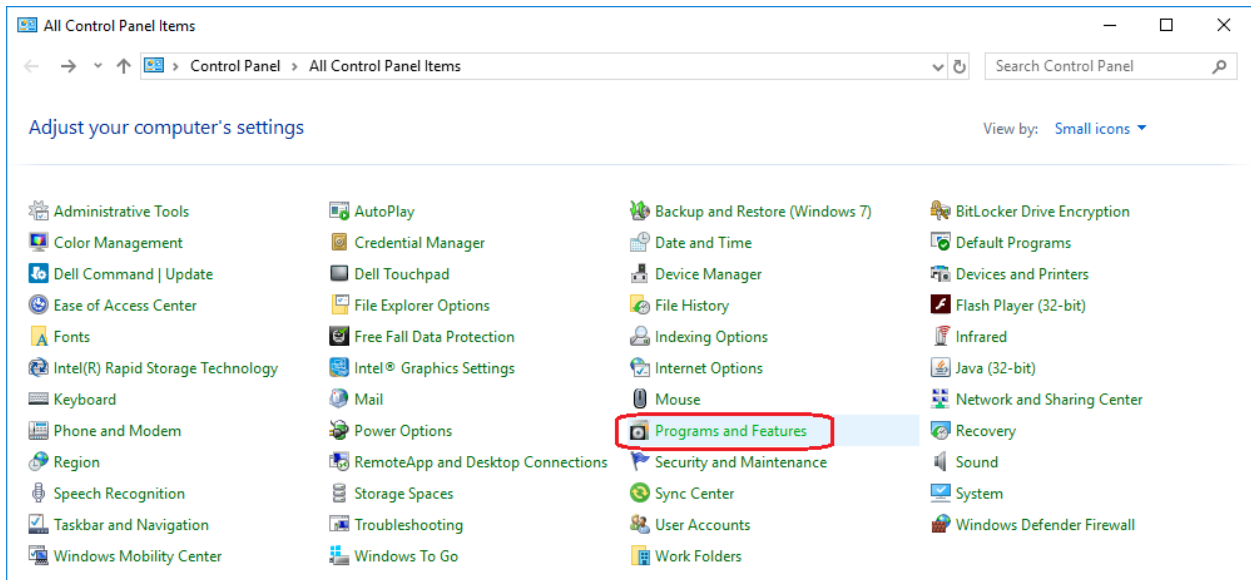


Follow the installation of Java

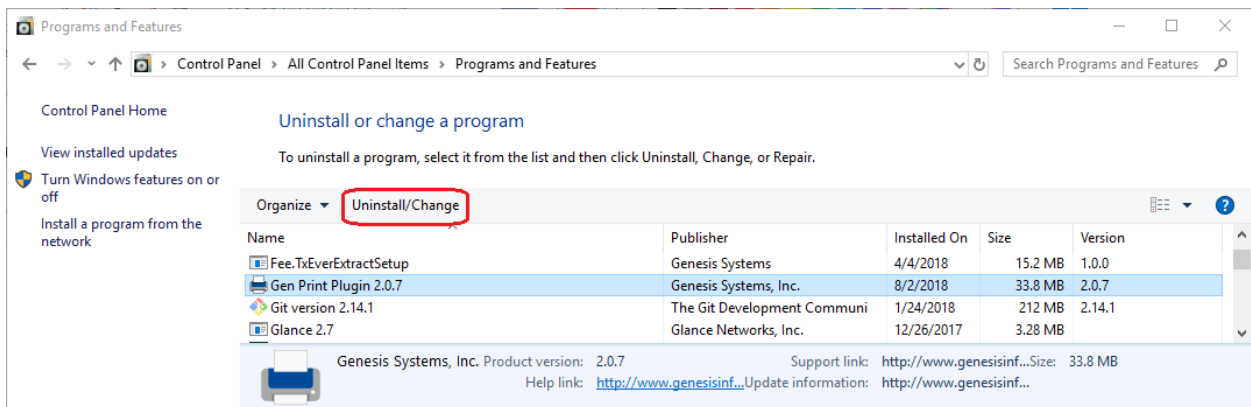


UNINSTALL GEN PRINT PLUGIN ON WINDOWS

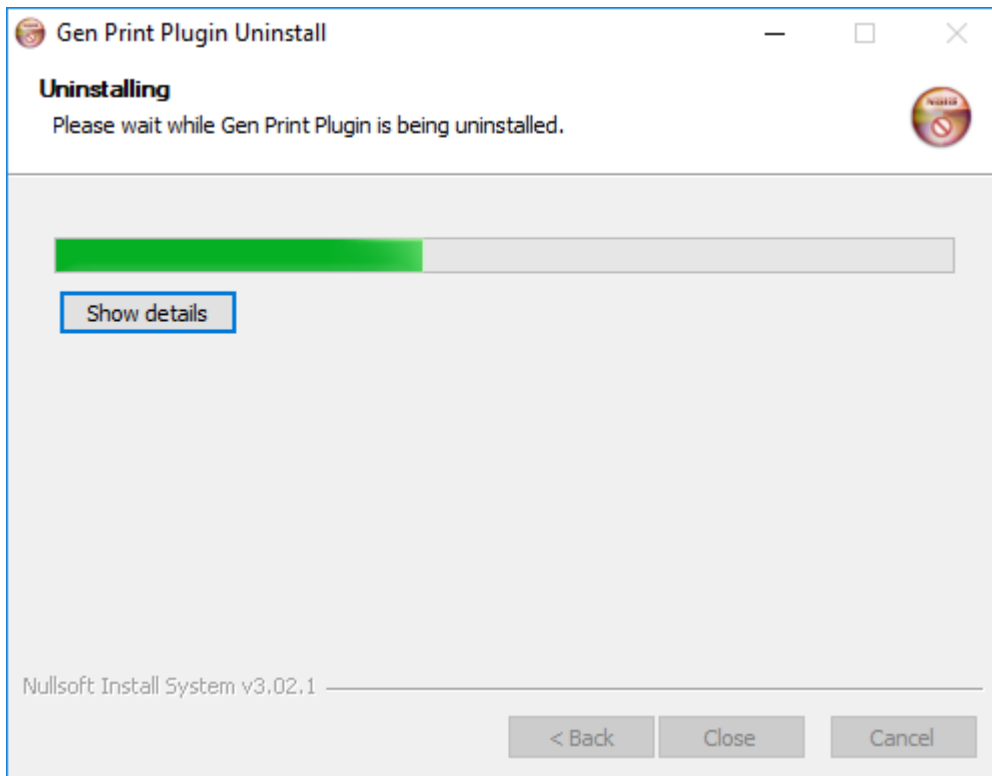
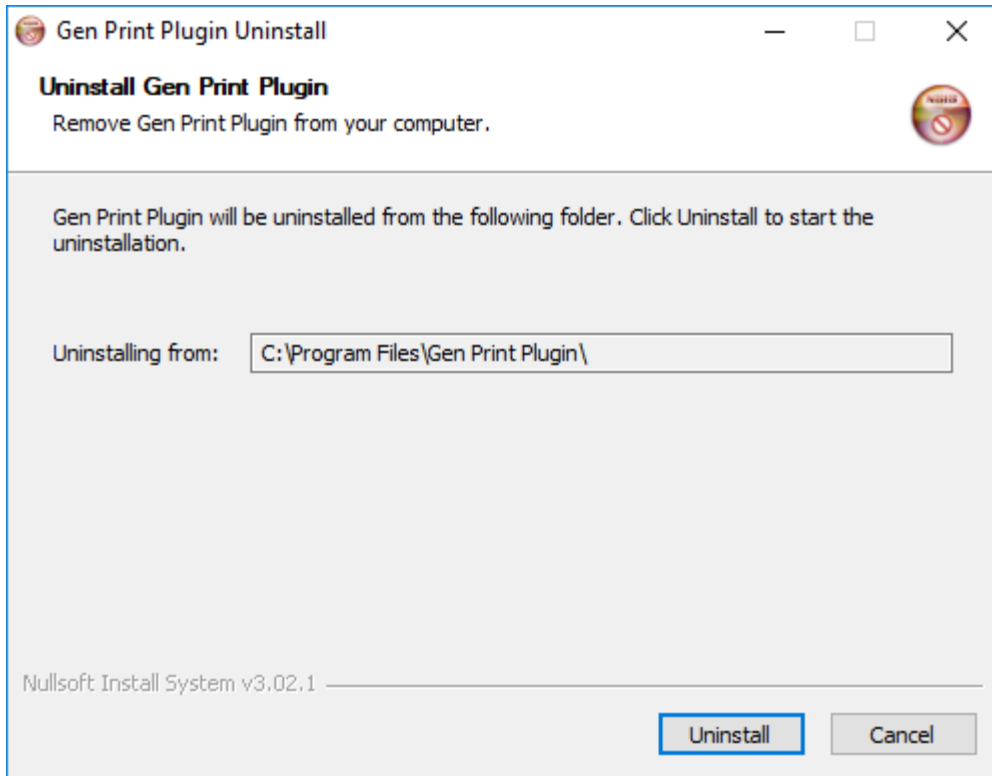
Go to Control Panel and open Programs and Features



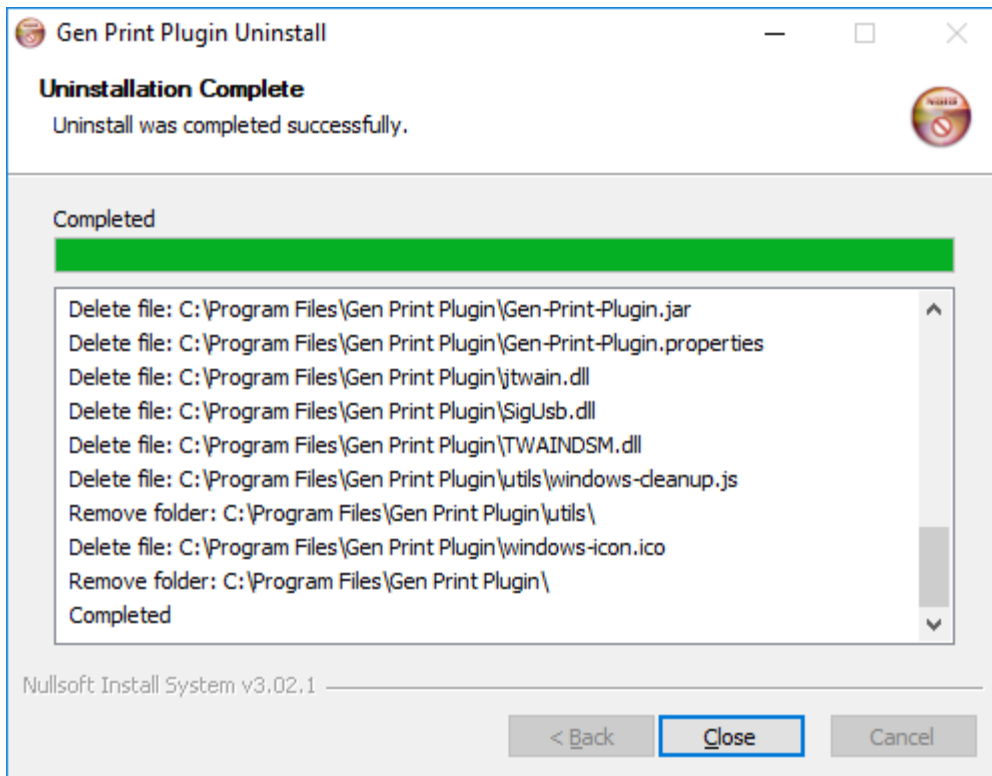
Select Gen Print Plugin and click on Uninstall/Change



Click Uninstall to remove Gen Print Plugin from your computer

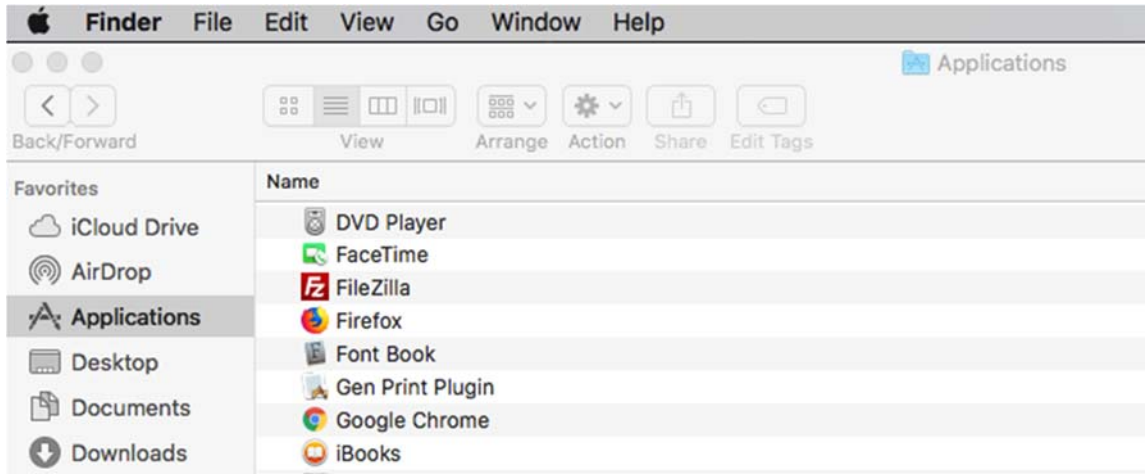


Click Show details to view the files have been removed.

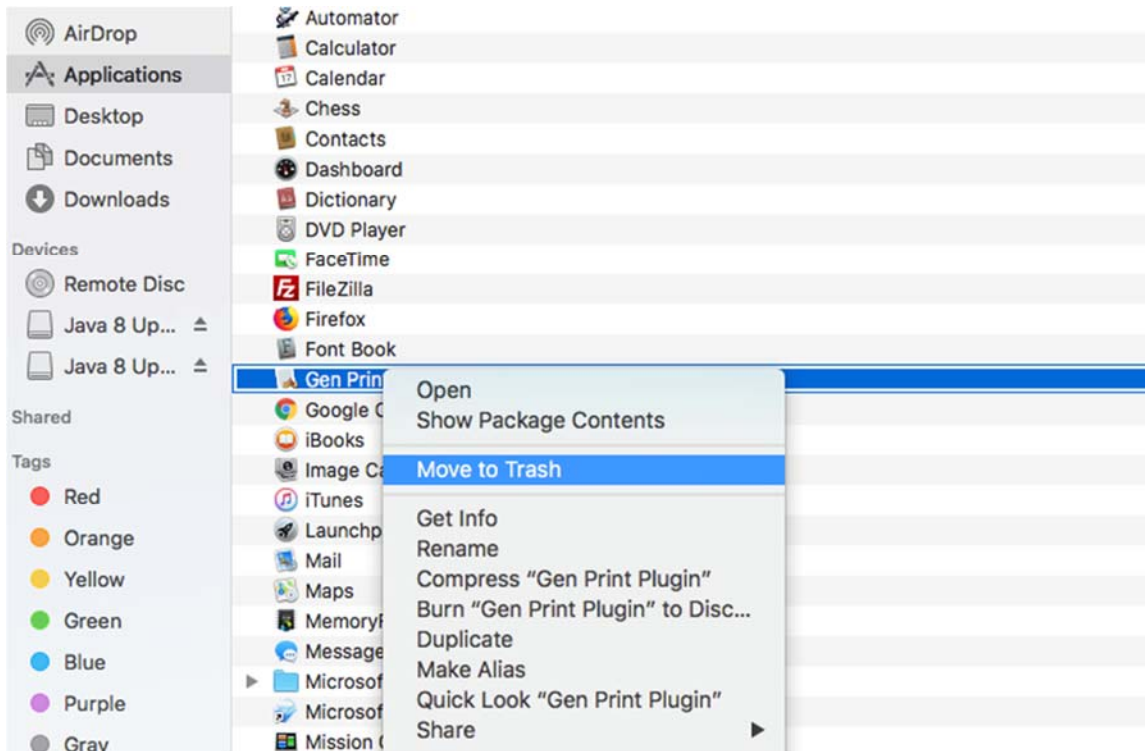


UNINSTALL GEN PRINT PLUGIN ON MAC

Open **Finder** on Mac, select **Applications**

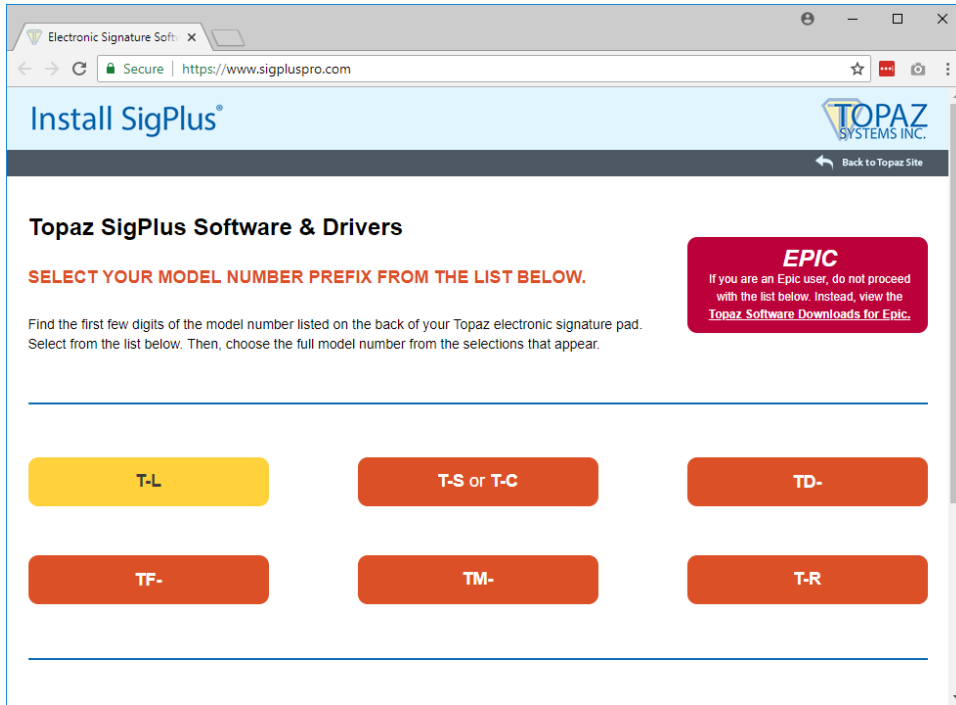


Find **Gen Print Plugin** in the list of **Applications** and right click, select **Move to Trash** to uninstall Gen Print Plugin

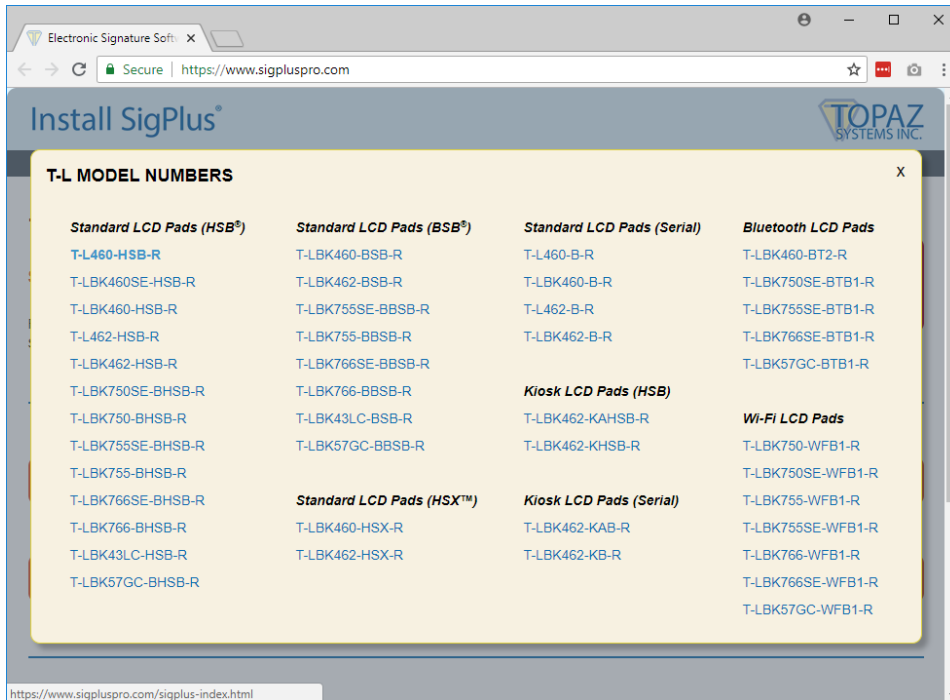


SIGNATURE PAD CONNECTIVITY

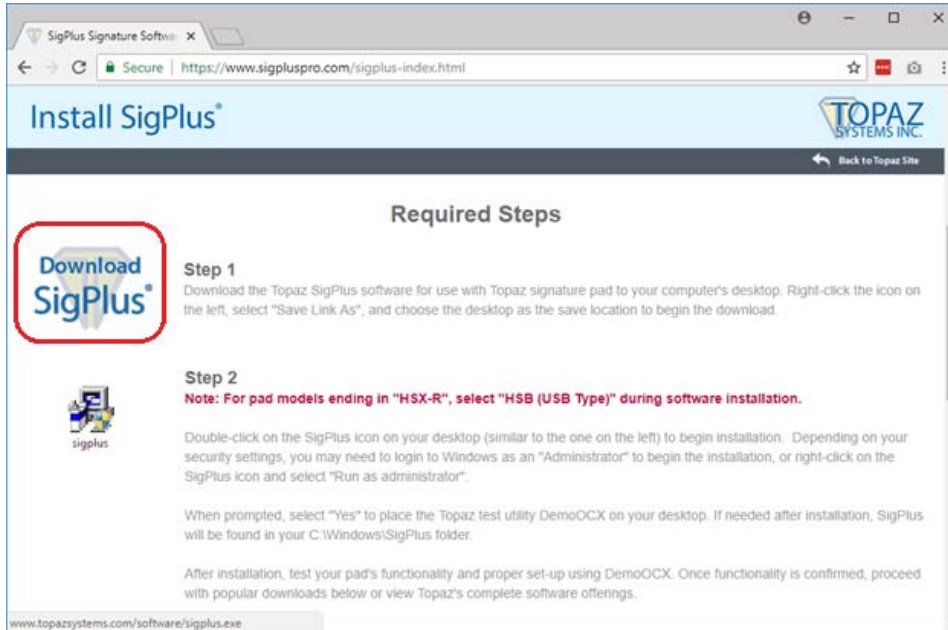
To ensure Topaz signature pad (model number: T-L460-HSB-R) is properly working with your computer, download Topaz signature pad software and drivers at <https://www.sigpluspro.com/>



Select the model of Topaz signature pad



Download SigPlus software



The screenshot shows a web browser window with the URL <https://www.sigpluspro.com/sigplus-index.html>. The page title is "Install SigPlus" and features the TOPAZ SYSTEMS INC. logo. The main heading is "Required Steps".

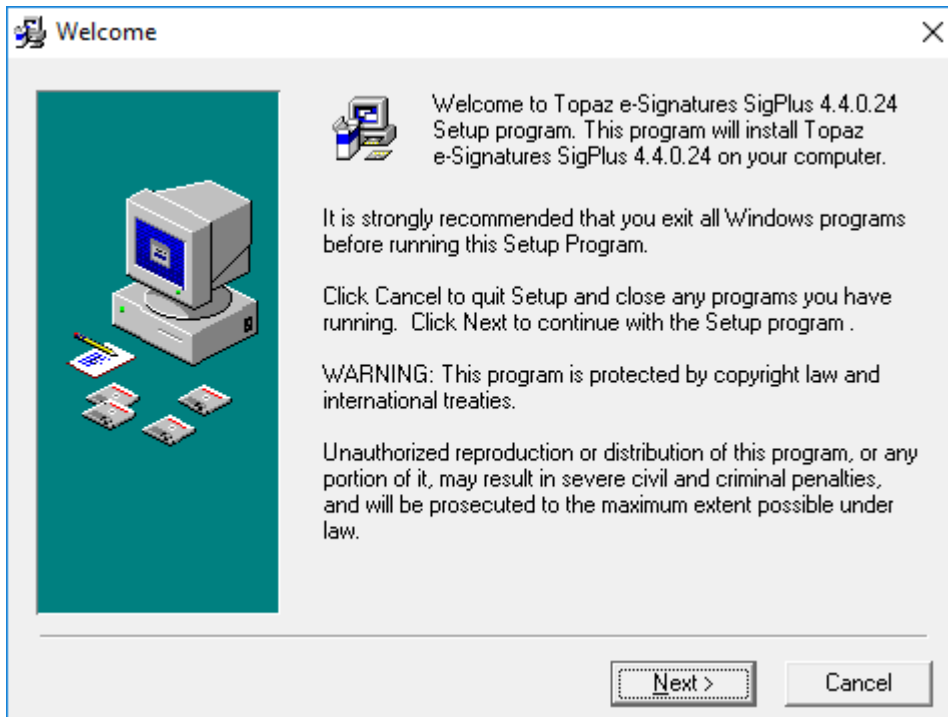
Download SigPlus

Step 1
Download the Topaz SigPlus software for use with Topaz signature pad to your computer's desktop. Right-click the icon on the left, select "Save Link As", and choose the desktop as the save location to begin the download.

Step 2
Note: For pad models ending in "HSX-R", select "HSB (USB Type)" during software installation.
Double-click on the SigPlus icon on your desktop (similar to the one on the left) to begin installation. Depending on your security settings, you may need to login to Windows as an "Administrator" to begin the installation, or right-click on the SigPlus icon and select "Run as administrator".
When prompted, select "Yes" to place the Topaz test utility DemoOCX on your desktop. If needed after installation, SigPlus will be found in your C:\Windows\SigPlus folder.
After installation, test your pad's functionality and proper set-up using DemoOCX. Once functionality is confirmed, proceed with popular downloads below or view Topaz's complete software offerings.

www.topazsystems.com/software/sigplus.exe

Run the install file and follow the setup program



The screenshot shows the "Welcome" dialog box for the Topaz e-Signatures SigPlus 4.4.0.24 Setup program. The window title is "Welcome" and it has a close button (X) in the top right corner.

Welcome to Topaz e-Signatures SigPlus 4.4.0.24 Setup program. This program will install Topaz e-Signatures SigPlus 4.4.0.24 on your computer.

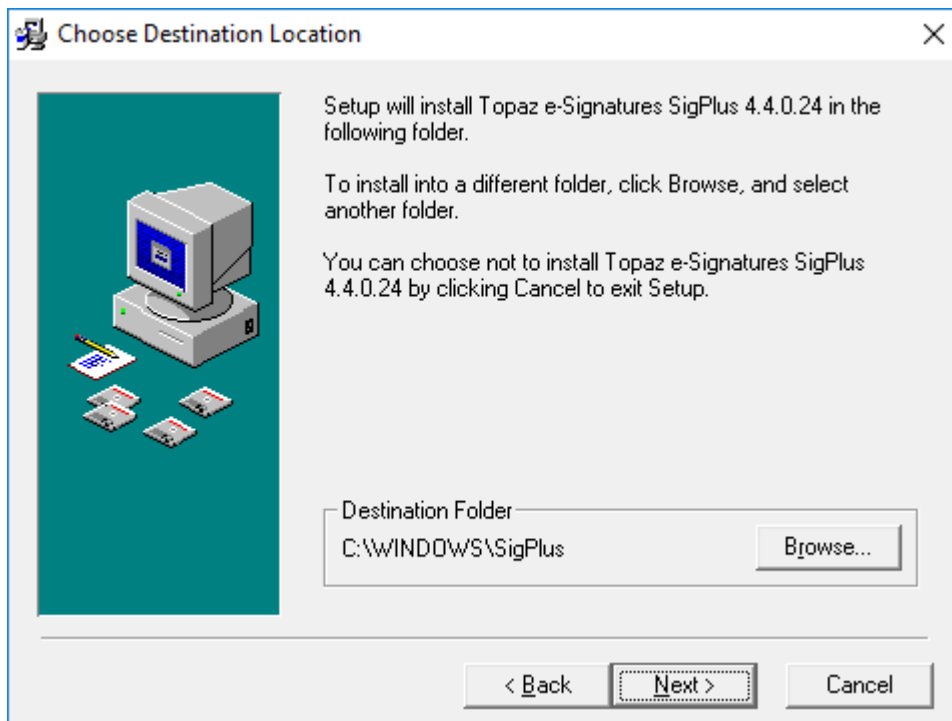
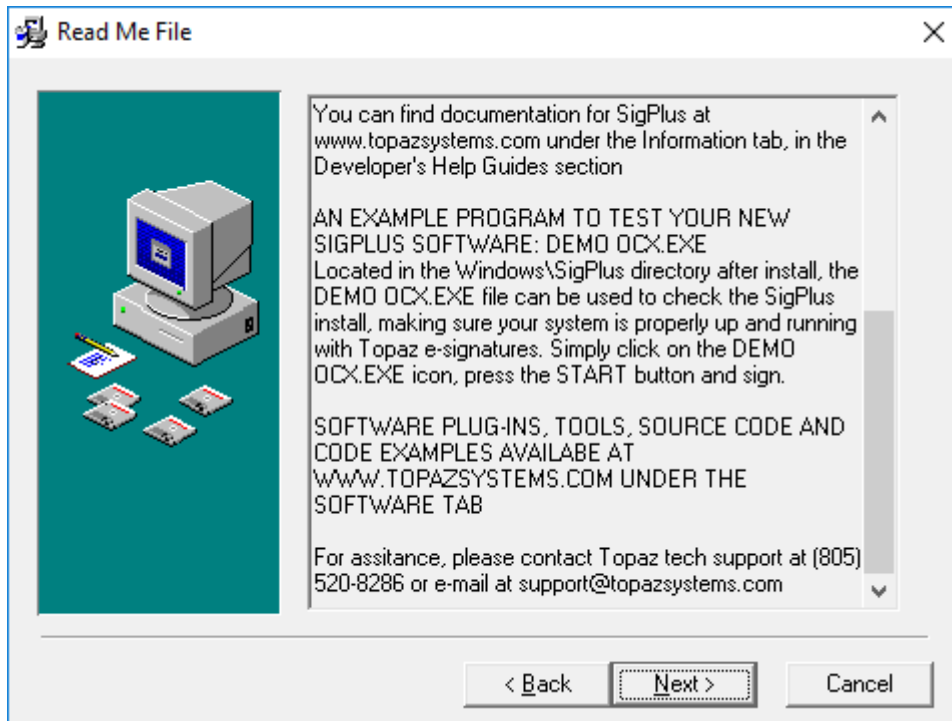
It is strongly recommended that you exit all Windows programs before running this Setup Program.

Click Cancel to quit Setup and close any programs you have running. Click Next to continue with the Setup program .

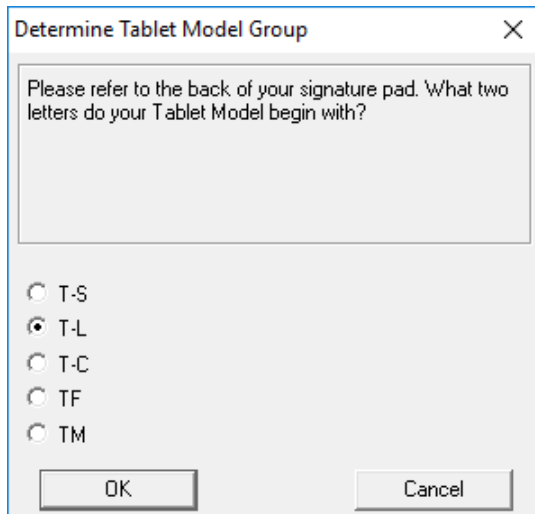
WARNING: This program is protected by copyright law and international treaties.

Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under law.

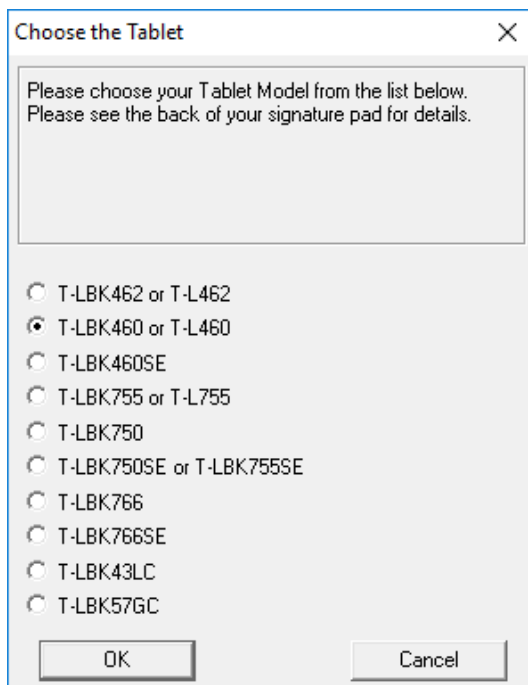
At the bottom of the dialog box, there are two buttons: "Next >" and "Cancel".



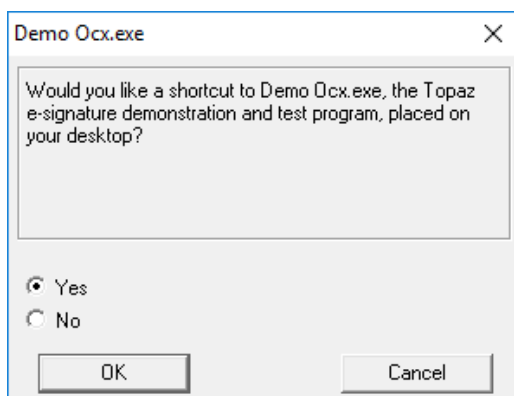
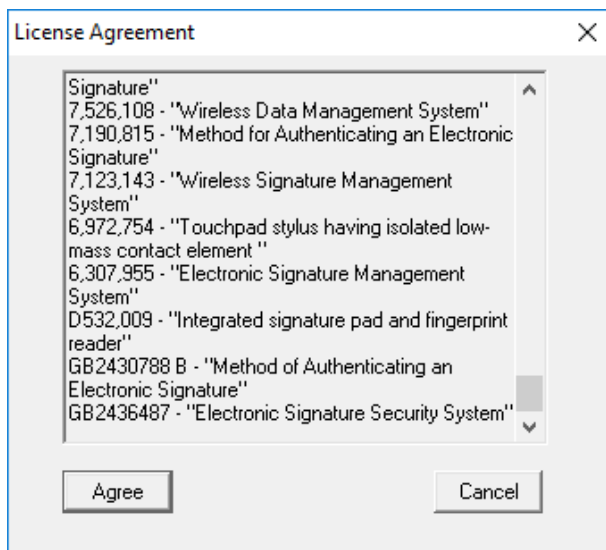
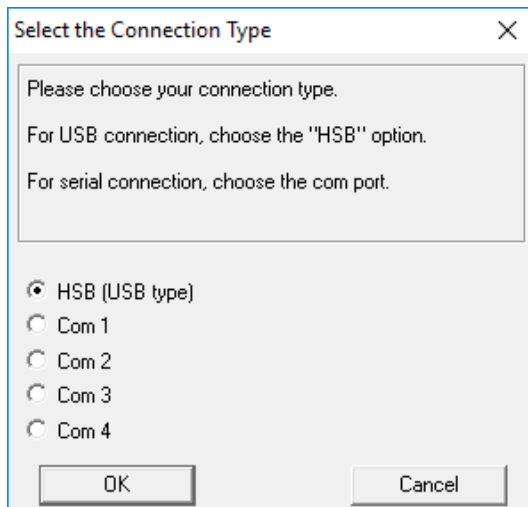
Select two letters of your signature pad begin with

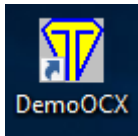
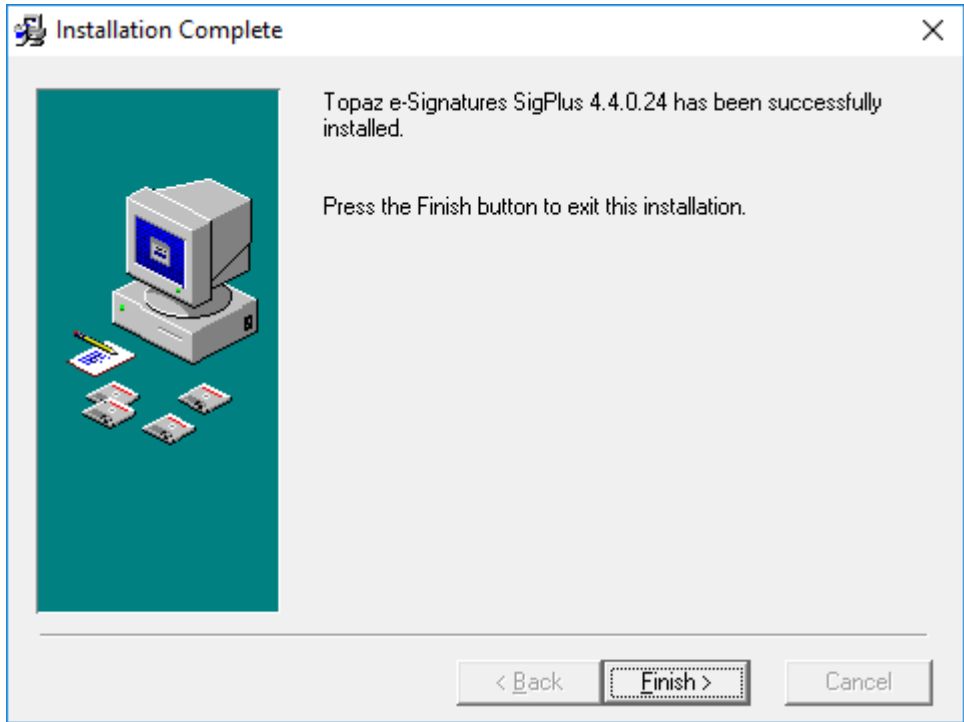


For this installation, Signature Pad model number is T-L460-HSB-R

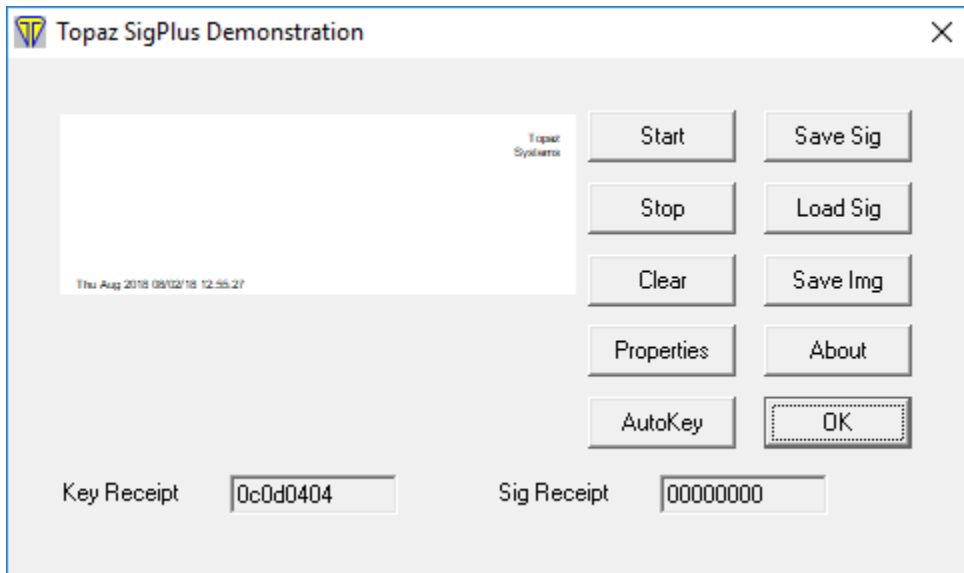


Select the port that signature pad is connected to your computer

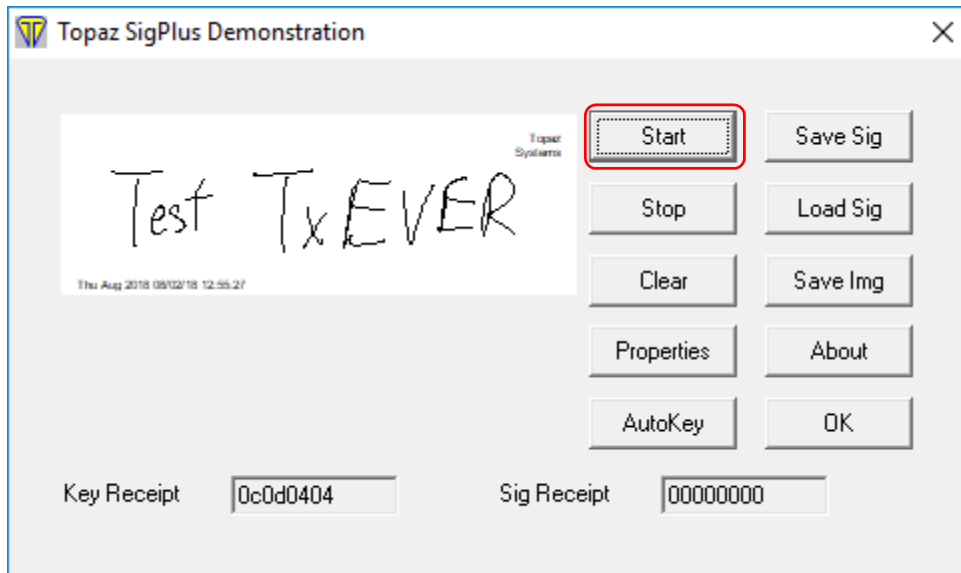




Launching DemoOCX software on your desktop or go to C:\Windows\SigPlus\DemoOCX.exe



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.

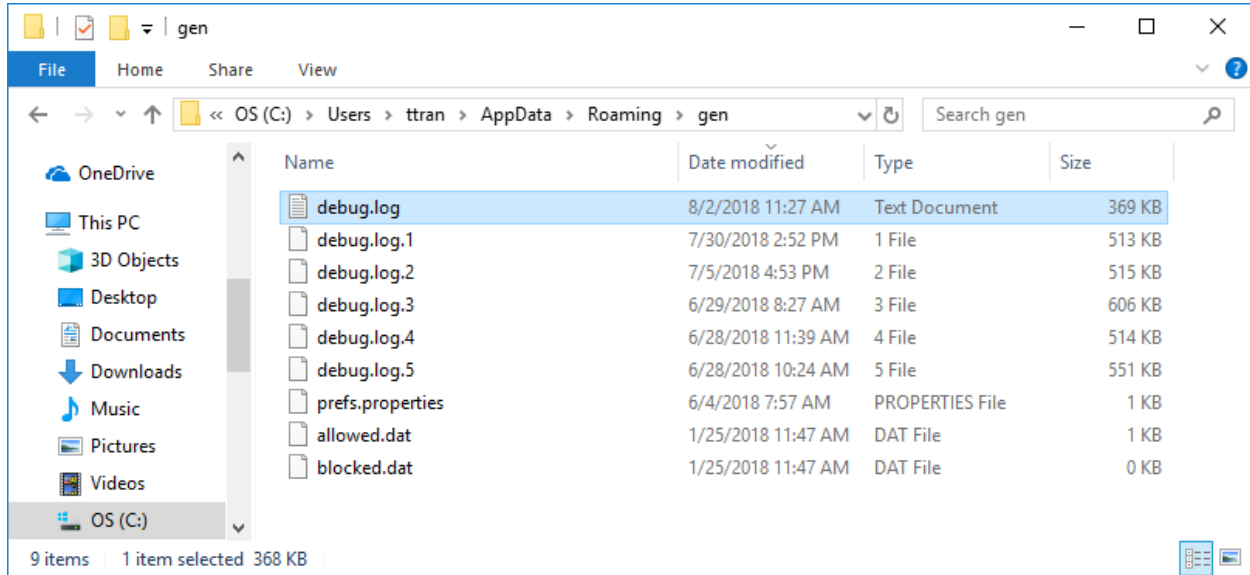


If your signature pad is not working, re-install the SigPlus software with correct model and driver or get support from TOPAZ at https://www.topazsystems.com/contact_techsupport.html

DEBUG FROM THE GEN PRINT PLUGIN LOG

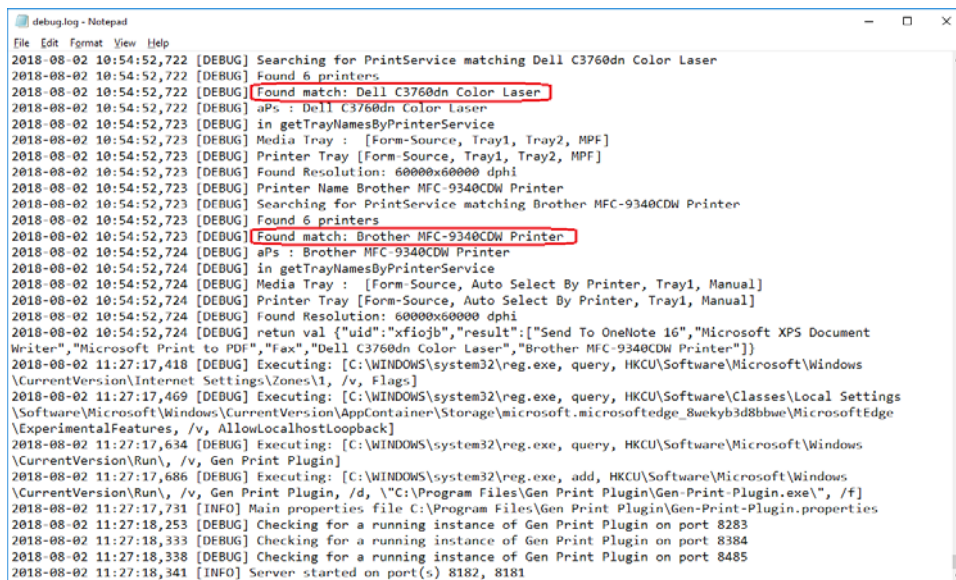
Obtain debug log of Gen Print Plugin by going to the following directory

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



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

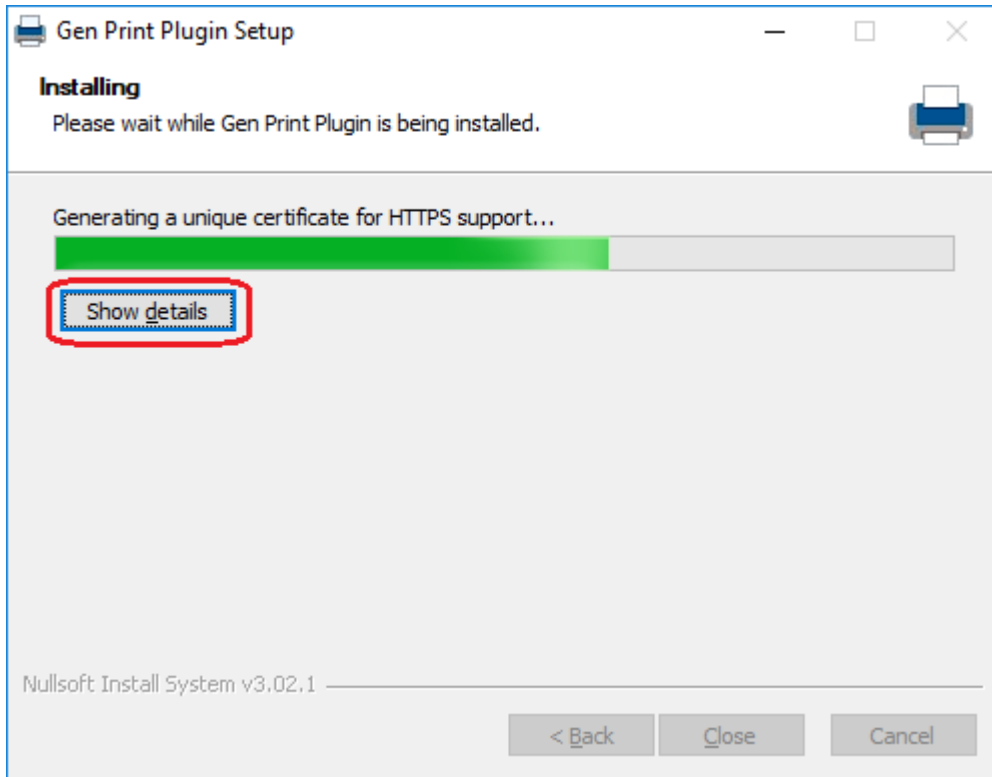
If Gen Print Plugin install successful and connect to TxEVER, you will see the name of your printer in the debug log

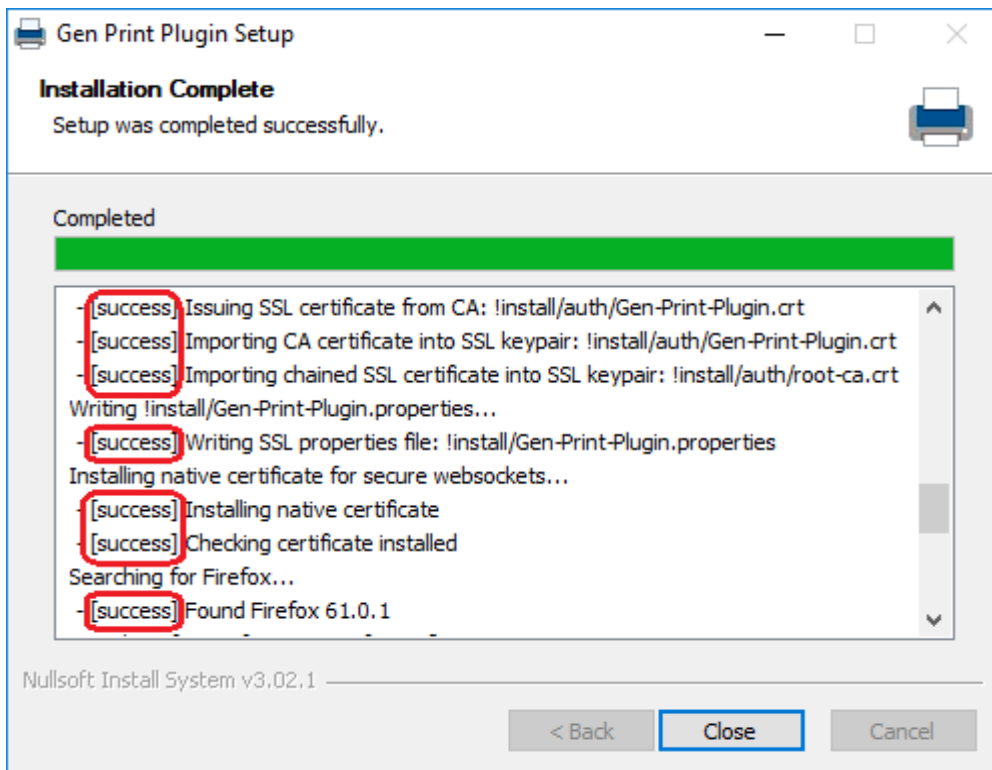
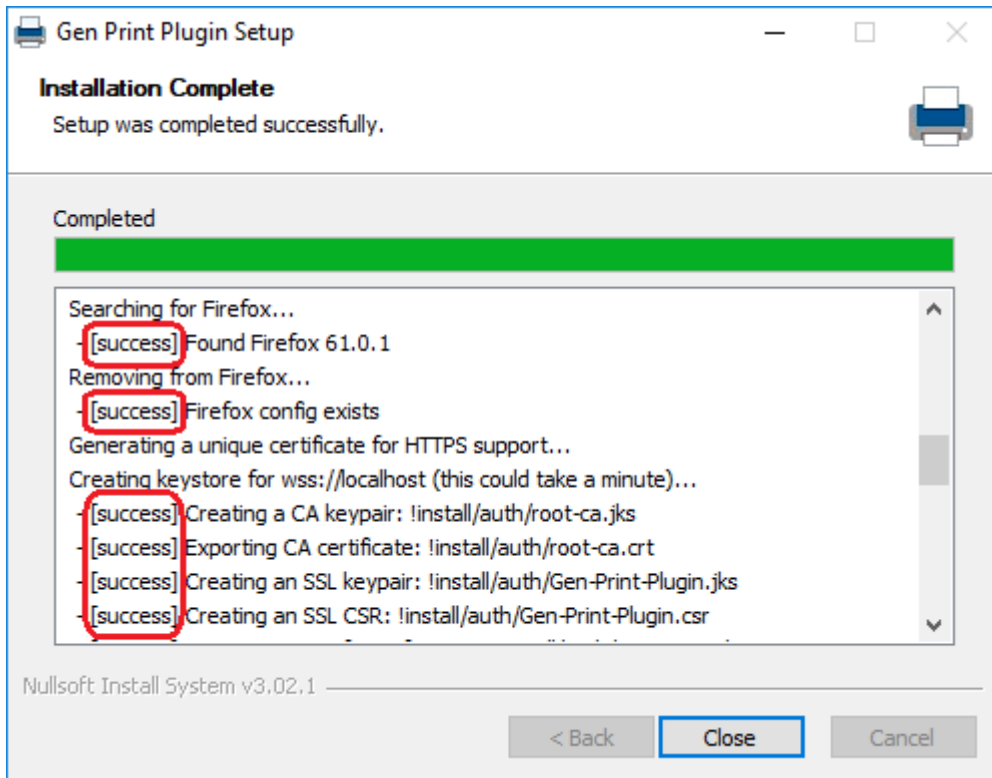


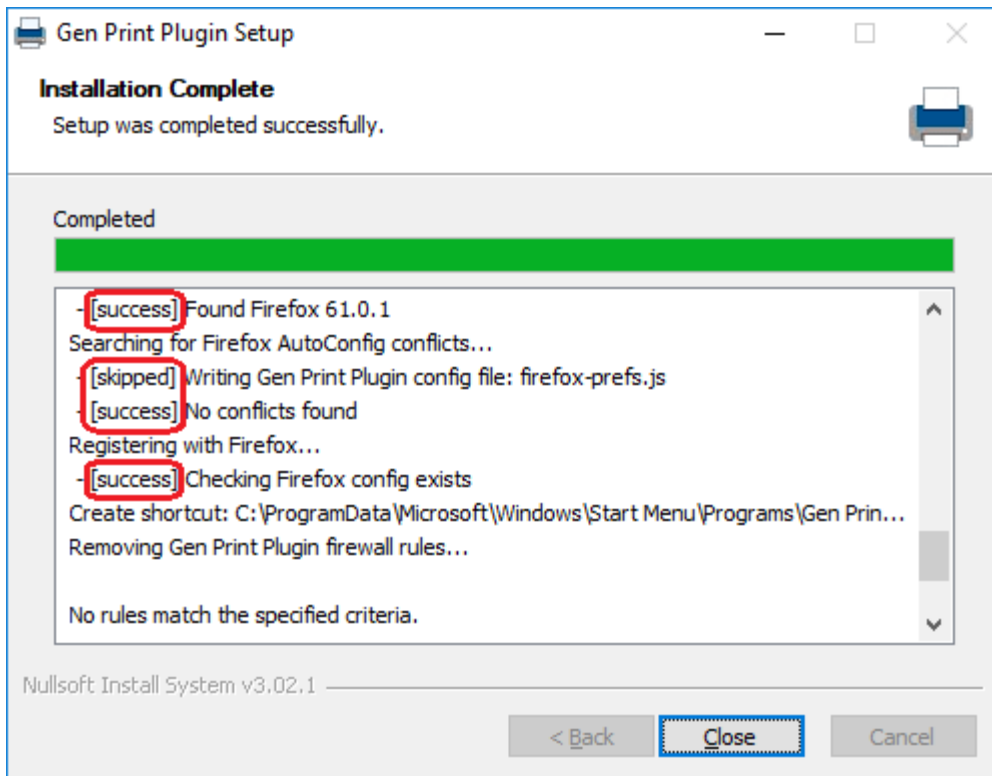
If Gen Print Plugin was not install successful, you will see the “Access is denied” message in the log file below. Uninstall Gen Print Plugin, update your web browsers, and reinstall Gen Print Plugin.


```
debug.log - Notepad
File Edit Format View Help
2018-05-16 11:46:37,297 [DEBUG] Executing: [C:\WINDOWS\system32\reg.exe, add, HKCU\Software\Microsoft\Windows
\CurrentVersion\Run\, /v, Gen Print Plugin, /d, \C:\Program Files\Gen Print Plugin\Gen-Print-Plugin.exe\, /f]
2018-05-16 11:46:37,312 [ERROR] IOException executing: [C:\WINDOWS\system32\reg.exe, add, HKCU\Software\Microsoft\Windows
\CurrentVersion\Run\, /v, Gen Print Plugin, /d, \C:\Program Files\Gen Print Plugin\Gen-Print-Plugin.exe\, /f] envp: null
java.io.IOException: Cannot run program "C:\WINDOWS\system32\reg.exe": CreateProcess error=5, Access is denied
    at java.lang.ProcessBuilder.start(Unknown Source)
    at java.lang.Runtime.exec(Unknown Source)
    at java.lang.Runtime.exec(Unknown Source)
    at qz.utils.ShellUtilities.execute(Unknown Source)
    at qz.utils.ShellUtilities.executeRegScript(Unknown Source)
    at qz.deploy.WindowsDeploy.createStartupShortcut(Unknown Source)
    at qz.deploy.DeployUtilities.createShortcut(Unknown Source)
    at qz.common.TrayManager.<init>(Unknown Source)
    at qz.ws.PrintSocketServer$1.run(Unknown Source)
    at java.awt.event.InvocationEvent.dispatch(Unknown Source)
    at java.awt.EventQueue.dispatchEventImpl(Unknown Source)
    at java.awt.EventQueue.access$500(Unknown Source)
    at java.awt.EventQueue$3.run(Unknown Source)
    at java.awt.EventQueue$3.run(Unknown Source)
    at java.security.AccessController.doPrivileged(Native Method)
    at java.security.ProtectionDomain$JavaSecurityAccessImpl.doIntersectionPrivilege(Unknown Source)
    at java.awt.EventQueue.dispatchEvent(Unknown Source)
    at java.awt.EventDispatchThread.pumpOneEventForFilters(Unknown Source)
    at java.awt.EventDispatchThread.pumpEventsForFilter(Unknown Source)
    at java.awt.EventDispatchThread.pumpEventsForHierarchy(Unknown Source)
    at java.awt.EventDispatchThread.pumpEvents(Unknown Source)
    at java.awt.EventDispatchThread.pumpEvents(Unknown Source)
    at java.awt.EventDispatchThread.run(Unknown Source)
Caused by: java.io.IOException: CreateProcess error=5, Access is denied
    at java.lang.ProcessImpl.create(Native Method)
    at java.lang.ProcessImpl.<init>(Unknown Source)
    at java.lang.ProcessImpl.start(Unknown Source)
    ... 23 more
2018-05-16 11:46:37,312 [INFO] Main properties file C:\Program Files\Gen Print Plugin\Gen-Print-Plugin.properties
2018-05-16 11:46:37,546 [DEBUG] Checking for a running instance of Gen Print Plugin on port 8283
2018-05-16 11:46:37,562 [DEBUG] Checking for a running instance of Gen Print Plugin on port 8384
2018-05-16 11:46:37,578 [DEBUG] Checking for a running instance of Gen Print Plugin on port 8485
2018-05-16 11:46:37,578 [INFO] Server started on port(s) 8182, 8181
```


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



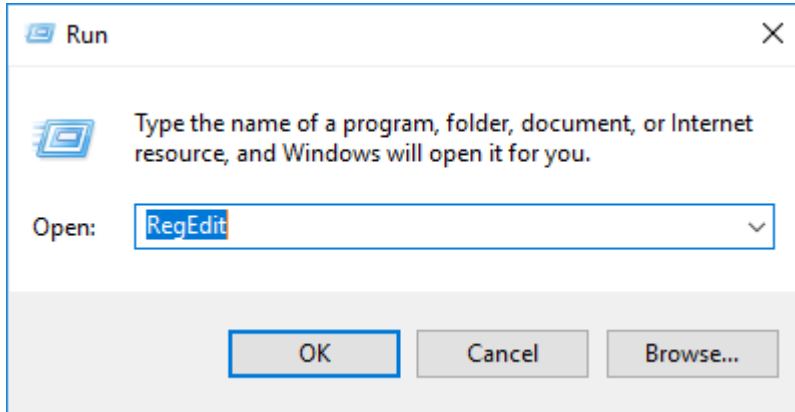




GEN PRINT PLUGIN SHOW RED ICON ON TASKBAR

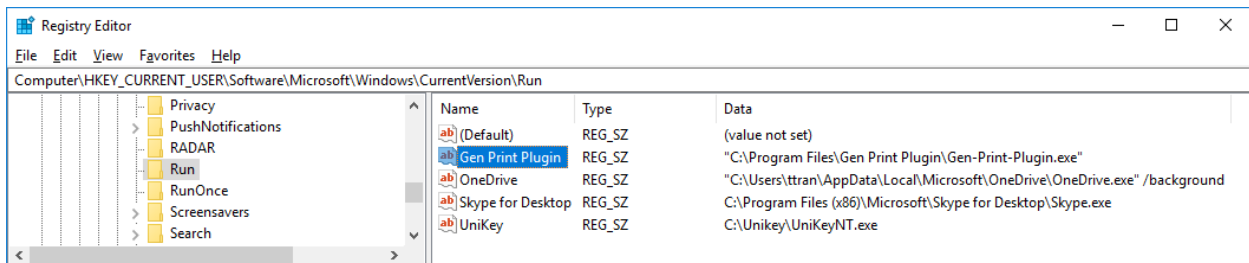
When Gen Print Plugin is working, you will see the blue printer on the taskbar 


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



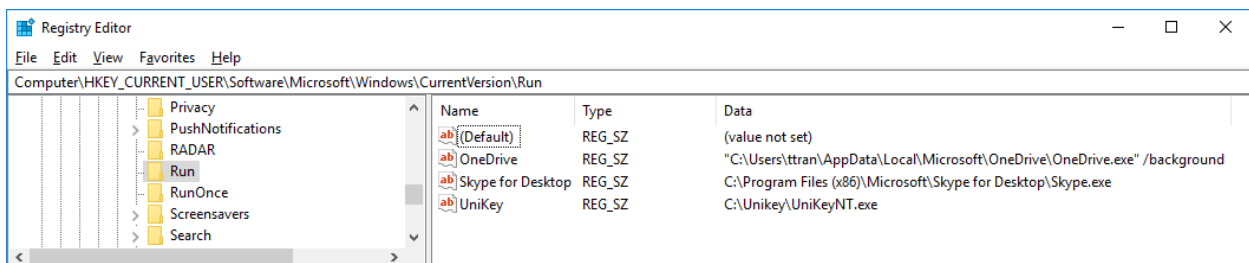
In Registry Editor, go to directory HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Run

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



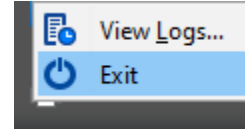
When Gen Print Plugin is not working properly, you will see the red printer on the taskbar  or Registry Editor will not show Gen Print Plugin is running in

HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Run



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 <https://txever.dshs.texas.gov/TxEverUI/Welcome.htm> make sure your connection is HTTP Secure (**HTTPS**)

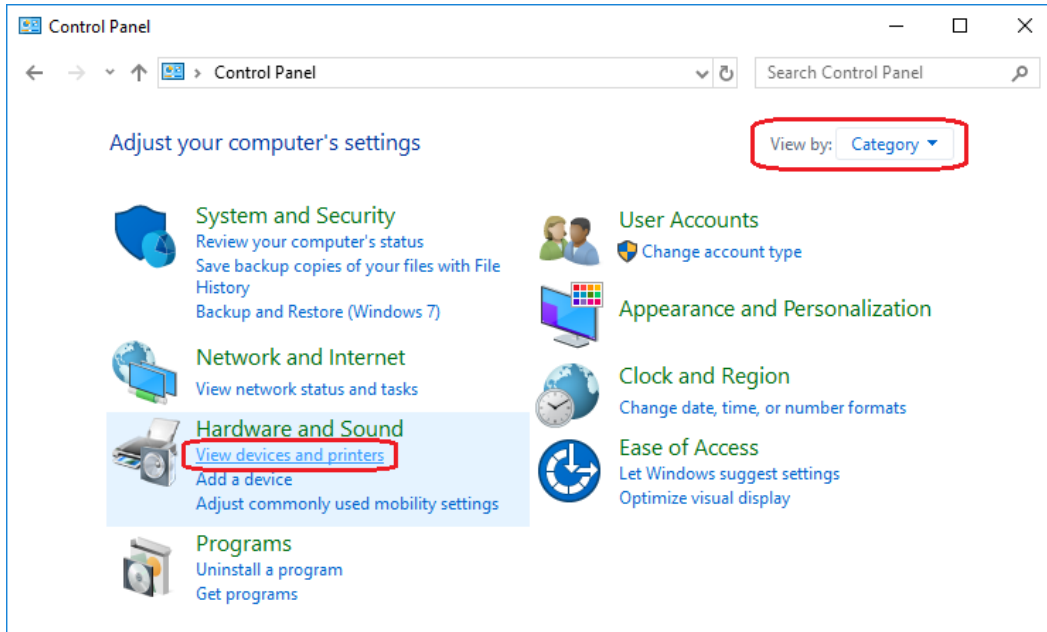


NEW PRINTER WITH GEN PRINT PLUGIN

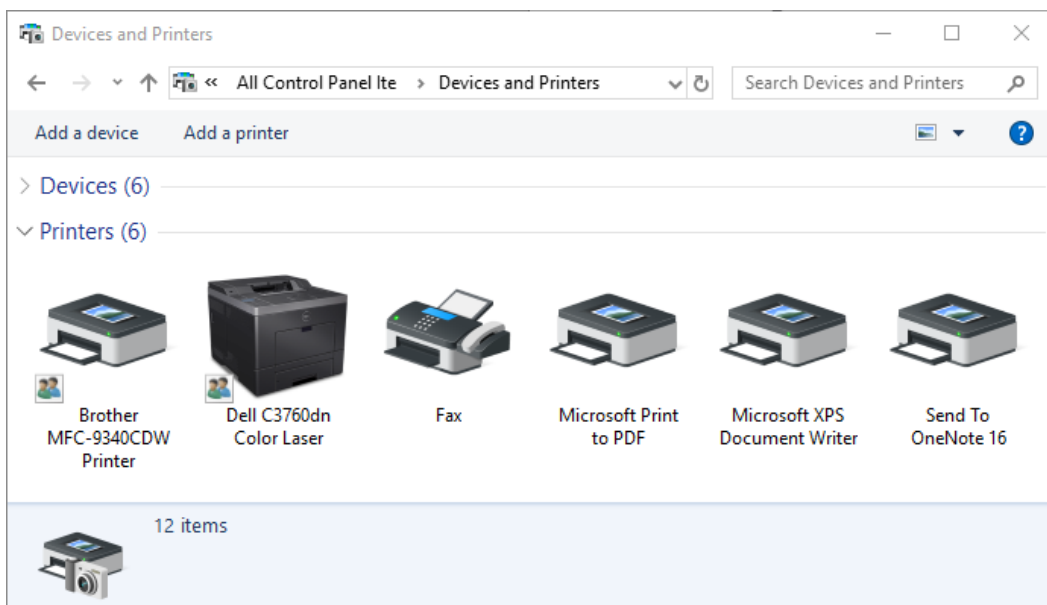
When a new printer or scanner connect to your computer, please make sure it is TWAIN compliant printer or scanner. The list of TWAIN compliant printer or scanner can be found at <http://www.inspectortwain.com/default.aspx>

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 → Utilities → Printer Setup



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

