



# Client administration

ELO printers



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# ELO PDF Printer GS

## Basic requirements

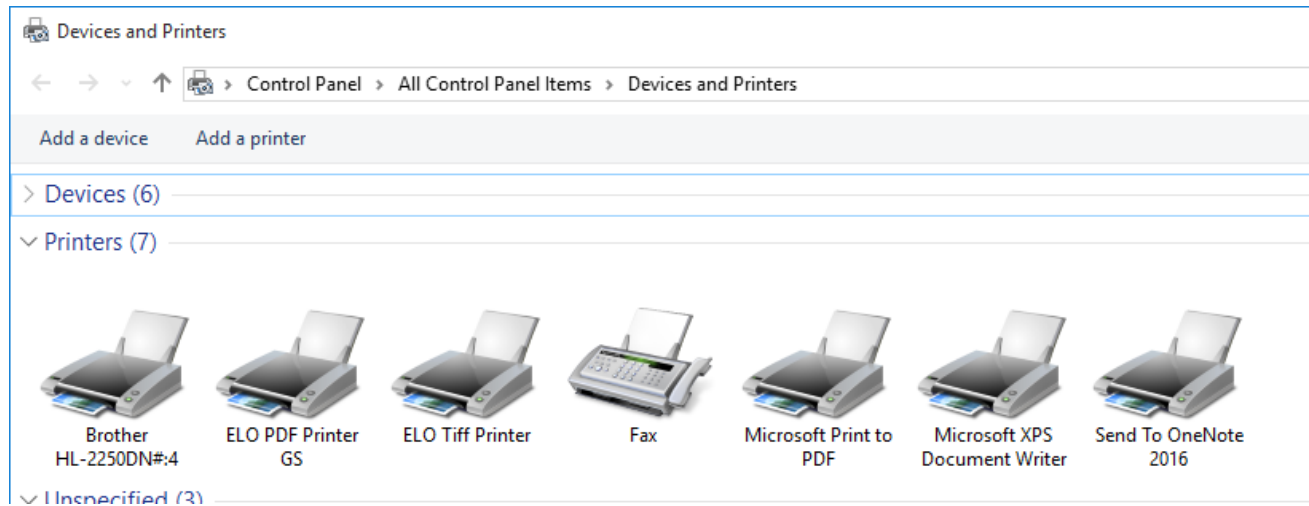
Installing the ELO printers requires Windows 7 or higher. With the ELO PDF Printer GS, the ELO PS Converter is also installed automatically if your computer is connected to the Internet. Otherwise, you will have to download the converter from the following address before installing the ELO PDF Printer GS: <http://gs.elo.com/PSconv/ELOPSConverter12.msi>.

Refer to the *ReadMe.txt* file in the printer installation directory for the latest version:

The printer calls up the ELO PS Converter after the print process. This tool generates the PDF file from the PostScript file created by the printer.

## Installation

To install an ELO printer, run the *setup.exe* file in the version folder of the ELO PDF Printer.



The ELO printer is then available on Microsoft Windows like a normal printer.

## Checks after installation

A log file is created if the registry entry *HKCU\Software\ELO Digital\PdfPrinter\Debug* (string) is set to *1*.

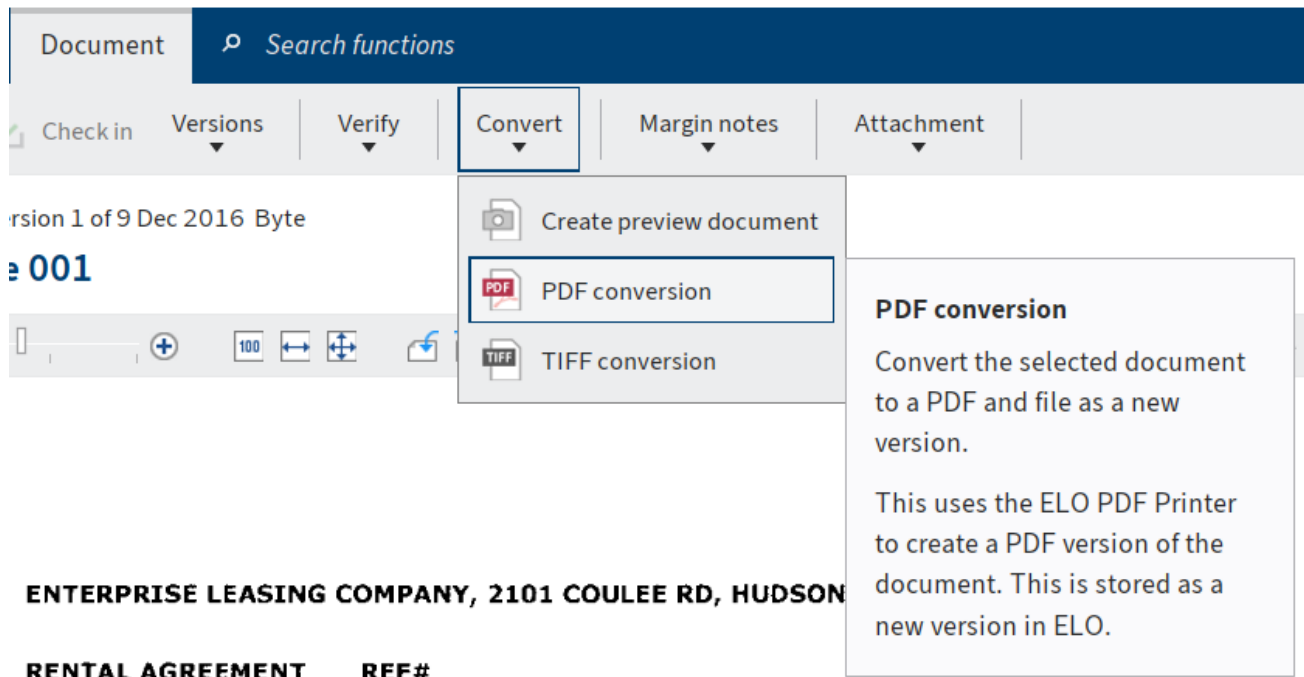
The registry entry under HKLM creates the log file for all users. Keep in mind that the 32-bit branch of the registry is used for HKLM on 64-bit systems (*HKLM\Software\Wow6432Node\ELO Digital\PdfPrinter\Debug*).

The log file is located at *%APPDATA%\Elo\ELOPdfPrint.log*.

The converter log file is *<Program Data Dir>\ELO Digital Office\EloPsConverter.log*. The directory must already exist.

For more information, refer to the *ReadMe.txt* file.

## Use



If an ELO printer is installed, the PDF conversion function is available in the ELO Java Client on the *Document* tab.

## Known issues

### Problems when printing certain document types

To print a document, the corresponding application has to be installed.

You can check this as follows:

1. Open the context menu of a file in Windows Explorer.
2. Check whether the *Print* command is listed there.

### ELO printer no longer works after update

During updates, old printer drivers are not removed correctly, so you will have to uninstall the ELO printer and remove all driver files.

The driver file is located in the directory

C:\Windows\System32\spool\drivers\x64\3

and is called

- *EloPdfPrinter\*.\**

The *EloPdfMon.dll* and *EloPdfMonUi.dll* files are located in the directory

C:\Windows\System32

### Error changing the default printer

#### Information

This is due to a problem in the conversion process, which occurred especially with older Word versions.

The programs run as background processes and recall the default printer on startup. If the default printer changes, you won't notice.

Close all other programs in Windows Task Manager and conversion should work.

#### Information

If the default printer cannot be changed, an entry is written to the log in the ELO Java Client.

### No collection from the temp directory

If no expressions are retrieved from the temp directory in the ELO Java Client, the registry entry *PrintGrpFile* must be set to *1*.

This can also be changed in the printer settings.



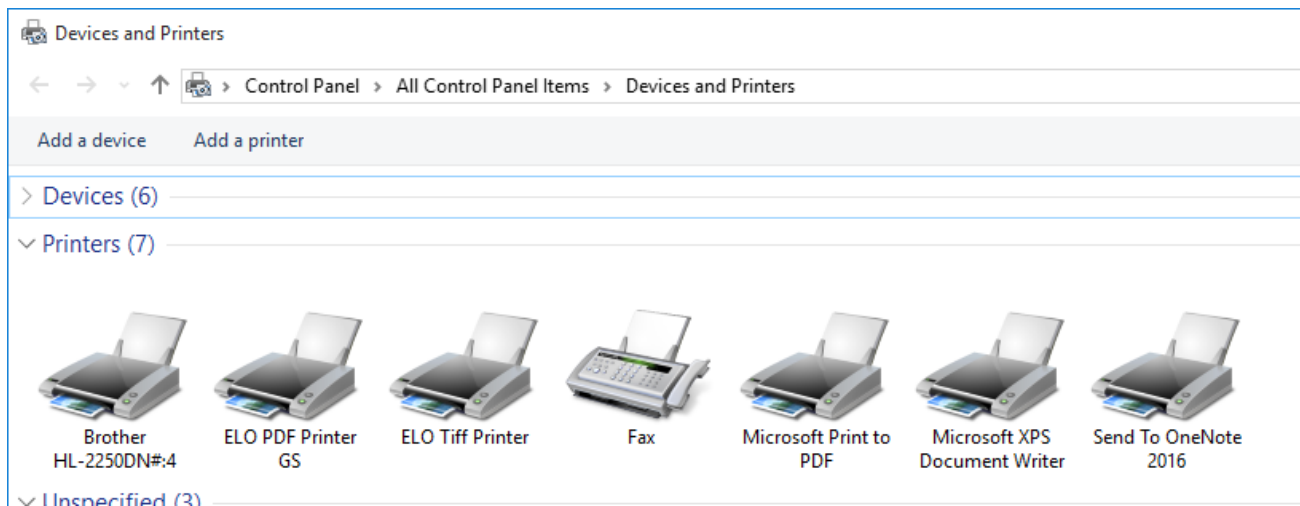
# ELO TIFF Printer

## Basic requirements

Installing the ELO printers requires Windows 7 or higher.

## Installation

To install an ELO printer, run the *setup.exe* file in the version folder of the ELO TIFF Printer.



The ELO printer is then available on Microsoft Windows like a normal printer.

## Checks after installation

Debug mode can be set in the printer properties, but alternatively via the registry entry. The relevant key is: *Computer\HKEY\_CURRENT\_USER\Software\ELO Digital\Tiffprinter*.

Set the *Debug* registry entry to *1* to improve troubleshooting.

## Use

The screenshot shows the ELO Java Client interface. At the top, there is a 'Document' tab and a search bar labeled 'Search functions'. Below this is a toolbar with buttons for 'Check in', 'Versions', 'Verify', 'Convert', 'Margin notes', and 'Attachment'. The 'Convert' button is highlighted, and its sub-menu is open, showing three options: 'Create preview document', 'PDF conversion', and 'TIFF conversion'. The 'TIFF conversion' option is selected. A tooltip for 'TIFF conversion' is displayed, explaining that it converts the selected document to a TIFF and files it as a new version, using the ELO TIFF Printer function.

Document Search functions

Check in Versions Verify Convert Margin notes Attachment

Version 1 of 9 Dec 2016 Byte

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**TIFF conversion**

Convert the selected document to a TIFF and file as a new version.

This uses the ELO TIFF Printer function to create a TIFF version of the document. This is stored as a new version in ELO.

If an ELO printer is installed, the TIFF conversion function is available in the ELO Java Client on the *Document* tab.

## Known issues

### Problems when printing certain document types

To print a document, the corresponding application has to be installed.

You can check this as follows:

1. Open the context menu of a file in Windows Explorer.
2. Check whether the *Print* command is listed there.

### Workaround

If the Print command is not listed, you can do the following.

1. Open a document.
2. Print the document using the function in the application.

### ELO printer no longer works after update

During updates, old printer drivers are not removed correctly, so you will have to uninstall the ELO printer and remove all driver files.

The driver file is located in the directory

C:\Windows\System32\spool\drivers\x64\3

and is called

- *\*EloPdfPrinter\*.\**

The *EloPdfMon.dll* and *EloPdfMonUi.dll* files are located in the directory

C:\Windows\System32

### Error changing the default printer

#### Information

This is due to a problem in the conversion process, which occurred especially with older Word versions.

The programs run as background processes and recall the default printer on startup. If the default printer changes, you won't notice.

Close all other programs in Windows Task Manager and conversion should work.

#### Information

If the default printer cannot be changed, an entry is written to the log in the ELO Java Client.

### No collection from the temp directory

 PrintGrpFile	REG_SZ	1
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If no expressions are retrieved from the temp directory in the ELO Java Client, the registry entry *PrintGrpFile* must be set to *1*.

This can also be changed in the printer settings.