Troubleshooting ArchestrA Reports Printing Problems

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Introduction

To print ArchestrA Reports, you click the printer icon in the upper-right corner of the window. When the browser cannot locate or load the correct ActiveX Control, the Internet Explorer message **Unable to load client print control** appears (Figure 1 below).
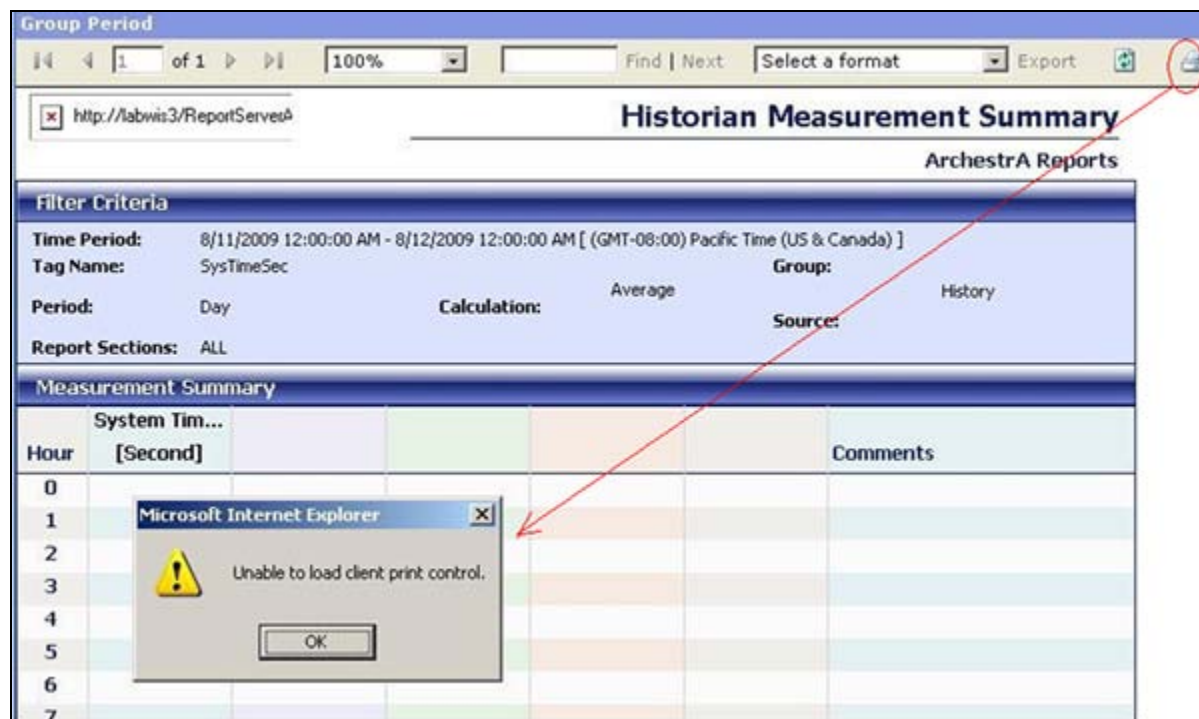

FIGURE 1: ERROR: UNABLE TO LOAD CLIENT PRINT CONTROL

Application Versions

- Wonderware Information Server 3.1

- Wonderware Application Server 3.0 and later

- Microsoft ASP.NET Controls version #####

Task 1: Download and Install the Report Viewer Redistributable Service Pack 1

The **Microsoft Report Viewer Redistributable 2005 Service Pack 1** package includes Windows Forms and ASP.NET Web Server controls for viewing reports designed using Microsoft reporting technology.

Task 2: Restart IIS

On the system that didn't have previous **RSClientPrint.dll** installed, that is all it takes to fix the printing issue. Advance to Task 3 if you're still experiencing the printing problem, or have **RSClientPrint.dll** installed.

Task 3: Check the Registry

1. Open the registry Editor by typing regedit in the Start > Run dialog box.

2. Locate the registry entry under **[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Internet Explorer\ActiveX Compatibility\{FA91DF8D-53AB-455D-AB20-F2F023E498D3}]**.

3. If the registry entry doesn't exist, create it by double-clicking the supplied **print.reg** file.

4. Download the file by clicking **here**.

5. Extract the .reg file and double-click it to create it on your machine.

   For your reference, the content of the Registry file is:

   ```
   Windows Registry Editor Version 5.00
   [HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Internet Explorer\ActiveX Compatibility\{FA91DF8D-53AB-455D-AB20-F2F023E498D3}]
   "Compatibility Flags"=dword:00000400
   ```

Task 4: Check for the RSClientPrint.dll File

On the client system which has the issue follow these steps:

1. Locate, then Unregister and remove **RSClientPrint.dll** if this file exists.

2. Remove all the **RSClientPrint_****.rll** files and **RSClientPrint.inf** if they exist.

3. Search for **RSClientPrint*.*** and remove the **RSClientPrint 2005 class** from Windows directory (Figure 2 below).
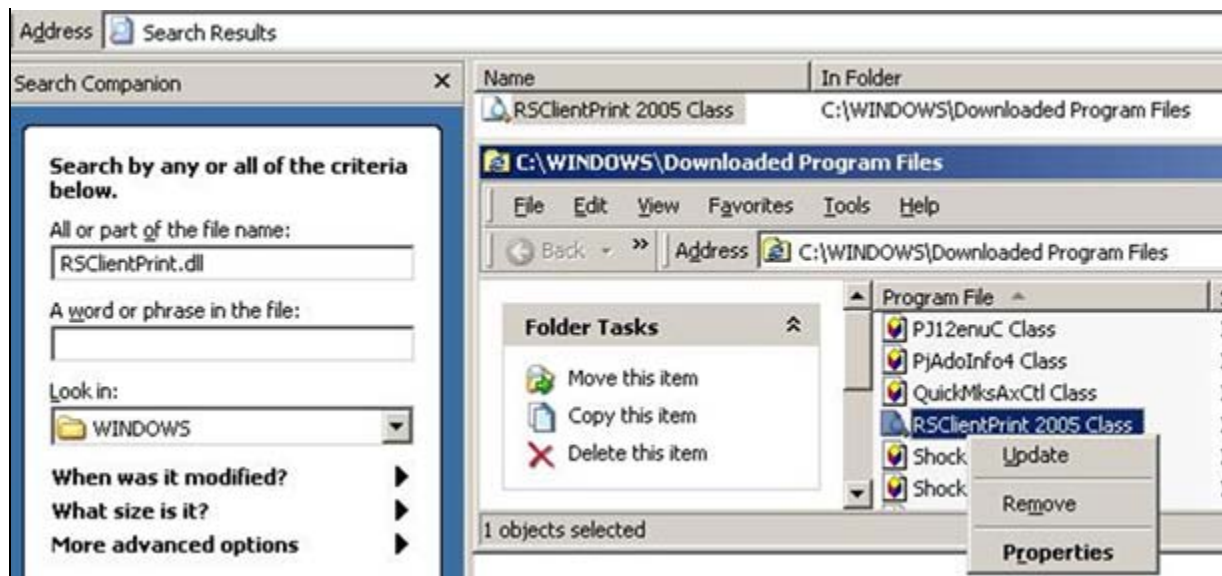
FIGURE 2: REMOVE RSCLIENTPRINT CLASS

4. Open Internet Explorer.

5. On the main menu click **Tools - > Internet Options**.

6. Click the **Programs** tab.

7. Click **Manage add-ons**.

8. Select the **RSClientPrint Class** ActiveX Control and click **Disable** if it exists (Figure 3 below).
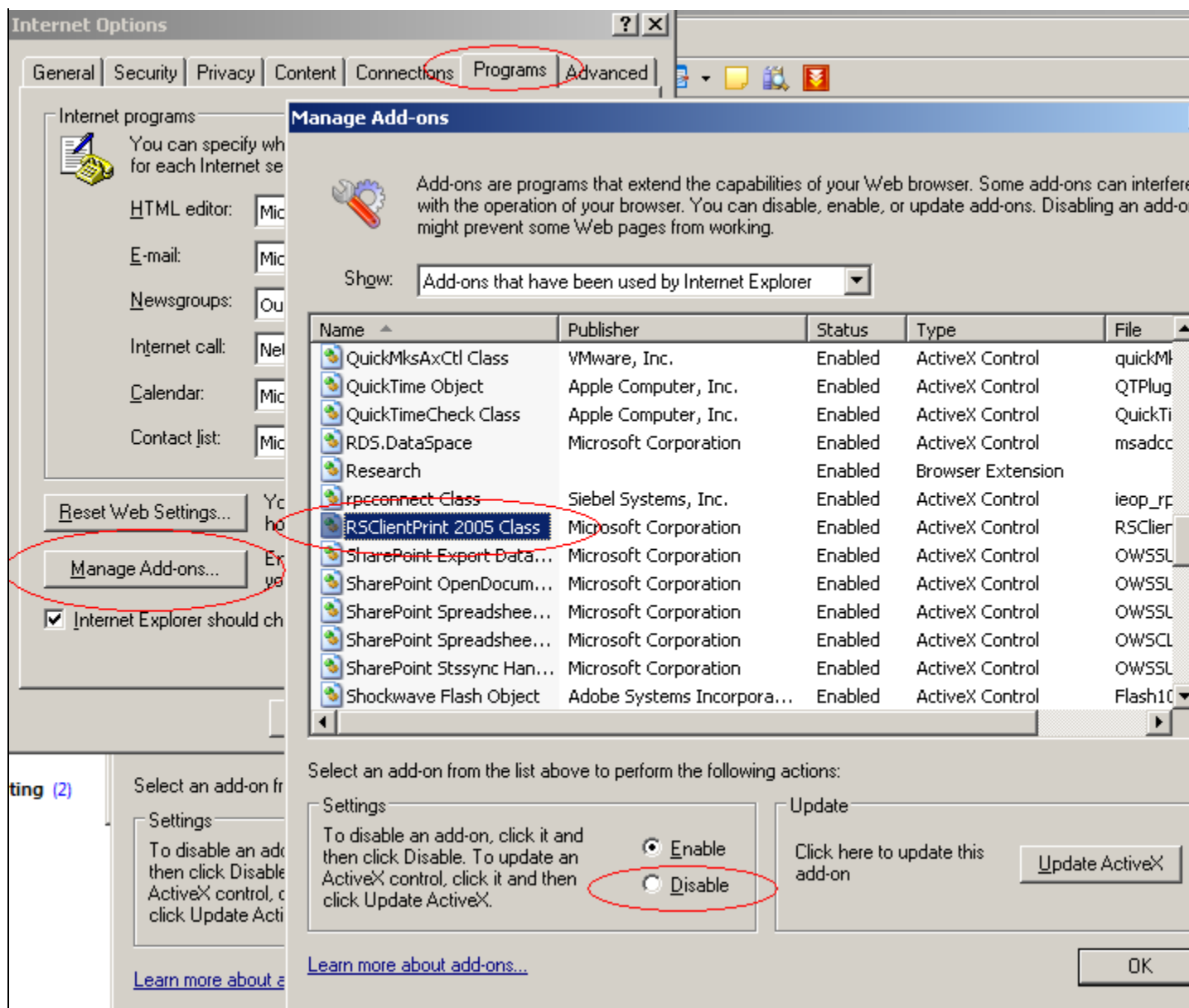
FIGURE 3: MANAGE ADD-ONS FOR INTERNET EXPLORER

9. Click the **Security** tab.

10. Select **Intranet Zone** and click **Custom Level**.

11. Click the **Enable** option for **Automatic prompting for ActiveX controls** (Figure 4 below).
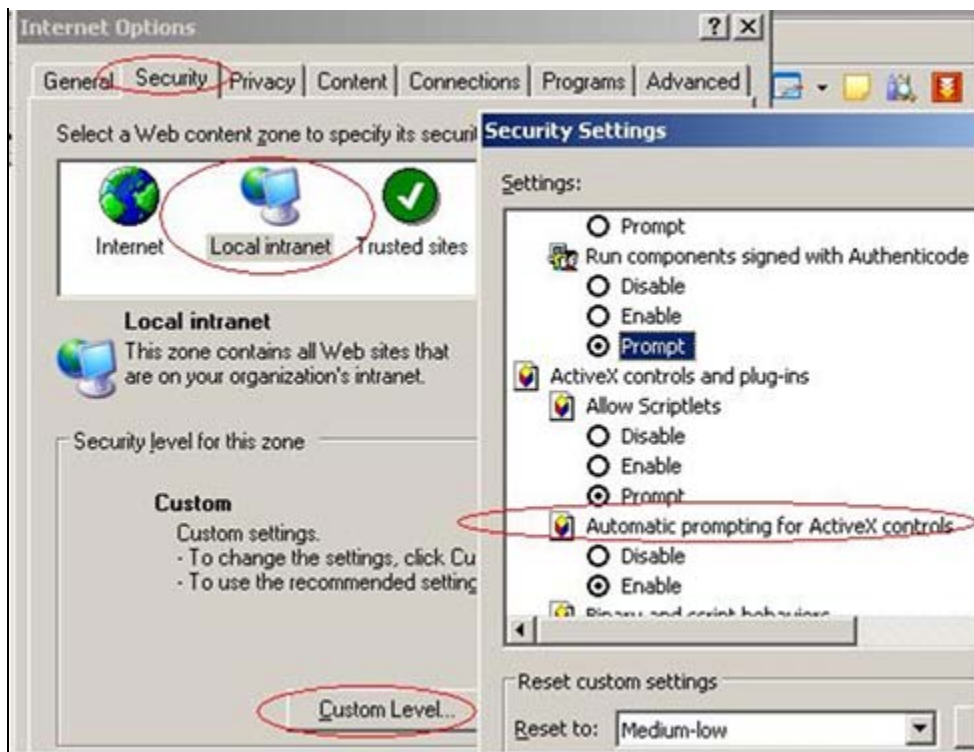
FIGURE 4: ENABLE AUTOMATIC PROMPTING FOR ACTIVEX CONTROLS

12. Click **Enable** for **Download signed ActiveX controls** (Figure 5 below).

FIGURE 5: ENABLE DOWNLOAD SIGNED ACTIVEX CONTROLS

13. Click **Prompt** for **Run ActiveX controls and plug-ins** (Figure 6 below).

FIGURE 6: PROMPT FOR RUN ACTIVEX CONTROLS AND PLUG-INS

14. Restart Internet Explorer.

15. Try to print the report. Internet Explorer should prompt you to run the ActiveX controls and plug-ins.

16. Click **Yes** when you are prompted.

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For technical support questions, send an e-mail to **support@wonderware.com**.

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