<u>Tech Note 648</u> 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).

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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).

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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).

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	Research		Enabled	Browser Extension	
Reset Web Settings	rpcconnect Class	Siebel Systems, Inc.	Enabled	ActiveX Control	ieop_rp
he he	RSClientPrint 2005 Class	Microsoft Corporation	Enabled	ActiveX Control	RSClier
Manage Add-ons	SharePoint Export Data	Microsoft Corporation	Enabled	ActiveX Control	OWSSL
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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).

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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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