



PrintMulti on

Windows 2008/R2 and Windows 7

problem solving

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Starting with Windows 2008 R2 and Windows 7 Microsoft has introduced some basic changes that can lead to problems.

There seems to be a bug concerning rights forwarding which appear especially when printing to files.

If you detect one or more of the following problems - please read the hints below.

1. Especially when printing to files ("Save2File"-option, e.g.: creating of PDFs using Ghostscript) no or empty files are created (the log shows errors after "StartDoc" call in most cases).
2. Error during copying of the temp file or too few rights for printing (there are error shown in the log file)
3. Other problems

to 1. The reason is unclear. Please try a combination of the following two possibilities:

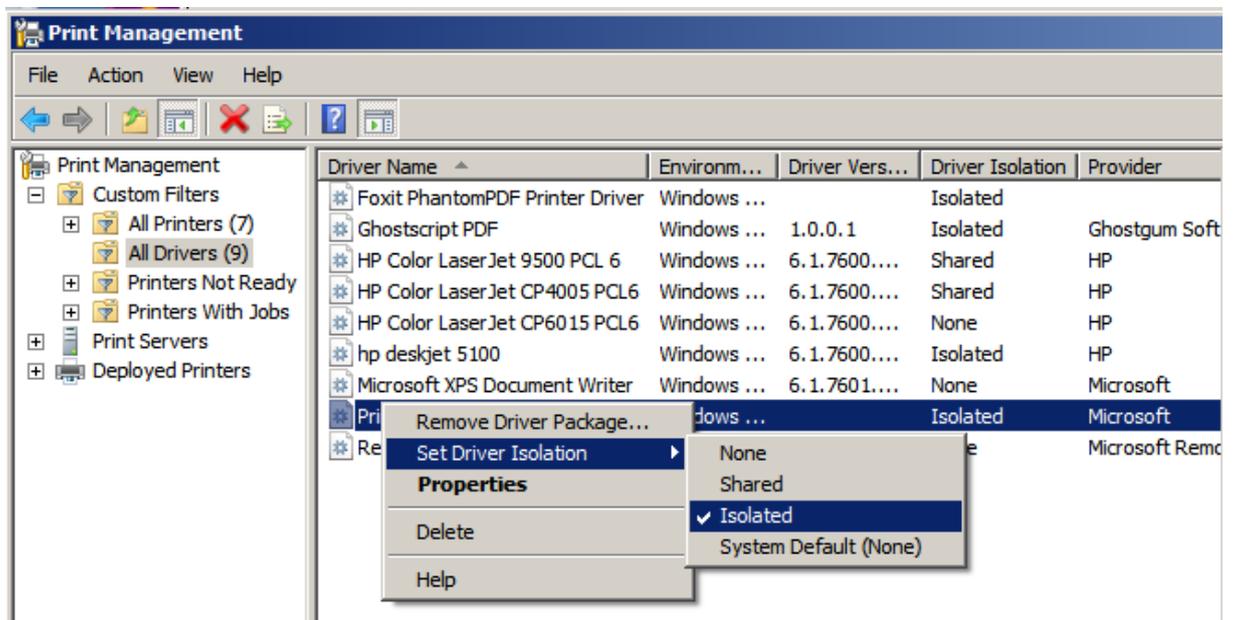
- a) Activate the PrintMulti option "*UseSystemAccount=1*" inside the corresponding print action (see manual)

This result in executing the print job with the system account login which has obviously sufficient rights.

Attention!!! The system account may not access network resources

- b) Assign isolation level "*isolated*" or "*shared*" to the printer driver which is used for the **PrintMulti-printer** using the "*PrintManagement*" console (PrintManagement.msc)

The print job is executed in an own process in this case which seems to have enough rights.

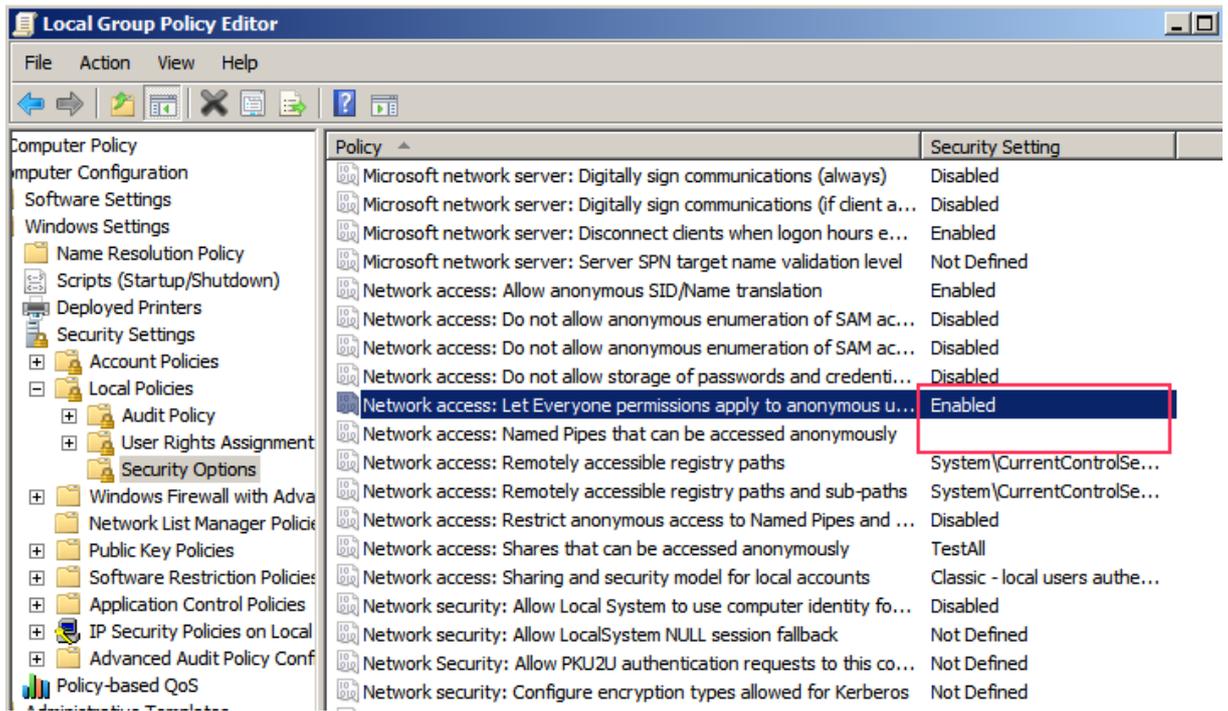


to 2. The "*Anonymous*" user was assigned to the "*Everyone*" user in earlier versions of windows. This has changed in Windows 2008 R2 / Windows 7 so that printing clients for which no corresponding user account exists on the server have problems to access files and folders (if they are allowed to print at all).

For example the access to the Windows\Temp folder, which is used to copy the spool file, might lead to problems.

There are some possibilities to change that behavior:

- a) Add the user "*Anonymous*" with full access rights to folder
- b) The "*Group Policy Editor*" has some options which influence that behaviour. Please search the internet for a detailed description of the options:



to 3. If other problems occur:

- a) If the Print Server and the printing client are using different environments (32 / 64 Bit OS) take care that both driver versions are installed on the server.
- b) To set "*UseSystemAccount=1*" help in many cases