Perceptive Content (ImageNow) Troubleshooting Guide

For Departments that utilize shared desktops, the following steps can be followed to allow users to access the same capture and/or scan profiles.

Shared Desktop Setup

1. If on a Windows domain, create a domain group. Add each ImageNow desktop user to the domain group.
2. Create new profile directory:
   Windows 32 bit: [drive]\Program Files\ImageNow\Profile

   Windows 64 bit: [drive]\Program Files (x86)\ImageNow\Profile

3. Add the following section to inowsytem.ini. If the ini file doesn't exist, create the file
   Windows 32 bit:
   [Paths]
   Workpath="c:\program files\imagenow\profile

   Windows 64 bit:
   [Paths]
   Workpath="c:\program files (x86)\imagenow\profile

4. Copy inowsystem.ini to
   Windows 32 bit: c:\Program Files\ImageNow directory

   Windows 64 bit: c:\Program Files (x86)\ImageNow directory

5. Copy the following files to
   Windows 32 bit: c:\Program Files\ImageNow\Profile

   Windows 64 bit: c:\Program Files (x86)\ImageNow\Profile

   a. **If no scanner if attached to the desktop**
      i. Copy inscan.xml, imagenow.ini

   b. **If a scanner is attached to the desktop**
      i. Copy indevice.xml

   From the user profile you originally configured on the desktop located in:
   Windows 32 bit: C:\Documents and Settings\<username>\Application Data\ImageNow

   Windows 64 bit: C:\Users\<username>\Application Data\Roaming\Imagenow or from shared
                              departmental copy

6. Grant the group admin rights to
   Windows 32 bit: [drive]\Program Files\ImageNow folder and all subfolders

   Windows 64 bit: [drive]\Program Files (x86)\ImageNow folder and all subfolders

7. All users will share the same capture and scanning profiles.

In the event the ImageNow Printer does not install, or users receive errors when using the ImageNow Printer, please use the following steps to fix the appropriate error.

Turn off User Account Control

1. Open the **Start** panel and click **Run**. In the Run window, type **cmd** (return).
2. In the terminal window, enter **gpedit.msc** (return). When prompted, authorize the program to run.
3. In the Group Policy Editor, navigate to Computer Configuration > Windows Settings > Security Settings > Local Policies > Security Options.
4. In the right pane, find User Account Control: Behavior of the elevation prompt for administrators in Admin Approval Mode. Right-click this line, choose Properties, then set its value to **Elevate without prompting**.
5. In the right pane, find User Account Control: Detect application installations and prompt for elevation. Set its value to **Disabled**.
6. In the right pane, find User Account Control: Only elevate UIAccess applications that are installed in secure locations. Set its value to **Disabled**.
7. In the right pane, find User Account Control: Run all administrators in Admin Approval Mode. Set its value to **Disabled**.
8. When prompted, restart the computer.

Troubleshooting ImageNow Printer Errors

When printing to the ImageNow Printer a save file prompt appears:

When printing to the ImageNow Printer, you are prompted to save the document. This may be caused by an invalid or empty entry in the windows registry.

1. Verify the location of the inowprint.ini file.

   Windows 32 bit: [drive:]\Program Files\ImageNow\etc\inowprint.ini

   Windows 64 bit: [drive]\Program Files (x86)\ImageNow\etc\inowprint.ini.

2. On the client computer click **Start,** and then click **Run.**
3. On the **Run** dialog box, in the **Open** box, type **REGEDIT,** and then click **OK.**
4. Click **HKEY_LOCAL_MACHINE,** then click **System.**
5. Under **System,** click **CurrentControlSet,** and then click **Control.**
6. Under **Control,** click **Print,** and then click **Printers.**
7. Under **Printers,** click the **ImageNow Printer.**
8. Under **ImageNow Printer,** click **PrinterDriverData.**
9. In the right pane, if a **Scripting File** key is not listed, then create a new key:

   Follow these steps to create a new Windows Registry key.
   - On the **Edit** menu, click **New,** and then click **String Value.**
   - In the **New Value** box, type **Scripting File.**
   - Double-click the **Scripting File** key.

- In the **Edit String** window, in the **Value data** box, type the path to the inowprint.ini file:

  Windows 32 bit: C:\Program Files\ImageNow\etc\inowprint.ini

  Windows 64 bit: C:\Program Files (x86)\ImageNow\etc\inowprint.ini

10. Restart the client computer to reload the registry settings

> **(For Windows 64 bit computers only)**
>   **Verify location of inowprint.dll**
>   1. Open inowprint.ini: [drive]\Program Files (x86)\ImageNow\etc\inowprint.ini
>   2. Under '***********Run Settings' heading, verify the following statement points to the correct location: RunAtEnd command=<C:\Program Files (x86)\ImageNow\bin\inowprint.dll>

"Unable to get CLSID of controller"

Attempting to use the ImageNow Printer at this point will generate an error, **"Unable to get CLSID of controller".**

1. Open the **Start** panel and click **Run.** In the Run window, type **cmd** (return)**.**
2. In the terminal window, type
   Windows 32 bit: cd [*driveletter:*]\Program Files\ImageNow\bin (return)

   Windows 64 bit: cd [*driveletter:*]\Program Files (x86)\ImageNow\bin) (return)

3. Confirm that your prompt shows the **bin** directory, then type **imagenow/regserver** [return]. ImageNow will open to a login screen.
4. Close the terminal window. Test your result by printing from the ImageNow Printer.

Restore UAC settings

1. Open the **Start** panel and click **Run**. In the Run window, type **cmd** (return).
2. At the terminal window, enter **gpedit.msc** (return). When prompted, authorize the program to run.
3. In the Group Policy Editor, navigate to Computer Configuration > Windows Settings > Security Settings > Local Policies > Security Options.
4. In the right pane, find User Account Control: Behavior of the elevation prompt for administrators in Admin Approval Mode. Set its value to **Prompt for Consent**.
5. In the right pane, find User Account Control: Detect application installations and prompt for elevation. Set its value to **Enabled**.
6. In the right pane, find User Account Control: Only elevate UIAccess applications that are installed in secure locations. Set its value to **Enabled**.
7. In the right pane, find User Account Control: Run all administrators in Admin Approval Mode. Set its value to **Enabled**.
8. When prompted, restart the computer.