Crystal Print Control Installation Instructions for PCs running Microsoft Windows XP and using the Internet Explorer browser

Important Notice: You must have administrative rights to your PC to perform the following tasks. If your login account does not include administrative rights, you will need to get someone in your local IT department to help with this installation. Additionally, it is recommended that you document the value of each setting described in this document prior to changing its value, as it may be necessary to restore the original values later.

1) Login to Windows using an administrator account.

2) On the Windows desktop, right click on the icon labeled My Computer, then select Properties. Alternatively, you can get to this by clicking on the Start menu, then Settings, then Control Panel, then System.

3) At this point, you should see a window similar to the following:
4) Click on the Advanced tab. You should see a window similar to the following:
5) Click on the Settings button in the box labeled Performance. This will display a window titled Performance Options.

6) From the Performance Options window, click on the Data Execution Prevention tab. You should see a window similar to the following:
7) Make sure the radio button for the second option (Turn on DEP for all programs and services except those I select) is selected.

8) Make sure Internet Explorer appears in the box as shown above and that there is a check in the checkbox next to Internet Explorer, just as it appears above.

9) If Internet Explorer is not listed as shown above, click on the Add button. You will need to navigate to the location where Internet Explorer resides. Most likely it will be located at My Computer, Local Disk (C:), Program Files, Internet Explorer, iexplore.exe. You should see a window similar to the following:
10) Make sure iexplore.exe is selected, then click on the Open button. You should see the following dialog box:

![Open dialog box](image.png)

11) Click on OK. You should see the following window again, and it should now include Internet Explorer as shown below:

![Data Execution Prevention](image.png)
12) Click on OK. This will save your changes and return you to the System Properties window.

13) Click on OK in the System Properties window.

14) Bring up Internet Explorer.

15) Using Internet Explorer, go to the ITEAMS website: https://iteams.dshs.texas.gov/IRMSTexas

16) On the menu near the top of the Internet Explorer window, click on Tools.

17) On the Tools menu, make sure the Pop-up Blocker is off.

18) On the same Tools menu as above, click on Internet Options. You should see a window similar to the following:
19) Click on the Security tab at the top of the window. You should see a window similar to the following:
20) Click on *Trusted sites*, then click on the *Sites* button.

21) Click on *Add* to add the ITEAMS website to the list of trusted sites.

22) Click on the *Close* button. This should return you to the *Internet Options* window.

23) From the Advanced tab of the *Internet Options* window, click on the Earth icon labeled *Internet*, then click on the button labeled *Custom level*. This should display a window similar to the following:
24) Scroll down within the Security Settings window until you see ActiveX controls and plug-ins as shown below.
25) Check the following items (under ActiveX controls and plug-ins within the Security Settings window, as shown above) and make sure each item is set as described below.

<table>
<thead>
<tr>
<th>Setting</th>
<th>Setting Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allow previously unused ActiveX controls to run without prompt</td>
<td>Enable</td>
</tr>
<tr>
<td>Automatic prompting for ActiveX controls</td>
<td>Enable</td>
</tr>
<tr>
<td>Binary and script behaviors</td>
<td>Enable</td>
</tr>
<tr>
<td>Download signed ActiveX controls</td>
<td>Prompt</td>
</tr>
<tr>
<td>Download unsigned ActiveX controls</td>
<td>Prompt</td>
</tr>
<tr>
<td>Initialize and script ActiveX controls not marked as safe for scripting</td>
<td>Prompt</td>
</tr>
<tr>
<td>Run ActiveX controls and plug-ins</td>
<td>Enable</td>
</tr>
</tbody>
</table>
26) After completing the changes described above, click on the OK button to save your changes and close the Security Settings window. This will return you to the Internet Options window.

27) Click on the OK button to save your changes and close the Internet Options window.

28) Some of the changes made above may require that you reboot your PC. We recommend you go ahead and reboot at this point.

29) Login to Windows using an administrator account.

30) Using Internet Explorer, go to the ITEAMS website: https://iteams.dshs.texas.gov/IRMSTexas and login as you normally would.

31) Run one of the reports, then click on the printer icon that appears just above the onscreen report. After a short delay, a yellow message bar should appear near the top of your browser window as shown below.
32) Click on the yellow message bar and follow the onscreen instructions to download the Crystal Print Control and save it to your PC.

33) Your report may not print the first time you download the control, so you may need to click on the printer icon again.

34) To verify that the control was installed, click on Tools on the menu at the top of your Internet Explorer window, then select Manage Add-ons. You should see a window similar to the following:

![Manage Add-ons window](image)

35) Near the left side of the window, there is a dropdown list. Make sure Downloaded controls is the currently selected item.

36) You should see an entry for Crystal Reports Print Control under Business Objects America as shown in the window below.
37) Make sure that the Status column says Enabled for the Crystal Reports Print Control entry on the Manage Add-ons window. If it is disabled, you can change it to Enabled by clicking on the entry, then clicking the Enable button near the bottom of the window. Now try to print the report again by clicking on the printer icon as previously discussed above.

38) After you have successfully downloaded and installed the Crystal Reports Print Control and you are able to print your reports, you should restore your settings back to their previous values. Begin by repeating steps 2 – 6 at the top of this document. You should now be viewing the Data Execution Prevention tab on the Performance Options window as shown below.
39) Click on the Internet Explorer entry in the Performance Options window as shown above, then click on the Remove button. The entry for Internet Explorer should disappear. Click on the radio button next to Turn on DEP for essential Windows programs and services only. Click on the OK button to save your changes and close the DEP tab, then click on OK again to close the Performance Options window.

40) Bring up Internet Explorer.

41) Click on Tools on the menu near the top of the window, then click on Internet Options.

42) In the Internet Options window, click on the Security tab. Make sure that the Internet zone is selected, then proceed to restore your original settings by either clicking on Custom level to reset them individually, or Default level to reset all settings to their default.