Adaptive Print Studio 1.3

Server Installation Manual

Installing Adaptive Print Studio

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Chapter 1

Introduction

This document describes how to install Sitecore Adaptive Print Studio (APS) on the server.

- **Chapter 1 - Introduction**
- **Chapter 2 - Installation Package**
  This chapter describes the APS installation package.
- **Chapter 3 - Server Side**
  This chapter describes the system requirements, the IIS preparations, how to import the Sitecore package, how to change APS settings, how to install Windows Services, and how to configure MS Queue server.
- **Chapter 4 - Product Installation Troubleshooting**
  This chapter provides solutions for basic installation problems.

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Chapter 2

Installation Package

This chapter describes the installation package of the APS Module.

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2.1 Extracting the Installation Package

Download the installation package from the SDN portal and extract the package on your server or system.

The installation package contains:

- APS installation manuals (A4 and US-letter PDF).
- Storage package (APSPublishing.zip, **this is no Sitecore wizard package**).
- Sitecore package (Adaptive Print Studio-xx.xx.xx).
- Samples.settings.config (file with included sample config settings).

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Chapter 3

Server Side

This chapter contains the following sections:

- Windows System Requirements
- Preparing IIS for Installation
- Importing Sitecore Package
- Configuring Print Studio Web Services and Applications
- Changing the Print Studio Settings in Sitecore
- Installing Windows Services
- Configuring MS Queue Server
- Configuring SMTP Server

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3.1 Windows System Requirements

3.1.1 Sitecore version

The APS module requires **Sitecore 6.5** or higher.

3.1.2 InDesign version

The APS module requires **InDesign Server CS5.5** or **CS6**.

3.1.3 Operating System Requirements

APS can be hosted on the following Microsoft operating systems:

- Windows XP (32-bit only)
- Windows Server 2003 (32/64-bit)
- Windows Server 2008 (32/64-bit)
- Windows Server 2008 R2 (32/64-bit)
- Windows Vista (32/64-bit)
- Windows 7 (32/64-bit)

3.1.4 IIS Requirements

APS can be hosted on the Internet Information Services version 6 or higher running on supported operating systems.

3.1.5 SMTP Service

SMTP service is required in order to handle e-mail notifications.

3.1.6 .NET Framework Requirements

APS requires .NET Microsoft Framework 3.5 or higher.

3.1.7 Windows MSMQ

MSMQ stands for Microsoft Message Queuing and is required to allow applications that run on separate servers/processes to communicate in a fail safe manner.

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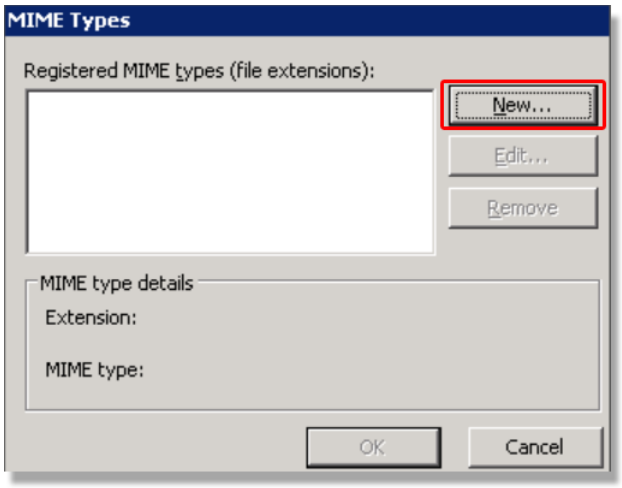
3.2 Preparing IIS for Installation

3.2.1 MIME Type

The InDesign MIME type should be available for the website with the APS installation.

To configure the InDesign MIME type using a 2003 server:

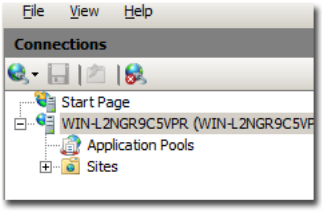
1. Open IIS Manager, right-click **MyComputer** (local computer).
2. Click **Properties**.
3. Click on **MIME Types**.
4. Click **New**.



5. Enter *.indd* in the **Extension box,** *application/x-indesign* in the **MIME type** box and click **OK**.
6. Click **Apply**, **OK** and close the IIS Manager.

To configure the InDesign MIME type using a 2008 server version:

1. Open the local computer node.



2. Select **MIME Types** (by double-clicking).
3. Click **Add**.
4. In the File name extension box, enter: *.indd*.

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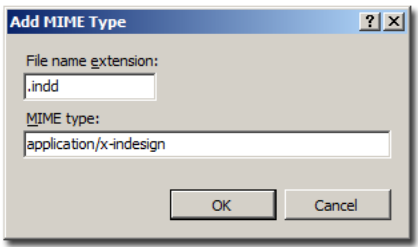
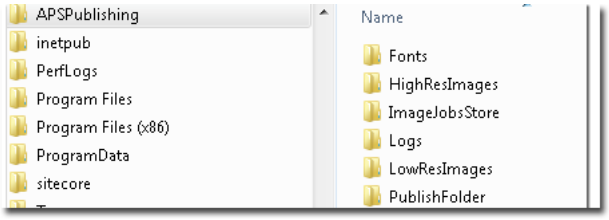
5. In the MIME type box enter: *application/x-indesign*.



3.2.2 Creating Folders

The **APSPublishing.zip** includes all folders that you need to be able to upload, download and store different images and files.

Extract the contents of **APSPublishing.zip** to a location that is accessible for the IIS as shown in the following screenshot.



We recommend that you organize the folder tree within a parent folder named **APSPublishing**, located at a suitable location outside the Sitecore Website folder.

Folders description

Fonts	used to store the fonts used by the Print Studio Editor application.
HighResImages	used to store the original image files.
ImageJobsStore	used to store transferred original image files, to be later processed.
Logs	where all Print Studio Windows services logs reside.
LowResImages	used to store the converted low resolution image files.
PublishFolder	stores the publishing results files.
PublishingCache	temporary store for the images used in the document that is published.

Note
The names and locations of the folders can be different and it is configurable through the configuration files of the different services and applications.

Note
The Print Studio web services logs are located in the Sitecore website logs folder (..\Data\logs).

The folders **HighResImages**, **LowResImages**, **ImageJobsStore,** and **PublishFolder** have to be created as virtual folders inside the Sitecore website.

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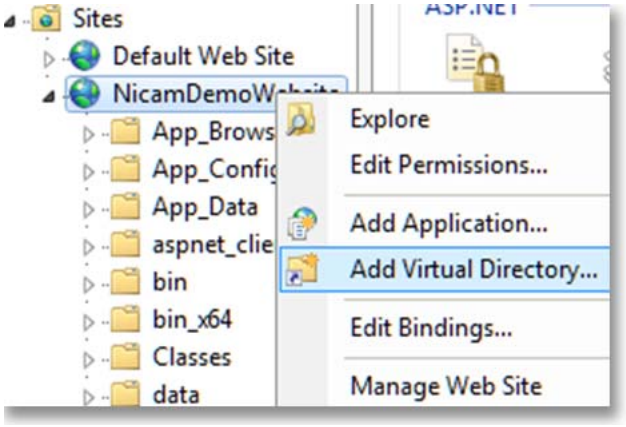
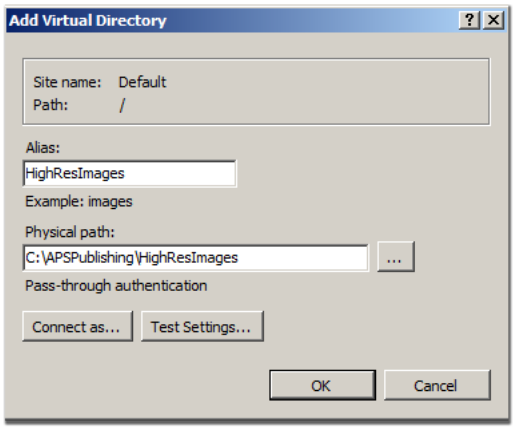
To Create a Virtual Directory With IIS Manager for an ASP.NET Application

1. In IIS Manager, expand the local computer and the **Sites** folder.
2. Right-click the Sitecore website and click **Add Virtual Directory**.



3. In the **Add Virtual Directory** dialog box, specify the **Alias** and **Physical path,** and click **OK**.



4. Repeat the steps for all folders (HighResImages, LowResImages, ImageJobsStore, and PublishFolder).

Note
The services operating with the files have to be granted permissions to read, write, and create folders. If the services and applications work on different servers, the folders should be shared and accessible along the network.

Note
Make sure the NETWORK SERVICE account has sufficient access permissions on the folder. \APSPublishing and subfolders.

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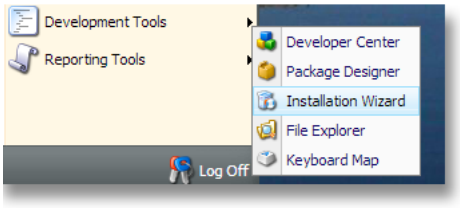
3.3 Importing Sitecore Package

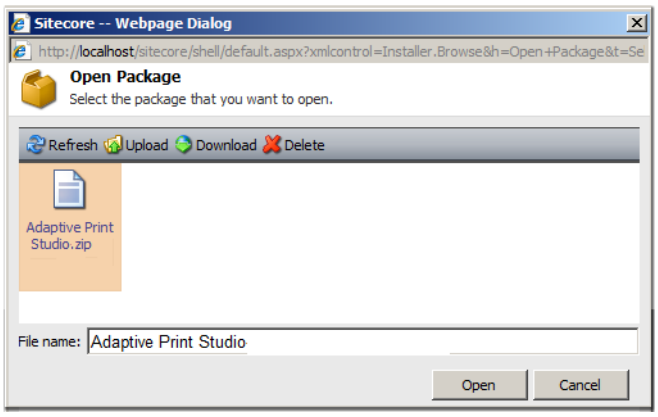
The “Adaptive Print Studio-xx.xx.xx” package needs to be installed. This package contains all items, files, and the Print Studio website.

To import the package:

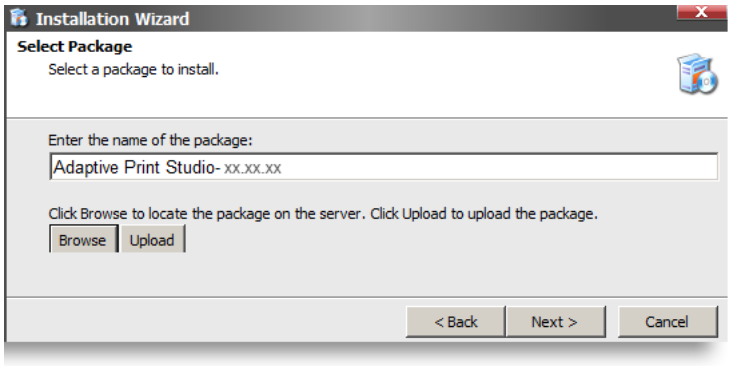
1. Log in to Sitecore.
2. Navigate to **Development Tools** and open the **Installation Wizard**.



3. **Browse**, select the package, and click **Upload**.
4. Once uploaded select the package and click **Open**.



5. Click **Next**.



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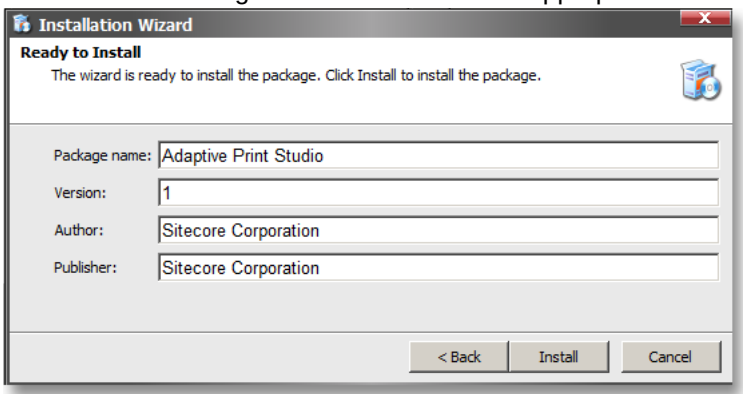
6. Read the License Agreement and select the appropriate radio button. Click **Next**.



7. Click **Install**. Installation starts and will need approximately 5-10 minutes to finish.
8. Click **Finish.**

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3.4 Configuring Print Studio Web Services and Applications

The following sections describe how to configure web services and applications.

Note
You can copy the configurations from the configuration file `Samples.settings.config` file that you can find in the installation package.

3.4.1 Configuring the Logger

1. Open *Web.config* file from Sitecore Website folder.
2. Navigate to the **<log4net>** section.
3. Paste the following after the last **</appender>** item:

```
<appender name="APSPrintServiceAppender" type="log4net.Appender.SitecoreLogFileAppender,
  Sitecore.Logging">
    <file value="$(dataFolder)/logs/printstudio.log.{date}.txt"/>
    <appendToFile value="true"/>
    <layout type="log4net.Layout.PatternLayout">
      <conversionPattern value="%4t %d{ABSOLUTE} %-5p %m%n"/>
    </layout>
</appender>
<logger name="APSPrintServiceLogger" additivity="false">
  <level value="INFO"/>
  <appender-ref ref="APSPrintServiceAppender"/>
</logger>
```

4. Save and close the *Web.config* File.

3.4.2 Configuring Web Services

1. **Open** *Web.config* file from the Sitecore Website folder.
2. Navigate to **</system.web>** section.
3. After **</system.web** paste the following configuration section**>**:

```
</system.web>
  <system.serviceModel>
    <serviceHostingEnvironment aspNetCompatibilityEnabled="true" />
    <services>
      <service behaviorConfiguration="MediaServiceBehavior"
  name="Sitecore.PrintStudio.WebServices.MediaService">
        <endpoint address="" binding="basicHttpBinding"
  bindingConfiguration="BasicHttpBinding_PrintStudioWebServices"
  contract="Sitecore.PrintStudio.WebServices.MediaService" />
        <endpoint address="mex" binding="mexHttpBinding" contract="IMetadataExchange" />
      </service>
      <service behaviorConfiguration="DesktopServiceBehavior"
  name="Sitecore.PrintStudio.WebServices.DesktopService">
        <endpoint address="" binding="basicHttpBinding"
  bindingConfiguration="BasicHttpBinding_PrintStudioWebServices"
  contract="Sitecore.PrintStudio.WebServices.DesktopService" />
        <endpoint address="mex" binding="mexHttpBinding" contract="IMetadataExchange" />
      </service>
      <service behaviorConfiguration="PrintServiceBehavior"
  name="Sitecore.PrintStudio.WebServices.PrintService">
```

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```
      <endpoint address="" binding="basicHttpBinding"
bindingConfiguration="BasicHttpBinding_PrintStudioWebServices"
contract="Sitecore.PrintStudio.WebServices.PrintService" />
      <endpoint address="mex" binding="mexHttpBinding" contract="IMetadataExchange" />
    </service>
    <service behaviorConfiguration="FileServiceBehavior"
name="Sitecore.PrintStudio.WebServices.FileService">
      <endpoint address="" binding="basicHttpBinding"
bindingConfiguration="BasicHttpBinding_PrintStudioWebServices"
contract="Sitecore.PrintStudio.WebServices.FileService" />
      <endpoint address="mex" binding="mexHttpBinding" contract="IMetadataExchange" />
    </service>
  </services>
  <behaviors>
    <serviceBehaviors>
      <behavior name="MediaServiceBehavior">
        <dataContractSerializer maxItemsInObjectGraph="2147483647"/>
        <serviceMetadata httpGetEnabled="true" />
        <serviceDebug includeExceptionDetailInFaults="true" />
      </behavior>
      <behavior name="DesktopServiceBehavior">
        <dataContractSerializer maxItemsInObjectGraph="2147483647"/>
        <serviceMetadata httpGetEnabled="true" />
        <serviceDebug includeExceptionDetailInFaults="true" />
      </behavior>
      <behavior name="PrintServiceBehavior">
        <dataContractSerializer maxItemsInObjectGraph="2147483647"/>
        <serviceMetadata httpGetEnabled="true" />
        <serviceDebug includeExceptionDetailInFaults="true" />
      </behavior>
      <behavior name="FileServiceBehavior">
        <dataContractSerializer maxItemsInObjectGraph="2147483647"/>
        <serviceMetadata httpGetEnabled="true" />
        <serviceDebug includeExceptionDetailInFaults="true" />
      </behavior>
    </serviceBehaviors>
  </behaviors>
  <bindings>
    <basicHttpBinding>
      <binding name="BasicHttpBinding_PrintStudioWebServices"
               hostNameComparisonMode="StrongWildcard"
               maxReceivedMessageSize="2147483647"
               maxBufferSize="2147483647"
               maxBufferPoolSize="2147483647"
               transferMode="Buffered"
               messageEncoding="Text"
               textEncoding="utf-8"
               bypassProxyOnLocal="false"
               useDefaultWebProxy="true">
        <readerQuotas maxNameTableCharCount="2147483647" maxArrayLength="2147483647"
maxDepth="2147483647" maxStringContentLength="2147483647"/>
        <security mode="None" />
      </binding>
      <binding name="BasicHttpBinding_IDashBoardWebService"
               hostNameComparisonMode="StrongWildcard"
               receiveTimeout="00:30:00" sendTimeout="00:30:00" openTimeout="00:30:00"
closeTimeout="00:30:00"
               maxReceivedMessageSize="2147483647" maxBufferSize="2147483647"
maxBufferPoolSize="2147483647"
               transferMode="Buffered" messageEncoding="Text" textEncoding="utf-8"
bypassProxyOnLocal="false" useDefaultWebProxy="true">
        <readerQuotas maxNameTableCharCount="2147483647" maxArrayLength="2147483647"
```

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```
  maxDepth="2147483647" maxStringContentLength="2147483647" />
          <security mode="None" />
        </binding>
      </basicHttpBinding>
    </bindings>
    <client>
      <endpoint address="http://localhost:8070/DashBoardWebService"
          binding="basicHttpBinding" bindingConfiguration="BasicHttpBinding_IDashBoardWebService"
          contract="Sitecore.PrintStudio.DashBoardClient.IDashBoardWebService"
  name="BasicHttpBinding_IDashBoardWebService" />
    </client>
  </system.serviceModel>
```

Note
Be careful with including the `system.serviceModel`. There might be an instance in config already. If so, either merge the two instances or delete one.

```
<system.serviceModel>
<serviceHostingEnvironment aspNetCompatibilityEnabled="true"/>
</system.serviceModel>
```

4. Edit the following key values with the appropriate URL values:

```
<endpoint address=http://localhost:8070/DashBoardWebService
```

Note
When using websites with multiple bindings this should be configured in the `<serviceHostingEnvironment` key as shown below.

`multipleSIteBindingsEnabled` is applicable only if .net framework 4.0 is installed

```
<system.serviceModel>
  <serviceHostingEnvironment aspNetCompatibilityEnabled="true" multipleSiteBindingsEnabled =
  "true"/>
```

5. Navigate to **</system.web>**section.
6. Edit the following key values:

```
<httpRuntime maxRequestLength="2097151" executionTimeout="10200" />
```

7. Add the svc extension.

```
<sitecore database="SqlServer">
…
<pipelines>
…
<preprocessRequest>
…
<processor type="Sitecore.Pipelines.PreprocessRequest.FilterUrlExtensions, Sitecore.Kernel">
    <param desc="Allowed extensions (comma separated)">aspx, ashx, asmx, svc</param>
```

8. **Save** and **Close** the *Web.config* file.

3.4.3 Configuring Print Studio Web Services

App_Config/Include/PrintStudio.config in Sitecore Root

The configuration settings are separated into sections for each service. The configuration settings are declared by the **Sitecore.PrintStudio.Configuration.dll**, which must be located inside the **bin** folder of the Sitecore root.

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Sections description

website	Contains all settings for the print studio web pages.
common	Contains all shared by the web services settings.
printstudiocenter	Contains all settings, used only by desktop service.
media	Contains all settings, used only by media service.
printstudioexplorer	Contains all settings, used only by print service.
printstudioengine	Contains all settings, used only by the print engine.
fileservice	Contains all settings, used only by file service.

Website Settings

Website settings are stored inside the **<website>** section:

```
<website type="Sitecore.PrintStudio.Configuration.SettingsSection, Sitecore.PrintStudio.Configuration">
  <settings hint="raw:AddToSettingsList">
    <!-- core db -->
    <setting name="PrintStudio.Localizations" value="/sitecore/content/Applications/Print Studio"/>
    <!-- master db -->
    <setting name="PrintStudio.AppSettings" value="/sitecore/Print Studio"/>
    <setting name="PrintStudio.DBServer.IPAddress" value="localhost" />
    <setting name="PrintStudio.DBServer.Port" value="8081" />
  </settings>
</website>
```

Note
Set the `PrintStudio.DBServer.IPAddress` to point to the InDesign server name.

Configuration keys description for WebSiteSettings section

PrintStudio.Localizations	Sitecore path to the Print Studio localizations in core database.
PrintStudio.AppSettings	Sitecore path to Print Studio application settings in master database.
PrintStudio.DBServer.IPAddress	InDesign service address.
PrintStudio.DBServer.Port	InDesign service port.

Common Settings

The web services read shared settings from the **<common>** section.

```
<!-- Common -->
<common type="Sitecore.PrintStudio.Configuration.SettingsSection, Sitecore.PrintStudio.Configuration">
  <settings hint="raw:AddToSettingsList">
     <setting name="PrintStudio.FolderIcon" value="Applications/128x128/folder.png" />
     <setting name="PrintStudio.PhotoSceneryIcon" value="Applications/128x128/photo_scenery.png" />
     <setting name="PrintStudio.StandardFields" value="Title|Keywords|Description|Alt" />
     <setting name="PrintStudio.Database" value="master"/>
     <setting name="PrintStudio.CoreDatabase" value="core"/>
     <setting name="PrintStudio.Shell" value="shell"/>
     <setting name="PrintStudio.Domain" value="sitecore"/>
     <setting name="PrintStudio.WcfServiceSendReceiveTimeout" value="20"/>
     <setting name="PrintStudio.WcfServiceOpenCloseTimeout" value="10"/>
  </settings>
```

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```
</common>
```

Configuration keys description for common section

PrintStudio.FolderIcon	Icon for the folders in the content tree.
PrintStudio.PhotoSceneryIcon	Icon for the images in the content tree.
PrintStudio.StandardFields	Standard fields collection for file or image.
PrintStudio.Database	Sitecore database to use.
PrintStudio.CoreDatabase	Sitecore Core database.
PrintStudio.Shell	Sitecore Shell website.
PrintStudio.Domain	Sitecore domain where the user accounts should be read from.
PrintStudio.WcfServiceSendReceiveTimeout	Wcf Service send/receive time-out in minutes.
PrintStudio.WcfServiceOpenCloseTimeout	Wcf Service open/close time-out in minutes.

Desktop Service

Desktop Web Service settings are stored inside the **<printstudiocenter>**section:

```
<printstudiocenter type="Sitecore.PrintStudio.Configuration.SettingsSection,
    Sitecore.PrintStudio.Configuration">
  <settings hint="raw:AddToSettingsList">
  <!-- Print Studio Center-->
  <setting name="PrintStudio.SkinsPath" value="/sitecore/content/Applications/Print Studio/
    Skin Types"/>
  <setting name="PrintStudio.DesktopServiceProvider"
    value="Sitecore.PrintStudio.WebServices.Providers.SitecoreDesktopProvider"/>
  </settings>
</printstudiocenter>
```

Configuration keys description for printstudiocenter section

PrintStudio.SkinsPath	Path to Print Studio skin files.
PrintStudio.DesktopServiceProvider	The Service Provider to be used for data manipulation.

Media Service Settings

Media Web Service settings are stored inside the **<media>**section:

```
<media type="Sitecore.PrintStudio.Configuration.SettingsSection, Sitecore.PrintStudio.Configuration">
<settings hint="raw:AddToSettingsList">
 <setting name="PrintStudio.MaxVisibleUploadsCount" value="10"/>
 <setting name="PrintStudio.MaxUploadsCount" value="15" />
 <setting name="PrintStudio.MediaThumbnailPath" value="~/media/{0}.ashx?h=32&amp;thn=1&amp;w=32" />
 <setting name="PrintStudio.MediaDashboardServiceType" value="ImageProcessingService"/>
 <setting name="PrintStudio.MediaDashboardServiceMethod" value="QueueImageJobMethod"/>
 <setting name="PrintStudio.MediaResponseType" value="Notifying"/>
 <setting name="PrintStudio.ImageCleanTemp" value="image" />
 <setting name="PrintStudio.PathToICCFile"value="C:\WINDOWS\system32\spool\drivers\color\AdobeRGB1998.icc" />
 <setting name="PrintStudio.MediaHasWorkbox" value="True"/>
 <setting name="PrintStudio.MediaServiceProvider"
  value="Sitecore.PrintStudio.WebServices.Providers.SitecoreMediaProvider"/>
</settings>
```

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Configuration keys description for media section

PrintStudio.MaxVisibleUploadsCount	The number of visible files without having to scroll the list.
PrintStudio.MaxUploadsCount	Value that indicates the max number of files that can be uploaded/downloaded at once.
PrintStudio.MediaThumbnailPath	Path for downloading thumbnails.
PrintStudio.MediaDashboardServiceType	SOAP message service type sent to dashboard.
PrintStudio.MediaDashboardServiceMethod	SOAP message service method sent to dashboard.
PrintStudio.MediaResponseType	SOAP message response type sent to dashboard.
PrintStudio.ImageCleanTemp	If it is *folder* the folders are deleted. The default is *image* but it could be empty.
PrintStudio.PathToICCFile	Path to the AdobeRGB1998.icc color driver.
PrintStudio.MediaHasWorkbox	Value that indicates if workbox node will be added to the content tree in Media Manager application.
PrintStudio.MediaServiceProvider	The Service Provider to be used for data manipulation.

Print Settings

Print Web Service settings are stored inside the **<printstudioexplorer>**section:

```
<printstudioexplorer type="Sitecore.PrintStudio.Configuration.SettingsSection,
  Sitecore.PrintStudio.Configuration">
<settings hint="raw:AddToSettingsList">
<setting name="PrintStudio.MetaFields" value="Description|Start date|Due date" />
<setting name="PrintStudio.MetaSections" value="ProjectMeta"/>
<setting name="PrintStudio.PrintHasWorkbox" value="True"/>
<setting name="PrintStudio.ReportItemMinUsageCount" value="2" />
<setting name="PrintStudio.PublishingCachePath" value="C:\APSPublishing\PublishingCache\" />
<setting name="PrintStudio.PrintDashboardServiceType" value="InDesignServerCS6"/>
<setting name="PrintStudio.PrintDashboardServiceMethod" value="Publish"/>
<setting name="PrintStudio.PrintResponseType" value="WithLinks"/>
<setting name="PrintStudio.PrintServiceProvider"
  value="Sitecore.PrintStudio.WebServices.Providers.SitecorePrintProvider"/>
<setting name="PrintStudio.FontsFolderPath" value="C:\APSPublishing\Fonts\"/>
<setting name="PrintStudio.FontsListXmlPath" value="C:\APSPublishing\Fonts\FontsList.xml"/>
</settings>
```

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```
</printstudioexplorer>
```

Note
Make sure the value for `PrintStudio.PublishingCachePath` points to a shared folder on the machine where the InDesign server is installed.

In the code example the value for the InDesign Server is "`InDesignServerCS6`". Make sure you use the value for `PrintStudio.PrintDashboardServiceType` that is used in the `PrintStudio.DBServer.ServiceType` in `InDesignProcessingService.exe.config` (see section Installing InDesign Processing Service)

For example, when you named it "`InDesignServerCS5.5`" in the `InDesignProcessingService.exe.config`, change it to:

```
<add key="PrintStudio.DBServer.ServiceType" value="InDesignServerCS5.5"/>
   <add key="PrintStudio.DBServer.ServiceVersion" value="CS5.5"/>
```

Configuration keys description for printstudioexplorer section

PrintStudio.MetaFields	List of meta fields shown on UI.
PrintStudio.MetaSections	Item sections that contains meta fields shown on UI.
PrintStudio.PrintHasWorkbox	Value that indicates if workbox node will be added to the content tree in the Print Studio Explorer application.
PrintStudio.ReportItemMinUsageCount	Minimum usages of Images shown in Report tab in Print Studio Explorer.
PrintStudio.PublishingCachePath	Path to Publishing Cache folder.
PrintStudio.PrintDashboardServiceType	SOAP message service type sent to dashboard.
PrintStudio.PrintDashboardServiceMethod	SOAP message service method sent to dashboard.
PrintStudio.PrintResponseType	SOAP message response type sent to dashboard.
PrintStudio.PrintServiceProvider	The Service Provider to be used for data manipulation.
PrintStudio.FontsFolderPath	Path to fonts folder.
PrintStudio.FontsListXmlPath	Path to fonts list XML.

Print Studio Engine Settings

```
<printstudioengine type="Sitecore.PrintStudio.Configuration.SettingsSection,
    Sitecore.PrintStudio.Configuration">
  <settings hint="raw:AddToSettingsList">
  <setting name="PrintStudio.ProjectsFolder" value="C:\inetpub\sitecore_folder\Website\projects\" />
  <setting name="PrintStudio.InDesignServerName" value="InDesignServer.Application.CS6" />
 </settings>
</printstudioengine>
```

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Note
In the Print Studio Engine settings, in the `PrintStudio.InDesignServerName` section set the InDesign Server Name value to name you gave your InDesign Server. For example, when you used the value "`CS5.5`", change it to:

```
<setting name="PrintStudio.InDesignServerName" value="InDesignServer.Application.CS5.5" />
```

Note
Make sure to have sufficient access rights on `PrintStudio.ProjectsFolder`.

Configuration keys description for printstudioengine section

PrintStudio.ProjectsFolder	Path to Projects folder.
PrintStudio.InDesignServerName	Name of the InDesign server.
PrintStudio.StoreMastersInDB	If true the masters are stored in the database.

File Service Settings

```
<fileservice type="Sitecore.PrintStudio.Configuration.SettingsSection,
  Sitecore.PrintStudio.Configuration">
 <settings hint="raw:AddToSettingsList">
  <setting name="PrintStudio.StorePath" value="C:\APSPublishing\ImageJobsStore" />
  <setting name="PrintStudio.DashboardServiceType" value="ImageProcessingService" />
  <setting name="PrintStudio.DashboardServiceMethod" value="QueueImageJobMethod" />
  <setting name="PrintStudio.VirtualDirectoryUrl" value="~/ImageJobsStore/" />
  <setting name="PrintStudio.ResponseType" value="Notifying" />
 </settings>
</fileservice>
```

Configuration keys description for fileservice section

PrintStudio.StorePath	Path to temp image upload folder.
PrintStudio.DashboardServiceType	SOAP message service type sent to dashboard.
PrintStudio.DashboardServiceMethod	SOAP message service method sent to dashboard.
PrintStudio.VirtualDirectoryUrl	URL of temp image upload folder.
PrintStudio.ResponseType	SOAP message response type sent to dashboard

Pipelines

```
<pipelines>
  <printToDashboard>
   <processor type="Sitecore.PrintStudio.PublishingEngine.Pipelines.SetProcessingJob,
     Sitecore.PrintStudio.PublishingEngine" />
   <processor type="Sitecore.PrintStudio.PublishingEngine.Pipelines.RenderProjectXml,
     Sitecore.PrintStudio.PublishingEngine" />
   <processor type="Sitecore.PrintStudio.PublishingEngine.Pipelines.Dashboard.SendToDashboard,
     Sitecore.PrintStudio.PublishingEngine" />
  </printToDashboard>
```

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```
  <printToInDesign>
   <processor type="Sitecore.PrintStudio.PublishingEngine.Pipelines.RenderProjectXml,
      Sitecore.PrintStudio.PublishingEngine" />
  <processor type="Sitecore.PrintStudio.PublishingEngine.Pipelines.InDesign.SendToInDesign,
      Sitecore.PrintStudio.PublishingEngine" />
  </printToInDesign>
  <renderXml>
    <processor type="Sitecore.PrintStudio.PublishingEngine.Pipelines.RenderProjectXml,
      Sitecore.PrintStudio.PublishingEngine" />
  </renderXml>
  <printPreview>
    <processor type="Sitecore.PrintStudio.PublishingEngine.Pipelines.RenderProjectXml,
      Sitecore.PrintStudio.PublishingEngine" />
    <processor type="Sitecore.PrintStudio.PublishingEngine.Pipelines.InDesign.GeneratePreview,
      Sitecore.PrintStudio.PublishingEngine" />
  </printPreview>
</pipelines>
```

Configuration keys description for pipelines section

printToDashboard	used for publishing through the Dashboard server. Usually invoked from the Silverlight application and with a publishing processing job. The result is sent in an e-mail message.
printToInDesign	used for direct publishing to InDesign server. Can be invoked from a layout on the website. The result is placed on the appropriate path and the user should fetch it through the result URL.
renderXml	invokes XML rendering and generating only the XML. Invoked from the InDesign Connector plug-in webservice.
printPreview	produces a preview.

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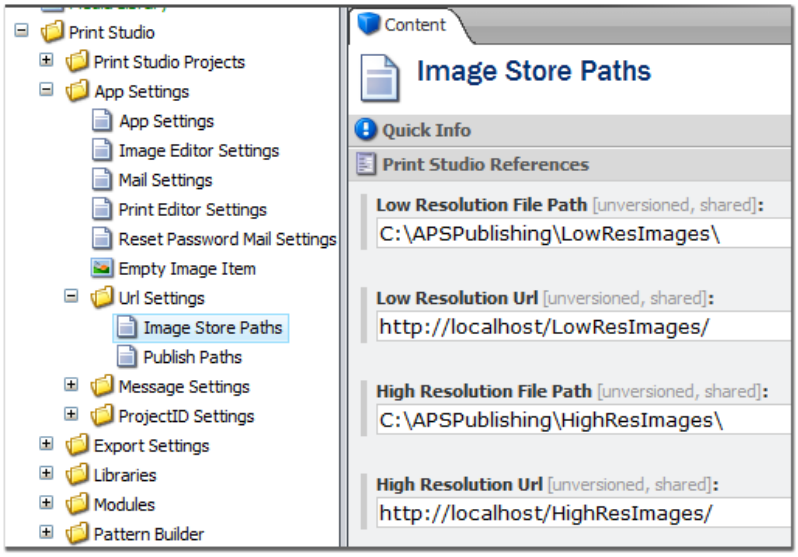
3.5 Changing the Print Studio Settings in Sitecore

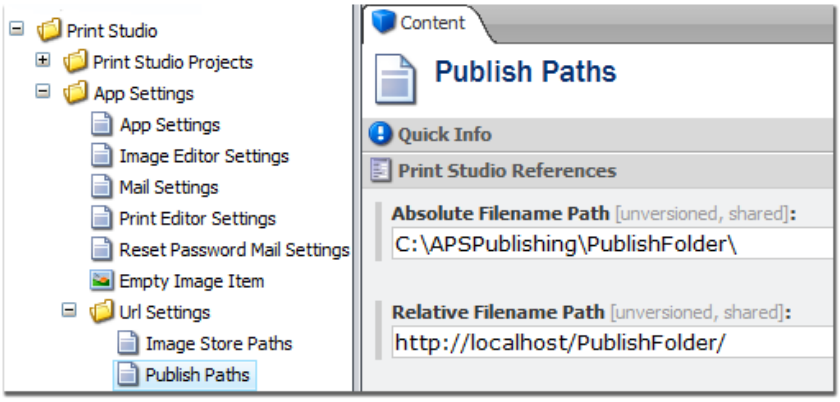
The Print Studio application settings are stored in the Sitecore master database in the */sitecore/Print Studio/App Settings* folder

1. **Image Store Paths** */sitecore/Print Studio/App Settings/Url Settings/Image Store Paths*



These settings must be according to the location where the files are stored on a file server in the network. The files are fetched by InDesign Server when publishing.

2. **Publish Paths** */sitecore/Print Studio/App Settings/Url Settings/Publish Paths*



These settings must be according to the location where the published files must be stored (PDF and/or Flash) on a file server in the network. When published, the files get download links (sent in e-mail message) for authorized users to download.

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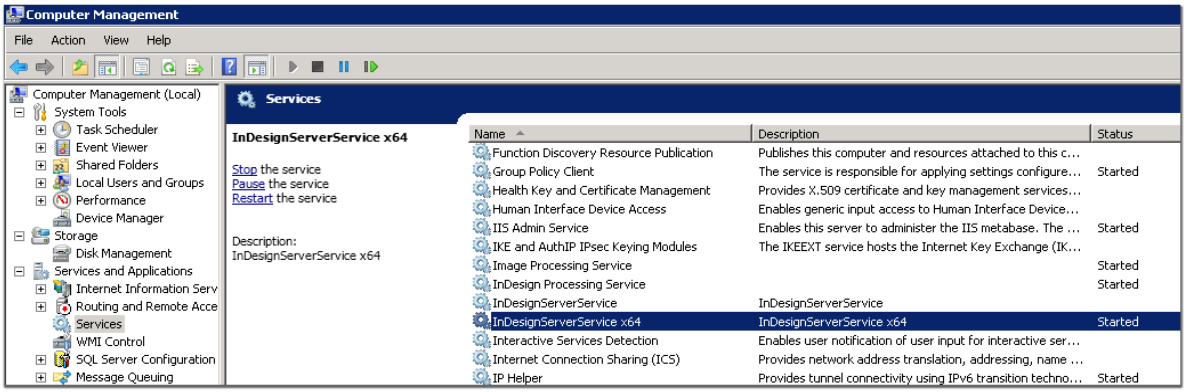
3.6 Installing Windows Services

3.6.1 InDesign Server

Installation

The InDesign Server Windows Service is installed with the installer as provided by Adobe. It automatically installs the 64-bit and 32-bit service according to the hardware used and operating system that is available on the system.

When the system is 64-bit it is recommended to use that Service for publishing. This means the 32-bit service does not need to be started.



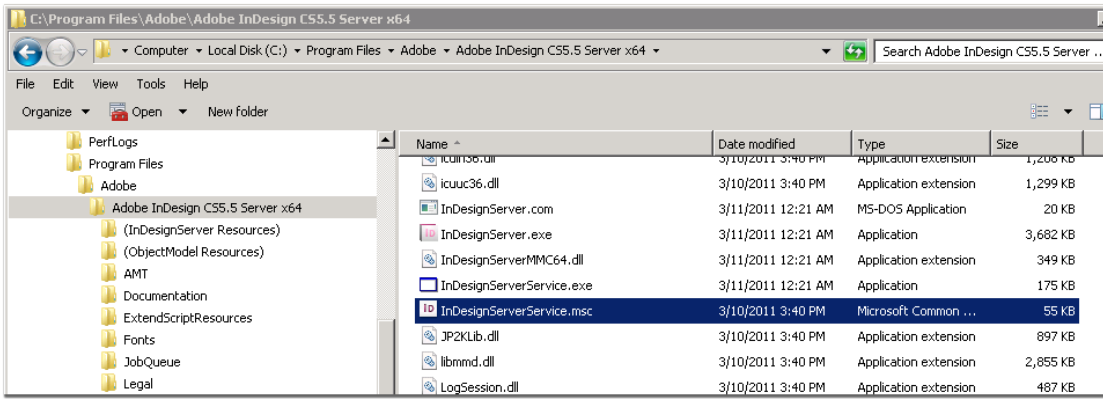
Snap-in

The InDesign Server Windows Service needs the **InDesign Server Service Management Console snap-in** for selecting the correct port for sending Soap messages.

Continue with the following steps:

1. Select the **Management Console**. For example:

   ```
   C:\Program Files\Adobe\Adobe InDesign CS5.5 Server
   x64\InDesignServerService.msc
   ```



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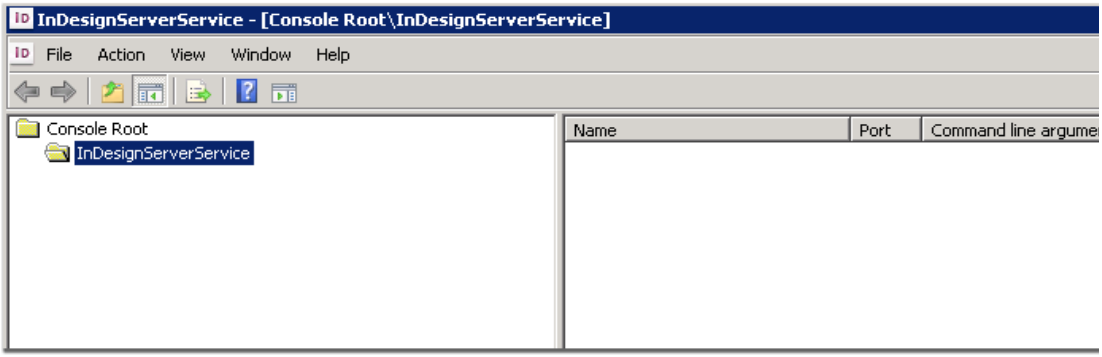
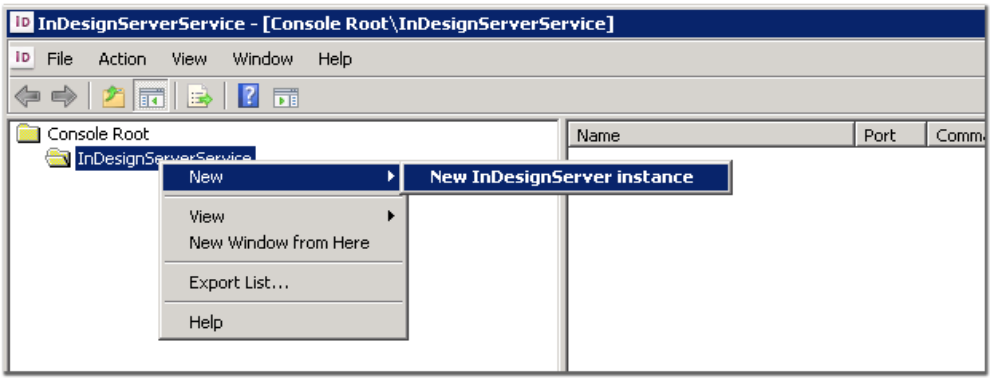
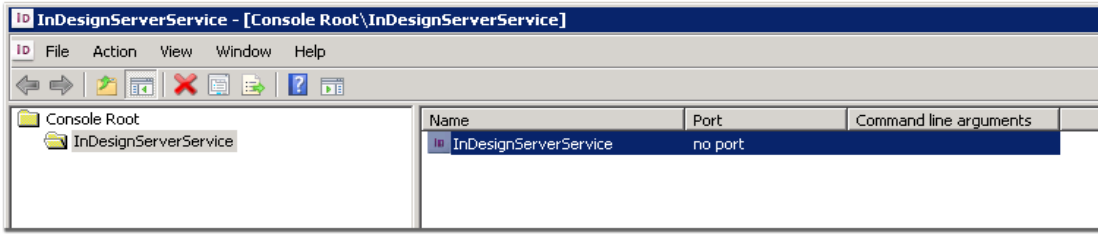
2. Double-click the **Management Console** file.



3. Right-click the folder **InDesignServerService**, click **New**, and **New InDesignServer Instance**.



4. Select **InDesignServer Service**.



5. Right-click and select **Properties**.

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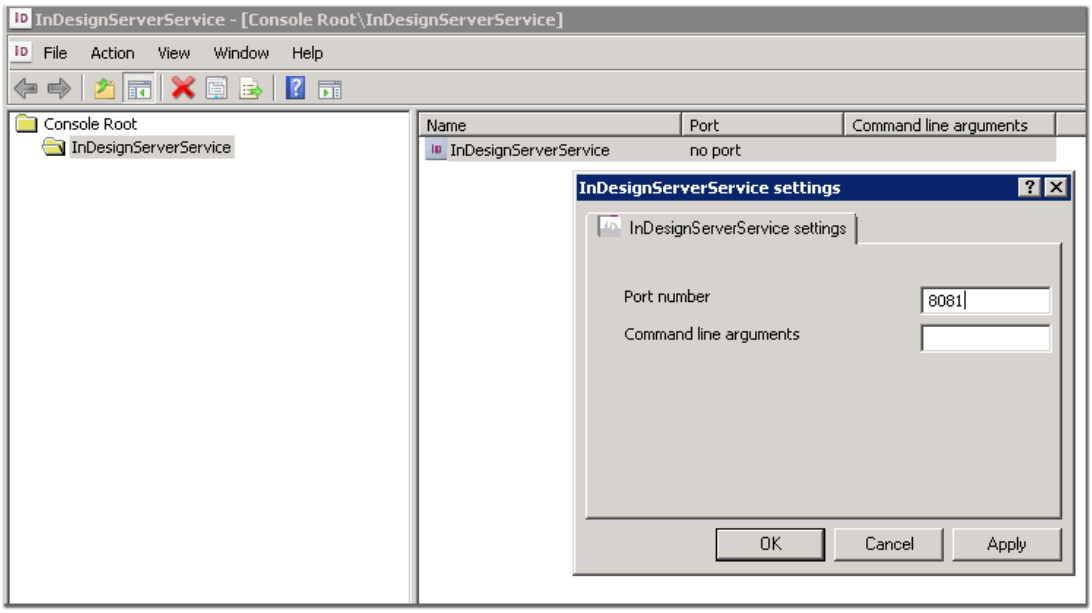
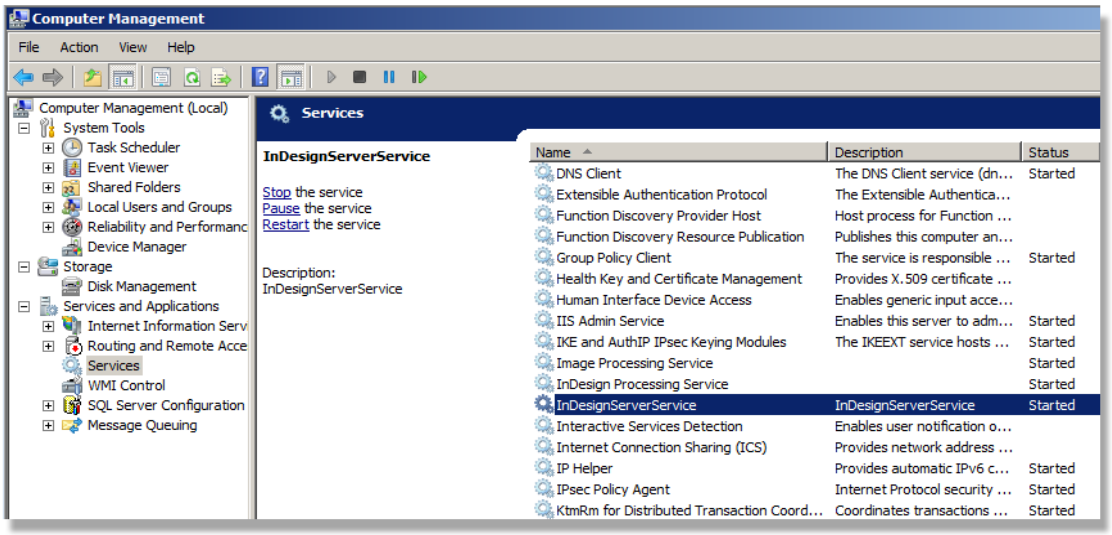
6. Insert the port number (default 8081 for InDesign Server) and click **OK**.



7. Open the **Computer Management Console**.
8. Select the InDesignServerService.



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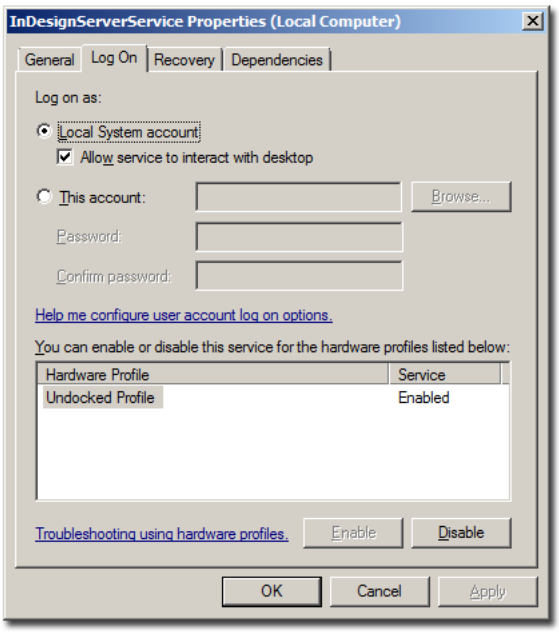
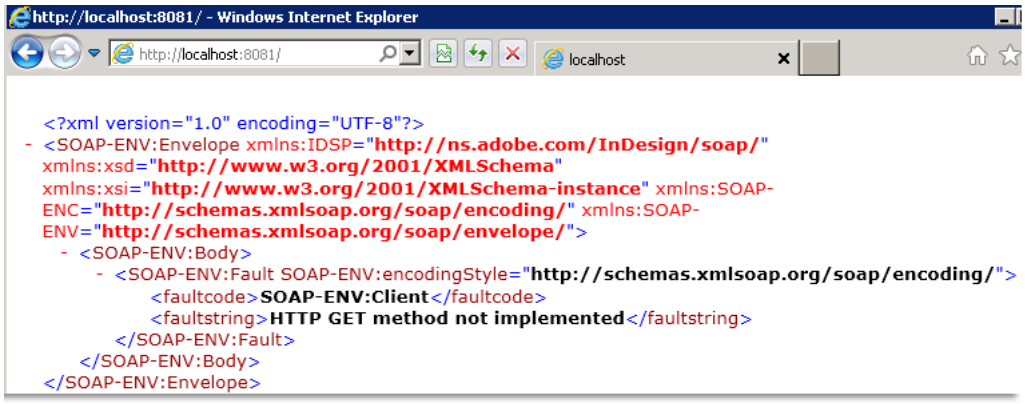
9. Select the **Local System account** user for running the service.



Note
Depending on your network settings, you may need to login using a different account.

10. (Re)start the **InDesign Server Service** and wait a few seconds.
11. Check in the browser with the address and port number (for example http://localhost:8081/) InDesign server runs correctly. If the following message displays; the service runs and can be used for publishing.



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3.6.2 InDesign Server Engine

The InDesign Server Engine CS5.5 or CS6 is used for publishing all documents with InDesign Server CS5.5 or CS6. It is not a Windows service, but a plug-in on InDesign Server. Use IDSEngineSetup32.msi or IDSEngineSetup64.msi for installation.

Note
InDesign Server Engine CS6 for Windows requires 64-bit operating system.

By default, the installation folder of the plug-in is located at:

```
C:\Program Files\Adobe\Adobe InDesign CS6 Server x64\Plug-Ins\Sitecore
```

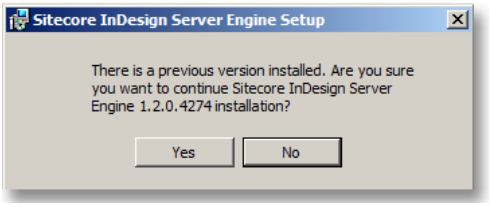
or

```
C:\Program Files (x86)\Adobe\Adobe InDesign CS6 Server\Plug-Ins\Sitecore
```

To install:

1. Start the *IDSEngineSetup64.msi*. Click **Next** on the opening screen.

2. When upgrading a Warning message appears. Consider to back up all config files.
3. Click **Yes** to continue installation.



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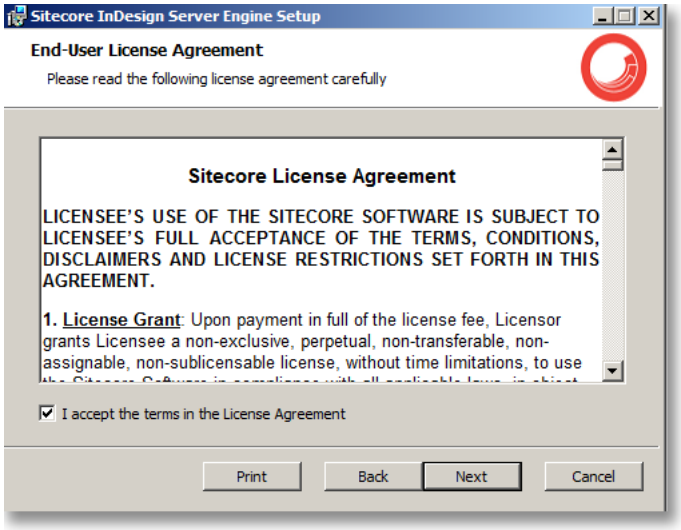
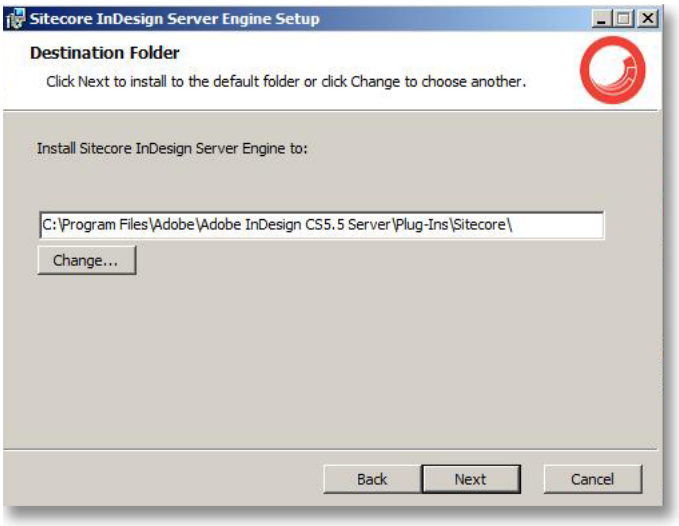
4. Read the License Agreement. Select **I accept the terms in the License Agreement** and click **Next.**



5. Select the destination folder and click **Next**.



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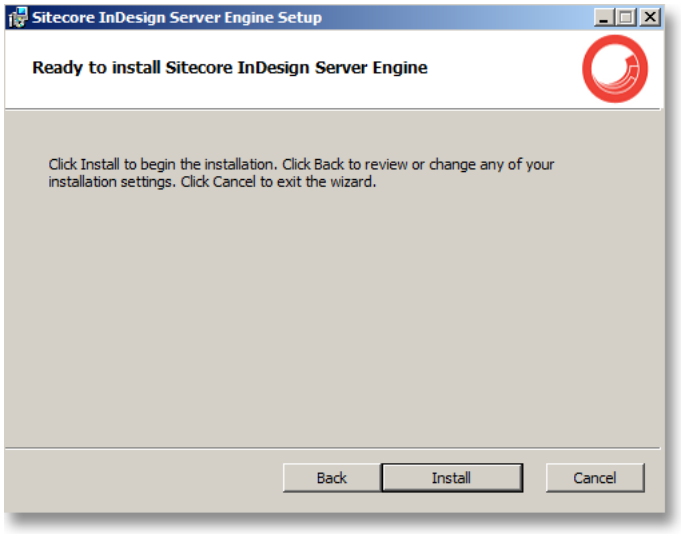
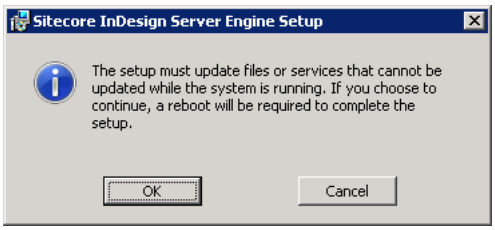
6. Click **InDesign** to start the installation.



Note
From this point forward the installation will proceed and can only be canceled.

7. When upgrading, your system may request a restart. Click **Cancel**.



8. The installation is finished, click **Finish** to exit.
9. **Start** or **restart** the InDesignServerService.

3.6.3 Additional Settings

PDF Settings

The Publishing Settings items (/sitecore/Print Studio/Publishing Settings) refer to the PDF settings files (.joboptions) as available on the publishing server (Server with InDesign Server).

The required PDF Settings can be created with Adobe InDesign.

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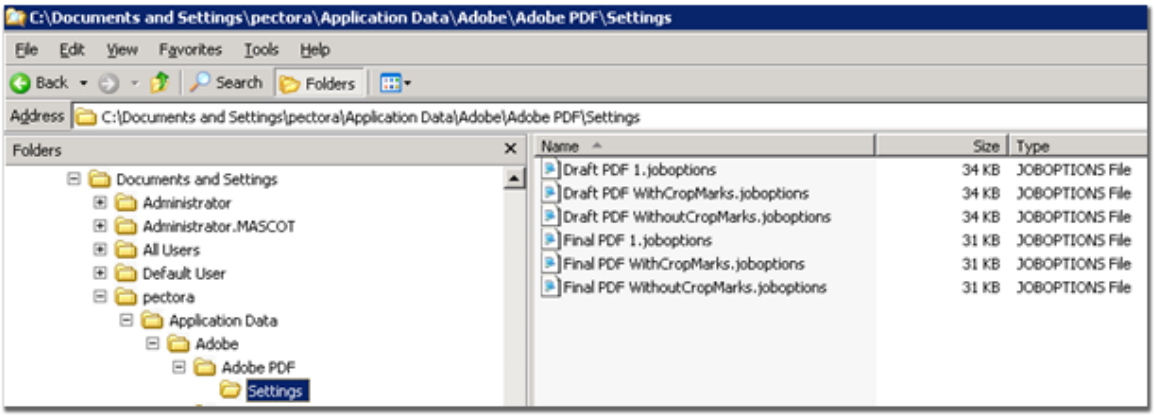
The joboptions file must be available on the server running InDesign Server for the correct user folder, for example as in the following screenshot.



Note
You should restart the InDesign Server Service after adding new .joboptions.

Fonts

All fonts required for publishing must be available on the server and on the client systems as well. The Print Studio Center uses the fonts as available in the **APSPublishing\Fonts** folder and reference in the **Fontslist.xml** (can be found in the same folder). Substitute fonts can be used if necessary. The publishing will be done with the original fonts which are referred in the Master which is used for the final publishing (PDF).

3.6.4 Installing Dashboard Service

The Dashboard Service handles jobs in the MS Queues. Installation is done using *PrintStudioDashboardServerSetup.msi.*

Note
When you upgraded APS, the Jobs folder in C:\APSPublishing\Logs\DashBoardServer\ might not exist and needs to be created.

To install:

1. Start the *PrintStudioDashboardServerSetup_x86.msi*. Click **Next** on the opening screen.
2. When upgrading a Warning message appears. Consider to back up all config files.
3. Click **Yes** to continue installation
4. Read the License Agreement. Select **I accept the terms in the License Agreement** and click **Next**.
5. Select the destination folder and click **Next**.
6. Click **Install** to start the installation.

Note
From this point forward the installation will proceed and can only be canceled.

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7. When upgrading, your system may request an update of the files in use. In this case click **Close the applications and attempt to restart them**. Click **OK**.
8. When installation is finished, click **Finish** to exit.

To configure:

The configuration values are stored in **DashBoardServer.exe.config** located in the installation folder of the service, usually in:

```
C:\Program files(x86)\Sitecore\Print Studio Dashboard Server
```

1. Open *DashBoardServer.exe.config* and Edit the appropriate values.

```
<configSections>
    <section name="Sitecore.PrintStudio.LoggerSettings"
  type="Sitecore.PrintStudio.Logger.Settings.LoggerSettings, Sitecore.PrintStudio.Logger" />
  </configSections>
  <Sitecore.PrintStudio.LoggerSettings>
    <LogFile>
      <add key="LogFolder" value="C:\APSPublishing\Logs\DashBoardServer\" />
      <add key="LogFileName" value="DashBoardServerLog" />
      <add key="LogMaxSizeInBytes" value="500000" />
      <add key="CountersResetOnStartup" value="true" />
      <add key="CountersEnabled" value="false" />
   </LogFile>
  </Sitecore.PrintStudio.LoggerSettings>
  <appSettings>
    <add key="PrintStudio.DBServer.QueuesPath" value=".\Private$\PrintStudio_" />
    <add key="PrintStudio.DBServer.SMTPClient" value="localhost" />
    <add key="PrintStudio.DBServer.FromEmailAddress" value="publishing@printstudio.com" />
   <add key="PrintStudio.DBServer.LogFolder" value="C:\APSPublishing\Logs\DashBoardServer\Jobs\"
  />
  </appSettings>
```

2. Edit the LogFolder with the appropriate value.

```
  <add key="LogFolder" value="C:\APSPublishing\Logs\DashBoardServer\" />
```

3. Edit the AppSettings section

Configuration keys description for Print Studio Dashboard Server

PrintStudio.DBServer.QueuesPath	Path to MS Queue used for jobs.
PrintStudio.DBServer.SMTPClient	SMTP server address that is used to handle e-mail notifications.
PrintStudio.DBServer.FromEmailAddress	E-mail address that is used as FROM in the notifications.
PrintStudio.DBServer.LogFolder	Location of the log files.

4. Edit the appropriate value for DashBoardWebService reference in the Service Model section.

```
<system.serviceModel>
    <serviceHostingEnvironment aspNetCompatibilityEnabled="true" />
    <services>
```

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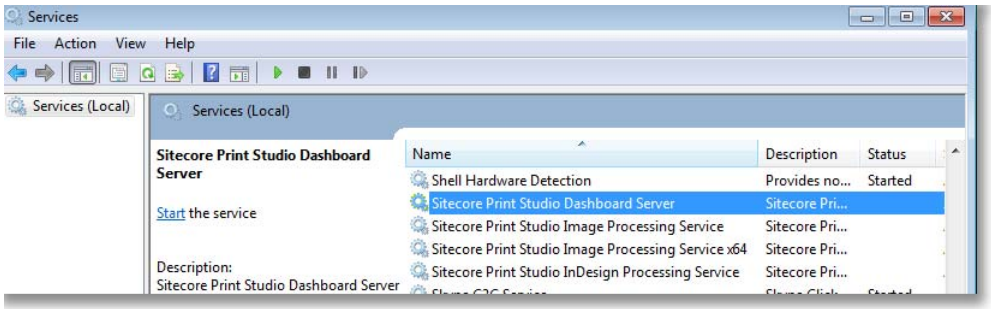
```
    <service behaviorConfiguration="DashBoardWebServiceBehavior"
name="Sitecore.PrintStudio.DashBoardServer.DashBoardWebService">
      <endpoint address="" binding="basicHttpBinding"
bindingConfiguration="BasicHttpBinding_IDashBoardWebService"
contract="Sitecore.PrintStudio.DashBoardClient.IDashBoardWebService"/>
      <endpoint address="mex" binding="mexHttpBinding" contract="IMetadataExchange" />
      <host>
        <baseAddresses>
          <add baseAddress="http://localhost:8070/DashBoardWebService"/>
        </baseAddresses>
      </host>
    </service>
  </services>
  <behaviors>
    <serviceBehaviors>
      <behavior name="DashBoardWebServiceBehavior">
        <serviceMetadata policyVersion="Policy15" httpGetEnabled="true" />
        <serviceDebug includeExceptionDetailInFaults="false" />
      </behavior>
    </serviceBehaviors>
  </behaviors>
  <bindings>
    <basicHttpBinding>
      <binding name="BasicHttpBinding_IDashBoardWebService"
hostNameComparisonMode="StrongWildcard"
      receiveTimeout="00:30:00" sendTimeout="00:30:00" openTimeout="00:30:00"
closeTimeout="00:30:00"
      maxReceivedMessageSize="2147483647" maxBufferSize="2147483647"
maxBufferPoolSize="2147483647"
      transferMode="Buffered" messageEncoding="Text" textEncoding="utf-8"
bypassProxyOnLocal="false" useDefaultWebProxy="true">
        <readerQuotas maxNameTableCharCount="2147483647" maxArrayLength="2147483647"
maxDepth="2147483647" maxStringContentLength="2147483647" />
        <security mode="None" />
      </binding>
    </basicHttpBinding>
  </bindings>
</system.serviceModel>
```

5. **Save** and **Close** the configuration file.

Note
Service needs to be started as described in next step, or restarted if already running.

6. Open **Services** management console and start the **Sitecore Print Studio Dashboard Server** service.



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To uninstall:

1. Open **Add/Remove Program**s and select **Sitecore Print Studio Dashboard Server**.
2. Click **Remove** and follow the uninstall wizard steps.

3.6.5 Image Processing Service

Use PrintStudioImageProcessingServiceSetup_x86.msi or PrintStudioImageProcessingServiceSetup_x64.msi for installation.

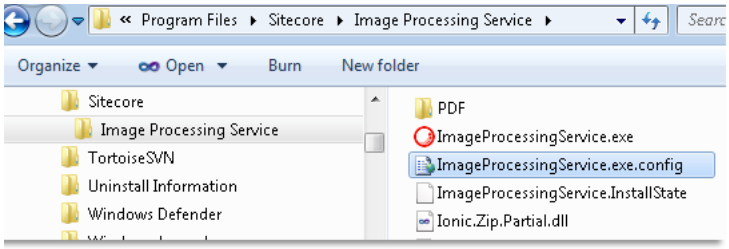
Configurations are stored in **ImageProcessingService.exe.config** in the installation folder of the service. Usually in:

```
C:\Program files\Sitecore\Image Processing Service
```

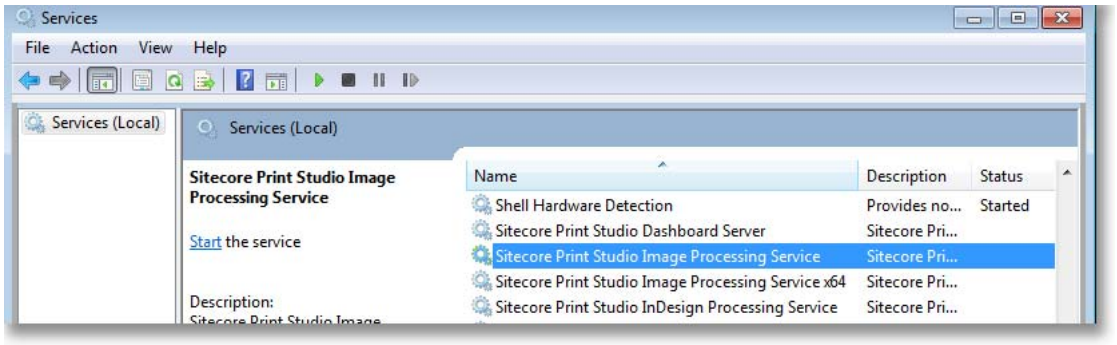
Note
If you already have a 32-bit version installed already, you need to uninstall this version before installing Image Processing Service. For more information, see section *Image Processing Service Installation Issue*.

To configure:

The configuration values are stored **ImageProcessingService.exe.config** in the destination folder selected at the previous step of the installation wizard.



After successful installation, the service is available in the system Services, accessible by computer Management console. By default the service is not started.



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Before you start the service, make sure that all the configuration settings are correct and valid.

1. Navigate to the installation folder and **Open** *ImageProcessingService.exe.config.*
   The **<applicationSettings>**is the main section that holds the configuration keys and values, and should be modified according the environment requirements.

2. Verify and if necessary **Edit** the values for the keys referencing web services or folder locations.

```
<configSections>
    <section name="Sitecore.PrintStudio.LoggerSettings"
  type="Sitecore.PrintStudio.Logger.Settings.LoggerSettings, Sitecore.PrintStudio.Logger" />
    <sectionGroup name="applicationSettings" type="System.Configuration.ApplicationSettingsGroup,
  System, Version=2.0.0.0, Culture=neutral, PublicKeyToken=b77a5c561934e089" >
      <section name="ImageProcessingService.Properties.Settings"
  type="System.Configuration.ClientSettingsSection, System, Version=2.0.0.0, Culture=neutral,
  PublicKeyToken=b77a5c561934e089" requirePermission="false" />
    </sectionGroup>
  </configSections>

  <Sitecore.PrintStudio.LoggerSettings>
    <LogFile>
      <add key="LogFolder" value="C:\APSPublishing\Logs\ImageProcessingService\" />
      <add key="LogFileName" value="ImageProcessingServiceLog" />
      <add key="LogMaxSizeInBytes" value="500000" />
      <add key="CountersResetOnStartup" value="true" />
      <add key="CountersEnabled" value="false" />
    </LogFile>
  </Sitecore.PrintStudio.LoggerSettings>

  <applicationSettings>
    <ImageProcessingService.Properties.Settings>
      <setting name="PingInterval" serializeAs="String">
        <value>3000</value>
      </setting>
      <setting name="ActiveThreads" serializeAs="String">
        <value>3</value>
      </setting>
      <setting name="DashboardServiceType" serializeAs="String">
        <value>ImageProcessingService</value>
      </setting>
      <setting name="DownloadStoreFolder" serializeAs="String">
        <value>Download</value>
      </setting>
      <setting name="IccProfilePath" serializeAs="String">
        <value>C:\Windows\System32\spool\drivers\color\EuroscaleCoated.icc</value>
      </setting>
      <setting name="ImageOperationsProvider" serializeAs="String">
        <value>PrintStudio.ImageProcessing.LeadtoolsOperations</value>
      </setting>
     </ImageProcessingService.Properties.Settings>
  </applicationSettings>
```

Configuration keys description

LogFolder	Path to service log folder.
PingInterval	Interval used to check for a job on Dashboard web service.
ActiveThreads	Maximum number of threads created and used by the service.
DashboardServiceType	Value that indicates the job type, so that the service checks for that particular job type in the queue.

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Configuration keys description

DownloadStoreFolder	Name of the folder where the zip file with the corresponding converted files will be stored.
IccProfilePath	Path to ICC Profile used for CMYK color conversion.
ImageOperationsProvider	The Service Provider to be used for image operations.
ServerStoreFolderPath	Physical path of the folder where the zip files are stored. The zip file will be store inside [ServerStoreFolderPath]\[UserId]\[DownloadStoreFolder]\[SessionId]\[ddmmyyyyhhmmss].zip
ServerStoreFolderUrl	URL of the folder where the generated zips are stored, it should be accessible over the intranet/internet as it is used to construct a link to download the converted files.
ZipHandler	Address of file download handler for downloading the zip files in the convert and download result e-mail.

3. Edit the appropriate values for DashBoardWebService and MediaService references in the Service Model section.

```
<system.serviceModel>
    <bindings>
      <basicHttpBinding>
        <binding name="BasicHttpBinding_MediaService"
          receiveTimeout="00:30:00" sendTimeout="00:30:00" openTimeout="00:30:00"
  closeTimeout="00:30:00"
          allowCookies="false" bypassProxyOnLocal="false" hostNameComparisonMode="StrongWildcard"
          maxReceivedMessageSize="2147483647" maxBufferSize="2147483647"
  maxBufferPoolSize="2147483647"
          messageEncoding="Text" textEncoding="utf-8" transferMode="Buffered"
          useDefaultWebProxy="true">
          <readerQuotas maxNameTableCharCount="2147483647" maxArrayLength="2147483647"
  maxDepth="2147483647" maxStringContentLength="2147483647"
            maxBytesPerRead="2147483647"/>
          <security mode="None">
            <transport clientCredentialType="None" proxyCredentialType="None"
              realm="" />
            <message clientCredentialType="UserName" algorithmSuite="Default" />
          </security>
        </binding>
        <binding name="BasicHttpBinding_IDashBoardWebService"
  hostNameComparisonMode="StrongWildcard"
          receiveTimeout="00:30:00" sendTimeout="00:30:00" openTimeout="00:30:00"
  closeTimeout="00:30:00"
          maxReceivedMessageSize="2147483647" maxBufferSize="2147483647"
  maxBufferPoolSize="2147483647"
          transferMode="Buffered" messageEncoding="Text" textEncoding="utf-8"
  bypassProxyOnLocal="false" useDefaultWebProxy="true">
          <readerQuotas maxNameTableCharCount="2147483647" maxArrayLength="2147483647"
  maxDepth="2147483647" maxStringContentLength="2147483647" />
          <security mode="None" />
        </binding>
      </basicHttpBinding>
    </bindings>
    <client>
      <endpoint address="http://localhost/PrintStudio/Services/MediaService.svc"
        binding="basicHttpBinding" bindingConfiguration="BasicHttpBinding_MediaService"
        contract="MediaService.MediaService" name="BasicHttpBinding_MediaService" />
      <endpoint address="http://localhost:8070/DashBoardWebService"
```

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```
        binding="basicHttpBinding" bindingConfiguration="BasicHttpBinding_IDashBoardWebService"
        contract="Sitecore.PrintStudio.DashBoardClient.IDashBoardWebService"
name="BasicHttpBinding_IDashBoardWebService" />
  </client>
</system.serviceModel>
```

4. After configuration, you can start the service.

Note
After you change any of the configuration values, you need to restart the service.

To install:

1. Start the *PrintStudioImageProcessingService.msi*. Click **Next**.
2. When upgrading a Warning message appears. Consider to back up all config files.
3. Click **Yes** to continue installation.
4. Read the License Agreement. Select **I accept the terms in the License Agreement** and click **Next**.
5. Select de destination folder and click **Next**.
6. Click InDesign to start the installation.

Note
From this point forward the installation will proceed and may only be canceled.

7. When upgrading, your system may request an update of the files in use. In this case click **Close the applications and attempt to restart them**. Click **OK**.
8. Click **Finish** to exit.

To uninstall:

To remove the service, open Add/Remove Programs and select **Sitecore Print Studio Image Processing Service**. Click **Remove** and follow the uninstall wizard steps.

3.6.6 Installing InDesign Processing Service

The InDesign Processing Service handles publishing from Print Studio Editor to InDesign Server. Installation is done using *PrintStudioInDesignServiceSetup_x86.msi*. Configurations are stored in *DashBoardInDesignService.exe.config* located in the installation folder of the service, usually in: `C:\Program files\Sitecore\InDesign Processing Service`

To install:

1. Start the *PrintStudioInDesignServiceSetup.msi.* Click **Next**.
2. When upgrading a Warning message appears. Consider to back up all config files.
3. Click **Yes** to continue installation
4. Read the License Agreement. Select **I accept the terms in the License Agreement** and click **Next**.
5. Select the destination folder and click **Next**.

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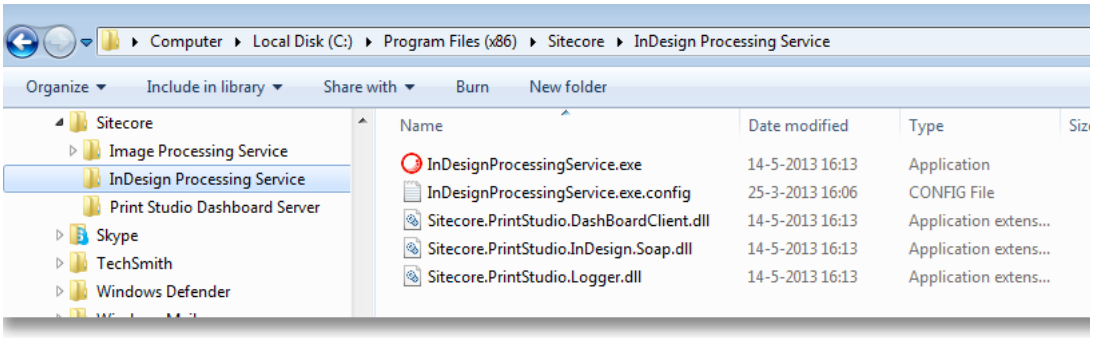
6. Click **InDesign** to start the installation.

Note
From this point forward the installation will proceed and may only be canceled.

7. When upgrading, your system may request an update of the files in use. In this case click **Close the applications and attempt to restart them**. Click **OK**.
8. The installation is done, click **Finish** to exit.

To configure:

The configuration values are stored `InDesignProcessingService.exe.config` in the destination folder selected at the previous step of the installation wizard.



1. Open *InDesignProcessingService.exe.config* and Edit the appropriate values.

```
<Sitecore.PrintStudio.LoggerSettings>
    <LogFile>
      <add key="LogFolder" value="C:\APSPublishing\Logs\InDesignProcessingService\"/>
      <add key="LogFileName" value="InDesignProcessingServiceLog"/>
      <add key="LogMaxSizeInBytes" value="500000"/>
       <add key="CountersResetOnStartup" value="true" />
       <add key="CountersEnabled" value="false" />
    </LogFile>
  </Sitecore.PrintStudio.LoggerSettings>
<appSettings>
    <add key="PrintStudio.DBServer.SMTPClient" value="localhost"/>
    <add key="PrintStudio.DBServer.ServiceType" value="InDesignServerCS6"/>
    <add key="PrintStudio.DBServer.ServiceVersion" value="CS6"/>
    <add key="PrintStudio.DBServer.FromEmailAddress" value="publishing@sitecore.net"/>
    <add key="PrintStudio.DBServer.ToEmailAddress" value=""/>
    <add key="PrintStudio.DBServer.EmailNotification" value="off"/>
  </appSettings>
```

Note
In the code example the value for the InDesign Server is “`InDesignServerCS6`”.

For example, when you want to name it “`InDesignServerCS5.5`”, change it to:

```
<add key="PrintStudio.DBServer.ServiceType" value="InDesignServerCS5.5"/>
   <add key="PrintStudio.DBServer.ServiceVersion" value="CS5.5"/>
```

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Configuration keys description for InDesign Processing Service

LogFolder	Folder to write the log files.
PrintStudio.DBServer.SMTPClient	The SMTP Client version.
PrintStudio.DBServer.ServiceType	Service type for publishing.
PrintStudio.DBServer.ServiceVersion	InDesign Server version.
PrintStudio.DBServer.FromEmailAddress	E-mail to notify for the results, used as sender.
PrintStudio.DBServer.ToEmailAddress	E-mail to notify for the results, used as receiver.
PrintStudio.DBServer.EmailNotification	Notification set for e-mail.

2. Edit the appropriate value for **DashBoardWebService** reference.

```
<system.serviceModel>
    <bindings>
      <basicHttpBinding>
        <binding name="BasicHttpBinding_IDashBoardWebService"
  hostNameComparisonMode="StrongWildcard"
          receiveTimeout="00:30:00" sendTimeout="00:30:00" openTimeout="00:30:00"
  closeTimeout="00:30:00"
          maxReceivedMessageSize="2147483647" maxBufferSize="2147483647"
  maxBufferPoolSize="2147483647"
          transferMode="Buffered" messageEncoding="Text" textEncoding="utf-8"
  bypassProxyOnLocal="false" useDefaultWebProxy="true">
         <readerQuotas maxNameTableCharCount="2147483647" maxArrayLength="2147483647"
  maxDepth="2147483647" maxStringContentLength="2147483647" />
         <security mode="None" />
        </binding>
      </basicHttpBinding>
    </bindings>
    <client>
      <endpoint address="http://localhost:8070/DashBoardWebService"
          binding="basicHttpBinding" bindingConfiguration="BasicHttpBinding_IDashBoardWebService"
          contract="Sitecore.PrintStudio.DashBoardClient.IDashBoardWebService"
  name="BasicHttpBinding_IDashBoardWebService" />
    </client>
  </system.serviceModel>
```

3. **Save** and close the configuration file.
4. Open the **Services** management console.

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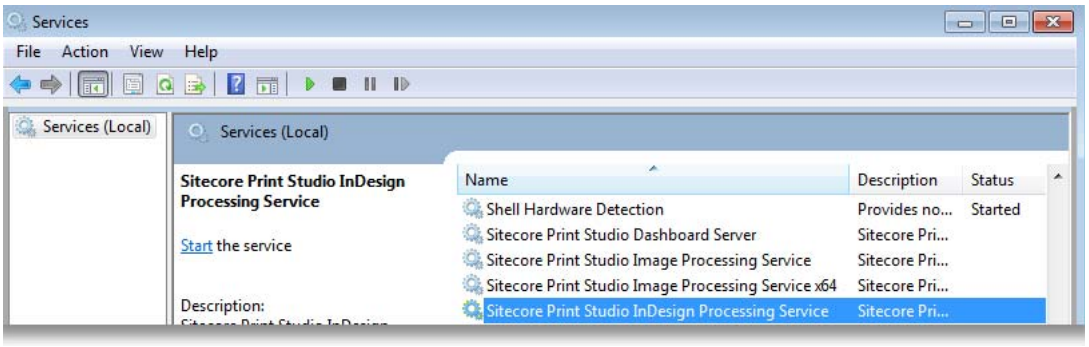
5. Right-click **Sitecore InDesign Processing Service** and click **Start**.



To uninstall:

To remove the service, open **Add/Remove Programs** and select **Sitecore InDesign Processing Service**. Click **Remove** and follow the uninstall wizard steps.

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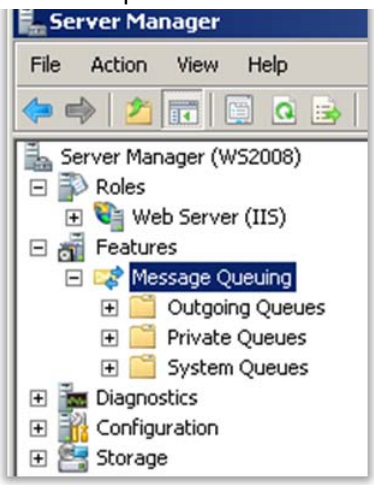
3.7 Configuring MS Queue Server

Verify that the MS Queue server is installed (Windows Server 2008):

1. Click Start, **Administrative Tools**, and select **Server Manager**.
2. Click to expand the Features in the Server Manager tree. **Message Queuing** should be available.



Note

If the Message Queuing is not available in the Features node, it can be installed with the **Add Feature** option in the Server Manager's Features Summary panel.

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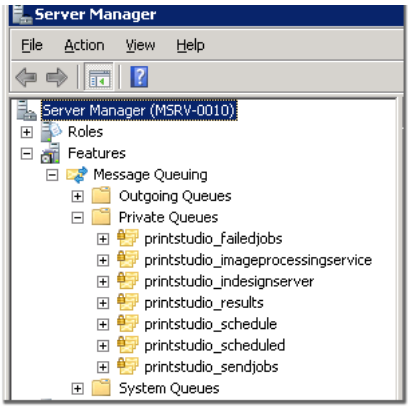
3. Click to expand the **Private Queues** node. If the queues are installed correctly, the Private Queues tree should look like the following screenshot.



Note
If the MSMQ was installed after the Dashboard service was started; then the Dashboard service should be restarted in order to create the queues.

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3.8 Configuring SMTP Server

3.8.1 Requirements

- SMTP Server.
- Internet Information Services 6.0 Manager (used to configure the SMTP server settings).
- Telnet client (for testing only).

3.8.2 Verify Service is Installed (Windows Server 2008)

1. Click **Start**, **Administrative Tools**, and **Server Manager**.
2. Verify in **Features Summary** whether the SMTP Server is listed.

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3. Click **Start, Administrative Tools**, and **Internet Information Services (IIS) 6.0 Manager**.

4. Expand local computer and check if the [SMTP Virtual Server #1] is running.

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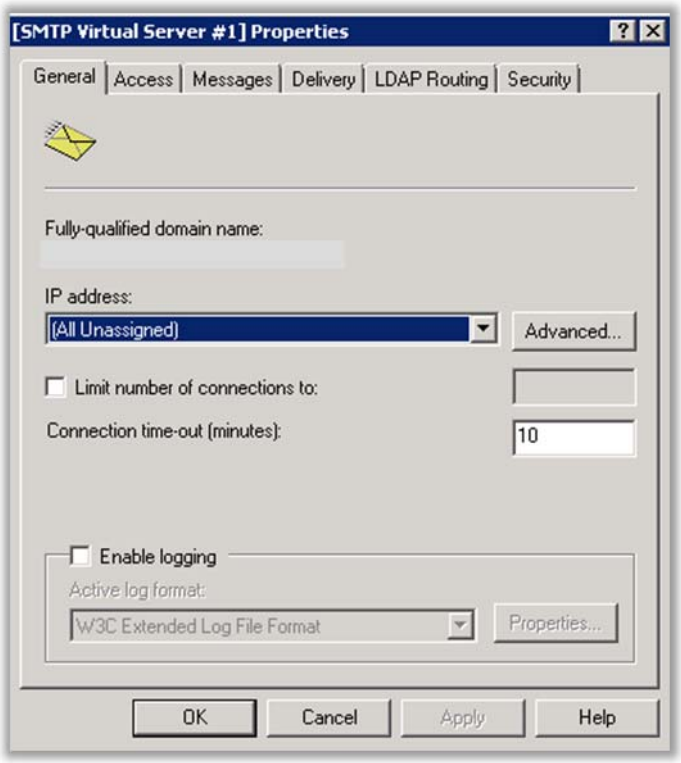
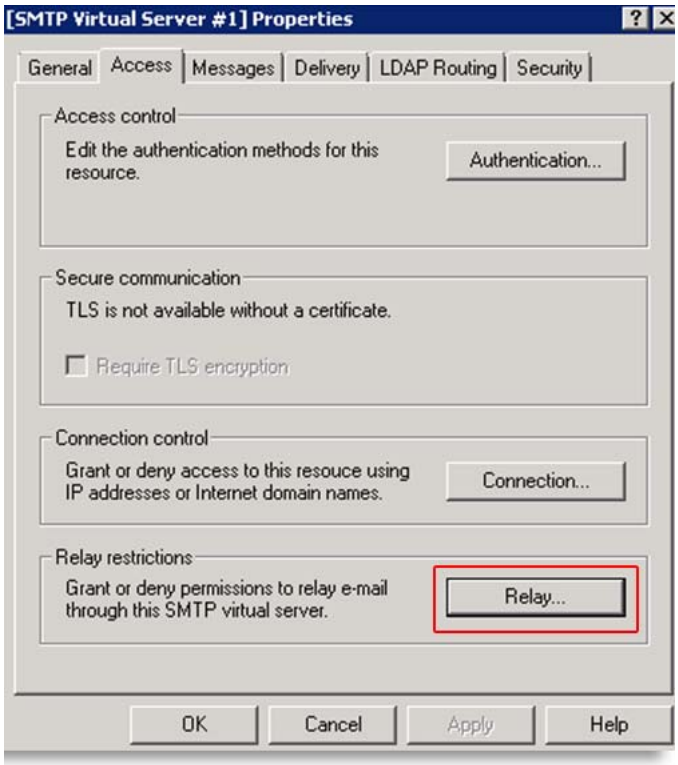
5. Right-click [**SMTP Virtual Server #1**] and select **Properties**. Verify the server IP corresponds to the address used in the configurations of the services.



6. Select **Access** tab and click **Relay**.



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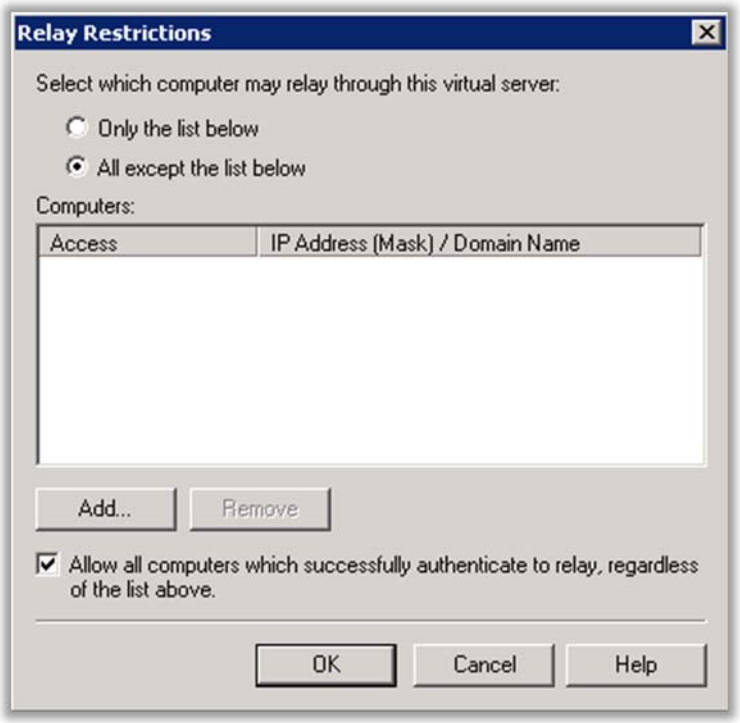
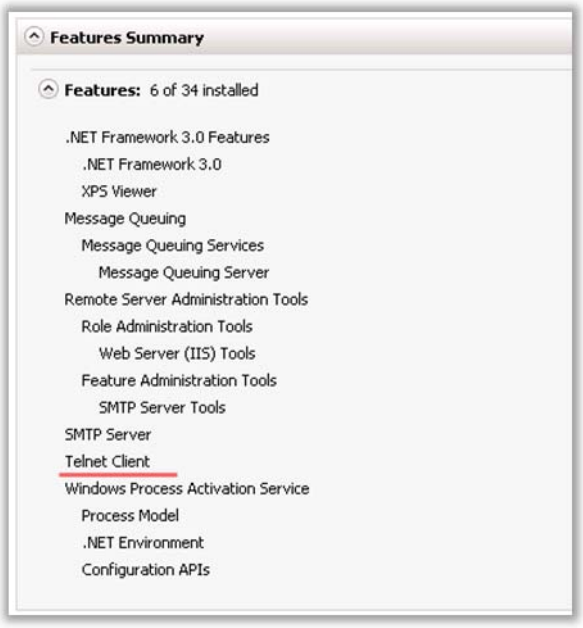
7. Verify the options are set as in the following screenshot.



8. Close **Properties**.
9. In order to test the server is running you need to use a telnet client. Default telnet client can be used if installed.



10. Start a command prompt (**Start Menu**, Run type **cmd,** and click **OK**).
11. Type telnet **ServerName 25**, where ServerName is the SMTP server name or IP address and 25 is the port number, and then press ENTER.

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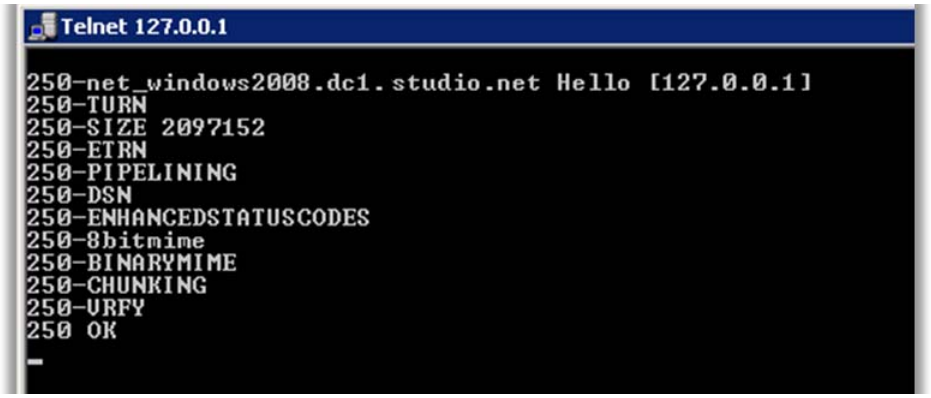
12. Type **EHLO** and press ENTER. If the service is running and operating normally you should receive result as:



13. To exit telnet client, enter **QUIT** and press Enter.

For more specifications on telnet commands and testing SMTP please visit:
`http://support.microsoft.com/kb/304897`

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Chapter 4

Product Installation Troubleshooting

This chapter provides troubleshooting procedures for basic problems with the installation of the APS Module.

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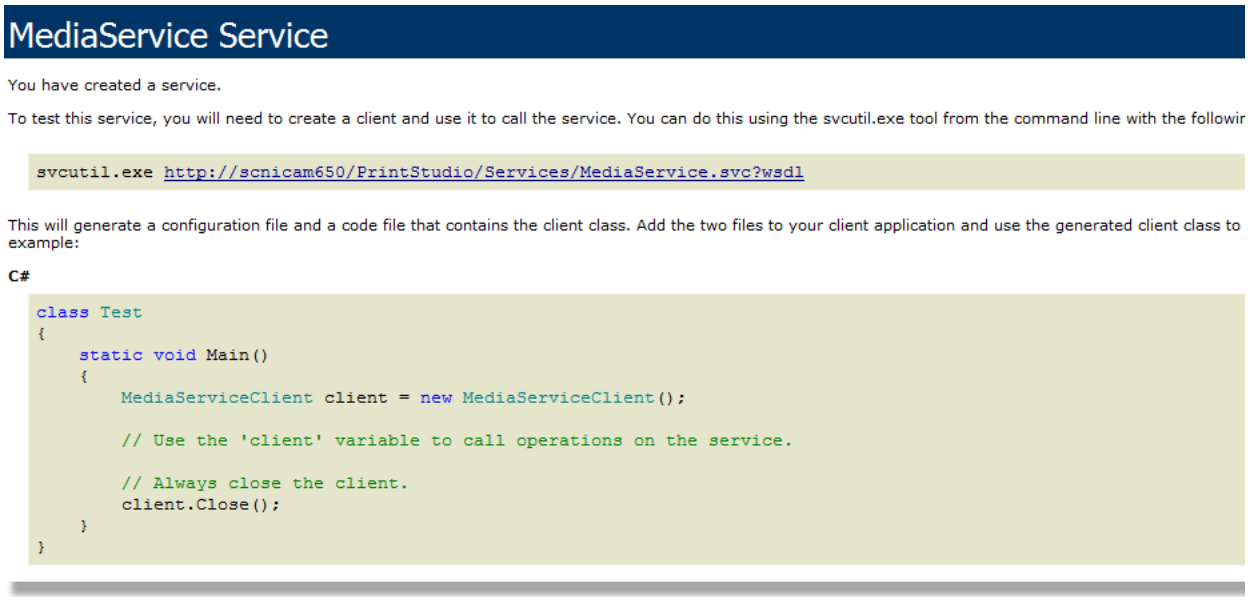
4.1 Common Installation Issues

4.1.1 Application Fails to Load

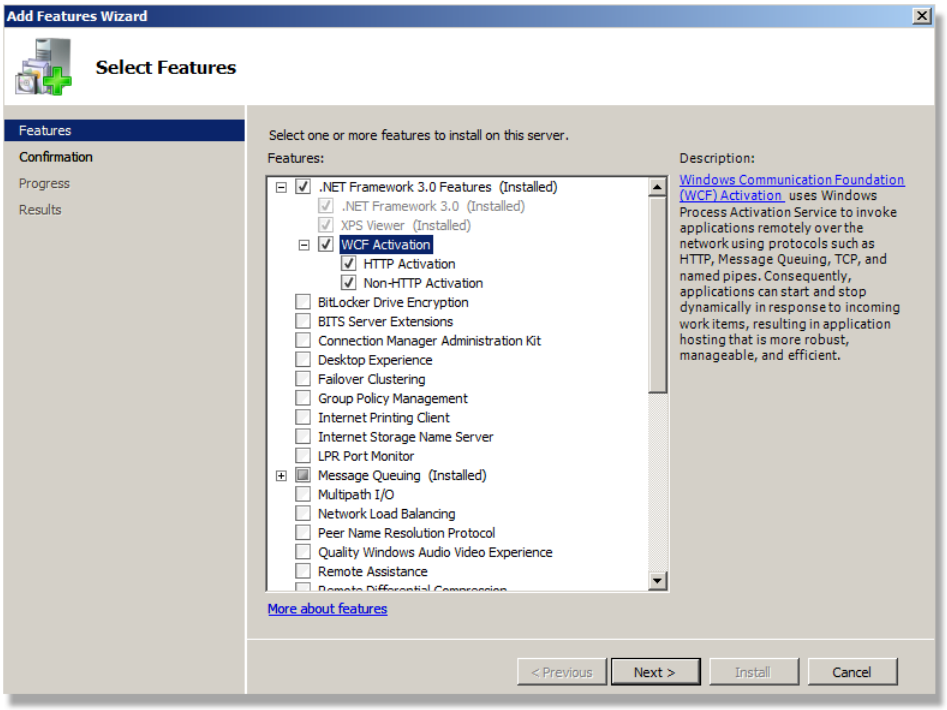
If you see the loading splash screen but the application fails to load, make sure that the WCF services are working and that WCF is correctly installed. Try to confirm that WCF services are working on:

http://localhost/PrintStudio/Services/DesktopService.svc

If you installed WCF correctly, the following message will display.



To install WCF, see Deploying an Internet Information Services-Hosted WCF Service



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4.1.2 Image Processing Service Installation Issue

If you already have a 32-bit version installed already, you need to uninstall this version before installing Image Processing Service.

The Image Processing Service installer recognizes previously installed ImageProcessingService versions for other platforms (32/64 bit), but can't remove and reinstall it properly.

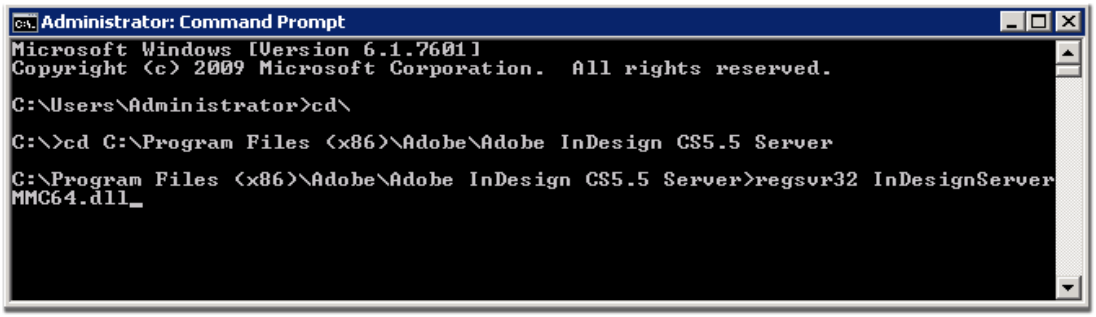
Therefore, you need to de-install previous 32-bit version of Image Processing Service and install the latest 32-bit version of Image Processing Service.

4.1.3 Snap-in Unavailable for 64-bit Service

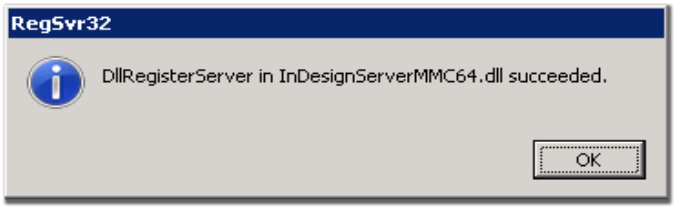
When the necessary snap-in is not available for the 64-bit service (after installing with the installer) it needs to be installed with the dos-shell command line.

```
C:\Program Files (x86)\Adobe\Adobe InDesign CS5.5 Server\regsvr32 InDesignServerMMC64.dll
```

1. Select the folder to install the snap-in from (32-bit path).



2. Add the command **regsvr32 InDesignServerMMC64.dll**
3. Click **OK** to confirm.



4.1.4 Window Services fails after Upgrade

When upgrading the windows services sometimes the upgrade is not completely successful. After you try to start the service, it fails.

This can be fixed by repairing the installation:

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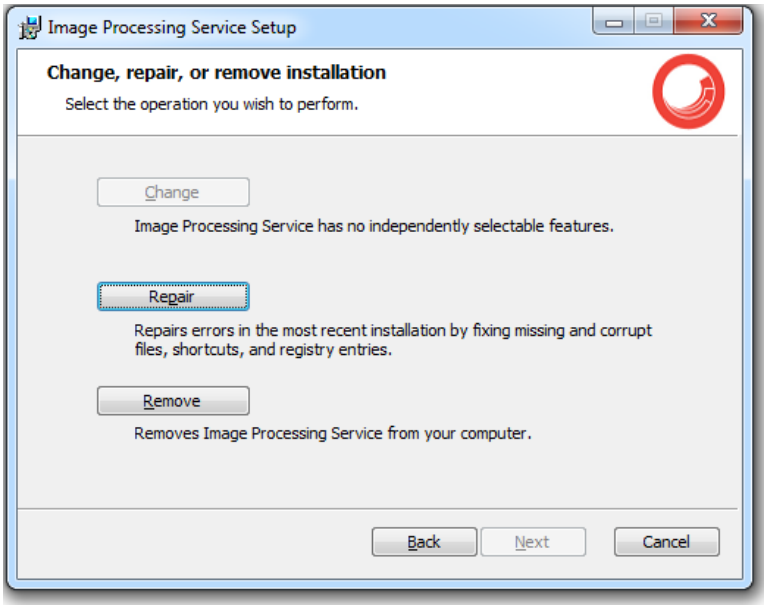
Install the .msi again with repair or click repair in the installed programs list.



4.1.5 Publishing error

The pipelines are invoked in the publishing process. The pipelines section is outside the printstudio node and its content should be placed in the pipelines node in the PrintStudio.config. If the pipelines section is placed within another section it causes a publishing error.

For more information about pipelines, see the section *Pipelines*.

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4.2 Login Issues

4.2.1 Styles Missing

If the login page appears without any styles and after logging in you see a blank page, check the MIME type: when it is set in IIS, make sure it is not duplicated in Web.config. It would appear as:

```
<system.webServer>
  …
  <staticContent>
    <mimeMap fileExtension=".indd" mimeType="application/x-indesign" />
  </staticContent>
</system.webServer>
```

4.2.2 Login Loop

If you seem to be in an endless login loop and constantly see the loading splash screen or **Session expired** messages, then check the Web.config to make sure that the svc extension is there:

```
<sitecore database="SqlServer">
…
<pipelines>
…
<preprocessRequest>
…
<processor type="Sitecore.Pipelines.PreprocessRequest.FilterUrlExtensions,
Sitecore.Kernel">
<param desc="Allowed extensions (comma separated)">aspx, ashx, asmx, svc</
param>
```

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