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System Requirements

Tray selector runs on all current versions of Windows on PCs (there is no Mac version). It is a Microsoft Word ribbon bar plugin. The plugin is compatible with both 32bit and 64bit Windows.

Tray Selector requires .Net 4 to be installed which is almost always present on Windows.

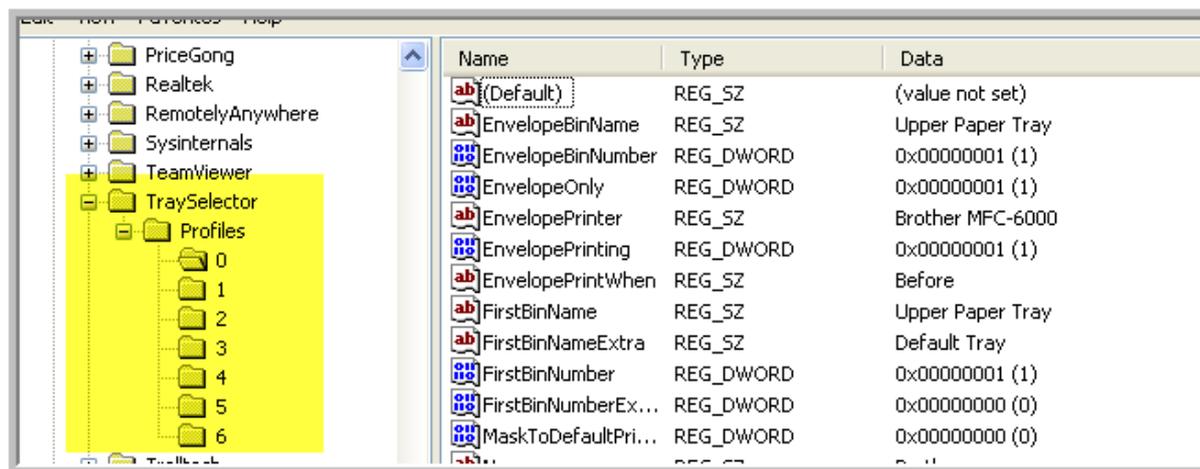
Installation

Tray Selector can be downloaded from <https://www.trayselector.com/download/>. A zip file can be downloaded. Extract the contents of this zip file to a new folder and run the setup.exe file within. It is also possible to install via the .msi file also included in the zip file if it is run with administrator permissions or distributed with Group Policy. For larger installations the Tray Selector Team can supply a .msi installer pre-programmed with your license key at the time of purchase.

If installing on Terminal Server or similar run the installer on the server. All users of that terminal server will then

Button Profiles

Once installed users can create button profiles which store their printing preferences under a single click ribbon bar button. These preferences are user specific and so they are stored in the HKEY_CURRENT_USER registry hive. Each button profile numbered from 0..19 and is stored in a separate folder under HKEY_CURRENT_USER/Software/TraySelector/Profiles as shown in the diagram below:



An administrator can take great advantage of this feature because Tray Selector stores all its user settings in this way. For example an administrator can setup several buttons on one user account which (s)he intends to push across multiple all users/machines in his network. He just then exports the profile key as a .reg file. This file can then be imported on many different user/machines. To backup a user's button profile just save his profiles registry key.

Extra Features / Registry Tweaks

By editing/adding entries to Tray Selector registry settings an administrator can

- 1) Remove the settings button to stop users making changes to their buttons.
 - 2) Mark individual buttons read/only so they can't be edited by users.
 - 3) Change the number of Tray Selector button profiles to a maximum of 20.
 - 4) Hiding the "Check for Updates" button.
 - 5) Hiding the general options button.
1. The Settings button is removed by placing a DWORD value in HKEY_CURRENT_USER/Software/TraySelector (i.e. the root of the configuration) called "SettingsVisible" and setting it to 0.
 2. Each profile button numbered 0..20 can be locked and made read only by placing a DWORD value called "Locked" to value 1 within each profile key e.g. (For the first button) HKEY_CURRENT_USER/Software/TraySelector/Profiles/0. This prevents the user from changing a particular profile button by making it read only.
 3. Tray Selector supports up to 20 button profiles. Make a DWORD registry entry at HKEY_CURRENT_USER/Software/TraySelector called NumProfiles with the number of button profiles required and set this to a number less than 20 if you want to restrict this.



4. The Settings dialog box contains a button called "Check for Updates" to hide this button place a string entry called "Check For Updates" with value "false" in either HKEY_CURRENT_USER/Software/TraySelector or HKEY_LOCAL_MACHINE/Software/TraySelector (HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\TraySelector for Word 32bit) to apply the setting for all users. The latter entry takes precedence.
5. As above in point 4 the Options button in the settings dialog box can be hidden by setting a value of "true" to the entry "HideOptions" in HKEY_CURRENT_USER/Software/TraySelector.

Some Example Registry tweaks are available at www.trayselector.com/reg_tweaks.zip.

Word must be restarted after a tweak is made to apply that tweak.

Licensing/Upgrades

The trial version of Tray Selector is fully functional but after 30 days its print functions are revoked. To unlock these functions a user must purchase a valid license which is made out to a particular name or company name. Once the name and license key are inserted into the Tray Selector license dialog box available under the "settings button" -> "buy button", the product will be unlocked. It should be noted that **to license the product the user must have local administrator rights on the machine**. They should run "winword.exe" as an administrator to install the license. To do this first find winword.exe (use the find function in explorer) then right click and select "run as Administrator". This is because even if the user has administrator rights the UAT subsystem will not elevate the user's rights unless the winword.exe is run as an administrator.

For larger installations the Tray Selector team may supply a Microsoft MSI installer file with the license key embedded. Please note that any trial versions should be uninstalled before installing using the MSI installer.

The license key information is stored in HKEY_LOCAL_MACHINE\SOFTWARE\TraySelector\key. Therefore another licensing method is to export this key from a licensed machine and import it on another machine. This method can also be used when a new machine is being built for a user and they want to carry their license key across with them. It is also possible to store the license key in a file in the install folder. This is normally C:\Program Files (x86)\TraySelector\One. Create a txt file called license.txt in this folder and place your license key in there.

We have now migrated to a new licensing model commonly known as SaaS (Software as a Service). We provide Tray Selector as a subscription service in this way. This means that when Tray Selector is first run it will contact our servers to get a license lease for the user using Tray Selector. This lease will last a certain time and when it expires Tray Selector will then attempt to acquire a new lease. While subscribed Tray Selector will continue to work.

To facilitate this administrators must allow Winword.exe to communicate with our license servers via HTTP at the address www.trayselector.com/sass.aspx. Please ensure your firewalls are open to

this. If this is not possible we can provide you with a text based license lease which you can apply manually for a user. Please contact support@trayselector.com for more details.

Uninstalling

Tray Selector can be uninstalled from the Control Panel->Add/Remove programs dialog. User settings and license keys will not be uninstalled. Thus if upgrading it is possible to just uninstall an old version and install the next one.

Using Terminal Servers / Citrix

We have many users of Tray Selector on Citrix and/or Terminal Services. Tray Selector works well in this environment however there is a small issue to be aware of. In Terminal server there are two classes of printers. Printers attached directly to the terminal server or via a TCP-IP connection which we call "local printers". There are no problems with this type of printer. Secondly, printers that are mounted automatically through remote desktop or Citrix when a user logs onto the server. These printers may or may not be connected directly to the client machine and we refer to them as "client printers". At logon time Terminal Server/Citrix gives these printers a unique name which can change each time a user logs on. The names follow a common format e.g. "HP LaserJet 4 on PRINTSERVER1 (from CLIENT12) in session 3". If a user logs on from a different client or using a different session number the printer name changes.

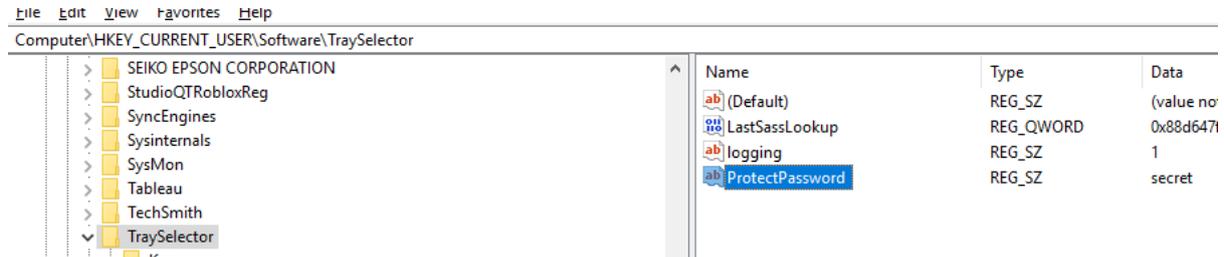
Tray Selector references the printer to print to by storing its name in the registry and so when a user returns, if this name has changed, it may well break their profile/button. If the printer can't be found Tray Selector will revert to the default printer. This problem only arises for client printers. Local printers attached directly to the server or mounted via TCP-IP do not suffer from this issue. There are a few ways to resolve this problem:

- 1) Disallow users to mount their local printers to the Citrix or Terminal server.
- 2) Inform users of the dangers so that they only add buttons for local printers.
- 3) Install RenPrinters (see below) on the server.
- 4) There is a very clever bit of software called "RenPrinters" which scans the server and if any client printers are created it renames them with a static name containing the real printer name and username. This software is available here <http://www.babbage-tech.com/products/renprinters/2/>. If using this software client printers will always have the same name and no problems should be encountered.
- 5) It is possible

Password Protected Documents

In some cases, a document might be password protected. In order to change paper trays Tray Selector needs to modify the page layout of a document before printing which is prevented for password protected documents. It is possible however to specify a document password in the registry that Tray Selector can access before printing. Tray Selector will then unlock the document

using the password issue the required printing commands then re-protect the document. The password entry is of type REG_SZ and has name “ProtectPassword” and should be placed in HKEY_CURRENT_USER/Software/TraySelector/ as shown below:-



Stopping Tray Selector loading

When installed on a single server with multiple users, e.g. terminal server or Citrix server, by default Tray Selector will load for all users on that server. It might be the case that administrators require the product to be loaded just for specific users. In that case we have added a registry tweak that stops the ribbon bar tab being created if an entry exists in the users HKCU registry hive.

The entry is of type REG_SZ and has name “noload” and should be placed in HKEY_CURRENT_USER/Software/TraySelector/ as shown below:-



Restricting Printer Trays Shown in Tray Selector

In some situations, an administrator may want to restrict trays presented to users. One such situation is where a universal driver is used for a printer which presents users with a huge number of tray options and an administrator wants to limit these. Tray Selector allows an administrator to setup a restriction list via the registry for each printer that may be available.

There are two ways to do this. One is to create a list of allowable printers the so called #OKTrayNames list or the #BadTrayNames list to prevent trays being shown. An administrator should use one list or the other and not combine the two. If both lists are provided, then a tray is allowed if it is in the #OKTrayNames list will take priority. To setup a restriction list for a particular printer names say a printer called “HP Color LaserJet CP1215” you should create an string registry entry in HKCU/Software/TraySelector called “HP Color LaserJet CP1215#OKTrayNames#OKTrayNames”. This should contain a “|” separated list of tray names which are allowed for the printer “HP Color LaserJet CP1215”. This is shown below:-

Disablemsgbox	REG_DWORD	0x00000001 (1)
HP Color LaserJet CP1215#OKTrayNames	REG_SZ	Auto/Tray 1 Manual

In this example then any profile button which uses a printer named “HP Color LaserJet CP1215” will only allow Auto/Tray 1 and Manual to be shown in the printer tray options.

Similarly if you wish to allow all trays except a list of predefined trays for a printer called “HP Color LaserJet CP1215” you can setup a registry value called “HP Color LaserJet CP1215#BadTrayNames” as shown below:-

HP Color LaserJet CP1215#BadTrayNames	REG_SZ	Auto/Tray 1
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This will allow all trays for this printer except “Auto/Tray 1”.

The restriction list applies to both the main dialog and extra copies printers. If a profile exists which currently uses a Tray which has been restricted then when the profile is edited it will reset the tray back to the first tray available. If the profile is not edited via the settings button then previous tray settings can still be used.

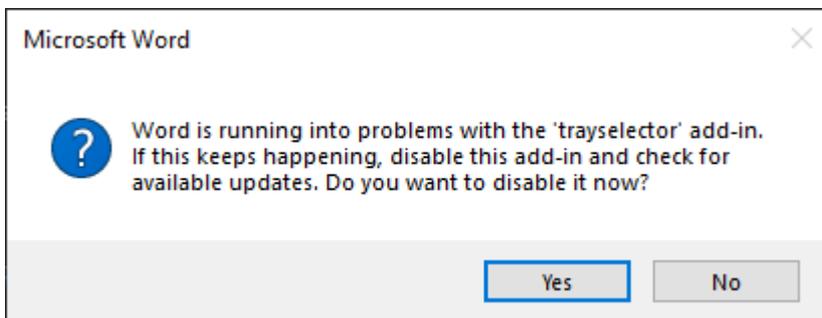
If you need to make the settings on a machine wide basis rather than just for one user you can place the registry values in the key in HKEY_LOCAL_MACHINE/Software/TraySelector rather than HKEY_CURRENT_USER/Software/TraySelector. The latter takes precedence over the former when both exist.

If you have any questions regarding our product please contact us at support@trayselector.com.

Tray Selector Add-In being Disabled by Word

From Word 2013 Microsoft implemented Add-In resiliency. This is a new feature which aims to ensure that Word Add-ins like Tray Selector do not make Word unreliable. Unfortunately, users need to be careful in some situations as it can lead to Word removing Add-ins from Word and marking them disabled. In most cases it is simple to re-enable these add-ins but in some cases admin intervention is required.

How can Tray Selector become disabled? We have taken great care to ensure that Tray Selector does not cause any problems that can cause Word to disable it but despite this it can still happen in some isolated cases. If Word is “forced closed” from task manager or via rebooting a machine Word can

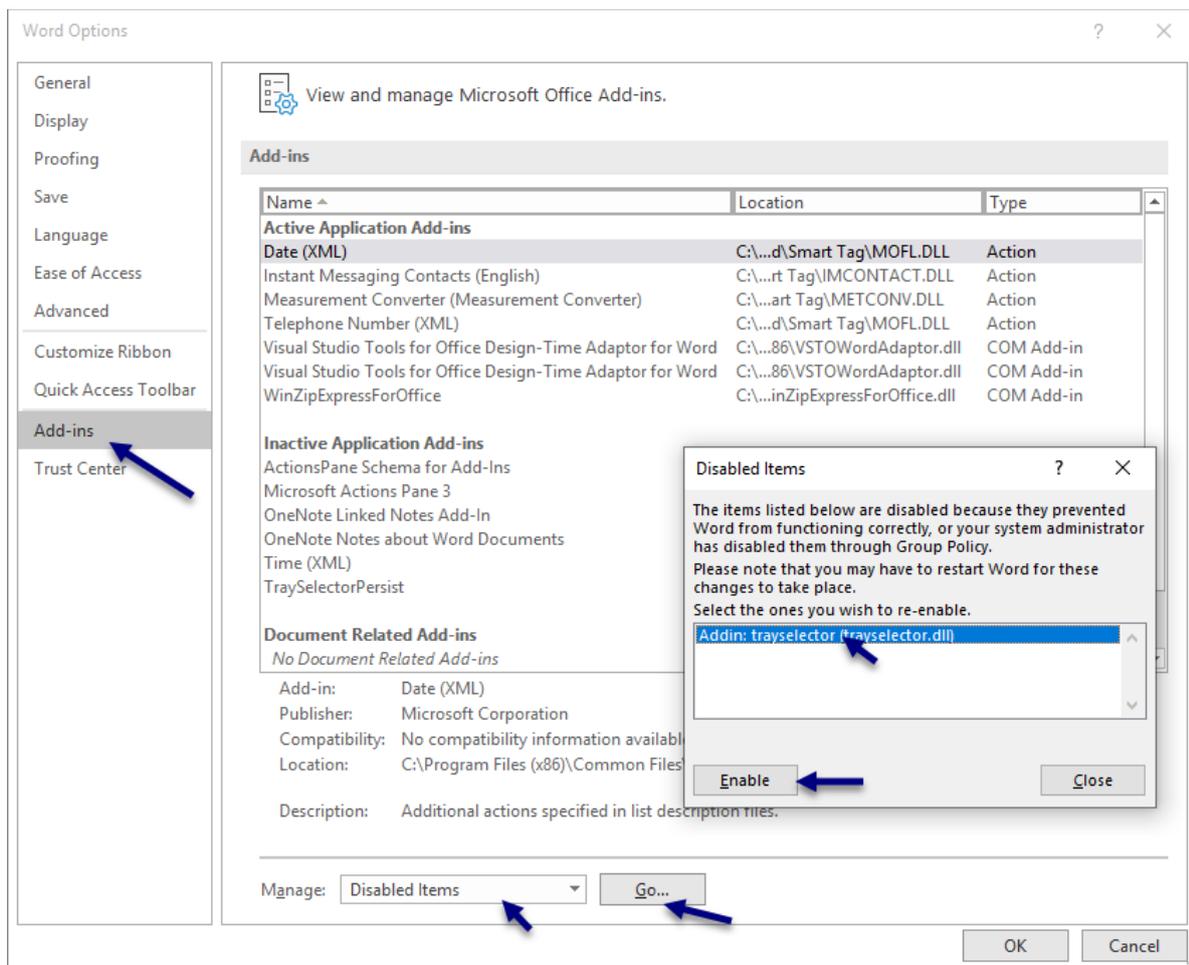


sometimes prompt users to disable Tray Selector next time it runs by showing this dialog box. **If users see this dialog box it is very important that the click the**

“No” button. If they do not, then Word will run and not show Tray Selector until it is re-enabled.

If a user inadvertently clicks “Yes” all is not lost! It is possible to re-enable the Tray Selector as follows.

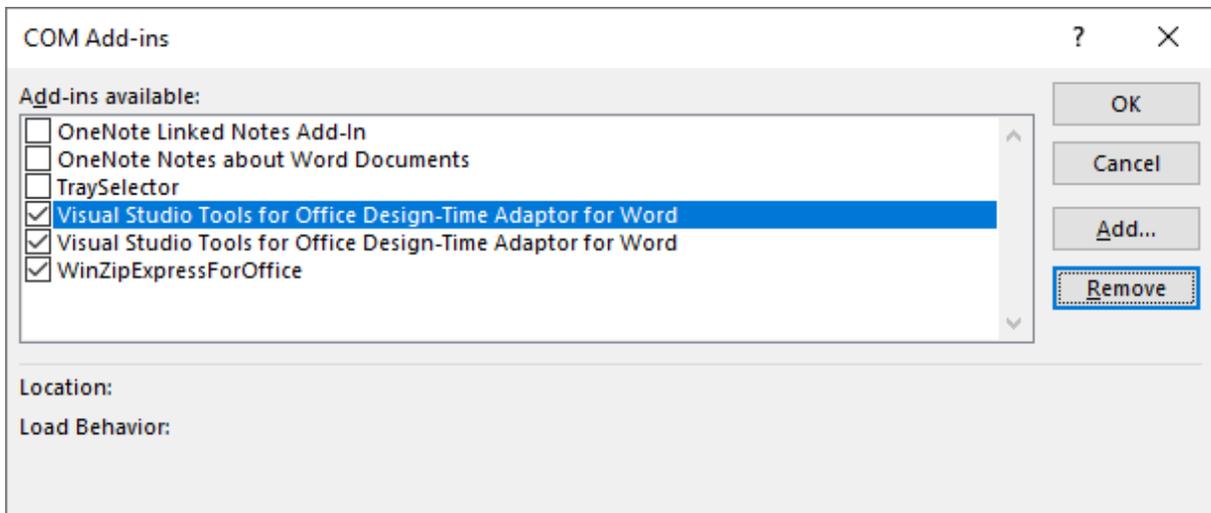
- Click File->Options to show the Word Options Dialog Box.
- From the left hand menu on the dialog box click “Add-Ins”, then on at the bottom fn the main part of the dialog box select “Disabled Items” from the dropdown list labelled “Manage” and click “Go..” This will show the “Disabled Items” Dialog box.
- Select Tray Selector from the list and click “Enable” if it is there. Click Close on the disabled Items dialog box and OK on the Word Options Dialog box. Restart all Word windows and Tray Selector should now be present in the ribbon bar.



In some cases, additional steps are required. As before

- Click File->Options to show the Word Options Dialog Box.

- From the left hand menu on the dialog box click “Add-Ins”, then on at the bottom of the main part of the dialog box this **time select “COM Add-Ins”** from the dropdown list labelled “Manage” and click “Go..” This will show the “COM Add-ins” Dialog box. Check the box next to Tray Selector and Click OK. Click OK to close the Word Options dialog box. Tray Selector should appear in the ribbon bar. Restart Word and make sure Tray Selector is still present.



From time to time when Word is restarted, after this additional step, the Tray Selector Add-In is still not loaded. This seems to be a bug in Word and hopefully will be fixed in a later edition. If this is the case, then a further steps can be taken to make sure the Add-In “sticks” in place. Open the COM Add-Ins dialog box and click on Tray Selector in the list to highlight it in blue. At the bottom of the dialog box take a note of the file location ending in adxloader.dll. Click the “Remove” button on the right-hand side to remove the Add-In then click the “Add...” button and put in the location previously noted of adxloader.dll. Click OK and restart Word. This time Tray Selector should persist!

We have also created an executable program which we ship in the installation folder for Tray Selector (Usually C:\Program Files (x86)\TraySelector\One) called EnableTraySelector.exe. This ships with the latest version of Tray Selector. By closing all instances of Word, running this, and restarting Word it should carry out all the necessary steps above to re-enable Tray Selector. Please contact us at support@trayselector.com if you want a copy of this utility. If you need any further assistance, please contact us.