



## Galileo USA – Advanced Product Support Knowledge Base

### Focalpoint Print Manager On Networked Windows XP Clients

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#### APPLIES TO:

- Windows XP Professional
  - Focalpoint Print Manager
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#### OVERVIEW:

Focalpoint Print Manager fails to “register GTIDs”, display previously registered GTIDs, fails to “Connect now” and fails to “Wake Up” when run on a Windows XP Professional that is a member of a Windows Domain, or running Novell’s Client 32 and logging into a Novell Netware server.

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#### DESCRIBE ISSUE:

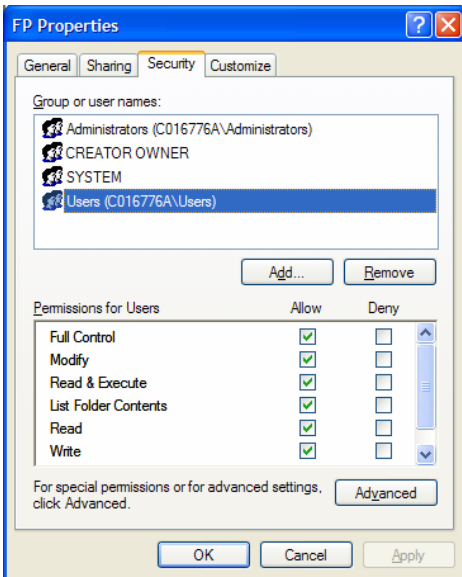
Focalpoint Print Manager (FPM) fails to “register GTIDs”, display registered GTIDs, fails to “Connect now” and fails to “Wake Up” when run on a Windows XP Professional that is a member of a Windows Domain, or running Novell’s Client 32 and logging into a Novell Netware server. No errors are seen during the start up of Focalpoint Print Manager. If the GTID tab is clicked, there is a long delay, and the GTID “window” may or may not show a list of GTIDs. If the list does appear, they will show as “Not defined”. The ‘status line’ (bottom left of the FPM application, may not show “listening for a connection” if the Configuration Server tab is selected, and the Apply or Reset button are clicked. In addition, FPM will not “wake up” in response to document production request from the Apollo or Galileo hosts.

The issue is a ‘rights issue’, that occurs only when the computer participates on a network. This does not occur if the computer is configured as a member of a “workgroup”. The group the user belongs to must have full rights to the x:\My Documents\Focalpoint PM folder and sub-folders (where x: is the drive letter use to install Focalpoint and related applications).

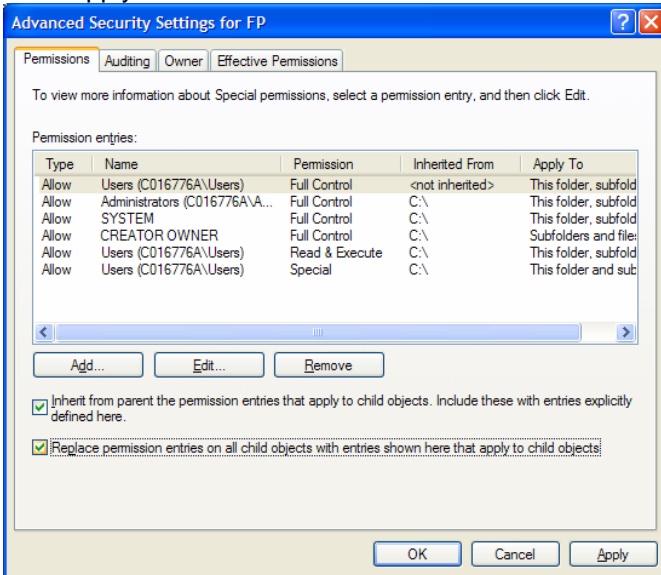
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#### SOLUTION:

- Login with Administrator rights to the local machine.
- Prior to proceeding to address the rights issue, upgrade to Focalpoint Print Manager v3.00.20 or above. This file may be downloaded from <http://support.galileo.com/aps> .
- After the upgrade is complete open Windows Explorer.
- Highlight the x:\My Documents\Focalpoint PM folder and right click the folder.
- Select “Sharing and Security...”
- Highlight the “Group” to which the end user belongs. (The “Users group is the example shown here, it could be Power Users as well as, or instead of.”
- Put a check mark in Allow Full Control.



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- Click the **Advanced** tab.
- In the “Permission entries” section, select the Allow Users line
- Enter check marks in both the “Inherit from parent the permission entries...” and the “Replace permission entries on all child objects...” boxes.
- Click **Apply**



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- When presented with the Security warning that “This will remove explicitly defined permissions...”, click **Yes**.




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## OTHER RELATED ARTICLES:

Focalpoint / Viewpoint fail to run, Windows XP Professional On Network

Viewpoint indicates "Cannot create WIN.INI entry