

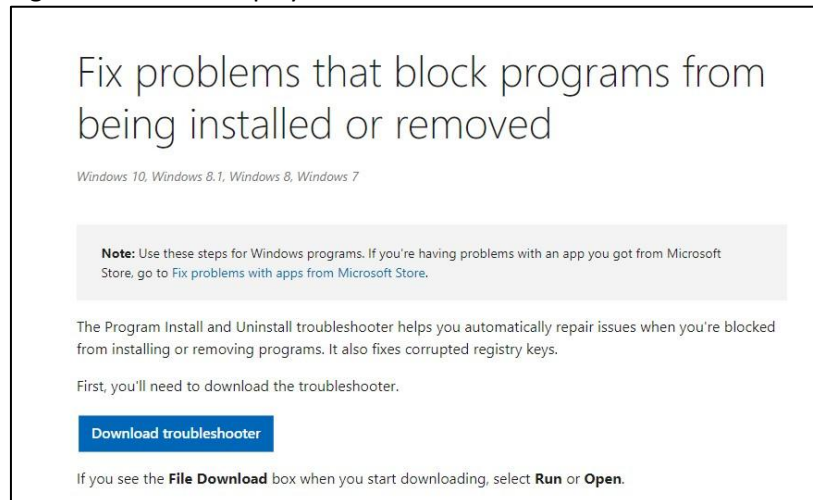
# For Issues Related to Installing New PCP (1.5.4.2)

Follow the below Steps to resolve the issues related to Installing New PCP:

**Step1:** Download microsoft troubleshooter from below URL:

<https://support.microsoft.com/en-us/topic/fix-problems-that-block-programs-from-being-installed-orremoved-cca7d1b6-65a9-3d98-426b-e9f927e1eb4d>

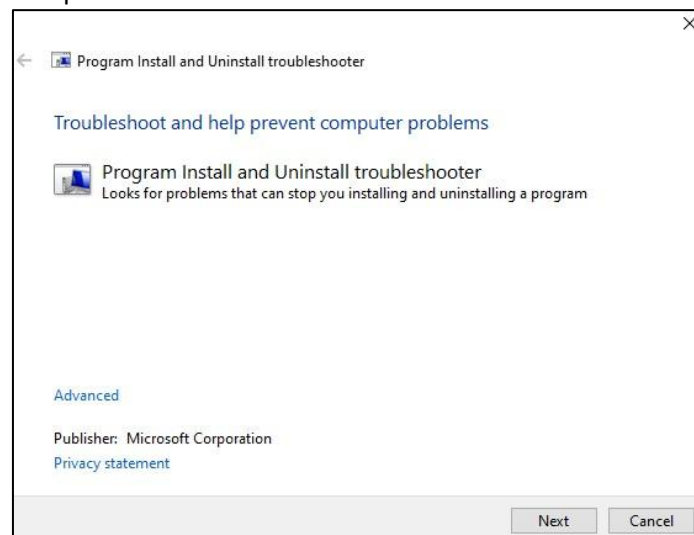
**Step2:** The following screen will be displayed. Click on **Download troubleshooter** link.



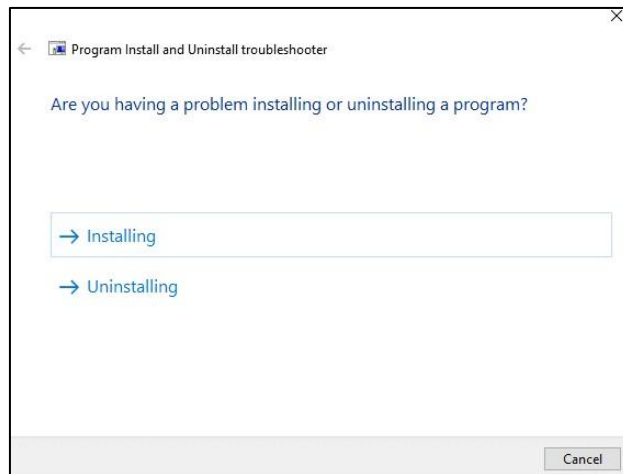
File with name '**MicrosoftProgram\_Install\_and\_Uninstall.meta.diagcab**' will be downloaded.

**Step3:** Double click on downloaded file or right click **Run as administrator** . If the user can't run this file, contact user's system administrator to provide necessary access.

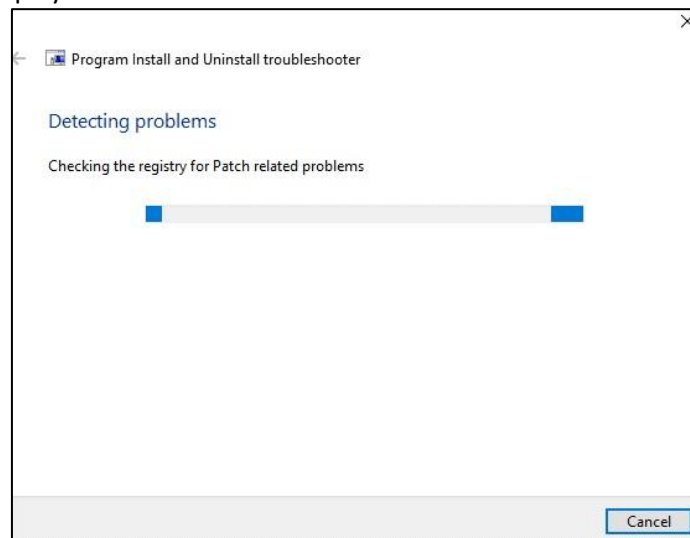
**Step4:** Below window will open. Click on **Next**.



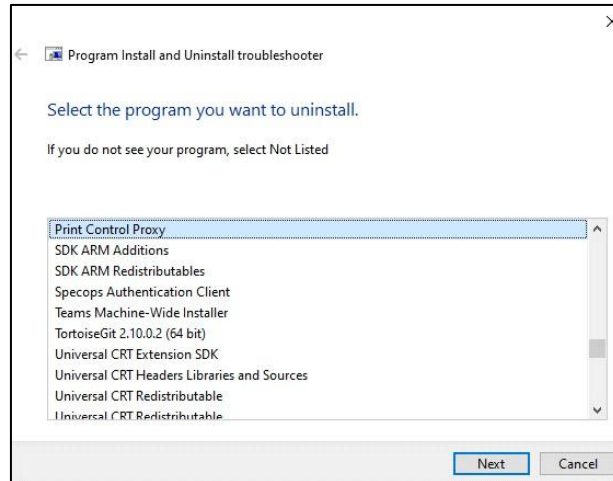
**Step5:** Choose the option – **Installing** in below screen.



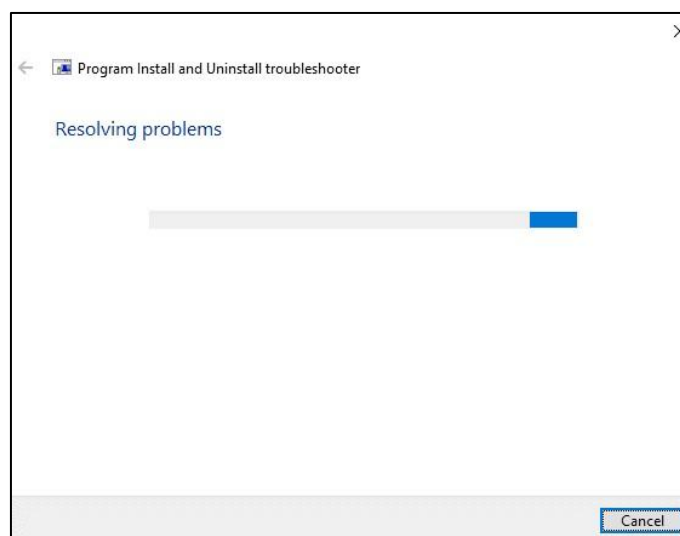
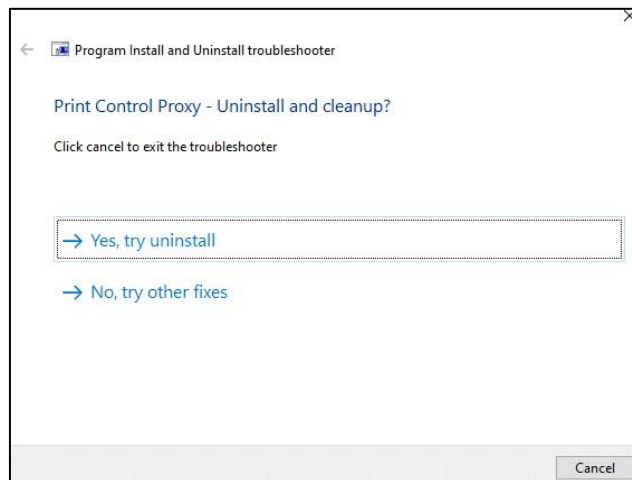
Below screen will be displayed.

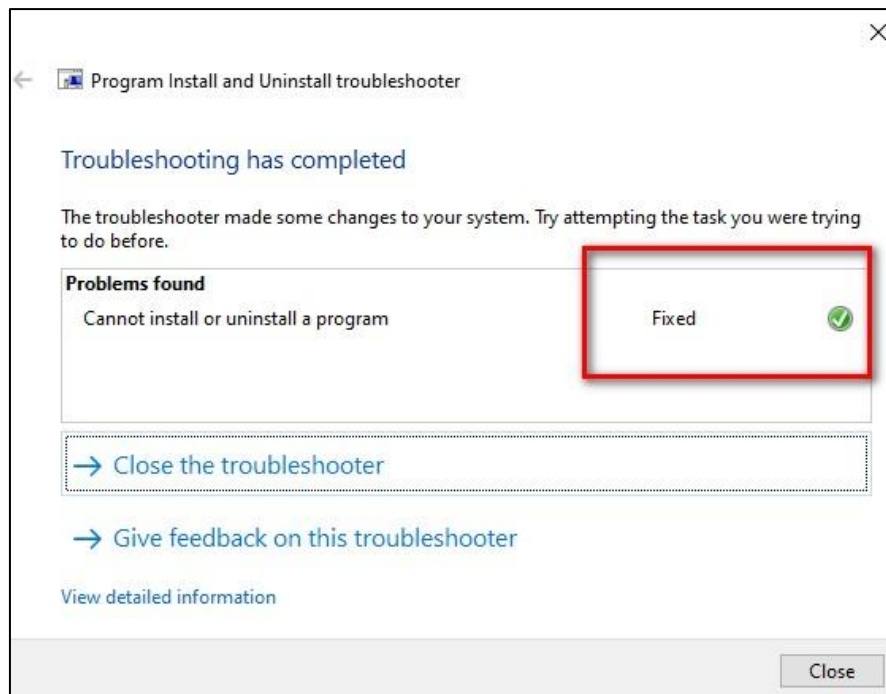
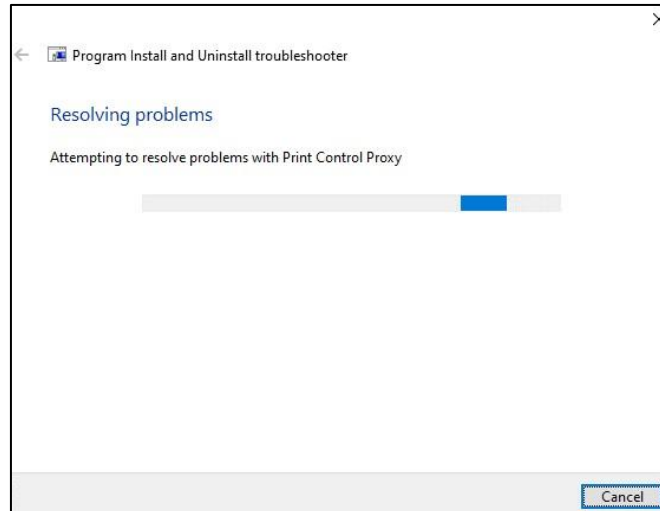


**Step6:** Windows will display list of software's. Scroll and choose – **Print control Proxy** and click **Next**.



**Step7:** Choose **'Yes, try uninstall'** and follow the instructions to clear problems, further screens will look like as below.



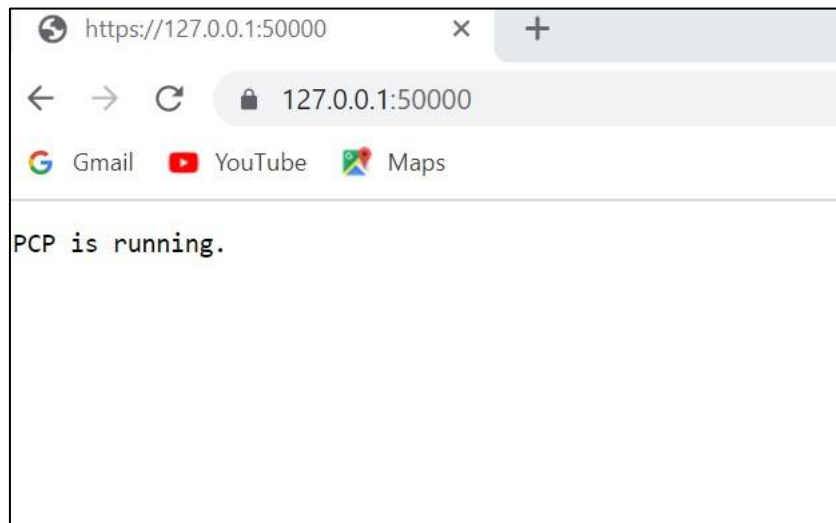


**Step8:** Click on **Close**.

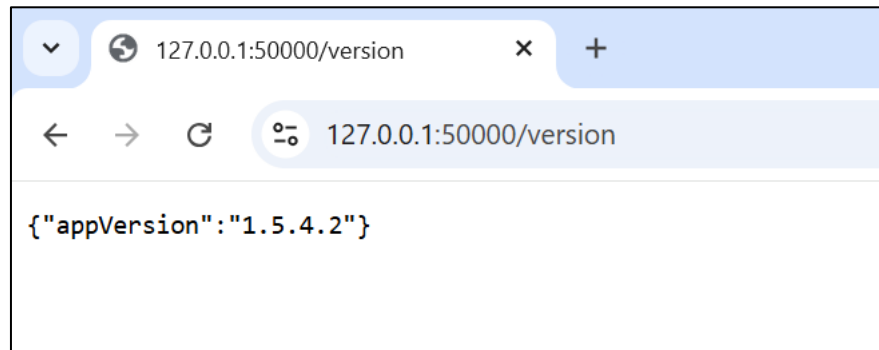
Once above process is done, proceed to install new version of PCP again and check. If still the problem persists, ask user to share the screen over remote sharing through AnyDesk which can be downloaded from <https://anydesk.com/en>.

### To Verify PCP is running or not :

1. Please enter the following URL in any of the browser: <https://127.0.0.1:50000> and below screen will be displayed if PCP is Running.

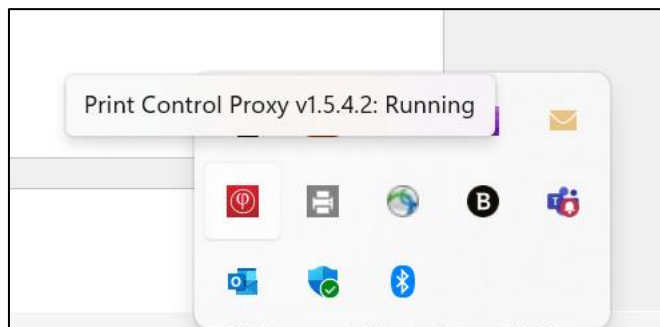


2. If step1 is success please trigger the below URL in the browser window and verify below version is reflecting.



3. Refer Task bar Tray whether PCP icon was displayed.

a. If the PCP icon is not displayed.



b. Click on windows **Start menu** and search with the word "**Print Control Proxy**" and click.

