

# OneSpan Sign Print Driver

## eSignLive Print Driver - QuickStart Guide

Version 2.1 - February 15, 2019

### Welcome!

The product called OneSpan Sign provides a complete e-signature platform for the Web, including preparing, distributing, reviewing, signing, and downloading documents.

The *OneSpan Sign Print Driver* allows users to print their documents directly into a OneSpan Sign package from any print-enabled Windows application (e.g., Word, Excel, Adobe Reader). It eliminates the need to separately:

- Save your document as a PDF
- Launch a browser session
- Create a new package in OneSpan Sign
- Upload your PDF to that package
- Add signers, Signature Blocks, and fields to the document

By integrating this functionality into your existing business processes, the Print Driver simplifies the preparation of documents for signing, and thereby saves you time.

The rest of this *QuickStart Guide* discusses:

- Print Driver Features (below)
- Installing the Print Driver (on the next page)
- Using the Print Driver (on the next page)
- Adding a Website to the Print Driver (on page 5)
- Sending a Document with Text Tags (on page 6)
- Troubleshooting (on page 6)
- Video Tutorial (on page 7)

### Print Driver Features

The Print Driver's features include:

- **One-Step Package Creation** – You can automate package creation by sending documents directly to OneSpan Sign from third-party Windows applications.
- **Universal Connector Capability** – You can connect to OneSpan Sign from any print-enabled Windows application, and from that application prepare any document for signing. For example, the Print Driver readily accepts the following document formats: BMP, DOC, DOCX, GIF, JPEG, JPG, PDF, PNG, PPS, PPT, PPTX, RTF, TIF, TIFF, TXT, WPD, XLS, XLSX, XPS, and more.
- **Easy, Versatile Installation** – You can install the Print Driver locally on your desktop, or across your company's network. In both cases, installation is easy and straightforward.
- **Reuse of OneSpan Sign Layouts** – You can optionally apply an existing OneSpan Sign layout to your document. Once you select a layout, its predefined Signature Blocks and fields are automatically applied to your document.
- **Extremely Low Cost** – The Print Driver is available free of charge to all OneSpan Sign customers. In fact, if you have a OneSpan Sign SaaS account, you have everything you need to take advantage of the Print Driver.

## Installing the Print Driver

### Prerequisites

- You are using one of the following Operating Systems: *Microsoft Windows* 7, 8.1 or 10 (32-bits or 64-bits).
- Your machine must be connected to the Internet.
- You need either a OneSpan Sign SaaS account (*Trial, Professional, or Integrated* edition) or an account on an on-premises deployment of OneSpan Sign.

### Action

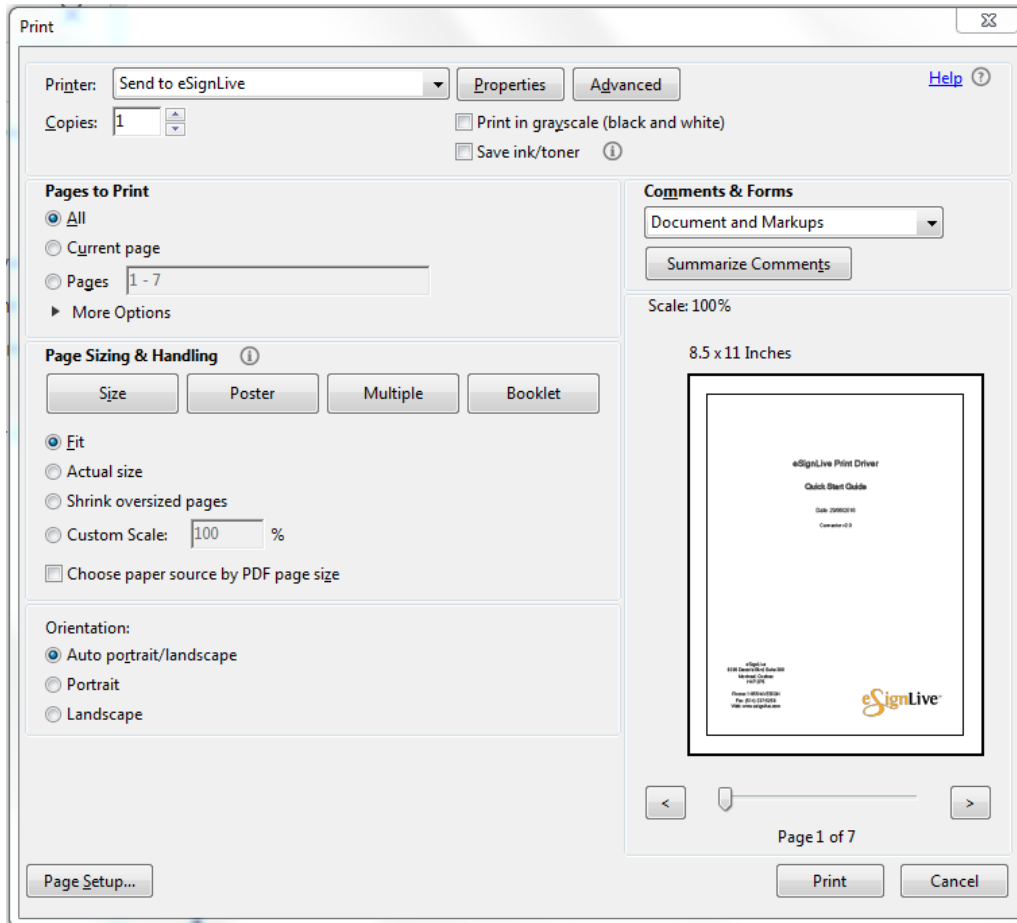
#### To install the Print Driver on your machine:

1. Navigate to the OneSpan Sign website (<https://www.esignlive.com/products/esignlive-print-driver/>).
2. Click **Get Print Driver**.
3. Complete the required fields (*CompanyName*, etc.), and click **Download**.
4. When an interactive message box appears, click **Run** to start the setup program.
5. Follow the on-screen instructions until a message confirms the installation.
6. Click **Finish**.

## Using the Print Driver

#### To send a document directly to OneSpan Sign from a third-party application:

1. Open the document in the third-party application.
2. Print the document (e.g., click **File > Print**).
3. From the list of available printers, select **Send to OneSpan Sign**.



*Optional:* The Print Driver’s properties can be edited at this time (e.g., in Word, click **Printer Properties**). The Print Driver saves the specified settings for future sessions.

4. Click **Print**.

You are prompted to log in to your OneSpan Sign account. That prompt may take some time, depending on the length of your document.

5. Enter your email and password credentials for OneSpan Sign.

6. From the drop-down menu, select the **OneSpan Sign website** where your account is hosted. The system remembers this selection.

If your website does not appear in the drop-down menu, you may have to add it manually. For instructions, see Adding a Website to the Print Driver (on page 5).

If the **Remember password** box is selected, the Credentials page will not reappear on subsequent logins.

7. Click **Next**. The *OneSpan Sign Print Driver* dialog box appears.

8. Click the appropriate option button to add the document either to a **New transaction** or to an **Existing transaction**. If you add the document to a new transaction, enter a name for the transaction. If you add the document to an existing transaction, select the transaction from the drop-down menu (which lists the twenty most-recently modified packages in your *Drafts* folder).
9. If required, modify the **Document name**.  
*Optional:* To populate the document with a layout's predefined Signature Blocks and fields, select a layout from the **Apply layout** drop-down list.

To add a layout to your account: (1) view a document that has Signature Blocks and fields, using the *OneSpan SignDesigner* view; (2) click **Save Layout**. Your layout will appear in the Print Driver's **Apply layout** drop-down list the next time you print.

10. Click **OK**.

Your document is sent to OneSpan Sign. Depending on the required login time, a progress window displays the steps being performed. When complete, a browser window opens the page where you are logged into your OneSpan Sign account. This window displays your document in the package.

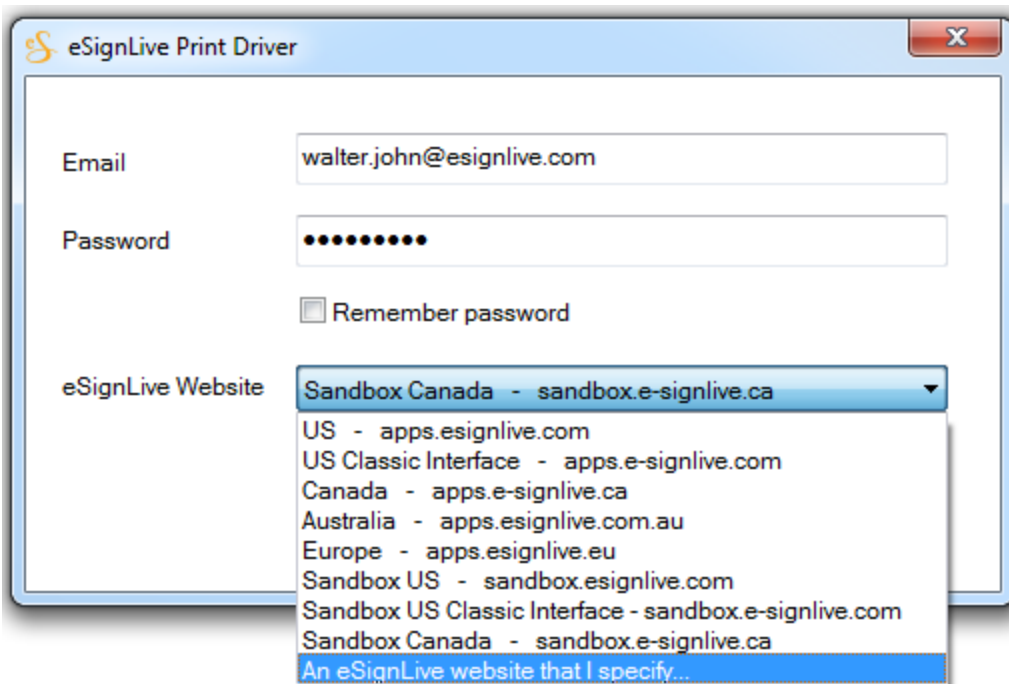
At this point, you can: (1) add any desired additional signers, Signature Blocks, and fields to your document (see [Adding Signers](#) and [Preparing Documents](#)); (2) distribute the document for signing (see [Sending the OneSpan Sign Package](#)).

## Adding a Website to the Print Driver

If your company has its own OneSpan Sign website, or if you are required to access your OneSpan Sign account through a local proxy server, your website will not appear in the drop-down list of websites that come with the Print Driver. You will need to add it manually.

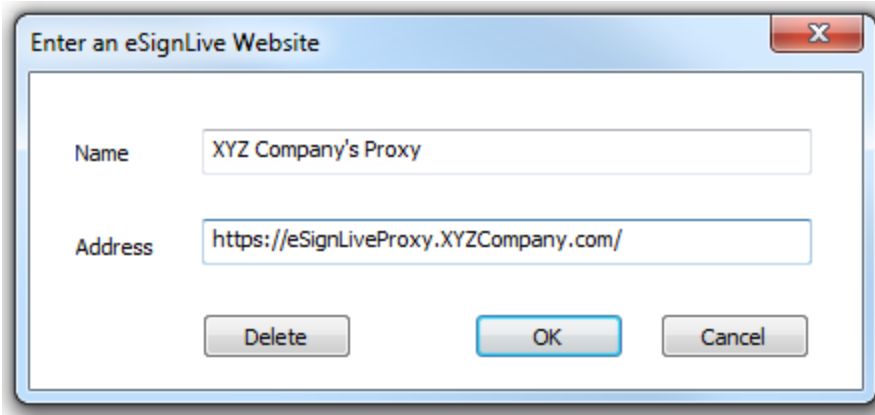
**To manually add your website to the Print Driver:**

1. Follow the procedure described in Using the Print Driver (on page 2) until you are prompted to select the **OneSpan Sign website** where your account is hosted.
2. Using the **OneSpan Sign Website** drop-down list, select **An OneSpan Sign website that I specify**.



3. Enter a name for the website. This is the name that will appear in the drop-down list.

4. Enter the address of the website or proxy server.



5. Click **OK**.

This website will now appear as the currently selected website the next time you use the Print Driver.

**TIP:** To change the settings of the manually added website, or to delete it, use the **eSignLive Website** drop-down list to select **Change the eSL website that I specified**.

## Sending a Document with Text Tags

Any document that can be sent to eSignLive via the Print Driver can use [Text Tag Extraction](#).

**TIP:** Some fonts can cause text information to be lost by the Print Driver. If you find that OneSpan Sign does not recognize your Text Tags, try switching the font of those tags to *Arial* or *Times New Roman*.

## Troubleshooting

This section describes the following problems:

- Login Fails Using the Print Driver (below)
- Poor Image or Text Quality (on the next page)
- Won't Work on FedRAMP (on the next page)
- Problems with Single Sign-On (on the next page)
- Adobe Reader Crashes (on the next page)
- Printer Offline (on the next page)

### Login Fails Using the Print Driver

If you are using Print Driver 2.0 or older, and you find that the Print Driver cannot log into OneSpan Sign (even though it may have worked in the past), you should upgrade to Print Driver 2.1.

**TIP:** To see what version you have, look for *eSignLive Print Driver* in the *Programs and Features* part of your Control Panel.

The reason for a failed login is that we are phasing out older communication protocols from OneSpan Sign websites. Print Driver 2.1 uses newer, more secure protocols.

## Poor Image or Text Quality

If the uploaded document is not as clear as the original, its appearance can be improved by increasing the PDF document's resolution.

Increasing the document resolution increases the document size.

To increase the resolution: (1) perform Steps 1-3 of Using the Print Driver (on page 2); (2) click **Properties**; (3) in the *Send to OneSpan Sign Properties* window, select the desired resolution from the drop-down menu.

## Won't Work on FedRAMP

The Print Driver is not supported on *eSignLive for Government* (a FedRAMP-certified eSignLive environment).

## Problems with Single Sign-On

Single Sign-On (SSO) Authentication is a feature of OneSpan Sign. Clients who enable SSO integration cannot use their SSO credentials when they are using the Print Driver.

## Adobe Reader Crashes

If you are using Adobe Reader 10.1.2 installed on Windows 7 (64-bits), you may find that Adobe Reader crashes when you try to print.

This is a known issue with Adobe Reader 10.1.2. Adobe recommends that you [upgrade Adobe Reader](#).

## Printer Offline

Windows may occasionally set the *Send to OneSpan Sign* printer offline, especially if your computer is completing many tasks as you're trying to print. Note that Windows does not display a message to indicate that a printer has gone offline.

### Option 1:

1. Click **Start > Devices and Printers**. A window displays all available printers.
2. Double-click **Send to OneSpan Sign**. A window lists all current print jobs.
3. From this window's menu, select **Printer** and clear the **Use Printer Offline** box.

### Option 2:

1. Close all applications.
2. Click **Start > Control Panel > Programs and Features**.
3. From the *Programs and Features* window, right-click **OneSpan Sign Print Driver**, and select **Uninstall**.
4. Complete the uninstall process.
5. Reinstall the Print Driver.

## Video Tutorial



[OneSpan Sign Print Driver Tutorial](#)