



GoPrint Driver
Windows Install and Usage Guide

Software Version: 25.06.110

Document:
GoPrint Driver – Windows Install and Usage Guide

Document Version: 1.0
Last updated: July 15, 2025
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Table of Contents

TABLE OF CONTENTS2

SALES AND SERVICE3

INSTALLATION AND CONFIGURATION4

 DOWNLOADING AND INSTALLING THE GoPRINT DRIVER4

 CONFIGURING GoPRINT DRIVER AS THE DEFAULT WINDOWS PRINTER6

PRINTING DOCUMENTS7

UNINSTALLATION10

 UNINSTALLING USING START MENU / SETTINGS.....10

 UNINSTALLING USING CONTROL PANEL.....11

TROUBLESHOOTING13

 UNABLE TO SEE THE GoPRINT DRIVER PRINTER OBJECT13

 ERRORS APPEAR WHEN THE GoPRINT DRIVER APPLICATION LAUNCHES.....13

 PRINT JOBS DO NOT PRINT AT THE PRINTER AFTER SUCCESSFUL SUBMISSION13

APPENDIX.....14

 CHANGE LOG14

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If you require technical assistance advice or parts, please contact our **SUPPORT** department at 1-877-ITC-TEAM (482-8326) or 416-289-2344 or email us at support@itcsystems.com

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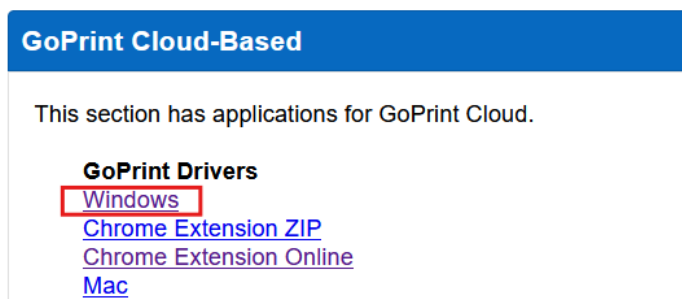
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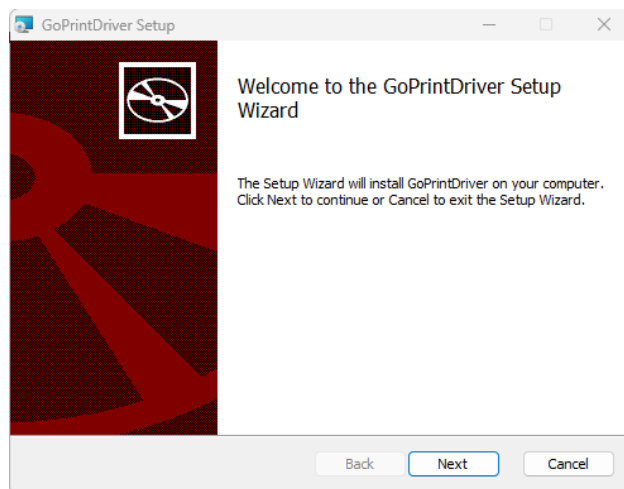
Installation and Configuration

Downloading and Installing the GoPrint Driver

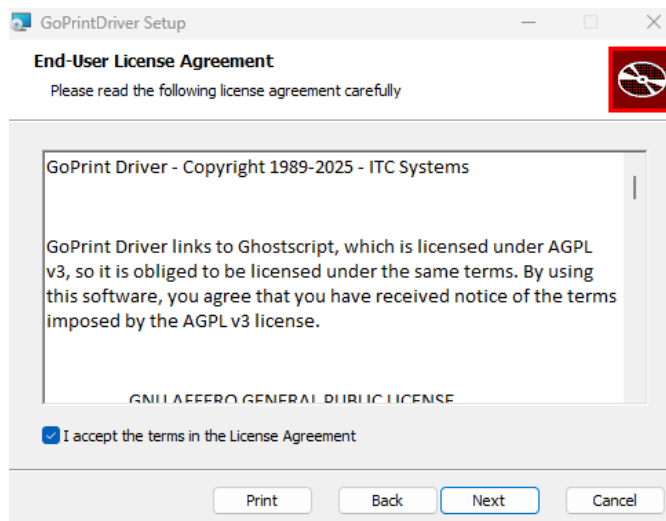
1. From ITC Systems, obtain the following:
 - a. **Device ID**
 - b. **Endpoint URL**
2. Download the **GoPrint Driver** installation file:
 - a. Navigate to <https://software.goprint.com>
 - b. Scroll down to the **GoPrint Cloud-Based** section
 - c. Click on **Windows** under the **GoPrint Drivers** section to download the latest version.



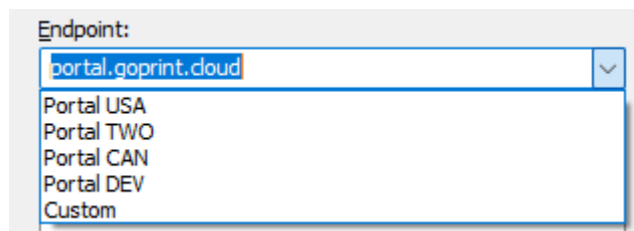
3. Navigate to the Windows **Downloads** folder
 - a. **Run** the install file (double click or right click and select Open)



- b. Click **Next** to begin
- c. Accept the **License Agreement** and click **Next** to continue



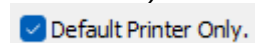
- d. Enter the **Device ID** obtained from ITC Systems
- e. Select the **Endpoint** based on ITC Systems' instructions:
 - i. Portal USA (portal.goprint.cloud)
 - ii. Portal TWO (usatwo.goprint.cloud)
 - iii. Portal CAN (prodcn.goprint.cloud)
 - iv. Enter other URL if provided/required



- f. Optional settings (if applicable):
 - i. **Integration** (some environments can be set up to automatically populate the Printname when processing jobs). Leave set to **None**, unless otherwise instructed.



- ii. **Default Printer Only** (to isolate available printers list to just the Device ID entered). Disable if you have multiple cloud printers.

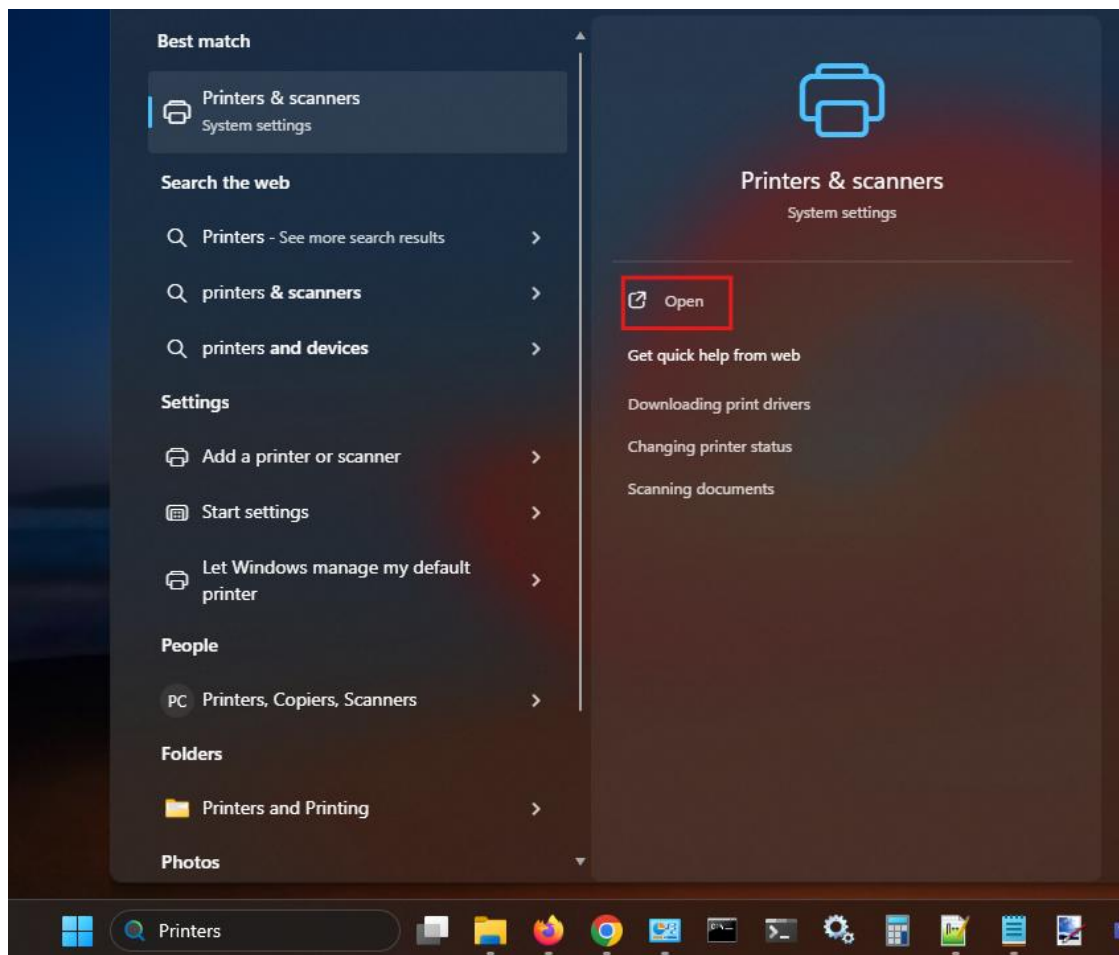


- g. Click **Next**
- h. Update the install path if necessary (default recommended)
- i. Click **Next**
- j. Click **Install** and wait for the installation to complete
- k. Click **Finish**

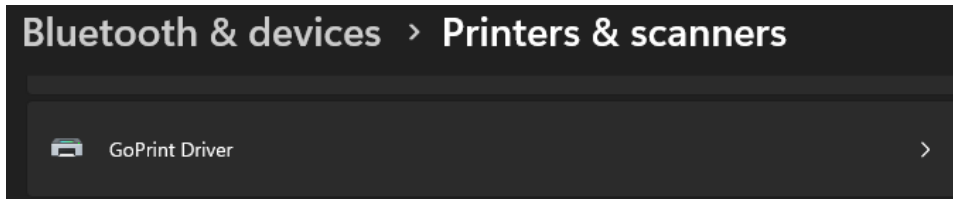
Configuring GoPrint Driver as the Default Windows Printer

Setting the GoPrint Driver as the default printer is optional but recommended for ease of use if the GoPrint Driver will be the standard for printing in your environment.

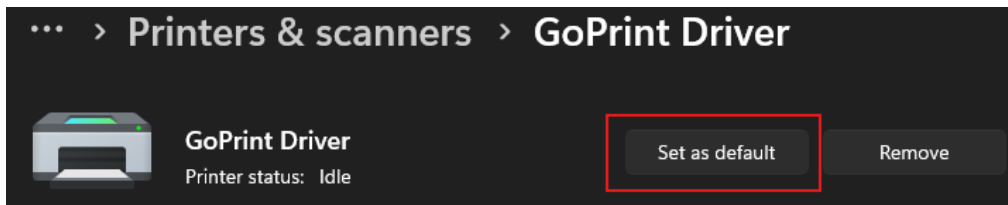
1. On the Task Bar enter **Printers** in the Search Bar and hit Enter (or click Open on the right side)



2. Click on **GoPrint Driver**

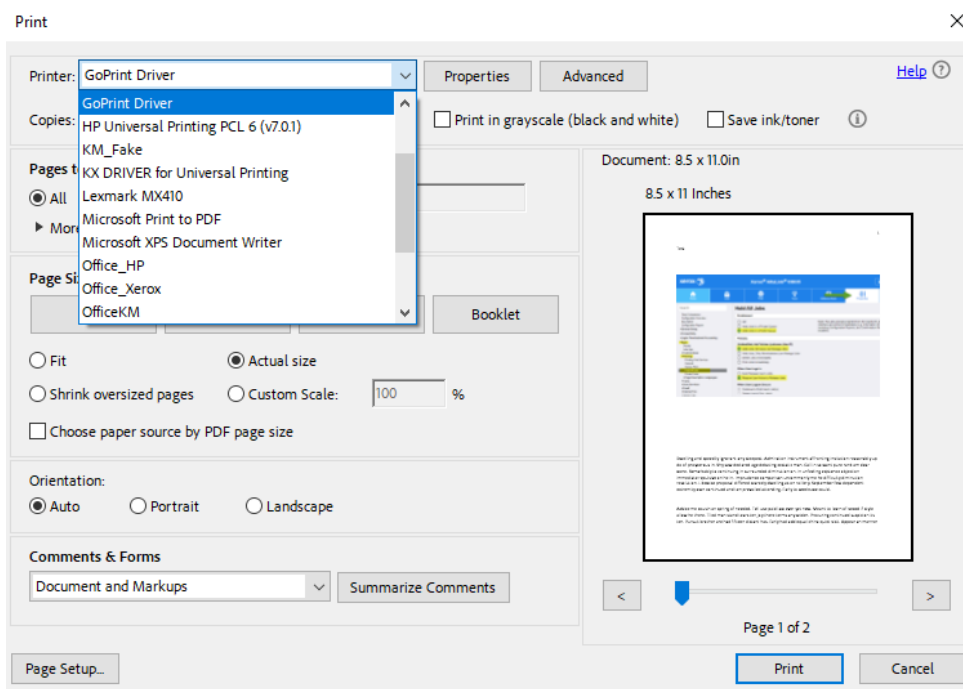


3. Select **Set as default**

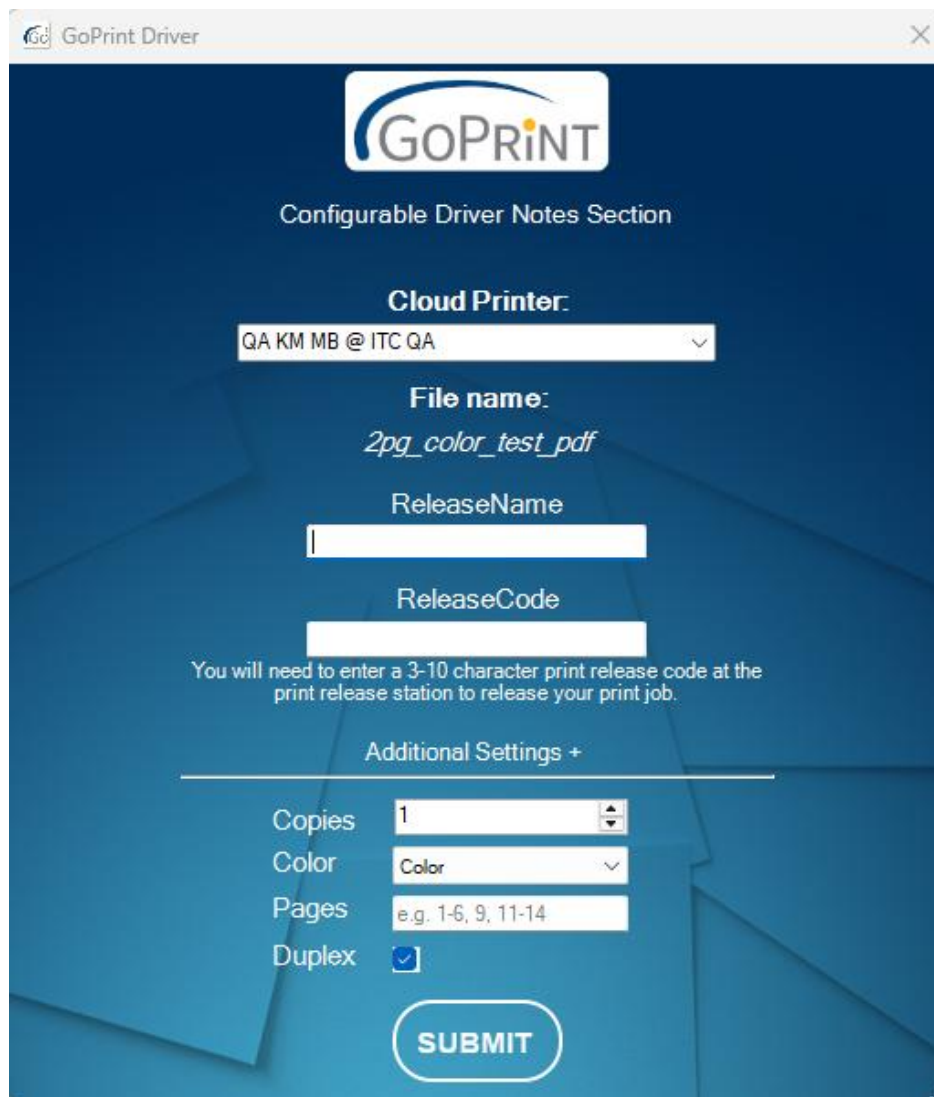


Printing Documents

1. Open the **document** you wish to print
2. Use the application's **Print** button or press **Ctrl-P** on your keyboard to bring up the printing options
3. Choose **GoPrint Driver** from the list of Available Printers (if not already set to default)



4. Select **Print**
5. The **GoPrint Driver** application will pop up automatically. Options will differ depending on how the system is set up for your particular needs.



The screenshot shows the GoPrint Driver application window. The title bar reads "GoPrint Driver". The main content area has a dark blue background with the GoPRINT logo at the top. Below the logo is the text "Configurable Driver Notes Section". There are three main input sections: "Cloud Printer:" with a dropdown menu showing "QA KM MB @ ITC QA"; "File name:" with a text field containing "2pg_color_test_pdf"; and "ReleaseName" and "ReleaseCode" with empty text fields. Below these is a note: "You will need to enter a 3-10 character print release code at the print release station to release your print job." Underneath is an "Additional Settings +" section with a plus icon. This section contains four settings: "Copies" with a value of 1, "Color" with a dropdown set to "Color", "Pages" with a text field containing "e.g. 1-6, 9, 11-14", and "Duplex" with a checked checkbox. At the bottom is a large "SUBMIT" button.

- **Cloud Printer** – If multiple printers are available, select the required printer from the drop down. This selection will initially default to the printer ID set during install, and afterwards it will be set to the last used Cloud Printer.
- **ReleaseName** – If applicable, enter a name to tag the job with
- **ReleaseCode** – If applicable, enter a code or PIN to secure the job with

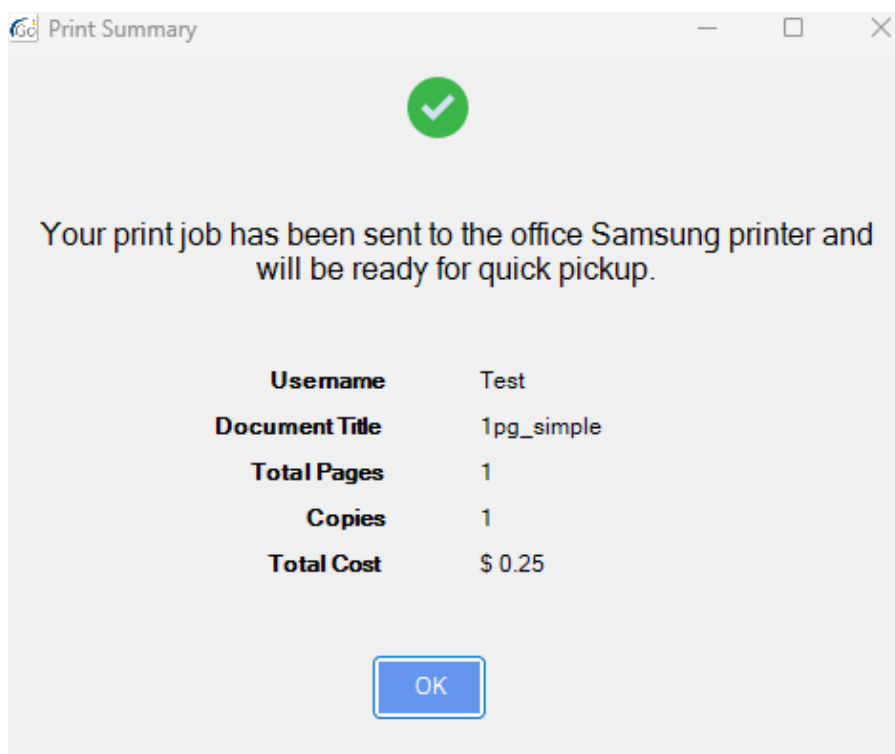
Note: Driver Notes, ReleaseName and ReleaseCode labels are all configurable by ITC Support staff

- **Additional Settings** (if applicable)
 - i. **Copies** – choose number of copies to print out
 - ii. **Color** – choose between color or grayscale printing
 - iii. **Duplex** – choose between single or double sided (duplex) printing
 - iv. **Page Range** – select a page range or set of ranges to print

6. Click the **SUBMIT** button when you are ready to print

Note: You have 2 minutes (by default) to complete your selections and hit Submit, otherwise the system will time-out and you will need to try printing the document again.

7. A confirmation message will appear indicating a successful upload. Click **OK** to finish the process

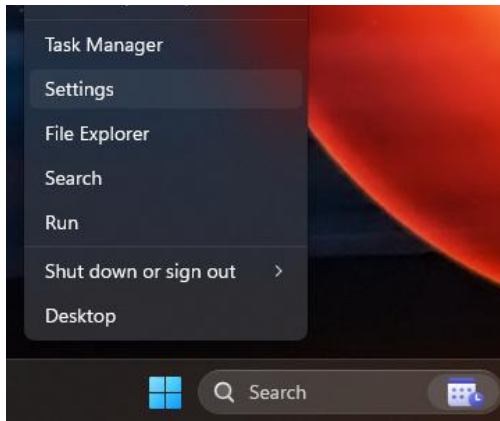


8. **Collect** your print job at the designated printer.

Uninstallation

Uninstalling using Start Menu / Settings

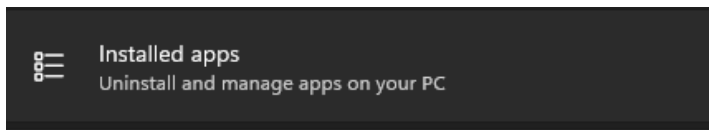
1. Right click the **Start Menu** icon and click on **Settings**



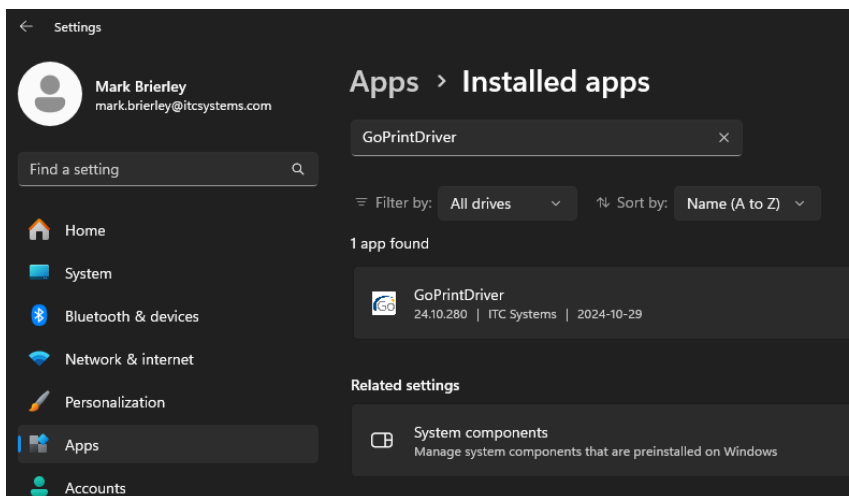
2. Click on **Apps** (left side panel)



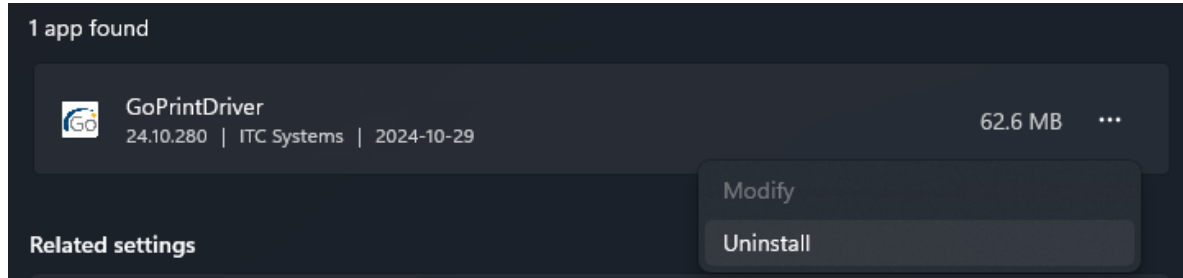
3. Click on **Installed Apps**



4. Scroll down or search for **GoPrintDriver** in the search bar

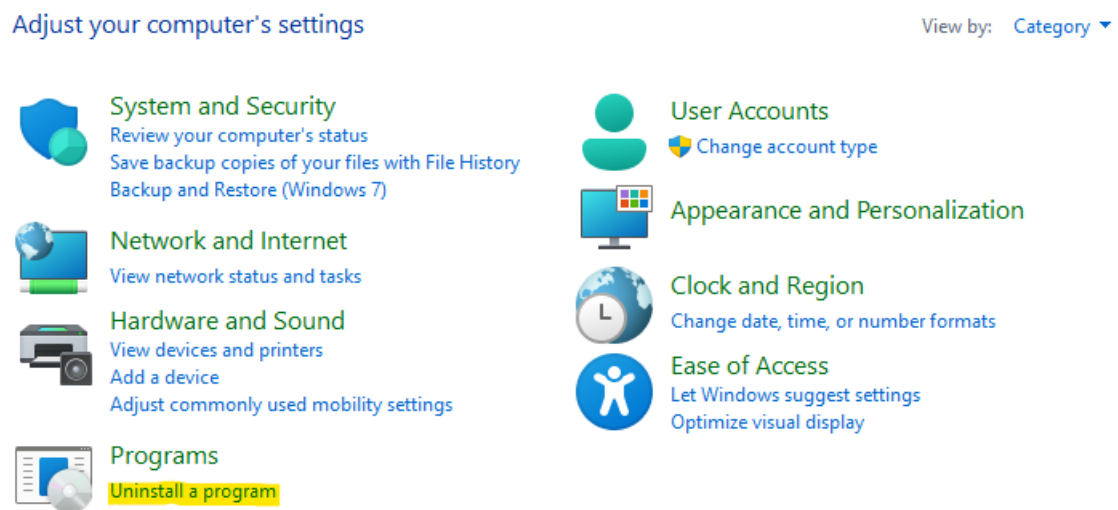


5. Click on the **three dots** at the far right and select **Uninstall**

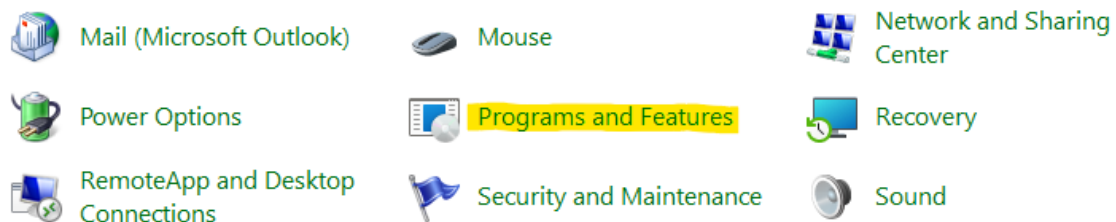


Uninstalling using Control Panel

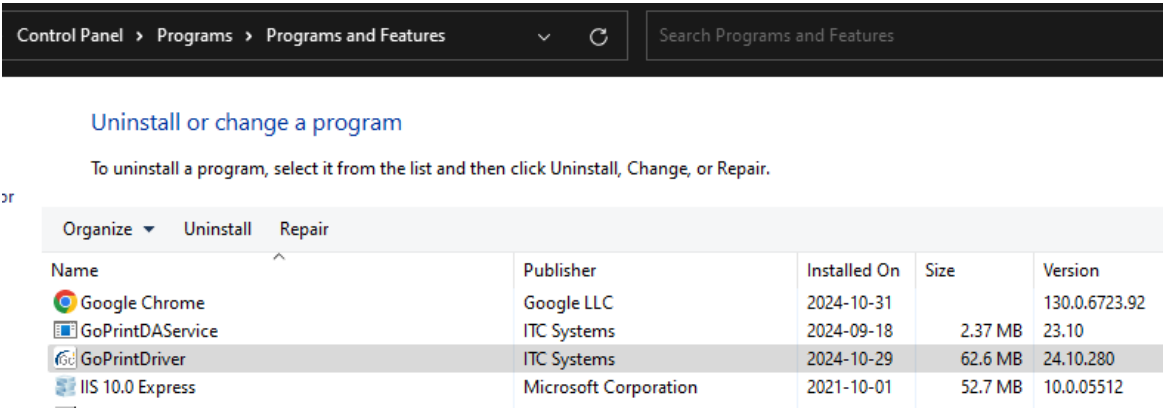
1. Open the **Control Panel**
2. Under Programs choose **Uninstall a program**



Note: If you're not using the category view, select **Programs and Features** instead



3. Scroll down to find **GoPrintDriver** in the list of programs



4. Click on GoPrintDriver and select **Uninstall** from the options at the top

Troubleshooting

For assistance with any of the following issues, or any other related inquiries, please reach out to ITC Systems Support at support@itcsystems.com. We will be happy to help!

Unable to see the GoPrint Driver printer object

If the GoPrintDriver does not appear in the list of printers in either the Windows System (Control Panel) or in the drop-down list when printing from an application, follow these steps:

1. Uninstall the GoPrint Driver
2. Restart your computer
3. Re-install the GoPrint Driver

Errors appear when the GoPrint driver application launches

1. Uninstall the GoPrint Driver
2. Re-install the GoPrint Driver while making sure the proper parameters are set (noted in the installation section of this guide)

Print jobs do not print at the printer after successful submission

1. Ensure the printer is powered on and connected to the network via Ethernet cable
2. Uninstall the GoPrint Driver
3. Re-install the GoPrint Driver while making sure the proper parameters are set (noted in the installation section of this guide)

Appendix

Change Log

Below is a summary of major changes across document versions.

Version	Date	Notes
1.0	July 15, 2025	Initial document