

GoPrint On-Prem 26.09.152 — Installation Guide

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Before you start

GoPrint-On-Prem-installer-26.09.152.exe installs GoPrint On-Prem 26.09 on a new machine or upgrades an existing installation. The same file is used for both. Java 11 is included, so you do not need to install Java.

Pick the install type for each machine

Install type (as shown in the installer)	Use it on	Windows service it creates
1 — Transaction Server (GTX)	The central server, when printing runs on other machines	GoPrint4 ("GoPrint Service")
2 — Transaction Print Server (GTX+Agent)	Single-server sites: the central server is also the print server	GoPrint4 ("GoPrint Service")
3 — Print Server Agent only	Each additional Windows print server	GoPrint4_Remote ("GoPrint Agent")
4 — PayStation	Each release / pay-for-print kiosk PC	None — the PayStation app starts when Windows logs on
5 — Combo PayStation (GTX+Agent+PayStation)	One machine running everything	GoPrint4 ("GoPrint Service") plus the PayStation app

Each site has exactly one GTX. Install the GTX first; every Agent and PayStation connects to it.

Checklist

- ☐ 64-bit Windows Server (tested on Windows Server 2019 and 2022).

- ☐ A local administrator account on each machine.
- ☐ At least 4 GB free on the install drive. The default folder is C:\GoPrint.
- ☐ GTX only: a database. The installer does not install one. PostgreSQL is recommended, ideally on the GTX server itself.
- ☐ The GTX server's host name — the name every Agent, PayStation and browser will use to reach it.
- ☐ Network: Agents and PayStations must reach the GTX on TCP ports 7768 and 7770. Users reach the Control Center on port 7770. Keep port 7767 (Server Setup) closed to the network; use it only on the server itself.
- ☐ Optional: check the download is intact. In PowerShell, `Get-FileHash .\GoPrint-On-Prem-installer-26.09.152.exe -Algorithm MD5` should return DE33A7C4DBCFCB692B2AF464D1F9C8E7C. The file is 208,085,217 bytes.

Fresh installation

Install the GTX server first, then each Agent, then each PayStation.

A. GTX server (install type 1, 2 or 5)

1. Install PostgreSQL, or have your database server's connection details ready.
2. Right-click the installer and choose **Run as administrator**.
3. Click **Next** on the Welcome page, then **I Agree** on the License page.
4. On **Choose Components**, pick the install type from the list. For a single-server site, choose **Transaction Print Server (GTX+Agent)**.
5. On **Choose Install Location**, keep C:\GoPrint unless you have a reason to change it.
6. On **Configuration Options**, check the host name. It is pre-filled with this computer's name. Change it only if Agents and users will reach the server by a different name (for example a DNS alias).
7. Click **Install**. When it finishes, click **Close**. A readme page opens in the browser.
8. Open **Start > GoPrint > Server Setup** (or browse to <https://127.0.0.1:7767> on the server). Accept the certificate warning.
9. Click **Configure Database**. Enter the database details, then click **Create Database** for a new database, or **Test Connection** for an existing one.
10. Click **Services**, then **Start** next to the GTX service. The first start can take 30–60 seconds.

11. Browse to `https://<gtx-host>:7770` and log in to the Control Center. The default User ID and Password are both `admin` — change the password straight away.
12. Click **Click Here to Register** and enter the customer name, serial number and licence key.

The host name from step 6 is written into the server's security certificate on its first start. Get it right now; changing it later needs the extra step in Troubleshooting.

B. Print Server Agent (install type 3)

1. Run the installer as administrator and accept the License.
2. On **Choose Components**, pick **Print Server Agent only**.
3. Keep the install location.
4. On **Configuration Options**, enter the GTX server's host name — the same name used in step 6 above.
5. Click **Install**, then **Close**.
6. The GoPrint Agent service starts and registers with the GTX. It receives its settings from the GTX.
7. In the Control Center, add this server's printers (see the Control Center's online Help).

C. PayStation kiosk (install type 4)

1. Run the installer as administrator and accept the License.
2. On **Choose Components**, pick **PayStation**. Leave **Install PayStation** in 'Startup' Group ticked.
3. Keep the install location.
4. On **Configuration Options**, enter the GTX server's host name.
5. Click **Install**, then **Close**.
6. The PayStation app now starts whenever someone logs on to Windows. To make the kiosk log on by itself after a reboot, run **Start > GoPrint > PayStation > Shell Options**.
7. Set up card readers in the Control Center (see its online Help).

D. Silent (unattended) install — optional

Run from an administrator command prompt. Always pass `/GTXHOST=` ; without it the configuration file gets the placeholder name `goprnsrv` .

Install type	Command
GTX only (type 1)	<code>GoPrint-On-Prem-installer-26.09.152.exe /S /GTXHOST=<this-server-name></code>
GTX+Agent (type 2)	<code>GoPrint-On-Prem-installer-26.09.152.exe /S /INSTTYPE=2 /GTXHOST=<this-server-name></code>
Agent only (type 3)	<code>GoPrint-On-Prem-installer-26.09.152.exe /S /INSTTYPE=3 /GTXHOST=<gtx-host></code>
PayStation (type 4)	<code>GoPrint-On-Prem-installer-26.09.152.exe /S /INSTTYPE=4 /GTXHOST=<gtx-host></code>

Combo (type 5) cannot be installed silently — use the wizard. A silent GTX install still needs steps 8–12 of section A.

Upgrade installation

Run the same installer over the existing installation. It keeps the database, `goprint.cfg` and all Control Center settings. Printing stops while each machine upgrades, so plan a maintenance window.

1. Prepare (every machine)

- Note the install type.** You must pick the same type again. In Windows Services, open GoPrint Service: its Path to executable includes `gtx.conf` (type 1) or `gtx-agent.conf` (type 2, or type 5 if the PayStation app is also on that machine). A GoPrint Agent service means type 3. No GoPrint service, only the PayStation app, means type 4.
- Back up.** Back up the GoPrint database. Stop the GoPrint service and copy the whole `C:\GoPrint` folder somewhere safe.
- GTX only:** open `C:\GoPrint\goprint.cfg` and set `gtx.db.database.update=true`. This lets the database update itself on first start. The installer no longer edits `goprint.cfg` during an upgrade, so this step is manual.

2. Choose the order (multi-server sites only)

Skip this if everything runs on one server.

If any Agent or PayStation machine has no C:\GoPrint\jre11 folder (typical for sites on a 25.x release), upgrade **every Agent and PayStation machine first, then the GTX**, in the same window. If every machine already has that folder, the order does not matter.

Why: as soon as the new GTX starts, it sends Java 11 settings to the other machines. A machine without Java 11 then stops and will not restart. Running this installer adds Java 11; a standard update file (updf) does not.

3. Run the installer

1. Log on as administrator. On a PayStation, close the PayStation app first.
2. Right-click the installer and choose **Run as administrator**. It stops the GoPrint services itself.
3. Accept the License.
4. On **Choose Components**, pick the **same install type** as before. For a combined server this is **Transaction Print Server (GTX+Agent)**.
5. On **Choose Install Location**, keep the folder shown. It is read from the existing installation.
6. On **Configuration Options**, click **Next without changing the host name**. This leaves goprint.cfg exactly as it is. On a GTX the box shows the computer's name even if goprint.cfg uses another name — leave it. (If you do change it, the old file is saved as goprint.cfg.bak and a new one is written.)
7. Click **Install**, then **Close**. The services are reinstalled and started.

Silent upgrade: use the same command as a silent fresh install (section D above), with the same install type. A silent upgrade never changes goprint.cfg.

4. Finish the GTX

1. Wait for the Control Center login page at <https://<gtx-host>:7770> to load. The database update can take up to 30 minutes. The service may restart itself once or twice in the first few minutes while it removes old files — this is normal.
2. **Stop**, then **Start** the GoPrint Service (GoPrint4) once more. Use Stop then Start, not Restart.
3. If the site upgraded from a release older than 26.07, and C:\GoPrint\lib\mysql-connector-java-5.1.34-bin.jar exists, delete it while the service is stopped in step 2. It is a leftover that is not cleaned up automatically.

4. Set `gtx.db.database.update=false` in `goprint.cfg` so future restarts take seconds instead of minutes.

5. Check the upgrade

- ☐ The login page shows a version starting with 26.09.
- ☐ You can log in to the Control Center.
- ☐ Every Agent and PayStation shows as connected (not red) in the Control Center.
- ☐ A test print job releases and is charged correctly.

To roll back, stop the services, put back the C:\GoPrint copy, and restore the database backup. Running an older installer does not downgrade — it only replaces files that are older than its own.

Troubleshooting

Logs are in C:\GoPrint\logs (run.log and wrapper.log).

Problem	Cause	Fix
Agent or PayStation will not start; the log shows <code>NoClassDefFoundError: org/apache/log4j/Layout</code>	It was installed with an earlier 26.07–26.09 installer that left out the C:\GoPrint\lib\thirdparty files	Run this installer on that machine with the same install type. An update file (updf) will not fix it.
After the GTX upgrade, an Agent or PayStation machine stops and stays stopped	That machine has no Java 11 (no C:\GoPrint\jre11 folder)	Run this installer on that machine.
Agents show red; logs show SSL errors such as "No name matching ... found"	The GTX host name changed after the security certificate was created	On the GTX: stop the GoPrint Service, back up and delete C:\GoPrint\gtx.keystore, start the service. A new certificate is made with the current name.
<code>goprint.cfg</code> contains <code>gtx.hostname=goprnsrv</code>	Silent install run without <code>/GTXHOST=</code>	Fix the name in <code>goprint.cfg</code> and restart the service. On a GTX that has already started, also delete <code>gtx.keystore</code> as above.

Problem	Cause	Fix
A silent Agent install never finishes	The installer waits for the Agent service, which cannot start until it reaches the GTX	Check the <code>/GTXHOST=</code> value and that ports 7768 and 7770 on the GTX are reachable.
GTX is slow to start after an upgrade	The database update is running (up to 30 minutes)	Wait. Set <code>gtx.db.database.update=false</code> afterwards.
A GTX+Agent server no longer prints after an upgrade	A different install type (GTX only) was picked	Run the installer again and pick Transaction Print Server (GTX+Agent) .