

# 64 Bit Badge Printing Setup

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## Symptom

Unable to print credentials on a 64 bit workstation.

## Resolution

The following are necessary to support EPI-Builder with 64-bit workstations:

1. Open **Control Panel** and then **Printers**.
2. Locate the printer.
3. Open **Properties**.
4. On the **Advanced** tab, select [Start Printing Immediately].
5. Disable UAC.
6. Reboot after changing UAC settings.
7. Open **SPAdmin** and check user permissions within adding to Administrators.

If the problem persists:

1. Disable UAC.
2. Uninstall the **Printer Device Driver**.
3. Re-install the **Printer Device Driver**.
4. Reboot the machine.
5. Select **Printer Spooling** and click [Print Immediately].
6. Select **Badging printer** and set this as the [Default printer].
7. Open **Facility Commander** and print using the Credential Queue.

## Applies To

FCWnx

## Additional Information

LenelS2 does not recommend disabling User Account Control (UAC) on any computer running Windows, as this may pose a security risk. Disabling UAC is for troubleshooting purposes only. Resume use of UAC according to your domain policy as soon as troubleshooting is complete. Refer to the Microsoft knowledge base article [About User Account Control Settings](#) for additional information.

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