Uninstall and Reinstall of PrintMessenger

Please see instructions below for uninstalling and reinstalling PrintMessenger.

These instructions are an excerpt from MarketDirect StoreFront online help. Should you need additional details, please reference the help files.

Note:

You must have administrative privileges on the computer on which you are installing PrintMessenger.

Download and Install Print Messenger

1. If you have an earlier version of the Windows PrintMessenger, go to the Control Panel and *uninstall* the existing version of PrintMessenger.

    If you have an earlier version of the Macintosh PrintMessenger, go to the installation folder (**/Applications/EFI**) and run the **Uninstall EFI Mac Print Messenger** application.

2. Go to the home page on the site and then:

    *   On a Windows computer, click **Windows (32Bit)** or **Windows (64Bit)** depending on whether you need a 32-bit or 64-bit version of PrintMessenger.

    *   On a Macintosh computer, click **Mac**.

3. Click **Run** (or **Open**) to start the installation from the site or click **Save** to save the installer and run it from your computer.

    > **Note:** As always, Macintosh users must double-click the downloaded DMG file to mount it.

4. Follow the instructions in the installation wizard to install PrintMessenger. If you are told you need Microsoft .NET Framework 3.5, you will need to install it before you can install PrintMessenger.

5. After PrintMessenger is installed, start to use it to convert files to PDFs and upload them to the site.