



## How to Install RentalPointPDF Printer

RentalPoint Software is committed to developing new and improved features and functionality for our range of software products. Our goal is to provide customers with an easy to use, flexible and efficient application.

This document provides step-by-step instructions on how to install RentalPointPDF Printer. This utility is used to attach documents like the delivery sheet to the booking and is needed for RentalPointV10.1.2.0 and higher versions.

These steps must be executed in the following order for this to be successful.

1. Download latest Version of RentalPointPDF Printer from our webiste
2. Extract the files to a local directory
3. Install RentalPointPDF Printer on every machine you are running RentalPoint from (i.e. wherever you have Rentalpoint installed and running).
4. Confirm your installation
5. Log out of RentalPoint and log back in again
6. Test via 'print using custom template' option and then try printing a delivery sheet.



If you are running RentalPoint in a Terminal Server Environment then you only need to install RentalPointPDF on the server because all users will remote into the server to run RentalPoint.

If you have any questions about the upgrade process, please call or email RentalPoint Support  
If you would prefer, RentalPoint Support staff can do this upgrade for you remotely via the Internet. Email [support@rentp.com](mailto:support@rentp.com) for further information.



### STEP 1

Download the RentalPointPDF installation files. To do this, simply open an internet browser and go to the RentalPoint Support site [www.rentp.com/support](http://www.rentp.com/support). Click on the Current Version for new installs and upgrades, the link located on the right hand side of the window.

**RentalPoint**  
SOFTWARE

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## RentalPoint Customer Support

### Phone Support provided!

Advice is always at hand! **RentalPoint** customers receive support for 6 months included with the original purchase and thereafter renewed by payment of the Service and Software Assurance Plan (SSAP) fee. Software rental includes SSAP. Remote support via Remote desktop Services, GoToMeeting or GoToAssist is available.

To ensure a high level of service all support inquiries (phone, email) will be entered as a support ticket. Once a support ticket is created a ticket number will be issued. You may request this ID number when contacting support. All tickets and their responses are monitored for quality and timely response.

Enter an [eTicket - click here](#)

Or see the phone number below for your region.

Sign up for our client newsletter, [click here](#).

### 4 Tier Support level definition

In an effort to clearly define the responsibilities and expectations of our support agents, each support agent has been assigned a support level and given a clear list of requirements for their level.

When contacting our support agents, please be aware of their support level and the responsibilities for that level, please feel free to escalate your issue to the appropriate support level.

[More info ....](#)

### Our Service Commitment

If, for any reason, you are dissatisfied with our service, please contact the president

Timothy Grafton  
+1 (905) 693 9457 x 104  
[tg@rentp.com](mailto:tg@rentp.com)

### RentalPoint Updates

Please contact RentalPoint support for the latest login details.

Current v10 version for new installs and upgrades is 10.1.0.17  
>> [DOWNLOAD v10.1.0.17](#)

RentalPoint User Guide and Literature  
>> [DOWNLOAD RentalPoint Literature](#)

RentalPoint Newsletters and Articles  
>> [DOWNLOAD RentalPoint Newsletters](#)

The current RentalPoint 2000 version is 7.1.114  
>> [DOWNLOAD v7.1.114](#)

RentalPoint



Enter your name, your company name and the password. For security reasons the password changes regularly, please contact the RentalPoint Support team if it has expired and you require a new password.

The screenshot shows the RentalPoint Software website. At the top left is the RentalPoint SOFTWARE logo. A navigation bar contains links for About, Products, Dealers, Support, Links, Careers, and Contact. A left sidebar lists various software editions and features: Small Business Edition, General Features, Advanced Features, Pro Edition, Enterprise Edition, Feature Comparison, Contact Management, Multi-Location, Cloud Hosting, Technical Details, and Pricing. The main content area is titled "RentalPoint Updates" and contains a red warning message: "This section is only for authorized users of RentalPoint software." Below this, a text block states: "The password has been changed as of **March 2013**, please contact your RentalPoint support team for the new password. Your company must be covered by a service contract, have purchased a new system in the last 6 months or be on a subscription / rental plan." A second text block notes: "Items available for download may exceed 120MB. A high-speed connection is highly recommended." A login form follows with fields for Name (containing "myname"), Company (containing "my company"), and Password (containing "\*\*\*\*\*"). There are "Login" and "Reset" buttons. To the right of the form is an image of two golden keys against a blue background. At the bottom right of the page is the RentalPoint logo.



Select the files to download (saved to your downloads directory):

- RentalPointPDF.zip (8.06MB)

**RentalPoint Updates**

The file to download is **V10.x.xx.msi** where x represents the current version number. This is an update patch for workstations and servers, it does not contain a setup program.

The Crew Planner is now available in V10 and comes standard with RentalPoint Enterprise. If you are using the Enterprise edition please contact us for a new license file.

**\* Before you upgrade**

1. Please ensure you are using SQL 2005 Express or later. If you are using SQL 2000, MSDE or are unsure of the version, please contact us for assistance.
2. If you have custom crystal reports, please send them to [support@rentp.com](mailto:support@rentp.com) to verify that they will run in V10.

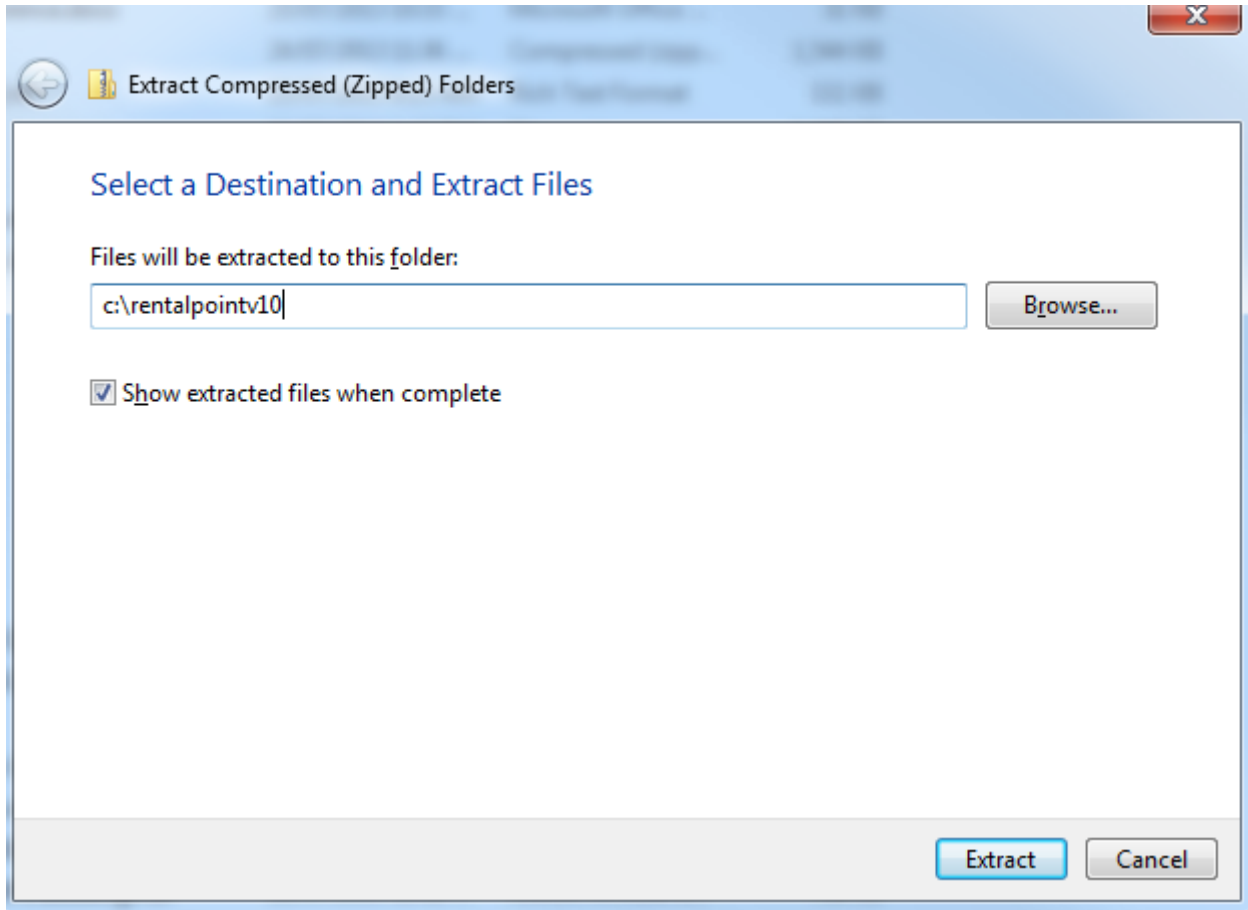
File	Last Updated (EST)	Size
✓ <a href="#">V10.i.2.4.msi</a>	Jul 23, 2013 @ 10:50	75 MB
✓ <a href="#">Patch Changes V10 i.txt</a>	Jul 23, 2013 @ 10:50	7 KB
✓ <a href="#">New V10.i Features.pdf</a>	Mar 18, 2013 @ 15:45	29 MB
✓ <a href="#">How To Update RentalPoint.pdf</a>	Jun 1, 2010 @ 9:36	228 KB
✓ <a href="#">Step By Step Installation.pdf</a>	Jun 1, 2010 @ 9:36	10 MB
✓ <a href="#">RentalPointPDF 2.7.0.1</a>	Jun 4, 2013 @ 12:43	8 MB
✓ <a href="#">RentalPointPDF 3.0.0.1</a>	Jun 4, 2013 @ 12:43	8 MB
✓ <a href="#">RPSscanner.exe</a>	Jun 7, 2010 @ 10:42	10 MB
✓ <a href="#">Templates.zip</a>	Feb 22, 2010 @ 12:10	150 KB
✓ <a href="#">Export CR To Excel.zip</a>	Oct 19, 2010 @ 11:20	319 KB
✓ <a href="#">E9-1-17-31.exe</a>	May 26, 2010 @ 12:30	49 MB
✓ <a href="#">RPServerSetup10.1.0.18.msi</a>	May 10, 2013 @ 14:30	7.5 MB

**Choose the latest version to download**



## STEP 2

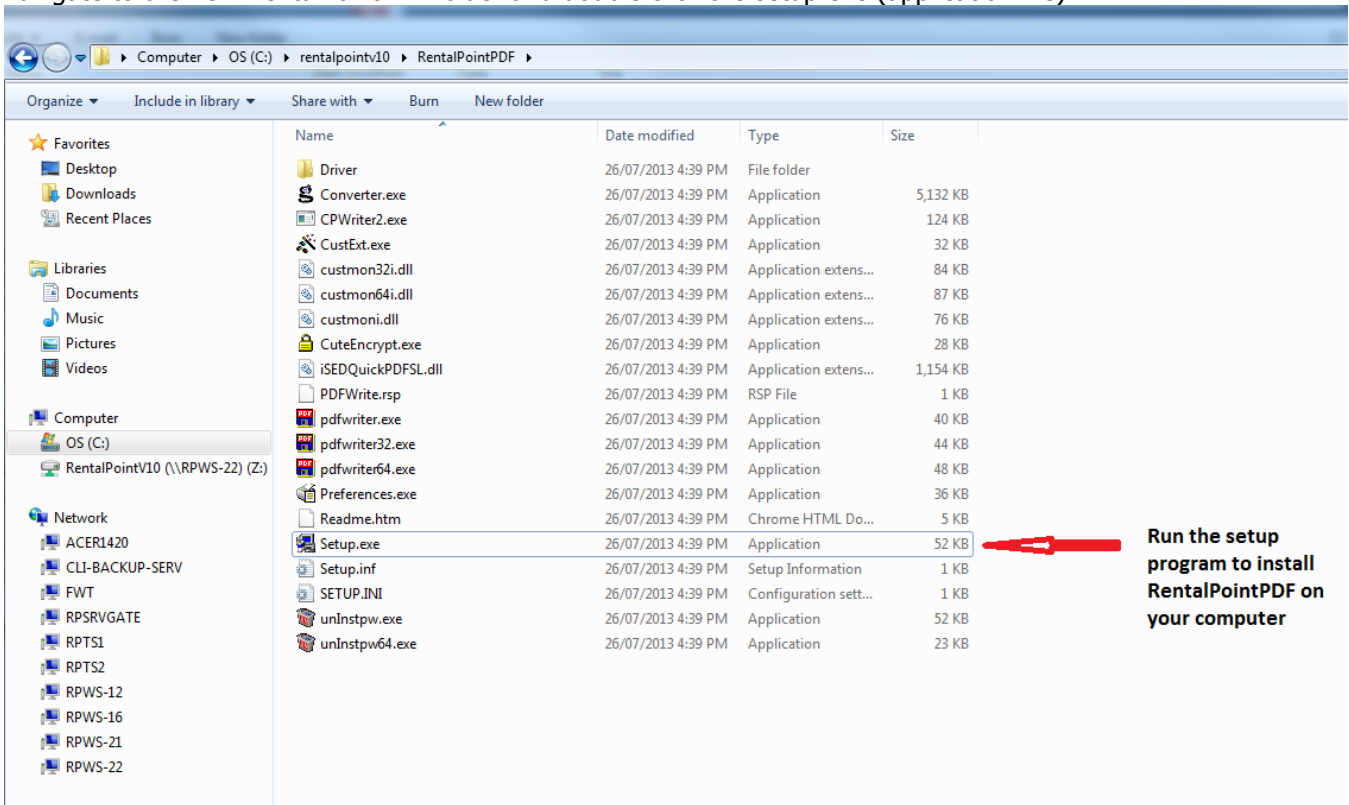
Go to your downloads directory where you saved the rentalpointPDF.zip file. Extract the files to a local directory (i.e. right click on rentalpointpdf.zip and choose extract), I have placed them as below for an easy find...



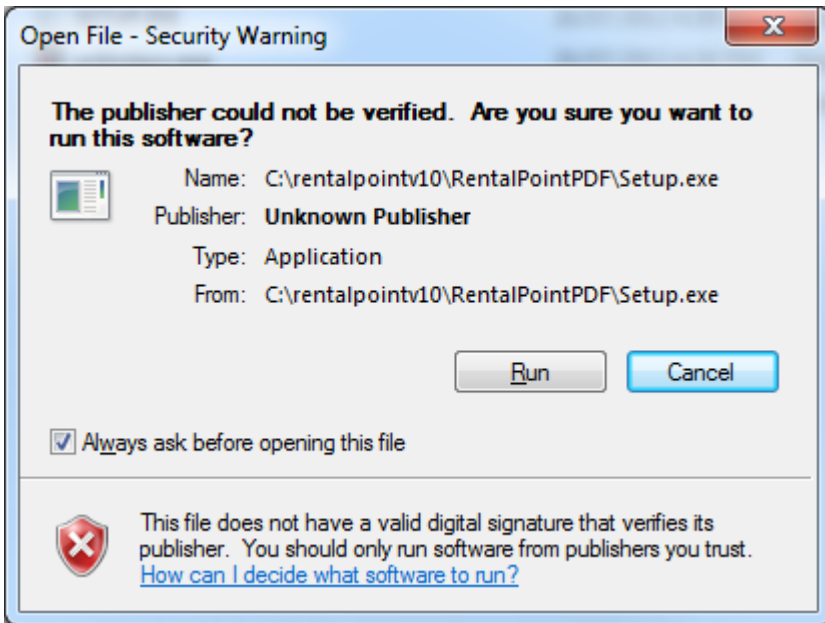


### STEP 3

Navigate to the new RentalPointPDF folder and double click the setup.exe (application file)



Click 'Run' to install RentalPointPDF

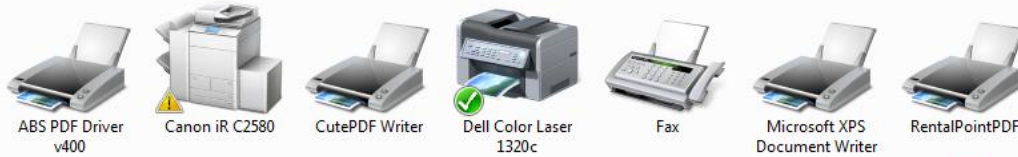


### STEP 4




Confirm your installation by navigating to 'Devices and Printers' on your computer and you should see RentalPointPDF Printer installed. Feel free to set as default printer if desired by right clicking on RentalPointPDF printer and selecting 'set as default printer'.

Printers and Faxes (7)



**RentalPointPDF Printer should now show up under devices and printers. You can set this to your default printer if desired.**

 If you are still getting a message that RentalPointPDF Printer needs to be installed. Try initializing by printing a document via 'print using custom template', once you have successfully done this try printing your delivery sheet again.

Any questions or feedback? Please email [support@rentp.com](mailto:support@rentp.com) putting the module name in the Subject line of your email. EG: How to Install RentalPointPDF Printer.