

## Technical Bulletin – ScriptX For Report Printing

### I. Symptoms:

A. When attempting to print a report, you get a blank screen and a popup notification that states:

CAR Interactive utilizes a third party program from Meade Paper Company to control the output of reports. Due to security restrictions on your local computer, we were unable to install the software. You will be able to print reports however they may not be formatted perfectly on the page. You may have to manually adjust the paper margins or paper orientation for the report to fit properly on the page.

If you have any questions, please contact the Help Desk at (713) 275-3500.

### II. Cause:

A. In order to print reports consistently across a wide variety of computers, Windows versions, and printers, CAR-Research uses an Internet Explorer plugin from the Meade Corporation. If this plugin has not been installed, some reports may not print.

### III. Solution:

A. The solution to this issue is to install and/or activate the MeadCo ScriptX plugin for Microsoft Internet Explorer.

B. To apply the fix, please follow these instructions:

- 1.) Within the XRM or CRM, go to your Maintenance tab (off the main menu in XRM) and Click on Downloads.
- 2.) On the Downloads, locate ScriptX – click the link.
- 3.) When asked if you wish to Run, Save, or Cancel, select Run.
- 4.) In most cases, the problem will be resolved within a few seconds. The ScriptX plugin installer is very small and downloads and installs in moments.
- 5.) If your Microsoft Windows User Account is not administrative level, however, you may not be able to install the ScriptX plugin. If this is the case, you will need to contact your dealership's system administrator. He or she should follow the following instructions:
  - a. Download the ScriptX installer as described above. However, instead of selecting the option to Run in step 3, choose to save it to a location of your choice.
  - b. Once downloaded, locate the icon for this file (smsx.exe).
  - c. For Windows Vista, Windows 7, and Windows 8:

- i. Right-click on the icon and choose Run As Administrator
    - ii. You may need to provide administrator user login credentials to do so
    - iii. S
  - d. For Windows XP:
    - i. Right-click on the icon and choose Run As
    - ii. If it asks you whether you wish to Run or Cancel, select Run
    - iii. You will be given an option to use the current user account, or “The following user” which allows you to select another user account. Chose the following user option and select the computer or network administrator account.
    - iv. Follow on-screen instructions to complete the install.
- 6.) If problems persists, please contact CAR-Research Customer Care:

**Phone:** 713-275-0575

**Toll Free:** 800-847-5649

**E-Mail:** [support@car-research.com](mailto:support@car-research.com)