

BigLanService 2.1.17.0 Installation Guide

This document will guide you through the steps for installing and configuring BigLanService 2.1.17.0. BigLanService is part of the BigLan Network Management System.

1. System Requirements and Preparation

Before you begin the installation, make sure your system meets the following requirements.

Hardware and Software:

- **Operating System:** Windows 7 (limited functionality), Windows 8, Windows 10, Windows 11
- **.NET Framework:** .NET Framework 4.8+
- **Free Disk Space:** 15MB

Required Permissions:

- The installation requires **administrator permissions** on the computer.

Additional Preparations:

- Installation and configuration of the BigLan Server
- Generating an API Token on the BigLan Server

2. Installation Steps

Follow these steps to install the program.

Running the Installer:

- Double-click the downloaded **biglanservice-installer-2-1-17-0.msi** file to start the installation wizard.
- If the **User Account Control (UAC)** window appears, enter the system administrator password and click **Yes** to continue.

Installation Wizard:

- **Welcome Screen:** Click **Next**.
- **Installation Folder:** Select the destination folder for the installation. It is generally recommended to use the default folder. Click **Next**.
- **Server URL:** Enter the IP address or domain name of the BigLan Server in the section indicated by the curly brackets. (e.g., <https://192.168.100.10/api/v2> or <https://biglan.local/api/v2>). Click **Next**.
- **Channel:** Select the nature of the installation.
 - **Alpha:** For a widely distributed version of updates.
 - **Beta:** For a limited-distribution version of updates. Click **Next**.
- **API Token:** Enter the workstation's API Token. You can generate an API Token on the BigLan Server under My Menu > API Token. Click **Next**.
- **Options:**
 - **Allow insecure connection (NOT RECOMMENDED!):** If you use a self-signed SSL certificate on the BigLan Server, selecting this option allows the

- BigLanService to communicate with the server even in case of a certificate error.
- **Automatically resolve printing errors:** If this option is checked, BigLanService will automatically clear the print queue if 3 or more documents are waiting with an error status and will also disable paused printing.
- Click **Next**.

Completing the Installation:

- Wait for the installation process to complete.
- At the end of the process, click **Finish** to close the wizard. The installer will start the service by default.

3. Troubleshooting

If the service does not start or does not work as expected, try the following:

The service is not in "Running" status:

- Try starting it manually: right-click its name in the **services.msc** window and select the **Start** option.
- If it stops with an error message, check the Windows **Event Viewer (eventvwr.msc)** in the Application and System logs for more information.

Installation fails:

- Make sure you right-clicked the installer and selected "**Run as administrator**".
- Temporarily disable your antivirus software during the installation, as it can sometimes incorrectly block the process.

4. Uninstallation

To uninstall the program, follow these steps:

- Open the **Control Panel** and select **Programs and Features** (or Settings > Apps).
- Find the **BigLanService** application in the list.
- Click on it and select the **Uninstall** button.
- Follow the instructions of the uninstallation wizard. The uninstaller will stop and remove the service from your system.