

DocuSign Print Driver 3

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Before deploying DocuSign Print Driver 3, see [this KB article on the DocuSign website](#) on how to import the DocuSignPrintDriver.cer certificate before running the actual setup.

Why am I being prompted with "Do You Trust DocuSign" when installing Print Driver v3.x?

This is caused by a known Microsoft Windows 7/ Server 2008 issue with certain types of digital certificates, like those provided with DocuSign Print Driver Version 3.x. This issue prevents Windows from remembering that the user trusts the programs published by DocuSign, resulting in the message above.

This can be resolved by extracting the certificate from the DocuSign Print Driver installer and then importing it into Windows **Trusted Publisher** store.

First, export the Print Driver Certificate from the installer:

1. Right-click the Print Driver installation file (for example, **DocuSignPrintDriver3.6.1.xps.x64.exe**).
 - a. Select **Properties**.
 - b. Select the **Digital Signatures** tab.
 - c. Select **DocuSign, Inc.** in the **Signatures** list, then select **Details**.
 - d. Select **View Certificate** from the **General** tab of the Digital Signature Details window.
 - e. Select the **Details** tab from the Certificate window.
 - f. Select **Copy to File...**
 - g. Follow the steps in the Certificate Export Wizard. Use **DocuSignPrintDriver.cer** as the file name and save to a local folder.
 - h. Select **Next**, then **Finish**.

Next, import the certificate:

Note: You will need Windows Administrator privileges to import the certificate.

1. Open a command window as Administrator.
 2. Enter the following command:

```
certutil -addstore -f "TrustedPublisher" DocuSignPrintDriver.cer
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