



Printer Installer Admin Guide

Version 16.1

PrinterLogic

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GETTING STARTED

Welcome to Printer Installer!

Printer Installer is a single integrated platform that enables enterprises to eliminate print servers while maintaining all the functionality they used to provide. The application enables you to centrally manage and deploy network printers, or eliminate print servers altogether and manage and deploy direct IP printers – potentially saving millions in print server cost. Printer Installer also empowers your end users to install their own printers with a web-based printer installation portal for your entire enterprise, drastically reducing support calls, and saving you time.

Requirements and Supported Environments

Supported Servers

- Windows Server 2008 R2
- Windows Server 2012
- Windows Server 2012 R2
- Windows Server 2016

Server Hardware

- Two 2.0 GHz processors or one 2.0 dual-core processor for up to 15,000 users (add a core for every additional 15,000 users)
- 4GB RAM for up to 15,000 users (add 4GB for every additional 15,000 users)
- 20GB free hard disk space (add 4GB for every 100 printers)

Supported Mobile OS

- iOS 9+
- Android (4.4+)
- Chrome OS (All)

Client OS and Hardware

To see a list of the supported operating systems log in to the Admin Console and click Tools > Settings > General. The list is available in the Operating Systems Supported section.

Client workstations must have hardware capable of running the operating system with 30MB free hard disk space for the client installation. Additional space for print drivers being installed may be required as well.

Network Connection Ports

- TCP port 80 for client communication (443 if using HTTPS)
- TCP port 9100 for direct printing to printers

- TCP ports 161 and 162 for SNMP communication with print devices
- TCP port 7627 for HP console-based print job release
- TCP ports 443, 5222, and 5269 for Google Cloud Print integration
- TCP port 631 for Internet Printing Protocol
- TCP port 389 for Active Directory communication (636 for secure connection)

Supported Browsers

- Internet Explorer 9, 10, and 11
- Firefox 3+ and current release
- Google Chrome 45+
- Safari 6.28 and 9.03

Supported Languages

Printer Installer supports the following languages.

- Dutch
- English
- French
- German
- Japanese
- Portuguese
- Simplified Chinese
- Spanish
- Thai

The choice of language is made using the following criteria:

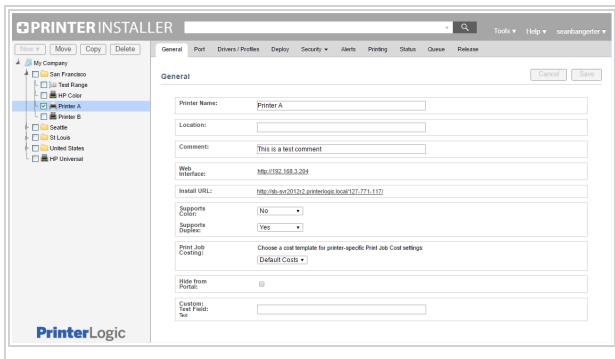
- If the operating system supports language packs, then Printer Installer uses the first supported display language that the user selects.
- If the operating system does not support language packs (or none are installed) then Printer Installer uses the “locale” setting.

- If Printer Installer does not support any of the languages found, it will default to English.

Printer Installer Components

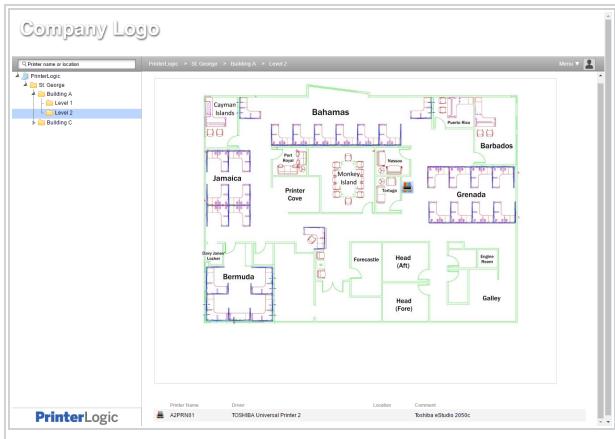
Admin Console

The Admin Console is the platform that gives you centralized management of every printer in your entire organization—regardless of whether you have one physical location or a hundred sites distributed across as many countries. The following image is a sample of the Admin Console interface.



Self-service Portal

The Self-service Portal empowers your end users to quickly find and install Direct IP (TCP/IP) or Windows Shared printers, with no need to call the service desk. The following image is a sample of the Self-service Portal.



Release Portal

The Release Portal enables any device with browser access (through either Wi-Fi or mobile connectivity) to connect to Printer Installer's web-based

application to release print jobs securely. The following image is a sample of the Release Portal interface.



Installation, Setup, and Login

The procedure for installing Printer Installer is simple if you have already set up your supported web server as defined by the server requirements. The steps identified in this topic show the process for both standard and advanced installation of Printer Installer on a supported Windows server.

The Printer Installer installation wizard requires the person performing the installation to have admin privileges for the server on which Printer Installer is being set up.

STEP 1: Provision a Server

A single server is required to install Printer Installer. This server may be either physical or virtual (i.e. a VM), and must be running Windows Server 2008 R2 or newer. The following steps identify the process for provisioning a server to be used with Printer Installer.

1. Procure hardware or a virtual machine to host a Windows 2008 R2 or newer operating system.
2. Install Windows 2008 R2 or newer operating system on the server.
3. Join the server to the domain.
4. If a failover server is desired, simply provision a second server and complete the above steps for procuring the secondary server.

Instead of connecting to the Printer Installer server using the FQDN of the server, the recommendation is to create an alternate DNS record (either an A record (preferred) or a CNAME (record) that points to the server, which is required for failover to a secondary server and usually

makes it easier to remember and type (e.g. using printers.domain.com instead of HQ-PISRV08R2.domain.com).

STEP 2: Install Printer Installer

What is the difference between a standard installation and an advanced installation?

A standard installation uses the default settings to install Printer Installer on your server. During the standard installation process, both IIS and SQL are installed on the server. Additionally, the web server files are installed in a default location, specifically c:\inetpub\wwwroot.

The advanced installation enables you to make changes to the default installation settings, and is generally used when you already have IIS or MySQL installed, and you do not want the standard installation process to install them for you. Furthermore, the advanced installation process enables you to change the default location for the web server files, if you do not want them to be stored at c:\inetpub\wwwroot.

Essentially, the difference between the standard installation and the advanced installation is that the standard installation does everything for you to install Printer Installer on your server while advanced installation provides options for you to modify your Printer Installer settings prior to running the installation.

For more information on the advanced installation, see [Install Printer Installer on a Windows Server Using Advanced Settings](#).

Option 1: Use Standard Settings

Prior to the installation, you should have received an email with a link to the installation file you will use to download the installation files. If you have not received this email or link, please see your sales representative. The following steps describe the process for installing Printer Installer on your Windows server.

1. Open the installation email you received from your sales representative.

2. Copy the link to the .exe file that contains the installation download. The link should appear as follows.

```
http://-
down-
loads.printerlogic.com/PrinterInstallerSetup.exe
```

3. Log in to your supported Windows server.

4. Open a browser (on the server) and paste the installation link into the Address Bar.

5. Press **Enter** on your keyboard.

6. When the following window appears, click **Save** to save the download files to a designated location on the server.

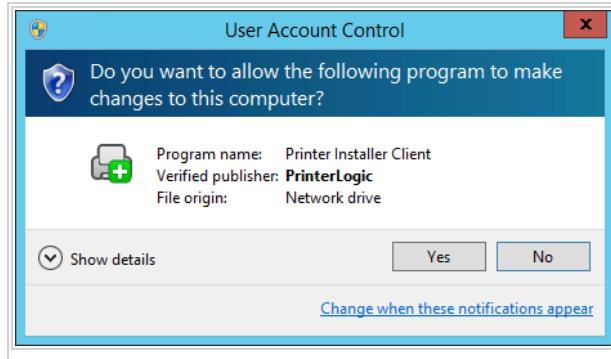


7. When the download is complete, click **Run** as shown below.

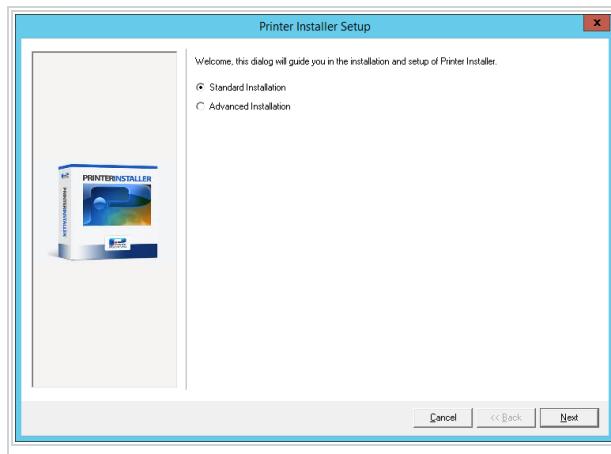


By default, Printer Installer's setup file is saved to the Download folder on the server. You can also double-click the Printer Installer Setup icon to initiate the installation.

8. In the User Account Control window, click **Yes** when the system asks you if you want to make changes to the computer.

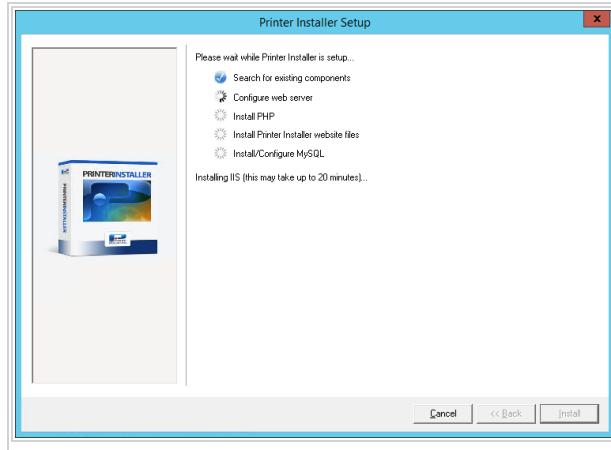


9. Click Standard Installation.

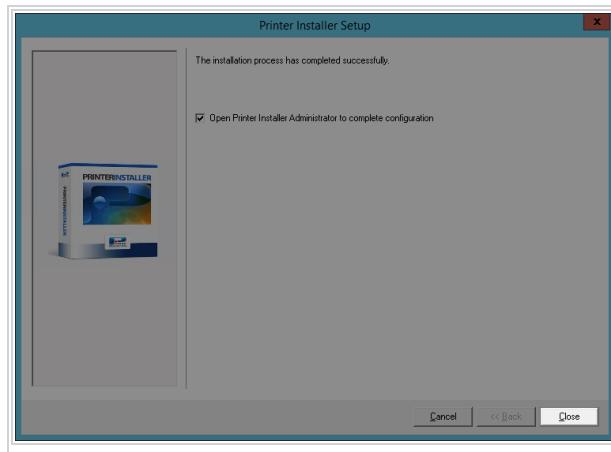


10. Click Next to run the installation automatically using the default installation settings.

As the installation progresses, you can follow the installation status as shown in the following example.



11. You will be notified when the installation is complete. Click **Close**.



After the successful installation is complete, the Printer Installer login credentials window will appear in the browser. At this point in the process, you will need to set up your login credentials to be able to log into Printer Installer on the server.

Option 2: Use Advanced Settings

The following steps describe the process for installing Printer Installer on a server using advanced settings, which are normally used if you already have IIS or mysql set up on your server, or you would like more control over the installation.

1. Open the installation email you received from your sales representative.
2. Copy the link to the .exe file that contains the installation download. The link should appear as follows:

```
http://-
down-
loads.printerlogic.com/PrinterInstallerSetup.exe
```

3. Log into your web server.
4. In your web server, click **Start > Internet Explorer** to open the browser.

If you prefer a browser other than Internet Explorer, you can open IE to install your favorite browser and then close IE and use the preferred browser instead.

5. In the browser's address bar, paste the link to the installation download you copied in Step 2.
6. Press **Enter** on your keyboard.
7. When the following window appears, click **Save** to save the download files to the server.

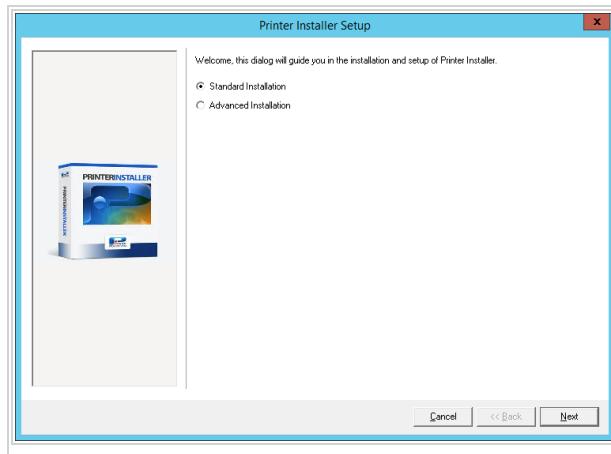


8. When the download is complete, click **Run** as follows.



You can also open Windows Explorer and navigate to the Download folder where the Printer Installation Setup file is located. Double-click the **file icon** to start the installation.

9. When the system asks you if you want to make changes to the computer, click **Yes** to begin the installation.
10. On the Printer Installer Setup Page, type the name of the server on which you would like to install Printer Installer.

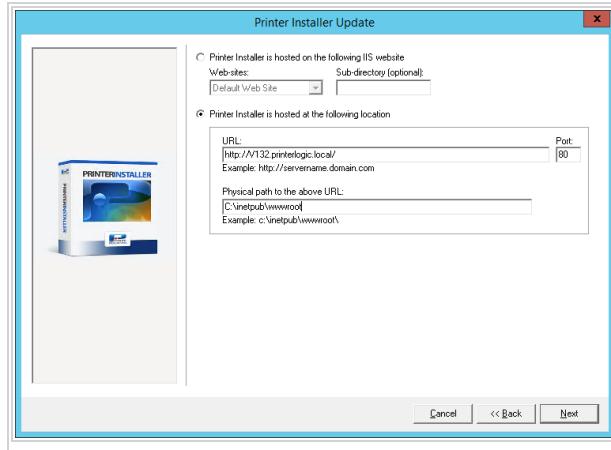


For example, the previous image shows V132 . - printerlogic.local in the field. In this case, V132 is the name of the server followed by a fully qualified domain name.

11. Click **Advanced Installation**.

Advanced Installation is generally selected when IIS or MySQL is already installed on your server, and you want to use a non-default website for Printer Installer.

12. Click **Next**. to display the server configuration page.

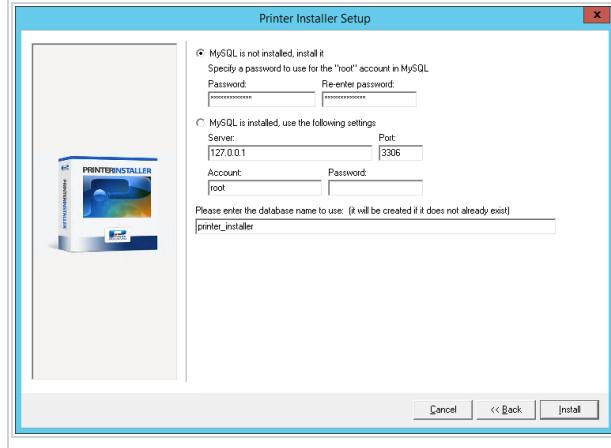


13. Fill in the fields, as defined below:

Field	Description
Web-sites	Name of the website you are using for Printer Installer.
Sub-directory (optional)	Used if you would like to install the website into a subfolder (use is not recommended unless you work with PrinterLogic support).

14. When you have set the proper configuration for the server, click **Next**.

15. Select the MySQL installation settings



If you select **MySQL is not installed, install it**, then you will need to type a password that will be used to log into the MySQL root account.

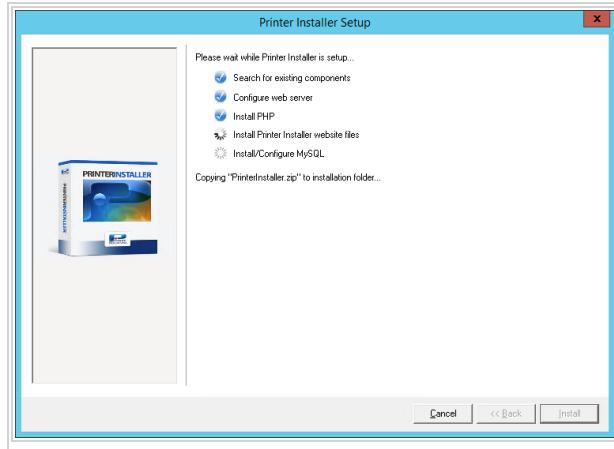
If you select **MySQL is installed, use the following settings**, then the system will use the settings you configured when you installed MySQL. The following table gives a more detailed description of the required settings.

Field	Description
Server	IP address of the server hosting MySQL
Port	Port to use to connect to the MySQL server
Account	Name of the root user for the MySQL server
Password	Password of the root user for the MySQL server
Database Name to Use	User-defined database name for Printer Installer

16. Type the name of the database you want to use.

17. Click **Install**.

As the installation progresses, you can follow the installation status as shown in the following example.



Why does my installation fail when attempting to install IIS?

If your installation fails and displays an error message stating that the installation cannot complete because IIS cannot be installed, then a reboot is pending due to running Windows updates. You will need to wait for the updates to complete prior to installing the Printer Installer.

18. When the installation is complete, the installer will notify you.
Click Close.

After the successful installation is complete, the Printer Installer login credentials window will appear in the browser.

STEP 3: Apply your License to your Installation

How can I find out the number of licenses I have, the number consumed, and the number available? In the Admin Console, click **Tools > About Printer Installer**. In the License Details section, you can find information

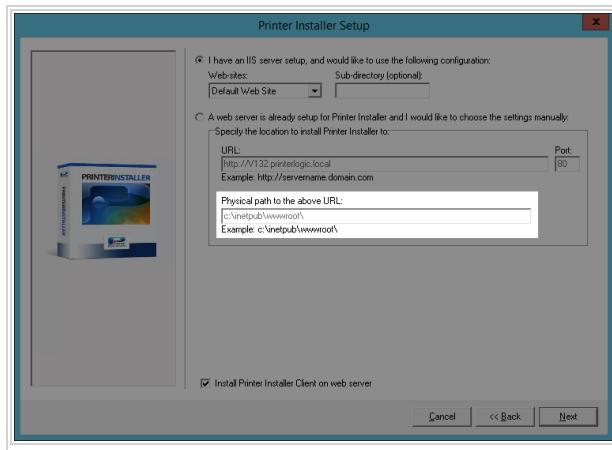
about licenses used and available.

Printer Installer provides a grace period during which you will be able to install and log in, however, after the grace period expires, you will no longer be able to log in. Rather, you will receive a message indicating that your trial has expired. If you would like to proceed without a license, see STEP 4: Create your Login Credentials.

A single license applies to a printer rather than an end-user "seat." To install Printer Installer, you will be supplied with both the installer and with a license file to paste in the location where your webroot folders are located. This license is a .dat file (with the company name and "license" for example ACMECoLicense.dat) that provides the necessary rights to use Printer Installer.

If you are not familiar with webroot, it refers to the `inetpub\wwwroot` directory.

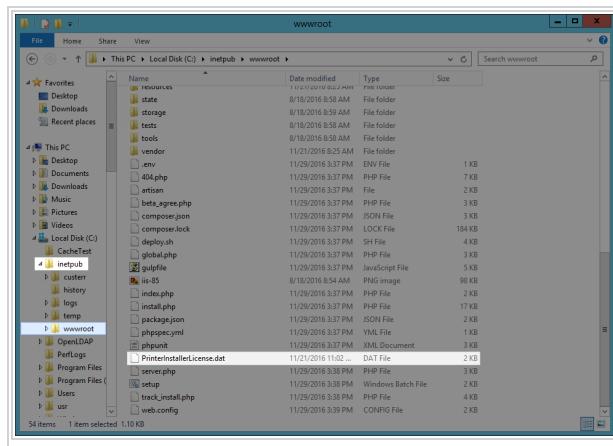
If you performed a standard installation, then Printer Installer will be installed to the default location, `c:\inetpub\wwwroot`. If you performed an advanced installation, then you can use either the default location or a different location, as designated in the Printer Installer window shown below.



The physical path you set for the URL must also contain the .dat license file.

Keep in mind that any time you add upgrade Printer Installer to include new features or functionality, you will be supplied with a new license, so you will need to replace the existing license with the new one. You will need to log out and back in to Printer Installer for the new features or functionality to take effect.

1. Copy the .dat file from the email provided to you with the installer and license.
2. On the server where Printer Installer is set up, open Windows Explorer.
3. Paste the .dat file into the webroot folder.



4. If you are logged into Printer Installer, log out and then log back in to ensure that any updates are applied to your installation.

While a logout and login is not required unless you are updating features or functionality, it is recommended as a best practice.

STEP 4: Create your Login Credentials

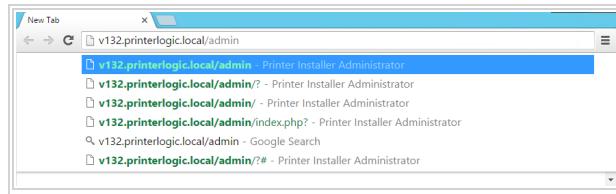
When you have successfully completed the Printer Installer server installation and applied the license to the install, the first task you must complete is to create the server login credentials. These credentials provide administrator access to the Admin Console.

If you have uninstalled Printer Installer, but you did not delete the Printer Installer database, then the login credentials you had set up with the previous installation will still apply. If you deleted the Printer Installer database, then the login credentials set during the first installation will no longer be valid, and you will need to create new ones.

The following steps describe the process for creating the credentials used to log in to the Admin Console.

1. On the server where Printer Installer is set up, open a supported browser.
2. In the browser's Address bar, type the URL to access the Admin Console.

The format to use for the URL is the name of the server followed by the fully qualified domain name and then a /admin. For example, v132.printerlogic.local/admin as shown below.



3. When the login credentials appear, set up your username and password.

STEP 5: Log in to Printer Installer

What do I do if my Printer Installer says my trial has expired?

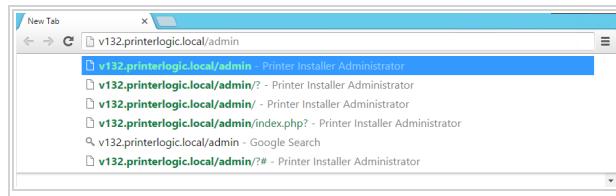
You may attempt to log in to the Admin Console only to see a message stating that your trial has expired. This message means that your installation is using a trial license that has expired. To successfully log in to the Admin Console, you must acquire a license and assign it to the installation.

Logging in to the Admin Console is done through any supported browser. The URL format required to log in is the server name followed by the fully qualified domain name, and then **/Admin** as shown below.

<ServerName><FQDN>/Admin.

The following steps describe the process for logging in to the Admin Console.

1. Log into the server on which the Printer Installer is installed.
2. Open the default browser or your favorite supported browser.
3. In the browser's Address bar, type the version and fully qualified domain name provided during installation.



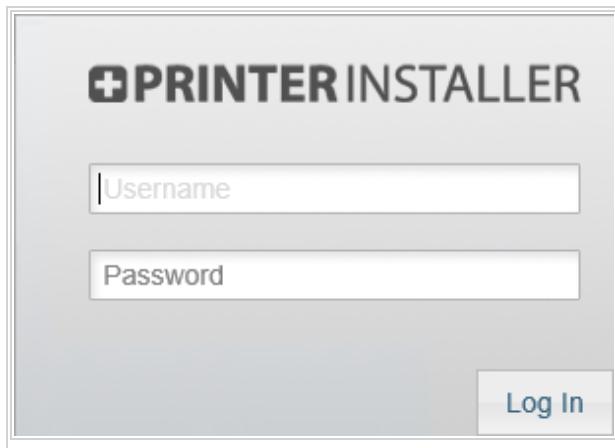
For example, let's say you are using a virtual server with the name V132. In this case, the name of the virtual server followed by the fully qualified domain name is V132.printerlogic.local. Keep in mind, though, that this is just an example. Your server name and fully qualified domain name will be different than the one in the example.

A recommended best practice is to bookmark the Admin Console URL in your browser for easy access.

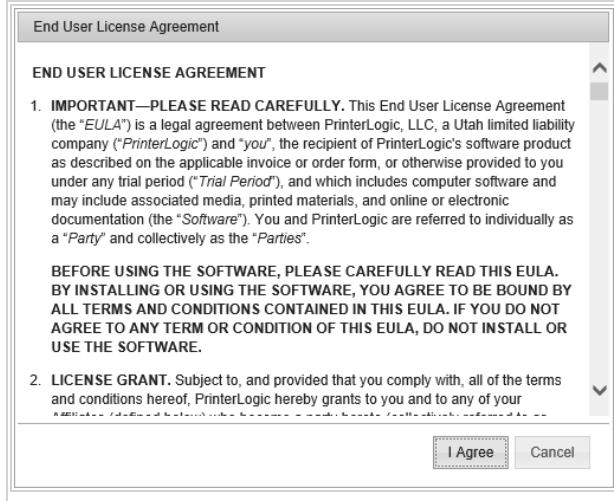
4. Type **/Admin** after the fully qualified domain name. Using the previous example, the full text would appear as shown below:

v132.printerlogic.local/admin

5. Press **Enter** on your keyboard.
6. The login credentials window should appear as follows:



7. Type your username.
8. Type your password.
9. Click **Login** to enter the Admin Console.
10. When the End User License Agreement appears, click **I Agree**.



The Admin Console will open, ready for you to manage your printers.

Upgrade an Installation

There is no downtime for users who have the direct IP printers already installed. However, the Admin Console and portals will temporarily be down during the upgrade. Additionally, all previous settings will remain unchanged following a successful upgrade.

Housekeeping Tips

- Before you begin, clear up as much space on the server as possible because temp files and log files generated during the upgrade could potentially use up all your drive space, which would prevent the upgrade from finishing.

Have at least the size of your database or more free to eliminate possible issues.

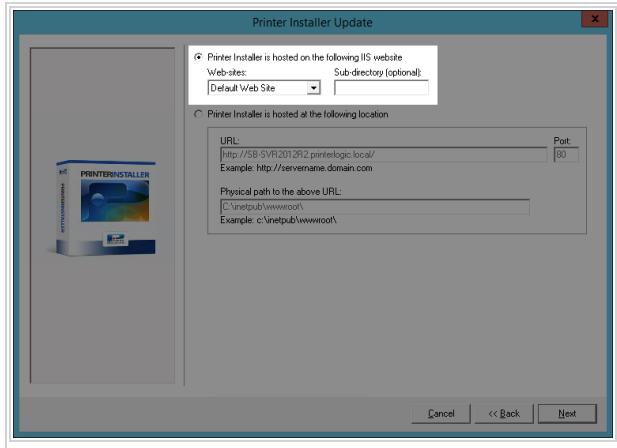
Refer to the database in `c:\program files\MySQL\MySQL server 5.5\data\ibdata1`.

The log files are located in `c:\inetpub\logs\Log Files\W3SVC1`.

- Also, before you start the upgrade, back up your database and web files (just in case). If you can take a snapshot of the server, then that is also recommended because the snapshot is the easiest way to restore the server if anything happens.

While the upgrade does not take long, the database backup can take a while depending on the size of your Printer Installer database.

- Clear out any old backups from your server. These backups are located in `c:\ program files \Printer Properties Pro\Printer Installer\Backups\database`.
- When doing an update for a major release (16.1, 17.1, etc.), the recommended best practice is that you perform an advanced installation rather than a standard installation because you can select **Printer Installer is hosted on the following IIS website**, and in the Websites drop-down, you can select **Default Web Site** as shown below.



- An upgrade provides the option to auto-upgrade the client at the same time you are upgrading Printer Installer. If you decide to upgrade the client at another time, open the Admin Console, and navigate to **Tools > Settings > Client**. In the Client Update section, click **Enable automatic update during the next client check-in or refresh**.
- Older versions of the client will work with new versions of Printer Installer on the server. However, the recommended best practice is to use the most recent version of the client as well.

How To: Upgrade an Installation

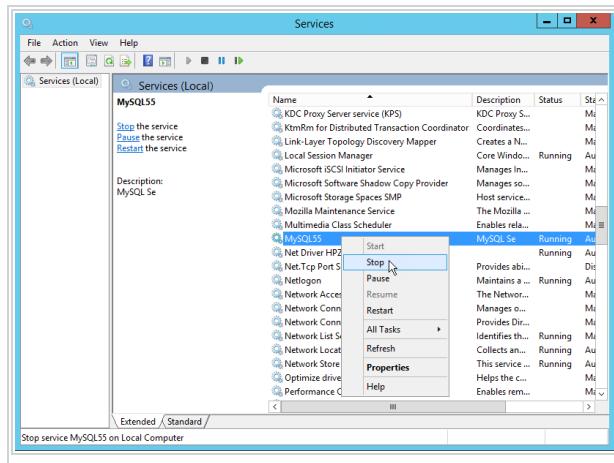
1. Log in to Admin Console on the web server hosting Printer Installer.
2. Download the Printer Installer [update](#).
3. Run the Printer Installer update.
4. Verify the server name is correct, and then click **Next**.
5. Select the IIS site that hosts Printer Installer from the available IIS sites, and then click **Next**.
6. Verify that the backup location is accurate.
7. Click **Install**.
8. Once the update is complete, click **Close**.
9. (Optional) Update the end user's Printer Installer client.

If the Printer Installer server is a virtual server, it is recommended that you take a snapshot of the VM prior to upgrading Printer Installer.

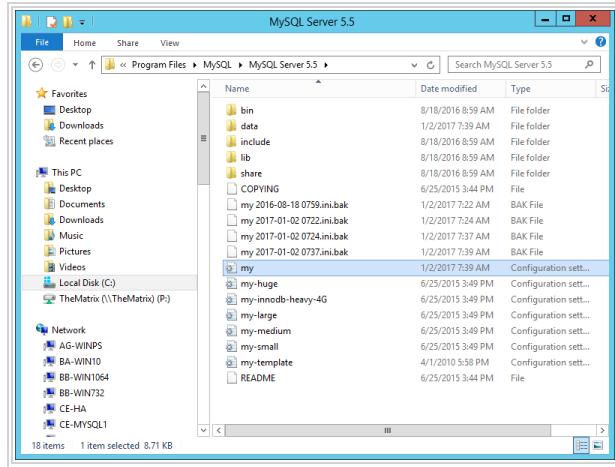
Move the Database to a Different Drive

Using a drive other than C: to hold your MySQL database is a common activity for two reasons. First, the database can exceed the available space on C:, so you may need a location with a larger drive. Second, it is a best practice to use a drive other than C: in the event that C: fails. If the database is stored on C:, then Printer Installer will not function correctly. Follow the steps below to move the MySQL database to a different location.

1. On the server where Printer Installer is running, open the Services Console (**Start > Administrative Tools > Services**).
2. Right-click MySQL55 and select **Stop**.

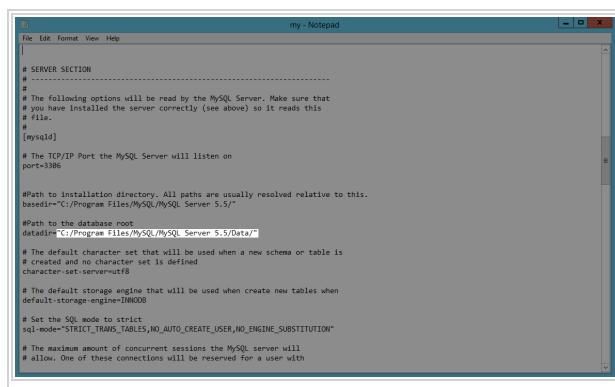


3. Open Windows Explorer and navigate to C:\Program Files\MySQL\MySQL Server 5.5.
4. Open my.ini in Notepad or another text editor of your choice.



5. Find the entry labeled `datadir="C:/Program Files/MySQL Server 5.5/Data/"` and edit it to show the new location.

For example, if you want to use the D: drive as the new location, you might enter something like `datadir="D:/PrinterInstallerDatabase/Data/"`.



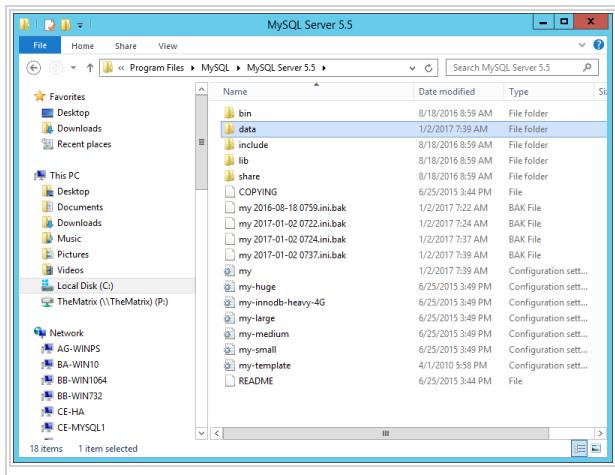
The forward slash (/) is correctly used in this path. Make sure you do not use any back slashes (\). Additionally, if you copied the quotation marks from this document, then you will most likely need to delete them and type them in again.

6. Save the .ini file.
7. In the location where you want to save the database, create a folder with the same name you used in the example in Step 5.

In the example in Step 5, the new location is listed in datadir="D:/PrinterInstallerDatabase/Data/". Because this path is the url for the location, then in the D: drive you would create the C:/PrinterInstallerDatabase folder.

Do not create the Data subfolder manually.

8. In the C:\Program Files\MySQL\MySQL Server 5.5 folder, copy the data subfolder.



9. Paste the Data subfolder into the new location.

Using the example above in Step 7 above, you would copy the date subfolder into D:\PrinterInstallerDatabase.

10. In the Services Console, right click MySQL55 and click **Start**.

Uninstall Printer Installer

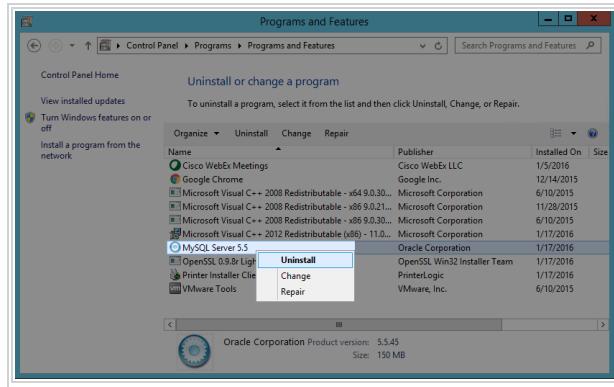
If you are experiencing an issue that requires you to uninstall Printer Installer, you can use the Windows uninstall feature to remove MySQL from the server on which Printer Installer is set up, after which you can manually delete the web-files and the SLQ database from the server hard drive.

If you do not delete the SQL database, then Printer Installer retains items from the installation such as your login credentials and the folders and printers in the tree view. If you reinstall Printer Installer, then the login credentials and tree view items will be available as they were in the previously installed version of Printer Installer.

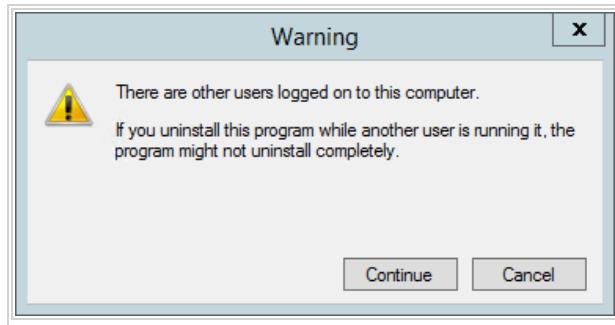
1. Log in to the server on which the Printer Installer has been installed.
2. Open the uninstaller feature on the server.

The process used to access the uninstaller varies depending on the version of Windows you have installed on the server. The process below is for the Windows 2012R2 operating system.

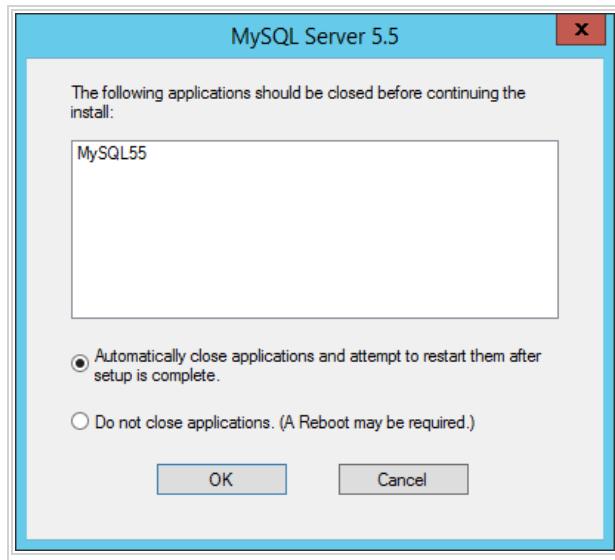
3. In the Programs and Features window, right-click MySQL v.x.



4. Click **Uninstall** to begin the uninstall process.
5. Make sure all other users are logged off the server before you begin the uninstall process.



6. Click **Continue**.
7. Click **Automatically close applications and attempt to restart them after installation is complete**.



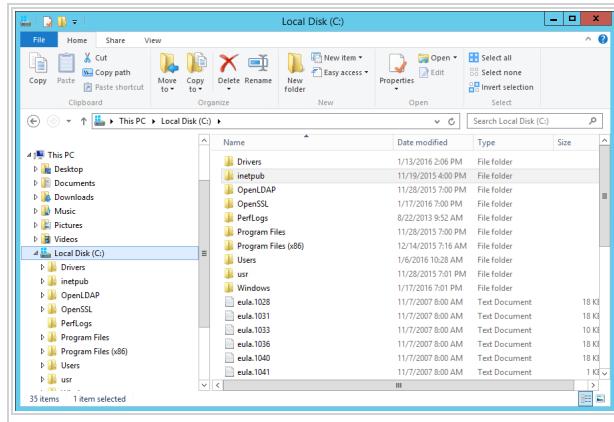
8. Click **OK**.

If you see any messages stating that the applications could not be closed, just open the Task Manager and manually close the Server Manager.

9. When the uninstall process is complete, you will no longer see MySQL in the Programs and Features window.

10. On the server, open the Windows Explorer.

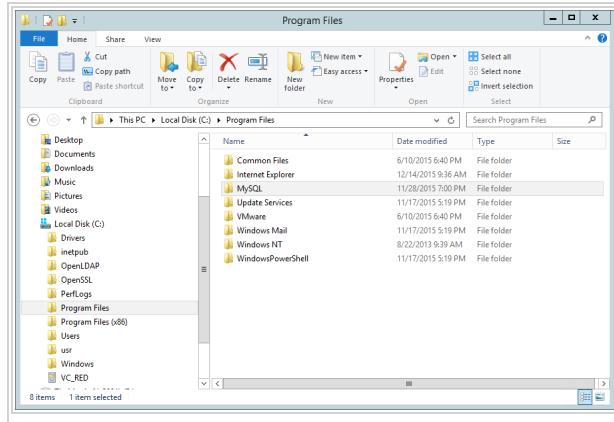
11. Navigate to the c:\inetpub folder.



12. Delete the wwwroot folder and all its contents.

13. Next, navigate to C:\Program Files.

14. Delete the MySQL folder and all its contents.



Deleting the MySQL folder also deletes the SQL database.

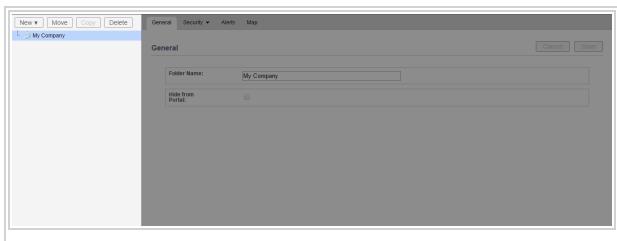
15. Restart the server.

PRODUCT TOUR

The Product Tour section provides detailed information about the Admin Console web interface, including the tree view, the tabs, and the settings available in the Tools menu.

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Tree View



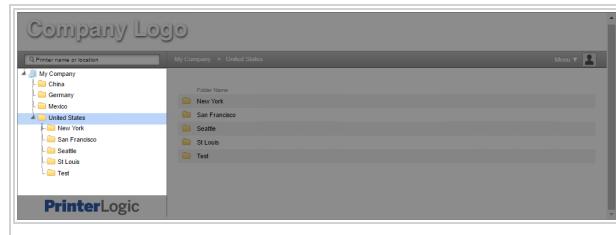
The tree view is one of the central components of Printer Installer and is used for several very important purposes. The tree view appears on the left side of both the Admin Console and the Self-service Portal. The image to the left shows the highlighted tree

view in the Admin Console. However, the way in which the tree view works for the Admin Console and for the Self-service Portal varies a bit.

The tree view in the Admin Console enables you to set up a hierarchical structure for your printer objects. The hierarchical structure categorizes your printer objects by location so that they are easy to manage in the Admin Console. For example, let's say your organization develops steel and iron products and has two offices - one in St Louis and one in Seattle. Moreover, each office has two printers. The printers in St Louis are named, for simplicity sake, printer A and printer B. The printers in Seattle are named printer C and printer D. In this example, printers A and C are color printers while printers B and D are black and white only.

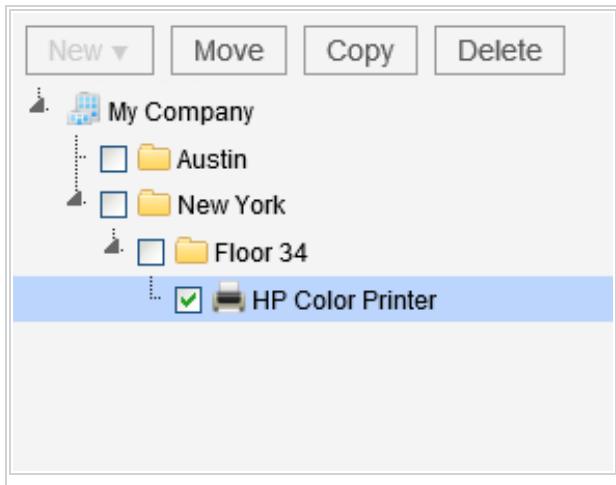
Using this simple example, the tree view in the Admin Console would contain two folders under the parent "Root" folder. Keep in mind that you can give the Root folder any name you like. A commonly used option is the company name. The folders under the root folder would be named **St Louis** and **Seattle**, each representing their respective locations. Additionally, the St Louis folder would have two printer objects in it - the Printer A printer object and the Printer B printer object. Each printer object represents a different printer in the St Louis office. Similarly, the Seattle folder would have two printer objects as well - the Printer C printer object and the Printer D printer object. Each printer object in the Seattle folder represents a printer in the Seattle office.

Because you created the folders and printer objects in the Admin Console, you can then log in to the Self-service Portal and see the same folders and printer objects. In other words, the tree view in the Self-service Portal mirrors the tree view in the Admin Console. Take note, however, that if a printer object is set up in a folder in the Admin Console tree view but it doesn't appear in the same folder in the Self-service Portal, then that printer object has been "hidden" from the Self-service Portal.



Using the St Louis/Seattle example above, the tree view in the Admin Console has folders for St Louis and Seattle, so those same folders would appear in the Self-service Portal. The image to the right shows the Self-service Portal with these folders. Notice that the tree view in the Self-service Portal contains only folders. When you select the folder in the tree view, one of two things will appear in the right-side window in the Self-service Portal -either a map of the location where the printer is located, or a list of the printers at the location where the printer is located. This depends only on whether or not you have uploaded a map to a folder in the Admin Console Map tab. If you have not, then the printer objects added to the folder in the Admin Console will appear in the Self-service Portal. In the example to the right, the St Louis folder is selected, and the two printer objects listed in the folder appear in the Self-service Portal right-side window. Anyone with permission who logs in to the Admin Console can click the printer object to install the printer on their workstation.

What is a printer object?



A printer object is a representation of your printer in the Admin Console tree view. The printer object shows either a black and white icon or a color icon to the left of the name of the printer object. This icon indicates whether the printer is configured to support color (in the General tab under the Supports Color section). The image to the left highlights a printer object that is configured to support color.

Printer objects are created in the tree view by clicking **New > TCP/IP Printer** or by right-clicking the folder in which you want to house the printer object and then selecting **New > TCP/IP Printer**. When you create a printer object, the Admin Console requires both a name for the printer object and the IP address or hostname of the printer that printer object will be representing. One thing to take note of is the tabs that appear in the Admin Console interface when you select a folder in the tree view as opposed to the tabs that appear when you select a printer object in the tree view. You will see several more tabs appear when a printer object is selected, namely Port, Drivers/Profiles, Deploy, Printing, and others. Because these additional tabs appear when you select a printer object in the tree view, you have many new settings that are applied to the selected printer object.

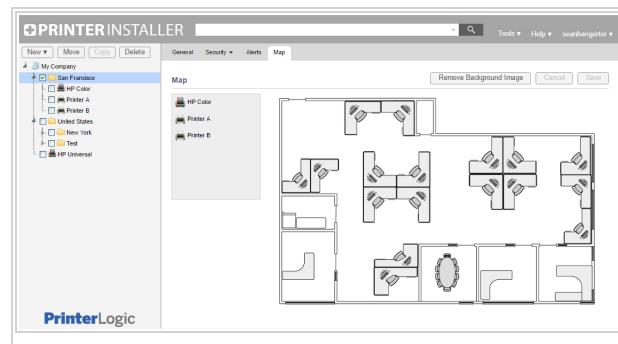
Let's add a little context around the idea of the printer object to clarify it a bit and say, for example, you have a tree view with folders for New York and San Francisco (because you have offices in both locations). One day, a new color printer arrives at your office in San Francisco, and your goal is to get it set up and to deploy the printer drivers for it to a group of people in the office. So, you log in to the Admin Console, select the San Francisco folder

in the tree view, and create a new printer object with the name HP Color Printer and the IP address 192.168.3.207. When you are done creating the new printer object, it will appear in the tree view. So, select the printer object and then click the Drivers/Profiles tab to upload the printer's driver. This driver will be deployed to the workstation clients to enable the end-users to print to the printer. Next, click the Deploy tab to set up a deployment. The deployment enables you to identify (by user, computer, IP address range, hostname, or a combination of these objects (advanced groups) the workstations to which the printer's drivers will be installed. The next time the Printer Installer installed on those end users' workstations checks in with the Server for updates and identify that a new driver for the printer is ready to be installed on the client.

Let's apply another example to explain printer objects. This example demonstrates the use of printer objects in the Admin Console Map tab. The image to the right shows the Map tab in the Admin Console. In this case, the San Francisco folder in the tree view is selected, and a map is uploaded to the Map tab. Consequently, the map is a blueprint of the office layout in San Francisco.

In this case, you will notice three printer objects created and residing within the San Francisco folder. These printer objects are HP Color, Printer A, and Printer B. Each printer object corresponds to an actual printer in your office. When you select the Map tab, both the map you uploaded will appear, and the three printer objects will appear in the gray box to the left of the map. These printer objects are available in the gray box as items to drag-and-drop onto the map. In short, you will drag-and-drop the printer objects onto the map to emulate their actual locations within your office.

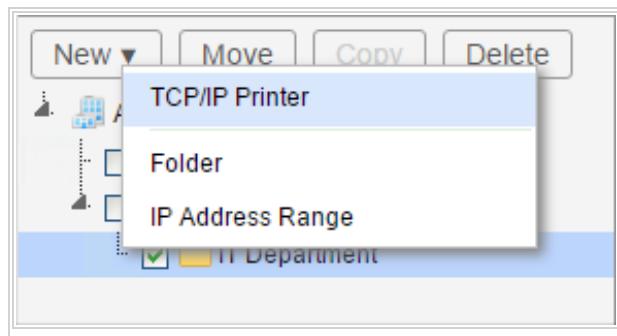
Any maps that you set up and apply to a folder in the Admin Console tree view will be mirrored in the Self-service Portal tree view. In other words, the



map that you apply to the San Francisco folder in the Admin Console Map tab will also appear in the Self-service Portal when you select the San Francisco folder. Moreover, the printer objects that you have dragged onto the map in the Admin Console will also appear in the map in the Self-service Portal, enabling the end-users to click those icons to install the drivers for that printer. That is, unless the printer objects have been hidden from the portal, in which case the printer object(s) will not appear in the Map tab gray box in the Self-service Portal. For more information on maps, see [Maps](#).

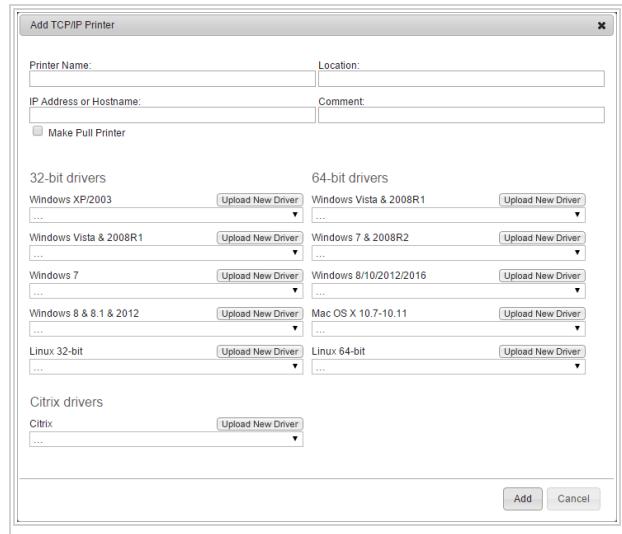
Add a New Printer Object to the Tree View

1. Log in to the Admin Console.
2. In the tree view, select the **parent folder**¹ for the printer object you are adding.
3. In the tree view menu, select **New > TCP/IP Printer** as shown below.



4. When the Add TCP/IP Printer window appears, type the name of the printer object in the Printer Name field.

¹A pre-set term or content that you can use in your project over and over. Variables are similar to snippets, but variables are used for brief, non-formatted pieces of content (such as the name of your company's product or your company's phone number).



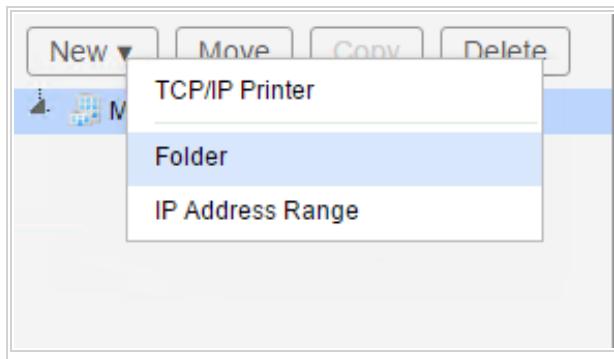
5. Type the IP address or hostname of the printer.

While the printer name and the IP address/hostname are the only required fields to add a printer to the tree, the recommended best practice is to provide as much information as possible; i.e., location, comment, and driver(s). If you do not have drivers, you can upload them at a later date.

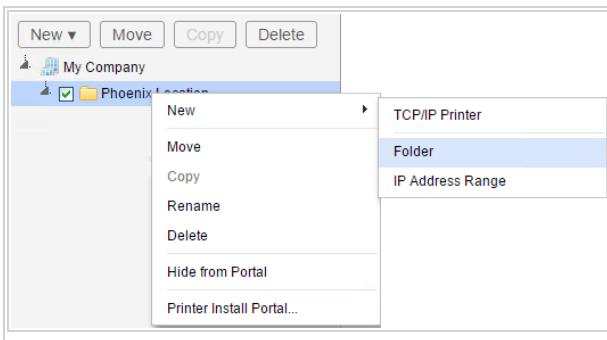
6. Click **Make pull printer** if you want the printer to be used for pull printing. For more information on pull printing, see [Pull Printing](#).
7. Click **Add**.

Add a New Subfolder to the Tree View

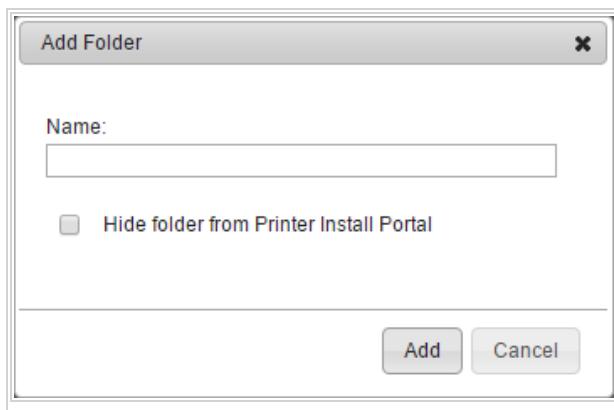
1. Log in to the Admin Console.
2. In the tree view header, click **New** and then select **Folder**.



You can also right-click a folder in the tree and select **New > Folder** as shown below.



3. When the Add Folder window appears, type the name of the new subfolder in the Name field.

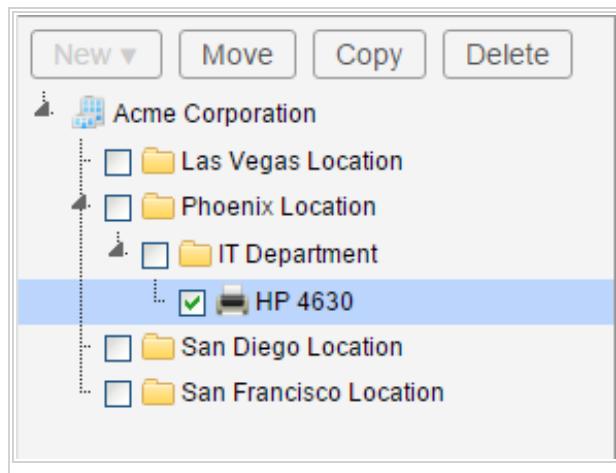


If you do not want the subfolder to appear in the Self-service Portal, click **Hide folder from Printer Install Portal**.

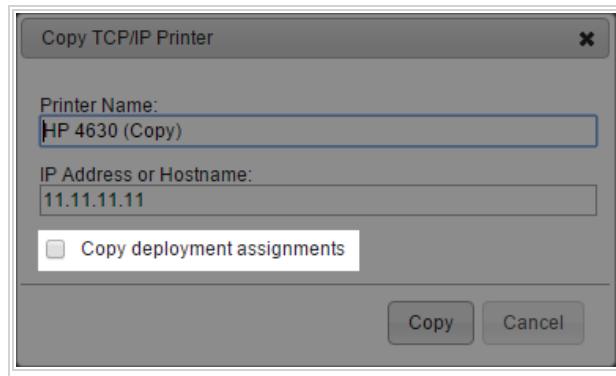
4. Click **Add**.

Copy a Printer Object in the Tree View

1. Log in to the Admin Console.
2. In the tree view, select the printer object you want to copy.



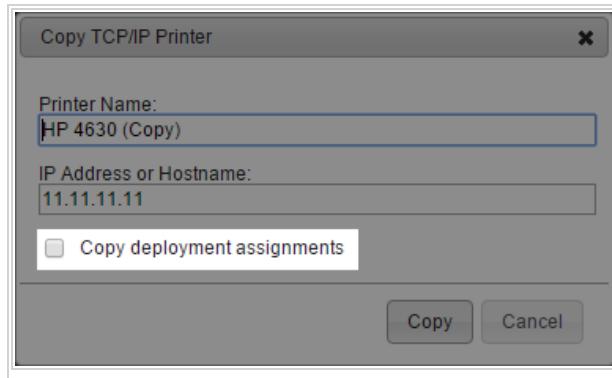
3. From the tree view header, click **Copy** to display the Copy TCP/IP Printer window.



4. If you do not want to use the default printer name, type the new name of the printer object.
5. Type a different IP Address if needed.
6. Click **Copy deployment assignments**.

What are deployment assignments?

When you copy a printer, you have the option to copy the deployment assignments as well.



Deployment assignments refer to the users who have a client with the printer installed. For example, you copy a printer that John has installed on his client. If you click **Copy deployment assignments** when you copy the printer, then John's client will automatically be installed with the copied printer object the next time he logs into the client.

7. Click **Copy**.

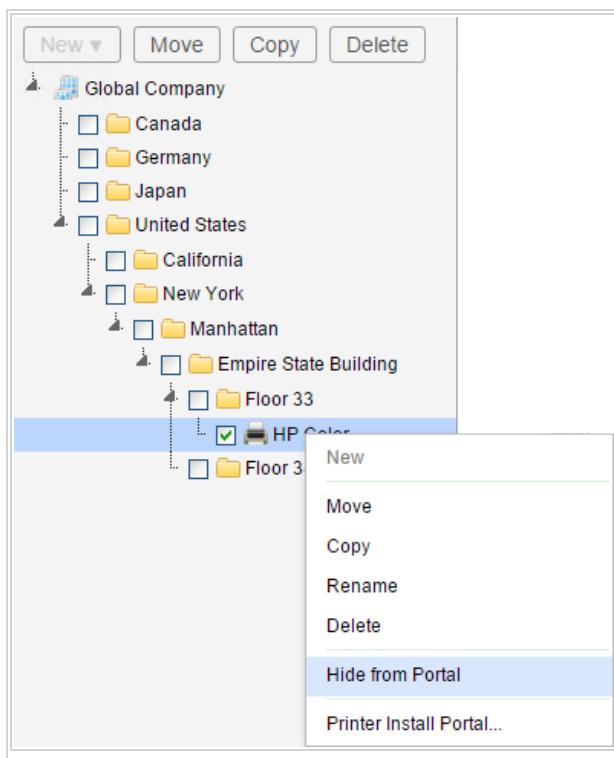
You will see the copied printer object in the same folder as the one you copied.

Hide a Printer Object in the Tree View

In the tree view, you can quickly hide a printer object to prevent it from

being available in the Self-service Portal. You would hide a printer object when you do not want the printer to be generally available to users. Rather, you want the printer to be available to only a select number of people. For example, your CEO has a printer in her office that she wants to give access only to herself and her assistant. In this case, you will want to "hide" this printer from other employees so they do not accidentally send print jobs to the CEO's personal printer.

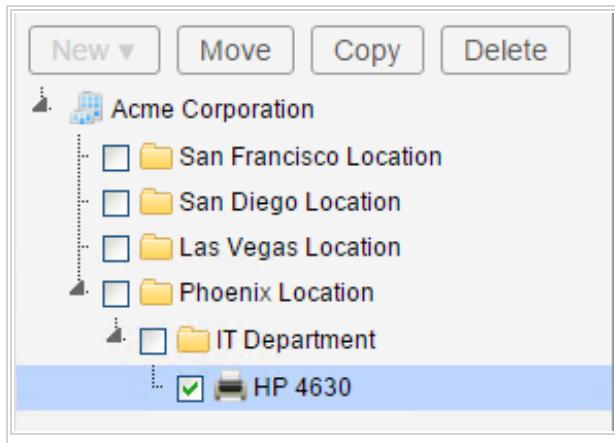
1. Log in to the Admin Console.
2. In the tree view, right-click the printer object you would like to hide.
3. When the popup menu appears, click **Hide from Portal**.



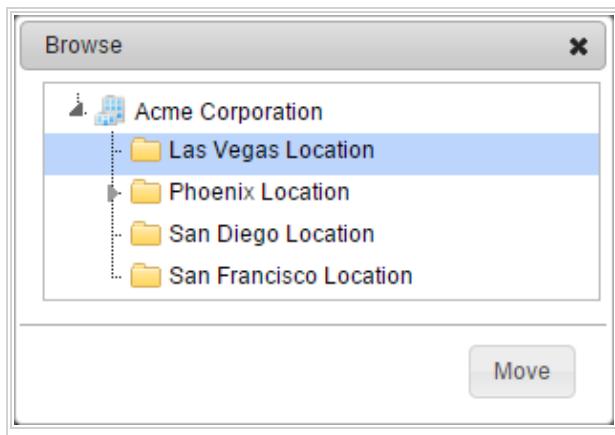
4. Open the Self-service Portal to make sure the printer no longer appears there.

Move a Printer Object in the Tree View

1. Log in to the Admin Console.
2. In the tree view, select the printer object you want to move to a new subfolder.



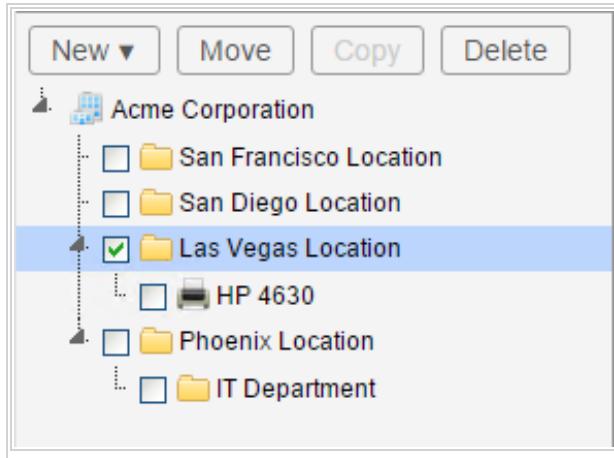
3. Click **Move** in the tree view header.
4. When the Browse window appears, select the location to which the subfolder will be moved.



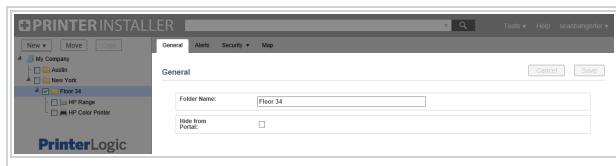
5. Click **Move**.

In the example above, the printer was moved from the Phoenix location to the Las Vegas Location. As a result, the tree view would

appear as follows.



General Tab

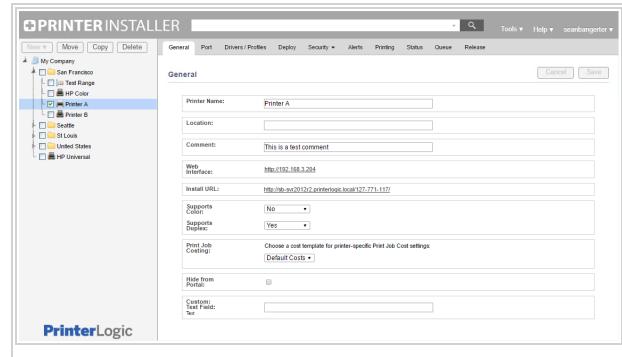


The General tab appears in the Admin Console after you select a folder, printer object, or IP address range object in the tree view. The options that appear vary depending on the selection

in the tree view. For example, when you select a folder in the tree view, the General tab displays only the Folder Name field and the Hide from Portal field.

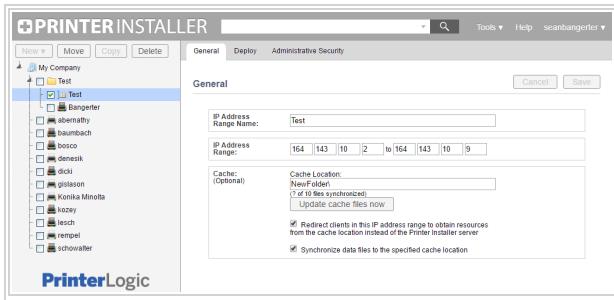
The image to the left shows the General tab as it appears when you select a folder in the tree view. The Folder Name field appears only when you select a folder and is not available when you select a printer object or an IP address object. Still, the Hide From Portal option is available when you select a folder or a printer object.

The image to the right shows the General tab when you select a printer object in the Admin Console tree view. Consider the added fields that appear when you select a printer object as opposed to when you select a folder. These fields take care of a variety of needs for the administrator and the end-user. For example, the information you enter in the Location and Comment fields will appear in the Self-service Portal for the end-user to see additional information you want to provide to them for installing those specific printers on their workstation.



The Web Interface and Install URL links are added to the General tab just for simplicity's sake, to provide quick access to the printer's Web Interface settings and to the same link that enables end-users to install the printer from the Self-service Portal. Some of the other options in the General tab enable you to automatically (via SNMP) or manually set the printer object to support color or dual-sided printing. Keep in mind that you can set the printer object to support black and white printing only for a printer even if the printer supports color printing. Note that you are not actually setting the printer to print color or black and white. You are just identifying the printer as a color or a black and white printer.

A couple of other useful options in the General tab that appear when you select a printer object in the tree view include the Print Job Costing field, which enables you to select the template you want to determine the costs you want to apply to specific paper sizes, so Printer Installer can report correctly on your printing costs. Additionally, the Hide from Portal option enables you to hide a printer object from appearing in the Self-service Portal. Let's say you have a printer that you do not want to make available for general availability in your office, then you can click Hide from Portal. For example, if you have a printer that generates checks, then you most likely want that printer to be available only to your employees in Accounting. You can hide the printer from the Self-service Portal but deploy the printer to specific users through Active Directory.



The fields that appear when you select an IP address range in the tree view are specific to setting up an IP address range for the purposes of caching. The image to the left shows the settings that appear in the General tab when you select an IP address object in the tree view. The name and

range itself are pretty straightforward. The Cache Location is used to set the computer located at the remote location and is used to stored the drivers and profiles, and the **Update cache files now** link pushes out updates to the computer being used for storing cached files. For more information on caching, see [Caching](#).

In addition to the many fields you would see when you select a folder, printer object, or IP address object in the tree view, the other tabs that appear vary as well. Moreover, if a printer object is selected as a print queue, then some of the fields in the General tab are replaced by the following text: **This is a pull printer. This setting does not apply.**

In addition to the fields described above, the General tab displays custom fields that you can create manually. These fields are generated in the Admin Console via **Tools > Settings > General** under the Custom Printer Fields section. These fields can be given any name and type (text, numeric, or Yes/No) and appear only when you select printer objects in the tree view.

RELATED TASKS AND TOPICS

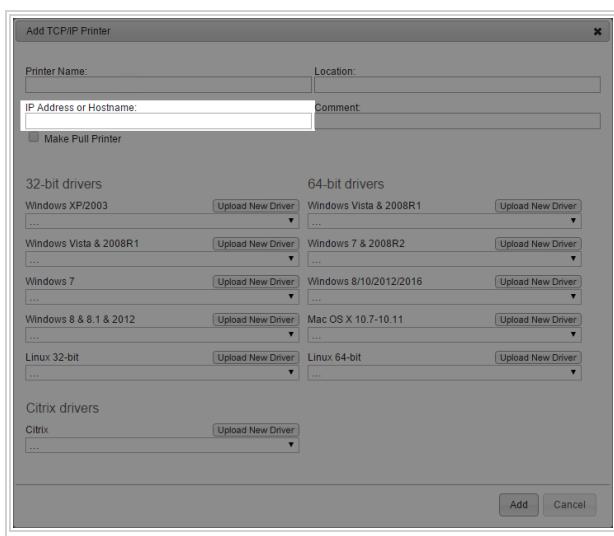
Set the URL for a Printer's Web Interface

A printer's web interface is simply a web page that enables you to administer settings on a printer.

While you can administer settings from anywhere with an internet

connection, you must also be connected to the same network to be able to log in to the web interface.

When you add a new printer object to Printer Installer, you are required to give both a name and an IP address or hostname to the object. The IP address or hostname serves two purposes, the first of which is to connect to the printer, and the second is to provide quick access to the printer's web interface. The following image shows the IP Address or Hostname field that appears in the window used to create a new printer object.

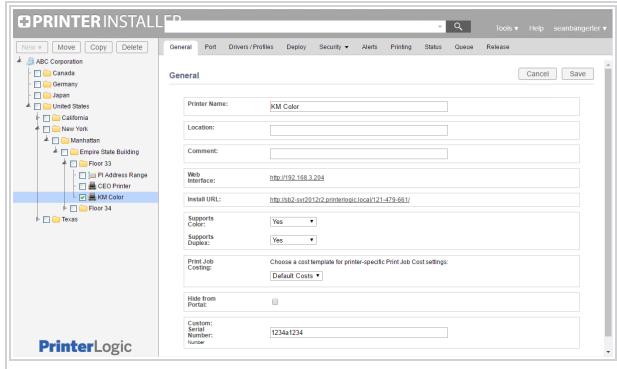


After you are done creating the printer object, Printer Installer populates the Web Interface field in the General tag. This link in the Web Interface field opens the printer's web interface page as shown in the following example.



The IP address or hostname in the Web Interface field cannot be changed from the Printing tab. Rather, it will be modified from the Port tab. For more information, see Modify the IP Address or Hostname Given to a Printer Object.

Add a Custom Field to the General Tab



Custom fields are useful in any situation where you want to add information or data about a printer in the General tab without having to request product changes. To use a simple example, you can add a custom field for text and give it the name Printer Model. When you

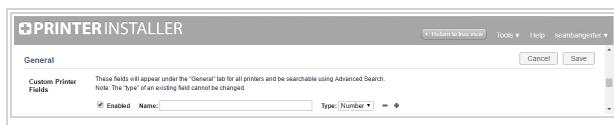
click the General tab, you will see a field called Custom: Printer Model: with an empty field which you can use to enter the model of the printer. The value of such a field is that you do not have to search for the printer's model number as it is immediately available in the General tab. The image to the left shows the General tab with a sample custom Serial Number field.

The Admin Console enables you to add three different types of custom fields, namely Text, Number, and Yes/No. The Text value type shows a text box in the General tab and could be used for something like a printer's serial number or model number. Because the field is customized, you can set it up to retain any value. The Number value type also shows a text box in the General tab and could be used for something like the printer's fax number. The Yes/No type is a bit different as it shows a checkbox in the General tab and could be used for something like identifying the printer as one that uses a special type of paper, ink, or has a certain feature from the manufacturer. Again, because the fields are customized, you can use them for virtually anything and any type of information.

The Number type cannot contain any alphanumeric characters. If you have a mixture of numbers and alphanumeric characters, then you must use a Text type.

The following steps describe the process for setting up a custom field in the General tab of the Admin Console.

1. Log in to the Admin Console.
2. Click **Tools > Settings > General**.
3. In the Customer Printer Fields section, click **Enabled**.

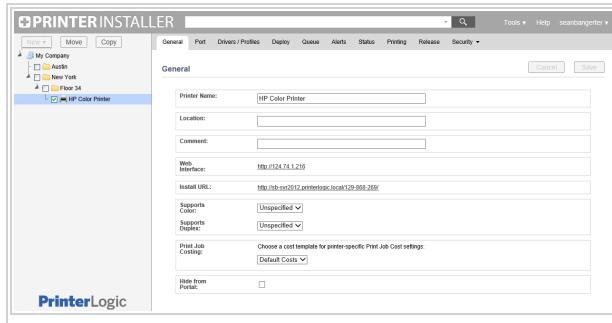


4. In the Name field, type the text that will appear as the title of the field in the General tab.
5. In the Type field, select the type of value that will be used in the custom field.
6. Click **Save**.

Assign a Job Cost Template to a Printer Object

The Job Cost template assigns user-defined monetary values to printing scenarios so that administrators can view reports to see the exact costs of print jobs over a period of time. For more information, see Print Job Costs Overview. After you have created the template and assigned values to it, you will assign the template to one or more printer objects. The reports you can use to view the print data are found in **Tools > Report > Print Job Records**. The steps below identify the process for assigning the template to a printer object.

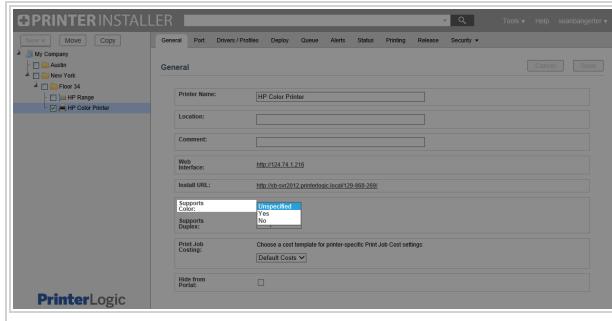
1. Log in to Printer Installer.
2. In the tree view, select the printer object on which you want to report data.
3. Click the General tab.
4. In the Print Job Costing field, select the template you want to use for reporting data.



5. Click **Save**.

Set a Printer to Support Color

When you add a new printer, you will see the Supports Color field with three drop-down options.

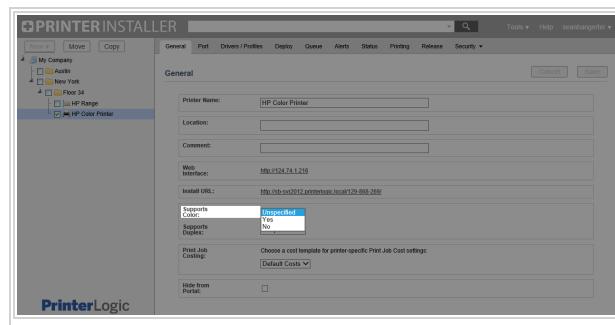


Your first thought might be to set the printer color to **Yes** if the printer can print color, or to **No** if the printer does not print in color or if you have a color printer, but you have only black ink cartridges.

However, if you leave the Supports Color field set to **Unspecified**, then the first time you connect to the printer, then the color settings for that printer will automatically be set to **Yes** or **No** for you based on the default settings stored on the actual device (set by the manufacturer).

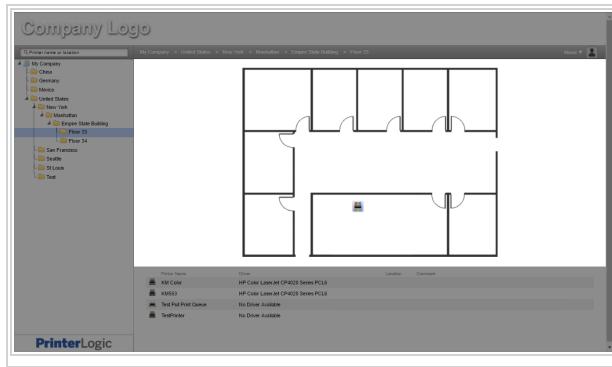
In the unlikely event that SNMP sets the printer incorrectly, this field can be edited at any time to manually set the printer to color (Yes) or to black and white (No). Additionally, you can always reset the field to **Unspecified**, and then reconnect to SNMP to have the system set the field for you again.

1. Log in to Printer Installer.
2. In the tree view, select the printer object on which you would like to set color.
3. When the General tab appears, click the Supports Color drop-down.



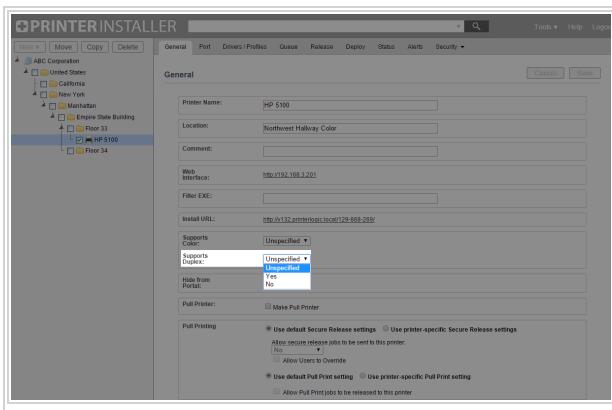
4. Select the appropriate color setting for your printer.
5. Click **Save**.

If the printer object is dragged-and-dropped onto a map for the Self-service Portal, the icon corresponding to the printer would appear with colors as shown below.



Set a Printer to Support Duplex Printing

Two-sided printing, also called duplex printing, can be set both automatically and manually. After you add a new printer, you will see the Supports Duplex field with three options.

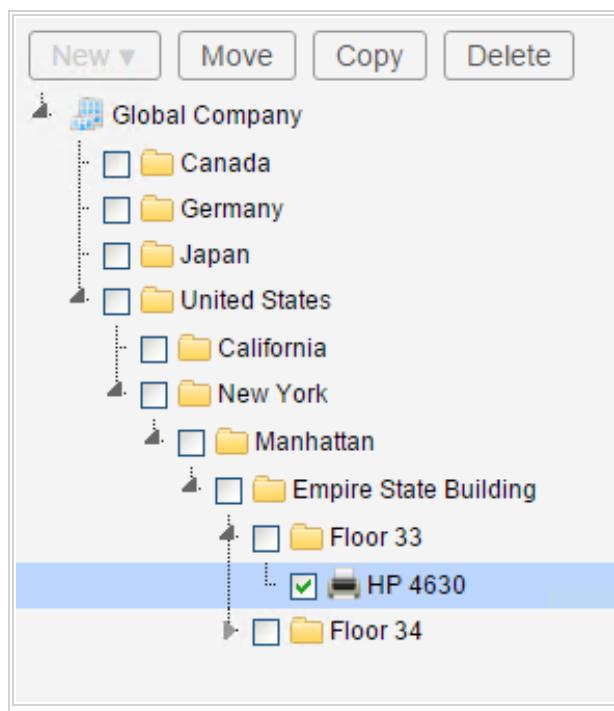


Your first thought might be to set the printer duplex to **Yes** if the printer can print on both sides of a sheet of paper, or to **No** if the printer does not have two-sided printing capability.

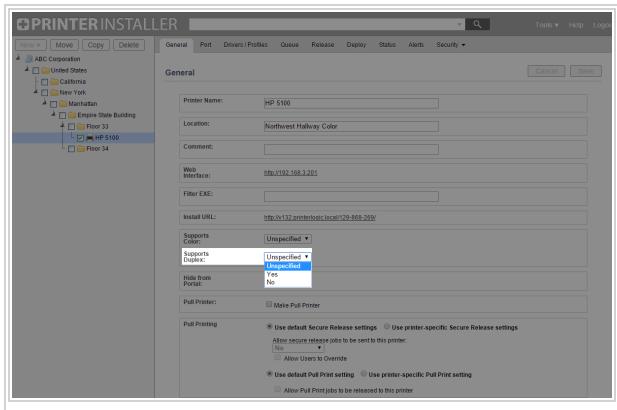
However, if you leave the Supports Duplex field set to **Unspecified**, then the first time you connect the printer to SNMP, the printer setting for duplex printing will automatically be set to **Yes** or **No** for you based on the default settings stored on the actual device (set by the manufacturer).

In the unlikely event that SNMP sets the printer incorrectly, this field can be edited at any time to manually set the printer to two-sided (Yes) or to single-sided (No). Additionally, you can always reset the field to **Unspecified**, and then reconnect to SNMP to have the system set the field for you again.

1. Log in to Printer Installer.
2. In the tree view, select the printer on which you would like to set duplex printing.



3. When the General tab appears, click the Supports Duplex drop-down.

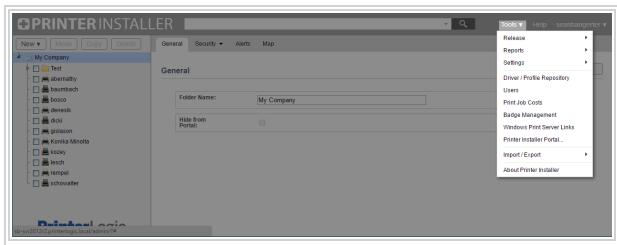


4. Select **Yes** if your printer supports double-sided printing or select **No** if your printer supports single-sided printing.

Click Unspecified if you want SNMP to use the default device settings to determine whether the printer is printing one- or two-sided output.

5. Click **Save**.

Tools Menu



The Tools menu appears in the upper right corner of the Admin Console and provides many additional features and settings not available through the tabs that appear by selecting an item in the tree view. The Tools menu appears as shown in the image to the left and provides drill-down options initially categorized by Release, Reports, and Settings. The following sections provide brief information about the options available in the Tools menu.

The Release submenu offers two options, one of which enables an administrator to search for a print job in queue and another to either release or delete it. Print Jobs is useful for instances in which an end-user cannot release a print job (for

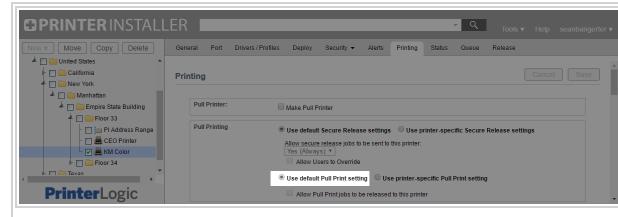
The Tools menu appears in the upper right corner of the Admin Console and provides many additional features and settings not available through the tabs that appear by selecting an item in the tree view. The Tools menu appears as shown in the image to the left and provides drill-down options initially categorized by Release, Reports, and Settings. The following sections provide brief information about the options available in the Tools menu.

whatever reason) and needs the administrator to release it for them. The other option is Release Station, which enables a computer or tablet to be directly connected to a printer to release print jobs.

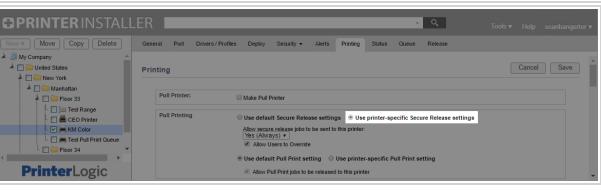
Another submenu under Tools is Reports, which provides quick access to all available Printer Installer reports, including Administrative Audit Records, Print Job Records, and other reports. Another report listed in the Tools menu, but not from the Reports section is the Print Job Costs report, which enables you to assign cost values to specific paper sizes so you can track the cost of print jobs. For more information, see Print Job Costs Overview. Other functionality available through the Reports submenu includes **scheduling** and exporting reporting data

One of the primary functions of the Tools menu is to make default settings available for configuration. The settings selected in the Printing tab generally determine whether or not you will need to configure default settings in the Tools menu. To put this into context through a simple example, let's say you select a printer object in the tree view, click the Printing tab, and then you navigate to the Pull Printing section where you select **Use default Secure Release settings** as shown in the image to the right.

Because you have opted to use the default settings, you will need to navigate to the default settings in the Tools menu. In other words, click **Tools > Settings > Printing**, and in the Pull Printing section you will click the **Allow secure release jobs to be sent to the printer** drop-down menu and select from one of the available options. For more information on default and printer-specific settings, see Differences Between Default and Printer-specific Settings.



Had you selected **Use printer-specific Secure Release settings** in the Printing tab rather than the default settings, then the **Allow secure release jobs to be sent to the printer** field in that same section becomes available for immediate selection as shown below.



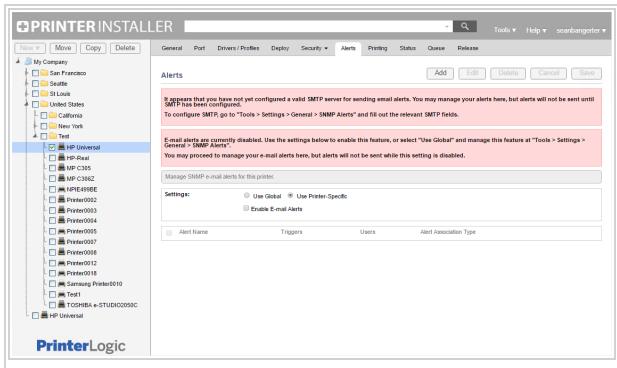
The Tools menu provides quick links to the Driver/Profile Repository, which shows a list of all drivers that have been uploaded to the Printer Installer database and the profiles that have been assigned to each driver. For more information, see [Driver/Profile Repository](#).

The Users section of the Tools menu is geared specifically for setting up and managing user accounts and assigning role-based access to user accounts so that groups of users can access or be restricted from features and functionality of the Admin Console (administrator-level only) or Self-service Portal/Release Portal (both administrator and non-administrator levels only).

Another feature with high use in the Tools menu with high is Badge Management, which enables you to register badges for accessing the Embedded Control Panel application, which is used to release print jobs directly from a printer's LCD digital display or [Simple Badge Release](#) if your printer does not have an LCD digital display. From the Badge Management section, you can register and unregister badges for access to the Embedded Control Panel application.

Import/Export from the Tools menu enables you to work in bulk with specific items such as IP address ranges, printer objects, tree views, drivers, alerts, and more. As you can see, the Tools menu provides several features that enable you to release print jobs, configure your drivers, users accounts, badges, and other items while also empowering you with reporting data and a list of the drivers and profiles that have been uploaded to the Printer Installer database.

Alerts Tab



An alert is an email that goes to one or more specific persons to indicate that the printer has an issue. For example, let's say the printer runs out of toner. Without a Printer Installer alert, the printer administrator might not know right away that there is an issue with the printer. What's worse, they may not have a replacement toner cartridge imme-

diately available when the toner does run out, which means the printer will be out of commission until a cartridge can be purchased and delivered. The same can be said for low paper, missing paper trays, paper jams, and a number of other "triggers." For more information on setting up alerts, see [Alerts](#).

Alerts in the Admin Console are set up in the Alerts tab as shown in the image to the left. Because Printer Installer requires certain settings to be configured before alerts will work correctly, you may see one, possibly two, pink notifications. For descriptive purposes, the Alerts tab shown in the image to the left contains both notifications. The top pink notice appears because alerts require SMTP settings to be able to send an outbound email, and your SMTP settings are either incorrect or are not set up at all. To set up your SMTP settings, see [Simple Mail Transfer Protocol \(SMTP\)](#).

The pink notice on the bottom indicates that alerts have not been enabled for the printer object or folder you have selected in the tree view. For Printer Installer to send alerts for a specific printer object, then you must apply either global settings or printer-specific settings, and the Enable Alerts field for the folder or printer object you selected must be enabled. In other words, click the Alerts tab and find the Settings section. If you click **Use Global** then you must go to **Tools > Settings > General**, and in the SNMP Alerts section, click **Enable Email Alerts**. Alternatively, select the folder or printer object in the tree view, click the Alerts tab, and in the Settings section, click **Use Printer-specific**, and click **Enable E-mail Alerts**. Bear in mind that regardless of whether you use

global settings or printer-specific settings, the field used to enable alerts uses identical text, namely **Enable Email Alerts**.

After you have configured the proper settings and enabled a folder or printer object in the tree view to send email alerts, the next steps is to set up the alert itself. The options in the upper-right corner of the Alerts tab are used to create, manage, and delete alerts.

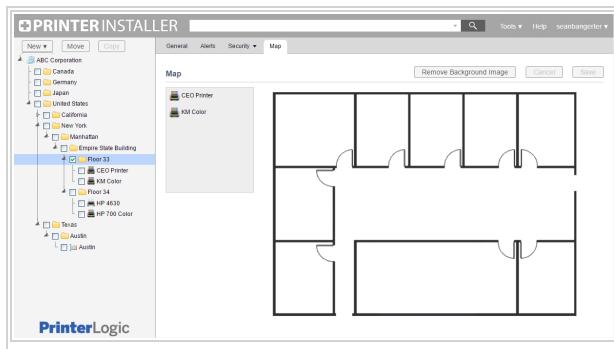
Any alerts you create or delete apply only to the folder or printer object you have selected in the tree view - with one exception. If you apply an alert to a folder, all subfolders and printer objects stored within that folder are also assigned the alert. That means that if folder A has subfolders B and C and printer objects D and E, and you assign the alert to folder A, then both subfolders and printer objects also have the alert assigned to them.

When you click **Add** to set up a new alert, the Add SNMP Alerts window appears, enabling you to apply a name, to select the triggers that execute the alert, and the users who will receive the email alert. Clicking **OK** adds the alert as a line item to the Alerts tab, and shows every trigger applied to the alert. One additional field for consideration is the Alert Association Type, which displays one of two options: **Explicit** or **Inherited from:**. Explicit means that the alert is not inherited from a folder at a parent level in the tree view. It also means that the alert applies only to the printer object or folder selected in the tree view. For example, if your tree view has two folders (folder A and folder B) directly under the root folder, then if you were to set an alert for both folder A and folder B, then the alerts for both folders would display Explicit in the Alert Association Type field.

Inherited from: means that the alert was created in a parent folder in the tree view over which the selected folder or printer object resides. For example, using the example above, you set the alert in folder A, but let's also say that you add printer object C to reside under folder A in the tree view. Because the alert is set folder A's Alerts tab, then you can click printer object C in the tree view, click the Alerts tab, and you will see the alert from folder A. The difference is that the Alert Association Type for printer object C will show Inherited from:<tree view folder>. In this case, it would read **Inherited from: Root Folder/Folder A**.

Let's get started with [setting up an Alert](#).

Map Tab

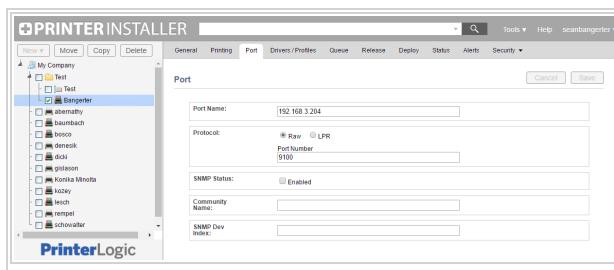


The Map tab is used to add an image that replicates the layout of your organization's geographical location. In other words, the map is a blueprint of the layout of your office. The end-users will see this map in the Self-service Portal and be able to install the printer drivers directly from the map.

The folder you select in the tree view is the folder to which the map will be associated. If you select another folder, a different map (or no map at all) will appear in the Map tab. For this reason, the tree view is recommended to be set up by location. For example, if your office is on the fourth floor of your building, then the tree view folder would be named Fourth Floor and a map that shows the layout of the fourth floor is added to the Map tab (making sure you have the Fourth Floor folder selected in the tree view). Furthermore, the printer objects in the Fourth Floor Folder will be available as printer icons in the Map tab as well, the purpose of which is to drag-and-drop those icons into the location on the map that represents their actual location on the Fourth Floor.

Both the folder (assuming it has not been set to be hidden in the General tab) and the map will appear in the Self-service Portal. The end-user can click the icon and easily install the printer. For more information on maps, see [Maps](#).

Port Tab



The Port tab appears when you select a printer object in the tree view as shown to the left. The purpose of the information stored in the Port tab is to configure the settings to enable the end-user machine to communicate with a printer.

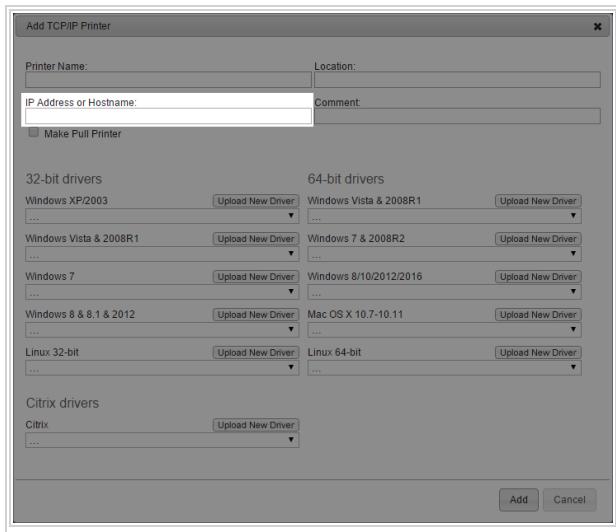
When you first set up a printer object in the Admin Console, you are required to enter an IP address or hostname. The value that you use will appear in the Port tab Port Name field, but you can change that value to another IP address or hostname at any time. The hostname is generally used in instances when you are using the DHCP protocol.

In the Port tab, the Port Name and Protocol sections are required for printing functionality, in particular to connect Printer Installer to the printer. Select **Raw** when you are sending a stream of raw data to the printer. Raw is the most common protocol and has the fewest settings. Just make sure you use a format the printer will understand. Select **LPR** if you are sending the data to a print server. LPR is sometimes used to create a "direct TCP/IP" printer that is printing to a windows (or non-Windows) print server. Some printer devices act like a print server for LPR. For example, you can get a network device that is just a little box you plug multiple LPT or USB printers into. That device acts like an LPR server. The port info would be the same IP address for all the devices plugged into that device, but would have a different queue name for each device plugged into it.

The SNMP settings in the Port tab are configured for the printer on the end-user's machine to control "extra" information the end-user might see about the status of the printer. These settings are not required for printing functionality, so in a corporate environment, they would be left blank because the end-users would see all sorts of warnings and annoyances. The recommended best practice is to set the SNMP settings in **Tools > Settings > General** because setting up SNMP in the Port tab configures printers on the end-user's machine but has no effect on Printer Installer's ability to get status information about the printer.

RELATED TASKS AND TOPICS

[Modify the IP Address or Hostname Given to a Printer Object](#)



TCP/IP printer.

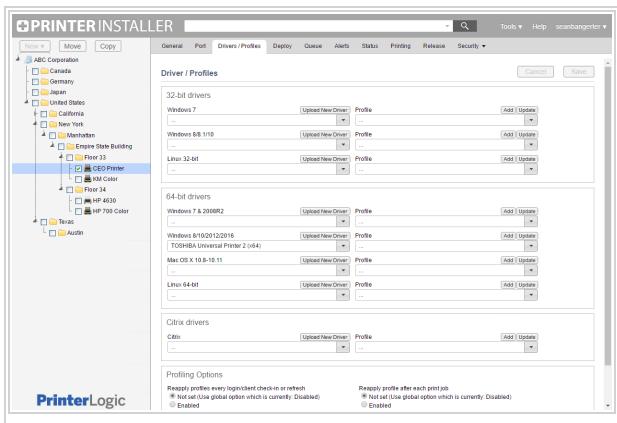
However, if you want to change the value set for the IP Address or Hostname, you can click the Port tab and make the change. The steps below describe this process.

1. Log in to the Admin Console.
2. Select a printer object in the tree view.
3. Click the Port tab.
4. In the Port Name field, type either the hostname or IP address as shown below.

When you add a printer object to the tree view in the Admin Console, you are required to provide an IP address or Hostname as a way of identifying and connecting to the printer.

The hostname is most frequently entered in scenarios where you are using the DHCP protocol. The following image shows the IP Address or Hostname field used when setting up a

Drivers/Profiles Tab



Drivers/Profiles tab displays so many different fields, the categories make it easy to find the exact field you should use to upload the driver. Next, take notice of the operating system versions within each category. These versions are available because not every end-user's workstation uses the same operating system, so you need to provide different drivers for the different types of operating systems as well. Third, each operating system type has its own **Upload New Driver** button. As such, when you know the bit type and operating system, click the button that enables you to upload the driver.

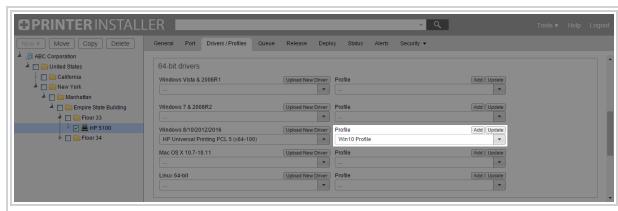
Any drivers you upload to the Admin Console will be stored in the database and displayed in the Driver/Profile Repository. Because each driver uploaded to the Admin Console must have a unique name, you can use the driver drop-down for each operating system type to select from different drivers. For example, click the Drivers/Profiles tab, click the Windows 8/10/2012/2016 drop-down, and select from one of the drivers that appear. Only the drivers that support the bit-type and OS version will appear within a designated drop-down; i.e., only drivers that support Windows 10 will appear in the Windows 10 drop-down.

The interface features for profiles are similar to those of drivers. Click **Add** to upload a new driver or **Update** to provide a newer version of a driver. However, you must have a driver uploaded before you can upload a profile, and both must use the same

The Drivers/Profiles tab appears in the Admin Console when you select a printer object in the tree view. The image to the left shows the Drivers/Profiles tab.

The Drivers/Profiles tab is simple to use and has several features that should immediately grab your attention. The first is the categories splitting up 32-bit, 64-bit, and Citrix drivers. Because the

Drivers/Profiles tab displays so many different fields, the categories make it easy to find the exact field you should use to upload the driver. Next, take notice of the operating system versions within each category. These versions are available because not every end-user's workstation uses the same operating system, so you need to provide different drivers for the different types of operating systems as well. Third, each operating system type has its own **Upload New Driver** button. As such, when you know the bit type and operating system, click the button that enables you to upload the driver.



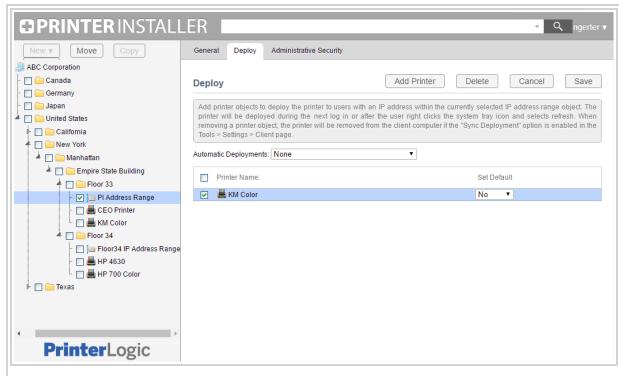
operating system type and version. The reason you must upload a driver first is the profile settings are included in the driver itself, so if you don't have a driver, Printer Installer won't know where to look for a profile. Additionally, the profiles provide a drop-down the same as the drivers, which enables you to select from other profiles that support a specific operating system version.

At the bottom of the Drivers/Profiles tab, the **Profiling Options** enable you to configure exactly what you want Printer Installer to do with a profile when a print job is complete or when the end-user manually refreshes the client installed on their workstation, or when the client "checks-in" with Printer Installer. The purpose of these options enable the administrator to manage the profile in the event the end-user makes changes to it when printing a job. For more information, see [**Profiling Options**](#) above. Finally, take notice of the **Manage Driver/Profile Repository** link at the bottom the Drivers/Profiles tab. This link will take you to the Driver/Profile Repository just as if you used the link in **Tools > Drivers/Profiles tab**. For more information, see [**Driver/Profile Repository**](#).

So, for Printer Installer, what is the purpose of the Drivers/Profiles tab? In other words, why would you upload drivers and profiles to the Drivers/Profiles tab? Well, one of the primary features of Printer Installer is to automate driver installation and to enable end-users to automatically upload drivers from the Self-service Portal. So, when you upload a driver to a printer object in the Admin Console tree view, then that same driver appears when you select the printer object in the Self-service Portal tree view (unless you hide the printer object from the Self-service Portal). Let's put a little context around this idea to help clarify it. John is the printer administrator for his company. He logs in to the Admin Console, clicks the Drivers/Profiles tab, and in the 64-bit drivers section, he uploads a Windows 10 driver for a new Konica-Minolta printer. He then adds the profile for that same driver and saves his changes. At this point, he can [**deploy**](#) the driver to specific workstations via IP addresses, Active Directory accounts, hostnames, Advanced Groups, and other options. Alternatively, the end-user accesses the Self-service Portal and sees a the new driver for installation. A simple click later, the driver is installed on the end-user's workstation.

Let's get started by [**uploading a driver to the Drivers/Profiles tab**](#).

Deploy Tab



install print queues and drivers on end-users' workstations so you don't have to rely on your end-users to do it themselves.

The interface features that appear in the Deploy tab are entirely dependent on the item you select in the tree view. In other words, the Deploy tab displays certain fields for printer objects and other fields for the IP address range. The Deploy tab for both printer objects and IP address ranges displays basic buttons such as Delete, Cancel, and Save used for managing changes to or removing your deployments. However, you will notice interface features that are specific to the Deploy tab when you select a printer object and those that are specific to the Deploy tab when you select an IP address range. For example, selecting a printer object and then clicking the Deploy tab displays the Add button, while selecting an IP address range and then clicking the Deploy tab displays the Add Printer button. So, what's the difference?

Deploy Using a Printer Object

When you select a printer object in the tree view, you will also notice the Drivers/Profiles tab appears. Because you can upload the drivers to the Drivers/Profiles tab directly, those drivers apply to the selected printer object. As such, when you click the Deploy tab, Printer Installer already knows which driver and profile to install on the workstation(s). What it doesn't know is which workstation(s) to install it on. That is what the Deploy tab is for. So, the button is aptly named **Add** because you are adding the Active Directory object or other item that

The Deploy tab appears in the Admin Console when you select a printer object or an IP address range in the tree view. The Deploy tab does not appear when you select a folder. The image to the left shows an IP address range selected in the tree view and the selected Deploy tab. The purpose of the Deploy tab is to enable Printer Installer to automatically

Printer Installer will use to determine the workstations that will receive the printer deployment.

Example: Mary deploys printers for Ben, Michelle, and Abel

Mary is the print administrator for her company, and she is using Printer Installer. Mary adds a new printer object named Printer A to her tree view, and in the Drivers/Profiles tab she uploads a new driver called Printer A Driver. She then clicks the Deploy tab and selects Add Printer, which provides her with a number of options, some of which are related to Active Directory while others are not. Because Mary set up an Active Directory group (outside of Printer Installer) called Group 1 consisting of Ben, Michelle and Abel, she selects Active Directory > Users, Computers, or Groups, and then she selects Group 1 and clicks OK. After Mary saves her changes to the Deploy tab, then the next time the workstations belonging to Ben, Michelle, and Abel check in with Printer Installer, the driver from the Drivers/Profiles tab will be automatically installed on all three users' workstations.

Deploy Using an IP Address Range

Deploying printers to an IP address range in the tree view works a bit differently than it does for printer objects. With an IP address range, you will notice that the Drivers/Profiles tab does not appear like it does for printer objects. As such, drivers cannot be uploaded to IP address ranges, so the Add button does not appear. Rather, when you select an IP address range in the tree view and click the Deploy tab, the [**Add Printer button**](#) appears. In other words, you select actual printers themselves rather than objects. The reason for this is that you might want to deploy multiple printers simultaneously to the workstations.

Example: Nick deploys three printers to workstations in an IP address range

Nick, the print administrator for his company, has set up three printer objects - Printer A, Printer B, and Printer C in his tree view, and he uploads drivers through the Drivers/Profiles tab for each printer object individually.

Additionally, he has set up an IP address range named Test Range A, which has IP addresses in the General tab for 192.168.3.200 to 192.168.3.230 for workstations on the second floor of his office building. His goal is to install Printer A, Printer B, and Printer C on workstations within the 192.168.3.200 to 192.168.3.230 range.

One option Nick could use is to select each printer object, click the Deploy tab, and select **Add > IP Address Range**, and select **Test Range A**, but he would have to follow this process for each printer object independently.

The smart move is to use the IP address range to deploy the printers rather than deploy each printer object individually to the IP address range. In short, Nick would select Test Range A in the tree view, click the Deploy tab, and then click Add to select Printer A, Printer B, and Printer C. Saving his changes to the Deploy tab ensures that the next time the workstations with IP address ranges between 192.168.3.200 and 192.168.3.230 check in with Printer Installer, then the drivers for Printer A, Printer B, and Printer C will be installed on those workstations.

Automatic Deployments

The **Automatic Deployments** drop-down (available by selecting an IP address range in the tree view) simplifies the process of deploying to printers in multiple folders. In short, you can place the IP address range in a parent folder and select **All printers in this folder** to deploy all the printers in the folder to an IP address range. You do not need to add all the printer objects to the Deploy tab for the IP Address Range. The **All printers in this folder and sub-folders** works similarly but applies not only to the printers in the folder but also to the subfolders in that parent folder. For more information, see Deploying Printers Automatically by Folder.

Share

The **Share** column appears only when you select a computer (**Add > Users, Groups, or Computers**). Click **Shared** when you want to deploy the a shared printer from a print server. In other words, when you click the Shared box for a printer, then you are indicating that the printer will be shared from that computer object after it gets installed on a workstation. For example, suppose Mary needs to keep her print server because it runs a reporting application that she

needs. In this case, she can deploy the printer to a computer object, and click Shared to indicate that the printer will be shared from that server.

Users and Computers

The **Users** and the **Computers** columns appears when you add either an Active Directory group or organizational unit to the Deploy tab. These check boxes enable you to filter deployments from both "group and computer" to "group or computer" (or none for that matter).

Example: Nancy deploys to a group but filters out the computer objects

Nancy is the print administrator who sets up Group 1 through Active Directory, and this group consists of Mark, Tina, and Tiffiny. In addition to those three employees, Nancy adds two computers - one named **Pinky**; the other named **Brain**. Using a printer object already in her tree view, Nancy assigns Group 1 (**Add > User, Computer, or Group**) to the Deploy tab.

When the Users and the Computers check boxes appear, she selects **Users** and deselects **Computers**, and then clicks **Save**. The next time the client, which has been installed on the workstations belonging to Mark, Tina, and Tiffiny, checks in with Printer Installer, then the printer in the Driver-/Profiles tab will be installed on those workstations. Because the Computers check box is disabled, then Pinky and Brain will not receive the deployment.

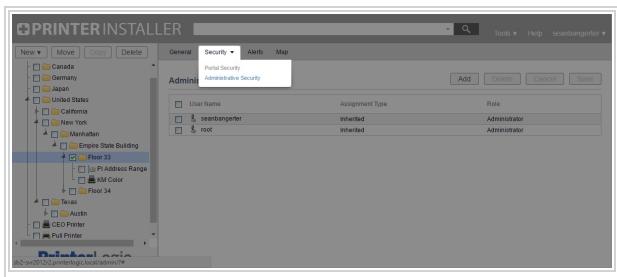
Set Default

The **Set Default** option is available for all items in the Deploy tab and enables you to change the default printer automatically on the end-users' workstations. For example, suppose the workstations for Mark, Tina, and Tiffiny receive a deployment for Printer A, the new color printer. Being the nice administrator you are, you click **Yes** for Set Default, which sets the Printer A as their new default printer. The other benefit to this feature is that even if you deploy a new printer, some users accidentally print to the old printer, which causes waste because they have to re-print to the new printer.

Related Articles

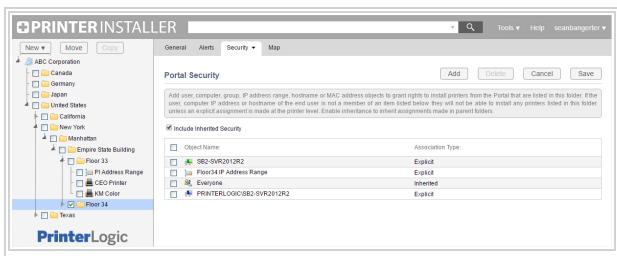
Deploy a printer

Security Tab



and Administrator Security. However, clicking an IP address range object in the tree view only provides a link to the Administrator Security options. For more information on setting Portal security, see Set Access Permissions for the Self-service Portal. For information on Administrator security, see Set Administrator Access at the Printer Object Level. The following tables provides descriptions of the fields in the Portal Security and Administrative Security sections of the Admin Console.

Portal Security



users, groups, computers, or IP address ranges, hostnames, and others to determine whether users can view the corresponding folders and printer objects in the Self-service Portal.

Consider the following example using the image shown here. In this case, the administrator has selected the Floor 34 folder in the tree view of the Admin Console, and then adds Active Directory computers and an IP address range to the folder. Furthermore, the administrator has also selected Include Inherited Security, which uses the parent folder's (Empire State Building) permissions for the Floor 34 folder. In this case, the Empire State Building folder has been assigned

Use the Security tab in the Admin Console to set user access permissions to the Self-service Portal and the Release Portal. The Security tab itself appears when you click a either a folder or a printer object in the tree view, so two options appear - Portal Security

Access permissions refer to the ability for end-users to see (or not see) specific items you set in the Admin Console tree view. Essentially, you set up folders and printer objects in the Admin Console tree view, and then you use items such as Active Directory

the Everyone permission setting, so the Floor 34 folder will also use that setting. Because these settings are defined in the Security tab, they will be used in the Floor 33 folder in the Self-service Portal, which means that all users (Everyone) will have access to this folder.

The Portal Security options are available only if you select a folder or a printer object in the tree view.

Administrative Security

The Administrative Security settings are available (along with the Portal Security settings) if you click a folder or a printer object in the tree view. If you select an IP address range in the tree view, the Administrator settings are available in a standalone tab.

RELATED TASKS AND TOPICS

What is the difference between the Hide from Portal feature and the permissions for the Self-service Portal?

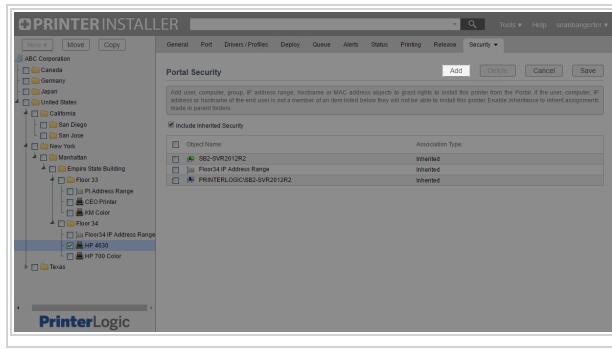
The Hide from Portal setting in the General tab is used to hide a printer from all users in the Self-service Portal. This feature is generally used for testing printers in development prior to pushing them to a production environment. For more information on the Hide from Portal setting, see [Hide a Printer Object in the Tree View](#).

The permissions for the Self-service Portal are located in the Security tab. These permissions are different from the Hide from Portal setting because users, groups, IP address ranges, and so on are assigned to a printer object or folder in the tree view. As a result, those users, members of the group, workstations that fall within the IP address range, and other types will be able to view the printer object or folder in the Self-service Portal. Conversely, users, groups, workstation IP addresses and so on that are not assigned to the printer object or folder will not be able to see the printer object or folder in the Self-service Portal, so they cannot install the printers associated to the printer objects or see the printers contained within the folder.

Set up Portal Security in the Admin Console

1. Log in to the Admin Console.
 2. In the tree view, select a folder or printer that you want to make available to end-users to install.
- This step shows that you can set permission on both a folder and on a specific printer object. The difference between the two is that the end-user can install any printers that are housed in the folder, or they can install a designated printer.

3. Click the Security tab and select **Portal Security**.
4. Click **Add**.



5. Select the type of user, group, etc that you want to use to grant end-users with permissions to view the folder or printer in the Self-service Portal.
6. Follow the steps to add a user, group, IP address range, hostname, etc. to the portal security list.

This option uses the same features you use to Deploy printers. For more information, see Deploy Printers.

What is the purpose of the **Include Inherited Security** check box?

When you set portal security permissions on a folder or printer object in the Admin Console tree view, you can click the **Include Inherited Security** checkbox to use the parent folder's security permissions. For example, if you have a printer object named **HP 700 Color** that is housed within the **Floor 34** folder, and the folder has permissions for a group, then those same permissions are applied to the HP 700 Color printer, which means any end-users added to the group will have access to the HP 700 Color printer in the Self-service Portal.

Similarly, if you deselect **Include Inherited Security**, then the group permissions applied to the Floor 34 folder are no longer applied to the HP 700 Color printer. However, this also means that you need to directly assign permissions to the printer itself. Otherwise, the printer will not be available in the Self-service Portal to end-users. In other words, if you apply the same group that was assigned to the Floor 34 folder, then the users in that group will be able to see the printer in the Self-service Portal.

Keep in mind that if the parent folder has Everyone set as the security level, then all items within the folder will also have Everyone set to their security levels as well. As such, if you want to set different security levels to different items in the folder, then you will not want to have Everyone set as the level, so you will want to deselect **Include Inherited Security**.

Additionally, an object name in the list of Portal Security items indicates whether an object name is inheriting the permissions of the parent or not. The Association Type column shows either **Inherited** or **Explicit**. The reason for this

column is that a folder or printer object can be assigned both inherited permissions and other permissions that apply specifically to the printer object or folder. For example, if the parent folder is associated to a group with 50 users, and you want all the members of that group to have access to a printer object in that folder. However, you have three users that you do not want to have access to the group, but you do want them to have access to the printer object. Rather than creating a separate group with all 53 users, you can provide inherited permissions from the parent folder, and then assign the other three users to the printer object.

7. Click **Save**.

For the printer object or folder selected, the end-users who have been selected, members or a specified group, workstations that fall within an IP address range, and so on will be able to see the corresponding printer or folder in the Self-service Portal.

Set a Folder to use Parent Folder Permissions

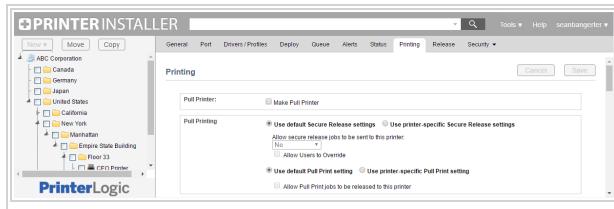
1. Log in to the Admin Console.
2. In the tree view, select the folder that you want to set to use the parent folder permissions.
3. Click the Security tab.
4. Select Portal Security.
5. Click **Include Inherited Security**.

Printing Tab

Frequently Asked Questions on the Printing Tab

What is the difference between default settings and printer-specific

settings?



Many of the sections in the Admin Console offer options that enable you to assign settings to multiple printers or to a single

printer. For example, in the example to the left, the Pull Printing section in the Printing tab contains two options: **Use default printer administration credentials** and **Use printer-specific administration credentials**. The difference between the default settings and the printer-specific settings is that the default settings are applied to all printer objects that have the **Use default printer administration credentials** option selected, while the printer-specific settings are applied to one printer object only.

Furthermore, the location of the settings for both options is different. The printer-specific options are generally directly underneath the printer-specific setting radio button.

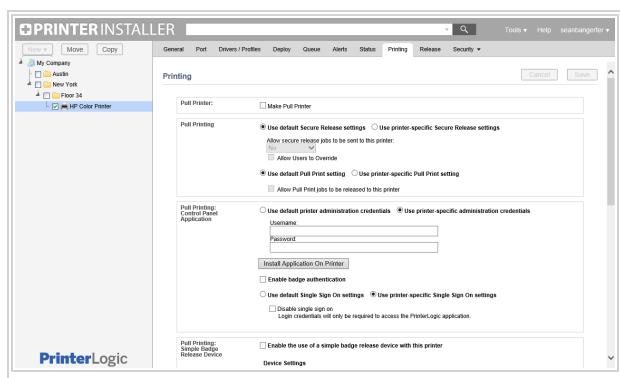
However, the default settings for pull printing are located in **Tools > Settings > Printing**. As shown in the image to the right, you can see settings for **Allow secure release jobs to be sent to the printer**, **Allow Users to Override**, and **Allow Pull Print jobs to be released to this printer**. Essentially, the default and the printer-specific settings are the same, but they are ordinarily located in two different locations.

To put this idea into context, let's say you have three printer objects in your tree view. For printer objects A and B, you select Use default printer administration credentials, and then you navigate to **Tools > Settings > Printing** and set **Allow secure release jobs to be sent to**



this printer to No, which means printers associated to printer objects A and B will not be able to print secure release print jobs. Moreover, for printer object C, you select **Use printer-specific printer administration credentials**, and underneath that setting, you configure the Allow secure release jobs to be sent to this printer to Yes, which means the printer associated to printer object C is able to print secure release print jobs.

In conclusion, you can see that you can configure settings that apply to multiple printers, and any changes that occur to the settings are pushed out globally to all printers associated with printer objects using the default settings, or you can configure settings that are different from the global settings, and apply those settings to a designated printer.



The Printing tab appears in the Admin Console when you select a printer object. The Printing tab generally displays many of the settings a printer object uses in the process of executing a printing job. The most basic settings in the Printing tab enable you to set a printer object to be a pull printer, and then assign a different printer object to release

the pull printing jobs.

The Printing tab is configured to enable the end-user to select either default or printer-specific settings. For example, after you designate a printer object as a pull printer, and then you configure the pull printer settings (either default or printer-specific) to release both secure release print jobs and pull printing jobs.

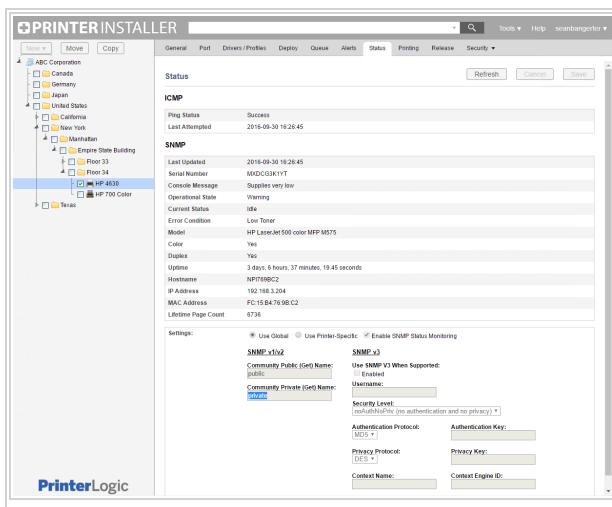
Some of the more commonly used settings available in the Printing tab include the Control Panel Application settings, which enable you to enter the credentials needed to access the printer's web portal, which are needed to install the

Embedded Control Panel application on a printer. For more information, see [Embedded Control Panel Application Overview](#).

Other sections include the settings for [Simple Badge Release](#), which enables the end-user to release print jobs via badge swipe, even when the printer does not have a digital display on which to show the Embedded Control Panel application. Mobile Printing settings, which includes the release of print jobs using both iOS and Android devices, and Email to Print, which enables end-users to forward an email to an email address that is associated with a specific printer. A forwarded email will be submitted to the printer's queue for release. For more information on Email to Print, see [Email to Print Overview](#).

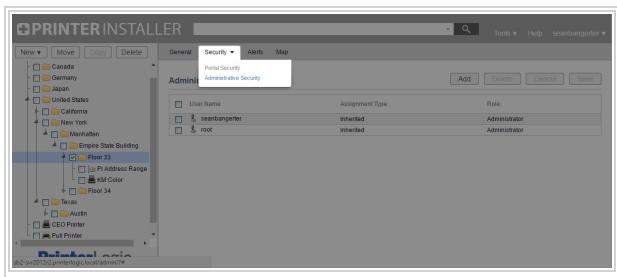
Status Tab

The Status tab provides detailed information and settings for a printer that is connected to your network. When the printer connects to the printer via SNMP, the fields of the Status tab will populate or change based on the current state of the printer as shown in the following example.



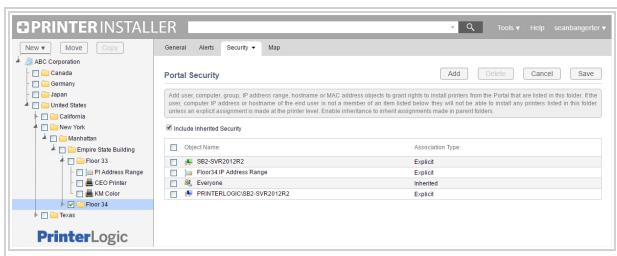
To get up-to-date printer information, you can click the Refresh button at any time.

Security Tab



and Administrator Security. However, clicking an IP address range object in the tree view only provides a link to the Administrator Security options. For more information on setting Portal security, see Set Access Permissions for the Self-service Portal. For information on Administrator security, see Set Administrator Access at the Printer Object Level. The following tables provides descriptions of the fields in the Portal Security and Administrative Security sections of the Admin Console.

Portal Security



users, groups, computers, or IP address ranges, hostnames, and others to determine whether users can view the corresponding folders and printer objects in the Self-service Portal.

Consider the following example using the image shown here. In this case, the administrator has selected the Floor 34 folder in the tree view of the Admin Console, and then adds Active Directory computers and an IP address range to the folder. Furthermore, the administrator has also selected Include Inherited Security, which uses the parent folder's (Empire State Building) permissions for the Floor 34 folder. In this case, the Empire State Building folder has been assigned

Use the Security tab in the Admin Console to set user access permissions to the Self-service Portal and the Release Portal. The Security tab itself appears when you click a either a folder or a printer object in the tree view, so two options appear - Portal Security

Access permissions refer to the ability for end-users to see (or not see) specific items you set in the Admin Console tree view. Essentially, you set up folders and printer objects in the Admin Console tree view, and then you use items such as Active Directory

the Everyone permission setting, so the Floor 34 folder will also use that setting. Because these settings are defined in the Security tab, they will be used in the Floor 33 folder in the Self-service Portal, which means that all users (Everyone) will have access to this folder.

The Portal Security options are available only if you select a folder or a printer object in the tree view.

Administrative Security

The Administrative Security settings are available (along with the Portal Security settings) if you click a folder or a printer object in the tree view. If you select an IP address range in the tree view, the Administrator settings are available in a standalone tab.

RELATED TASKS AND TOPICS

What is the difference between the Hide from Portal feature and the permissions for the Self-service Portal?

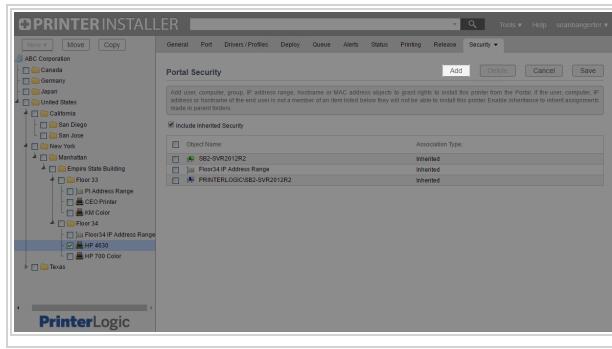
The Hide from Portal setting in the General tab is used to hide a printer from all users in the Self-service Portal. This feature is generally used for testing printers in development prior to pushing them to a production environment. For more information on the Hide from Portal setting, see [Hide a Printer Object in the Tree View](#).

The permissions for the Self-service Portal are located in the Security tab. These permissions are different from the Hide from Portal setting because users, groups, IP address ranges, and so on are assigned to a printer object or folder in the tree view. As a result, those users, members of the group, workstations that fall within the IP address range, and other types will be able to view the printer object or folder in the Self-service Portal. Conversely, users, groups, workstation IP addresses and so on that are not assigned to the printer object or folder will not be able to see the printer object or folder in the Self-service Portal, so they cannot install the printers associated to the printer objects or see the printers contained within the folder.

Set up Portal Security in the Admin Console

1. Log in to the Admin Console.
 2. In the tree view, select a folder or printer that you want to make available to end-users to install.
- This step shows that you can set permission on both a folder and on a specific printer object. The difference between the two is that the end-user can install any printers that are housed in the folder, or they can install a designated printer.

3. Click the Security tab and select **Portal Security**.
4. Click **Add**.



5. Select the type of user, group, etc that you want to use to grant end-users with permissions to view the folder or printer in the Self-service Portal.
6. Follow the steps to add a user, group, IP address range, hostname, etc. to the portal security list.

This option uses the same features you use to Deploy printers. For more information, see Deploy Printers.

What is the purpose of the **Include Inherited Security** check box?

When you set portal security permissions on a folder or printer object in the Admin Console tree view, you can click the **Include Inherited Security** checkbox to use the parent folder's security permissions. For example, if you have a printer object named **HP 700 Color** that is housed within the **Floor 34** folder, and the folder has permissions for a group, then those same permissions are applied to the HP 700 Color printer, which means any end-users added to the group will have access to the HP 700 Color printer in the Self-service Portal.

Similarly, if you deselect **Include Inherited Security**, then the group permissions applied to the Floor 34 folder are no longer applied to the HP 700 Color printer. However, this also means that you need to directly assign permissions to the printer itself. Otherwise, the printer will not be available in the Self-service Portal to end-users. In other words, if you apply the same group that was assigned to the Floor 34 folder, then the users in that group will be able to see the printer in the Self-service Portal.

Keep in mind that if the parent folder has Everyone set as the security level, then all items within the folder will also have Everyone set to their security levels as well. As such, if you want to set different security levels to different items in the folder, then you will not want to have Everyone set as the level, so you will want to deselect **Include Inherited Security**.

Additionally, an object name in the list of Portal Security items indicates whether an object name is inheriting the permissions of the parent or not. The Association Type column shows either **Inherited** or **Explicit**. The reason for this

column is that a folder or printer object can be assigned both inherited permissions and other permissions that apply specifically to the printer object or folder. For example, if the parent folder is associated to a group with 50 users, and you want all the members of that group to have access to a printer object in that folder. However, you have three users that you do not want to have access to the group, but you do want them to have access to the printer object. Rather than creating a separate group with all 53 users, you can provide inherited permissions from the parent folder, and then assign the other three users to the printer object.

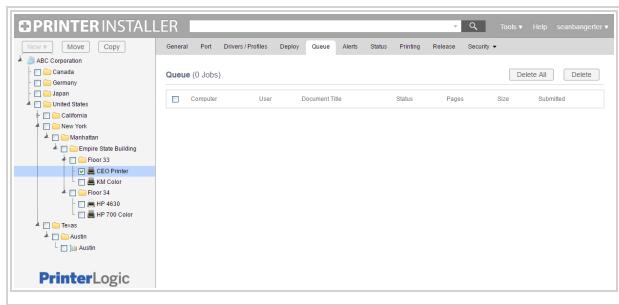
7. Click **Save**.

For the printer object or folder selected, the end-users who have been selected, members or a specified group, workstations that fall within an IP address range, and so on will be able to see the corresponding printer or folder in the Self-service Portal.

Set a Folder to use Parent Folder Permissions

1. Log in to the Admin Console.
2. In the tree view, select the folder that you want to set to use the parent folder permissions.
3. Click the Security tab.
4. Select Portal Security.
5. Click **Include Inherited Security**.

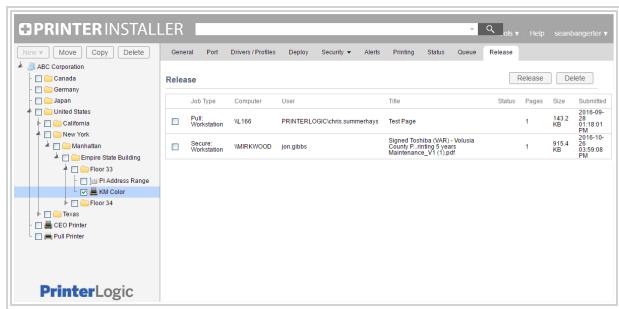
Queue Tab



The Queue tab appears only when you select a printer object in the Admin Console tree view. The following image shows an example of the Queue tab in the Admin Console.

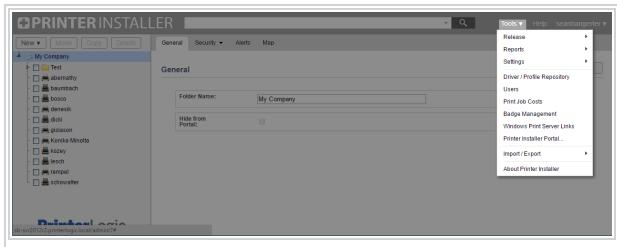
The Queue tab displays the print jobs in queue for the printer associated to the selected printer object in the tree view. The Admin Console also provides the Delete All button to remove all the print jobs in queue, or Delete to remove a single print job from the queue. The following table provides details about each column in the Queue tab.

Release Tab



The Release tab appears in the Admin Console when you click a printer object in the tree view. This tab enables an administrator to view the print jobs that end-users have sent to the printer, and release or delete print jobs at will. The following table describes the fields of the Release tab.

Tools Menu



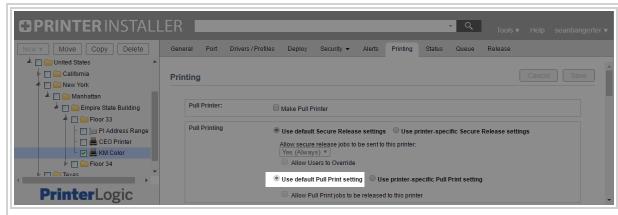
the left and provides drill-down options initially categorized by Release, Reports, and Settings. The following sections provide brief information about the options available in the Tools menu.

The Release submenu offers two options, one of which enables an administrator to search for a print job in queue and another to either release or delete it. Print Jobs is useful for instances in which an end-user cannot release a print job (for whatever reason) and needs the administrator to release it for them. The other option is Release Station, which enables a computer or tablet to be directly connected to a printer to release print jobs.

Another submenu under Tools is Reports, which provides quick access to all available Printer Installer reports, including Administrative Audit Records, Print Job Records, and other reports. Another report listed in the Tools menu, but not from the Reports section is the Print Job Costs report, which enables you to assign cost values to specific paper sizes so you can track the cost of print jobs. For more information, see Print Job Costs Overview. Other functionality available through the Reports submenu includes **scheduling** and exporting reporting data.

One of the primary functions of the Tools menu is to make default settings available for configuration. The settings selected in the Printing tab generally determine whether or not you will need to configure default settings in the Tools menu. To put this into context through a simple example, let's say you select a printer object in the tree view, click the Printing tab, and then you navigate to the Pull Printing section.

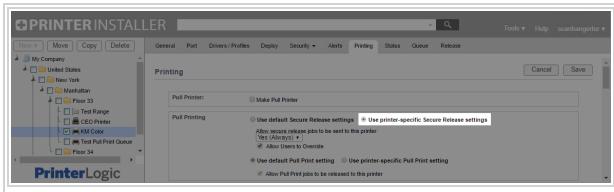
The Tools menu appears in the upper right corner of the Admin Console and provides many additional features and settings not available through the tabs that appear by selecting an item in the tree view. The Tools menu appears as shown in the image to



tion where you select **Use default Secure Release settings** as shown in the image to the right.

Because you have opted to use the default settings, you will need to navigate to the default settings in the Tools menu. In other words, click **Tools > Settings > Printing**, and in the Pull Printing section you will click the **Allow secure release jobs to be sent to the printer** drop-down menu and select from one of the available options. For more information on default and printer-specific settings, see [Differences Between Default and Printer-specific Settings](#).

Had you selected **Use printer-specific Secure Release settings** in the **Printing** tab rather than the default settings, then the **Allow secure release jobs to be sent to the printer** field in that same section becomes available for immediate selection as shown below.



The Tools menu provides quick links to the Driver/Profile Repository, which shows a list of all drivers that have been uploaded to the Printer Installer database and the profiles that have been assigned to each driver. For more information, see [Driver/Profile Repository](#).

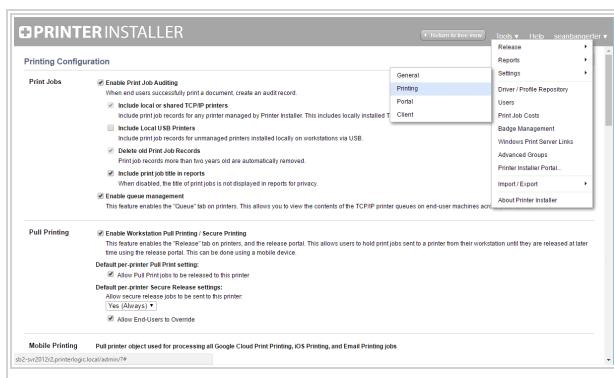
The Users section of the Tools menu is geared specifically for setting up and managing user accounts and assigning role-based access to user accounts so that groups of users can access or be restricted from features and functionality of the Admin Console (administrator-level only) or Self-service Portal/Release Portal (both administrator and non-administrator levels only).

Another feature with high use in the Tools menu with high is Badge Management, which enables you to register badges for accessing the Embedded Control Panel application, which is used to release print jobs directly from a printer's LCD digital display or [Simple Badge Release](#) if your printer does not have an

LCD digital display. From the Badge Management section, you can register and unregister badges for access to the Embedded Control Panel application.

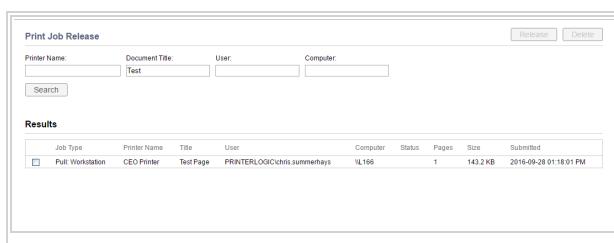
Import/Export from the Tools menu enables you to work in bulk with specific items such as IP address ranges, printer objects, tree views, drivers, alerts, and more. As you can see, the Tools menu provides several features that enable you to release print jobs, configure your drivers, users accounts, badges, and other items while also empowering you with reporting data and a list of the drivers and profiles that have been uploaded to the Printer Installer database.

Printing Settings



Pull Printing/Secure Printing settings that any printer object in the tree view will use if you apply the default settings to that printer object. For more information, see Differences Between Default and Printer-specific Settings. Similarly, the General tab in Printer Installer provides default settings for enabling email to print default, including IMAP and SMTP settings, which are used for inbound and outbound email access, and many other settings. The following table provides descriptions of all the fields in the Printing tab.

Print Job Release Settings

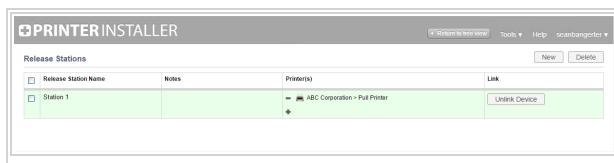


The Printing Settings in the Admin Console are available from the Tools menu by clicking **Tools > Settings > Printing** as shown in the image here. These settings provide general configuration options for printing in your Printer Installer environment. For example, the Printing Settings enable you to configure default

The Print Job Release option is available in the Admin Console by clicking **Tools > Release > Print Jobs**. The purpose of this feature is to enable an administrator to search for a print job by the name of the printer, the document title,

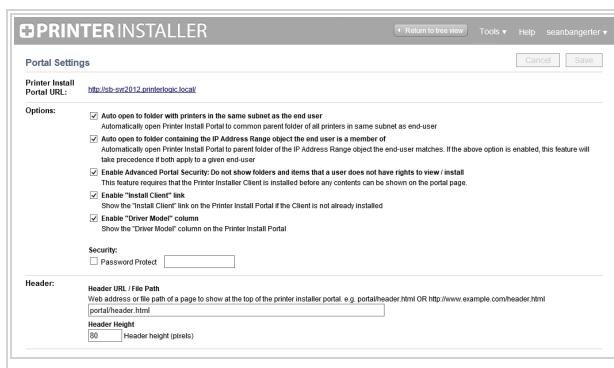
the user who released the print job, or the workstation from which the print job was released. This feature is similar to the Release tab with one major exception. Print Job Released enables you to search for print jobs, whereas the Release tab displays all print jobs for the printer object selected in the tree view. The following table provides descriptions of the fields in the Print Job Release section of the Admin Console.

Release Stations Settings



Release > Release Station. where you set up the station and connect it to your mobile device. Keep in mind that for Release Stations to be set up correctly, you must have Secure Release printing enabled on the printers you are using to release jobs from the mobile device. Additionally, to create the link between the printer and the device releasing the print jobs (tablet for example), you will click Link Device on the tablet. This connection sets a cookie on the tablet, enabling it to release the print job to the printer. For more information on Release Stations, see [Release Stations Overview](#). The following table provides descriptions of the fields in Tools > Release > Release Station.

Portal Settings



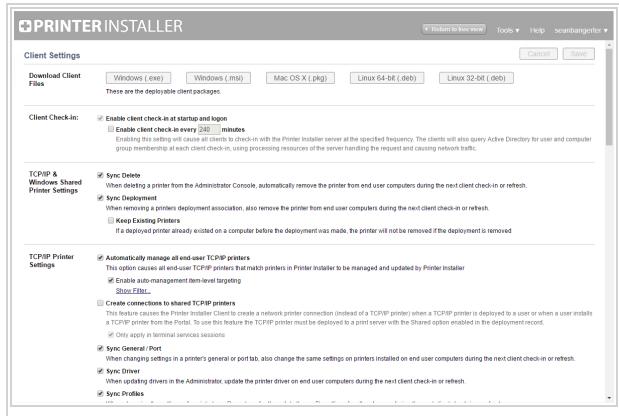
Release Stations enable a mobile device such as a laptop or a tablet (placed near a device) to release print jobs. Release Stations are available from the Admin Console in **Tools >**

The Portal Settings appear in the Admin Console by clicking **Tools > Settings > Portal**. The image shown here is an example of the Portal Settings.

These settings can be configured and are generally used to set the behavior of the Self-service Portal, which end-users take advantage of to install printer

drivers on their workstation, and the Release Portal, which end-users employ to release print jobs to be printed.

Client Settings



membership, synchronizing deleted printers from the Admin Console to also be deleted on end-user's workstations, synchronizing driver and profile updates, and even downloading the latest client files to deploy to end-user workstations. The Client Settings provide so many options for keeping the settings on client machines in sync with the settings in the Admin Console.

Driver/Profile Repository



you can add drivers and profiles from the Drivers/Profiles tab, and those drivers and profiles will be stored in the Driver/Profile Repository as shown in the image.

The purpose of the Driver/Profile Repository is to show a comprehensive list of the drivers and profiles in use, and even the drivers and profiles that are

The Client Settings are available in the Admin Console by clicking Tools > Settings > Client. The image to the left shows an example of these settings.

The Client Settings are fairly general, and are used for such things as configuring the client to "check in" with the Printer Installer server to check Active Directory for new users or group mem-

A print driver is software that converts data into a form that can be printed on a specific printer type, and a profile is a group of printing settings that are applied to a print job. In the Admin Console,

unused. The Driver/Profile Repository shows a model name of the driver, the version, the date it was uploaded, and the operating systems on which the driver is used. All supported operating systems for a driver show selected check boxes.

In the upper left corner, you can select the items that you want to display. Click **All drivers/profiles** to display all the drivers and profiles you have configured in Printer Installer, or click **Unused drivers** to display any drivers that exist in the Printer Installer database but are not in use. Additionally, any drivers without an arrow to the left of the driver model name do not have a profile applied to it. However, if you see an arrow to the left of the driver model name, then you can click the arrow, and any profiles applied to that driver will appear. If a driver does not have a profile applied to it, you can add or import a file directly from the Driver/Profile Repository or from the Drivers/Profiles tab.

Another option in the Driver/Profile Repository is to upload a new driver, or replace or delete an existing driver. Clicking any of these options show the same windows used in the Drivers/Profiles tab to install the driver. Any new driver you create will appear as a line item in the Driver/Profile Repository, which also shows the operating systems you selected for the driver.

Essentially, the Driver/Profile Repository performs the same functionality as the Drivers/Profiles tab with the one additional feature of showing the drivers that have been uploaded and the profiles that have been assigned to those drivers.

RELATED TASKS AND TOPICS

Set up a Profile from the Repository

See [Profiles](#)

Import a Profile from the Repository

1. Log in to the Admin Console.
2. Click **Tools > Driver/Profile Repository**.
3. In the Driver/Profile Repository, click the driver to which the profile will be associated.

Printer Installer										
Driver / Profile Repository			System Requirements							
			x86		x64		Cabs			
Driver Model Name	Driver Version	Driver Date	Win7	Win8	Linux 32-bit	Win7	Win10	Mac OS X	Cabx	
Crit Universal Printer			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
- HP Universal Printing PCL 6 (184-46)	61.159.02.157117	06/10/2013	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Test Profile			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Samsung CLX-8540 9550 Series	3.12.29.0702	06/11/2015	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Any drivers that have an arrow to the left of the driver name have profiles listed as sub-items under them.

4. Click **Import Profile** on the driver line item.
5. When the Import Profile Data window appears, click **Upload PLP File**.
6. Navigate to the location where you have the PLP file stored.
7. Select the file you want to upload.
8. Click **Open**.

Printer Installer will process the PLP file, and when it is added to the Printer Installer database, you will see a line item for the profile in the Driver/Profile Repository.

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SETTINGS

The Settings section gives descriptive information about the Admin Console settings you must configure to use certain Printer Installer features. The settings include SNMP, SMTP, LDAP, and others, which are required for features such as Email to Print, Alerts, printer deployment, mobile printing, and more.

Lightweight Directory Access Protocol (LDAP)94

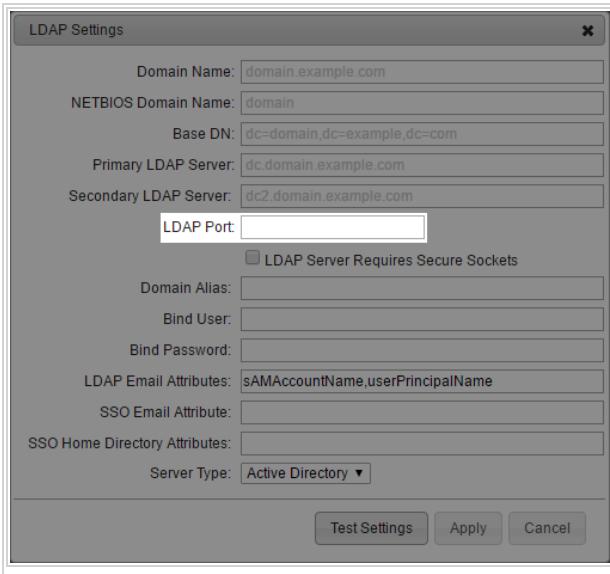
Simple Network Management Protocol (SNMP) 104

Simple Mail Transfer Protocol (SMTP) 109

Lightweight Directory Access Protocol (LDAP)

Frequently Asked Questions on LDAP

What port do I use for secure or non-secure communication between the Active Directory server and the Printer Installer server?



If your Printer Installer server resides outside a firewall, while the LDAP/Active Directory (AD) server resides behind the firewall on a private network, you must open a port for the two servers to communicate with each other. The image to the left shows the LDAP Settings with the LDAP Port field highlighted. This field is used to

enter the port you will use to enable the Active Directory server and the Printer Installer server to communicate.

When you set up your LDAP domain, the port you enter in the LDAP Settings determines whether the port is secure or non-secure. Use port 636 for a secure connection or port 389 for a non-secure connection. The recommended best practice is to use a secure port.

Click **LDAP Server Requires Secure Sockets** to automatically set the port to 636. Deselect **LDAP Server Requires Secure Sockets** to automatically set the port to 389.

What is Advanced LDAP Administrative Authentication?



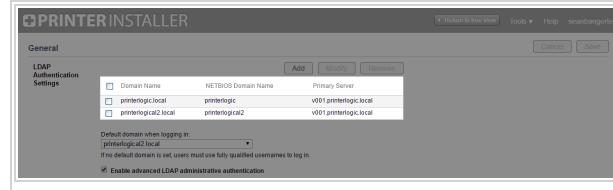
The **LDAP Authentication Settings** section (under **Tools > Settings > General**) contains an option for **Enable advanced**

LDAP administrative authentication. The image shown here identifies the location of this option in the Admin Console. When this option is selected, Printer Installer's web server connects to the LDAP server using the [**bind user credentials**](#).

With the Advanced LDAP Administrative Authentication option selected, you can add or remove Active Directory users and groups from the Users page without being on a computer that is part of the domain. Furthermore, when you click **Add User** in the Users tab, you will see an option for **LDAP Group/User**.

This option also allows the use of third-party LDAP servers for authentication to Printer Installer.

If **Enabled Advanced Administrative Authentication** is not checked, then the workstation from which you are adding users must be joined to the domain from which you are adding users. Similarly, if **Enabled Advanced Administrative Authentication** is checked, then you can add users from a domain other than the one to which your workstation is connected. Consider the example shown in the image to the right.



In this case, if you do not have **Enable Advanced LDAP Administrative Authentication** checked, then your workstation will be able to connect only to the printerlogic domain. However, if you have **Enable Advanced LDAP Administrative Authentication** checked, then the workstation can connect to both available domains.



LDAP Authentication Settings enable the Printer Installer server to contact your LDAP server (usually Active Directory) to authenticate usernames and passwords. The LDAP Authentication Settings are most typically used for log-

ging into the Admin Console, printer deployment, and for various types of release printing and mobile printing actions that require it such as pull printing, Direct Email to Print, and Direct Email Guest to Print. Essentially, any pages that require a username and password means Active Directory is required, which also means LDAP authentication settings are also required. The image shown here identifies the LDAP Authentication Settings in the Admin Console. From this section, you can add new server settings, modify settings for an existing server, or delete settings for a server. To add new LDAP Authentication Settings, you must complete the [fields that require a value](#). For descriptions on each of these fields, see LDAP Authentication Settings Descriptions.

If you do not use Active Directory for your network authentication, then specific Printer Installer features will not be available because those features need it to function. For example, Release Portal, mobile printing, and the Admin Console require Active Directory to function. Direct Email Printing does not require Active Directory, but without it, the available features are very limited. Additionally, Printer Installer also supports the Sun ONE Directory Server. For more information, see Oracle Directory Server Enterprise Edition.

How To: Set up your LDAP Domain

STEP 1: Add the LDAP Domain

1. Log in to the Admin Console.
2. Click **Tools > Settings > General**.
3. In the LDAP Authentication Settings section, click **Add**.



STEP 2: Configure your LDAP Domain

4. When the LDAP settings appear, fill in the required fields.

The screenshot shows the 'LDAP Settings' dialog box. It contains the following fields:

- Domain Name: domain.example.com
- NETBIOS Domain Name: domain
- Base DN: dc=domain,dc=example,dc=com
- Primary LDAP Server: dc.domain.example.com
- Secondary LDAP Server: dc2.domain.example.com
- LDAP Port: 389
- LDAP Server Requires Secure Sockets
- Domain Alias: (empty)
- Bind User: (empty)
- Bind Password: (empty)
- LDAP Email Attributes: sAMAccountName,userPrincipalName
- SSO Email Attribute: (empty)
- SSO Home Directory Attributes: (empty)
- Server Type: Active Directory ▾

At the bottom are 'Test Settings', 'Apply', and 'Cancel' buttons.

LDAP Settings

Field	Description
Add	<p>Click Add to enter LDAP server settings, which will enable Printer Installer to contact the LDAP server (usually Active Directory) to authenticate usernames and passwords. When you click Add, the following fields will appear. Click any item below for additional information on that field.</p> <p>Domain Name The name of the domain that will be used for integration between Printer Installer and Active Directory.</p> <p>NETBIOS Domain Name A unique identifier, up to 15 characters long with a 16th character type identifier, that NetBIOS services use to identify resources on a network running NetBIOS over TCP/IP (NetBT).</p> <p>Base DN The Distinguished Name of the domain in Active Directory.</p> <p>Primary LDAP Server The first server that will be queried for connecting to Active Directory. This value can</p>

Field	Description
	<p>be either an IP address or a server FQDN.</p> <p>Secondary LDAP Server The second server that will be queried for connecting to Active Directory in instances where Printer Installer cannot connect to the Primary LDAP Server. This value can be either and IP address or a server FQDN¹.</p> <p>LDAP Port The port Printer Installer will use to connect to the LDAP server.</p> <p>LDAP Server Requires Secure Sockets If the LDAP server requires secure sockets, then select the corresponding check box</p> <p>Domain Alias Used for mobile printing, specifically Direct Email to Print. When the company email address domain is different from the internal active directory domain then enter</p>

¹A chunk of information about a particular subject. Topics are the most important part of a project. Everything else is contained within topics (e.g., hyperlinks, text, pictures) or points toward topics (e.g., table of contents, index, browse sequences). The very reason end users open a Help system is to find information, a little direction. They find that help within individual topics.

Field	Description
	<p>the email domain here.</p> <p>Bind User Username of an AD account that has permissions to query LDAP.</p> <p>Bind Password Password of an AD account that has permissions to query LDAP. The password must correspond to the username entered in the Bind User field.</p> <p>LDAP Email Attributes Printer Installer queries the LDAP server to find an Active Directory user that has contains a particular email address is any of the listed attributes. The values are comma-separated.</p> <p>SSO Email Attribute (Toshiba Devices Only) Active Directory profile value used to populate the email address used for email printing. The email address that is sent to the printer when a user is authenticated. How it is used from</p>

Field	Description
	<p>there is up to the device and applications being used.</p> <p>SSO Home Directory Attributes (Toshiba Devices Only) Active Directory profile value used to send scanned material to a user's directory.</p> <p>Server Type The type of LDAP server in use. Options include Active Directory or Oracle.</p>
Modify	Click Modify to make changes to an existing group of LDAP Authentication Settings.
Remove	Click Remove to delete a group of LDAP Authentication Settings. If you delete a group of settings, you will no longer be able to retrieve them, so make sure you are delete the right settings before proceeding.
Domain Name	The name of the domain that will be used for integration between PrinterCloud and Active Directory.
NETBIOS Name	A unique identifier, up to 15 characters long with a 16th character type identifier, that NetBIOS services use to identify resources on a network running NetBIOS over TCP/IP (NetBT).
Primary Server	The Primary Server is the first LDAP server that Printer Installer attempts to use for Active Directory authentication.

Field	Description
Default domain when logging in	<p>The Default Domain is the domain that will be used if an end-user attempts to log in with only a username and does not specify a domain. For example, if the default domain is abccorp.local, and you log in as john.smith, then Printer Installer will attempt to log you in as abccorp.-local\john.smith.</p> <p>However, if a second domain is configured, for example xyzcorp, then the end-user would still have to type in that non-default domain followed by the username. For example, xyz-corp\john.smith.</p>
Enable advanced LDAP administrative authentication	<p>This option allows you to add or remove Active Directory users and groups in the Admin Console under Users. For more information, see What is Advanced LDAP Administrative Authentication?</p>

STEP 3: Test your LDAP Settings

- When you are finished filling in the LDAP settings, click **Test Settings** to check to see if the settings are configured correctly.

If your test fails, you will see a report with the issues listed as shown below.



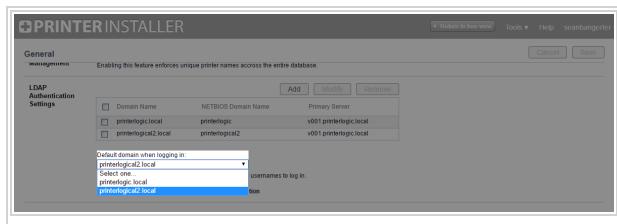
Continue to test your settings until you have a successful configuration. A successful test appears as shown below.

Testing LDAP Settings...		
Status	Test	Result
✓ Complete	Connection to Primary LDAP Server without Bind User/Password	Success
✓ Complete	Connection to Secondary LDAP Server without Bind User/Password	Success
✓ Complete	Connection with Bind User/Password	Success
✓ Complete	Checking NETBIOS Domain Name in LDAP	Search successful. Found 1 NETBIOS domain names in LDAP: PRINTERLOGIC. This matches the "NETBIOS Domain Name" setting.

6. When you have achieved a successful configuration, click **Apply**.
7. Click **Save**.

STEP 4: Set your Default Domain

8. In the LDAP Authentication Settings section, click **Default domain when logging in**.



9. Select the domain you want to be set as the default.
10. Click **Save**.

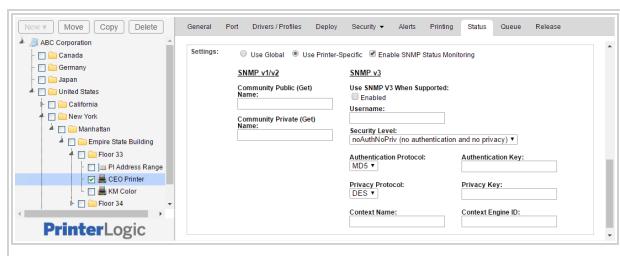
Simple Network Management Protocol (SNMP)

Frequently Asked Questions on SNMP

What is the difference between v1/v2 and v3 of the SNMP settings?

SNMP versions 1 and 2 do not have security settings, which means that a person can query the SNMP information without any encryption

or authentication. Version 3 has both encryption and authentication security options. Additionally, you can set the version 3 level to require both encryption and authentication, authentication only, or neither encryption nor authentication. For more information on the SNMP settings for v3, see Status Tab Field Descriptions.



SNMP settings enable Printer Installer to query a printer, the purpose of which is to collect information about the health of a printer, issues with the printer, various settings including color printing and duplex printing support, and so on. SNMP settings

are used specifically for features like alerts, which send notifications (using SMTP settings) to email addresses to inform the administrator of the issues with the printer.

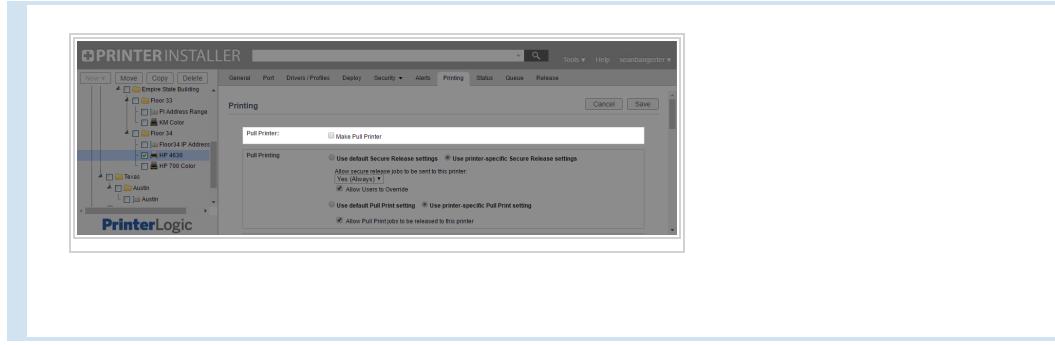
Printer Installer offers both printer-specific settings and default settings in the Admin Console. The printer-specific settings are available in the Status tab under the Settings section, and the default settings are available in **Tools > Settings > General** under the SNMP Status Monitoring section. Both the default settings and the printer-specific settings show SNMP v1/v2 and SNMP v3.

How To: Enable and Configure SNMP Settings

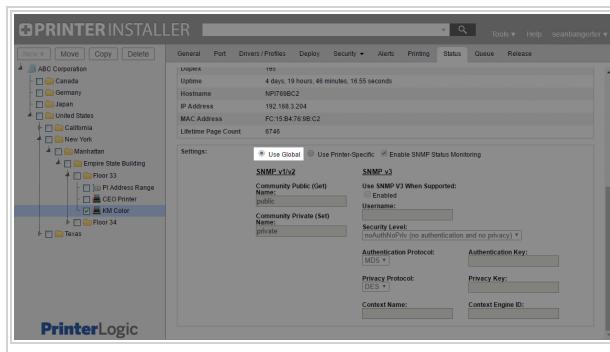
Option 1: Set up SNMP Using Default Settings

1. Log in to the Admin Console.
2. Select a printer object in the tree view to select it.

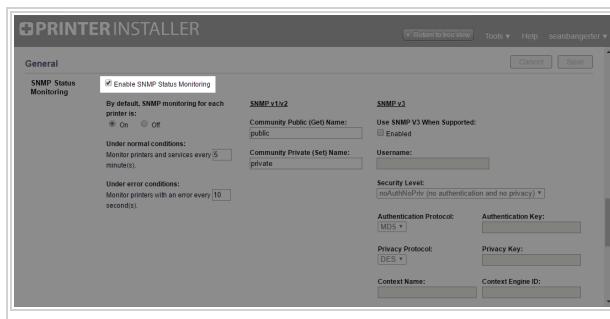
The printer object you select cannot be one that is being used as a pull print queue. In other words, click the Printing tab, and if the Make Pull Printer check box is deselected as shown below, then you can enable the global settings on that printer object.



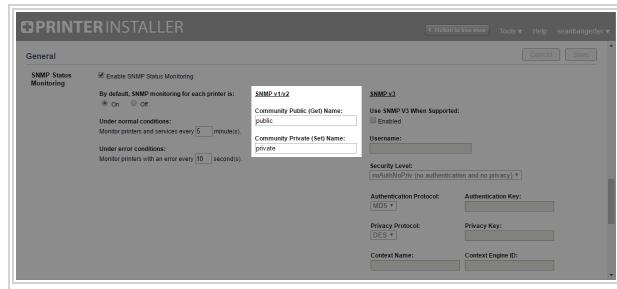
3. Click the Status tab.
4. In the Settings section, click **Use Global**.



5. Click **Save**.
6. Click **Tools > Settings > General**.
7. In the SNMP Status Monitoring section, click **Enable SNMP Status Monitoring**.



8. In the **By default, SNMP monitoring for each printer is:** field, click **On**.
9. (Optional) Set the normal and error condition status check frequencies.
10. Set the SNMP v1/v2 settings.



For more information on the community name, see [Community Name](#).

11. (Optional) Set the SNMP v3 settings.

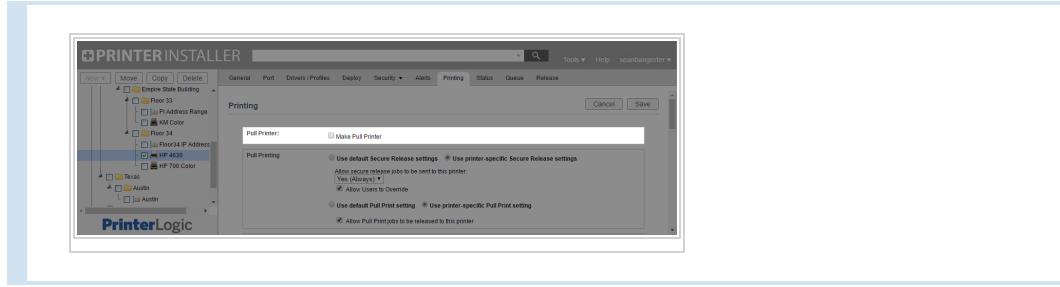
For more information on the SNMP v3 settings, see [General Settings Field Descriptions](#).

12. Click **Save**.

Option 2: Set up SNMP Using Printer-specific Settings

1. Log in to the Admin Console.
2. Select a printer object in the tree view to select it.

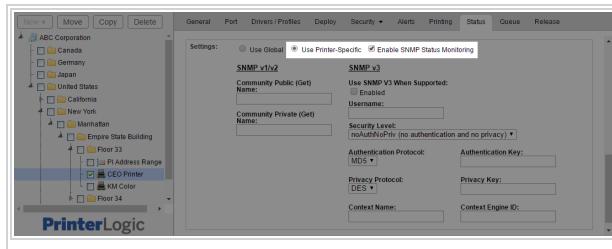
The printer object you select cannot be one that is being used as a pull print queue. In other words, click the Printing tab, and if the Make Pull Printer check box is deselected as shown below, then you can enable the printer specific settings on that printer object.



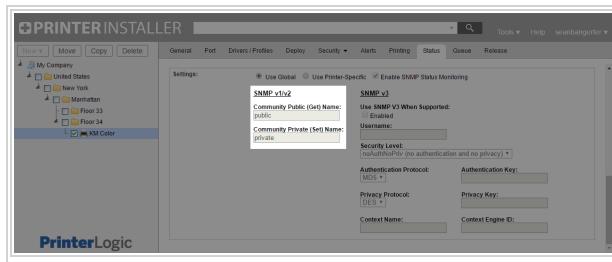
3. Click the Status tab.
4. In the Settings section, click **Use Printer-specific**.



5. Click **Enable SNMP Status Monitoring**.



6. Set the SNMP v1/v2 settings.



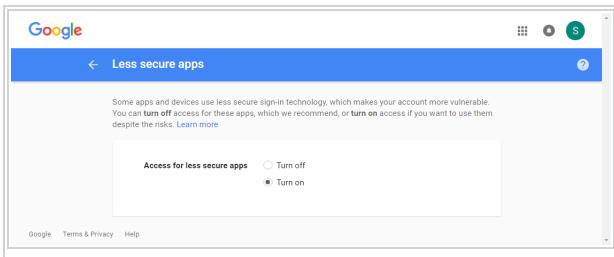
7. (Optional) Set the SNMP v3 settings.

For more information on the SNMP v3 settings, see [Status Tab](#).

8. Click **Save**.

Simple Mail Transfer Protocol (SMTP)

If you are using any Google mail-provided-service (such as gmail) on the email server, Google will block any authentication attempt until you turn on the [gmail Use Less Secure Apps setting](#) for the email account you are using for the SMTP account option. For example, if you're using myemail@dgmail.com, then you must be logged in to gmail as myemail@gmail.com and then turn on the Less Secure Apps setting as shown below.



Printer Installer uses SMTP settings for alerts and scheduled reports. More specifically, these features send emails to end-users to notify them that an issue has occurred with a printer or that they have received a report.

Printer Installer also provides SMTP settings for outbound emails. However, these settings are available in the Printing settings under [Mobile Printing: Email Processing](#). Please make sure that you are working with the correct SMTP settings for alerts and scheduled reports.

Printer Installer enables you to configure SMTP settings so you can take advantage of features that use outbound email including all types of Email to Print (Email to Print, Direct Email to Print, and Direct Email Guest to Print). The SMTP

enables Printer Installer to send notifications to an end-user that a print job is ready to print and notifications that a print job has been released.

Printer Installer has SMTP settings in both the General settings and in the Printing settings. The ones in the General settings are used for alerts and scheduled reports, whereas the ones in the Printing settings are used for outbound emails and are required for Email to Print. Please make sure you are modifying the correct settings prior to making changes.

How To: Configure SMTP Settings

For Alerts

1. Log in to the Admin Console.
2. Click **Tools > Settings > General**.
3. Scroll down to the Email (SMTP) Settings.
4. Fill the required fields in the Email (SMTP) Settings section as shown below.

The data in the fields of the image below are examples only. The data for your SMTP settings will look differently.

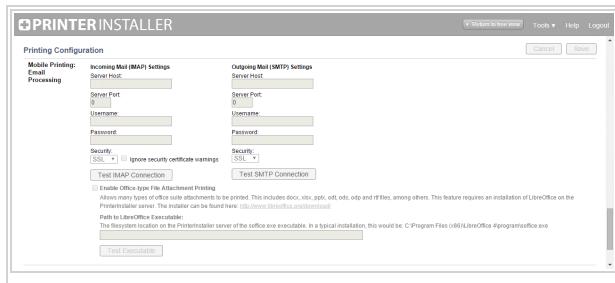


For more information on these fields, see [General Settings](#).

5. Click **Save**.

For Email Printing

1. Log in to the Admin Console.
2. Click **Tools > Settings > Printing**.
3. Click **Enable Email Printing**, **Enable Direct Email Printing**, or both to make the fields in the **Mobile Printing: Email Processing** section available.
4. In the **Email (SMTP) Settings** section, fill in the fields under **Outgoing Mail (SMTP) Settings**.



For information on these fields, see [Printing Settings](#).

5. When you have finished configuring the SMTP settings, click **Test SMTP Settings** to check to see if the settings work correctly.
6. Click **Save**.

BASICS

Printer Installer basics are those Admin Console features that are some of the easiest to set up to start managing your users and printers, and to enable your end-users to install drivers and to release print jobs.

Users	112
Drivers	117
Profiles	126
Alerts	141
IP Address Range	167
Status Monitoring	172
Maps	172
Deploy Printers	188

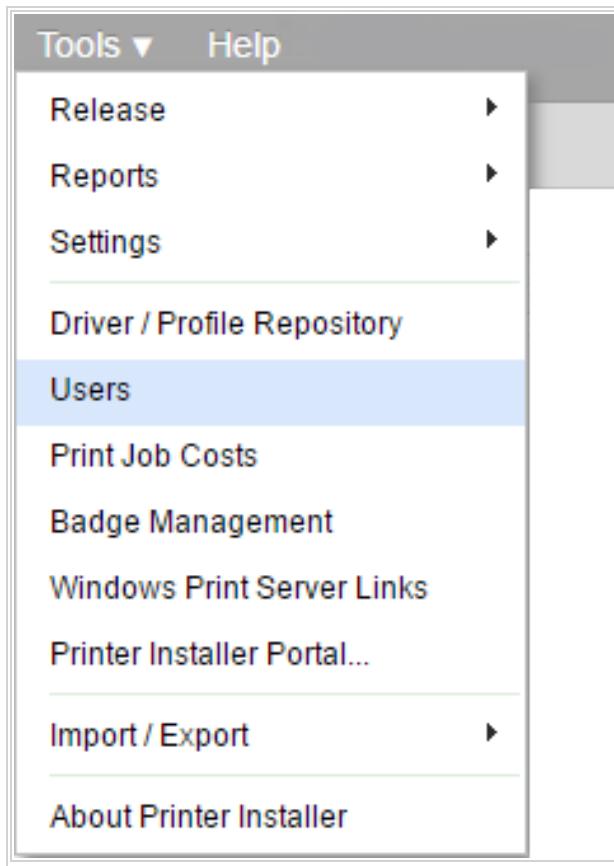
Users

If you are an administrator who has permissions to create additional Printer Installer user accounts, you can create new users. Any users you can create can have one or more roles to their account to give them permissions to view and/or modify features and functions of Printer Installer. The following steps describe the process for adding a new user account to Printer Installer.

RELATED TASKS AND TOPICS

Set up a New User or Group

1. Log in to Printer Installer.
2. Click **Tools > Users**.



3. When the Users/Roles window appears as shown below, click **Add User**.

The screenshot shows the Printer Installer Admin interface. The top navigation bar includes 'Return to previous' (dropdown), 'Tools' (dropdown), 'Help', and 'Logout'. Below the navigation is a search bar. The main area has two tabs: 'Users' and 'Roles'. The 'Users' tab displays a table with columns 'Username', 'Role Type', and 'Folder'. It lists several users: elencar25 (Root Account), jayndt1, mstop, qstarbright, seambanger, and ythompson (Print Job Report Manager). The 'Roles' tab displays a table with columns 'Role Name', 'Description', and 'Type'. It lists various roles: Administrator, Site Manager, Deploy Manager, Help Desk, Print Job Report Manager, Administrative Auditor, and PI Role.

4. Select Printer Installer User.
5. In the Add User window, enter the new user's username, email, and login credentials.

Passwords must contain a minimum of eight characters and at least one number. Additionally, an email address cannot be used more than once.

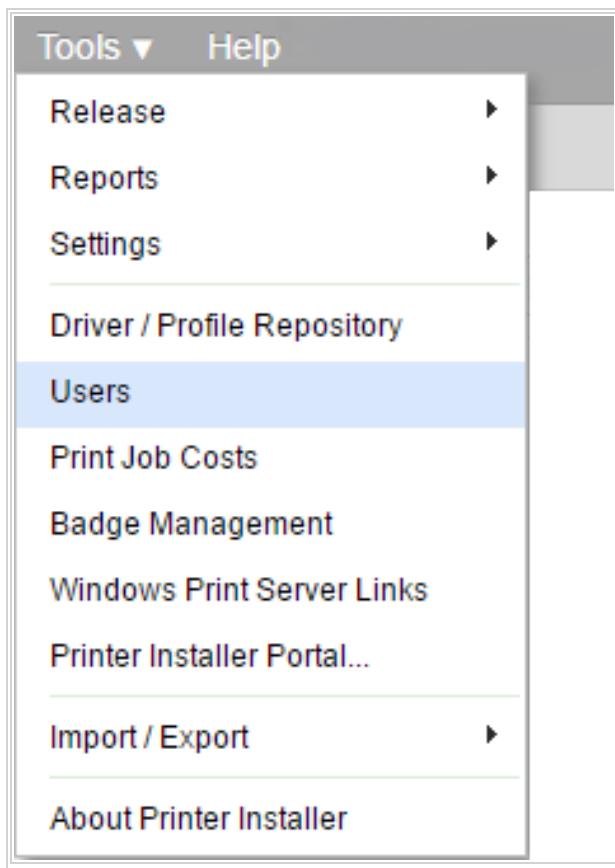
The 'Add User' dialog box contains fields for 'Username' (with a placeholder 'Enter Username'), 'Email Address' (with a placeholder 'Enter Email Address'), 'Password' (with a placeholder 'Must be at least eight characters long and contain one number.'), and 'Confirm Password'. At the bottom are 'Add' and 'Close' buttons.

6. Click **Add**.
7. Set one or more roles to the user's account.

For more information on roles, see [**Role-based Access Control \(RBAC\)**](#).

Change a Username or Password

1. Log in to the Admin Console.
2. Click **Tools > Users**.



3. When the Users/Roles window appear as shown below, click **Change Username/Password**.

The screenshot shows the Printer Installer Admin interface. The top navigation bar includes links for 'Return to tree view', 'Tools', 'Help', and 'Search/Filter'. Below the navigation is a search bar with placeholder text 'Search...'. The main area is divided into two sections: 'Users' and 'Roles'.

Users:

Username	Role Type	Folder
admin	Root Account	abernathy
elazar05		
jayd1		
mtwp		
seanbangerter	Print Job Report Manager	
ythompson		

Roles:

Role Name	Description	Type
Administrator	Administrators have all permissions at a global level. They can add/remove other users, and they can configure any settings of the website. They can reset passwords of other users (including other administrators) but they can not reset the password of the root Printer Installer account.	Standard
Site Manager	A site manager has full management access to the folders they have rights to. They do not have permissions to change global settings that will affect more than their scope such as the ability to add or delete users and drivers.	Standard
Deploy Manager	A deploy manager has the ability to deploy, manage, and delete printers within the folders they are given rights to.	Standard
Help Desk Manager	A help desk manager has the ability to see print jobs in the queue, and printers with errors.	Standard
Print Job Report Manager	A print job report manager has rights to schedule and run print job auditing reports.	Standard
Administrative Auditor	An administrative auditor has the ability to audit changes made within the Printer Installer administrative console.	Standard
Pi Role	Test role for Pi	Custom

- In the Update User window, make the changes to either the user-name, email, or password information.

The 'Update User' dialog box contains fields for 'Username' (admin), 'Email Address' (seanbangerter@outlook.com), and 'Password' (a field with placeholder text 'Must be at least eight characters long and contain one number. Leave blank to remain unchanged.'). There is also a 'Confirm Password' field. At the bottom are 'Update' and 'Close' buttons.

- Click **Update**.

The user associated with the email address will receive an email with the updated username and/or password.

Drivers

Frequently Asked Questions on Drivers

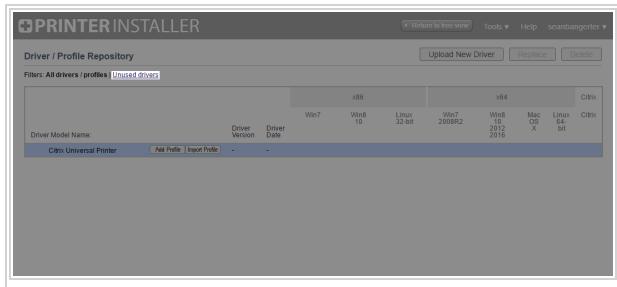
What is the universal driver?

Organizations frequently use several different printer models from a myriad of manufacturers. As such, printer manufacturers provide "universal" or "global" drivers that replace the inconvenient process of installing drivers for each printer model and operating system. In other words, one universal driver can be used for two or more printer models across operating systems. For example, a universal printer driver can be installed to support all printers of the LaserJet series, so if you have five different LaserJet models, then you can install one universal driver that supports all the LaserJet printers, which simplifies the driver installation process for your end-users. Any printers that do not support universal drivers should have printer-specific drivers that can be installed.

Operating systems with different bit types (32-bit vs 64-bit) require different universal drivers.

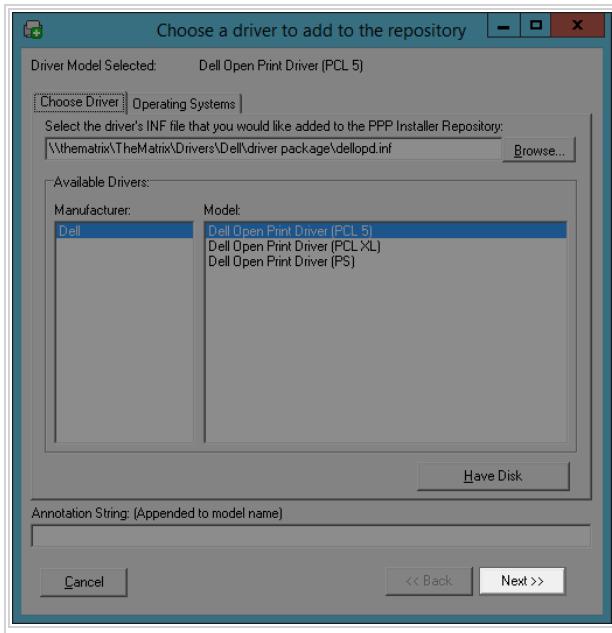
How do I generate a list of unused drivers?

The filters that appear in the Driver/Profile Repository enable you to show all driver/profiles or unused drivers as shown in the following image.



For more information on the repository, see [Driver/Profile Repository](#).

What is the Annotation String?



The annotation string in the Admin Console prevents the upload of drivers with the same name for a given printer model. When you upload a driver, Printer Installer uses the name of the printer model as the name for the driver. However, Printer Installer does not allow multiple drivers in the repository to have the same name for a given

printer model. As such, the annotation string is a value that is appended to the end of the printer model name to allow multiple versions of a driver for a given printer model to be stored in the repository.

For example, in the image to the left, a Dell printer driver has been selected to be uploaded. Furthermore, the driver will be stored in the repository under the name **Dell Open Print Driver (PCL 5)** because that is the selected model name in the Model field. If Printer Installer finds a printer driver with the name Dell Open Print Driver (PCL 5), then the driver cannot be saved to the Printer Installer database. However, with the annotation string, the name Dell Open Print Driver (PCL 5) can be used multiple times if each instance of the name is appended with the annotation string.

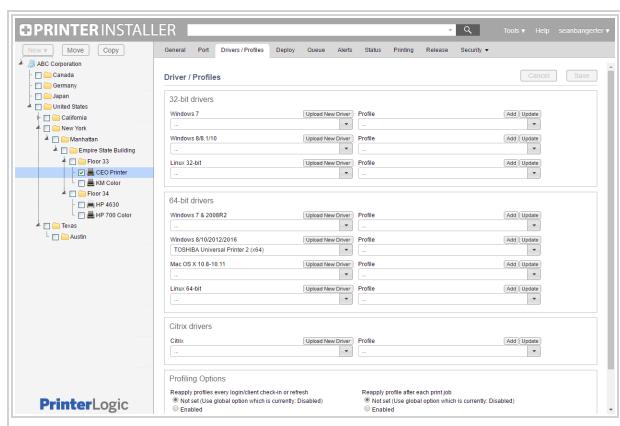
Using the example above, you can save one driver as Dell Open Print Driver (PCL 5) for one driver, and then you can use Dell Open Print Driver (PCL 5)-x32 for another driver, and Dell Open Print Driver (PCL 5)-x64 as another. Dell Open Print Driver (PCL 5) is used for every driver, but one driver does not use an annotation string, while the other two are appended with the annotation string, specifically -x32 and -x64.

In short, if the repository has a stored driver named Dell Open Print Driver (PCL 5), and you attempt to upload another driver with the exact same name, Printer Installer will not allow the second driver to be uploaded. You would be required to change the name and then upload the driver. All drivers uploaded in the Admin Console, regardless of whether they were created in the [**Drivers/Profiles tab**](#) or the [**Drivers/Profiles Repository**](#) will show the annotation string in parentheses in the repository.

A driver is a software program that enables a computer to communicate with a printer so that data in an application such as Word, Internet Explorer, or Photoshop can be converted into a form the specific printer can print. In other words, when you click **Print**, the driver uses control commands to feed data to the printer, which outputs the data in a readable format.

Every printer manufacturer has unique drivers for a specific printer model, bit type, and operating system. For example, Hewlett-Packard provides a driver for the LaserJet Model M725F in both 32-bit and 64-bit operating systems for

Windows 10, Vista, and so on. As a result, updating printer drivers on every workstation in your organization is time consuming and increasingly unsustainable as the number of printers and workstations grows.



One of the key functions of the Admin Console is to enable you to upload drivers so that end-users can easily install them from the Self-service Portal. The Admin Console provides two methods to upload a new driver to the Printer Installer database. One option is from the Drivers/Profiles tab, and the other option is through the Driver/Profile Repository. Regardless of which option you use, the

upload process is virtually the same, and any uploaded drivers appear in the Driver/Profile Repository.

For uploading new drivers, the recommended upload process is done through the Drivers/Profiles tab because the tree view is displayed, so you can select a printer object in the tree view, click the Drivers/Profiles tab, and immediately upload a driver that is associated to the selected printer object.

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For uploading new drivers, the recommended upload process is done through the Drivers/Profiles tab because the tree view is displayed, so you can select a printer object in the tree view, click the Drivers/Profiles tab, and immediately upload a driver that is associated to the selected printer object.

For uploading new drivers, the Driver/Profile Repository is not recommended because you would upload a new driver but not be able to associate it to a printer object. You would need to finish uploading the driver and then leave the repository to associate the new driver to a printer object.

Driver Model Name	Driver Version	Driver Date	x86			x64			Citrix		
			Win7	Win8	Linux	Win7	Win8	Linux	Mac	Citrix	
Printer											
HP Universal Printing PCL 6 (v64)	61.150.02.15717	05/10/2013	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HP Universal Printing PCL 6 (v64-4)	61.150.02.15717	05/10/2013	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
+ HP Universal Printing PCL 6 (v64-add)	61.150.02.15717	05/10/2013	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HP Universal Printing PCL 6 (v5.6.5)	61.150.02.15717	05/10/2013	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Samsung CLX-8540 8550 Series	3.12.29.0702	08/11/2015	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

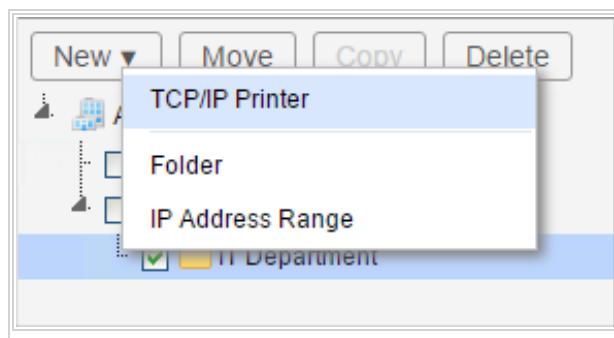
If you already have a driver uploaded to the Admin Console and associated to one or more printer objects, then the Driver/Profile Repository is highly useful. Rather than updating the driver in each printer object individually, you can update a single driver instance in the Driver/Profile Repository, and each printer object associated to the driver will automatically be updated.

The following steps describe the processes for uploading a driver to the Admin Console via the Drivers/Profiles tab or through the Driver/Profile Repository.

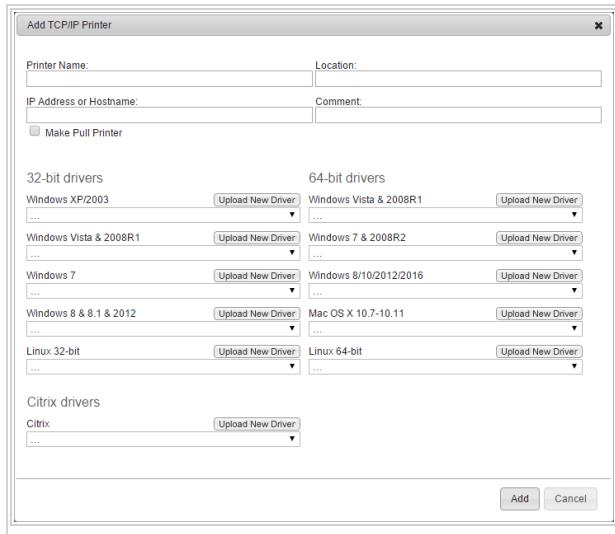
Upload a Printer Driver and Apply it to a Printer Object

From the Drivers/Profiles Tab

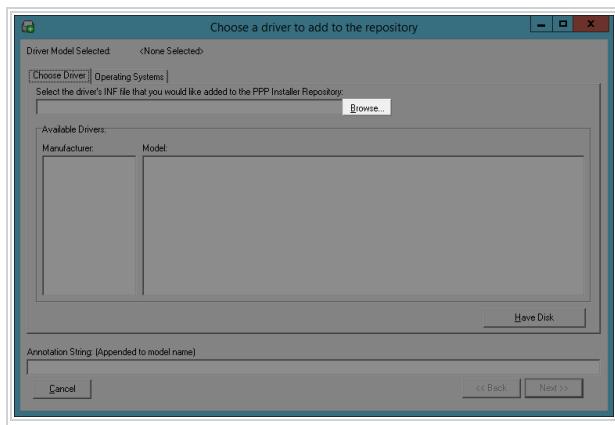
1. Log in to the Admin Console.
2. In the tree view, select the folder that will house the printer object you are creating.
3. Click **New > TCP/IP Printer**.



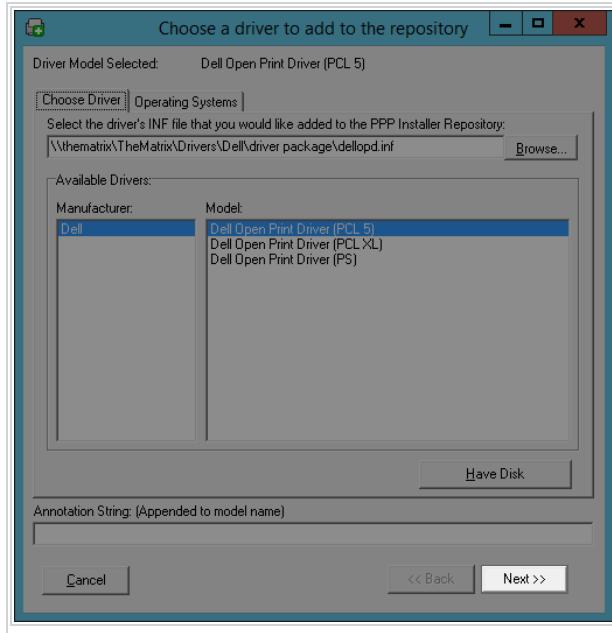
4. In the Add TCP/IP Printer window, type the name of the new printer object.



5. Enter the IP address or hostname of the printer in the corresponding field.
6. In the line corresponding to the driver type you want to upload, click **Upload New Driver**.
7. Click **Browse**.



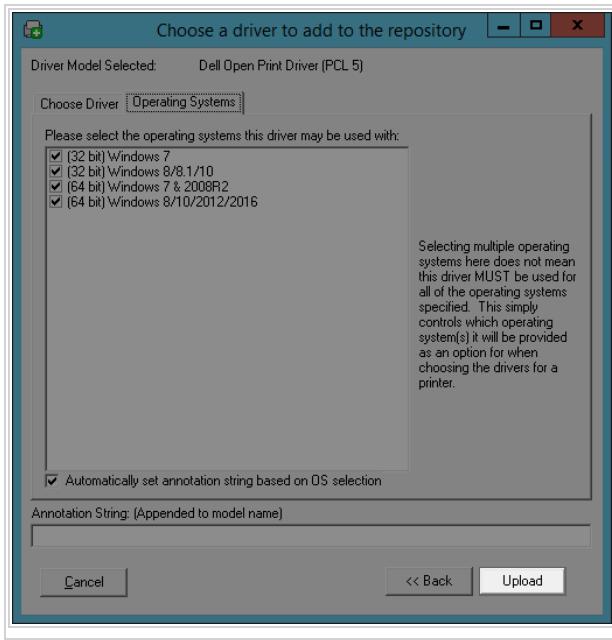
8. Navigate to the driver you want to upload and select it.
9. Click **Open**.
10. Click **Next**.



11. (Optional) Modify the Annotation String.

For more information on the Annotation String, see [What is the Annotation String?](#)

12. Click **Upload**.



13. Click Add.

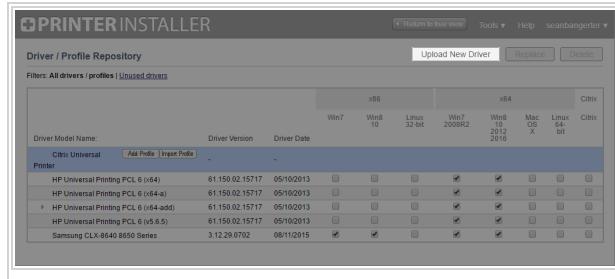
The driver will appear as a new line item in the Driver/Profile Repository.

After the driver has been added to the Admin Console and assigned to a printer object, you can apply the printer object to a map to enable your end-users to install the driver on their workstation from the Self-service Portal. For more information, see [Maps](#).

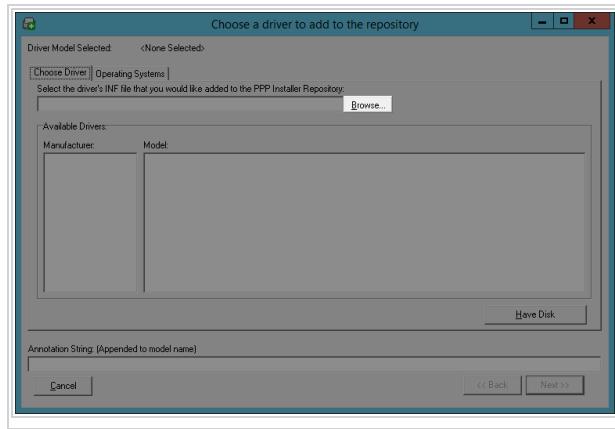
From the Driver/Profile Repository

STEP 1: Upload the New Driver

1. Log in to the Admin Console.
2. Click **Tools > Driver/Profile Repository**.
3. Click **Upload New Driver**.



4. When the **Choose a driver to add to the repository** window appears, click **Browse**.



5. Navigate to and then select the driver's INF file.
6. Click **Open**.
7. Click **Next**.
8. (Optional) Modify the Annotation String.

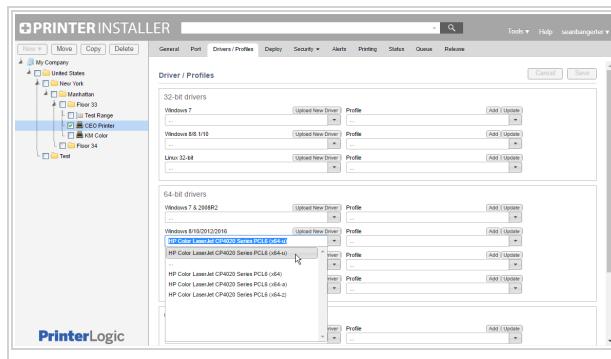
For more information on the Annotation String, see [What is the Annotation String?](#)

9. Click **Upload**.

The new driver will appear in the Driver/Profile Repository as a new line item.

STEP 2: Assign the Printer Driver to the Printer Object

1. Click **Return to tree view**.
 2. In the tree view, select the printer object to which you would like to assign the driver.
- The printer object you select will be associated to a printer, so the drivers you upload to that printer object will be used for that specific printer.
3. Click the Drivers/Profiles tab.
 4. Click the drop-down button to the right of the operating system being you would like to assign the new driver.



5. Select the printer driver created in STEP 1: Upload the New Driver.
6. Click **Save**.

After the driver has been added to the Admin Console and assigned to a printer object, you can apply the printer object to a map to enable your end-users to install the driver on their workstation from the Self-service Portal. For more information, see [Maps](#).

Profiles

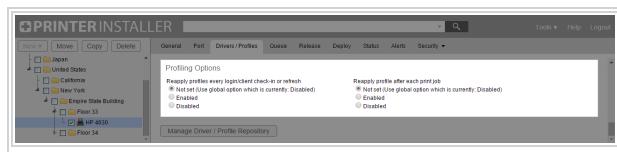
Frequently Asked Questions on Profiles

What do I do if my users change the profile defaults?

The Drivers/Profiles tab contains a feature called Profiling Options that enable you to reapply your profile in three possible events:

- When the end-user logs into the Self-service Portal or Release Portal
- When the client performs a regular check-in
- After the print job finishes

The Profiling options appear as shown below and apply to all profiles you have applied to drivers.



Can I add a profile to a printer object without uploading a driver?

No. The default profile that appears when you click Add takes the settings from the driver you have uploaded, so you need to upload the driver before you make changes to that default profile.

What are common settings and preference types in a profile?

The following list identifies many of the common settings and preferences that can be configured for a printer through a profile.

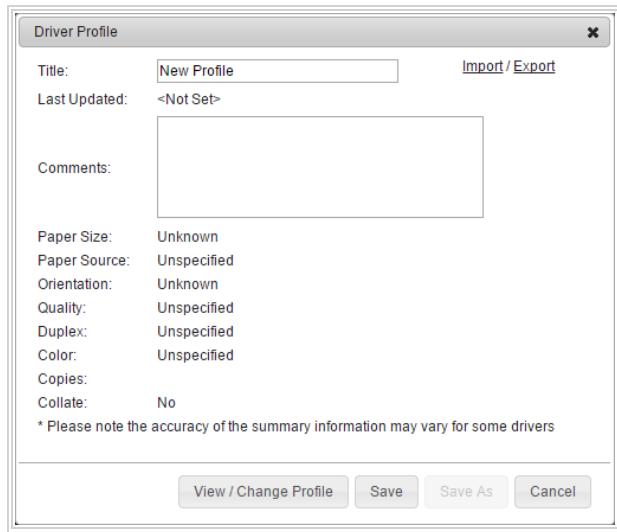
- Duplex
- Eco-print
- Paper Sizes
- Printer Hard Disk
- Job Storage
- Special Pages
- Paper/Quality
- Auto Configurable Options
- Paper

- Paper Sources
- Paper Type
- Orientation
- Paper Tray
- Envelope Feeder
- Accessory Output Bin
- Form to Tray Assignment
- Installable Options
- Graphic Settings
- Features
- Layout
- Paper/Output
- Effects
- Mopier Mode
- Device Type
- Watermarks
- Finishing
- Document

This list is not comprehensive and may vary by operating system.

Why does the Driver Profile window show only "Unknown" and "Unspecified"?

You have followed the steps necessary to add a profile, but when the Driver Profile appears, you see that the request returns **Unknown** and **Unspecified** to the designated fields.



The most common reason for this issue is that Printer Installer cannot connect to the printer either because the printer is not connected to the network or your community name for the printer is incorrect.

Error Notifications

Client settings prevent managing previously unmanaged printers

When you click **Add** to add a new profile, but you see a window with this message, then the driver you are attempting to upload already exists on your server. The solution is to open Devices and Printers on your server. For example, click **Start > Control Panel**, and under the Hardware section, select **Printers and Devices**. Find the printer with the same name, right-click the printer icon and select **Remove Printer**. Again, make sure you are opening Control Panel on your server and not on your computer's hard drive.

Select a valid driver

When you click **Add** to add a new profile, but you see a window with this message, then a driver has not been applied to the printer object you have selected in the tree view. Click **Upload New Driver** in the same line on which you were going to add the profile and then follow the steps to upload the driver. For more information, see [**Drivers**](#).

In Printer Installer, a profile applies device settings and printer preferences to a printer. Settings are configured at the time the printer is set up and cannot be configured by the end-user. However, preferences can be modified by the end-user to meet the printing needs of that individual.

The benefit of the profile is threefold. First, you can create different profiles for each printer even if the printers share the same driver. In short, one driver with multiple profiles, each providing unique printing preferences. Second, one

unique profile that can be used on multiple printers using the same driver.

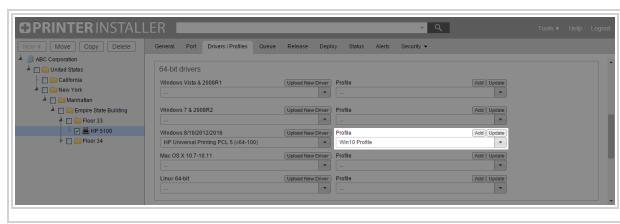
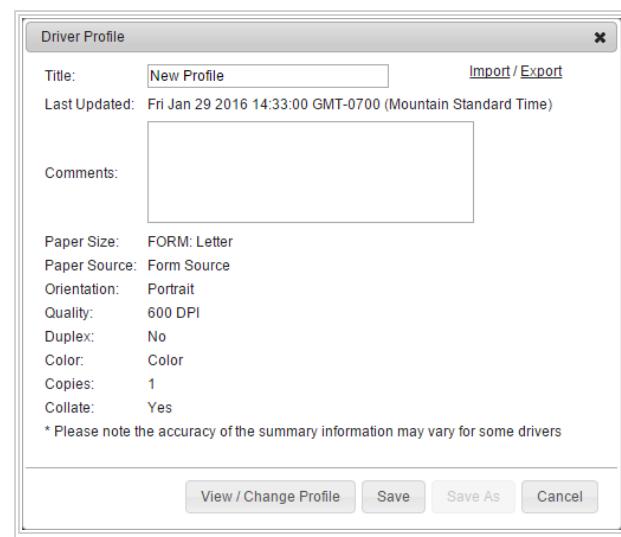
Third, different profiles for each operating system type.

With profiles, gone are the days of having to select different printing properties every time you want to print color, double-sided printing, and other printing preferences. Instead, you can spend a little time creating your profiles, and then just select a specific profile when you print. What's more, you can set the printer to return to a default profile either after printing, login, or refresh. The image to the right shows a sample of a profile in Printer Installer.

When you set up the profile, the system uses default settings and preferences as you can see in the designated fields in the image. These default settings and preferences are taken from the uploaded driver. For example, the default profile settings to the right show that a print job will print one copy of in color with a portrait orientation.

However, the administrator can modify the profile so that the end-users who have installed the printer are, by association, also assigned the profile applied to the printer. For example, if the administrator changes the profile settings to the right so that a printer will print five copies in color with a landscape orientation, if that's what's needed.

If the administrator makes changes to the profile, then the next time the end-user logs into the workstation, then the changes to the profile will automatically be applied and used when the end-user sends a print job to the printer.



You can create as many profiles as you need, and then you can select a profile for one or more printers as needed. To view which profile has been assigned to a driver, select a printer object in

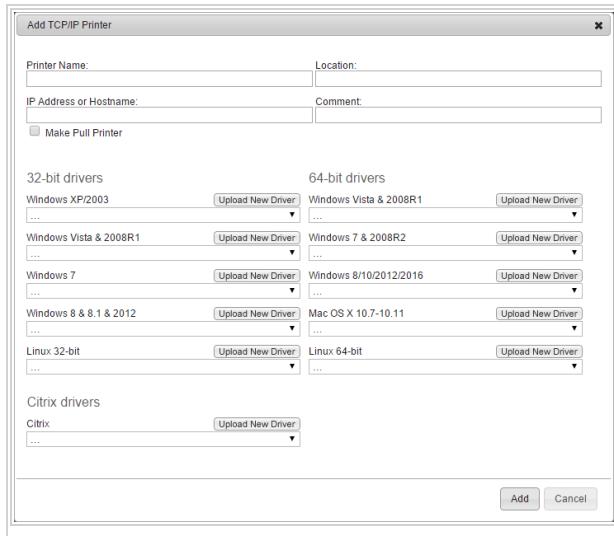
the tree view and then click the Drivers/Profiles tab. The image to the left shows the Drivers/Profiles tab with a profile highlighted for a specific driver. The buttons directly above the Profile field enable you to add a new profile to a printer object or even update an existing profile. You can also add or edit profiles from the [**Driver/Profile Repository**](#). Additionally, you can automate the process for reverting modified preferences back to a default profile following a print job or after the end-user logs into or refreshes the Release Portal.

set up a profile

STEP 1: Add a New Printer Object to the Tree View

If you have already set up your printer object in the tree view, then skip the steps below and select the printer object to which you will be applying the profile, and then move to STEP 2: Apply a Driver to the Printer Object.

1. Log in to the Admin Console.
2. In the tree view, navigate to the folder that you want to use to house the printer object you are creating.
3. Click **New > TCP/IP Printer**.
4. In the Printer Name field, type the name of the printer object.



5. Enter the IP address or hostname of the printer in the corresponding field.

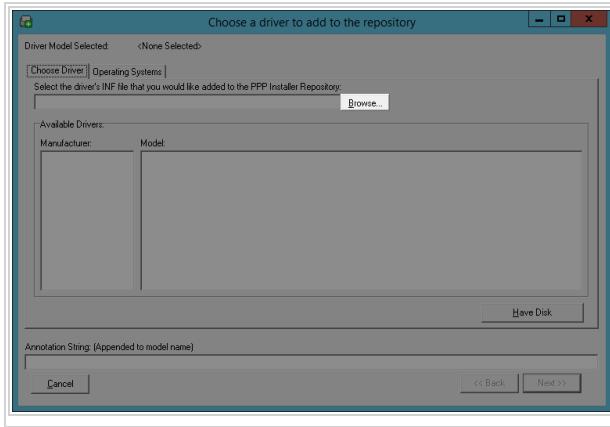
STEP 2: Apply a Driver to the Printer Object

If you have already uploaded the driver to the printer object, skip this section and move to STEP 3: Set up a New Profile.

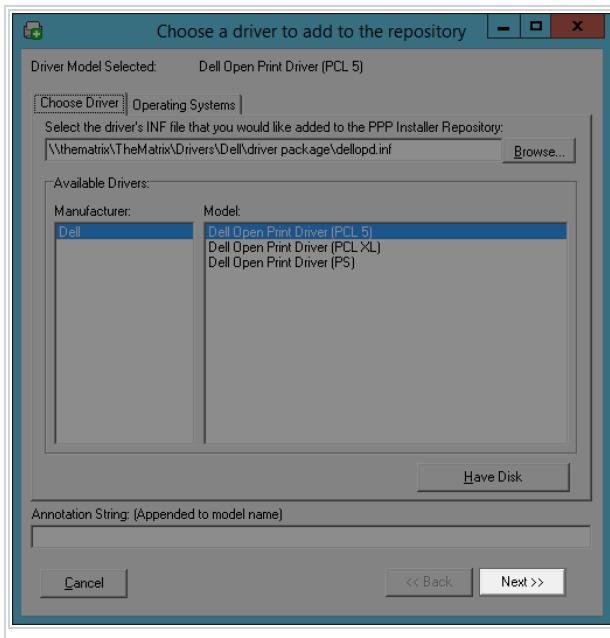
1. In the line corresponding to the driver type you want to upload, click **Upload New Driver**.

Remember that to upload a 32-bit driver, you must be on a 32-bit machine, and if you upload a 64-bit driver, you must be on a 64-bit machine.

2. Click **Browse**.



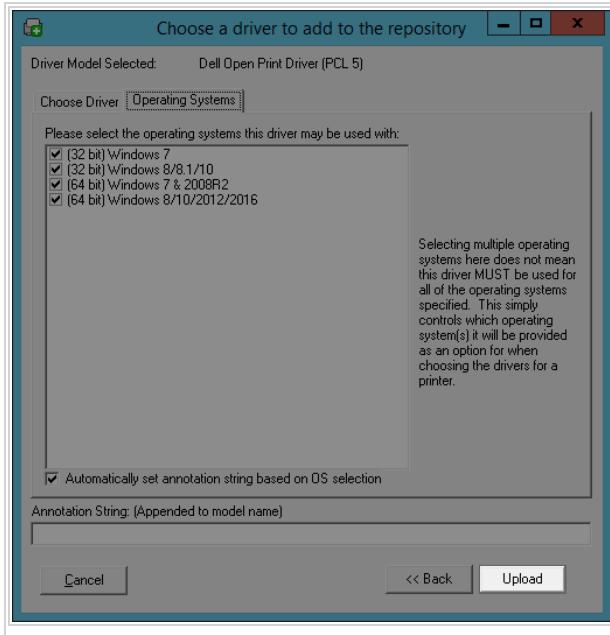
3. Navigate to the driver you want to upload and select it.
4. Click **Open**.
5. Click **Next**.



6. (Optional) Modify the Annotation String.

For more information on the Annotation String, see [What is the Annotation String?](#)

7. Click Upload.



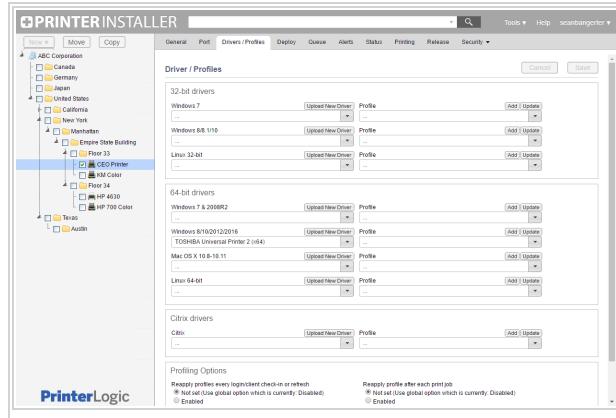
8. Click Add.

The printer object will appear in the tree view, and the driver will appear as a new line item in the Driver/Profile Repository.

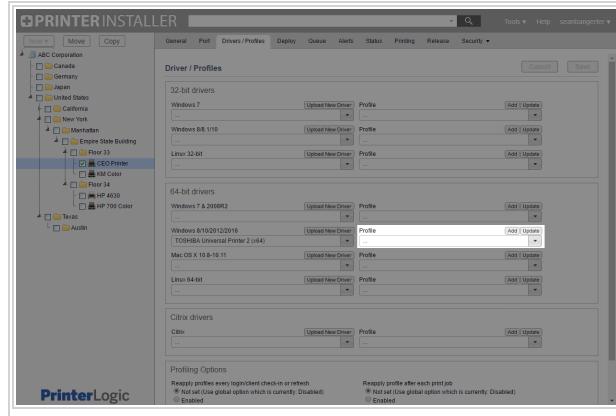
STEP 3: Set up a New Profile

Option 1: From the Drivers/Profiles Tab

1. In the tree view, select the printer object you set up in STEP 1.
2. Click the Drivers/Profiles tab.

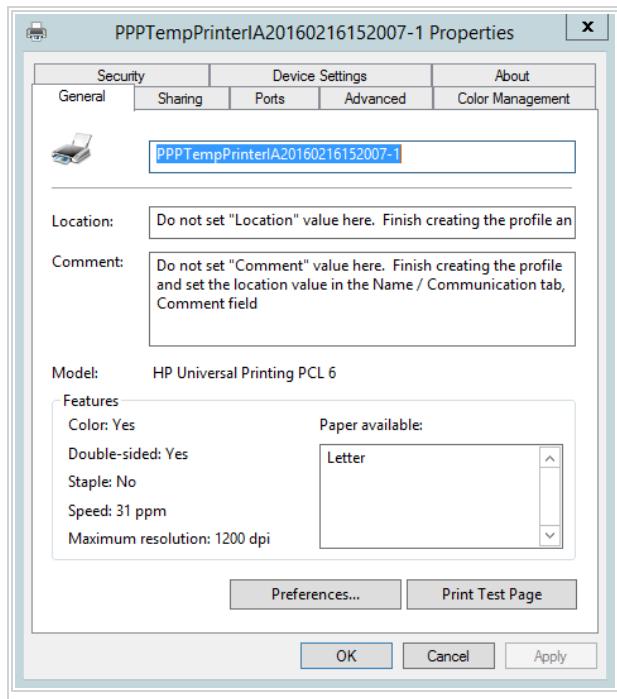


The driver you uploaded to the printer object will appear under the operating system to which it was applied. Additionally, the Profile field now appears to the right of the driver.

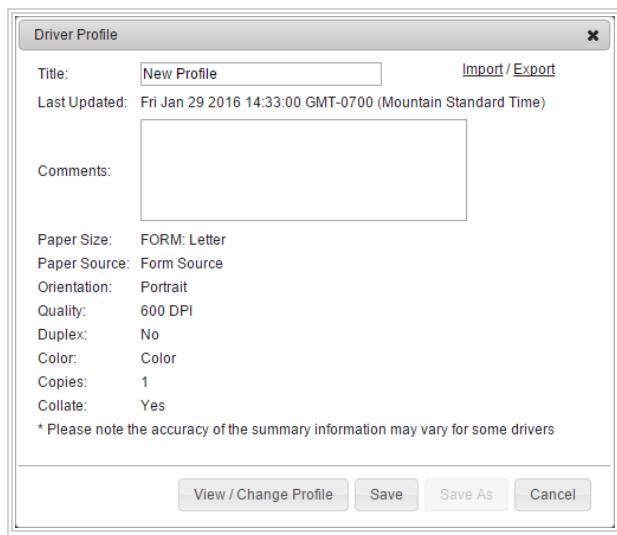


3. Click Add.

You will see the Driver Profile status bar processing your request. When processing is finished, the default profile for the driver you uploaded to the printer object will appear as shown below.



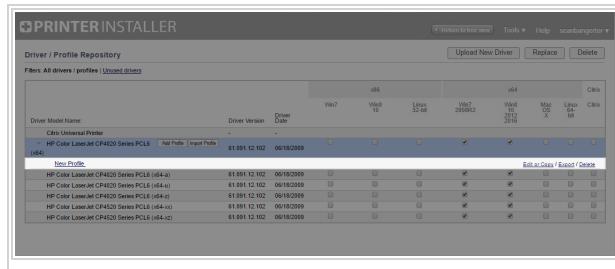
4. Make changes to the settings as needed.
5. Click **OK**.



6. In the Title field, type a unique name for the profile.

7. Click **Save**.

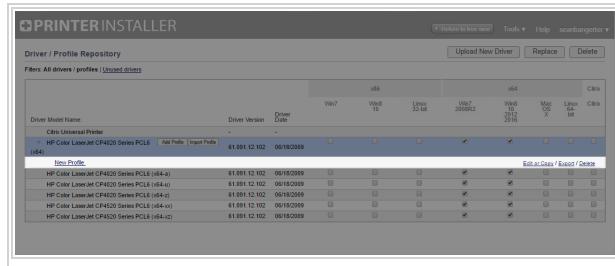
The profile will be saved and displayed in the Driver/Profile Repository as a sub-item under the driver to which it is associated.



Option 2: From the Driver/Profile Repository

1. In the Admin Console, click **Tools > Driver/Profile Repository**.

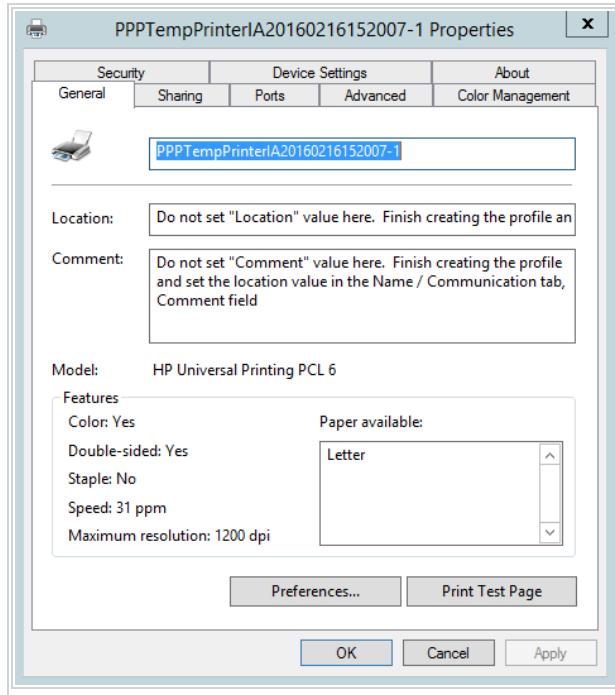
The drivers that appear in the repository are unique, meaning no two have the same name, and any profiles that are associated to a driver appear as sub-items under the driver name as shown below.



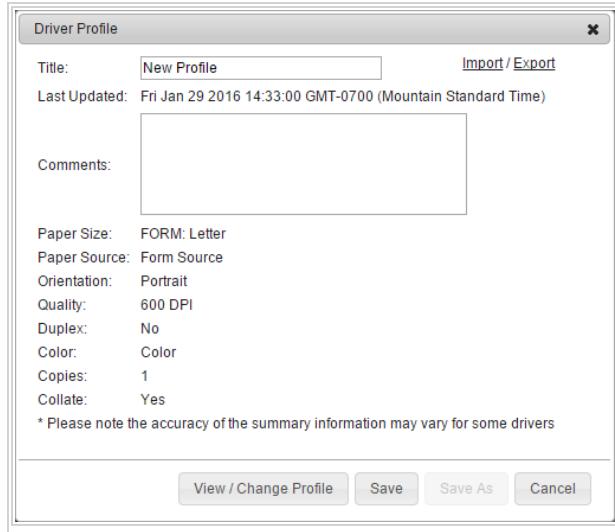
A driver can be associated to multiple profiles.

2. Select the driver to which you would like to associate the profile.
3. Click **Add Profile**.

You will see the Driver Profile status bar processing your request. When the processing is finished, the default profile for the driver you uploaded to the printer object will appear as shown below.



4. Make changes to the settings as needed.
5. Click **OK**.



6. In the Title field, type a unique name for the profile.
7. Click **Save**.

The profile will be saved and displayed in the Driver/Profile Repository as a sub-item under the driver to which it is associated.

STEP 4: Set the Profiles to Reapply at Login/Client Check-in/ Refresh or After a Print Job

These settings apply to scenarios in which the end-user made changes to the profile on their workstation, and you want to reapply the profile you set up back to their workstation.

1. In the Drivers/Profiles tab, scroll to the Profiling Options section.
2. In the **Reapply profiles every login/client check-in or refresh** section, select **Not set**, **Enabled**, or **Disabled**.



3. In the **Reapply profile after each print job** section, select **Not set**, **Enabled**, or **Disabled**.

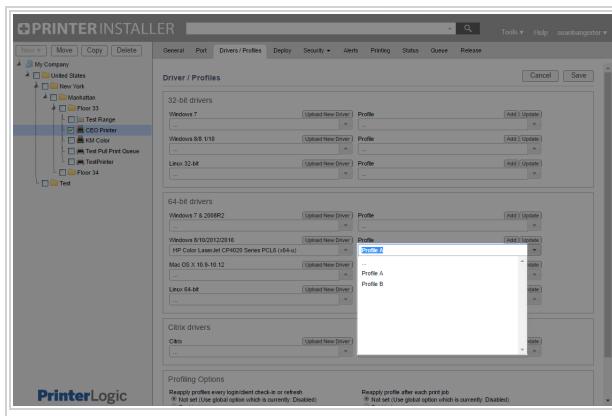


4. Click **Save**.

RELATED TASKS AND TOPICS

Switch Between Profiles in a Printer Object

A single printer object can be associated to more than one profile. If you have already assigned the profiles to the printer object, then you can select between the profiles in the Profile drop-down as shown below.

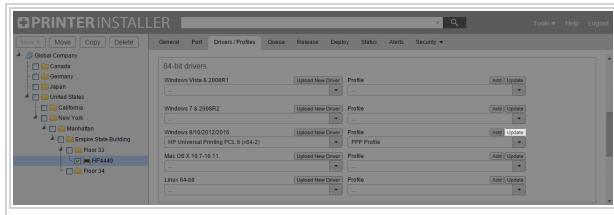


Update a Profile

Profiles can be easily updated through both the Drivers/Profiles tab and

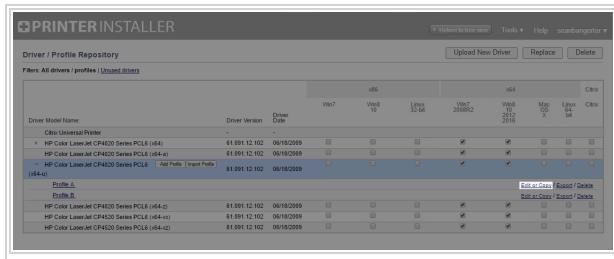
through the Driver/Profile Repository.

In the Drivers/Profiles tab, just find the line item that displays the profile and then click **Update** as shown below.



Make changes as needed and then click **OK**.

In the Driver/Profile Repository, click the drop-down arrow to show the profile line item (under the driver name). Click **Edit** or **Copy** to make changes to the profile.



Alerts

Frequently Asked Questions on Alerts

What are the types of alerts?

Printer manufacturers configure error standards, which means that one manufacturer may set a specific trigger (such as low paper) to discharge at a certain level while a different manufacturer may set the same trigger to discharge at a different level.

Trigger Name	Description
Select All	Uses all available triggers to detect an issue rather than having to select each trigger individually.
ICMP Host Unreachable	Instances in which the printer host cannot be reached on the network. In other words, the ICMP "ping" is unreachable.
Service Requested	Printer-specific trigger that can be added when any error is thrown to identify that printer service is required.
Overdue Preventive Maintenance	The point at which the printer has reached a default timeframe or usage point at which the printer is set to have maintenance done as a means of preventing future failure.
Low Paper	The printer has reached the point at which it is nearly running out of paper. Each printer has a different standard for low paper. For example, a printer with a 20,000 paper capacity may set the low paper standard for 500, while a printer with a 200 paper capacity may set the low paper standard to 50.
No Paper	The printer has run out of paper, which needs to be added in order to continue printing processes.
Low Toner	The printer is low on toner ¹ , which needs to be replaced in order to continue printing processes.
No Toner	The printer has run out of toner, which needs to be replaced in order to continue printing processes.

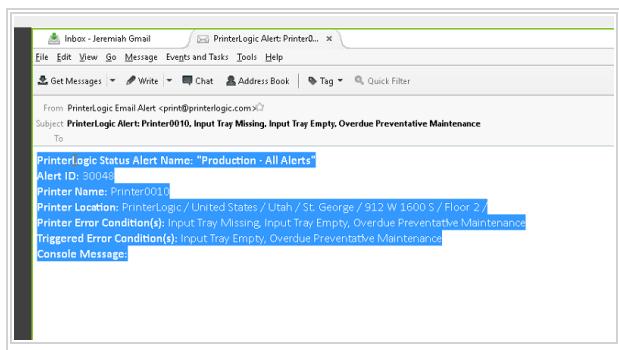
¹An element to which you assign a certain look and/or behavior. You can then apply that style to your content. Different kinds of styles are available in a stylesheet, to be used for various purposes in your content.

Trigger Name	Description
Input Tray Missing	The tray that feeds paper to the printer has been removed from the printer and must be replaced before the printer can continue printing processes.
Output Tray Missing	The tray that "catches" paper after printing has been removed from the printer and must be replaced before the printer can continue printing processes.
Marker Supply Missing	The printer ink levels are low and need to be replaced as soon as possible.
Output Near Full	The output tray has almost reached max capacity and needs to be emptied as soon as possible.
Output Full	The output tray has reached max capacity and needs to be emptied as soon as possible.
Input Tray Empty	The tray used as the paper input source (other than the main tray) for print jobs outside of the main print configuration size (8x11 or otherwise) needs to be filled as soon as possible.
Jammed	A paper jam in the printer has occurred, and you need to remove the jammed paper before the printing process can continue.
Door Open	Depending on the printer, one or more of the doors has been left open on the printer and must be closed before the printing process can continue.
Other	Option used to define a printing condition that is not met by the other conditions in this table.

Printing issues happen frequently. A printer can run out of toner or paper, a misaligned paper can cause a paper jam, people don't always close the paper tray, and many other types of issues can arise that prevent your printer from working correctly.

How often have you printed a document, and you walk to the printer only to see that your document has not been printed? Some printers will provide a digital message that notifies you of an issue, such as "Out of Paper" or "Paper Tray Miss-

ing." However, other printers might not have these types of notifications on the device



Printer Installer alerts proactively notify one or more individuals of issues with the printer or submit help desk tickets if there are issues with the printer. For example, let's say the IT Manager assigns a subordinate to keep printers up and running at all times.

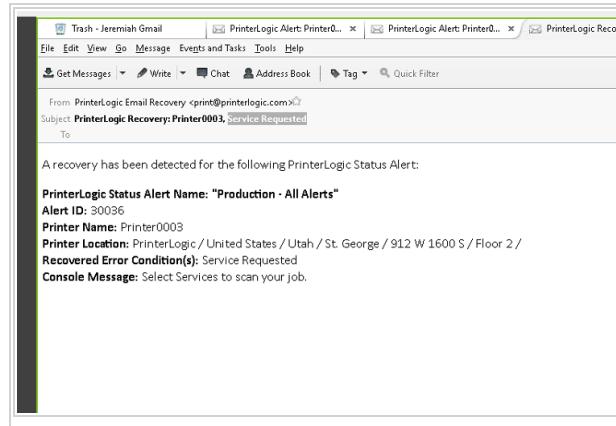
Rather than stopping by the printers every day to check on paper and toner, or waiting for someone to complain that the printer isn't working, that subordinate's job would be much easier with email notifications that identify not only that there is an issue with the printer, but also the type of issue. A notification is sent via email and appears as shown in the image here.

When you set up an alert (from the Alert tab), you can quickly give a name to the alert, set the "triggers" that will set off the alert, and the person who will receive the notification. When the error is triggered, the user who has been assigned to receive the notification will get an email that something is wrong and needs to be fixed.

Alerts require you to enable SNMP Status Monitoring, enable Email Alerts, and then you must configure LDAP settings, IMAP settings, and SMTP settings.

In the sample image, take note of the Printer Error Condition(s) field that identifies the specific issues with the printer, namely the input tray is missing and empty, and that the printer is overdue for preventive maintenance. Similarly, Printer Installer also provides notifications for error resolution. These types of notifications are called Recovery Messages and appear as shown to the right.

Printer Installer uses SNMP to connect to the printer to see if it is available and can be reached. Alerts can be set up so that anyone with a user account in the system can receive the notification. Better yet, a user does not even need to be an administrator to receive the notification. Furthermore, you can set up a printer to use the global settings, or you can configure the printer to use settings that are specific to that printer. The global settings are located in Printer Installer by clicking **Tools > Settings > General**.

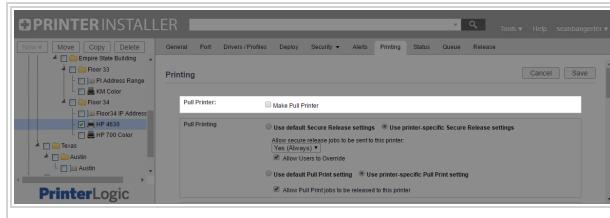


Set up Alerts Using Default Settings

STEP 1: Set Status Monitoring Alerts to Use Default Settings

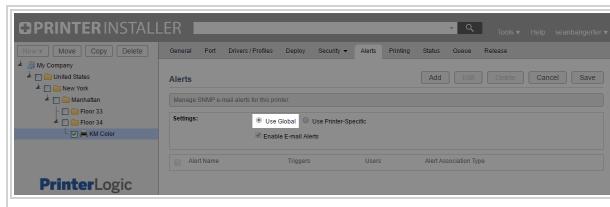
1. Log in to the Admin Console.
2. In the tree view, select a printer object associated to the printer that will be sending alerts.

The printer object you select cannot already be set up to be a pull print queue. What this means is that the printer object you select must have the **Make Pull Printer** check box in the Printing tab deselected as shown below.

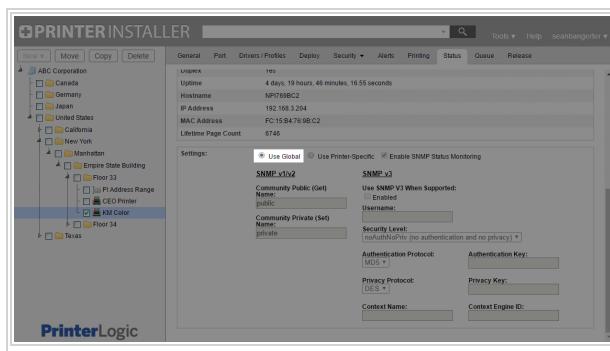


If you do not yet have any printer objects set up, select a folder in the tree view and then click **New > TCP/IP Printer** to create a new printer object. For more information, see Add a New Printer Object to the Tree View.

3. Click the Alerts tab.
4. Click **Use Global**.



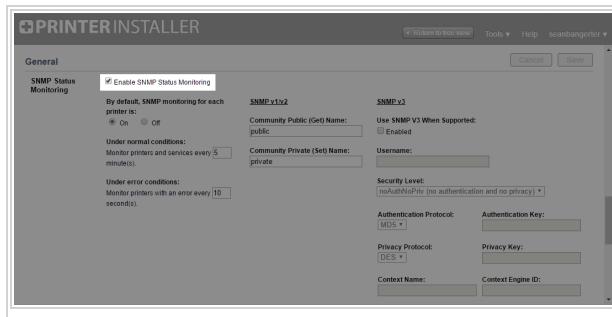
5. Click **Save**.
6. Click the Status tab.
7. Click **Use Global**.



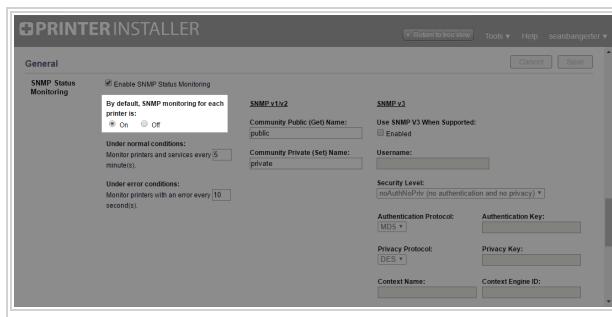
8. Click **Save**.

STEP 2: Enable and Configure Default SNMP Status Monitoring

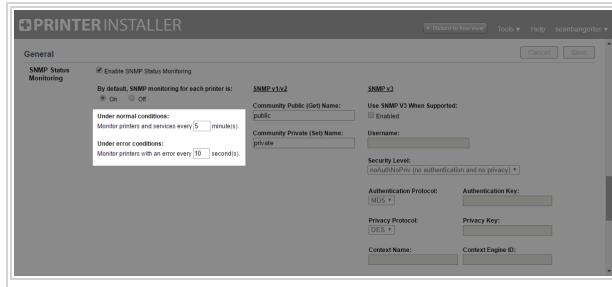
9. Click **Tools > Settings > General**.
10. In the SNMP Status Monitoring section, click **Enable SNMP Status Monitoring**.



11. In the **By default, SNMP monitoring for each printer is:** section, click **On**.



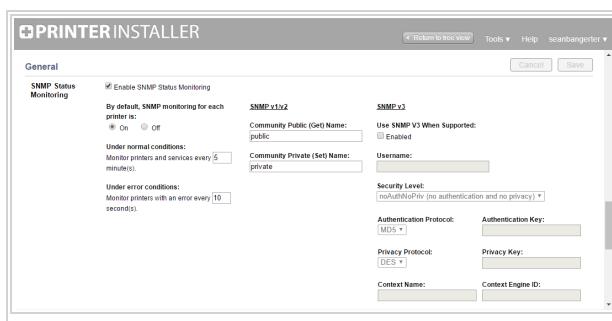
12. Set the monitoring frequency of the printer under normal conditions and under error conditions.



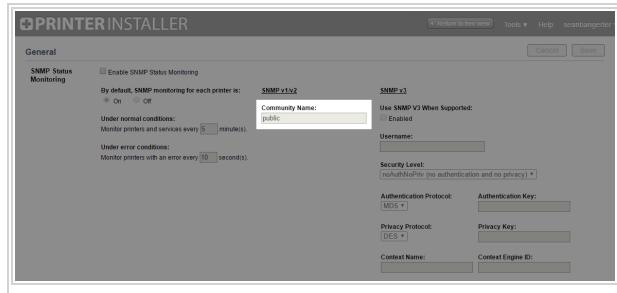
These monitoring frequency is the time frame between printer status updates. Generally, the normal conditions are longer than the error conditions. Additionally, if an error occurs, the Admin Console has a setting that enables you to determine the number of times the status update will present an error before the alert is emailed to the recipient. The following image shows this setting.



13. Configure your SNMP settings in the SNMP v1/v2 section or the SNMP v3 section.



What is the Community Name?



SNMP requires a community name to communicate with the printer and is similar to a password. A

printer generally has two community names - one for read-only access and the other for administrative use. The read-only community name defaults to "public" and is the one that you should use to enable communication between server and printer. The administrative name is printer-dependent and is disabled by default. An incorrect community name will prevent communication with the printer via SNMP.

You can set the community name at the global level by clicking **Tools > Settings > General** if you are using the global settings as shown here. Either way, the community name in the application must match the community name given to the printer. If you do not know the community name given to the printer, see your printer manufacturer for more information.

What is the difference between SNMP v1/v2 and v3.

SNMP versions 1 and 2 do not have security settings, which means that a person can query the SNMP information without any encryption or authentication. Version 3 has both encryption and authentication security options. Additionally, you can set the version 3 level to require both encryption

and authentication, authentication only, or neither encryption nor authentication.

For more information on the default SNMP settings, see General Settings.

14. Click **Save**.

STEP 3: Enable and Configure Email Alerts

15. In **Tools > Settings > General**, navigate to the SNMP Alerts section and click **Enable e-mail alerts**.



16. In the **By default, SNMP monitoring for each printer is:** section, click **On**.
17. (Optional) In the **When a potential problem is detected:** field, select the number of times an alert will be "seen" before an alert is sent to the recipient.
18. Click **Save**.

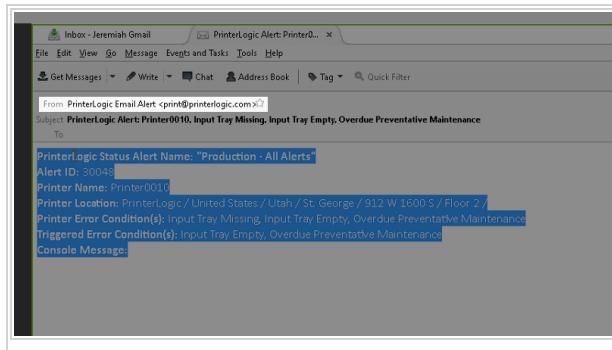
STEP 4: Configure Outgoing Email Settings (SMTP)

19. In **Tools > Settings > General**, navigate to the Email (SMTP) Settings section.
20. In the "From" Address field, type an email address.

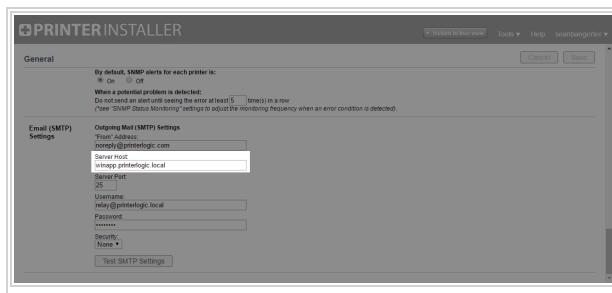


For more information on the fields of this section, see General Settings.

Because the alert is sent via email, the email address entered into this field will appear in the email's "From" field of the alert as shown below.



21. Enter the server host information in the Server Host field.



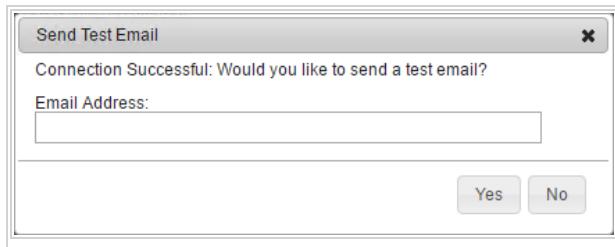
22. Enter the port in the Server Port field.

23. Enter the email address username.

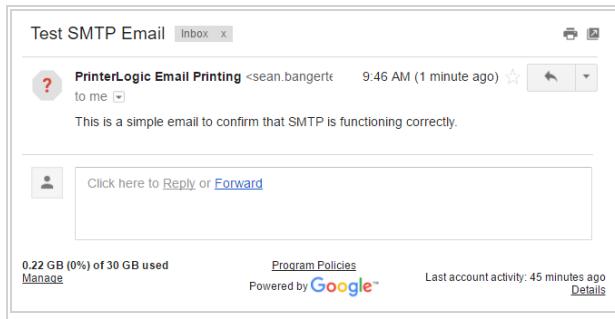
24. Enter the email password.

25. Enter the type of security set for the email.
26. Click **Save**.
27. Click **Test SMTP Settings** to ensure the email settings entered are correct.

Invalid SMTP settings will result in an error message, and valid SMTP settings will display the following window.



28. Send a test email by entering in the email address of the person who will receive a test alert.
29. Click **Yes**.
30. The person whose email address was entered in the box above will receive a simple confirmation email as shown below.



STEP 5: Configure an LDAP Domain

An LDAP domain is required only if you are sending the alert to Active

Directory users. If not, then you can skip these steps and move to the next section.

31. In **Tools > Settings > General**, navigate to the LDAP Authentication Settings section.
32. Click **Add**.



33. Complete the LDAP fields to set up a new LDAP domain.

For more information on the LDAP Authentication settings, see General Settings.

34. Click **Test Settings** to validate the accuracy of the LDAP domain settings.

The following image shows a Successful LDAP settings test.

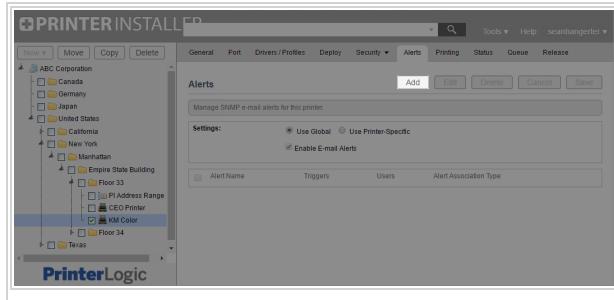


35. If the test is successful, click **Apply**.
36. Click **Save**.

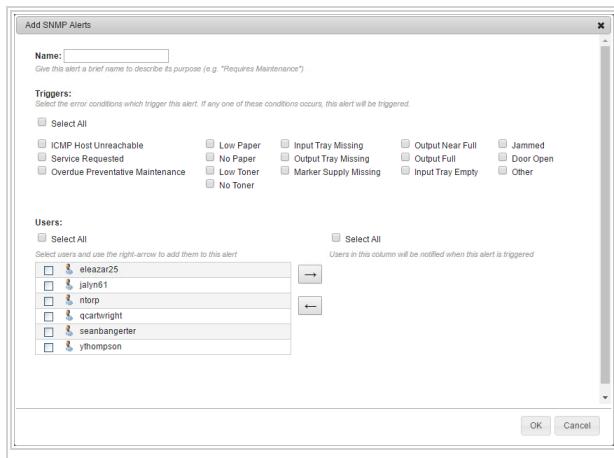
STEP 6: Create a New Alert

37. Click **Return to tree view**.

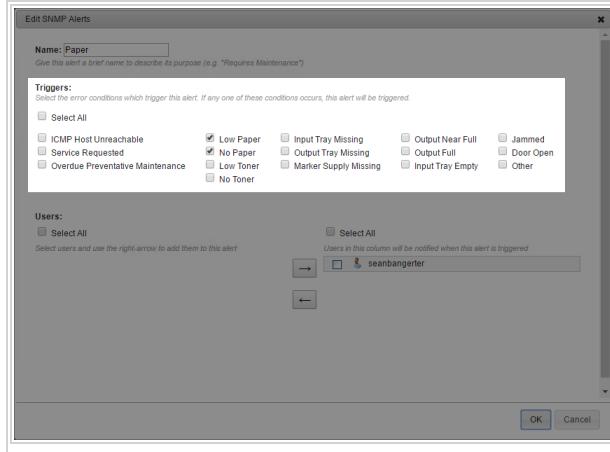
38. In the Alerts tab, click Add.



39. In the Add SNMP Alerts window, type a name for the alert.



40. Select the triggers for which an alert will be sent.



For a full list of the alerts, see [Alert Types](#).

The recommended best practice is to group related triggers together. For example, you can create a "Paper" alert and then select Low Paper and No Paper as the triggers because they are both related to paper issues.

41. Select the user(s) who will be notified via email.

If you have not set up users to add to an alert, you must set them up before proceeding. To set up a user, click Tools > Users, and then click Add User.

The screenshot shows the 'PRINTER INSTALLER' application window. The top menu bar includes 'Printer to be used', 'Tools', 'Help', and a search field for 'seambanger0'. Below the menu is a toolbar with buttons for 'Add User', 'Change Role Assignments', 'Change Name/Password', and 'Delete'. The main area is divided into two sections: 'Users' and 'Roles'.

Users: A table with columns 'Username', 'Role Type', and 'Folder'. It lists several users: 'elecar05' (selected), 'jwv61', 'mvp', 'seamright', 'seambanger0', and 'ythompson'. The 'Root Account' is listed as 'abennathy'. Buttons at the bottom of this section include 'Add User', 'View', 'Copy', and 'Delete'.

Roles: A table with columns 'Role Name', 'Description', and 'Type'. It lists ten roles with their descriptions and types (Standard or Custom). The roles are: Administrator, Site Manager, Deploy Manager, Help Desk, Print Job Report Manager, Administrative Auditor, PI Role, and Test role for PI.

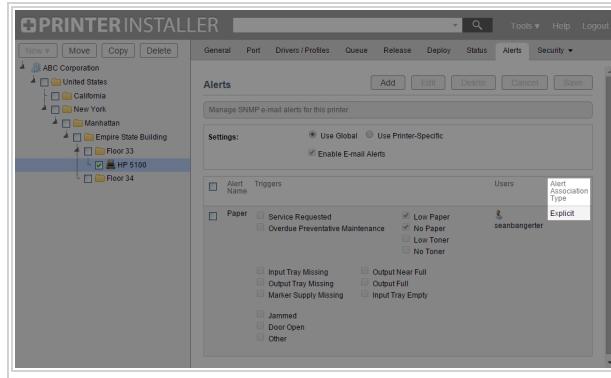
The options include AD Group/User, Printer Installer User, and LDAP Group/User. The LDAP domain set up in Step 31 is required for AD Group/User and LDAP Group/User. Additionally, for more information on the LDAP Group/User option, see [What is Advanced LDAP Administrative Authentication](#).

42. Click the right-arrow to move the selected user(s) into the right column, which registers those users to receive this alert for this printer.
43. Click **OK**.

The new alert will appear in the Alerts tab.

What is the Alert Association Type?

When you create an alert, you will see a column called Alert Association Type on the far right side as shown below.



This field identifies the level in the tree view at which the alert was added, and displays one of two different options.

Inherited means that a printer object has taken on (or inherited) an alert that is set in the printer object's parent folder.

Consider the following example. The tree view has a folder called Floor 34, and within that folder are three printer objects. If the Floor 34 folder has an alert set to it, then each of the printer objects in that folder will inherit that same alert.

Explicit means the printer object has not inherited any alerts from a parent folder.

Using the example from above, let's say the Floor 34 folder does not have any alerts assigned to it. In this case, the three printer objects in the folder are not inheriting any alerts, so any alerts you assign directly to the printer objects will be explicit.

Conclusion

After you have configured the settings and created your alert, then Printer Installer will immediately begin monitoring the printer using the frequency settings in **Tools > Settings > General** under SNMP Status Monitoring.

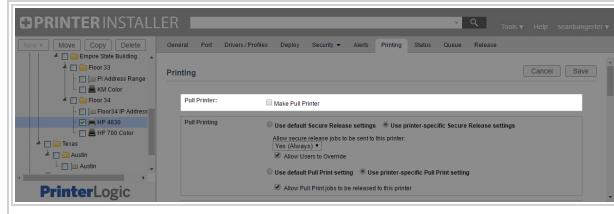
Under normal conditions, Printer Installer monitors the printer every five minutes. If the printer triggers an error, then Printer Installer monitors the printer every ten seconds and sends an email after the alert is returned five times (by default). All of these settings can be changed.

set up alerts using printer-specific settings

STEP 1: Set Status Monitoring Alerts to use Printer-specific Settings

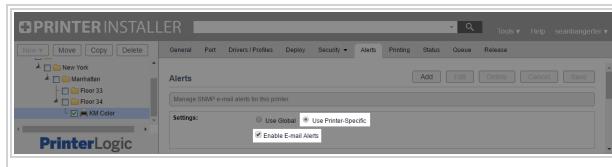
1. Log in to the Admin Console.
2. In the tree view, select a printer object associated to the printer that will be sending alerts.

The printer object you select cannot already be set up to be a pull print queue. What this means is that the printer object you select must have the Make Pull Printer check box in the Printing tab deselected as shown below.

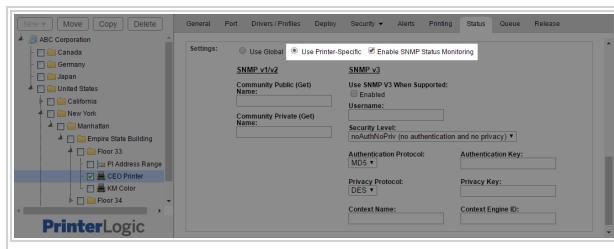


If you do not yet have any printer objects set up, select a folder in the tree view and then click New > TCP/IP Printer to create a printer object.

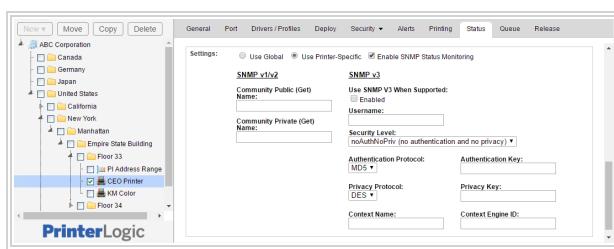
3. Click the Alerts tab.
4. Click **Use Printer-specific**.



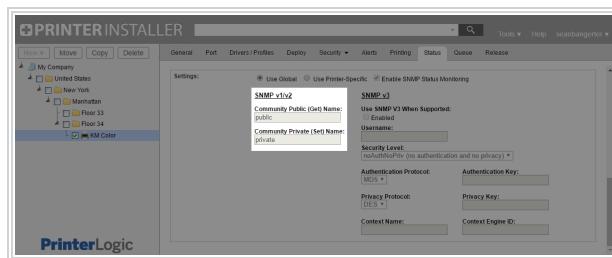
5. Click **Enable E-mail Alerts**.
6. Click **Save**.
7. Click the Status tab.
8. Click **Use Printer-specific**.



9. Click **Enable SNMP Status Monitoring**.
10. Configure your SNMP settings in the SNMP v1/v2 section or the SNMP v3 section.



What is the Community Name?



SNMP requires a community name to communicate with the printer and is similar to a

password. A printer generally has two community names -

one for read-only access and the other for administrative use. The read-only community name defaults to "public" and is the one that you should use to enable communication between server and printer. The administrative name is printer-dependent and is disabled by default. An incorrect community name will prevent communication with the printer via SNMP.

You can set the community name at the global level by clicking **Tools > Settings > General** if you are using the global settings as shown here. Either way, the community name in the application must match the community name given to the printer. If you do not know the community name given to the printer, see your printer manufacturer for more information.

What is the difference between SNMP v1/v2 and v3?

SNMP versions 1 and 2 do not have security settings, which means that a person can query the SNMP information without any encryption or authentication. Version 3 has both encryption and authentication security options. Additionally, you can set the version 3 level to require both encryption and authentication, authentication only, or neither encryption nor authentication. For more information, see [Enable and Configure SNMP Settings](#).

For more information on the printer-specific SNMP settings, see Status Tab Field Descriptions.

11. Click **Save**.

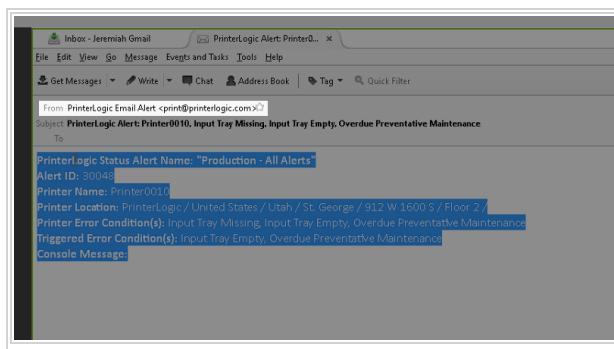
STEP 2: Configure Outgoing Email Settings (SMTP)

12. In **Tools > Settings > General**, navigate to the Email (SMTP) Settings section.
13. In the "From" Address Field, type an email address.

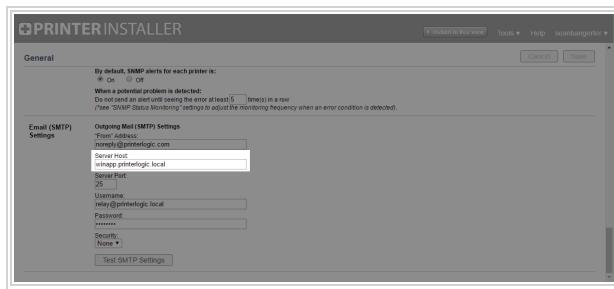


For more information on the fields of this section, see [**General Settings**](#).

Because the alert is sent via email, the email address entered into this field will appear in the email's "From" field of the alert as shown below.

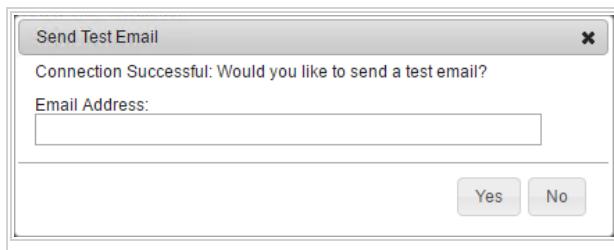


14. Enter the server host information in the Server Host field.

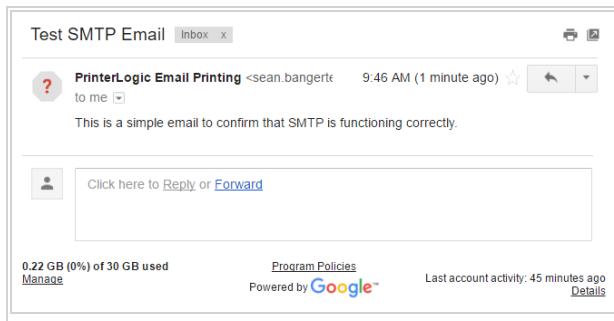


15. Enter the port in the Server Port field.
16. Enter the email address username.
17. Enter the email password.
18. Enter the type of security set for the email.
19. Click **Save**.
20. Click **Test SMTP Settings** to ensure the email settings entered are correct.

Invalid SMTP settings will result in an error message, and valid SMTP settings will display the following window.



21. Send a test email by entering in the email address of the person who will receive a test alert.
22. Click **Yes**.
23. The person whose email address was entered in the box above will receive a simple confirmation email as shown below.



STEP 3: Configure an LDAP Domain

An LDAP domain is required only if you are sending the alert to Active Directory users. If not, then you can skip these steps and move to the next section.

24. In **Tools > Settings > General**, navigate to the LDAP Authentication Settings section.
25. Click **Add**.



26. Complete the LDAP fields to set up a new LDAP domain.

For more information on the LDAP Authentication Settings, see General Settings Field Descriptions.

27. Click **Test Settings** to validate the accuracy of the LDAP domain settings.

The following image shows a successful LDAP settings test.

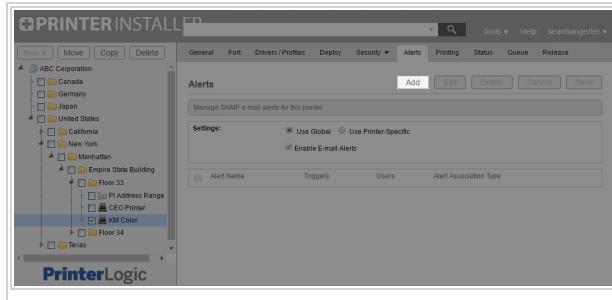


28. If the test is successful, click **Apply**.
29. Click **Save**.

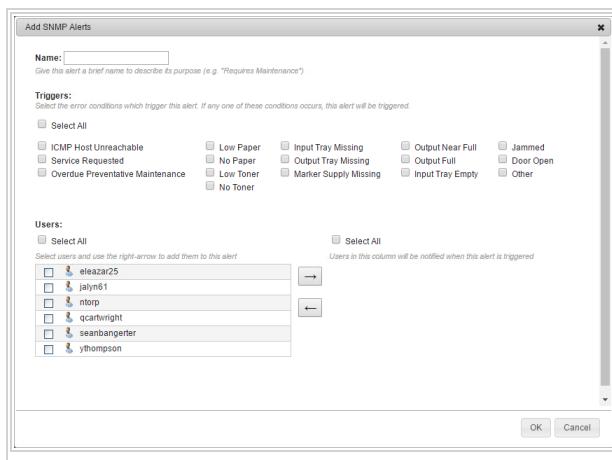
STEP 4: Create a New Alert

30. Click **Return to tree view**.

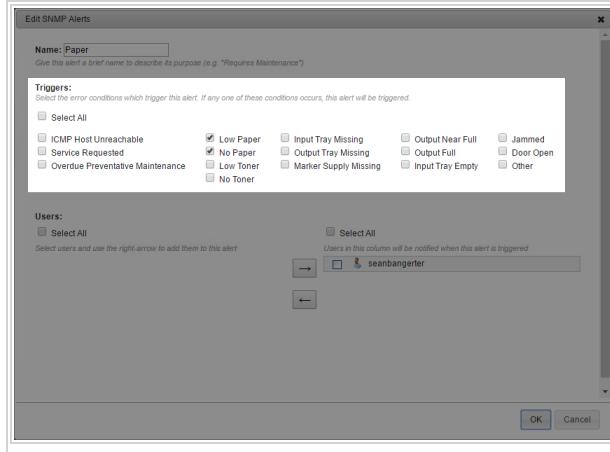
31. In the Alerts tab, click Add.



32. In the Add SNMP Alerts window, type a name for the alert.



33. Select the triggers for which an alert will be sent.



The recommended best practice is to group related triggers together. For example, you can create a "Paper" alert and then select Low Paper and No Paper as the triggers because they are both related to paper issues.

34. Select the users who will be notified via email.

If you have not set up users to add an alert, you must set them up before proceeding. To set up a user, click Tools > Users, and then click Add User.

Username	Role Type	Folder
elecar25	Root Account	abernathy
jainy61		
ntop		
qcadminright		
seanbangerter	Print Job Report Manager	
ythompson		

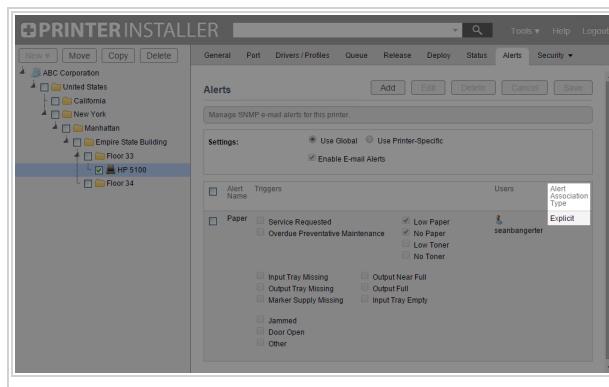
Role Name	Description	Type
Administrator	Administrators have all permissions at a global level. They can add/remove other users, and they can configure any settings of the website. They can reset passwords of other users (including other administrators) but they can not reset the password of the root Printer Installer account.	Standard
Site Manager	A site manager has full management access to the folders they have rights to. They do not have permissions to change global settings that will affect more than their scope such as the ability to add or delete users and drives.	Standard
Deploy Manager	A deploy manager has the ability to deploy, manage, and delete printers within the folders they are given rights to.	Standard
Help Desk Manager	A help desk manager has the ability to see print jobs in the queue, and printers with errors.	Standard
Print Job Report Manager	A print job report manager has rights to schedule and run print job auditing reports.	Standard
Administrator	An administrative auditor has the ability to audit changes made within the Printer Installer administrative console.	Standard
Auditor		
PI Role	Test role for PI	Custom

35. Click the right-arrow to move the selected user(s) into the right column, which registers those users to receive this alert for this printer.
36. Click **OK**.

The new alert will appear in the Alerts tab.

What is the Alert Association Type?

When you create an alert, you will see a column called Alert Association Type on the far right side as shown below.



Inherited means that a printer object has taken on (or inherited) an alert that is set in the printer object's parent folder.

Consider the following example. The tree view has a folder called Floor 34, and within that folder are three printer objects. If the Floor 34 folder has an alert set to it, then each of the printer objects in that folder will inherit that same alert.

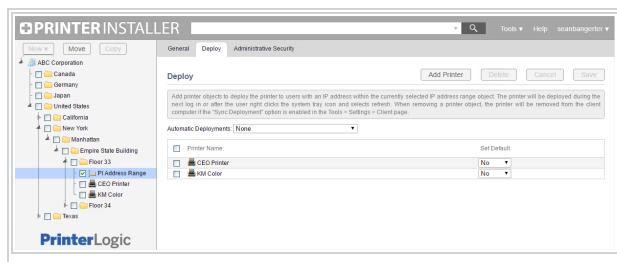
Explicit means the printer object has not inherited any alerts from a parent folder.

Using the example from above, let's say the Floor 34 folder does not have any alerts assigned to it. In this case, the three printer objects in the folder are not inheriting any alerts, so any alerts you assign directly to the printer objects will be explicit.

Conclusion

After you have configured the settings and created your alert, then Printer Installer will immediately begin monitoring the printer. Under normal conditions, Printer Installer monitors the printer every five minutes. If the printer triggers an error, then Printer Installer monitors the printer every ten seconds and sends an email after the alert is returned five times (by default).

IP Address Range



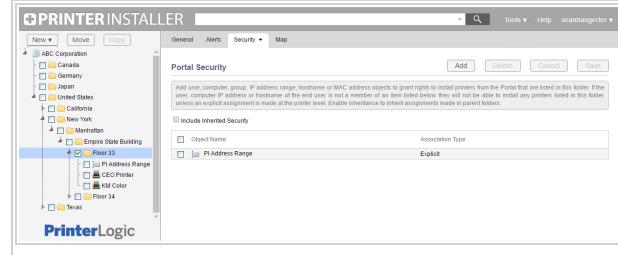
IP address ranges are a grouping of consecutive IP addresses, for example, 192.168.1.1 to 192.168.1.9. In Printer Installer, the IP address range can be used for deploying printers, portal security, caching, and direct location detection in the portal tree

view. The following sections provide high-level details for each of these activities in the Admin Console.

For printer deployment, a selected IP address range in the tree view provide access to the Deploy tab, where printers can be added to the IP address range. Any end-users with workstations that are part of the IP address range will automatically have the printers installed on their workstations. For example, let's say you create a new IP address range called PI Address Range as shown in the image here. This IP address range is set for 192.168.1.1 to 192.168.1.9. You then click the Deploy tab and add two new printers (also shown in the image).

Moreover, if John (an end-user) has a workstation with the IP address 192.168.1.6, then the two printers listed in the Deploy tab will automatically be installed on his workstation. For more information, see Deploy Printers by IP Address Range.

Printer Installer provides a way to use IP addresses to set folder access in the Self-service Portal. In other words, if a workstation's IP address falls within the IP address range, then the folder will appear in the Self-service Portal. To put this idea into context, consider the image to the right. In this case, you select **Floor 33** in the tree view, click the Security tab, and select **Portal Security**. The idea here is to make the Floor 33 folder appear in the Self-service Portal. Within the Security tab, click the Add button to add an IP address range to the Portal Security window. Any workstations that fall within that IP address range will have the Floor 33 folder appear in the Self-service Portal. For example, if the IP address range is 192.168.1.1 to 192.168.1.9, and a user's workstation has an IP address of 192.168.1.6, then Floor 33 will appear in the Self-service Portal for that end-user. For more information on setting Portal Security, see Set Access Permissions for the Self-service Portal.



Printer Installer also uses IP address ranges to cache printer drivers, profiles, and client updates at a remote location rather than at the home office where the server is installed. The benefit of caching is that the end-users at a remote location do not have to install any print-related items over the network. Rather, they can install from their location, which can be highly beneficial if the network speed is slow, or high bandwidth is not available. For more information on caching, see Caching Overview.

One IP address range feature that is helpful to end users is that if the end-user workstation's IP address falls within the range, then the folder in which the range is stored in the Admin Console is the same folder that will open automatically when the end-user logs into the Self-service Portal. In other words, let's say you create an IP address range object named **PI Address Range** in the Admin Console tree view. This IP address range object is stored in the Floor 33

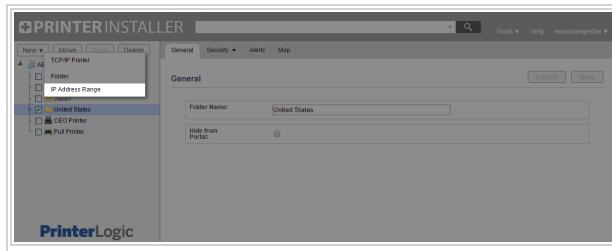
folder, and the range spans IP addresses 192.168.1.1 to 192.168.1.9. Moreover, an end-user's workstation uses IP address 192.168.1.6. In this case, because the end-user's workstation falls within the IP address range, then when the end-user logs into the Self-service Portal, then the Floor 33 folder will open automatically in the Self-service Portal tree view.

If the workstation's IP address is added to ranges in two different folders, then Printer Installer will open the parent folder for the two different folders.

RELATED TASKS AND TOPICS

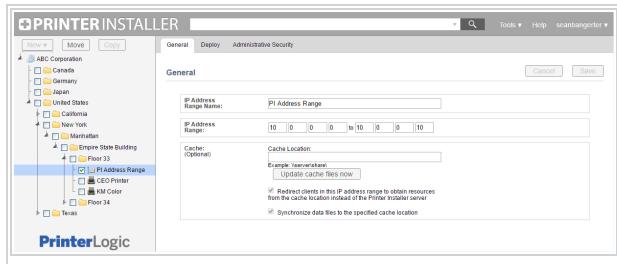
Set up a New IP Address Range

1. Log in to the Admin Console.
2. In the tree view, select the parents folder in which you would like to house the IP address range.
3. Click **New > IP Address Range**.

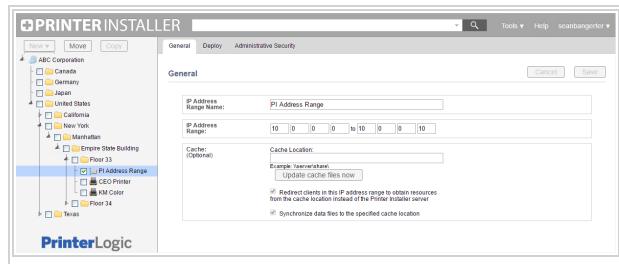


4. Type a name for the new IP address range.
5. Set the two IP addresses that make the range.
6. Click **Add**.

When you select the IP address range in the tree view, the range settings will appear General tab as shown below.



Auto-open Folders in the Portal

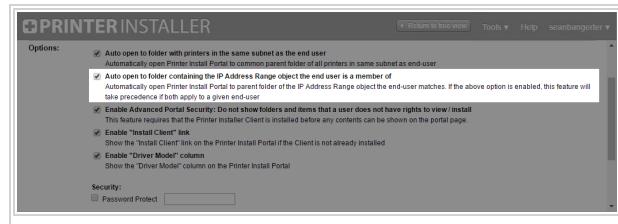


view. Because the tree view in the Admin Console is a mirror of the tree view in the Self-service Portal, the IP address range will also appear several levels deep in the Self-service Portal. As a result, the range may be difficult for end-users to find. For this reason, Printer Installer provides a setting to open the subfolder that houses the IP address range, regardless of its depth within the tree view. Using the example in the image shown here, you can set the Self-service Portal to open all folders that lead up to the **Floor 33** folder. In other words, the Portal will open to **New York > Manhattan > Empire State Building > Floor 33** because the PI Address Range object lives in the Floor 33 folder. The steps shown below describe the process for opening the tree view to a specific folder.

1. Log in to the Admin Console.
2. Click **Tools > Settings > Portal**.

As shown in the image to the left, an IP address range appears in the tree view. In this example, the PI Address Range is stored several levels deep within the tree

3. Select Auto open to folder containing the IP Address Range object the end user is a member of.



4. Click Save.

At this point, if the end-user's workstation has an IP address that falls into the IP Address Range, then the IP Address Range object's parent folder will open in the Self-service Portal. For example, let's say the IP address range named Range A and is set from 10.0.0.1 to 10.0.0.9, and the end-user's workstation IP address is 10.0.0.5, then the Self-service Portal will open for that end-user to Range A regardless of it's location or depth in the tree view.

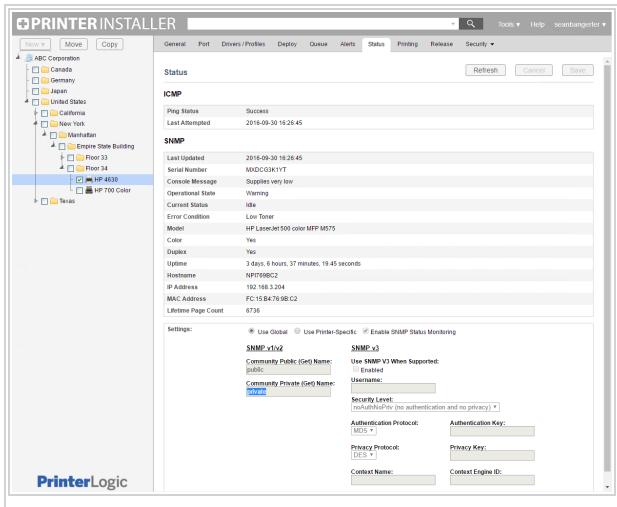
Deploy Printers by IP Address Range

See [Deploy Printers](#)

Set up Caching by IP Address Range

See [Caching](#)

Status Monitoring



Status monitoring queries a printer at specific intervals to collect information that enables you to determine the health of the printer and to identify specific details about the printer, for example, issues such as the paper tray being open, a paper misfeed, and so on. Status monitoring also identifies certain settings assigned to the printer such as color printing and duplex printing.

The image to the left shows the Status tab, which has queried a specific printer (which is the printer associated to the printer object selected in the tree view). The information returned from the queried printer is available in the ICMP and SNMP sections. The ICMP section shows the status returned by the printer, while the SNMP section shows the data settings returned by the printer and the issues the printer is having.

Printer Installer is using the SNMP settings from one of two locations to query the printer. These settings are available in the Status tab. Use these settings if you set the printer object to use printer-specific settings. The settings are also available in **Tools > Settings > General** in the SNMP Status Monitoring.

After you configure the settings for Status Monitoring, not only will you see status, issues, and settings for that printer object, you can also create an alert for that printer object. The purpose of the alert is to send the information collected via Status Monitoring to send an email notification to specific email addresses. So, Status Monitoring basically provides two benefits - querying a printer and using the data from the query to send an alert to an end-user.

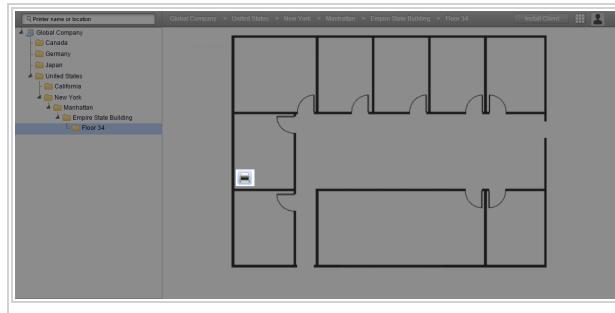
Maps

Frequently Asked Questions on Maps

What size map should I upload to Printer Installer?

Printer Installer does not auto-adjust the map to the size of the user's computer screen. In other words, the image size is static and is dependent on the size of the end-user's computer screen. However, 850 x 480 px is a good medium that will work across most monitors.

How do I resize my map icons?

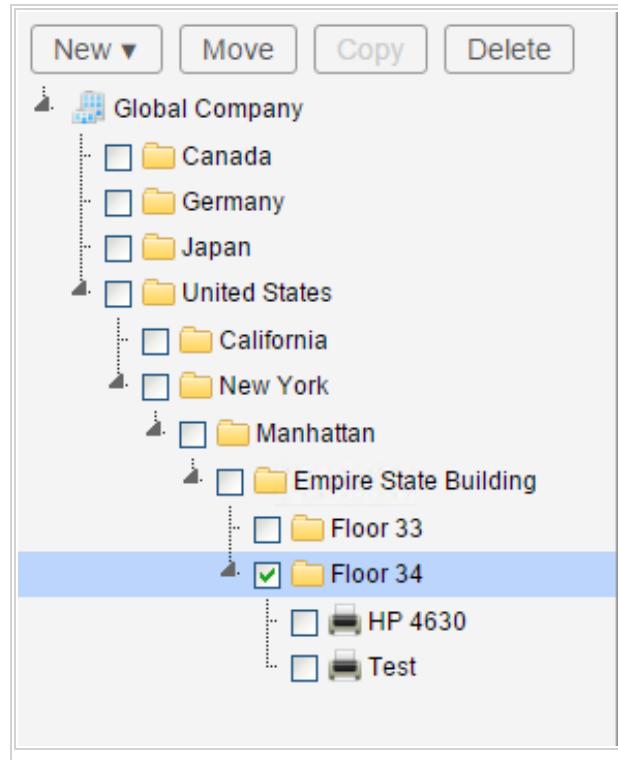


a printer icon in the Self-service Portal.

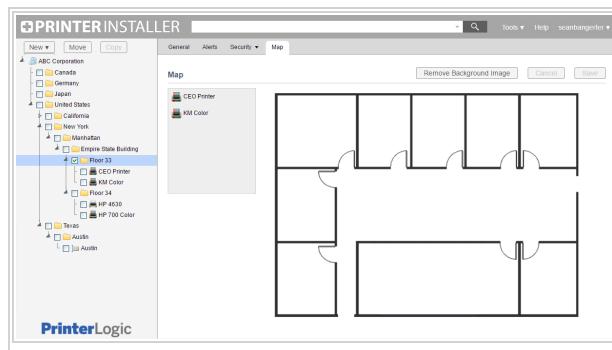
This image shows an icon that places the printer in an office on the left side of the map. These icons can be re-sized to assist users with less-than-perfect vision. The process shown below describes the process for resizing the icons in the Admin Console Maps tab. Furthermore, the size of the icons that appear in the Self-service Portal will mirror the size set in the Maps tab.

1. Log in to the Admin Console.
2. In the tree view, select the folder that contains the map with printer icons you want to re-size.

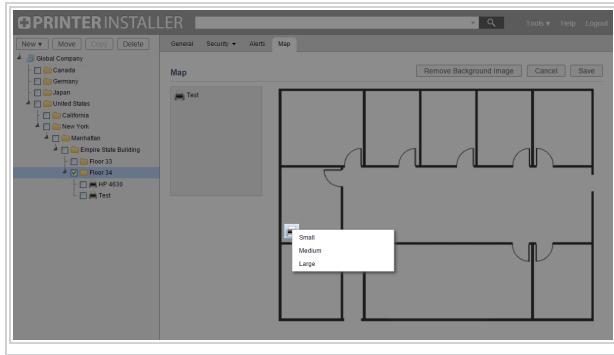
When you add a printer to a map, printer icons appear in both Printer Installer and the Self-service Portal to indicate the placement of the printer in a geographical location. The following image shows



3. Click the Map tab to display the map.

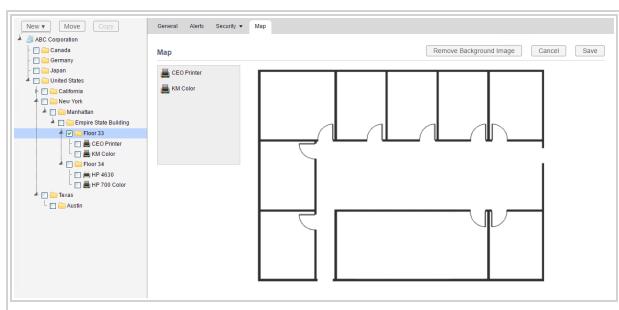


4. Right-click the printer icon you would like to re-size.



5. Select the new icon size (small, medium, large).
6. Click **Save**.

Maps are convenient for people who are new to an environment and need to find the location of a printer and then download the drivers for that printer. Frequently, new employees or visitors have to ask not only where the printer is but also how to "install" it. Maps give employees and visitors a quick visual reference of both the office layout and the location of the printers in that layout, and they provide the end-user with the ability to help themselves install printer drivers directly from the map, which also reduces help desk calls.



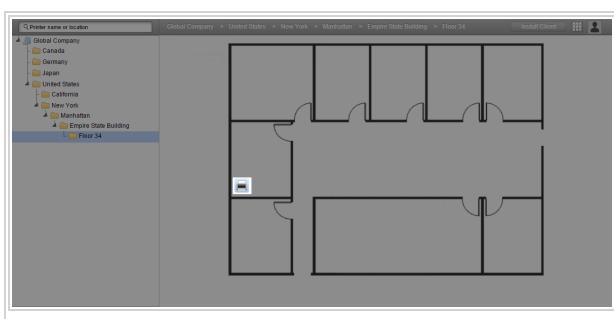
When you log in to both the Admin Console and the Self-service Portal, you will see maps in both locations. In the Admin Console, you upload maps in the Maps tab and then drag-and-drop printer icons that are associated to printer objects in the tree view.

The image to the left shows the Maps tab with an uploaded map and the printer icons that can be added to the map.

The printer icons in the map are linked to the drivers that have been uploaded to the printer objects in the Admin Console. For example, the administrator logs in to the Admin Console, adds a printer object to a folder in the printer tree, and

then uploads drivers to the printer object. The administrator then uploads a map in the Maps tab and then drags-and-drops icons onto the map. The icons are associated to the printer objects, so by extension they are also associated to the drivers that have been added to them.

In the image above, the map does not have any printer icons added to it. However, take notice of the gray box to the left of the map. This box holds all of the available printer objects that are stored in the folder selected in the tree view. In other words, Floor 33 is the folder selected in the tree view. The purpose of this folder is to hold all printer objects relating to printers on the 33rd floor. You can drag-and-drop one or both of the printer objects from the gray box to the map. For example, if you want to make the KM Color printer drivers available to end-users, then drag-and-drop the KM Color icon from the gray box to the map. However, if a printer is configured in the Admin Console to be hidden from the Self-service Portal, then it will not appear as an option to drag-and-drop onto the map in the Admin Console. For more information, see [Hide a Printer Object in the Tree View](#).



The image to the left shows the map in the Self-service Portal. When the end-user logs into the Self-service Portal and selects a folder in the tree view, the map and printer icons appear exactly as their saved counterpart in the Admin Console. A quick click of an icon in the map triggers the installation of the drivers cor-

responding to the printer object attached to that icon.

. The map appears only when you select a folder in the tree view. In this case, the selected folder is Floor 33. As a result, one printer is available, as indicated by the printer icon on the map in the image to the left.

If a map has not been uploaded to the Admin Console, then no map would appear in the Self-service Portal. However, that's not to say that you will not be able to install drivers from the Self-service Portal. Rather, when you select a folder in the Self-service tree view, the printer objects within the selected folder

will appear as line items in this [example](#). Using the previous example, if the administrator does not assign a map to Floor 33, then when the end-user selects the Floor 33 folder in the tree view, no map will be available, but the printer objects within the folder will still be available to download the drivers. To get started with maps, let's set one up.

set up a map to install printer drivers

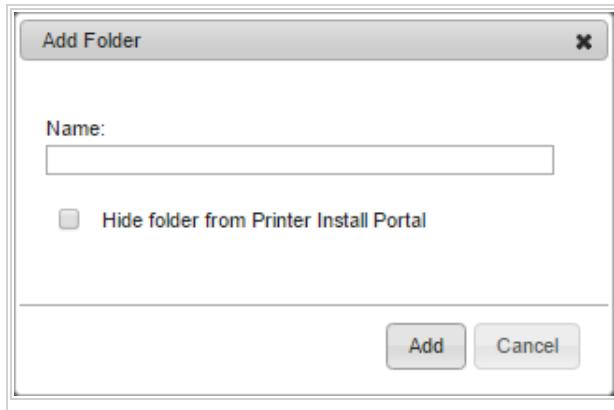
STEP 1: Add a New Folder to the Tree View

If you have already set up the folder in the tree view, skip these steps and move to the next section.

1. Log in to the Admin Console.
2. In the tree view, select the parent folder under which you would like the new folder to reside.



3. Click **New > Folder**.
4. When the Add Folder window appears, type the name of the new folder.

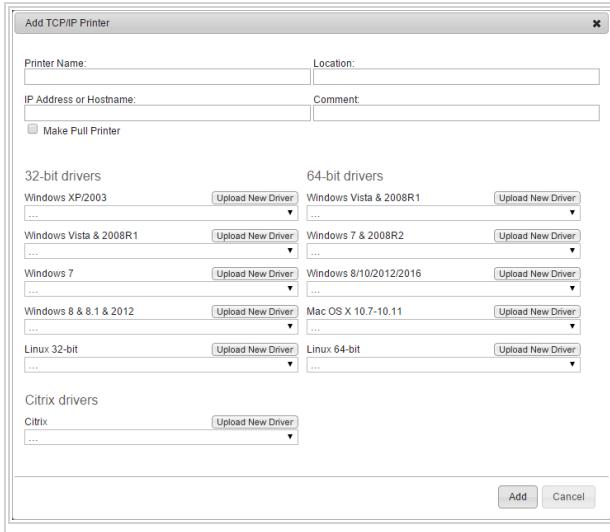


5. Make sure the Hide folder from Printer Install Portal check box is not selected.
6. Click **Add**.

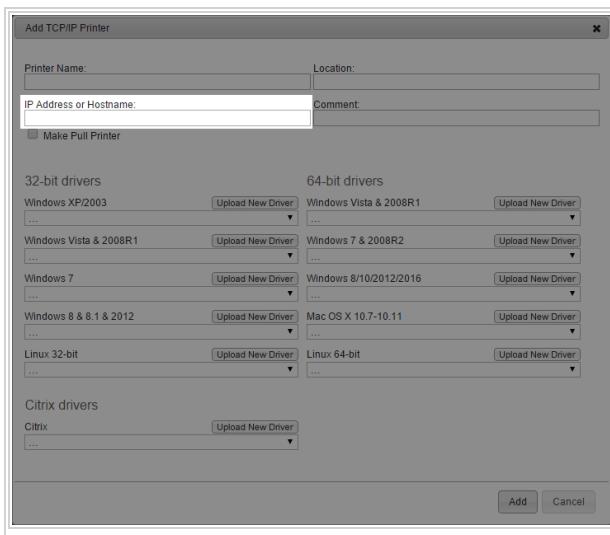
STEP 2: Add a Printer Object to the New Folder

If you have already set up the printer object in the tree view, skip these steps and move to the next section.

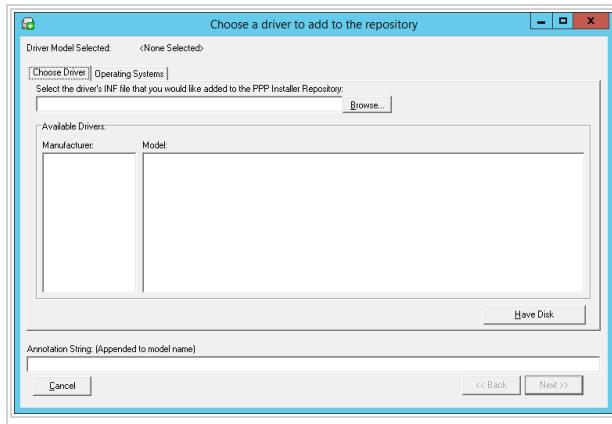
1. In the tree view, select the folder under which you would like the new printer object to reside.
For these steps, the folder you select here is the one you created in the previous section.
2. Click **New > TCP/IP Printer**.
3. In the Printer Name field, type the name of the printer object.



4. In the IP Address or Hostname field, type the IP address or host-name of the printer.



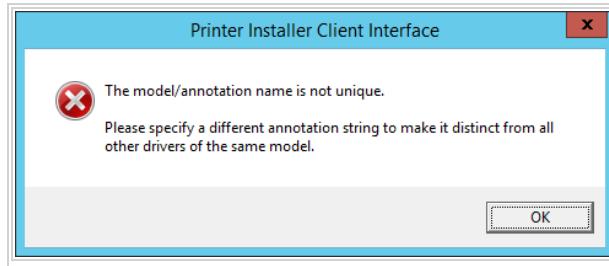
5. In the field corresponding to the driver type you want to upload, click **Upload New Driver**.
6. Click **Browse** to navigate to the .INF file to be uploaded.



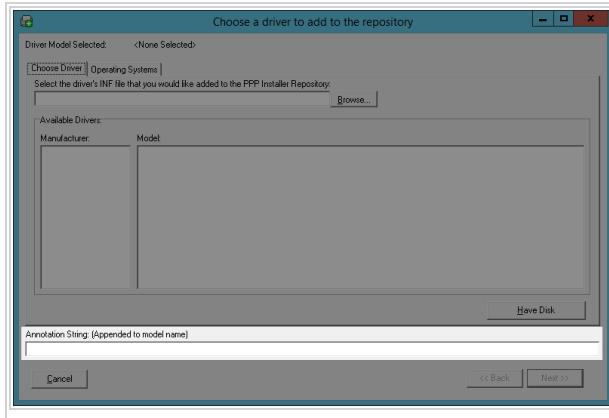
7. Select the driver and click **Open**.
8. Click **Next**.
9. Click **Upload**.

What do I do if I get the **Model/Annotation name is not unique** error?

If you click **Upload** and see the following error:

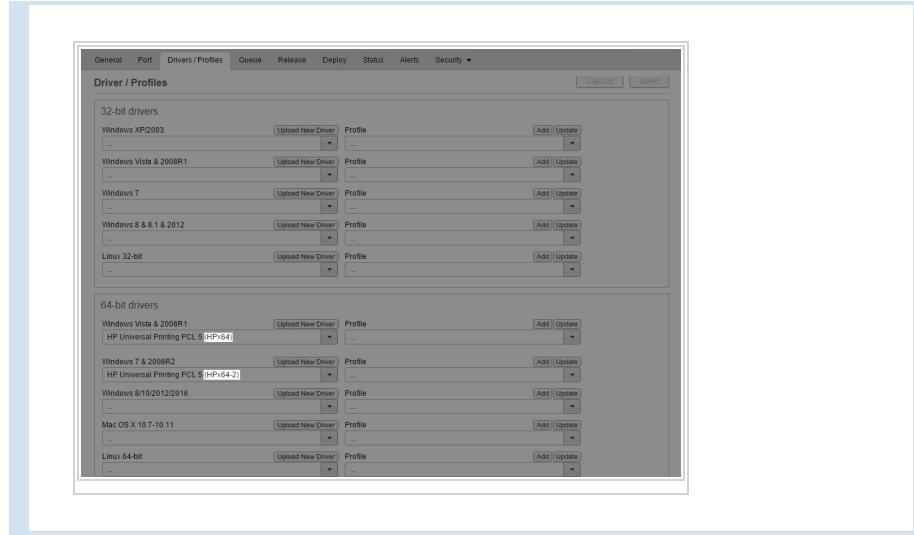


then an existing driver in the Driver/Profile Repository is already using the name you have selected for the driver. Each driver in the repository must be a unique value. To resolve this issue, append a different value to the Annotation String field.



For example, let's say the name of your printer driver is Color Printer A and the value in the Annotation String field is x64. As such, the full name of the driver is Color Printer A-x64. Additionally, let's say you already have a driver in your repository with the Color Printer A-x64 name. Because this name is already being used, you will see the error above. Resolve this issue by changing the value in the Annotation String field. For example, x-64-a, so the full name of the printer is Color Printer A-x64-a. As long as that name is not being used in the repository, then you will be able to upload the driver with the new name without any issues. If you continue to run into the error, the best option is to open the repository and look for driver names to determine what annotation string values are not being used.

The annotation string appears in parentheses at the end of the printer driver name in both the Drivers/Profiles tab and in the repository.

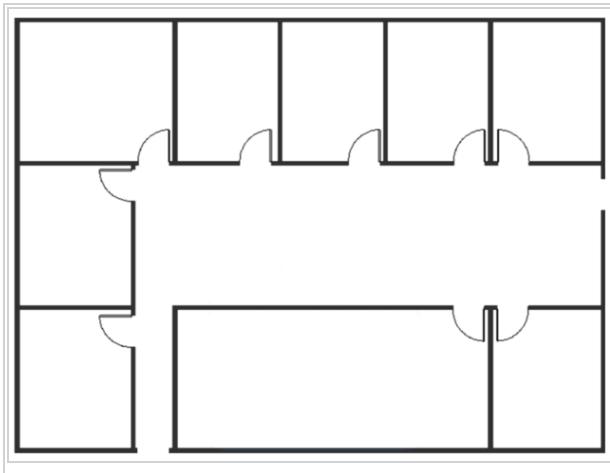


10. Click Add.

STEP 3: Upload a Map

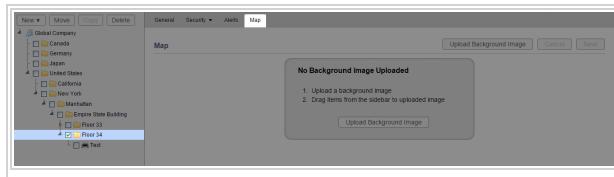
1. To a temporary location on your computer, save a map that you want to upload to the Admin Console.

The map that you upload should not have any printer icons on it because you will be drag-and-drop printer icons onto the map after you have added the map to the Admin Console. The following image shows a sample map that you would save to your desktop or other location on your computer.

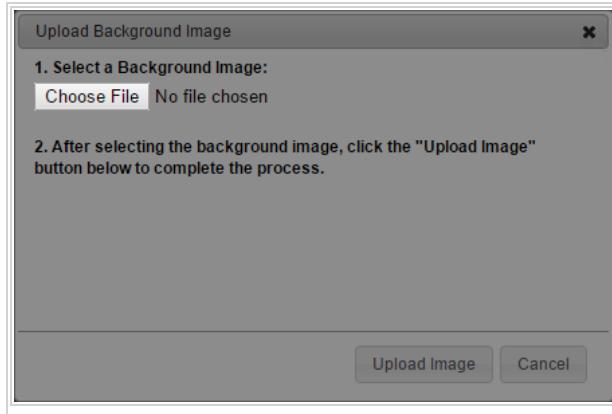


As you can see, the map shows the basic layout of the physical location of the office and nothing else.

2. In the tree view, select the folder you created in Step 3.
3. Click the Map tab.

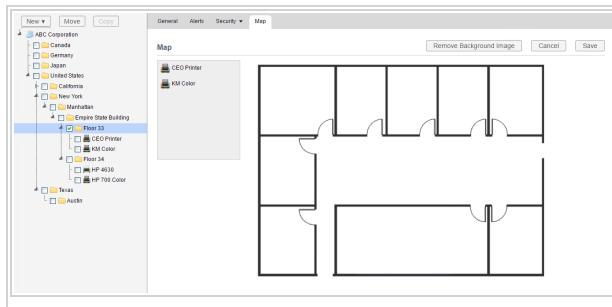


4. Click **Upload Background Image**.
5. Click **Choose File**.



6. Navigate to the map you have saved on your computer.
7. Click **Open**.
8. Select **Upload Image**

The map will be applied to the Maps tab as shown below.



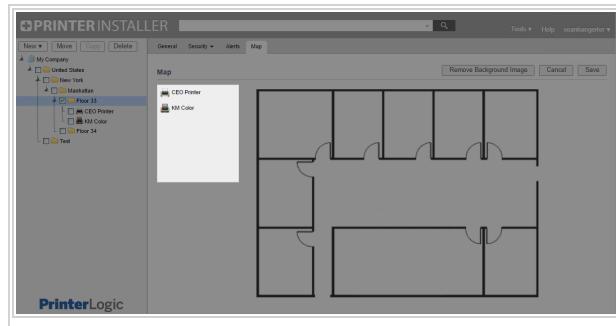
STEP 4: Assign Printer Objects to the Map

In the Maps tab, you will notice a **gray box** that appears next to the map. This box contains all of the printer objects that are stored in the tree view folder to which the map has been assigned. If you select a different folder in the tree view, then you will either see a different map (or no map) in the Maps tab.

Using the example in the previous section, the Floor 33 folder in the tree view is selected, and in the Map tab, the map that represents the physical

layout of Floor 33 has been uploaded. Furthermore, the Floor 33 folder in the tree view also holds two printer objects. These printer objects appear as icons in a gray box next to the map. You can drag-and-drop these printer objects to the map as described below.

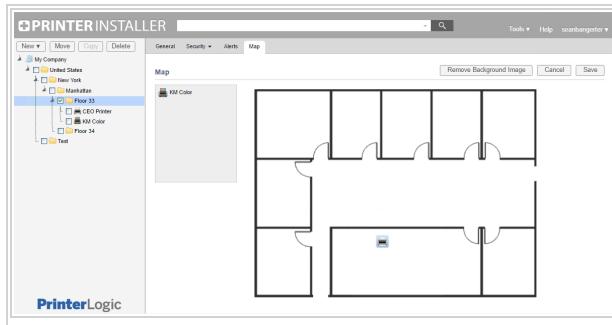
1. Click-and-hold one of the printer objects in the gray box.



Take notice of the two different types of icons in the gray box. The icon to the left of the KM Color printer object shows color, which means that the printer associated to that printer object supports color, and the printer object is configured to print in color. The icon to the left of the CEO Printer printer object does not show color, which means that the printer associated to that printer either does not support color, or the printer supports color but the printer object is configured to print black and white only.

2. Drag that printer object icon from the gray box to the map.
3. Drop the printer object icon onto the map as shown below.

Be sure to place the icon in the location on the map corresponding to the actual physical location of the printer.



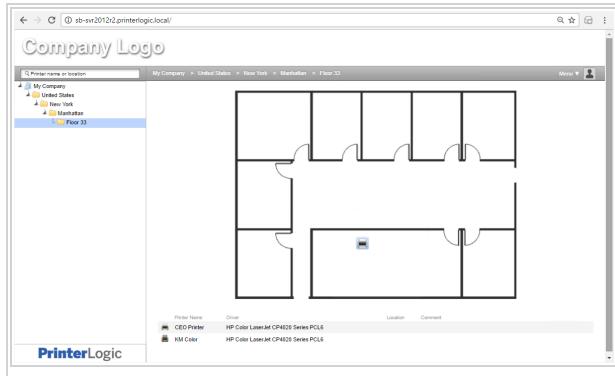
In the example above, the **CEO Printer** printer object has been dragged onto the map in the location representing the CEO's office.

You can drag-and-drop the icons both directions. In other words, you can select the icon in the gray box and drag it to the map. Similarly, you can select an icon in the map and drag it back to the gray box.

4. Click **Save**.
5. If you have another location to which you would like to assign another map and printer objects, select a folder in the tree view and follow the steps again.

For example, the tree view in the image above shows Floor 34 as a separate location. Click the Floor 34 folder, and then upload a new map for that location in the Maps tab.

CONCLUSION: Use the Self-service Portal to Install the Driver on a Workstation



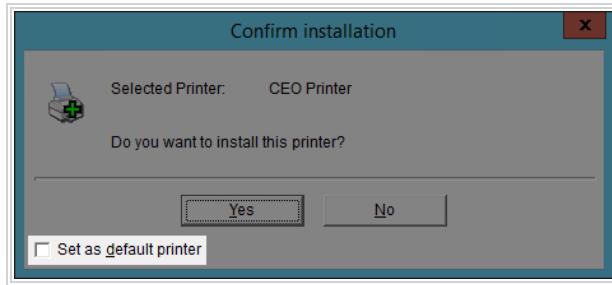
After the printer objects have been added to the map in the Admin Console, the end-user can log in to the Self-service Portal, select the folder in the tree view, and then click the icon to install the drivers for that printer on their workstation.

Using the previous example from this topic, the **CEO Printer** printer object has been added to the Floor 33 folder in the Admin Console, so it is also available in the Self-service Portal by clicking the Floor 33 folder as shown in the image to the left.

Furthermore, the available printers for the selected folder (Floor 33) appear below the map. This feature is useful for situations in which no map has been uploaded in the Admin Console. The printers available in that location will still be listed in the Self-service Portal.

To install the drivers that have been assigned to a specific printer object, just click the icon in the map and select **Install Printer**, or click the line item corresponding to the printer, and **confirm** the printer installation.

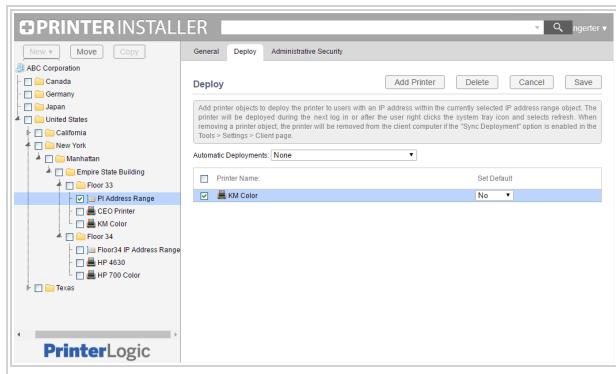
Click Set as default printer to configure the selected printer as the default printer easily from the Self-service Portal. See below.



You can follow the driver installation via the status window, and you will be notified when the installation is complete. At that point, the end-user will be able to release print jobs from that workstation to the designated printer.

Any updates to the printer drivers will be installed automatically when the client performs its regularly scheduled check-in, or if you click the toolbar, right-click the [Add Printers icon](#), and select Refresh Configuration.

Deploy Printers



Printer Deployment in Printer Installer is the process of installing and updating a print queue and driver that is installed on one or more workstations. However, before printers can be deployed to workstations, you must upload the driver to a workstation through the Admin Console.

Driver deployment without Printer Installer could be an arduous process of manually updating drivers through GPO, and worse, piecemeal if you have direct IP printers.

With Printer Installer, printer deployments take the print queue and driver you have uploaded to the Admin Console and easily installs them on one or more workstations. Any updates you make to the print queue or driver will be updated on the workstation the next time the client installed on the workstation checks in with the server. Any time you upload a new version of the driver to the Admin Console, then the next time the client checks in with the server, the driver on the workstation will be updated.

Bear in mind the difference between printer deployment and driver management. A common mistake that some end-users run into is that they upload

the drivers and print queues in the Admin Console to be installed on the workstations, and they think that the drivers are updated automatically. This is not true. You can upload a new version of the driver to the Admin Console, and when the client, which is installed on the workstation checks-in with the server, the updated driver will be installed on the workstation.

When you select a printer object in the tree view, you can then click the Drivers/Profiles tab to see which drivers and profiles are applied to the printer object. As such, you can then click the Deploy tab to see users, groups, computers, IP address ranges, MAC address and other which are updated when you upgrade the drivers and/or profiles in the Drivers/Profiles tab. When the end-user logs into the Self-service Portal or the Release Portal, then the upgraded drivers and/or profiles are automatically applied to their workstation. Let's put this into context.

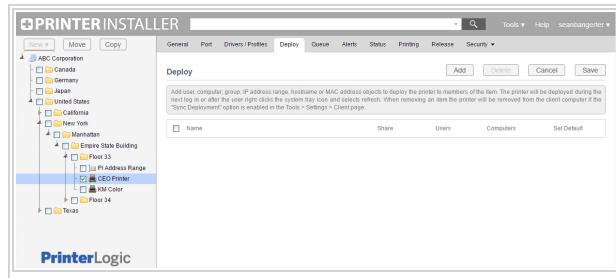
John is the Printer Installer administrator for his company. He logs into the Admin Console and clicks the KM Color printer object in the tree view (the KM printer object is associated with the Konica Minolta color printer in their office). He then clicks the Drivers/Profiles tab, which shows a 64-bit Windows 10 driver that was applied to the KM Color printer object about a month ago. John has an driver that he wants to use to replace the existing driver. He goes through the process of upgrading the driver. When he completes the upgrade process, John clicks the Deploy tab, which shows a group of eight users who will receive the upgrade. John then clicks **Save**. At this point, the next time each user in that group logs into the Self-service Portal or the Release Portal, then the updated driver from the KM Color printer object will automatically be updated on their workstation. The next time the end-user sends a print job to the KM color printer, their workstation will use the updated driver.

How To: Deploy Printer by Type

Option 1: Active Directory User

1. Log in to the Admin Console.
2. Select a printer object in the tree view.

3. Click the Deploy tab.

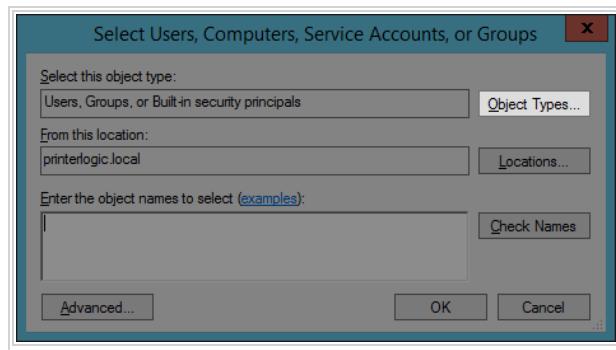


4. Click **Add**.

5. Select **Active Directory**.

6. Select **User, Computer, or Group**.

7. In the Select Users, Computers, or Groups window, click **Object Types**.



8. In the Object Types window, click the **Users** check box to select it.

9. Click **OK**.

10. In the Select Users, Computers, or Groups window, type the name of the user in the Enter the object names to select field.

11. Click **OK**.

The name of the user will appear as a line item in the Deploy tab.

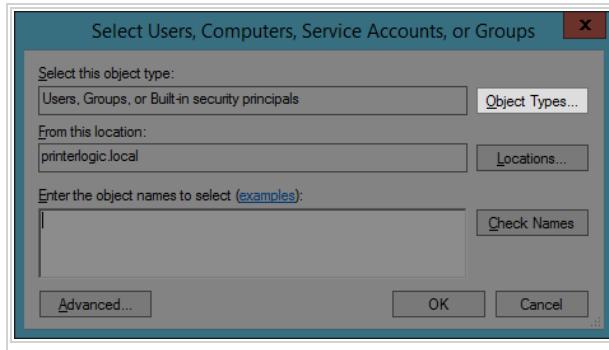
12. Click **Save**.

Option 2: Active Directory Computer

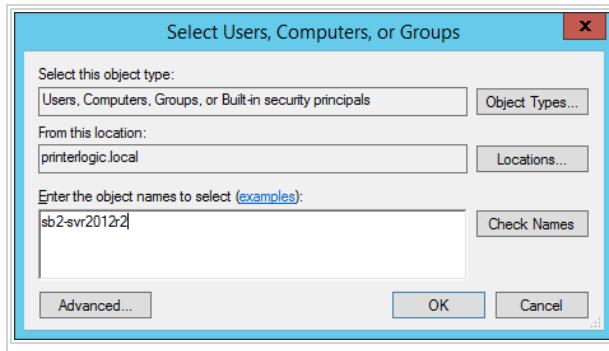
1. Log in to the Admin Console.
2. Select a printer object in the tree view.
3. Click the Deploy tab.



4. Click **Add**.
5. Select **Active Directory**.
6. Select **User, Computer, or Group**.
7. In the Select Users, Computers, or Groups window, click **Object Types**.



8. In the Object Types window, click **Computers**.
9. Click **OK**.
10. Type the name of the computer in the Enter the object names to select field.



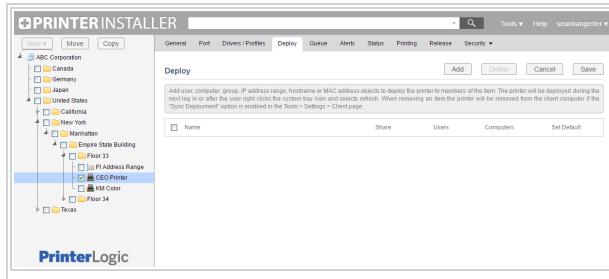
11. Click **OK**.

The name of the computer will appear as a line item in the Deploy tab.

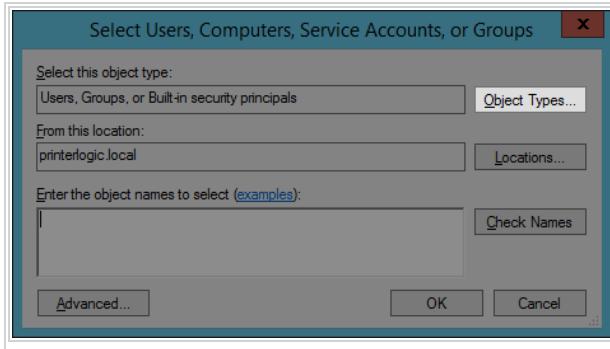
12. Click **Save**.

Option 3: Active Directory Group

1. Log in to the Admin Console.
2. Select a printer object in the tree view.
3. Click the Deploy tab.



4. Click **Add**.
5. Select **Active Directory**.
6. Select **User, Computer, or Group**.
7. Click **Object Types**.



8. In the Object types window, click **Groups**.
 9. Click **OK**.
 10. Type the name of the group in the Enter the object names to select field.
 11. Click **OK**.
- The name of the group will appear as a line item in the Deploy tab.
12. Click **Save**.

Option 4: Active Directory Container or OU (Organizational Unit)

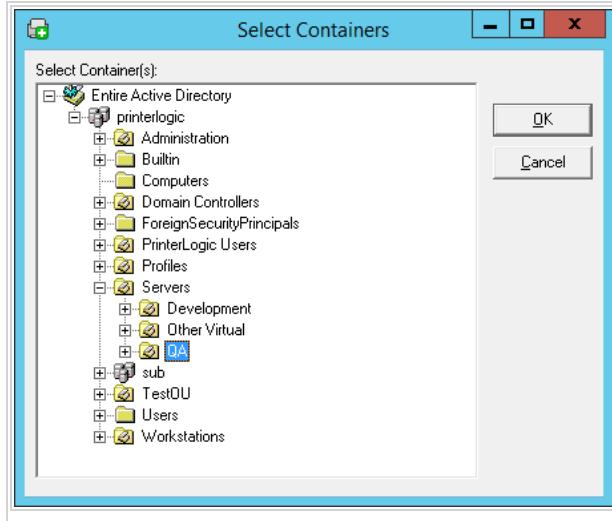
What is the difference between a container and an organizational unit?

They are essentially the same thing, but the difference between them is what each holds. The container holds things such as computers whereas the organizational unit holds users.

1. Log in to the Admin Console.
2. Select a printer object in the tree view.
3. Click the Deploy tab.



4. Click **Add**.
5. Select **Active Directory**.
6. Select **Container, or OU**.
7. In the Select Containers window, navigate to a container or organizational unit and select it.



8. Click **OK**.

The path of the container or organizational unit will appear as a line item in the Deploy tab. When the line item appears, you will see check boxes for Users and Computers. The item you selected in the Select Containers window can hold users, computers, or both. If you want to restrict users or computers from having the printer installed, then you can deselect one option or the other. Deselecting both is not

recommended as no computers or users will have the printer installed. See below.

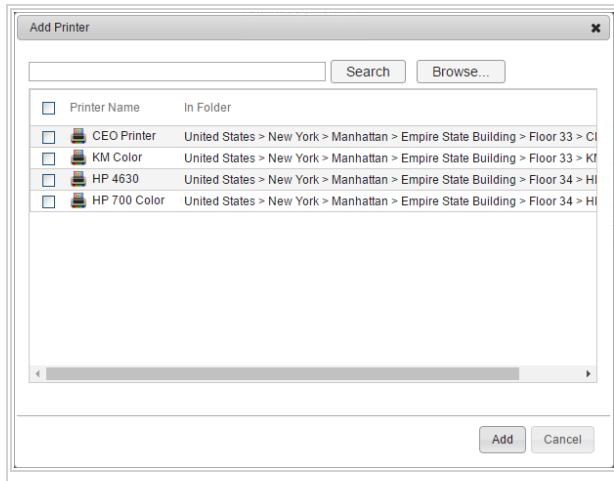


9. Click **Save**.

Option 5: IP Address Range

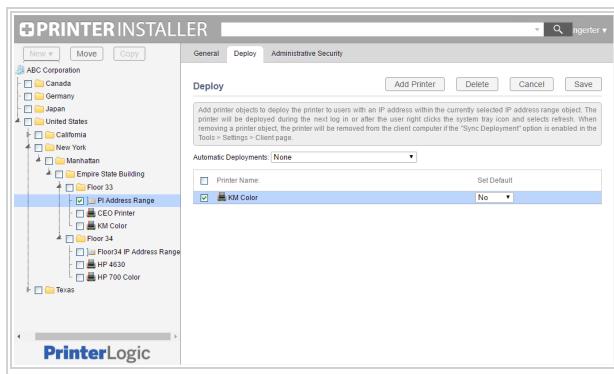
1. Set up an IP Address Range object in the tree view if you have not yet done so.
2. In the tree view, make sure you have selected the IP Address Range object to which you want to assign printer objects.
3. Click the Deploy tab.
4. Click **Add Printer**.
5. Select the printer object that you want to assign to the IP Address Range.

The Admin Console provides two ways to assign printer objects to an IP address range. The first option is the Search button, which searches by partial or whole terms to find printer object names. Additionally, you can click the Search button without entering any search term. This approach returns all printer objects available in the tree view. The second option is the browse button, which enables you to manually look through the entire tree view for a specific printer object. The following image shows the Add Printer window with all available printer objects.



6. Click Add.

The selected printer object will appear in the Deploy tab as shown below.



What is Automatic Deployment?

Automatic Deployments enables you to deploy all printer objects in the same folder and subfolder to a specific IP address range. For more information, see Set up an IP Address Range to Deploy Printers Automatically.

What is Set Default?

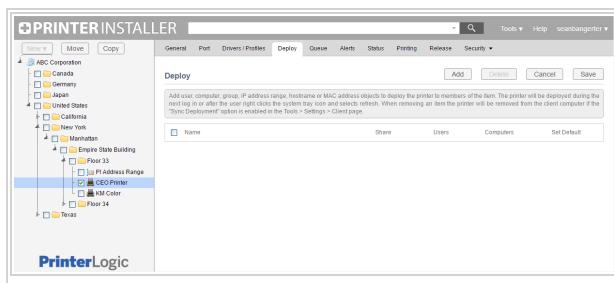
Set Default enables you to set the default printer on all workstations that fall within a designated IP address range.

7. Click **Save**.

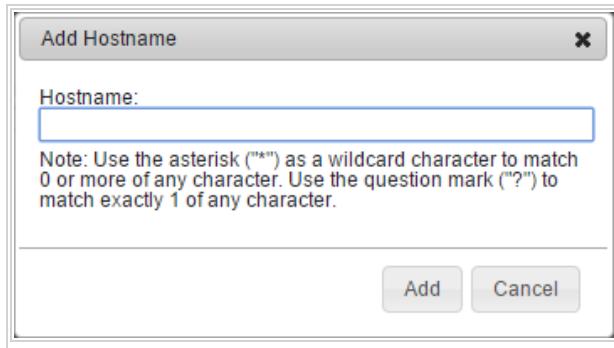
The next time an end-user logs into either portal or refreshes their browser on a workstation with an IP address that falls within the given range, the printers will be deployed.

Option 6: Hostname

1. Log in to the Admin Console.
2. Select a printer object in the tree view.
3. Click the Deploy tab.



4. Click **Add**.
5. Select **Hostname**.
6. In the Add Hostname window, type the hostname of the computer to which you would like to deploy the printer.



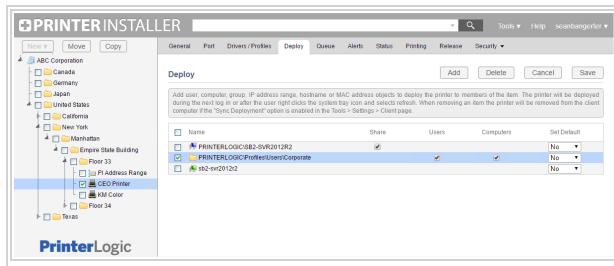
7. Click Add.

The hostname will appear as a line item in the Deploy tab.

8. Click Save.

Option 7: MAC Address

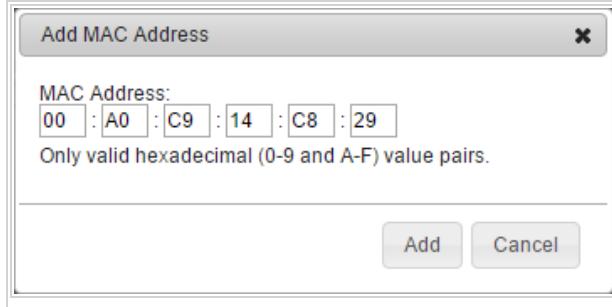
1. Log in to the Admin Console.
2. Select a printer object in the tree view.
3. Click the Deploy tab.



4. Click Add.

5. Select MAC Address.

6. When the Add MAC Address window appears, type the MAC address in the designated fields.



7. Click **Add**.

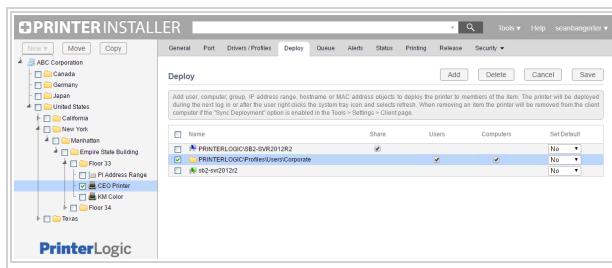
The MAC address will appear as a line item in the Deploy tab.

8. Click **Save**.

Option 8: Advanced Group

Advanced Group enables you to set advanced "rules" to specify the group of users or computers a printer to which a printer will be deployed. Before you can select an advanced group in this section, you must set up an advanced group in **Tools > Advanced Groups**. For more information, see [Advanced Groups](#).

1. Log in to the Admin Console.
2. Select a printer object in the tree view.
3. Click the Deploy tab.



4. Click **Add**.
5. Select **Advanced Group**.
6. When the Add Advanced Group window appears, select an advanced group.
7. Click **Add**.
8. Click **Save**.

RELATED TASKS AND TOPICS

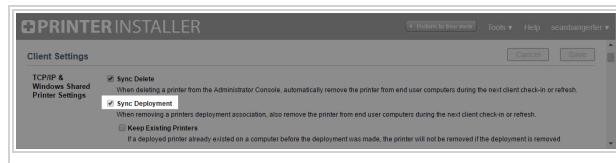
Sync Printer Deployment

The Deploy tab enables you to add deployments to the Deploy tab, the purpose of which is to install drivers and profiles on the workstations of the end-users included in the deployment. Furthermore, because you can automatically deploy the drivers to the workstation, the Admin Console also provides an option to remove the deployed drivers on a workstation if a deployment is removed from the Deploy tab. This option is called Sync Deployment. However, there are times that you want to remove a deployment from the Deploy tab, and you have the Sync Deployment setting enabled, which means that when you remove the deployment, the drivers associated with the printer object that uses the deployment will be removed from the workstations of the end-users associated with the deployment.

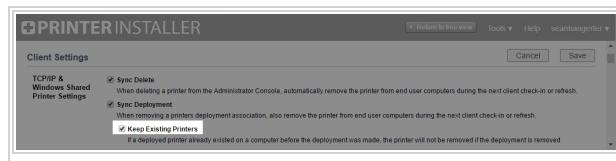
For example, the tree view has a printer object named Printer A, which has Driver B and Profile B assigned to it (in the Drivers/Profiles tab). Additionally, a group consisting of end-users John.Smith, Joe.Jackson, and Jeff Greene have been added to a deployment called Deployment D (in the Deploy tab). As a result, John Smith and Joe Jackson automatically have Driver B and Profile B installed on their computer, but Jeff already has that driver and profile added to his workstation. Moreover, the Sync Deployment setting is enabled in the Admin Console, so if Deployment D is ever deleted, then the driver will be removed from workstations belonging to the three end-users.

The Admin Console provides an additional option to retain the driver on end-user workstations if that driver existed on the workstation prior to the deployment being created. This option is called Keep Existing Printers. The example above states that two end-users did not have the driver installed when the deployment was created, but one end-user did. If you enable both the Sync Delete option and the Keep Existing Printers option, then when the deployment is deleted, the drivers will be removed from the workstations of John Smith and Joe Jackson (who had the drivers installed when the deployment was created), and Jeff Greene's workstation will retain the driver (because it was installed on his workstation before the deployment was created). The following steps describe the process for keeping existing printers on workstations when a deployment is deleted.

1. Log in to the Admin Console.
2. Click **Tools > Settings > Client**.
3. In the TCP/IP Windows Shared Printer Settings section, click **Sync Deployment**.



4. Click **Keep Existing Printers**.



5. Click **Save**.

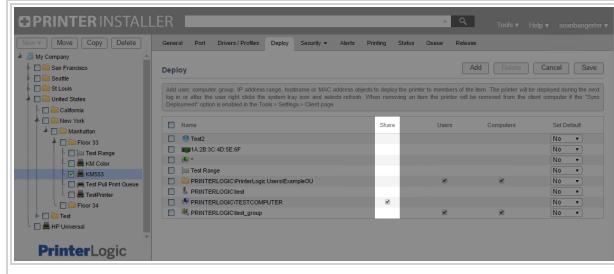
Deploy Printers as "Shared"

While deploying to an Active Directory computer, check the box under the

"Shared" column to mark it as shared printer.

1. Log in to the Admin Console.
2. If you have not yet done so, set up an Active Directory computer.
For more information, see Add a New Shared Printer.
3. In the tree view, select a printer object.
4. Click the Deploy tab.
5. For a deployment to an Active Directory computer, check the box in the Shared column to mark the deployment as shared.

Only Active Directory computers can be shared, which means that users, groups, organizational units, IP address ranges, and other types cannot be shared.



6. Click Save.

When you have finished these steps, you must configure the client settings to connect the workstations to the shared printer.

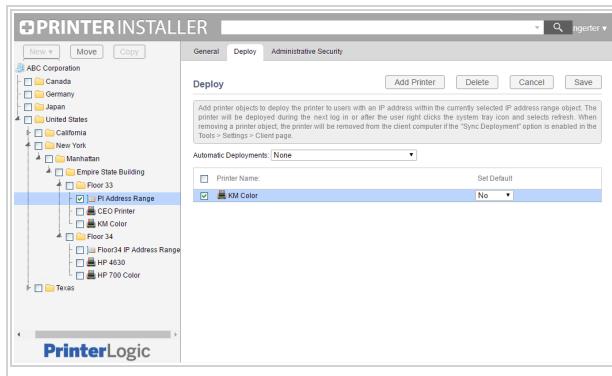
Set a Workstation Default Printer Automatically

What is the printer deployment priority?

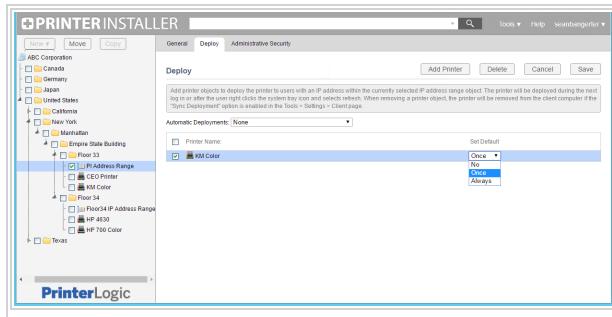
Items higher in the following list take priority over items lower in the list.

- User
- Computer
- Group (user membership)
- Group (computer membership)
- Indirect user group (group is member of assigned group)
- Indirect computer group (group is member of assigned group)
- Container user
- Container computer
- Child-container user
- Child-container computer
- IP address range (smaller range)
- IP address range (larger range)

1. Log in to the Admin Console.
2. In the tree view, select a printer object.
3. Click the Deploy tab.



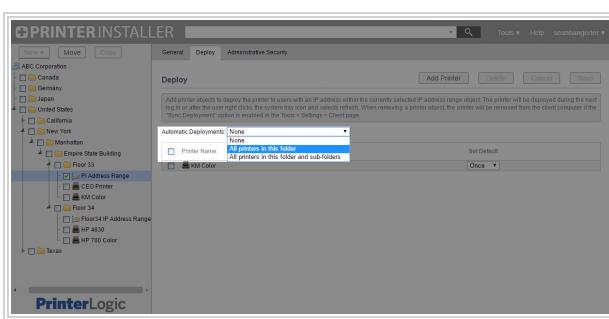
4. Find the user, group, computer, hostname, etc. to set as the default.
5. In the Set Default field, select **Once** or **Always**.



6. Click Save.

Set an IP Address Range to Deploy Printers Automatically

Each IP Address Range object in the tree view has consecutive IP address numbers. If an end-user's workstation has an IP address that falls within the range, then printers added to the Deploy tab can be installed on the end-user's workstation. Using the example to the left, the range in the tree view is named PI Address Range, and the Deploy tab shows the KM Color has been assigned to the range, so that printer can be installed on any workstations that fall in the IP address range (found in the General tab). In this case, the range is 10.0.0.0 to 10.0.0.10, so if a workstation has an IP address range of 10.0.0.5, then the KM Color can be installed on that workstation.



To take this functionality a step further, the Automatic Deployments drop-down provides three options: None, All printers in this folder, and All Printers in this folder and sub-folders. The benefit to this feature is, depending on the option you select, the printer objects that reside in the same folder or subfolders

as the IP Address Range object will also be installed on workstations with IP addresses that fall within the range.

For example, using the example above, the tree view folder Floor 33 contains both an IP Address Range object named PI Address Range for addresses 10.0.0.0 to 10.0.0.10, and two printer objects (CEO Printer and KM Printer). If you have selected All Printers in this folder, then both printers will be installed on the end-user's workstation with the IP address 10.0.0.5.

This feature is highly useful if you have a parent folder with two subfolders, each with ten printer objects. If you place the IP Address Range object in the parent folder and then select All printers in this folder and sub-folders, then Printer Installer will do all the work for you and install the printers on the end-users' workstations as long as those workstations IP addresses fall within the designated IP address range.

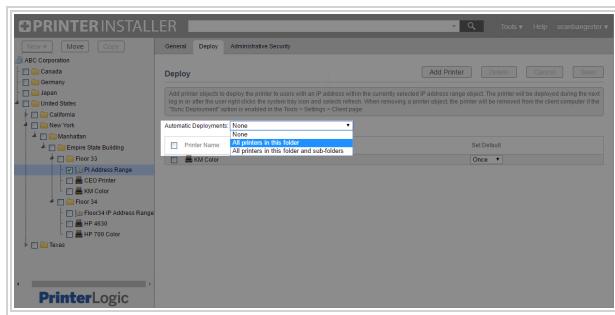
The options in the Automatic Deployments drop-down are especially useful for Epic print settings because all you have to do is set your _epic folder to the tree view and then add an IP Address Range object and several printer objects to automatically deploy printers to your end-users.

For more information on the fields in the Automatic Deployments drop-down, see [Deploy Tab Settings](#). The following steps describe the process for setting up your IP Address Range object to deploy printers to workstations.

If you would rather deploy specific printers to a IP address range rather than all items in a folder, then you can deploy printers by IP address range.

1. Log in to the Admin Console.
2. In the tree view, select an IP Address Range object.
3. Click the Deploy tab.

- In the Automatic Deployments drop-down, select one of the options for automatically deploying the printers that reside in the same folder in which the IP address range resides.

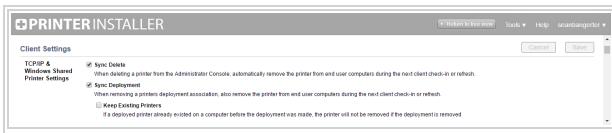


Don't forget that if you have several printers in the same folder as the IP Address Range object, you can set the printer to use as the default on the end-users' workstations.

- Click **Save**.

The next time the end-users logs in to either portal or refreshes their browser, the client will automatically install the designated printers on their workstation.

Automatically Remove Deployed Printers



Because you can automatically deploy printers to end-users' workstations, you can also automatically remove those printers from

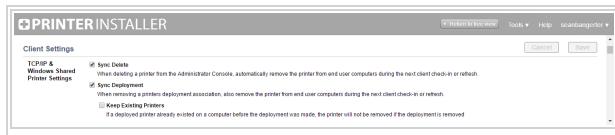
the workstations as well. The settings required to remove printers from end-users' workstations are found in **Tools > Settings > Client**

under the TCP/IP & Windows Shared Printer Settings as shown in the image here. These settings enable you to remove printers based on two different scenarios.

Select **Sync Delete** when you delete a printer object from the tree view in the Admin Console, and you do not want end-users who have installed the printer to have access to it any longer. In other words, you want to delete the printer from the Admin Console and remove it from all workstations that have it installed the next time the end-user logs into the Self-service Portal or the Release Portal.

Select **Sync Deployment** when you want to remove the printer from the workstation of end-users who have had the printer installed automatically because the end user was added to the Deploy tab as a user, group, computer, hostname, IP address, and others. Additionally, if you select **Keep Existing Printers**, then a printer will not be removed from workstations belonging to end-users who had a printer installed on their workstation prior to the end-user being added to the Deploy tab as a user, group, computer, hostname, IP address, and so on. The steps shown below describe the process for automating the removal of TCP/IP and Windows shared printers from end-users' workstations.

1. Log in to the Admin Console.
2. Click **Tools > Settings > Client**.
3. In the TCP/IP & Windows Shared Printer Settings, click one of the options for removing a printer from an end-users' workstation.



4. Click **Save**.

ADVANCED ITEMS

Printer Installer advanced features take you to another level of printer management with information for setting up pull printing, remote desktop services, the Control Panel Application, and other topics.

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Pull Printing

In the classic printing process (without Printer Installer), a printer releases print jobs in order of arrival. As such, confidential information cannot remain private if it is sitting at the printer for anyone to see. Pull printing is a solution that enables end-users to submit a print job to a print queue that "holds" the print job until the end-user chooses to release it. For example, John sends a document with his Social Security number and salary amount on it. With the classic printing process, the printer will print the job immediately if no other print jobs are in queue, so John would need to rush to the printer to prevent any other people from seeing this information. With pull printing set up in the Admin Console, John can send a print job to a pull printer, and when he is ready, he can stroll over to the printer, access one of the options for releasing the document (as shown below), and release the job when he is ready. The following points identify the options for releasing print jobs.

- Browser-based release enables any device with browser access (including smartphones and tablets) to connect to the web-based application and release print jobs securely.
- Badge and card reading scanners built into the printer or placed near the printer can release print jobs at the swipe of a badge or card.
- The Embedded Control Panel Application can be installed directly on a printer, enabling users to log in and release a print job directly from the printer's LCD.

Pull printing is especially valuable because you can release print jobs from the printer you happen to be closest to at the time you want to release, or you can even be on another floor of your building or even in a different office when you release the document. The only catch is that the printer you use to release the document must be on the same network used to send the document to the print queue. In other words, If you were on Network A to release a print job to the print queue, then you must also be on Network A to release the print job from the printer.

While you don't necessarily have to have LDAP Authentication settings enabled

for pull printing, if you do not have them enabled, you will not be able to manually log into release pages, and you will not be able to use email printing. In other words, workstation pull printing would work without the LDAP Authentication settings, but pull printing from any other release method would not work. The recommended best practice is to enable LDAP Authentication settings if you use pull printing.

For pull printing to work on a printer, you must log in to the Admin Console and enable pull printing on the printer object associated to the printer. The image to the left shows the pull printing settings in the Admin Console Printing tab. For more information on the settings in the Printing tab, see [Printing Tab Field Descriptions](#). These settings offer options to assign the pull printing default settings to the Pull Printing section or options that enable you to assign printer-specific settings to the pull printing section. For more information on default settings and printer-specific settings, see [Differences Between Default and Printer-specific Settings](#).

For pull printing, you will need set up two printer objects in the tree view. One printer object enables Printer Installer to "submit" the print job to the print queue. This type of printer object is called a pull printing-enabled printer object. The other printer object, called the pull print release-enabled printer object, enables the end-user to release the pull print job to a printer. For this reason, the Printing tab contains both a Pull Printer section and a Pull Printing section. When you select Make Pull Printer, then all the options in the Pull Printing section will become disabled.

How To: Set up Pull Printing Using Default Settings

STEP 1: Set up an LDAP Domain

Skip this section if you have already set up your LDAP domain in the Admin Console.

1. Log in to the Admin Console.
2. Click **Tools > Settings > General**.
3. In the LDAP Authentication Settings section, click **Add** to set up a new domain.



For more information on the LDAP Authentication Settings, see [LDAP](#).

4. Click **Save**.

STEP 2: Enable Pull Printing/Secure Release Printing in the Admin Console

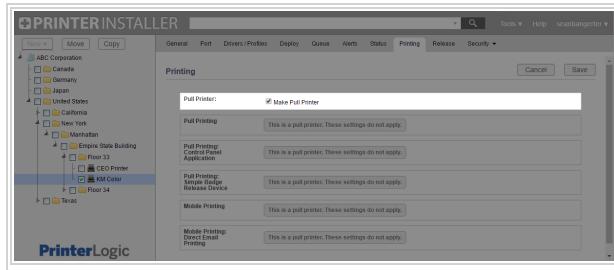
1. Click **Tools > Settings > Printing**.
2. In the Pull Printing section, click **Enable Workstation Pull Printing/Secure Printing**.



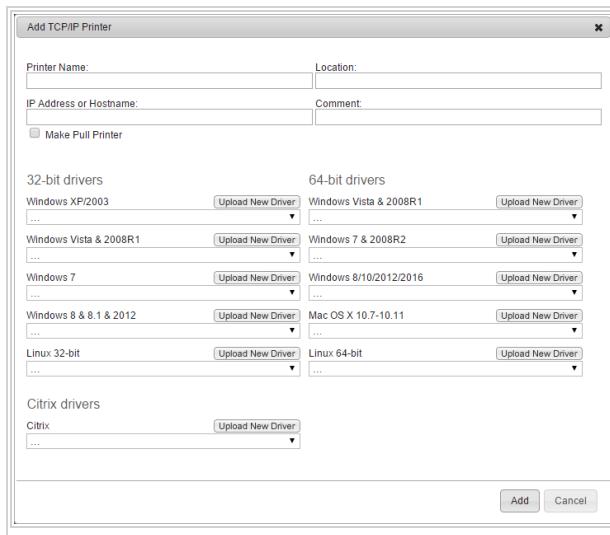
3. Click **Allow Pull Print jobs to be released to this printer**.
4. Click **Save**.
5. Click **Return to tree view**.

STEP 3: Configure a Printer Object as the Pull Print Queue

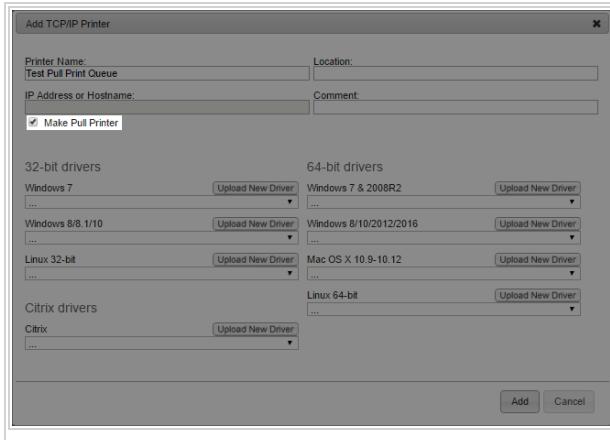
If you already have a printer object that you want to use as a print queue, skip the steps below. Instead, select the printer object, click the Printing tab, and click **Make Pull Printer** as shown below.



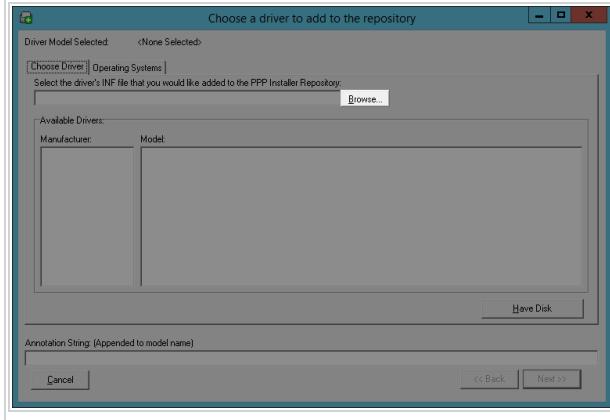
1. In the tree view, select a folder in which you want to place the printer object being used for the pull print queue.
2. Click **New > TCP/IP Printer**.
3. In the Add TCP/IP Printer window, type the name of the new printer object.



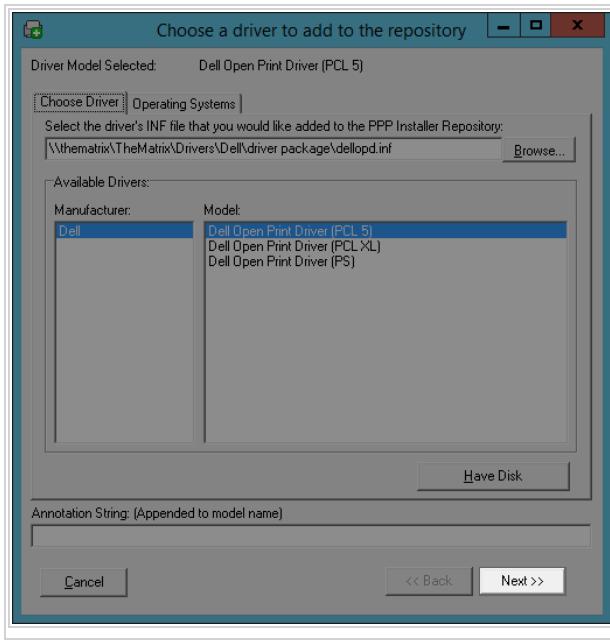
4. Click **Make Pull Printer**.



5. In the line corresponding to the driver type you want to upload, click **Upload New Driver**.
6. Click **Browse**.



7. Navigate to the driver you want to upload and select it.
8. Click **Open**.
9. Click **Next**.



10. (Optional) Modify the Annotation String.

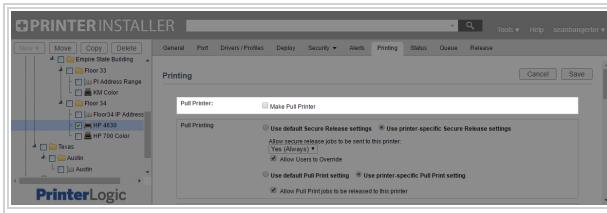
For more information on the Annotation String, see [What is the Annotation String?](#).

11. Click Add.

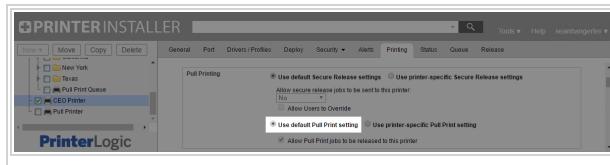
STEP 4: Enable a Printer to Release Pull Print Jobs

1. In the tree view, select a printer object that is not configured as a pull print queue.

A printer object that is not configured as a pull print queue has the **Make Pull Printer** check box deselected as shown below.



2. Click the Printing tab.
3. In the Pull Printing section, click **Use default Pull Print setting**.



4. Click **Save**.
5. Follow these steps again for any other printer objects in the tree view for which you want to enable pull printing.

CONCLUSION: Release a Pull Print Job from a Printer

Pull print jobs initiated from a workstation will remain on the workstation until the end-user releases the print jobs using one of the available release mechanisms, including the Release Portal, a Release Station, or the Control Panel Application.

How To: Set up Pull Printing Using Printer-specific Settings

STEP 1: Set up an LDAP Domain

Skip this section if you have already set up your LDAP domain in the

Admin Console.

1. Log in to the Admin Console.
2. Click **Tools > Settings > General**.
3. In the LDAP Authentication Settings section, click **Add** to set up a new domain.

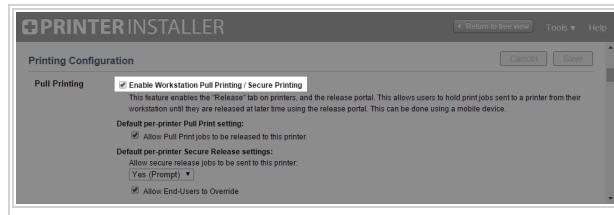


For more information on the LDAP Authentication Settings, see [LDAP](#).

4. Click **Save**.

STEP 2: Configure the Pull Printing Settings in the Admin Console

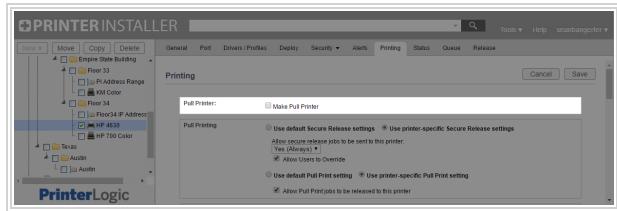
1. Click **Tools > Settings > Printing**.
2. In the Pull Printing section, click **Enable Pull Printing/Secure Printing**.



3. Click **Save**.
4. Click **Return to tree view**.

STEP 3: Configure a Printer Object as the Pull Print Queue

If you already have a printer that you want to use as a print queue, skip the steps below. Instead, select the printer object, click the Printing tab, and click Make Pull Printer as shown below.

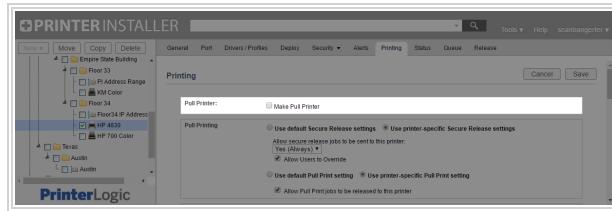


1. In the tree view, select a folder in which you want to place the printer object being used for the pull print queue.
2. Click **New > TCP/IP Printer**.
3. Click **Make Pull Printer**.
4. Click **Add**.

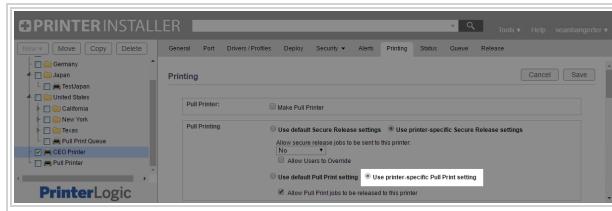
STEP 4: Enable a Printer to Release Pull Print Jobs

1. In the tree view, select a printer object that is not configured as a pull print queue.

A printer object that is not configured as a pull print queue has the Make Pull Printer check box deselected as shown below.



2. Click the Printing tab.
3. In the Pull Printing section, click **Use printer-specific Pull Print setting**.



4. Click **Allow Pull Print jobs to be released to this printer**.
5. Click **Save**.
6. Follow these steps again for any other printer objects in the tree view for which you want to enable pull printing.

CONCLUSION: Release a Pull Print Job from a Printer

Pull print jobs initiated from a workstation will remain on the workstation until the end-user releases the print jobs using one of the available release mechanisms, including the Release Portal, a Release Station, or the Control Panel Application.

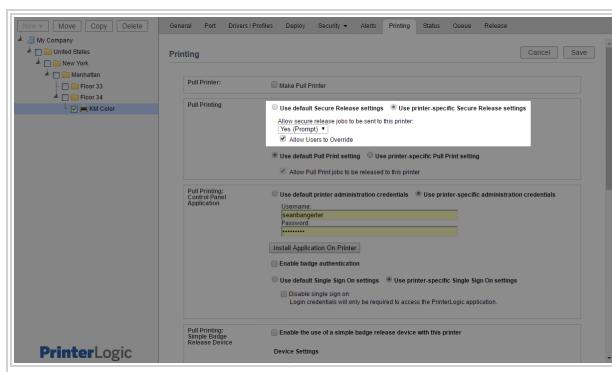
Secure Release Printing

Use secure printing to submit a job for printing and release the print job when you are ready. Secure printing sounds the same as pull printing, but there is one significant difference between the two printing types. With secure printing, the print job can be printed on a single printer using a specific printer driver, and with pull printing, the print job can be picked up at any printer designated to support pull print jobs.

The Admin Console contains a single check box for enabling both pull printing and secure printing. In other words, click **Tools > Settings > Printing** where the Pull Printing section contains the **Enable Workstation Pull Printing/Secure printing** option.

Clicking this option enables both features. Keep in mind that for secure printing to work correctly, you must also configure an LDAP domain prior to setting up secure printing. For more information, see [Set up an LDAP Domain](#).

Additionally, secure printing (like pull printing) offers both default and printer-specific settings. The Admin Console provides the default settings in **Tools > Settings > Printing** under the Pull Printing section, while the option to use the default settings or printer-specific settings (and the actual printer-specific settings themselves) are located in the Printing tab under the Pull Printing section. These settings, like the settings for pull printing, enable you to configure default settings in one location and apply them to multiple printer objects, or configure printer-specific settings that apply to one more printer objects but not impacting the default settings or printer objects using them.



Yes (Always) means that secure release print jobs will always be released to the printer, and **Yes (Prompt)** displays a [verification window](#) asking the end-user to verify that they would like to release the print job. Without clicking **Yes, Release Job**, Printer Installer will not release the print job. You can also click **No, Hold Job**, and the workstation will hold the print job until you decide to release it or



Regardless of whether you are using the default or printer-specific option, both options contain the same setting, namely **Allow secure release jobs to be sent to this printer**. The options include **No**, **Yes (Always)**, and **Yes (Prompt)**. **No** obviously means secure release print jobs will not be released on a printer.

the system purges it. The default time limit for holding print jobs is 12 hours, but you can change the time limit in **Tools > Settings > Printing** under the **Purging** section.

One other secure release printing option is **Allow Users to Override**, which enables end-users to select for themselves whether they would like to use a specific printer for releasing secure release print jobs. By selecting this option, the end-user can click their Windows taskbar, right-click the **Add Printer icon**, and select **Pull Printing > Secure Print Settings**, which opens the **Secure Print Settings window**, which displays two columns, namely the Printer Name column and the Secure Print Enabled column.

In the Admin Console tree view, any printer objects using default settings that have the **Allow End-Users to Override** setting enabled and either **Yes (Always)** or **Yes (Prompt)** (as shown in this [example](#) using printer-specific settings) selected can be modified by the end-user in the Secure Print Settings window. [See this image for an example](#). Similarly, in the tree view, any printer objects using printer-specific setting that have the **Allow End-Users to Override** setting enabled and either **Yes (Always)** or **Yes (Prompt)** selected can also be modified by the end-user in the Secure Print Settings window.

How To: Set up Secure Release Printing Using the Default Settings

STEP 1: Set up an LDAP Domain

Skip this section if you have already set up your LDAP domain in the Admin Console.

1. Log in to the Admin Console.
2. Click **Tools > Settings > General**.
3. In the LDAP Authentication Settings section, click **Add** to set up a new domain.

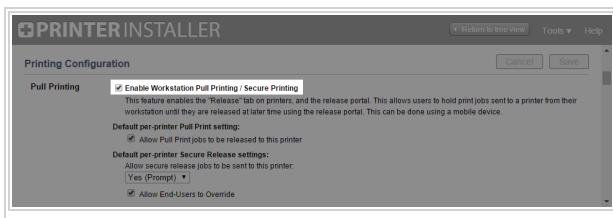


For more information on the LDAP Authentication Settings, see [LDAP](#).

4. Click **Save**.

STEP 2: Configure the Secure Release Printing Settings in the Admin Console

1. Click **Tools > Settings > Printing**.
2. in the Pull Printing section, click **Enable Workstation Pull Printing/Secure Printing**.

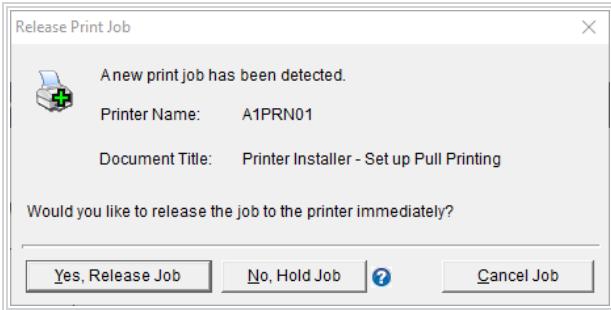


3. In the Default per-printer Secure Release settings field, select **Yes (Always)** or **Yes (Prompt)**.



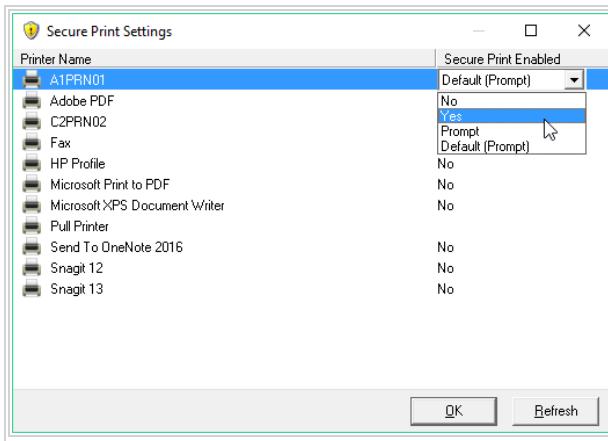
On the end-user's workstation, the Yes (Always) option automatically releases the print job to the designated printer, whereas the Yes (Prompt) option displays the following window after the end-user prints a document but before the printer releases the

document.



4. (Optional) Click Allow End-Users to Override.

If you select **Allow End-Users to Override** in the Admin Console, then the end-user can click the [Add Printer icon](#) in the Windows taskbar, and in the Secure Print Settings window select whether specific printers can release secure print jobs or not, as shown in the following image.



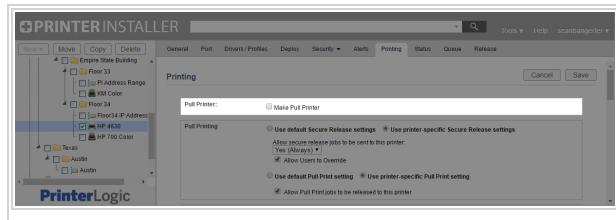
5. Click Save.

6. Click Return to tree view.

STEP 3: Enable a Printer to Release Secure Print Jobs

1. In the tree view, select a printer object that is not configured as a pull print queue.

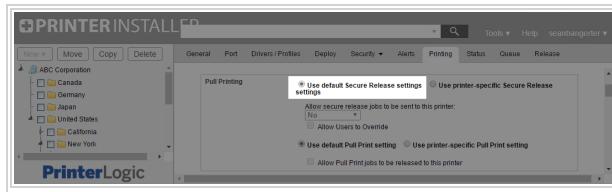
A printer object that is not configured as a pull print queue has the Make Pull Printer check box deselected as shown below.



If you do not yet have any printer objects in your tree view, click **New** > **TCP/IP** to create a new printer object.

2. Click the Printing tab.
3. In the Pull Printing section, click **Use default Secure Release settings**.

Printer Installer, by default, automatically selects the **Use default Secure Release settings** option.



4. Click **Save**.
5. Follow these steps again for any other printer objects in the tree view for which you want to enable secure printing.

STEP 4: Release a Secure Release Print Job from a Printer

Secure print jobs initiated from a workstation will remain on the workstation until the end-user releases the print jobs from the Release Portal or through the [Control Panel Application](#).

How To: Set up Secure Release Printing Using the Printer-specific Settings

STEP 1: Set up an LDAP Domain

Skip this section if you have already set up your LDAP domain in the Admin Console.

1. Log in to the Admin Console.
2. Click **Tools > Settings > General**.
3. In the LDAP Authentication Settings section, click **Add** to set up a new domain.



For more information on the LDAP Authentication Settings, see [LDAP](#).

4. Click **Save**.

STEP 2: Configure the Secure Release Printing Settings in the Admin Console

1. Click **Tools > Settings > Printing**.
2. In the Pull Printing section, click **Enable Workstation Pull Printing/Secure Printing**.

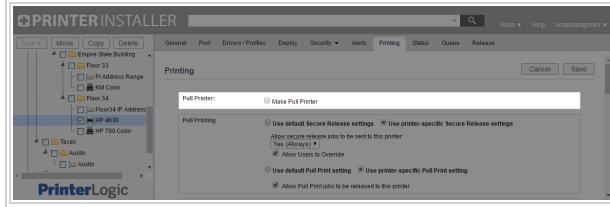


3. Click **Save**.
4. Click **Return to tree view**.

STEP 3: Enable a Printer to Release Secure Release Print Jobs

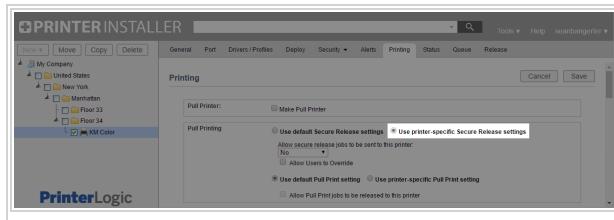
1. In the tree view, select a printer object that is not configured as a pull print queue.

A printer object that is not configured as a pull print queue has the **Make Pull Printer** check box deselected as shown below.

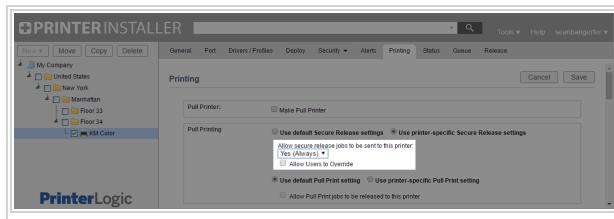


- If you do not yet have any printer objects in your tree view, select **New > TCP/IP Printer** to create a new printer object.
2. Click the **Printing** tab.
 3. In the **Pull Printing** section, click **Use printer-specific Secure Release settings**.

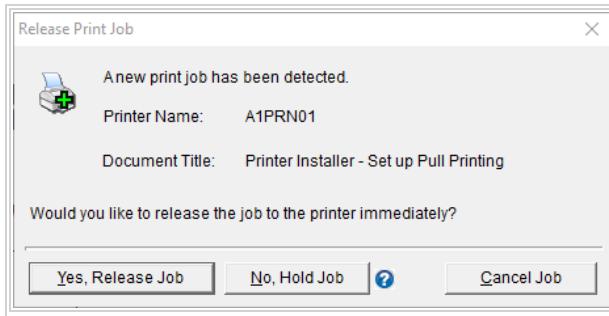
Printer Installer, by default, automatically selects the **Use default Secure Release settings** option.



4. In the **Allow secure release jobs to be sent to this printer** field, select **Yes (Always)** or **Yes (Prompt)**.



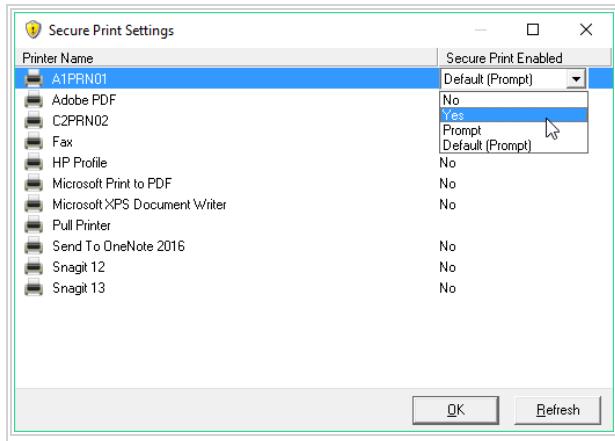
On the end-user's workstation, the Yes (Always) option automatically releases the print job to the designated printer, whereas the Yes (Prompt) option displays the following window after the end-user prints a document but before the printer releases the document.



5. (Optional) Click **Allow End-Users to Override**.

If you select **Allow End-Users to Override** in the Admin Console, then the end-user can click the [Add Printers icon](#) in the Windows taskbar, and in the Secure Print Settings window select whether specific

printers can release secure print jobs or not, as shown in the following image.



6. Click **Save**.

CONCLUSION: Release a Secure Release Print Job from a Printer

Secure print jobs initiated from a workstation will remain on the workstation until the end-user releases the print jobs using one of the available release mechanisms on the printer specified for release. The release mechanisms include the Release Portal, Release Station, or the Control Panel Application.

Caching

Frequently Asked Questions on Caching

What files are copied to the cache locations?

- Driver files
- Driver profile files
- PrinterInstallerClient.msi

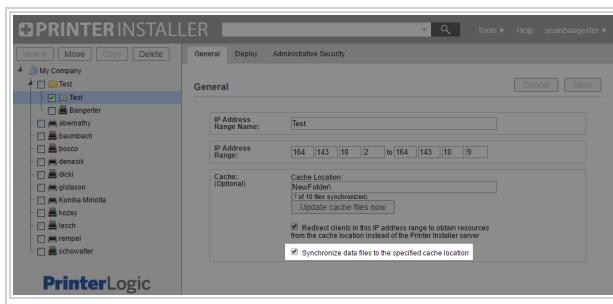
- PrinterInstallerClientUpdater.exe (program that updates the client)

What happens if a printer file has not been copied to the cache, but the end-user tries to install the printer?

If the requested file is not found in the cache location, the user will be shown an error stating that the printer could not be installed.

Does the cache manager copy all cache files to the cache locations as soon as they are created in the Admin Console?

Yes. As long as the IP address range's **Synchronize data files to the specified cache location** option is enabled as shown below.



Additionally, if you have this option selected, then the cache manager will distribute files to the cache locations simultaneously.

Does the cache manager copy the cache files to a local folder before copying them to the cache locations?

Yes. The files are copied to the cache manager's "C:\Program Files (x86)\Printer Properties Pro\Printer Installer Client\cache" folder before being distributed to the cache locations.

Does caching require any additional settings such as LDAP, SNMP, or SMTP to function correctly?

Caching does not require any settings such as LDAP, SNMP, or SMTP to function. All that caching requires is the cache-related settings as described in the steps below.

Printer drivers can be fairly large, so an end-user working in the home office with access to a fast network connection can quickly download a driver from the Printer Installer server. However, end-users who work in a remote office with limited bandwidth will take longer to install printer drivers and slow down other applications that require high network bandwidth.

Printer Installer employs a process called caching, which enables you to store the drivers at the remote location so that the end-users at that location download printer drivers, profiles, and client updates not from the home office where the Printer Installer server is located, but rather from their current location. The benefit of caching is that the end-users are not installing any print-related items over the network. Organizations with thousands of users spread across hundreds of sites will prosper not only because the end-users can quickly install drivers but because network bandwidth that otherwise would not be available will be free for other uses.

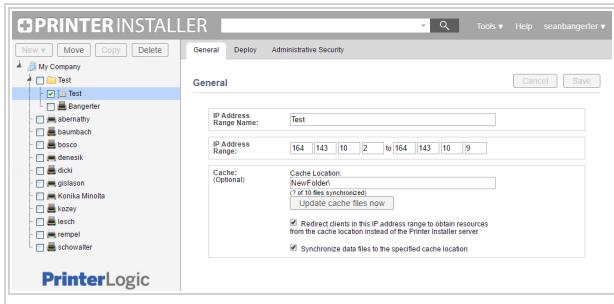
Cache Manager



The cache manager is the server that directs all of the cache locations to download drivers and other print-related items. The recommended best practice is to

use the server on which you have Printer Installer set up as the cache manager. However, the cache manager can be located on any computer on your network as long as the computer has the Printer Installer client installed. Set the cache manager in **Tools > Settings > General** as shown in the image to the left.

Cache Location



The cache location value (UNC path to a share) is set on an IP Address Range object on the General tab and only applies to members of that IP address object. Put simply, the cache location is the computer at the remote location on which the drivers, profiles, and other objects will be stored. The

following image shows the cache location and associated fields in the General tab when you select an IP address object in the tree view as shown here.

Larger organizations typically have regional cache locations, the idea being that geographical proximity results in faster download speeds and a reduction on the load of the main Printer Installer server. For example, European offices use a cached location in Germany or Asian offices use a cached location in Tokyo. For information on the cache location and associated fields, see [General Tab](#).

Set up Caching

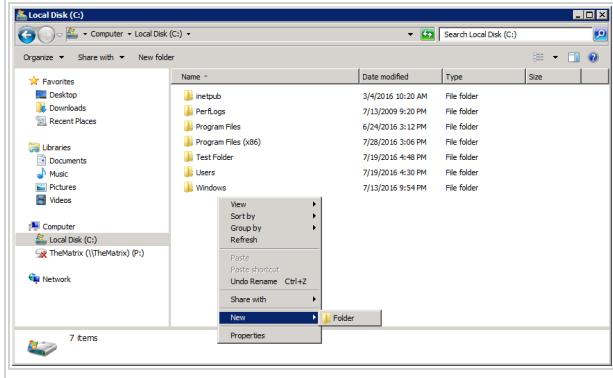
STEP 1: Set up the Caching Share

Part of the process in setting up caching is creating and configuring a file share in Windows Explorer. The cache manager uses this share as the location to which drivers, profiles, and so on will be copied. Furthermore, it is the location where end-user workstations will connect to get these files.

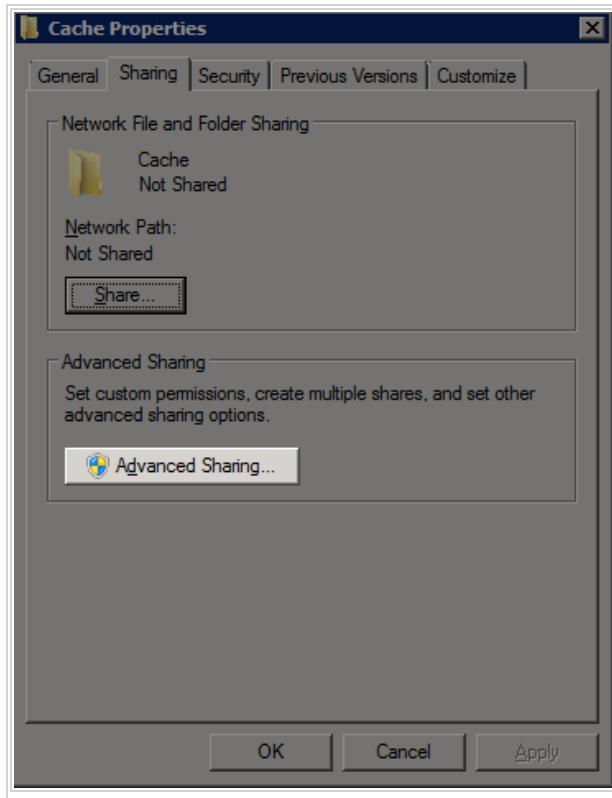
The recommended best practice is to set up the share before you set up the cache manager or cache location. Additionally, you should set up a single cache location and test it before configuring additional cache locations because testing a single cache location would be much easier than having to fix several locations. Click an item below to view the steps for setting up a share for a supported server type.

1. Log in to the server on which you would like to set up the share to be used for caching.

2. Open Windows Explorer.
3. Click **Local Disk (C:)**.
4. Right-click in Windows Explorer and select **New > Folder**.



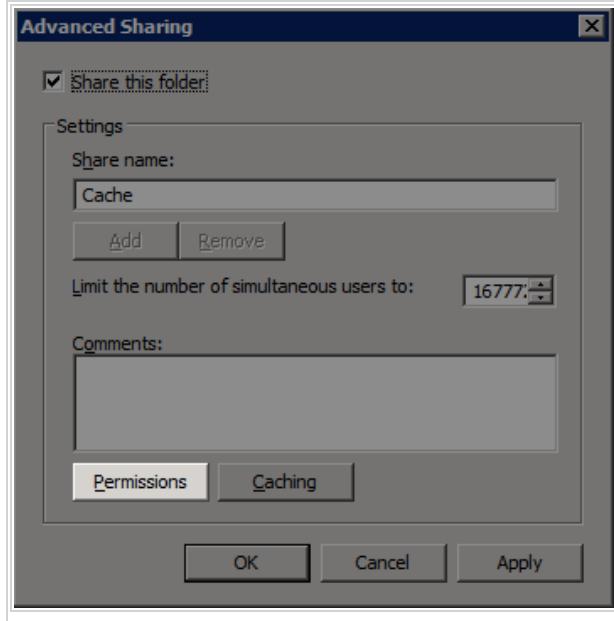
5. Enter the name for the new folder.
6. Right-click the new folder and select **Properties**.
7. Click the Sharing tab and select **Advanced Sharing**.



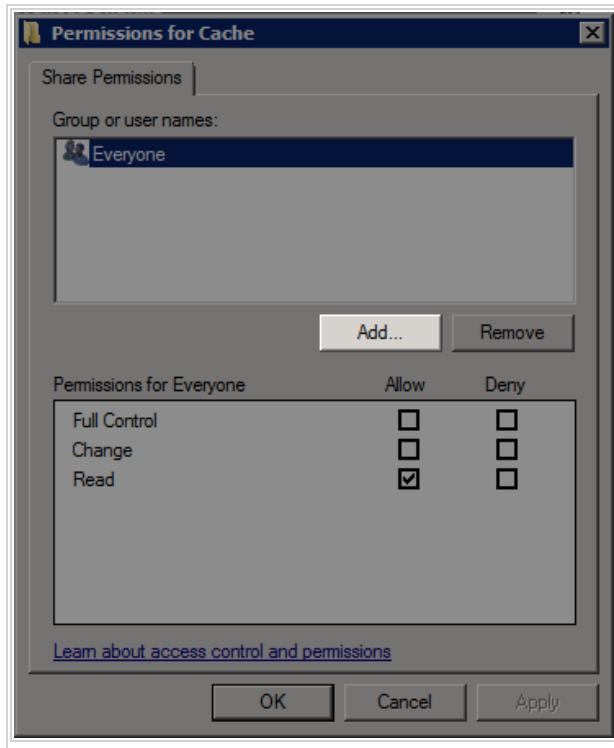
8. Click Share this folder to select it.
9. (Optional) In the Share name field, type a name for the share.

By default, the name of the folder will be shown as the name of the share, but you can change it to any value you would like.

10. Click Permissions.



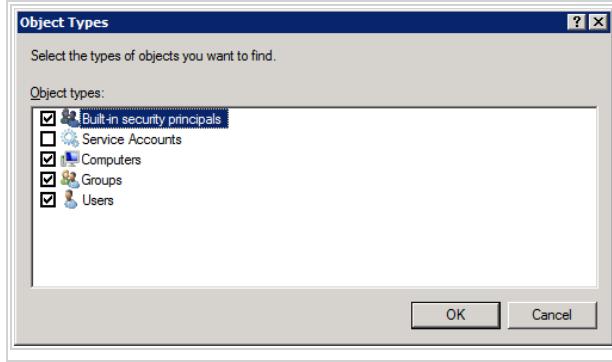
11. Click Add.



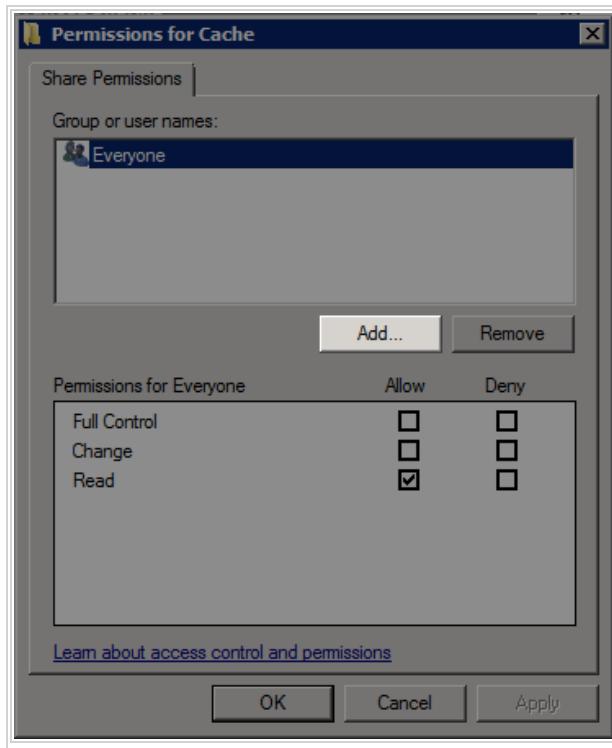
12. Click Object Types.



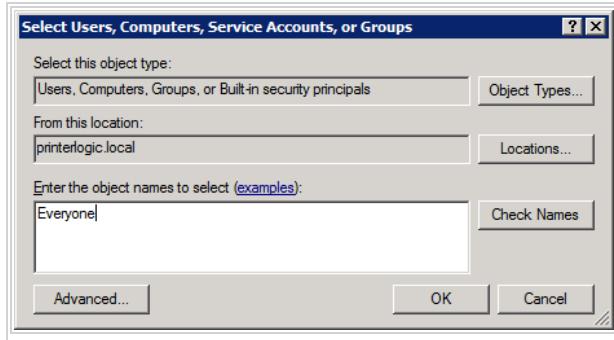
13. Click the Computers check box to select it.



14. Click **OK**.
15. Enter the cache manager computer name followed by a \$ (computer\$), and then click **OK**.
16. Click the Modify permission and then click **Apply**.
17. Click **Add**.

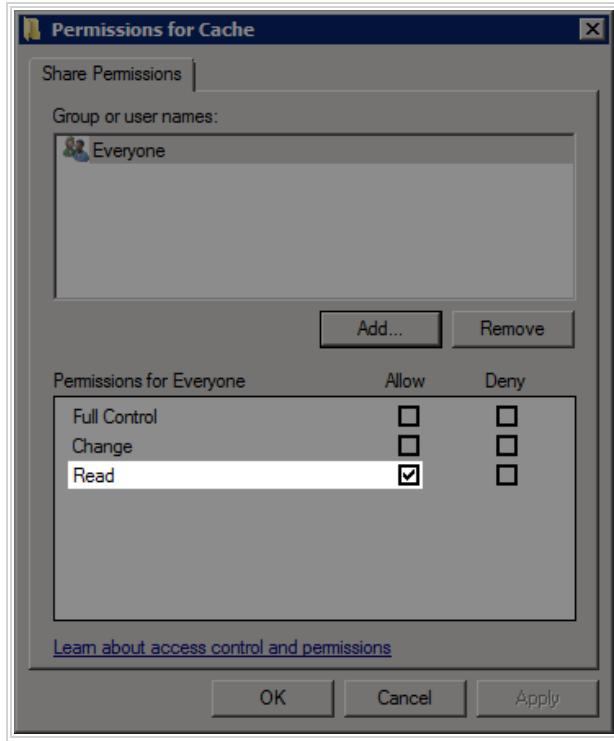


18. Under the Enter the object names to select field, type **Everyone**.

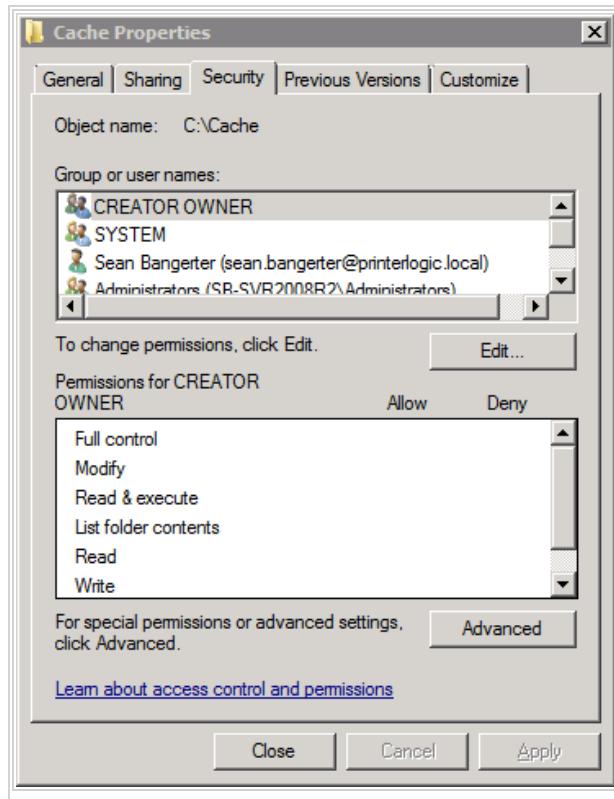


19. Click **OK**.

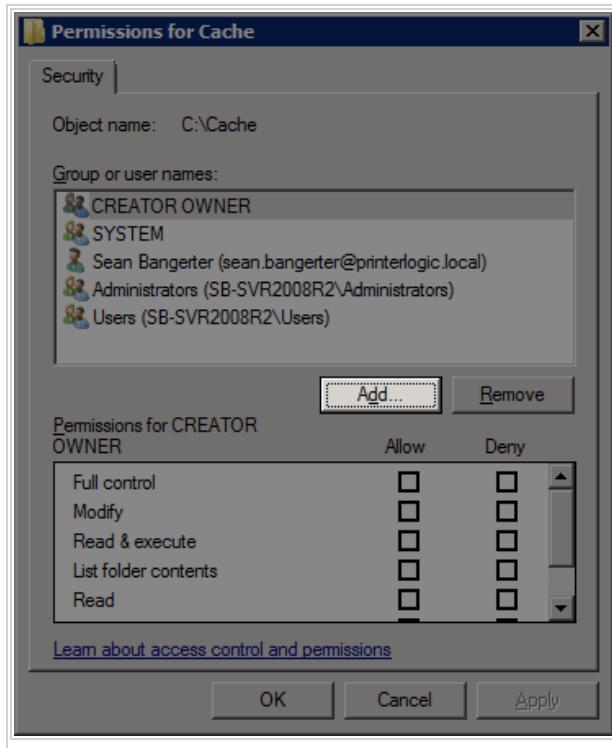
20. In the Permissions for Everyone field, make sure the Allow check box is selected for the Read line item.



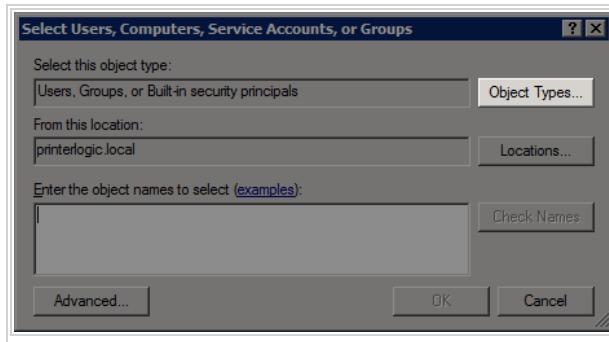
21. Click **OK**.
22. In the Advanced Sharing window, click **OK**.
23. Click the Security tab.



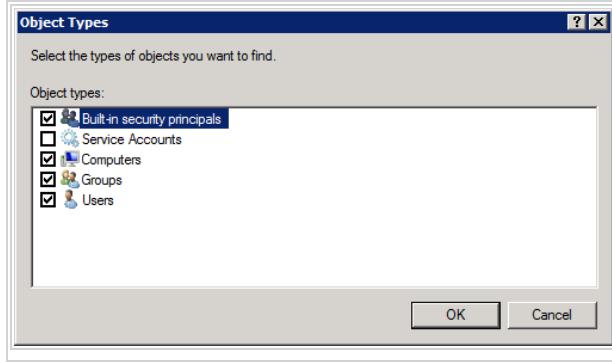
24. Click **Edit**.
25. Click **Add**.



26. Click Object Types.



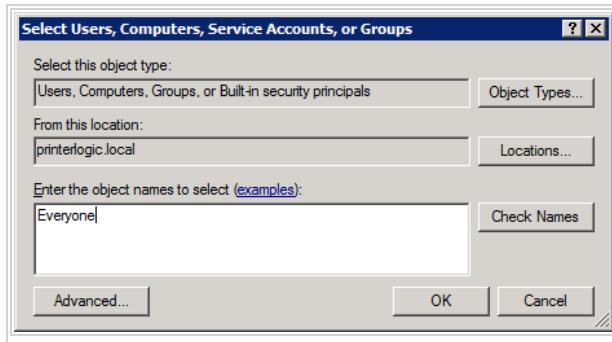
27. Click the Computers check box to select it.



28. Click **OK**.

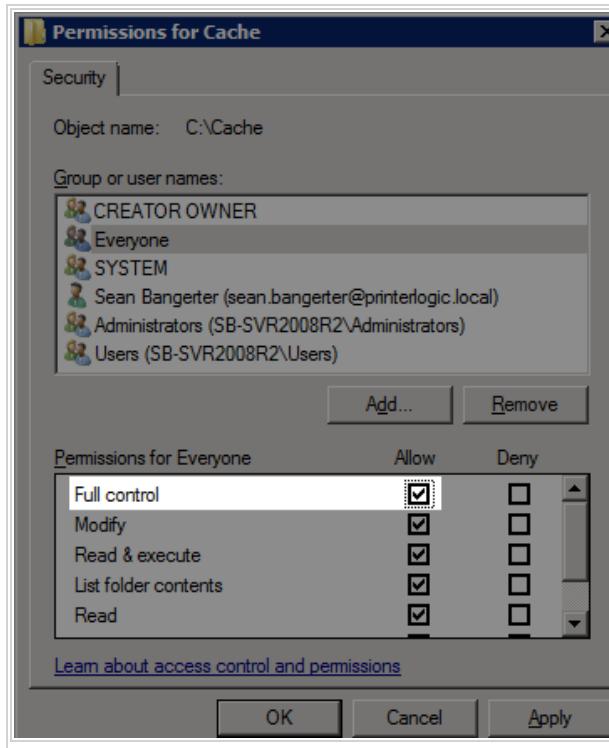
29. In the Enter the object names to select, type **Everyone**.

If you do not want to include everyone, another object name you could enter is user domain. You can use this object name in the Security tab only and not in the Sharing tab.



30. Click **OK**.

31. In the Permissions for <Object Name> field, click **Allow** for the Full control line item.



32. Click **OK**.
33. In the <Folder Name> Properties window, click **Close**.

STEP 2: Enable Caching

1. In the Admin Console, click **Tools > Settings > General**.
2. In the Cache section, click **Enable end-user redirections to cache** so it is enabled.



3. Set the cache manager.
4. Click **Save**.
5. Set the cache location.

The cache manager can be any network computer with the Printer Installer client installed.

6. Click **Save**.
7. Log in to the specified cache manager.
8. Right-click the Printer Installer system tray, and click **Refresh**.

The computer will now behave as a cache manager.

STEP 3: Set the Cache Manager

1. Log in to the Admin Console.
2. Click **Tools > Settings > General**.
3. In the Cache section, click **Enable end-user redirections to cache** to enable caching.

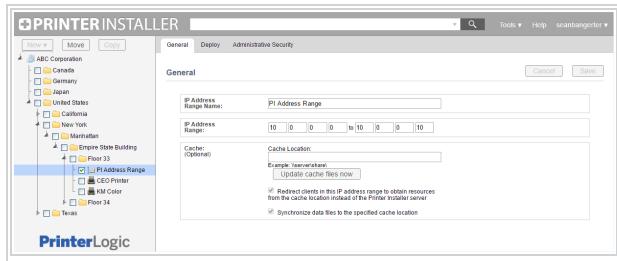


4. In the Cache Manager field, type the name of the computer you want to use as the cache manager.
5. Click **Save**.

STEP 4: Set the Cache Location

1. Log in to the Admin Console.

2. In the tree view, select an IP address range object



If you do not have any IP address ranges in the tree view, see [Create the IP Address Range](#).

3. Click the General tab, set the cache location path in the Cache Location field.
4. Click **Update Cache Files now**.

What do the check boxes in the Cache section mean?

See [General Tab Field Descriptions](#).

(OPTIONAL) STEP 5: Manually Change the Default Cache Storage Location

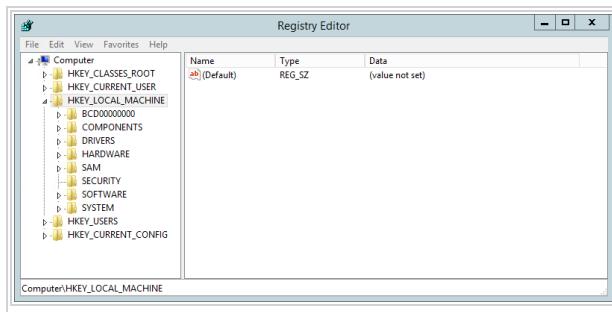
The Cache Manager is a computer dedicated to getting files to a cache location (a share). The purpose of the Cache Manager is to download the drivers, profiles, etc. from the Printer Installer server and store them in the C: drive (by default) on the Cache Manager machine. Because the cache can be large, administrators frequently do not want to keep any data on the Cache Manager machine, especially if the C: drive is small. Rather, they prefer to keep cache data on data drives, which can be easier to maintain, easier to deal with drive failures, easier to switch to a new box, and so on.

The Cache Manager stores the cache files, by default, in c:\program

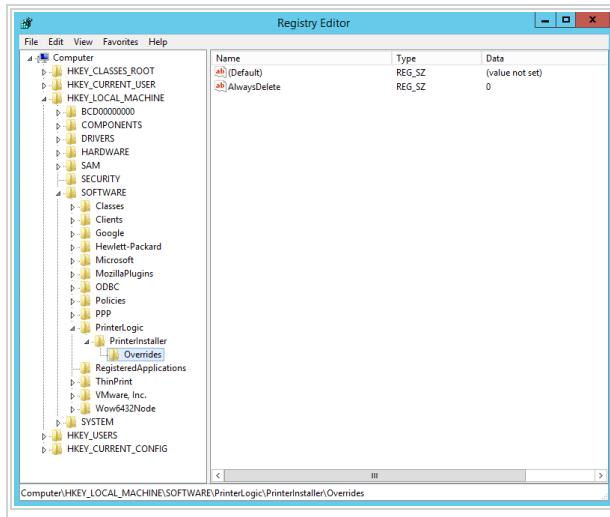
files\printer properties pro\printer installer client\cache. The cache manager can be the Printer Installer server, but it does not have to be. Text

The following steps describe the process required to change the local folder that the Cache Manager places cache files in before copying the files out to the cache location.

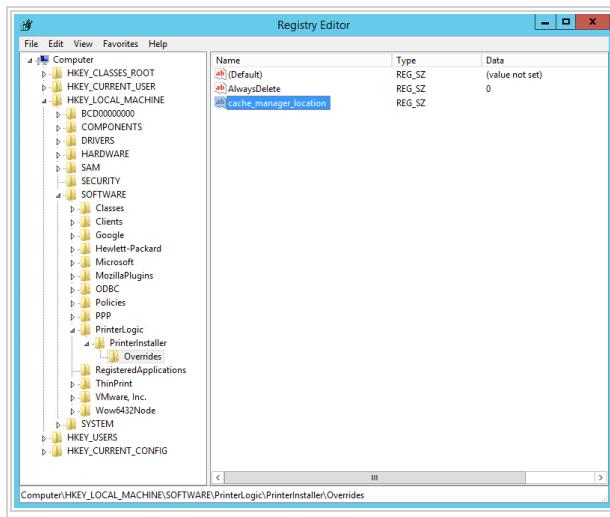
1. Open the server on which you have Printer Installer stored.
2. Click **Start > Run**.
3. Type **Regedit** and click **OK**.
4. Click **HKEY_LOCAL_MACHINE**.



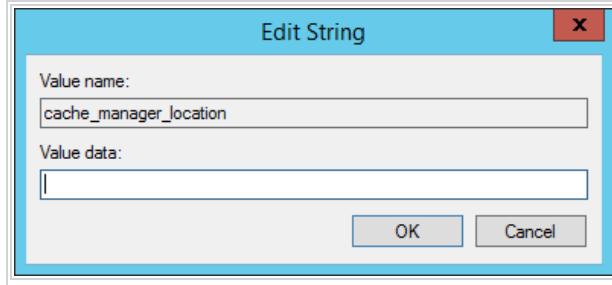
5. Click **Software**.
6. Click **PrinterLogic**.
7. Click **PrinterInstaller**.
8. Click **Overrides**.



9. Right-click the Overrides folder.
10. Select New > String Value.
11. Name the string value as **cache_manager_location**.



12. Double-click the string value to open it.
13. Set the value as the path to the new location.



The default path is %programfiles%\printer properties pro\printer installer client\cache\.

14. Click **OK**.
15. Reboot the workstation or shut down and restart the client.

CONCLUSION

After you have designated a computer as the cache manager, Printer Installer copies the cache files to the computer's local file system and then copy the cache to all the cache locations specified in all of the IP address range objects.

When end-users request a file in the cache, the Printer Installer web server redirects the client to the location specified in the client's IP address range. The client will then obtain the file from the cache location.

Import/Export

Frequently Asked Questions on Import/Export

How does the client match the printers?

The client will do the following to match the ports:

- If port value is an IP address, it will search Printer Installer for a printer with a matching port IP address. If no match is found, it will try a nslookup on the IP address and search Printer Installer for a printer with a matching host name.
- If port value is a host name, it will search Printer Installer for a printer with a matching host name. If no match is found, it will resolve the host name to an IP address and then search Printer Installer for a printer with a matching host name.

What drivers will be included when the printer is imported?

32bit: Windows 2000, Windows XP, Windows Vista, Windows 7

64bit: Windows Vista, Windows 7

Formatting tips for Import/Export

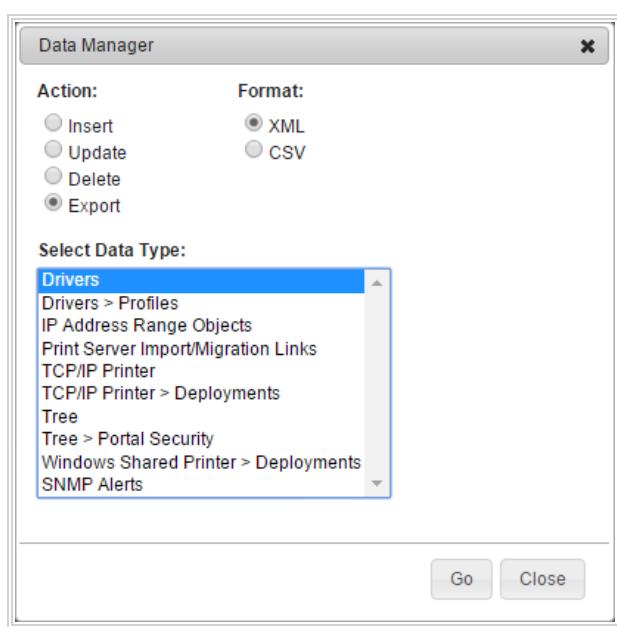
- XML is the preferred format for Data Manager.
- If using the CSV format, the fields are comma-delimited.
- If using the CSV format, put double quotes (" ") around any field containing a comma.
- Fields containing a quote ("") in them should be escaped by using two quotes in a row. This is the default import/export format of Microsoft Excel. However, OpenOffice does not support the this method of escaping, so OpenOffice users will need to escape the quote character with a slash-quote (/").
- Folder values are delimited by the backslash character (\). Folder names containing the (\) (/) and (&) characters must be escaped using (&bs;) (&fs;) and (&) respectively.

Sample folder path: My Company > Engineering \ “QC” > London,
ON > First/Second floor & penthouse

In Excel: My Company\Engineering &bs; "QC"\London, ON\First&f-s;Second floor & penthouse

Raw CSV or XML file: "SomeField","My Company\Engineering &bs; "QC""\London, ON\First&fs;Second floor & pent-house","SomeOtherField"

- When exporting to CSV or XML from the Data Manager, all necessary escape characters are automatically included.
- Active Directory containers must be specified by its Distinguished Name (e.g. "OU=ExampleOU, DC=domain, DC=com").
- Active Directory users, computers, and groups must be specified in DOMAIN\OBJECTNAME format.



Data Manager is a feature available in the Admin Console and is used to manipulate items in bulk in the Printer Installer database.

To access Data Manager, click Tools > Import/Export > Data Manager. Some of the data types that can be manipulated include printer objects, printer deployments, drivers, profiles, and users. The image to the left shows an example of the Data Manager.

The Data Manager output file can be useful as a reference for auditing printer objects with a third-party utility. It can also be a convenient way to convert a large number of unmanaged direct IP printers to Printer Installer-managed direct IP printers. Information contained in the CSV or XML file includes the printer's name and folder, and settings on the General, Printing, Port, and Drivers/Profiles tabs.

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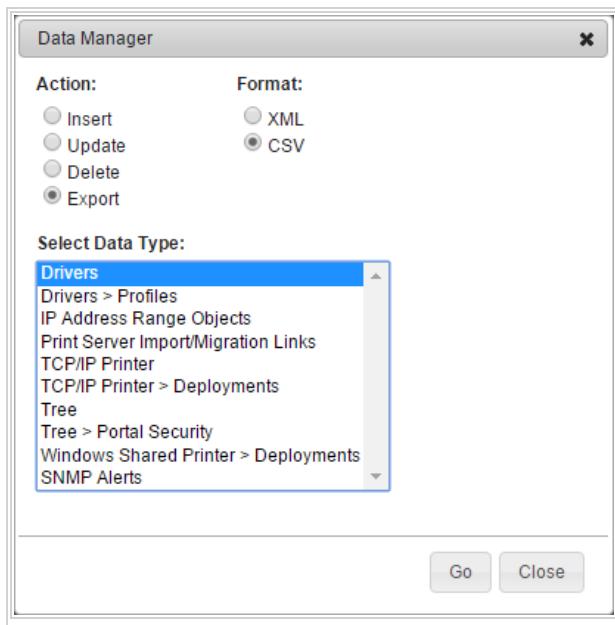
Printer Name is the only required column. If **Printer Folder** is not specified, the system will search the entire tree will for a printer with a matching name. If more or less than one printer with that name is found, an error will occur.

Printers will be identified by **Printer Name** and **Printer Folder**. If a column is not specified for a particular field, that field on the printer will not be modified. If the column is specified, but the value is blank, it will blank out the field on the printer.

RELATED TASKS AND TOPICS

Export Data Types in Bulk

1. Log in to the Admin Console.
2. Click **Tools > Import/Export > Data Manager**.
3. In the Action field, select **Export**.
4. Select the data type you would like to export.



5. In the Select Data Type field, select the item type you would like to export.

6. Select the format you would like to use to export the data.
7. Click **Go**.

Your computer will download the data type in either CSV or XML format. The following image shows a CSV file that has been downloaded.



Convert Existing End-user Printers

You can have the Client automatically and silently convert end user's existing Novell printers to the newly created TCP/IP printers. To convert the existing end user printers do the following:

1. Open the Admin Console and select **Tools > Settings > Client**.
2. Enable the **Enable Printer Installer Client to Convert Novell Printers to TCP/IP printers** option.

If you would like to restrict the printer conversions to a subset of the computers with the client installed, check the box marked **Enable Novell conversion item-level targeting**. Then click **Show Filter** and add the users, computers, OUs, or IP address ranges you would like to have converted.

3. Login on a computer that has the Client installed and the Novell printers will be converted. See "Options for Converting End User iPrint Printers" below.

The following settings will determine how the Printer Name, Location, Comments, Port, Driver, and Profile of the printer are managed during the migration:

- **Tools > Settings > Client > Sync General/Port:** If enabled, the unmanaged direct IP printer Printer Name, Location, and Comment fields will be synced with the matching printer's values.
- **Tools > Settings > Client > Sync Driver:** If enabled, the unmanaged direct IP printer driver will be synced with the matching printer's driver.
- **Tools > Settings > Client > Sync Profile:** If enabled, the unmanaged direct IP printer profile will be synced with the matching printer's profile. To successfully sync the profile, the printer must have the same driver the profile is associated to in Printer Installer. If you enable the "Driver Sync" option, the driver will be the same since it is being synced by the client.

Importing Novell Printer Objects & Converting End User's Novell Printers

To import printer objects from Novell, do the following from an XP machine with the Novell Client installed and the current user logged into the Novell tree:

1. Log in to the Admin Console.
2. Click the Tools menu
3. Select **Import > Novell Printers**. The Printer Import dialog will open.
4. Select the Novell printer object(s) on the left and the desired target folder on the right.

If you would like to link a Novell printer object to an existing Printer Installer printer, select the Printer Installer printer in the right pane instead of a folder.

5. Click the green arrow. The printers will then be copied to the desired folder.

Which items are copied?

- Printer name
- Drivers
- Comments
- Locations
- Printer profile (optional)

6. Convert the end users Novell printers.

Import Microsoft Printer Objects

To import printer objects from Microsoft do the following:

1. Log in to the Admin Console.
2. Click **Tools > Import/Export > Import Microsoft printers into Printer Installer**. The Printer Import dialog will open.
3. In the left pane, browse to a print server and select the printer object(s).
4. In the right pane select the folder or create a folder in the Printer Installer tree structure where you would like the printers to be imported to.

If you would like to link a Windows shared printer to an existing Printer Installer printer, select the Printer Installer printer that sits in the right pane instead of a folder.

5. Click the green arrow in-between the two panes.
6. The printers will then be imported (copied) to the desired folder.

Which items are copied?

- Printer name
- Drivers

- Comments
- Locations
- Printer profile settings (duplex options, paper trays, paper sizes, etc.)

Import Microsoft Printers

To import printer objects from Microsoft do the following:

1. Log in to the Admin Console.
2. Click **Tools > Import/Export > Import Microsoft printers into Printer Installer**. The Printer Import dialog will open.
3. In the left pane, browse to a print server and select the printer object(s).
4. In the right pane select the folder or create a folder in the Printer Installer tree structure where you would like the printers to be imported to.
5. If you would like to link a Windows shared printer to an existing Printer Installer printer, select the Printer Installer printer in the right pane instead of a folder.
6. Click the green arrow in-between the two panes.

The printers will then be imported (copied) to the desired folder.

Which items are copied?

- Printer name
- Drivers
- Comments
- Locations

- Printer profile settings (duplex options, paper trays, paper size, etc.)

Converting existing end user printers

You can have the Client automatically and silently convert end user's existing printer connections to the newly created TCP/IP printers. To convert the existing end user printers do the following:

1. Open **Tools > Settings > Client**.
2. Enable the option labeled **Enable Printer Installer Client** to convert end user's Microsoft printers to TCP/IP printers that have been imported into Printer Installer as TCP/IP printers.
3. If you would like to restrict the printer conversions to a subset of the computers with the client installed, check the box marked **Enable Microsoft conversion item-level targeting**. Then click **Show Filter** and add the users, computers, OUs, or IP address ranges you would like to have converted.
4. Login on a computer that has the Client installed and the Microsoft printers will be converted.
5. Linking multiple print server printers to a single printer in PI

If you have the same printer installed on multiple print servers, and would like the client on the workstations to automatically convert that printer to a direct IP printer regardless of which print server the printer is installed from, you can link a single printer in the Printer Installer database to the printer on all the print servers. To do so, perform the following:

1. Log in to the Admin Console.
2. Click **Tools > Import/Export > Import Microsoft printers into Printer Installer**. The Printer Import dialog will open.
3. In the left pane, browse to a print server and select the printer object you wish to link.

4. In the right pane, select the printer to be linked to.
5. Click the green arrow in-between the two panes.

The two printers will be linked, and conversions from the network printer to the direct IP printer will begin as clients check in.

Import Novell Printers

To import printer objects from Novell, do the following from an XP machine with the Novell Client installed and the current user logged into the Novell tree:

1. Log in to the Admin Console.
2. Click the tools menu
3. Select Import, Novell Printers. The Printer Import dialog will open.
4. Select the Novell printer object(s) on the left and the desired target folder on the right.
5. If you would like to link a Novell printer object to an existing Printer Installer printer, select the Printer Installer printer in the right pane instead of a folder.
6. Click the green arrow.

The printers will then be copied to the desired folder.

Can printer profiles be included when the printer is imported?

Yes. Enable the "Require Novell printers to be installed locally and copy printer" option.

Link Multiple Print Server Printers to a Single Printer in Printer Installer

If you have the same printer installed on multiple print servers, and would like the client on the workstations to automatically convert that printer to a

direct IP printer regardless of which print server the printer is installed from, you can link a single printer in the Printer Installer database to the printer on all the print servers. To do so, perform the following:

1. Log in to the Admin Console.
2. Click **Tools > Import/Export > Import Microsoft printers into Printer Installer**. The Printer Import dialog will open.
3. In the left pane, browse to a print server and select the printer object you wish to link.
4. In the right pane, select the printer to be linked to.
5. Click the green arrow in-between the two panes.
6. The two printers will be linked, and conversions from the network printer to the direct IP printer will begin as clients check in.

Options for Printers in the Migration Queue

Option	Description
Change Windows Printer Name	Click the printer name, or right click the printer line in the queue to access this option. Renames the printer during migration. Cancel Incomplete Operation
Cancel Incomplete Operation	Right click the printer in the queue to access this option. Stops any incomplete migration operations.
Retry Incomplete Operation	Right click the printer in the queue to access this option. Retries the current migration operation.
Find Migrated/Mapped Printer in Novell Tree	Right click the printer in the right pane to access this option. Allows you to find a previously migrated printer in the left pane.

Printer Migration Options

You can set the following options when importing printers from Novell to Printer Installer:

- Automatically prompt when user intervention is required

For example if there is an existing printer on the Windows print server with the same name as a printer being migrated, Printer Installer Migrator will show a dialog box for you to specify a new printer name. If this option were disabled the dialog box would not be presented and the printer would be shown in the migration queue with an error instead of halting the migrations of the remaining printers.

- Always create RAW TCP/IP ports regardless of iPrint or NDPS port settings

Enabling this option will cause Novell printers setup as LPR printers to be created as as RAW TCP/IP on the Windows print server.

- Enable SNMP on created TCP/IP ports

Enabling this option will enable the SNMP option when creating the printer on the Windows print server.

- Perform a ping test on printers during migration and indicate error if ping failed

Before the printer is migrated a ping will be sent to the DNS name or IP address of the printer, if the ping fails the printer will be listed in the migration queue with an error indicating the ping failed.

- Require Novell printers to be installed locally and copy printer preferences from it when creating the printer

To successfully migrate a printer the printer must be installed on the computer running Printer Installer. Printer preferences and device settings will be copied from the printer and applied to the printer being created on the Windows print server.

Only 32-bit printer profiles are imported.

- Use the full DNS name instead of IP address when creating TCP/IP printer ports

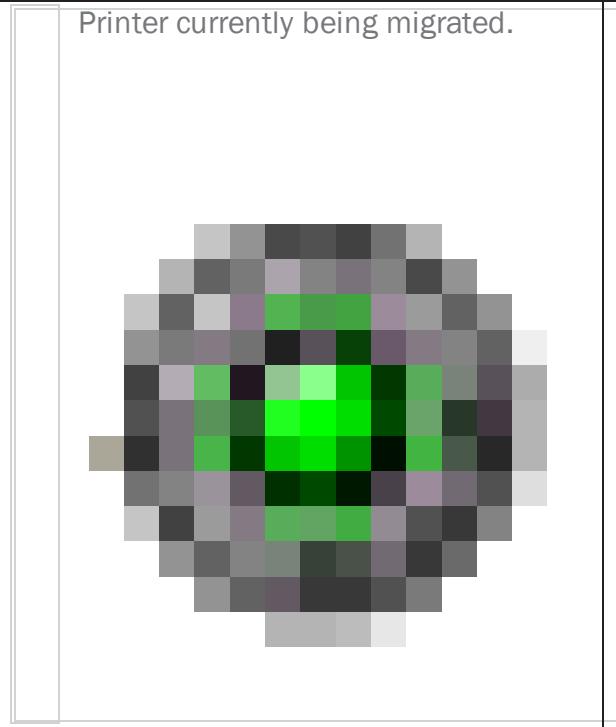
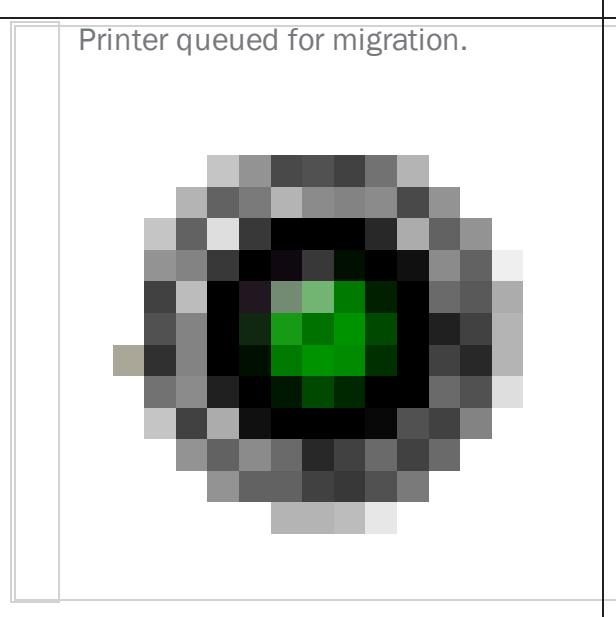
Enabling this option causes Printer Installer to do a nslookup on the printers IP address and will then use the full DNS name for the port value when creating the printer. If a NDPS/iPrint printer has a DNS name in the port value, it will use the value.

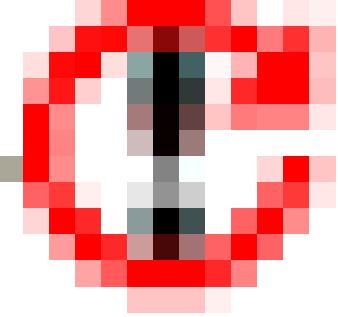
- Use the short DNS name instead of the IP address when creating TCP/IP printer ports

Same as the above option but it will only use the short DNS value. For example, if Printer Installer does an nslookup on 1.1.1.1 and it returns printer1.domain.com, only "printer1" will be used for the port value when creating the printer.

Symbol Legend and Additional Features

Icon	Description
	Successfully migrated printer.

Icon	Description
 A 16x16 pixel icon representing a printer during migration. It features a central green square surrounded by a ring of grey and dark grey pixels, with a few additional pixels on the left side.	Printer currently being migrated.
 A 16x16 pixel icon representing a printer queued for migration. It features a central green square surrounded by a ring of black and dark grey pixels, with a few additional pixels on the left side.	Printer queued for migration.

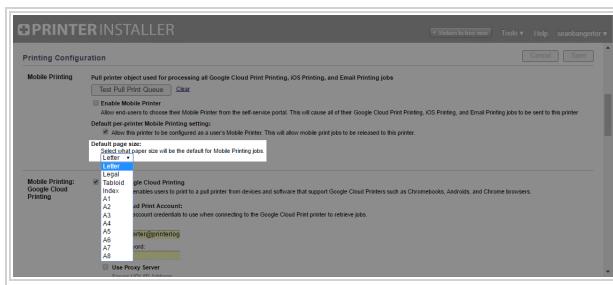
Icon	Description
	Printer failed to migrate. Hover over printer or see printer queue for details.

Mobile Printing

Frequently Asked Questions on Mobile Printing

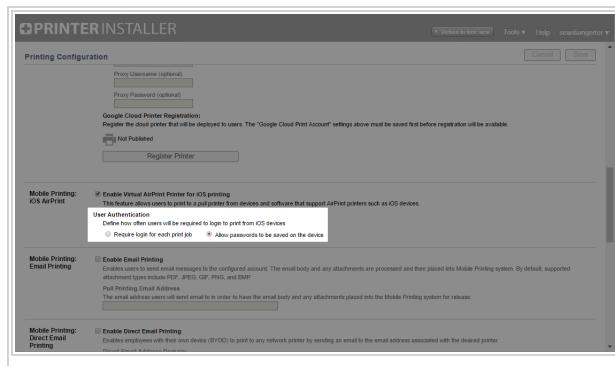
How do I set the default paper size to use for mobile printing?

The paper size to use for mobile printing can be configured in the Admin Console by clicking **Tools > Settings > Printing**, and in the Mobile Printing section select the default page size as shown below.



For iOS printing, can I require a password every print job or save passwords on the iOS device?

Printer Installer provides a setting for iOS Airprint that enables you to require a login for each print job or enables passwords to be saved on the device and used for print authorization. The following image shows this setting:



The default setting for this option is to allow passwords to be saved to the device.

What domain should I use with iOS mobile printing? Can I use .local?

The .local domain works with iOS 8 but conflicts with Printer Installer in iOS 7, 9, and 10+. The recommended best practice is to use a domain other than .local for iOS printing.

Mobile printing is the release of a print job from a mobile device such as a smartphone with the iOS or Android operating system, or a tablet with either mobile or WiFi connectivity. From the mobile device, you can open a browser and view the available print jobs in the Release Portal. For a printer object in the tree view, you can set mobile printing settings either at the default or at the printer-specific levels. Printer-specific settings are limited to enabling mobile printing, while default settings are set in **Tools > Settings > Printing**. These devices use the Printer Installer mobile print feature to print to print devices that are marked as "mobile print" enabled. You can configure a printer object in the tree view for

mobile printing using either default settings or printer-specific settings. The following steps identify the process required for setting up mobile printing.

Printing from an iOS device

Note: iOS devices do not need to be on the same subnet as the Printer Installer server, but they should be on the same network as Printer Installer because iOS printing does not function over the Internet.

Does your domain end in .local? If so, follow these steps. If not, go to STEP 1: Set up an LDAP Domain.

If your internal domain ends in .local, then you must use a different domain for iOS printing because Apple uses the .local domain for its own purposes, which conflicts with Printer Installer.

Note: The .local domain works with iOS 8 but does not work with iOS 7, 9, or 10+.

1. Add a new zone to your DNS server called [your-domain].mobile, where [yourdomain] is your actual domain name:
2. Right click **Forward look-up zones** and select **Create New Zone**.
3. Keep the default settings in the setup wizard.
4. When prompted for the domain name, use **[yourdomain].mobile** as specified above.

You should now have a new .mobile domain at the same level as your existing domain. Now follow the instructions in the main iOS setup guide, using the .mobile domain instead of your primary .local domain.

You should now have a new .mobile domain at the same level as your existing domain. When setting up mobile printing, use the .mobile domain instead of your primary .local domain.

STEP 1: Set up an LDAP Domain

Note: Skip this section if you have already set up your LDAP domain in the Admin Console and move to STEP 2: Set up a Pull Print Queue.

1. Log in to the Admin Console.
2. Click **Tools > Settings > General**.
3. In the LDAP Authentication Settings section, click **Add** to set up a new domain.



For more information on the LDAP Authentication Settings, see General Settings.

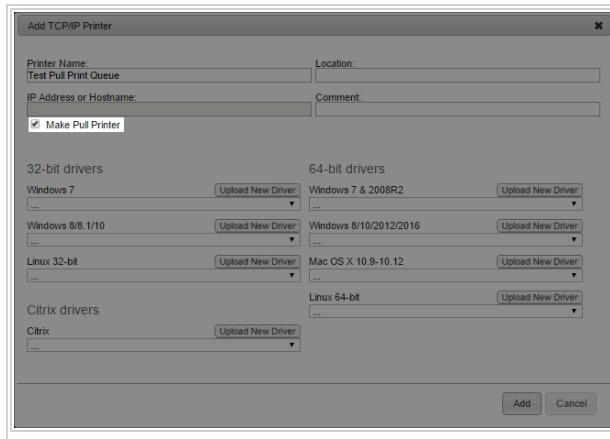
4. Click **Save**.

STEP 2: Set up a Pull Print Queue

1. In the tree view, select the folder in which you want to place the printer object being used for the pull print queue.
2. Click **New > TCP/IP Printer**.
3. In the Printer Name field, type the name of the new printer object.

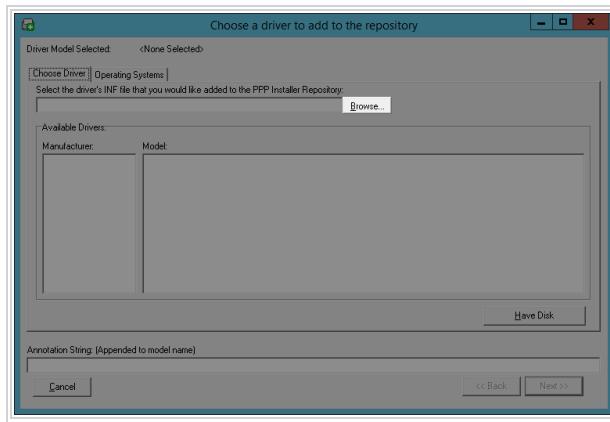
Note: The recommended best practice is to give the printer object a name that identifies it as a mobile pull print queue, for example, Mobile Pull Printer.

4. Click **Make Pull Printer**.



5. In the line corresponding to the driver type you want to upload, click **Upload New Driver**.

6. Click **Browse**.

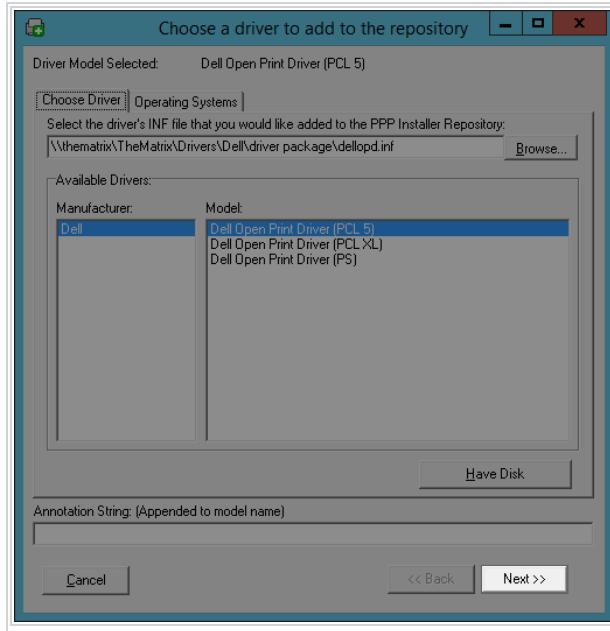


7. Navigate to the driver you want to upload and select it.

Note: Select a universal driver for your server's operating system.

8. Click **Open**.

9. Click **Next**.



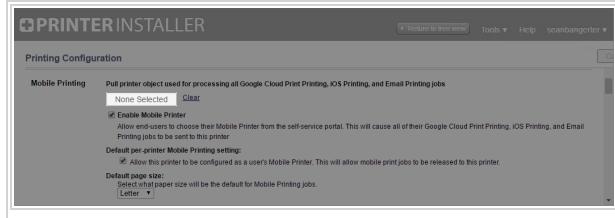
10. (Optional) Modify the Annotation String.

For more information on the Annotation String, see [What is the Annotation String?](#).

11. Click **Add**.

STEP 3: Set the Pull Print Queue as Your Mobile Printer

1. In the Admin Console, click **Tools > Settings > Printing**.
2. In the Mobile Printing section, click the button (default is **None Selected**).



3. Select the printer object you created or used in STEP 2: Set up a Pull Print Queue.

Click the Search button to find all available pull print queues from your tree view.

4. Click **Select**.

Note: Keep in mind that you will not be able to delete this printer object (in the event you would ever like to do so) until you remove the printer object from being used as the pull printer designated for mobile printing.

5. Click **Save**.

STEP 4: Set a Printer to Release Print Jobs

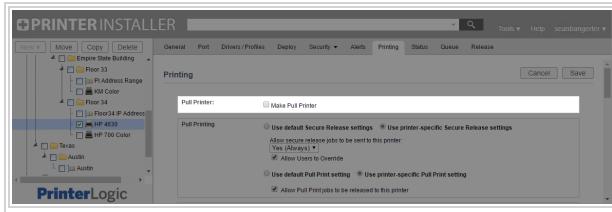
Follow the steps below on every printer object you would like to be able to release mobile print jobs.

Option 1: Use Default Settings

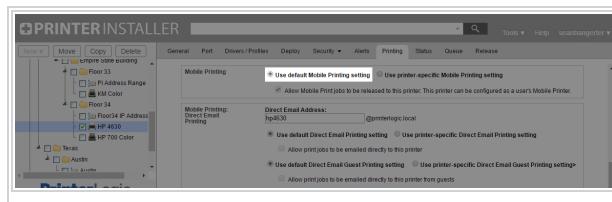
1. Click **Return to tree view**.
2. In the tree view, select a printer object that you want to use to release mobile print jobs.

Note: The printer object you select cannot be configured as a

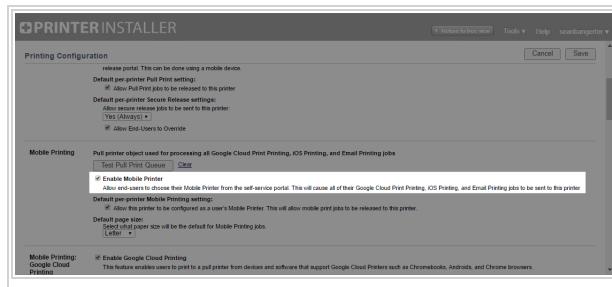
pull print queue, which means the Make Pull Printer check box must not be selected as shown below.



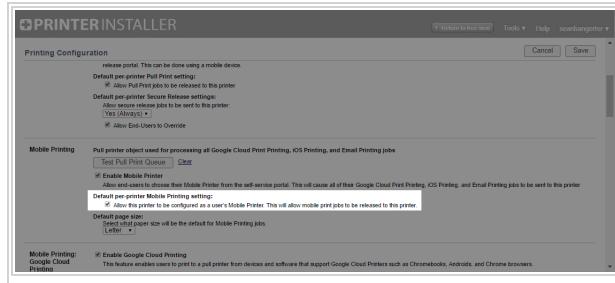
- In the Mobile Printing section, click **Use default Mobile Printing setting**.



- Click Save.**
- Click Tools > Settings > Printing.**
- In the Mobile Printing section, click **Enable Mobile Printer**.



- Click Allow this printer to be configured as a user's Mobile Printer. This will allow mobile print jobs to be released to this printer.**

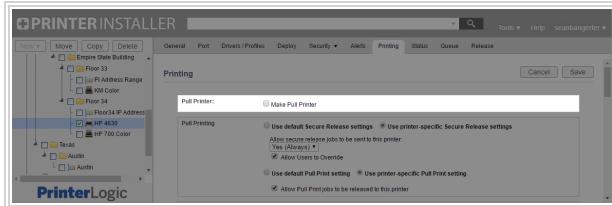


8. Click Save.

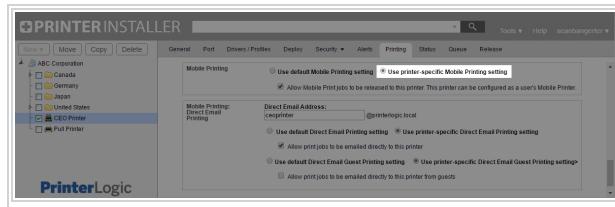
Option 2: Use Printer-specific Settings

1. Click **Return to tree view**.
2. In the tree view, select a printer object that you want to use to release mobile print jobs.

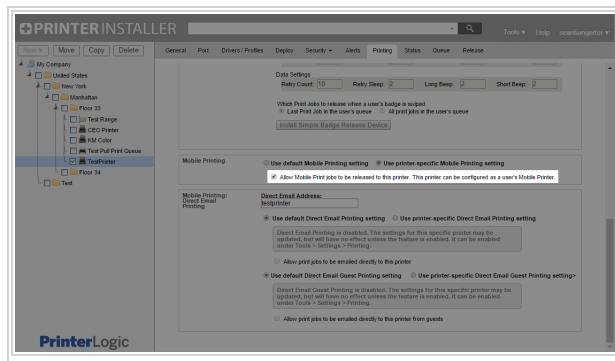
Note: The printer object you select cannot be configured as a pull print queue, which means the Make Pull Printer check box must not be selected as shown below.



3. In the Mobile Printing section, click **Use printer-specific Mobile Printing settings**



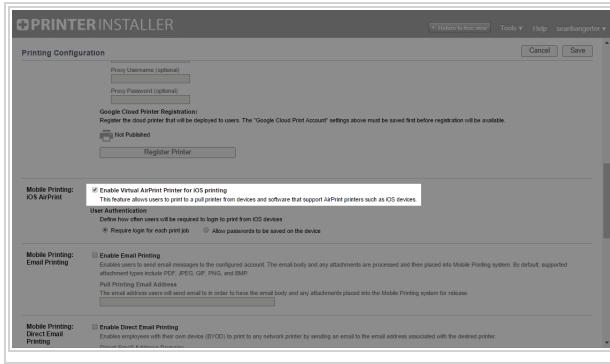
4. Click **Allow Mobile Print jobs to be released to this printer.**
This printer can be configured as a user's Mobile Printer.



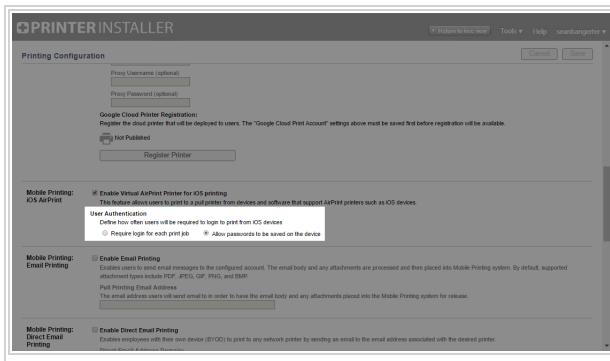
5. Click **Save**.

STEP 5: Enable iOS Mobile Printing

1. In the Admin Console, click **Tools > Settings > Printing**.
2. In the Mobile Printing: iOS AirPrint section, select **Enable Virtual AirPrint Printer for iOS printing**.



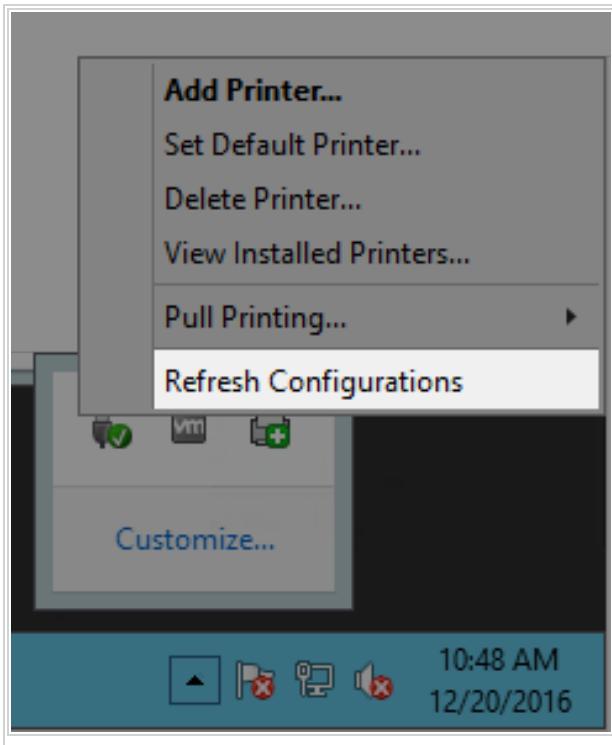
3. (OPTIONAL) In the Use Authentication section, click **Require login for each print job** if you want the person to log in from the iOS device to print to the mobile printer, or click **Allow passwords to be save on the device** if you want the passwords to be saved and used automatically on the iOS device to allow printing.



4. Click **Save**.

STEP 6: Refresh the Client on the Server

In the server on which Printer Installer is set up, click the Windows taskbar and then right-click the [Add Printers icon](#). When the options appear, click **Refresh Configurations** as shown below.



(OPTIONAL) STEP 7: Configure your Firewall

7A. Server Firewall Configuration

Windows Firewall allows the required port communication (53 and 631) by default but if required, opening firewall ports can be completed through the user interface or by command line as shown below.

user interface

Click **Control Panel > System and Security > Windows Firewall**.

Click Allow a program or feature through Windows Firewall > Allow another program: C:\Program Files (x86)\Printer Properties Pro\Printer Installer Client\AirPrint\PrinterInstallerVirtualAirPrintPrinter.exe. The

program uses DNS (port 53) and IPP (port 631), so these ports will be opened by allowing the program through the firewall.

command line

```
rem Allow PrinterLogic PrinterInstallerVirtualAirPrintPrinter netsh  
advfirewall firewall add rule name= "Allow AirPrint" dir=in action-  
n=allow program="C:\Program Files (x86)\Printer Properties  
Pro\Printer Installer Cli-  
ent\AirPrint\PrterInstallerVirtualAirPrintPrinter.exe" rem Open TCP  
DNS 53 Inbound Outbound netsh advfirewall firewall add rule name-  
e="DNS53PrinterLogic" protocol=TCP dir=out localport=53 action-  
n=allow netsh advfirewall firewall add rule  
name="DNS53PrinterLogic" protocol=TCP dir=in localport=53 action-  
n=allow rem Open TCP IPP 631 Inbound Outbound netsh advfirewall  
firewall add rule name="IPP631PrinterLogic" protocol=TCP dir=out loc-  
alport=631 action=allow netsh advfirewall firewall add rule name-  
e="IPP631PrinterLogic" protocol=TCP dir=in localport=631  
action=allow
```

7B. Network Firewall Configuration

If DNS Inspection is enabled for DNS requests that cross VLANs, that setting may block certain necessary and valid DNS requests generated by the iOS device. If this is the case, then the printer will not show up on the device.

STEP 8: Configure the DHCP Server

1. Login to your DHCP server that distributes the wireless DHCP addresses and set the DHCP option 15 (may be referred to as search domain, domain name, or router domain name) to `your-domain.com`.

2. Make sure your DNS server is hosted on the server that yourdomain.com resolves to and you can ping yourdomain.com and it returns the IP address of the node of the DNS server that manages that domain.
3. Confirm that the search domain value is set correctly on an iOS device by going to **Settings > Wi-Fi** and looking at the properties of the wireless connection, then viewing the Search Domain attribute. If the value is empty you can manually add a value, or override the existing value if desired.

STEP 9: Configure the DNS Server

Set up wide area Bonjour to create the required DNS records.

1. Open your DNS server configuration application.
2. Under Forward Lookup Zones, select your domain.
3. Right-click the domain.
4. Select **Other New Records**.
5. Select **Pointer (PTR)**.
6. In the Host IP Address: field, type **lb._dns-sd._udp**.
7. In the Host Name: field, type **airprint.yourdomain.com**.
8. Click **OK**.
9. Click **Done** Under Forward Lookup Zones, select your domain.
10. Right-click the domain.
11. Select **New Delegation**.
12. In the Delegated domain: field, type **airprint**.
13. Click **Next**.
14. Click **Add**.
15. In the Server fully qualified domain name field, enter the FQDN of the Printer Installer server, and click **Resolve**; if you know the

Printer Installer IP address, click the **Click here** to add an IP address field and then enter the Printer Installer IP address.

16. Click **OK**.
17. Click **Next**.
18. Click **Finish**.

When these settings are properly configured, an iOS device on the wireless network should be able to see and to print to the pull printer.

CONCLUSION: Release a Print Job to a Printer

To send a print job from an iOS device to the pull printer that has been designated to release mobile print jobs, follow the steps below.

1. On the iOS device, open the document that you would like to print.
2. Press **Print** and then select the **PrinterLogic** printer.
3. Enter the user's Active Directory username and password to send the print job to the pull print queue.
4. Press **Print**.
5. Release the print job at a pull printer-enabled printer.

TROUBLESHOOTING: iOS Printing

If the PrinterLogic printer does not appear on the iOS device, check the following items.

- Make sure the iOS device has the correct DNS server and search domain options configured. If these options need to be reconfigured, restart the iOS device after reconfiguring the options.
- From a computer on the same subnet as the iOS device open a command prompt, type nslookup -type=PTR lb._dns-sd._udp.yourdomain.com and press Enter. (Replace yourdomain with the actual search domain). The reply should be airprint.yourdomain.com.

- From a computer on the same subnet as the iOS device open a command prompt, type ping airprint.yourdomain.com and press Enter. (Replace yourdomain with the actual search domain). A reply should be received.

Google cloud print

STEP 1: Set up an LDAP Domain

Note: Skip this section if you have already set up your LDAP domain in the Admin Console and move to STEP 2: Set up a Pull Print Queue.

1. Log in to the Admin Console.
2. Click **Tools > Settings > General**.
3. In the LDAP Authentication Settings section, click **Add** to set up a new domain.



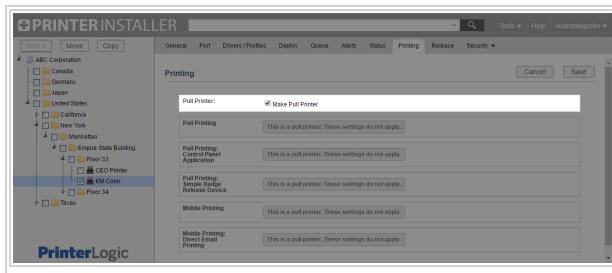
For more information on the LDAP Authentication Settings, see General Settings.

4. Click **Save**.

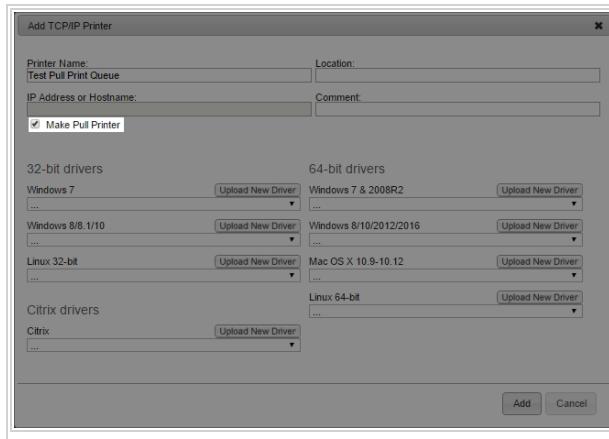
STEP 2: Set up a Pull Print Queue

Note: Skip this section if you already have a printer object that you

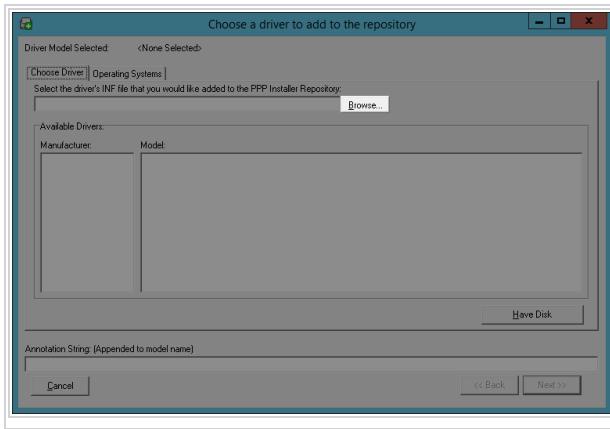
want to use as a pull print queue. Instead, select a printer object in the tree view, click the Printing tab, and click Make Pull Printer as shown below, then move to STEP 3: Set the Pull Print Queue as your Mobile Printer.



1. In the tree view, select the folder in which you want to place the printer object being used for the pull print queue.
2. Click **New > TCP/IP Printer**.
3. In the Printer Name field, type the name of the new printer object.
4. Click **Make Pull Printer**.



5. In the line corresponding to the driver type you want to upload, click **Upload New Driver**.
6. Click **Browse**.

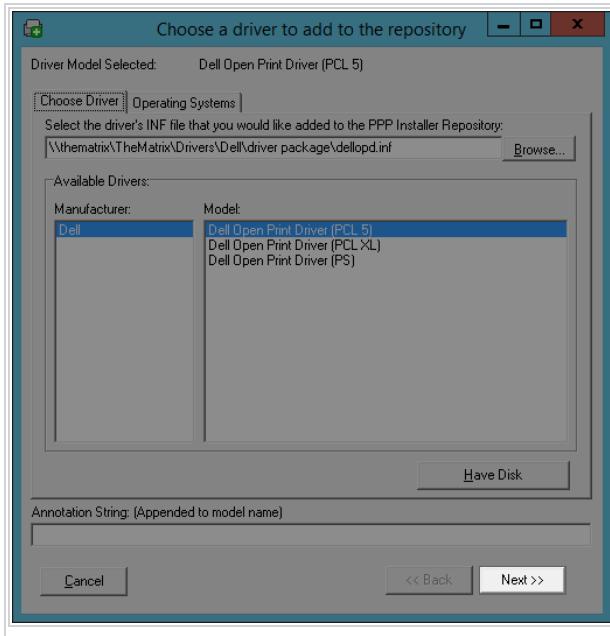


7. Navigate to the driver you want to upload and select it.

Note: Select a universal driver for your server's operating system.

8. Click **Open**.

9. Click **Next**.



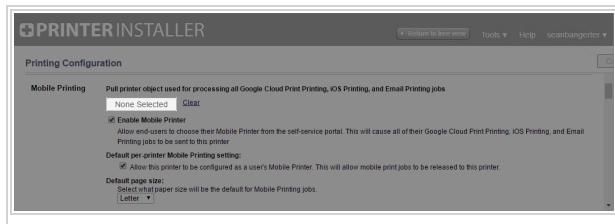
10. (Optional) Modify the Annotation String.

For more information on the Annotation String, see [What is the Annotation String?](#).

11. Click **Add**.

STEP 3: Set the Pull Print Queue as your Mobile Printer

1. In the Admin Console, click **Tools > Settings > Printing**.
2. In the Mobile Printing section, click the button (default is **None Selected**).



3. Select the printer object you created or used in STEP 2: Set up a Pull Print Queue.

Click the Search button to find all available pull print queues from your tree view.

4. Click **Select**.

Note: Keep in mind that you will not be able to delete this printer object (in the event you would ever like to do so) until you remove the printer object from being used as the pull printer designated for mobile printing.

5. Click **Save**.

STEP 4: Set a Printer to Release Print Jobs

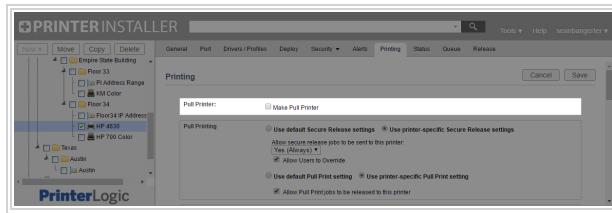
Follow the steps below for every printer object you would like to be able to

release mobile print jobs.

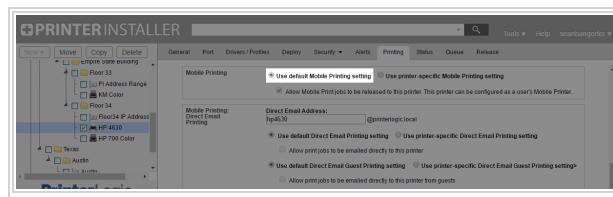
Option 1: Use Default Settings

1. Click **Return to tree view**.
2. In the tree view, select a printer object that you want to use to release mobile print jobs.

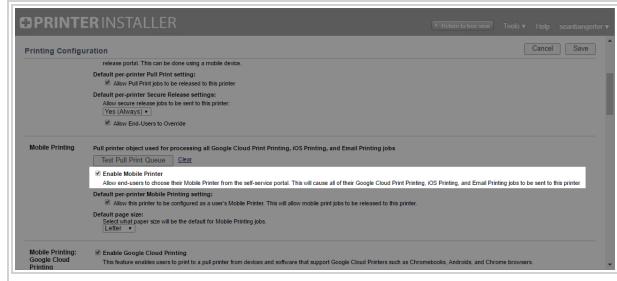
Note: The printer object you select cannot be configured as a pull print queue, which means the Make Pull Printer check box must not be selected as shown below.



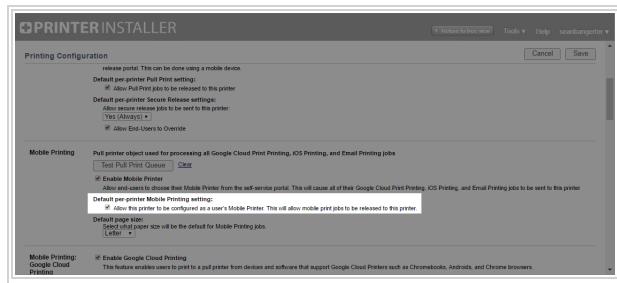
3. In the Mobile Printing section, click **Use default Mobile Printing setting**.



4. Click **Save**.
5. Click **Tools > Settings > Printing**.
6. In the Mobile Printing section, click **Enable Mobile Printer**.



7. Click **Allow this printer to be configured as a user's Mobile Printer**. This will allow mobile print jobs to be released to this printer.

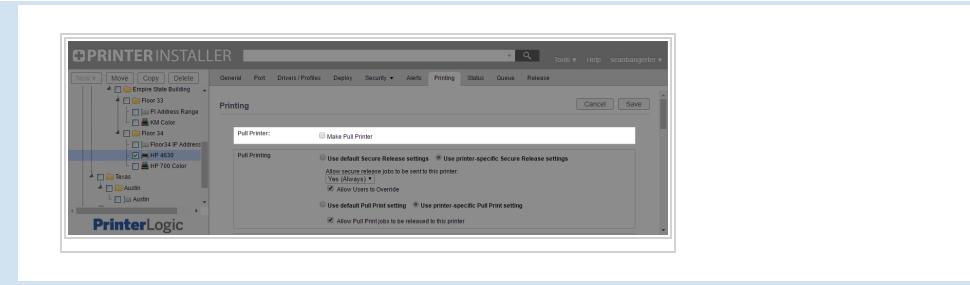


8. Click **Save**.

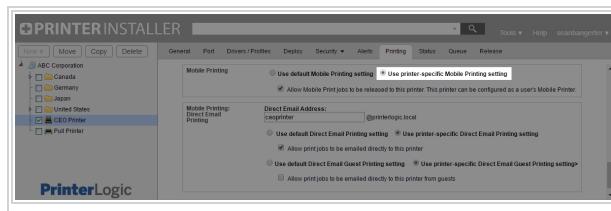
Option 2: Use Printer-specific Settings

1. Click **Return to tree view**.
2. In the tree view, select a printer object that you want to use to release mobile print jobs.

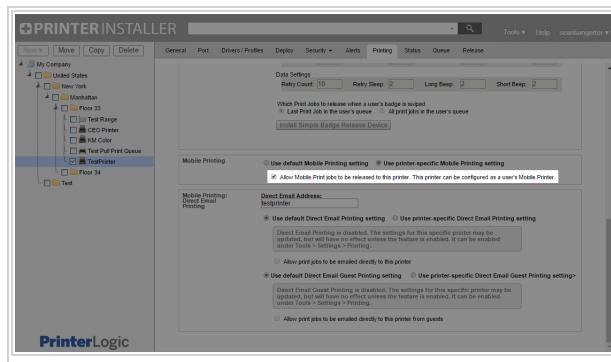
Note: The printer object you select cannot be configured as a pull print queue, which means the Make Pull Printer check box must not be selected as shown below.



3. In the Mobile Printing section, click **Use printer-specific Mobile Printing settings**.



4. Click **Allow Mobile Print jobs to be released to this printer.**
This printer can be configured as a user's Mobile Printer.

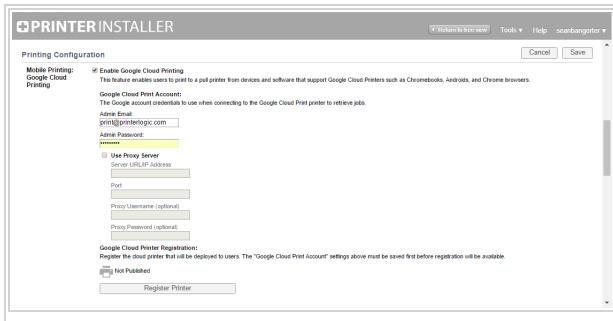


5. Click **Save**.

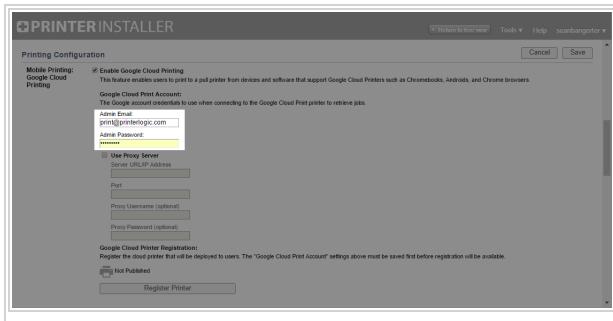
STEP 5: Enable and Configure Google Cloud Print

1. In the Printing tab, click **Enable Google Cloud Printing** as shown

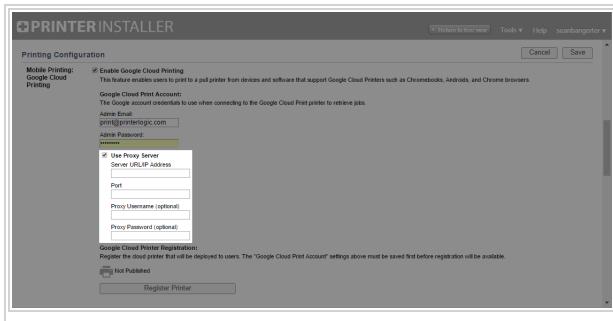
below.



2. In the Google Cloud Print Account section, type the admin email address and the admin password of the Google Cloud Print Account to which the documents will be published for printing.



3. (Optional) If you use a proxy server to connect to Google Cloud Print, then click **Use Proxy Server** and set your proxy server settings.



4. Click **Save**.
5. Open a new browser window.
6. Log in to your Google Cloud Account using the credentials you entered in the Admin Email and Admin Password fields above.
7. Click **Save**.

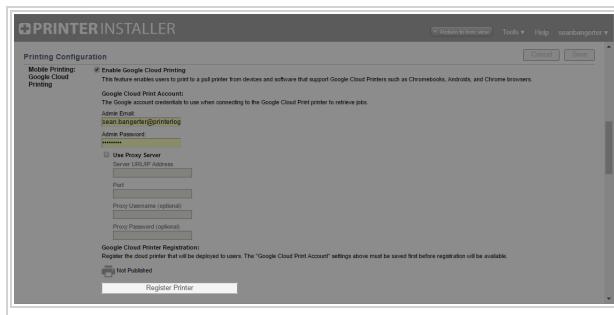
Note: At this point, DO NOT click Register Printer because you must follow the steps described in STEP 6: Log into your Google Cloud Print Account, which is shown in the next section before you can register the printer with Google Cloud Print.

STEP 6: Log into your Google Cloud Print Account and Register the Printer with Google Cloud Print

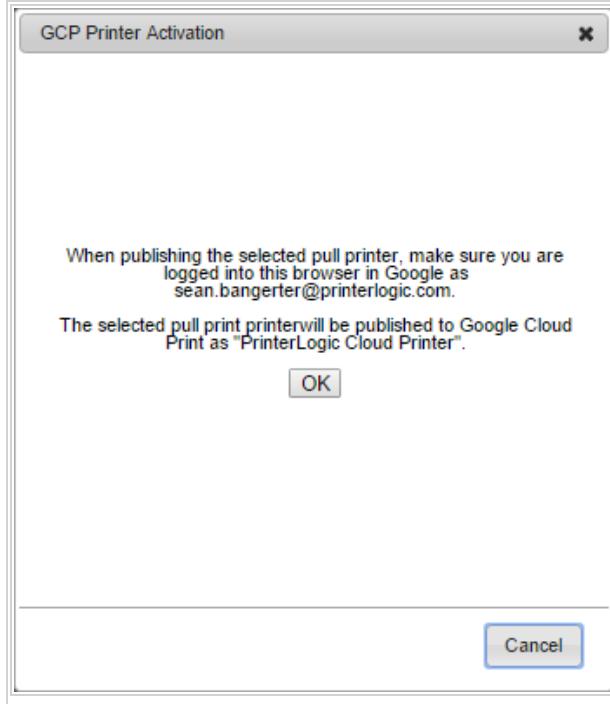
1. Open a new browser window.
2. Log in to your Google Cloud Print account using the credentials you entered in the Admin Email and Admin Password fields.

Note: You MUST perform this step before you can register the pull printer with Google Cloud Print.

3. In the Admin Console, under **Tools > Settings > Printing**, click **Register Printer**.



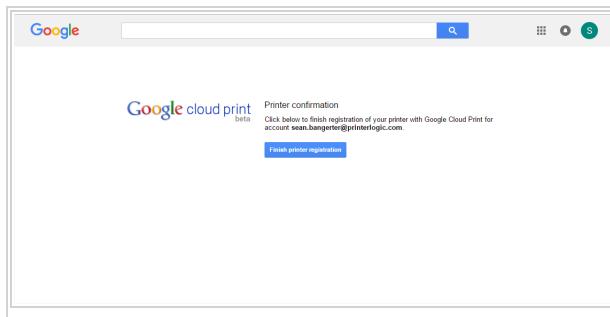
After you click **Register Printer**, you will see the following message.



4. Click **OK**.

Note: Make sure you have any popup blockers disabled so the activation can continue.

5. The browser in which you have Google Cloud Print open will appear as shown below.

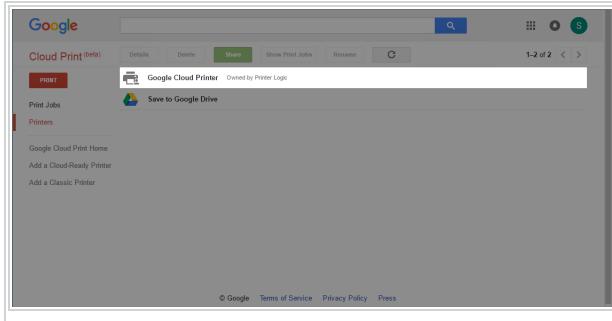


6. Click Finish Printer Registration.

7. Click Manage your printers.

The Google Cloud Printer you registered will appear as a line item in Google Cloud Print as shown in the example below.

Note: Take notice of the Owned by PrinterLogic text following the name of the printer.



8. Click the printer name to select it.

9. Click Share.

10. When the Google Cloud Printer sharing settings appear, click Close.

CONCLUSION: Send a Print Job from the Device to the Pull Print Queue

On the Android or Chromebook device, submit the print job to the Google Cloud Print account you have set up for Printer Installer. When the print job appears in the pull print queue, then you can release the job on any pull print-enabled printer.

Epic Print Servers Overview

You can use PrinterLogic to dramatically streamline your printer management with Epic. This approach simplifies migrating your printers to Epic Print Servers (EPSs), and enables you to centrally manage duplicate printer objects on the redundant EPSs. This means you can make a change to a printer and

automatically propagate the change to the printer on each EPS in your organization.

Most Epic customers have thousands of printers. Trying to keep all those printers in sync across all the Epic print servers is a huge challenge that eats up a lot of time and is difficult to do with perfection. Whenever an error is made, it is difficult to pinpoint which printer on which print server has the incorrect setting.

To solve these problems, you can use the PrinterLogic Administrator to create and manage your printer objects across all your Epic Print Servers. Any changes made in the Administrator are automatically applied to all printers on all Epic print servers within seconds. That means no more headaches trying to keep all your printers in sync.

Related Tasks and Topics

Manage Printers on an Epic Server

To start managing the printers on your Epic print servers, simply deploy the Printer Installer Client (using PrinterInstallerClient.msi) to your servers.

When the client is first deployed to a computer, it will perform a check-in with the Printer Installer Administrator. At this time all existing unmanaged direct IP printer objects on the computer that match a printer in the database (by IP address / hostname) will be centrally managed, and printer information will be synchronized from the database.

You will need to deploy the client automatically to the Epic servers on your network by using one of the [**supported methods**](#) or any third-party application you currently use for deploying msi installs.

Configure Printers to Consume Epic Licenses

1. Log in to the Admin Console.
2. In the Tree View, click the root folder.
3. Search the root folder for a subfolder entitled, **_Epic**.

Note: If you do not have an _Epic folder in the Tree View, then you can create one.

Any printers you place in the _Epic folder will be considered Epic printers and will consume Epic licenses as opposed to regular printer licenses.

Manually Enabled Epic Print Server Mode on an Epic Print Server

When using Printer Installer to manage printers in both the enterprise and EPIC environment, you will need to manually turn on EPIC Print Server Mode on the EPIC print servers. To turn on EPS mode manually, create the following registry entry on each EPS:

1. Browse to: HKEY_LOCAL_MACHINE\SOFTWARE\Print-erLogic\PrinterInstaller\Overrides.
2. Create a new string value named: epic.
3. Set the value to 1.
4. Reboot the workstation or shut down and restart the client.

Remote Desktop Services

Frequently Asked Questions on RDS/Citrix

How do I delete a printer in a remote desktop or XenDesktop session?

- Users delete printers by right clicking the Printer Installer Client system tray icon and selecting "Delete printer" and then selecting the printer they want to delete.
- Use the native printer delete dialogs

How do I self-install printers in a remote desktop or XenDesktop

session?

Users add printers to desktop sessions by using the web-based portal to browse to a printer and install it. To open the portal they simply click the Printer Installer Client system tray icon, it then launches the portal and the user clicks on the printer they want installed.

What naming format will the printers have in each user's session?

The printers will show up in the session as "PrinterName". They will NOT show up as Printer (from ComputerName) in session #, printers that show up in this format are printers from the end point device that are being redirected into the session.

What processes run on an individual terminal services session?

- `PrinterInstallerClient.exe`: Runs as local system account
- `PrinterInstallerClientInterface.exe`: Runs as session user account

What processes run on the terminal services server?

- `PrinterInstallerLauncher.exe`: Only one instance. This process launches the `PrinterInstallerClient.exe` in session 0 (system) and each user session.
- `PrinterInstallerClient.exe`: One instance for session 0, and one additional instance for each session.
- `PrinterInstallerClientInterface.exe`: One instance for each session. Session 0 does not use one.

Why do users who are members of the terminal server's local print operator's group see all users' printers?

Users that are members of the server's local "Print Operators" group, will see all printers from all sessions, as they have rights to see all printers from all users.

No groups are a part of the local "Print Operators" group by default, users or groups must be manually added.

When users install direct IP printers and configure printer preference settings while in a RDS session, will the printers be installed and have the same printer preferences if the user disconnects from the session and reconnects to the same or different RDS / Citrix server?

Yes. When a user installs a printer the client will save the printer information in the users roaming profile. When the user logs in to a new session the client reads the printer information from the roaming profile and creates the printer object(s). If the driver and port is already installed on the server they will be used when creating the printer object, otherwise, the client will download and install the driver and create the port and then apply the printer preferences that were stored in the roaming profile.

Printer Installer enables you to deploy Windows network shared printers or Direct IP printer into RDS, Citrix or VDI sessions according to the end point device's name, IP, or AD group membership, even if the end point device is a non-Windows device, without complicated scripts and GPOs. Simply add the computer, group, OU, or IP address range to the printer's deployment list and when users log in to a RDS or Citrix session, the printer will automatically and silently be installed after the user is presented their desktop. No long logon times that are associated with login scripts or GPO processing, no complicated scripts that only advanced IT staff can manage, just a simple intuitive web-based administrative console that allows you to empower anyone to manage printer deployments in RDS / Citrix sessions.

You can deploy printers in sessions according to:

- End point device name (Windows or non-Windows end point devices)
- End point device Active Directory group, OU, or Container membership (Windows or non-Windows end point devices)
- End point device IP address or IP address range membership (Windows or non-Windows end point devices)
- Active Directory user, or user group membership of the user logging into the session.

RELATED TASKS AND TOPICS

Configure the Client for Remote Desktop Services Mode

1. Install the client on the RDS server.
2. Activate the client's Remote Desktop Services mode by creating a new String Value named "TerminalServices" with a value of "1" into the following registry key:

On a 64-bit RDS Server: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\PPP\PrinterInstaller

On a 32-bit RDS Server: HKEY_LOCAL_MACHINE\SOFTWARE\PPP\PrinterInstaller

3. Open Task Manager. Right click on PrinterInstallerClientLauncher.exe and select "End Process Tree". Then open the start menu and run Printer Installer -> Administration -> Start Client.

Deploy a Printer by End Point Device Name

To deploy a printer in the session according to the end point device name, do the following:

1. Make sure an AD object exists for the end point device. If one does not exist either join the computer to the domain or use the Active

Directory Users and Computers management console to create a computer object with the same name as the end point device.

To deploy printers according to the device name of non-Windows end point devices, you can create an AD computer object with the same name as the end point device (and add the appropriate DNS name attribute to it) and use that object in the instructions in the next steps.

2. In the Admin Console, add the computer object to a printer's deployment tab.
3. Install the client on the RDS or Citrix server in RDS Mode. This step is not necessary in a VDI environment, such as VMware View.

Now when the user connects to a session from the end point device, the client will check for the device name in AD, when it successfully finds a computer object in AD with the same name as the end point device, it will then send the AD computer name and to the Printer Installer server, which will see the AD computer object associated to a printer and instruct the client to install the associated printer. If you set the deployment association to set the printer as the default printer, the printer will be also be set.

If the user disconnects from the session and joins from a different end point device, the printers that were installed because of the old end point device's deployments will be removed and the printers from the new end point device's deployments will be added. In addition to managing deployment assignments manually, assignments can also be managed in bulk by using a CSV file.

Deploy a Printer by End Point IP Address Range Membership

To deploy a printer in the session according to the end point device IP address range, do the following:

1. In the Admin Console, create an IP address range object with a beginning and ending IP address.
2. Add the IP address range object to a printer's deployment tab.
3. Install the client on the RDS or Citrix server in RDS Mode. This step is not necessary in a VDI environment, such as VMware View.

Now when the user connects to a session from the end point device, the client will obtain the end point device's IP address. It will then send the IP address value to the server, which will see that the IP address of the end point devices is a member of the IP address range object and instruct the client to install the printer containing the IP address range in its deployment list. If you set the deployment association to set the printer as the default printer, the printer will also be set.

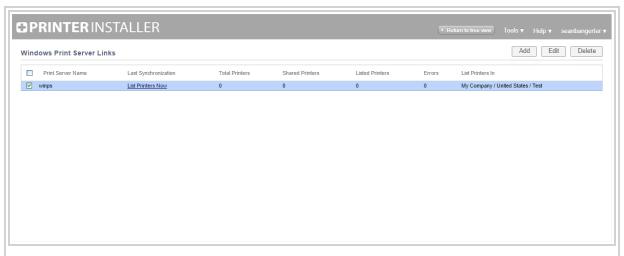
If the user disconnects from the session and joins from a different end point device, the printers that were installed because of the old end point device's deployments will be removed and the printers from the new end point device's IP address range deployments will be added.

In addition to managing deployment assignments manually, assignments can also be managed in bulk by using a CSV file.

Delete a Printer in an RDS or XenDesktop Session

- Users delete printers by right clicking the Printer Installer Client system tray icon and selecting "Delete printer" and then selecting the printer they want to delete.
- Use the native printer delete dialogs

Windows Print Server Links



One of the core benefits of Printer Installer is the ability to eliminate the print server. However, a printing environment sometimes requires a print server despite your best efforts to eliminate it. The most common reasons for retaining the print server include

the use of a software that leverages the print server, or a corporate policy that requires one. If the print server is required in your print environment, that does not mean that the other benefits of Printer Installer cannot also be a part of your print environment. Windows Print Server Links are used for this very purpose.

Windows Print Server Links enable you to manage a print queue so that another software can interact with the print job before it goes to the printer. In short, Printer Installer is managing a print server as opposed to managing the share queue. Furthermore, a special port is not required, and you get the benefit of having Printer Installer manage the drivers and installing the printers on workstation while having the print job go through the print server.

Windows Print Server Links are set up in the Admin Console under **Tools > Windows Print Server Links**. However, before you set up the Windows Print Server Links, you must already have a print server set up and storing standard direct IP printers, so you can connect to it from the Admin Console. After you have the Windows Print Server Link set up, Printer Installer will be able to deploy the printers on the server to the workstations. Any print jobs will go from the workstation to the print server, which will spool and render the print job and then send it to the printer. In other words, the actual printing process itself has nothing to do with Printer Installer.

Printer Installer cannot manage security, namely user access to a printer through a Windows Print Server Link. You can configure security settings in the Admin Console so to show or hide different printers for different users. In other words, use Portal Security to restrict who can see and install a printer from the portal. However, the end-user would be able to log in to the server to see and install the printers directly from the server. As such, security is something you will have to manage manually, outside of Printer Installer. If security is a big issue, then you

may reconsider having the print server and reevaluate using Printer Installer to manage your print queue as well as your printer deployment.

Use Windows Print Server Links if you are using particular software that requires the print queues on the print server to use a non-standard port. The standard TCP/IP port (9100) is the port Printer Installer uses for installation. With Printer Installer, you can use a standard TCP/IP port that will be RAW (default port 9100) or LPR (non-standard).

RELATED TASKS AND TOPICS

Set up Windows Print Server Links

Follow the steps below whey you require print queues with non-standard printer ports.

1. Set up the server that will hold the printers if you have not already done so.
2. Add the printers to that server.
3. Log in to the Admin Console.
4. Click **Tools > Windows Print Server Links**.
5. When the Windows Print Server Links window opens, click **Add**.

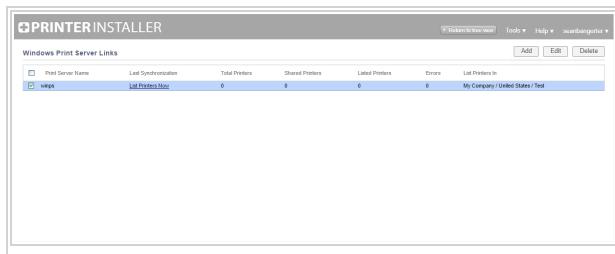


6. In the Print Server Name field, type the name of the server that will be housing the printers.
7. In the List Printers In: field, type the name of the tree view folder that you want to use to store the printer objects.

If you don't know the folder you want to use, click Browse and use the tree view to select the folder you want to use.

8. Click List Printers.

A successful Windows Print Server Link will appear as a line item as shown below.



Take note of the Last Synchronization field. While you cannot set the synchronization frequency manually, any time a change occurs on a workstation that has the client installed, the synchronization with Printer Installer will occur automatically.

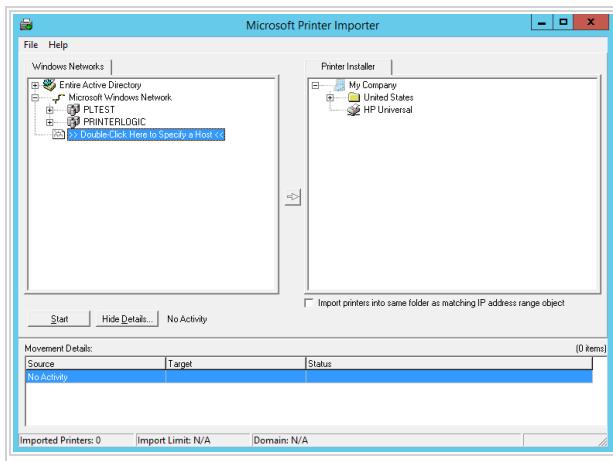
Set up Print Server Management Using Printer Installer

Follow the steps below when you require RAW or LPR ports, and you want Printer Installer to manage driver deployment to the print server and printer installation to the workstations while the print server manages the print queue.

STEP 1: Import Printers to Printer Installer

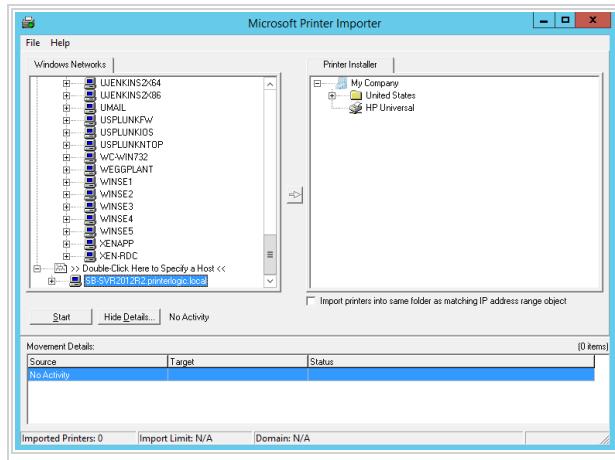
If you do not have printers installed on the print server, you will need to add each printer individually through the Admin Console tree view rather than import them.

1. Log in to the Admin Console.
2. Click Tools > Import/Export > Import Microsoft printers into Printer Installer as Direct IP printers.
3. When the Microsoft Printer Importer window appears, double-click the **Double-Click Here to Specify a Host** line item under Windows Networks.



4. In the Specify Host Name window, type the full name of the server host.name.
5. Click OK.

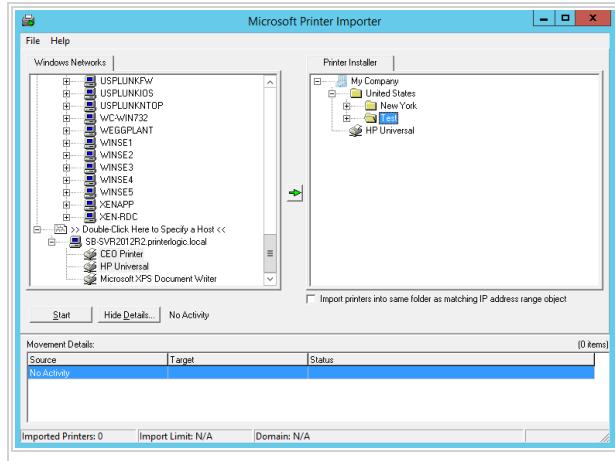
If the server host name you entered is accepted, then it will appear as a sub item under **Double-Click Here to Specify a Host** as shown in the example below.



6. Click the plus sign (+) to the left of the server hostname to display the printers currently stored in the server.
7. Click the printer name(s) you want to import into Printer Installer.

Hold the **<CTRL>** button down on your keyboard to select more than one printer.

8. In the Printer Installer tab, select the tree view folder you want to use to store the printer objects.



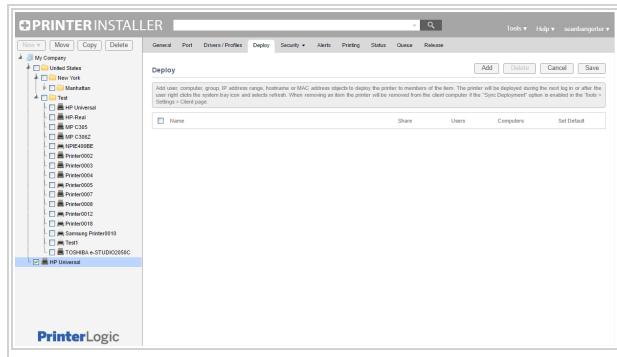
9. Click the right-arrow to transfer the printers to Printer Installer.
10. Click **Start**.

You can see the status of the import in the Movement Details section. When the transfer is complete, you will see the printer object in the selected tree view folder.

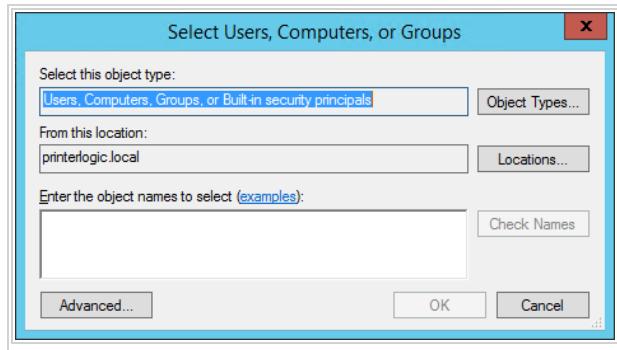
11. Close the Microsoft Window Importer.

STEP 2: Set up Deployment Assignments for the Imported Printer(s)

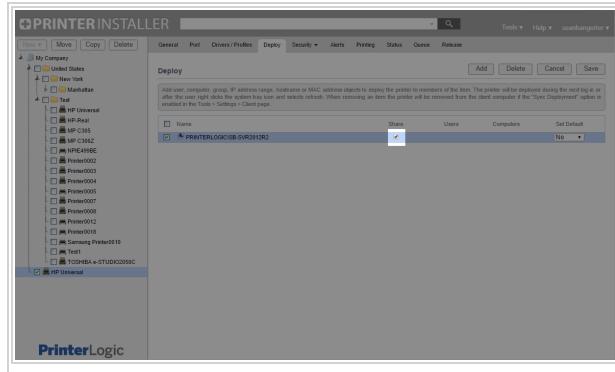
1. In the Admin Console, open the tree view folder where you imported the printer(s).
2. Select the printer object associated to the printer you imported.



3. Click the Deploy tab.
4. Click **Add > Active Directory > User, Computer, or Group**.
5. When the Select Users, Computers, or Groups window appears, click in the **Enter the object names to select** field.



6. Type the name of the server from which you imported the printers.
7. Click **OK**.
8. When the server appears as a line item in the Deploy tab, click **Share**.



9. Click Save.

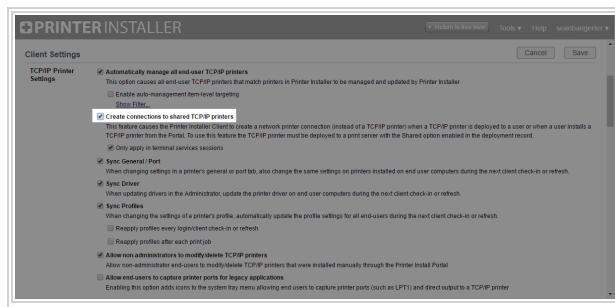
Repeat these steps for every printer you imported from the server.

STEP 3: Install the Printer Installer Client on the Print Server

See [Install the Client](#).

STEP 4: Create a Connection to the Shared TCP/IP Printer(s)

1. In the Admin Console, click **Tools > Settings > Client**.
2. Click **Create connections to shared TCP/IP printers**.



3. (Optional) Click **Only apply in terminal services sessions**.

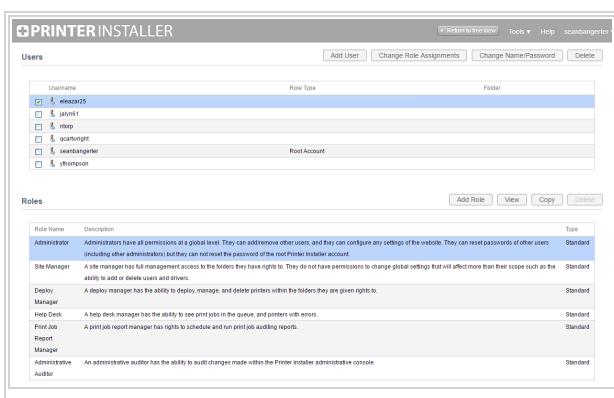
For more information, see [TCP/IP Printer Settings](#).

4. Click **Save**.

The next time the client that is installed on the print server checks in with Printer Installer, the printers will be installed on the workstations.

Role-based Access Control (RBAC)

Role-based Access Control (RBAC) enables you to assign both pre-packaged (standard) and user-defined (custom) roles to other Admin Console users. These roles both provide and prohibit access to features and functions of the Admin Console. For example, the administrator could provide an end-user with access to the tree view but not to the options in the Tools menu. Any prohibited features will not display in the user's Admin Console interface. In other words, the user will not be able to see features that have been disabled.



The screenshot shows the Admin Console interface with two main sections: 'Users' and 'Roles'.
Users: A table listing user accounts. The columns are 'Username' and 'Role Type'. The data includes:

Username	Role Type
elecarch25	Root Account
jayden1	
l_mir	
scanning	
s_watsonper	
t_phompson	

Roles: A table listing roles. The columns are 'Role Name', 'Description', and 'Type'. The data includes:

Role Name	Description	Type
Administrator	Administrators have all permissions at a global level. They can address other users, and they can configure any settings of the website. They can reset passwords of other users including other administrators, but they can not reset the password of the root Printer Installer account.	Standard
Site Manager	A site manager has management access to the folders they have rights to. They do not have permissions to change global settings that will affect more than their scope such as the ability to add or delete users and drives.	Standard
Deploy Manager	A deploy manager has the ability to see print jobs in the queue, and printers with errors.	Standard
Help Desk	A help desk manager has the ability to see print jobs in the queue, and printers with errors.	Standard
Print Job Manager	A print job report manager has rights to schedule and run print job auditing reports.	Standard
Report Manager	An administrative auditor has the ability to audit changes made within the Printer Installer administrative console.	Standard
Auditor		

Role-based Access Control is available from the **Tools > Users** menu in the Admin Console. With the combined features of Users and Roles, you can create or edit user accounts and set up, apply, or change role assignments. The image to the left shows the combined Users and Roles sections in the Admin Console.

The reason these options are placed together is that when you create a user account, you can immediately select the features and functionality that the user can access or even see. In the Roles section, you will notice the columns for **Role Name**, **Description**, and **Type**. The default roles display **Standard** in the Type column. Because these role types are preferred, you can view but not edit them. Any roles that you create will show **Custom** in the Type column. You can both view and edit these roles.

When you create a role, the Printer Installer gives it the name **Untitled Role** until you rename it.

Assigning roles to users is not done in the Roles section. Rather, it is done in the Users section, which shows **Username**, **Role Type**, and **Folder** in the columns. The role listed in the Role Type column identifies the role that is assigned to that user. RootAccount is the role given to the initial administrator. Other users given administrator roles will show **Administrator** rather than **Root Account**.

You cannot change the root account.

The Folder column shows the tree view folder or printer on which the role applies. For example, in the Admin Console, one user can have administrative rights on a specific tree view folder while having non-administrative rights on a different folder or printer. For any overlapping permissions between roles, Printer Installer will automatically select the highest permission for that tree view folder.

set up role-based access control

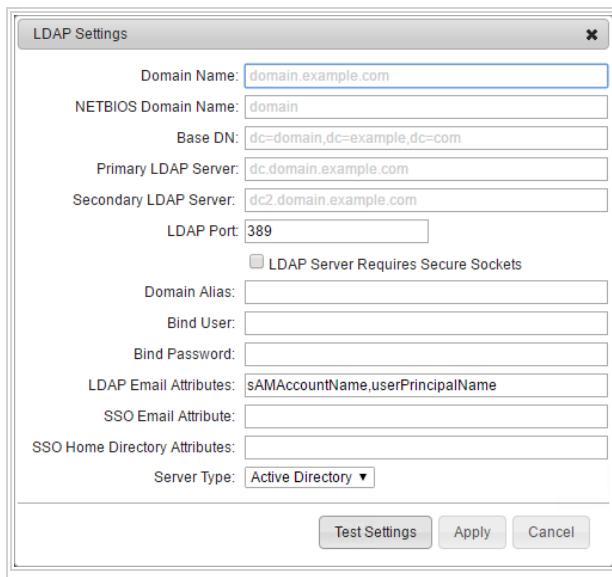
STEP 1: Set up an LDAP Domain

If you have already set up your LDAP domain in the Admin Console, skip these steps and move to STEP 2: Add a New Role.

1. Log in to the Admin Console.
2. Click **Tools > Settings > General**.
3. In the LDAP Authentication Settings section, click **Add** to set up a new domain.



4. When the settings appear, set them as appropriate.



For descriptions of these fields, see [LDAP](#).

5. Click **Apply**.

6. Click **Save**.

STEP 2: Add a New User

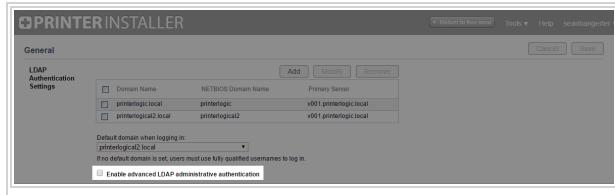
If you already have a user account set up, then skip these steps and move to STEP 3: Add a New Role.

1. In the Admin Console, click **Tools > Users**.
2. Click **Add User**.
3. Select one of the three available options - AD Group/User, Printer Installer User, or LDAP Group/User.

What is the difference between AD Group/User, Printer Installer User, and LDAP Group/User?

AD Group/User requires the admin to be on a Windows machine that is joined to the same domain, whereas the Printer Installer user does not require Active Directory and is not recognized by anything other than Printer Installer; it is not part of any domain. The LDAP Group/User option is similar to the AD Group/User options with one exception - the admin does not need to be on a Windows machine or even joined to the same domain. This option is frequently used for administrators running MAC OS.

The LDAP Group/User option is available only if you have selected Enable advanced LDAP administrative authentication in the LDAP settings as shown below.



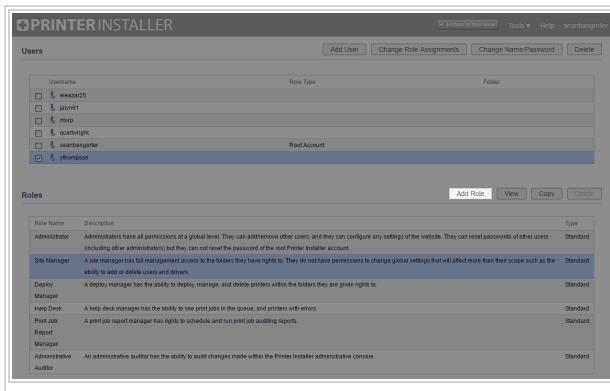
For more information, see [What is Advanced LDAP Administrative Authentication?](#)

4. Follow the steps to add the user.

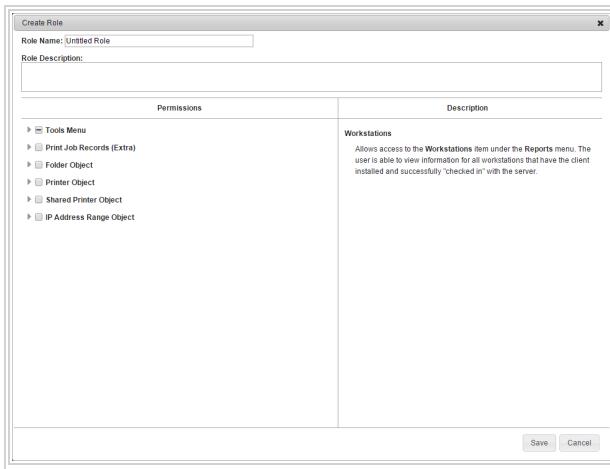
Each option provides unique steps for adding a user.

STEP 3: Add a New Role

1. From the list of available users, select the user to which you would like to assign a role.
2. Click **Add Role**.



3. In the Role Name field, type a name to replace the default name, **Untitled Role**.



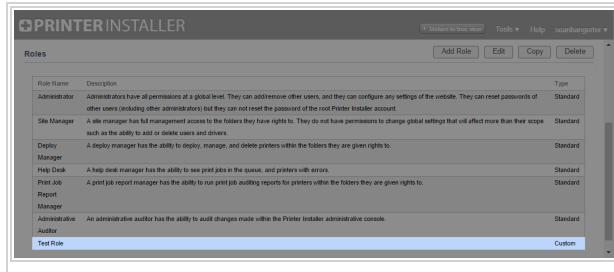
4. (Optional) In the Role Description field, type a summary to define the purpose of the new role you are adding.

5. Click the check box to the left of the Printer Installer features you would like the user to be able to access.

You may need to drill down to find specific features because selecting a parent level folder provides access to all the features under it. Additionally, selecting an option in the Permissions column displays a description in the column to the right.

6. Click **Save**.

When you are finished creating the role, you will see the role appear in the list of existing roles as a Custom role type as shown below.



STEP 4: Assign a Role to a User

1. In the Users section of the Admin Console, select the user account you created in STEP 2 (or another user account).

The screenshot shows the 'Users' and 'Roles' sections of the Printer Installer Admin interface.

Users:

Username	Role Type	Folder
esearcar25	Root Account	
javin11		
mrop		
qaravengit		
seanbangerle		
ythompson		

Roles:

Role Name	Description	Type
Administrator	Administrators have all permissions at a global level. They can add/remove other users, and they can configure any settings of the website. They can reset passwords of other users (including other administrators) but they can not reset the password of the root Printer Installer account.	Standard
Site Manager	A site manager has full management access to the folders they have rights to. They do not have permissions to change global settings that will affect more than their scope such as the ability to add or delete users and drivers.	Standard
Deploy Manager	A deploy manager has the ability to deploy, manage, and delete printers within the folders they are given rights to.	Standard
Help Desk	A help desk manager has the ability to see print jobs in the queue, and printers with errors.	Standard
Print Job Report Manager	A print job report manager has rights to schedule and run print job auditing reports.	Standard
Report Manager		
Administrative Auditor	An administrative auditor has the ability to audit changes made within the Printer Installer administrative console.	Standard
PI Role	Test role for PI	Custom

2. Click Change Role Assignments.

The screenshot shows the 'Users' and 'Roles' sections of the Printer Installer Admin interface after changing role assignments.

Users:

Username	Role Type	Folder
esearcar25	Site Manager	baumbach
javin11		
mrop		
qaravengit		
seanbangerle		
ythompson		

Roles:

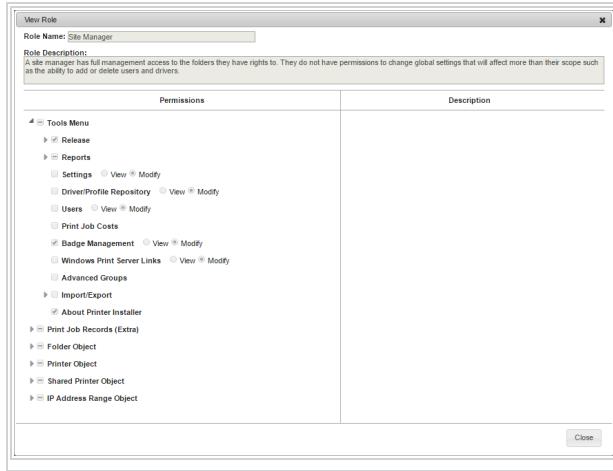
Role Name	Description	Type
Administrator	Administrators have all permissions at a global level. They can add/remove other users, and they can configure any settings of the website. They can reset passwords of other users (including other administrators) but they can not reset the password of the root Printer Installer account.	Standard
Site Manager	A site manager has full management access to the folders they have rights to. They do not have permissions to change global settings that will affect more than their scope such as the ability to add or delete users and drivers.	Standard
Deploy Manager	A deploy manager has the ability to deploy, manage, and delete printers within the folders they are given rights to.	Standard
Help Desk	A help desk manager has the ability to see print jobs in the queue, and printers with errors.	Standard
Print Job Report Manager	A print job report manager has rights to schedule and run print job auditing reports.	Standard
Report Manager		
Administrative Auditor	An administrative auditor has the ability to audit changes made within the Printer Installer administrative console.	Standard
PI Role	Test role for PI	Custom

3. Select Administrator or Non-Administrator.

What is the difference between Administrator and Non-Administrator?

Selecting **Administrator** gives the selected user access to all Printer Installer features. Selecting **Non-Administrator** enables you to select a role other than administrator for a specific folder in the tree view. For example, let's say you have two folders in your tree view, folder A and folder B. For

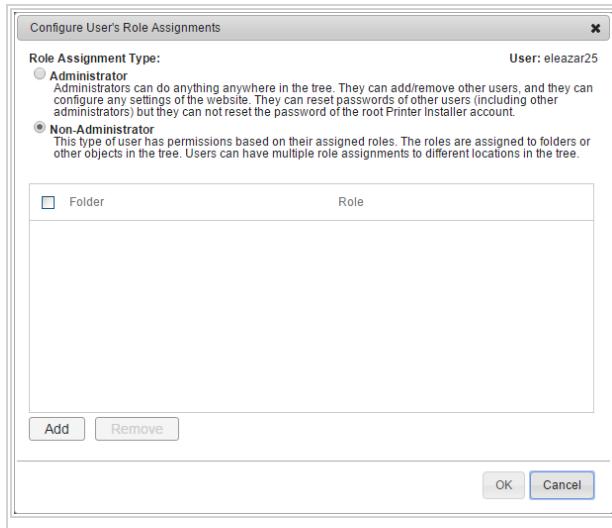
folder A, you can apply the Site Manager role, a standard role with access to limited features, as shown below.



For folder B, you can select a different role to give the user a different access level to that folder only. For example,

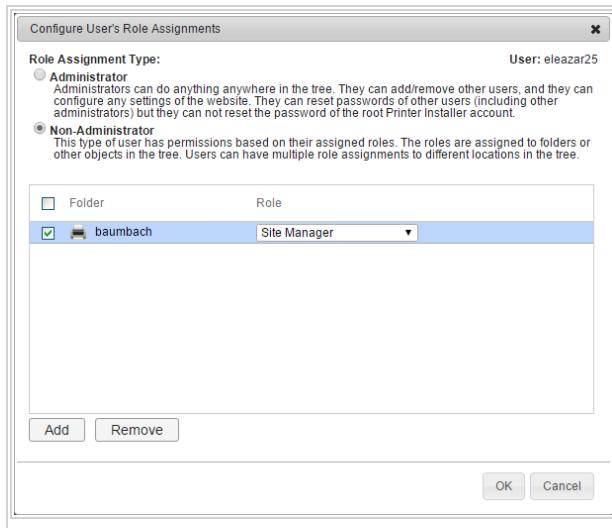
(a standard role with access to a limited) to folder A, and for folder B you apply the Test Role (a custom role set up specifically for testing purposes).

4. If you selected **Administrator**, click **OK**. If you selected **Non-Administrator**, click **Add**.

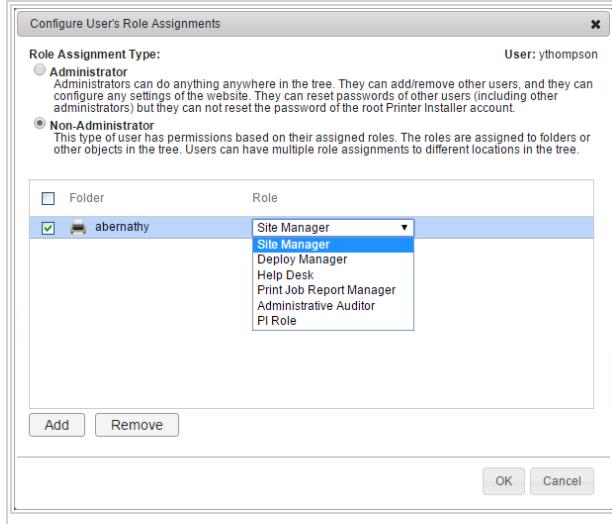


5. Select the tree view folder to which you are applying the role.
6. Click **Add**.

The selected folder will appear as a line item with an option to apply a role to it.



7. In the Role field, select the role you want to apply to the selected folder.

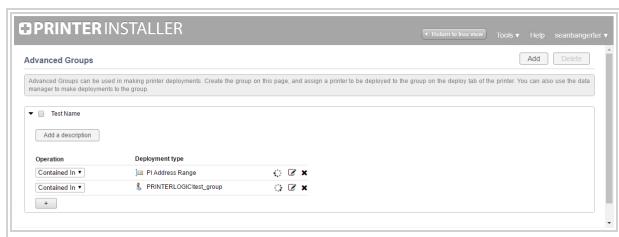


8. Follow Steps 6 and 7 for every folder to which you want to add a role.
9. Click **OK**.

CONCLUSION

The end-user who logs in to Printer Installer using the credentials of the user account you created will have administrative access to all features or non-administrative access to specific features depending on the permissions you have set for the account.

Advanced Groups



Printer Installer uses printer objects in the Admin Console to automatically deploy printers to workstations. In other words, select a printer object in the printer tree and upload drivers to that printer object. Workstation selection for deployment is done

through the Deploy tab where you can set a deployment by user, computer,

group, IP address range, organizational unit, and several others. To put this into context, let's say John and Mary are both part of the Marketing team (an organizational unit), so if you create a deployment that automatically installs the printers on the workstations of all users in the Marketing team, then both John and Mary will have the printer installed on their workstations. Similarly, let's say you create an IP address range deployment for the ranges 192.168.3.0 to 192.168.3.100 so that anyone that has a workstation with an IP address that falls in the set range will have the printer installed on their workstation. Further, let's say John's workstation IP address is 192.168.2.10, while Mary's IP address is 192.168.3.10, and Steve's workstation IP address is 192.168.3.42.

Using the two examples above, John, Mary, and Steve will all have the printer deployed to their workstations because they all meet the requirements for installation, namely John is part of the Marketing team, and Mary and Steve's workstation IP addresses fall within the range required for installation. In other words, the two deployment types are completely independent of one another in the Deployment tab, but each individual meets the requirements for one deployment or the other, so they get the printer installed on their workstation.

Advanced Groups enables you to combine the two deployments into a single entity so that an end-user who meets the requirements of both deployments will automatically have the printer installed on their workstation. Considering the previous example, John cannot have the printer installed because even though he is part of the Marketing team, his workstation IP address falls outside the set range. Similarly, Steve's workstation has an IP address that falls within the range set in the Advanced Group, but he is not part of the Marketing team, so his workstation will not have the printer installed. Mary, on the other hand is part of the marketing team and her workstation has a workstation with an IP address that falls within the required IP address range. As a result, Mary is the only one of the three end-users who will have the printer installed on her workstation.

An Advanced Group "entity" is called a rule because it combines two or more deployment types, and the end-user must meet the requirements of the rule for installation to occur. Additionally, rules are not limited to adding deployment types. You can add include a deployment type and exclude another. For example, you can add the IP address range 192.168.3.0 to 192.168.3.100 but exclude

Sales, which installs a printer on any workstations that have IP addresses that fall within the range unless the end-user is part of the Sales team.

Finally, keep in mind that even though you create the Advanced Group rules in **Tools > Advanced Groups**, you must then select a printer object in the tree view, click the Deploy tab, and then add the Advanced Group to the Deploy tab for the deployment to occur.

How To: Set up Advanced Groups

STEP 1: Configure LDAP Settings in the Admin Console

These steps are required if you are using an Active Directory object as an Advanced Group value. If you have already set up your LDAP domain in the Admin Console, skip these steps and move to the next section.

1. Log in to the Admin Console.
2. Click **Tools > Settings > General**.
3. In the LDAP Authentication Settings section, click **Add** to set up a new domain.
4. When the settings appear, set them as appropriate.



For descriptions of these fields, see LDAP Authentication Settings Descriptions.

5. When you are finished, click **Test Settings** to see if the settings are configured correctly.

6. Click **Apply**.

7. Click **Save**.

STEP 2: Create the Value Types to Include in your Advanced Group

The value types refer to the kinds of objects you will be including in your advanced group. For example, if you are including an IP address range and an Active Directory group, then you must create those two objects in the Admin Console before setting up your Advanced Group. The value types can include any of the following:

- Active Directory User or Group
- Active Directory Computer, Container, or OU (Organizational Unit)

For these values, Printer Installer references the object in Active Directory, rather than requiring you to create an object like a user or group. As such, there is nothing to "set up" in the Admin Console.
- IP Address Range

This value can be used in place of an IP address when you create a new printer object in the tree view.
- Hostname
- MAC Address

This is another option that does not require you to create a specific object in Printer Installer. Rather, the computer's MAC address is checked against the value in the Advanced Group to see if there is a match. However, you can also use the MAC address in place of an IP address when you create a new printer object in the tree view.
- Terminal Services Session

This is another option that does not require you to create an object in Printer Installer. Because a computer sets a key on the terminal server, that key enables Printer InstallerPrinterCloud to

determine if a computer is connected over a terminal services session or not.

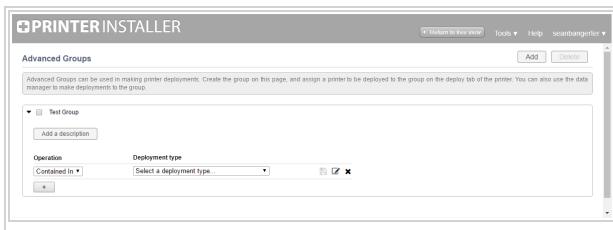
STEP 3: Set up your Advanced Group

8. In the Admin Console, click **Tools > Advanced Groups**.
9. When the Advanced Groups page appears, click **Add**.



8. In the Create a New Advanced Group section, type a name for the group and a description (optional).
9. Click **Save**.

Printer Installer will display the new group with the settings ready to set up the first rule.



10. In the Operation drop-down, select the type of operation for the rule.

The operation determines whether the value will be included or excluded from the printer deployment. For example, select **Contained In** and then select an IP address range as the value to have the printer deployed to workstations in that range. Similarly, select **Excluding** with the same IP address range as the value, and the

printer will be deployed to workstations with IP addresses outside that IP address range.

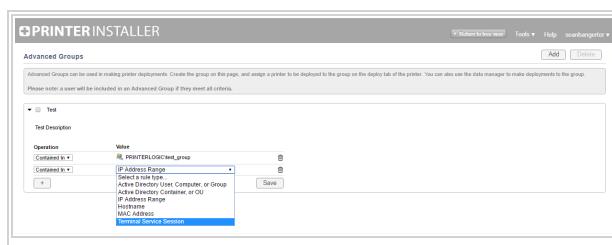
11. In the Value field, select the deployment type that you are including or excluding from the rule.

Using the example in the previous step, this field is where you would enter the IP address range after selecting **Contained In** or **Excluding** as the Operation. Depending on the value you select, a variety of options becomes available.

Any of the Active Directory options opens the Active Directory Object window that enables you to select an Active Directory user, group, and so on. Similarly, if you select IP address range, you will be able to select one of the IP address ranges from the ones that have been set up in the tree view. Selecting Hostname or MAC Address enables you to enter the specific values for either of those options.

What is the Terminal Service Session Option?

The purposes of the Terminal Services Session option is to identify end-users who are working from a virtual desktop. As such, if the rule contains the Terminal Services Session option, the only end-users working from virtual machines will apply. See below.



The reason for this option is that some printers might not work correctly in a virtual environment, so if you want to deploy a printer to everyone but those using a virtual machine, you can.

12. When the selected value appears in the Value field, click **Save**.
13. (Optional) If you have another value that you want to apply to the Advanced Group, click the Plus Sign icon to add a new rule.

The image contains two side-by-side screenshots of printer management software interfaces. Both screens show a 'Advanced Groups' section with a 'Test Description' and a table for defining rules. In the top screenshot (Printer Installer), the 'Value' column shows 'All_PRINTERLOGIClient_group'. In the bottom screenshot (PrinterCloud beta), the 'Value' column shows 'Select a rule type...'. Both screens include a 'Save' button at the bottom right.

Add as many rules to your Advanced Group as you need. Just remember, the more rules you add, the more narrow the printer deployment will be. For example, a rule with an IP address range and an Active Directory group will deploy printers to a relatively narrow list of workstations, but if you add a third rule that uses Terminal Services Session, then the deployment will be even more narrow (perhaps too narrow) as it applies only to workstations that are connected over a virtual machine.

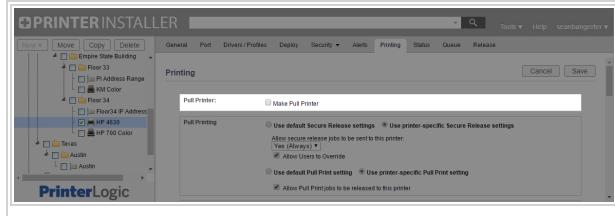
14. Click **Save** after adding each new rule to the Advanced Group.
15. Click **Return to tree view**.

STEP 4: Apply the Advanced Group to a Deployment

1. In the tree view, select the printer object associated with the printer that you want to deploy to your advanced group.

Make sure the printer object you select is not configured as a

pull print queue. To do this, click the Printing tab and make sure the Make Pull Printer check box is not selected as shown below.



If the Make Pull Printer check box is selected, then you are probably using that printer object for pull printing, and you most likely will not want to use it for deployment.

2. Click the Deploy tab.
3. Click **Add** and select **Advanced Group**.
4. From the list of available line items, select the Advanced Group that you want to deploy.
5. Click **Add**.

The Advanced Group will appear in the Deploy tab as shown below.



6. Click **Save**.

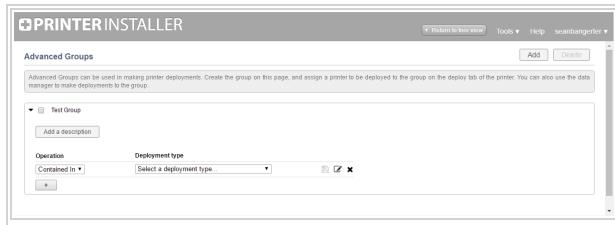
STEP 5: Deploy the Printer to the Advanced Group

There are a few different ways that the printer can be deployed to the Advanced Group. One option enables the client to automatically check in with the server at regular intervals. If the client is installed on a workstation that meets the requirements of the Advanced Group rule, then the client installs the printer on the workstation. The other option is to have the end-users click the taskbar, right-click the **Add Printers icon**, and select **Refresh Configurations**, which forces the client to check in with the server and update as needed.

RELATED TASKS AND TOPICS

Prevent Printer Deployment to Workstations on a Virtual Machine

1. Log in to the Admin Console.
2. Set up an Advanced Group.
3. Click **Tools > Advanced Groups**.
4. When the Advanced Groups window appears, click an Advanced Group to open its details.



5. Click the plus sign to add a new rule.
6. In the Contained In field for the new rule, select **Excluding**.
If you want the rule to include on workstations that are using a virtual desktop, select **Contained In** rather than **Excluding**.
7. In the Value field for the rule, select **Terminal Service Session**.



8. Click **Save**.
9. Deploy the Advanced Group in the Deploy tab.

When you select a printer object in the tree view and then click the Deploy tab, the printer drivers associated to the printer object will be installed on end-users' workstations unless the workstation is using a virtual desktop.

Print Job Costs

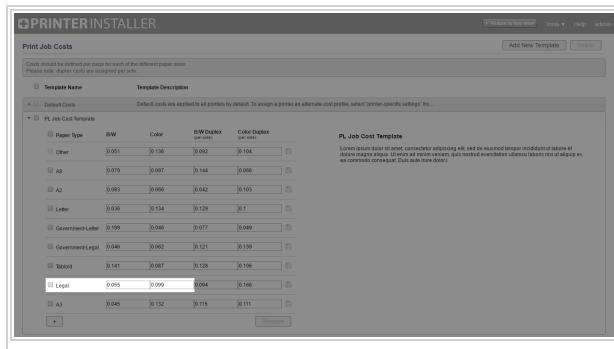
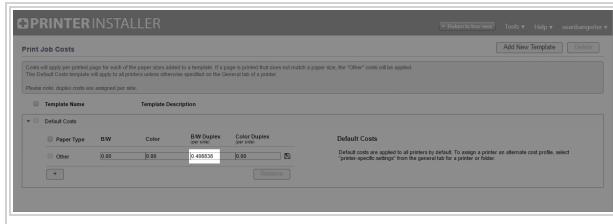
Frequently Asked Questions on Print Job Costs

How many decimal places can I apply to a cost per page in the Print Job Costs template?

In the Print Job Costs template, a cost value applied to a paper type can be no more than six decimals, for example, 0.000000. You will notice that the interface enables you to add more than six places after the decimal, however, any numbers after six are truncated.

Six decimals refers to the numbers after the decimal point. Any numbers before the decimal point do not apply. For example, six decimals would be .000000.

The following image shows the template with six decimal places applied to the Other paper type.

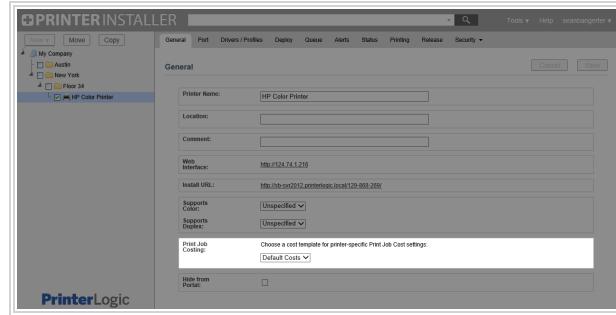


printer object in the tree view. The image to the left shows a Print Job Costs template in the Admin Console.

Using this sample image, consider the following example. The bulk of your printed material is done on letter size paper (8.5 x 11). As a result, you create a Print Job Costs template in which you add **Legal** as one of the paper types, and you set the cost of simplex color printing (print scenario) to 0.099 cents and the cost of simplex black and white printing to 0.055 cents. The Legal line item in the template would appear as shown in the image.

Print Job Costs enables you to track your printing budget, lower your printing costs, prevent printer misuse, and determine if your managed print service provider is giving you the best deal for your money. With Print Job Costs, you set the cost of printing to a Print Job Cost template, and then you assign the template to a

Another point to make regarding the template is the default template, named **Default Costs**, which appears the first time you access Print Job Costs in the Admin Console. By default, this template is used unless you create a different template and apply it to a printer object through the General tab as shown in the image to the right. As you can see, the Print Job Costing field contains the Default Costs Template.



Having configured the cost per paper type and printing type (i.e., color, duplex, etc.) and assigning the template to a printer object, the printer associated with that printer object will report each instance of a print job. If a print job outputs on paper that Printer Installer does not recognize, then the print job is added to the "Other" column.

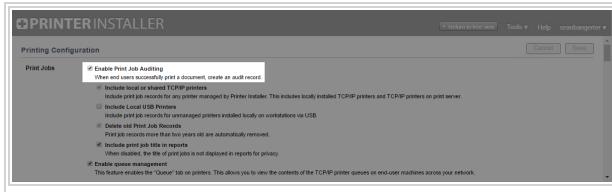
The real value comes when you generate Print Job Record Reports that provide detailed data about printing costs using the data added to the template. See this [sample report](#), which shows printing data for color vs black and white in various paper types. This report can also show the report data in other formats than chart.

For the report to display correctly, you must have popup blockers disabled in your browser.

set up print job costs

STEP 1: Enable Print Job Auditing

1. Log in to the Admin Console.
2. Click **Tools > Settings > Printing**.
3. Click **Enable Print Job Auditing**.



4. Click **Save**.

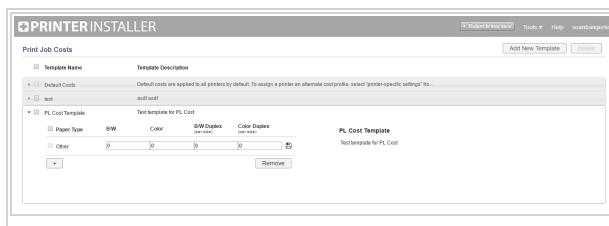
STEP 2: Set up a Print Job Costs Template

5. In the Admin Console, click **Tools > Print Job Costs**.
6. Click **Add New Template**.



7. In the Name field, type the name of the new template.
8. In the Description field, type a description of the purpose of the template.
9. Click **Save**.

The template will be saved as a line item (with the given name) in the list of Print Job Costs templates as shown below.



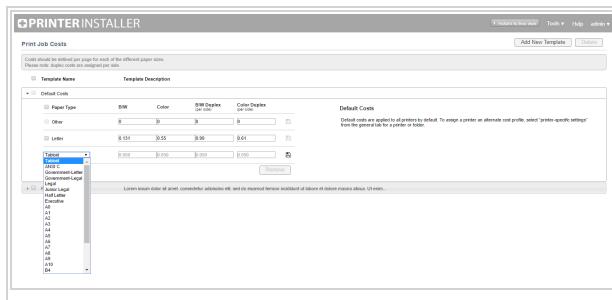
The default paper type for each new template will be named **Other**, and all values for the elements of that paper type will be set to **0**.

STEP 3: Add Paper Types and Costs to the Print Job Costs Template

10. In the new template created in the last section, click the Plus button.



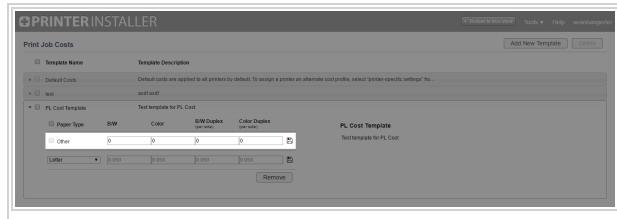
11. When the new paper type appears, click the drop-down and select the paper type.



What do I do if the paper type I have is not listed?

If the paper type you need is not listed, then any print jobs using that paper type will be included in Other paper type for reporting purposes.

What is the "Other" Paper Type?

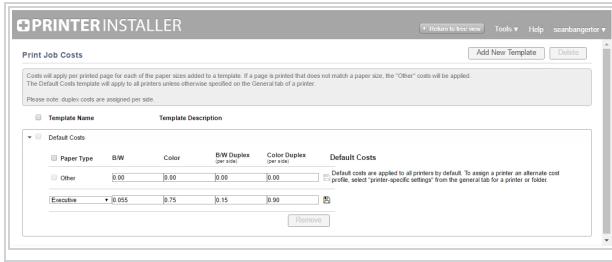


Other fills more than just one role in the Print Job Costs template. When you open the

Print Job Cost template for the first time, the name of the default template is Default Costs, and the name of the default paper type is **Other** as shown here.

Similarly, when you create a new template, **Other** is the default paper type even though you add more paper types such as A8, Letter, Executive, etc. The Other paper type will show **0** in all print scenario fields, and you must ensure that those fields either retain the **0** value or a different value before you can save the template. With regard to reporting, a print job is reported as the Other paper type in two different instances. The first instance is when the end-user prints to a paper type that is not listed in the Paper Type field. For example, the user prints in Crown size (15 x 20 inches), but Crown size is not an option in the Paper Type drop-down field of the template. As a result, that print job will be reported as Other. The other instance that a print job is reported as the Other paper type is when the type is listed in the Paper Type field, but the administrator has not defined that paper type. For example, Tabloid is an available paper type, but if the administrator has not selected it as a paper type and set a cost for that paper type, then any Tabloid sized prints will be listed as **Other**.

12. Click the Save icon to the right of the newly added paper type.
13. Apply costs per page for each print scenarios for the paper type.



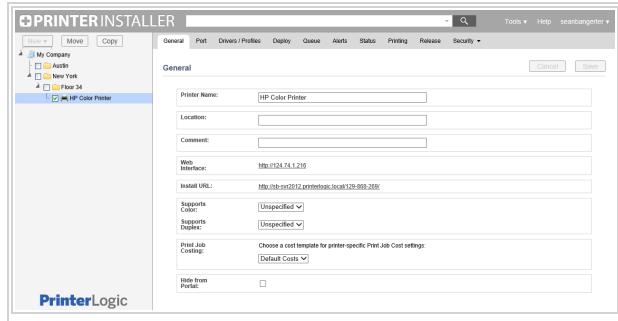
For example, if you select **Executive** as the paper type, you could set the B/W (black and white, single-sided) printing cost to 0.055, which means that if you assign the template to a printer object, then when the printer associated with that printer object releases a black and white, single-sided print job, Printer Installer's Print Job Records report will show the charge of five and a half cents for that print job.

Every print scenario must be filled in, even if it shows 0.00. By default, you will see a 0.50 gray entry, but that text is for placeholding purposes only and does not indicate a true value. An entered value appears in black text rather than gray text.

14. Click **Save** for each paper type in the template.

STEP 4: Assign the Template to a Printer Object in the Tree View

15. Log in to Printer Installer.
16. In the tree view, select the printer object on which you want to report data.
17. Click the General tab.
18. In the Print Job Costing field, select the template you want to use for reporting data.



19. Click **Save**.

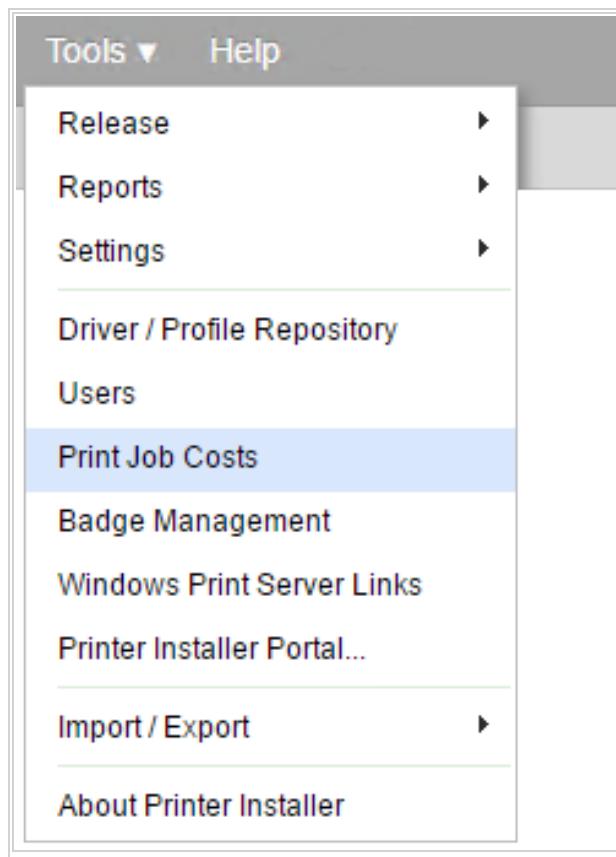
STEP 5: Run the Print Job Records Report

The Print Job Records report uses a template that has monetary values assigned to paper types to display summary data in both tabular and bar graph formats. Generally, the Printer Installer administrator uses the Print Job records report to track

down a specific print job to identify who sent it or why. For example, if you are the IT manager for an organization that runs multiple hospitals, and you have reason to believe a HIPAA violation has occurred, you can use the Print Job Costs report to figure out who printed a document. Similarly, if you manage printers in a school or organization, and you think a student or employee may have printed something inappropriate, you can easily determine which student or employee printed the document, and you can take the appropriate action. This report is also commonly used to verify print statistics are working as expected. For example, if you are trying to determine whether more complex summaries and reports are trustworthy, you can send a print job to a specific printer and then run the Print Job Costs report to see if the print count is accurate.

The steps shown below describe the process for running the Print Job Records reports. Furthermore, you can schedule any of the Print Job Records reports to run and to be automatically sent via email to anyone.

1. Click **Tools > Print Job Costs**.

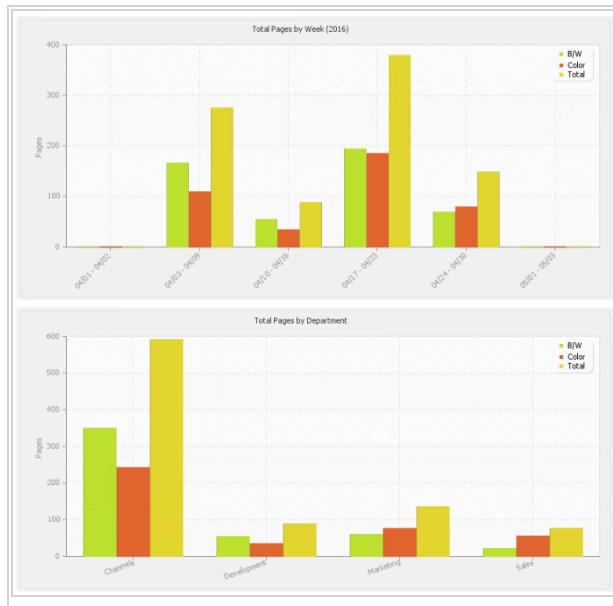


2. In the Report Type drop-down, select the report that you want to run.

Make sure you disable popups in your browser before you run the report.

3. Select the report options (date and time).
4. Click **Run Report**.

The selected report will appear as shown in the following example.



Printer Installer provides several reporting options so that you may find the data you need and use it in a way that is most appropriate for you.

Control Panel Application

Frequently Asked Questions on the Control Panel Application

What printer manufacturers support the Control Panel Application?

- HP
- Konica Minolta (currently available by arrangement - contact PrinterLogic for information)
- Lexmark
- Ricoh

The Ricoh interface displays a different icon on the Settings button than the one found on the interface used for other

printer manufacturers.

- Samsung
- Toshiba

For Elatec badge readers to work on Toshiba printers, you must update the Elatec firmware. For more information, see your Elatec representative or your Toshiba representative.

- Xerox

What are the supported types of badge swipe release?

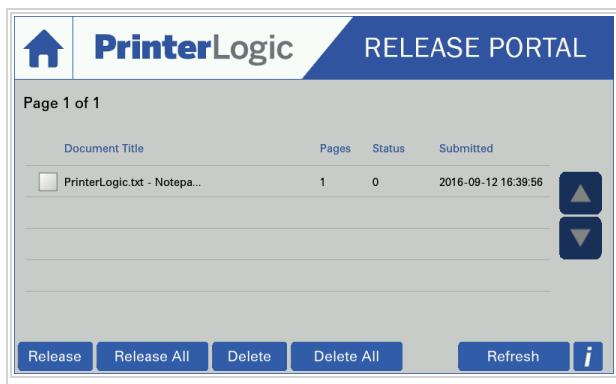


release.

The first type of badge swipe is called Control Panel Application (CPA) release and is comprised of two types. The first type of CPA release uses a card scanner that is built directly into a printer. The second type of CPA release uses a card scanner that is plugged into a USB port on the printer. Essentially, the release process for built-in scanners and USB-connected scanners is the same. The two are called out here just identify that there is a difference between them. Generally, the scanners that are built into a printer are generally plugged into a USB port to make them look like they cannot be removed from the device. However, many printer manufacturers make the "built-in" scanners removable by plugging them into "hidden" USB ports.

Badge release enables the end-user to swipe a badge across a scanner to release a print job from a designated printer. Printer Installer supports three types of badge swipe

The other type of badge swipe release is called Simple Badge Release, which works with IP-based printers only. This type of release plugs a supported device into the network, and a scanner is then plugged into the device. This type of badge swipe is generally used for printers that do not have a control panel application built into the printer. For more information on Simple Badge Release, see [Simple Badge Release](#).



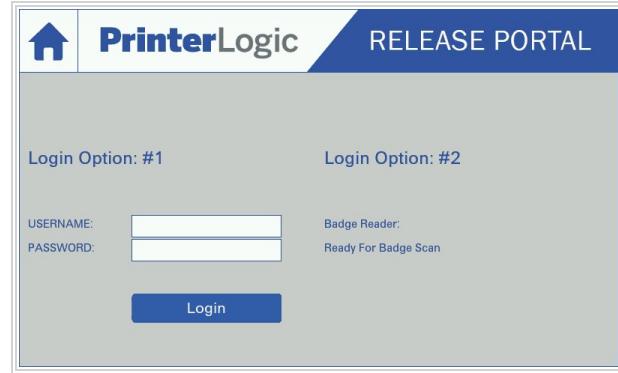
The Embedded Control Panel Application is a feature that can be installed on a printer from Printer Installer. The purpose of the Embedded Control Panel is to enable end-users to release pull printing and release printing jobs directly from the printer's digital console. Specifically, you enable the Embedded Control Panel on a printer object in the tree view,

and then you install the application on the printer.

The image to the left shows the PrinterLogic Release Portal as it appears in the printer's digital console following a successful login. This interface is used for all printer manufacturers with the exception of HP, which has its own [interface](#). The print jobs that appear in the application are only the ones sent to queue by the person who logged in to the application. The print jobs in queue can be updated by clicking the Refresh button. Notice the options to release a single print job or all jobs in queue. Similarly, you can delete a single print job or delete all documents in queue.

Before you install the Embedded Control Panel application, you must first enable SNMP Status Monitoring and Enable LDAP Authentication on the printer object associated with the printer object in the tree view. If you do not have LDAP enabled, you will receive an [error](#).

The Embedded Control Panel uses two login options in the printer's digital display. The image to the right shows both of these options. Login Option #1 is available by default. With this option, the end-user logs in to the Embedded Control Panel using their Active Directory credentials. The Embedded Control Panel application provides a [built-in keyboard](#) for data entry. Login Option #2 is for badge swipe access to the application. This access type does not appear in the interface unless you have enabled badge swipe in the Admin Console.



If you install the Embedded Control Panel without the badge reader option enabled, you cannot just enable badge authorization on the printer object and automatically expect the Badge Authorization to appear on the application interface. Instead, you must uninstall the application from the printer, enable badge authorization on the printer object, and then re-install the Embedded Control Panel on the printer object.

How To: Install the Control Panel Application on a Printer

For a list of supported printers for the Embedded Control Panel application, contact your PrinterLogic support representative.

HP Printers

Printer Support: FutureSmart devices with a touchscreen control panel

Card Reader Support: HP embedded readers only

Badge communication, installation, and uninstallation occurs over SOAP port 7627.

HP currently uses a different [interface](#) than the one used for other printer

manufacturers.

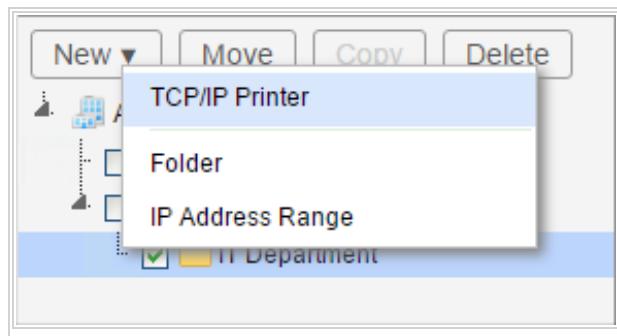
STEP 1: Create the Printer Objects in the Tree View

If you have already created the printer objects used as the pull print queue and as the pull print-enabled release printer, then skip these steps and move to the next section, Step 2: Configure SNMP Settings.

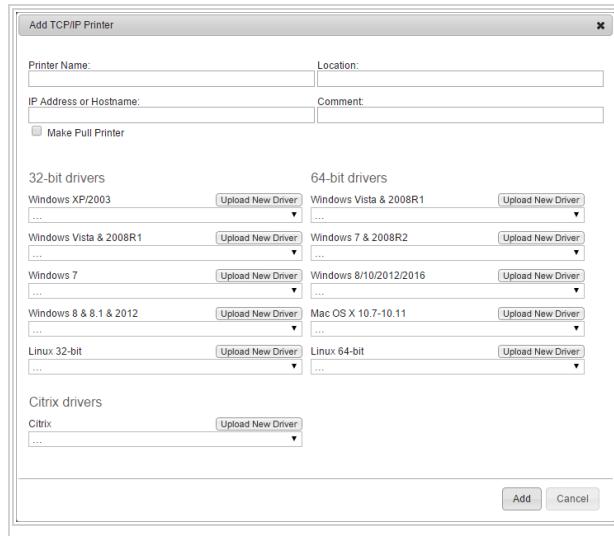
1A. Set up the Pull Printer

The pull printer is the printer that will be used to print the pull print job.

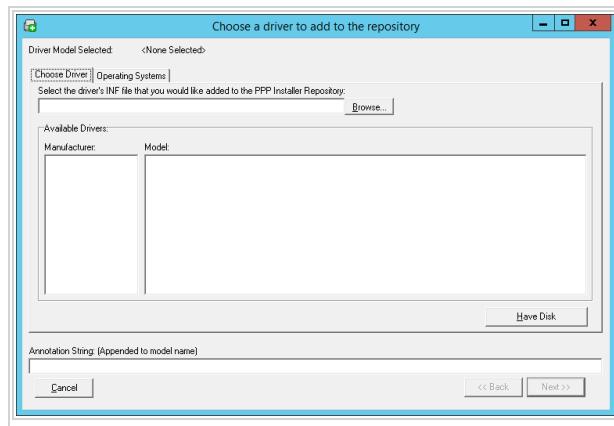
1. Log in to the Admin Console.
2. In the tree view, select the parent folder that will house the printer object you are creating.
3. Click **New > TCP/IP Printer**.



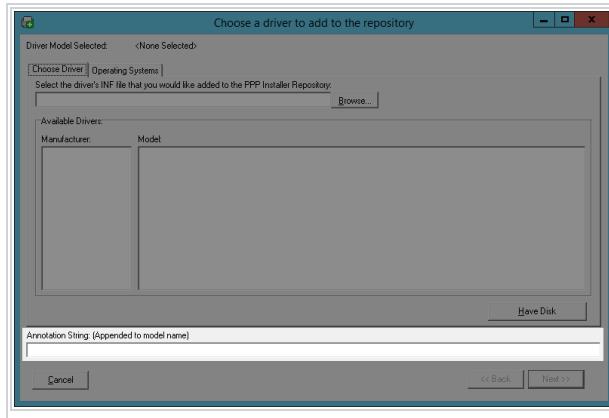
4. In the Add TCP/IP Printer window, type the name of the new printer object.



5. In the IP Address or Hostname field, enter the IP address or the hostname of the printer on which the Control Panel Application will be installed.
6. In the line corresponding to the driver type you want to upload, click **Upload New Driver**.
7. Click **Browse**.



8. Navigate to the driver you want to upload and then select it.
9. Click **Open**.
10. Click **Next**.
11. (Optional) Modify the Annotation String.



For more information on the Annotation String, see [**Drivers**](#).

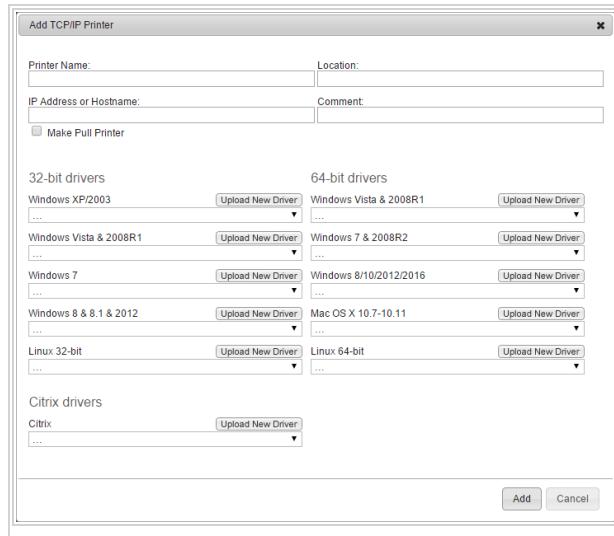
12. Click **Upload**.
13. Click **Add**.

1B. Set up the Pull Print Queue

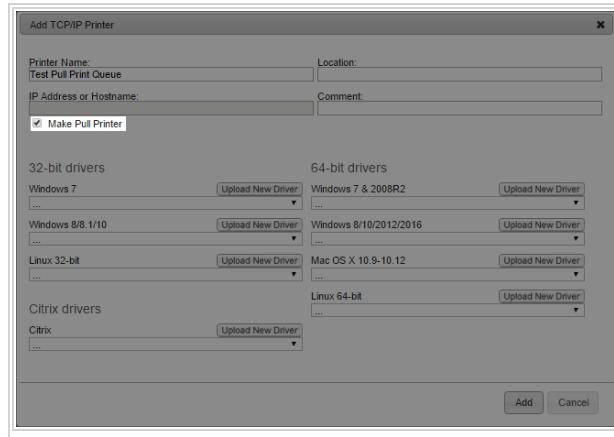
The pull print queue is a printer object that will "hold" a pull print job until you decide to release it to the pull printer (above).

1. In the tree view, select the parent folder that will house the pull print queue you are creating.
2. Click **New > TCP/IP Printer**.

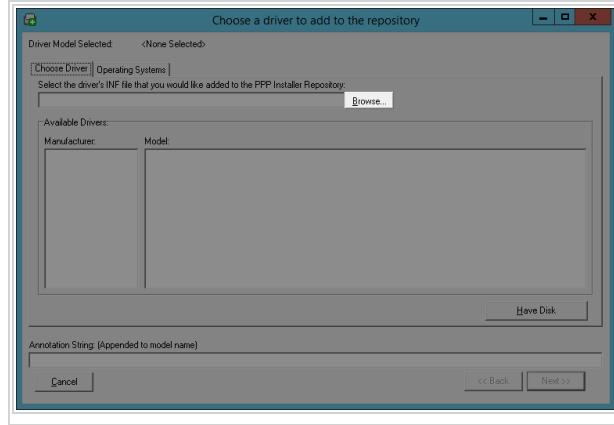
3. In the Add TCP/IP Printer window, type the name of the new printer object.



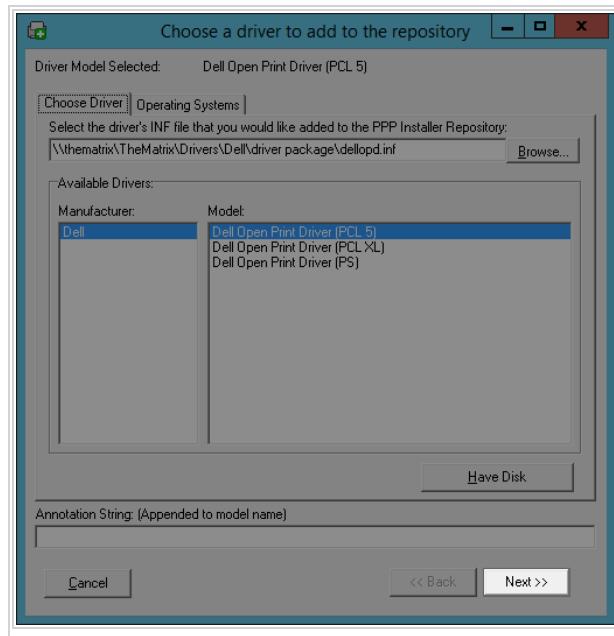
4. Click **Make Pull Printer**.



5. In the line corresponding to the driver type you want to upload, click **Upload New Driver**.
6. Click **Browse**.



7. Navigate to the driver you want to upload and select it.
8. Click **Open**.
9. Click **Next**.



10. (Optional) Modify the Annotation String.

For more information on the Annotation String, see [What is the Annotation String?](#)

11. Click **Add**.

STEP 2: Configure SNMP Settings

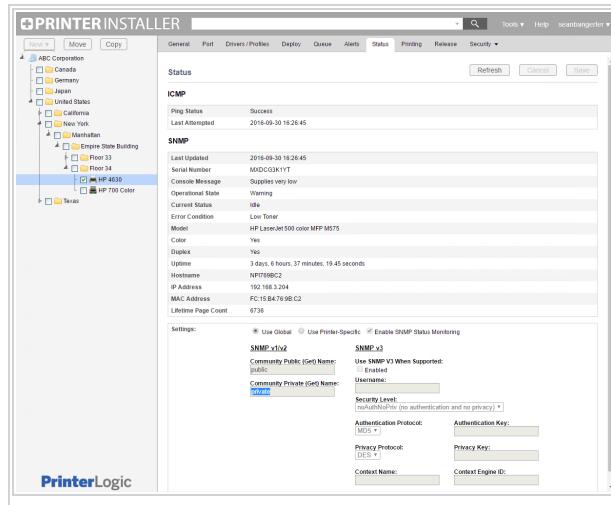
If you have already configured your SNMP settings, skip these steps and move to Step 3: Set Up an LDAP Domain.

OPTION 1: Use Default Settings

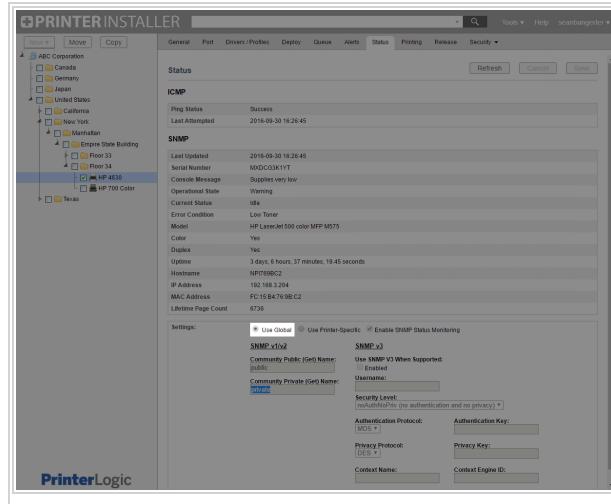
1. In the tree view, select the printer object you set up in Step 1A.

The printer object you select is associated to the printer on which you are installing the Control Panel Application.

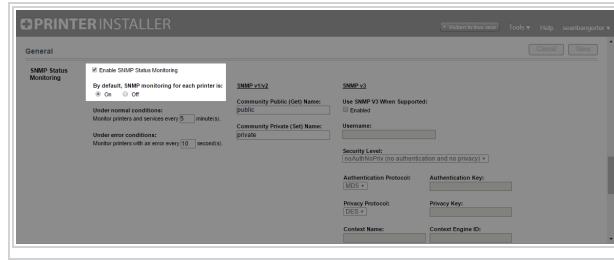
2. Click the Status tab.



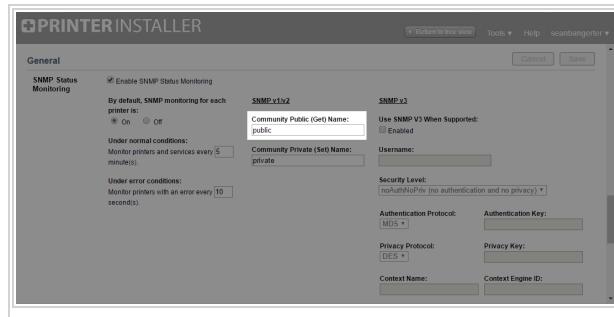
3. In the Settings section, click **Use Global**.



4. Click **Save**.
5. Click **Tools > Settings > General**.
6. Click **Enable SNMP Status Monitoring**.



7. In the SNMP Status Monitoring section, click **On** in the **By default, SNMP monitoring for each printer is:** field.
8. In the SNMP v1/v2 field, enter the community name in the Community Public (Get) Name field.



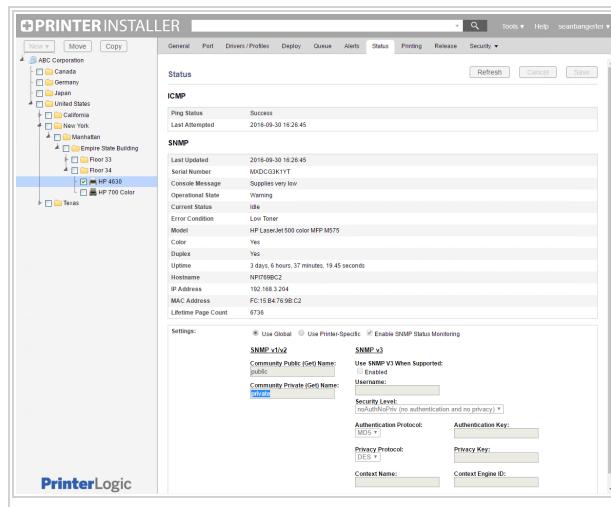
9. Click **Save**.

OPTION 2: Use Printer-specific Settings

1. In the tree view, select the printer object you set up in Step 1A.

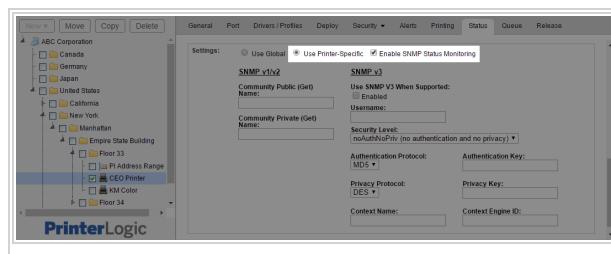
The printer object you select is associated to the printer on which you are installing the Control Panel Application.

2. Click the Status tab.

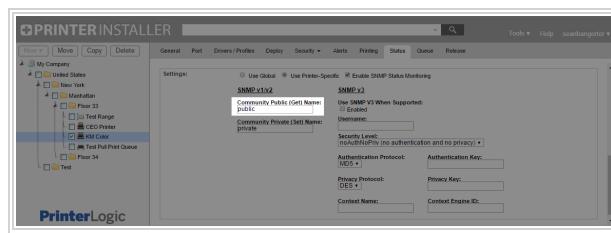


3. In the Settings section, click **Use Printer-specific**.

4. Click **Enable Status Monitoring**.



5. In the SNMP v1/v2 field, enter the community name in the Community Public (Get) Name.



6. Click **Save**.

STEP 3: Set Up An LDAP Domain

If you have already set up your LDAP domain in the Admin Console, then skip these steps and move to Step 4: Enable Pull Printing.

1. Click **Tools > Settings > General**.
2. In the LDAP Authentication Settings section, click **Add** to set up a new domain.



For more information on the LDAP Authentication Settings, see General Settings Field Descriptions.

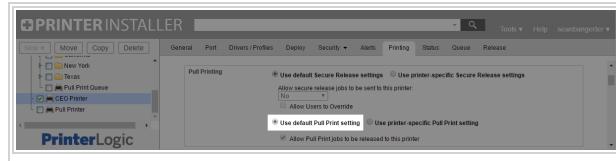
3. Click **Save**.
4. Click **Return to tree view**.

STEP 4: Enable Pull Printing

HP printers require both pull printing and secure release printing to be enabled for the Control Panel Application to be installed and function correctly.

OPTION 1: Use Default Settings

1. In the tree view, select the printer object you set up in Step 1A.
2. Click the Printing tab.
3. In the Pull Printing section, click **Use default Pull Print setting**.



4. Click **Save**.
5. Click **Tools > Settings > Printing**.
6. In the Pull Printing section, click **Enable Workstation Pull Printing/Secure Printing**.



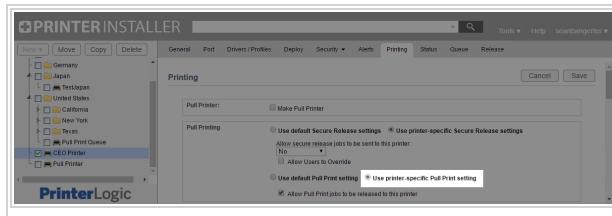
7. Click **Allow Pull Print jobs to be released to this printer**.



8. Click **Save**.

OPTION 2: Use Printer-specific Settings

1. In the tree view, select the printer object you set up in Step 1A.
2. Click the Printing tab.
3. Click **Use printer-specific Pull Print setting**.

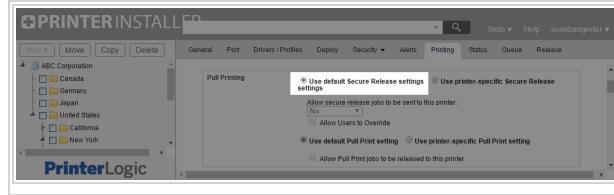


4. Click **Allow Pull Print jobs to be released to this printer** to select it.
5. Click **Save**.

STEP 5: Enable Secure Release Printing

OPTION 1: Use Default Settings

1. Click **Return to tree view** if you are not already in tree view mode.
2. In the tree view, select the printer object you set up in Step 1A.
3. Click the Printing tab.
4. Click **Use default Secure Release settings**.



5. In the **Allow secure release jobs to be sent to this printer** field, select **Yes (Prompt)** or **Yes (Always)**.



6. Click **Save**.

OPTION 2: Use Printer-specific Settings

1. Click **Return to tree view** if you are not already in tree view mode.
2. In the tree view, select the printer object you set up in Step 1A.
3. Click the Printing tab.
4. Click **Use printer-specific Secure Release settings**.

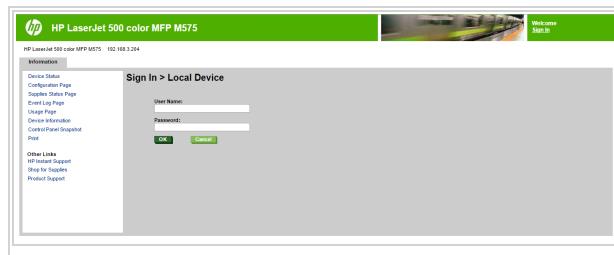


5. In the **Allow secure release jobs to be sent to this printer** field, select **Yes (Prompt)** or **Yes (Always)**.
6. Click **Save**.

STEP 6: Configure the Administration Credentials for the Printer's Web Interface

Why do I need these administration credentials?

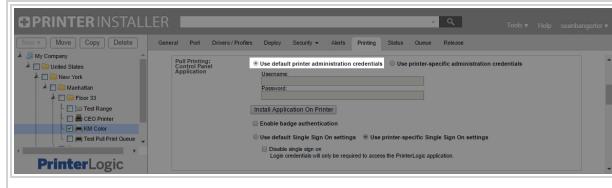
The username and password are for accessing the printer's web interface as shown in the following example.



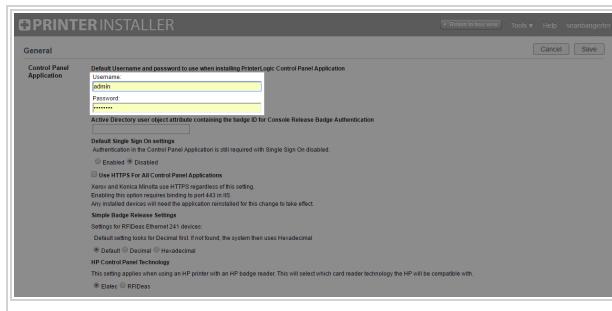
You need these credentials because installing the application on a printer is the equivalent of making a change to the printer settings, which requires a login verification.

OPTION 1: Use Default Settings

1. Click **Return to tree view** if you are not already in tree view mode.
2. Select the printer object you set up in Step 1A.
3. Click the Printing tab.
4. Click **Use default printer administration credentials**.



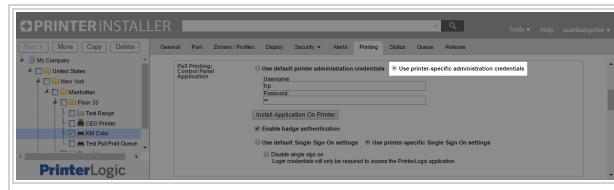
5. Click **Save**.
6. Click **Tools > Settings > General**.
7. In the Control Panel Application section, enter the user-name and password credentials used to access your printer's web interface.



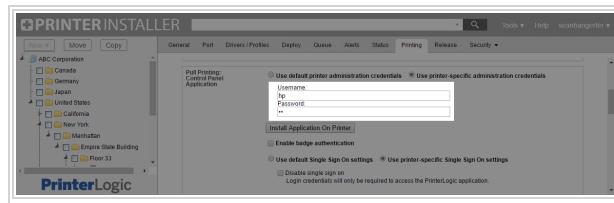
8. Click **Save**.

OPTION 2: Use Printer-specific Settings

1. Click **Return to tree view** if you are not already in tree view mode.
2. Select the printer object you set up in Step 1A.
3. Click the Printing tab.
4. Click **Use printer-specific administration credentials**.



5. Enter the username and password credentials used to access your printer's web interface.

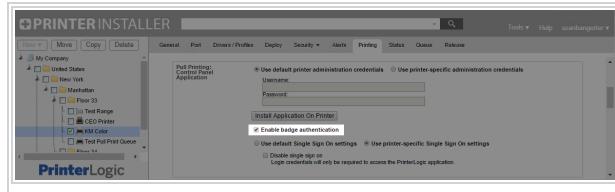


6. Click **Save**.

(OPTIONAL) STEP 7: Enable Badge Release on the Printer

For more information on this feature, see Badge Authentication.

1. Click Return to tree view if you are not already in tree view mode.
2. In the tree view, select the printer object you set up in Step 1A.
3. Click the Printing tab.
4. Click **Enable badge authentication**.



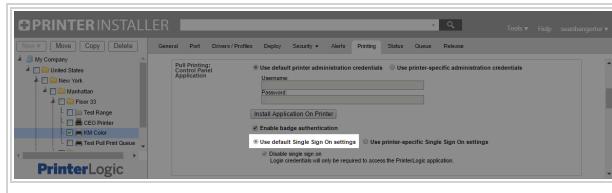
5. Click **Save**.

(OPTIONAL) STEP 8: Enable Single Sign-on for the Printer

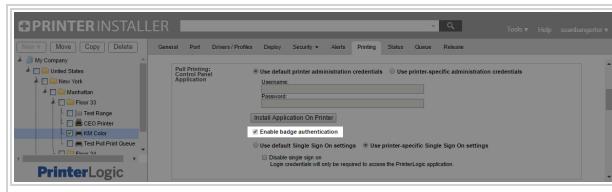
For more information on this feature, see [**Single Sign-on**](#).

Use Default Settings

1. Click **Return to tree view** if you are not already in tree view mode.
2. In the tree view, select the printer object you set up in Step 1A.
3. Click the **Printing** tab.
4. In the **Pull Printing: Control Panel Application** section, click **Use default Single Sign-on settings**.



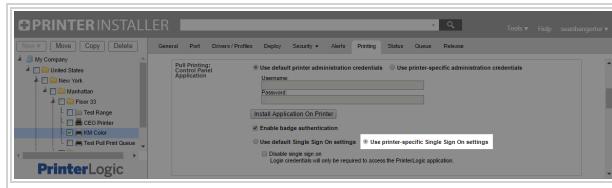
5. Click **Save**.
6. Click **Tools > Settings > General**.
7. In the **Control Panel Application** Section, under the **Default Single Sign on settings** field, click **Enabled**.



8. Click **Save**.

Use Printer-specific Settings

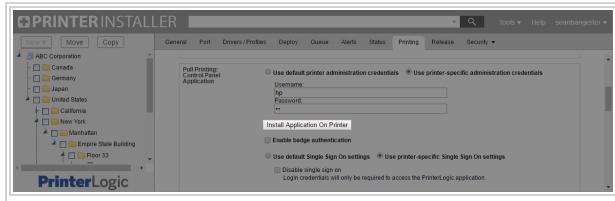
1. Click **Return to tree view** if you are not already in tree view mode.
2. In the tree view, select the printer object you set up in Step 1A.
3. Click the **Printing** tab.
4. In the **Pull Printing: Control Panel Application** section, click **Use printer-specific Single Sign-on settings**.



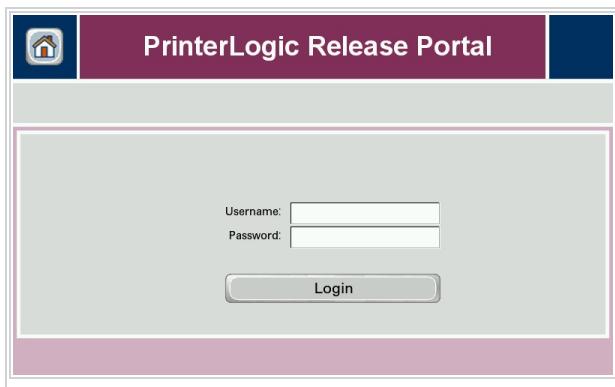
5. Deselect **Disable single sign on**.
6. Click **Save**.

STEP 9: Install the Control Panel Application on the Printer

In the **Printing** tab, click **Install Application on Printer**.



When you finish installing the application on your printer, the Printer Installer interface will appear as shown below without badge authentication enabled.



CONCLUSION: Release a Print Job to the Control Panel Application Installed on the Printer

Because you set up both pull printing and secure release printing, then HP printers can release pull print jobs and secure release print jobs. While you can deploy printers automatically on workstations, the preferred method is to enable your end-users to log in to the Self-service Portal and install the pull print-enabled printer or the secure release printer by clicking the icon on the map (if you have set up the map in the Self-service Portal. For more information, see [Maps](#)). from there. At that point, your end-user can send a printer to the pull print queue or the secure release printer, and the print job should appear in the Release Portal, where the end-user can release that print job to

the pull print-enabled printer or the secure release printer, which will print the print job.

Lexmark Printers

Printer Support: Printer Installer is certified by Lexmark on any device running the 3.x, 4.x, or 5.x Framework.

Card Reader Support: Any card reader that is in keyboard emulation mode. We also support the Omnikey 5427 CK as a socket connection. Some newer devices may require an additional keyboard emulation USB driver, which is obtained from a Lexmark dealer.

Badge communication, installation, and uninstallation occurs over a Web API.

Some devices may require an additional driver for the badge reader.

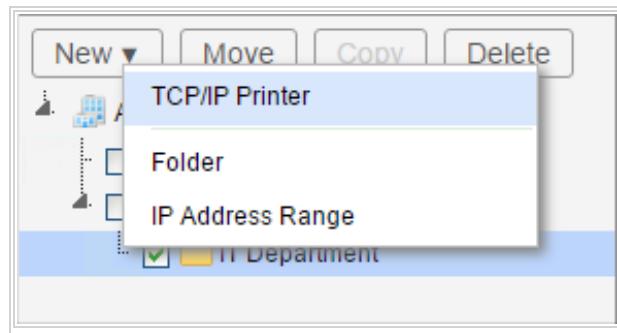
STEP 1: Create the Printer Objects in the Tree View

If you have already created the printer objects for to use as the pull print queue and to release the print job to a pull print-enabled printer, then skip these steps and move to the next section, STEP 2: Set up an LDAP Domain.

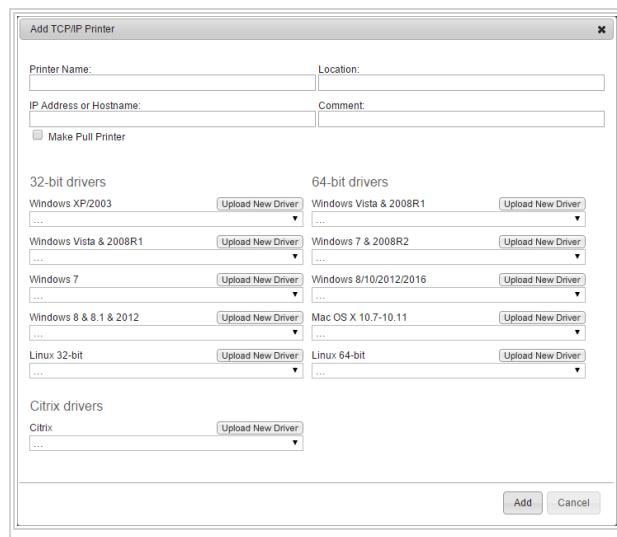
1A. Set up the Pull Printer

The pull printer is the printer that will be used to print the pull print job.

1. Log in to the Admin Console.
2. In the tree view, select the parent folder that will house the printer object you are creating.
3. Click **New > TCP/IP Printer**.



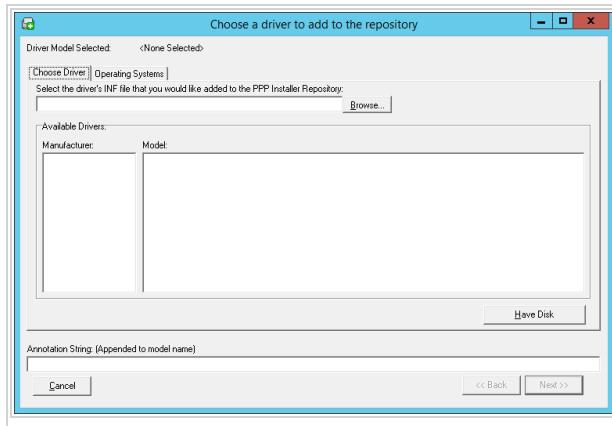
4. In the add TCP/IP Printer window, type the name of the new printer object.



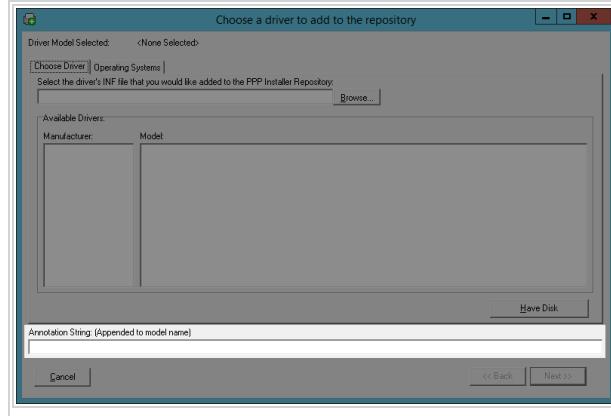
5. In the IP Address or Hostname field, enter the IP address or the hostname of the printer on which the Control

Panel Application will be installed.

6. In the line corresponding to the driver type you want to upload, click **Upload New Driver**.
7. Click **Browse**.



8. Navigate to the driver you want to upload and then select it.
9. Click **Open**.
10. Click **Next**.
11. (Optional) Modify the Annotation String.



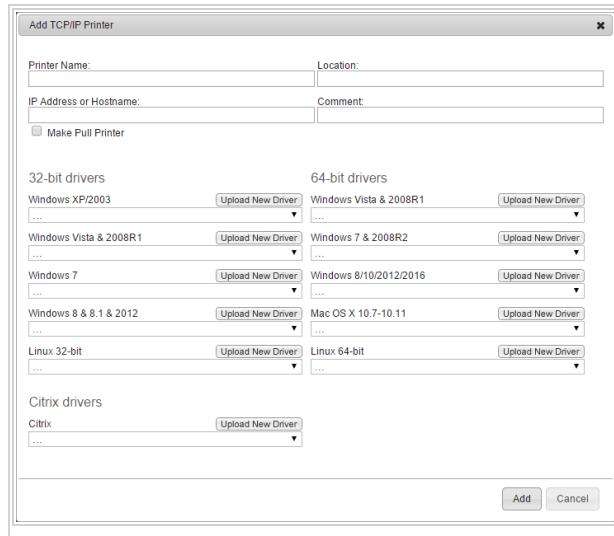
For more information on the Annotation String, see
[Drivers](#).

12. Click **Upload**.
13. Click **Add**.

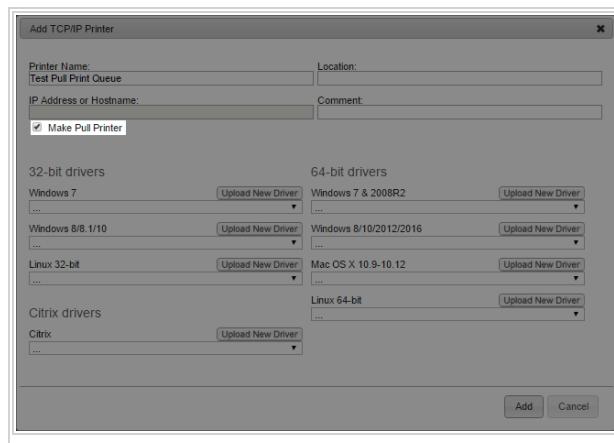
1B. Set up the Pull Print Queue

The pull print queue is a printer object that will "hold" a pull print job until you decide to release it to the pull printer (above).

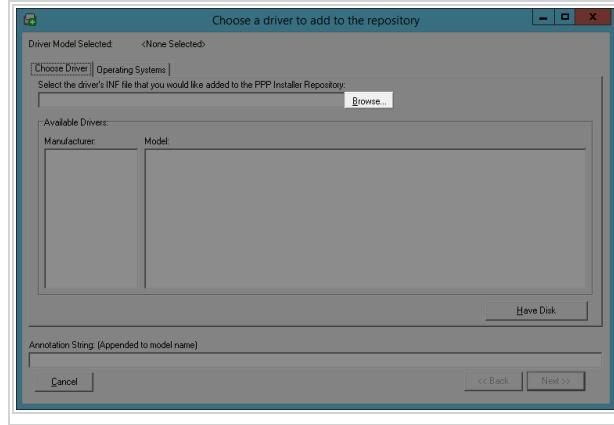
1. In the tree view, select the parent folder that will house the pull print queue you are creating.
2. Click **New > TCP/IP Printer**.
3. In the Add TCP/IP Printer window, type the name of the new printer object.



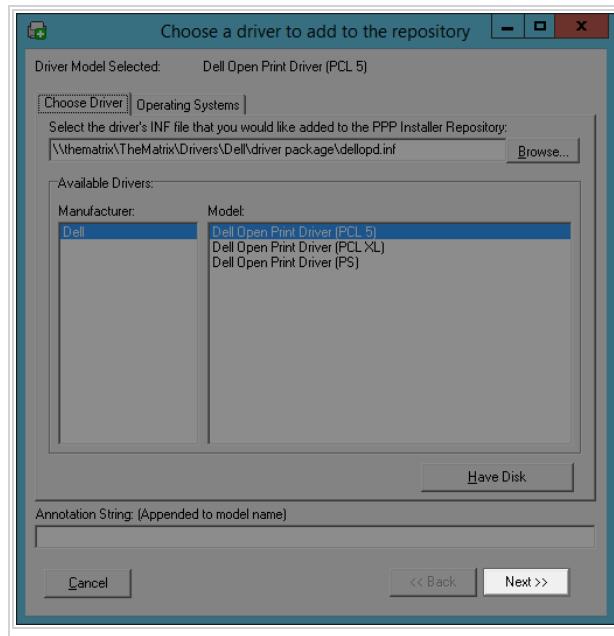
4. Click **Make Pull Printer**.



5. In the line corresponding to the driver type you want to upload, click **Upload New Driver**.
6. Click **Browse**.



7. Navigate to the driver you want to upload and select it.
8. Click **Open**.
9. Click **Next**.



10. (Optional) Modify the Annotation String.

For more information on the Annotation String, see [What is the Annotation String?](#)

11. Click **Add**.

STEP 2: Configure SNMP Settings

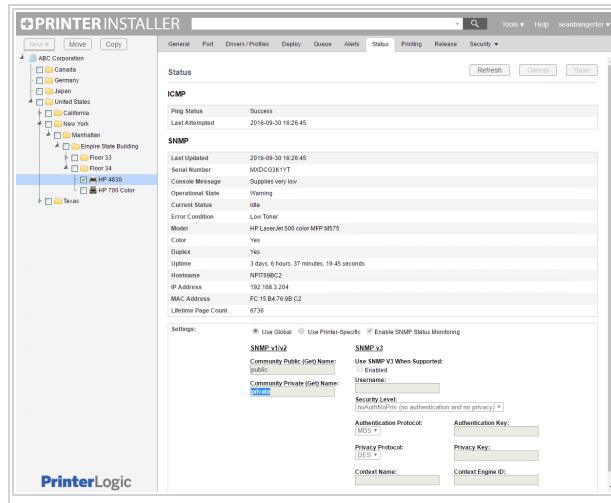
If you have already configured SNMP settings in the Admin Console, skip these steps and move to the next section, STEP 3: Set up an LDAP Domain.

OPTION 1: Use Default Settings

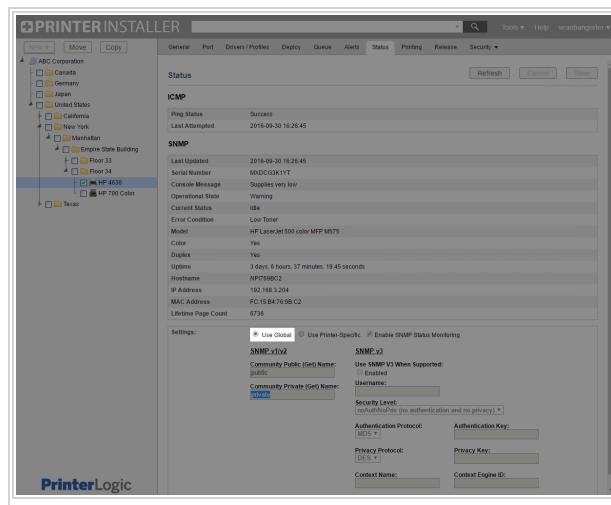
1. In the tree view, select the printer object you set up in Step 1A.

The printer object you select is associated to the printer on which you are installing the Control Panel Application.

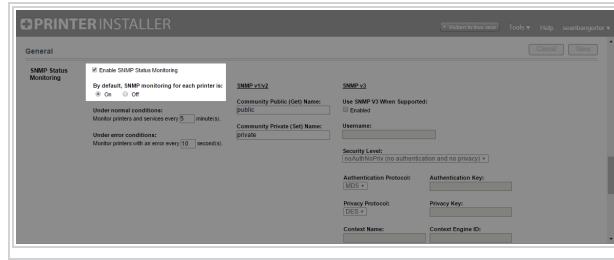
2. Click the Status tab.



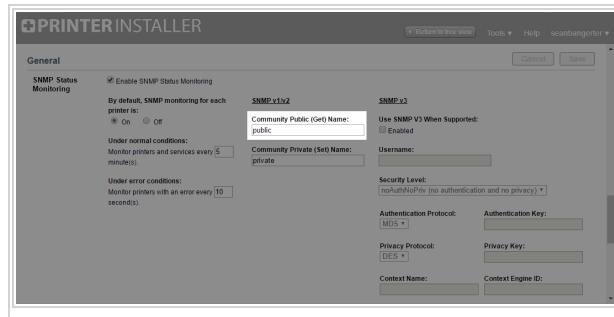
3. In the Settings section, click **Use Global.**



- 4. Click **Save**.**
- 5. Click **Tools > Settings > General**.**
- 6. Click **Enable SNMP Status Monitoring**.**



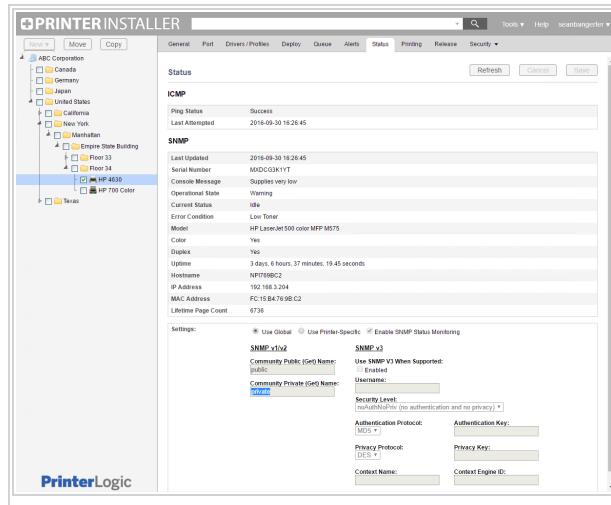
7. In the **SNMP Status Monitoring** section, click **On** in the **By default SNMP monitoring for each printer is:** field.
8. In the **SNMP v1/v2** field, enter the community name in the **Community Public (Get) Name** field.



9. Click **Save**.

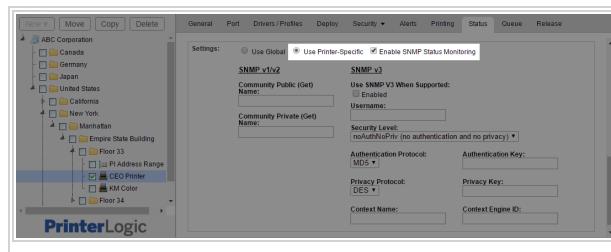
OPTION 2: Use Printer-specific Settings

1. In the tree view, select the printer object you set up in Step 1A.
2. Click the Status tab.

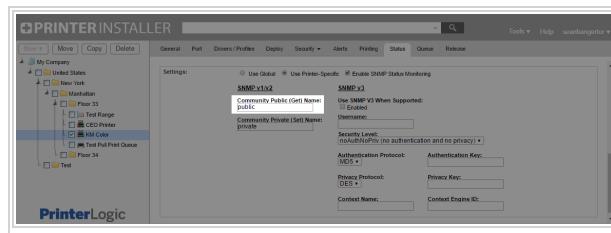


3. In the Settings section, click **Use Printer-specific**.

4. Click **Enable Status Monitoring**.



5. In the SNMP v1/v2 field, enter the community name in the Community Public (Get) Name.



6. Click **Save**.

STEP 3: Set up an LDAP Domain

If you have already set up your LDAP domain in the Admin Console, skip these steps and move to STEP 4: Enable Pull Printing.

1. Click **Tools > Settings > General**.
2. In the LDAP Authentication Settings section, click **Add** to set up a new domain.



For more information on the LDAP Authentication Settings, see General Settings Field Descriptions.

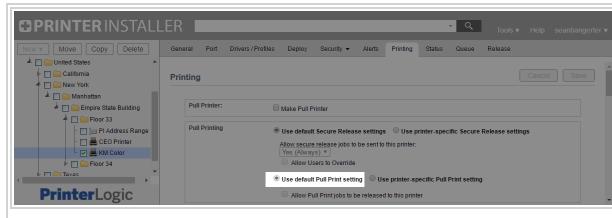
3. Click **Save**.

STEP 4: Enable Pull Printing

These steps are used to enable pull printing on the printer object you set up in Step 1A. Lexmark printers require both pull printing and secure release printing to be enabled for the Control Panel Application to be installed and function correctly.

OPTION 1: Use Default Settings

1. Click **Return to tree view** if you are not already in tree view mode.
2. In the tree view, select the printer object you set up in Step 1A.
3. Click the Printing tab.
4. In the Pull Printing section, click **Use default Pull Print setting**.



5. Click **Save**.
6. Click **Tools > Settings > Printing**.
7. In the Pull Printing section, click **Enable Workstation Pull Printing/Secure Printing**.



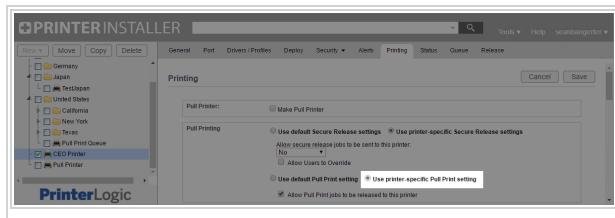
8. Click **Allow Pull Print jobs to be released to this printer**.



9. Click **Save**.

OPTION 2: Use Printer-specific Settings

1. Click **Return to tree view** if you are not already in tree view mode.
2. In the tree view, select the printer object you set up in Step 1A.
3. Click the **Printing** tab.
4. Click **Use printer-specific Pull Print setting**.

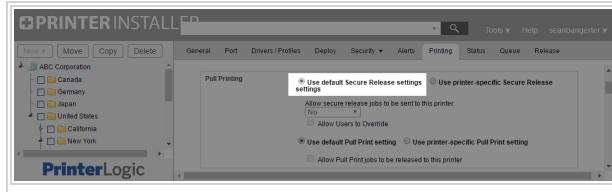


5. Click **Allow Pull Print jobs to be released to this printer** to select it.
6. Click **Save**.

STEP 5: Enable Secure Release Printing

OPTION 1: Use Default Settings

1. Click **Return to tree view** if you are not already in tree view mode.
2. In the tree view, select the printer object you set up in Step 1A.
3. Click the Printing tab.
4. Click **Use default Secure Release settings.**



5. Click **Save**.
6. Click **Tools > Settings > Printing**.
7. Under the Pull Printing section, in the **Allow secure release jobs to be sent to this printer** field, select **Yes (Always)** or **Yes (Prompt)**.

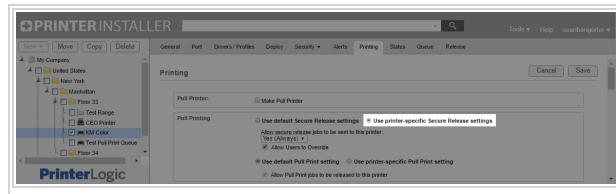


8. Click **Save**.

OPTION 2: Use Printer-specific Settings

1. Click **Return to tree view** if you are not already in tree view mode.

2. In the tree view, select the printer object you set up in Step 1A.
3. Click the Printing tab.
4. Click **Use printer-specific Secure Release settings**.



5. In the **Allow secure release jobs to be sent to this printer** field, select **Yes (Prompt)** or **Yes (Always)**.
6. Click **Save**.

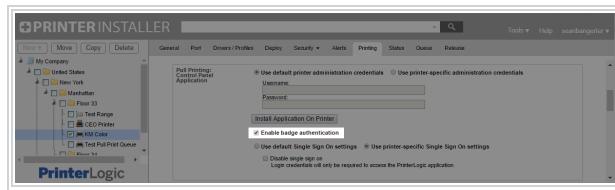
At this point in the process, most printers require you to set you **administration credentials** for the printer's web interface. However, Lexmark printers do not require the credentials to access the web interface. As a result, you do not need to set the administration credentials in the Admin Console if you are installing the Control Panel Application on a Lexmark printer.

(OPTIONAL) STEP 6: Enable Badge Release on the Printer

For more information on this feature, see [Badge Authentication](#).

1. Click **Return to tree view** if you are not already in tree view mode.
2. In the tree view, select the printer object you set up in Step 1A.

3. Click the Printing tab.
4. Click **Enable badge authentication**.

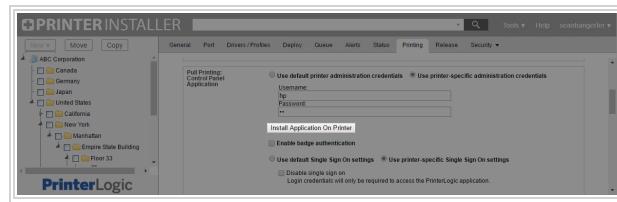


5. Click **Save**.

At this point in the process, most printers provide the option to enable Single Sign-on. However, Lexmark printers do not currently support Single Sign-on. For more information, see [Single Sign-on](#).

STEP 7: Install the Control Panel Application on the Printer

In the Printing tab, click **Install Application on Printer**.



When you finish installing the application on your printer, the Printer Installer interface will appear as shown below without badge authentication enabled.



If you have enabled badge authentication, then the Printer Installer interface will appear as shown below.



CONCLUSION: Release a Print Job to the Control Panel Application Installed on the Printer

Because you set up both pull printing and secure release printing, then Lexmark printers can release pull print jobs and secure release print jobs. While you can deploy printers automatically on workstations, the preferred method is to enable your end-users to log in to the Self-service Portal and install the pull print-enabled printer or the secure release printer by clicking the icon on the map (if you have set up the map in the Self-service Portal. For more information, see [Maps](#)). from there. At that point, your end-user can send a printer to

the pull print queue or the secure release printer, and the print job should appear in the Release Portal, where the end-user can release that print job to the pull print-enabled printer or the secure release printer, which will print the print job.

Ricoh Printers

Printer Support: Printer Installer is certified by Ricoh on all platform 10.x, 11.x, and 12.x devices. We require the Java module, and some devices have an optional hard drive that is required. We do not support pull printing with a Fiery controller.

Card Reader Support: Printer Installer supports RFIDEAS card readers in keyboard emulation mode. The Elatec card reader has an issue that on start up of the devices, the first badge scan is unresponsive. Subsequent scans are properly recognized.

Badge communication, installation, and uninstallation occurs over a Web API.

The process for setting the Control Panel Application up on Ricoh printers is similar to the other printer manufacturers with one major exception. Ricoh printer can release if you have pull printing or secure release printing enabled and set up whereas the other printer manufacturers require both pull printing and secure printing to be enabled and set up for the Control Panel application to be installed and functioning correctly.

PREREQUISITES

For the Control Panel Application to be installed on a Ricoh printer, you must also install Java on the Printer Installer server. If you install Java before you install Printer Installer, then you should not need to restart the server. If you install Java after you install Printer Installer,

then you must restart the server or restart IIS, which can be done by opening a command prompt as an administrator and type `iisreset` then click <Return> on your keyboard.

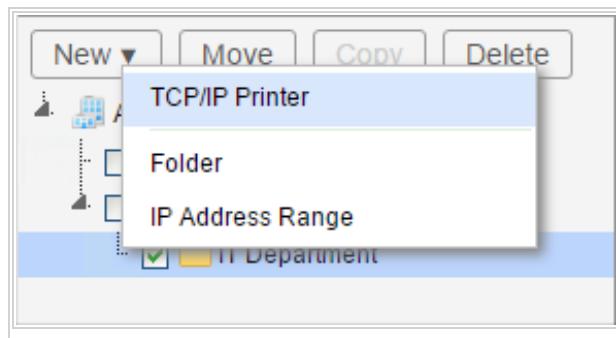
STEP 1: Create the Printer Objects in the Tree View

If you have already created the printer objects used as the pull print queue and as the pull print-enabled release printer, then skip these steps and move to the next section, Step 2: Configure SNMP Settings.

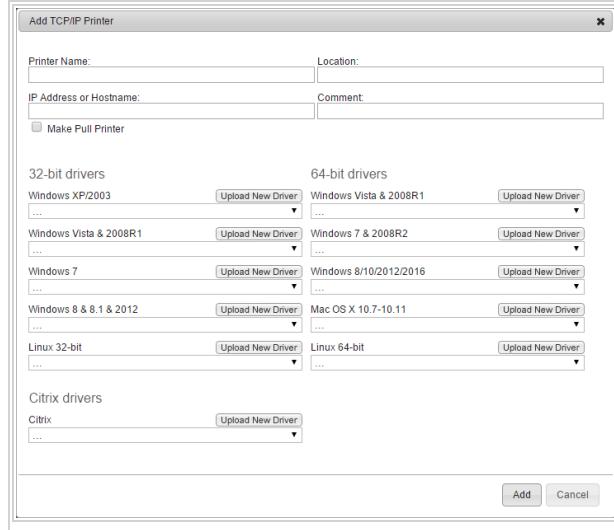
1A. Set up the Pull Printer

The pull printer is the printer that will be used to print the pull print job.

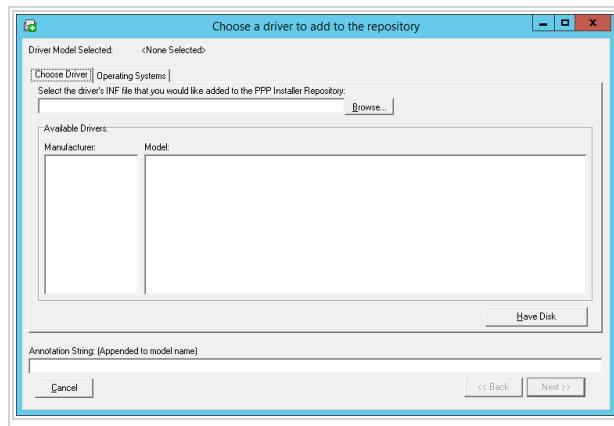
1. Log in to the Admin Console.
2. In the tree view, select the parent folder that will house the printer object you are creating.
3. Click **New > TCP/IP Printer**.



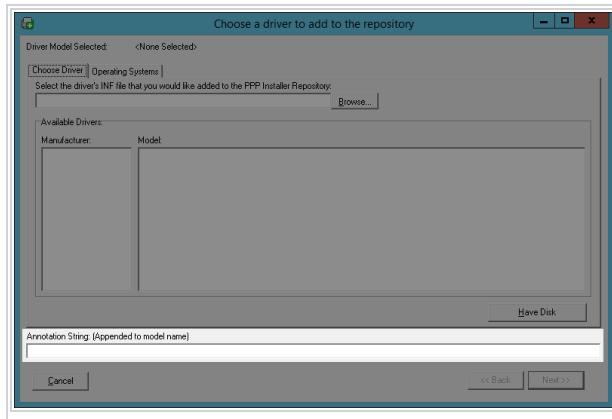
4. In the Add TCP/IP Printer window, type the name of the new printer object.



5. In the IP Address or Hostname field, enter the IP address or the hostname of the printer on which the Control Panel Application will be installed.
6. In the line corresponding to the driver type you want to upload, click **Upload New Driver**.
7. Click **Browse**.



8. Navigate to the driver you want to upload and then select it.
9. Click **Open**.
10. Click **Next**.
11. (Optional) Modify the Annotation String.



For more information on the Annotation String, see [**Drivers**](#).

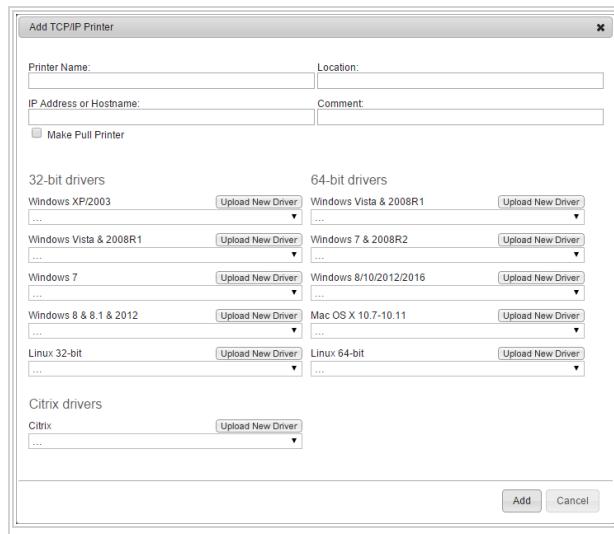
12. Click **Upload**.
13. Click **Add**.

1B. Set up the Pull Print Queue

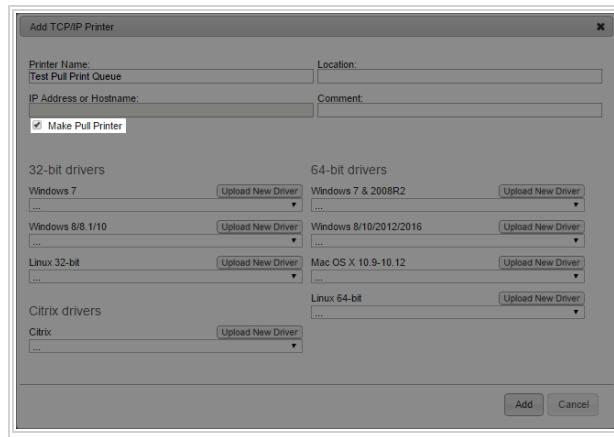
The pull print queue is a printer object that will "hold" a pull print job until you decide to release it to the pull printer (above).

1. In the tree view, select the parent folder that will house the pull print queue you are creating.
2. Click **New > TCP/IP Printer**.

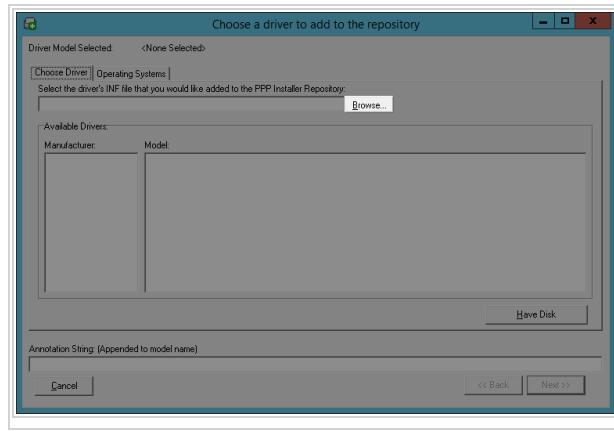
3. In the Add TCP/IP Printer window, type the name of the new printer object.



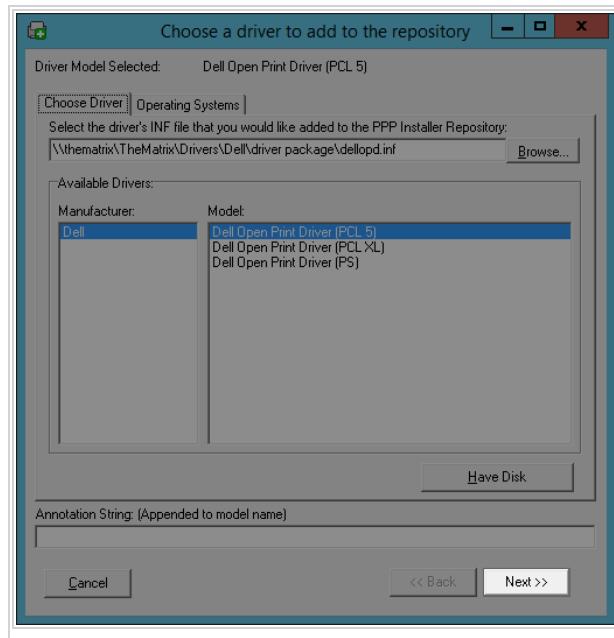
4. Click **Make Pull Printer**.



5. In the line corresponding to the driver type you want to upload, click **Upload New Driver**.
6. Click **Browse**.



7. Navigate to the driver you want to upload and select it.
8. Click **Open**.
9. Click **Next**.



10. (Optional) Modify the Annotation String.

For more information on the Annotation String, see [What is the Annotation String?](#)

11. Click **Add**.

STEP 2: Configure SNMP Settings

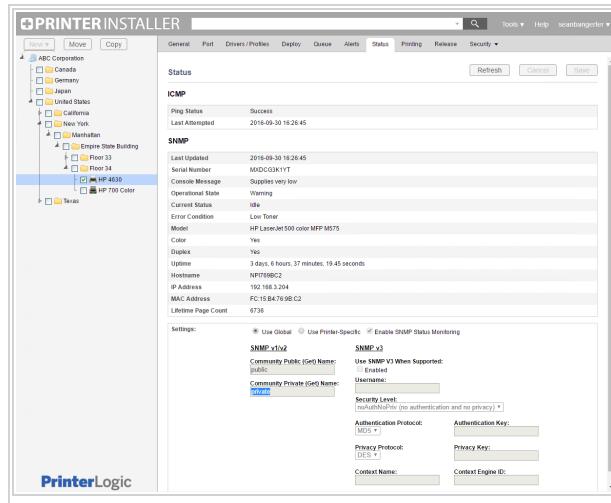
If you have already configured your SNMP settings, skip these steps and move to Step 3: Set Up an LDAP Domain.

OPTION 1: Use Default Settings

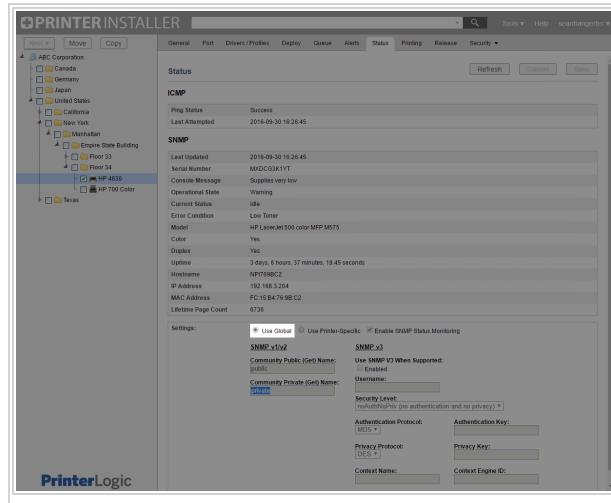
1. In the tree view, select the printer object you set up in Step 1A.

The printer object you select is associated to the printer on which you are installing the Control Panel Application.

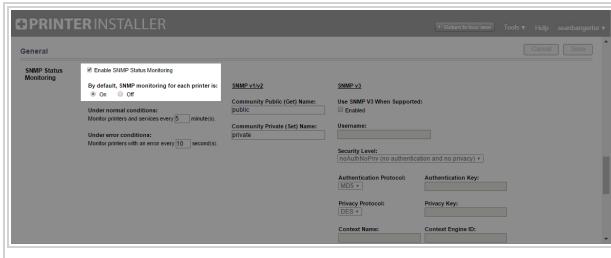
2. Click the Status tab.



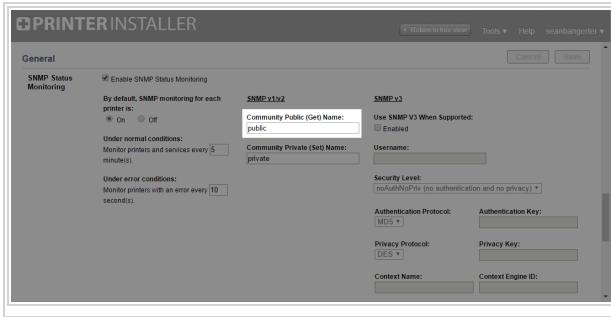
3. In the Settings section, click **Use Global**.



4. Click **Save**.
5. Click **Tools > Settings > General**.
6. Click **Enable SNMP Status Monitoring**.



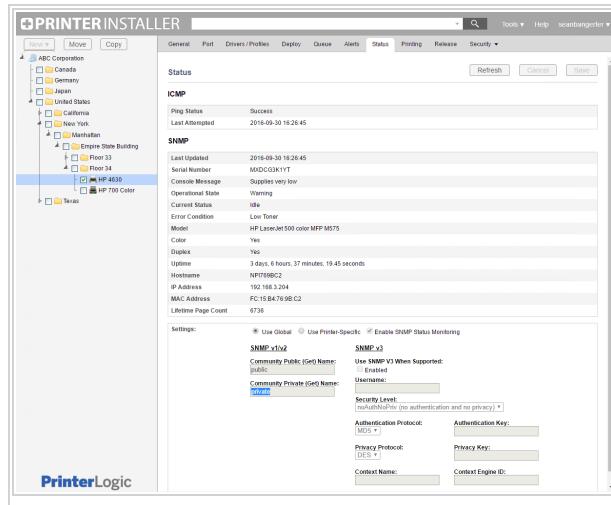
7. In the SNMP Status Monitoring section, click **On** in the **By default, SNMP monitoring for each printer is:** field.
8. In the SNMP v1/v2 field, enter the community name in the Community Public (Get) Name field.



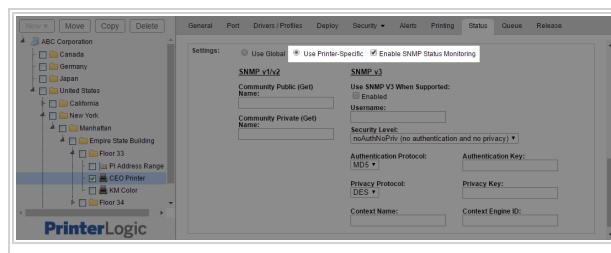
9. Click **Save**.

OPTION 2: Use Printer-specific Settings

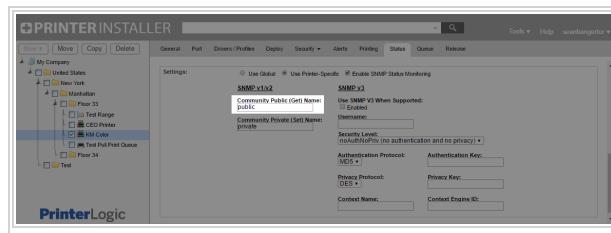
1. In the tree view, select the printer object you set up in Step 1A.
The printer object you select is associated to the printer on which you are installing the Control Panel Application.
2. Click the Status tab.



3. In the Settings section, click **Use Printer-specific**.
4. Click **Enable Status Monitoring**.



5. In the SNMP v1/v2 field, enter the community name in the Community Public (Get) Name.



6. Click **Save**.

STEP 3: Set Up An LDAP Domain

If you have already set up your LDAP domain in the Admin Console, then skip these steps and move to Step 4: Enable Pull Printing.

1. Click **Tools > Settings > General**.
2. In the LDAP Authentication Settings section, click **Add** to set up a new domain.



For more information on the LDAP Authentication Settings, see [**General Settings**](#).

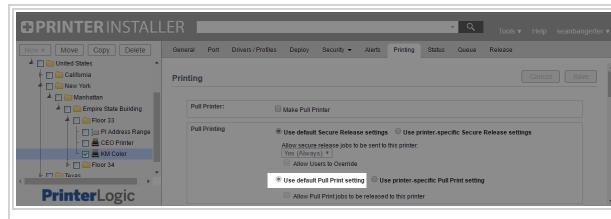
3. Click **Save**.
4. Click **Return to tree view**.

STEP 4: Enable Pull Printing

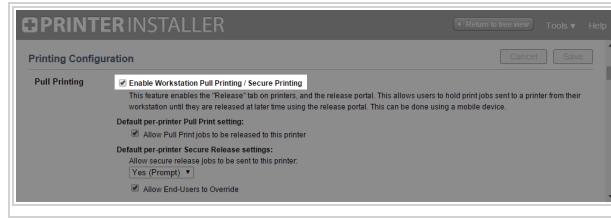
These steps are used to enable pull printing on the printer object you set up in Step 1A. Ricoh printers require either pull printing or secure release printing to be enabled for the Control Panel Application to be installed and function correctly. However, if you want to be able to release to a pull printing-enabled printer, then you must have pull printing enabled and set up correctly.

OPTION 1: Use Default Settings

1. Click **Return to tree view** if you are not already in tree view mode.
2. In the tree view, select the printer object you set up in Step 1A.
3. Click the Printing tab.
4. In the Pull Printing section, click **Use default Pull Print setting**.



5. Click **Save**.
6. Click **Tools > Settings > Printing**.
7. In the Pull Printing section, click **Enable Workstation Pull Printing/Secure Printing**.



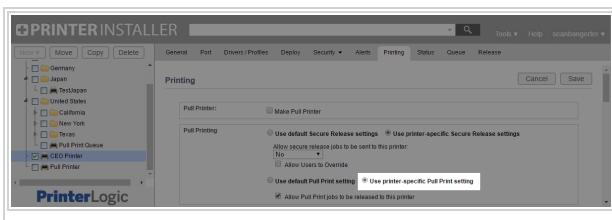
8. Click **Allow Pull Print jobs to be released to this printer**.



9. Click **Save**.

OPTION 2: Use Printer-specific Settings

1. Click **Return to tree view** if you are not already in tree view mode.
2. In the tree view, select the printer object you set up in Step 1A.
3. Click the Printing tab.
4. Click **Use printer-specific Pull Print setting**.



5. Click **Allow Pull Print jobs to be released to this printer** to select it.
6. Click **Save**.

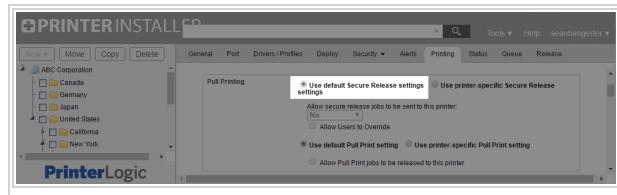
STEP 5: Enable Secure Release Printing

These steps are used to enable secure printing on the printer object you set up in Step 1A. Ricoh printers require either pull printing or

secure release printing to be enabled for the Control Panel Application to be installed and function correctly. However, if you want to be able to release to a secure release printing-enabled printer, then you must have secure release printing enabled and set up correctly.

OPTION 1: Use Default Settings

1. Click **Return to tree view** if you are not already in tree view mode.
2. In the tree view, select the printer object you set up in Step 1A.
3. Click the Printing tab.
4. Click **Use default Secure Release settings**.



5. Click **Save**.
6. Click **Tools > Settings > Printing**.
7. Under the Pull Printing section, in the **Allow secure release jobs to be sent to this printer** field, select **Yes (Always)** or **Yes (Prompt)**.



8. Click **Save**.

OPTION 2: Use Printer-specific Settings

1. Click **Return to tree view** if you are not already in tree view mode.
2. In the tree view, select the printer object you set up in Step 1A.
3. Click the Printing tab.
4. Click **Use printer-specific Secure Release settings**.



5. In the **Allow secure release jobs to be sent to this printer** field, select **Yes (Prompt)** or **Yes (Always)**.
6. Click **Save**.

STEP 6: Configure the Administration Credentials for the Printer's Web Interface

Why do I need these administration credentials?

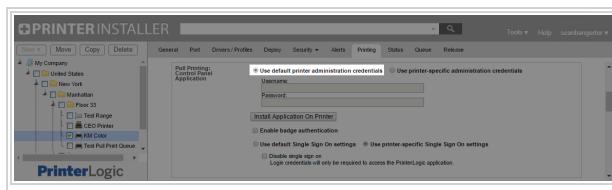
The username and password are for accessing the printer's web interface as shown in the following example.



You need these credentials because installing the application on a printer is the equivalent of making a change to the printer settings, which requires a login verification.

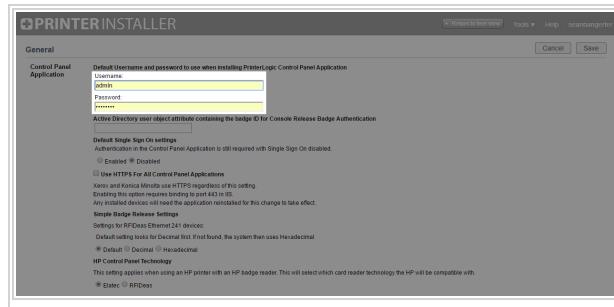
OPTION 1: Use Default Settings

1. Click **Return to tree view** if you are not already in tree view mode.
2. Select the printer object you set up in Step 2A.
3. Click the Printing tab.
4. Click **Use default printer administration credentials**.



5. Click **Save**.
6. Click **Tools > Settings > General**.

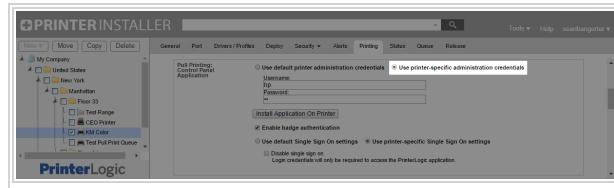
7. In the Control Panel Application section, enter the user-name and password credentials used to access your printer's web interface.



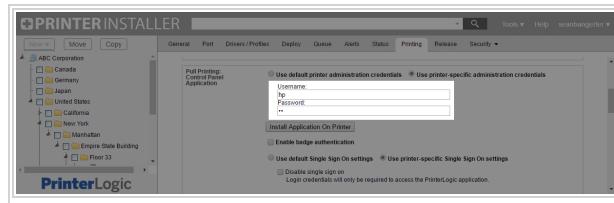
8. Click **Save**.

OPTION 2: Use Printer-specific Settings

1. Click **Return to tree view** if you are not already in tree view mode.
2. Select the printer object you set up in Step 2A.
3. Click the Printing tab.
4. Click **Use printer-specific administration credentials**.



5. Enter the username and password credentials used to access your printer's web interface.

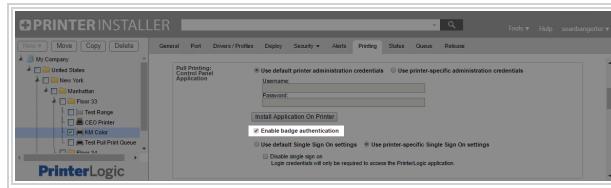


6. Click **Save**.

(OPTIONAL) STEP 7: Enable Badge Release on the Printer

For more information on this feature, see [Badge Authentication](#).

1. Click Return to tree view if you are not already in tree view mode.
2. In the tree view, select the printer object you set up in Step 1A.
3. Click the Printing tab.
4. Click **Enable badge authentication**.



5. Click **Save**.

(OPTIONAL) STEP 8: Enable Single Sign-on for the Printer

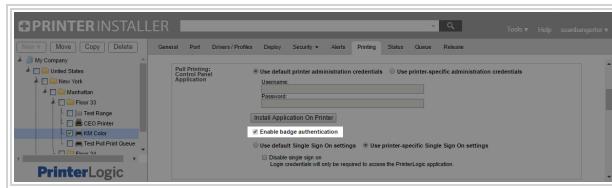
For more information on this feature, see [Single Sign-on](#).

Use Default Settings

1. Click **Return to tree view** if you are not already in tree view mode.
2. In the tree view, select the printer object you set up in Step 2A.
3. Click the **Printing** tab.
4. In the **Pull Printing: Control Panel Application** section, click **Use default Single Sign-on settings**.



5. Click **Save**.
6. Click **Tools > Settings > General**.
7. In the **Control Panel Application Section**, under the **Default Single Sign on settings** field, click **Enabled**.

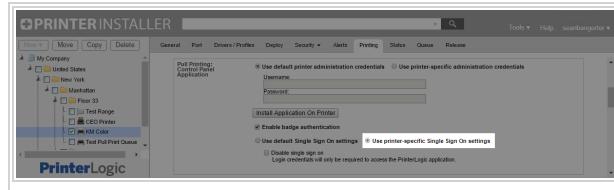


8. Click **Save**.

Use Printer-specific Settings

1. Click **Return to tree view** if you are not already in tree view mode.

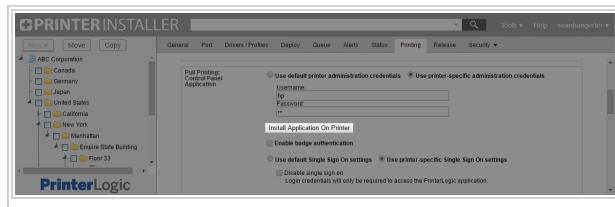
2. In the tree view, select the printer object you set up in Step 2A.
3. Click the Printing tab.
4. In the Pull Printing: Control Panel Application section, click **Use printer-specific Single Sign-on settings**.



5. Deselect **Disable single sign on**.
6. Click **Save**.

STEP 9: Install the Control Panel Application on the Printer

In the Printing tab, click **Install Application on Printer**.



When you finish installing the application on your printer, the Printer Installer interface will appear as shown below without badge authentication enabled.



If you have enabled badge authentication, then the Printer Installer interface will appear as shown below.



CONCLUSION: Release a Print Job to the Printer with the Control Panel Application Installed

Because you set up pull printing and/or secure release printing, then HP printers can release both pull print jobs and secure release print jobs depending on which you set up. While you can deploy printers automatically on workstations, the preferred method is to enable your end-users to log in to the Self-service Portal and install the pull print-enabled printer or the secure release printer by clicking the icon on the map (if you have set up the map in the Self-service Portal. For

more information, see [Maps](#)). from there. At that point, your end-user can send a printer to the pull print queue or the secure release printer, and the print job should appear in the Release Portal, where the end-user can release that print job to the pull print-enabled printer or the secure release printer, which will print the print job.

Toshiba Printers

Printer Support: Printer Installer has been certified by Toshiba to support all eBX(eX2)/eBN (e-Bridge Next) with EWB (web enabler). EWB is standard on most e-BRIDGE devices.

Card Reader Support: Elatec TWN3 and TWN4 with the Toshiba firmware (we have the firmware available) programmed with Toshiba's programming software (also available).

Badge communication, installation, and uninstallation occurs over SOAP port 49629.

For Elatec badge readers to work on Toshiba printers, you must update the Elatec firmware. For more information, see your PrinterLogic representative, Elatec representative or your Toshiba representative.

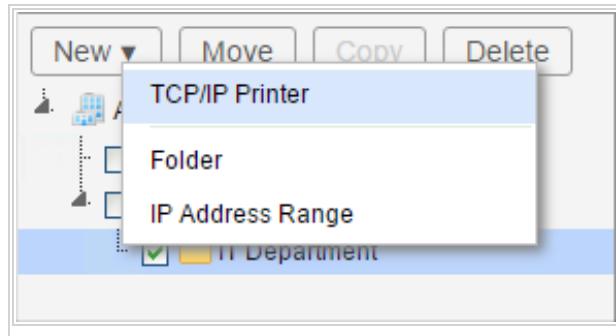
STEP 1: Create the Printer Objects in the Tree View

If you have already created the printer objects used as the pull print queue and as the pull print-enabled release printer, then skip these steps and move to the next section, Step 2: Configure SNMP Settings.

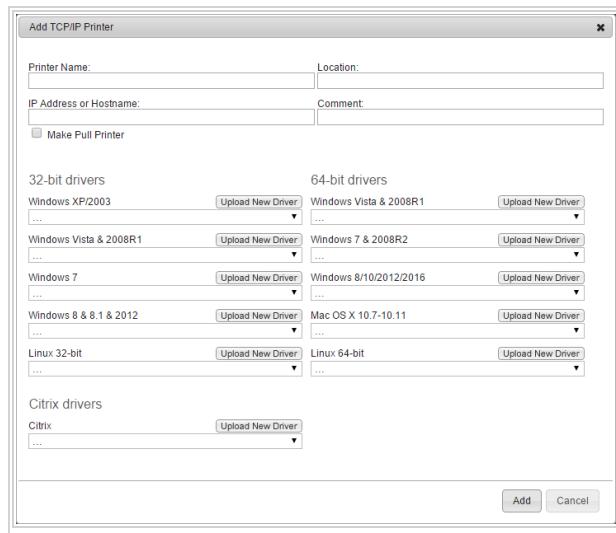
1A. Set up the Pull Printer

The pull printer is the printer that will be used to print the pull print job.

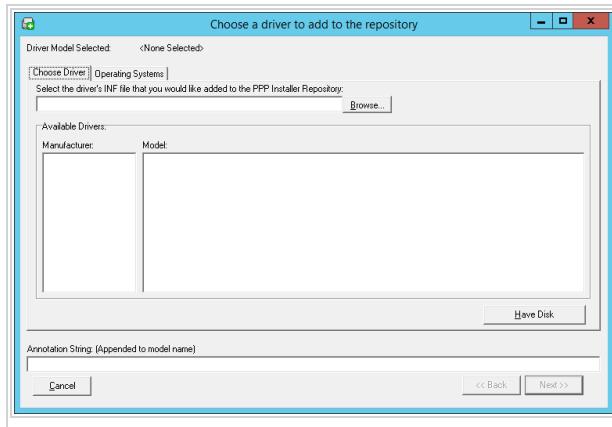
1. Log in to the Admin Console.
2. In the tree view, select the parent folder that will house the printer object you are creating.
3. Click **New > TCP/IP Printer**.



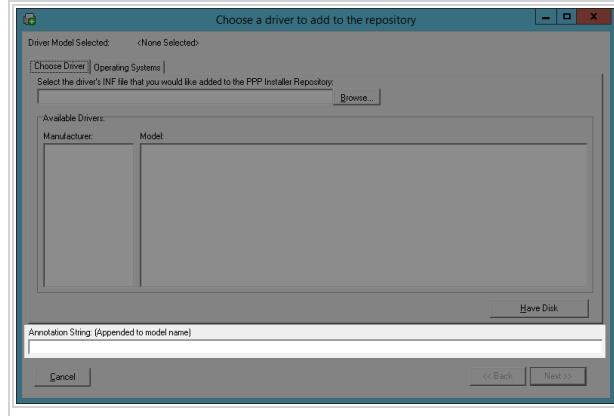
4. In the Add TCP/IP Printer window, type the name of the new printer object.



5. In the IP Address or Hostname field, enter the IP address or the hostname of the printer on which the Control Panel Application will be installed.
6. In the line corresponding to the driver type you want to upload, click **Upload New Driver**.
7. Click **Browse**.



8. Navigate to the driver you want to upload and then select it.
9. Click **Open**.
10. Click **Next**.
11. (Optional) Modify the Annotation String.



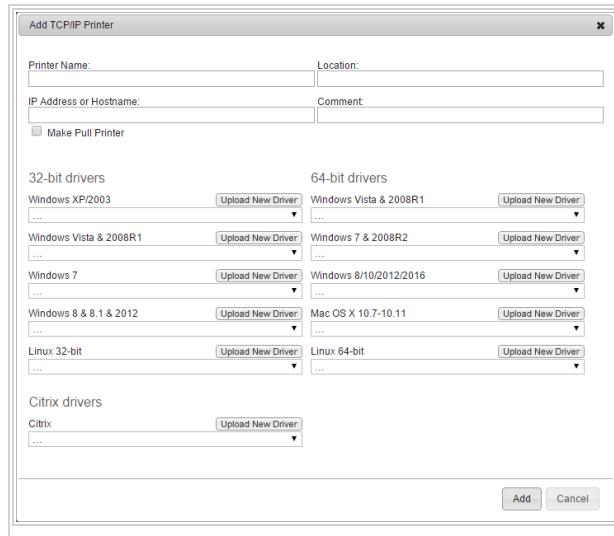
For more information on the Annotation String, see
[Drivers](#).

12. Click **Upload**.
13. Click **Add**.

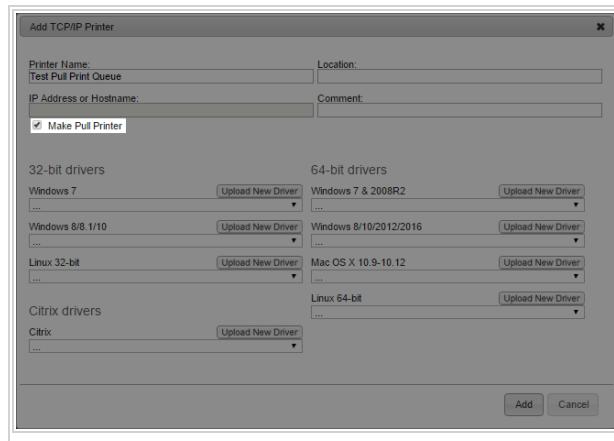
1B. Set up the Pull Print Queue

The pull print queue is a printer object that will "hold" a pull print job until you decide to release it to the pull printer (above).

1. In the tree view, select the parent folder that will house the pull print queue you are creating.
2. Click **New > TCP/IP Printer**.
3. In the Add TCP/IP Printer window, type the name of the new printer object.



4. Click **Make Pull Printer**.



5. In the line corresponding to the driver type you want to upload, click **Upload New Driver**.
6. Click **Browse**.
7. Navigate to the driver you want to upload and select it.
8. Click **Open**.

9. Click **Next**.
10. (Optional) Modify the Annotation String.

For more information on the Annotation String, see [What is the Annotation String?](#)

11. Click **Add**.

STEP 2: Configure SNMP Settings

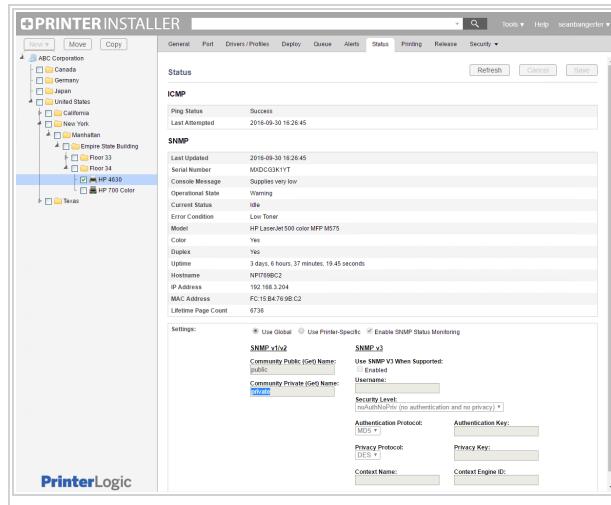
If you have already configured your SNMP settings, skip these steps and move to Step 3: Set Up an LDAP Domain.

OPTION 1: Use Default Settings

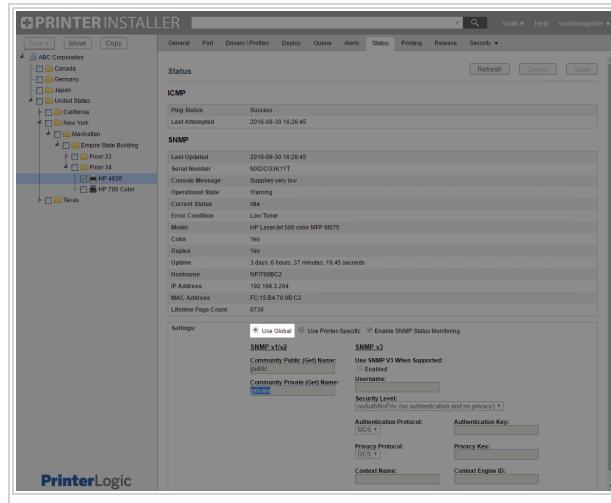
1. In the tree view, select the printer object you set up in Step 1A.

The printer object you select is associated to the printer on which you are installing the Control Panel Application.

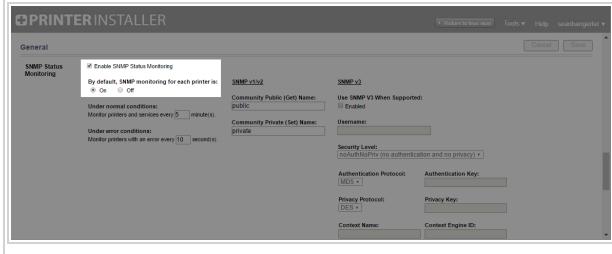
2. Click the Status tab.



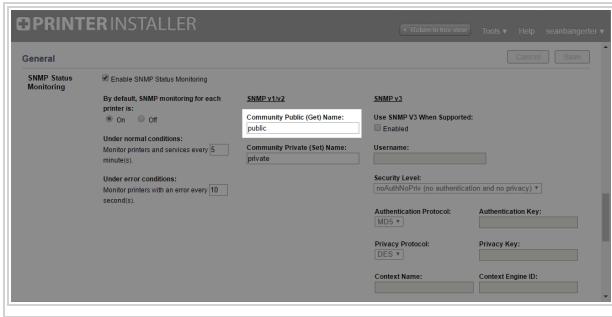
- In the Settings section, click **Use Global**.



- Click **Save**.
- Click **Tools > Settings > General**.
- Click **Enable SNMP Status Monitoring**.



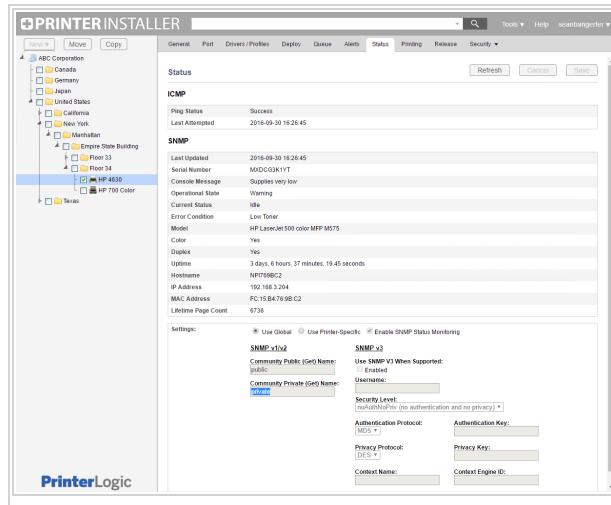
7. In the SNMP Status Monitoring section, click **On** in the **By default, SNMP monitoring for each printer is:** field.
8. In the SNMP v1/v2 field, enter the community name in the Community Public (Get) Name field.



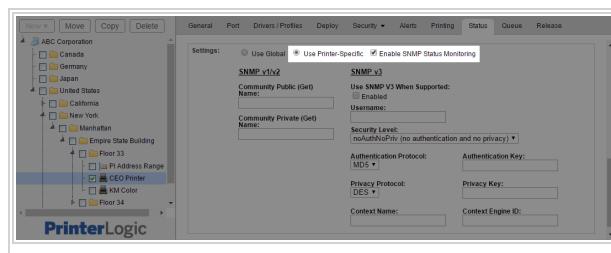
9. Click **Save**.

OPTION 2: Use Printer-specific Settings

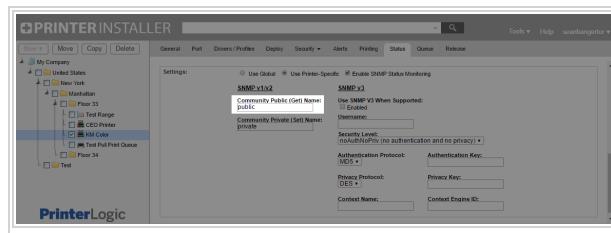
1. In the tree view, select the printer object you set up in Step 1A.
The printer object you select is associated to the printer on which you are installing the Control Panel Application.
2. Click the Status tab.



3. In the Settings section, click **Use Printer-specific**.
4. Click **Enable Status Monitoring**.



5. In the SNMP v1/v2 field, enter the community name in the Community Public (Get) Name.



6. Click **Save**.

STEP 3: Set Up An LDAP Domain

If you have already set up your LDAP domain in the Admin Console, then skip these steps and move to Step 4: Enable Pull Printing.

1. Click **Tools > Settings > General**.
2. In the LDAP Authentication Settings section, click **Add** to set up a new domain.



For more information on the LDAP Authentication Settings, see General Settings Field Descriptions.

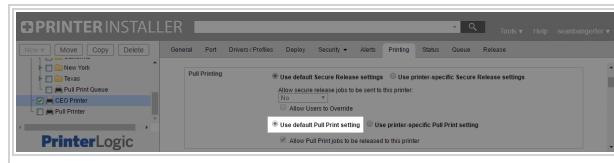
3. Click **Save**.
4. Click **Return to tree view**.

STEP 4: Enable Pull Printing

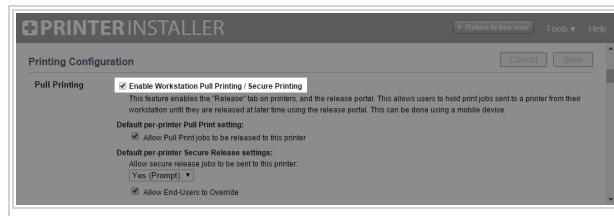
Toshiba printers require both pull printing and secure release printing to be enabled for the Control Panel Application to be installed and function correctly.

OPTION 1: Use Default Settings

1. In the tree view, select the printer object you set up in Step 1A.
2. Click the Printing tab.
3. In the Pull Printing section, click **Use default Pull Print setting**.



4. Click **Save**.
5. Click **Tools > Settings > Printing**.
6. In the Pull Printing section, click **Enable Workstation Pull Printing/Secure Printing**.



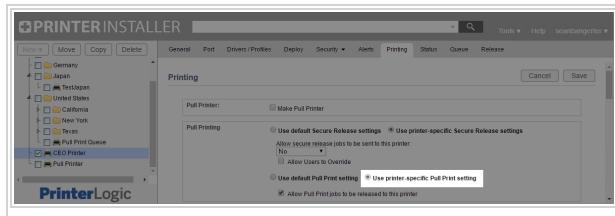
7. Click **Allow Pull Print jobs to be released to this printer**.



8. Click **Save**.

OPTION 2: Use Printer-specific Settings

1. In the tree view, select the printer object you set up in Step 1A.
2. Click the Printing tab.
3. Click **Use printer-specific Pull Print setting**.

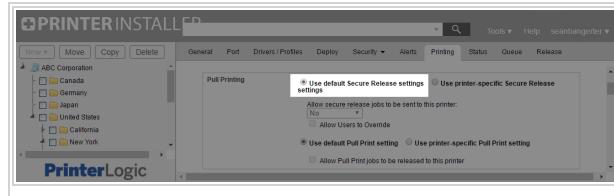


4. Click **Allow Pull Print jobs to be released to this printer** to select it.
5. Click **Save**.

STEP 5: Enable Secure Release Printing

OPTION 1: Use Default Settings

1. Click **Return to tree view** if you are not already in tree view mode.
2. In the tree view, select the printer object you set up in Step 1A.
3. Click the Printing tab.
4. Click **Use default Secure Release settings**.



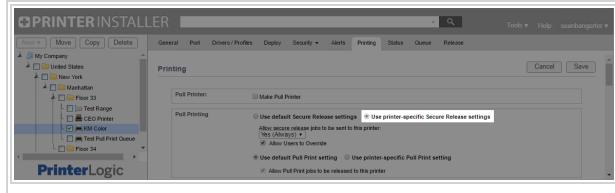
5. Click **Save**.
6. Click **Tools > Settings > Printing**.
7. In the **Allow secure release jobs to be sent to this printer** field, select **Yes (Prompt)** or **Yes (Always)**.



8. Click **Save**.

OPTION 2: Use Printer-specific Settings

1. Click **Return to tree view** if you are not already in tree view mode.
2. In the tree view, select the printer object you set up in Step 1A.
3. Click the **Printing** tab.
4. Click **Use printer-specific Secure Release settings**.

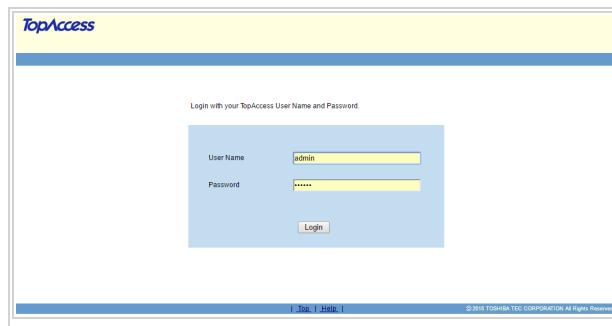


5. In the **Allow secure release jobs to be sent to this printer** field, select **Yes (Prompt)** or **Yes (Always)**.
6. Click **Save**.

STEP 6: Configure the Administration Credentials for the Printer's Web Interface

Why do I need these administration credentials?

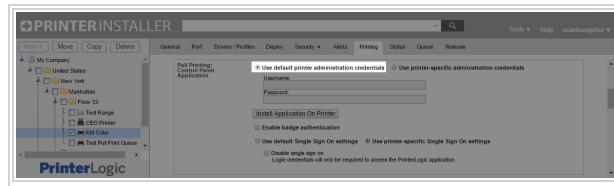
The username and password are for accessing the printer's web interface as shown in the following example.



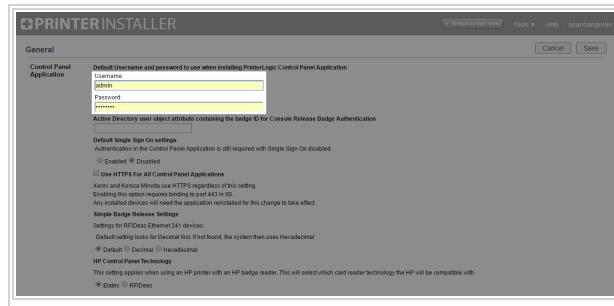
You need these credentials because installing the application on a printer is the equivalent of making a change to the printer settings, which requires a login verification.

OPTION 1: Use Default Settings

1. Click **Return to tree view** if you are not already in tree view mode.
2. Select the printer object you set up in Step 1A.
3. Click the Printing tab.
4. Click **Use default printer administration credentials**.



5. Click **Save**.
6. Click **Tools > Settings > General**.
7. In the Control Panel Application section, enter the user-name and password credentials used to access your printer's web interface.

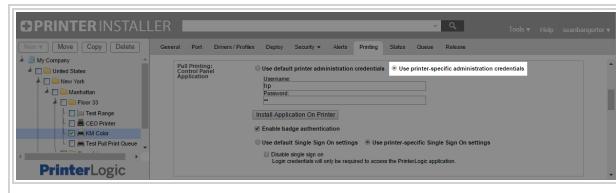


8. Click **Save**.

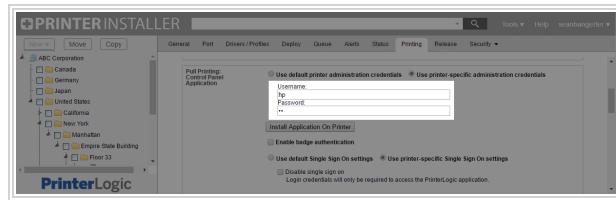
OPTION 2: Use Printer-specific Settings

1. Click **Return to tree view** if you are not already in tree view mode.

- view mode.
2. Select the printer object you set up in Step 1A.
 3. Click the Printing tab.
 4. Click **Use printer-specific administration credentials**.



5. Enter the username and password credentials used to access your printer's web interface.

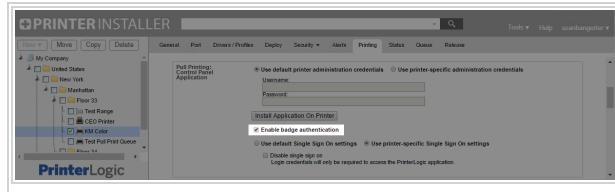


6. Click **Save**.

(OPTIONAL) STEP 7: Enable Badge Release on the Printer

For more information on this feature, see Badge Authentication.

1. Click Return to tree view if you are not already in tree view mode.
2. In the tree view, select the printer object you set up in Step 1A.
3. Click the Printing tab.
4. Click **Enable badge authentication**.

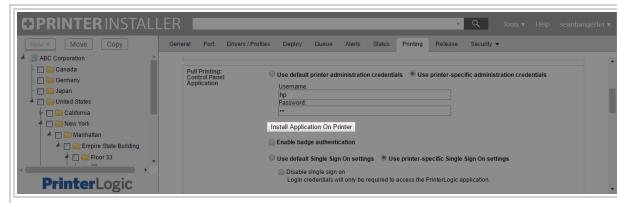


5. Click Save.

For Toshiba printers, Single Sign-on is always on, so the Single Sign-on feature in the Admin Console is irrelevant. Whether you click the check box or not, Single Sign-on will still function on the printer.

STEP 8: Install the Control Panel Application on the Printer

In the Printing tab, click **Install Application on Printer**.



When you finish installing the application on your printer, the Printer Installer interface will appear as shown below without badge authentication enabled.



If you have enabled badge authentication, then the Printer Installer interface will appear as shown below.



CONCLUSION: Release a Print Job to the Control Panel Application Installed on the Printer

Because you set up both pull printing and secure release printing, then Toshiba printers can release pull print jobs and secure release print jobs. While you can deploy printers automatically on workstations, the preferred method is to enable your end-users to log in to the Self-service Portal and install the pull print-enabled printer or the secure release printer by clicking the icon on the map (if you have set up the map in the Self-service Portal. For more information, see

[Maps](#)). from there. At that point, your end-user can send a printer to the pull print queue or the secure release printer, and the print job should appear in the Release Portal, where the end-user can release that print job to the pull print-enabled printer or the secure release printer, which will print the print job.

Xerox Printers

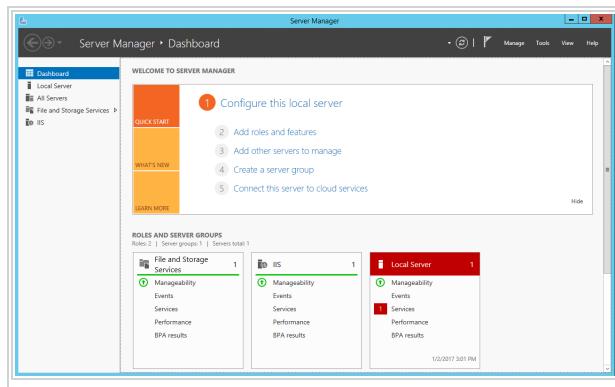
Requirements for basic Xerox integration: EIP Level 1.0. For badge scanning: EIP 2.0. For Single Sign-on: EIP 3.0

Card Reader Support: Printer Installer supports the card readers supported by the individual devices.

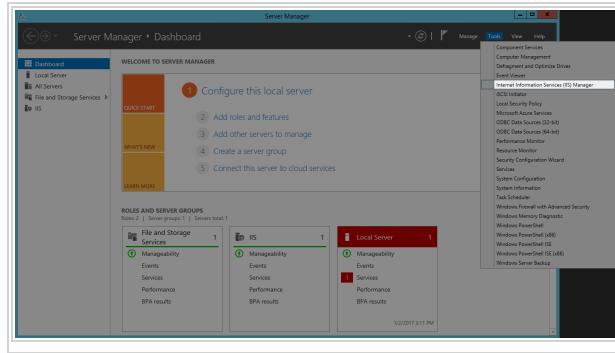
All communication runs over port 443.

STEP 1: Add an IIS Binding

1. On the server hosting Printer Installer, open Server Manager.



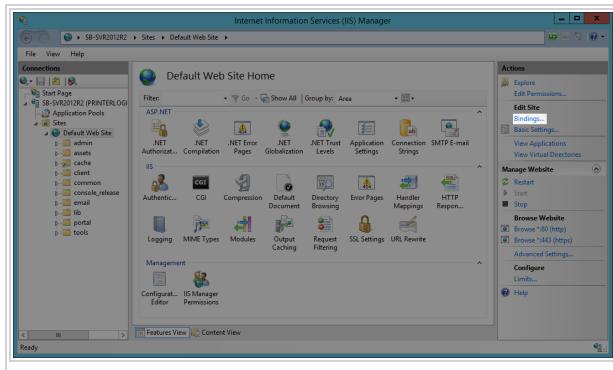
2. Click Tools > Internet Information Services (IIS) Manager.



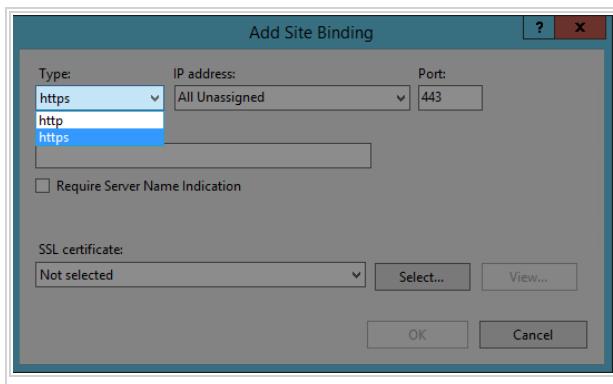
3. Expand the server in the Connections column.
4. Expand the Sites folder.
5. Select **Default Web Site**.



6. In the Actions column, click **Bindings**.



7. In the Site Bindings window, click **Add**.
8. Click the **Type:** drop-down menu and select **https**.



9. In the SSL certificate: field, select either an existing certificate that you own or the generic WMSVC certificate.
10. Click **OK**.
11. Open the Windows command prompt as an administrator.



12. Type **iisreset**.
13. Press <Enter> on your keyboard.

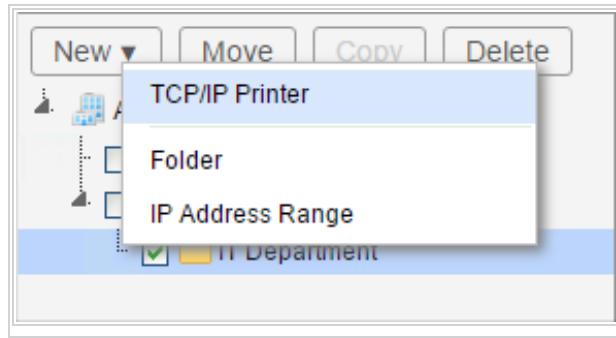
STEP 2: Create the Printer Objects in the Tree View

If you have already created the printer objects used as the pull print queue and as the pull print-enabled release printer, then skip these steps and move to the next section, Step 2: Configure SNMP Settings.

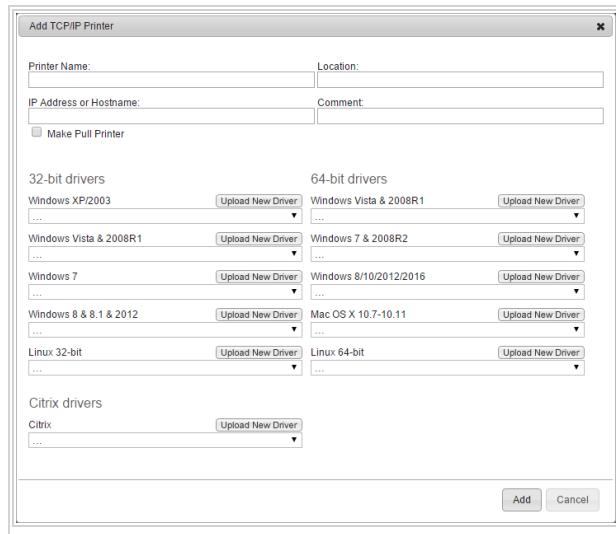
2A. Set up the Pull Printer

The pull printer is the printer that will be used to print the pull print job.

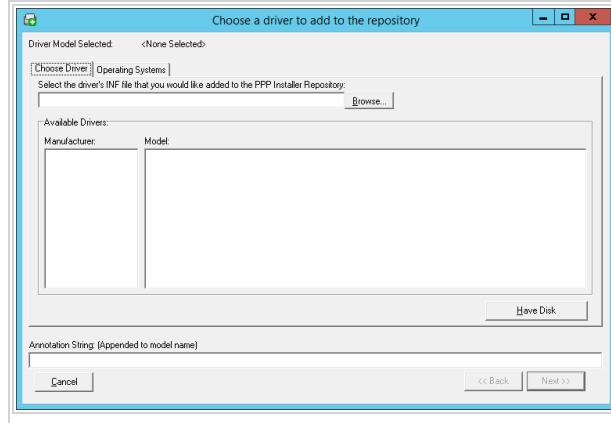
1. Log in to the Admin Console.
2. In the tree view, select the parent folder that will house the printer object you are creating.
3. Click **New > TCP/IP Printer**.



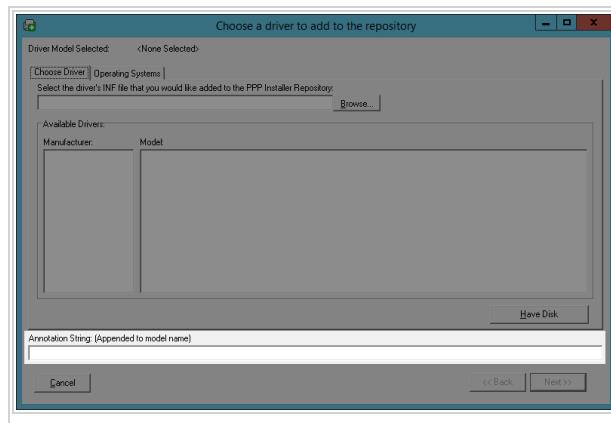
4. In the Add TCP/IP Printer window, type the name of the new printer object.



5. In the IP Address or Hostname field, enter the IP address or the hostname of the printer on which the Control Panel Application will be installed.
6. In the line corresponding to the driver type you want to upload, click **Upload New Driver**.
7. Click **Browse**.



8. Navigate to the driver you want to upload and then select it.
9. Click **Open**.
10. Click **Next**.
11. (Optional) Modify the Annotation String.



For more information on the Annotation String, see [Drivers](#).

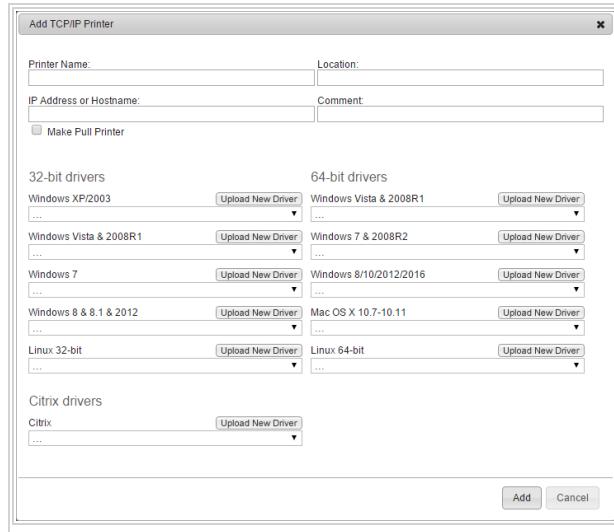
12. Click **Upload**.

13. Click **Add**.

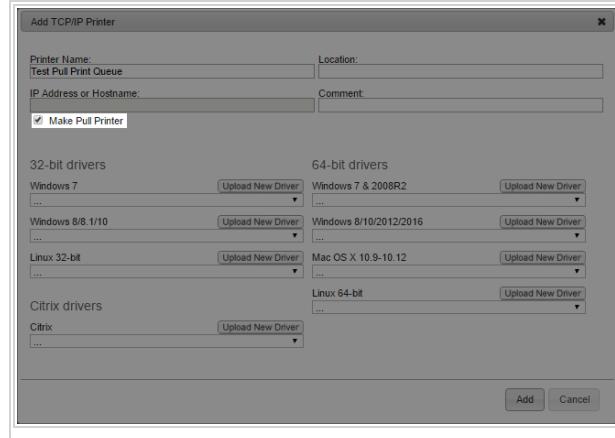
2B. Set up the Pull Print Queue

The pull print queue is a printer object that will "hold" a pull print job until you decide to release it to the pull printer (above).

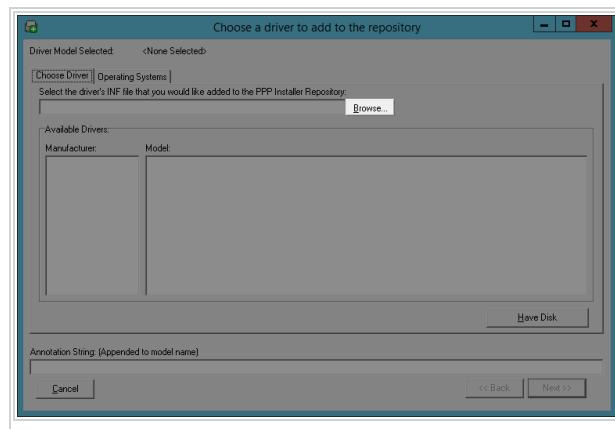
1. In the tree view, select the parent folder that will house the pull print queue you are creating.
2. Click **New > TCP/IP Printer**.
3. In the Add TCP/IP Printer window, type the name of the new printer object.



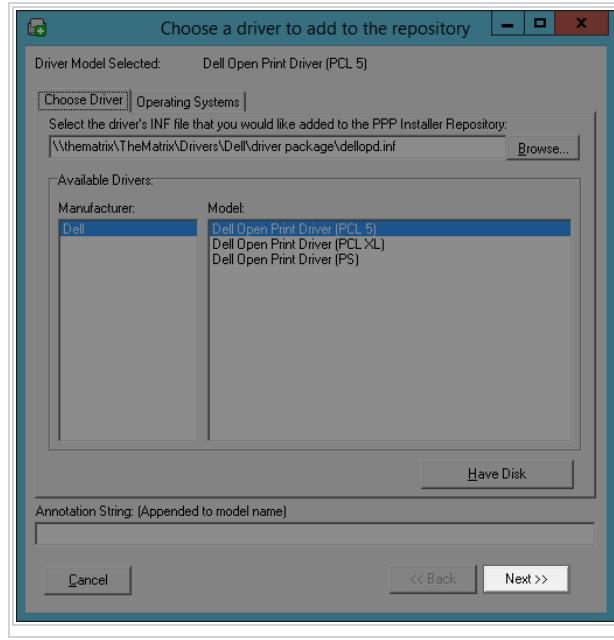
4. Click **Make Pull Printer**.



5. In the line corresponding to the driver type you want to upload, click **Upload New Driver**.
6. Click **Browse**.



7. Navigate to the driver you want to upload and select it.
8. Click **Open**.
9. Click **Next**.



10. (Optional) Modify the Annotation String.

For more information on the Annotation String, see [What is the Annotation String?](#).

11. Click **Add**.

STEP 2: Configure SNMP Settings

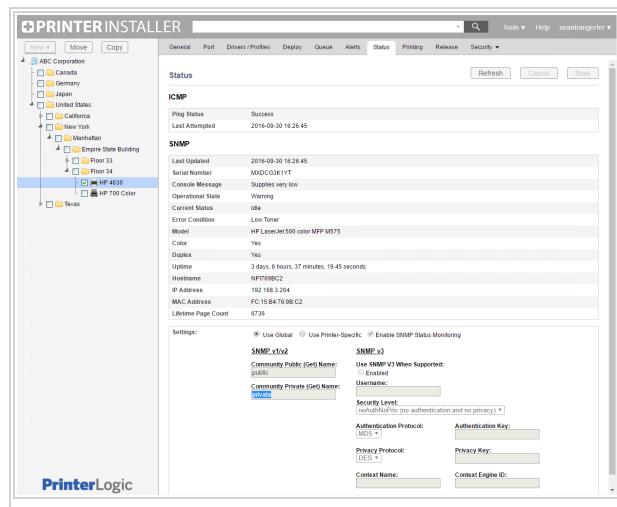
If you have already configured your SNMP settings, skip these steps and move to Step 3: Set Up an LDAP Domain.

OPTION 1: Use Default Settings

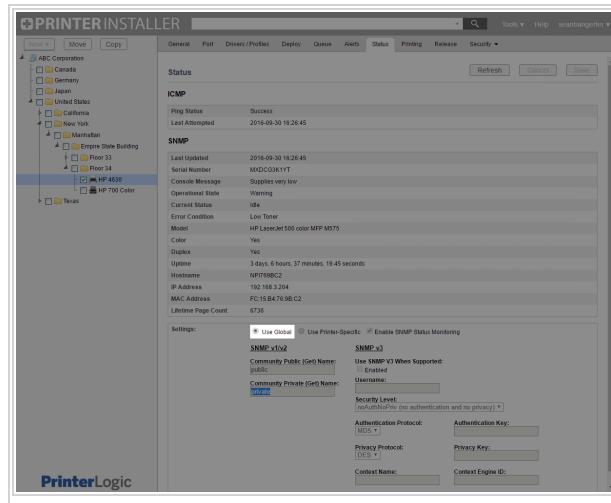
1. In the tree view, select the printer object you set up in Step 2A.

The printer object you select is associated to the printer on which you are installing the Control Panel Application.

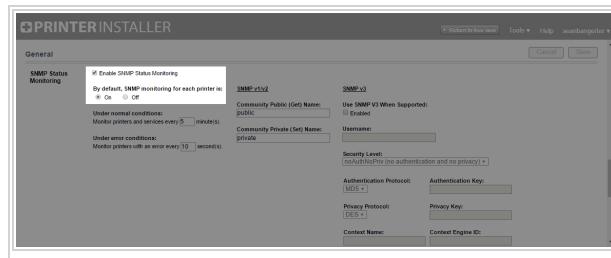
2. Click the Status tab.



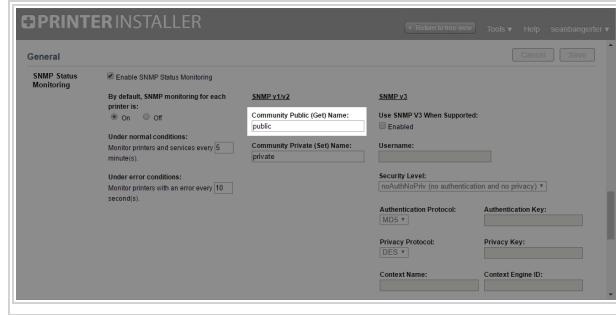
3. In the Settings section, click **Use Global**.



4. Click **Save**.
5. Click **Tools > Settings > General**.
6. Click **Enable SNMP Status Monitoring**.



7. In the **SNMP Status Monitoring** section, click **On** in the **By default, SNMP monitoring for each printer is:** field.
8. In the **SNMP v1/v2** field, enter the community name in the **Community Public (Get) Name** field.



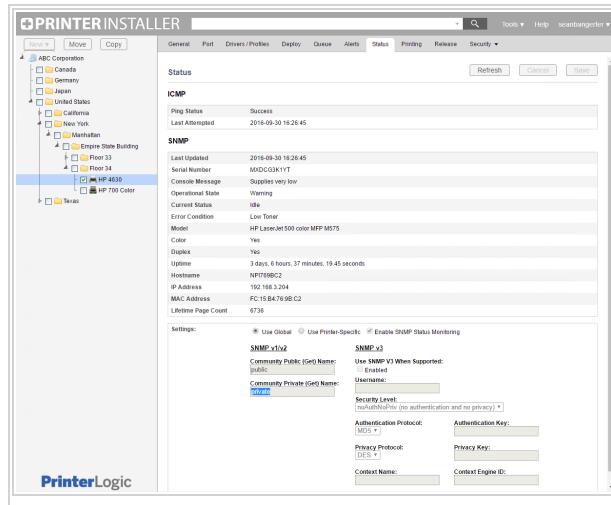
9. Click **Save**.

OPTION 2: Use Printer-specific Settings

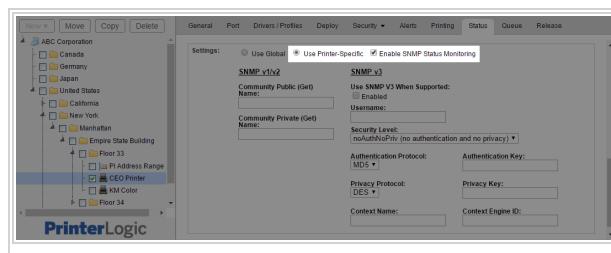
1. In the tree view, select the printer object you set up in Step 2A.

The printer object you select is associated to the printer on which you are installing the Control Panel Application.

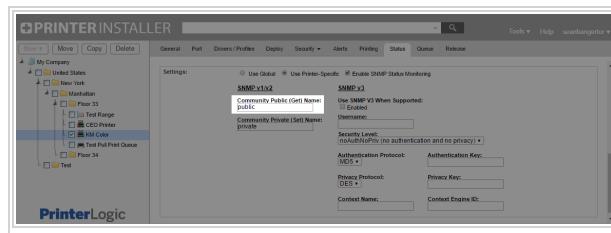
2. Click the Status tab.



3. In the Settings section, click **Use Printer-specific**.
4. Click **Enable Status Monitoring**.



5. In the SNMP v1/v2 field, enter the community name in the Community Public (Get) Name.



6. Click **Save**.

STEP 3: Set Up An LDAP Domain

If you have already set up your LDAP domain in the Admin Console, then skip these steps and move to Step 4: Enable Pull Printing.

1. Click **Tools > Settings > General**.
2. In the LDAP Authentication Settings section, click **Add** to set up a new domain.



For more information on the LDAP Authentication Settings, see General Settings Field Descriptions.

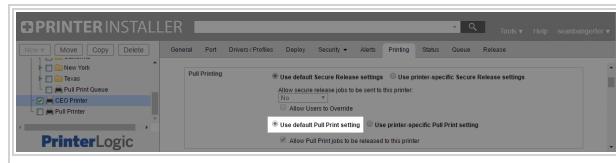
3. Click **Save**.
4. Click **Return to tree view**.

STEP 4: Enable Pull Printing

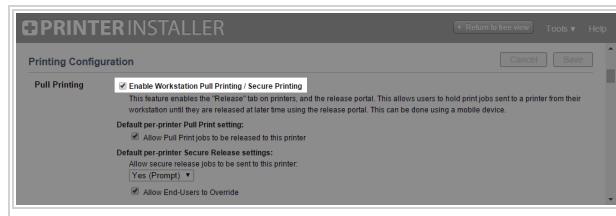
Xerox printers require both pull printing and secure release printing to be enabled for the Control Panel Application to be installed and function correctly.

OPTION 1: Use Default Settings

1. In the tree view, select the printer object you set up in Step 2A.
2. Click the Printing tab.
3. In the Pull Printing section, click **Use default Pull Print setting**.



4. Click **Save**.
5. Click **Tools > Settings > Printing**.
6. In the Pull Printing section, click **Enable Workstation Pull Printing/Secure Printing**.



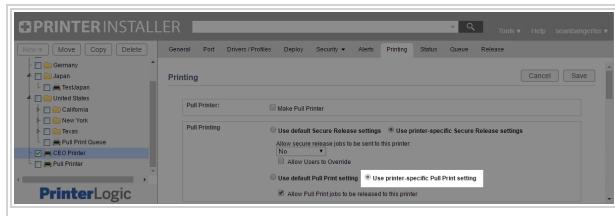
7. Click **Allow Pull Print jobs to be released to this printer**.



8. Click **Save**.

OPTION 2: Use Printer-specific Settings

1. In the tree view, select the printer object you set up in Step 2A.
2. Click the Printing tab.
3. Click **Use printer-specific Pull Print setting**.

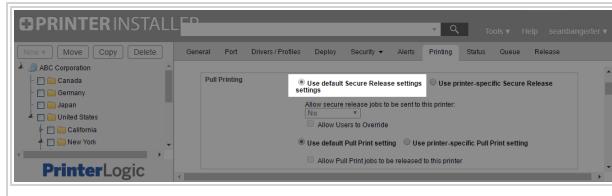


4. Click **Allow Pull Print jobs to be released to this printer** to select it.
5. Click **Save**.

STEP 5: Enable Secure Release Printing

OPTION 1: Use Default Settings

1. Click **Return to tree view** if you are not already in tree view mode.
2. In the tree view, select the printer object you set up in Step 2A.
3. Click the Printing tab.
4. Click **Use default Secure Release settings**.



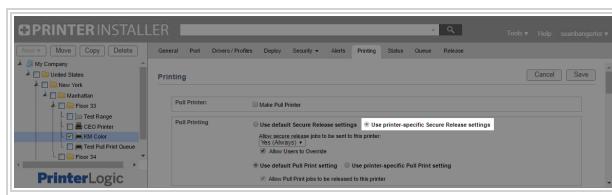
5. In the **Allow secure release jobs to be sent to this printer** field, select **Yes (Prompt)** or **Yes (Always)**.



6. Click **Save**.

OPTION 2: Use Printer-specific Settings

1. Click **Return to tree view** if you are not already in tree view mode.
2. In the tree view, select the printer object you set up in Step 2A.
3. Click the **Printing** tab.
4. Click **Use printer-specific Secure Release settings**.

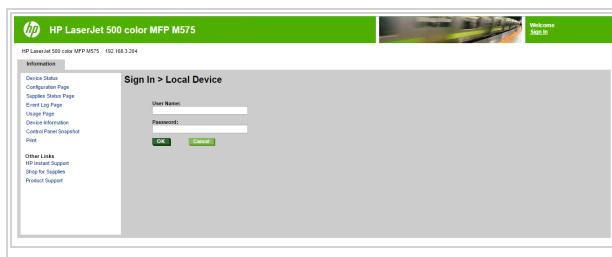


5. In the **Allow secure release jobs to be sent to this printer** field, select **Yes (Prompt)** or **Yes (Always)**.
6. Click **Save**.

STEP 6: Configure the Administration Credentials for the Printer's Web Interface

Why do I need these administration credentials?

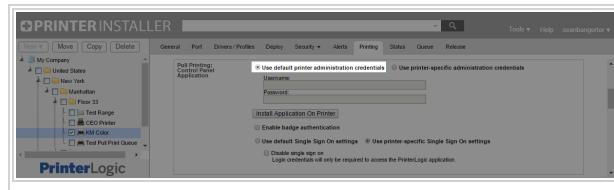
The username and password are for accessing the printer's web interface as shown in the following example.



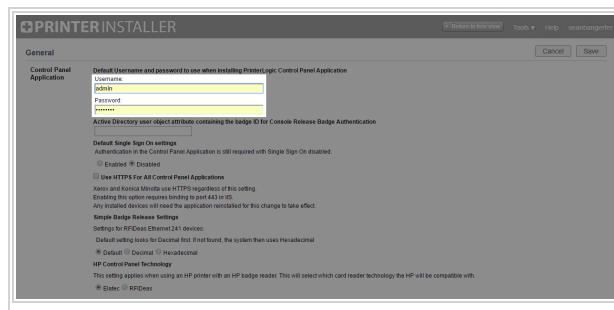
You need these credentials because installing the application on a printer is the equivalent of making a change to the printer settings, which requires a login verification.

OPTION 1: Use Default Settings

1. Click **Return to tree view** if you are not already in tree view mode.
2. Select the printer object you set up in Step 2A.
3. Click the Printing tab.
4. Click **Use default printer administration credentials**.



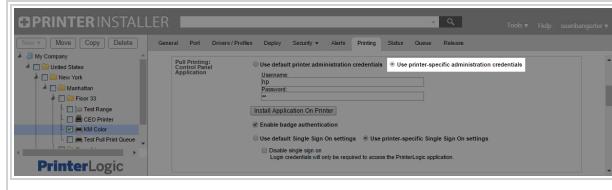
5. Click **Save**.
6. Click **Tools > Settings > General**.
7. In the Control Panel Application section, enter the user-name and password credentials used to access your printer's web interface.



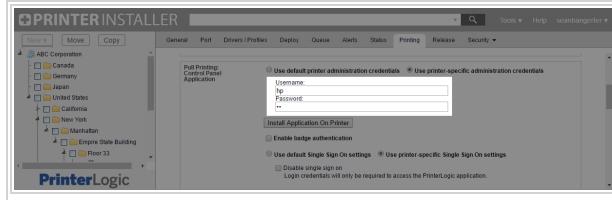
8. Click **Save**.

OPTION 2: Use Printer-specific Settings

1. Click **Return to tree view** if you are not already in tree view mode.
2. Select the printer object you set up in Step 2A.
3. Click the **Printing** tab.
4. Click **Use printer-specific administration credentials**.



5. Enter the username and password credentials used to access your printer's web interface.

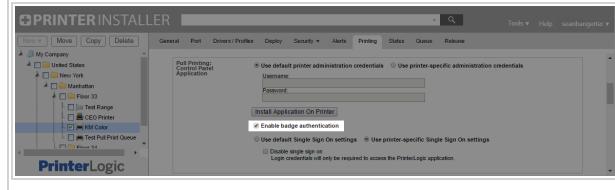


6. Click **Save**.

(OPTIONAL) STEP 7: Enable Badge Release on the Printer

For more information on this feature, see Badge Authentication.

1. Click Return to tree view if you are not already in tree view mode.
2. In the tree view, select the printer object you set up in Step 2A.
3. Click the Printing tab.
4. Click **Enable badge authentication**.



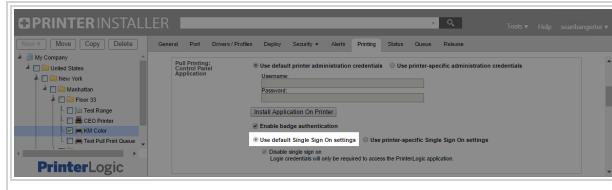
5. Click **Save**.

(OPTIONAL) STEP 8: Enable Single Sign-on for the Printer

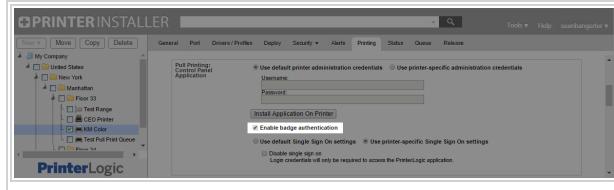
For more information on this feature, see [**Single Sign-on**](#).

Use Default Settings

1. Click **Return to tree view** if you are not already in tree view mode.
2. In the tree view, select the printer object you set up in Step 2A.
3. Click the **Printing** tab.
4. In the **Pull Printing: Control Panel Application** section, click **Use default Single Sign-on settings**.



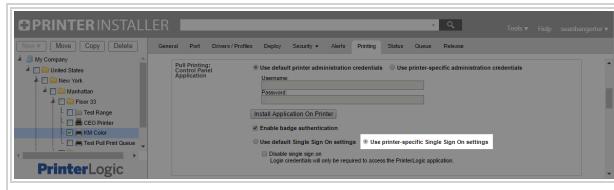
5. Click **Save**.
6. Click **Tools > Settings > General**.
7. In the **Control Panel Application** Section, under the **Default Single Sign on settings** field, click **Enabled**.



8. Click **Save**.

Use Printer-specific Settings

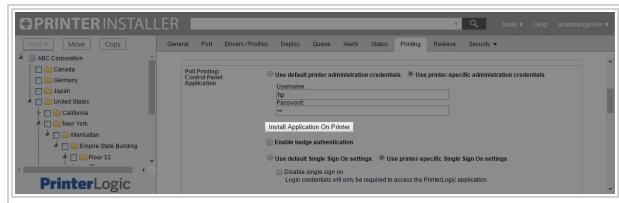
1. Click **Return to tree view** if you are not already in tree view mode.
2. In the tree view, select the printer object you set up in Step 2A.
3. Click the **Printing** tab.
4. In the **Pull Printing: Control Panel Application** section, click **Use printer-specific Single Sign-on settings**.



5. Deselect **Disable single sign on**.
6. Click **Save**.

STEP 9: Install the Control Panel Application on the Printer

In the **Printing** tab, click **Install Application on Printer**.



When you finish installing the application on your printer, the Printer Installer interface will appear as shown below without badge authentication enabled.



If you have enabled badge authentication, then the Printer Installer interface will appear as shown below.



CONCLUSION: Release a Print Job to the Control Panel Application

Installed on the Printer

Because you set up both pull printing and secure release printing, then Xerox printers can release pull print jobs and secure release print jobs. While you can deploy printers automatically on workstations, the preferred method is to enable your end-users to log in to the Self-service Portal and install the pull print-enabled printer or the secure release printer by clicking the icon on the map (if you have set up the map in the Self-service Portal. For more information, see [Maps](#)). from there. At that point, your end-user can send a printer to the pull print queue or the secure release printer, and the print job should appear in the Release Portal, where the end-user can release that print job to the pull print-enabled printer or the secure release printer, which will print the print job.

Konica-Minolta Printers

Printer Support: We are bEST certified (Konica Minolta's certification) for A3 and A4 category devices. IT3 MFPs are not supported. We require the LK-101 i-Option kit and a hard drive which is optional for some devices, which should be provided by a Konica Minolta rep and may require additional costs.

Card Reader Support: We support Elatec, RFIDEas, and Omnikey card readers.

Konica-Minolta printers use port 443 for general communication, but is user-customizable and defaults to 50003 for installation and Single Sign-on.

STEP 1: Configure Settings on the Printer's Web Interface Page

1A. Settings Tab

1. Create and install an SSL certificate.
2. Set the printer to use SSL at all times.
3. (Optional) Set the SSL settings so that the certificates do not need to be constantly authorized.

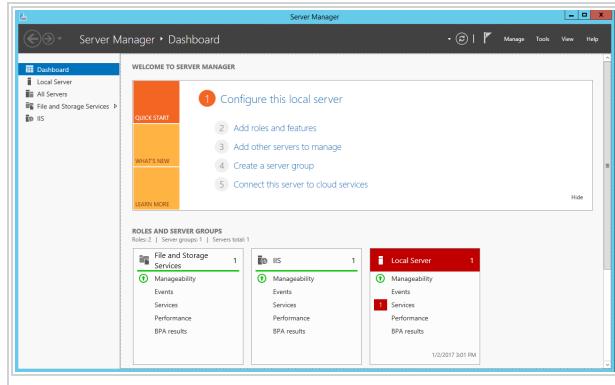
1.B. Network Tab

4. Set the sockets to be SSL only.
5. Open the SSL server to be SSL only.
6. Set WebDav to be SSL only.

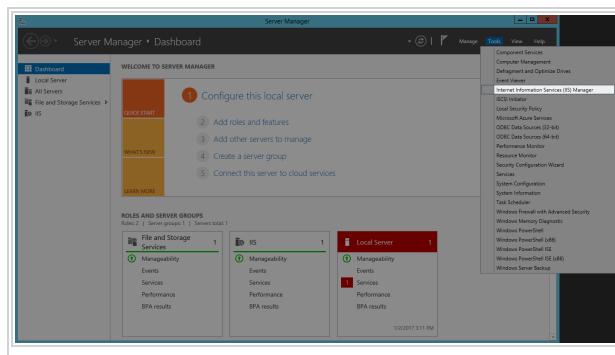
Occasionally in spite of creating a certificate, the SSL options (steps 4, 5, and 6 above) will still appear grayed out. In this case, re-create there is an issue with the certificate, so the work-around is to create a new certificate, and the fields should be enabled.

STEP 1: Add an IIS Binding

1. On the server hosting Printer Installer, open Server Manager.



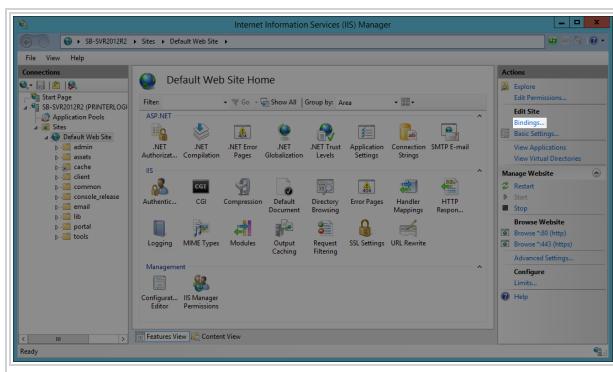
2. Click Tools > Internet Information Services (IIS) Manager.



3. Expand the server in the Connections column.
4. Expand the Sites folder.
5. Select Default Web Site.

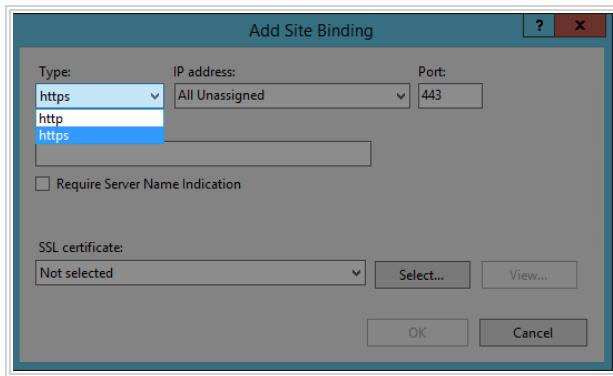


6. In the Actions column, select **Bindings....**

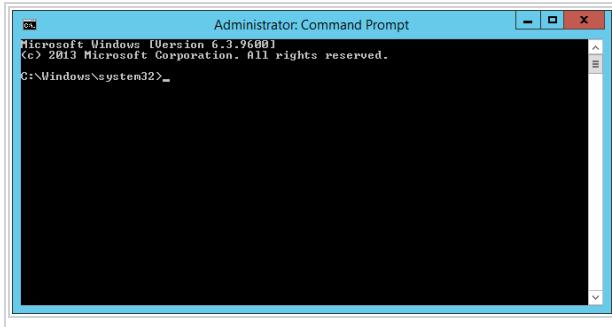


7. In the Site Bindings window, click **Add**.

8. Click the **Type:** drop-down menu and select **https**.



9. In the **SSL certificate:** field, select either an existing certificate that you own or the generic WMSVC certificate.
10. Click **OK**.
11. Open the Windows command prompt as an administrator.



12. Type **iisreset**.
13. Press <Enter> on your keyboard.

STEP 2: Create the Printer Objects in the Tree View

If you have already created the printer objects used as the pull print queue and as the pull print-enabled release printer, then skip these steps and move to the next section, Step 2: Configure SNMP Settings.

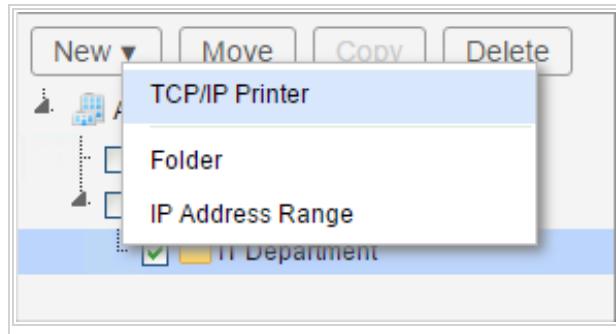
2A. Set up the Pull Printer

The pull printer is the printer that will be used to print the pull print job.

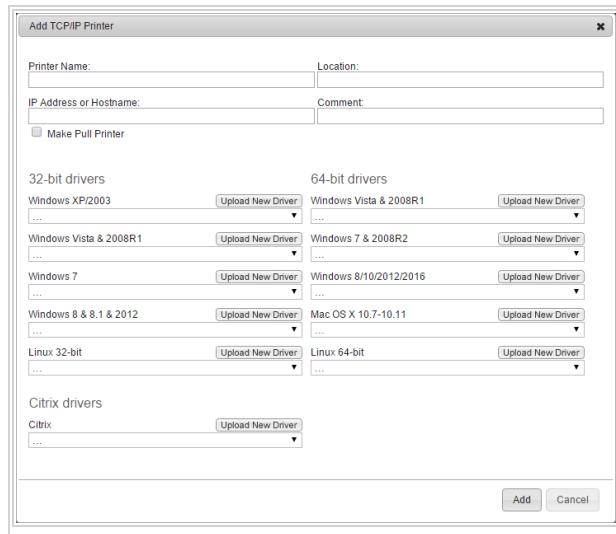
1. Log in to the Admin Console.
2. In the tree view, select the parent folder that will house

the printer object you are creating.

3. Click **New > TCP/IP Printer**.

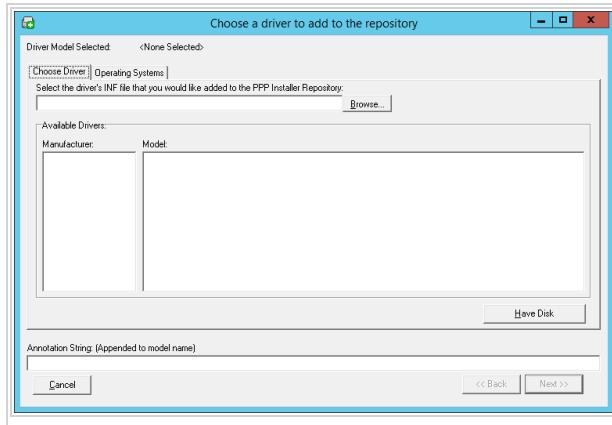


4. In the Add TCP/IP Printer window, type the name of the new printer object.

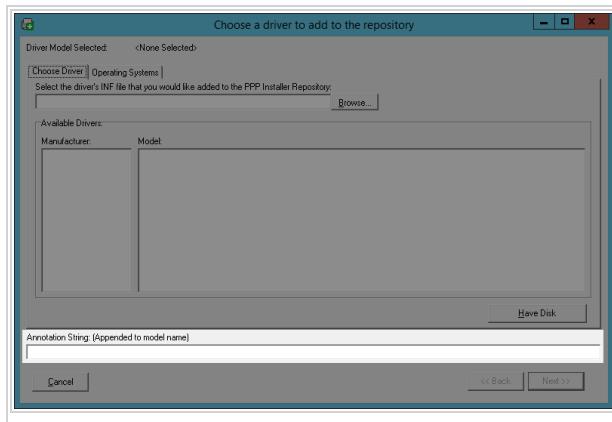


5. In the IP Address or Hostname field, enter the IP address or the hostname of the printer on which the Control Panel Application will be installed.

6. In the line corresponding to the driver type you want to upload, click **Upload New Driver**.
7. Click **Browse**.



8. Navigate to the driver you want to upload and then select it.
9. Click **Open**.
10. Click **Next**.
11. (Optional) Modify the Annotation String.



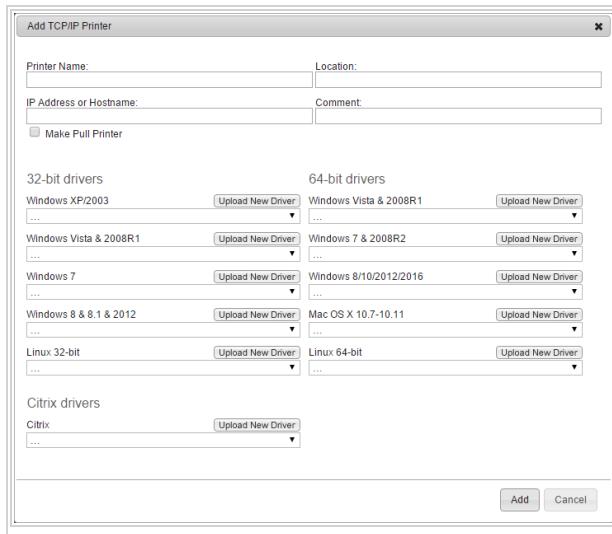
For more information on the Annotation String, see
[Drivers](#).

12. Click **Upload**.
13. Click **Add**.

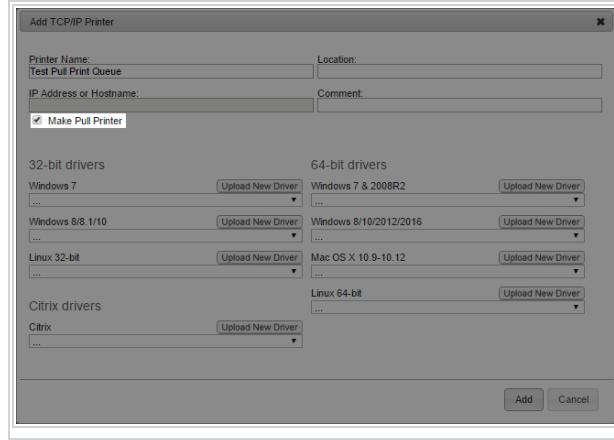
2B. Set up the Pull Print Queue

The pull print queue is a printer object that will "hold" a pull print job until you decide to release it to the pull printer (above).

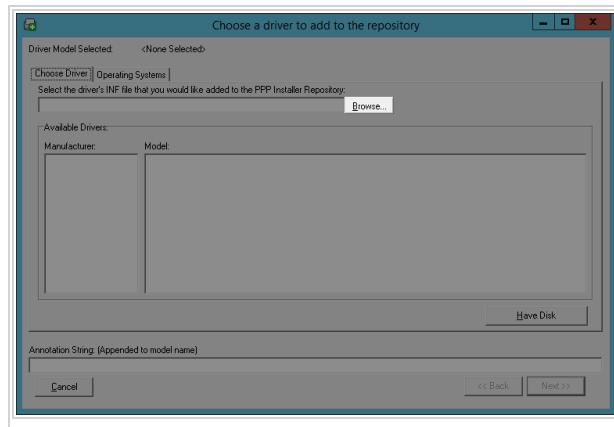
1. In the tree view, select the parent folder that will house the pull print queue you are creating.
2. Click **New > TCP/IP Printer**.
3. In the Add TCP/IP Printer window, type the name of the new printer object.



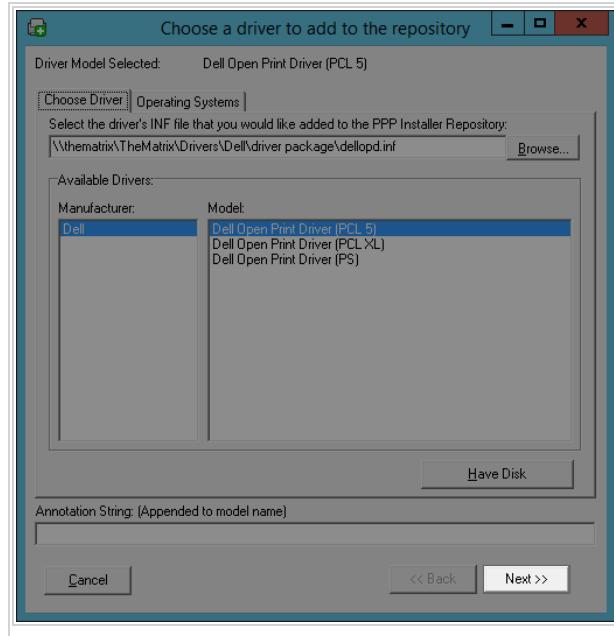
4. Click **Make Pull Printer**.



5. In the line corresponding to the driver type you want to upload, click **Upload New Driver**.
6. Click **Browse**.



7. Navigate to the driver you want to open and select it.
8. Click **Open**.
9. Click **Next**.



10. (Optional) Modify the Annotation String.

For more information on the Annotation String, see [What is the Annotation String?](#).

11. Click **Add**.

STEP 2: Configure SNMP Settings

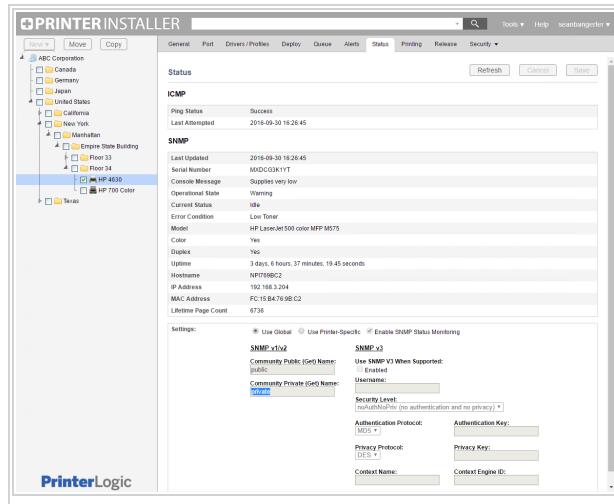
If you have already configured your SNMP settings, skip these steps and move to Step 3: Set Up an LDAP Domain.

OPTION 1: Use Default Settings

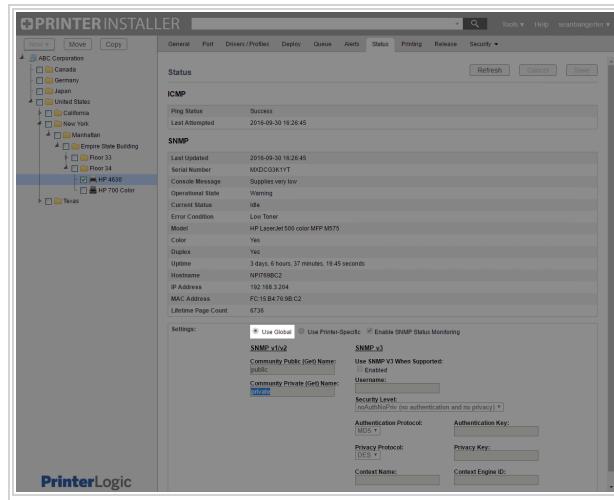
1. In the tree view, select the printer object you set up in Step 2A.

The printer object you select is associated to the printer on which you are installing the Control Panel Application.

2. Click the Status tab.



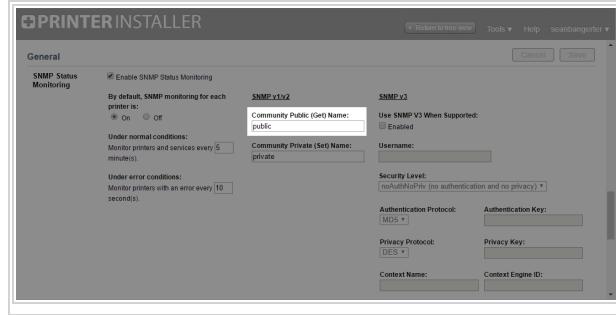
3. In the Settings section, click **Use Global**.



4. Click **Save**.
5. Click **Tools > Settings > General**.
6. Click **Enable SNMP Status Monitoring**.



7. In the **SNMP Status Monitoring** section, click **On** in the **By default, SNMP monitoring for each printer is:** field.
8. In the **SNMP v1/v2** field, enter the community name in the **Community Public (Get) Name** field.



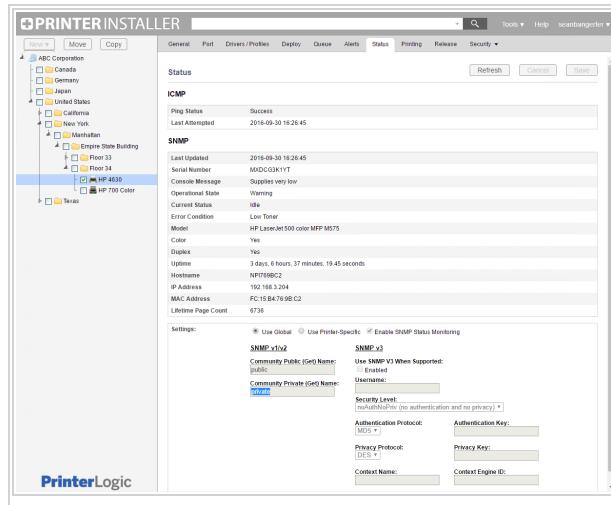
9. Click **Save**.

OPTION 2: Use Printer-specific Settings

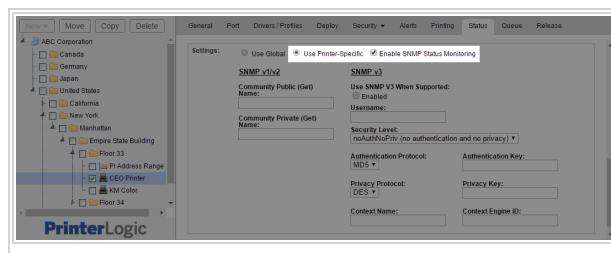
1. In the tree view, select the printer object you set up in Step 2A.

The printer object you select is associated to the printer on which you are installing the Control Panel Application.

2. Click the Status tab.



3. In the Settings section, click **Use Printer-specific**.
4. Click **Enable Status Monitoring**.



5. In the SNMP v1/v2 field, enter the community name in the Community Public (Get) Name.



6. Click **Save**.

STEP 3: Set Up An LDAP Domain

If you have already set up your LDAP domain in the Admin Console, then skip these steps and move to Step 4: Enable Pull Printing.

1. Click **Tools > Settings > General**.
2. In the LDAP Authentication Settings section, click **Add** to set up a new domain.



For more information on the LDAP Authentication Settings, see General Settings Field Descriptions.

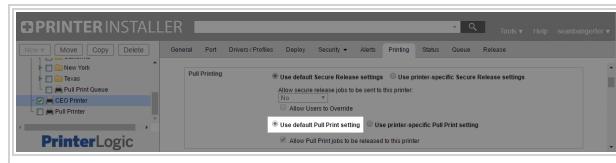
3. Click **Save**.
4. Click **Return to tree view**.

STEP 4: Enable Pull Printing

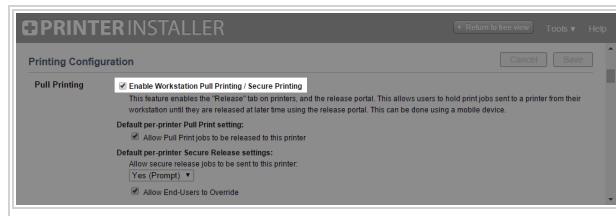
Konica-Minolta printers require both pull printing and secure release printing to be enabled for the Control Panel Application to be installed and function correctly.

OPTION 1: Use Default Settings

1. In the tree view, select the printer object you set up in Step 2A.
2. Click the Printing tab.
3. In the Pull Printing section, click **Use default Pull Print setting**.



4. Click **Save**.
5. Click **Tools > Settings > Printing**.
6. In the Pull Printing section, click **Enable Workstation Pull Printing/Secure Printing**.



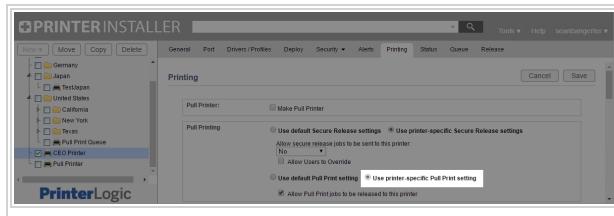
7. Click **Allow Pull Print jobs to be released to this printer**.



8. Click **Save**.

OPTION 2: Use Printer-specific Settings

1. In the tree view, select the printer object you set up in Step 2A.
2. Click the Printing tab.
3. Click **Use printer-specific Pull Print setting**.

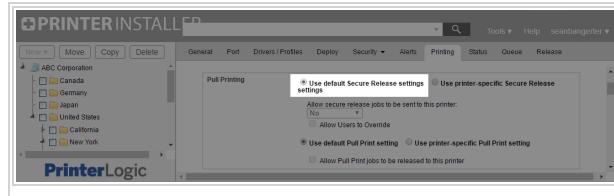


4. Click **Allow Pull Print jobs to be released to this printer** to select it.
5. Click **Save**.

STEP 5: Enable Secure Release Printing

OPTION 1: Use Default Settings

1. Click **Return to tree view** if you are not already in tree view mode.
2. In the tree view, select the printer object you set up in Step 2A.
3. Click the Printing tab.
4. Click **Use default Secure Release settings**.



5. In the **Allow secure release jobs to be sent to this printer** field, select **Yes (Prompt)** or **Yes (Always)**.



6. Click **Save**.

OPTION 2: Use Printer-specific Settings

1. Click **Return to tree view** if you are not already in tree view mode.
2. In the tree view, select the printer object you set up in Step 2A.
3. Click the **Printing** tab.
4. Click **Use printer-specific Secure Release settings**.

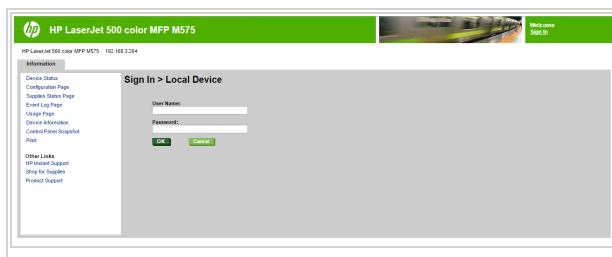


5. In the **Allow secure release jobs to be sent to this printer** field, select **Yes (Prompt)** or **Yes (Always)**.
6. Click **Save**.

STEP 6: Configure the Administration Credentials for the Printer's Web Interface

Why do I need these administration credentials?

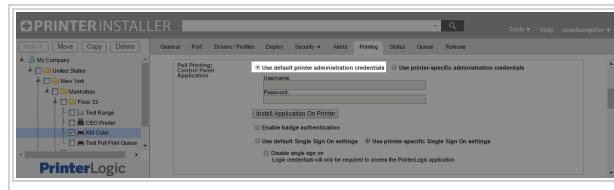
The username and password are for accessing the printer's web interface as shown in the following example.



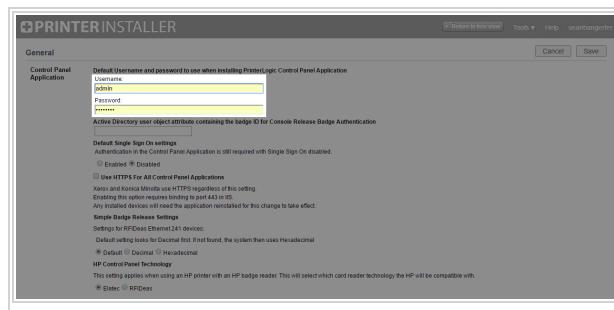
You need these credentials because installing the application on a printer is the equivalent of making a change to the printer settings, which requires a login verification.

OPTION 1: Use Default Settings

1. Click **Return to tree view** if you are not already in tree view mode.
2. Select the printer object you set up in Step 2A.
3. Click the Printing tab.
4. Click **Use default printer administration credentials**.



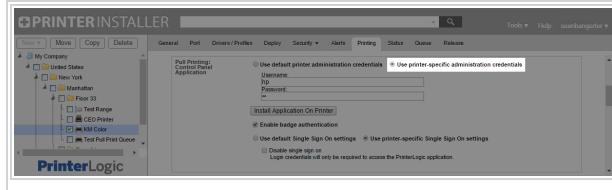
5. Click **Save**.
6. Click **Tools > Settings > General**.
7. In the Control Panel Application section, enter the user-name and password credentials used to access your printer's web interface.



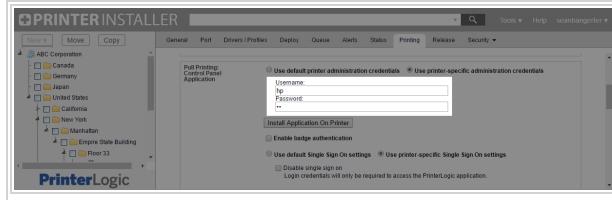
8. Click **Save**.

OPTION 2: Use Printer-specific Settings

1. Click **Return to tree view** if you are not already in tree view mode.
2. Select the printer object you set up in Step 2A.
3. Click the Printing tab.
4. Click **Use printer-specific administration credentials**.



5. Enter the username and password credentials used to access your printer's web interface.

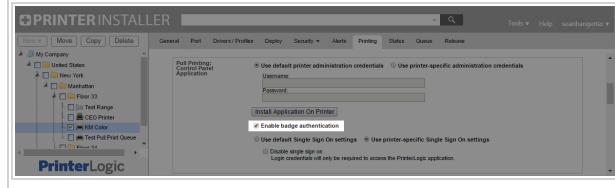


6. Click **Save**.

(OPTIONAL) STEP 7: Enable Badge Release on the Printer

For more information on this feature, see Badge Authentication.

1. Click Return to tree view if you are not already in tree view mode.
2. In the tree view, select the printer object you set up in Step 2A.
3. Click the Printing tab.
4. Click **Enable badge authentication**.



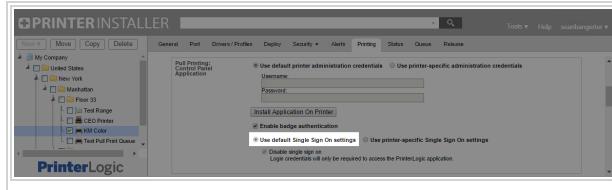
5. Click **Save**.

(OPTIONAL) STEP 8: Enable Single Sign-on for the Printer

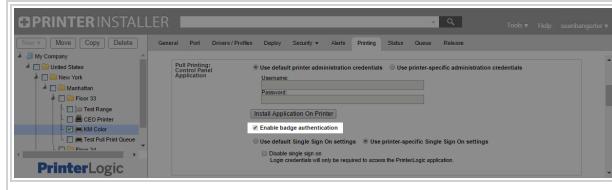
For more information on this feature, see [**Single Sign-on**](#).

Use Default Settings

1. Click **Return to tree view** if you are not already in tree view mode.
2. In the tree view, select the printer object you set up in Step 2A.
3. Click the **Printing** tab.
4. In the **Pull Printing: Control Panel Application** section, click **Use default Single Sign-on settings**.



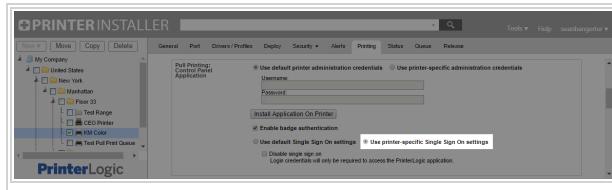
5. Click **Save**.
6. Click **Tools > Settings > General**.
7. In the **Control Panel Application** Section, under the **Default Single Sign on settings** field, click **Enabled**.



8. Click **Save**.

Use Printer-specific Settings

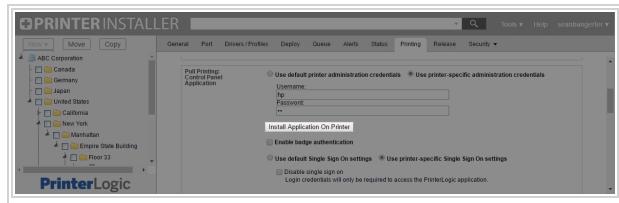
1. Click **Return to tree view** if you are not already in tree view mode.
2. In the tree view, select the printer object you set up in Step 2A.
3. Click the **Printing** tab.
4. In the **Pull Printing: Control Panel Application** section, click **Use printer-specific Single Sign-on settings**.



5. Deselect **Disable single sign on**.
6. Click **Save**.

STEP 9: Install the Control Panel Application on the Printer

In the **Printing** tab, click **Install Application on Printer**.



When you finish installing the application on your printer, the Printer Installer interface will appear as shown below without badge authentication enabled.



If you have enabled badge authentication, then the Printer Installer interface will appear as shown below.



CONCLUSION: Release a Print Job to the Control Panel Application

Installed on the Printer

Because you set up both pull printing and secure release printing, then Konica-Minolta printers can release pull print jobs and secure release print jobs. While you can deploy printers automatically on workstations, the preferred method is to enable your end-users to log in to the Self-service Portal and install the pull print-enabled printer or the secure release printer by clicking the icon on the map (if you have set up the map in the Self-service Portal. For more information, see [Maps](#)). from there. At that point, your end-user can send a printer to the pull print queue or the secure release printer, and the print job should appear in the Release Portal, where the end-user can release that print job to the pull print-enabled printer or the secure release printer, which will print the print job.

RELATED TASKS AND TOPICS

Configure HP Badge Readers

Hewlett-Packard (HP) printers use a badge reader that reads data differently than badge readers from other manufacturers. If you are using badge readers from HP and from other manufacturers with printers from any manufacturer, then you will need to configure the HP badge reader to use the same data type used by the badge readers from the other manufacturers.

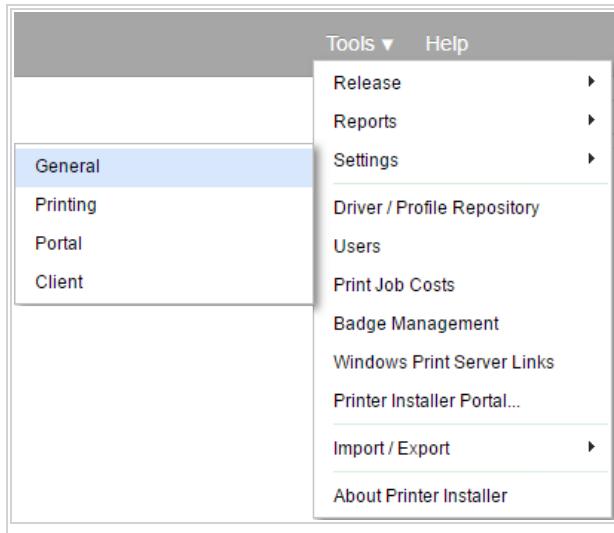
The two supported badge readers come from Elatec and RFIDEas. If you are using a badge reader from HP (manufactured by RFIDEas) on a printer, then you can select whether the badge reader uses **Hex¹** data or **Decimal²** data.

¹A group of intersecting columns and rows that you can add to a topic for various purposes, such as comparing one thing with another or giving field descriptions for a software dialog.

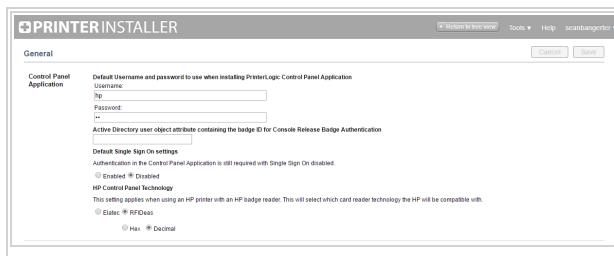
²A feature that lets you collapse content in your topic. The content is expanded (and therefore displayed) when the end user clicks a link.

The following steps identify the process for configuring the HP badge reader to use the appropriate data type.

1. Log in to Printer Installer.
2. Click **Tools > Settings > General** as shown below.



3. In the General settings, scroll to the Control Panel Application section as shown below.



4. In the HP Control Panel Technologies section, select **RFIDeas**.
5. Select the appropriate data type option (**Hex¹** or **Decimal²**).

¹A group of intersecting columns and rows that you can add to a topic for various purposes, such as comparing one thing with another or giving field descriptions for a software dialog.

²A feature that lets you collapse content in your topic. The content is expanded (and therefore displayed) when the end user clicks a link.

6. Click **Save**.

Enable Badge Authentication from the Control Panel Application

The Embedded Control Panel is an application that appears in a printer's digital display and is used to release pull print or secure print jobs. The following image shows a sample of the Embedded Control Panel.



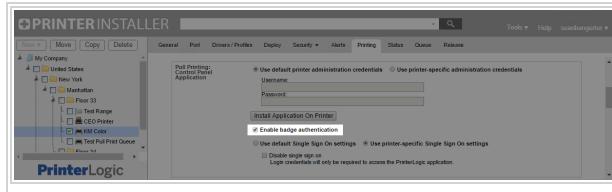
The Embedded Control Panel provides two login options. With the default option, the end-user can log in using their network credentials (username/password). The other login option is to swipe a registered badge across the printer's scanner.

The badge swipe option is not available by default but can be enabled in the associated printer object in the tree view in Printer Installer.

Badge authorization cannot be enabled on a printer that already has the application installed. You must uninstall the application, enable badge authentication in the printer object, and then re-install the Embedded Control Panel application.

The steps shown below identify the process used for enabling the badge authentication.

1. Log in to Printer Installer.
2. In the tree view, select the [printer object](#) associated to the printer on which you would like to install the Embedded Control Panel.
3. Click the Printing tab.
4. In the Pull Printing: Control Panel Application section, click **Enable Badge Authentication**.



In the sample image above, you will notice the button above the Enable badge authentication button shows Uninstall Application on Printer, which means the application is already installed on the printer but without the badge authentication enabled. By clicking Enable Badge Authentication, the application will not automatically display the badge authentication login option. You must uninstall the application and then re-install it on the printer before the digital interface will show the badge authentication option.

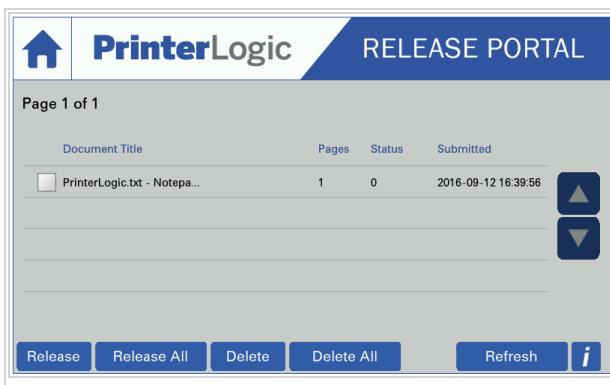
5. Click **Save**.

Register a Badge through the Control Panel Application

1. Click the OK button on the username and password keyboards after you enter the credentials.
2. Click **Register Badge**.

An unsuccessful login will present a Login Failed message with an

option to attempt the login process again. A successful login will display the application with the print jobs for the person who logged into the Embedded Control Panel with the designated credentials. The following image shows the Embedded Control Panel with print jobs ready for release.



In addition to logging the end-user in to the Embedded Control Panel, the Printer Installer will also add the newly registered badge to the Badge Management window.

Manage Konica-Minolta Print Times

For dates and times to be accurate in Printer Installer reports, the date, time, and time zone all need to be correct on a multi-function printer (MFP). Additionally, the MFP must also have accurate information on whether Daylight Savings Time (DST) is in effect or not.

On most Konica-Minolta MFPs, it is possible to set the beginning and end dates for DST; e.g., the first Sunday in November. However, a few Konica-Minolta MFPs have DST start and end dates "built in." On these models, time stamps in Printer Installer reports may be off by one hour during the beginning and ending segments of DST. The workaround for this issue is to shift the MFP's time zone by one hour during those weeks.

Switch Between Badge Readers

For HP, Xerox, Lexmark, and Toshiba printers, just unplug the old reader and plug the new one into the printer. For Konica-Minolta printers, follow the steps below to switch between badge readers (RFIDeas to Elatec or vice-versa).

1. Power down the printer.
2. Unplug the reader from the printer.
3. Plug the new reader into your PC's USB port.
4. Open the Windows Control Panel.
5. Click **Device Manager**.
6. Click **USB Controllers**.
7. Double-click the USB device name corresponding to the reader.
8. Click the Details tab.
9. Click the Property drop-down menu.
10. Select **Hardware IDs**.
11. Write down the vendor ID and the device ID.
12. Unplug the reader from the PC.
13. Plug the new reader into the printer.
14. Power on the printer.
15. Log in as the administrator.
16. Click **Administrator Settings**.
17. Click **User Authentication/Account Tracking**.
18. Click **General Settings**.

Make sure the User Authentication button is set to **Authenticate**.

19. Click **OK**.
20. Click **Authentication Device Settings**.
21. Click **General Settings**.
22. Click **Card Authentication**.
23. Enter the vendor ID and product ID you copied in Step 11.

Set Control Panel Application Priority

Only Ricoh printers currently support Application Priority.

Setting Embedded Control Panel Application Priority is just another way of saying you are ensuring the Embedded Control Panel displays ahead of any other options in the printer's digital interface. Application Priority currently applies only to Ricoh printers, more specifically the Android-based printers and non Android-based printers.

Before you can set the Embedded Control Panel Application as the default, you must make sure the application is installed on the printer. For additional information on the Embedded Control application, see Embedded Control Panel Overview. The steps shown below identify the process for setting the Embedded Control Panel Application as the default on a printer.

Cheetah Operating system (Android-based)

1. Make sure you have installed the Control Panel Application on the printer.
2. Press **Screen Features**.



3. Press **Screen Device Settings**.
4. Under Function Priority, press **PrinterLogic**.

Non-Android Operating system

1. Make sure you have installed the PrinterLogic Embedded Control Application on the printer.
2. Press **User Tools/Counter** (on the printer keyboard).



3. Press **System Settings** (on the digital interface).
4. Press **General Features**.
5. Press **Function Priority**.
6. Press **Extended Features**.
7. Select **PrinterLogic**.

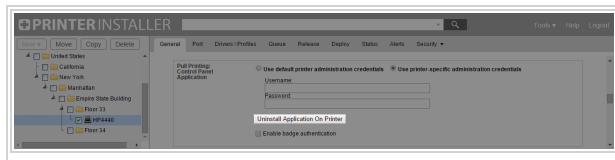
Uninstall the Control Panel Application from a Printer

The Embedded Control Panel application appears in a printer's digital display and enables an end-user to release pull print or secure release print jobs either by logging in via username and password or through badge swipe. The following image shows the Control Panel Application login screen with both login options enabled.



If you have installed this application, you can quickly remove it from the printer by uninstalling it from the Printer Installer. The following steps identify the process for uninstalling the application.

1. Log in to the Admin Console.
2. Select a printer object in the tree view.
3. In the Printing tab, under Pull Printing: Control Panel Application, click **Uninstall Application On Printer** as shown below.



If you do not see **Uninstall Application On Printer**, then the application was not installed on the printer object.

4. Click **Save**.

Simple Badge Release

Frequently Asked Questions on Simple Badge Release

Does Simple Badge Release work with all types of printers?

No. Simple Badge Release works with IP-based printers only.

What do I do if the print jobs are not being released or badges are not scanning correctly?

Every printer in Printer Installer has its own printer ID. Within Printer Installer, these ID's can be found by browsing to <PrinterInstallerServerURL>/tools/tests/tests.php and selecting "Check ID's of Printers."

The RFIDeas controller has a web portal that can be accessed by entering the IP Address of the controller box in a web browser.

To verify the correct configuration, select the server tab of the RFIDeas web portal. If you look in the Data Server Str: field you will see a section of the string that says "printer_id=..."

If the printer id is -1 then the controller is currently configured for badge registration. Any other value will be the printer id of the printer that the job is being released to and indicates that the controller is configured to release print jobs.

Can the Simple Badge Release Controller be used to register badges and release print jobs?

The Simple Badge Release Controller can be used only to register badges or release print jobs. It cannot perform both functions at the same time. If you want to switch functions, you will need to reinstall the controller.

What hardware must be purchased for each printer using Simple

Badge Release?

There are two pieces of hardware that must be purchased for each printer that you want to use Simple Badge Release (you may also desire an additional set for your workstation for ease of setting up new employees):

- RFIDeas Controller

[Website](#)

Model Number: C-N11NCK4

- RFIDeas PC Prox Plus Badge Reader

[Website](#)

Model Number: RDR-80081AKU

What Active Directory pre-setup checks do I need to make?

1. Create a service account with read access to Active Directory. The service account does not need to be limited to the Printer Installer application. Some organizations use existing service accounts.
2. Have the Active Directory username and password ready at the time of configuration.

The Active Directory username and password are required only if badge information is stored in Active Directory.



With the Embedded Control Panel Application and a digital display on the printer, an end-user can easily log in to the application and release both pull printing and secure printing jobs. Yet, even without a digital display and an application, the end-user still has an option for releasing both pull printing and secure printing jobs. This option is called Simple Badge Release.

Simple Badge Release combines a small device (connected to the network) with a USB-connected badge scanner to enable an end-user to scan a badge and release a print job to IP-based printers only. The image to the left shows a supported Simple Badge Release device. Printer Installer currently supports RFIDEAS model 241(shown here). While the device is required to be connected to the network, it does not need to be connected directly to or even near the printer.

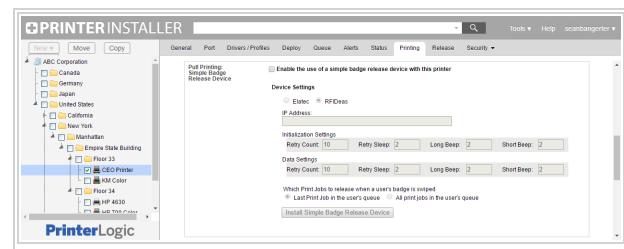
The scanner will be connected to the printer, and depending on the Simple Badge Release settings configured in Printer Installer, when the end-user swipes their badge, the printer will release either the last print job that end-user sent, or all print jobs in queue from that end-user. The image to the right shows the Simple Badge Release settings in Printer Installer.

With these settings, you not only enable Simple Badge Release, but you also select which device you are using and the IP address to connect to your network to the device.

However, when you click Install Simple Badge Release Device, you are actually installing the Simple

With the Embedded Control Panel Application and a digital display on the printer, an end-user can easily log in to the application and release both pull printing and secure printing jobs. Yet, even without a digital display and an application, the end-user still has an option for releasing both pull printing and secure printing jobs. This option is called Simple Badge Release.

Simple Badge Release combines a small device (connected to the



Badge Release settings on the device rather than "installing" the device. For more information on the Simple Badge Release settings, see [Printing Tab](#).

The following steps describe the process for setting up Simple Badge Release.

How To: Set up Simple Badge Release

STEP 1: Set up an LDAP Domain

Skip this section if you have already set up your LDAP domain in the Admin Console and move to STEP 2.

1. Log in to the Admin Console.
2. Click **Tools > Settings > General**.
3. In the LDAP Authentication Settings section, click **Add** to set up a new domain.



For more information on the LDAP Authentication Settings, see [LDAP](#).

4. Click **Save**.

STEP 2: Enable Pull Printing/Secure Release Printing

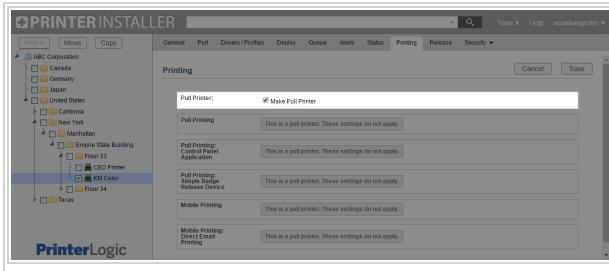
1. In the Admin Console, click **Tools > Settings > Printing**.
2. In the Pull Printing section, click **Enable Workstation Pull Printing/Secure Printing**.



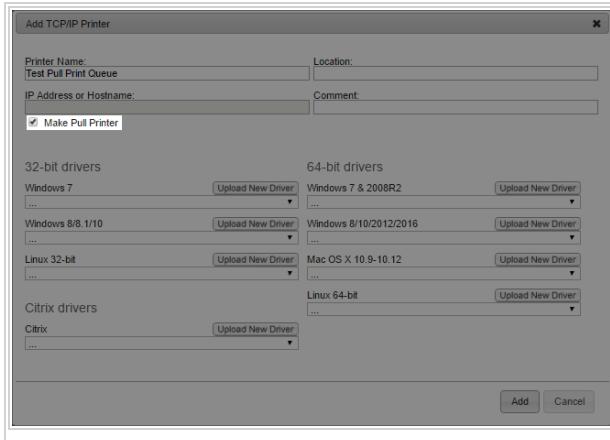
3. Click **Save**.

STEP 3: Set up the Pull Print Queue

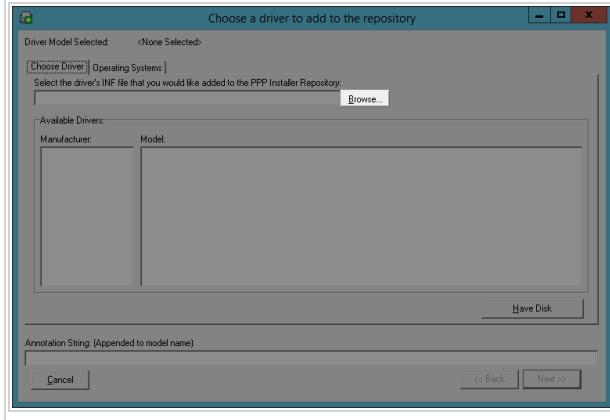
If you already have a printer object that you want to use as a pull print queue, skip the steps below. Instead, select a printer object in the tree view, click the Printing tab, and click Make Pull Printer as shown below, then move to STEP 4.



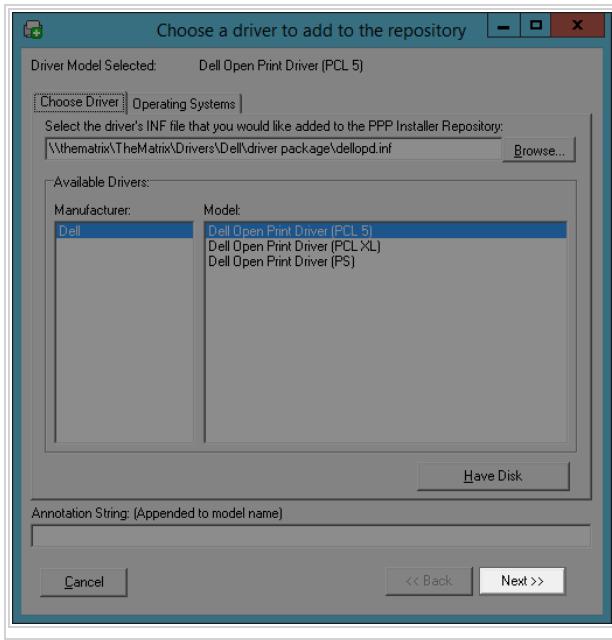
1. In the tree view, select a folder in which you want to place the printer object being used for the pull print queue.
2. Click **New > TCP/IP Printer**.
3. In the Printer Name field, type the name of the new printer object.
4. Click **Make Pull Printer**.



5. In the line corresponding to the driver type you want to upload, click **Upload New Driver**.
6. Click **Browse**.



7. Navigate to the driver you want to upload and select it.
8. Click **Open**.
9. Click **Next**.



10. (Optional) Modify the Annotation String.

For more information on the Annotation String, see [What is the Annotation String?](#).

11. Click Add.

STEP 4: Set up the Pull Print/Secure Print-enabled Printer

The steps shown here enable you to create the printer object associated to the printer that will release pull print jobs and secure release print jobs. This step is important because the end-user will print jobs on a specific printer (secure release) or on any pull print-enabled printer. However, please bear in mind that you do not have to configure the printer object for both pull printing and secure printing to be able to release a print job via Simple Badge Release. Rather, you can configure pull printing on the printer object but not secure release (or vice-versa) and then release the print job on the print using the Simple Badge Release.

If you already have a printer object that you want to use as a pull print-enabled printer, select that printer object in the tree view and then move to STEP 5.

4A. Create the Printer Object to be Associated with the Device that Prints Pull Print and Secure Release Print Jobs

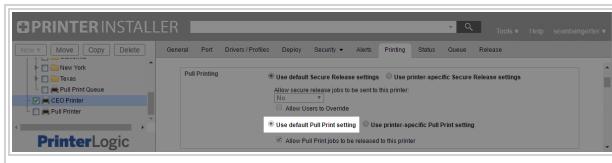
1. Click **Return to tree view** if you are not already in tree view mode.
2. In the tree view, select a folder in which you want to place the printer object being used for the pull print-enabled release printer.
3. Click **New > TCP/IP Printer**.
4. In the Printer Name field, type the name of the new printer object.
5. In the IP Address or Hostname field, type the IP address or hostname of the printer that will be releasing pull print jobs.
6. In the field corresponding to the operating system, click **Upload New Driver** and follow the steps to upload the driver to the printer object.

4B. Configure the Printer Object Created in 4A for Pull Printing

OPTION 1: Use Default settings

1. Click **Return to tree view** if you are not already in tree view mode.
2. In the tree view, select the printer object you created in Step 4A.

3. Click the Printing tab.
4. Click **Use default Pull Print setting**.



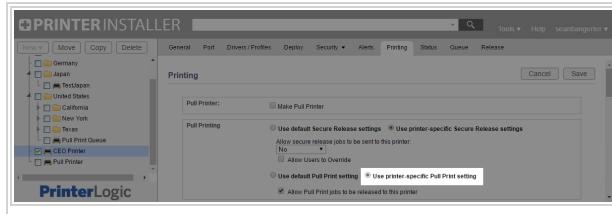
5. Click **Save**.
6. Click **Tools > Settings > Printing**.
7. In the Pull Printing section, click **Allow Pull Print jobs to be released to this printer**.



8. Click **Save**.

OPTION 2: Use Printer-specific Settings

1. Click **Return to tree view** if you are not already in tree view mode.
2. In the tree view, select the printer object you created in Step 4A.
3. Click the Printing tab.
4. In the Pull Printing section, click **Use Printer-specific Pull Print setting**.

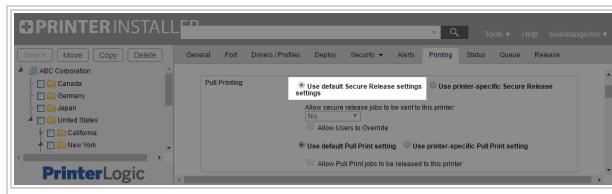


5. Click **Allow Pull Print jobs to be released to this printer.**
6. Click **Save.**

4C. Configure the Printer Object Created in 4A for Secure Release Printing

OPTION 1: Use Default Settings

1. Click **Return to tree view** if you are not already in tree view mode.
2. In the tree view, select the printer object you set up in Step 4A.
3. Click the Printing tab.
4. In the Pull Printing section, click **Use default Secure release setting.**



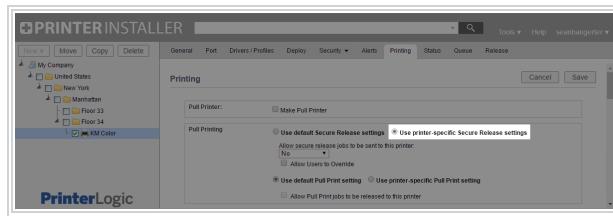
5. Click **Save**.
6. Click **Tools > Settings > Printing**.
7. In the Default per-printer Secure Release settings, click **Yes (Always)** or **Yes (Prompt)**.



8. Click **Save**.

OPTION 2: Use Printer-specific Settings (This is the Drop-down Hotspot)

1. Click **Return to tree view** if you are not already in tree view mode.
2. In the tree view, select the printer object you set up in Step 4A.
3. Click the **Printing** tab.
4. In the **Pull Printing** section, click **Use printer-specific Secure Release Settings**.

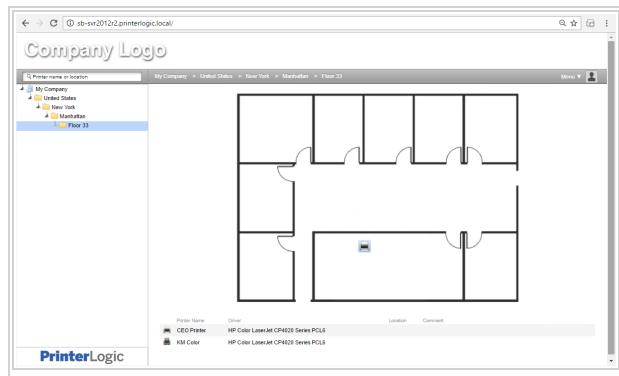


5. In the **Allow secure release jobs to be sent to this printer** field, select **Yes (Always)** or **Yes (Prompt)**.

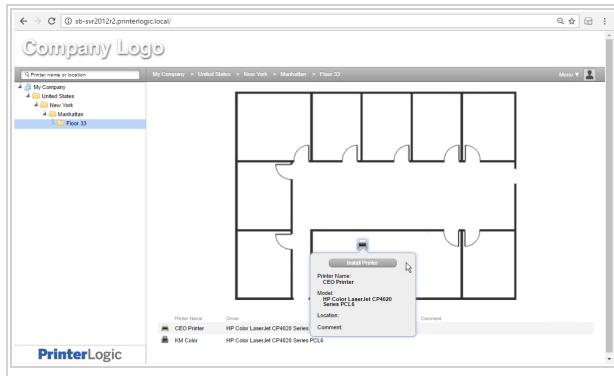
6. Click **Save**.

(OPTIONAL) STEP 5: Test the Pull Print Queue

1. Drag-and-drop the printer object on to a map of the physical location (if you have one set up).
For more information on maps, see [Maps](#).
2. On the workstation where you want to install the printer, log in to the Self-service Portal.
3. In the Self-service Portal tree view, click the folder that houses the printer object for the pull printing-enabled printer (from STEP 4A) you set up in the Admin Console.



4. Click the icon on the map that corresponds to the printer object you are installing on the workstation.



5. Follow the steps to install the printer driver assigned to the printer object onto the workstation.
6. From the workstation on which the printer was installed, send a print job to the installed printer.
7. Log in to the Release Portal.
8. In the Admin Console, select the printer object in the tree view.
9. Click the Release tab to verify that the test print job is waiting in queue.

The Release Portal is available via <http://url.release>.

STEP 6: Set up the RFIDeas Controller

1. Connect the controller to the network by inserting an Ethernet cable into the network port and then connecting the device to an active network connection.
2. Connect the controller to a printer by inserting an Ethernet cable into the controller device port.
3. Plug the card reader into the USB port.
4. Plug in the controller.

When power is applied, all LEDs on the device will appear red. The LEDs next to the power cord and USB port will turn green when the unit is operational.

STEP 6: Configure the Controller to Set a Static IP Address Using the Web Interface

For RFIDeas 241 to communicate with the printers and Printer Installer server on the network, the IP settings must be assigned to uniquely identify the specific device. The recommended process is to set a static IP address for your controller.

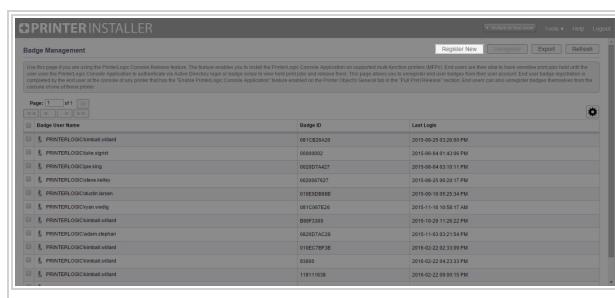
1. Get the current IP address of the controller.
 - a. Make sure the printer is connected to the controller's Ethernet port.
 - b. Turn the controller on.
 - c. Wait for the system LED to turn green.
 - d. Press the recessed button on the side of the controller with a small screwdriver, paperclip, or similar tool for five seconds.
 - e. A print job will be sent to the attached printer showing the current IP address of the controller (along with other parameters).
2. Set up the static address.
 - a. Open a web browser.
 - b. In the Address bar, type the IP address of the controller as the URL (for example, <http://192.168.1.2>).
 - c. Select the IP page (if needed).
 - d. Set the addressing mode to Static.
 - e. Set the IP address to the desired value.
 - f. Set up the subnet mask, gateway, and DNS addresses.
 - g. Set the location to any readable text (as needed).

- h. Click **Update**.
- i. Click the Reboot button.

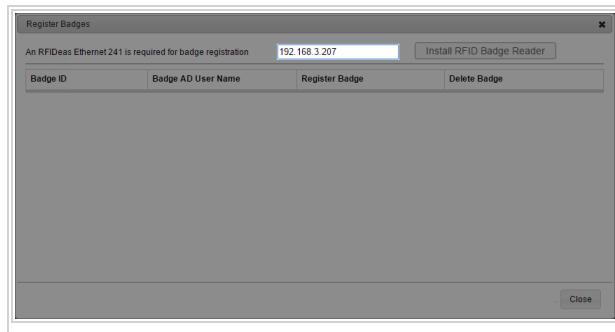
STEP 7: Configure the Device to Manage Badges or to Authorize Print Jobs

7A. Register and Manage Badges

1. In the Admin Console, click **Tools > Badge Management**.
2. Click **Register New**.



3. In the IP Address field, type the IP address of the Simple Badge Reader Device.

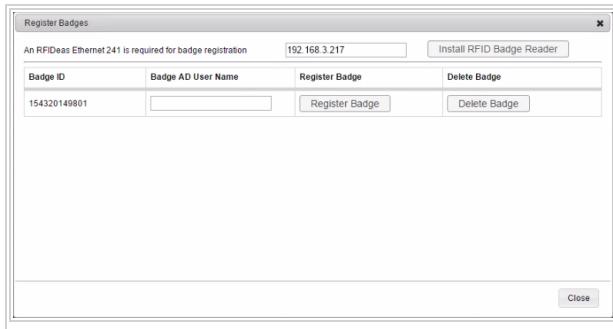


4. Click **Install RFID Badge Reader**.

The Printer Installer server will send the appropriate final configuration data to the controller, which will then reboot.

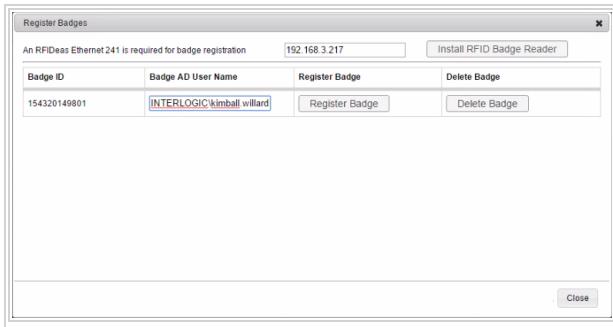
5. Click Done.

Any badges registered through the controller will be stored in the Printer Installer database but not in Active Directory. When you scan a badge, the badge information will appear in the window as shown below.



At this point, you can enter the Active Directory details for the badge user in the Badge AD User Name field and then click **Register the badge** to check the Active Directory information entered against information in your Active Directory.

The format to use to enter badge information in the Badge ID Username field is domain name\username as shown below.



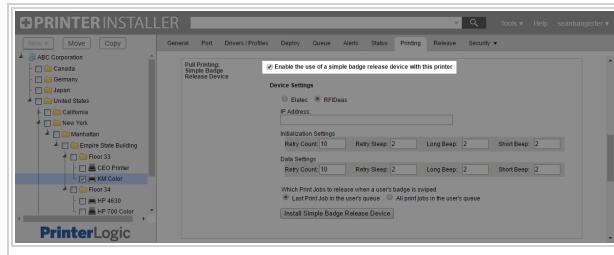
Additionally, a entry will be made in the Printer Installer server. Every time the end user scans their badge, Printer Installer checks its directory rather than checking Active Directory.

(OPTIONAL) 7B. Install the Simple Badge Release Device

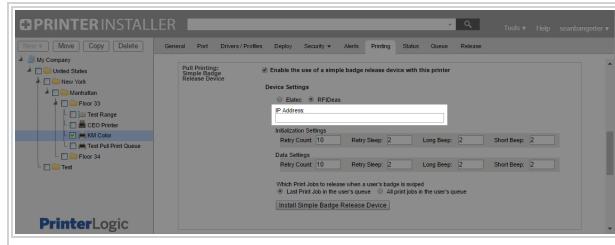
This step is necessary in two instances:

- if you want to program the controller to release print jobs
- if the controller is currently programmed to register badges, but you want to reprogram it to release print jobs

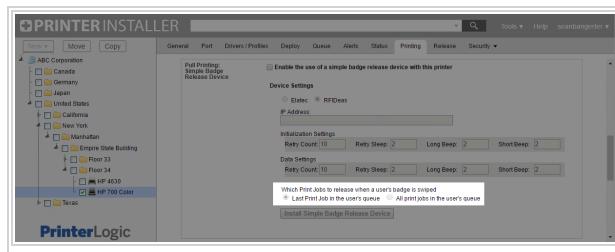
1. In the Admin Console, click **Return to tree view** if you are not already in tree view mode.
2. In the tree view, select the printer object you set up in Step 4A (the pull print/secure print-enabled printer).
3. Click the Printing tab.
4. In the **Pull Printing: Simple Badge Release Device** section, click **Enable the use of the simple badge release device with this printer.**



5. In the IP Address field, enter the controller's IP address.



6. In the Which Print Jobs to release when a user's badge is swiped field, select the desired option.



7. Click **Install Simple Badge Release Device**.

At this point, the controller will reboot.

CONCLUSION

After you have Simple Badge Release properly set up, you should be able to swipe the badge on the console, and depending on the way in which you have it Simple Badge Release configured, the printer will print either all print jobs or the last sent print job associated to the card owner.

Single Sign-on

Hewlett-Packard

On HP printers, follow the steps below to log in to the printer using our application as opposed to just logging in to the Printer Installer app alone.

1. On the HP printer interface, click **Sign on**.
2. Either swipe your badge or enter your login credentials.

At this point, the printer will communicate with the server.

3. If the server authenticates your credentials, then the printer's home screen will appear.
4. Click the icon corresponding to the application you would like to use.

If you select the Printer Installer icon, the application will bypass the login screen and take you directly to the printer jobs.

To log out, the default timeout is 30 seconds.

Lexmark

Lexmark does not currently support Single Sign-on.

Toshiba

For Toshiba printers, Single Sign-on is always on. In other words, you cannot turn it off. As such, it always appears on your login screen. After a successful login, you can go to the main screen to access other applications and printer features. The functionality and apps that appear are determined by the settings of the guest user's role. With Single Sign-on enabled, the guest user account is disabled, but the role settings are still used.

Xerox

For Xerox printers, you can log in to the device by badge scan or entering the user credentials in the Printer Installer application. If the administrator has turned on screen lock, then following a successful login, you will see the main screen as opposed to the Printer Installer application.

Konica-Minolta

Badging and Single Sign-on are tied together. In other words, you cannot have one without the other. After you have logged in to the printer, click **Menu** to leave the Home screen. Next, click **PrinterLogic** or **App** to access the Printer Installer application. The PrinterLogic option appears if you have no other applications in the App folder. If you have the PrinterLogic application and at least one other application, then you will see **App** in the interface.

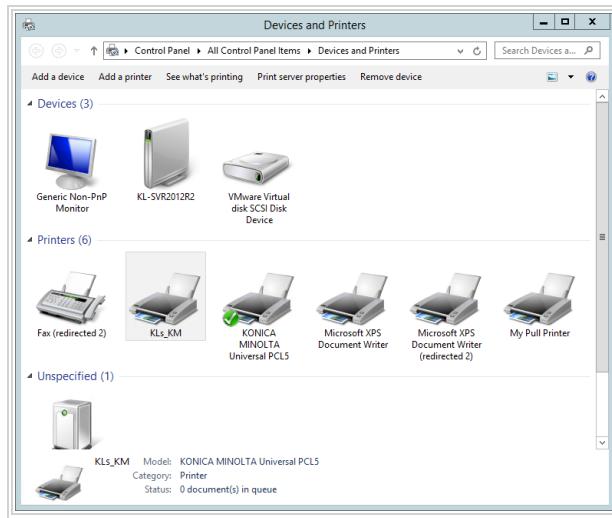
Configure Konica-Minolta client settings for Single Sign-on

The steps below identify the process for configuring Konica Minolta printers to release print jobs with Single Sign-on enabled.

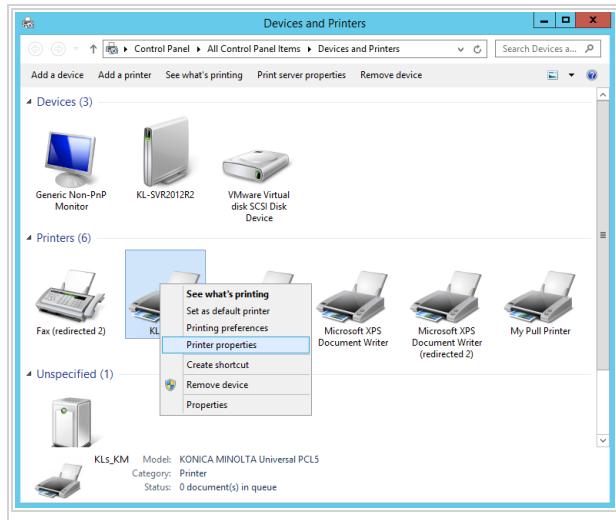
1. Install the Konica Minolta printer on the workstation.

Note: So you don't have to perform these steps on every workstation, you can apply the settings to a profile, which can automatically be applied to every workstation.

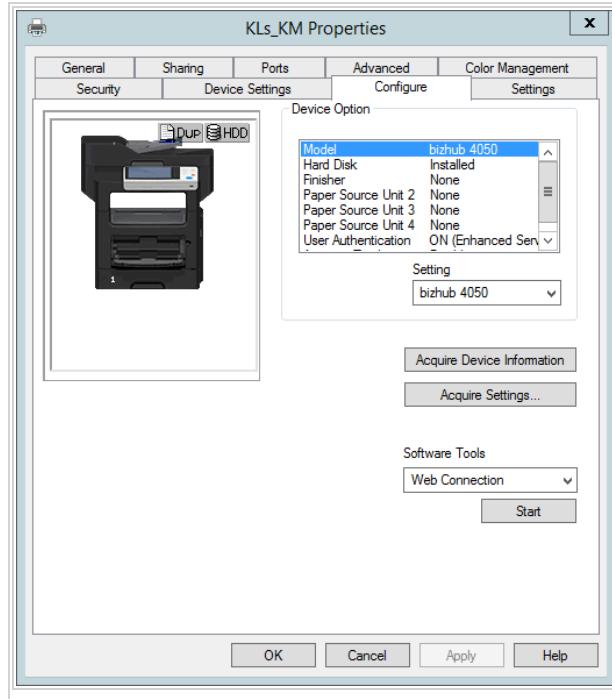
2. Open **Devices and Printers**.



3. Right-click the printer.
4. Select **Printer Properties**.

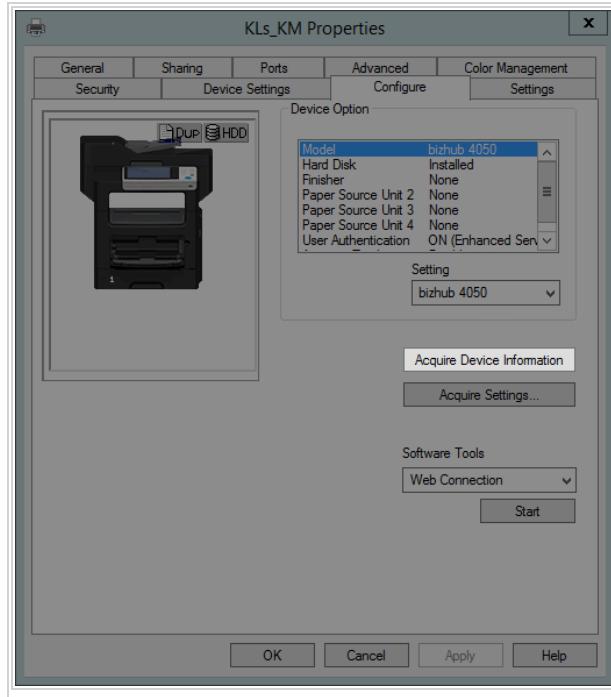


5. Select the Configure tab.



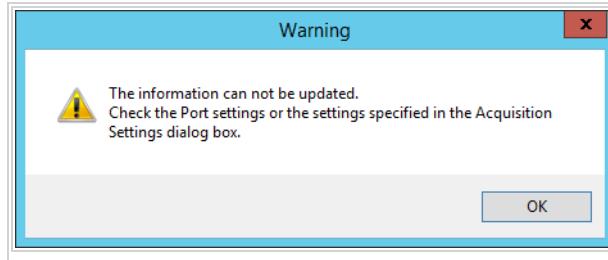
If you do not see the Configure tab, then you may not be using a Konica Minolta printer driver. Upload a new driver as needed.

6. Click Acquire Device Information.
7. When the system asks if it is ok to continue, click Yes.



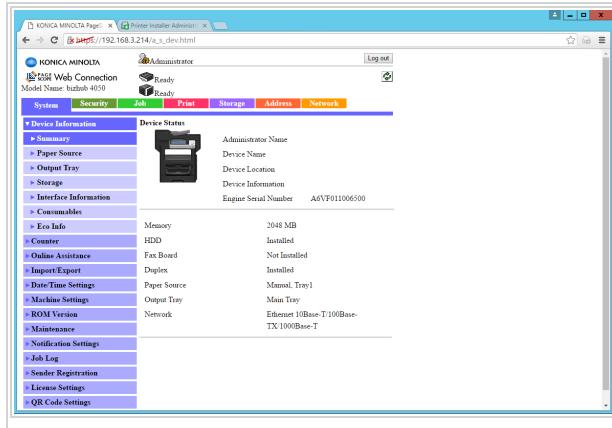
What do I do if I receive a warning stating the information cannot be updated?

You may click **Acquire Device Information** and see a warning as shown below.

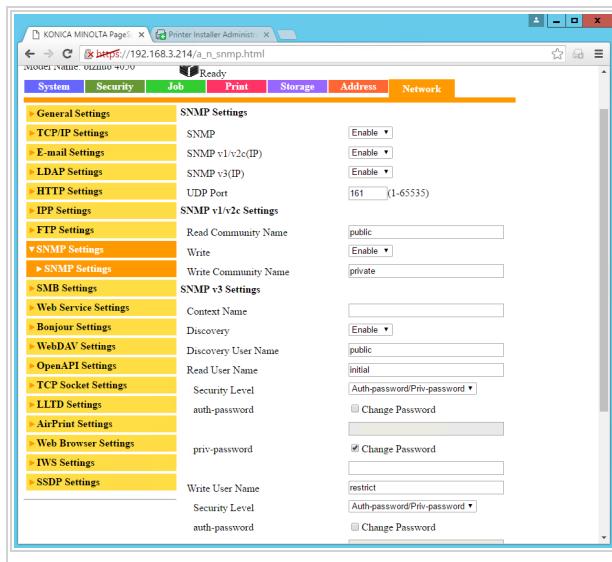


Click **OK** to close the window. Open a web browser and log into the Konica Minolta printer web interface application using the printer's IP address. Make sure you log

in as an administrator. The following image shows the Konica Minolta web interface application.

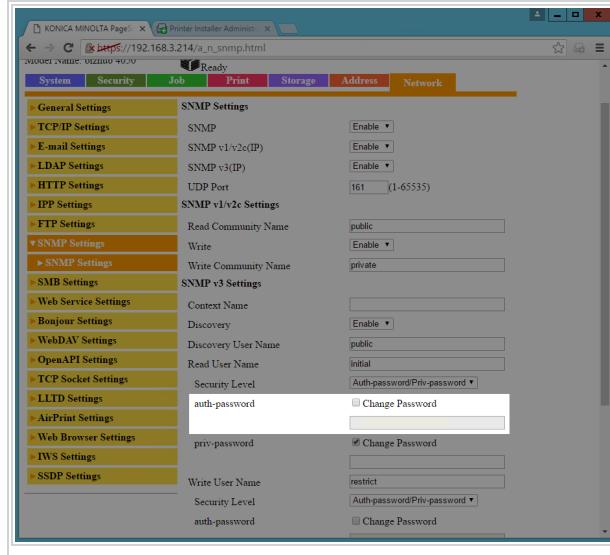


Click the Network tab and then click SNMP Settings as shown below.



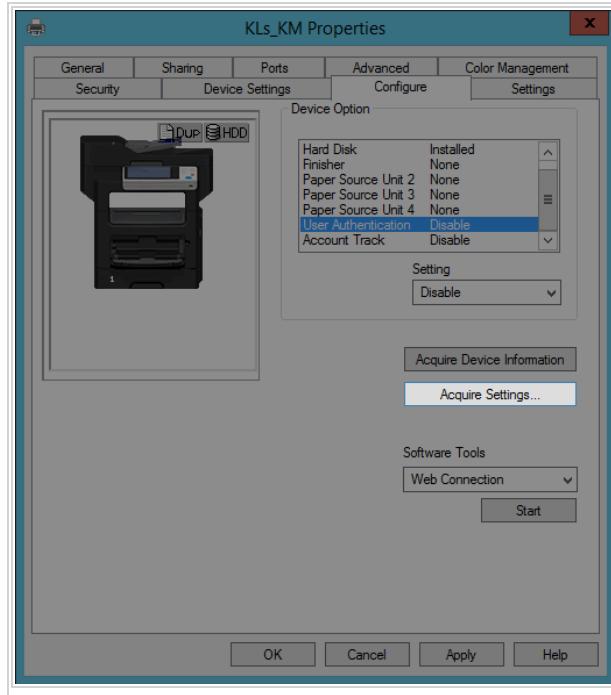
Next, under SNMP v3 Settings, make sure the Discovery drop-down shows **Enable**, and in the priv-pass-

word field, click **Change Password** and type a new password as shown below.

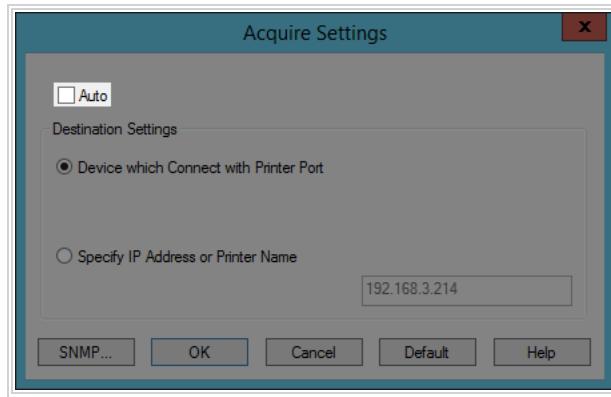


When you are finished, click **Apply**.

8. Click Acquire Settings.



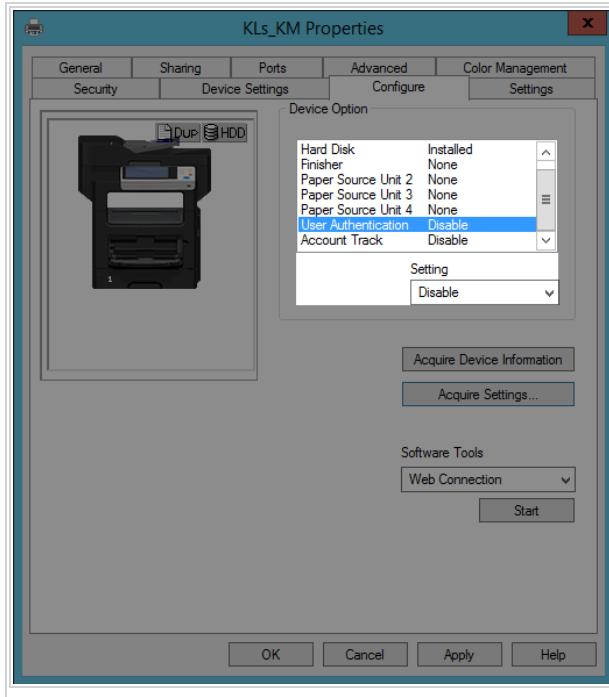
9. Deselect **Auto**.



10. Click **OK**.

11. In the Device Option section, select **User Authentication**.

12. In the Setting menu, select **Disable**.



13. Click **OK**.

Set up Scan-to-Email on Konica-Minolta Printers

Scan-to-Email will be able to populate your email address by following the steps below.

1. In the printer's interface, click **Administrator Settings**.
2. Click **Use Authentication/Accounting Track**.
3. Click **Scan to Home**.
4. Click **Enable**.

Ricoh

If Single Sign-on is enabled, all printer functionality is locked until the user

logs in via badge scan or user credentials. Additionally, Ricoh does not populate the fields for send-to-email even with Single Sign-on enabled. However, Single Sign-on will populate the fields for the scan to folder option.

Single Sign-on provides access to multifunction printer capabilities other than printing when an end-user is also logged into the Embedded Control Panel Application. Put simply, Single Sign-on logs you into the printer and not just the application.

Without Single Sign-on enabled, you could not access printer features such as copy and fax if you are also logged into the Embedded Control Panel on the printer. You would need to log out of the application for those copy and fax features to become available.

Multifunction printer features that an administrator withholds from an end-user will still be unavailable to that end-user even if Single Sign-on is enabled on that printer. For example, if the administrator withholds faxing capability to a specific end-user, then that end-user will not be able to fax from that printer regardless of whether Single Sign-on is enabled on that printer or not.

When you install the Embedded Control Panel application on the printer, Single Sign-on will either be enabled or disabled depending on whether the Single Sign-on is enabled or disabled on the printer object from which the Embedded Control Panel application is installed. For more information, see [Enable Single Sign-on](#).

Furthermore, Single Sign-on cannot be automatically enabled on printer objects that already have the Embedded Control Panel application installed. You must uninstall the application from the printer, enable Single Sign-on in the printer object, and then re-install the application before Single Sign-on will be activated on the printer.

Set up Single Sign-on

Single Sign-on is part of a much larger process of installing the Control Panel

Application on a printer. For more information on that process (by printer manufacturer), see [Control Panel Application](#).

Single Sign-on cannot be added to a Control Panel Application that has already been installed on a printer. If you would like to add Single Sign-on to the Control Panel Application, follow the steps below.

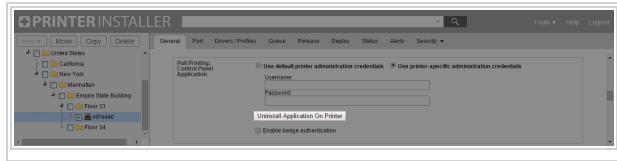
STEP 1: Uninstall the Control Panel Application from a Printer

The Embedded Control Panel application appears in a printer's digital display and enables an end-user to release pull print or secure release print jobs either by logging in via username and password or through badge swipe. The following image shows the Control Panel Application login screen with both login options enabled.



If you have installed this application, you can quickly remove it from the printer by uninstalling it from the Printer Installer. The following steps identify the process for uninstalling the application.

1. Log in to the Admin Console.
2. In the tree view, select the printer object associated with the printer that has the Control Panel Application installed.
3. Click the Printing tab.
4. In the **Pull Printing: Control Panel Application** section, click **Uninstall Application On Printer** as shown below.



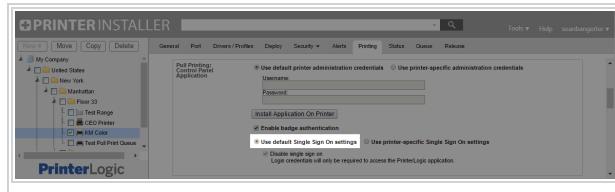
If you do not see **Uninstall Application On Printer** in the interface, then the application was not installed on the printer object.

5. Click **Save**.

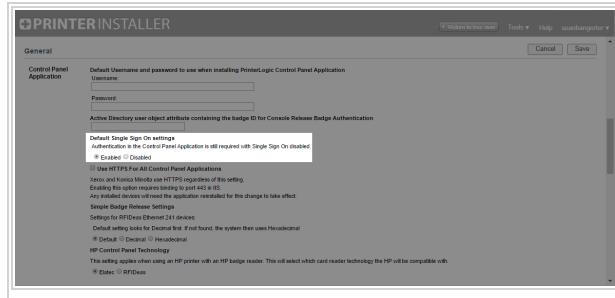
STEP 2: Enable Single Sign-on

OPTION 1: Use Default Settings

1. In the Printing tab, under the Pull Printing: Control Panel Application section, click **Use default Single Sign On settings**.



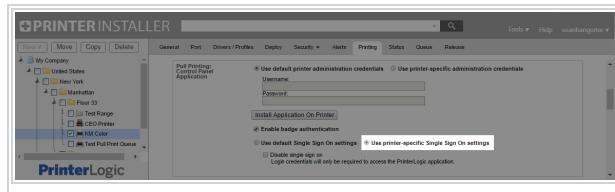
2. Click **Save**.
3. Click **Tools > Settings > General**.
4. In the Default Sign On settings section, click **Enabled**.



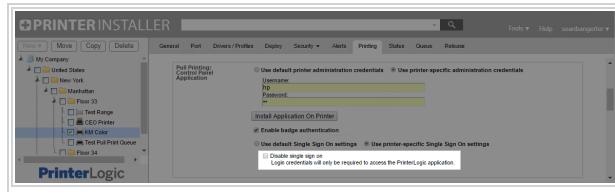
5. Click **Save**.

OPTION 2: Use Printer-specific Settings

1. In the Printing tab, under the Pull Printing: Control Panel Application section, click **Use printer-specific Single Sign On settings**.



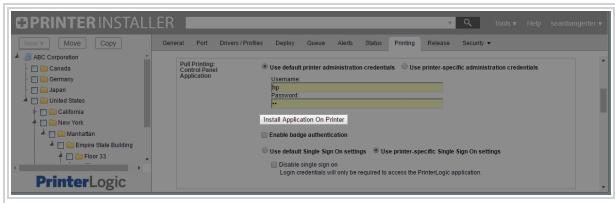
2. Deselect the **Disable Single Sign On** check box.



3. Click **Save**.

STEP 3: Install the Control Panel Application on the Printer

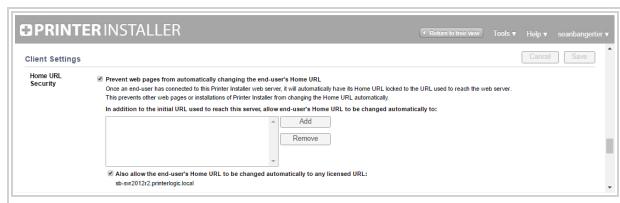
In the Printing tab, click **Install Application on Printer**.



CONCLUSION: Single Sign-on

With Single Sign-on enabled, then the printer on which the Control Panel Application is installed should also have other multi-function features enabled at the same time you are logged into the Control Panel Application.

Whitelist (Home URL Security)



The Whitelist feature is used to enable the end-user to easily switch between servers without having to manually change the HomeURL and reinstall the client. Without the Whitelist, the client installed on the end-user's workstation is connected to one specific server. If that end-user attempts to install a printer from a different server, then Printer Installer would display an error.

Frequently, Printer Installer administrators have legitimate reasons for wanting their end-users to change their HomeURL, and the Whitelist enables the administrator to set up a list of URLs that the client can trust. For example, let's say the administrator has both a test server (test.printerlogic.com) and a primary server (server.printerlogic.com). To enable a client to seamlessly switch between the servers, the administrator would put test.printerlogic.com in the Whitelist of server.printerlogic.com's settings, and you would put server.printerlogic.com in the Whitelist of test.printerlogic.com's settings. Another option is to put both server.printerlogic.com and test.printerlogic.com in the Whitelist for their production server, which would also be replicated by the test server. In this scenario, the

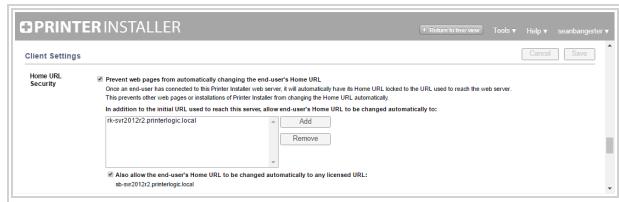
Whitelist makes changing between server tolerable for people who do it on a regular basis.

error

The Printer Installer Whitelist contains an option for Allow the end-user's HomeURL to be changed automatically to any licensed URL. In short, this option can be used to add the servers to a new license file. When you replace the old license file with the new one, the HomeURLs added to the license file will appear in the Whitelist (beneath the **Also allow the end-user's Home URL to be changed automatically to any licensed URL** check box). This option is common for administrators who have a warm-standby server (like printers.domain.com) that points to an alias (such as print1.domain.com or print2.domain.com). Because all three names are in the license file and are really the same server, Printer Installer will allow changing to any URL in the license file.

How To: Add a Server to the Whitelist from the Admin Console

1. Log in to the Admin Console.
2. Click **Tools > Settings > Client**.
3. Scroll to the Home URL Security section.



4. Click **Add**.
5. Type the URL you would like to add to the Whitelist.
6. Click **OK**.

The server name you added will appear in the Whitelist.

7. Click **Save**.

At this point, the end-user can enter the server name (as it appears in the Whitelist) in the browser's address bar and then press <ENTER>. The Self-

service Portal will appear, and they will be able to install a printer that they could not previously install.

How To: Add a Server to the Whitelist from the License File

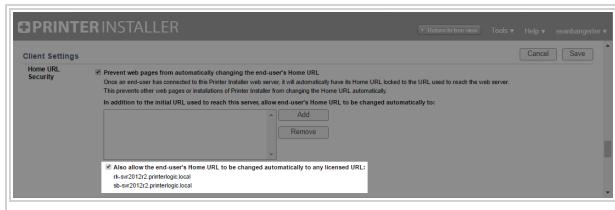
Before you begin, make sure you have a license file that contains all of the HomeURLs you want to add to the Whitelist.

You cannot edit your existing license file to add HomeURLs. You must have a new license file from PrinterLogic.

1. On the server you want to add to the Whitelist, open Windows Explorer.
2. Click C:\inetpub\wwwroot.
3. Delete the existing license file.
4. Paste your new license file into the wwwroot folder.
5. Open a browser window and log back in to the Admin Console.

If you are already logged in to the Admin Console, just refresh your browser window.

6. Click **Tools > Settings > Client**.
7. In the Home URL Security section, you will see the list of the HomeURLs added to the licensed file as shown below.



Final Thoughts: For a client to be able to switch between servers, the name of the server must be added to the Whitelist on each server. For example, server A must be in the Whitelist of server B, and server B must be in the Whitelist of server A.

REPORTING

Printer Installer reports can provide a wealth of information on the ways in which your printers are operating and the ways in which they are being used. This section gives details on how to schedule or run a report, and information on the different types of reports available through the Admin Console.

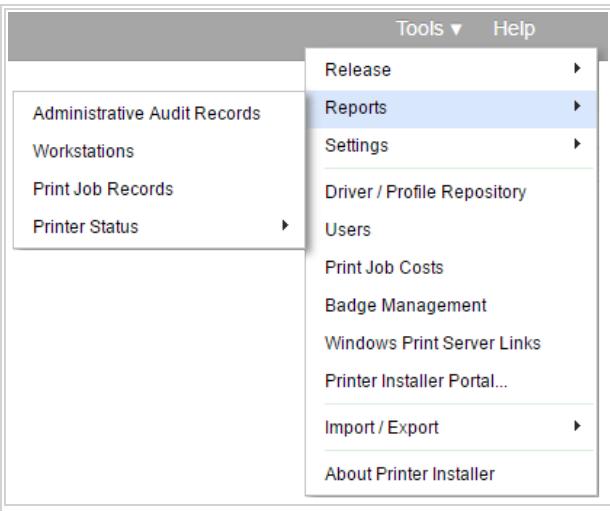
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Run a Report

Printer Installer provides quick access to run several reports that present printer and user data in a variety of formats. The following image shows an example of a report accessed from Printer Installer.

PRINTER INSTALLER														
Printer Status - All Printers														
Printer Status		Path	Location	Comment	Web Interface	Mobile Last Report	Mobile Last Response	UWF Prod	UWF Current	UWF Operational	UWF Current	UWF Error	UWF Alert	UWF Error
000000	My Company	10.123.10.248.109	Not Available	Pending	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
000001	My Company	10.123.12.231.10	Not Available	Pending	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
000002	My Company	10.123.13.231.10	Not Available	Pending	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
000003	My Company	10.123.13.232.10	Not Available	Pending	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
000004	My Company	10.123.13.232.10	Not Available	Pending	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
000005	My Company	10.132.100.101.13	Not Available	Pending	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
000006	My Company	10.132.100.103.13	Not Available	Pending	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
000007	My Company	10.132.100.103.13	Not Available	Pending	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
000008	My Company	10.132.100.104.13	Not Available	Pending	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
000009	My Company	10.132.100.104.13	Not Available	Pending	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
000010	My Company	10.132.100.105.13	Not Available	Pending	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available

Reports in Printer Installer can be accessed by clicking the Tools menu and then selecting one of the reports as shown below.



Printer Installer executes and displays reports in one of three ways. One option, such as the one used in the Workstation reports, expects the end-user to provide specific search variables, and then generates the report by clicking **Search**. The second option, as used in the Print Job Record Reports, expects you to set specific start dates/times and end dates/times before performing a search using the selected variables. The third option are reports such as the Printers with Errors Only report, which displays data automatically. You do not need to generate or run the report for the data to appear.

The reports are categorized into four main categories including:

- [**Administrative Audit Records**](#)
- [**Workstations**](#)

The information in the following section give important steps on generating a report from each of these categories.

1. In the setting on which the browser is installed, make sure pop-up blockers are disabled for the server.
2. Log in to Printer Installer.
3. Click **Tools > Reports**.
4. Click the name of the report you would like to access.
5. When the report interface appears

Schedule a Report

Scheduling a report in Printer Installer is beneficial for those people who like to see regular job and costing data without having to regularly run the report.

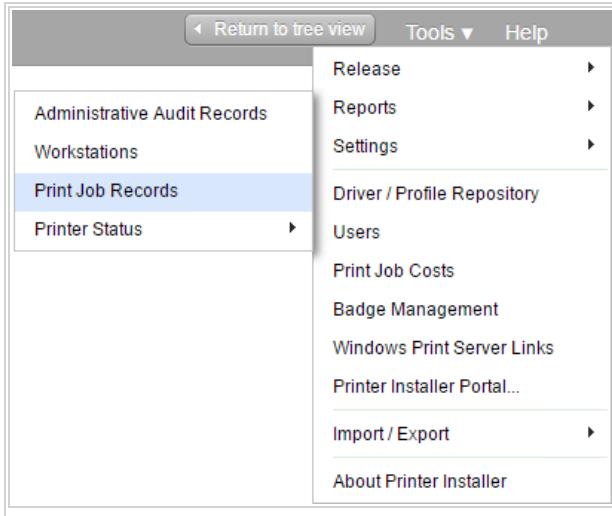
The Report Scheduling feature is available for all reports in the Print Job Records section. However, it is not available for Administrative Audit Records, Workstation Records, or Printer Status Records. Additionally, for a report to run correctly, make sure you either disable popup blockers or add an exception for the server domain. For more information, refer to the documentation from the operating system manufacturer.

Scheduled reports are distributed via email to addresses added through the Schedule a Report window. The following steps provide details on scheduling a report to run at a designated date and time for a specific group of people.

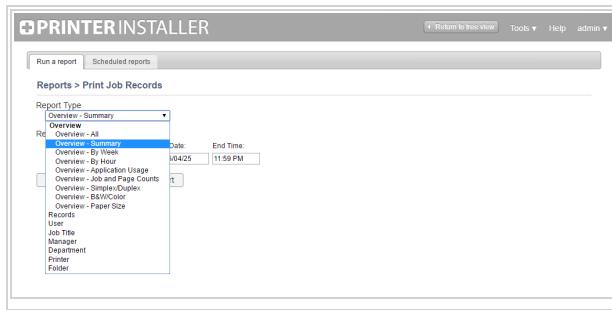
RELATED TASKS AND TOPICS

Schedule a Report

1. Log in to the Admin Console.
2. Click **Tools > Reports > Print Job Records** as shown below.



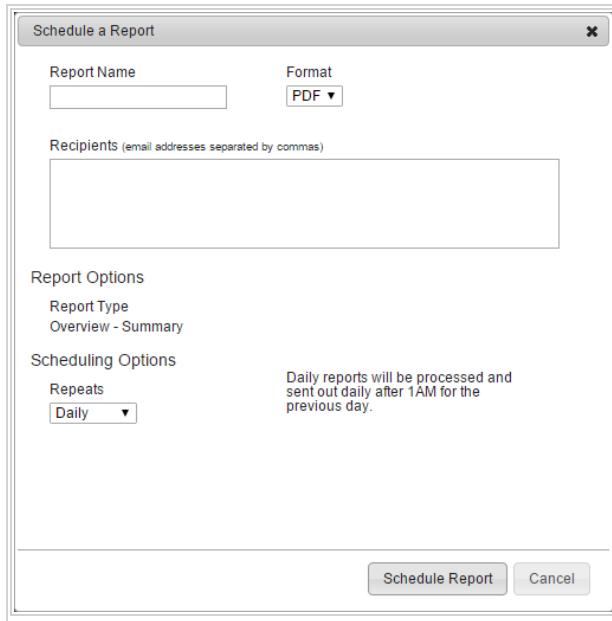
3. In the Run Report tab, select the report you want to run (from the Report Type field) as shown below.



4. From the Report Options section, select the options to use when running the report.

The options include the date and time you want to start running the report to the date and time you want the report to stop running.

5. Click **Schedule Report** to open the Schedule a Report window as shown below.



6. In the Report Name field, type a name for the scheduled report.

The report type you selected in the Run a Report tab appears in the Report Options section as shown.

7. Select the format in which you would like the report to be presented.
8. In the Recipients field, type the email addresses for the people who will receive the report.

Separate multiple email addresses with commas.

9. In the Repeats section, select the frequency that the report is scheduled to run.
10. Click **Schedule Report**.

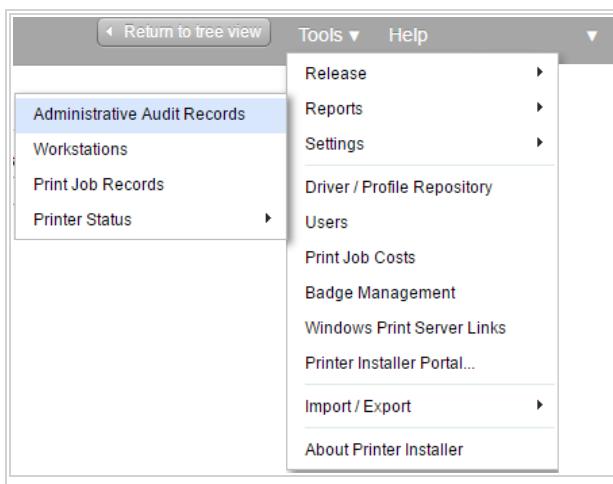
Printer Installer will generate a record for the scheduled report. You can click the Scheduled reports tab again to see that record.

Administrative Audit Record Report

The Administrative Audit Record report provides detail on the activities of all users who log into Printer Installer. The report shows details for both administrative and non-administrative users. In other words, any user who has login credentials to Printer Installer can view the report. You normally would not allow non-administrative users to have access to Printer Installer, though instances exist in which help desk support personnel may require access albeit to a lesser extent, so they would not have full administrative rights. For more information on permissions, see [What is Role-based Access Control \(RBAC\)](#).

For example, Admin A created Printer Object A, while Admin B changed Printer Object A's IP address, and Admin C deleted all the printer objects. This information is useful because if a change occurs at the administrative level, you will be able to see what the change was, who performed the change, and when it was done.

The report is available in Printer Installer by clicking **Tools > Reports > Administrative Audit Record** as shown below.



The following image shows an example of the Administrative Audit Records report.

PRINTER INSTALLER											
Reports > Administrative Audit Records											
Start Date:	Start Time:	End Date:	End Time:	Object Name (Optional):	Username (Optional):	Actions					
2016/04/01	12:00 AM	2016/05/11	11:59 PM			Search					
Sort by:											
Date Ascending ▾											
81 results, showing 1-81											
Date	Time	Action	Object Type	Object Name	Attribute	Previous Value	New Value				
2016-05-05	03:44:20	Create	User Role	PI_Role			seanbangerter				
2016-05-05	03:44:40	Modify	User Role	PI_Role			seanbangerter				
2016-05-06	10:28:00	Create	User Role Assignment	steazn025	Site Manager	TCP/IP Printer	denesik				
2016-05-06	10:28:22	Create	User Role Assignment	steazn025	Help Desk	TCP/IP Printer	denesik				
2016-05-06	10:34:23	Delete	User Role Assignment	steazn025	Site Manager	TCP/IP Printer	denesik				
2016-05-06	10:34:23	Delete	User Role Assignment	steazn025	Help Desk	TCP/IP Printer	denesik				
2016-05-06	11:31:10	Create	User Role Assignment	steazn025	Site Manager	TCP/IP Printer	baumbach				
2016-05-06	01:37:27	Delete	User Role Assignment	steazn025	Site Manager	TCP/IP Printer	baumbach				
2016-05-08	07:19:26	Create	User Role Assignment	vthomson	Site Manager	TCP/IP Printer	abemathy				
2016-05-08	07:21:16	Create	User Role Assignment	vthomson	Print Job Report Manager	TCP/IP Printer	abemathy				
2016-05-08	07:21:16	User Role					seanbangerter				

The report clearly shows the user who made a change (shown in the User column). You can also see the printer object and type in which the change was made. As such, if something breaks as a result of a change a user has made, you will be able to identify who made the change and identify a fix for the break. Furthermore, if you click the object name, you can see the specific history for that object.

Enable or Disable Print Job Audit Records

- When Print Job Audit records are disabled, the print job record is not recorded in the database.
- When print job audit records are enabled, a print job record is recorded in the database each time a user prints.

To enable print job auditing, do the following steps:

- Login to the Printer Installer Administrator.
- Select **Tools > Settings > Client > Print Job Settings** and enable the Enable Print Job Auditing option.
- On a computer running the Printer Installer Client, right click the system tray icon and select refresh or logout and login to activate the print job auditing feature in the client.

Options

Include Local or Shared TCP/IP Printers - Print jobs will be logged for any printer managed by Printer Installer. This includes locally installed TCP/IP printers and TCP/IP printers on a print server.

Include Local USB Printers - Print jobs will be logged for USB-attached printers if this option is enabled.

Delete old Print Jobs Records - Automatically remove print jobs that are more than two years old.

Include print job title in reports - If print job titles may contain sensitive information, this option may be disabled to not display print job titles in reports.

Enable TCP/IP queue management - Enables the Queue Management feature.

Workstation Report

The Printer Installer Workstation Report is designed to show the current workstations that have the Printer Installer Client installed as shown below.

The screenshot shows the 'Reports > Workstations' page of the Printer Installer software. At the top, there are search and filter fields for 'User', 'Workstation Short Name', 'Workstation Long Name', 'Workstation OS', 'Workstation IP', 'Client Version', and 'Initial Check-in Time' and 'Latest Check-in Time'. Below these are two date/time input fields: 'From' (12:00 AM) and 'To' (11:59 PM). A 'Search' button is located at the bottom left of the search area. The main content area displays a table with one row of data. The table has columns for User, Workstation Short Name, Workstation Long Name, Workstation OS, Workstation IP, Client Version, Initial Check-in Time, and Latest Check-in Time. The data row shows 'PRINTERLOGIC\scansanger' as the User, 'VT12' as the Workstation Short Name, 'VT12.printerlogic.local' as the Workstation Long Name, 'Windows 2012R2 64-bit' as the Workstation OS, '192.168.3.14' as the Workstation IP, '16.1.1.111' as the Client Version, '2016-05-09 20:32 AM' as the Initial Check-in Time, and '2016-05-13 09:47:49 AM' as the Latest Check-in Time. At the bottom of the table, there is a page navigation bar showing 'Page: 1 of 1 (1 results), showing 1-1' and an 'Export' button.

User	Workstation Short Name	Workstation Long Name	Workstation OS	Workstation IP	Client Version	Initial Check-in Time	Latest Check-in Time
PRINTERLOGIC\scansanger	VT12	VT12.printerlogic.local	Windows 2012R2 64-bit	192.168.3.14	16.1.1.111	2016-05-09 20:32 AM	2016-05-13 09:47:49 AM

This report enables customers to run a health status check on Printer Installer Clients because it displays the version(s) of the Printer Installer Client installed, Workstation Short Name, Workstation Long Name, Workstation Operating System, Workstation IP, User, Initial Check-In Time, and most recent check-in time of the Client. To access the workstation report, sign into the Printer Installer Administrator Console and go to **Tools > Reports > Workstations**. Clicking **Search** with default settings will display all workstations. Filtering can be done based on any data type, such as workstation name or latest check-in time.